



CITY MANAGER'S REPORT

MEASURING PERFORMANCE, TARGETING RESULTS

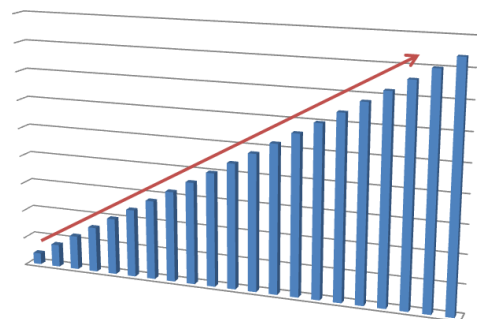


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Upcoming Events

| | | |
|--------------------------------|-------------------|----------------------|
| Liquor Commission Meeting | March 8, 4 pm | City Hall (Chambers) |
| Planning Commission Meeting | March 9, 4 pm | City Hall (Chambers) |
| Budget Work Session | March 12, TBA | TBA |
| City Council Meeting | March 14, 7 pm | City Hall (Chambers) |
| Committee of the Whole Meeting | March 21, 5:30 pm | City Hall (Chambers) |
| City Council Meeting | March 28, 7 pm | City Hall (Chambers) |



Police Department Chief Brendan Heffner

Crime Investigations Division (CID)

On average there were seven general detectives working per day with each general detective assigned approximately nine cases and the Domestic Violence detectives (2) assigned 33 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 34 cases.

CID assigned 61 new cases for investigation. The case load carried by CID had the following dispositions: 27 cases were cleared by arrest, 3 cases were cleared with juvenile arrest, and 68 were administratively closed, exceptionally cleared or were unfounded. One hundred twenty-one incidents of domestic violence were reviewed in January.

Cyber Crimes

The two Cyber Crime detectives have eleven open cases which include open/active joint investigations with the US Secret Service and FBI.

United States Marshal Task Force

The Bloomington office opened 17 felony cases and closed 15 of them. Arrests included nine hands-on felony arrests, one warrant recalled, one arrest by other agency, one detainer lodged after TFO Rena found the fugitive was locked up in another state, two refused to extradite from McLean County States Attorney's office, and one arrest by other USMS Task Force after information was sent to them by TFO Rena.

TFO Rena was able to use the resource of US Marshal Technical Operation Group (TOG) on two different occasions. The first subject was wanted out of McLean County for manufacture/delivery of controlled substance. Rena was able to obtain information with the

assistance of TOG. Subject had fled to Desoto, TX. Rena sent a LEAD to the Dallas Office who then confirmed the location of subject and arrested him without incident.

Another subject was wanted out of McLean County for criminal sexual assault with force. With the assistance of TOG, a location was found. During the consent to search the residence, 33 grams of heroin was seized.

VICE Unit

Four detectives are assigned to the Vice unit with 3.8 on average working per day. Five new cases were opened, five cases were closed, and four search warrants were served. The Vice unit purchased 20.1 grams of crack cocaine, and 0.6 grams of powder cocaine. They seized 34.3 grams of crack cocaine, 23 grams of powder cocaine, 9.8 grams of cannabis, three guns, one vehicle, and \$3,482.

Street Crimes Unit

Six officers and two supervisors are assigned to Street Crimes with an average of 6.09 working per day. Officers completed ten days of training. Street Crimes made 18 probable cause arrests, 13 warrant arrests. They seized 9.7 grams of cannabis and \$2,367. They towed nine vehicles and issued two ordinance violations.

Criminal Intelligence and Analysis Unit (CIAU)

CIAU provided four hours of intelligence-led policing training to four newly hired police officers and four hours of investigative resources training to a new detective in the CID unit. One CIAU staff member met with members of the Chief of Police Focus Group to provide an educational presentation on street gangs in Bloomington. Various year end reports, council summaries and staff presentation materials for the police administration were completed. Time was also spent supporting several gang and weapons investigations.

Communications

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds

| Range (sec) | 0-10 | 11 to 20 | 21 to 30 | 31 to 40 | 41 to 50 | 51 to 60 | >=61 0 |
|-------------|------|----------|----------|----------|----------|----------|--------|
| Calls | 2152 | 24 | 1 | 0 | 0 | 0 | 0 |
| % | 98% | 100% | 100% | 100% | 100% | 100% | 100% |

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

Most of January was spent training new telecommunicators. This included instruction in the 40-hour basic telecommunicator class in addition to 24 hours Fire/EMS instructions. Trainees were certified in various computer systems and attended Emergency Medical Dispatch training. Work continued on BFD run card overhaul. The New World Systems Mobile Message Switch was upgraded and the old switch converted to a back-up. The Manager attended Bromenn Chase for

Champions Selection Committee meeting and attended Illinois Telecommunicator Emergency Response Team board meeting.

| <u>Incoming Phone Calls</u> | |
|---|--------|
| 911 Emergency Calls (wireline & wireless) total | 1,931 |
| 911 Calls - Wireline | 353 |
| 911 Calls - Wireless | 1,408 |
| 911 VoIP | 170 |
| 911 Unknown | 0 |
| Non-Emergency Calls | 6,547 |
| Total Incoming Calls | 8,478 |
| Total Outgoing Calls | 2,056 |
| Total ALL Calls | 10,534 |
| <u>Dispatched Calls</u> | |
| Police | 5,862 |
| Fire and EMS | 889 |
| Total Dispatched Calls | 6,751 |
| <u>Daily Call Averages</u> | |
| 911 Emergency Calls | 62 |
| Non-Emergency Calls | 211 |
| Outbound Calls | 66 |
| All Phone Calls | 340 |
| Police Dispatches | 189 |
| Fire and EMS Dispatches | 29 |
| All Dispatches | 218 |

First Shift 7 a.m.-3 p.m.

First shift has 17 officers assigned with an average of 10.23 working per day. Officers attended sex offender enforcement training, PPCT training, lidar training, OC spray training, and SWAT training. There were four officers in the Field Training. Fifteen STEP details were assigned. Officers are also spending time enforcing traffic laws in the school zones. First shift handled one weather event including snow with high winds resulting in downed power lines, trees blocking roads, and alarms going off.

Ninety incidents of sex offender enforcement were handled by first shift. Nine sex offenders were arrested or charged. Five non-compliant offenders became compliant. The Offender Watch 500 project now has 442 registered users.

Second Shift 3 p.m.-11 p.m.

Second shift has 20 officers with an average of 12.0 officers working each day. Officers worked several STEP details in response to speed complaints. One officer was assigned with a Field Training Officer. Notable calls for service include a non-life threatening shooting on January 20.

On January 26, a subject was arrested on warrant and charged with possessing a gun and cannabis for sale.

Third Shift 11 p.m.-7 a.m.

There are 17 officers assigned to third shift with 9.5 working per night. Of those 17, one is off on job injury and one is temporarily assigned to assist with towing on first shift. A total of 22 arrests were made for driving under the influence.

On January 20, BPD was notified of several subjects in the area of Colonial Avenue and Maysel Drive entering vehicles. The suspects were in a dark colored van. The van was stopped in the Woodhill Housing Complex. A search of the van revealed ski masks, rubber gloves and a handgun magazine loaded with 9mm ammunition. A juvenile and two adults were taken into custody. The juvenile, who was on probation for recent vehicle burglaries, was charged with various weapons violations. The adults were released without charges at the time.

Also on January 20, a resident on White Place reported a male subject burglarizing their garage and armed with a sledge hammer. Officers responded and encountered a subject inside the caller's garage. The subject fled on foot and was pursued and apprehended. Investigation revealed the subject, a juvenile on probation, had committed several burglaries in the area. He was formally charged with several counts of burglary.

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

Administration

SRO Day completed a home visit with administration, spoke to a suicidal student having problems, translated Spanish for several people, mediated between students who wanted to fight on three occasions, and spoke to students about misuse of social media during school (bullying). He also accompanied the truancy officer to several residences to issue OV's, dealt with student exploiting a teacher on social media, and investigated several students for posting inappropriate pictures of underage student.

SRO Wagehoft handled one DCFS incident, one personal injury incident, six disorderly conduct, one truancy, one domestic violence, one runaway, one missing student, one alcohol investigation, two home visits and assisted Officer Mayer with job fair.

Public Affairs Officer Mayer attended Recovery Court, wrote several media releases and posted on social media, attended STAC meeting, Explorers meeting, and Focus meeting, gave a tour/presentation on three occasions, attended Career Fair, SM Disaster Training class, and helped with the physical agility testing.

Downtown

During the month there were 14 days of Downtown Hireback. A total of 34 pairs of officers, including 14 pair assigned from third shift patrol, worked during the month.

The following notable incidences occurred: On January 9, officers made contact with a female denied entry into a bar in the 500 block of N. Main Street due to the belief she was attempting to use a fraudulent ID. The female was found to be 18 years of age and was issued an OV for fraudulent ID and illegal consumption.

On January 26, conducted a bar check in the 500 block of N Main. Approximately 11 subjects were found inside that were under the age of 21. All were issued OVs. Note: These totals are not reflected in the overall stats for Downtown as the Downtown detail is a Thursday through Saturday detail.

OVs issued: two challenge to fight, five public urination, one illegal consumption, one open alcohol, one fraudulent identification, and five minor in tavern.

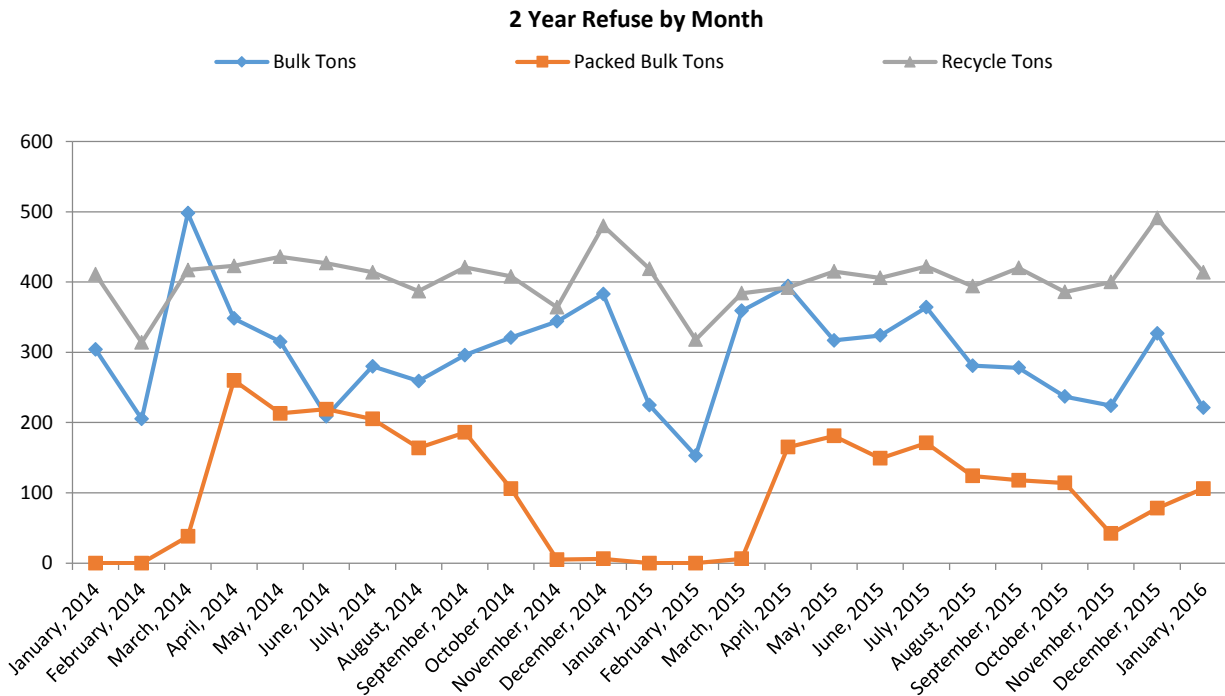
Totals for the month include 155 overtime hours, 235 bar checks, 13 OVs, eight parking citations, 29 fights, 32 calls for service, eight arrests, and four towed vehicles.



Public Works Department Director Jim Karch

Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 25.40 pounds of household garbage were picked up each week at these locations during January 2016.





26 miles were swept during the month of January 2016.

Public Works Front Office

The front office staff processed the following permits during January 2016

| Engineering Permits | |
|--|--------------------------------------|
| Overweight Loads | 9 issued permits for \$695 |
| Dumpster/Traffic Control/Excavation/Erosion | 1 issued permit for \$ (waived \$25) |
| Erosion Control/Complaints Report | |
| New/Maintenance Erosion Control Inspections | 107 |
| New Erosion/Storm Water Complaints | |
| Inspection & Complaint Files Closed | 4 |

The office staff handled 1,220 calls during the month of January 2016.

Streets & Sewers

| | |
|---------------------|-----------|
| POTHLES | 61 |
| WATER DITCHES | 16 |
| MANHOLE REPLACEMENT | 4 |
| PAVEMENT REPAIR | 1 |
| CAVE-INS | 1 |
| MAILBOXES | 17 |

In addition to fixing all reported potholes, our Streets Crews are running different sections of town and fixing potholes as they go through.

Fleet Division

| | <i>January 2015</i> | <i>January 2016</i> |
|-----------------------------------|---------------------|---------------------|
| Work Orders | 431 | 379 |
| Total Repair Orders Closed | 389 | 340 |

| | | |
|---------------------------------|----|----|
| Preventative Maintenance | 42 | 39 |
|---------------------------------|----|----|

| | January 2015 | January 2016 |
|------------------------------|---------------------|---------------------|
| Total No Lead Gallons | 16,089 | 16,036 |
| Total Cost | \$28,924 | \$24,714 |
| Avg Price per Gallon | \$1.80 | \$1.54 |

| | January 2015 | January 2016 |
|-----------------------------|---------------------|---------------------|
| Total Diesel Gallons | 18,729 | 16,392 |
| Total Cost | \$41,728 | \$35,319 |
| Avg Price per Gallon | \$2.23 | \$2.15 |

| | MONTH | YTD | Budgeted | FY % |
|------------------------|--------------|------------|-----------------|-------------|
| Parts | \$100,809 | \$396,436 | \$569,014 | 69.67% |
| Outside Repairs | \$35,942 | \$223,988 | \$403,672 | 55.48% |
| Fuel | \$62,883 | \$611,338 | \$1,495,202 | 40.88% |



FLEET RECEIVED 1,328 PHONE CALLS DURING THE MONTH OF JANUARY 2016



Parks, Recreation & Cultural Arts Department

Director Jay Tetzloff

Bloomington Center for the Performing Arts

The BCPA hosted several great shows in January including *Dave Rudolf's Beach Party*. (photo right) This event created family friendly audience participation including the limbo, conga line, hula hoop contests and other activities all with live tropical music by Dave and his band. Two more January shows included the one-woman comedy show *Bible Bingo*, followed by a rock-n-roll musical history performed live by The Neverly Brothers.



The BCPA hosted several community events in January including the City Employee Holiday Party. Monthly community activities in the BCPA and Creativity Center include Improvisation classes, piano lessons, string lessons, Irish dancing, and other dance classes.

Is that disc golf in the ballroom of the BCPA? It most certainly is. The BCPA and the Creativity Center became temporary home to several recreation and artistic programs due to the sudden closure of the Lincoln Leisure Center (LLC). Other classes relocated to the BCPA and Creativity Center from the LLC included pickleball, gymnastics and dance classes. The LLC classes and events accommodated by BCPA facilities allowed programs to continue without cancellations. A big thanks to the BCPA staff and facilities crew!



Ann-Marie Dittmann started on January 21st as the new Assistant Performing Arts Manager for the City of Bloomington. Her role will include community engagement, audience development, grant writing, staff management and much more.

Emmy Award-winning comedian, author and humorist, Paula Poundstone was announced in January as a new show on May 12th. As always, the BCPA staff make every effort to accommodate the many requests of our patrons. Paula is an audience favorite, last appearing here in 2010.

| |
|--|
| Attendance: 2, 359 for January on-site events, activities, meetings, etc. |
| Facility Usage: 32 January on-site functions |
| Community: 7 radio spots, classes and lessons including the relocation of some of the classes normally held at the Lincoln Leisure Center. |

Golf Courses

The month of January is typically the quietest month of the year as Mother Nature brings the course turf a needed deep freeze. However, this January we saw 380 rounds of golf played, making it one our busiest January’s on the course in the last 5 years.

For the 43rd consecutive year, the golf calendar started off with the Annual Snowbird Open on New Year’s Day. Because of the ice and snow storm in late December, the Snowbird Open (photo right) was moved this year to Prairie Vista Golf Course. Despite the change in venues and single digit wind chills, 98 brave golfers brought the year in the right way, on the golf course. Both the golfers and course staff look forward to the event as a way to get the year started off in a fun way.



In addition to the play on the course, the staff has also added the first steps towards a full indoor golf simulator. This addition will allow golfers to see full simulated ball flight indoors while also playing two simulated golf courses. The first responses back have been positive and the staff is seeing daily traffic with golfers looking to keep the games sharp over the winter. This addition will also encourage golfers to try out golf clubs and be custom fitted by the staff. Staff hopes to grow this to a point where weekly leagues can be added.

The maintenance staff stayed very busy fixing and preparing the mowers and other maintenance vehicles for the upcoming season. In addition to handling the larger than usual number of golfers on the course, the clubhouse staff was busy meeting with tournament coordinators and finalizing agreements for our 2016 outings, and also showing the meeting rooms to prospective renters. The staff is pleased to report two new large outings have been secured so far for next season, along with a number of meeting room rentals for wedding receptions, class reunions, etc.

| |
|--------------------------|
| Total Rounds Played: 380 |
| Outing Rounds: 98 |
| Junior Rounds: 0 |

Miller Park Zoo

Revenue from admissions was up 19.4% for the current fiscal year. Last year, the revenue 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. Attendance was up 1.4% for the current fiscal year compared to last year’s attendance. Admission prices were raised on 1 January 2015. Revenue from education program fees and rentals was down 5.2% for the current fiscal year.

Revenue from concessions, carousel, and animal food sales was up 0.3% 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. The Zootique was up 2.7% for the current fiscal year.

Acquisition:

- Yellow Tang
- 2 Emerald Crab

Disposition:

- Tomato Frog
- Male Jamaican Fruit Bat
- Male North American River Otter
- Female Red Capped Cardinal
- Rosy Anemone
- Female Guinea Pig



2 male Seba's Short-Tailed Fruit Bat
4 Kaiser Newt

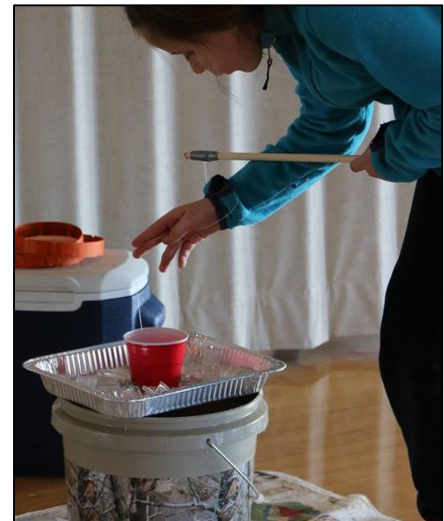
Other:

Zoo hosted a volunteer informational meetings on January 23rd and 25th. 63 people attended. Grace Mitchell was hired as a full-time keeper. She will oversee Children's Zoo. The Bloomington Normal Area Reef Club donated lights for the saltwater aquarium. Zoo Director, Jay Tetzloff, attended the Zoo and Aquarium Directors' Conference in Tucson, Arizona. Zoo Curator vacant position posting closed with interviews scheduled for February.

| |
|---|
| Attendance January 2015: 1,533 (Up 12%) |
| Attendance January 2016: 1,712 |

Recreation

The Winter Carnival was a highlight in January for those that braved the bitter cold. Planned outdoor activities were moved inside the Miller Park Pavilion when wind chills went well below zero. Carnival games including indoor ice fishing out of a camouflage bucket (photo right) gave an opportunity for participants to win tickets and then choose prizes.



On January 30th the Pickleball craze continued with Pickleball Kids and Family Day at Pepper Ridge Gym. This informative and fun clinic was led by Central Illinois' Pickleball Ambassador, Mike Mitchell and more!

Just as the brand new Winter/Spring brochure programs were set to begin, SOAR and Recreation Program Managers were presented with an unexpected challenge. The Lincoln Leisure Center facility was closed due to maintenance issues with no set date to re-open. With the help of the entire Parks, Recreation & Cultural Arts department, Program Managers have redistributed most programs to other city facilities. Staff is still waiting to hear a time-frame for re-opening and looking forward to that day.

Pepsi Ice Center

The biggest news at Pepsi Ice was Bloomington's own Alex Wellman won a Silver Medal in the Intermediate Men's Division at the US Figure Skating Championships in St. Paul Minnesota. Congratulations to Alex and all the staff who have influenced his career so far! (photo right)



In addition, Freestyle and Learn-to-Skate participant numbers continue to rise. This contributes to the development of Basic

Skills Junior Academy Members by setting practice guidelines for skaters participating in solos for the winter exhibition.

Pepsi Ice also participated in the department-wide Winter Carnival with a successful themed public skate including 200 skaters. Additional group skates with Champaign Park District, Bloomington Jr. High, ISU International Students group and Jack-n-Jill teen clubs were a hit.

Based on the final numbers of the fall/winter youth hockey programs, Pepsi Ice Center is projecting the number of players to increase again for next year:

| Level | Players | Increase/Decrease from LY |
|-----------|---------|---------------------------|
| 6 & Under | 70 | +5 |
| 7 & 8 | 102 | +14 |
| 9 & 10 | 83 | +5 |
| 11 & 12 | 71 | +19 |
| 13 & 14 | 55 | +9 |

Feedback from a 7 year old hockey player’s parent at Pepsi Ice Center was as follows, “He has bloomed so much through hockey and it has sent his heart soaring. Thank you for all you have done for him and making that extra effort to know his name and always greet him. It makes him feel so special!”

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

On January 7th, the Frosh/Soph boys basketball team from El Paso-Gridley joined SOAR for a night of basketball practice at the Lincoln Leisure Center. The team helped with score keeping and officiating during the first practice. Then they spent an entire practice with the Red Pandas, often working 1:1 with SOAR athletes on skills and drills. It was a wonderful shared



experience for both teams. A big thanks to Coach Justin and the El Paso Gridley Titans basketball team who have now invited the Red Pandas to attend a home basketball game.

January District Basketball also resulted in one gold, one Silver, one bronze and one fourth place medals. The Scorpions advanced on to the State Basketball tournament in March.

The closure of Lincoln Leisure Center had a dramatic effect on SOAR programming. Pickleball was moved to the BCPA Ballroom and was VERY well received. (photo below) Space Age and SOAR for Starters moved to the lower level of the Pavilion as did Winter Crafts. Sweatin' to the Oldies moved to the main floor of the pavilion and Ukulele found a new home at the Den at Fox Creek.



Even with all of this shifting, there were 198 registered participants in January programs with a total of 473 service hours. 42 volunteers completed 111 volunteer hours and staff met with a Service Fraternity at ISU for two group volunteer orientations.

One Young Athlete (from SOAR for Starters) participated in the Basketball Skills competition at ICC in Peoria. He will also participate in the State Basketball Tournament. Way to go!

Parks Maintenance

Horticulture

January 2016 saw multiple snow events that the horticulture and park staff responded to. Staff completes snow removal on approximately 13 miles of trail in the parks and Constitution Trail for residents, as well as parks, sidewalks and the City Hall entrance area. When snow events over 2" occur, staff clears the US Cellular Coliseum and City sidewalks on routes to local schools. Staff spent total of 165.30 on snow removal in January. Staff removed Christmas decorations and spent 85.30 hours on this task. Staff continued to work on the new parking lot at Miller Park as weather permitted. One horticulturist is assigned to equipment maintenance and 57 man hours have been spent on maintenance in January.

Forestry

The Forestry division continued removing dead, dying or hazardous trees and responding to citizen requests for tree trimming. In January, the division continued to work on storm damage from the December 29th ice storm. Ninety-three storm damage events were dealt with in January. Staff did an excellent job of responding to safety concerns and making public spaces safe after this storm. Staff took advantage of the frozen ground to remove hazardous trees in the Hedge Apple Woods Nature Preserve that connects Ewing I and Ewing II parks. The chips and logs from this work were used to border the trail and add to the pathway. Chips were delivered to Angler's Lake Nature Preserve

Utility

During a routine HVAC inspection Utility staff discovered loose material in and around the furnace at Lincoln Leisure center. Authorities were notified and an examination was completed on the loose material. The material was determined to be asbestos. Park staff have been working in conjunction with Facilities maintenance to rectify the problem. Conrad sheet metal was hired to remove and replace the faulty exhaust pipes. The Ideal Company was hired to remediate the loose asbestos and perform a full building inspection. Currently the results are not known and should be revealed soon.

The Utility staff is also working with Facilities maintenance on installing a new building mechanical system control at the Coliseum. TSS (Technical System Services) was awarded the contract and the control system update is under way. TSS is the same company that's control system is running the BCPA

The main floor of Miller Park Pavilion is closed for maintenance the first two weeks of January. The Utility staff sanded the entire first floor and put on 3 coats of gym floor wax. This project is done annually.

Other Utility projects in January are:

Monthly HVAC inspection and repairs at Parks and Facilities

Monthly HVAC inspections and repairs at the Coliseum and the BCPA

Completed monthly Park inspections at all City Parks

Partnered with Illini Fire Equipment to inspect and re charge all fire extinguishers in Parks owned buildings and vehicles this includes the Zoo and Golf Courses

Removed all Christmas lights from Main street, Miller Park pavilion and the Mayors tree



Finance Department Director Patti-Lynn Silva

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 twelve full time employees and one seasonal employee.

JANUARY HIGHLIGHTS

As the year came to a close, finance was busy compiling and analyzing operating and capital budget requests submitted by city departments for their five year budgets. Payroll, procurement and accounting staff reconciled earnings for both employees and city vendors. Twelve hundred W-2s were issued and over two hundred 1099s! Finance also continued to participate in meetings regarding a new time and attendance software system.



JANUARY REVENUES

| Revenues Earned | Annual Budget | FY2016 YTD | FY2015 YTD | Variance | % Variance |
|--|----------------------|-------------------|-------------------|-----------------|-------------------|
| Home Rule Sales Tax⁷ | \$ 14,427,441 | \$ 8,363,830 | \$ 8,201,632 | \$ 162,198 | 1.98% |
| State Sales Tax⁷ | \$ 13,399,257 | \$ 8,124,959 | \$ 7,824,314 | \$ 300,645 | 3.84% |
| Income Tax⁸ | \$ 7,584,390 | \$ 5,360,098 | \$ 4,711,317 | \$ 648,781 | 13.77% |
| Utility Tax⁸ | \$ 7,063,164 | \$ 4,454,428 | \$ 3,739,580 | \$ 714,848 | 19.12% |
| Ambulance Fee⁷ | \$ 4,694,812 | \$ 2,718,429 | \$ 2,489,926 | \$ 228,502 | 9.18% |
| Food & Beverage Tax⁸ | \$ 4,328,539 | \$ 2,917,287 | \$ 2,840,437 | \$ 76,850 | 2.71% |
| Local Motor Fuel^{**8} | \$ 2,400,000 | \$ 1,702,535 | \$ 1,008,030 | \$ 694,505 | 68.90% |
| Franchise Tax⁸ | \$ 2,190,810 | \$ 1,534,493 | \$ 1,529,937 | \$ 4,556 | 0.30% |
| Replacement Tax⁹ | \$ 1,807,649 | \$ 1,464,996 | \$ 1,355,027 | \$ 109,969 | 8.12% |
| Hotel & Motel Tax⁸ | \$ 1,649,946 | \$ 1,298,791 | \$ 1,179,743 | \$ 119,048 | 10.09% |
| Local Use Tax⁹ | \$ 1,486,234 | \$ 1,276,612 | \$ 1,076,475 | \$ 200,137 | 18.59% |
| Packaged Liquor⁸ | \$ 1,035,840 | \$ 804,936 | \$ 741,738 | \$ 63,198 | 8.52% |
| Vehicle Use Tax⁸ | \$ 978,410 | \$ 805,279 | \$ 784,351 | \$ 20,928 | 2.67% |
| Building Permits⁹ | \$ 754,000 | \$ 630,886 | \$ 557,167 | \$ 73,719 | 13.23% |
| Amusement Tax^{**8} | \$ 699,996 | \$ 767,566 | \$ 368,259 | \$ 399,307 | 108.43% |
| Video Gaming^{**7} | \$ 504,901 | \$ 405,562 | \$ 343,130 | \$ 62,432 | 18.19% |
| Auto Rental⁷ | \$ 88,900 | \$ 53,108 | \$ 53,185 | \$ (77) | -0.14% |

NOTE: Revenue payments are received at various times throughout the year; the superscripts 1-12 represent the number of payments received to-date to provide clarification on earnings. Taxes collected through the state will be received up to three months after consumer spending. Taxes collected locally are filed the month following consumer spending. Revenues with a * after them had a rate increase in FY2015 and in addition, revenues with ** after them are new revenues that were adopted in FY2015 and FY2016 represents the first full year of collection.

DIRECTOR'S CORNER

On January 10th, Joyce Tucker joined the Finance Department filling the vacancy for the Revenue Accountant. Joyce has a degree in information systems and is a CPA. We are very excited that Joyce decided to join our team. Welcome!

PROCUREMENTS – JANUARY 2016

| <u>TYPE</u> | <u>TITLE</u> | <u>STATUS</u> | <u>DEPARTMENT</u> |
|-------------------------|---|----------------|-------------------|
| <u>RFP #</u> | | | |
| 2015-57 | Point of Sale System at US Cellular Coliseum | Reviewing | IS |
| 2016-06 | Time, Attendance, Accruals and Public Safety Scheduling | Reviewing | IS |
| 2016-13 | Total Organic Carbon Analyzer | Demonstrations | Lake |
| 2016-15 | US Cellular Coliseum Building Automation System Imp | Awarded | Fac Mgt |
| 2016-30 | Capital Equipment Financing | Developing | Finance |
| 2016-34 | Economic Development Consult. Services | Developing | Econ Dev |
| <u>RFI&Q</u> | | | |
| 2016-04 | General A&E and Land Surveying Services | Reviewing | Facilities |
| 2016-27 | Professional Engineering Services | Reviewing | Water |
| 2016-33 | Space Needs Study | Developing | Public Services |
| <u>BID #</u> | | | |
| 2016-21 | Lake Blm Ranger Station Improvements | Developing | Facilities |
| 2016-26 | Ryan St Water Main Replacement | Awarded | Water |
| 2016-29 | SCPP & HAVCO Building Demolitions | Awarded | Fac Mgt |
| 2016-31 | Lease of Farmland | Cancelled | Admin |
| 2016-32 | FY 2016 Sewer Rehabilitation | Released | Eng |



City Clerk's Office

City Clerk Cherry L. Lawson

Mission Statement

It is the Mission of the Office of the City Clerk to enable the public to fully participate in the governmental process, by providing accurate information and services in a professional manner, enabling the public to make informed decisions affecting the quality of their lives.

Main Office Responsibilities

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

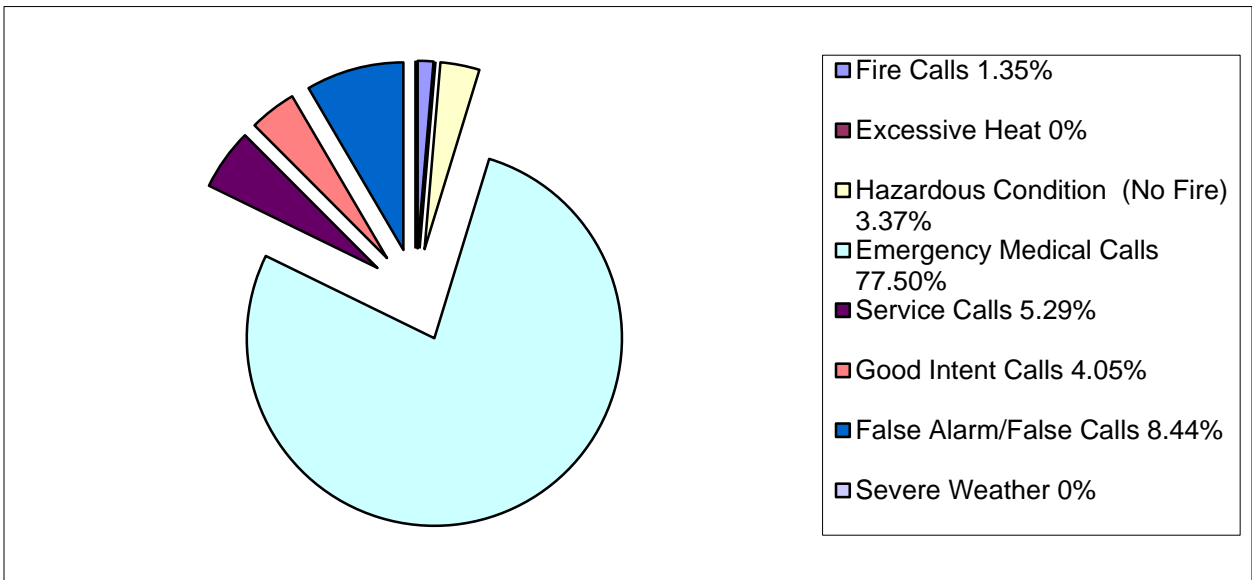
The Clerk's Office is one of the most active departments for processing council related materials, handling records request, processing mail, assisting the community through telephone assistance and/or walk-in assistance. During the month of December, the Clerk's Office processed 116 FOIA requests which equates to a total of 165.65 minutes shared across City Departments in processing those requests, completed and assembled ten (10) packets for City Council, Special Session, Work Session, Committee of the Whole Council Retreat and Liquor Commission scheduled meetings. Clerk's Office staff continue working to process a backlog of minutes, not previously prepared. This office also processed liquor license requests and renewals, taxi cab renewal licenses and processed new taxi cab driver applications and licenses, as well as solicitor permits.

The below table provides a snapshot of most day-to-day activities performed by City Clerk's Office staff and is not a complete picture of those activities as each day presents an opportunity to assist the public and/or provide administrative support to other departments as needed. The Office works in conjunction with the each City Department, and partners to ensure that community activities planned have been communicated across the organization as well as to the community to whom may be impacted.

| Liquor License | | Other License | | Meeting Activity | | FOIA | | Other Activities | |
|----------------|----|--------------------------|-----|--------------------|----|----------------|----|---------------------------------------|-----|
| Club | 8 | Amusement | 108 | Minutes Completed | 14 | Police Reports | 91 | Special Event Permits | 7 |
| Convenience | 28 | Miscellaneous | 147 | Liquor Commission | 1 | Other Type | 25 | Solicitor Permits | 1 |
| Package | 28 | Lake Leases | 220 | TIF | 1 | | | Taxi Driver Applications | 11 |
| Restaurant | 94 | Taxi Company License | 4 | C.O.W. | 1 | | | Archival of Records – Scanned/Indexed | 208 |
| Tavern | 29 | Downtown Shuttle License | 8 | Work Session | 2 | | | Procurement Memo & Contracts | 16 |
| Catering | 27 | | | Regular Mtg. | 2 | | | Notary Acknowledgement | |
| Entertainment | 13 | | | Retreat Mtg. | 1 | | | Land Management | 5 |
| | | | | Special Session | 3 | | | | |
| | | | | Executive Session | 3 | | | | |
| | | | | Township | 1 | | | | |
| | | | | Agenda Items total | 53 | | | | |



Fire Department Chief Brian Mohr



The first month of the year had the Bloomington Fire Department running 889 calls for service for the month. This included one residential structure fire at 508 E. Taylor St. This fire caused extensive damage to the front of the house; damage was estimated at \$75,100. Total property damage for the month was \$80,200,

The department responded to 689 EMS calls for the month, this was a small decrease compared to the previous month, but it did account for 77.5% of the calls for the month.

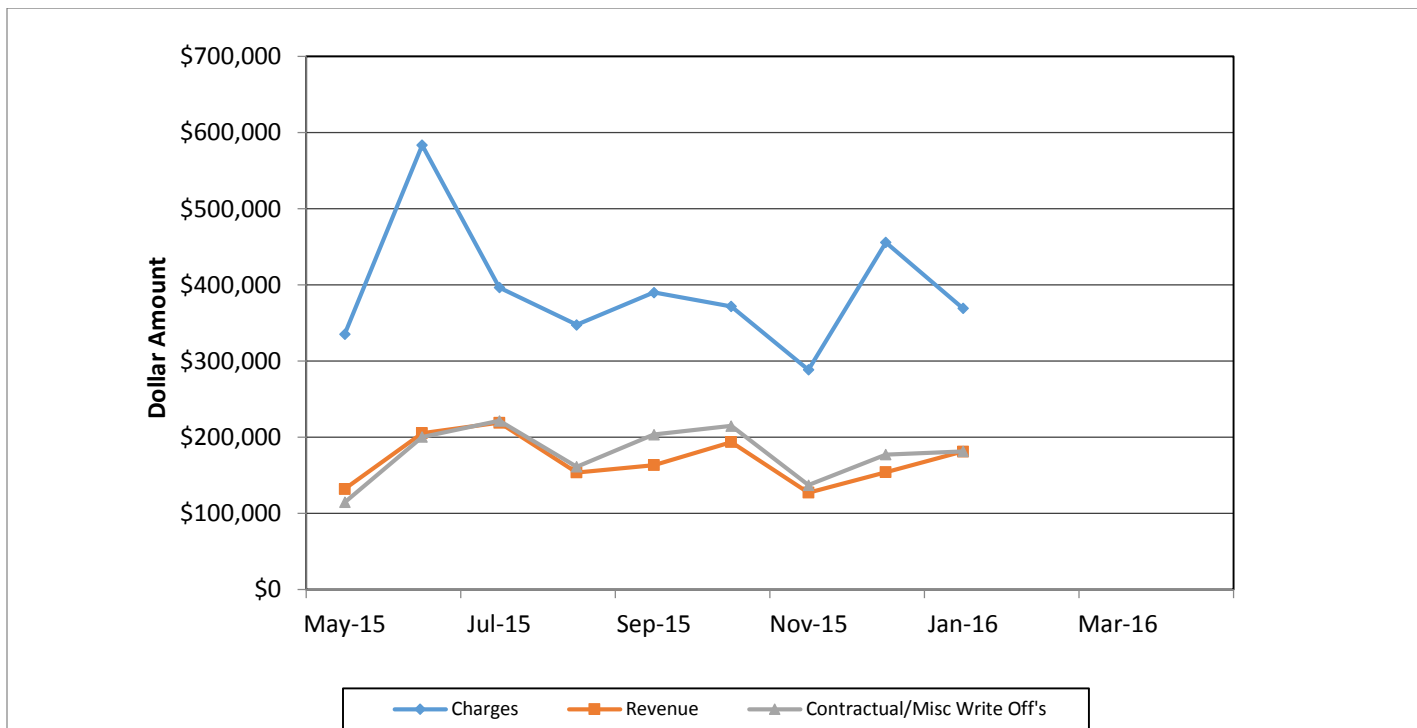
Members focused on ice rescue training throughout the month of January. This training included both classroom and hands on training. Hands on training was conducted on the ice at White Oak Park and Tipton Trails Lake's.

A committee of firefighter's, engineers, officers, and staff worked on developing specifications for a new engine company. This group worked with two manufacturers in developing the specifications. Each manufacturer met the requirements specified by the group. This group then made a recommendation to Chief Mohr, and this recommendation will be made to the Council at their next meeting.

Our EMS personnel provide training to local EMS students on a regular basis through a ride-a-long program. We have never tracked the number of training hours our EMS personnel provided to these students. This year we will begin tracking these hours which will be included in the monthly and annual reports. In the month of January our EMS personnel provided 102 hours of training to EMS students.

Bloomington Fire Dept EMS Billing

Fiscal Year 2015/2016



Charges represent billings for emergency transports, intercepts, and ambulance standby's. Revenue represents the amount of revenue collected for emergency transports, intercepts, and ambulance stand by's.

Contractual/Miscellaneous Write Off's- are the combination of contractual allowances and miscellaneous write off's. Contractuals are the amounts above what federal and state mandated carriers allow for EMS services. Miscellaneous write off's include Financial Hardships, Bankruptcies, Small Balances, Workman's Compensation, and Incarcerated Patients. Bad Debt-Write off's on the accounts forwarded to a third party collection agency for further collection processing \$65,739.45.

Totals Breakdown

Charge total-\$369,373.64

Revenue-\$181,376.35

Contractuals/Miscellaneous Write Offs \$181,574.63

**Bloomington Comparison Report
January 2016**

| | Current Month 01/2016 | Previous Year 01/2015 | Previous Month 12/2015 |
|----------------------|----------------------------------|----------------------------------|-----------------------------------|
| BLS | 345 | 256 | 373 |
| ALS | 178 | 195 | 266 |
| ALS II | 3 | 2 | 7 |
| Charge Totals | \$369,373.64 | \$318,964.03 | \$455,999.52 |
| Payments | \$181,376.35 | \$170,329.89 | \$154,135.32 |
| Bad Debt W/O | \$65,739.45 | \$34,848.66 | \$-1,746.92 |
| Cont/Misc W/O | \$181,574.63 | \$196,747.57 | \$177,301.15 |

PUBLIC EDUCATION OFFICE

The following represents the Public Education Officer Activities for the month of January, 2016

Fire Drills

No fire drills for the month of December

Future Planning

Target solutions

BACC involvement after the students graduate

Fire Officer classes starting February 1st

National Fire Safety Council founding starting to come in

Working towards becoming a CPR instructor

Working with Red Cross for an April 2nd date of providing smoke detectors

Recruiting

Final number of applicants testing = 96

Training provided to community

- Fire Extinguisher class for Bloomington Public Library (70 employees)
- Fire Extinguisher class for Image Air (12 employees)
- Fire Extinguisher class for West Minster (50 employees)

Social Media

- In the Month of January the FD increased its Social Media by over 200 fans
- Increased our average reach by 40%
- Signed up for a Social media seminar in the month of March

Office Assignments

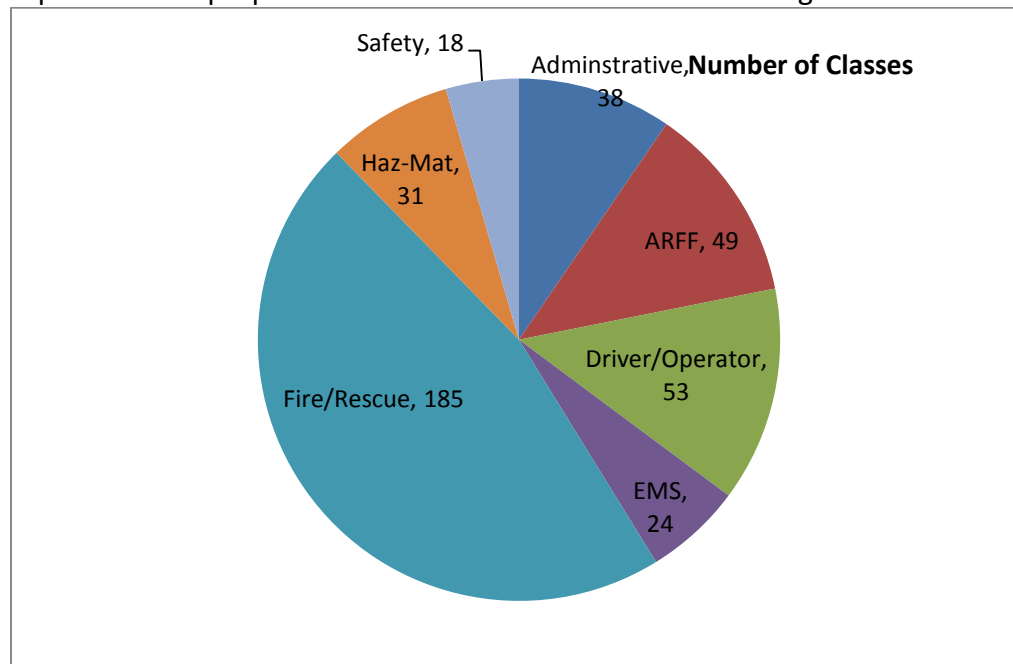
- Working with IS to enhance our capabilities to work through different social media
- IS installed Adobe photoshop for
- Working with BPD to develop videos of FD training

Community Events

- CPR Event at Four Seasons
- Evans Junior High Career fair
- Car seat installation day successful

Fire Department Training Report for January, 2016

For the month of January 2016 the fire department held 398 training classes which totaled 3799.66 class hours. The class topics have been grouped into seven categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, Hazmat, and Safety. The chart below represents the proportion of classes held in these seven categories for the month of January.



Major training subjects during this month included:

Driver/Operator

4th Quarter requirements from S.O.P. 200.02

Fire/Rescue

Ice Water Rescue Practical's on the ICE.

Certified 30 new guys in Ice Water Rescue

Hazardous Materials

Unknown Substances

EMS

Behavioral Emergencies (McLean County EMS)

12 Lead (BFD)

ARFF

Firefighters Duties under the Airport Emergency Plan

Airport Familiarization

Airport Emergency Communication Systems

Administrative

Officer Development = Blue card CE Modules/Continue to practice with your CE training and involve all station personnel.

Blue Card – Commercial Size-up Terminology.

Safety

Life Safety Initiative #2 Accountability, Duty, and Responsibility



Water Department Director Bob Yehl

Reservoirs & Water Quality

January was drier and slightly warmer than average, with a total precipitation of (0.77 inches (Accuweather records for Hudson, 0.51" measured at the water plant) and an average temperature of 26 degrees. The monthly average precipitation for December is approximately 2 inches, with an average temperature of 24 degrees. Despite the lower precipitation, both Evergreen Lake and Lake Bloomington are slightly above the spillway elevation.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have risen, but both are below the standard of 10 mg/l. At this time, staff does not expect the nitrate levels to approach the 10 mg/l regulatory limit for drinking water, but staff are continuing to monitor this closely.

We switched pumping from Lake Bloomington to Evergreen Lake on December 19, 2015. Evergreen Lake water quality was better than that of Lake Bloomington, which results in higher finished water quality.

Distribution

During the month, the City experienced 18 water main breaks/water main leaks. The calendar year 2016 total through February 1, 2016 resulted in 18 main breaks, as compared to an average of 10 main breaks for the last seven years in January.

During December, staff replaced or repaired 20 water service lines and curb stops. Several of these were very old lead (the metal) service lines. The City removes lead from our water system whenever possible. Removal of lead from the system helps the City maintain safe water quality and is in accordance with lead water standards.

Our leak detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer's side of the curb stop and thus the customer's responsibility) and leaks that are the City's responsibility (from the water main to the curb stop) were identified.

JULIES

The water department either completes the JULIE locates the water, electric, sewer systems and the water reclamation district. During the month of January the department located/cleared 739 JULIES. The department itself issued 60 JULIES for the month.

Mechanical Maintenance

As part of preventative maintenance, vibration testing was conducted at the Lake Bloomington Water Treatment Plant and the Lake Evergreen Pump Station. Vibration testing provides early detection of developing failures in rotating equipment. The results allow repairs to be planned and conducted. One failure of a critical motor or pump can result in a chain reaction causing severely damaged equipment, a decreased water capacity, and water quality issues. We are still awaiting results and written reports from the consultant who conducted the test. The accompanying physical inspection of the most critical pumps and motors at these locations did not indicate signs of major issues. Vibration test of other pump stations are scheduled to be performed in the future.

A replacement pump for the Enterprise Pump station has been delivered. In addition, a rebuilt motor for the Enterprise Pump station was also delivered. The pump is scheduled to be installed the week of February 15, 2016. Repair to two motors (Division pump station and Enterprise pump station) are in progress. Two Wemco pumps from the sludge pit at the Water Treatment Plant were removed December 30th and sent for repair evaluation.

Meter Services

The Department installed 180 Radio Frequency (RF) meters during the month of January. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 180 meters installed for the month, and 1,774 meter conversions performed so far this fiscal year, the Department has achieved approximately 59% of our goal for the year.

The water meter inventory includes approximately 1,040 commercial / industrial meters and approximately 31,627 residential meters. Staff changed 1 turbine meter to a compound meter during January. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. When the flow volumes vary at locations such as apartment complex where numerous residents will use water at the same time (such as the start of a work day) and also where smaller amounts are used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well.

Infrastructure Highlights

Water department staff has been working with outside engineer consultant on the design of four distribution water main projects for the spring of 2016. The projects include Ryan Street, Peirce Avenue, Stewart Street, and Lake Bloomington.

The council awarded the Ryan Street water main replacement project to George Gildner Inc. The Ryan Street project includes resurfacing of the street after the water main is installed. Construction will start in early spring 2016.

Billing and Collections

Water Department staff continues to track the City's delinquent customers closely and uses the last resort of a shutting off a customer's water. Shutting off water service occurs when a customer does not respond to delinquent notifications or does not enter into a payment plan. The Department is on pace for another year where the number of shut-offs due to delinquency has declined compared to the previous year. There were 173 shutoffs during the month totaling approximately \$52,381. Of the 173 shutoffs that occurred, 37 are still off as of today, which totals approximately \$14,719 in funds not yet recovered.

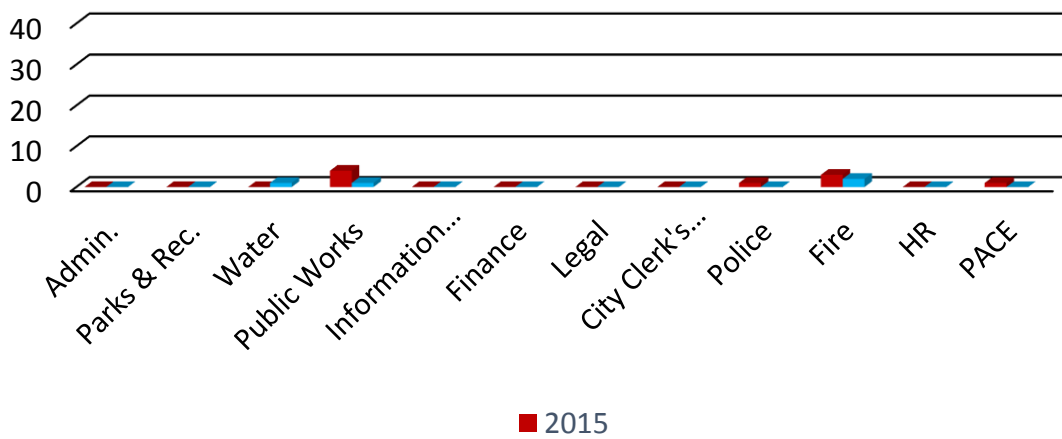
The bulk water dispensing station was installed and tested at the Division Street office in 2013. The new system is much less time intensive on the part of the City. The unit is primarily used by citizens who live in the surrounding area who do not have city water service, but have utilize water cisterns and wells that need to be regularly filled. The station also is used as a resource for the agriculture community for watering livestock and fertilization. In addition contractors regularly use the station for boring projects. In January this unit sold \$299.06 worth of water with a total of 109 transactions.



Human Resources Department

Director Nicole Albertson

OSHA Recordable Injuries by Dept. *Jan 15' vs. Jan 16'*





City Wide OSHA Recordable Injuries Dashboard Jan 15' vs. Jan 16'





Community Development Department

Director Tom Dabareiner

Permit Reports

| | January 2016 | January 2015 | YTD 2016 ¹ | YTD 2015 |
|---|--------------|--------------|-----------------------|-------------|
| Construction Permits² | 374 | 397 | 374 | 397 |
| Building Permits³ | 95 | 87 | 95 | 87 |
| New Homes Built | 2 | 5 | 2 | 5 |
| Multi Family Built | 0 | 0 | 0 | 0 |
| Valuation: All Residential | \$1,765,416 | \$2,905,182 | \$1,765,416 | \$2,905,182 |
| Valuation: Single Family Homes | \$380,200 | \$1,079,594 | \$380,200 | \$1,079,594 |
| Permit Fees Collected | \$35,305 | \$41,773 | \$35,305 | \$41,773 |

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

(2) Includes all permits issued

(3) Only Building Permits (Residential & Commercial)

Plan Review Applications of \$1,000,000 or More

| <u>Building/Project Description</u> | <u>Address</u> | <u>Value</u> |
|-------------------------------------|--------------------------|--------------|
| Citizens Equity First Credit Union | 1114 S. Veterans Parkway | \$1,822,495 |

Code Enforcement Division

The Code Enforcement division contains our complaint resolution, rental inspection, fire inspection and Community Development Block Grant (CDBG) activities. As needed, it also staffs the Property Maintenance Review Board, which has not met in more than two years and whose work may be duplicative of the successful, new Administrative Court. The following information is a brief representation of the staff's activities for the month of November.

Code enforcement saw 166 new complaints in January. This is about the same number of inspections as in December, but is low due in part to vacation taken by inspection personnel.

Planning Division

The Planning Division includes development activities in the city as well as managing the following boards and commissions: 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 November.

Historic Preservation Activity

The Historic Preservation Commission did not meet in January due to lack of caseload.

Planning Commission Activity

The Planning Commission did not meet in January due to lack of caseload.

Zoning Board of Appeals Activity

SP-06-15 Public hearing, consideration, review and approval of the petition submitted by Amerco Real Estate Company for: 1) A Special Use for a mini-warehouse under the Municipal Code 44.10-4, All for the property located at 1710 RT Dunn Dr. Zoned B-1, Highway Business District. (Ward 1). Passed.

Z-01-16 Public hearing, consideration, review and approval of the petition submitted by Amerco Real Estate Company for: 1) A variance not to install a fence where a six (6) foot fence is required for a mini-warehouse under the Municipal Code 44.10-4. All for the property located at 1710 RT Dunn Dr. Zoned B-1, Highway Business District. (Ward 1). Passed.

The Zoning Board also had discussions on the role of the City Attorney at ZBA meetings and the need to elect in February a new chairman.



Information Services Department

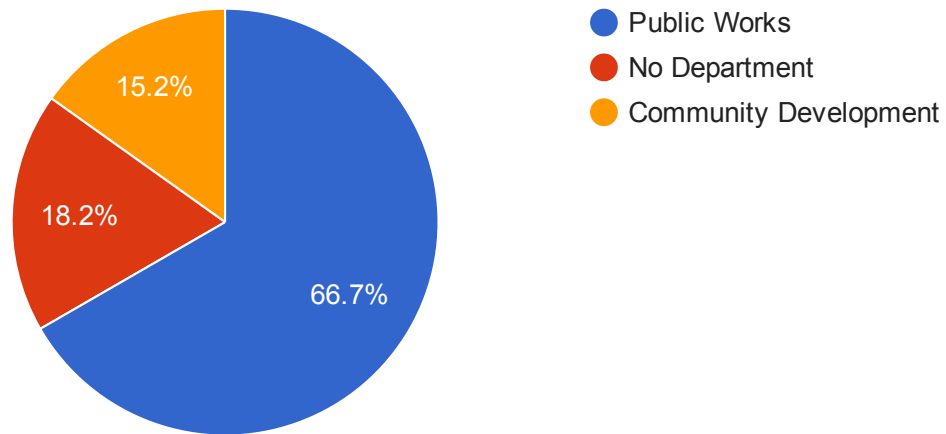
Director Scott Sprouls

Reports on following pages

Requests by Department

APPLIED FILTERS

Date range: **Jan 1, 2016 - Jan 31, 2016**
Department: **All**
Keyword: **All**
Request Type: **All**
Status: **All**



| DEPARTMENT | REQUESTS | PERCENT |
|-----------------------|----------|---------|
| Public Works | 22 | 66.7% |
| No Department | 6 | 18.2% |
| Community Development | 5 | 15.2% |

City of Bloomington, IL - Subscriber Activity Summary Report



02/23/2016 02:23 PM CST

For the period 01/01/2016 through 01/31/2016

Subscriber Profiles

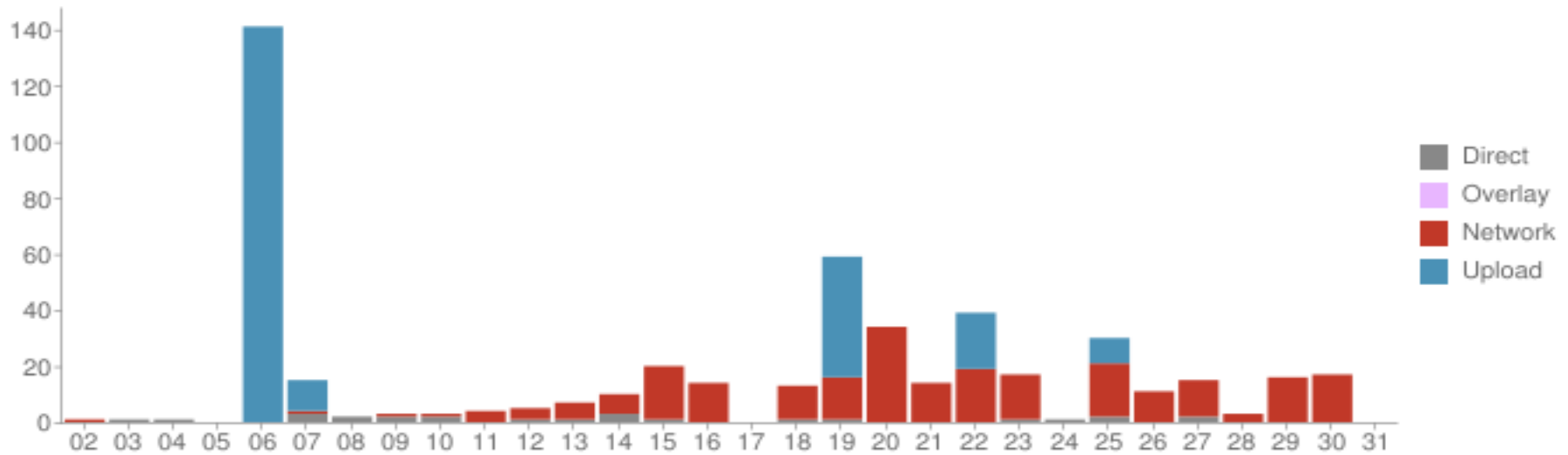
| | | |
|-----------------------------|--|------------|
| Direct | | 27 |
| Overlay | | 0 |
| Network | | 247 |
| Upload | | 224 |
| Deleted | | - 495 |
| Change in Total Subscribers | | + 3 |
| Total as of 01/31/2016 | | 46,329 |

Subscriptions

| | | |
|-------------------------------|--|--------------|
| Direct | | 163 |
| Overlay | | 0 |
| Network | | 4,445 |
| Upload | | 1,054 |
| Deleted | | - 5,317 |
| Change in Total Subscriptions | | + 345 |
| Total as of 01/31/2016 | | 36,262 |

Source of New Subscribers

30-day history



City of Bloomington, IL - Subscriber Activity Summary Report



02/23/2016 02:23 PM CST

Source of New Subscribers For the period 01/01/2016 through 01/31/2016

30-day history

| | Date | Direct | Overlay | Network | Upload |
|----|------------|--------|---------|---------|--------|
| 1 | 01/02/2016 | 0 | 0 | 1 | 0 |
| 2 | 01/03/2016 | 1 | 0 | 0 | 0 |
| 3 | 01/04/2016 | 1 | 0 | 0 | 0 |
| 4 | 01/05/2016 | 0 | 0 | 0 | 0 |
| 5 | 01/06/2016 | 0 | 0 | 0 | 141 |
| 6 | 01/07/2016 | 3 | 0 | 1 | 11 |
| 7 | 01/08/2016 | 2 | 0 | 0 | 0 |
| 8 | 01/09/2016 | 2 | 0 | 1 | 0 |
| 9 | 01/10/2016 | 2 | 0 | 1 | 0 |
| 10 | 01/11/2016 | 0 | 0 | 4 | 0 |
| 11 | 01/12/2016 | 1 | 0 | 4 | 0 |
| 12 | 01/13/2016 | 1 | 0 | 6 | 0 |
| 13 | 01/14/2016 | 3 | 0 | 7 | 0 |
| 14 | 01/15/2016 | 1 | 0 | 19 | 0 |
| 15 | 01/16/2016 | 0 | 0 | 14 | 0 |
| 16 | 01/17/2016 | 0 | 0 | 0 | 0 |
| 17 | 01/18/2016 | 1 | 0 | 12 | 0 |
| 18 | 01/19/2016 | 1 | 0 | 15 | 43 |
| 19 | 01/20/2016 | 0 | 0 | 34 | 0 |
| 20 | 01/21/2016 | 0 | 0 | 14 | 0 |
| 21 | 01/22/2016 | 0 | 0 | 19 | 20 |
| 22 | 01/23/2016 | 1 | 0 | 16 | 0 |
| 23 | 01/24/2016 | 1 | 0 | 0 | 0 |
| 24 | 01/25/2016 | 2 | 0 | 19 | 9 |
| 25 | 01/26/2016 | 0 | 0 | 11 | 0 |
| 26 | 01/27/2016 | 2 | 0 | 13 | 0 |
| 27 | 01/28/2016 | 0 | 0 | 3 | 0 |
| 28 | 01/29/2016 | 0 | 0 | 16 | 0 |

City of Bloomington, IL - Subscriber Activity Summary Report



02/23/2016 02:23 PM CST


For the period 01/01/2016 through 01/31/2016

| | Date | Direct | Overlay | Network | Upload |
|----|------------|--------|---------|---------|--------|
| 29 | 01/30/2016 | 0 | 0 | 17 | 0 |
| 30 | 01/31/2016 | 0 | 0 | 0 | 0 |

Likes - Aggregate

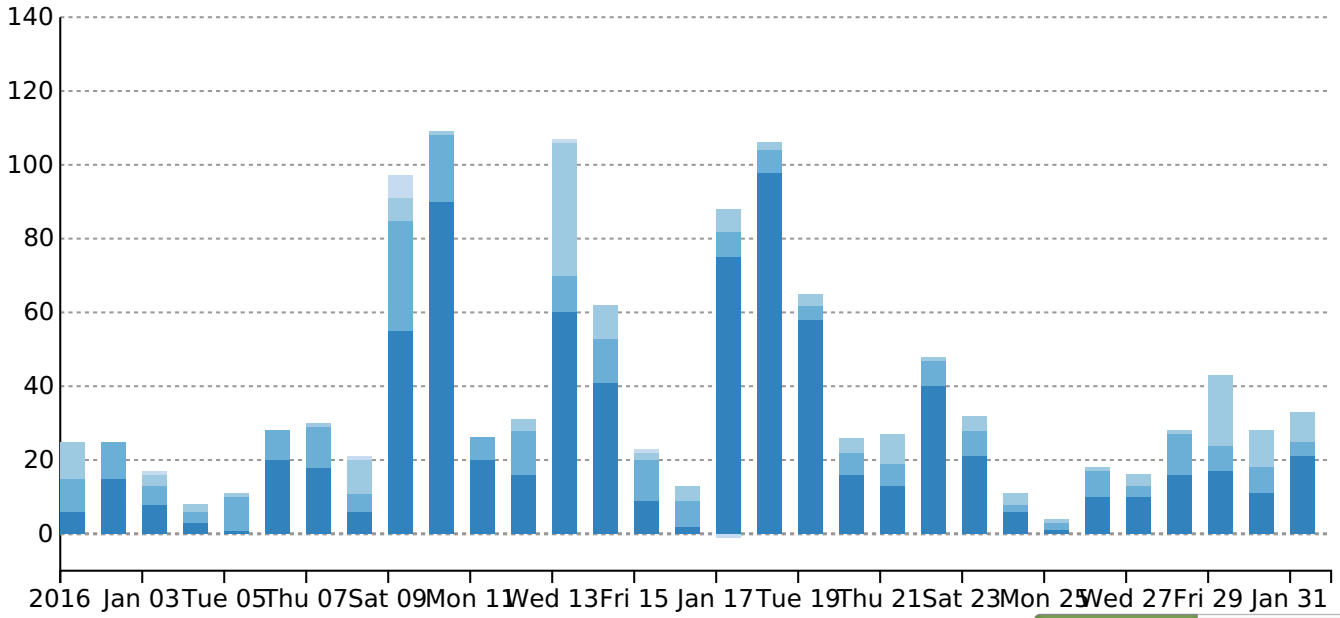
Total Likes
17,781

Average Daily Growth
39

Most Liked
 Bloomington Police Department

New Likes
 **1,313**

New Unlikes
 **108**



Stacked Total



Bloomington Polic...



City of Bloominto..



City of Bloominto..












S.O.A.R. (Special O..

No counts for Bloomington Center for the Performing Arts
 No counts for Bloomington Parks, Recreation, and Cultural Arts Department

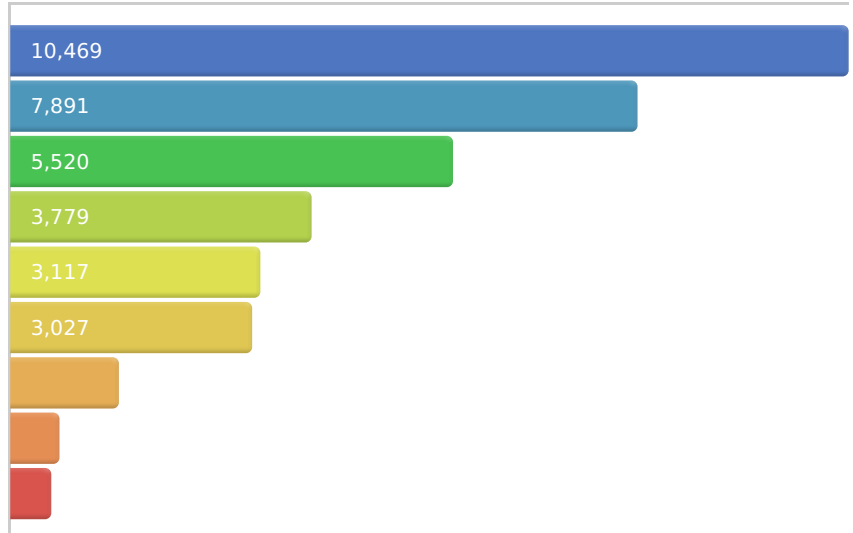
No counts for Golf Bloomington
 No counts for Miller Park Zoo
 No counts for Pepsi Ice Center

Facebook provides data up to Jan 31, 16:00 GMT

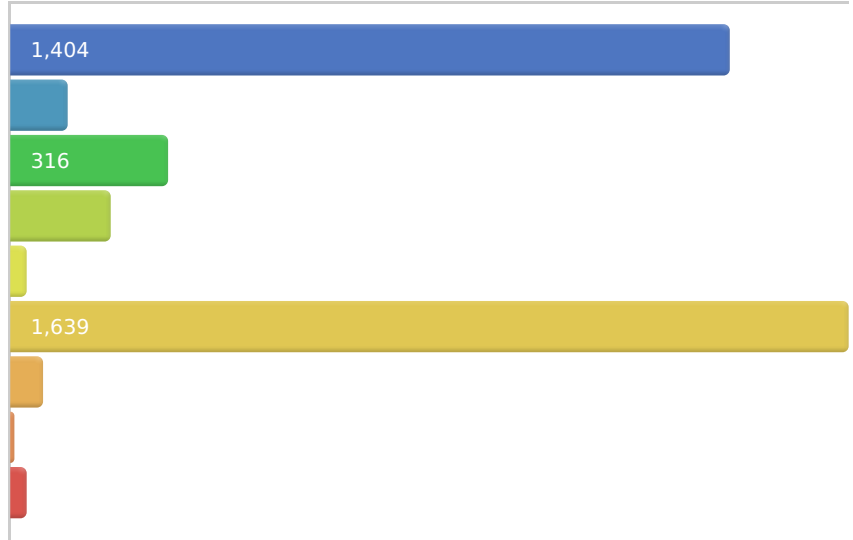
Compare Public Pages

- 
City of Bloomington - Police
 Likes: 10,469
 Talking about this: 1,404
- 
Miller Park Zoo
 Likes: 7,891
 Talking about this: 114
- 
Bloomington Center for the Performing Arts
 Likes: 5,520
 Talking about this: 316
- 
City of Bloomington - City Hall
 Likes: 3,779
 Talking about this: 201
- 
Bloomington Parks, Recreation, and Cultural Arts Department
 Likes: 3,117
 Talking about this: 31
- 
City of Bloomington - Fire
 Likes: 3,027
 Talking about this: 1,639
- 
Pepsi Ice Center
 Likes: 1,397
 Talking about this: 73
- 
Golf Bloomington
 Likes: 577
 Talking about this: 2
- 
S.O.A.R. (Special Opportunities Available in Recreation)
 Likes: 563
 Talking about this: 28

Likes



People Talking About This



Data for this module is not affected by the date range

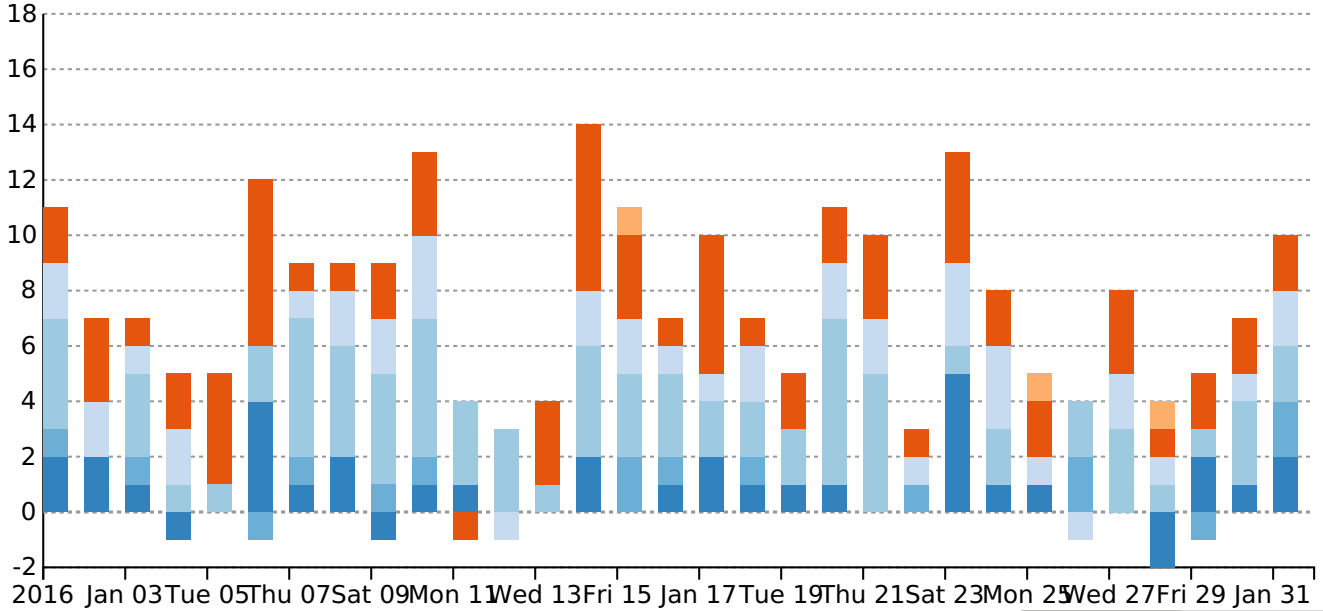
Follower Growth - Aggregate

Total Followers:
5,773

Average Daily Growth:
7

Most followed:
@cityblm

New Followers:
231



Stacked Total



artsblooming

cityblmFD

GolfBloomington



BlmRec

cityblmPD

PepsilceCenter



cityblm

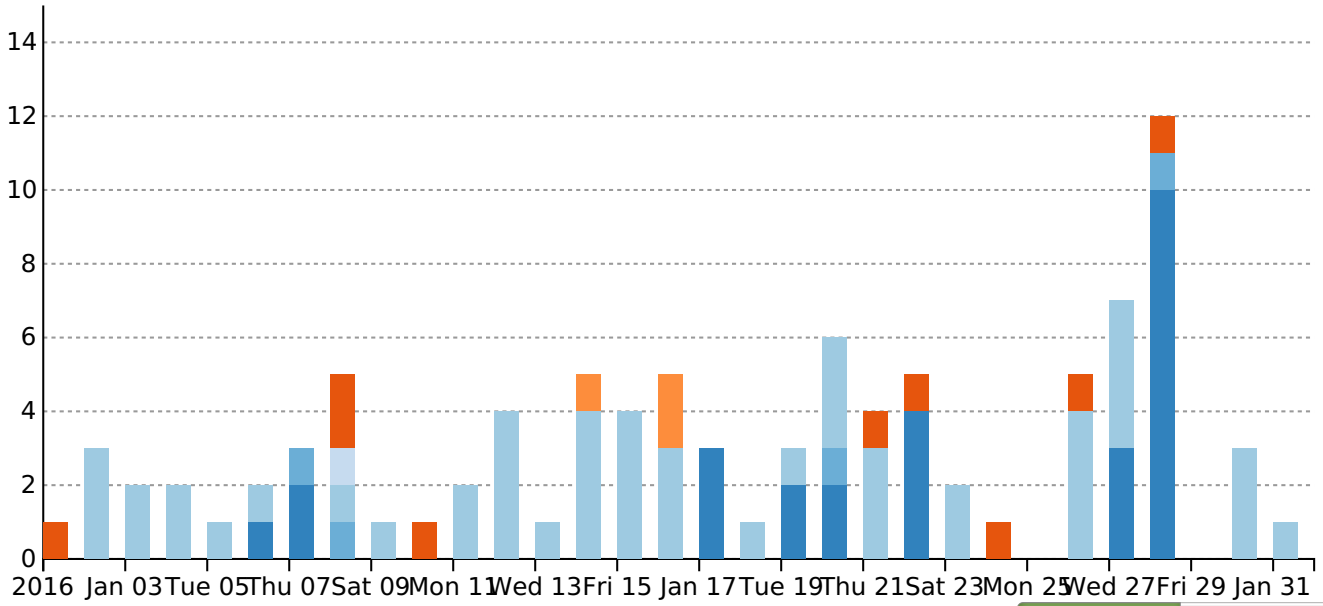
cityblmSOAR

Mentions - Aggregate



Total Mentions:
95



Average Daily Mentions:
3

Most mentioned:
@cityblm



Stacked **Total**

 artsblooming
 cityblmFD

 BlmRec
 cityblmPD

 cityblm
 PepsilceCenter

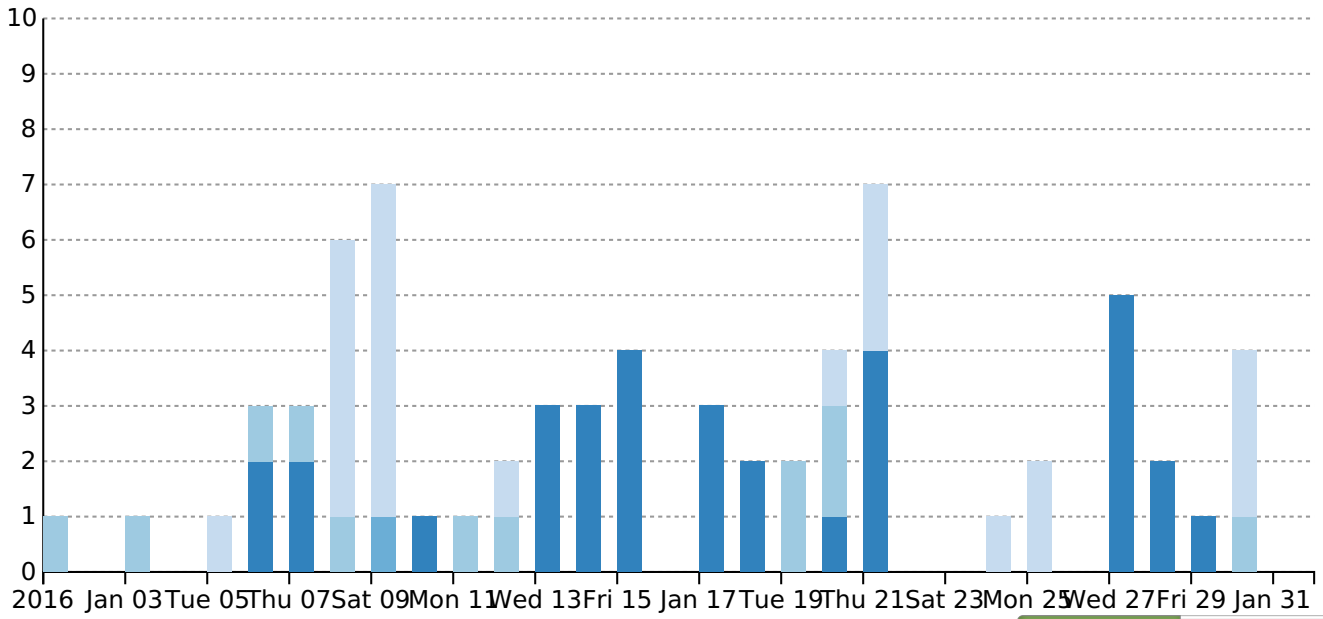
No data available for 'cityblmSOAR'
No data available for 'GolfBloomington'

Retweets - Aggregate

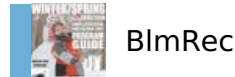
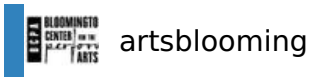
Total Retweets:
69

Average Daily Retweets:
2

Most retweeted:
@artsblooming



Stacked **Total**



No data available for 'cityblmFD'
 No data available for
 'cityblmSOAR'
 No data available for 'GolfBloomington'
 No data available for 'PepsilceCenter'

**Letters and Comments of Praise for the Bloomington Public Works Department in January
2016**

- Mrs. Jan Berry, of 326 Hillside Ct just called in to thank the crew that collected the brush on her street....

She stated they did a marvelous job! She thinks it must've taken at least 3 truck loads to get the area completely cleaned up and they left it looking nice :)

She wanted the guys to know that she appreciated the time and effort they spent to clean it up.

Great job Public Works Crews!

- Good Morning All :)

A resident from the Eastgate Subdivision just called in to express her appreciation for the crews cleaning up the storm debris. She says they always do a great job, but today especially..it's very cold and they are working very hard out there. A HUGE thank you from the Eastgate community!

Great job guys!

- 609 1/2 S Clayton, homeowner called to say what an amazing job the garbage man did today. He was fast and never spilled a piece of garbage from the neighbors overfilled cart.
- Pat Quinn just called in stating that the crew just came through and collected brush on N Cottage and they did an excellent job!
She wanted to pass it along to the guys. She knows they have been working very hard with the storm cleanup and deserve recognition for a job well done :)

Way to go Public Works Crews!!!!

**Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts
Department in January 2016**

To: David Hales <dhailes@cityblm.org>

From: Karen Schmidt <karen61701@gmail.com>

Date: 01/13/2016 06:57PM

Cc: Steve Rasmussen <srasmussen@cityblm.org>, Jim Karch <jkarch@cityblm.org>, Jay Tetzloff

<jtetzloff@cityblm.org>, city council <citycouncil@cityblm.org>, Nora Dukowitz
<ndukowitz@cityblm.org>
Subject: Thank you from the Goods

(See attached file: Good thank-you.pdf)

Dear David and all,

I came home to find a beautiful thank you card from the Goods, who live in the 500 block of E. Grove, for all the work our city staff did to help with the downed trees and power line from our recent storm. I am attaching a scan of the card and I'll drop it off at City Hall so you can post it - it's a bit hard to read, so I typed it up. How lovely to receive something like this! I know the Goods were heart-broken by the damage from the storm, they are meticulous about their home and had just finished several weeks of work on the exterior.

Karen

Dr. Schmidt,

You might like to know of some exemplary service by City of Bloomington employees. During the recent ice/wind storm, a large segment of a city-owned tree fell on our house. Across the street, a utility pole was downed, along with its live wire.

Ms. Debbie Bohannon, Office Manager of Dept. of Parks and Recreation, quickly e-mailed Mr. Dave Lamb, Assistant Superintendent of the Dept. Though extremely busy, Mr. Lamb did a visual assessment within an hour. He then asked the Director of Public Works, Mr. Jim Karch, to call Ameren to handle the live wire hazard and ensure work site safety.

A Parks crew was on scene within 6 hours of the event. We are especially grateful to each and every one of them. Extra recognition to Steve the Hero Tree surgeon, who removed several heavy limbs without causing additional damage.

These fine employees are a credit to the City of Bloomington. The next time you see them, please give them our best personal regards.

With appreciation,

Philip and Toni Good

Dave Rudolph's Beach Party Post-Show Survey

Perfect audience size for the participation - kids loved it!

Bible Bingo Post Show Survey

It was very entertaining. We were impressed with her comic talents and ability to freeroll with the comments and participation of the various audience members. We felt bad for her that the turnout wasn't bigger, but it did not take away any of our enjoyment of her performance.

LOVED IT! It was hilarious.

Your volunteers and people in the ticket office are top notch. Always very polite, friendly, and helpful.

We have never been disappointed in any show we've ever attended at your venue. High quality entertainment, reasonable prices, excellent seats and acoustics

Nice venue everyone is so accomadating

The play was well received by the guest we brought to it

My mother and I attended the Late Night Catechism and knew this would be great also.

Center staff went above and beyone to reserve parking and assist our guests

I usually purchase tickets for my 90 year old mother and myself. Everyone there is very helpful in finding us good seats (she's visually impaired) and in helping her get around the theatre. Thank you for your personal, kind service!

My mom and I had a wonderful time!

Great customer service!

the audience participation was fun with the bingo card

The Neverly Brothers Post-Show Survey

The Neverly Brothers were outstanding. Along with Peter Noone, probably one of the very best shows we have seen at the BCPA.

Fun, entertaining, obviously talented muscians

please bring them back! loved the Neverly Bros.!

I was very happy with their performance. I thought that they had a wide range of talent and were able to perform as the original performers did.

I thought it was a great show!

Loved it!

This was very entertaining

I loved them! Best night of 2016! I would see them again!

Bring them back!

We really enjoyed it.

My husband said it is his favorite concert in all the years we have been ARTS Partners. :-)

Awesome show! Would love to see them again.

They are not only good, they are GREAT!

Great Fun

Very much enjoyed the evening - reasonable price - good group - great musical memories

It was a GREAT show.

Enjoyed by our entire party!

A very enjoyable time - I would recommend them and return for another performance!

Sound was incredible. Would not believe there were only 3 if you could not see them. Great narrative also.

Awesome show! Would pay to see them again! Wasn't ready for the show to end!

Thoroughly enjoyed this show! Very entertaining.

We really like this performance. It was one of the best ones we've seen.

One of the best shows I have seen in a long time. Better than the big name acts at the Ice Center.

Thoroughly enjoyed the show.

great show

What a fun time!

We are never disappointed when we attend a BCPA program.

Neverly Brothers were great!

I have never been disappointed with a performance at BCPA.

Big thanks to the volunteers and staff!

BCPA is a wonderful venue and we try to attend 4 events each season.

Very friendly ushers

We have enjoyed numerous shows at BCPA

Love to attend shows here! Always gave a great time! Like a Broadway experience without the travel! The convenience of being close to home is awesome! Can't afford to go a lot these days so it's great to be able to get dressed up and attend a performance! Holiday Spectacular is one of many I have made a yearly fun time!

We enjoyed the show.

Absolutely love all the shows we have seen. Great entertainment.

Hope you will bring more 50s/60s music. It was great!!

I was very pleased with the show and the people who work as ushers were very nice. ONE important part is that the friend who went with me has issues concerning his left leg (not being able to bend it easily). The lady in the ticket office was fantastic in helping me pick out a location where he could sit comfortably and where we would have an excellent view. She took time with me and was wonderful.

Thank you! Thanks for bringing great performances!!

I thought the tickets were very reasonable and was glad to see it on a Saturday night.

Thank you

Bring them back!!

Nice to have bar set up for drinks and tables to sit before auditorium opened. Shared table with another couple we did not know. Greeters were so pleasant and helpful. Beautiful building.

People next to us had driven in from Iowa to see the group; their son and his wife came up from Decatur.

Keep up the good work, we enjoy the variety of programs

Good time always!

Really enjoy attending shows at the BCPA. Sincerely hope this will continue in the future. We need this type of venue.

LOVED THE SHOW

As BCPA Patrons, we attend several events each year. The BCPA is a great community resource.

A very good show. Loved the music and the verbal history information.