

City of Bloomington City Manager's Monthly Report



Cornice molding on the BCPA building

The Mission of the City of Bloomington is to be financially responsible providing quality basic municipal services at the best value. The City engages residents and partners with others for community benefit.

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Upcoming Community Events:

- Taylor 2, BCPA, January 26
- Bloomington Blaze Hockey, US Cellular Coliseum, February 9
- Winter Animal Enrichment Day, Miller Park Zoo, February 16
- Sounds of Illinois Chorus Presents 71st Annual show, BCPA, February 23
- Home Show, US Cellular Coliseum, March 9
- Bunny's Birthday Party, Miller Park Zoo, March 23

Spotlight Department: Interim Police Chief



Clay Wheeler Named
Bloomington Police
Department Interim Chief of
Police

See page 4 for details

City of Bloomington Elected Officials

**Mayor
Steve
Stockton**



**Ward 1
Bernie
Anderson**



**Ward 2
David
Sage**



**Ward 3
Mboka
Mwilambwe**



**Ward 4
Judith
Stearns**



**Ward 5
Jennifer
McDade**



**Ward 6
Karen
Schmidt**



**Ward 7
Steven
Purcell**



**Ward 8
Robert
Fazzini**



**Ward 9
Jim
Fruin**



City of Bloomington Administration

City Manager: David A. Hales
Deputy City Manager: Barb Adkins
Assistant to the City Manager: Alexander S. McElroy
Executive Assistant: Katie Buydos

City Clerk: Tracey Covert
Corporate Counsel: Todd Greenburg
Director of Finance: Patti-Lynn Silva
Director of Human Resources: Emily Bell
Director of Information Services: Scott Sprouls
Director of Parks, Recreation and Cultural: John Kennedy
Director of Planning & Code Enforcement: Mark Huber
Director of Public Works: Jim Karch
Director of Water: Craig Cummings
Police Chief: Randall McKinley
Fire Chief: Mike Kimmerling
Library Director: Georgia Bouda

Welcome from the City Manager



The City of Bloomington began the practice of producing the City Manager's Monthly Report in 2009 to provide performance information to the Mayor, City Council and the public on City services and programs. The City utilizes performance data to identify efficiencies and potential inefficiencies for the purpose of improving services, responsible budgeting and enhancing transparency in local government. In efforts to best guide City resources toward the betterment of the community, the Bloomington City Council adopted a strategic plan which identifies goals that focus on outcome-based objectives and potential actions for the

projected course of five years. The City Manager's Monthly Report reflects the City's progress toward the accomplishment of these goals and current service levels. The Performance data in this report is compiled internally by each department/division that comprise City Services. The information is then analyzed and organized for presentation by myself and the Assistant to the City Manager.

I am proud of the City's efforts toward becoming more performance driven and the direction in which our community is headed. City staff and I will continue to work diligently to increase efficiencies in City services and achieve the goals established by Council as we proudly serve the citizens of Bloomington.

I am pleased to present to you the November 2012 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress.

Please feel free to contact me with any questions, comments and/or suggestions regarding this report.

Sincerely,

A handwritten signature in black ink, appearing to read "David A. Hales". The signature is fluid and cursive, written over a white background.

David A. Hales
Bloomington City Manager
109 E. Olive Street
Bloomington, IL 61701
Dhales@cityblm.org

Bloomington City Hall
109 East Olive Street
Bloomington, Illinois
61701

Spotlight Department: Interim Police Chief Clay Wheeler

Bloomington City Manager David Hales has appointed Assistant Police Chief Clay Wheeler to serve as Interim Police Chief. Former Chief Randy McKinley left the department January 18 to become the new police chief in St. Charles, Mo. Wheeler, 46, is a native of Bloomington, and has been a member of the BPD since 1991. He is a graduate of Bloomington High School and holds a Bachelor of Science degree in psychology and criminal justice from College of the Ozarks in Point Lookout, Mo.



He was a member of the Lafayette, Ind. police department for three years before returning to Bloomington, where he started as a third-shift patrolman. During his time with the local department, Wheeler has served as a field-training officer, as a hostage negotiator with the Crisis Response Team, and was a detective for nearly 13 years with the Criminal Investigation Division. After being promoted to sergeant in 2007, he commanded the Street Crimes Unit. He was promoted to lieutenant in 2011, and later in 2011, Wheeler was named to his current position as an assistant chief.



While he was a patrolman in 1993, Wheeler suggested to then Chief Tim Linskey that the department try assigning officers to permanent beats so they could become more familiar with residents and problems in specific neighborhoods. Previous patrol assignments changed every two weeks. Wheeler started out in the Olde Towne neighborhood on Bloomington's west side as the department was establishing its Community Policing program, and found that the constant shifting of personnel made it very difficult to maintain continuity and solve problems with gang activity and troubled youth.

"Having assigned areas is a real benefit that lets officers have a connection to the community," said Wheeler, noting this type of program had been very effective in Lafayette. Improved communications with residents and with fellow officers and administration helped kick-start the approach to reducing crime and other neighborhood issues that evolved into the current Problem-Oriented Policing approach.

"I don't have a lot of experience with administration, but I do know my limitations. I will look to the experience of the others around me in the Department. In my experience, if people are happy, they'll do a better job, and I will try to inspire the members of the Bloomington Police Department to do the best job for our community," said Wheeler, noting that reducing crime is a continuous effort.

Wheeler was honored as "Officer of the Year" in 2005 by the Rotary Club, and received the Department's Distinguished Achievement Award in 2008 for his work on the Jeff Pelo case. He has also received several Unit Citations for Crisis Response Team events and Criminal Investigation Division cases.

“I am excited both for the department and for Clay personally,” said Chief McKinley. “Clay is a big proponent of the Problem-Oriented Policing Philosophy and will continue to move in the same positive direction. I am sure he and Bob Wall will also have some new ideas. Both of them are good listeners and eager to promote the police department to new levels of service. I am leaving the department in great hands as both assistant chiefs have been vital to our success.”

Hales said he anticipates a continuation of the established programs and follow-through on the three-year Strategic Plan recently presented by Chief McKinley. He also expects Wheeler to help make recommendations on liquor licensing and other elements related to nightlife issues in Downtown Bloomington. The bi-monthly Focus Meetings with the chief and members of the community will also continue, according to Hales.

City Manager Hales, added that information about the recruitment process will be detailed at a later date.

Executive Summary

The following executive summary serves as a brief highlight of the monthly activities, accomplishments, and performance information of the services provided by the City of Bloomington. Further detailed information may be found in the department sections and the subsequent appendix.

Police Department

- The following activity was generated in the Street Crimes Unit (SCU): \$770 in tow fees, \$3,000 in ordinance violations issued, four warrant arrests, seven probable cause arrests, \$500 seized, 20.1 grams of cannabis seized, and 1.7 grams of heroin seized. In November, the Street Crimes Unit had an active role working with the Vice Unit on an investigation resulting in arrests, drug seizures, and a large cash seizure.
- The Department experienced 134 property crime reports, which is a slight increase compared to the 127 property crime reports in October; 30 violent crimes reported, 22 were aggravated assault, 4 robberies, and 4 forcible rapes.
- In November, the Crime Intelligence and Analysis Unit spent considerable time conducting analysis of financial records on a local drug case. The analysis produced demonstrative products used in relation to the issuance of seizure warrants that netted approximately \$2,500,000 in currency by the BPD.
- Detectives from the Criminal Investigations Division were tasked with investigating a shooting on Orchard Road where two people were struck with gunfire. Nearly 40 individuals were interviewed and five people were arrested.

Fire Department

- During November, the Fire Department responded to 178 fire calls of which 12 were confirmed structure fires. The 178 calls comprised 21% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$135,125.
- The average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:39 during November.
- EMS responses for November totaled 652. This represents 78.5% of the monthly call volume. From these responses, the department provided aid to 861 patients. The three leading EMS response types during November were Sick Person, Fall Victim, and Traffic Accident. A

Water

- With about average precipitation during the month, the combined level in the reservoirs has increased slightly. The Evergreen Lake Reservoir increased by 0.5 feet to end the month at a level about 4.0 feet below full. The Lake Bloomington Reservoir ended the month at a level about 4.0 feet below full (decrease of 0.4 feet for the month), for a combined total of 8.0 feet below their spillway levels. This gain took place while the Water Department withdrew 293 million gallons for treatment and consumption during the month. Average response time from

time of call to arrival for EMS emergency calls was above the 6 minute benchmark at 6:09 this month.

- The Mackinaw River flow was at a level above the minimum permit conditions for most of the month. Therefore, the pumping station was utilized whenever it could be. Staff had to discontinue pumping on November 26 because the river level was approaching the minimum permit level. Overall, about 123 million gallons of water were pumped into the Evergreen Lake Reservoir during the month and a total of about 278 million gallons since pumping began in October.
- Central Illinois remained in the “abnormally dry” condition for November. This drought condition is according to the United States Drought Monitor report. The Drought Monitor report is compiled by the several Federal and State agencies as well as academic partners.
- Pumpage during the month was moderate with an average of about 9.8 million gallons per day with a peak of 10.7 MGD on November 23, 2012.

Police Department

Crime Intelligence and Analysis Unit (CIAU)

CIAU is staffed by three employees. Staff presented an overview of crime trends in Bloomington to the Leadership McLean County group. They spent considerable time conducting analysis of financial records on a local drug case. This analysis produced demonstrative products used in relation to the issuance of seizure warrants that netted approximately \$2,500,000 in currency by the BPD.

Vice

The vice unit has four detectives assigned with an average of 3.54 working per day. The unit was busy working a joint investigation with the Champaign Police Department culminating in the arrest and seizure of a large amount of controlled substances and assets. The following activity took place during the month: four cases opened, five cases closed, eight search warrants conducted, seven units of Ecstasy purchased, .90 grams of heroin seized, 2.70 grams of heroin purchased, approximately 6,100 packages of suspected controlled substance/analogs seized, 30 grams of controlled substances/analogs purchased, \$2,415,000 seized pending forfeiture proceedings, and \$100,000 in vehicles seized pending forfeiture proceedings.

US Marshals

Two detectives are assigned to the task force with an average of 1.45 working per day. The task force opened 28 new cases and closed 23. They made 14 hands on arrests, three self-surrender after subject found out the task force was looking for them, four arrested by other jurisdiction/agency, and one misdemeanor arrest.

The task force assisted Criminal Investigations Division (CID) in locating and arresting several subjects involved in a shooting that occurred on Nov. 5. They also assisted CID in searching for a subject wanted for home invasion while armed. Officers were able to get a search warrant for the residence and as the task force gave the "knock and announce" the subjects inside began throwing illegal narcotics out the window. The task force entered and secured all subjects. The occupants were arrested and 31.2 grams of cannabis were seized. The task force also worked three sex offender cases.

Cyber Crimes

The Cyber Crime unit consists of three detectives. The unit has 22 open/active cases including a open/active joint investigation with the US Secret Service.

Street Crimes Unit (SCU)

The Street Crimes unit has seven officers assigned with an average of 5.72 per day. The following activity took place in November: four warrant arrests, seven probable cause arrests, \$770 in tow fees generated, \$3,000 in ordinance violations issued, \$500 seized, 20.1 grams of cannabis seized, and 1.7 grams of heroin seized.

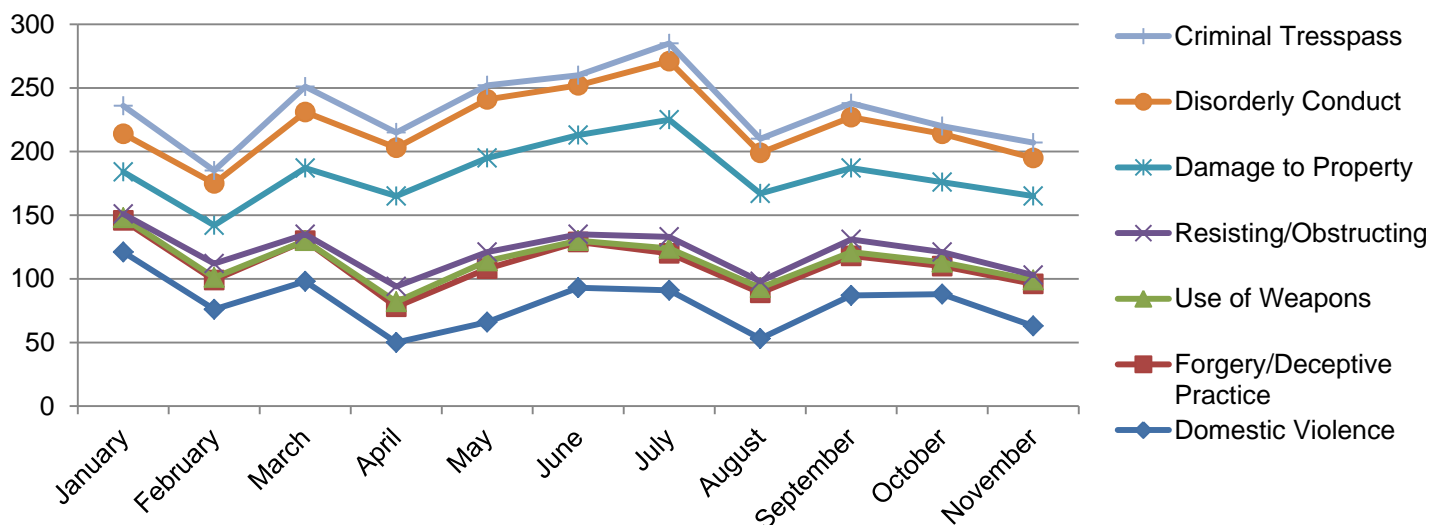
The Street Crimes division focuses its efforts in street level crime suppression via directed enforcement. In addition, they are able to provide resources to other units/divisions in the department upon request as needs arise in varying capacities. The unit also serves as the overt component to the division often assisting the Vice Unit with enforcement of drug related violations allowing the vice detectives to remain more covert. In November, the street crimes unit had a very active role working with the vice unit on an investigation resulting in arrests, drug seizures, and a very large cash seizure.

Criminal Investigations Division (CID)

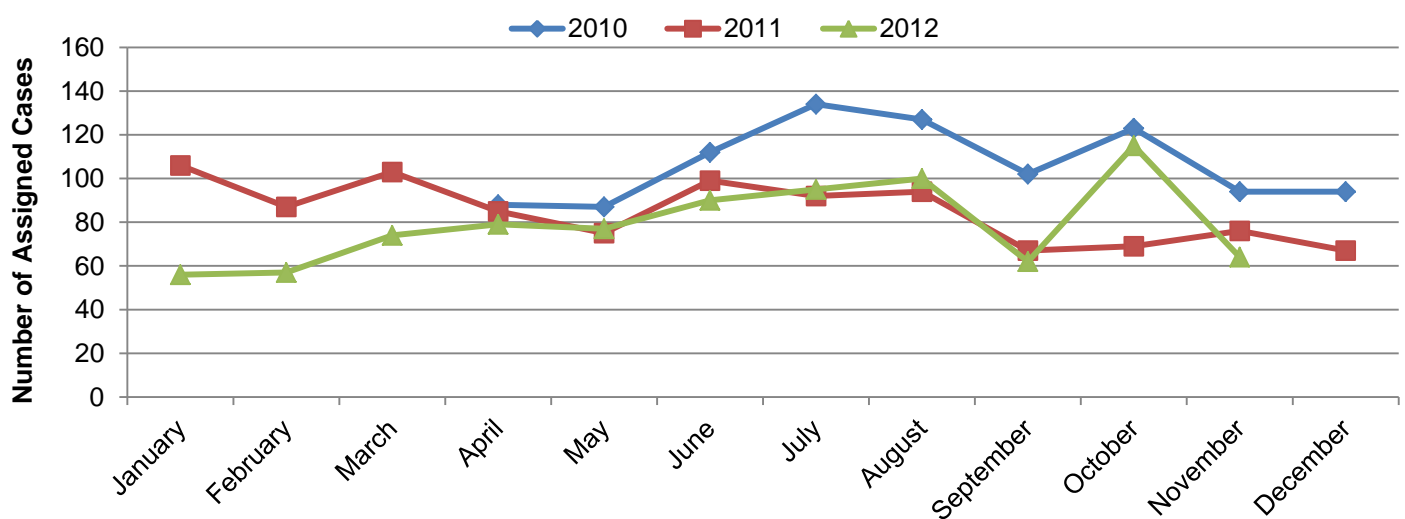
CID is assigned 19 detectives for an average of 15 working per day. General detectives were assigned on average 16 cases each. CID assigned 64 new cases with the following dispositions: 34 cases were cleared by arrest, 115 were administratively closed, exceptionally cleared or were unfounded. 147 incidents of domestic violence were reviewed.

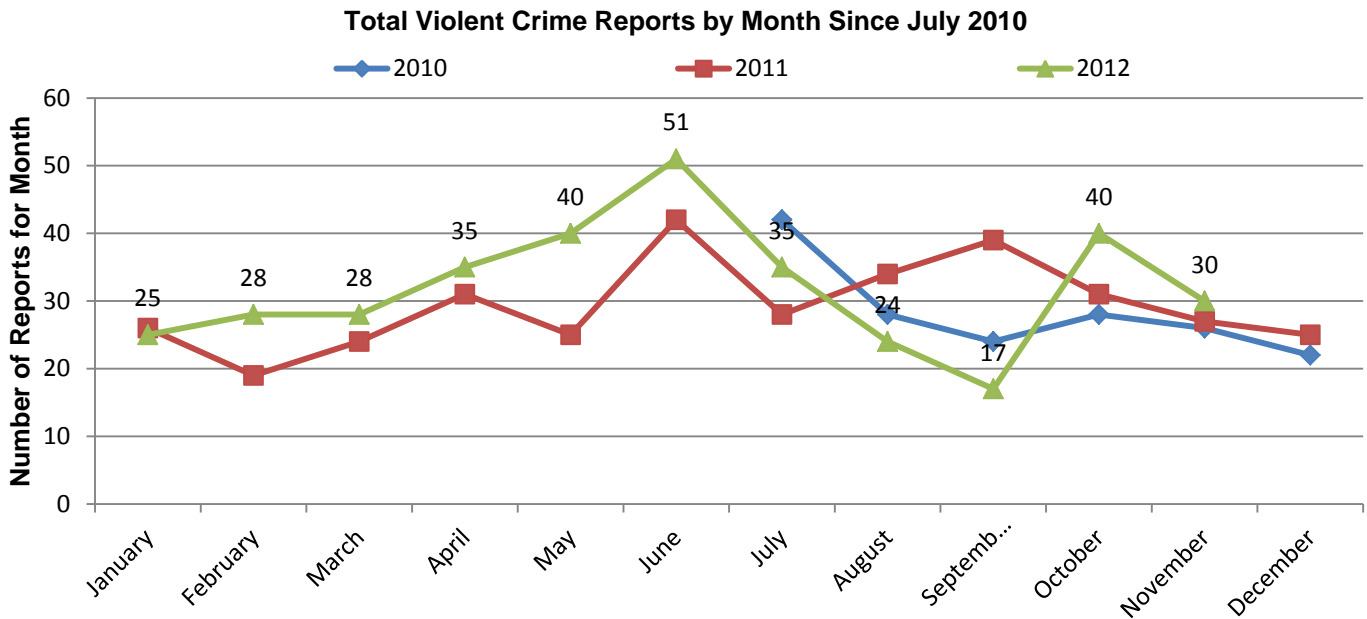
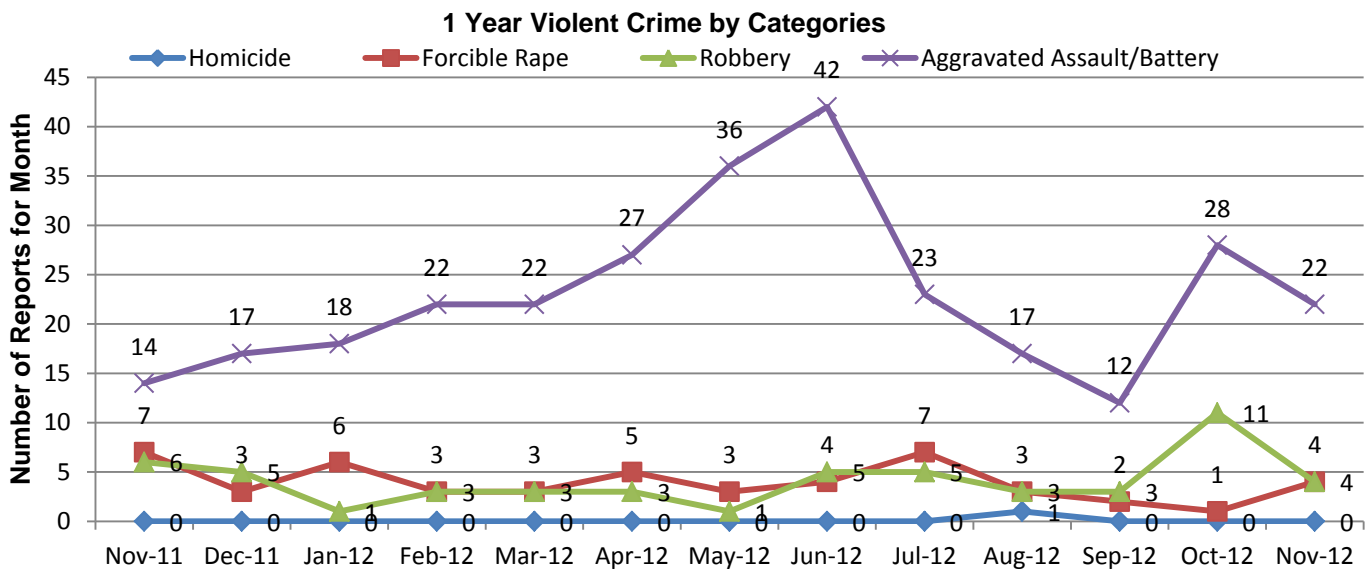
Detectives investigated a shooting on Orchard Road where two people were struck by gunfire. Nearly 40 individuals were interviewed and five people were arrested.

Other Offenses 2012



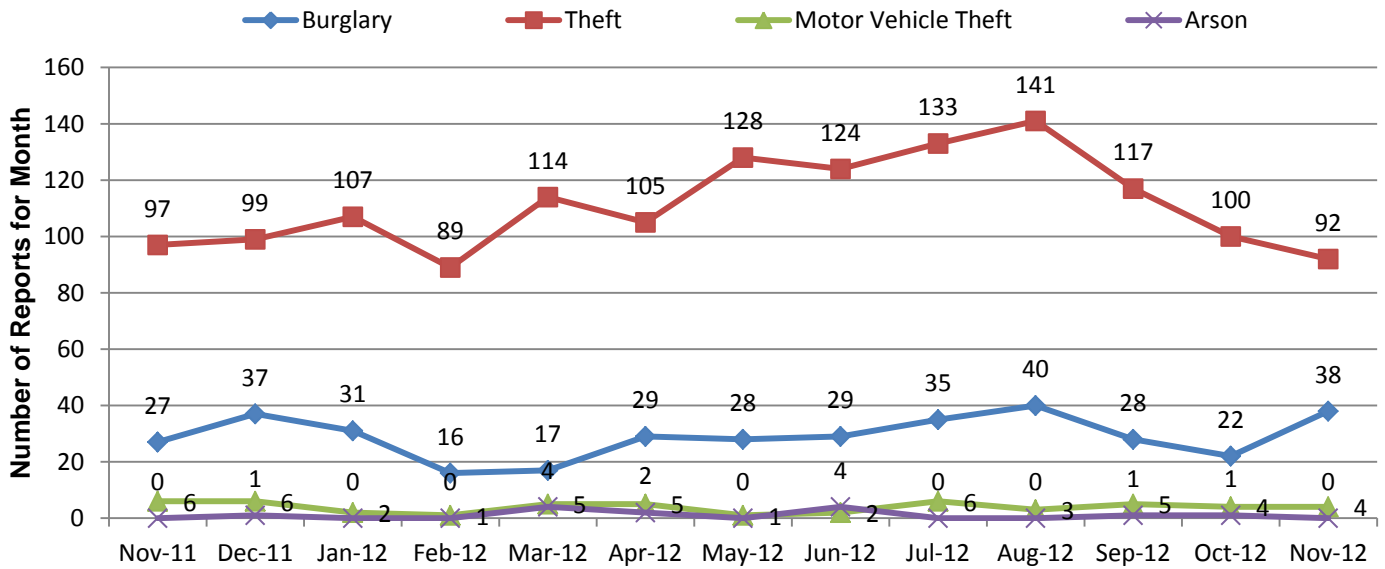
Criminal Investigation Division Assigned Cases Since April 2010



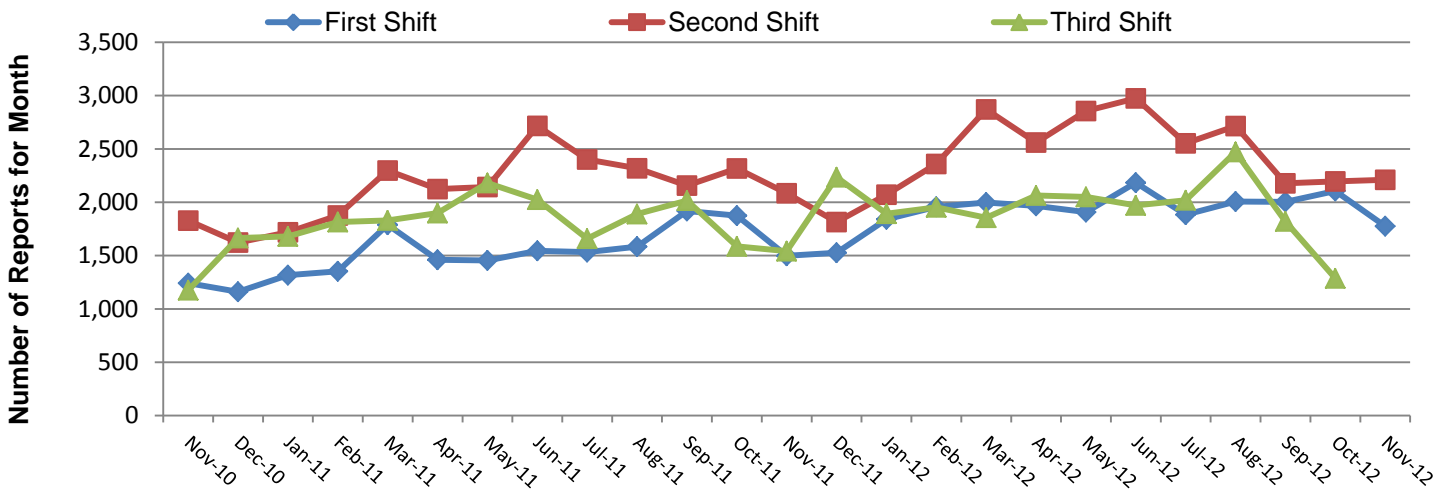


Violation	November Month Total	CY 2012 Year Total
Seat Belt/Child	4	26
DUI	22	241
Speeding	274	1,227
All Other Traffic	363	4,807
Total Traffic Citations & Warnings	663	6,301

1 Year Property Crime by Categories



2 Year Police Department Calls for Service by Shift and Month



Communications

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

0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
72.10%	24.60%	2.50%	0.70%	99.20%

\$11,300 in ordinance violations have been issued during the calendar year to date. The open issues with the Arrowsmith Tower continue. Frontier Communications has been unable to correct issues with the phone circuits connecting our system with the tower sites. This issue has started to surface with connectivity to other tower sites within the county. Staff is planning the replacement of phone circuits

with a UHF RF link to the tower sites. This system will be identical to the system Metcom recently installed. The McLean County ETSB has agreed in principal to pay for this cost and is scheduled to vote on it at a December meeting.

One full-time and one seasonal telecommunicator are in training and nearing completion of the program. The other full-time telecommunicator in training is entering the final phase and should be released in early January.

First Shift (7 A.M. – 3 P.M.)

BPD has 122 sworn officers and is authorized 125. There are currently two officers on extended military leave. Day shift is assigned 13 officers and the average number of officers working per day in November was 6.4. There are currently two officers in the FTO program who will complete their training by the end of the year. One officer is planning to retire in March or April.

Three large traffic enforcement details were conducted with 243 citations issued. Fifty-four incidents of sex offender related problems were handled by first shift. Four sex offenders were arrested; sixteen cases are open and being investigated.

Second Shift (3 P.M. – 11 P.M.)

Second shift has 18 officers currently assigned with the average number of 8.26 working in November. On November 6, there was a double shooting on Orchard Avenue. Officers made a quick and safe response, developing useful information for CID. Multiple arrests were made. On Black Friday, officers responded to the mall in reference to a large fight. Callers indicated someone had a gun and multiple shots were fired. Officers secured the area and found no guns present; multiple individuals were arrested.

Third Shift (11 P.M. – 7 A.M.)

Third shift has 15 officers assigned and averaged 7.86 officers working per shift. Approximately 265 traffic stops were made by officers for a total of 3,188 for the year. Third shift officers made 11 arrests from self-initiated traffic or pedestrian stops. There were ten additional arrests for DUI which makes the total 80 for the year compared to 50 last year.

Fourth Shift (8 p.m. - 4 A.M.)

Fourth shift has six officers made up of four patrol and two K-9 officers. Fourth shift averaged 3.86 officers working. They made approximately 36 traffic stops this month for a total of 676 for the year compared to 582 during the same period last year.

*****Police Department Appendix Continues on Page 31.***

Fire Department

Fire Suppression

Top 5 Fire Response Types for November 2012

Rank	Response Type
1.)	611: Dispatched and cancelled en route
2.)	554: Assist invalid
3.)	745: Alarm system activation, no fire-unintentional
4.)	745: Alarm system activation, no fire-unintentional
5.)	611: Dispatched and cancelled en route

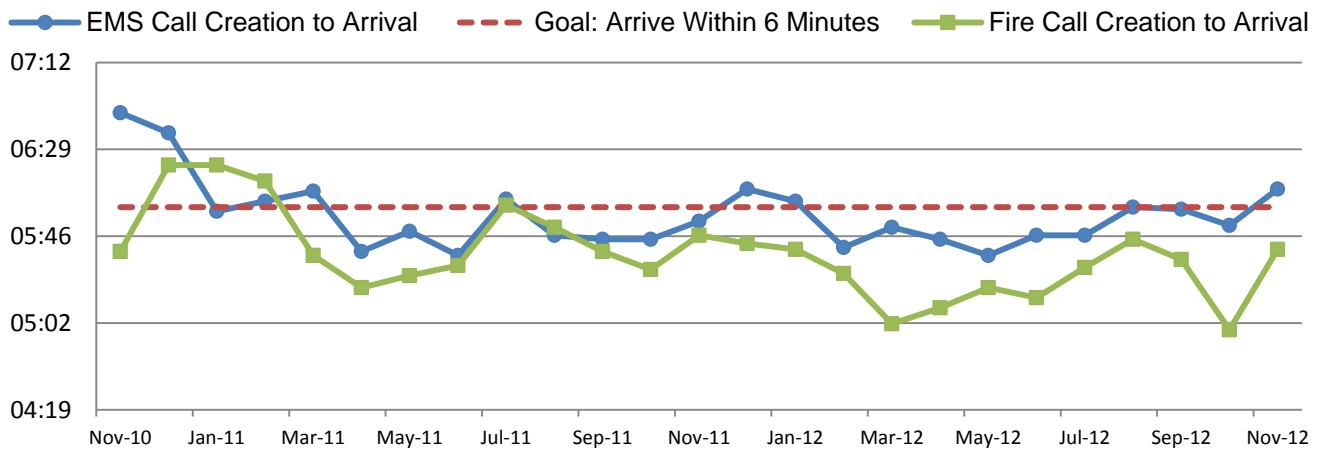
Fire Response Data: November 2012

Fire Response Type	Previous 12 Month Average	November of 2012
Fire Responses	168	178
Structural Fires	10	12
Estimated Dollar Losses (Property & Contents)	\$107,621	\$135,125

During November, the Department responded to 178 calls of which 12 were confirmed structure fires. The 178 calls comprised 21% of the volume for the month. These structure fire incidents resulted in a dollar loss estimated at \$135,125.

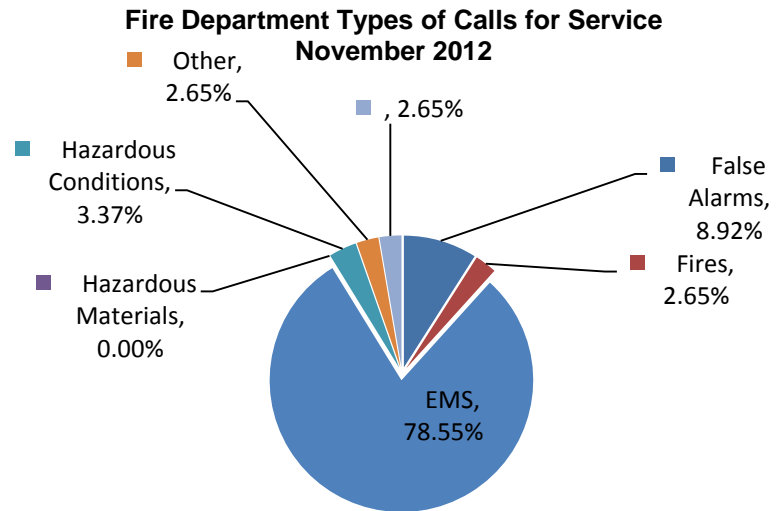
Average response time from time of call to arrival for Fire Suppression emergency calls was within the 6 minute benchmark at 5:39 during November.

Fire & EMS Call Response 2 Year Analysis



Operations Report

The number of fires increased from October (16) to November (22) by six. Most of the fires were not severe and did little to no damage. There were several vehicle fires and two fires had approximately \$60,000 damage to each. One fire was on the east side in a single family home and the other was at the Nicor Facility on Dr. Martin Luther King Jr. Dr. and was contained mostly to a piece of machinery outside in a storage area. The estimated damage from fires in November totals \$135,000. The call volume for EMS service remains constant and the calls average about one call per hour during the entire month.



The Department also took possession of a new pumper. This pumper is Engine 6 and will be run out of the Airport Station #6. It is also designed to be an Advanced Life Support unit so that the Department can respond with a Paramedic or an Intermediate trained firefighter to the far eastern area of the City. This pumper will be replacing the 1982 pumper that is no longer compliant with today's safety standards.

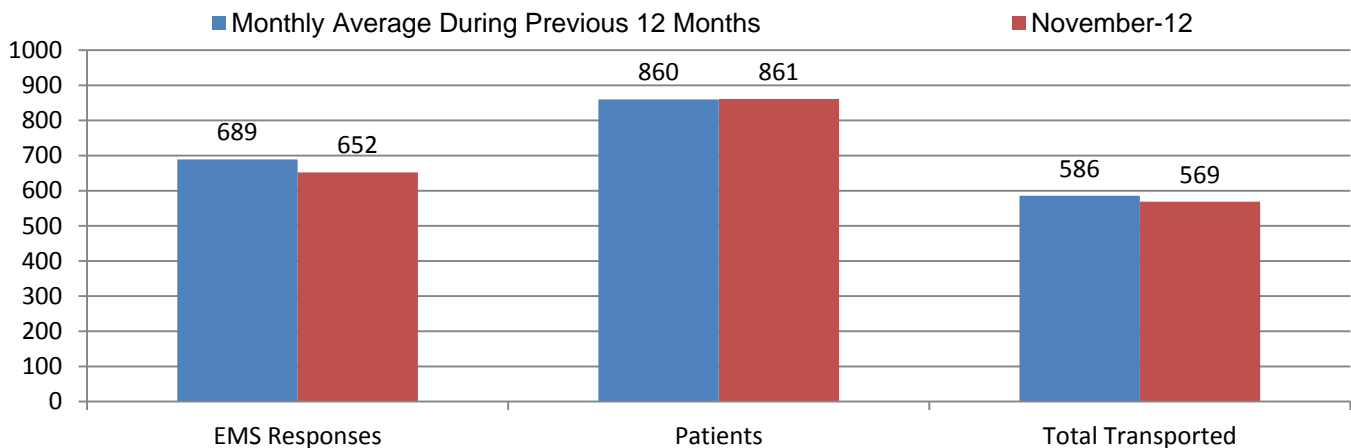
Emergency Medical Services (EMS)

Activity Summary

EMS responses for November totaled 652. This represents 78.5% of the monthly call volume. From these responses, the Department provided aid to 861 patients and transported 569. The three leading EMS response types during November were Sick Person, Fall Victim and Traffic Accident.

Average response time from time of call to arrival for EMS emergency calls was above the 6 minute benchmark at 6:09 during November.

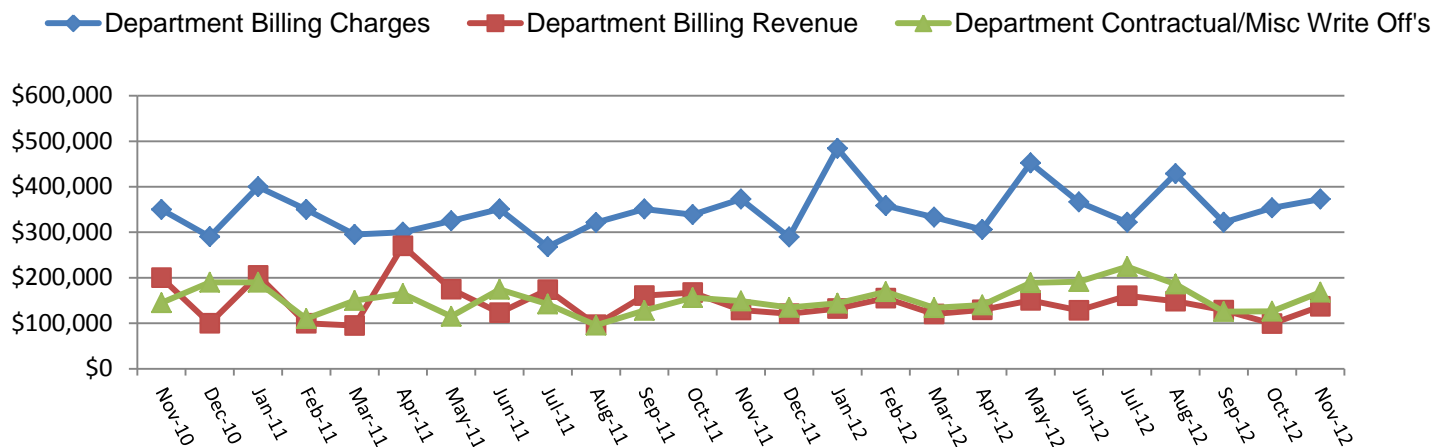
EMS Responses: November 2012 and Previous 12 Month Average



Billing Revenue Summary

Ambulance billing contains three areas, Revenue, Charges, and Contractual-Write offs. Revenue is the actual amount received by the City for the month. Charges are the total amount billed for the month. Contractual-Write offs consist of the portion of the charges not received as a result of either Federal or State carriers (Medicare and Medicaid) not allowing for EMS services, or write offs for financial hardship, bad debt accounts not collected (these are passed to a third party debt collection agency), bankruptcies, etc. The November total for revenue was \$168,081.57. The total November billing charges were \$372,833.04. The Contractual-Write offs total for November was \$137,040.37. Bad Debt transferred to third party collections was \$49,379.83.

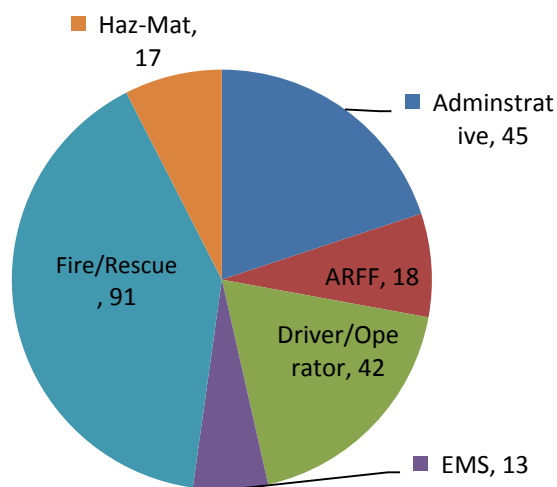
Fire Department EMS Billing 2 Year Analysis



Fire Department Training Reports for November

For the month of November, 2012 the Fire Department held 226 training classes which totaled 1,712.09 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The charts below represent the proportion of classes held in these six categories and the total number of hours attended in each category for the month of November.

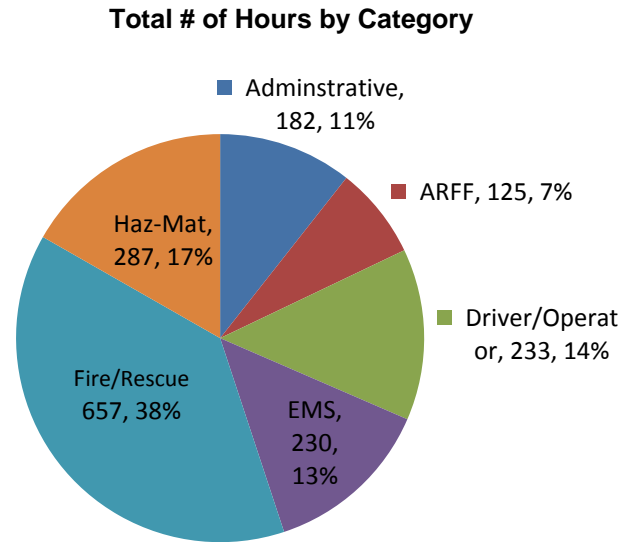
Total # of Training Classes by Category



Major Training Subjects This Month Included:

- Driver/Operator
 - Fire Service Vehicle Operator Course
 - Apparatus Familiarization (New Engine 6)
- Fire/Rescue
 - Vehicle Extrication
 - High Risk Attack
 - Fire Officer Leadership

- Hazardous Materials
 - Incident Command System
 - Haz-Mat Technician Team Drill
- EMS
 - Patients with Special Healthcare Needs and Terminal Illness
 - Documentation
- ARFF
 - Emergency Aircraft Evacuation Assistance
 - Aircraft/Airport Familiarization



The 226 training classes included 997 participants resulting in a total of 1,712.09 hours of training during November. This chart represents the total man hours of training in the six categories.

Fire & Life Safety

Fire & Life Safety Events were held at the following locations:

- Bloomington Area Career Center
- Stevenson Elementary x 3
- Cedar Ridge Elementary
- Benjamin Elementary x 2
- Irving Elementary
- Ireland Grove Center for Surgery
- Original Smith Printing x 3
- Pepper Ridge
- Illinois State University
- B/N Healthcare Surgery Center
- Eastland Surgery Center
- Prarieview Group Home x 2
- Flexitech x 4
- Progressive Impressions Int. x 7
 - Total Attendees: 724

The following fire & life safety presentations were given:

- CPR/AED Training
- Fire Extinguisher Training
- Capt. Mac & Friends Fire Safety Presentations
- Hazard House Presentations
- Capt. Mac & Friends Anti-Bullying Presentations

Public Works Department

2012 General Resurfacing

The 2012 General Resurfacing contract focused on the larger City streets using a different asphalt mix called polymer mix asphalt. Polymer mix asphalt holds up better on more heavily traveled City streets. The City has been using this type of asphalt for the last five (5) years.

Following are pictures of before and after of some streets that were completed this year with the General Resurfacing Contract. Rowe Construction Company was the contractor for the project.

Additionally following are before and after pictures of Culverts within the City of Bloomington that were replaced.

Auto Row Before



Auto Row After



Wood Street Before



Wood Street After



Wood Street West Before



Wood Street West After



North Pointe Before



North Pointe After



Lincoln Street East Before



Lincoln Street East After



Lincoln Street West Before



Lincoln Street West After



Cottage Before



Cottage After



Morris Culvert Before



Morris Culvert After



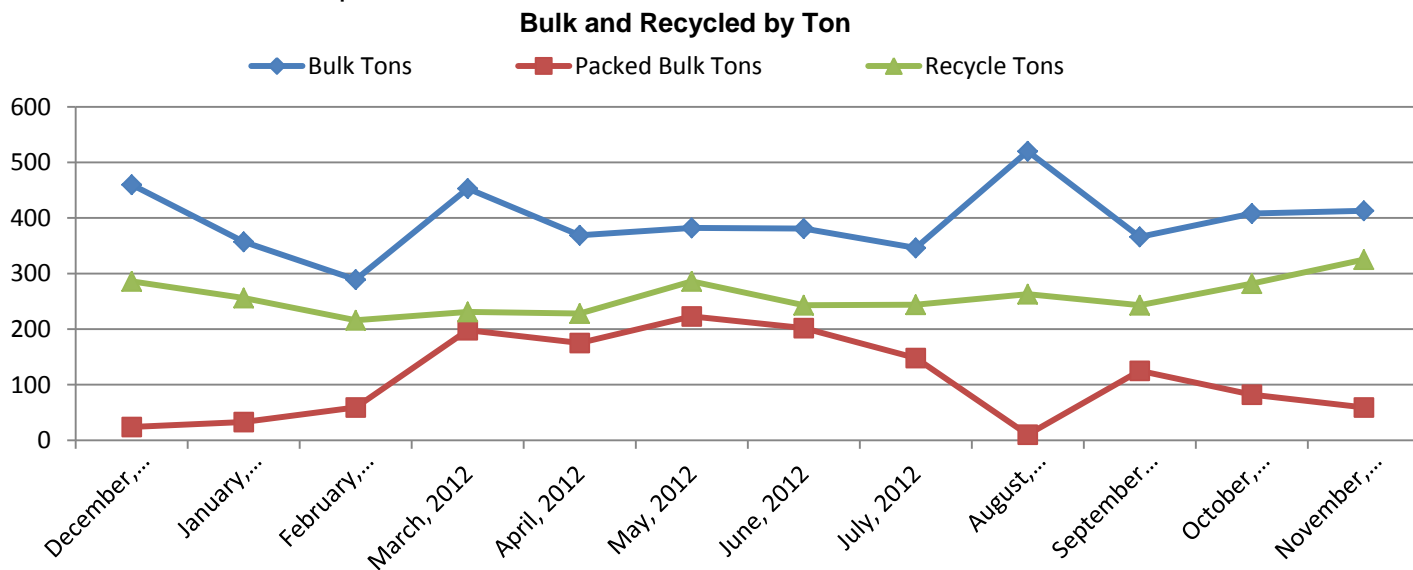
Engineering Division

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2012-2013	In Construction (92% Complete)
General Resurfacing, 2012-2013	In Construction (95% Complete)
Pavement Preservation, 2012-2013	In Construction (80% Complete)
Tanner St. Reconstruction	Completed
Morris Ave. Reconstruction, Fox Hill to Fire Station	In Construction (80% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (10% Complete)
Regency Pump Station Improvement	In Construction (5% Complete)
Eagle Crest East Pump Station Improvements	In Design (10% Complete)
Locust Colton CSO Elimination, Phase 1	In Construction (80% Complete)
Lafayette St Reconstruction, Maple to Morrissey	Punch List Items
Constitution Trail – Grove to Croxton	Punch List Items
50/50 Sidewalks & Handicap Ramps 2012-13	In Construction (56% Complete)
2012 Drainage Improvements	In Construction (95% Complete)
Hershey road: Hamilton Road to 750 South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(70% Complete)
Highland Golf Course Storm Sewer	In Design (40% Complete)

Private Development Projects	STATUS
Commercial Site Plans	8 Plan Sets Reviewed
Grove Subdivision, 4 th Addition	In Review
Wingover Apartments	In Construction (99% Complete)
Wingover Apartments East	In Construction (11% Complete)
Harvest Pointe – Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Hamilton Road: Brookridge Apts Entrance to 1200 East	Punch List Items
Fox Creek Village, 3 rd Addition	In Construction (3% Complete)

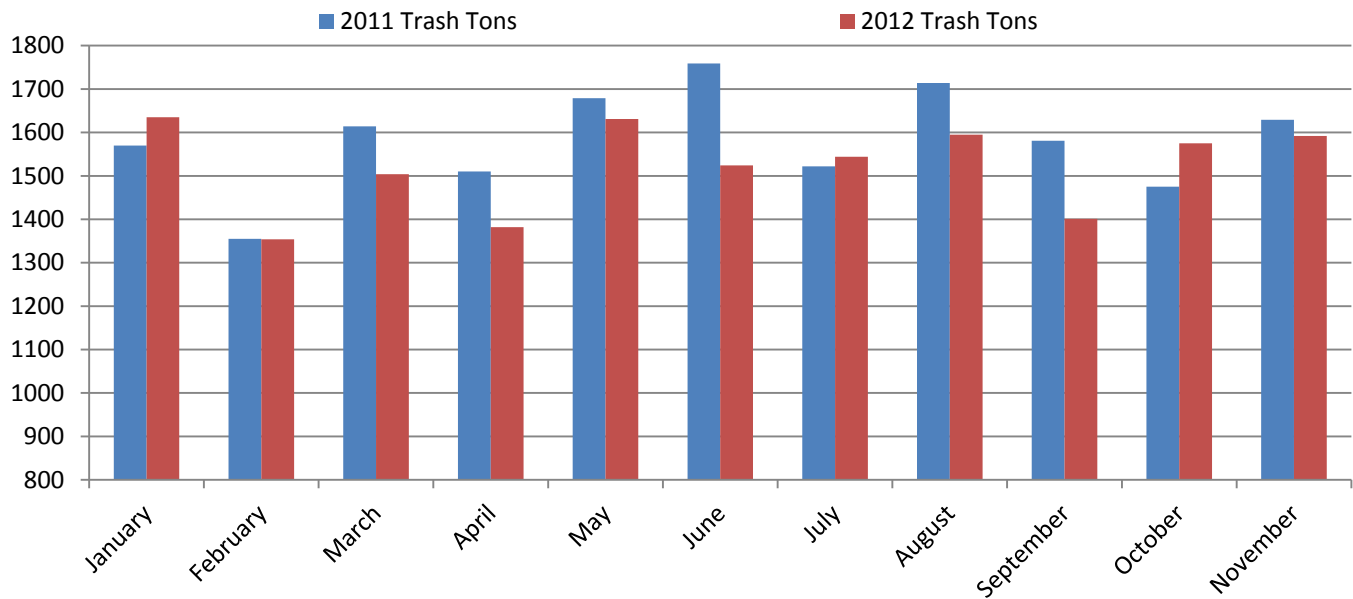
Solid Waste Division

The Solid Waste Division provided leaf collection throughout the City in the month of November. Approximately 8,000 cubic yards of leaves were collected. Working both day and night shifts, 770 miles of streets were swept this month.

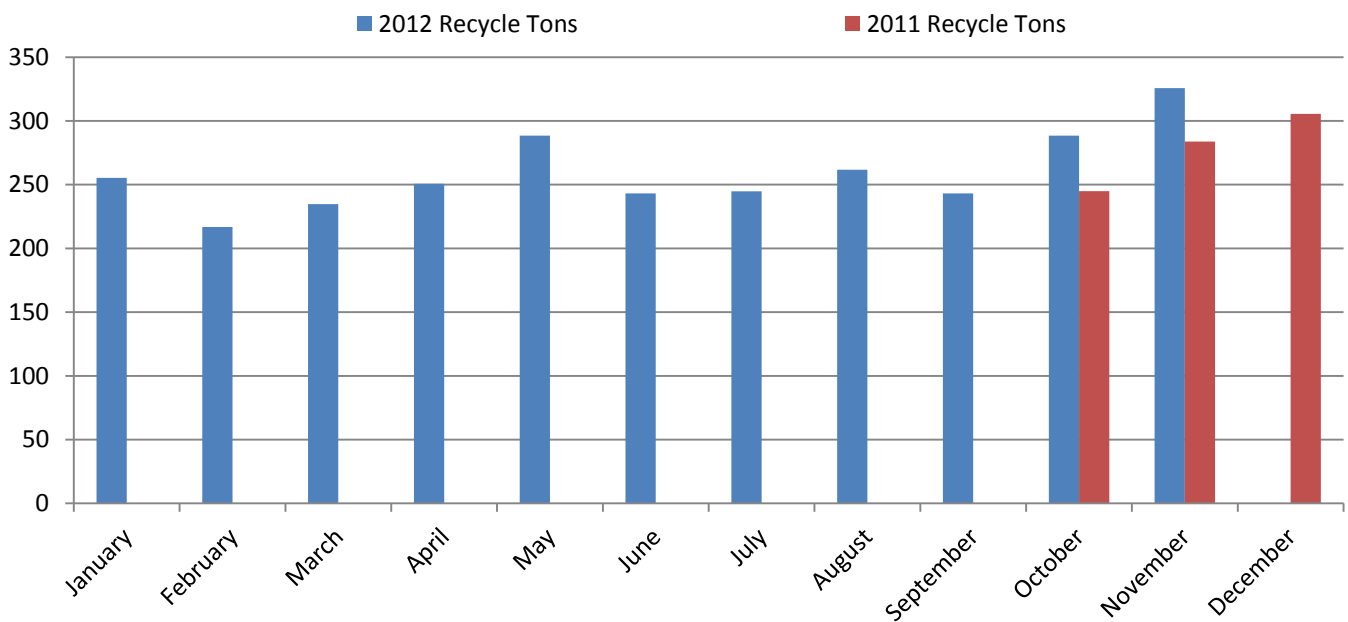


The following graph shows that trash is leveling out while recycling is increasing. With the new Recycle Carts on the streets, it is estimated that recycling will increase in the coming months.

Bloomington Trash in Tons



Recycle in Tons



Water Department

Reservoir Conditions

Staff switched to pumping solely from the Lake Bloomington reservoir on August 27, 2012 and continued with this arrangement through November.

With about average precipitation during the month, the combined level in the reservoirs increased slightly. The Evergreen Lake reservoir increased by 0.5 feet to end the month at a level about 4.0 feet below full. The Lake Bloomington reservoir ended the month at about 4.0 feet below full (decrease of 0.4 feet for the month), for a combined total of 8.0 feet below their spillway levels. Keep in mind this gain took place despite withdrawing about 293 million gallons for treatment and consumption during the month.

The central part of Illinois remained in the “abnormally dry” condition for November. This drought condition is according to the United States Drought Monitor report. The Drought Monitor report is compiled by the several Federal and State agencies as well as academic partners.

The Mackinaw River flow was at a level above the minimum permit conditions for most of the month. Therefore, the pumping station was utilized whenever it could be. Staff had to discontinue pumping on November 26 because the river level was approaching the minimum permit level. Overall, about 123 million gallons of water were pumped into the Evergreen Lake Reservoir during the month and a total of about 278 million gallons since pumping began in October.

Since the threat of higher nitrate levels is of heightened concern this fall, keeping the water levels in the Evergreen Lake Reservoir as high as possible is a priority. This approach provides the greatest opportunity for decreased nitrate water available for dilution, when the high nitrate water flows into the reservoir.

Water Quality

The conditions lessened somewhat in November for certain taste and odor causing algal species to grow at quick rates and cause an algal “bloom”. Although there were some elevated levels of certain taste and odor compounds, the month passed without any serious increases in taste and odor complaints. As the water temperature drops, so does the threat of an algal bloom.

This is the time of year when the fall application of anhydrous ammonia takes place on farm ground in the watersheds. If the conditions are right with respect to temperature and precipitation, this ammonia can run off into the reservoirs and be converted into nitrates. The department discovered indications that not all the nitrogen already in the ground had been utilized by corn plants this summer, due to the drought, so staff will closely monitor the nitrate levels this fall and into the spring of 2013.

Water Conservation/Groundwater Project

Department staff met with a landowner on two separate occasions to discuss the possibility of a land purchase for well sites.

The Illinois State Water Survey has completed their field survey of wells in the area of the City that could possibly be affected by a Southwest Bloomington well field. The official report should be completed during December.

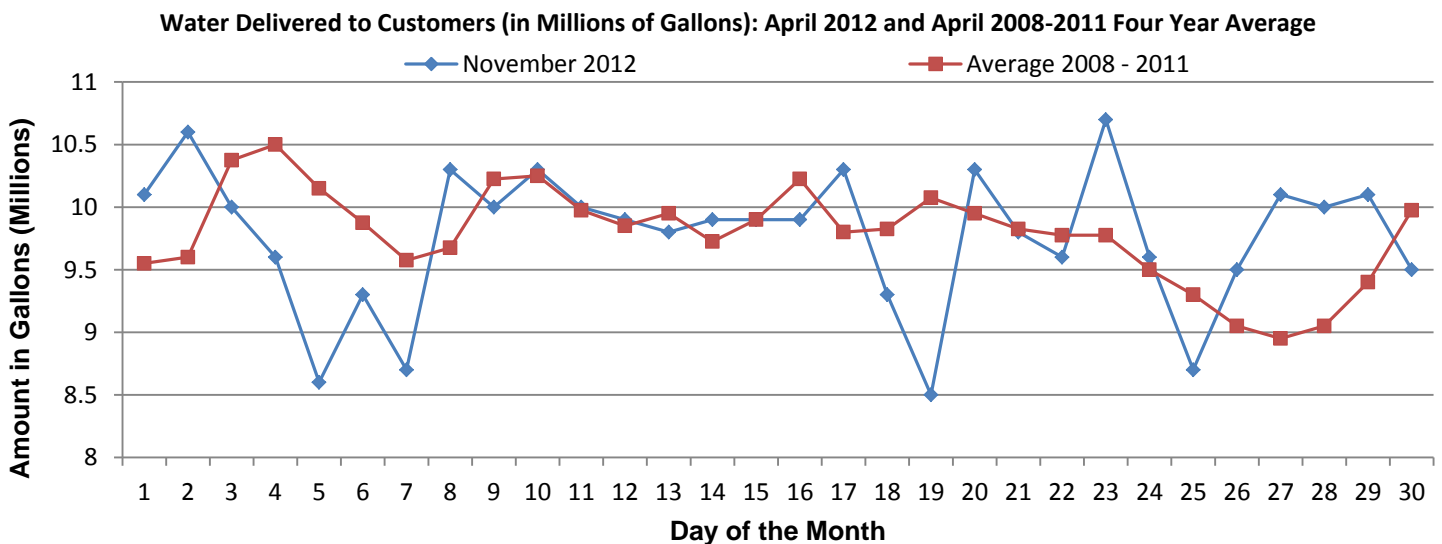
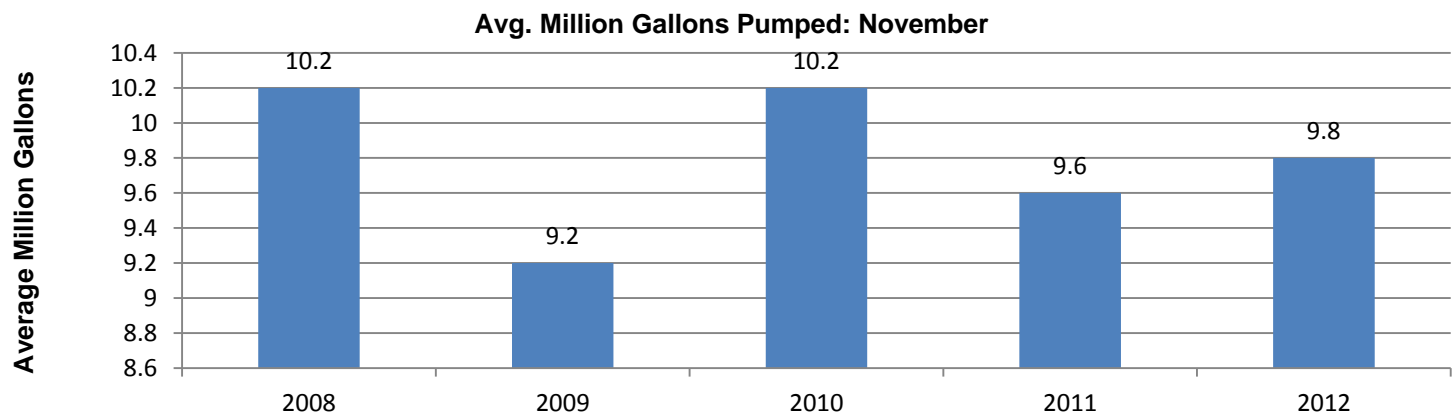
Staff met with a consultant concerning the siting of a well near a gravel pit. Future meetings with Rick Cobb, the IEPA Manager of Groundwater Programs may be scheduled. Staff also provided the IEPA with an update on the drought conditions for the month.

The department is working with a consultant on some modifications to the water emergency ordinance that takes into account some seasonal issues. Staff plans to present these changes to City Council in the first quarter of 2013.

A Request for Proposals (RFP) regarding the water conservation plan is currently in progress.

Pumpage

Pumpage has been moderate during the month with an average of around 9.8 million gallons per day (MGD) in November and a peak day of 10.7 MGD on November 23, 2012. The November average for 2012 can be compared to the average daily pumpage during November 2011 of 9.6 MGD, 10.2 MGD in 2010, 9.2 MGD in 2009 and 10.2 in 2008.



Infrastructure

The Locust/Colton CSO and water main project continued during November with the installation of new 8" water main along North Country Club Drive to Northcrest Drive. The new water service lines were also connected to the newly installed main during the month.

This is about a \$3.0 M water main replacement project that will replace undersized, obsolete and poorly performing water main as well as replacing lead service lines, obsolete valves and fire hydrants. The project is funded through the IEPA state revolving loan fund with 25% of the project cost being forgiven.



Locust Colton Water Main Replacement Project- November 2012

In November, staff completed repairs on 7 fire hydrants with problems. Due to the heavy load of JULIE locates continuing, the department was unable to maintain as many hydrants as desired. These maintenance problems were not severe enough to have not taken the hydrants out of service, but the hydrants were not in prime operational shape. As a result, three hydrants were replaced/installed during the month. This brings the fiscal year total to 140 hydrants serviced and 60 hydrants that have been replaced/newly installed. As of the end of November, no hydrants are out of service as a result of annual hydrant testing.

	FY13	FY12	FY11	FY10	FY09	FY08
Hydrants Overall	4245	4228	4213	4000	3900	3800
Out of Service Hydrants	0	0	0	13	100+	600+
Hydrants Serviced	140	330	261	185	381	543
Hydrants Replaced	60	79	72	59	75	23
% Hydrants in Service	100	100	100	99.7	97.4	84.8

60 fire hydrants have been replaced/newly installed this fiscal year. Of these 60 fire hydrants, 30 were replacement hydrants that have been funded through the Operations and Maintenance account. The remaining hydrants were planned replacements associated with water main replacement projects and were paid from a variety of fund sources such as developer contributions, IEPA loan funds or internal capital funding. With the hydrants funded by the O & M account, approximately \$105,000 was spent on their installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY13 budget.

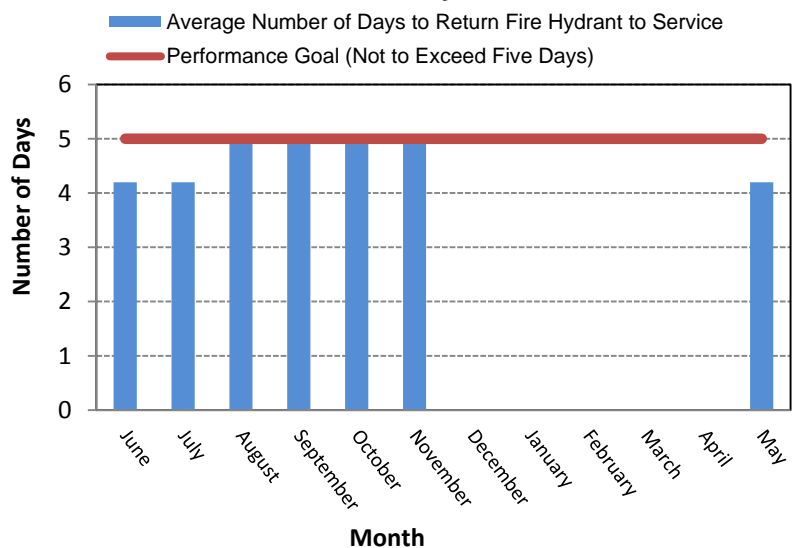
During November, the suspension of the fire hydrant operational testing program resulted in no fire hydrants tested. There were no fire hydrants that were called out service. The average time it takes to return a fire hydrant back to service after it has been called out of service stands at 5.0 days for the year. The performance measure for FY 13 is a return-to-service time of not-to-exceed 5.0 days as measured as an annual average.

Hydrants

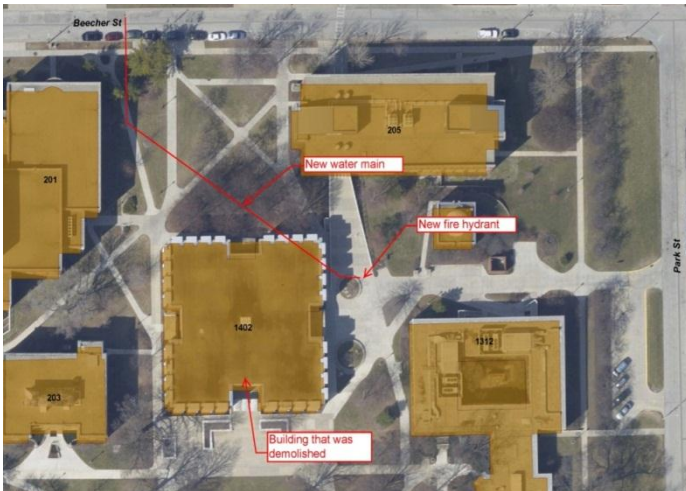
During November, the 2012 Water/Fire Department collaborative hydrant testing program remained shut down due to the ongoing drought. There were no hydrants tested during the month, so the 2012 program remains at 2,749 hydrants tested or 65% complete at this time.

This month, staff continued painting hydrants when temperatures allowed. Four hydrants were painted, adding to the total of about 3,470 hydrants that have been painted over the last several years. There are about 4,400 total hydrants in the distribution system.

Average Number of Days to Return Fire Hydrants to Service by Month



Water Department staff assisted the maintenance employees at East Bay Camp at Lake Bloomington with hydrant maintenance and tips for proper operation. In addition, these hydrants were added to the department's inventory of private hydrants, the coordinates were added to the department's maps and all private hydrants were painted red. A citywide inventory of private fire hydrants is still being generated.



The Illinois Wesleyan new classroom project is moving forward. The water main to serve the classroom will be a public water main. The main and a new fire hydrant have been installed and are now operational.

Illinois Wesleyan University New Classroom Project



The Illinois Wesleyan Student housing project water main extension project was completed during the month. This project extended two 8" water mains across Empire Street and installed two new fire hydrants.

Illinois Wesleyan University Student Housing Project

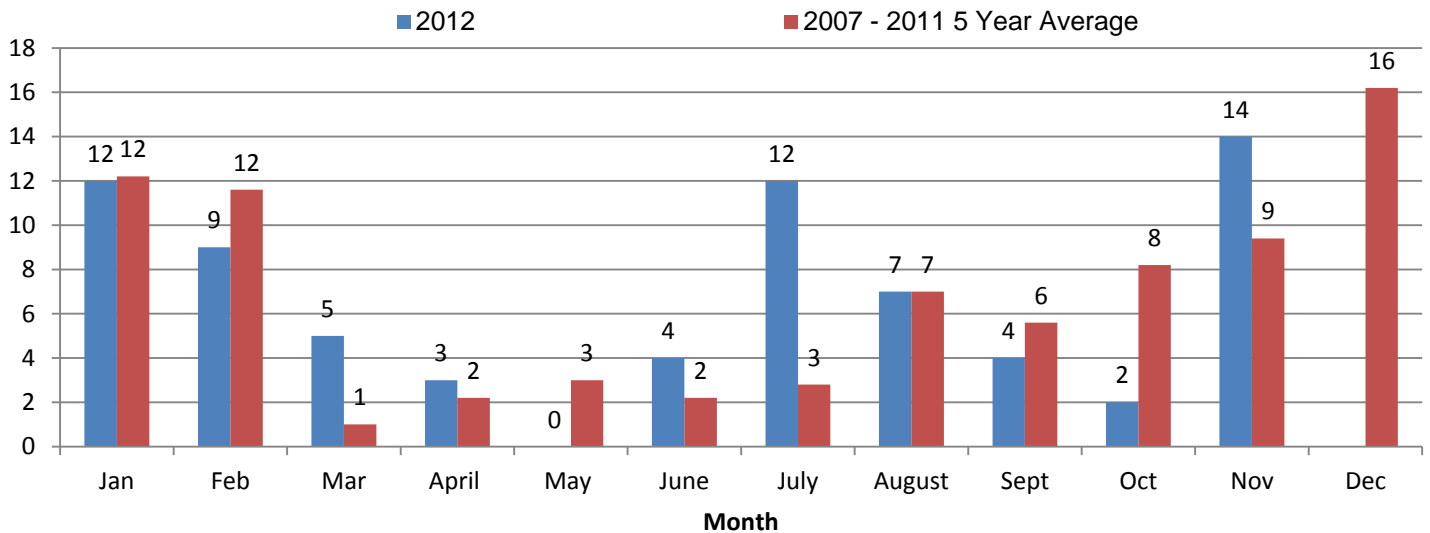


There was progress on the Wingover East Apartments water main installation on the City's east side. The water main to serve this large apartment complex was installed during the month.

Wingover East Apartments – Water Main Installation

Staff completed one valve repair and one valve removal during the month of November. During the month, there were 14 water main breaks. The calendar year 2012 total through November is 73 main breaks. The monthly average for November 2012 is slightly higher than the five year average.

Water Main Breaks by Month



Metering

Staff installed 466 Radio Frequency (RF) meters during the month of November 2012. The RF meter installation goal for the Fiscal Year (FY12) was 7,000 units. Department staff installed 6,069 meters last fiscal year. With the 466 meters installed in November, the current fiscal year total is 3,717 meters installed or about 53.1% of the department’s goal for the year. At this time, 4,083 meters or 58.3% should be installed to achieve the fiscal year’s goal. When totally completed, the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, those positions have been eliminated as more RF units are installed. Currently, the Department is down to one Meter Reader (from 3 in 2009).

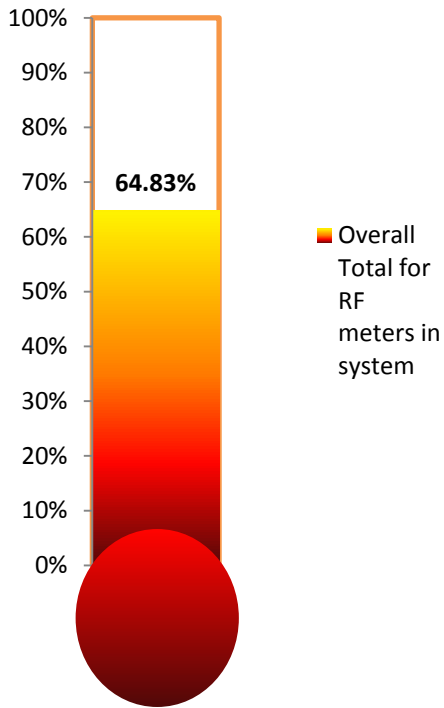
The breakdown of the overall meter inventory in the system is about 1,030 meters that are commercial/industrial and about 29,400 that are residential.

Due to the heavy workload during the month, staf was not able to change out any Unitized Measuring Elements (UME’s) on large meters 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. The UME change-outs are part of the department’s large meter testing and maintenance program.

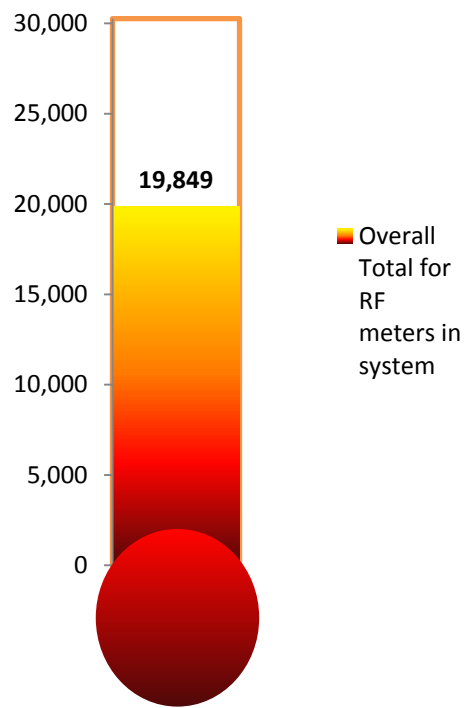
Staff changed four meters from turbine meters to a compound meters. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. If the flow volumes will vary quite a bit such as an apartment complex where numerous residents will use water at the same time (such as the start of a work day) and then smaller amounts will be used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well. The Water Department made a decision over 10 years ago to remove all the compound meters from the system. Since that time until now, the department has been installing compound meters in locations that conform to industry standards for that type of meter installation. Although compound meters are more expensive

than turbine meters, in the long run, they pay for themselves by accurately measuring the actual water used by a customer.

Overall % Total for RF meters in system



Overall Total for RF meters in system



****Water Department Appendix Continues on Page 35.**

Economic Development

On Thursday, November 1, City Staff attended the EDC's 2012 Community Leaders Breakfast where former Governor James Thompson was the keynote speaker. Governor Thompson's experience with economic development projects and advocacy for Illinois business interests while in office provided the foundation for his keynote address; his most notable accomplishment included the attraction of Mitsubishi Motors North America to Bloomington-Normal. In addition to Governor Thompson's remarks, the EDC also provided an update on their annual accomplishments in regards to jobs and capital investments in the community.

Developer Meetings

Also attended in November was a public meeting for a new development project currently referred to as "The Foundry." Located on the former site of American Foundry and Furnace Company (see diagram below), the development and design team shared their vision for a "mixed-used project with ground floor retail and contemporary loft style apartments. Anchored by Constitution Trail, these high-end apartments will enjoy the benefits of improved walking areas in Bloomington's beautiful historic district" (Foundry Invitation). For more information, interested parties can contact Managing Partner Kyle Glandon at (773) 377-5806.

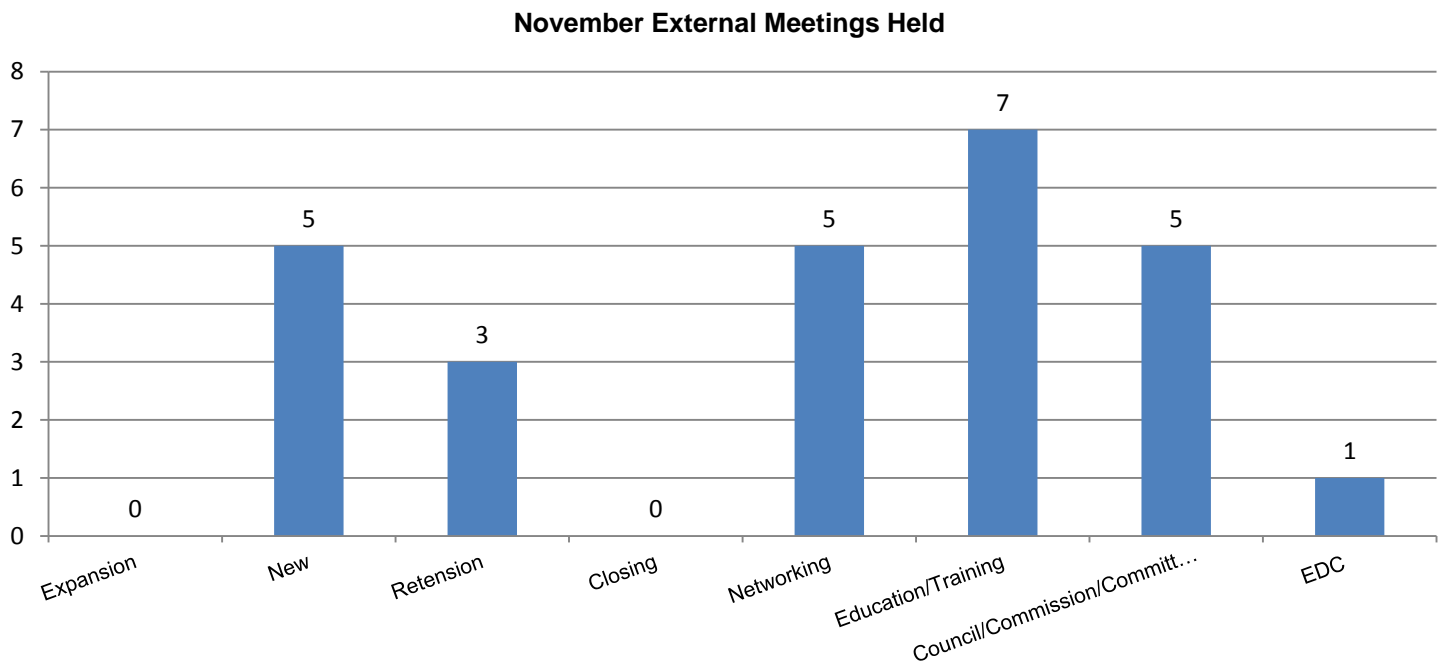


Educational Programming

The City's Economic Development Coordinator attended the International Economic Development Council's Credit Analysis Course in Phoenix, Arizona November 6-9, 2012. In attendance were over 82 professionals from ED organizations across the country. Course highlights include:

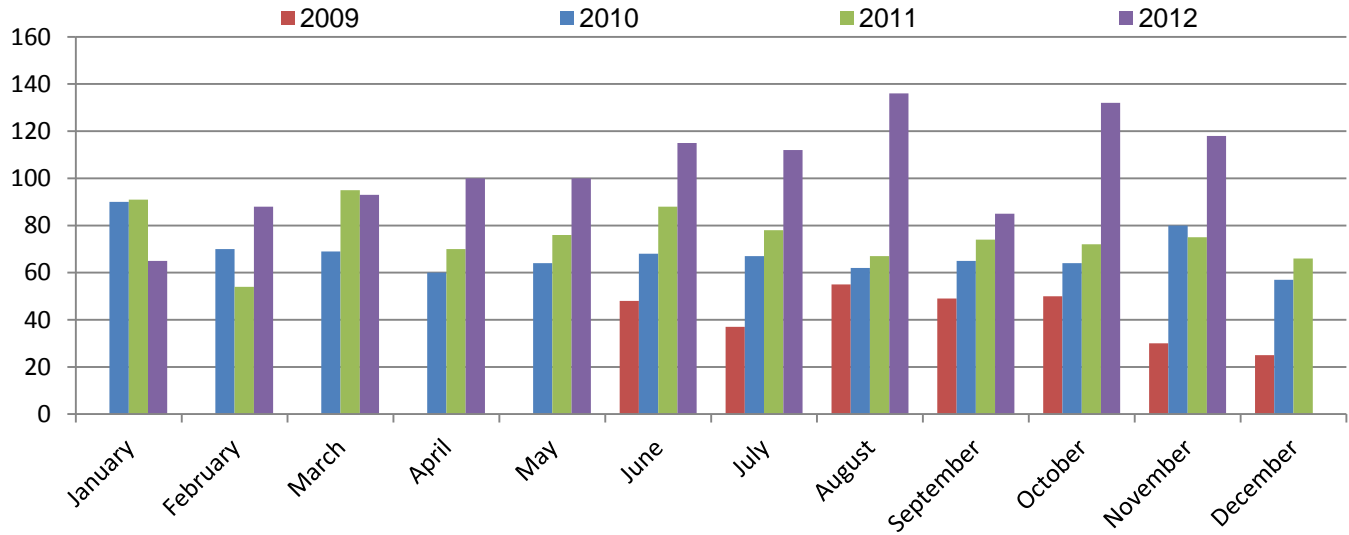
- Business credit analysis and deal structuring/restructuring
- Credit risk, maturity risk, rate risk and liquidity
- Determining if a firm is productive and profitable
- Analysis of small business lending programs
- Negotiation and loan packaging options
- Review SBA, HUD, USDA and commercial lending programs
- Overview of real estate financing and lending tools

Activity



City Clerk

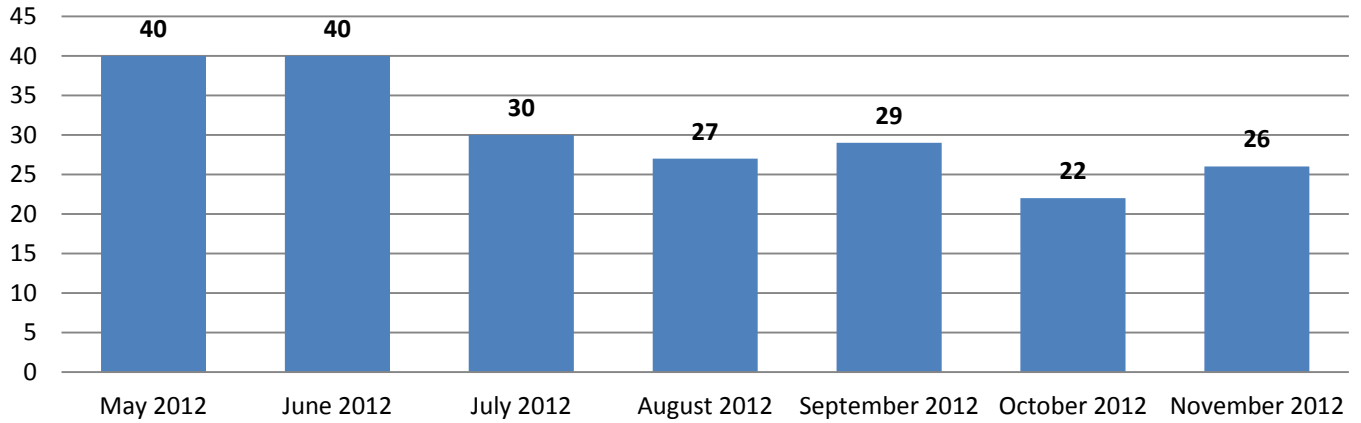
F.O.I.A. Request by Month Since June 2009



F.O.I.A Requests by Month Since June 2009

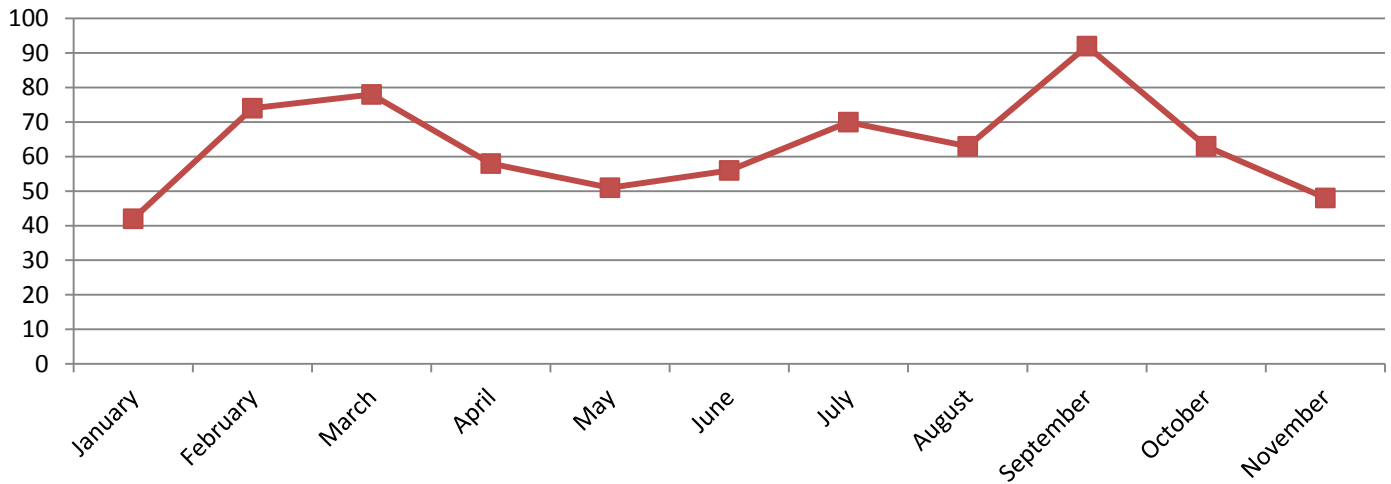
	2009	2010	2011	2012
January		90	91	65
February		70	54	88
March		69	95	93
April		60	70	100
May		64	76	100
June	48	68	88	115
July	37	67	78	112
August	55	62	67	136
September	49	65	74	85
October	50	64	72	132
November	30	80	75	118
December	25	57	66	
Totals	294	816	906	1144

Fiscal Year Number of Items on Council Agenda



Total Number of Items on Council Agenda for Fiscal Year 2013: **214**

FOIA Staff Time per Request

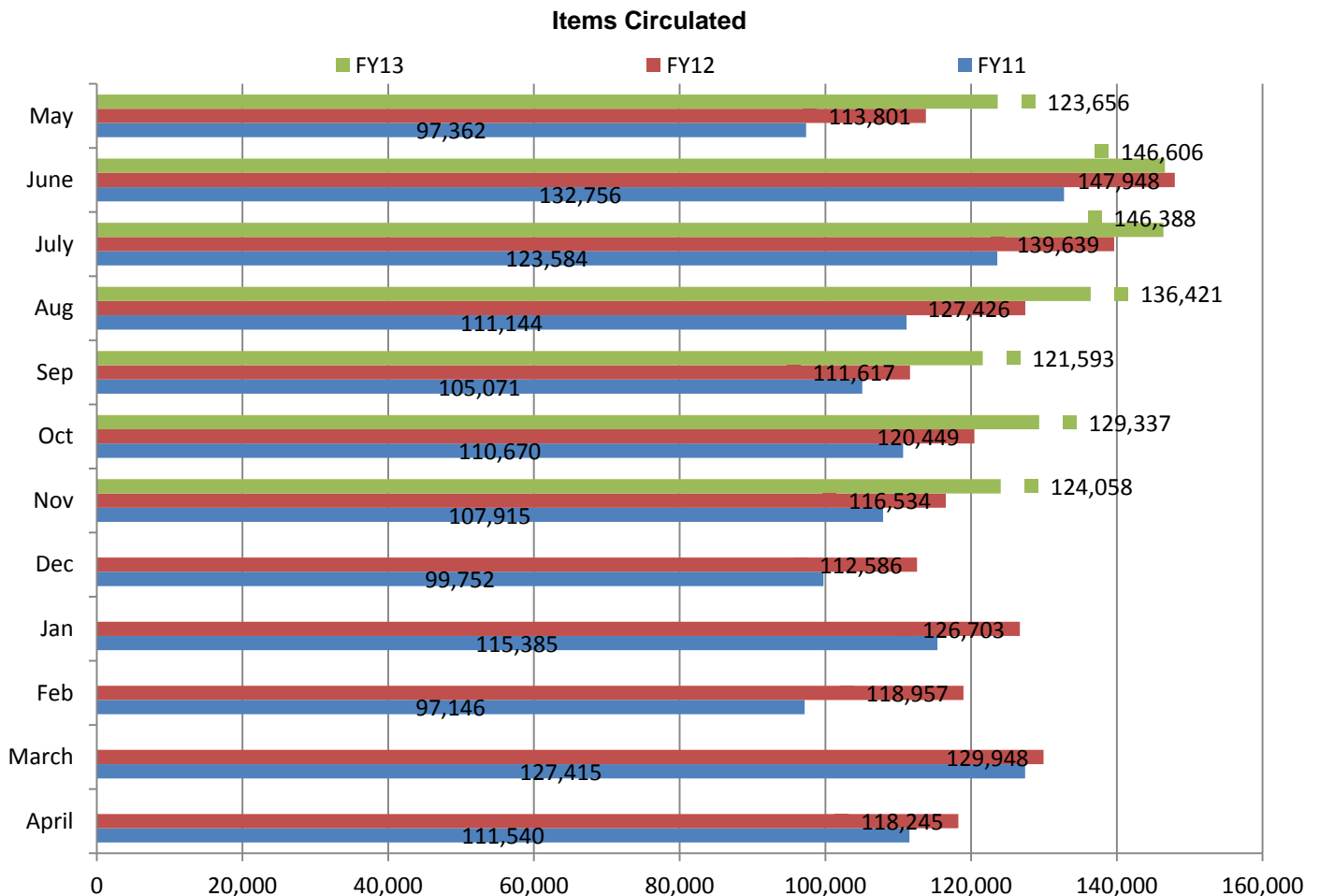


Library (semi-autonomous entity)

The Bloomington Public Library is governed by the nine member Library Board of Trustees and operates as a semi-autonomous governing entity. The trustees are appointed by the Mayor and approved by the City Council for staggered three year terms. (75 IL5/4-1) The Library Board recommends and the City Council approves the tax levy requested to support the budget approved by the Library Board. (75 IL 5/3-5) The powers and duties of the board are to make and approve the policies that govern the operation of the library, to have control of the expenditure of all monies collected for the Library, to appoint and fix the compensation of a qualified librarian who in turn hires other employees as necessary and other responsibilities as outlined in 75 IL 5/4-7.

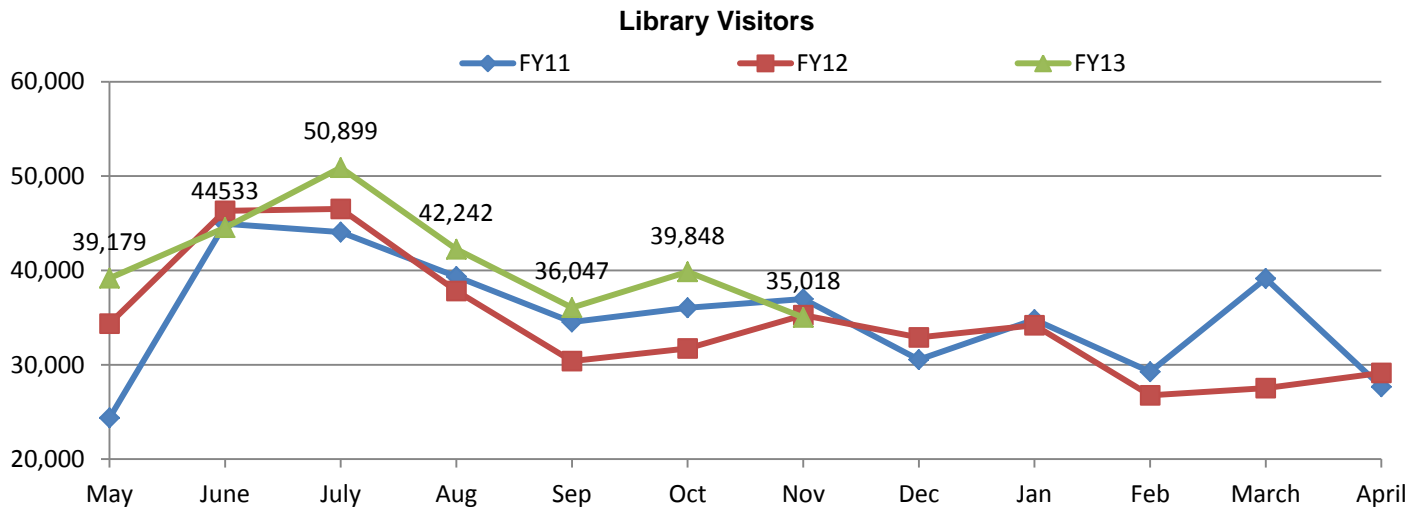
Circulated Items

The library lent 124,058 items in November. This is about 6% more than the 116,534 items borrowed in November 2011.



Visitors

There were 35,058 visitors to the Library and Bookmobile in the month of November, a slight decrease from 35,225 visitors last November.



Staff answered 5,111 questions from customers this month:

Children's Programs in the month of November:

- Musician Dino O'Dell – 46 attended
- Lapsit story times – 4 sessions – 56 attended
- Toddler story times – 4 sessions – 105 attended
- Preschool story time - 6 sessions – 159 attended
- Wiggle Giggle Wednesday evening story time – 19 attended
- 2nd Saturday Family story time – 19 attended
- Tales for Tails (read to dogs program) – 2 sessions – 32 attended
- Clubhouse Childcare Visit – 19 attended
- Head Start Fun club visit – 80 attended
- Dist 87 ELL Parents group visit – 24 attended
- Cub Scouts visit – 12 attended
- Noah's Ark Preschool visit – 82 attended
- Visited Brigham Head Start – 2 classes – 70 attended
- Visited Little Jewels Day Care – 100 attended

Teen Programs and Attendance:

- Teen Advisory Board – 1 session – 6 attended
- Anime Now – 2 sessions – 22 attended
- Video Game Designer Edward Knapp – 1 session – 26 attended
- How to Pay for College – 1 session – 8 attended
- Building a Quadcopter – 1 session – 18 attended

Adult Programs and Attendance:

- Fiction Book Club – 1 session – 4 attended
- Mystery Book Club – 1 session – 7 attended
- Non-fiction Book Club– 1 session – 6 attended
- Professional Women’s Book Club – 1 session – 2 attended
- History Book Club – 1 session – 6 attended
- Wednesday Night at the Movies – 3 sessions – 50 attended
- Open Lab Computer Assistance – 4 sessions – 7 attended
- Downloading eBooks, Nook – 1 session – 2 attended
- Downloading eBooks, Kindle – 1 session – 7 attended
- Cherokee Trail of Tears – 1 session – 35 attended
- Lincoln’s Ladder to the Presidency by Guy Fraker – 1 session – 44 attended
- Pledge of Allegiance/Veteran’s Day – 1 session – 7 attended
- Grandma, Grandpa, and Me Movie – 1 session – 10 attended
- A Tale for Two Cities Programs:
 - Movie *to Kill A Mockingbird* – 1 session – 17 attended
 - The Dinner Bell: A Southern Meal – 1 session – 23 attended
 - Book Discussion of TKAM – 1 session – 6 attended

Compliments to the City

I have to say as I've traveled about in other parts of town that have had their recycle carts for a while, there is one really great thing I've noticed: NO stray bottles or papers can be seen anywhere nearby after the automated truck has come through to empty the carts.

Kudos to everyone involved!

Ruthie

I just wanted to let you know that I appreciate the guys who pick up our trash!

This morning, I noticed that they were out in front of our house and as I watched, they picked up a neighbor's bag of trash which must not have been tied very well. Anyway, a lot of small pieces of paper came flying out of the bag all over the ground. The two men gathering the bags bent down and started picking it up and then the driver came around the side of the truck and even he joined in the effort to capture the paper before it went everywhere.

I don't imagine they got every piece, but I truly appreciate their effort to clean it up!

If you could pass along my appreciation, that would be great.

Sandi Shearin

Yesterday, Judith Hiller called me as her alderman to express her appreciation for the outstanding service she received from the Water Department workers who responded to her emergency yesterday. What happened was that a water main broke at about 3:00 a.m. and she reported it to the Water Department. A team arrived to work on the problem near 8:00 a.m. the people on the team knew absolutely what to do and had the problem solved by 10:30 a.m. During the time they were working on the problem, they explained what they were doing in a professional and genuinely friendly manner. She was quite impressed with the appreciation, urgency, and the way City staff responded. She wanted me to make sure that the compliment was passed up the line, which I assured her I would do.

Thanks,

Robert B. Fazzini

A resident from the community contacted the City to say "Thanks" for picking up her garbage, (that she forgot to put out Tuesday), and the old couch that she had out. She was very appreciative.

Appendix

Police Department cont...

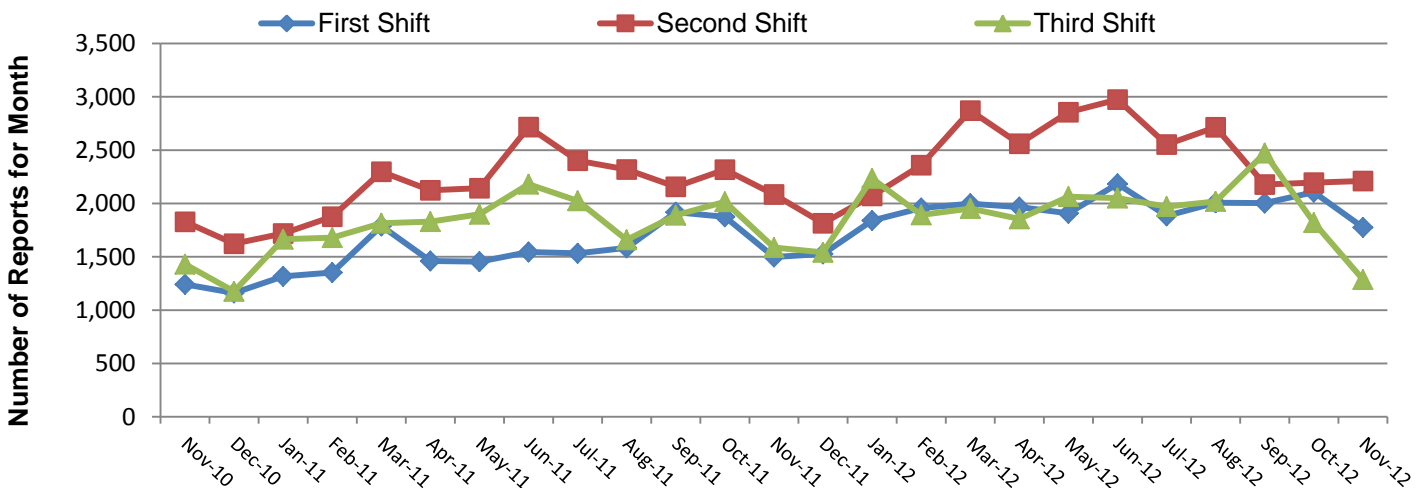
School Resource Officers

School Resource Officer (SRO) Arnold completed nine reports including two for disorderly conduct, four thefts, one battery, one runaway, and one possession of cannabis. He issued three ordinance violations for disorderly conduct and possession of cannabis. He also arrested one for possession of cannabis. He conducted one home visit and met with a parent. SRO Evans had the following service calls: ten theft issues, four order of protection checks, thirty disorderly conduct issues, ten child custody issues, eight truancy issues, 24 fights, ten crisis drills and meetings, five domestic cases, four lock down drills, five evacuation drills, and two personal injury cases. SRO Hirsch issued three ordinance violations for fighting and cannabis, organized and directed six K9 units to do a free air search of lockers, investigated three incidents of theft inside the school, removed three aggressive and non-compliant students from classrooms. He also investigated twelve incidents regarding bullying, fighting, drugs, theft, and threats to students. He conducted three locker searches, gave a class presentation on police work to 60 eighth grade students, and investigated a fight posted on "you tube" and questioned six students in regards to the posting. He applied for the video to be removed. SRO Wagehoft attended Youth Impact meeting, Starcom radio meeting regarding Unit 5 schools using the system, helped deliver food baskets to school families in need, helped several administrators with familiarization of the security cameras. He assisted with the following school issues: five disorderly conducts, one home visits, one truancy, three medical assists, two theft investigations, two fights, and two domestic reviews.

Public Affairs officer White conducted a career expo to 1,200 eighth graders at the Interstate Center, attended Explorer meetings, Focus meeting, conducted a bank robbery class, conducted Mt. Moriah Church safety presentation, presented at ISU Criminal Justice class, led a senior driving presentation at ReMax office, presented two IAA safety classes, and presented to State Farm employees.

Communications cont...

2 Year Police Department Calls for Service by Shift and Month



Incoming Phone Calls	
Administrative (non-emergency)	7178
911 Calls (wireline & wireless) total	2424
911 Calls - Wireline	389
911 Calls - Wireless	1735
Total All Calls	9302

Dispatched Calls	
Police	5293
Fire and EMS	829
Total Dispatched Calls	6122

Daily Call Averages	
Administrative (non-emergency)	239
911 Calls – Wireline and Wireless	71
All Calls per day average	310
Police Dispatches	176
Fire and EMS Dispatches	28
Average Dispatches per day	204

Public Works Department cont...

Street & Alley Repair

This annual project involves minor repairs to City streets and provides for milling/resurfacing of City alleys.

General Resurfacing

This annual project includes the milling and resurfacing of existing City streets.

Locust Colton CSO Elimination – Phase 1

This is the start of a multi-year and multi-phase project to separate combined sewers leading to the CSO - Combined Sewer Overflow at Locust Street and at Colton Avenue.

Lafayette St. Reconstruction from Maple to Morrissey

Lafayette Street will be reconstructed as a 3 lane City street with a center two way left turn lane and sidewalk on the north side.

Morris Ave. Reconstruction from Fox Hill Apartments to Fire Station

Morris Avenue will be reconstructed as a 3 lane city street with a center two way left turn lane and sidewalks adjacent to the curb.

Streets & Sewers Division

Work Type	Jobs Completed
Cave In	2
Cold Mix	24
Contractor	2
Damage Repair	1
Inlet Repair	9
Manhole Repair	3
Pavement Repair	4
Perm Patch	2
Service Repair	2
Sidewalks	1
Traffic Control	4
Water	16

Work Type	Average Age	Average Completion	Avg Hours Worked
Cave In	6.50	2.50	37.50
Contractor	7.50	2.50	9.25
Damage Repair	0.00	0.00	4.00
Inlet Repair	14.00	8.56	30.24
Manhole Repair	13.00	1.00	15.67
Pavement Repair	5.75	5.75	87.00
Perm Patch	5.00	5.00	99.25
Service Repair	6.00	3.00	26.50
Sidewalks	0.00	0.00	4.50
Traffic Control	0.00	0.00	2.00
Water	4.56	2.38	17.50
Work Type	Outstanding Workorders		

Cave In	8
Cold Mix	9
Contractor	11
Inlet Repair	24
Mailbox	2
Manhole Repair	21
Pavement Repair	9
Perm Patch	9
Service Repair	6
Sidewalks	4
Water	39

Street & Alley Repair

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Fleet Division

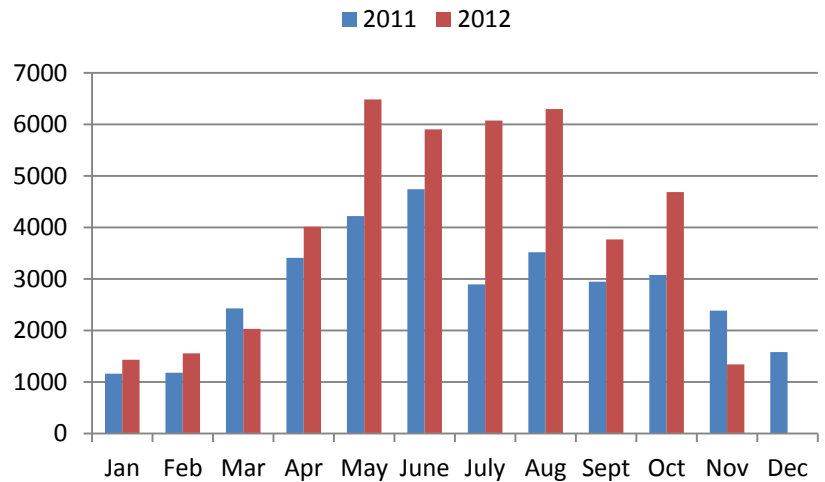
	November 2011	November 2012
Work Order Requests	312	413
Total Repair Orders Closed	278	376
Preventative Maintenance	34	37
Total No Lead Gallons	13,805	15,701
Total Cost	\$43,080	\$57,829
Average Price Per Gallon	\$3.12	\$3.68
Total Diesel Gallons	16,683	17,016
Total Cost	\$55,746	\$63,516
Average Price Per Gallon	\$3.34	\$3.73

Water Department cont...

During November, staff replaced/repared twelve water service lines/curb stops. Most of these were lead (metal) service lines. Removing lead from the service lines is always a positive outcome.

It has been an extremely busy month for Joint Utility Location Information (JULIE) for Excavators work. There are now at least four fiber optic installation companies working throughout the City. Add these activities to the usual flurry of fall tree plantings, fence replacements, new decks, etc. that all call for utility locations and the result is that JULIE personnel are having a very difficult time staying abreast with all the location requests.

Monthly JULIE locate requests 2011 Versus 2012



The Water Department provides all the JULIE locates for the City which includes water lines, storm sewers, sanitary sewers, the power supplies for some City-owned street lights, City owned or maintained traffic signals and City fiber optic lines. For the month of November, staff received 1,343 JULIE locate requests submitted as compared to the 2,387 in November of 2011. A single JULIE request can be submitted for numerous blocks at one time. The request might be for all buried utilities on a given street from sidewalk to sidewalk. A complicated locate request on a busy street such as street with numerous intersections and streetlights, traffic signals and multiple water mains and sewers could take as much as two weeks for a locator to complete.

Financial

The Water Department continues to tract 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

Billing Cycle	11/28	Skip Week	11/14	11/6	10/30	10/23	10/16	10/10	10/2
1					80				77
2				97				43	
3			36				39		
4	17					34			

Water Treatment Plant- Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC)) in filter #15 was arranged to be removed in November when the GAC is changed out. The

underdrain system is at the bottom of the filter and collects the water that has been trickling through the layers of sand and gravel.

The annual change-out of spent GAC started at the end of October and was completed by mid-November. This project takes the GAC from about one-third of the filters (six this year) and regenerates it offsite by heating it to an extremely high temperature. The regeneration removes the organic material that has been captured by the filter and reopens the pores in the carbon. This material is returned to the City for placement back in other filters. This process costs about \$200,000 per year and was budgeted at that amount in the FY 2013 budget.

The wetland/stream restoration project at the equestrian trail site near Evergreen Lake reservoir is nearing completion. This is a project funded by a host of partners. The project will cost approximately \$185,000. The Illinois Department of Agriculture provided \$125,000 through a Conservation Innovation Grant (CIG), and the City's watershed program provided \$62,500 and \$10,000 in-kind with staff time and monitoring. An interpretive trail will be built along the site as well with \$1,800 coming from the Illinois Prairie Community Foundation and with \$2,000 coming from McLean County Soil and Water Conservation District (MCSWCD)/City of Bloomington watershed program. The City funds the MCSWCD soil conservationist each year as it has for nearly 20 years. McLean County Parks will be building bridges at the site.

Dr. David Kovacic, a well-known wetland scientist at the University of Illinois, will be working with the City. Dr. Kovacic's will assist in monitoring the paired watershed sites (one with the wetland and grass waterway, one without) in support of the City of Bloomington/The Nature Conservancy/Environmental Defense Fund drinking watersheds project. The City already participates in a wetlands project on the Mackinaw River near Lexington.



Wetland Inlet Structure Under Construction- Nov 2012

Personnel

The City welcomes Queeneta Banks to the Water Department in a Support Staff IV position. Queeneta had worked in the Department as a temporary employee for several months. The department is pleased to have her on the team as a full time employee.

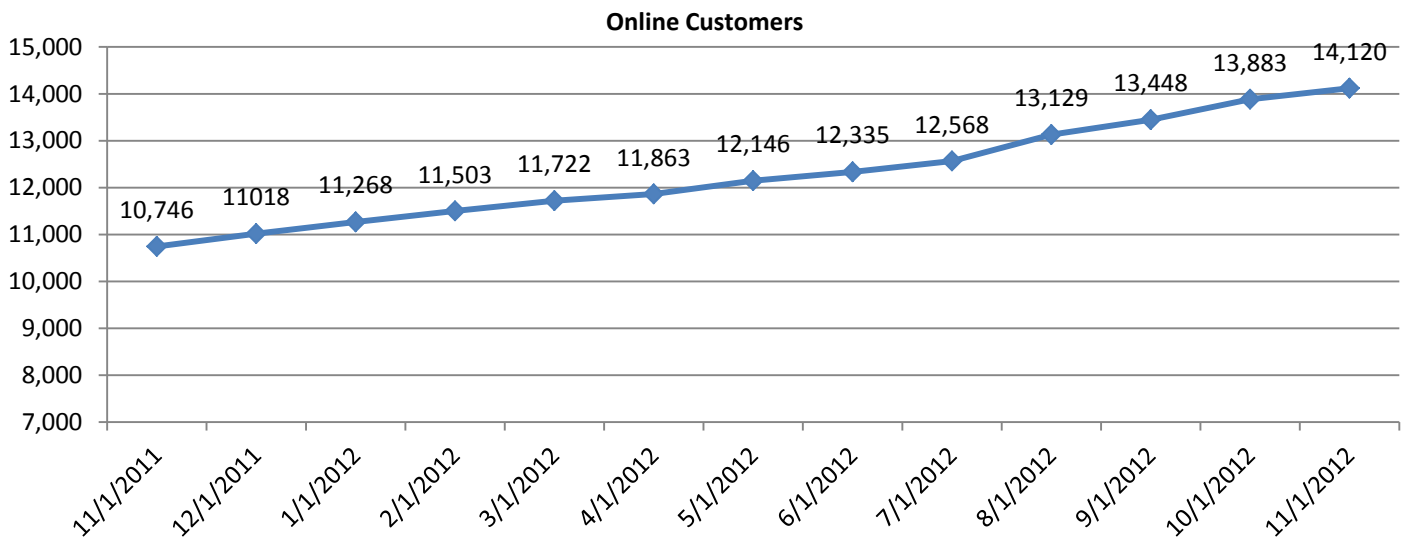
Congratulations to Nick O'Donoghue on his promotion to the Superintendent of Billing and Meter Services. Nick had been working in that position on an interim basis for some time.

Currently, one employee is of on long term medical leave in the Meter Services Division.

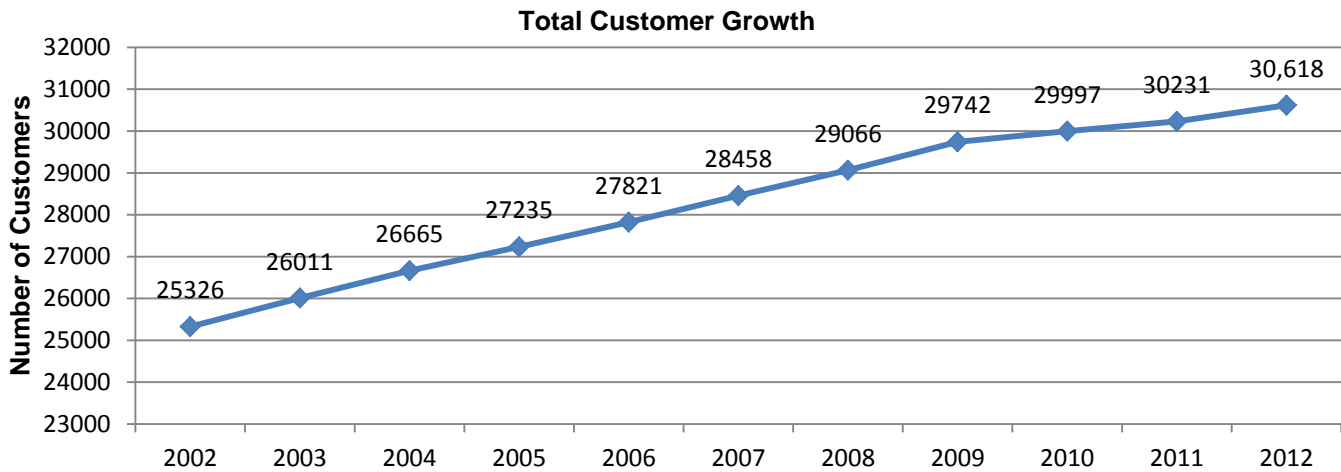
Miscellaneous

The option on-line bill payment option continues to attract new enrollees. This month, 237 customers signed up for this service bringing the total number of customers in the on-line bill payment program to 14,120. Staff will continue to track the number of participants monthly and express the number of customers with this service as a number and percentage of total customers. 14,120 customers are about 46.1% of our customer base.

In a related metric for the number of customers accessing their accounts on-line, 1,678 customers have signed up for the recurring payment option whereby their bill is paid each month without any action on their part. That is an increase of 26 customers as compared to last month. The 1,678 customers are about 5.5% of the total customer base.



The Water Department continues to experience overall customer growth in CY 2012, although it has slowed tremendously as compared to years in the recent past. For the month of November 2012, 15 new customers signed up for water service, which brings the overall total to 30,618 customers. At the beginning of the year, 30,231 customers were signed up for this service



Cost Savings Measures

A new category that the department is starting to report this month is the number of customers that are electing to go paperless with their City Services bills. Currently, 3,345 customers no longer receive a paper bill. This equates to 10.9% of the customer base.

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.

Staff negotiated a 25% discount with Underwriters Laboratories for taste & odor (T&O) samples. This saves about \$400 per month.

Staff started ordering Hach brand laboratory supplies for chlorine and fluoride testing through a scheduled shipment plan. This saves about \$100 per month.

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.

The Department has 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.

The Water Department integrated the entire JULIE locating system into its workload without adding any personnel. 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.

Water Main Breaks Per Month

November 2007-2012

