



The **City Manager's Monthly Report** is intended to provide a brief summary of City activities, with links to additional information where possible. Due to the variety and complexity of City functions, however, the report is not all-encompassing. Please always feel free to [contact the City of Bloomington](#) for more information or with questions or concerns. View past and upcoming events on the City's [calendar](#).

HIGHLIGHTS

In this report you will find detailed activity from City Departments for November 2018, such as:

- Statistics from the **Fire Department**; the department **averaged 27.6 incidents per day**.
- The **Community Development Department** issued a total of **410 Construction Permits in November**.
- **Telecommunicators** answered **1,777 calls in less than 10 seconds** and **27 calls in less than 20 seconds**.
- Stats from the **Library** including, **24,842 people** visited the Library (a daily average of 857)

CONSIDERED IN NOVEMBER

[City Council Record of Motions and Votes](#)

City Council Regular Agenda Items

- Presentation of the FY2018 Comprehensive Annual Financial Report as audited from Baker Tilly Virchow Krause LLP, as requested by the Finance Department. **[Presentation only]**
- Consideration of a Contract Extension with Evergreen FS, to pay for fuel for fleet vehicles and equipment, in the amount not to exceed \$1,125,000. **[Motion carried.]**
- Consideration of the approval of certain contracts related to the construction of the American Alligator exhibit at Miller Park Zoo, in a total amount not to exceed \$35,000 and to be reimbursed by private donations, and approval of an Ordinance Amending the Fiscal Year 2019 Budget to allocate funds for the contracts. **[Motion carried.]**
- Consideration of approving the purchase of the Harmony Park inclusive playground for installation at Rollingbrook Park and O'Neil Park. **[Motion carried.]**
- Consideration of an Ordinance Amending the City's Schedule of Fees and amending various Chapters within the City Code regarding fees and classification. **[Motion carried.]**
- Consideration of an Agreement with Axon to purchase Body Worn Cameras, utilization of Evidence.com, Axon mobile apps, and the Axon In-Car video System, as a limited source, at a five-year fixed annual cost, to renew automatically each year contingent on the yearly expenditure being approved in the annual budget. **[Motion carried.]**
- Consideration of approving the 2018 Tax Levy estimate for the City of Bloomington and the Bloomington Public Library, as requested by the Finance Department. (Recommend the City Council estimate the Property Tax Levy to be (1) \$20,286,384 for the City of Bloomington; and (2) \$4,871,840 for the Bloomington Public Library.) **[Motion carried.]**
- Consideration of an Ordinance approving a Bond Refunding of the 2005 and 2007 General Obligation Bonds, in the amount of \$11,845,000. **[Motion carried.]**
- Consideration of an Ordinance amending Chapter 39 of the City Code to add a 6% tax on short-term rentals within the City of Bloomington. **[Motion carried.]**

City Council Special Meeting Agenda Items

- Presentation and discussion by the Police Department regarding Axon Body Worn Cameras, Axon Fleet and Evidence.com, as requested by the Police Department. **[Presentation only]**

- Presentation, discussion, and direction regarding the implementation of several proposed insurance programs for private residential water and sewer leak protection, water service line protection, and sewer lateral protection. **[Presentation only]**
- Presentation of Property Tax Levy considerations related to Public Safety Pension funding. **[Presentation only]**
- Council Initiatives: Alderman Jamie Mathy: Smart Street Lighting - Request that the City Manager, Public Works, and Information Services explore if Bloomington can save money by moving to a Smart Street Lighting program. **[Presentation only]**

NOVEMBER NEWSMAKERS

- [Lane Changes on Regency \(Fairway\)](#)
- [Woodbury Park Grand Opening](#)
- [MPZ Wild Lights](#)
- [Bloomington Quiet Zone Begins November 20](#)

FINANCE DEPARTMENT

- [FY 2019 Adopted Budget](#)
- [View Monthly Financial Report](#)
- [FY 2019 Budget In Brief](#)

FACILITIES

[View Facilities Monthly Activity Report](#)

CITY CLERK

[View City Clerk Monthly Activity Report](#)

COMMUNITY DEVELOPMENT

Building Safety

- There were a total of 410 Construction Permits issued in November of 2018, which is lower than the 496 Construction Permits issued in November of 2017. The value of the construction also decreased from \$11,392,464 in the prior year 2017 to \$5,135,256 in November of 2018.
- Two new projects were valued in excess of \$1,000,000 for the Storage & Concession Stand at 1020 South Morris (\$1,058,924), as well as, demolition and roofing work at 510 East Washington Street (\$1,065,000).
- Implementation of new Schedule of Fees on November 1, 2018.

Planning, Zoning and Historic Preservation

- The ZBA approved rear yard setback variance for 71 Pebblebrook Court.
- The HPC held discussion on future planning projects and awards for 2018.

Downtown Development

- Hosted Illinois Main Street Refresh with DT Stakeholders.

- Continuing to revise and improve Special Event permit process.
- Held Indoor Thanksgiving Farmers' Market
- Opened Santa Selfie Stop and promoted Small Business Saturday.

Economic Development

- Continued coordination on Business Registration Program with IS.

FIRE

[View Expanded Monthly Fire Statistics](#)

- In November the fire department responded to 830 incidents, this was down 76 incidents compared to October where we responded to 906 incidents.
- Of the 830 incidents 656 (79%) were EMS, and 174 (21%) of the incidents were fire.
- Fire loss for the month was estimated at \$45,775. We had no significant fires, we responded to 7 structure fires that resulted in a fire loss of \$18,000. The majority of the fire loss was from vehicle fires, loss was \$24,750.
- The department averaged 27.6 incidents per day.
- Department fire investigators investigated 4 fires in October.
- Truck 1 was the busiest fire apparatus with 166 runs.
- Medic 1 was the busiest ambulance with 287 runs.
- Thursday was our busiest day of the week with 144 incidents over the month
- 2:00 pm to 3:00 pm was our busiest time of the day.
- The department provided mutual aid 8 times this month and received mutual aid 1 times.
- Our EMS personnel provided 74 hours of preceptor time to EMS students and 31 hours to BACC students.
- The department is currently hosting a high school intern who is working alongside our firefighters and paramedics. He also was able to observe the Communications Center for an afternoon. This month he worked 40 hours at the department.

Public Education

Training provided to community

- Fire Safety at Fox Creek (3 Kindergarten Classes)
- Fire Station Tour @ 2 Station
- Fire Safety for Home Schooling Co-op students
- Station Tour for BHS Special Needs Students (2 classes/2 Days)
- Fire Safety at Heartland Headstart Morning Classes
- Fire Safety at Brigham (Morning and afternoon classes)
- Fire Safety at Stillwell location (Afternoon Classes)
- Fire Safety at Bright Beginnings
- CPR Class Student ministry pastors
- 92.9 Radio Fire Safety with John Armstrong

Fire, Lockdown, and Shelter in Place drills

- Fire Drill @ Washington Elementary
- Shelter in Place Drill at Stevenson

Social Media

- From 7452 to 7557 at the end of the month

Community Events

- Car Seat Installation Day on Saturday

Fire Department Training

- Training topics have been grouped into eight categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, Safety, Hazmat, & Officer. ([November 2018 Training Report](#))

HUMAN RESOURCES

The Human Resources department partners with every department of the City on their human capital needs and interacts and serves all employees throughout their careers, as well as prospective employees. The staff includes twelve (12) full-time employees who focus on six primary areas: Employee Recruitment and Hiring; Employee and Labor Relations; Compensation and Benefits; Training and Development, Employee Wellness and Safety, and Community Relations.

[+ Apply for current job postings](#)

[+ View Safety Report](#)

[+ View Expanded HR Report](#)

PARKS, RECREATION & CULTURAL ARTS ([Website!](#))

Bloomington Center for the Performing Arts

[View the BCPA calendar for past & future event info](#)

The BCPA presented a wide variety of programs in November including an educational student school time show, a comedic magic performance, and a Broadway touring show. Rental use of the stage include a tribute band, a community musical revue show and a memorial service for a notable artist and philanthropist. Attendance was high for both of the BCPA regular season shows, both of which showed a healthy profit.

Presented Programs:

- Student Spotlight: *Biscuit*, Wednesday, November 7, 2018
- The Naked Magicians, Wednesday, November 8, 2018
- *Elf: the Broadway Musical*, Sunday, November 11, 2018

Rental Programs:

- Harold Gregor Memorial, Monday, November 5, 2018
- Liverpool Live Tribute Show, Saturday, November 17, 2018
- *Holiday Spectacular*, Friday November 30, 2018
- Total Attendance for all events and classes: 8,386
- Facilities Usage: Auditorium Public Events 5; Auditorium Non-Public Events 12
- Ballroom and Other Space: Public Events 3; Non-Public Events 27
- Community Interactions: Radio – 10 ; Community Speaking Engagements – 6; Community Functions attended – 10

Golf Courses

- 350 Rounds Played.

- Due to one of the coldest and snowiest November's on record, golf rounds during the month were significantly down (68%) from last year.
- For the first time in at least 15 years, The Den at Fox Creek and Highland Park golf courses were effectively closed for the season by the 10th of November. Prairie Vista remains open year round.
- The indoor golf simulator is up and going at Prairie Vista. New courses have been added and the software has been updated giving the simulator the latest in HD golf simulation. Leagues will be formed for the winter season this year and we have adjusted our pricing structure to meet the growing demands.
- As mentioned, Prairie Vista remains open year round to accommodate any golfers looking to get out during the winter, as well as providing a place for golfers to come in to buy merchandise and gift cards over the holiday and winter season.

Miller Park Zoo

- Revenue from admissions was down 7.9% for the current fiscal year. Attendance was down 8.2% for the current fiscal year compared to last year's attendance. Revenue from Rentals was up 2.6% for the current fiscal year.
- Revenue from Concessions, Carousel, and Animal Food Sales was down 2.4% for the current fiscal year compared to last year's numbers. Education revenue was up 9.1%, and Zootique sales were down 12% for the current fiscal year, and overall Zoo revenue was down 4.3%.
- Acquisition: 8 Vietnamese Mossy Frogs, 2 Blue Grey Tanagers
- Disposition: 1 Female Panther Chameleon, 2 Domestic Chickens, 1 Male Matchies Tree Kangaroo, 4 Male Seba's Short Tailed Bats, 1 Vietnamese Mossy Frog, 1 Plated Lizard
- Other:
 - Hosted local Girl Scouts at an after-hours event
 - Hosted our volunteer appreciation party
 - Work started on the on the concession stand and alligator project.
- ATTENDANCE
 - November 2018: 1936 (Down 8.2%)
 - November 2017: 2739

Recreation

- The 40th annual Turkey Trot was held on Thanksgiving and saw over 1400 participants. This free event has seen significant growth each year.
- The Chopped program for youth had their final class, which included judging by a real chef. The participants really enjoyed the interaction and feedback on their creations.
- We held many recreation programs including Safe Sitter, Hoopsters, Lacrosse, dance, and trips for older adults.

Pepsi Ice Center

- Live Barn has successfully been installed. The first official event began on November 30th with the Illinois State University DII game. Live Barn is a subscription based automatic camera system that will allow families and coaches to watch games going on in the facility. It will also allow us to share highlights through Social Media and promote the facility.
- All winter sports programming are in full swing.

SOAR

- IWU hosted a SOAR Sports Night at the Shirk Center. 25 SOAR athletes participated with nearly 60 Titan student-athletes for basketball, track and kickball. It is a GREAT opportunity for our athletes.

- SOAR continues to have a group of participants, volunteers and family members volunteer at Midwest Food Bank 2 hours each week. This is a group that is growing in size and the food bank continues to ask us to return. We have most recently packed disaster relief boxes for hurricane victims and prepared non-perishable items for large deliveries to Salvation Army for the holiday season.

Parks Maintenance

Horticulture

- Started cut back of all perennials and grasses for winter.
- Leaf collection and mulching began in all areas.
- Holiday decorating Downtown Bloomington, Miller Park, and City Hall.
- Willow control at The Grove
- Durapatcher asphalt repair at Miller Park.
- Cooperative work with Public Works Engineering department to locate and resolve major floor drain issue at park maintenance.
- Completion of and grand opening at Woodbury Park

Forestry

- 25 stumps removed, dirted and seeded.
- 365 Trees total planted on City Street and Parks. 23 Different species planted to increase diversity in the urban forest.
- 65 trees planted in Veterans parkway medians. This is both to beautify the roadway and reduce mowing
- Consistent appearance of the disease fire blight on Bradford Pears.
- Applied for and was awarded matching grant from Morton Arboretum Community Trees program for start of street tree inventory
- Continued work with Water Department on tree valuations at Lake Bloomington.

Utility projects included are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the BCPA
- Began and completed Christmas light installation at Miller Park, Withers Park and downtown Main street
- Began installation of a new patio at Prairie Vista Golf. The area will include a Pergola style roof, new tables and chairs and a bar and grill area. Project will be completed by the end of December weather permitting
- Partnered with Stark construction for installation of a new pool wall at the old seal pool. The new exhibit will house alligators.
- Installed two new furnaces at the Creativity Center. The two areas being served are the BCPA offices and the dance studio.
- Installed new HVAC unit in Zoo Lab. Installation was completed by in house staff

POLICE

[Crime Maps and Statistics](#)

Crime Investigations Division (CID)

CID assigned 46 new cases this month. CID closed 31 cases in November with the following dispositions: 10 cases were cleared by adult arrest, two cases by juvenile arrest and 19 were

administratively closed, exceptionally cleared or were unfounded. The detectives continue to dedicate most of their hours continuing the investigation of the Homicide which occurred at the end of October.

Cyber Crimes

The Cyber Crimes Unit, which investigates crimes involving but not limited to child pornography, network intrusion and online scams, continued to operate in cooperation with the US Secret Service (USSS) and the Federal Bureau of Investigations (FBI). The unit has two open or active cases.

United States Marshal Task Force

The Bloomington office opened 14 felony cases and closed 13. Nine hands on felony arrests were made. The Task Force responded to a threat made over the phone to "shoot up" a local school. The subject was located without incident by Task Force Officer in another jurisdiction. Task Force Officers located and arrested a subject for failure to register as a sex offender; and located and arrested a subject wanted for drug induced homicide.

VICE Unit

The Vice Unit opened seven cases, closed nine cases and served 13 search warrants. They purchased 249.7 grams of crack cocaine, 12.9 grams of powder cocaine, and 3.8 grams of methamphetamine. They seized 141.7 grams of crack cocaine, 241 grams of powder cocaine, 80 grams of cannabis, 16.3 grams of methamphetamine, 20 grams of ecstasy, five firearms, four vehicles, and \$10,000 US currency.

Street Crimes Unit

Street Crimes made 10 probable cause arrests and seven warrant arrests. They seized 3.8 grams of crack cocaine, one firearm, and towed seven vehicles.

Criminal Intelligence and Analysis Unit (CIAU)

During the month of November, all of CIAU staff spent the majority of their work time assigned to conducting investigative support for the homicide that occurred the end of October. Staff conducted major case analysis for a burglary series, two incidents of gunfire and a robbery. Staff covered the vacant Public Information Officer position in regard to social media posting and release of departmental information.

First Shift 7 a.m. – 3 p.m.

Officers participated in the following trainings and community activities: SWAT, Mental Health seminar, Dynamics of Domestic Violence, Building Searches, the Political Rally at the Airport, Brigham Head Start Reading Program, and provided assistance at a funeral held at Mount Pisgah Baptist Church. Officers completed 15 school zone checks and five distracted driver details.

Second Shift 3 p.m. – 11 p.m.

Officers participated in the following trainings: Field Sobriety certification, homicide investigations, Mental Health Intervention, Basic SWAT and Search Warrant Training. The shift conducted one radar detail.

Third Shift 11 p.m. – 7 a.m.

- Third shift officers recorded 10 DUI arrests.
- Notable calls for service include on November 4th officers conducted a traffic stop where 2 subjects ran from the vehicle. Officers recovered a discarded firearm from the subject's escape route. On November 8, a local business was robbed at knifepoint by a subject who fled the scene on foot. November 10, a subject entered a local business with a stab wound to the back. The subject was transported to the hospital and the wounds were determined to be non-life threatening. The subject was uncooperative with officers in regard to the details surrounding the incident. On November

17th, officers located a domestic battery suspect in an apartment building. The suspect fought with officers in the common area, injuring two officers, before being taken into custody. Two additional subjects were arrested for obstructing when they attempted to stop the responding officers and would not allow back-up officers into the building. November 19th, an officer conducted a traffic stop on a vehicle with five occupants. Two occupants claimed to be kidnapped by the other three occupants, which was discovered to be unfounded. After further investigation, officers arrested four of the occupants, seized two firearms and illegal substances. On November 24th, officers responded to a local hotel for the report of 30 people fighting. Prior to officer's arrival three shots were fired. No injuries were reported. Officers received no cooperation from anyone at the scene.

Administration

School Resource Officers (SRO) met with many students regarding proper use of social media, grades, success in school, cyber bullying and bullying, challenges to fight, and poor behavior. Officers responded to seven fights, two batteries, and 13 incidents of disorderly conduct. The Public Information Office (PIO) made social media posts promoting department employees, coordinated upcoming events, attended several community events and gave presentations at Central Catholic High School and Woodhill Towers. The PIO attended the Force Science Fall Speaker Series training "Surviving Law Enforcement's Journey into the Online Abyss".

Downtown

- There were 14 days of Downtown Hireback, with a total of 49 pairs of officers, including 12 pairs assigned from 3rd shift patrol working during the month. Notable calls for service include on November 2nd a subject was detained after being denied entry to an establishment due to the subject's ID. The ID was thought to be fraudulent. The subject's ID was not fraudulent, however the subject was issued an ordinance violation for possession of cannabis due to officers located 5 grams of cannabis on the subject's person. On November 8th, officers were approached about a possible domestic incident that occurred at an establishment. All subjects were interviewed, however no arrests were made. November 9, a subject was issued an ordinance violation for battery after being seen hitting the victim. The subject who was issued the ordinance violation was arrested for a warrant. Also on the 9th, officers made contact with two subjects who were involved in a verbal altercation downtown. Information for a domestic report was taken. In the same call for service it was found one of the subjects was under 21 years of age and subsequently issued an ordinance violation for illegal consumption of alcohol. On November 23rd, officers observed a minor vehicle accident. Officers were told the driver of one of the vehicles left the scene on foot. The driver was later located in an alley nearby. The driver was issued four citations related to the accident and driving with a suspended license and an ordinance violation for public urination.
- Totals for this month include 308 hours of overtime, 229 bar checks, 18 ordinance violations, 14 parking citations, four traffic citations, eight fights, 13 calls for service, two arrests, and 13 vehicles towed. Ordinance violations were issued as follows: two for challenge to fight, one for battery, two for public urination, two for illegal consumption, one for fraudulent identification, nine for minor in a tavern and one other.

COMMUNICATIONS CENTER

[View Police Communications Report](#)

- Telecommunicators answered 1,777 calls in less than 10 seconds and 27 calls in less than 20 seconds. This gives the communication center a 99% rating of calls answered within 10 seconds. The State of Illinois mandates that 90% of incoming 911 calls must be answered within 10 seconds.

- Communications Center Manager attended the Illinois 911 conference, attended the Starcom Ad-Sub meeting, and taught Illinois Telecommunicator Emergency Response Taskforce (ILTERT) Field Deployment Class in Joliet. Staff completed training on Emergency Police Dispatch Protocols in preparation for an early 2019 go-live. Alarm ordinance violations issued to date: 226

PUBLIC WORKS

[View 2017 Water Quality Report](#)

[View Expanded Public Works Department Reports](#)

[McLean County Solid Waste Program Q3 Report](#)

- Fleet received 967 phone calls, front office administrative staff received 1,510 telephone calls, while the billing staff handled 2,554 incoming phone calls and placed 1,606 outbound phone calls.
- Ecology Action Center has released the McLean County Solid Waste Program third quarter activity report (attached).
- The Department released the 2017 Annual Consumer Report on the Quality of Tap Water. The report has been included in recent utility bills and is available online at the City's website. In addition, hard copies are available at City Hall, Division Street facilities, and other locations in the community.
- Completed resurfacing of Fairway/Regency Drive from Empire Street to Oakland Avenue, Jefferson Street from Lee Street to Prairie Street and Grove Street from Prairie Street to Robinson Street. Grading, seeding and final pavement markings will be completed in the spring of 2019. A section of Fairway Avenue from Robinhood to Empire Street will be resurfaced in the spring of 2019.
- Sidewalk work has been completed on Front Street from Madison Street to East Street. Resurfacing of this section will be done in the spring of 2019.
- A downhole, geophysical investigation to determine the contribution of the various geological formations to the water capacity of Test Wells 1 and 2 was completed in November. This investigation will provide information relevant to the acidification and pump testing work that is scheduled for January 2019 and future wells in the St. Peter aquifer.
- Technical assistance to the consultant for the Water Division SCADA Master Plan has continued through the month of November with the draft master plan anticipated later in December.
- We have collected 1835 yards of leaves as of November 29, 2018. With the early snow and late falling leaves, it has slowed down collection of leaves.
- November 26, 2018, we reduced to 6 garbage routes.
- Approximately 24,500 residences are serviced weekly. An average of 20.25 pounds of household garbage were picked up each week at these locations during the month of November.
- 133 miles of streets were swept the month of November.
- Fleet installed salt spreaders on dump trucks and finished repairs on snow event equipment.
- Daily pumpage for November, 2018 was 8.5 million gallons per day, 0.5 mgd lower than the previous month and was 0.15 mgd lower than the previous 3 years. November, 2018 was 9 degrees cooler than average (33 F avg for November, 2018 versus 42 F long term average). Total rainfall for November, 2018 was 2.22" as reported for Hudson by Accuweather.com, which is 1.16" lower than the long term average for the month. 5.4 inches of snow fell in November, 2018.
- Nitrate concentrations for both reservoirs are well below the 10 mg/l as N regulatory limit. Laboratory staff are closely monitoring the lakes and streams, and will continue to monitor conditions.
- We utilized Lake Bloomington as our water source during November, 2018. We switched pumping from Evergreen Lake to Lake Bloomington during October, 2018. Evergreen Lake levels were around 4.0 feet below spillway elevation, which is in the lower range of reservoir levels for the end of

October, and gained a foot during November to an elevation of 717.0 feet. Lake Bloomington started November slightly below spillway elevation and ended with a slight amount of flow over the spillway.

- Continued to replace and repair water service lines and curb stops. Staff replaced and / or repaired 26 service lines. Several of these were very old lead (the metal) service lines. Removal of lead from the system helps the City maintain safe water quality and is in accordance with lead water standards.
- The Department located / cleared 2,094 JULIES and issued 58 JULIES.
- Repaired 8 water main breaks and replaced 3 fire hydrants throughout the City.
- The council awarded the Lake Bloomington water main replacement project to George Gildner, Inc. The City held a public meeting on June 25, 2018, at Davis Lodge. Construction started June 26, 2018. As of November 1, 2018 the contractor has roughly 98% of the project completed.
- Installed 7 Radio Frequency (RF) meters during November. The Department has converted approximately 98.7% of the total meter inventory.
- Staff installed 12 new residential water meters during the month of September and replaced 342 residential water meters.
- Staff installed 5 compound meters and replaced 5 meter measuring elements during the month of November.
- Staff completed a total of 1,529 service requests during the month of November.
- Lake Evergreen Electrical conversion is almost complete. Waiting on last rewound motor and roof top to be completed and installed.
- South Main pressure reducing valve is being install. This will help us to separate our pressure zones south of Veterans Parkway.
- Staff conducted a public meeting concerning the Comprehensive Boat Dock ordinance on November 15, 2018 at the Davis Lodge. Approximately 110 tenants attended the meeting hosted by Joe Darter, Brett Lueschen, Bob Yehl and Jim Karch.
- Staff has processed approximately 50 boat dock permits (out of approximately 240 docks to be permitted).
- The Davis Lodge was rented 6 times in November, 2018, compared to 6 times in November, 2017.

INFORMATION SERVICES

- In support of Council-approved updated fee schedule, updated and tested fees in Munis for Community Development, Public Works (Engineering), and the City Clerk. Revised as necessary permit applications and posted then new forms to the website.
- Ran processes to prepare for annual rental registration renewal. Generated over 3,000 bills and letters for Community Development staff to print out and mail.
- Ran processes to prepare for annual contractor registration notices. Generated over 1,400 letters for Community Development staff to print out and mail.
- Created reports to assist the City Clerk with identifying out-of-date bonds, insurance, or state licensing for Video Gaming and Liquor licenses.
- Began set up and testing of new Business Registration program in Munis. Worked with Community Development and Admin to determine requirements on online registration and payment solution.
- Engaged with multiple vendors to develop a Statement of Work for migrating from Notes/Domino to Office365. Received proposals and selected a vendor migration tool to assist with migration. Tested migration tool and completed pre-migration of approximately six hundred (600) mailboxes. City-wide migration is still planned for completion before the end of the calendar year.
- Worked with Administration to complete end user Office 365 training for approximately two hundred users. Training was provided by Heartland Community College
- Went live with Information Services Support Portal (help desk) solution. End users now have the

ability to create and track IS support tickets online. The portal will also collect feedback from users for performance metrics.

LIBRARY

 [Bloomington Public Library Website](#)

 [September, October, November, December Guide](#)

Highlights:

- Local author, Steve Vogel, presented a program on the 35th anniversary of the Hendricks murders. He recently updated his book about the case, *Reasonable Doubt*. We had 200 people join us in our Community Room and had to turn away about 120 others (due to room capacity).
- 85 people joined us for our local author fair, featuring 21 authors.
- 390 kids and parents joined us for our 8th annual Celebration of India.
- 87 people enjoyed our Nutcracker Story Time.

Stats:

- 24,842 people visited the Library (a daily average of 857)
- 86,122 items were checked out
- 206 new cardholders were added
- 6,864 holds were filled
- 1,954 items were added
- 3,164 people used our Wi-Fi for a total data usage of 2.15 TB
- 3,580 people used our public computers
- 166 groups reserved our meeting rooms
- 42 programs offered for all ages
- 1,360 people attended programs



GROSSINGER MOTORS ARENA

Events Calendar

November 2018

- **Illinois State Hockey** continued their regular practices in the afternoons at the Arena. They also played home games in the Arena on November 2nd and 3rd.
- **The Central Illinois Flying Aces** played six home games in November, the biggest crowd of the year came out to the Veteran's Day event on November 10th where almost 1,000 fans recognized the dedication and sacrifice of our veterans.
- **The Impractical Jokers Cranji's McBasketball World Comedy Tour featuring The Tenderloins** performed on November 15th. Their unique brand of hidden camera comedy where their ultimate goal is to embarrass each other was featured in live skits, on video screens and they incorporated some audience members into their act. Laughs were had by all in attendance.
- **Downtown Bloomington's Thanksgiving Market** was a big hit on the Arena floor on November 17th. We were able to extend the event to three hours when ISU was forced to postpone one of

their home games so shoppers were able to enjoy the event from 9 a.m. until noon.

- **WWE Live!** returned to GMA for the first time in over a year on November 25th – and the wrestling fans enjoyed the show immensely!
- **Youth and adult hockey leagues as well as the Central Illinois Figure Skating Club** use the arena every open evening and weekend for their scheduled practices and games that overflow from the Pepsi Ice Center.

Upcoming Events include:

- **Central Illinois Flying Aces** will play four more home games in December, starting with their Toys for Tots Teddy Bear Toss on December 1st. They also play the Friday after Christmas so bring your out-of-town guests to a great game with very reasonable ticket prices. Visit www.flyingaceshockey.com for more information.
- **Lindsey Stirling** will play her holiday concert on Friday, December 7th. The Wanderlust Tour features her new holiday album as well as a host of dancers performing with her on her violin. Tickets are still available, but are going quickly.
- **Downtown Bloomington's Indoor Farmer's Market** will be held on Saturday, December 22nd from 9 a.m. – 11 a.m. on the Front Street concourse. Enter from the doors on Front Street.
- **The Pepsi Ice Center** youth and adult hockey leagues are in full swing and renting the Arena ice on weeknights and non-event days along with the Central Illinois Figure Skating Club.
- **Illinois State University Hockey** play only one home game in December but will continue to rent practice time during the week in the afternoons.
- **Sixty-Six Games eSports 2-day Tournament, Old Dominion, 4 shows of Hot Wheels Monster Trucks Live!, Kane Brown and our second annual Bacon and Beer Festival** events are all now on sale.

We continue to work on the following major items:

- Suite and Sponsorship partnerships
- Pepsi Ice Center naming rights
- Booking new events and concerts

Venuworks is pleased to be a partner with the City of Bloomington to present live entertainment and sporting events at Grossinger Motors Arena. We appreciate your confidence in us.