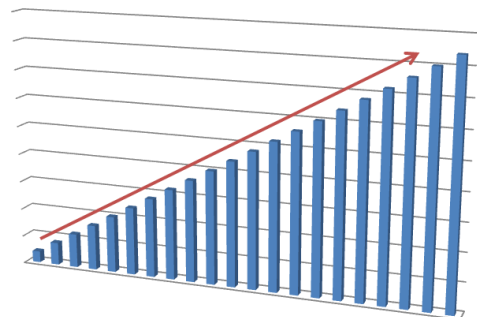




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Meetings

- Liquor Commission meeting, June 16, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting June 18, 5:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, June 24, 4:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting June 25, 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

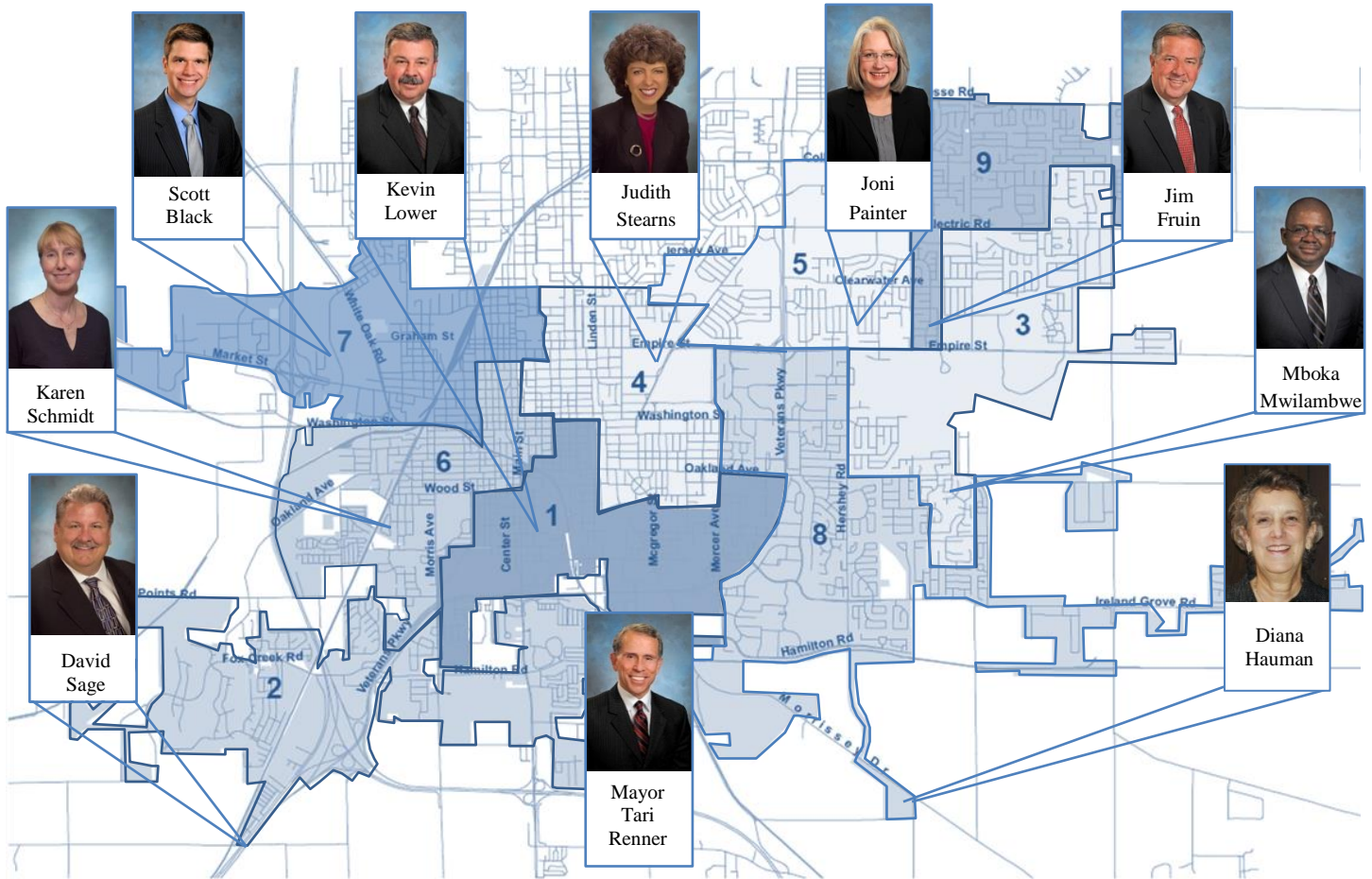
Effective June 1, 2013 the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

Upcoming Community Events

- [Park Quest](#), Lincoln Leisure Center (1206 S. Lee St.), May 1 – October 31
- [Miller Park Summer Auditions](#), BCPA Creativity Center (107 Chestnut Street), June 1, 5:30 pm
- [Franklin Park Ice Cream Social](#), Franklin Park, June 11, 6:00 pm
- [Music Under the Stars](#), Miller Park Bandstand (1020 S. Morris), June 16, 7:00 pm – 8:00 pm



City of Bloomington Elected Officials

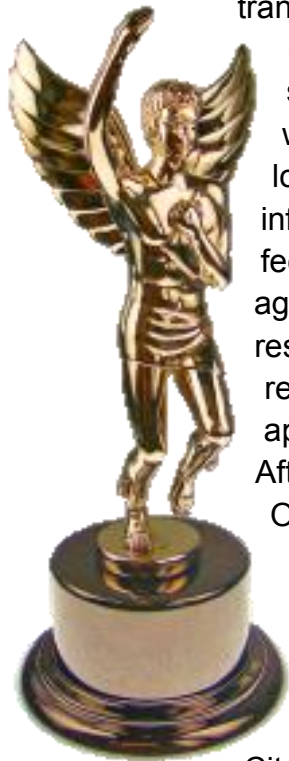


City of Bloomington Administration

- 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
- 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

April 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 April 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: Public Safety

City Receives American Heart Association's Mission: Lifeline EMS Recognition Award

The City of Bloomington's Fire department has received the American Heart Association's Mission: Lifeline® EMS Gold Award for implementing quality improvement measures for the treatment of patients who experience severe heart attacks.

Every year, more than 250,000 people experience a **STEMI**, or ST Elevation Myocardial Infarction, a type of heart attack caused by a complete blockage of blood flow to the heart that requires timely treatment. To prevent death, it's critical to restore blood flow as quickly as possible, either by surgically opening the blocked vessel or by giving clot-busting medication.

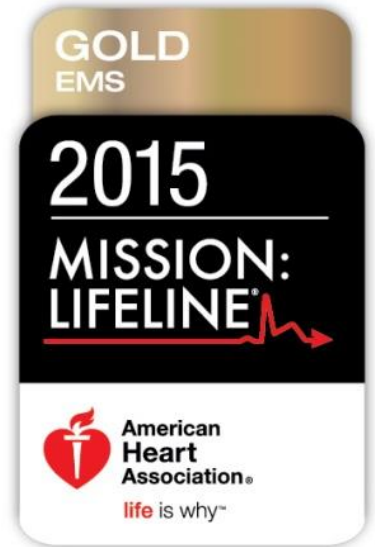
Unfortunately, a significant number don't receive prompt reperfusion therapy, which is critical in restoring blood flow. Mission: Lifeline seeks to save lives by closing the gaps that separate STEMI patients from timely access to appropriate treatments. Mission: Lifeline's EMS recognition program recognizes those emergency responders for their efforts in improving STEMI systems of care and improving the quality of life for these patients.

Emergency Medical System providers are vital to the success of Mission: Lifeline. EMS agencies provide access to 12-lead ECG machines (devices that measure the electrical activity of the heartbeat and can help medical personnel determine if a heart attack has occurred), and follow protocols derived from American Heart Association/American College of Cardiology guidelines. The correct tools and training allow EMS providers to rapidly identify the STEMI, promptly notify the medical center, and trigger an early response from the awaiting hospital personnel.

Agencies that receive the Mission: Lifeline Gold award have demonstrated at least 75 percent compliance for each required achievement measure for two years and treated at least eight STEMI patients for each year.

"EMTs and paramedics play a vital part in the system of care for those who have heart attacks," said Nancy Brown, Chief Executive Officer of the American Heart Association/ American Stroke Association. "Since they often are the first medical point of contact, they can shave precious minutes of life-saving treatment time by activating the emergency response system that alerts hospitals. We applaud the City of Bloomington for achieving this award that shows it meets evidence-based guidelines in the treatment of people who have severe heart attacks."

"Bloomington is dedicated to making our unit among the best in the country, and the American Heart Association's Mission: Lifeline program is helping us accomplish that by implementing processes for improving STEMI systems of care with the goal of improving the quality of care for all STEMI patients," said Chief Brian Mohr. "We are pleased to be recognized for our dedication and achievements in emergency medical care for STEMI patients."



Executive Summary

Police Department

- On average there were six general detectives working per day in the Criminal Investigations Division (CID) with each general detective assigned approximately 14 cases and the Domestic Violence detectives (2) assigned 43 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 28 cases. **(Page 9)**
- The two Cyber Crime detectives have ten open cases which include open/active joint investigations with the US Secret Service. **(Page 10)**
- Four detectives and one supervisor are assigned to the Vice unit with 4.09 on average working per day. Members of the unit completed six days of training during the month. Fifteen new cases were opened, ten cases were closed, and four search warrants were served. The Vice unit purchased 10.7 grams of crack cocaine, 10.8 grams of powder cocaine, 139.7 grams of cannabis, and 2 grams of heroin. They seized 19 grams of crack cocaine, 49.5 grams of powder cocaine, 742.5 grams of cannabis, and \$3,214. **(Page 10)**
- During the month of April there were 13 days of Downtown Hireback details. A total of 37 pairs of officers, including 12 pairs assigned from third shift patrol, worked during the month. Totals for the month include 240 bar checks, three DUIs, 58 ordinance violations, 15 parking citations, four traffic citations, eleven fights, 20 calls for service, nine arrests, and nine vehicles towed. **(Page 15)**

Fire

- For the month of April, the Fire Department's response time to fire calls was 06:10 and response time to EMS calls was 06:18. Both Fire and EMS response times were outside of the six minute bench mark. **(Page 16)**
- In the month of April the Fire Department responded to 866 calls for service. This is a typical month with 79% of the calls being EMS related. There was also an increase in the numbers of fires however most of those calls were minor in nature **(Page 17)**
- As in most months, the majority of the calls were EMS related which accounted for 681 calls for service in April. The 681 calls for service resulted in a total of 593 patients treated and 739 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem. **(Page 18)**

Parks, Recreation & Cultural Arts

- In April 2015 the BCPA hosted several events benefitting the community including: Downtown Bloomington Association Trivia Night, Citizens Academy, Chefs for PATH, McLean County Diversity Project, Illinois Wesleyan Civic Orchestra rehearsal and concert, Illinois Wesleyan Wind Ensemble performance, Illinois Symphony Orchestra: rehearsal, pre-show, performance, post show and 2 school shows, the American Passion Play - 2 performances and closing dinner, Chartered Property Casualty Underwriters (CPCU) reception, PNC Bank reception, Kappa Alpha Psi – Wine Sip, Cultural Commission, Community Educators, Piano Lessons, and Improvisation classes. **(Page 25)**

- Attendance for the month at the BCPA was 10,480. The facility was utilized 57 in April for various on-site functions(**Page 26**)
- The golf season is officially upon us with all three golf courses being open for play. The Masters Golf Tournament in Augusta, Georgia, in early April, brings an excitement to our golfers and the golf industry in general. Fortunately, this year's Master's Tournament was accompanied by very playable golf weather this year. With the favorable weather this April, we were able to see our play up +22% to last April. For the calendar year, we have experienced a +39% increase in play. This is a very positive sign for the year ahead of us (**Page 27**)
- Attendance was up 1.5% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was up 0.3% 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. This represents the fourth consecutive year the all-time attendance revenue record was broken. 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 8.6% for the fiscal year compared to last year. (**Page 32**)



Finance

- The Finance Department has been working diligently in preparing for year-end close of FY2015 and the arrival of the auditors in May. In the month of May, Finance will be presenting at the Citizen's 101 to educate citizens on the budget and its challenges.(**Page 34**)
- A summary of April revenue collections may be found on page 35.



Police Chief



Brendan Heffner

April 2015 Edition

Police Department

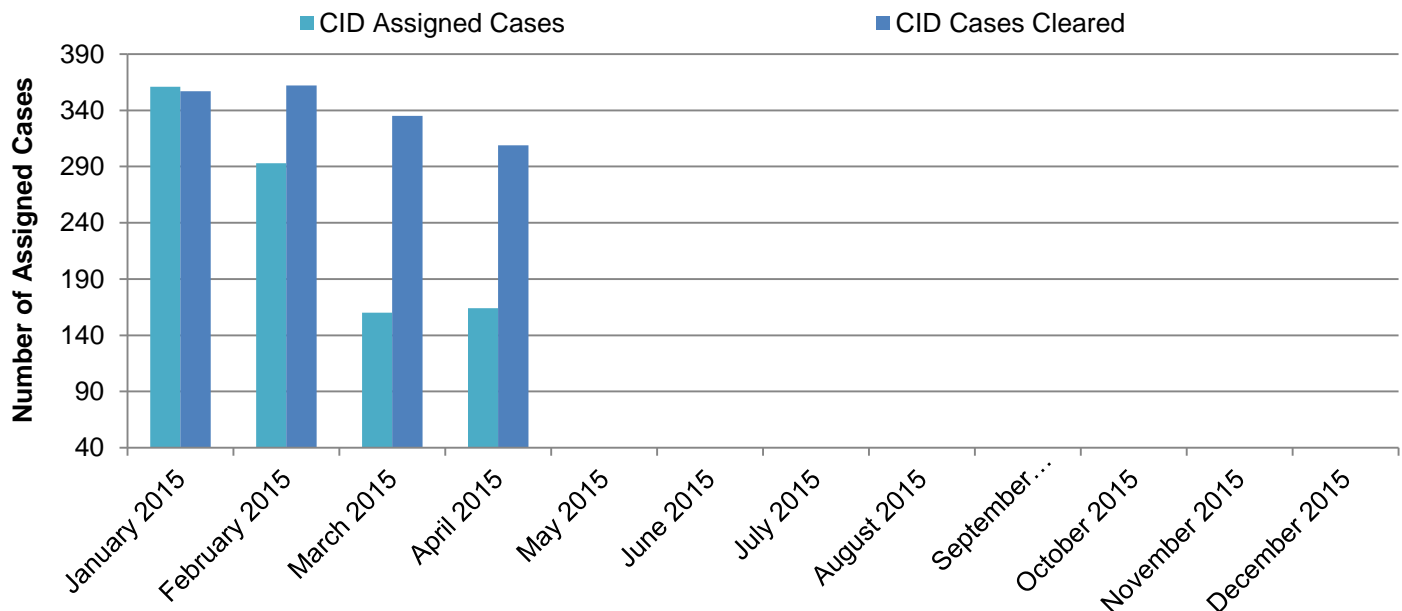
Criminal Investigations Division (CID)

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

On average there were six general detectives working per day with each general detective assigned approximately 14 cases and the Domestic Violence detectives (2) assigned 43 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 28 cases.

CID assigned 77 new cases for investigation. The case load carried by CID had the following dispositions: 25 cases were cleared by arrest, 4 cases were cleared with juvenile arrest, and 88 were administratively closed, exceptionally cleared or were unfounded. One hundred fifty-one incidents of domestic violence were reviewed in April.

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 ten open cases which include open/active joint investigations with the US Secret Service.

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 US Marshal Task Force opened twelve felony cases, closed nine of them, and handled six hands-on felony arrests. Notable cases included a suspect wanted for child porn on federal warrant. TFO was able to use information obtained through interviews to get an address in Pontiac. Suspect was arrested and transported to the Federal Courthouse in Peoria. In another case, a suspect was wanted out of McLean County for manufacture/delivery of cocaine. TFOs found him hiding in a closet.

This past month members of the US Marshal Task Force out of Peoria/Bloomington worked two homicide cases and one attempted homicide case. Woodford County, IL began looking for Robert McGrane who shot and killed a gas clerk in Woodford County. TFOs would conduct a manhunt for this subject. Approximately eight hours after the investigation began TFOs were able to spot McGrane. McGrane ended up taking his own life.

TFOs located a suspect wanted out of Champaign for armed robbery and homicide in Rantoul.

A man wanted out of McLean County for possession of controlled substance was also wanted by the Illinois Department of Corrections for a parole violation. Fon Du Lac, WI also had probable cause to arrest him for attempted homicide. TFOs were able to locate and arrest him in Pekin.

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 4.09 on average working per day. Members of the unit completed six days of training during the month. Fifteen new cases were opened, ten cases were closed, and four search warrants were served. The Vice unit purchased 10.7 grams of crack cocaine, 10.8 grams of powder cocaine, 139.7 grams of cannabis, and 2 grams of heroin. They seized 19 grams of crack cocaine, 49.5 grams of powder cocaine, 742.5 grams of cannabis, and \$3,214.

Street Crimes Unit

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

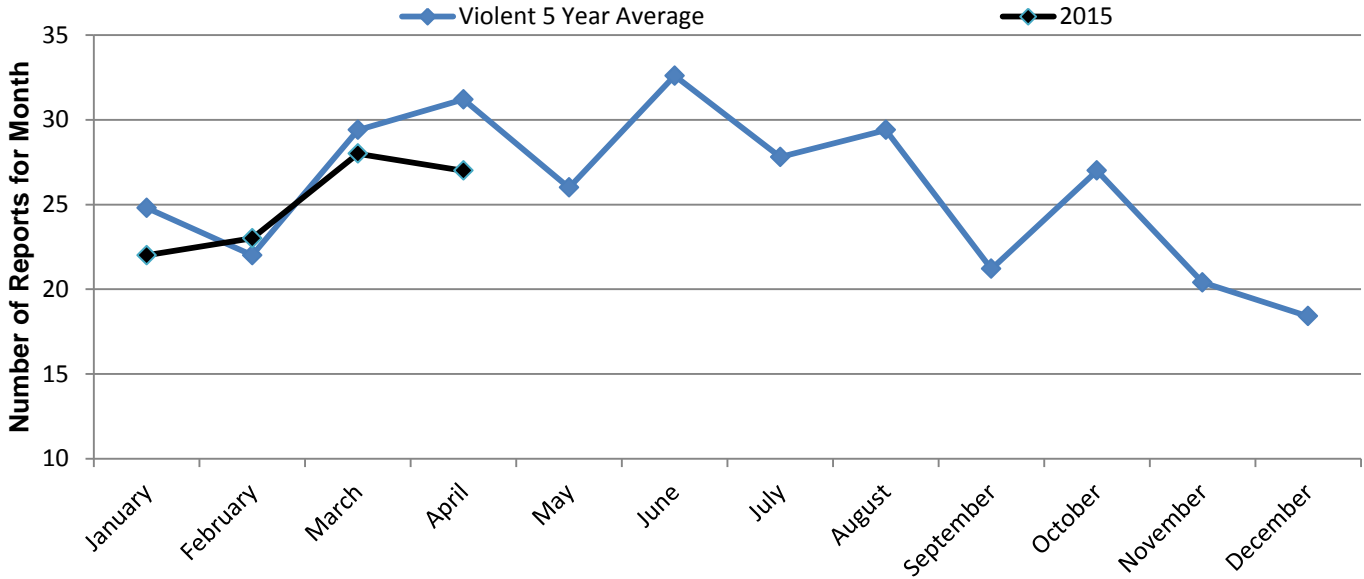
Six officers and two supervisors are assigned to Street Crimes with an average of 6.45 working per day. Officers completed 18 days of training. Street Crimes made 13 warrant arrests, 28 probable cause arrests, towed 19 vehicles related to arrests, seized 11.8 grams of cannabis and .01 grams of crack cocaine.

Criminal Intelligence and Analysis Unit (CIAU)

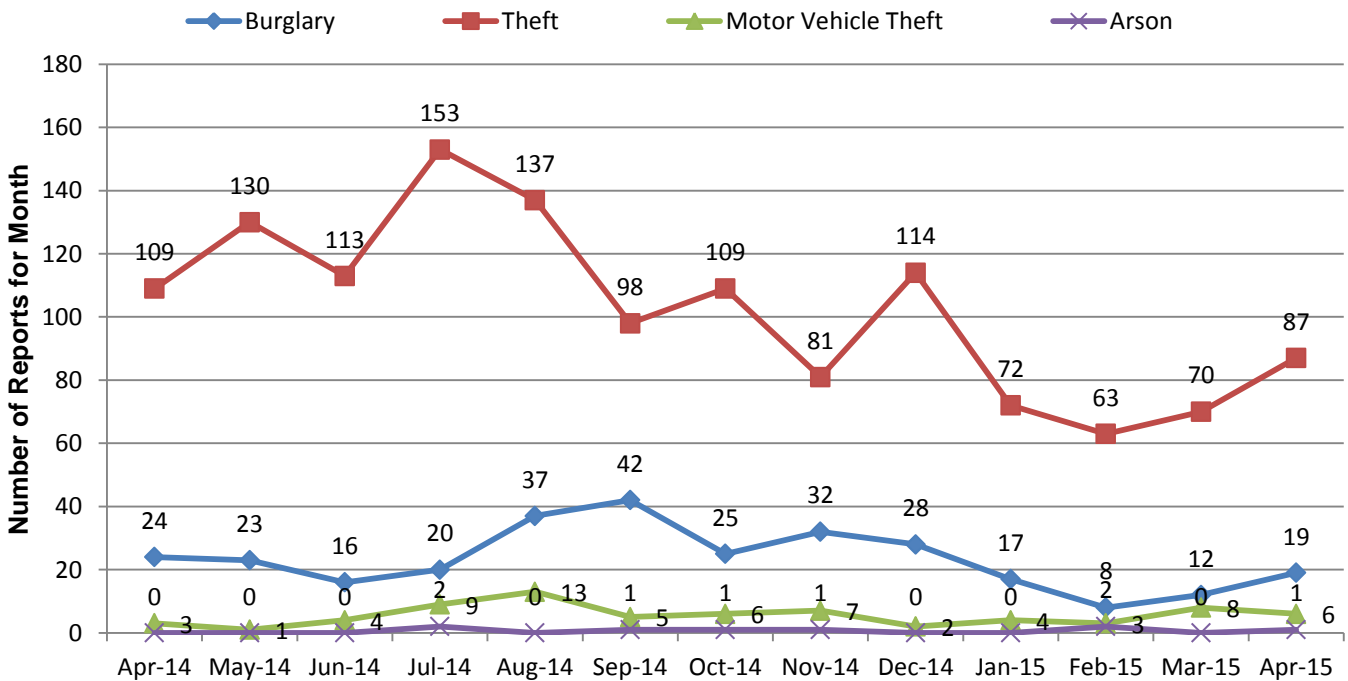
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

CIAU provided tactical investigative support to both our agency and Normal Police Department regarding an ongoing crime series focused on vehicle burglaries and car thefts in the twin cities. Staff also organized and facilitated a summit of Midwest Gang Investigators which was held at the department. Staff disseminated multiple video surveillance clips on the department's YouTube channel in an effort to identify offenders in local crimes. One staff member also provided instruction to the Citizen's Police Academy on the internal functions of the CIAU.

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
99.00%	100.00%	100.00%	100.00%	99.0%

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)	6,900
911 Calls (wireline & wireless) total	2,012
911 Calls - Wireline	401
911 Calls - Wireless	1,445
VoIP Calls	165
Unknown	1
Total All Calls	11,182
<u>Dispatched Calls</u>	
Police	6,185
Fire and EMS	866
Total Dispatched Calls	7,051
<u>Daily Call Averages</u>	
Administrative (non-emergency)	230
911 Calls – Wireline and Wireless	67
All Calls per day average	373
Police Dispatches	206
Fire and EMS Dispatches	29
Average Dispatches per day	235

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 20 officers assigned with the average of 10.01 working per day. Several days were spent on training including Law Update, Search and Seizure Update, Patrol Tactics, rifle certification, and Verbal Judo. Two officers are in the field training program and about half way finished.

Seventy-one incidents of sex offender related problems were handled by first shift. Six sex offenders were arrested or charged. Old sex offender records were audited with approximately 37 offenders

found to be in possible violation. One offender was referred for probation and parole violations. There are now 369 registered users in the Offender Watch 500 project. The Offender Watch system sent out 2,689 community notices so far in 2015. Two Piatt County Sheriff's deputies came to BPD to observe and learn how BPD conducts investigations related to sex offender registrations. Day shift had extensive focus on speed reduction in the school zones. Officers were also assigned to patrol Veterans Parkway in an effort to reduce the number of illegal cell phone uses, and other traffic violations. Driver inattention is a major contributor to accidents.

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 with an average of 10.4 officers working each day. One officer is in the FTO program. Officers worked several STEP details in response to speed complaints.

On April 1, a driver of a vehicle had a seizure. The car hit a fire hydrant, rolled over and struck a tree. Water from the hydrant was spraying into the roadway. Power was taken out causing traffic lights around State Farm to be out for a short period of time. Also on April 1, an intoxicated subject fell through a glass table. Officers assisted rescue getting the subject secured for transport. Officers had to go to the hospital for exposure screening and small cut to the hand.

Third Shift 11 p.m. – 7 a.m.

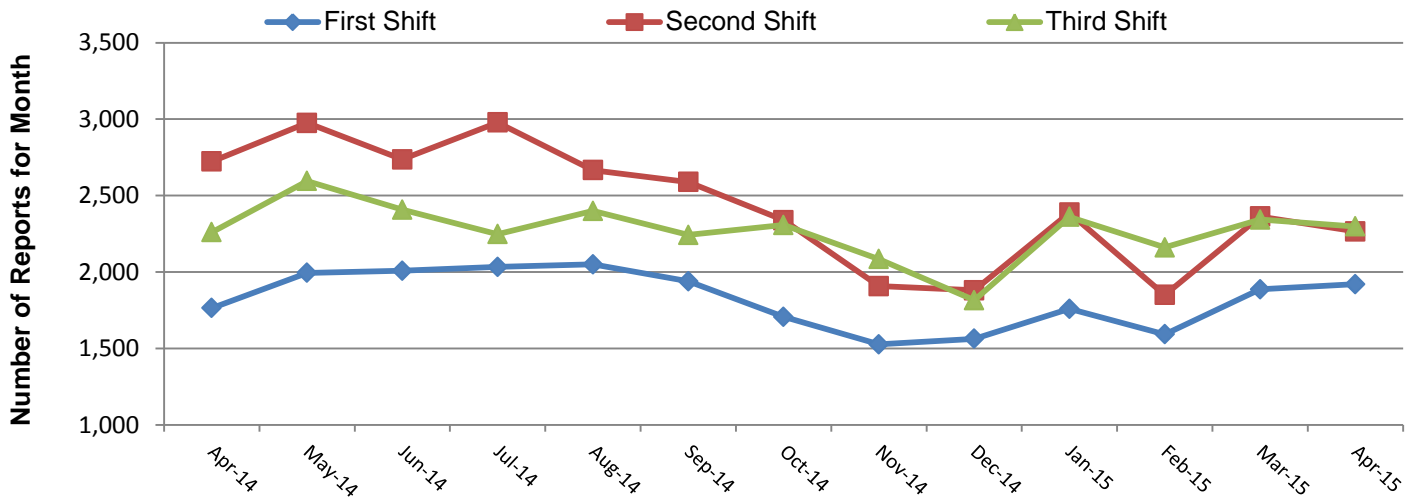
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

There are 17 officers assigned to third shift with 9.36 working per night. Approximately 315 traffic stops were made.

On April 2, a forced entry was found on the west side. Normal PD K-9 responded to the search. Forced entry was also found to the office inside. Crime scene responded to process. On April 7, a plane was reported missing. The missing plane was found crashed in a field northeast of Towanda Barnes.

Violation	Month Total	Year Total
Seat Belt/Child	8	15
Speeding	36	138
All Other Traffic	386	1,632
DUI Arrests	21	71

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 held bomb call training for administrative assistants and support staff at the high school and worked with maintenance to get automatic doors adjusted to fit with security concerns. He assisted patrol with identification of several students, completed a stolen phone report, did seven medical transports, twelve school suspensions, and handled four disorderly conduct issues.

SRO Evans handled twenty theft issues, four order of protection checks, 21 disorderly conduct issues, nine child custody issues, 15 truancy issues, 17 fights, held four crisis drill meetings, completed 60 school visits, two child abuse cases, two domestic cases, eight criminal damage issues, three child sex offender checks, four lock down drills, two evacuation drills and crossing guard scheduling and substitutes.

SRO Hirsch spoke with twelve parents regarding truancy, theft, trespass and poor behavior, met with seven students to discuss behavior in and out of school, assisted school administrators with three home visits, presented to 60 eighth grade students regarding law enforcement as a profession, removed six students who refused to leave classrooms for poor behavior, investigated three thefts of phones, issued four ordinance violations for fighting, reviewed several hours of video of fights and criminal damage, and assisted with three locker searches.

SRO Wagehoft attended the press conference for youth intervention officer, gave a talk to 85 kindergarten students on Community Helpers, completed one runaway report, two domestic violence reports, one ordinance violation for cannabis, dealt with one truancy, nine disorderly conduct issues, three probation issues, and assisted with a fire drill.

Public Affairs Officer Mayer submitted several news releases, attended Recovery Court, attended STAC meeting, attended the press conference for the Youth Intervention Specialist, attended Safety Presentation meeting, attended Citizen's Academy and YouthBuild meeting, attended Explorers meeting, completed interviews on WBNQ and WJBC, and attended Coffee w/ Cop.

Downtown Activity

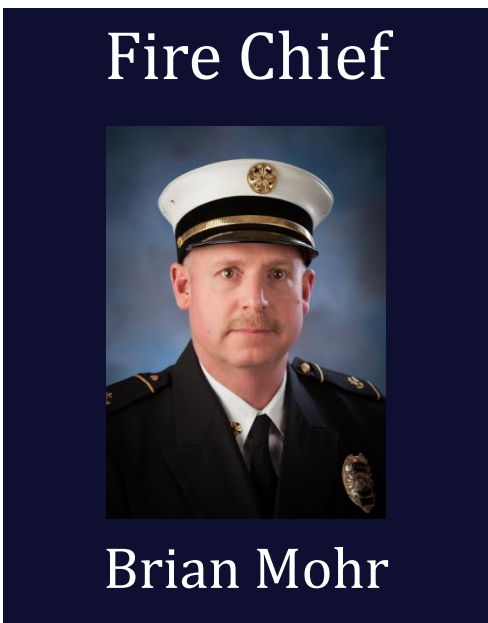
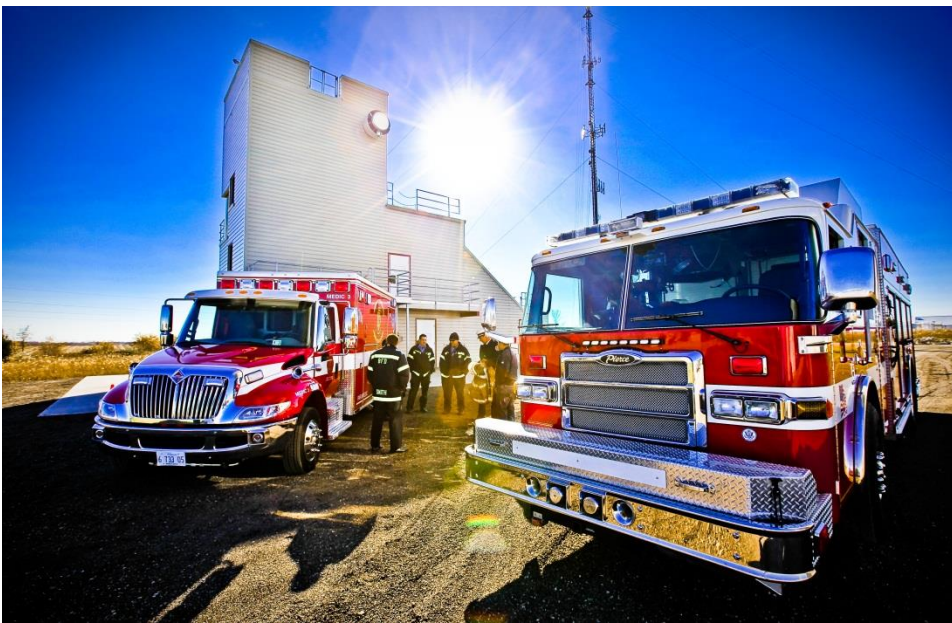
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

During the month of April there were 13 days of Downtown Hireback. A total of 37 pairs of officers, including 12 pairs assigned from third shift patrol, worked during the month.

Springfest was held on April 11. There was a slight increase in the amount of patrons to Downtown Bloomington but this did not translate into significant increase in activity. A total of six ordinance violations were issued.

On April 24 at approximately 0230 hours, officers responded to a report of an armed subject in the 100 block of West Washington Street. A victim was located and found to have injuries consistent with stab wounds. A suspect was located by other officers in the area and positively identified. A discarded knife was located in the area and collected as evidence. The suspect was ultimately charged with multiple counts of aggravated battery.

Totals for the month include 240 bar checks, three DUIs, 58 ordinance violations, 15 parking citations, four traffic citations, eleven fights, 20 calls for service, nine arrests, and nine vehicles towed.



Fire Chief

Brian Mohr

Fire Department

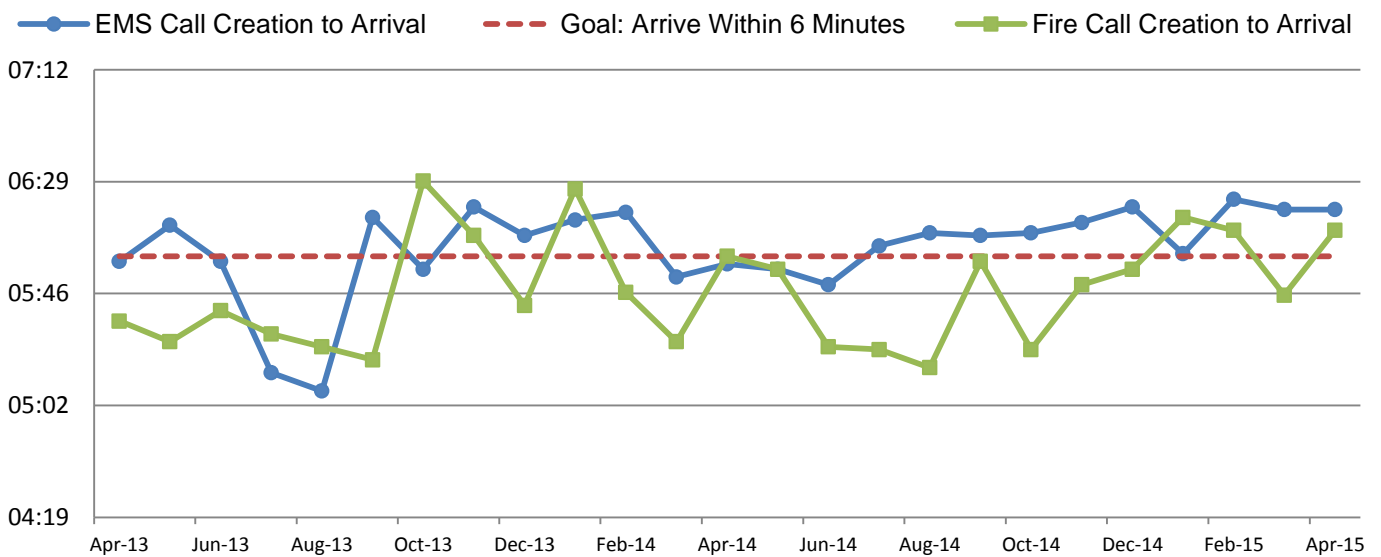
April 2015 Edition

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	April 2015	Previous 12 Month Average
Fire Reponses	185	185
Structural Fires	13	7
Estimated Dollar Losses (Property & Contents)	\$72,750	\$90,838

Fire & EMS Call Response 2 Year Analysis



Top 4 Fire Response Types for April 2015

Response Type

554: Assist invalid

745: Alarm system activation, no fire - unintentional

611: Dispatched & cancelled en route

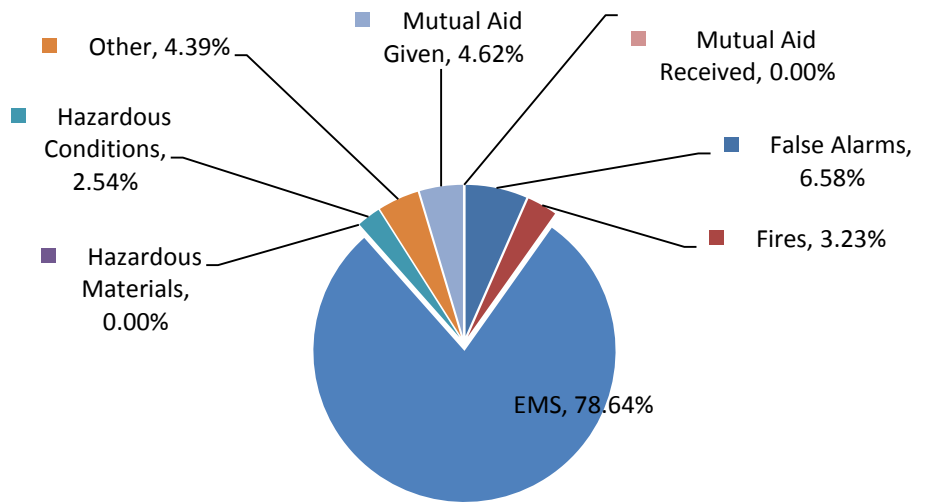
600: Good intent call, Other

743: Smoke detector activation, no fire - unintentional

In the month of April the Fire Department responded to 866 calls for service. This is a typical month with 79% of the calls being EMS related. There was also an increase in the numbers of fires however most of those calls were minor in nature.

Included in these calls was an airplane accident that claimed the lives of seven people. Bloomington Fire responded along with Towanda Fire and many police agencies. The aircraft was located about two hours after the Department was notified that the pilot had not closed out his flight plan.

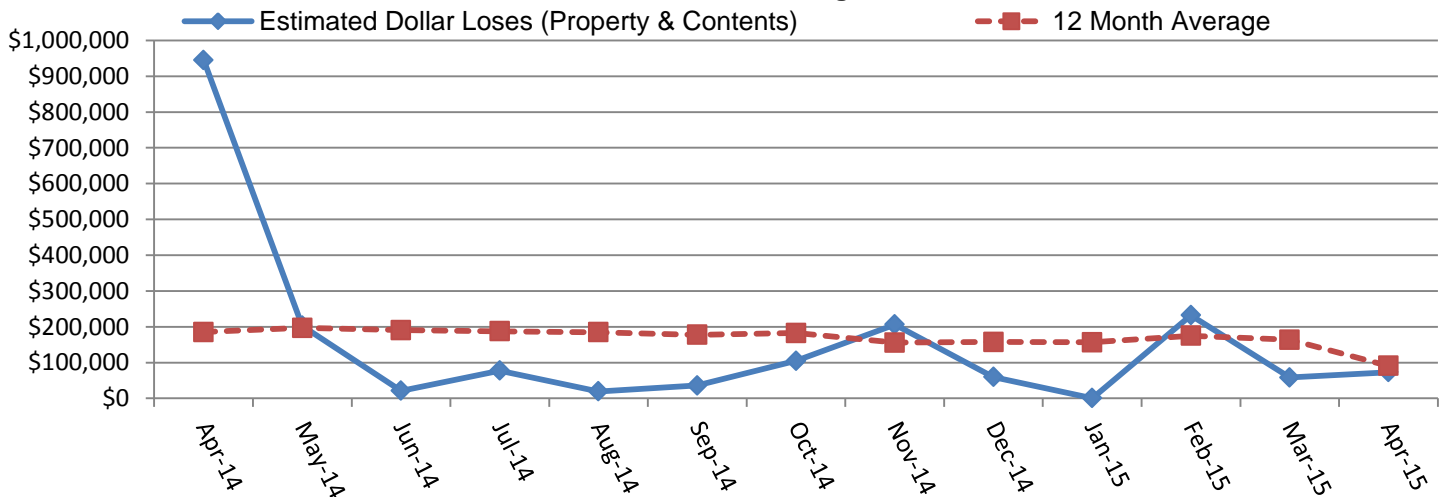
Fire Department Types of Calls for Service April 2015



Along with the calls for service our crews have begun the task of testing all of the fire hose the Department owns. This along with testing the trucks and other critical equipment is recommended annually by the National Fire Protection Association. This testing also insures that our equipment is ready to use and will identify any problems that may take a vehicle or equipment out of service.

The Department is getting ready to begin hydrant inspections, a task that will be added to an already busy schedule. The City has over 4300 hydrants and our crews touch each one once a year. This program has improved confidence in the water system and given us credit to obtain an ISO 2 rating.

Dollar Loss Due to Fire Damage



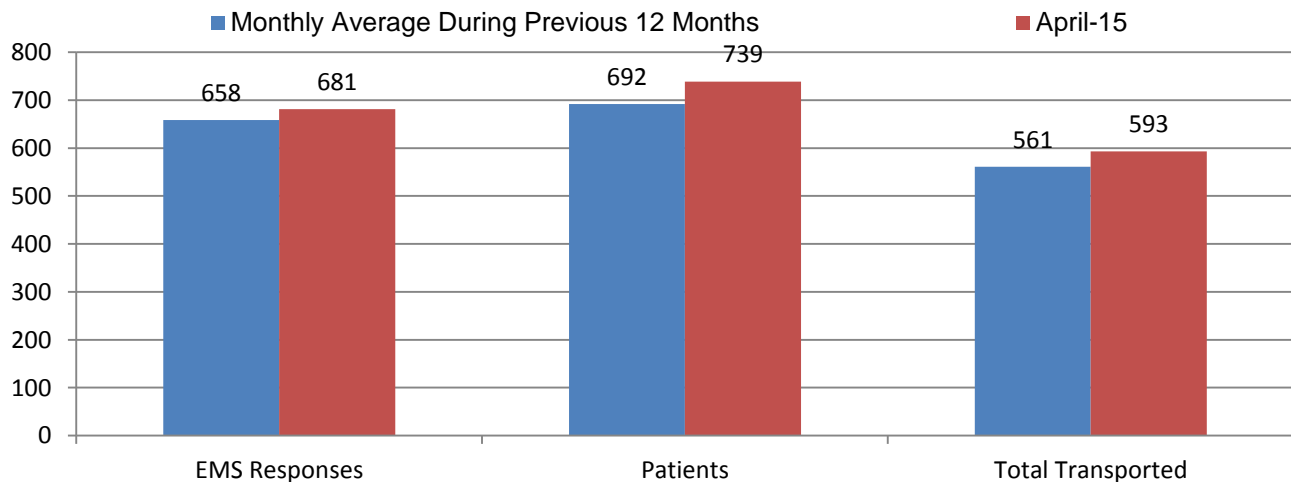
Emergency Medical Services (EMS)

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 681 calls for service in April. The 681 calls for service resulted in a total of 593 patients treated and 739 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem.

EMS Responses: April 2015 and Previous 12 Month Average

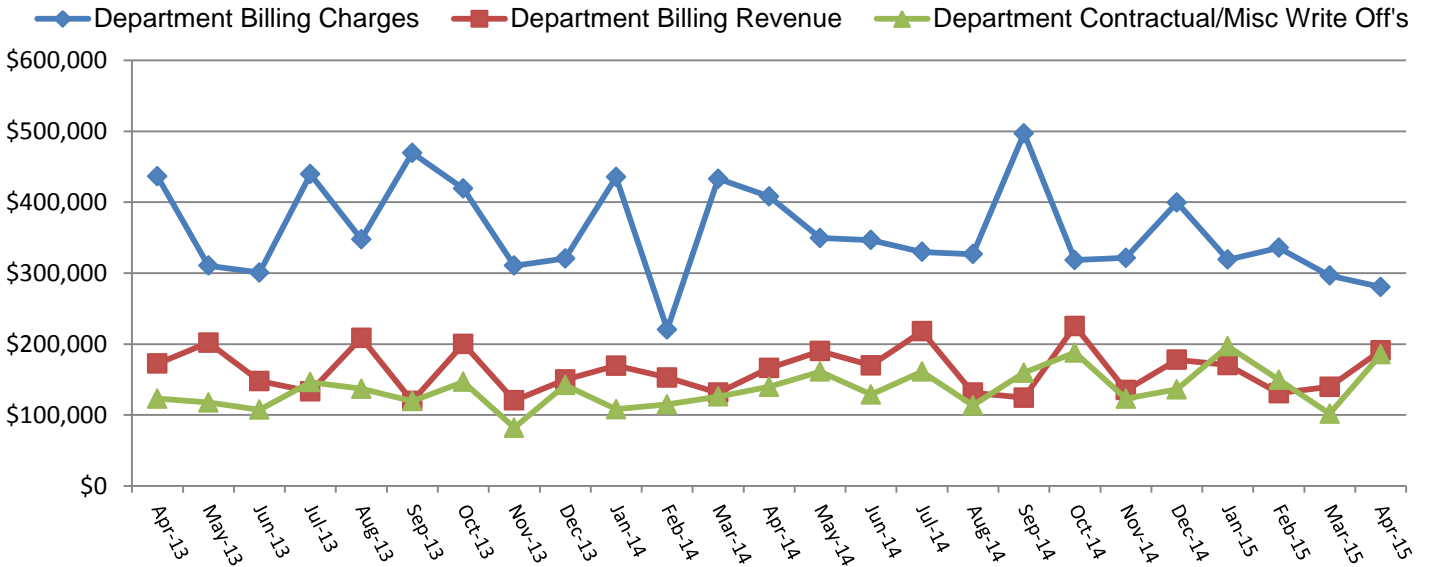


Billing Revenue Summary

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 \$280,601. The total for revenue for the month was \$190,856. The Contractual-Write offs total for the month were \$185,498. Bad Debt transferred to third party collections was \$30,299.

Fire Department EMS Billing 2 Year Analysis



Fire Department Training Reports for April

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

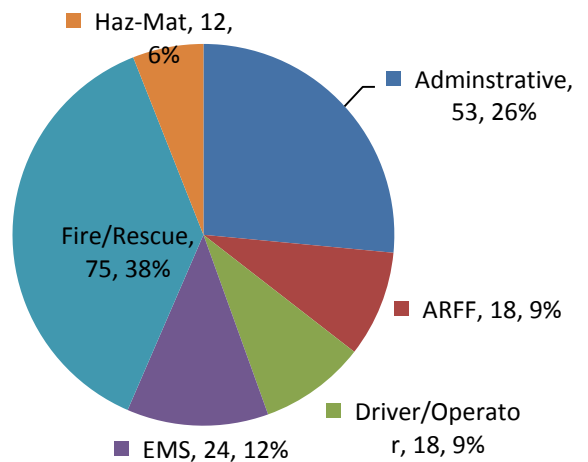
For the month of April 2015 the fire department held 200 training classes which totaled 1243.41 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of April.

Major training subjects during this month included:

Major training subjects during this month included:

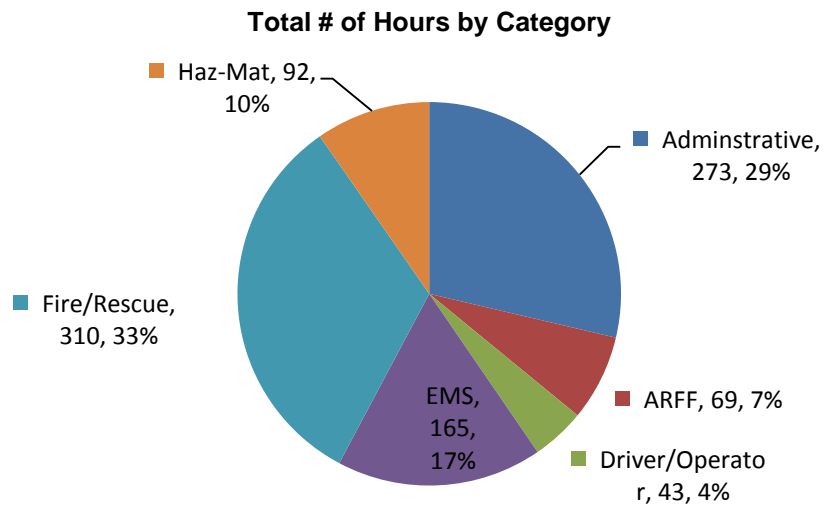
- **Driver/Operator**
 - Apparatus: Pump Operations
 - Apparatus: Aerial Operations
- **Fire/Rescue**
 - Vehicle Fire Mitigation
 - Vehicle Fire Investigation Techniques
 - SCBA Consumption Drill Module B
 - Courage to be Safe Online course
- **Hazardous Materials**
 - Chicago Crime Scene cleanup company
- **EMS**
 - Neurological Emergencies
 - Blood borne Pathogens presented by department instructors.
- **ARFF**

Total # of Training Classes by Category



- Rescue and Firefighting Personnel Safety
- Aircraft Familiarization

- **Administrative**
 - Officer Development = Blue card CE Modules



Fire Department Training Report

The 200 training classes included 952 participants resulting in a total of 1243.41 hours of training during April. This chart represents the total man hours of training in the six categories.



Public Works Director



Jim Karch

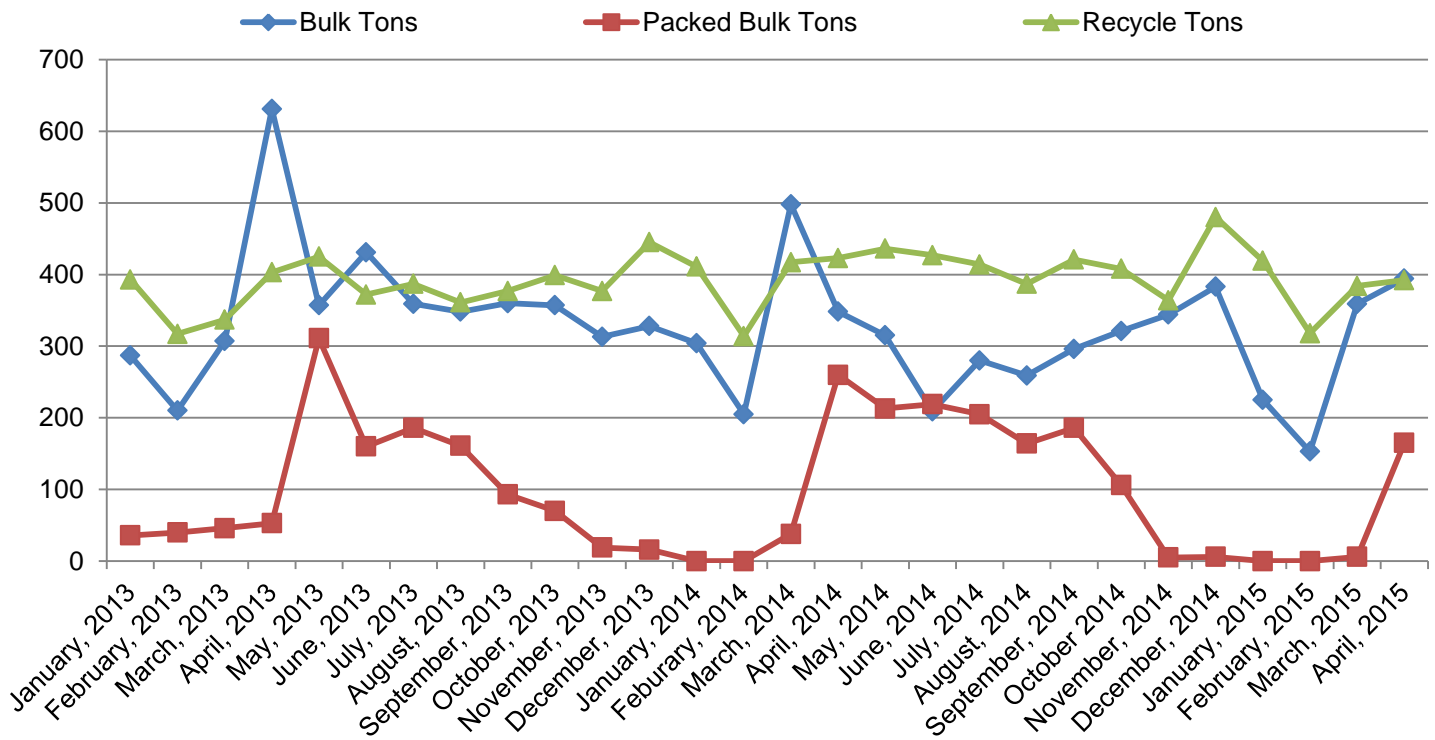
Public Works Department

April 2015 Edition

Solid Waste Division

Approximately 24,500 residences are serviced weekly with an average of 27.14 pounds of household garbage being collected each week at these locations during April 2015.

2 Year Refuse by Month





Solid Waste Truck Driver Andre Hursey celebrating Earth Day 2015 with Kindergarten kids from Brigham School. Andre talked about the importance of recycling, answering every question; even those that didn't have anything to do with recycle. The kindergarteners told their teacher this was the best event of the year. Great job Andre!

Public Works Front Office

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

Engineering Permits	
Overweight Loads	22 issued Permits for \$3,080
Dumpster/Traffic Control/Excavation/Erosion	9 Permits - \$290 (Waived \$0)
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	143
New Erosion/Storm Water Complaints	11
Inspection & Complaint Files Closed	13



The office staff handled 1412 calls in the month of April 2015.

Streets & Sewers

Measures Reporting	
Mailboxes	9
Water Ditches	17
Manhole Repairs	3
Perm Pavement Patching	4
Inlet Repairs	6
Cave-ins	3

Fleet Division

	<i>April 2014</i>	<i>April 2015</i>
Work Orders	396	422
Total Repair Orders Closed	375	393
Preventative Maintenance	21	29

	<i>April 2014</i>	<i>April 2015</i>
Work Orders	396	422
Total Repair Orders Closed	375	393
Preventative Maintenance	21	29

	<i>April 2014</i>	<i>April 2015</i>
Total No Lead Gallons	16,148	15,324
Total Cost	\$53,440	\$30,730
Avg Price per Gallon	\$3.31	\$2.01

	<i>April 2014</i>	<i>April 2015</i>
Total Diesel Gallons	16,282	15,739
Total Cost	\$57,556	\$36,020
Avg Price per Gallon	\$3.53	\$2.29

	<i>MONTH</i>	<i>YTD</i>	<i>Budgeted</i>	<i>FY %</i>
Parts	\$78,253	\$449,403	\$552,441	81.34%
Outside Repairs	\$28,650	\$357,440	\$391,915	91.20%
Fuel	\$158,190	\$1,186,426	\$1,509,961	78.57%

Fleet recently put into service



A Topsoil Processing Machine for the parks Division



PR&CA Director



Jay Tetzloff

Parks, Recreation & Cultural Arts Department

April 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

In April 2015 the BCPA hosted several events benefitting the community including: Downtown Bloomington Association Trivia Night, Citizens Academy, Chefs for PATH, McLean County Diversity Project, Illinois Wesleyan Civic Orchestra rehearsal and concert, Illinois Wesleyan Wind Ensemble performance, Illinois Symphony Orchestra: rehearsal, pre-show, performance, post show and 2 school shows, the American Passion Play - 2 performances and closing dinner, Chartered Property Casualty Underwriters (CPCU) reception, PNC Bank reception, Kappa Alpha Psi – Wine Sip, Cultural Commission, Community Educators, Piano Lessons, and Improvisation classes.



In addition to all of these great community programs, the BCPA presented 5 spectacular shows. Nitty Gritty Dirt Band (photo left), *The Passing Zone Saves the World*, *Broadway's Next Hit Musical!* and *Fly Guy & Other Stories* – 2 shows.

During *The Passing Zone Saves the World* on April 18th, audience members were selected to join the show on stage, including

Bloomington Alderman Scott Black. Mr. Black fearlessly laid on the stage while professional jugglers Jon Wee and Owen Morse performed a trick over him. (photo right) The trick included Mr. Black lying face up. While over Black's face, Owen juggled a live Taser on a stick, a plunger, and 2 rat traps attached to another stick. As if that was not enough, Jon ran from the other side of the stage, leapfrogged over Black and his partner and took over juggling the 3 items as he passed by. This trick worked as planned and all ended well. More spectacles occurred throughout the show including a pendulum swing with knives being thrown while



blindfolded and sickles being juggled in front and back of an audience member while balancing spinning plates. What a show!

On Tuesday April 28th, the BCPA presented the Buster Keaton classic, *The General*. In addition to an incredible accompaniment of the silent film on the BCPA in-house organ by Dennis Scott, Mike Matejka (photo right) provided a value-added historical preshow presentation. Mr. Matejka's presentation entitled "*The General*, Buster Keaton and Jimmy Carter's Supreme Court Case," covered the Civil War incident that inspired the film, Keaton's efforts in producing it and a Supreme Court case that decided the famous locomotive's current home. Mr.



Matejka even brought in an operating Lionel replica train of *The General*, and other train memorabilia.

The BCPA ended the 2014-15 Student Spotlight Series Season with *Fly Guy & Other Stories* on April 29th. Over 1400 students attended this final event of the year. Rave reviews came in from area educators. These reviews are great examples of the importance of the BCPA Student Spotlight Series and what it does for thousands of students in our community and beyond. 1) "We value this resource in our community and will continue to make it a part of our practice." 2) "My class was engaged the entire time!" 3) "We graphed our class' favorite book from the performance. The Paper Bag Princess won by a landslide! My students also wrote about the performance in their journals. For many students this was the first time to see a performance on stage. It was a highlight of our year!"

Reporting Measures

Attendance: 10480 for April on-site events, activities, meetings, etc.

Facility Usage: 57 April on-site functions

Community: 7 radio spots at WJBC & WBNQ, American Passion Play, Citizens Academy, Chefs for PATH, Kappa Alpha Psi, McLean County Diversity Project, Community Educators, Illinois Wesleyan Civic Orchestra, Illinois Wesleyan Wind Ensemble, Illinois Symphony Orchestra, CPCU, PNC Bank and DBA Trivia Night

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



The golf season is officially upon us with all three golf courses being open for play. The Masters Golf Tournament in Augusta, Georgia, in early April, brings an excitement to our golfers and the golf industry in general. Fortunately, this year's Master's Tournament was accompanied by very playable golf weather this year. With the favorable weather this April, we were able to see our play up +22% to last April. For the calendar year, we have experienced a +39% increase in play. This is a very positive sign for the year ahead of us.

Looking to capitalize on the excitement of The Master's, the golf courses hosted our 1st ever Green Jacket Open on the Saturday of the Master's. With a unique format that combined our golfer's scores with a player's score from the Masters (and some good weather), we were able to see a full field of 22 teams. Many in the tournament commented that it was the most fun they had playing in a tournament and were already urging staff to host the event again in 2016. With such a positive response, staff will certainly plan to host the event again next year.

In addition to the Green Jacket Open, we were pleased to also host the Illinois Association of County Engineers golf outing at The Den at Fox Creek. This event brought golfers from across the state to the course and the community. Many who played in the event came the day before and the day after to play the course.



Reporting Measures

Total Rounds Played: 5,056

Outing Rounds: 196

Junior Rounds: 26

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 1.5% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was up 0.3% 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. This represents the fourth consecutive year the all-time attendance revenue record was broken. 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 8.6% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 7.1% 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.

Jay Tetzloff, Zoo Superintendent, accepted the position of Director of Parks, Recreation, and Cultural Arts but will also remain as Zoo Director. Shannon Reedy, Education Specialist, attended the Environmental Education Association of Illinois Annual Conference.

Zoo hosted special event, Party for the Planet. Zoo Director participated in Bloomington 101 where citizens learn more about different department within the City of Bloomington. Staff also participated in the Parks, Recreation and Cultural Arts Summer Showcase. This first-time event was an open house showing off all the different divisions and activities the department provides for the community.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - Male Turquoise Tanager
 - Male and Female Spotted Tanager
 - Male Sumatran Tiger
 - 2 female King Vulture
 - Female Burrowing Owl
 - 2 female Red-Rumped Agouti
 - Male Texas Longhorn

- Dispositions—animals removed from collection by transaction or death
 - Male and Female Short-Tailed Opossum
 - Male Callimico
 - Female Chicken
 - 2 female San Clemente Island Goat
 - 1 Kihansi Spay Toad
 - 1 Budgerigar



Texas Longhorn, "Lord Antioch," returned on loan from Heaven on Earth Ranch in Heyworth, IL, and is on exhibit with the Randall Lineback. Both animals are considered rare breeds. Heaven on Earth Ranch has agreed to donate the hay needed to feed the cattle in the exhibit for as long as the Longhorn is here. Tomato Frogs and Mossy Leaf-tailed Geckos are on exhibit in ZooLab. A Sumatran Tiger is on exhibit in the Katthoefer Animal Building. The North American River Otter pup and mother are on exhibit. The father of the pup will be added to the group shortly.



Reporting Measures

2015 April Zoo Attendance: 9,334
2014 April Attendance: 10,840

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 month of April was filled with new programs. Youth sports saw an increase in Baseball, Basketball and Jump Roping. Some of these programs are old programs we are able to bring back and others are brand new. The After School Jump Rope Academy is a new program for us this year. Our first attempt was in the fall with low enrollment. Now in the spring, with attempt number two, we have seen numbers triple.

Afterschool Flag football has been a long running program we have offered for many years. Due to enrollment at all 11 elementary school we had to cancel the introduction league. Staff will continue to assess the needs of the community to see what it need to be replaced with.



The Pickle Barrel was scheduled for a Grand Opening on April 25, but due to weather it was postponed to May 2. Pickle ball open gym continue to grow and become popular.



April was prep time for the Adult Softball season. The softball Managers Meeting was held in April to go over the league format and rules.

Total April revenue was slightly up due to new programs that were offered. We continue to see the need for Youth Sports programs and are trying to fill the need, but quality instructors are needed first. Pee Wee Tennis is just one example of how we had to add an additional class to accommodate the waitlist for the higher demand.

“We love BPAR, Thanks for all the great services and programs you provide!” –Women’s Health Fair Attendee

Pepsi Ice



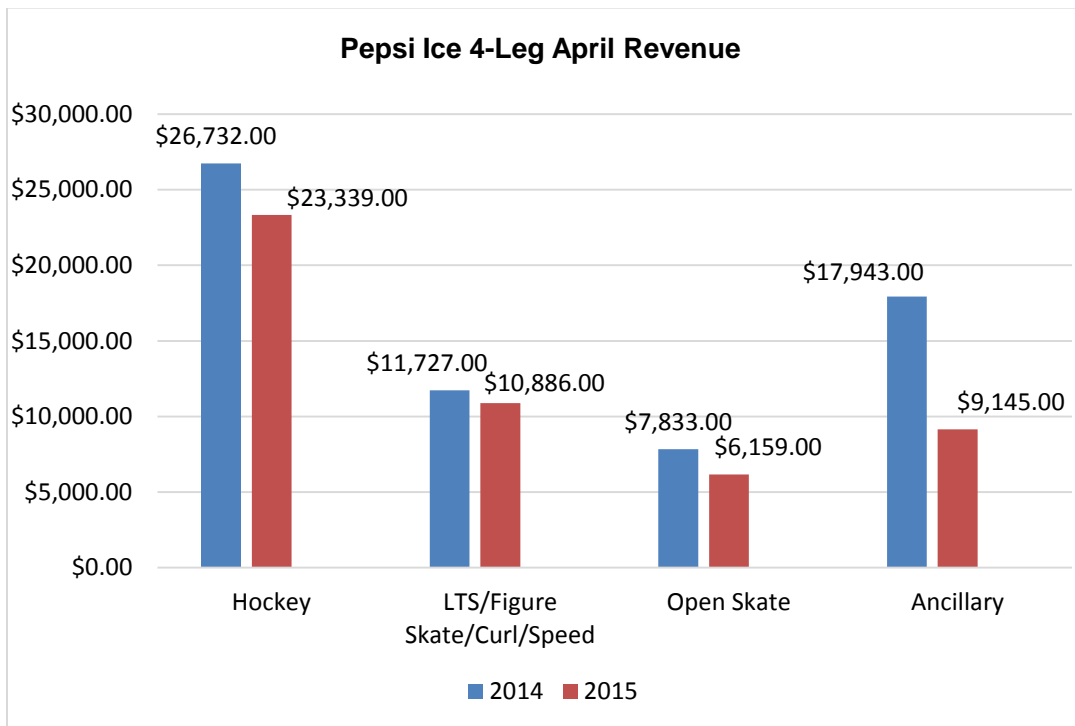
April caps off the largest revenue generating year in the facilities history.

Total revenue for the month was down. This was due primarily to ice rental payments for summer and registration dates for summer occurring in May. These numbers will be made up in May. In addition, the rink in Champaign remained open this spring as compared to them shutting down in previous years. Many of their users and user groups skated at our facility last year.

Open Skate numbers were slightly up compared to last year.

Registration numbers for youth were up for April and the spring. Adult hockey were up slightly for spring but down in April along with Learn to Skate Numbers which will pick up as Summer registration is now open.

Freestyles, Stick & Puck and Pick up hockey were all up. This points to our regular customers taking advantage of extra practice ice.



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



Weekly Programs:

A first time weekly program of Ultimate Frisbee was held during this month. Participates and Bloomington Police Officers enjoyed the sport. We also were able to offer some life skill programs this month such as Money 101 and Trash to Treasure.

Community Awareness:

Maggie & Nicole, Full-time staff for SOAR, presented a sessions about Pickleball at a regional conference in the field of

Therapeutic Recreation. This session was one of the most attended sessions at conference. Nicole also presented with two groups of students from Illinois State University at the conference.

Special Events:

A group of participates was able to attend a Bloomington Thunder game and enjoy the entertainment at the coliseum.

Special Olympics:

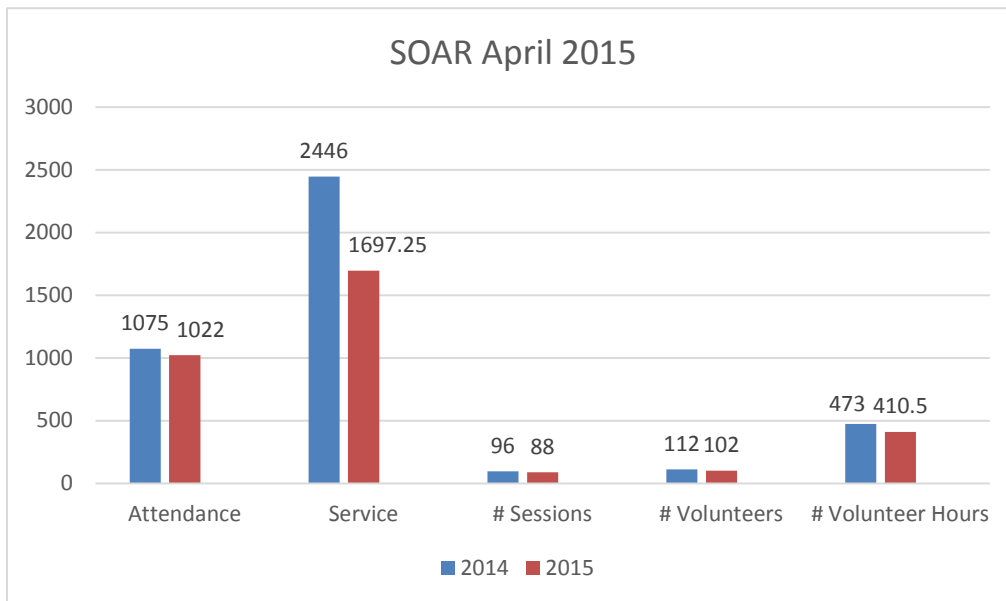
Special Olympics saw many successes this year.

Bocce had 4 athletes and their unified partner qualify for state. Track had 15 athletes, and Aquatics had 8 swimmer. Soccer finished 3 in their tournament to end their season after a successful year.



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

Hours for staff in April 2014 were over 100 more than those for April 2015. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Across the board all areas had a lower number of employees working.



Volunteer Hours

S.O.A.R. had a large number of volunteers in April. Most of the volunteers were ISU students fulfilling class requirements. Three volunteers served as coaches for the Youth Sports programs which has them assisting with various sports. Plus we still have 1 sports interns and 1 SOAR intern helping with programs.

Program	# Volunteers	# Volunteer Hours
Recreation Programs	7	40
S.O.A.R.	102	410.5
Interns	2	19

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 division was extremely busy in April as mowing operations started in both the parks and right of way areas. The City parks are mowed and maintained on a 7 day cycle and the right of way areas on a 14 day cycle. Athletics fields are mowed on a 4 day cycle during the spring. All athletic fields saw heavy use in April for baseball, softball, soccer, and lacrosse. Staff fertilized and applied pre-emergent weed control to athletic fields and focal areas, including city hall. Shrubs were pruned at McGraw, Clearwater and Bittner Parks. Aquatic weed control applications were applied to Golden Eagle Basin, Eagle Creek Basin and Tipton Lake.

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. 43 trees were removed in April, and 33 of these were ash. Staff responded to 8 storm events in April. 64 stumps were removed. All stump holes are filled with dirt, graded level and seeded. 31 Safety trims were performed. Safety trims include stop sign and street light clearances at the request of the engineering department. A year plus accumulation of logs was processed and ground into mulch in April on a contract with Midland-Davis Corporation. Some mulch was delivered to Oneil and Tipton Parks for free public use. The mulch is used throughout the year for plant beds, tree rings and tree planting. 3 memorial trees were planted in the parks families requests. Arbor Day was celebrated with a tree planting and ceremony at Saint Mary's School in Bloomington.



Utility

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

The Utility staff completed a new roof and enclosure around the control system and water pumps at Miller Park Sprayground. This enclosure will help the protection of the water chemicals and pumps.

Other Utility projects included are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Repaired control issues at White Oak Park scoreboard
- Helped with completing an Energy Study at US Cellular coliseum



Finance Director



Patti-Lynn Silva

Finance Department

April 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.

April 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 Finance Department held their annual fiscal year-end training on April 14, 2015. Fiscal year-end training instructs decentralized staff who initiate billing and procurement of the proper procedures as outlined by accounting and audit standards. The city-wide risk assessment interviews were completed. Risk assessments are conducted to identify areas of high, medium and low organizational risk, providing key stakeholders with an understanding of exposures.

**DIRECTOR'S
CORNER**

The Finance Department has been working diligently in preparing for year-end close of FY2015 and the arrival of the auditors in May. In the month of May, Finance will be presenting at the Citizen's 101 to educate citizens on the budget and its challenges.

April 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 ¹⁰	\$ 14,647,149.00	\$ 11,784,905.81	\$ 12,320,928.10	\$ (536,022.29)	-4.35%
State Sales Tax ¹⁰	\$ 13,700,672.00	\$ 11,222,914.20	\$ 11,461,780.26	\$ (238,866.06)	-2.08%
Income Tax ¹²	\$ 7,529,874.00	\$ 7,502,769.58	\$ 7,465,349.50	\$ 37,420.08	0.50%
Utility Tax ¹¹	\$ 6,132,913.00	\$ 5,622,641.40	\$ 4,186,750.31	\$ 1,435,891.09	34.30%
Ambulance Fee ¹¹	\$ 5,022,998.00	\$ 3,844,350.42	\$ 4,017,198.59	\$ (172,848.17)	-4.30%
Food & Beverage Tax ¹¹	\$ 4,363,447.00	\$ 3,924,551.28	\$ 3,895,501.45	\$ 29,049.83	0.75%
Franchise Tax ¹¹	\$ 2,190,809.00	\$ 1,911,650.11	\$ 1,903,890.40	\$ 7,759.71	0.41%
Replacement Tax ¹²	\$ 1,857,810.00	\$ 1,927,026.45	\$ 1,975,055.10	\$ (48,028.65)	-2.43%
Hotel & Motel Tax ¹¹	\$ 1,759,003.00	\$ 1,574,300.70	\$ 1,679,122.13	\$ (104,821.43)	-6.24%
Local Use Tax ¹²	\$ 1,325,600.00	\$ 1,475,280.60	\$ 1,307,804.89	\$ 167,475.71	12.81%
Packaged Liquor ¹¹	\$ 1,040,000.00	\$ 974,102.29	\$ 945,326.82	\$ 28,775.47	3.04%
Amusement Tax ⁸	\$ 1,000,000.00	\$ 660,452.08	\$ -	\$ 660,452.08	0.00%
Local Motor Fuel ⁸	\$ 1,000,000.00	\$ 1,584,370.61	\$ -	\$ 1,584,370.61	0.00%
Building Permit ¹²	\$ 897,000.00	\$ 711,090.03	\$ 759,766.30	\$ (48,676.27)	-6.41%
Vehicle Use Tax ¹¹	\$ 889,463.00	\$ 1,017,562.07	\$ 955,613.75	\$ 61,948.32	6.48%
Video Gaming ¹⁰	\$ 306,000.00	\$ 509,334.08	\$ 302,814.33	\$ 206,519.75	68.20%
Auto Rental ¹⁰	\$ 100,000.00	\$ 71,516.95	\$ 80,275.57	\$ (8,758.62)	-10.91%

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.

PROCUREMENTS – APRIL 2015

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP #</u>		
2015-34	Lake Bloomington A&E Services – Awarded	Water
2015-53	Spring Street Trees – Awarded	P, R&CA
2015-56	Capital Equipment Financing – Underway	Finance
2015-57	Point of Sale System at US Cellular Coliseum – Underway	IS
<u>RFI&Q</u>		
2015-60	Comprehensive Fee Study – Underway	Admin
<u>BID #</u>		
2015-29	REBID - BPD Training Facility Mold Removal – Awarded	BPD
2015-54	Traffic Paint & Beads – Awarded	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 – Awarded	Eng
2015-61	General Resurfacing FY2016 – Underway	Eng
2015-62	Street and Alley Repair FY2016 – Underway	Eng
2015-63	Sidewalk Replacement & Handicap Ramp Program – Underway	Eng
2015-64	Pavement Preservation FY2016 – Underway	Eng
<u>UNDER DEVELOPMENT</u>		
City Procurement Code & Policies – Updates being compiled; Policy Guide being finalized & User Guides being developed		
Fiscal Year-End Processes		
Audit Processes		
Janitorial Services RFP		
Lake Lab Work RFP		



Community Development Director



Tom Dabareiner

April 2015 Edition

Community Development

Permit Reports

	April 2015	April 2014	YTD 2015 ²	YTD 2014
Construction Permits³	734	745	2,159	1,982
Building Permits⁴	282	319	649	610
New Homes Built	12	15	30	32
Multi Family Built	2		2	
Construction Valuation: Total	\$11,974,304	\$6,667,211	\$28,373,812	\$27,254,376
Valuation: Single Family Homes	\$1,579,000	\$2,289,900	\$4,818,894	\$4,970,900
Valuation: Other	\$10,395,304	\$4,377,311	\$23,554,918	\$22,283,476
Permit Fees Collected	\$94,579.25	\$104,224.84	\$264,300.89	\$279,041.57

- (1) Dwelling Units
- (2) Total of permits issued for Calendar Year to Date
- (3) Includes all permits issued
- (4) Only Building Permits (Residential & Commercial)

New Buildings	No. of Permits			Value
One Family	100			\$13,442,83
Two Family	2	4	d.u.	\$210,000
Multi-Family	2	6	d.u.	\$450,000
Hotel/Motel	0			\$0
Amusement/Recreational	0			\$0
Church/Religious	1			\$8,900
Industrial	0			\$0
Parking Garage (Open to Public)	0			\$0
Service/Repair Garage	2			\$1,316,171
Hospital/Institutional	1			\$1,870,000
Office, Banks, & Professional	1			\$665,380
Public Work/Utility	0			\$0
Educational	0			\$0
Mercantile	5			\$3,615,000
Other Nonresidential Bldgs	55			\$4,493,068
Other Nonresidential Structures	25			\$4,535,000
Total	194			\$30,606,357

Construction Projects \$1,000,000 or Higher

Building/Project Description	Address	Value
Replace existing escalators in atrium	1 State Farm Plaza	\$4,059,000
Renovate existing commercial kitchen	1 State Farm Plaza	\$1,800,000
Remodel restrooms	1 State Farm Plaza	\$1,065,000

New Start Homes

Bloomington and Normal Comparison 2012 – 2015

MONTH	2012		2013		2014		2015	
	Blm	Normal	Blm	Normal	Blm	Normal	Blm	Normal
January	9	5	8	1	4	3	5	1
February	10	4	9	7	3	4	1	3
March	16	7	20	6	10	8	12	7
April	16	8	13	13	15	20	12	6
May	17	13	19	10	10	9		
June	17	11	20	10	12	6		
July	11	7	14	9	12	8		
August	16	11	21	15	13	3		
September	8	3	12	2	3	8		
October	18	9	7	14	11	1		
November	18	3	4	6	3	8		
December	10	16	2	15	6	4		
Total	166	97	149	108	102	82	30	17

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 April.

Code enforcement saw 65 new complaints in April. This is a 55% increase over April of last year. At 21%, the top new concern was work started without a permit, followed by general property maintenance problems at 18%, and Garbage, Rubbish and Debris issues at 11%. One new vacant property were registered under the NPO program.

Progress with Rental Housing inspections continued, with 73 completed in April, up 22% from 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 April.

Historic Preservation Activity

- **Case BHP-03-15.** Review of petition submitted by Shelley M. Pysell requesting a Certificate of Appropriateness for a fence, for the John A. Kerr-Frank Hamilton House, Eastlake influence; 1874, located at 410 E. Walnut Street, in the Franklin Square National Register Historic District. *Approved 5-0.*
- **Case BHP-04-15.** Review of petition submitted by Shelley M. Pysell requesting up to \$1,990.25 Funk, Jr. Historic Preservation Grant for a new fence for the John A. Kerr-Frank Hamilton House, Eastlake influence; 1874, located at located at 410 E. Walnut Street, in the Franklin Square National Register Historic District. *Approved 5-0.*
- **Case BHP-05-15.** Review of the application submitted by Haney Rental requesting an up to \$25,000.00 Harriet Fuller Rust Facade Grant consisting of roof work for the Murray-Medberry Company building, 1914, located at 407-409 W. Washington Street. *Approved 5-0.*
- **Case BHP-06-15.** Review of application submitted by Mid Central Community Action: Caleb Phillips requesting a Certificate of Appropriateness for new doors for the James S. Neville House, Queen Anne form; 1885, Warren H. Milner, architect with alterations in 1902 by Arthur L. Pillsbury, architect, located at 1101 E. Jefferson Street in the Davis Jefferson Historic District. *Approved 5-0.*

Planning Commission Activity

- At their two meetings, the only new discussion was review of Bring It On Bloomington Working Group summaries as part of the Comprehensive Plan process. *No action required.*

Zoning Board of Appeals Activity

- **Z-02-15** Public Hearing and Review on the petition submitted by Amy Jo Flaig to allow the allow construction of a new parking space and to allow a variance from the Zoning Ordinance to increase the number of allowed parking spaces from 2 to 3 for the property located at 310 Old Farm Road. Zoned R-2, Mixed Residence District. (Ward 3). *Approved 6-0.*



Human Resources Director



Nicole Albertson

Human Resources

April 2015 Edition

Human Resources serves every department of the City and interacts with every employee from start to completion and throughout their careers, as well as prospective employees. The Human Resources staff of 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, Community Relations, and Employee Safety.

Employee Recruitment and Hiring

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

Vacancies	Position Status
Code Enforcement Division Manager	Interviewing Process
Civil Engineer II	Interviewing Process
Telecommunicator	In Process
Support Staff IV- Water (2)	In Process
Utility Worker	Interviewing
Inspector II	Interviewing
Inspector III - HVAC	Interviewing
Ticket Office Manager	Actively Recruiting
City Clerk	Cherry Lawson
Administrative Specialist	Interviewing

Employee and Labor Relations

- The City has begun plans to conduct a City-wide Employee Satisfaction survey.
- The City has reached tentative agreements with Local 362 Support Staff, Local 362 Parking Enforcement and Local 362 Inspectors. The Tentative Agreements were approved by Council on April 27, 2015. Contracts were signed and in effect on May 1, 2015, including wages. We are still in negotiations with Unit 21. Negotiation dates have yet to be determined for Sergeants and Lieutenants. The first negotiations session is scheduled with Local 49 on May 12, 2015. 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	Pending Approval Council
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	Pending Approval Council
Local 362 Inspectors	4/30/2015	15	Pending Approval Council
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

Employee Wellness

- The employee wellness fair, held on April 24 at the US Cellular Coliseum, drew in approximately 150 employees. The event featured over 40 wellness and benefits vendors, a healthy breakfast, and several free health screenings.
- One hundred and ten employees participated in biometric screenings held in April. Screenings were free for employees and spouses and included blood



pressure, cholesterol (LDL, HDL, and Triglycerides), and blood glucose. The preventive service helps employees understand their health status and the steps they can take to improve their health.

- Staff is collecting Wellness Day applications, which are due May 8. Eligible employees may earn one day of paid time off for completing wellness-related activities throughout the year.
- The City of Bloomington wrapped up the 10-week Live Healthy Challenge on April 3. Sixteen teams (111 participants) recorded physical activity minutes and weight throughout the challenge. The City was one of ten McLean county businesses participating. Overall, the City came in second place for the Activity division, and third place in the Weight Loss division. City teams also competed internally. Ten departments participated. Participants averaged 38 minutes of activity per day and 3.59 pounds lost. City participants lost a total of 398 pounds. Projected savings, based on body mass index reduction, is \$11,972.



Team "Lighten the Load"

Training and Development

- Created and disseminated bi-monthly employee newsletter, Inside the City. The newsletter included articles on upcoming programs and events, benefits, health and safety, the employee assistance program, new employee hires, and employee birthdays and anniversaries.
- 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.

Community Relations

- Conducted investigations into complaints of discrimination in the areas of employment, housing, public accommodations, and financing.
- Oversaw monthly meeting of the Human Relations Commission.

Employee Safety

- Hired a new Safety & Risk Coordinator, Alex Rosas, to oversee the development, implementation and oversight of a comprehensive employee Safety program, Risk Management functions and related programs, practices and committees.



Interim City Clerk

Renee Gooderham

City Clerk

April 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.

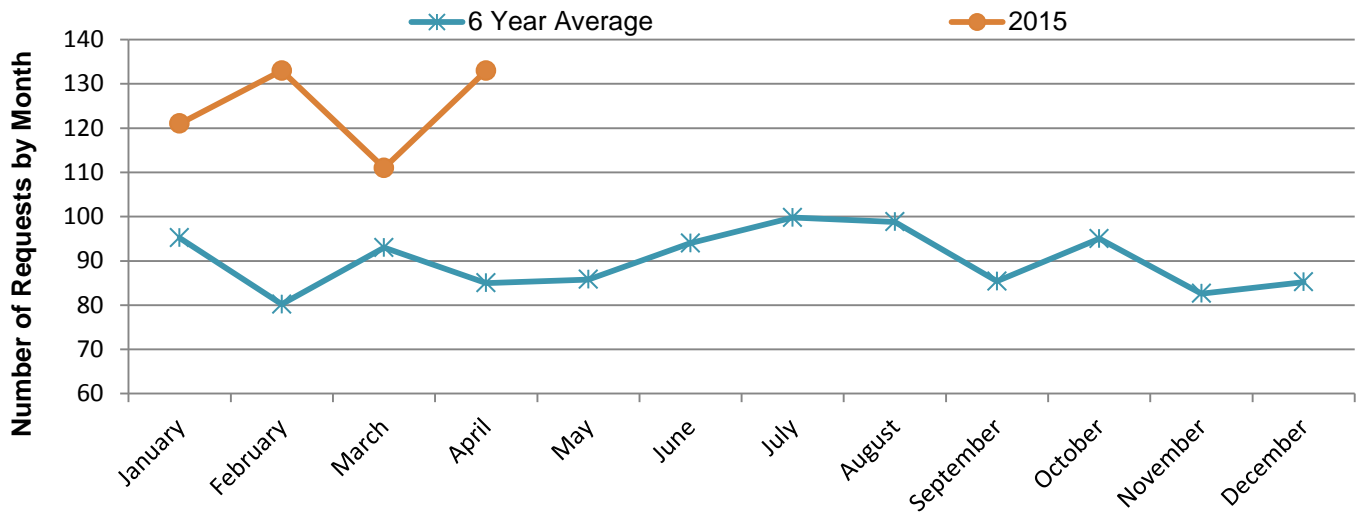
Monthly Highlight:

The Clerk's office assisted the Human Resources Department with archival scanning of: Human Relations Commission Minutes 1978-2014 and Inside the City Newsletters 1992-2012. Other archival scanning complete was Brd. Of Fire and Police Commission Minutes and Agendas 1984-2012 and Liquor Commission Minutes and Agendas 1991-2009. The archival process allowed for disposal of approximately 1 four (4) drawer and 1 two (2) drawer filing cabinet.

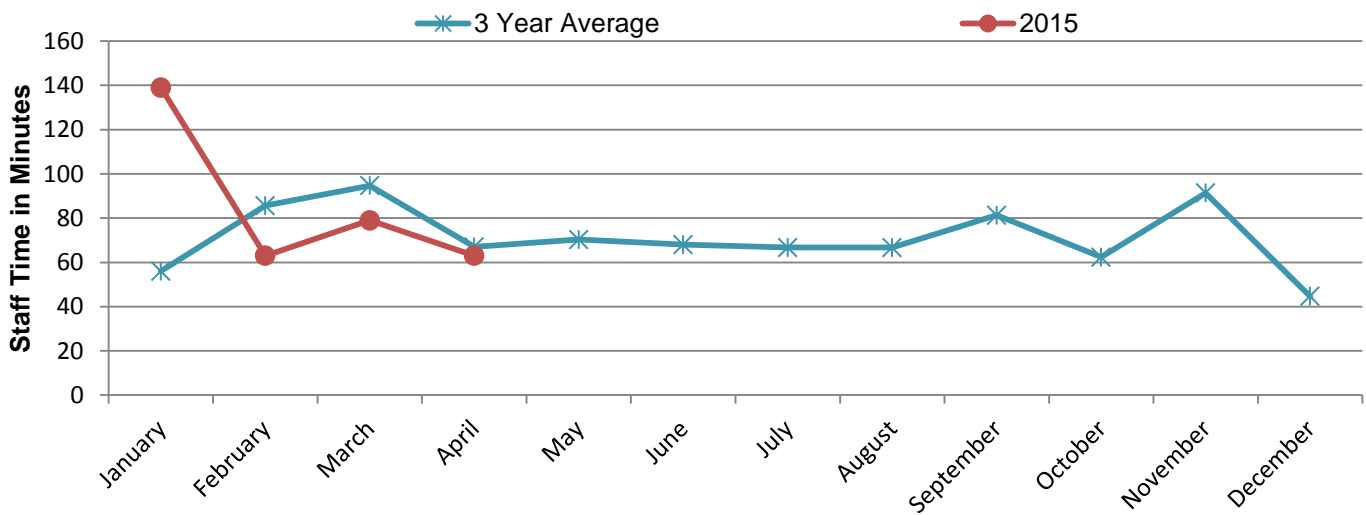
As we roll into spring and summer the office will assist the community with Special Events. Last year the office processed seventy – six (76) applications. The Jaycee Bike Criterium, Farmers Market,

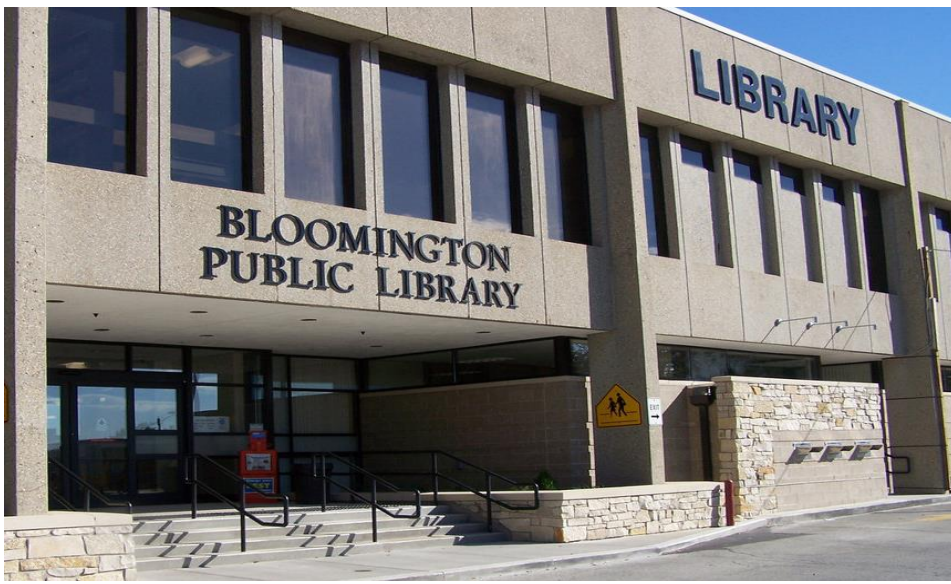
Labor, Memorial, Veterans and Christmas Parades are just a few. The Office works in conjunction with the Fire Department, Police Department, Public Works Engineering Division, Public Works Street Division, Parks, Recreation & Cultural Arts Department, Planning and Code Enforcement and the Connect Transit to ensure these events are successful.

F.O.I.A. Request by Month



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





Library Director



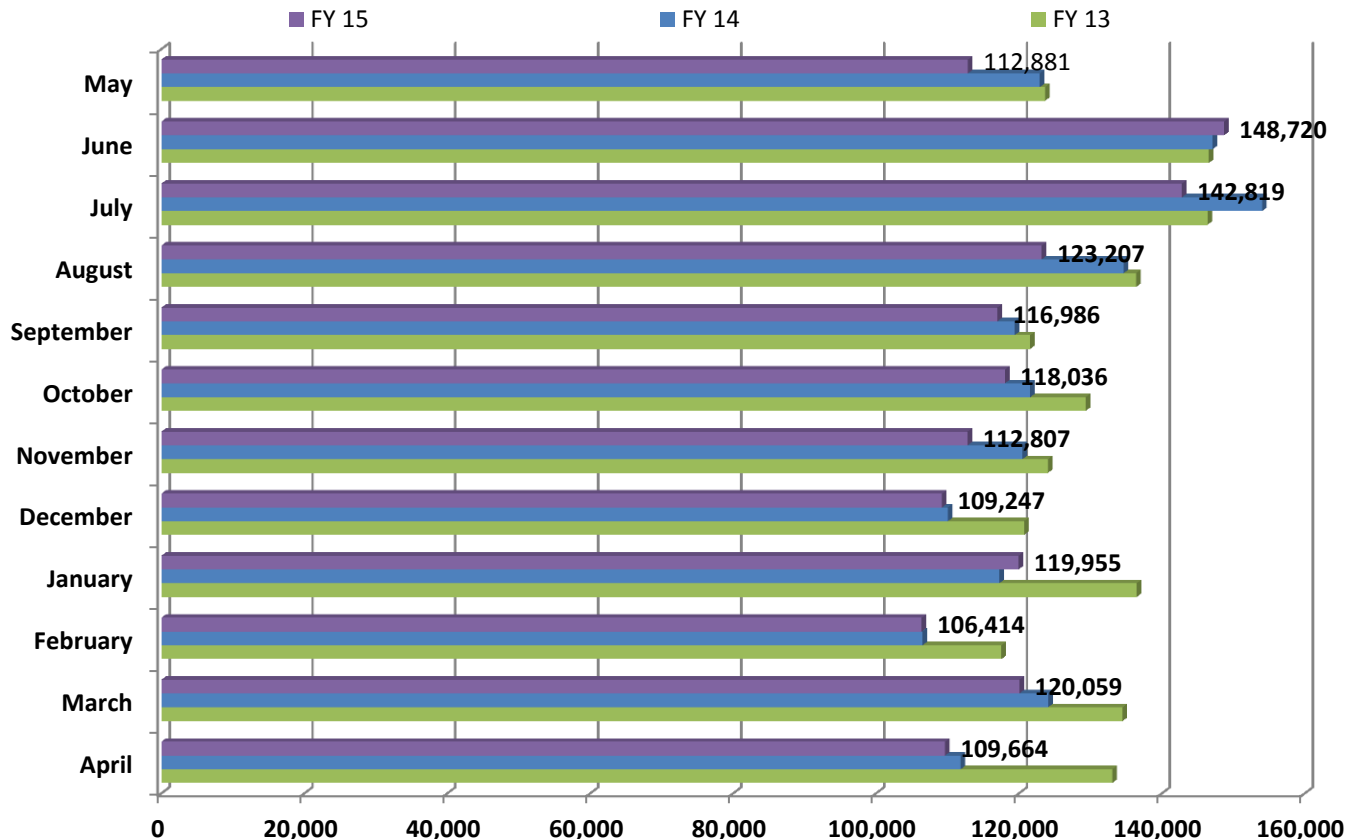
Georgia Bouda

April 2015 Edition

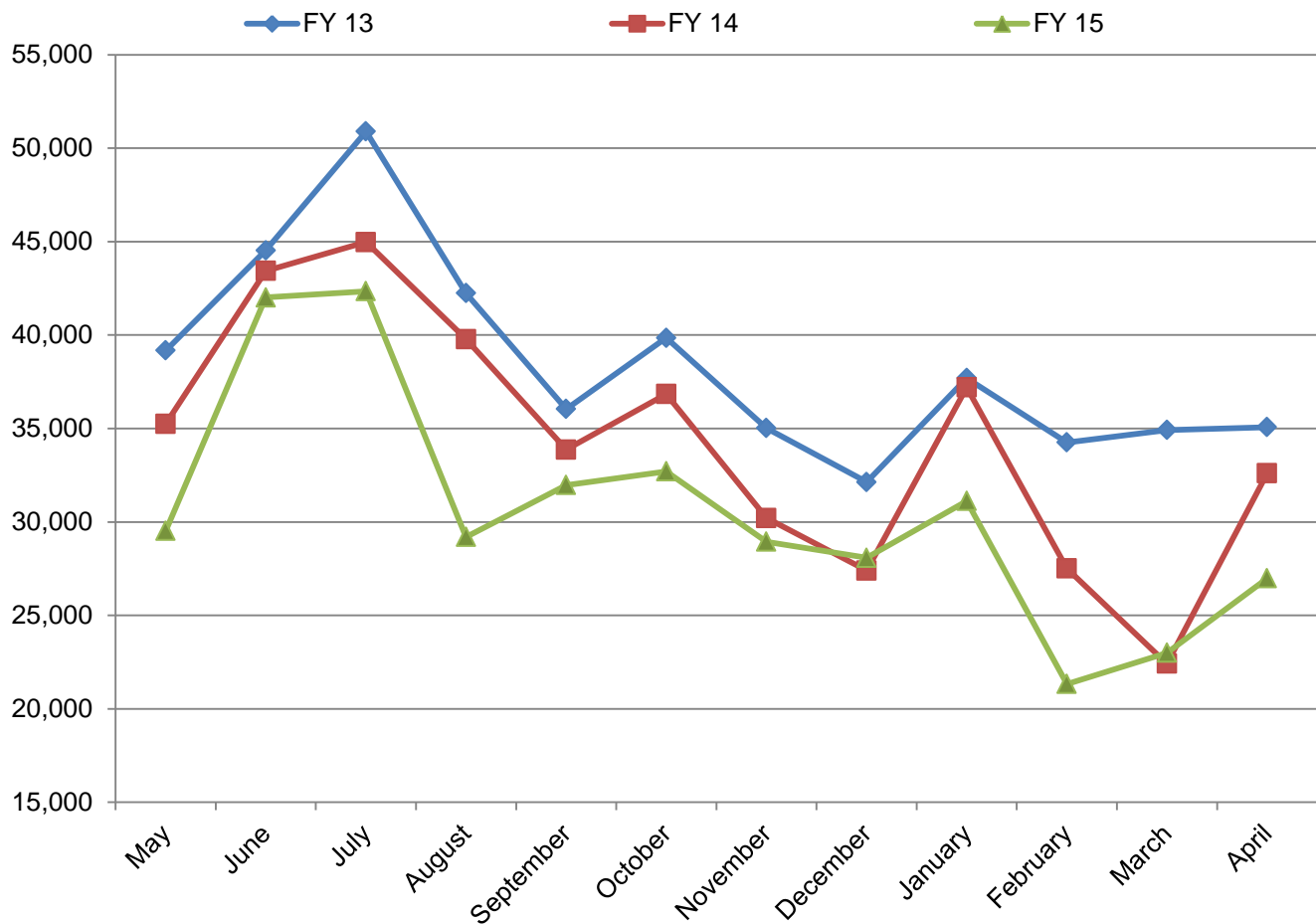
Library

Customers borrowed 109,664 items in April, 2015 which is 2166 which is about 2% less than the 111,830 items borrowed in April, 2014. There were 26,979 visitors to the Library in April, 2015 compared to 32,602 in April, 2014. Staff answered 4443 questions from customers this month compared to 4425 questions answered in April, 2014. Circulation for the fiscal year ending April 30 was 1,430,682 compared to 1,490,050 in the previous fiscal year. This is a decline of 59,368 items borrowed or slightly less than 4%. The Library offered 521 programs that were attended by 15,322 adults and children this fiscal year compared to 468 with attendance of 10,353 in fiscal year 2014.

Items Circulated



Library Visitors



Children Programs and Attendance:

- Dia de los libros/Dia de los ninos – estimated 250 attended
- Preschool story time – 5 sessions – 120 attended
- Toddler story time – 14 sessions – 531 attended
- Lapsit story time – 8 sessions – 99 attended
- Tales for Tails – 5 sessions – 85 attended
- Singing Swinging story time – 2 sessions – 58 attended
- 2nd Monday Story Club – 15 attended
- Money Smart Week story time – 35 attended
- Irving K visit – 20 attended
- Cub Scouts visits – 2 troops – 17 attended
- Wesley Bright Beginnings preschool visit – 18 attended
- Head Start Fun Club visit – 33 attended
- Visited Katie's Kids – 54 attended
- Visited Brigham Head Start – 2 classes – 78 attended
- Visited Chesterbrook Academy – 30 attended
- Visited Trinity Lutheran Head Start – 2 classes – 86 attended
- Visited Little Jewels Day Care – 175 attended
- Visited Islamic Center of Bloomington Normal preschool – 9 attended
- Library table at Books Alive – 120 attended

Teen Programs and Attendance:

- Teen Thursday – 1 sessions – 0 attended
- Anime Movie Marathon – 1 session – 15 attended

- Schools for Books and Bites: Tiffany and the NPL youth librarian talked with these numbers of teens: Chiddix: 48; Evans: 96; Kingsley 66 ; Parkside 99

Adult Programs and Attendance:

- Fiction Book Club – 1 session – 8 attended
- Mystery Book Club – 1 session – 11 attended
- Nonfiction Book Club – 1 session – 0 attended
- Books on Tap – 1 session – 10 attended
- SciFi Movie/Book Club – 1 session – 4 attended
- Classic Movie Wednesday – 1 session – 13 attended
- Anime Now for Adults – 2 sessions – 8 attended
- Appomattox Retreat – 1 session – 13 attended
- Essentials in Business: Forming a Non Profit – 1 session – cancelled due to an emergency for the speaker
- Money Smart Week storytime – 1 session – 34 attended
- Computer Basics, The Internet – 1 session – 5 attended
- DIY Container Herb Garden – 1 session – 15 attended
- Photography: Macro Photography – 1 session – 17 attended
- Midwestern Presidents: Reagan – 1 session – 26 attended
- There were 13 requests for individual appointments with a library staffer. Topics included several about ebooks, setting up an email account, help with Craigslist, managing photos, genealogical searching, and a review of our recent Computer 101 program.



Bloomington Fire Dept. Memo



To: Chief Mohr

From: Act. Capt. S. Zimmerman

Subject: Incident #2734

Date: 4-8-2015

Sir,

I wanted to make you aware on April 8, 2015 TK-3 responded to a natural gas leak at 20 Rock Garden. Ms. Benecke was so satisfied with the service she received she sent a card and cookies to Station 3. Along with this memo is a copy of the card she sent. Eng. Hightower and FF. Hoeniges were also on TK-3 during this call.

Respectfully,

A handwritten signature in black ink, appearing to be 'S. Zimmerman', written over a horizontal line.

Act. Capt. S. Zimmerman

Dear Captains Smith & Jackson, and Station #6,
My name is Jordan Witte, and I am the vice president
of the Linden Leadem 4-H club. On behalf of our
club, I would like to thank you for giving your time to
organize a date, and lead our club on a tour of your
station. Thank you also for the use of your meeting^{room}
afterwards for our club meeting.
Part of the 4-H pledge is to offer our hands to
"larger service" for our community and country. We are
extremely appreciative of your service to our community, and
are grateful that we have respectable men and
women keeping our homes, and airports, safe!

Sincerely,
Jordan Witte
Linden Leadem 4-H club

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

Recreation

----- Forwarded message -----

From: **Mike XXX** <XXXX@yaho.com>

Date: Wed, Apr 15, 2015 at 4:26 PM

Subject: Gratitude for the PIC leadership

To: "XXXXX@gmail.com"

- >
- > Karen,
- >
- > Our family will be relocating to Atlanta in the coming days and while there are many things we will miss in Bloomington i must give congratulations and appreciation to the City of Bloomington's Parks and Recreation Department.
- >
- > Several years back I wrote a letter describing our experiences at the Pepsi Ice Center and the extraordinary job the entire staff performs on the learn to skate program, the Central Illinois Figure Skating Club, and the Hockey program. As we depart, we reflect on what a tremendous jewel this is for our community and so thankful for the dedication of Joe and Lindsay that have provided so much to our

children. Life lessons regarding teamwork, commitment, responsibility, safety, and most importantly - having fun. I am sure you frequently hear how terrific that leadership is, but i would be remiss if i didnt share again.

>

> Karen - thank you for all you do for the community. We have enjoyed our time in Bloomington and will look forward to returning some day.

>

> Best,

> Mike Fuller

Bloomington Center for the Performing Arts

The Passing Zone Saves the World

You have received this feedback from Tom Gibson <thomasgibson27@gmail.com> for the following page:

<http://www.cityblm.org/index.aspx?page=378>

Great show last night!! The passing zone was fantastic!! You guys do a great job. Thanks!

Tom Gibson

Feedback from post-show survey:

They put on a great show, in spite of the size of the audience 4/23/2015 7:42 AM

Excellent performance! 4/22/2015 10:30 AM

These guys were great ... tickets were a bit high for a family event, especially because gamma phi the same night..4/20/2015 9:37 PM

Hilarious ! 4/20/2015 9:22 PM

Awesome show! 4/20/2015 3:32 PM

Very good show - as a juggler, it was very fun seeing a professional show. There are many jugglers in the area that wish BCPA booked more of the sort. 4/20/2015 3:08 PM

Thank you for offer a highly entertaining family show with affordable ticket prices! 4/20/2015 2:35 PM

Too bad th audience wasn't bigger! My grandson and his friend loved the show and so did I. 4/20/2015 2:13 PM

Loved it - even if my wife couldn't watch the chainsaw juggling! 4/20/2015 10:34 PM

Invite these guys back 4/20/2015 9:22 PM

Everyone that you have working at the BCPA are the best! Keep doing what you are doing. 4/20/2015 3:32 PM

Very good 4/20/2015 3:12 PM

We had to drive a large van to bring everyone, and parking was still easy to find. 4/20/2015 3:08 PM

It was a very good event 4/20/2015 3:05 PM

We had never heard of The Passing Zone before - but our group ranging in age from 12 to 79 love them! Can't wait to see them again! 4/20/2015 2:35 PM

Your volunteers are exemplary! Thank you! 4/22/2015 10:30 AM

very entertaining show!! 4/21/2015 4:03 PM

excellent show and venue 4/20/2015 6:53 PM

I had a great time! This was the first time that my girlfriend had ever been there. She was impressed! 4/20/2015 3:32 PM

Great venue and comfortable space. Definitely one of my favorite places to see events. 4/20/2015 3:08 PM

Your staff/seat/interior up is so much better than US Cellular Coliseum in Bloomington! 4/20/2015 2:35 PM

This is a great venue for B-N. 4/20/2015 2:13 PM

The General

Feedback from post-show survey:

Very Exciting! Even though we have seen The General more than once on the small screen, it was more impressive on the big screen. Watching with an audience made the funny parts even funnier. Please consider adding a short subject that complements the feature. We look forward to seeing Safety Last on the big screen. 5/3/2015 5:32 PM

Excellent movie, seating, organ! 5/1/2015 11:12 AM

The pre-show was especially enlightening. 4/30/2015 10:15 PM

Two things would have made the evening so much better for our family: the concert talk should have ended early enough for lights to come up in between. The show should not have been started early. We were unable to sit together due to this, and as the event was a long-awaited Christmas gift to Grandpa, not being together was a great disappointment. 4/30/2015 9:57 PM

We enjoyed this very much!!! 4/30/2015 6:27 PM

Dennis Scott's live organ music was incredible and added so much to the silent film experience! 4/30/2015 3:52 PM

Entertaining. I enjoyed the pre film talk by the gentleman 4/30/2015 3:28 PM

My husband and I had never seen a silent film. We will be seeing more! Somehow we missed the info on the preshow on Tues:(4/30/2015 2:52 PM

Better than "very good" one of the most enjoyable, entertaining evenings we've had recently! The history by Matijka was a great addition! Bravo! 4/30/2015 2:31 PM

We loved the idea and execution of silent film with live organ. Well done! 4/30/2015 9:57 PM

Can't wait to see future silent films at the BCPA with Dennis Scott's accompaniment! 4/30/2015 3:52 PM

More movies w/ accompaniment! 5/1/2015 11:12 AM

Pre show talk was a fun addition 5/1/2015 8:10 AM

We are so fortunate to have a venue like the BCPA in Bloomington with a variety of events. 4/30/2015 3:52 PM

I am not in favor of food and drink in the auditorium. Clean up puts LOTS of extra on the staff. The "sippy cups" have been an exception and seem to work well. 4/30/2015 3:28

Nitty Gritty Dirt Band

Feedback from post-show survey:

My husband and I agreed this was one of the best concerts we've ever been to in our lives. And we're old. NGDB--what legends. 5/5/2015 8:52 PM

Outstanding - they have been together so long it was almost like hearing four different groups as the evening progressed! 5/1/2015 10:30 AM

Really liked this one! 4/30/2015 8:27 AM

love the venue. 4/30/2015 8:10 AM

Would come to see them again in the future if they come there. Saw them several years ago when they were there. 4/29/2015 12:17 PM

Beautiful, acoustically exceptional , setting for music 4/28/2015 5:45 PM

I'd love to see them again!!! 4/28/2015 2:43 PM

Fantastic performance by the Dirt Band! 4/28/2015 2:26 PM

I loved it, Please have them back again! 4/28/2015 9:08 AM

very entertaining -- although intermission after opening act seemed long 4/28/2015 9:06 AM

Love the facility! 4/28/2015 7:31 AM

It was nice for an opening act and as the MC mentioned Nitty Gritty members allowed and I thought that was very nice of them. She did a great job and very nice voice. As it turned out I know her dad. He came up to me when we were leaving and told me. As for the band it was tremendous and one of

the very best nights. We had four tickets and invited our friends to go with us. We were in the third row left side (CCC section) and they had never been that close and to say we loved it would be an understatement...they were very entertaining!!! 4/28/2015 7:14 AM

Very nice facility, excellent seats, great acoustics. And audience was very appreciative! Would come back again! 4/28/2015 6:32 AM

It was a wonderful presentation. Energetic and full of memories and good times. 4/27/2015 11:11 PM

concert was great & the autograph session after the show was a HUGE bonus!!!!!! 4/27/2015 8:45 PM

Wonderful show! 4/27/2015 5:42 PM

One of the best! Fun and relaxing! 4/27/2015 5:39 PM

Very talented musicians 4/27/2015 5:28 PM

outstanding performers. great venue. 4/27/2015 4:50 PM

Totally wonderful concert! Glad I went. 4/27/2015 4:45 PM

High energy, highly entertaining concert in a beautiful, comfortable venue. 4/27/2015 4:28 PM

It's our favorite venue. 5/5/2015 8:52 PM

BCPA & Staff always doing a great job - this completed our "multi-pack" tickets for this season, definitely going to do it again! 5/1/2015 10:30 AM

Very good show! 4/28/2015 12:10 PM

please have them back again! 4/28/2015 9:08 AM

Always very clean and nice....sort of a "hidden secret" to people who'd never been before I think. 4/28/2015 7:14 AM

Very Good show. I want to come and hear a good symphony some time but I have not been able to make it. The price to see them was very reasonable. Thank you Bruce Johnson 4/28/2015 6:34 AM

Brielle (pre-show performance) had a great voice! She will have a bright future. 4/28/2015 6:32 AM

Excellent show 4/28/2015 6:16 AM

I personally know some of the staff/ushers and rate them excellent. 4/27/2015 11:51 PM

awesome 4/27/2015 10:54 PM

outstanding show 4/27/2015 10:48 PM

Loved every aspect of the whole thing! Thank you! 4/27/2015 7:06 PM

we really enjoy all shows at the BCPA 4/27/2015 6:31 PM

We are so lucky to have this theater in our community. We have enjoyed several events this season and look forward to see what has been planned for the next season. 4/27/2015 5:42 PM

We loved it! 4/27/2015 5:23 PM

really enjoyed this show - such talented musicians 4/27/2015 5:18 PM

Terrific concert! 4/27/2015 5:11 PM

They were awesome. Please bring them back again in the future. 4/27/2015 5:00 PM

What an amazing resource! And the volunteers are top notch. 4/27/2015 4:45 PM

Enjoyed the NGDB tremendously. Opening act wasn't for me. 4/27/2015 4:32 PM

Loved it. Keep the good acts coming 4/27/2015 4:31 PM

Friendly, helpful staff. 4/27/2015 4:28 PM

pre-show singer was wonderful 4/27/2015 4:23 PM

GREAT, GREAT SHOW 4/27/2015 4:19 PM

Great sound & outstanding performance! 4/30/2015 9:16 PM

Very well done! The BCPA obviously has an awesome staff! 4/29/2015 11:11 PM

We bought tickets for & brought our best friends & additional family members with us. Everyone loved the show.

Our friends said it was one of the best shows they had ever been to. 4/29/2015 12:17 PM

Always enjoy seeing top entertainers that I've missed in the past! 4/29/2015 8:35 AM

I'd love to see them back at the BCPA, other country performers would be great as well! 4/28/2015 2:43 PM

What a nice surprise that band was able to stay and sign autographs immediately after performance! They are a great bunch of guys. 4/28/2015 6:32 AM

Continue to provide quality shows. 4/28/2015 6:16 AM

Truly, a great evening! 4/27/2015 10:48 PM

friendly & professional staff/volunteers 4/27/2015 9:47 PM

My husband is handicapped, and we were treated like royalty. The box seating was perfect, and the help back to the car after the show was tremendous! Thank you! 4/27/2015 7:06 PM

Really enjoy everything we have seen. 4/27/2015 6:31 PM

Nitty Gritty Dirt Band-Show Survey

Love the intimacy of the theater! 4/27/2015 5:39 PM

The girl who performed before NGDB was very talented. 4/27/2015 5:28 PM

We feel so fortunate to have the BCPA in our community with a variety of quality entertainment. Thank you! 4/27/2015 5:23 PM

I love this style of music by Nitty Gritty Dirt Band. 4/27/2015 4:50 PM

This is the second time we have seen NGDB at BCPA and was just as good as the first. Please keep them in mind to return in a few years. 4/27/2015 4:39 PM

Seat prices are reasonable Li 4/27/2015 4:31 PM

It was an awesome concert! Worth every penny plus the hidden taxes lol! 4/27/2015 4:22 PM

THANKS FOR THE PARKING GUIDE 4/27/2015 4:19 PM

Student Spotlight

For the upcoming monthly reports, here are some comments from the survey sent after the Fly Guy and Other Storybooks show last week.

"It was a great show and was very well organized. Thank you!"

"Excellent in every way!"

"We value this resource in our community and will continue to make it a part of our practice."

"My class was engaged the entire time!"

"We graphed our class' favorite book from the performance. The Paper Bag Princess won by a landslide! My students also wrote about the performance in their journals. For many students this was the first time to see a performance on stage. It was a highlight of our year!"