

City of Bloomington: City Manager's April 2011 Monthly Report



CITY OF BLOOMINGTON

City of Bloomington Elected Officials

Mayor: Steve Stockton

Ward 1 Alderman: Bernard Anderson

Ward 2 Alderman: David Sage

Ward 3 Alderman: Mboka Mwilambwe

Ward 4 Alderwoman: Judith Stearns

Ward 5 Alderwoman: Jennifer McDade

Ward 6 Alderwoman: Karen Schmidt

Ward 7 Alderman: Steven Purcell

Ward 8 Alderman: Robert Fazzini

Ward 9 Alderman: Jim Fruin

City of Bloomington Administration

City Manager: David A. Hales

Deputy City Manger: Barb Adkins

City Clerk: Tracey Covert

Corporate Counsel: Todd Greenburg

Director of Finance Department: Tim Ervin

Director of Human Resources Department: Emily Bell

Director of Information Services Department: Scott Sprouls

Director of Parks, Recreation, and Cultural Arts Department: John Kennedy

Director of Planning & Code Enforcement Department: Mark Huber

Director of Public Works Department: Jim Karch

Director of Water Department: Craig Cummings

Police Chief: Randall McKinley

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda

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Executive Summary

Note to the Reader

The City Manger's April 2011 Monthly Report marks an end to Fiscal Year 2010-2011 and compares performance measurements not only by month but also between the past two fiscal years (2009-2010 and 2010-2011). Due to the City Manager's Monthly Reports starting in June of 2009 you will notice that some of the Fiscal Year comparison data does not include May of 2009. When May of 2009 could not be included in a data set the chart and or graph will be marked and foot noted pointing out the lack of a full two Fiscal Year comparison.

City Clerk

- The City Clerk's Office incurred a 40% increase in FOIA request between Fiscal Years 2009-2010 and 2010-2011.

Fire Department

- EMS Patients almost doubled between April 2010 and April 2011 rising from 966 to 1,755.
- EMS recorded their best response time in the past 13 months for emergency call until arrival on scene.

Human Resources Department

- Four Police Officer positions were filled.

Information Services Department

- City Council approved the contract with Vision Internet to redesign the City's web site.

Library

- The Bloomington Library and Bookmobile had 422,705 visitors during Fiscal Year 2010-2011 representing an 18% increase over last year.

Bloomington Parks, Recreation, and Cultural Arts Department

- The Pepsi Ice Center revenue increased from \$883,183 in Fiscal Year 2009-2010 to \$941,125 in Fiscal Year 2010-2011.

Police Department

- The Police Department incurred an average increase of 15 calls per day between Fiscal Year 2009-2010 and 2010-2011.

City Clerk

Items of Note

- Major focus of this office is compliance with Local Records Acts, the Open Meetings Act, and Freedom of Information.
- Two (2) Thank you cards received from John Rokos and his daughter and Donny Bounds.
- Bids Opened Completed - 7
- Contracts Established - 9
- Outgoing Mail processed in City Hall – 9079

Outstanding Council Proceedings

Council Report Year	April of 2010	April of 2011
2007	6	1
2008	12	0
2009	6	0
2010	6	1
2011	-	1
Total	30	3

Calendar Year to Date (January 2011 - April 2011) Liquor Licenses and Fees

Liquor License Group	Number of Vendors	Number of Licenses	Total Received	Penalties/Fees	Invoiced
Clubs	6	6	\$2,640	\$0	\$2,640
Convenience Store	7	7	\$2,123	\$0	\$2,123
Package Sales	5	5	\$1,779	\$34	\$1,763
Restaurant	44	45	\$21,796	\$55	\$21,888
Tavern	32	32	\$17,343	\$0	\$17,343
Total	94	95	\$45,680	\$89	\$45,755

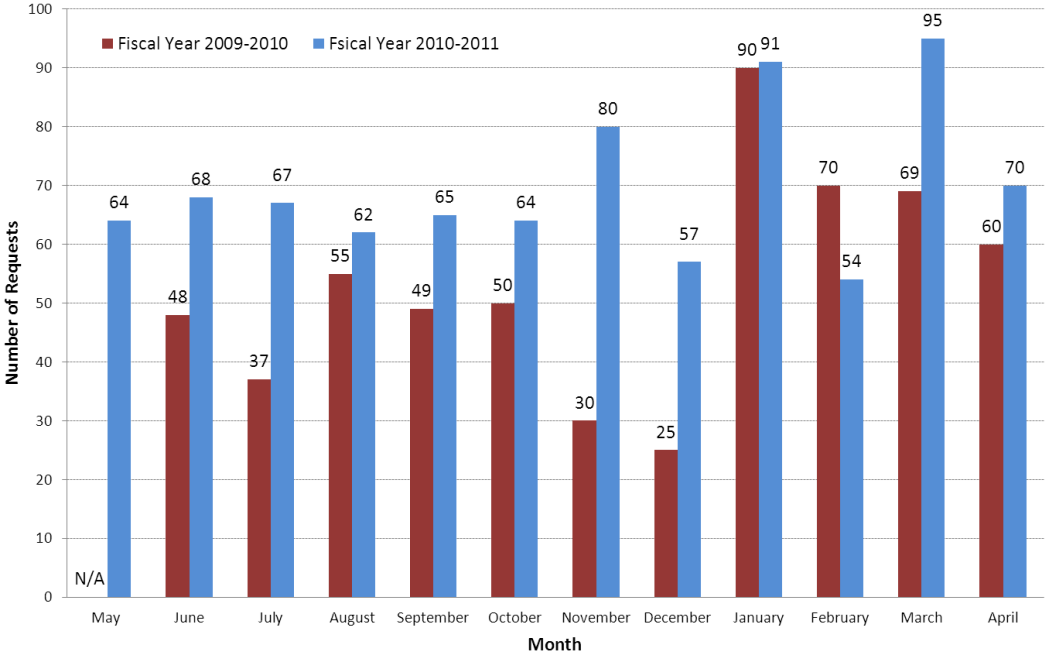
**Calendar Year to Data (January 2011 - April 2011)
Amusement and Miscellaneous* Licenses with Fees**

License Group	Number of Vendors	Number of Licenses	Total Received
Amusement	16	18	\$8,957
Miscellaneous	34	37	\$3,968
Total	50	55	\$12,925

Time Spent Gathering Information for Freedom of Information Act Request (Calendar Year to Date)

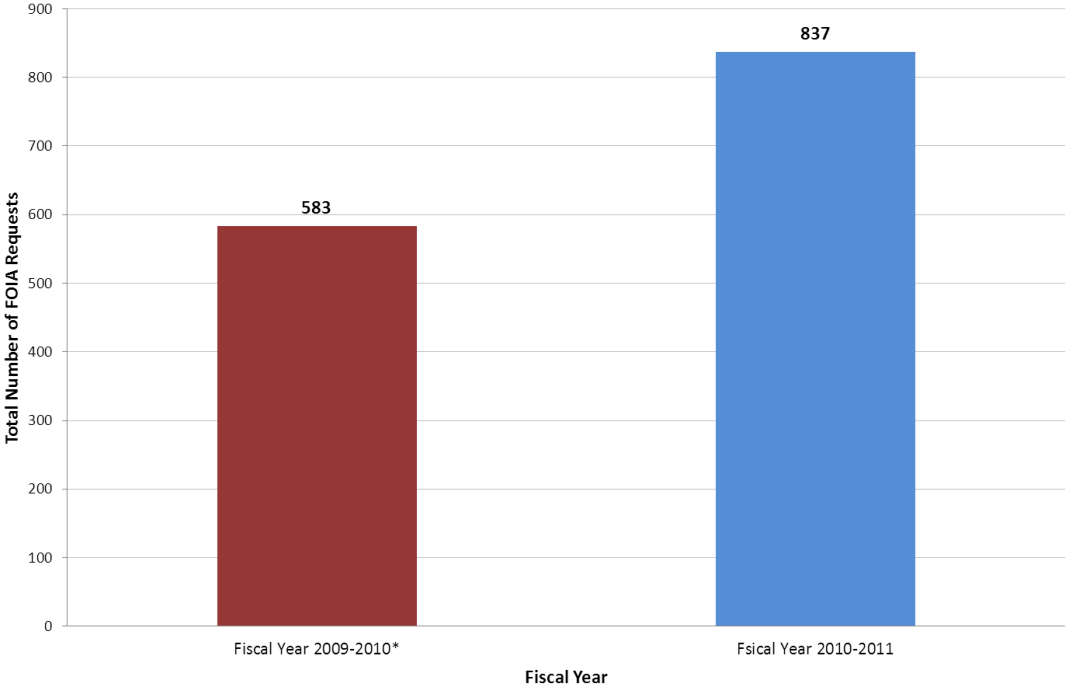
Month	Number of Requests	Average Time per Request (Minutes)	Total Time (Hours)
Jan-11	91	41	62.75
Feb-11	55	39	35.3
Mar-11	95	39	62.4
Apr-11	70	30	34.7
Overall	311	40	207.85

Freedom of Information Act Requests (FOIA's) for Fiscal Year 2009 - 2010 and 2010 - 2011



List of Freedom of Information Act Requests available for Council members upon request.

**Freedom of Information Act Requests (FOIAs)
for Fiscal Year 2009 - 2010 and 2010 - 2011**



Freedom of Information Act Request went up 40% between fiscal year 2009-2010 and 2010-2011.

Fire Department

Fire and EMS Response Reports

The following is a brief description of the Fire and EMS response reports for the month of April, 2011. This portion of the monthly report contains the following reports;

1. Monthly and Fiscal Year Fire Response Report
2. Structure Fire Spread Report
3. Monthly and Fiscal Year EMS Response Report
4. Fire and EMS Response Time Analysis Reports

1. Monthly and Fiscal Year Fire Response Report

This report gives the total number of Fire dispatches for the month, including responses for reported structure fires. The total estimated dollar loss for the month is also included. The most prevalent call types for this period are listed in order of occurrence.

Fire Response Data: April 2010 and April 2011/Fiscal Years 2009-2010 and 2010-2011

Fire Response Type	April of 2010	April of 2011	Fiscal Year 2009-2010*	Fiscal Year 2010-2011
Fire Responses	136	139	1,615	1,753
Structural Fires	11	13	103	116
Estimated Dollar Loses (Property & Contents)	\$39,950	\$104,775	\$3,220,740	\$844,849

*Excludes May 2009

Top 5 Fire Response Types for April 2010 and April 2011

<u>April of 2010</u>		<u>April of 2011</u>	
Rank	Response Type	Rank	Response Type
1.)	743: Smoke detector activation, no fire - unintentional	1.)	745: Alarm system activation, no fire - unintentional
2.)	445: Arcing, shorted electrical equipment	2.)	743: Smoke detector activation, no fire - unintentional
3.)	746: Carbon monoxide detector, no CO	3.)	111: Building Fire
4.)	424: Carbon monoxide incident	4.)	554: Assist invalid
5.)	743 : Smoke detector activation, no fire - unintentional	5.)	611: Dispatched & cancelled en route

2. Structure Fire Spread Report

The Structure Fire Spread report takes all actual structure fires for the given month and indicates the level of fire spread from its origin. The less the fire spreads, the more successful the Department was in responding to, locating, containing and extinguishing the fire.

April 2011 Structural Fire Spread, Response, and Location Chart

Confined to Object of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002459	4/9/2011	8:41:58	916 E Grove St	12
11-0002821	4/23/2011	22:45:32	714 S Eldorado St	10
11-0002991	4/30/2011	3:44:57	1 Wlledrob Rd	12

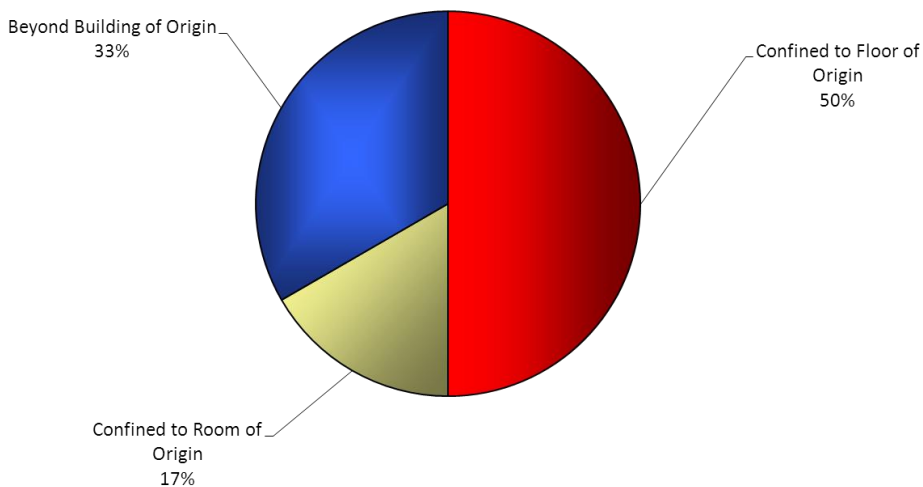
Confined to Room of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002213	4/1/2011	9:23:01	407 N Main St	15

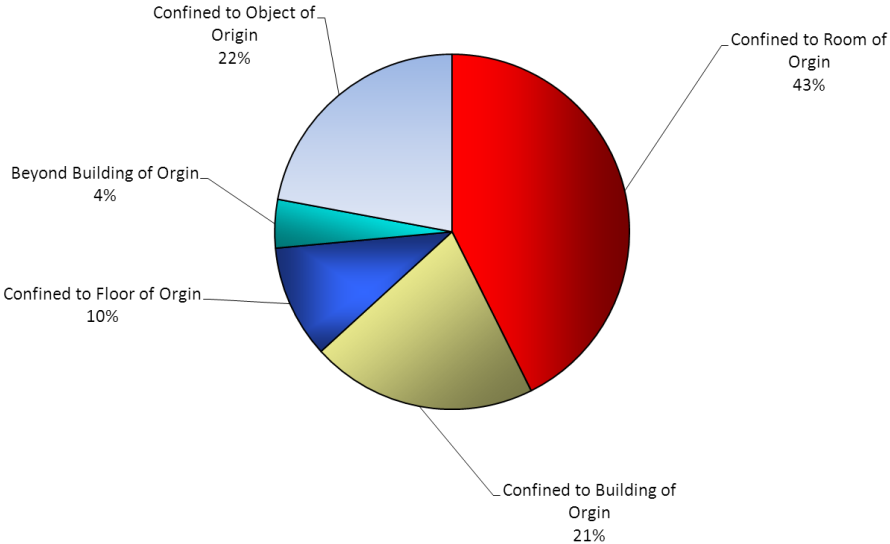
Beyond Building of Origin

Incident Number	Alarm Date	Alarm Time	Address	Personnel Responded
11-0002445	4/8/2011	19:04:05	916 E. Grove St	27
11-0002862	4/25/2011	16:18:49	Linden St.	12

April 2011 Structural Fire Spread Graph (6 Total Fires)



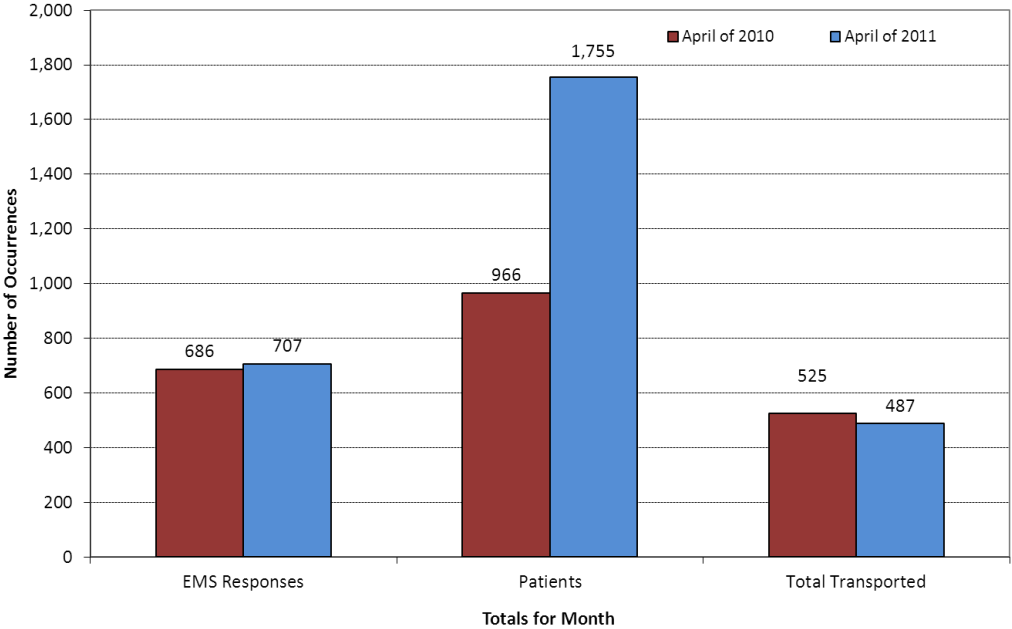
Fiscal Year 2010 - 2011 Structural Fire Spread Graph (68 Total Fires)



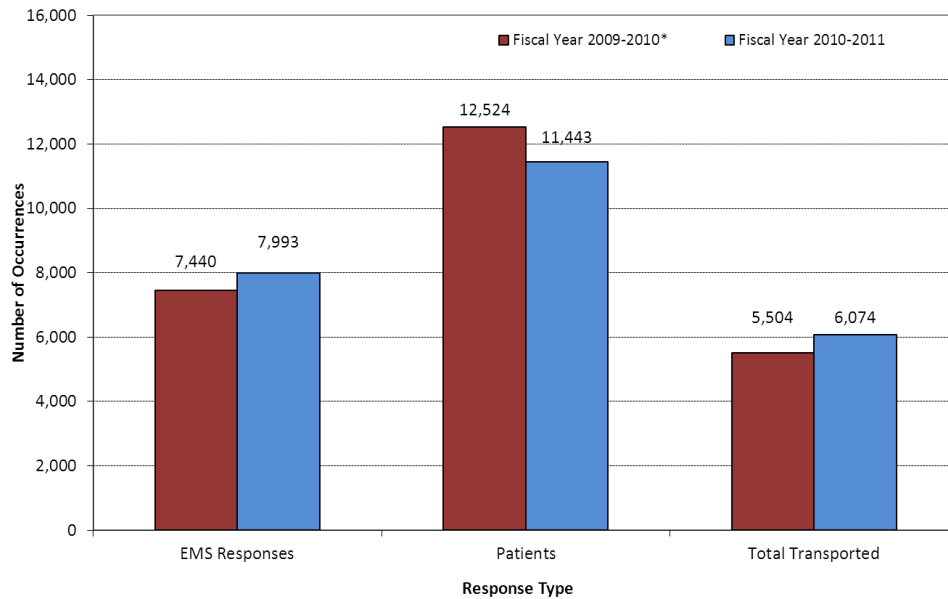
3. Monthly EMS Response Report

This report gives the total number of EMS dispatches for the month, including total number of patients contacted. The total patients transported to a Healthcare Facility for the month is also included. The most prevalent call types for this period are listed in order of occurrence.

EMS Responses: April 2010 and April 2011



EMS Responses: Fiscal Year 2009 - 2010 and 2010 - 2011



*Fiscal Year 2009 – 2010 does not contain data for May 2009

4. Fire and EMS Response Time Analysis Reports

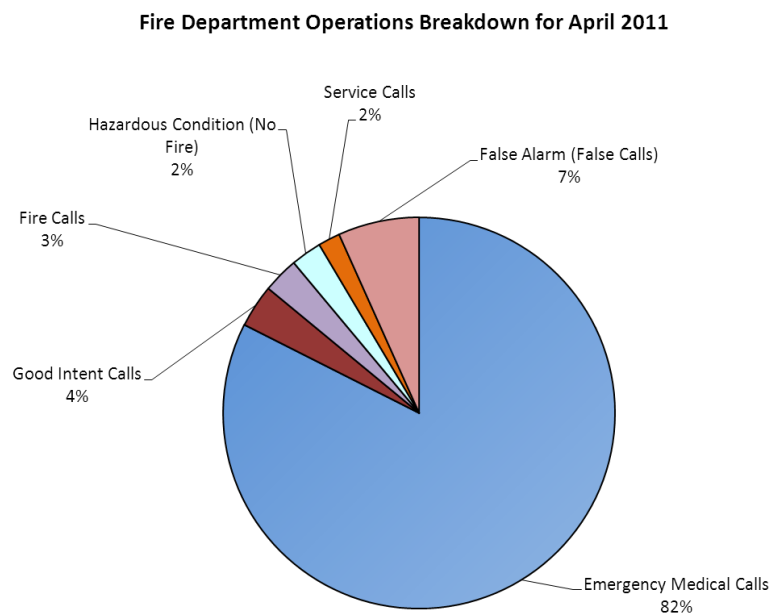
These reports displays the averages for the different benchmarks we look for, call creation to dispatch, dispatch to enroute time, enroute to arrival time, and the overall time it takes from creation of the call until the unit arrives on scene. These reports only give the averages for the response of all Fire and EMS calls.

EMS Response Time Analysis: January 2010 - April 2011

Month	Call Creation to Dispatch	Dispatch to Enroute	Enroute to Arrival	Call Creation to Arrival
	Goal: Under 1 Min.	Goal: Under 1 Min.	Goal: Under 4 Min.	Goal: Under 6 Min.
Jan-10	0:55	1:03	4:51	6:45
Feb-10	0:48	1:05	4:54	6:39
Mar-10	0:46	1:00	4:21	6:03
Apr-10	0:51	1:03	4:16	6:07
May-10	0:48	0:59	4:30	6:14
Jun-10	0:50	1:07	4:19	6:09
Jul-10	1:10	1:03	4:21	6:29
Aug-10	0:59	1:01	4:08	6:07
Sep-10	0:58	1:01	4:23	6:16
Oct-10	1:11	1:03	4:15	6:27
Nov-10	1:15	1:07	4:28	6:47
Dec-10	0:55	1:04	4:39	6:37
Jan-11	0:48	1:04	4:09	5:58
Feb-11	0:44	1:06	4:18	6:03
Mar-11	0:53	1:03	4:16	6:08
Apr-11	:44	1:30	3:25	5:20

April Operations Report

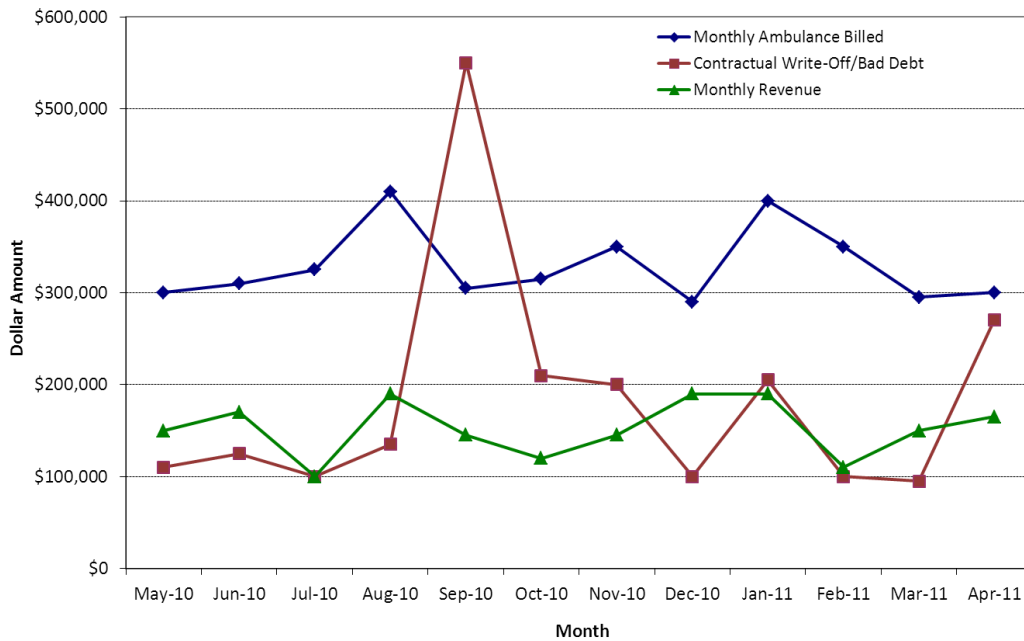
In the month of April The Department ran 811 calls for service. The number of EMS calls rose slightly and the largest fire we had in the month was at A & B Hatchery with an estimated loss of \$90,000 including the structure. The Department in an attempt to have better coverage for fire investigation completed the training of three of our suppression personnel for certification as a Certified Fire investigator. This allows us to have two investigators on site when they are needed. The Department also responded to several other building and vehicle fires that added approximately \$13,000 to the monthly fire loss total. The department is also waiting for the new portable radios. The need for these radios is apparent when I see the number of problems we have with the current system. Also in the works are the specifications for a new Engine and two new Ambulances. Committees have been formed to get the information together and keep the vehicles under budget.



Fire Department EMS Billing

- Charges represent billings for emergency transports, intercepts, and ambulance standby's.
- Revenue represents the amount of revenue collected for emergency transports, intercepts, and ambulance standby's.
- Contractual-Write Offs are the combination of contractual allowances and bad debt write offs. Contractuals are the amounts above what federal and state mandated carriers allow for EMS services. Bad Debt write offs include Financial Hardships, Bad Debt Accounts (sent to a third party collection agency for further processing), Bankruptcies, Small Balances, Workman's Compensation, and Incarcerated Patients.

Fire Department EMS Billing: Fiscal Year 2010-2011



Conclusions

September 2010 contractuals-write offs were significantly skewed on the chart due to a large amount of collection accounts written off because they were transferred to a third party debt collection agency. The accounts that were sent were five years' worth of bad debt collection accounts

Fire Department Public Education Office

The following represents the Public Education Officer Activities for the month of April, 2011:

Fire & Life Safety Presentations –

- Stranger Danger Presentations were given at the following locations:
 - Oakland Elementary School
 - Irving Elementary School
 - Stevenson Elementary School
 - Fox Creek Elementary School

A total of **704** children and **38** adults were educated about Stranger Danger. The message was reinforced with a Winston Wolfe Performance of “Stranger Danger”.

- Fire Extinguisher Training was held at 6 Station for two Fire Science classes from the Bloomington Area Career Center, using the Live Fire (Propane Based) Extinguisher Training Equipment. 30 students received this training.

- Job Shadowing was provided for four students from Normal Community High School through McLean County Compact. The Job Shadowing provided the students with insight into a career as a firefighter/paramedic.

Training -

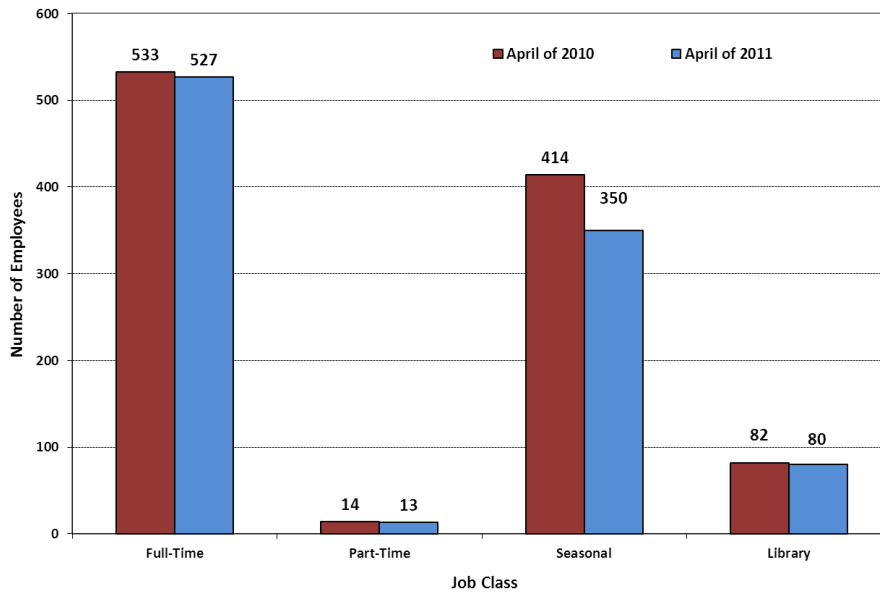
- Capt. Brad McCollum attended training – A Fire & Life Safety Conference held in Galena, Illinois. This annual training provides new sources of information and programs available to the residents of our community. This was a four day conference.
- Capt. McCollum also attended a one day Juvenile Fire Setter Intervention Seminar, also held in Galena. This provided updates within the JFSI program.

Human Resources Department

Items of Note

- Ongoing work with ERP and Time and Attendance Committee. HR/PR kick-off on April 1, 2011. Participated in three day Analysis Sessions with Tyler Munis for HR/Payroll Modules. Began weekly status meetings for implementation team.
- Began preliminary work to set salary grades for new positions approved for FY 12
- Coordinated annual TB, respirator and HazMat evaluations for the Fire Department.
- Local 699 Labor Management meeting
- City Manager Meeting with all Union Representatives on April 1, 2011 to discuss financial information
- Processing FOIAs
- Job Analysis and Testing preparation for Asst. Fire Chief position
- Active negotiations with Lodge 1000 (Water)
- Management Planning meetings for Unit 21 and Sgts and Lts Negotiations
- Presented to Council on April 11, 2011 agenda contracting arrangement with RDS LLC to perform data aggregation services to obtain Federal ERRP (Early Retiree Reinsurance Program) funds. Finalize follow-up paperwork with vendors and developed initial retiree eligibility list to begin claims submission process.
- Implementation of seasonal wage reevaluation project
- City Participated in Live Healthy Central Illinois that ended on April 29, 2011. Sixty-nine participants (fifteen teams) represented the City of Bloomington. Our group lost a total of 120 pounds over the course of 100 days! The percentage of employees in the Overweight and Obese categories reduced by 6.67%. Over half of the participants lost between 1 and 10 pounds. The average activity time per employee was 3,639 minutes, or 36 minutes per day. The Centers for Disease Control recommend 150 minutes of activity per week (21 minutes per day). Seventy percent of participants met the CDC's exercise recommendation. BMI is highly correlated with medical and pharmaceutical claims costs. A reduction in an individual's BMI by one point is associated with a \$202.30 savings in medical and pharmaceutical claims costs over a one-year period. The group's total BMI point reduction was 18.78 (total savings of \$3,799.19).
- The 2011 Wellness Fair was a success. Approximately 150 employees, retirees, and spouses attended the event on April 26. Over twenty-five vendors provided health screenings, educational materials, and door prizes. Employees had the opportunity to talk with community businesses, health professionals, benefits providers, and more. Approximately 100 employees completed the health screenings. A corporate summary of the screening results will be available next month.
- Follow up Harassment Training for supervisors presented on April 7, 2011

Number of City Employees: April 2010 and April 2011



Breakdown of Fulltime City Employees by Bargaining Unit and Classified Employee: April 2010 and April 2011

City Employees	April 2010 Number of Employees	April 2011 Number of Employees	Collective Bargaining Status if Applicable
Support Staff Local 362	31	29	Requested to bargain first meeting 5/12/11
Parking Attendants Local 362	4	4	Requested to bargain first meeting 5/12/11
Fire Local 49	94	96	Current
Water Lodge 1000	35	36	Negotiating
Inspectors Local 362	15	15	Requested to bargain first meeting 5/16/11
Police Unit 21	97	96	Requested to bargain first meeting 5/25/11
Sergeants & Lieutenants	20	20	Requested to bargain
Public Works & Parks 699 AFSCME	701	107	Current
Telecommunicators(TCMs)	15	15	Mediation 5/18/2011
Classified	115	109	

Library Employees	April 2010 Number of Employees	April 2011 Number of Employees	Current Status
Library 699 AFSCME	29	30	Negotiating
Library Classified	11	12	

City of Bloomington Vacant Full Time Position Status

Current Positions Position	Status
Property, Records & CSO Manager	In process
Marketing Associate –Parks, Rec. & Cultural Arts	In process
Department Secretary - Legal	In process
Patrol Officer	Filled - Jared Johnson
Patrol Officer	Filled - David Ashbeck
Patrol Officer	Filled - Brad Massey
Patrol Officer	Filled - Scott Lake

Information Services

Enterprise Resource Planning (ERP) Project - Munis

Munis project accomplishments for April 2011 were the following:

- Key Accomplishments
 - Financials
 - *Static Environment Testing* is the review of operational and setup decisions made during analysis and demonstrated using the City's MUNIS system. The setup and demonstration was done by the Tyler implementation consultant.
 - Purchasing
 - Accounts Payable
 - Budgeting
 - General Ledger
 - Project & Grant Accounting
 - The *Chart of Accounts Design* workbook and crosswalk table was submitted for conversion. The crosswalk table is the mapping of legacy Banner accounts to MUNIS accounts.
 - *Accounts Payable Vendor Master* was mapped to MUNIS and submitted for conversion.
 - *Accounts Receivable Customer Master* was mapped to MUNIS and submitted for conversion
 - *Tyler Forms Kits* for Purchase Orders and Accounts Payable Checks were submitted for design.
 - HR Payroll
 - *Analysis Sessions* were conducted with the HR Payroll Tyler implementation consultant. All facets of current Human Resources and Payroll practices were reviewed, including Banner employee master data, current pay and deduction practices, accrual processing, payroll processing, G.Neil time entry practices, current OSHA, workers compensation, training and certification, employee evaluations and applicant tracking processes. MUNIS setup screens were demonstrated along with discussion of best practice options and many decisions were made on how to setup the new system.
 - Time Keeping & Scheduling
 - Council approved the purchase and implementation of Empower as Time Keeping and Personnel Scheduling vendor on April 11, 2011.

- Key Upcoming Events
 - Financials
 - *Static Environment Tests* for Bids & Contract Management, Accounts Receivable, General Billing and Treasury Management
 - Further System Administration Training
 - Workflow Training
 - Import / Export Planning
 - Converted data load to MUNIS training database
 - Chart of Accounts
 - Accounts Receivable Customer Master
 - Core Team & Super User Training
 - General Ledger
 - Project & Grant Accounting
 - Accounts Receivable
 - HR Payroll
 - Review best practice setup and implementation recommendations and make final decisions
 - Time Keeping & Scheduling
 - Project Kick-off & Planning

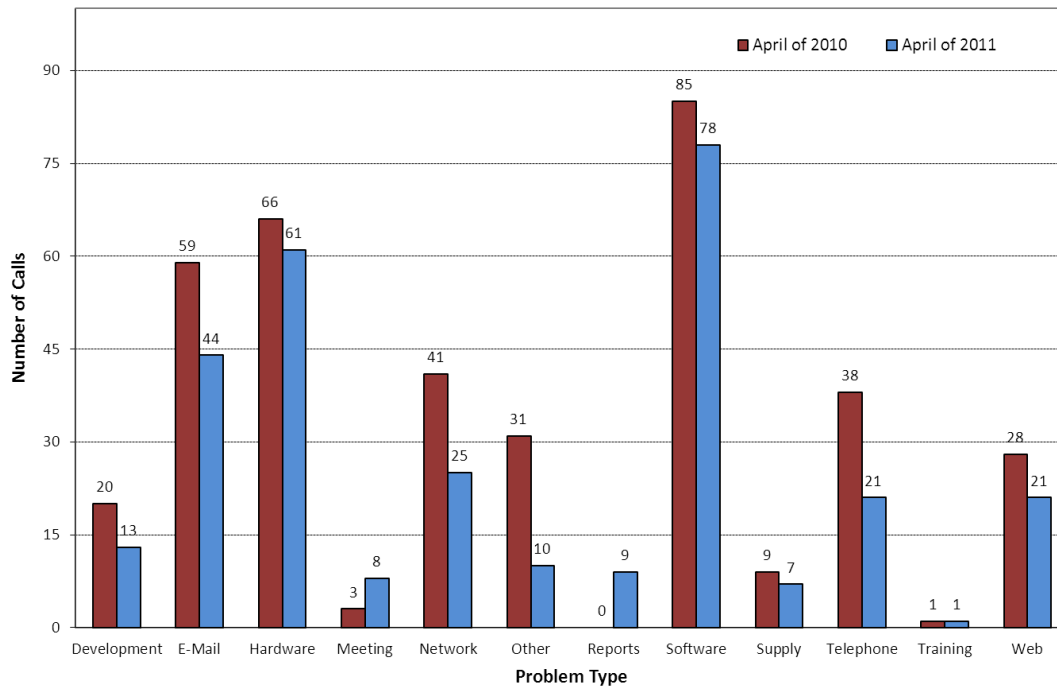
City Internet Site Redesign

On April 11, 2011, Council approved staff's recommendation to contract with Vision Internet, Inc. for the redesign of the City's web site. Staff has since been working with Vision Internet to create the project pre-plan and to schedule upcoming analysis sessions.

Service Request for April 2011

<u>Problem Type</u>	<u>Total Calls</u>	<u>Closed</u>	<u>Open</u>	<u>Pending</u>
Consulting	-	-	-	-
Development	13	11	1	1
E-Mail	44	43	1	0
Hardware	61	55	2	4
Meeting	8	8	0	0
Network	25	23	0	2
Other	10	9	1	0
Reports	9	9	0	0
Software	78	66	2	0
Supply	7	7	0	10
Telephone	21	21	0	0
Training	1	1	0	0
Web	21	20	1	0
Total	298	273	8	17

Information Services Service Calls: April 2010 and April 2011



Lyris List Server Information – The following information details the current list server subscribers and activity. Anyone can subscribe to these lists by clicking on the “Subscribe Here” button on the homepage of the City’s website.

City of Bloomington List Server Data

List Name	Total Member Count	April 2011 Increase	Increase Over Past Year
BCPA General	13,913	26	1,135
Bloomington Golf	4,648	0	324
Miller Park Zoo Tigers Tongue	2,015	0	688
BCPA Targeted Mailing	1,740	0	1,577
Parks & Rec General	1,423	0	46
BCPA Educators	909	0	0
Miller Park Zoo	507	1	12
Pepsi Ice Center	367	1	7
City Council	184	1	20
Planning & Zoning	158	2	14
Landlord Property Managemen	153	1	12
Parks Youth News	142	1	7
Parks Adult News	139	1	10
BCPA Patrons	136	0	0
Parks Preschool News	110	0	1
Engineering Bids	109	3	-10
Liquor Commission	104	0	8
Human Relations Commission	104	1	8
Parks Teen News	72	0	5
SOAR	68	0	3
Public Service Notices	35	0	0
Engineering Updates	16	0	-1
Total	27,052	38	3,866

Legal Department

Collections

Small Claims:

8 cases were set on April 7, 2011

5 cases for use tax were paid prior to the court date – Total collected \$796.37

3 judgments were entered – Total amount due \$1,520.65

9 cases were filed for use tax collection – court date 6-16-11

9 cases were filed for failure to pay sex offender registration fees – court date 6-16-11

Collection letters sent:

40 letters sent for use tax – total collected \$2,326.02 – YTD \$11,803.00

1 NSF Letter sent – collected \$125.00

Nuisance Parking:

10 letters sent

8 Tow Notices have been given to the process server

Monthly Parking Ticket Payment Agreements – total collected \$3,460.00

Failure to Pay Sex Offender Registration Fees

6 Letter were sent collected \$25.00

Freedom of Information Act Requests

FOIA: 41 FOIA requests were processed through the Legal Department

Total time spent 20 hours

Ordinance Violation Activity

Fines received at City Hall before filing: \$17,950.00/\$182,750.00 Fiscal Year to Date (FYTD)

Fines paid at City Hall after filing: \$7,210.00/\$79,480.04 FYTD

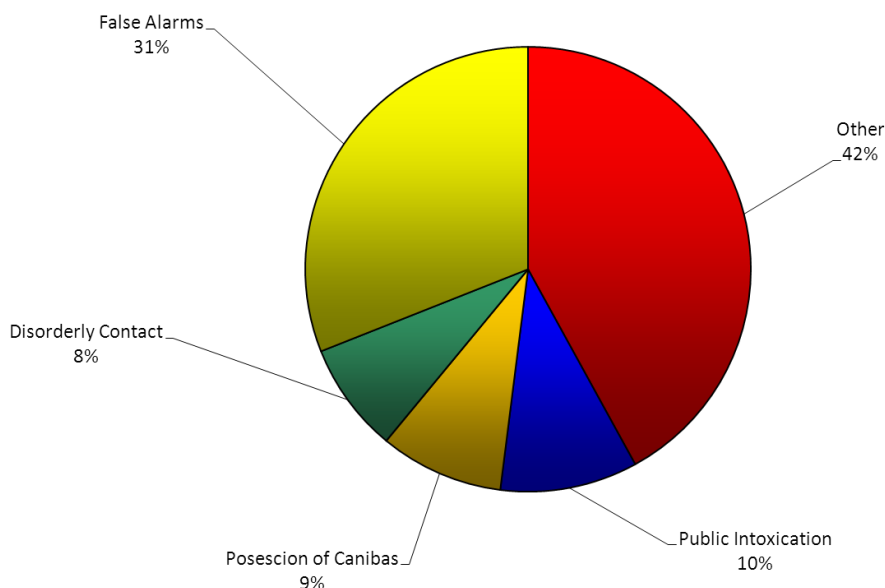
Post judgment fines received: \$27,673.00/\$65,635.00 FYTD

Total: \$52,833.00/\$327,865.04 FYTD

Ordinance Violations Paid at City Hall – 96

Ordinance Violation Cases filed: 113

Violations Filed in Court During April 2011 by Percentage of Overall Cases



Summons prepared: 71
Total cases scheduled for court – 376
Trials scheduled – 14
Post Judgment cases scheduled– 48

Unregistered/Inoperable Vehicle Compliance

Legal continues to work with the Police Department to send out compliance tickets for vehicles that are unregistered and/or inoperable throughout the City.

Vehicle Compliance Tickets sent this month: 1

Ordinances Drafted

- Drafted Proclamation regarding Parental Alienation Awareness Day.
- 1 new ordinance was prepared for publication both in a hardcopy and on the internet. 2011-18 – retaining the monthly refuse fee of \$14.00.

Contracts/Agreements

- Reviewed Personal Service Contracts for BCPA
- Reviewed Client Agreements for 2011 Health Care Insurance Plans

Personnel/Human Resources

- Meeting with ASC- Claims Review on Workers' Compensation and General Liability Claims.
- Meeting with HR and Police re personnel matter (Employee 1).
- Reviewed HR contracts (re: ERRP).

Litigation

- Drafted Memos to City Council re settlement of WC claims.
- Negotiated settlements with property owners regarding property maintenance cases.
- Negotiated settlements of liquor ordinance violations.
- Negotiated settlement of housing code enforcement appeal.
- Attended court hearings in repair/demolish cases.
- Obtained judgment requiring demolition of unsafe building.
- Drafted Motion to Dismiss appeal of Tailwinds' Liquor License denial.

Monthly Meeting Participation

- Attended City Council meetings and work sessions.
- Attended monthly Liquor commission meeting.
- Attended special Liquor commission meeting.
- Participated in nuisance abatement discussions.
- Attended Board of Fire and Police Commissioners meeting.
- Attended Special Use and Land Development Committee meetings.
- Attended PACE/Police/Legal meeting.
- Attended Department Head Staff Meetings.
-

Research

- Prepared Letter to Developer regarding Harvest Point Subdivision.
- Researched Effect of Bankruptcy Court stays on collection on Wage Garnishment Orders.
- Researched various issues for Fire Department (re: bad debt policy, collection procedures, bankruptcy).

Miscellaneous/Other

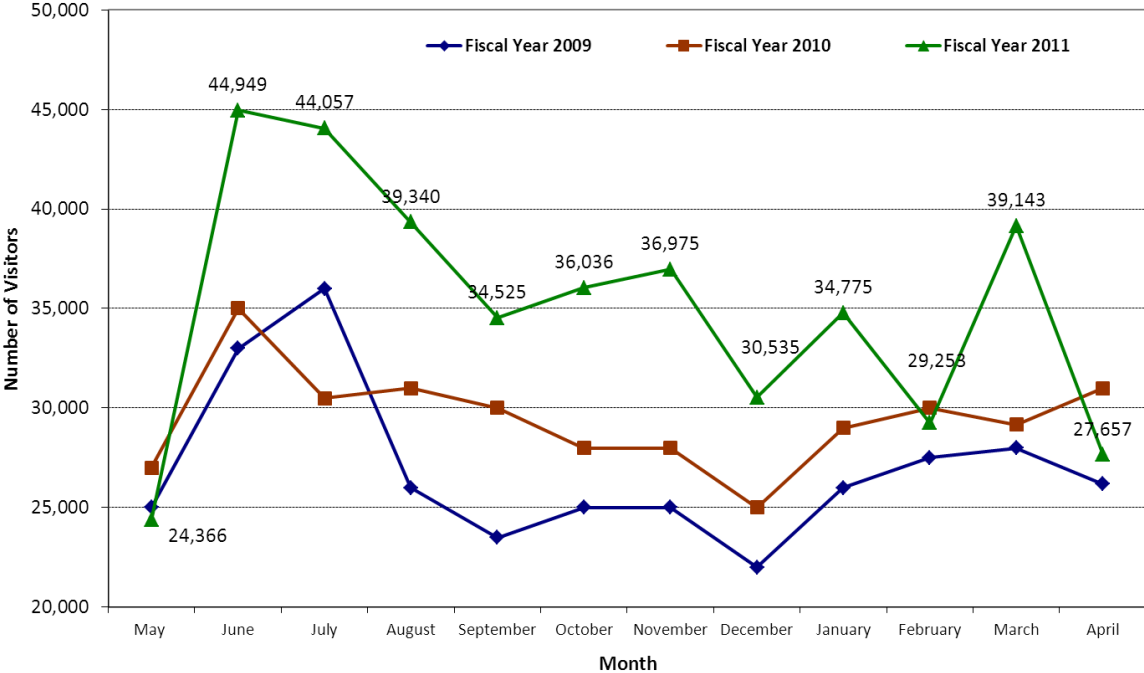
- Numerous responses to City Departments on Miscellaneous Legal Questions.
- The Legal Department received 590 inbound calls that exceeded 24 hours of time. Calls typically involve but are not limited to citizen's questions, concerns, complaints, payments over the phone, as well as answering legal questions from other City Departments.
- Negotiated with prospective purchasers of distressed properties.
- Attended Small Claims hearing.
- Attended Code Enforcement training in Peoria, IL.
- Monitored demolition plans for old Howard Johnsons.

- Participated in collection training.
- Negotiated parking citation settlement.
- Researched addresses for notices to be sent prior to hearing on new liquor license applications.
- Meeting re possible payday lending ordinance.
- Grievance Arbitration Hearing- Termination of Employee.
- Meeting with Dept. Head and HR re Collective Bargaining.
- Collective Bargaining Negotiations- Library.
- Collective Bargaining Negotiations- Library.
- Meeting with attorney re Eastlake LLC.
- Conversations with Tom Kelty re Devyn Corp. v. City of Bloomington.
- Meeting with citizens re "time capsule" discovery.
- Communications with outside counsel Linda Doyle re appeal of ULP case.
- Preparation of workers' compensation settlement requests for City Council.
- Preparation of e-mail to Council re difference in governance between Bloomington and Normal.
- Telephone and e-mail communications with Mayor, City Manager, and City Council re *Jackson* case.
- Drafted e-mail requesting County Administrator to prepare assessment and tax payment records regarding Judy Stearns.
- Prepared and revised spreadsheet with Mike Ireland regarding properties owned by Judy Stearns/taxes paid/exemptions/tax rates.

Library

- 1. GOAL - To expand and strengthen the Library's visibility within the community.

Library Visitors (Library and Bookmobile) by Month for Fiscal Years 2009, 2010, and 2011

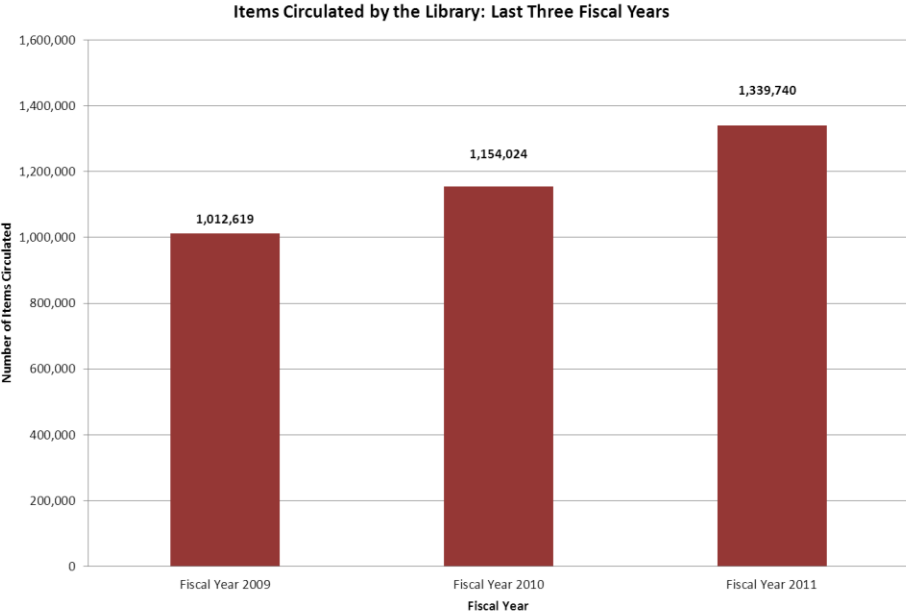
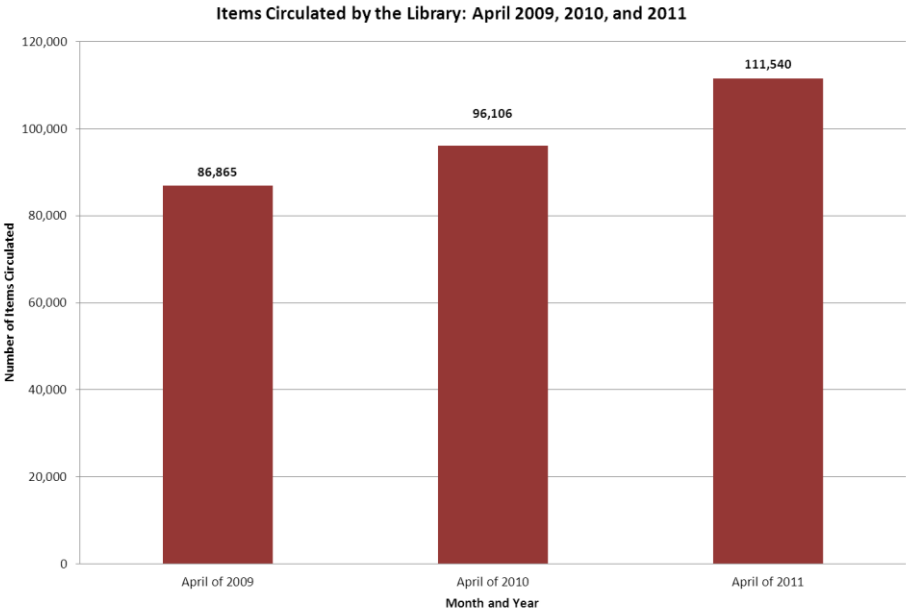


- 27,657 people visited the Library in April 2011, bringing the grand total for the fiscal year to 422,705, an 18% increase over last fiscal year.

- 2. GOAL – To become a customer-focused Library with a highly qualified, friendly and trained staff.

- Staff answered 7353 questions from customers this month.

- 3. GOAL - To provide a wide range of materials, in a variety of formats, and in sufficient quantities to meet the needs of people in the community.



4. GOAL - To develop traditional and innovative library programs that reinforce the mission and role of the Library.

Library Programs and Attendance: April 2010 and 2011

	April of 2010		April of 2011	
	Number of Programs	Number of Individuals Attending	Number of Programs	Number of Individuals Attending
Children Programs	10	1,035	14	1,137
Teen Programs	N/A	N/A	3	103
Adult Programs	N/A	N/A	11	458

5. GOAL - To better serve the customer and work more efficiently through the use of technology.
6. GOAL - To administer a cost effective public library responsive to all segments of the community
 Donations for adult summer reading were received from the following businesses: Grove St. Bakery, Kelly's Bakery and Café, Avanti's, Fox and Hounds, Kay Fry Pampered Chef Consultant, Pheasant Lanes Family Fun Center, and Don Owen Tire. Additional prizes will be purchased from the businesses that donated. Prizes for children and teens are provided by the Friends of the Library.

Parks, Recreation, and Cultural Arts Department

Bloomington Center for the Performing Arts (BCPA)

The BCPA welcomed 8,198 people to the Center over 44 different events and activities in April.

BCPA Main Stage and Spotlight Events

Paula Poundstone

The BCPA welcomed comedian Paula Poundstone for a performance on Friday, April 1. 715 people attended the show. In advance of the performance, Ms. Poundstone put in a plug for her BCPA show during an appearance on the nationally-broadcast NPR show "Wait Wait ... Don't Tell Me!" Poundstone was introduced on the show this way, "And lastly, a comedienne who is next performing April 1st at the Bloomington, Illinois Center for the Performing Arts, Ms. Paula Poundstone."

Kevin Locke

Native American flute player and dancer Kevin Locke performed for 250 people on Friday, April 8. The performance, which received grant support from the Illinois Arts Council and the National Endowment for the Arts, was preceded by two days of residency activities, including a K-12 Student Spotlight matinee on April 7 and a visit to an anthropology class at Illinois State University on April 8.

My Heart in a Suitcase

The BCPA's Spotlight Series presented the Holocaust-themed drama "My Heart in a Suitcase" on Tuesday, April 12. Five hundred fifty K-12 students from the area attended the show.

Star Trek Live

The BCPA's penultimate Family Series event welcomed in a huge crowd of kids, as well as a very large group of sci-fi loving adults. **Star Trek Live** is a popular family program which uses the Star Trek series as a dramatic conduit through which the story can introduce kids to the science that made the series such a hit. The BCPA worked extensively with the Challenger Learning Center to promote the event and accepted their help in presenting a variety of science-themed pre show activities.

Shawn Colvin

Grammy winning singer/songwriter Shawn Colvin performed at the BCPA on Friday, April 29. Three hundred fifty people attended the acoustic show, which featured Colvin's Song of the Year hit "Sunny Came Home."

Other April Events and Activates

- April 2 – American Passion Play
- April 3 – American Passion Play
- April 4 – Kiwanis meeting
- April 9 – American Passion Play
- April 10 – Illinois Wesleyan Wind Ensemble
- April 11 – Kiwanis/Kiwanis Board Meeting
- April 11 – BCPA Historic Tour
- April 14 – Illinois Wesleyan Civic Orchestra Concert
- April 16 – American Passion Play performance and closing dinner
- April 17 – HTC Global Services
- April 19 – BCPA Arts Partners Season Announcement Reception
- April 25 – Kiwanis/Kiwanis Board meeting
- April 30 – Olympia Prom

Mason Manint, a student at Tri-Valley, did a job shadow with BCPA staff on April 12 as part of a McLean County Community Compact program.

The BCPA also participated in a month-long Community Compact program with students from Holy Trinity Elementary. The program involved most members of the BCPA staff meeting with the students for short sessions to describe their jobs and how an arts center runs. The students also received a backstage tour and technical theater demonstration.

The variety of performances and activities this month highlights the BCPA’s wide range of community support and supports the growth of a vibrant downtown.

2011-2012 Season

The BCPA’s 2011-2012 season went on sale to the general public on Thursday, April 28. The BCPA’s Arts Partners and Seat Sponsors had a pre-sale opportunity that began on April 12.

BCPA 2011-2012 Season Event Listing

Date	Event
18-Jun	Backyard Tire Fire with Matthew Curry and the Blues Fury – CEFCU Stage
16-Jul	Jambón with Sally Weisenburg– CEFCU Summer Stage
26-Aug	Anders Osborne – CEFCU Summer Stage/Bruegala
27-Aug	Amanda Shaw & The Cute Guys with Blackwater FOE – CEFCU Summer Stage/Bruegala
9-Sep	Ricky Skaggs and Kentucky Thunder, “Treasure Chest Tour”
17-Sep	American English with special guest 100 Year Picnic – CEFCU Summer Stage
25-Sep	Los Pinguos – at Illinois State University
29-Sep	Stuffed and Unstrung

BCPA 2011-2012 Season Event Listing (Continued)

Date	Event
1-Oct	Rickie Lee Jones, "Early Works"
8-Oct	Rockapella
15-Oct	An Evening with Brad Sherwood and Colin Mochrie
16-Oct	Time For Three
22-Oct	<i>Blast!</i>
29-Oct	Brooklyn Rundfunk Orkestrata, "The Hills Are Alive"
9-Nov	Jake Shimabukuro
12-Nov	George Winston
17-Nov	Nellie McKay – Café BCPA
2-Dec	Manhattan Transfer Christmas
15-Dec	Celtic Thunder
17-Dec	Glenn Miller Orchestra Christmas
21-Jan	Four Tops
26-Jan	Raul Midón – Café BCPA
4-Feb	Ailey 2
9-Feb	Leon Redbone
16-Feb	L.A. Theatre Works, <i>The Rivalry</i>
17-Feb	iO Theater, <i>Improvvised Musical</i>
19-Feb	<i>Clifford the Big Red Dog</i>
25-Feb	The Klezmatiks
11-Mar	Celtic Tenors, 3 pm
15-Mar	Carrie Newcomer – Café BCPA
12-Apr	Joshua Redman and Brad Mehldau
14-Apr	<i>Say Goodnight Gracie</i>
21-Apr	Step Crew
27-Apr	An Evening with Pat Boone
29-Apr	Disney's "Choo-Choo Soul" (1 and 4 pm)

Golf Division

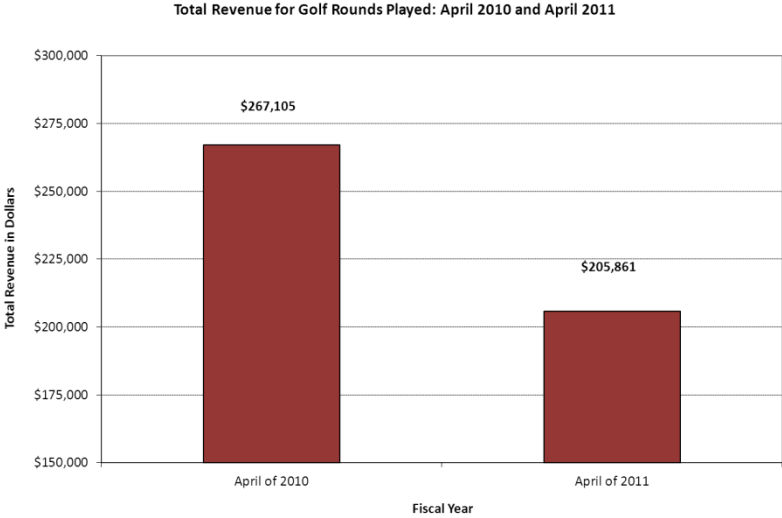
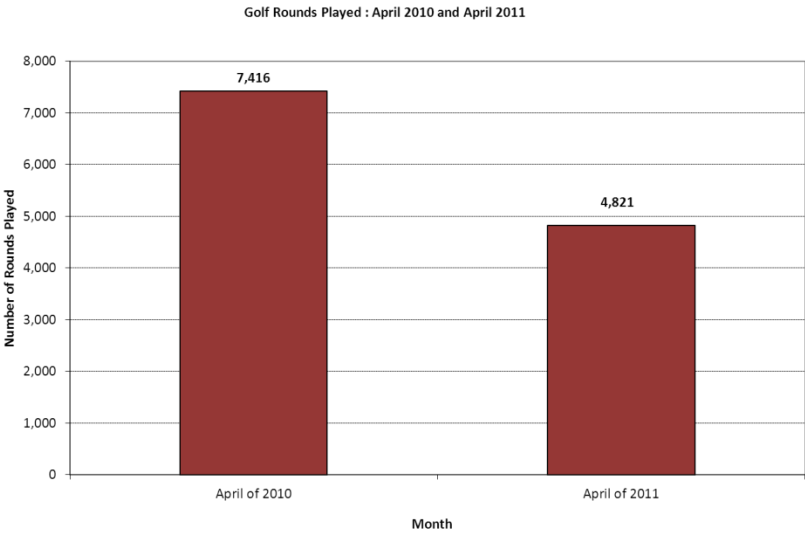
The month of April is considered a shoulder season month for Midwestern states in the golf industry. Shoulder season months have the opportunity to bring considerable gains or losses based almost solely on the weather. This April turned out to be the worst performing weather in at least the last six years. Record rainfall for the state with measurable precipitation on 20 of the 30 days, including a string of 13 straight days from April 16 through April 28, kept golfers away. As a result, the courses saw play drop by 2600 rounds (-35 %) and revenue fall \$61,244 (-23%). As expected, the poor spring weather caused us to "limp home" for FY 2011. For the year, however, we were able to see an increase, albeit a very small one, in total revenue. While difficult to measure our performance factoring our fiscal year to the industry, it appears our operation was ahead of most courses, as industry wide many saw revenue shortfalls. Some encouraging items from the fiscal year include pro shop sales up 10%, food and beverage up 5% and total revenue per round up 5%.

As we move into the primary season and the new fiscal year, we are seeing customers who seem to be more interested in playing more golf this year, if the weather cooperates. Sources of worry could be the cost of gas prices affecting our out of town play, particularly at The Den. In years past with high gas prices, we found our rounds to be stable due to people staying to play golf locally, as opposed to traveling elsewhere. Our upcoming business with outings for the season appears to be the strongest in years, which is encouraging.

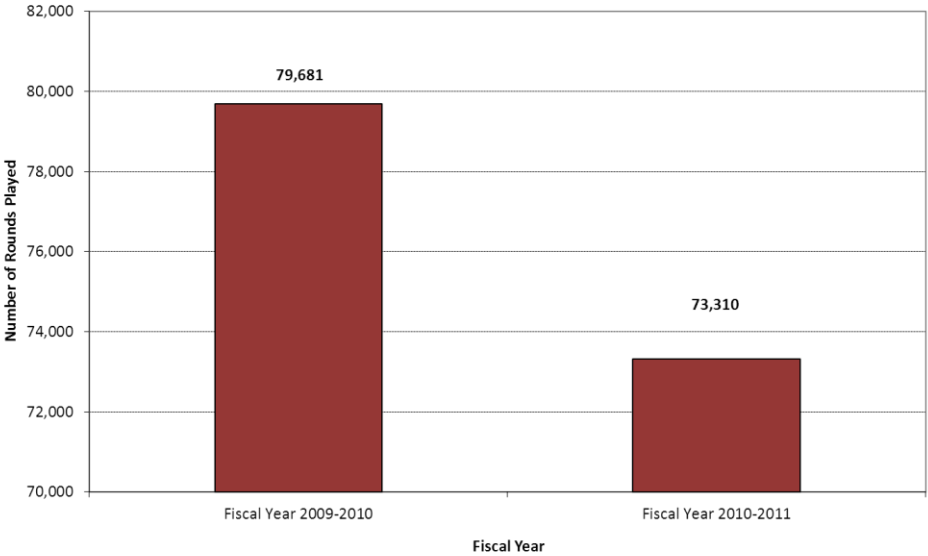
The courses are actively marketing themselves throughout a wide variety of advertising outlets. With the poor month of April, we will continue to promote the advantages of our season golf passes, since many did not purchase passes in April due to the poor weather. Additionally, the courses are now on Facebook. We plan to use Facebook to both inform customers of course happenings and to generally just have some fun with our customers while we keep them abreast of the fun and exciting things happening in the world of golf.

April Cost Saving Measures

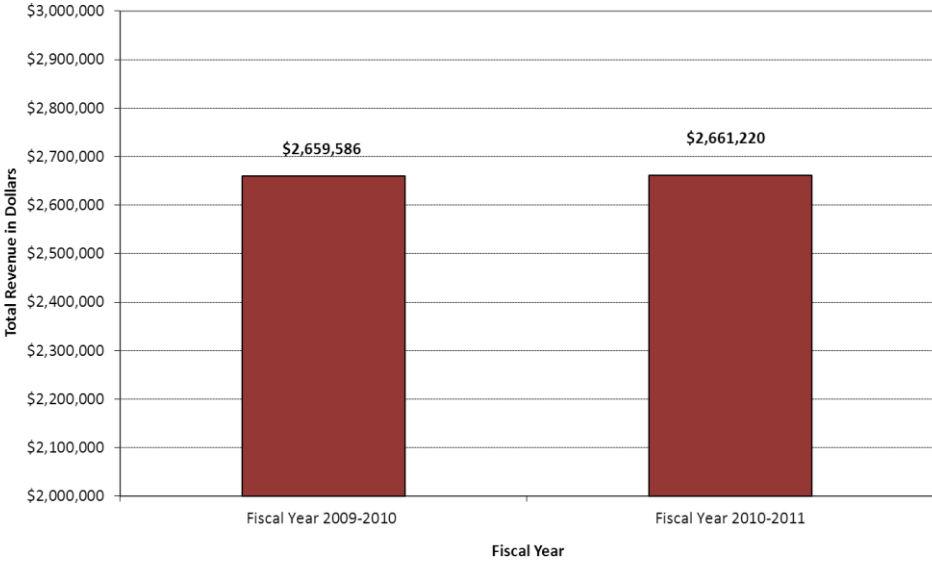
- Replaced burnt out lights in clubhouses with new energy efficient light bulbs.
- Significantly lowered man hours to adjust for poor weather and lack of play
- Adjusted ceiling fans in the Highland Park clubhouse to save on utility costs.



Number of Gold Rounds Played: Fiscal Years 2009-2010 and 2010-2011



Total Revenue for Golf Rounds Played: Fiscal Years 2009-2010 and 2010-2011



Park Maintenance

This April the Park Maintenance Division concentrated efforts to make sure parks were clean, mowed, mulched, and landscaped for the season. Most of the Division's time was focused towards mulching and picking up in the parks. Due to a wet weather in the second half of the month, the Division was unable to get out and mow as we would have liked.

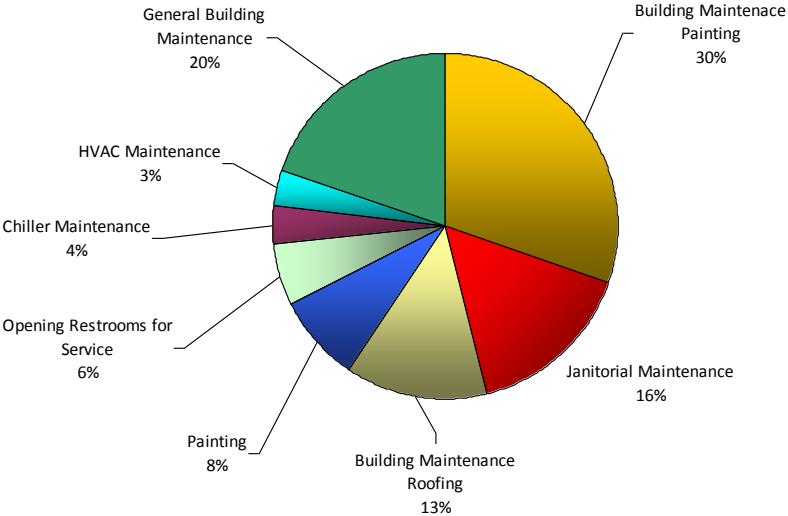
Forestry crews continued to work towards the completion of the White Oak Park grant project. We continued to remove Ash Trees and prepped the area to be replanted this coming May and

fall. Forestry crews also helped to celebrate Arbor Day with a ceremonial tree planting at Cedar Ridge Elementary School on April 29th.

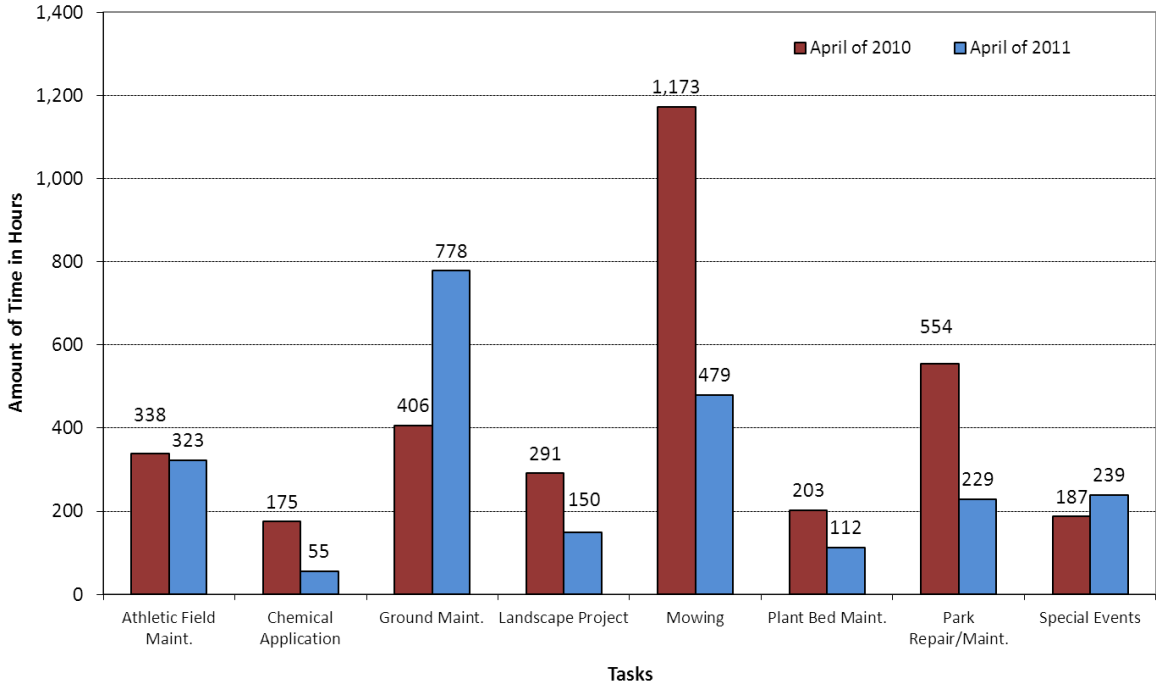
Notable projects the Parks Maintenance Division completed in April:

- Put a new roof on the P.J. Irving Park shelter and Miller Park Zoo Animal Building.
- Redeveloped the landscaping around the Vietnam and Korean War memorial located at Miller Park.
- Prepped and opened all park restrooms.
- Mulched 75% of City Parks (normally this is not completed until later in year)

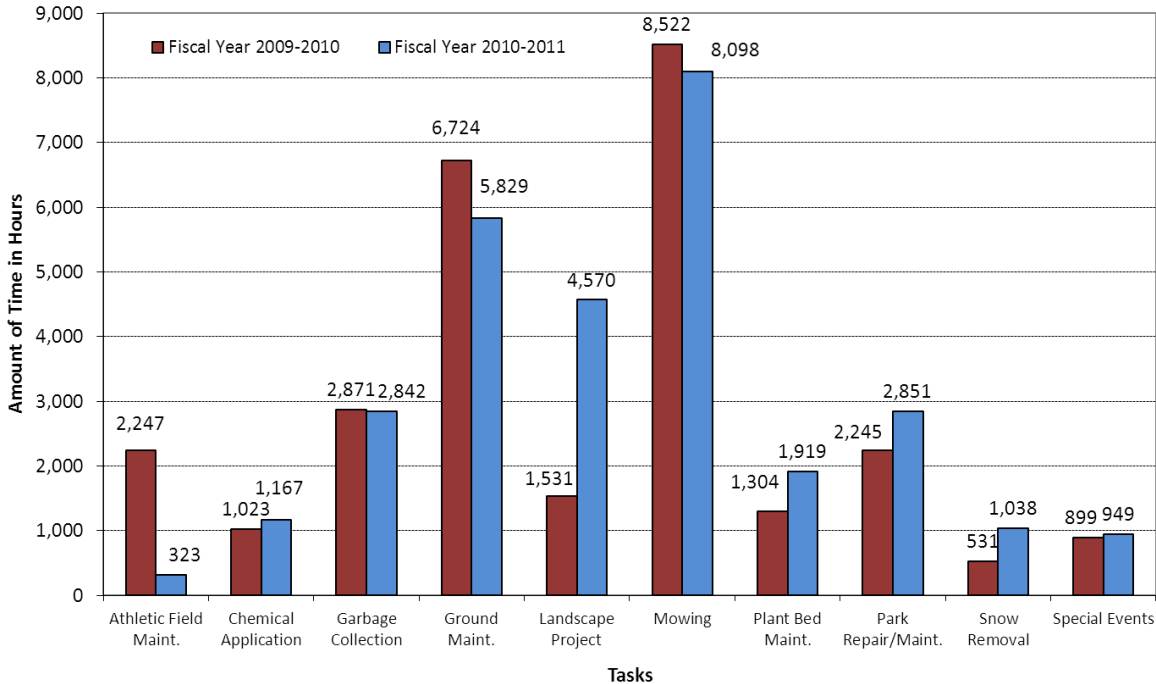
April 2011 Park Maintenance Building Maintenance (941 Hours Total)



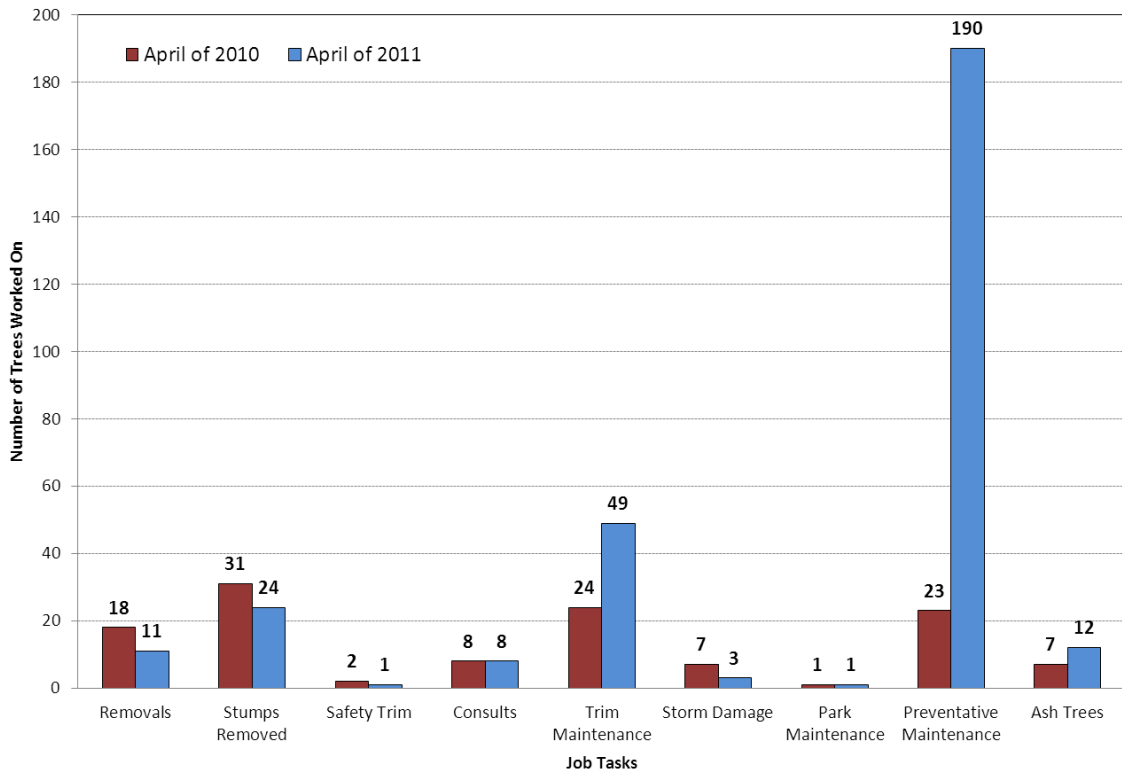
Park Maintenance Field Work: April 2010 and April 2011



Park Maintenance Field Work: Fiscal Years 2009-2010 and 2010-2011



Forestry Division Trees Worked On by Job Task: April | 2010 and April 2011



**Forestry Division Fiscal Year 2010-2011
Work Completed**

Job Task	Sites	Trees
Ash Trees	349	349
Removals	323	526
Consults	104	104
Stumps Removed	365	548
Trim Maintenance	381	1,003
Preventive Maintenance	1,363	2,476
Park Maintenance	26	178
Storm Damage	101	123
Safety Trim	63	117

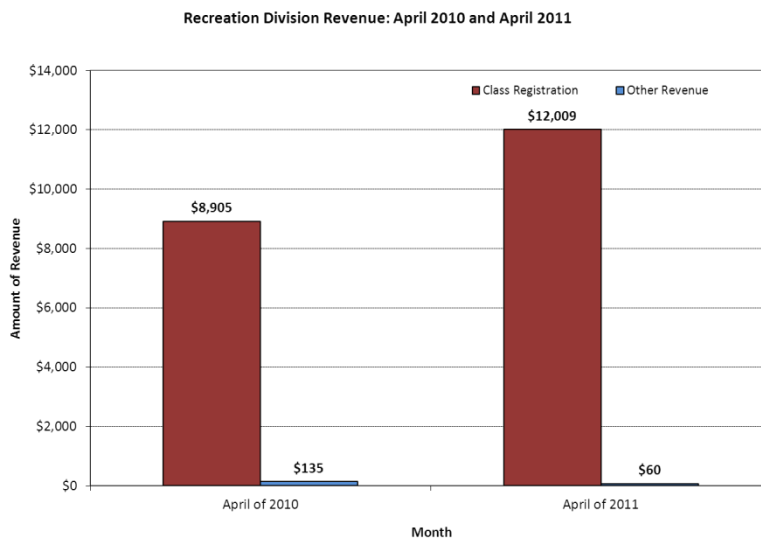
Recreation Division

Afterschool Flag Football had practice twice a week throughout April and games on Saturdays beginning April 9. One week for games was rained out and many practices had to be held inside due to rain. Only five of the ten schools had enough students register to have a team.

The Bunny's Pizza Dinner and Egg Hunt event was held on April 15. The egg hunt had to be inside Miller Park Pavilion this year due to rain. Everyone who attended still said they had a great time.

Many programs were ongoing from March or started a new session in April. Some of the programs by age group are:

- **Parent/Tot:** Parent/Tot Gymnastics, Parent/Tot Ballet.
- **Preschool:** Gymnastics, TOTS Soccer, Let's Pretend, Recipe for Fun, Pre-Ballet & Tap.
- **Youth:** Clay Studio, Eggceptional Eggs, Gymnastics, Dance, Flag Football.
- **Adults:** Yoga, Zumba.
- **55+:** A Day in the Country, Trackin' in the Woods, 55+ Zumba Gold, 55+ Zumba Toning.



Pepsi Ice Center

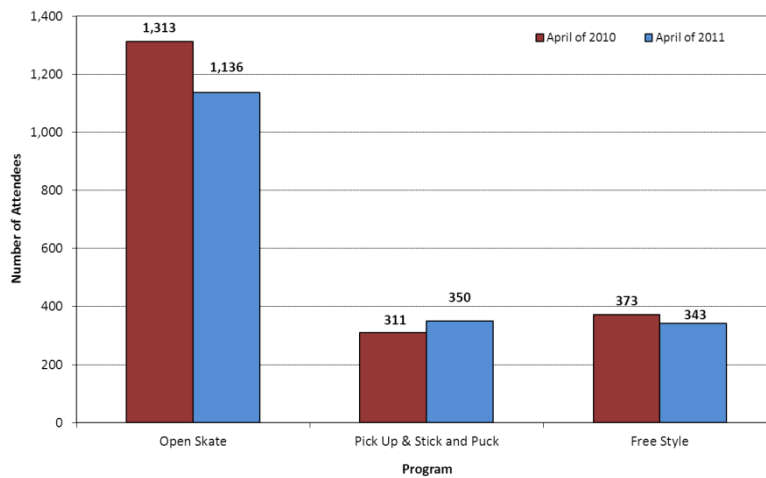
As is typical for this time of year, things start to slow down at Pepsi Ice Center in April. October through March is the busy season for the facility. The 5th Annual 21 Bun Salute was held April 23. Skaters have the chance to skate with the Easter Bunny and win a stuffed bunny.

A group of Pepsi Ice Center adult hockey players won a 50 and over hockey tournament held in Tampa, FL. This was in conjunction with USA Hockey.

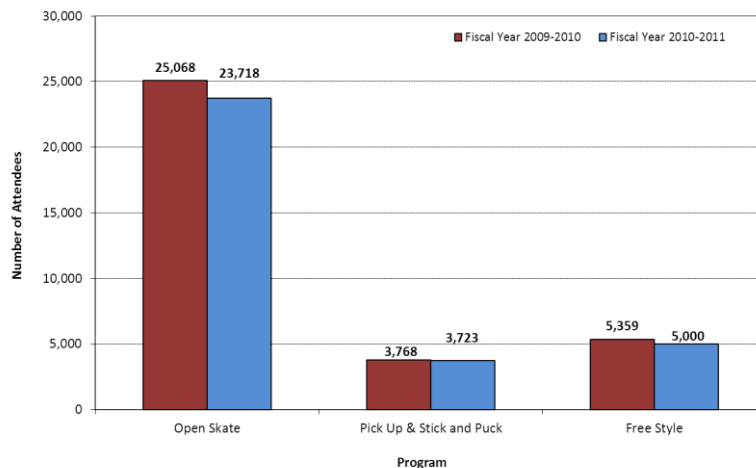
Usually there are some schools that bring groups to Pepsi Ice to skate in April and May. This year no groups scheduled for April. Not sure if they have the budget for trips due to the present economy.

Revenue was down \$9203 for April for a variety of reasons. Overall the year ended being up over \$35,000 over 2010. Learn to Play Hockey and Learn to Skate income was down by over \$10,000. Part of this was due to the fact that we offered a 5-week session instead of 6-week session due to the upcoming shut-down for 2 weeks in May. Another part was due to the classes starting April 3, so most revenue was received in March instead of April. Adult league registration was down for the same reasons – a shorter season so lower fee plus some fees received in March. Adult league had same number of teams and players. Youth hockey league registration was up by \$3469 plus we had curling revenue in 2011, but not 2010.

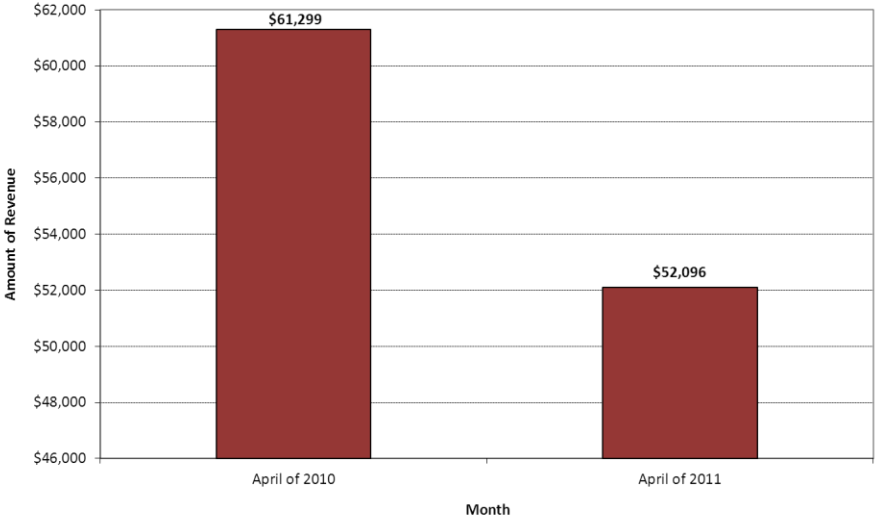
Pepsi Ice Center Attendance by Program: April 2010 and April 2011



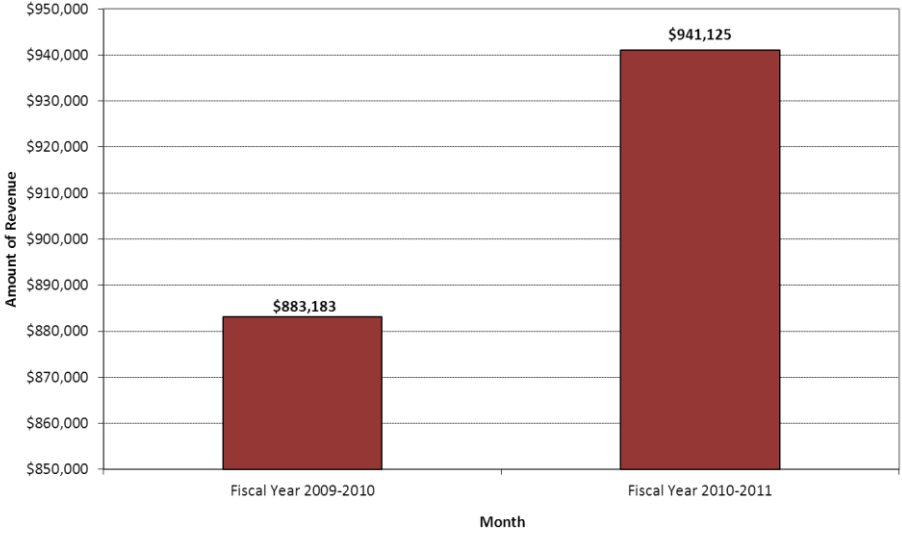
Pepsi Ice Center Attendance by Program: Fiscal Year 2009-2010 and Fiscal Year 2010-2011



Pepsi Ice Center Revenue: April 2010 and April 2011



Pepsi Ice Center Revenue: Fiscal Year 2009-2010 and 2010-2011



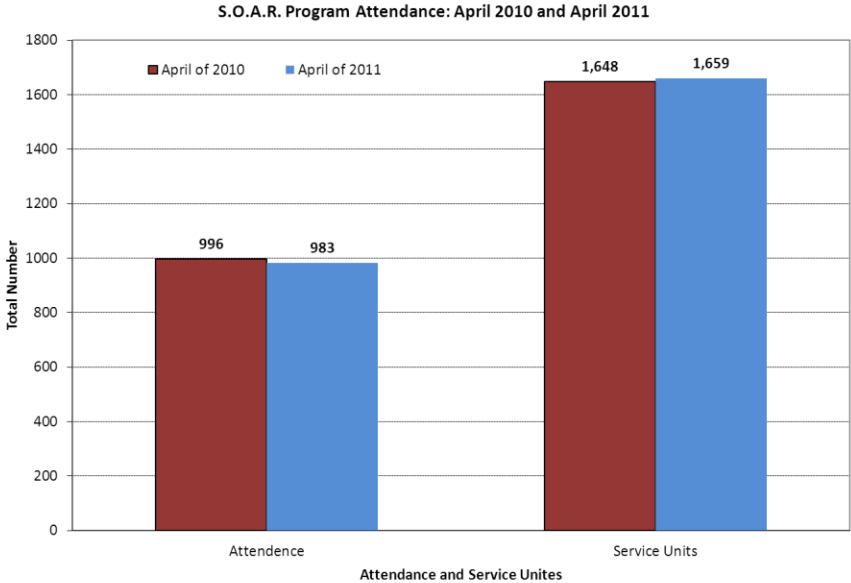
S.O.A.R. (Special Opportunities Available in Recreation)

Special Olympics:

The Special Olympics aquatics and powerlifting athletes attended their respective qualifying tournaments in April. Most of the athletes received a gold medal in their division so they advance to State Games in June. The bocce athletes' qualifying tournament was rained out so the State Office unfortunately had to pull the winners out of a hat.

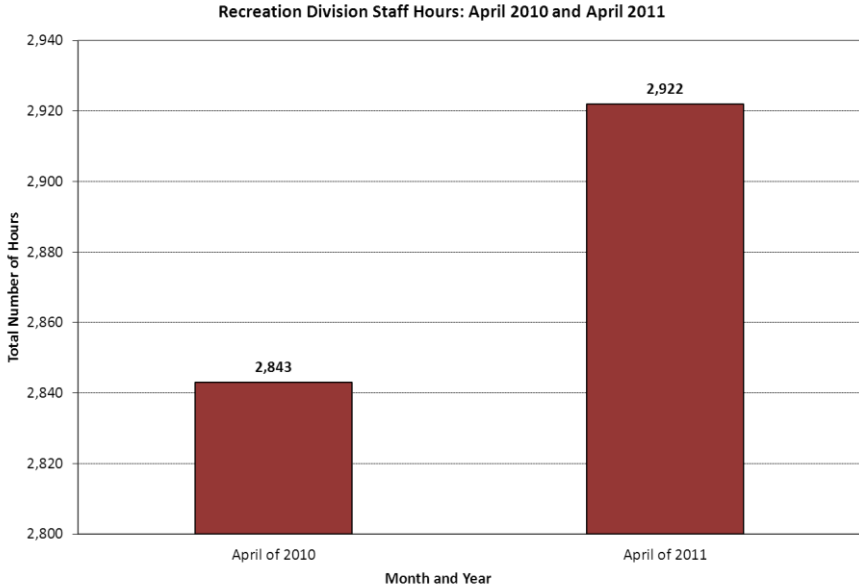
Weekly Programs: Weekly programs that started the last week of March continued through the month of April.

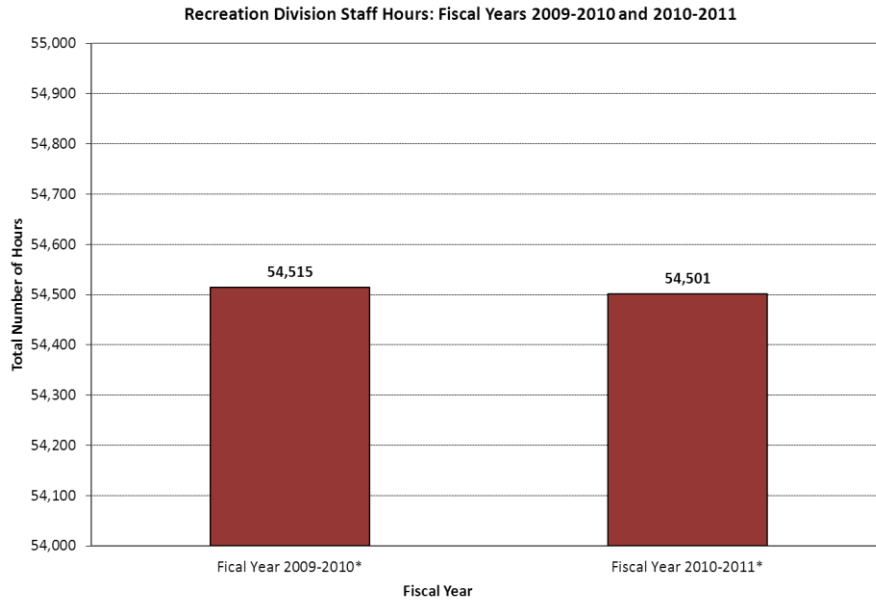
Special Events: Four special events were held in April: a trip to Brookfield Zoo, Spring Formal in Champaign with the C-U Special Recreation group, an Easter Egg Hunt, and April Showers Bring May Flowers.



Staff Hours

This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Staff hours increased by 79, which is 2.7%, compared to 2010. Pepsi Ice had an increase of 89 due to zamboni drivers being paid as employees rather than contracting with the Coliseum. Sports had a decrease of 73 hours due to low registration for the Afterschool Flag Football program.





* Excludes May of Each Fiscal Year

Volunteer Hours

Pepsi Ice continues to use volunteers in their youth hockey program as coaches. The Learn to Skate program also has quite a few who assist with classes and others who assist during freestyle time with the music.

The Miller Park Adult Center has some volunteers who go around and collect day old bread and pastries from various stores. On Thursdays they set up at the Adult Center and give it away to participants.

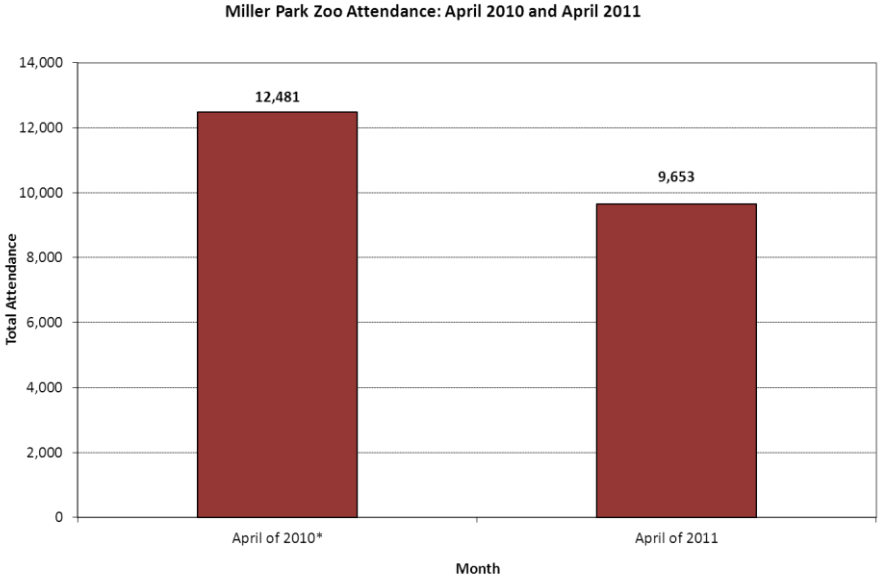
S.O.A.R. continued to have a large number of students needing hours for class. They assisted with a wide variety of programs. Some of the S.O.A.R. parents also volunteer.

Recreation division had a full-time intern for 12 weeks during January – April. She was paid for ¼ of her time and the rest was volunteer time. I forgot to include her hours in the other months this year so they're all included here.

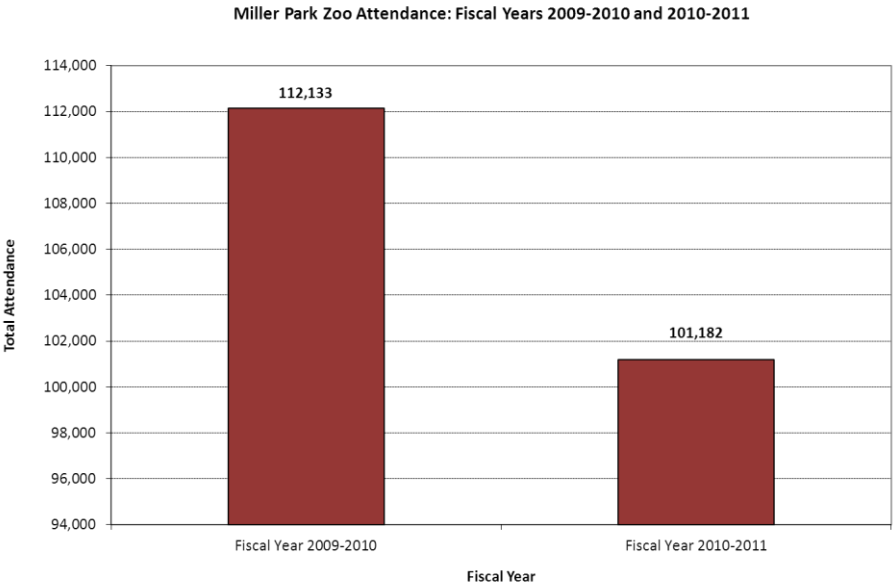
Recreation Division Volunteer Hours for April 2011

Area	Number of Individuals	Number of Hours
S.O.A.R.	53	375
Hockey	30	230
Ice Skating	21	57
Miller Park Adult Center	9	32
Intern	1	360
Afterschool Flag Football	1	22
Total	115	1,076

Miller Park Zoo

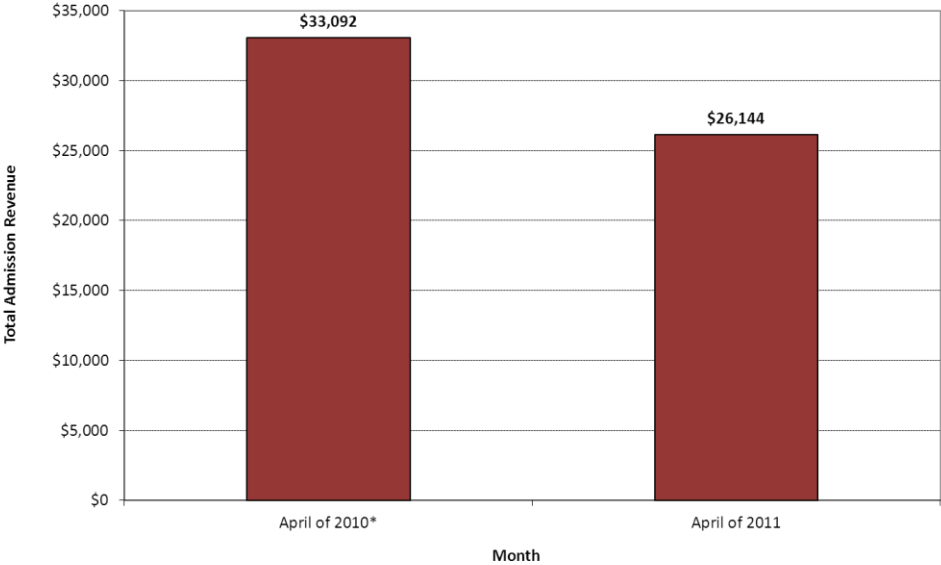


* April 2010 posted the best admission numbers in the history of the Zoo. Last April's weather was unseasonably mild; April, 2011 the weather was rainy on many weekends.



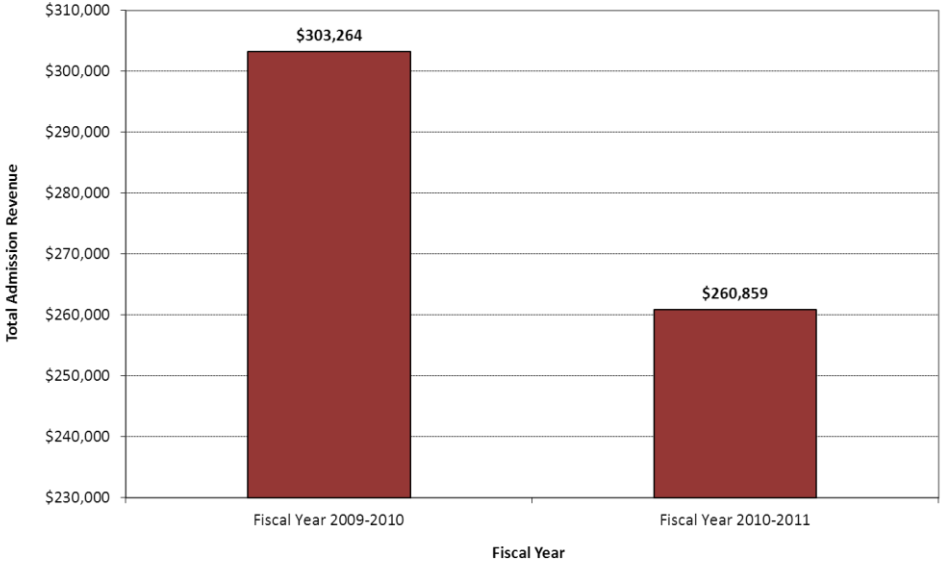
In a recent informal survey, 14 zoos (that did not have a major exhibit opening) in the United States reported an average 4.8% decrease in attendance for the year. The Miller Park Zoo is currently 9.8% down for the fiscal year compared to last year's attendance numbers. It needs stating that the 2010 fiscal year was the 2nd best year in the Zoo's history.

Miller Park Zoo Admission Revenue for January 2010 and January 2011

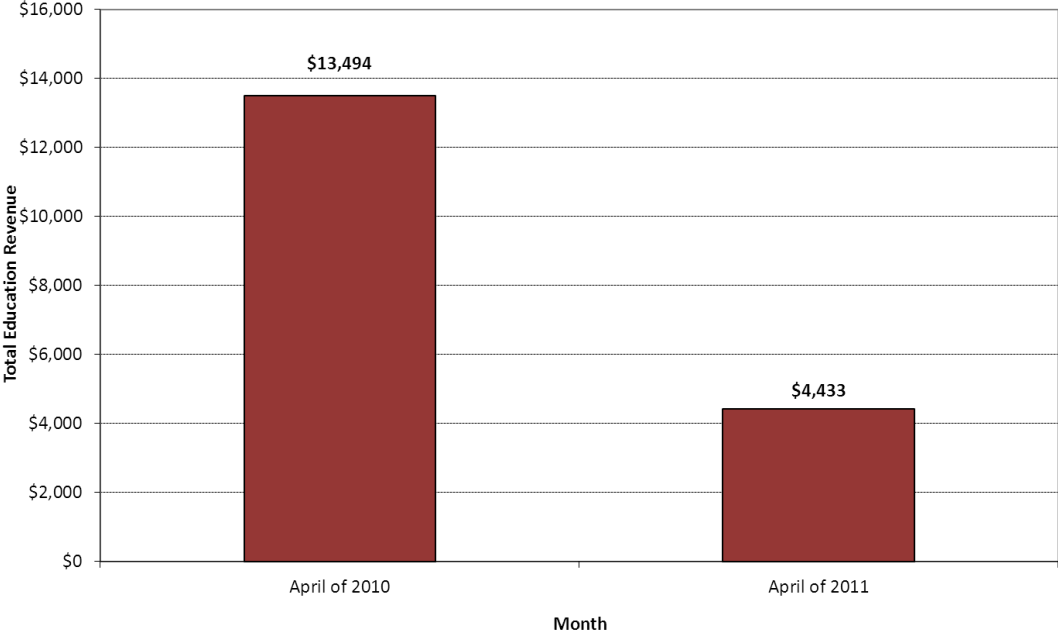


*April 2010 posted the best admission revenue in the history of the Zoo.

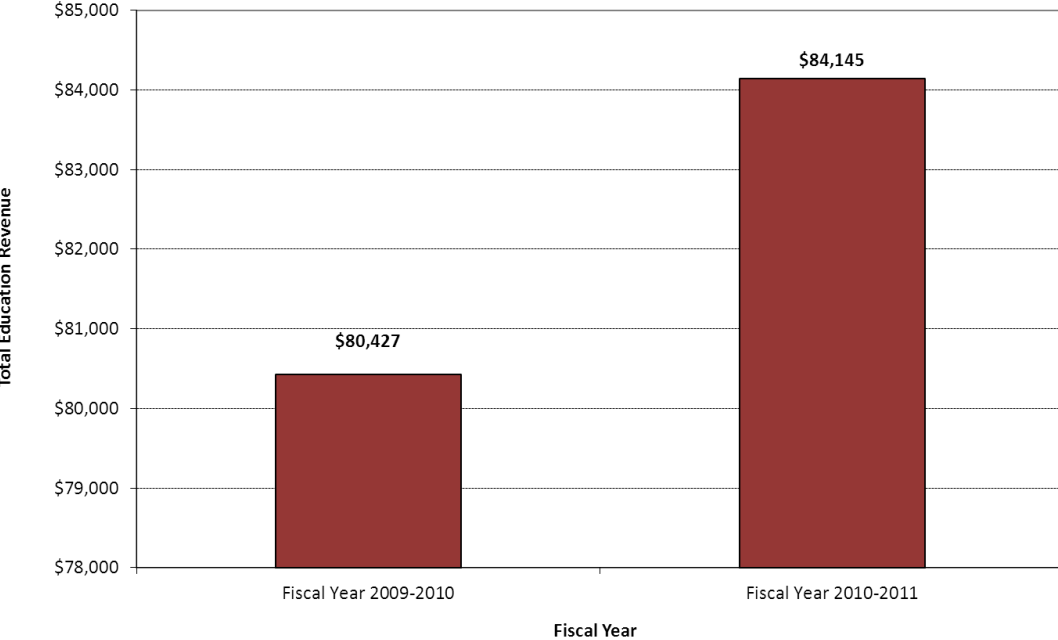
Miller Park Zoo Admission Revenue: Fiscal Years 2009-2010 and 2010-2011



Miller Park Zoo Education Revenue: April 2010 and April 2011



Miller Park Zoo Education Revenue: Fiscal Years 2009-2010 and 2010-2011



Timing of payments can be used to describe this decrease. Junior Zookeepers pay in March/April. March was more than \$7,000 over last year's numbers.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - 1 male, 1 female Swan Geese
 - 8 female Red-Capped Cardinals
 - 1 female Burrowing Owl
 - 1 male, 4 female Red Wolves
 - 1 male Southern Three-Banded Armadillo
 - 1 female California Sea Lion
 - 1 female Guinea Pig

- Dispositions—animals removed from collection by transaction or death
 - 2 Blue and Yellow Poison Dart Frogs
 - 1 African Clawed Frog
 - 1 female Bearded Dragon
 - 4 female Red-Capped Cardinals

- 1 Spiny Tailed Lizard cleared quarantine and was moved to Zoo Lab kitchen. This animal will be used as an education/demonstration animal.
- 1 male Snow Leopard cleared quarantine and was put on exhibit in the Katthoefer Animal Building. This event marks the first time since 2006 that the Zoo has exhibited a Snow Leopard. The Miller Park Zoo is the Coordinator of this prestigious conservation breeding program.
- For the second consecutive year (3rd in the Zoo's history), the Red Wolf female gave birth to a litter of pups. There are 5 (1 male, 4 female) pups in this year's litter. The Zoo is working with the conservation breeding program as well as the United States Fish and Wildlife Service (USFWS) to possibly reintroduce 3 of our pups to the wild. Timing must be near perfect for this opportunity to work. USFWS tracks Red Wolves in the wild and locates dens with pups. If they are able to find a smaller litter the same age as the Zoo's, we will attempt to introduce the three pups into the wild den for the wild parents to foster.

Staff

- Worked on animal transactions (8 pending)
- The shipment of the California Sea Lion demanded a great deal of the Zoo staff's time this month. A Zookeeper and a local veterinarian from University of Illinois Veterinary College flew out to Oakland, California to bring back the 10 month old female. She was rehabilitated at the Marine Mammal Center in Sausalito, CA. Fed Ex was used to bring back the staff and the young Sea Lion. The next day the young Sea Lion was introduced to the Zoo's resident, Gremlin. After a few days of introductions, Zoo staff decided it was in the best interest to separate at night and at feedings to allow the young Sea Lion a chance to rest.

Notes

- Presentation given to Home Sweet Home Auxiliary Women's Board.
- Hosted Party for the Planet. This new special event has an Earth Day theme. Unfortunately, April 16th was a cold, wet and windy day and attendance was below expectations.

Cost Saving Measure

- Added a second janitorial supply company. This company sells "green" cleaners. As an Association of Zoos and Aquarium (AZA) Accredited institution, the Miller Park Zoo has access to an association-wide negotiated price. This savings will be difficult to calculate but hope that it equates to a \$1,000 savings which is about of 13% of our janitorial supply budget. By changing a few of our products, there is a dollar savings but also an eco-friendly product helps us with our message of conserving natural resources.

Planning & Code Enforcement Department

The following information is a summary of Planning and Code Enforcement (PACE) activities for the month of April, 2011. This information is intended to provide an overall picture of projects and activities in each of the divisions involved. It is not intended to be all inclusive.

Building Safety Division

The month of April continues to show weakness compared to last year. New home starts for the month are only one third of last year's numbers, while starts for the year are at 43%. Construction values are at 57% while permit fees collected are somewhat better at 60%. However, there seems to be indications that work is beginning to improve and there have been discussions with developers on a few larger projects.

Building Permits Issued and Fees Collected: April 2010 and April 2011: Along With Fiscal Years 2009-2010 and 2010-2011

Type of Permit Issued	April of 2010	April of 2011	Fiscal Year 2009-2010	Fiscal Year 2010-2011
Number of Construction Permits (All Permits)	625	455	5,886	5,502
Incorporated Building Permits*	33	246	2,894	2,662
New Homes Built	33	11	214	196
Duplexes Built**	0	0	0	0
Multi Family Built	0	0	5	2
Construction Valuation	\$10,431,196	\$4,654,149	\$115,971,965	\$68,318,705
Permit Fees Collected	\$161,529	\$74,363	\$1,238,763	\$1,016,678

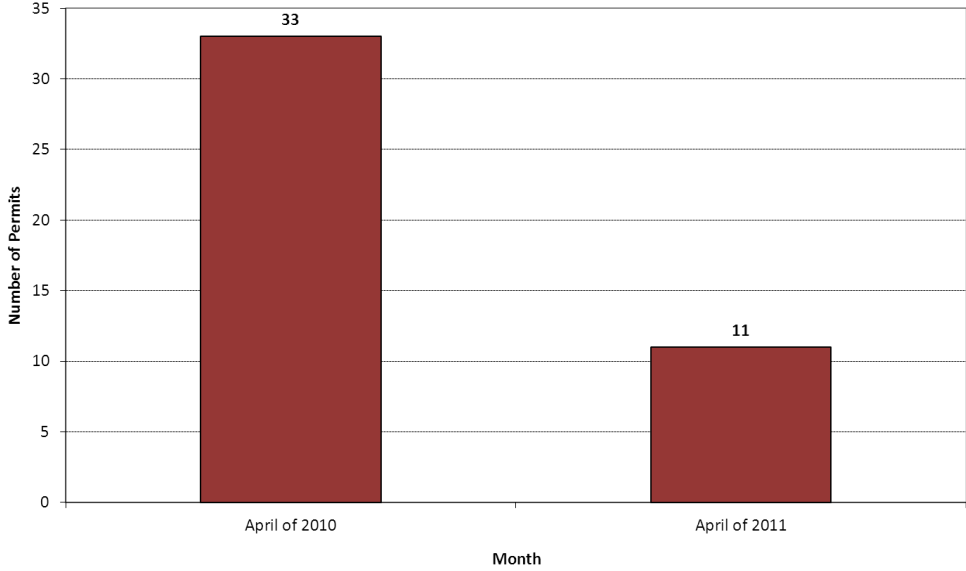
*Only Building Permits (Residential & Commercial)

** Dwelling Units

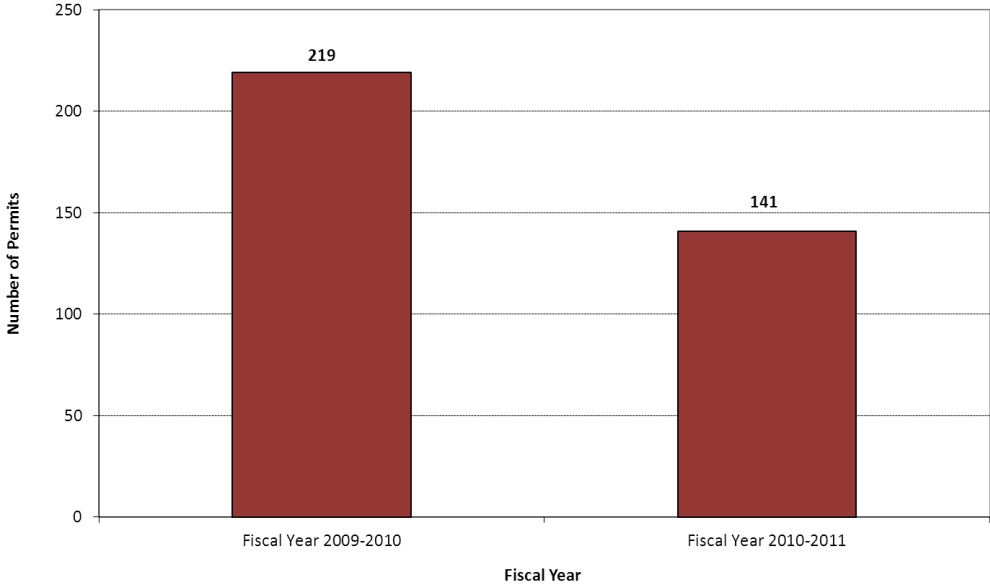
Notable Plan Reviews Received in April 2011

Building/Project Description	Address	Value
New 20 Unit Apt. Building	1805 Pier Way	\$936,000
New 32 Unit Apt Building	1806 Pier Way	\$1,380,000

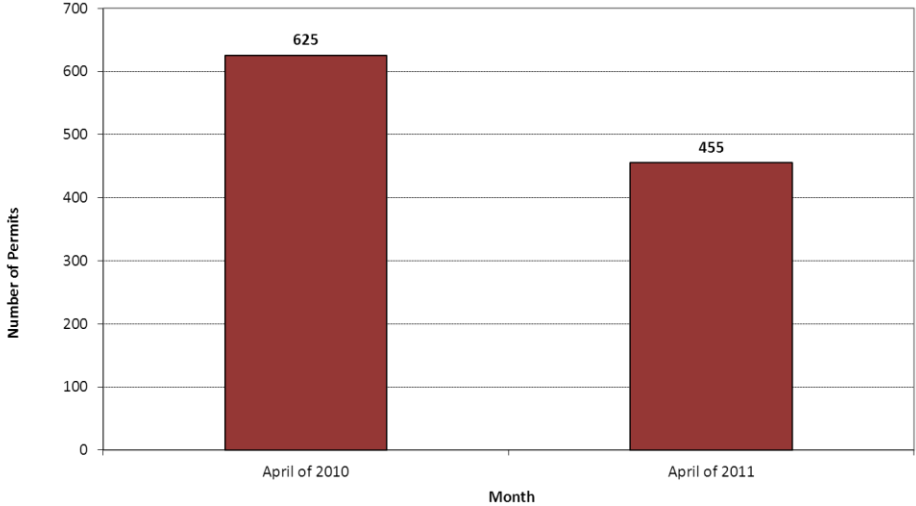
New Home Permits: April 2010 and April 2011



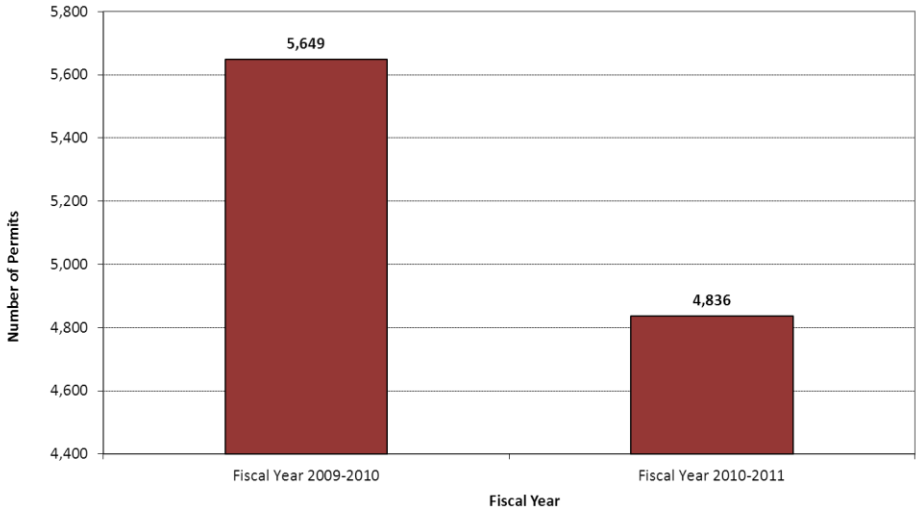
New Home Permits: Fiscal Years 2009-2010 and 2010-2011



Number of All Permits Issued by Planning & Code Enforcement Department:
April 2010 and April 2011



Number of All Permits Issued by Planning & Code Enforcement Department:
Fiscal Years 2009-2010 and 2010-2011



Code Enforcement Division

The following table summarizes the activity of the Code Enforcement and Community Development staff for the month of April, 2011.

You will note that the Community Development Block Grant activity appears to be down substantially from last year. This can be attributed to a large number of water heater and furnace replacements done last year. These projects are relatively small in value and scope allowing for a larger and quicker turn over.

The number of complaints received so far this year are down somewhat. However, you will note that "Spring" complaints (grass/weeds, debris, junk etc.) are ahead of last year. We hope to be adding detail concerning the Neighborhood Preservation ordinance (NPO) in next month's report.

**Summary of Activity for Code Enforcement and Community Development Staff:
April 2010 and April 2011 / Fiscal Years 2009-2010 and 2010-2011**

Residential Loan Activity (CDBG)	April of 2010	April of 2011	Fiscal Year 2009-2010	Fiscal Year 2010-2011
Initial Rehab Inspections	10	4	74	41
Work Write-ups Completed	5	0	62	28
Loans Approved	9	5	20	29
Progress Inspections	40	2	321	226
Water Services	0	2	0	11
Sewage Ejection Systems	0	0	0	0
Total Houses Demolished	0	0	0	2
Total Garages Demolished	0	0	0	2

Code Enforcement Division	April of 2010	April of 2011	Fiscal Year 2009-2010	Fiscal Year 2010-2011
Complaints Received	76	49	1,052	1,096
Inspections Completed	71	66	1,178	1,413
Garbage, Weed, Junk, Insp.	31	29	512	588
Graffiti Complaint Inspections	0	0	52	49
Housing Complaint Insp.	34	10	275	272
Condemned Properties	0	0	5	8
Tickets Issued	2	6	74	82

April 2011 Historic Preservation Activity

Case Number	Petitioner and Address	Request	Action
BHP-01-11	Sigma Alpha Lots	Requesting a Certificate of Appropriateness for replacement of a roof for the building at the property located at 307 E. Chestnut Street in the Franklin Square National Register Historic District	This activity was approved for a certificate of appropriateness.

Case Number	Petitioner and Address	Request	Action
BHP-02-11	Sigma Alpha Iota	Requesting a \$1,000.00 Eugene D. Funk, Jr. Historic Preservation Grant for a new roof for the building, located at 307 E. Chestnut Street in the Franklin Square National Register Historic District	This Funk Grant was approved.

Planning Commission Activity

A presentation regarding the East Side Highway Environmental Assessment, currently underway, was provided by Jerry Payonk, P.E. Clark Dietz. Since this was an informational meeting, no action was taken by the Planning Commission.

The Commission also presented a Certificate of Appreciation to Greg Shaw for his service to the Planning Commission and the City of Bloomington.

April 2011 Zoning Board Activity

Case Number	Petitioner and Address	Request	Action
Z-02-11	James D. and Jennifer Peterson 3216 Dorset Ct	Requesting the following variance and to allow the construction of a front porch: a reduction in the front yard setback for the property located at 3216 Dorset Ct. Zoned R-1B, Single-Family Residence District. (Ward 8).	This case failed to meet the "findings of fact" as required by the Zoning Board and was denied by a vote of 0-6.

Case Number	Petitioner and Address	Request	Action
SP-01-11	Donny Bounds 1220 E. Washington	Requesting approval of a special use permit for two-family dwellings for the property commonly located at 1220 East Washington. Zoned R-1C, Single-Family Residence District. (Ward 4).	The Zoning Board passed a positive recommendation to the City Council to approve the special use request by a vote of 6-0.

Items/Activities of Note:

- Work continues on adoption of the 2009 series of code standards. Included with be fee modifications as presented for the 2010-11 Building Safety budget. It is anticipated that the provision for fire sprinkler systems in new single family homes will be well debated.
- The Neighborhood Preservation ordinance has been adopted by council. Staff is working on policies and procedures that will create a smooth start-up of the program. We anticipate the program to be up and running within the next few weeks. We have begun to bring complaints concerning vacant structures together and anticipate our procedures to be in place by mid-May.
- Work has begun on the Main Street Transportation Improvement Feasibility Study. Funded by the Illinois Department of Transportation (IDOT), this study is looking into building on previous planning efforts to improve safety and revitalize businesses on Main Street. It also will serve as a basis for a possible Phase I study of the roadway. This is not a form-based code or an attempt to "back-door" a form-based code. This study is limited to the roadway and not private property.

Public Works Department

Engineering Division

Engineering Projects April 2011 Status Updates

City of Bloomington Projects

Project Description	Status
Street & Alley Repair, 2011-12	In Design (99% Complete)
General Resurfacing, 2011-12	In Design (99% Complete)
Tanner St Reconstruction	In Design (99% Complete)
Morris Ave Reconstruction, Fox Hill to Fire Station	In Design (40% Complete)
2011 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Design (10% Complete)
Regency Pump Station Improvement	In Design (20% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Design (70% Complete)
Lafayette St Reconstruction, Maple to Morrissey	In Design (80% Complete)
Sump Pump Drain Line 2010-11	In Construction (0% Complete)
Lincoln & Ireland Grove Resurfacing – ERP Funds	In Construction (95% Complete)
Kickapoo Creek Stream Restoration, Phase II	Punch List Items
Hamilton Rd Reconstruction, Timberlake to Main	In Construction (83% Complete)
Constitution Trail - Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2010-11	In Construction (65% Complete)
MFT Resurfacing, 2010-11	In Construction (70% Complete)

Private Development Projects

Project Description	Status
Commercial Site Plans	5 Plan Sets Reviewed
Grove Subdivision, 3 rd Addition	In Construction (99% Complete)
Grove Subdivision, 2 nd Addition	In Construction (99% Complete)
Cedar Ridge Elementary School	Punch List Items
Benjamin Elementary School	Punch List Items
George Evans Middle School	In Construction (95% Complete)
Cedar Ridge Subdivision	Punch List Items
Wingover Apartments	In Construction (99% Complete)
Morrissey Drive Trunk Sewer (Unit 5 Schools)	Punch List Items
Harvest Pointe – Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Morrissey Dr (US 150) at Evans Jr High School Signal	Punch List Items
Ireland Grove Rd Left Turn Lane at Black Oak Blvd	Punch List Items

Village of Downs Projects

Project Description	Status
Kickapoo Trunk Sewer, Pump Station & Force Main	In Construction (70% Complete)

Illinois Department of Transportation Projects

Project Description	Status
Veterans Pkwy/Morris Ave/Six Points Rd/Greenwood Ave	In Construction (0% Complete)

Engineering Department Tasks Completed: March 2010 and March 2011

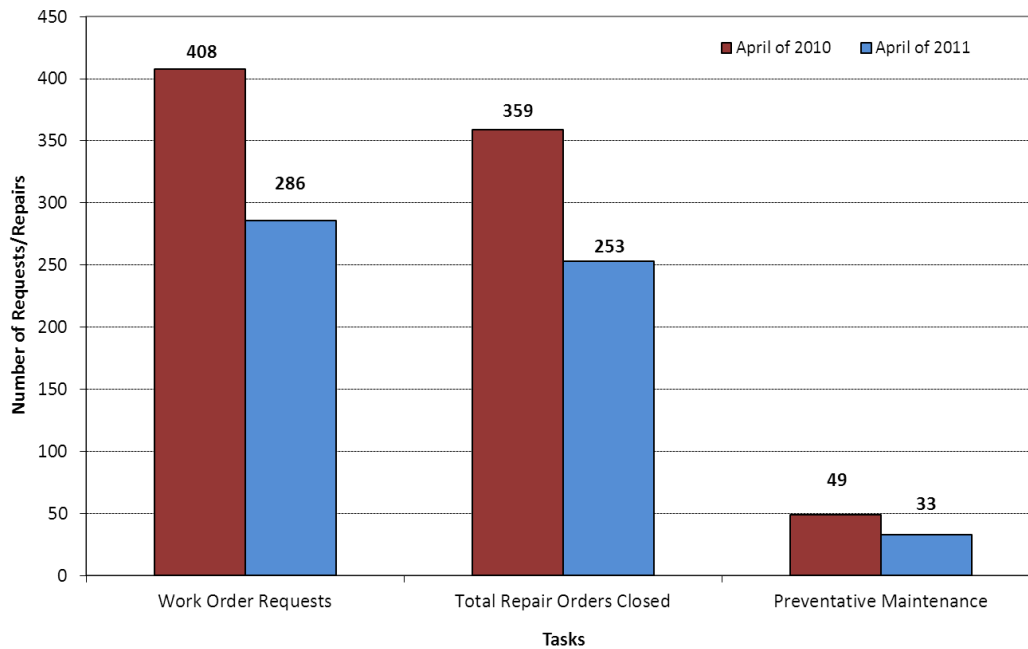
Permit Type	April of 2010	April of 2011
Curb Cuts	24 Permits Issued (Value \$840)	12 Permits Issued (Value \$350)
Erosion Control	24 Permits Issued (Value \$860)	12 Permits Issued (Value \$350)
Excavation	43 Permits Issued (Value \$1,505)	36 Permits Issued (Value \$1,155)
Water Meter Fees	Value = \$7,141	Value = \$6,750
Street Cut Deposits	Value = \$1,180	Value = \$0
Traffic Control	0 Permit Issued (Value \$0)	0 Permits Issued (Value \$0)
Dumpsters	3 Permits Issued (Value \$75)	3 Permits Issued (Value \$75)
Overweight Loads	36 Permits Issued (Value \$2,612)	12 Permits Issued (Value \$972)

Customer Service Calls	April of 2010	April of 2011
Call Center	1,538 inbound calls	1,188 inbound calls
Public Works Office	100 in-person assistance contacts	60 in-person assistance contacts

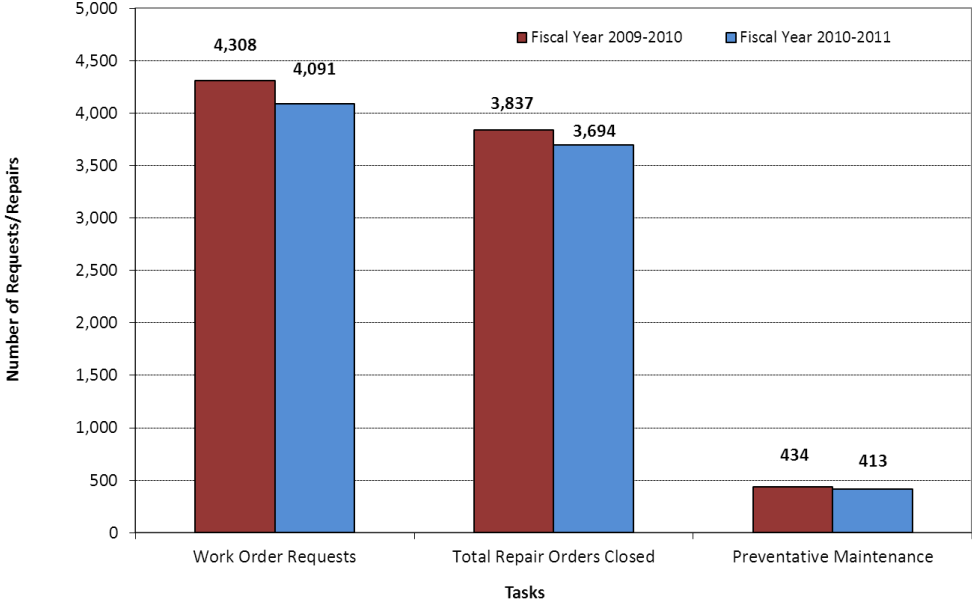
Erosion Control/Complaints	April of 2010	April of 2011
Inspection Report		
New/Maintenance Erosion/Storm-Water Management	272	206
Inspections	29	19
Inspection Files Closed	31	16

Fleet Management

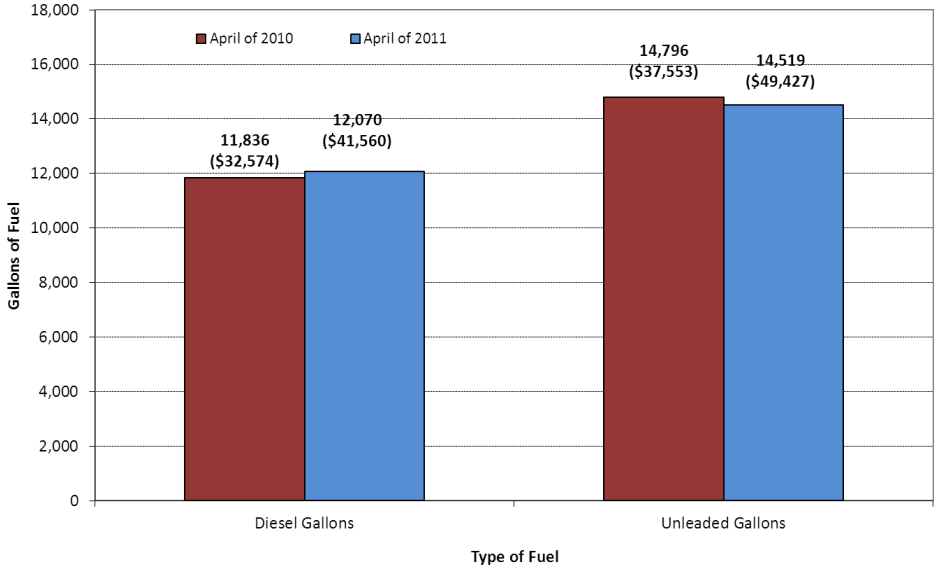
Fleet Management Equipment Repair & Maintenance: April 2010 and April 2011



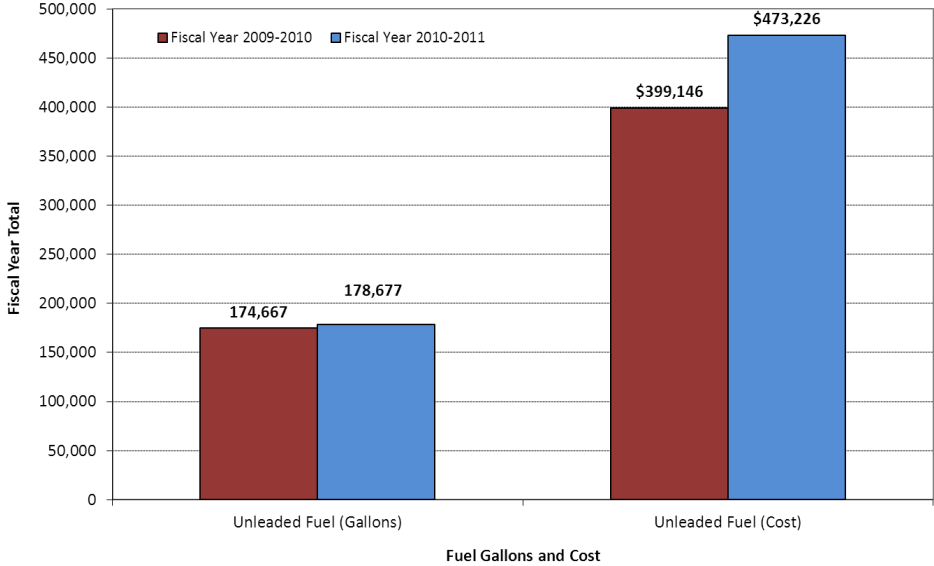
**Fleet Management Equipment Repair & Maintenance:
Fiscal Years 2009-2010 and 2010-2011**



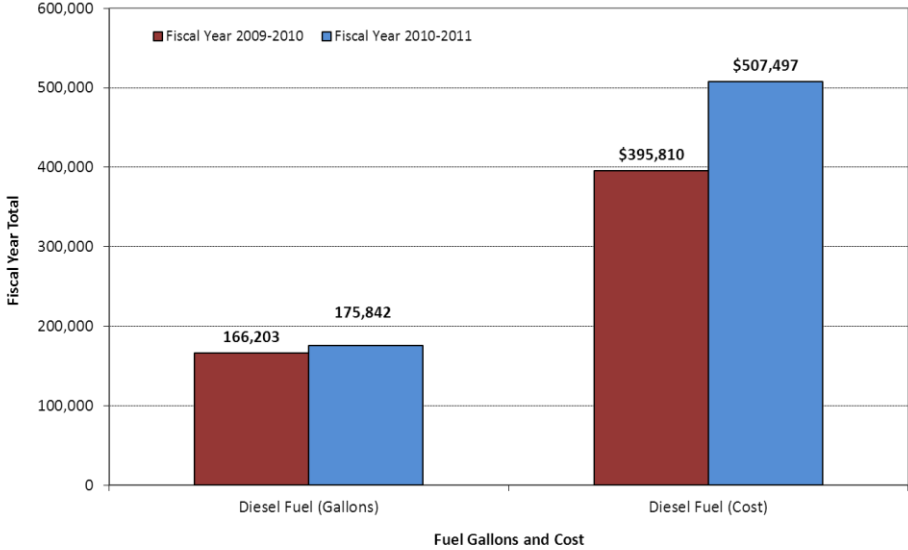
City Fuel Consumption: April 2010 and April 2011



City Unleaded Fuel Consumption: Fiscal Years 2009-2010 and 2010-2011



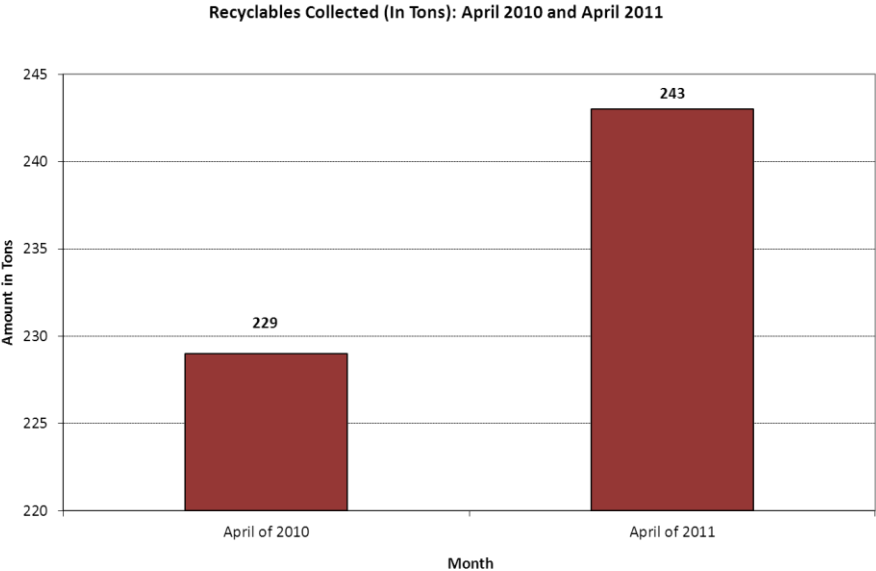
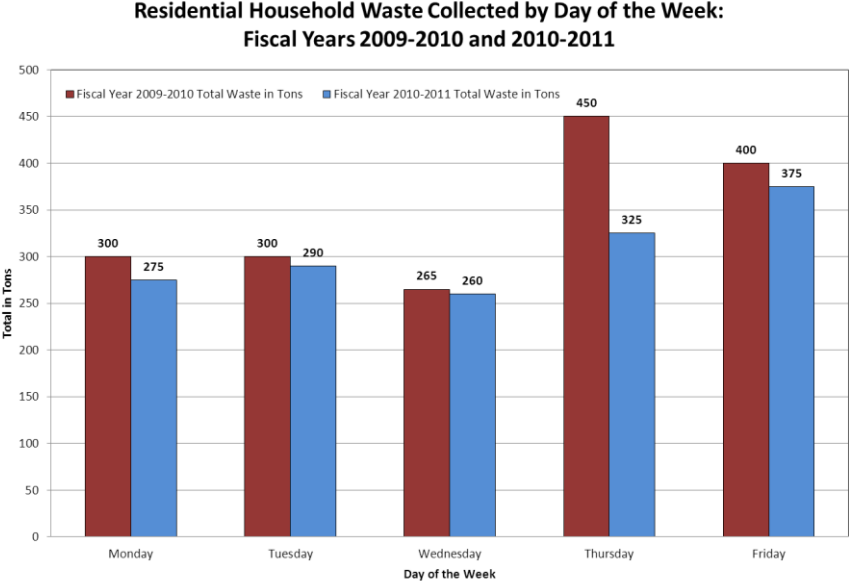
City Diesel Fuel Consumption: Fiscal Years 2009-2010 and 2010-2011



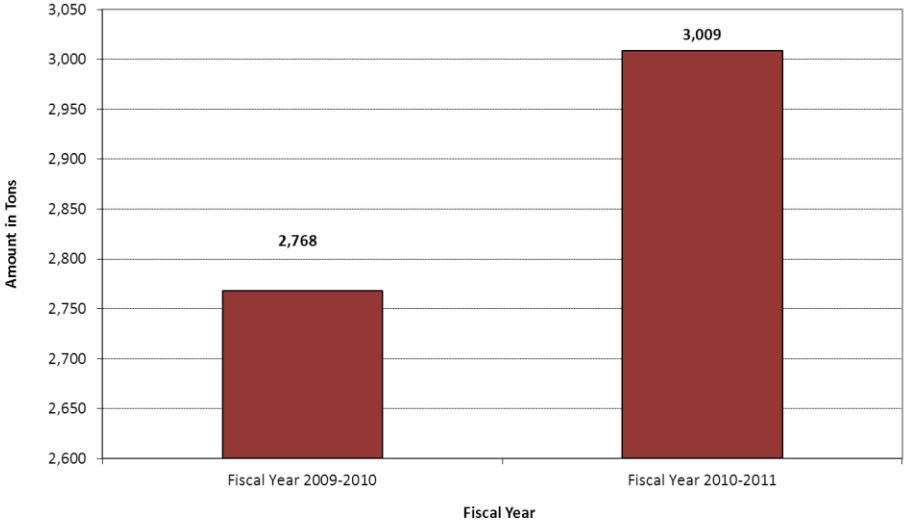
Fleet realized an approximate \$20,860 increase in fuel costs compared to the prior fiscal year month of April due to the rising cost of fuel. The average fuel cost in April 2011 was approximately 79 cents more costly than the prior year at this time and the City used 43 less gallons of fuel.

Waste Management

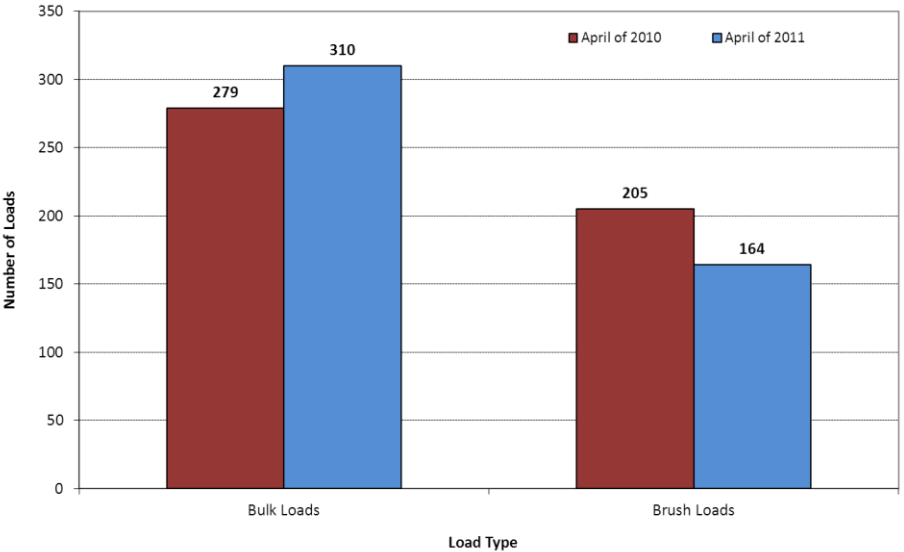
Approximately 25,500 residences are serviced weekly and an average of 28.2 pounds of household garbage was picked up each week at these locations. A total of 1,510 tons or approximately 3.0 million pounds of household waste was collected in April as well as 1.4 million pounds of bulk and 164 truckloads of brush.



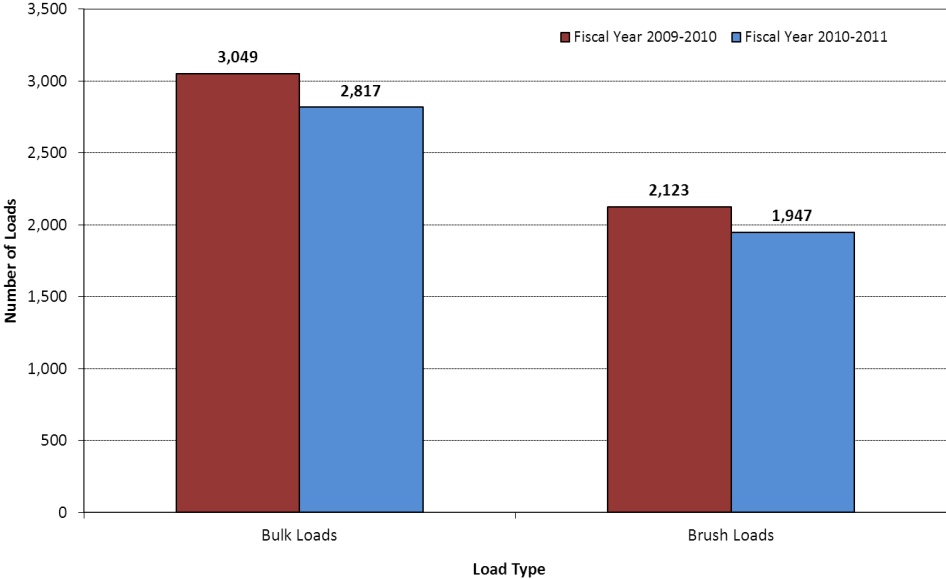
Recyclables Collected (In Tons): Fiscal Years 2009-2010 and 2010-2011



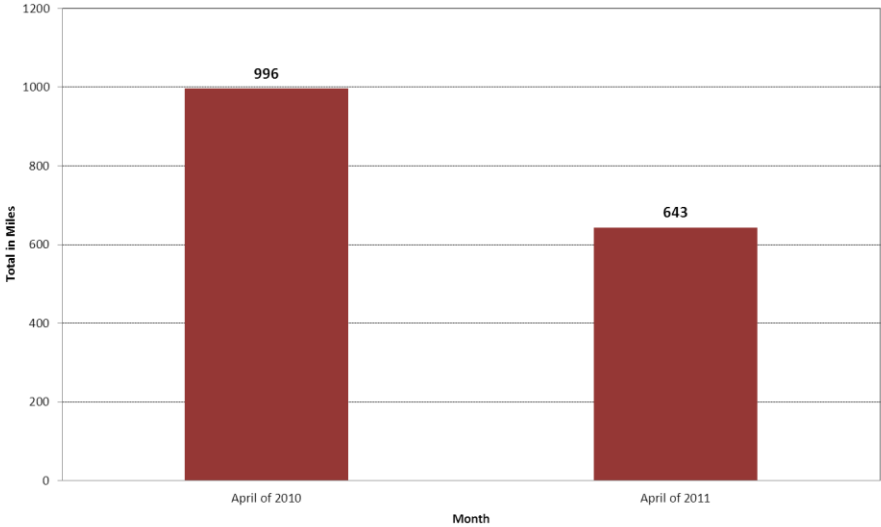
Bulk & Brush Loads: April 2010 and April 2011



Bulk & Brush Loads: Fiscal Years 2009-2010 and 2010-2011



**Streets Swept by Street Sweeper (Totals in Miles):
April 2010 and April 2011**



Ecology Action Center – 1st Quarter Recycling Report

January - March 2011

The Ecology Action Center has completed the following items in fulfillment of the Solid Waste and Waste Reduction Education Program agreement of January 1, 2008.

Bloomington

- Earth Schools Recycling and Waste Reduction 4th grade Presentations at Trinity Lutheran School, Pepper Ridge School, Washington School, Fox Creek and Bent School (12 programs, 323 participants).
- Several visits as project resource for Junior High at St Mary's School (3 presentations, 56 participants).
- Garbage Monster presentation for Scott Center/Children's Foundation (3 presentations, 42 participants).
- Presented overview of programs and strategies for IWU class (10 participants).

Normal

- Earth Schools Recycling and Waste Reduction 4th grade Presentations at Parkside, Epiphany and Calvary Christian Schools (5 programs, 125 participants).
- After School Recycling Activities Program at Unity Center (3 programs, 76 participants)
- Junior High Game Show Program featuring solid waste reduction at Kingsley & Parkside (8 programs, 226 participants).
- Waste Reduction/Recycling program for Girl Scouts (12 participants).
- Participation in panel discussion for Common Action (25 participants).
- Solid waste reduction presentation for Home & Community Extension (40 participants).

McLean County

- Earth Schools Recycling and Waste Reduction educational program presented at fourth grade classes at LeRoy and Hudson Schools (5 programs, 119 participants).
- EAC participation in Multicultural Leadership Program Sustainability Panel Discussion including solid waste issues (40 people).
- Presentation about solid waste reduction at Heyworth Senior Citizen meeting (40 people).
- Surveyed area waste haulers, recyclers, municipalities, and large organizations to gather data for annual calculation of county-wide municipal solid waste generation rate and recycling rate. Official rates were reported to the Illinois EPA as well as announced publicly; local radio stations and newspapers reported the improving rates as a story.
- Facilitated Solid Waste Technical Committee meeting and subsequent actions including coordination of recycling grants program for McLean County Schools.
- Ongoing EAC Executive Director participation in the statewide Illinois Recycling Association Board of Directors.
- Ongoing participation as Solid Waste Coordinator in permitting process of B & B Bedding Pollution Control Facility.
- Ongoing administration and promotion of Compact Fluorescent Lamp (CFL) recycling program with 4 drop-off points in Bloomington and Normal.
- Quarterly EAC paper newsletter produced featuring solid waste issues among other topics. Mailed to approximately 250 households and made available as free download on EAC website.
- Ongoing administration and promotion of Household Battery recycling program in conjunction with Interstate Batteries, Batteries Plus, and Springfield Electric (4715 pounds recycled in this quarter).
- Ongoing administration of Illinois Plastic Pot Recycling Program in cooperation with the McLean County Master Gardeners.

- Administration and promotion of McFreecycle, a free listserv on the internet for the free exchange of materials in McLean County to avoid disposal of useable items. EAC staff recently facilitated migration of entire McFreecycle listserv from Yahoo Groups to the more functional custom built Freecycle.org site (997 current members with an average of 832 messages exchanged monthly).
- Updated county-wide recycling information at www.ecologyactioncenter.org and www.Earth911.com.
- Answered phone calls and other inquires about the disposal of household hazardous waste and recycling (30 inquiries about recycling/waste disposal, 40 inquiries about Household Hazardous Waste, and 35 inquiries about electronics recycling).

Streets & Sewers

**Street and Sewers Job Tasks
Completed: April 2010 and April 2011**

Job Task	April of	
	2010	2011
Backfill	0	2
Cold Mix	87	41
Contractor	5	0
Hot Asphalt	2	0
Inlet/Culvert Repair	9	0
Mailbox Repair	11	73
Main Repair	3	0
Manhole Repair	5	1
Miscellaneous	0	1
Pavement Repair	0	1
Sidewalks	35	3
Skim Coat	17	0
Street Repair	0	1
Sump Pump/TV	2	0
Water	51	8

Streets and Sewers Jobs Completion Average (In Days)

Work Type	Average Age (days from received to completed)	Average Completion - (days form start to finish)	Average Billable Hours Worked
Backfill	10.55	0.78	4.36
Brick Repair	190	12	45
Cave In	193		1
Cold Mix	9.58	0.18	1.59
Contractor	54.04	15.41	17.35
Curb	11	11	19.5
Drain Tile	193	179	27.5
Drainage	0.83	0.17	9.83
Graffiti	0	0	6
Hauling	0	0	91

Streets and Sewers Jobs Completion Average (In Days) Continued

Work Type	Average Age (days from received to completed)	Average Completion - (days form start to finish)	Average Billable Hours Worked
Inlet Lead Repair	124.33	5.67	84
Inlet Repair	139.4	10.35	35.51
Mailbox	52.33	41.1	1.26
Main Repair	117.93	8.8	47.63
Manhole Repair	95.82	5.68	64.63
Misc	96.5	0.25	5
Pavement Repair	31.67	1.5	20.17
Perm Patch	161.51	7.91	94.17
Raise Manhole	6	0	21
Service Repair	166.62	12.92	37.13
Sewer Repair	3	4	60
Shoulders	195	25.8	19.8
Sidewalks	247.18	26.07	19.07
Skim Coat	91.17	0	5.63
Sump Line Repair	44.75	32.38	41.69
Traffic Control	0	0	29
TV	91	0	2.5
Water	22.62	7.5	16.94

**Streets and Sewers Outstanding Jobs:
April 2010 and April 2011**

Work Type	April 2010 Jobs Remaining	April 2011 Jobs Remaining
Backfill	N/A	1
Brick Removal	N/A	1
Brick Repair	N/A	1
Cave In	N/A	5
Cold Mix	N/A	55
Contractor	N/A	6
Culvert	N/A	5
Curb	N/A	64
Drainage	N/A	3
Driveway	N/A	1
Inflow/Infiltration	N/A	3
Inlet Lead Repair	N/A	4
Inlet Repair	N/A	48
Loader	N/A	1
Lower Manhole	N/A	4
Mailbox	N/A	45
Main Repair	N/A	17
Manhole Repair	N/A	3
Misc	N/A	4
Pavement Repair	N/A	38
Perm Patch	N/A	24
Rebuild Manhole	N/A	1
Service Repair	N/A	14
Shoulders	N/A	8
Sidewalks	N/A	26
Snow Plow	N/A	1
Street Repair	N/A	1
Sump Line Repair	N/A	6
Traffic Calming	N/A	1
TV	N/A	1
Water	N/A	87
TOTAL	N/A	479

Stormwater Education and Public Participation Program 1st Quarterly Report

January 1, 2011 – March 31, 2011

The Ecology Action Center has completed the following tasks as part of the Stormwater Education and Public Participation program:

Education Programs

- Clean Water Programs at St. Mary's Catholic School, Trinity Lutheran School, Benjamin Elementary, Epiphany Elementary, Cedar Ridge Elementary, Fox Creek Elementary School, Holy Trinity Grade School, Oakland Elementary School, Pepper Ridge Elementary School, Washington School, Bent School, Grove and Sugar Creek (36 programs, 966 participants).
- Presentation to IWU class (10 Participants).
- Scout group (1 programs, 12 participants).

Informational Events and Presentations

- Information table on clean water protection, Yard Smart and stormwater runoff at ISU International Fair (139 participants).
- Presentation featuring clean water topics at Home Extension meeting (50 participants).
- Presentation on Rain barrels and clean water protection for Unit 5 Alternative School (15 participants).
- Participated in panel discussion at Multicultural Leadership Program and Common Action including clean water topics (65 participants).

Yard Smart Program

- Master Gardeners Home Lawn and Garden Day information booth on Yard Smart program, rain barrels, and storm water runoff (75 participants).
- Answered phone inquiries about YardSmart program and rain barrels (20).

Other Efforts

- Participated in WGLT's Uncommon Knowledge Series with two-part interview about water pollution issues, estimated to reach 5,000 listeners each time.
- Facilitation of McLean County Greenways Coalition as Chair.
- Ongoing participation in Watershed Plans Implementation Committee .
- Ongoing planning and data collection for local watersheds forum website to act as a clearinghouse of local information on watershed issues.
- Installation of demonstration rain garden in Normal underway in coordination with Town of Normal staff; interpretive signage for Lake Bloomington rain garden designed and printed with spring installation planned.

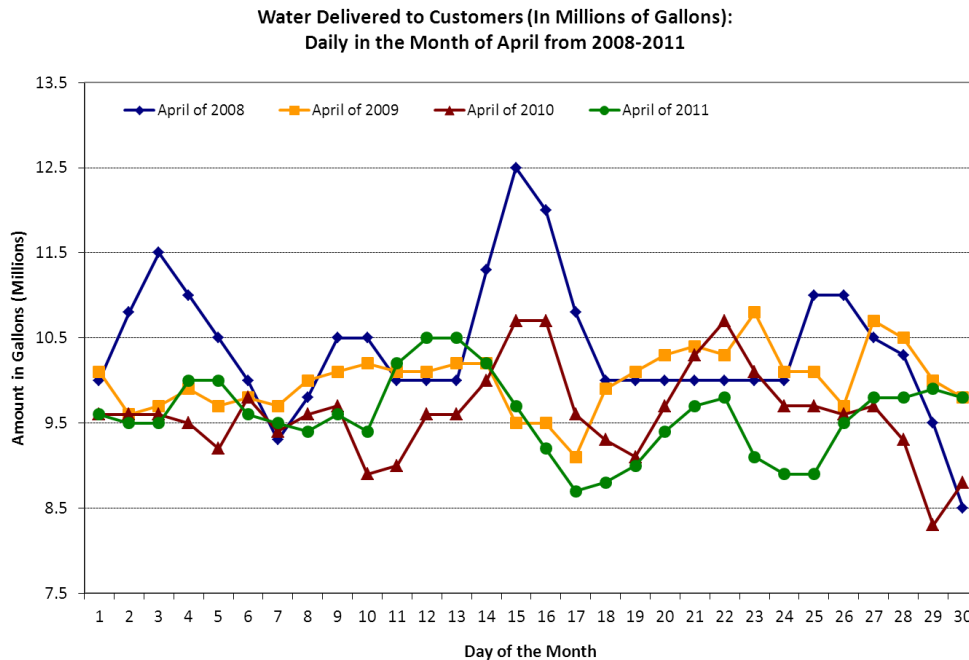
Water Department

Reservoir Conditions

1. With the extremely wet month, (wettest April in Illinois weather history) the Lake Bloomington reservoir and the Evergreen Lake reservoirs were both full throughout the month. We are pumping from the Evergreen Lake. From a water supply standpoint at this time of year, our position is excellent.
2. This is the time of year that the nitrate content of the raw water supply in the reservoirs becomes a more pressing issue. With the watershed run off in late March and throughout April, the nitrate levels in Lake Bloomington increased rapidly. Since we were approaching the allowable limit (10 milligrams per liter (mg/l) or parts per million) for nitrate content in the raw water, we switched to the Evergreen Lake reservoir in early April. Currently our nitrate levels are around 4 mg/l from the Evergreen Lake Reservoir.

Pumpage

1. We pumped around 9.6 million gallons per day (MGD) in April with a peak day of 10.5 MGD on April 12, 2011. The April average for 2011 can be compared to the average daily pumpage during April 2010 of 9.6 MGD, 10.0 MGD in 2009 and 10.4 MGD in 2008.



Infrastructure

1. The Morris Avenue/Veterans Parkway reconstruction project was started in March with some electric and gas utility relocations. The Water Department had budgeted \$750,000 total for this project. The portion that the Water Department must fund is about \$603,000. We had a

pre-construction meeting with Stark, the successful bidder, in late March and they started water main work in the late April but have not made much progress because of the very wet weather. This project will probably cover the construction seasons of 2011 and 2012. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City’s future through a realistic, funded capital improvement program.)

2. The first phase of the Morris Avenue project, the replacement of the water main on Greenwood Avenue, is proceeding well. A public meeting was held on October 7, 2010 and the project started shortly thereafter. The project was bid during June 2010 and the low bidder was George Gildner, Inc. at \$442,000. The engineer’s estimate for this project was \$612,000. This project is just in the clean up stage. The project is approximately 99% complete at this time. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City’s future through a realistic, funded capital improvement program.)
3. The water main installation, by the developer, around the new Advocate BroMenn facility on east Route 9 and Trinity Drive is complete and in service.
4. In April we have continued working on fire hydrants with problems that could be described, for the most part, as minor. For the month, we serviced 9 hydrants. We also replaced 4 hydrants during the month. This brings the fiscal year total to 261 hydrants serviced and 72 hydrants that have been replaced. As of the end of April, we have no hydrants out of service as a result of our annual hydrant testing that we are working to repair/replace. (Relates to: Strategic Plan Goal #2 – Upgrade City Infrastructure and Facilities, Objective #5- Investing in the City’s future through a realistic, funded capital improvement program.)
- 5.

Hydrant Repairs and/or Replacements by Fiscal Year*

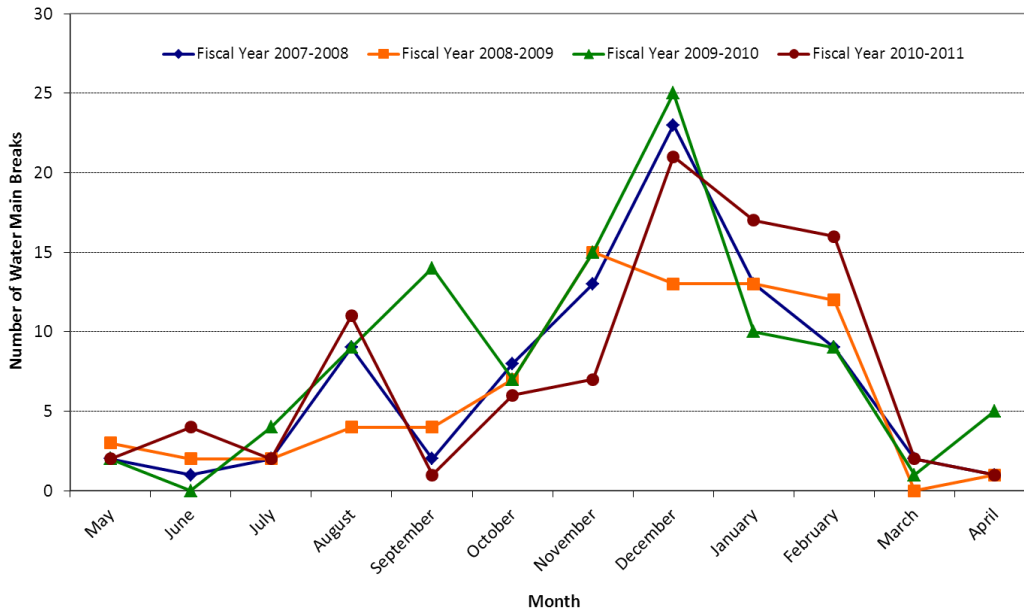
Category	Fiscal Year (FYE)			
	To Date	FYE 2010	FYE 2009	FYE 2008
Total Number of Hydrants	4,205	4,000 +/-	3,900 +/-	3,800 +/-
Total Number out of Service	0	13	100+	600+
Total Number of Hydrants Serviced	261	185	381	543
Total Number of Hydrants Replaced	72	59	75	23
Percentage of Hydrants in Service	100%	99.70%	97.40%	84.80%

* Please note the number of hydrants is changed at the end of each fiscal year to reflect the growth in the system. The number for FYE 2011 reflects a sizable increase, not all related to growth. Since the hydrant testing program was started four years ago, numerous hydrants that existed in the system but were never on maps or had never been tested were added to the records. FYE 2010 had scores of hydrants added in this fashion. Thus the start of FYE 2011 reflects that fact.

6. With the 72 replacement hydrants that have been installed this FY, 23 were on WM projects and 49 of those were funded through our Operations and Maintenance account. The hydrants that were part of water main replacement projects were funded from a capital account. With the hydrants funded by the O & M account, we have spent approximately \$172,000 on their installation at approximately \$3,500 per hydrant.

7. The 229 fire hydrants that we have replaced since the start of our fire hydrant testing program equates to over 5% of our total hydrant count. Additionally, we have performed some type of heavy maintenance on about 1 in every 3 fire hydrants over the last four years. This is an excessively high number but unfortunately reflects the fact that the hydrants were not maintained for many years and we are simply catching up on maintenance.
8. During April, no fire hydrants were called out service by the Fire Department. The overall fiscal year average for the time it takes to return a fire hydrant back to service after it has been called out of service stands at 3.2 days. Our performance measure for FY 2012 is a return-to-service time of not-to-exceed 5.0 days. This will be lowered to 5.0 days in FY 2011/12.
9. During April, with the start of the 2011 Water/ Fire Department collaborative hydrant testing program, the Fire Department tested approximately 50 hydrants. The total of hydrants tested by the end of the month is about 1% of the total # of fire hydrants) (Relates to: Strategic Plan Goal #1 - Financially Sound City Providing Quality Basic Services, Objective #5- Partnering with others for the most cost effective service delivery.)
10. Our crews tagged about 460 fire hydrants during the month. These heavy duty metal tags add to the proper identification of the fire hydrants in the field. We will continue the tagging process throughout the spring. Currently, about 2,200 hydrants or 55% of our total hydrants are tagged.
11. As part of a negotiated settlement with a third party grease manufacturer that supplied grease for their hydrants, the manufacturer of Waterous brand fire hydrants has started repairing certain fire hydrant parts that were potentially damaged by corrosive grease that was used on hydrants that we purchased from 1999 to 2004. We have a total of about 2,200 Waterous hydrants in the City of which about 700 meet the date of manufacture criterion. About 200 of these were repaired last year. The repair contractor has been working on these hydrants and repaired about 200 hydrants during the month.
12. Brett Lueschen completed the mapping of the fire hydrants around the Lake Bloomington reservoir which are in the Hudson Fire Protection District. Some of these hydrants will be tested as part of the Insurance Service Organization (ISO) inspection of the Village of Hudson system.
13. During the month, we repaired one water main breaks; at the site of a previous repair where a clamp needed to be tightened on the 1930 vintage 24" cast iron transmission pipeline between the Ft. Jesse pump station and the Division Street pump station.

Water Main Breaks by Month Since Fiscal Year 2007-2008



- 14. We made one valve repair during the month of April.
- 15. We installed another 265 Radio Frequency (RF) meters during the month. When completed, the meter change-out program will eliminate the need for Meter Readers and those positions (currently the department has two Meter Readers) will be eliminated within 3-5 years. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner.

Radio Frequency (RF) Water Meter Installation During 2011 Fiscal Year

Month	Fiscal Year 2011 Installations	Overall Total Number of RF Meters in System	Total Number of Meters in System	RF as a Percentage of Total Meters
May	346	6,242	29,816	20.94%
June	579	6,821	29,852	22.85%
July	662	7,483	29,885	25.04%
August	627	8,110	29,894	27.13%
September	475	8,585	29,915	28.70%
October	493	9,078	29,930	30.33%
November	335	9,413	29,965	31.41%
December	83	9,496	29,989	31.66%
January	51	9,545	29,997	31.82%
February	60	9,607	29,997	32.03%
March	191	9,798	30,007	32.65%
April	265	10,063	30,043	33.50%

Financial

- The monthly tracking of the financial condition of the Water Department as compared to the FY 2010/11 budget is as follows: (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #1- Budget with adequate resources to support defined services and level of service.)

Water Department Fiscal Year 2011 Financial Statement

Month	Budgeted Revenue	Actual Revenue	Difference -		Actual Expenses	Difference - Budget Versus Actual Expenses
			Budget Versus Actual Revenue	Budgeted Expenses		
May	\$1,200,304	\$1,033,951	-\$166,353	\$1,139,363	\$825,568	\$313,795
June	\$1,342,627	\$1,311,941	-\$30,686	\$1,139,363	\$1,112,170	\$27,193
July	\$1,632,313	\$1,261,148	-\$371,165	\$1,139,363	\$1,587,628	-\$448,265
August	\$1,337,347	\$1,510,743	\$173,396	\$1,139,363	\$896,988	\$242,375
September	\$1,336,587	\$1,472,623	\$136,036	\$1,139,363	\$947,464	\$191,899
October	\$1,336,587	\$1,489,984	\$153,397	\$1,139,363	\$795,516	\$343,847
November	\$1,190,764	\$1,501,293	\$310,529	\$1,139,363	\$1,429,639	-\$290,276
December	\$1,190,764	\$1,178,390	-\$12,374	\$1,139,363	\$837,099	\$302,264
January	\$902,018	\$1,310,679	\$408,661	\$1,139,363	\$1,431,238	-\$291,875
February	\$1,194,144	\$1,016,037	-\$178,107	\$1,139,363	\$693,241	\$446,122
March	\$1,200,604	\$1,473,585	\$272,981	\$1,139,363	\$965,455	\$173,908
April	\$1,058,241	\$978,539	-\$79,702	\$1,139,363	\$918,236	\$221,127
FY to Date	\$14,922,300	\$15,538,913	\$616,613	\$13,672,356	\$12,440,242	\$1,232,114

- We are over our budgeted revenue for the year and we are also below our budgeted expenses. Thus, our overall position is that we are positive in actual net income (unaudited) by \$3,094,311 at the end of April.
- We continue to track our delinquent customers closely and will use the last resort of a shut-off if the customer does not respond to requests for payment of the past due amount or by entering into a payment plan.

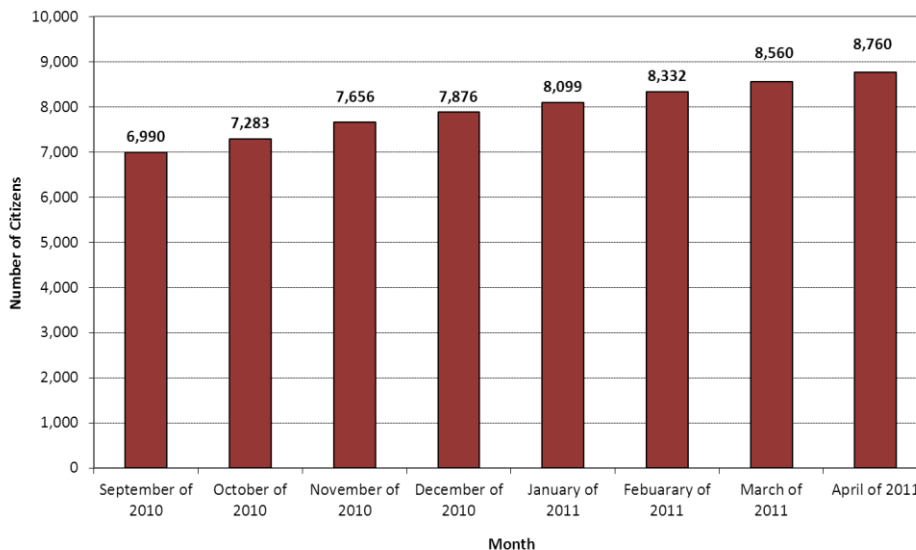
Shut-Offs by Billing Cycle and Date

Billin Cycle	3-Mar	9-Mar	16-Mar	23-Mar	30-Mar	6-Apr	12-Apr	27-Apr
1	69				72			
2		61				62		
3			30				36	
4				31				26

Miscellaneous

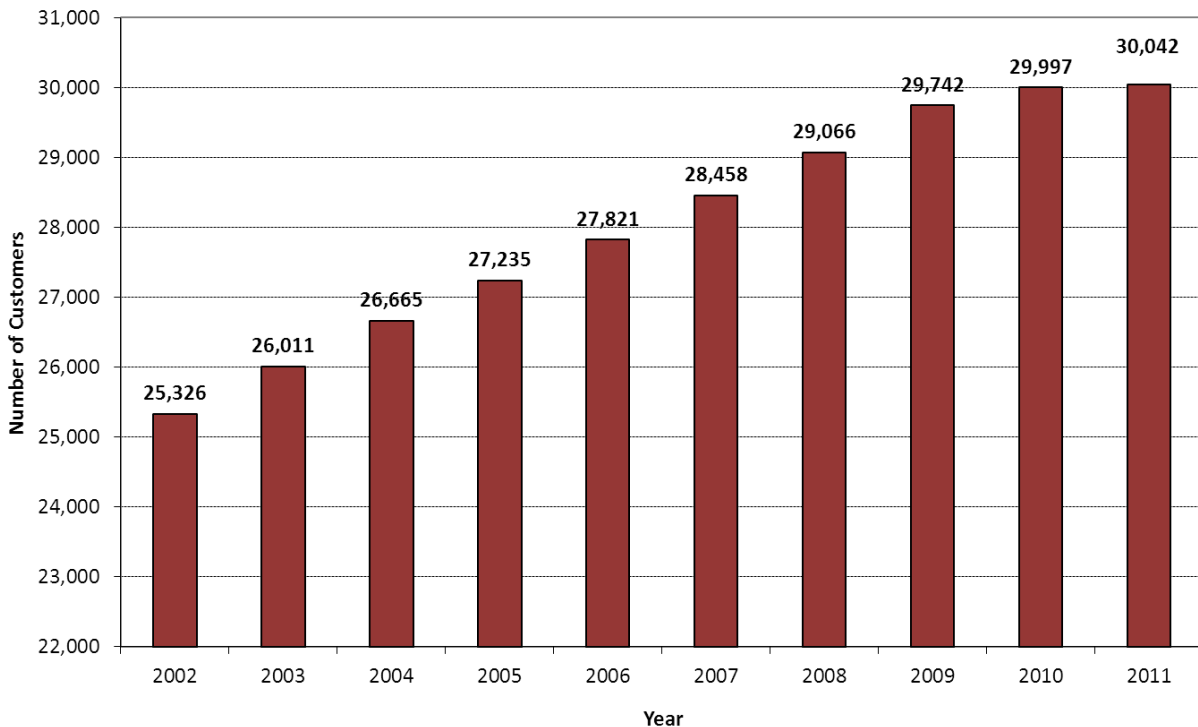
1. We had a bid opening during the month for the purchase and installation of a new lime dust collection system to replace the failed system currently in use. This will take several months to complete but should be done by the fall of the year. The successful bid was \$160,000.
2. We had a bid opening during the month for the purchase and installation of a variable frequency drive (VFD) for a high service pump at the Water Treatment Plant. This will be installed over the next few months. The successful bid was \$86,000
3. We changed out one Unitized Measuring Elements (UME's) on a large meter in the system. The UME is the part of the meter that has the moving parts that are subject to wear and is critical to keep in good repair. This is part of our large meter testing and maintenance program.
4. The replacement and off-site reactivation of our Granular Activated Carbon (GAC) is completed at the Water Treatment Plant.
5. Our on-line bill payment option continues to attract new enrollees. As of the end of April, we have 8,760 customers signed up for this service. We added 200 customers for the month. We will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 8,760 customers are about 29.2% of our customer base. (Relates to: Strategic Plan Goal #1 – Financially Sound City Providing Quality Basic Services, Objective #4- City services delivered in the most cost effective, efficient manner.

Number of Citizens Signed Up for On-Line Water Bill Payment



6. In a related metric for the number of customers accessing their accounts on-line, we now have 645 customers who have signed up for the recurring payment option whereby their bill is paid each month without any action on their part or actually, on our part either.
7. We continue to see overall customer growth continue in 2011 although it has slowed tremendously as compared to years in the recent past. For the month of April, we had a small gain of 32 customers bringing us to 30,042 customers.

Number of Water Department Customers by Year Since 2002



Personnel

1. We have a field employee that will be out on an extended leave of absence with a serious medical condition. We wish this employee a quick and speedy recovery.
2. In late April, we had a long time seasonal leave our employ. A search for his replacement was immediately initiated and we have hired Lisa Stevenson, a former City of Dallas, Texas worker who has experience with maintaining traffic signals. She will be starting in early May.
3. We have a long time employee out following some surgery. He will be out for probably 4-6 on rehabilitation.

Communications

1. We sent out a press release concerning the 2011 fire hydrant testing program.

2. We had a billing insert in the City Services bills in April that covered the topic of water powered sump pumps.
3. We had a billing insert in the City Services bills in April that covered the topic of on-line bill payment and its advantages for a customer.

Cost Saving Measures

1. We have PDC Laboratory, our contract laboratory for many higher level tests that we cannot perform in our laboratory, pick up samples, saving us shipping fees. Approximate savings ~\$35 per month.
2. We negotiated a 25% discount with Underwriters Laboratories for taste & odor (T&O) samples. This saves about \$400 per month.
3. We started ordering Hach brand laboratory supplies for chlorine and fluoride testing through a scheduled shipment plan. This saves about \$100 per month.
4. By requesting competitive laboratory quotes for the Unregulated Contaminant Monitoring Rule Phase II (UCMR2) testing, we are saving about \$400 per month. There are very few laboratories in the country that are certified for this testing.
5. We have changed the amount of time between filter backwashes from 48 to 72 hours. Although it is difficult to quantify this in terms of dollars saved, it will clearly save some costs because the number of backwashes throughout the year (each one requiring a large pump to be used) will be reduced. This is being done with no negative effect on water quality.
6. The Water Department integrated the entire JULIE locating system into its workload. Previously it just located the buried water infrastructure. This service performed by the Department now includes locating the infrastructure related to water, sewer, storm water, sump pump lines, traffic signals, street lights and fiber optic lines. This involves responding in one fashion or another to over 16,000 locating requests each year. This was done without adding any Staff but has made getting other work done more challenging. It has reduced the costs to locate for other City Departments that had previously located their own infrastructure, so that when an after-hours JULIE request was responded to, representatives from three different departments would mobilize for the same location. This is now handled by one temporary employee. This amounts to a monthly savings of at least \$1,000 per month.
7. Rick Twait, Water Purification Superintendent, negotiated a new three year contract for the off-site reactivation of our Granular Activated Carbon (GAC). This will lead to considerable savings over the next three years. Looking at the revised contract and using our experience with the annual change-out of GAC, we should save about \$5,300 month or over \$60,000 per year.

CERTIFICATE *of* APPRECIATION

presented to

City of Bloomington

by

**Boys & Girls Club
Of Bloomington-Normal**

For your outstanding commitment to the young people of our community and Club recognizing that your support has made a significant and positive difference in their lives.



**BOYS & GIRLS CLUBS
OF AMERICA**

Malcolm Birkm

CHIEF VOLUNTEER OFFICER

D. Young

CHIEF PROFESSIONAL OFFICER

April 5, 2011

DATE

Gene P.

HONORARY CO-CHAIR

Roxanne Julett

PRESIDENT

Michelle Obama

HONORARY CO-CHAIR