



Photograph by Rich Batka, Bloomington Fire Department

# CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities

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## UPCOMING COMMUNITY EVENTS

- Rave On! Buddy Holly, BCPA, January 11
- Annual MLK Awards Program, Bloomington-Normal Marriott Hotel & Conference Center, January 18
- Bloomington Thunder Hockey Game vs. Fayetteville Fireantz, US Cellular Coliseum, January 23
- The Dirty Dozen Brass Band, BCPA, January 24
- IHSA Dance Team Final Competition, US Cellular Coliseum, February 1

## Upcoming Meetings

- Liquor Commission meeting, January 8, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting January 8, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, January 16, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, January 23, 7:00 p.m. – 9:00 p.m.

The Bloomington City Council will meet January 13<sup>th</sup> and January 27<sup>th</sup> at 7:00 p.m. for regular Council Meetings

The Mayor's Open House is held every Friday before a Monday City Council Meeting from 4:00 pm to 5:30 pm at City Hall



# City of Bloomington Elected Officials

**Mayor  
Tari  
Renner**



**Ward 1  
Kevin  
Lower**



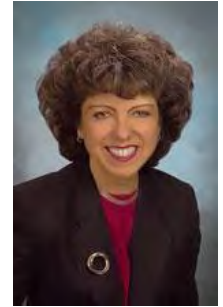
**Ward 2  
David  
Sage**



**Ward 3  
Mboka  
Mwilambwe**



**Ward 4  
Judith  
Stearns**



**Ward 5  
Jennifer  
McDade**



**Ward 6  
Karen  
Schmidt**



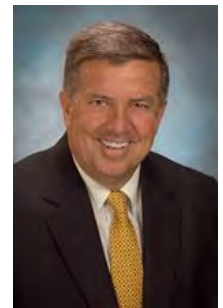
**Ward 7  
Scott  
Black**



**Ward 8  
Robert  
Fazzini**



**Ward 9  
Jim  
Fruin**



## City of Bloomington Administration

City Manager: David A. Hales

Deputy City Manager: Barbara J. Adkins

Assistant to the City Manager: Alexander McElroy

Executive Assistant: Katie Buydos

City Clerk: Tracey Covert

Director of Finance: Patti-Lynn Silva

Director of Human Resources: Emily Bell

Director of Information Services: Scott Sprouls

Director of Parks, Recreation & Cultural: John Kennedy

Director of Planning & Code Enforcement: Mark Huber

Director of Public Works: Jim Karch

Director of Water: Craig Cummings

Police Chief: Brendan Heffner

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda





# City Manager



David Hales

## Welcome From the City Manager

November 2013 Edition

**T**he 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 2013 City Manager's Monthly Report. I hope that you continue to stay informed on City issues and progress. Please feel free to contact me with any questions, comments and/or suggestions regarding this report.

Sincerely,

David A. Hales  
Bloomington City Manager  
109 E. Olive Street  
Bloomington, IL 61701  
[Dhales@cityblm.org](mailto:Dhales@cityblm.org)



## Spotlight City: City Improves Transparency Score

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### Illinois Policy Institute Transparency Score for City is up 26% to 77.2

*"I am very pleased with the great progress we are making toward increased transparency and open government in City Hall. I would like to thank the City Council and staff for their hard work and dedication toward this effort to improve citizen access to information and restore the public trust." – Mayor Tari Renner*

The City of Bloomington, Illinois is pleased to announce that the Illinois Policy Institute (IPI) has scored the City's website for transparency at a 77.2, which is a 26% improvement over the last time the City was scored. Bloomington currently ranks 11<sup>th</sup> out of the 25 Largest Illinois Municipalities. The average score of the top 25 is 67.2, exactly 10 points less than Bloomington.

The IPI rates each municipality based on the documentation available to the public in the following ten categories:

- Elected & Administrative Officials
- Meeting Information
- Public Records
- Budgets
- Financial Audits
- Expenditures
- Salary & Benefits
- Contracts
- Lobbying
- Taxes & Fees



City staff has worked over the past few months to improve documentation on the City's website by adding the "Transparency" portal on the homepage, <http://www.cityblm.org/index.aspx?page=464>.

*"Government transparency is a priority for the City and we will strive to improve our transparency every day. I have directed staff to continue to improve the City's website and request a rescoring from the Illinois Policy Institute by April 30, 2014" said City Manager David A. Hales.*

Staff plans to continue to improve the information available on the City's website over the coming months and request a rescore from the IPI with the goal of 85 or higher by April 30, 2014. The City Manager is encouraging residents to visit our website and comment on what information they would like to see available or email his office at [admin@cityblm.org](mailto:admin@cityblm.org).

# Executive Summary

## Police Department

- Criminal Investigations Division (CID) assigned 73 new cases for investigation in November. The case load being carried by CID had the following dispositions: 35 cases were cleared by arrest, 2 cases were cleared with juvenile arrest, and 111 were administratively closed, exceptionally cleared or were unfounded. 166 incidents of domestic violence were reviewed in November. **(Page 8)**
- The Street Crimes unit has six officers assigned with an average of 4.14 working per day. The Street Crimes officers completed 23 days of training. Activity included 5 warrant arrests, 20 probable cause arrests, \$2,570 in tow fees generated and \$1,854 seized. 124.7 grams of cannabis and 4.1 grams of crack cocaine were seized. **(Page 9)**
- The Department experienced 171 property crime reports, which is a decrease compared to the 198 property crime reports last month. The breakdown is as follows: 39 burglaries, 126 thefts, 5 motor vehicle thefts and 1 incident of arson. **(Page 12)**

## Fire Department

- For the month of November, the Fire Department's response time was slightly over the six minute bench mark with an average call creation to arrival time of 6:08 **(Page 14)**
- During the month of November, the Bloomington Fire Department responded to 161 calls of which 8 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$148,607. **(Page 14)**
- For the month, the three most common EMS report types include Power line Down, Assist Invalid, and Alarm system sounded due to malfunction. **(Page 15)**
- This month, the majority of calls were EMS related, which accounted for 678 calls for service in November. The 678 calls resulted in a total of 770 patients treated and 579 patients transported. **(Page 16)**

## Public Works Department

- Two Solid Waste Division employees on November 13 taught recycling at A Child's View Cooperative daycare. Dani Wolf presented a video from the city's website to show what happens to recycling after it is picked up. She also brought in recycling items and talked about what is recyclable: paper, plastic, tin, etc. Then the children and teachers bundled up to go outside and meet Todd Daniels, a recycle driver. All the kids put recycle items into a City of Bloomington recycle cart and received a sticker saying they recycled. Everyone stood back safely and Todd emptied the recycle cart into the recycle truck. The group assembled in front of the truck for a photograph. **(Page 19)**



## Water Department

- The City experienced below average precipitation, about 1.65 inches of rain, during the month. The monthly average precipitation for November is about 3.4 inches. With this month's precipitation deficit for the month, the Lake Bloomington Reservoir, our source of supply during the month, dropped to about 5.1 feet below its spillway. The Lake Evergreen Lake Bloomington Reservoir is below its spillway level by about 3.3 feet as well, so we are at a combined deficit of about 8.4 feet. We cannot use the Mackinaw River pumping station until we are a combined deficit of 8.0 feet and the river is at certain flow levels. Although the reservoirs are lower than usual, there is little concern for the overall reservoir volumes at this time of the year as wintertime water demands are the lowest of the year. **(Page 23)**
- Pumpage has been moderate during the month. The Department pumped an average of around 9.0 million gallons per day (MGD) in November with a peak day of 10.5 MGD on November 18, 2013. The November average for 2013 can be compared to the average daily pumpage during November 2012 of 9.8 MGD, 9.6 MGD in 2011, 10.2 MGD in 2010, 9.2 MGD in 2009 and 10.2 in 2008. Even with the drought, we are tracking, on average, below previous November's. **(Page 24)**
- As is typically the case, the top ten water users for the Water Department in November include at least six customers outside the City of Bloomington. Those customers in November 2013 include Mitsubishi Motors, the Village of Hudson, Bloomington Township Public Water District (BTPWD) West Division, Bloomington Township Public Water District (BTPWD) Crestwicke Division, Bridgestone Firestone and Advocate BroMenn Hospital. The Village of Towanda ended up at number eleven on the list, another outside the City customer. **(Page 25)**
- In November staff had another highly productive fire hydrant service work month. Staff worked on 26 fire hydrants with problems. These maintenance problems are not severe enough to have taken the hydrants out of service, but the hydrants are not in prime operational shape. Staff also replaced/installed 2 hydrants during the month. This brings the fiscal year total to 386 hydrants serviced and 62 hydrants that have been replaced/newly installed. As of the end of November the City has no hydrants out of service as a result of our annual hydrant testing. **(Page 25)**
- The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer thread pattern is different from our immediate neighbor, the Town of Normal. So, in order for the Town of Normal or any other department to use a Bloomington steamer connection, an adaptor would need to be used. By using the Storz fitting, this enables the City of Bloomington Fire Department, as well as other departments in mutual aid situations, to quickly and universally use the city's steamer fire hydrants. During the month, the Water Department installed 5 Storz fittings on fire hydrants. Currently, approximately 489 steamer hydrants or about 16.9% of our steamer hydrant inventory have the Storz fitting. **(Page 27)**

## Parks, Recreation & Cultural Arts Department

- For the month of November, the BCPA welcomed 7,348 people to over 43 in-house functions. Year-to-date the facility has had an increase of 7.2% in BCPA attendance with 79,618 participants. Functions held included a wedding reception, improv classes, piano lessons, BCPA shows, pre- and post-shows, Central Illinois Recreation Council for Leisure Experience, Ancient Accepted Scottish Rite and more. **(Page 35)**
- The month of November is difficult to predict in the golf business. While the month itself will never make or break a year, it can provide a helpful boost if the weather is favorable.

Unfortunately, this November proved to be a tough one in terms of the weather along with rounds and revenue. Golf playable hours were down -40% to an average November weather according to the Cognilogic Weather Service. As a result, course rounds were down -52% with revenue down -26% during the same time. (Page 35)

- The Utility staff has completed the installation of the new playground structures at Eagle View Park (photo, right). This project included the installation of age specific playgrounds intended for 5-12 year olds and another for 2-5 year olds. The installation of the playground surfacing (Fibar) will be completed in December and the playground will be opened shortly thereafter. (Page 39)
- On November 17 the City of Bloomington was hit with a terrible wind storm and the Forestry staff was called out to assist in the removal of hazardous and dangerous trees. The Forestry staff responded to four major locations that trees had fallen and either blocked the streets or snapped power poles. These locations were: Ewing Park I, Alexander and Oakland, Emerson and EastHolme and Morris and Perry. There were 37 different work orders that have been completed due to the storm (Page 38).



## Planning & Code Enforcement (PACE)

- November activity was sluggish compared to the same month last year. Building permits were equal to November last year, while overall construction permits were down somewhat. Single family homes were well off the norm, with only four permits issued. The good news is that with 11 months in the books, permit numbers and the value of those permits were up 6% and 13% respectively. (Page 45)

## Economic Development

- International Council of Shopping Centers Deal Making Conference: The City's Economic Development Coordinator attended the ICSC Chicago Deal Making Event in Chicago, October 1-3. Held annually this deal making event was a great opportunity to gather under one roof to exhibit, make deals and form successful business partnerships with property owners, developers, retailers, brokers, lenders, municipalities, property asset managers and product and service providers. Over 2,500 people were in attendance for this event and the City looks forward to the positive developments that are sure to follow. (Page 48)
- International City/County Management Association Webinar: ICMA University offered a streaming webinar on November 13 where participants could learn "How to think Like a Retailer." The City of Bloomington, along with Buxton Company and the City of Goleta, California presented industry insights and best practices regarding retail development dynamics, trends and the impact that sales tax revenue has on the local economy. (Page 49)



*Leaders at the Core of Better Communities*





## Police Chief



**Brendan Heffner**

## Police Department

November 2013 Edition

### **Crime Investigations Division (CID)**

CID assigned 73 new cases for investigation in November. The case load being carried by CID had the following dispositions: 35 cases were cleared by arrest, 2 cases were cleared with juvenile arrest, and 111 were administratively closed, exceptionally cleared or were unfounded. 166 incidents of domestic violence were reviewed in November.

CID began the month of November with 8 general detectives. On average there were 6 general detectives working per day. Each detective was assigned approximately 8 cases during November. As of 11/05/13, the Domestic Violence detectives (2) are assigned 107 cases. The detectives (2) assigned to sex crimes and sex crimes involving children are investigating 48 cases

### **U.S. Marshal Task Force**

Detective Rena opened 11 cases during the month and was able to directly close or use U.S. Marshall's resources to close 7 cases. TFO Rena and other members of the task force located and arrested a suspect charged with Armed Home Invasion in Indiana.

### **Cyber Crimes**

The Cyber Crime unit (3 detectives) continued to operate in cooperation with the United States Secret Service (USSS) in November. The Unit has 23 open/active cases which includes open/active joint investigations with the USSS. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams. The unit also assists with other investigations where technology is involved in the commission of the crime or of evidentiary value.

Detective Swartzentruber successfully achieved Certified Forensic Computer Examiner Certificate through the International Association of Computer Investigative Specialists. This certification is one step in achieving recognition as an expert in computer forensics. Detective Lynn completed training which will allow for forensic investigation of unsupported or damaged cellular telephones.

### Street Crimes Unit

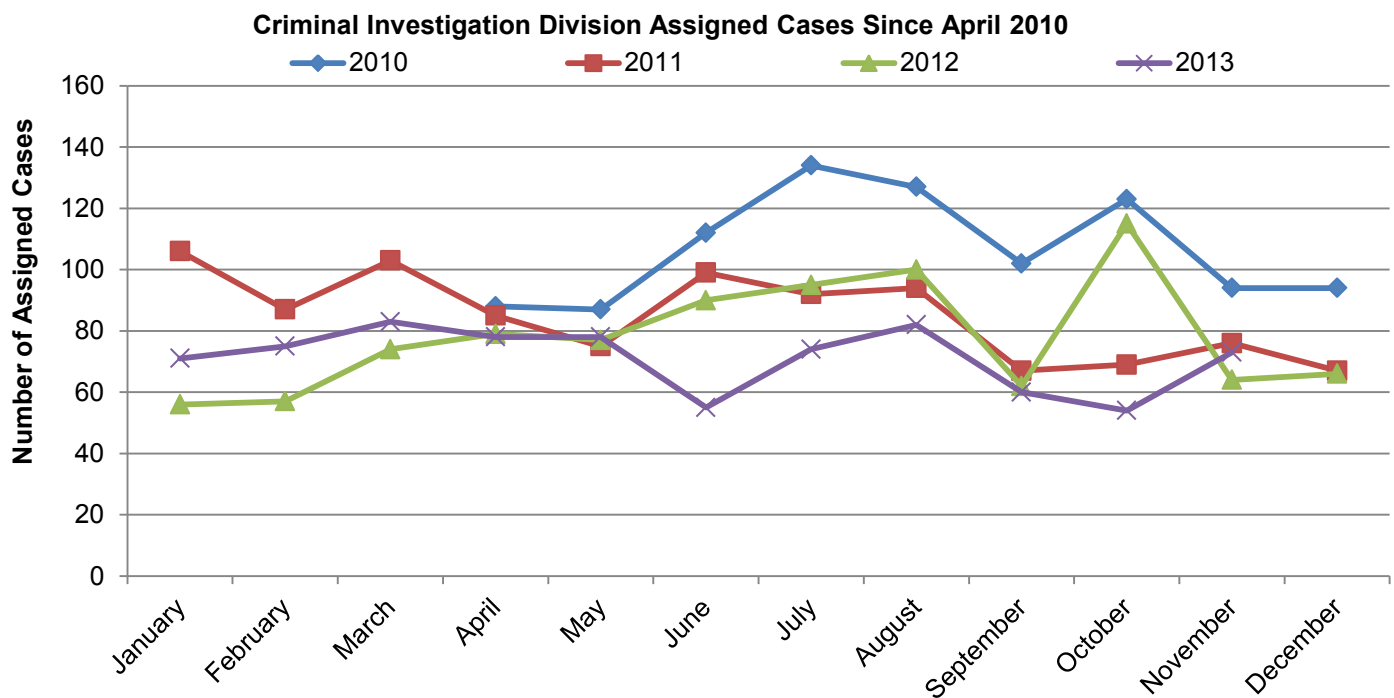
The Street Crimes unit has six officers assigned with an average of 4.14 working per day. The Street Crimes officers completed 23 days of training. Activity included five warrant arrests, 20 probable cause arrests, \$2,570 in tow fees generated and \$1,854 seized. 124.7 grams of cannabis and 4.1 grams of crack cocaine were seized.

### Criminal Intelligence and Analysis Unit (CIAU)

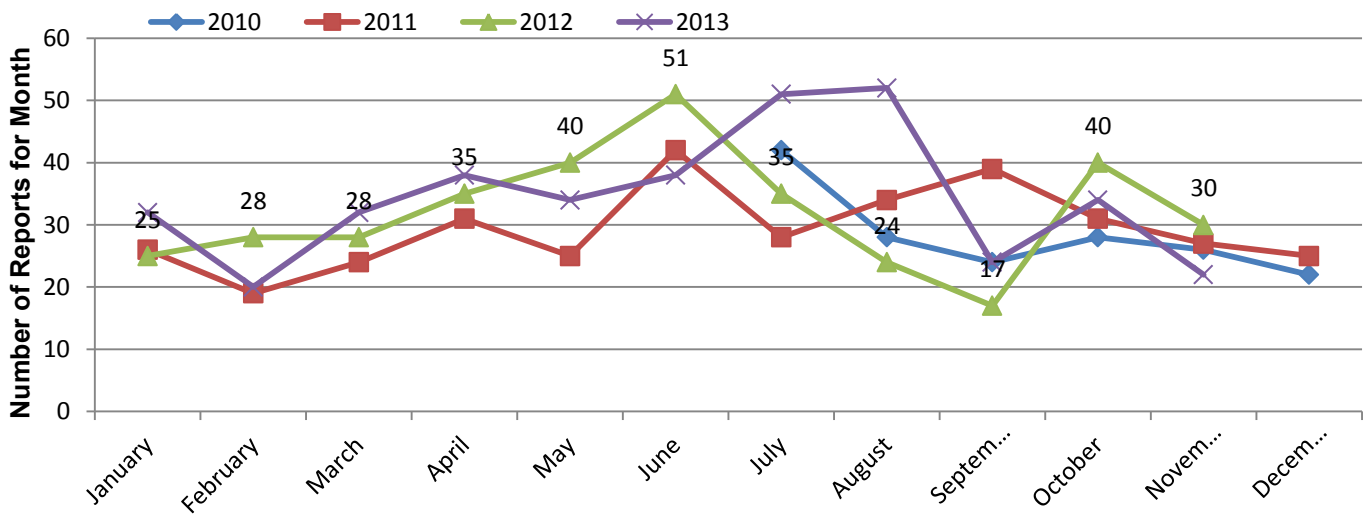
During the month of November, CIAU staff spoke to the McLean County Leadership group in regards to crime analysis, its purpose in the department and provided examples of the types of crime information made available to the public by CIAU staff. CIAU staff presented four hours of Intelligence-Led policing and Law Enforcement Problem Solving training to eight commanders from Schaumburg (IL) Police Department at their request.

CIAU staff presented a class on policing hybrid gangs at the 2013 Northern IL Gang Summit in Chicago at request of the Suburban Law Enforcement Training Center in Chicago, IL. CIAU staff prepared current crime trends information and presented to the staff at Chestnut Health services at their request. CIAU staff provided testimony in a local gang case involving the possession of a firearm and the dealing of narcotics.

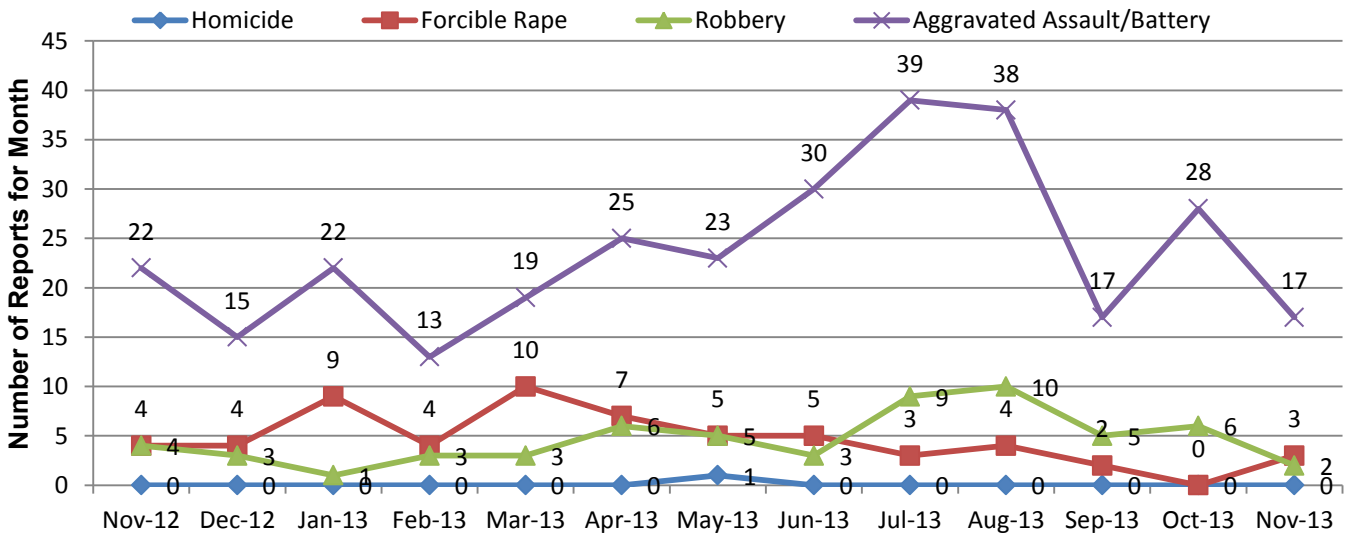
The CIAU was staffed by three employees during this reporting period.



**Total Violent Crime Reports by Month Since July 2010**



**1 Year Violent Crime by Categories**



**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
85.40%	13.40%	0.90%	0.20%	99.70%

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

\$2,500 in ordinance violations have been issued in calendar year 2013 to date. There were no major equipment issues this month. The manager attended Behavioral Threat Assessment seminar at Heartland College and Active Shooter Response training for Telecommunicators at Heartland College. The Starcom template work with Supreme Radio was finalized and the re-banding of radios will take place in December.

<b>Incoming Phone Calls</b>	
Administrative (non-emergency)	6,663
911 Calls (wireline & wireless) total	1943
911 Calls - Wireline	351
911 Calls - Wireless	1,592
Total All Calls	<b>8,606</b>
<b>Dispatched Calls</b>	
Police	5,813
Fire and EMS	840
Total Dispatched Calls	<b>6,653</b>
<b>Daily Call Averages</b>	
Administrative (non-emergency)	222
911 Calls – Wireline and Wireless	67
All Calls per day average	287
Police Dispatches	194
Fire and EMS Dispatches	28
Average Dispatches per day	222

***First Shift 7 a.m. – 3 p.m.***

BPD has 123 sworn officers. There are four officers currently in the FTO program. The average number of officers working per day was approximately 8.26. Day shift patrol conducted several traffic enforcement details in November. Fifty-one incidents of sex offender related problems were handled by first shift. Eight sex offenders were arrested or warrants obtained for their arrest. Four offenders were referred to the State's Attorney for revocation of their probations and/or parole.

***Second Shift 3 p.m. – 11 p.m.***

Second shift had on average 11.6 officers working daily. Officers assisted with the escort and arrangements of Pontiac Police K-9 Officer Casey Kohlmeier's funeral. During the end of the month, several officers assisted Washington Police Department in their tornado recovery efforts.

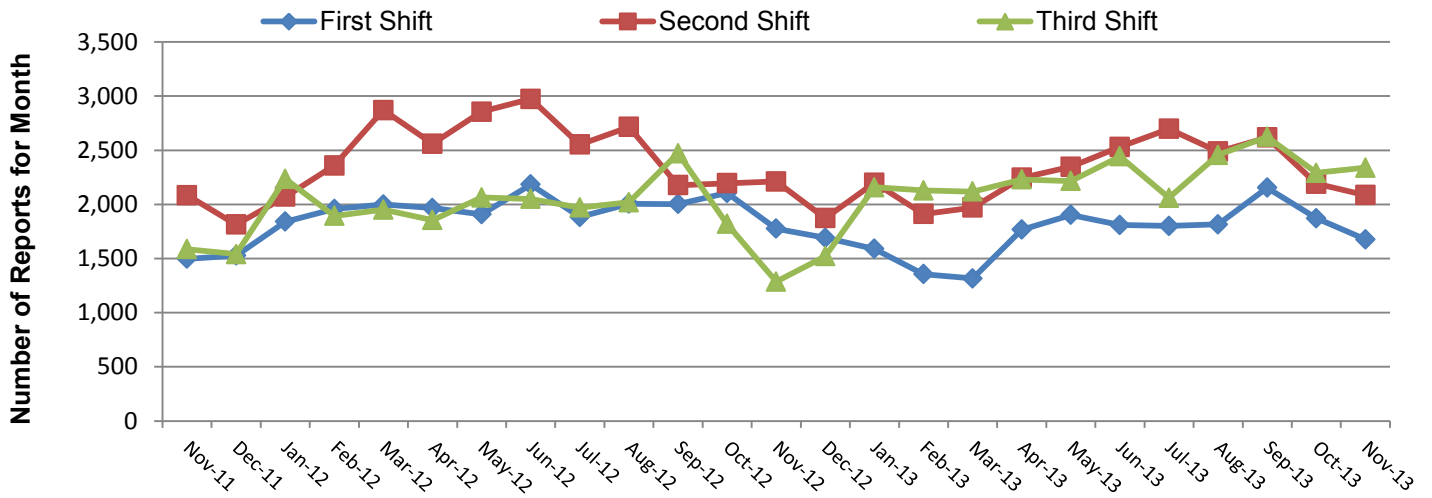
Several notable calls for service include the arrest of an armed subject possessing a realistic air soft gun, an employee conducting false returns at a retail store and placing the amounts on gift cards, person sleeping in parking lot had several firearms and ammunition on him - arrested for possessing with revoked Firearm Owner Identification (FOID).

***Third Shift 11 p.m. – 7 a.m.***

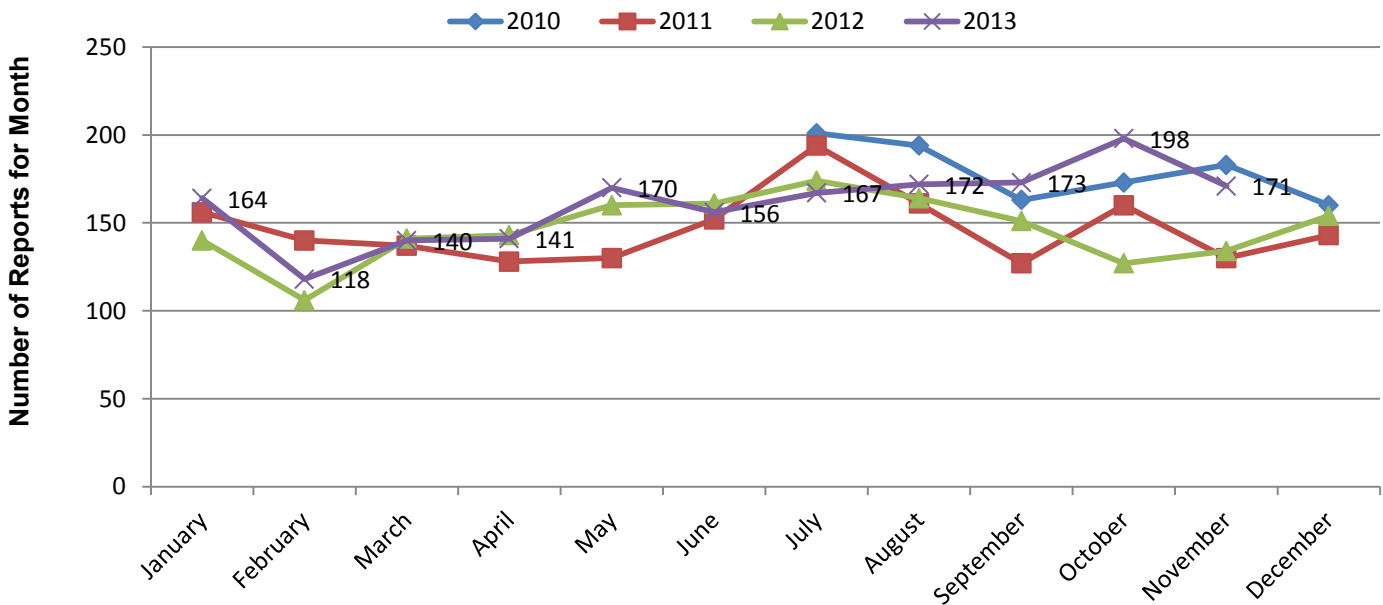
Third shift averaged 9.96 officers each night. Third shift officers had approximately 15 arrests from self-initiated contacts, 395 traffic stops and 17 additional arrests for DUI. Third shift was called to a burglary at a gas station; no suspects. Also third shift was called to a suicide.

<b>Violation</b>	<b>Month Total</b>	<b>Year Total</b>
Seat Belt/Child	4	39
Speeding	99	829
All Other Traffic	406	4,896
<b>Total</b>	<b>509</b>	<b>5,764</b>

**2 Year Police Department Calls for Service by Shift and Month**



**Total Property Crime Reports by Month Since July 2010**



**Administration**

SRO Arnold completed 10 reports including seven thefts, one possession of cannabis, one possession of cannabis/theft, and one assist to another agency, made two arrests, issued one ordinance violation for possession of cannabis, assisted the school nurse with a medical issue and completed one student transport. SRO Evans completed the following service calls: ten theft issues, two order of protection checks, 18 disorderly conduct issues, four child custody issues, nine truancy issues, and twelve fights. He also had four crisis drills, two child abuse issues, two domestic cases, six child sex offender checks, two lock down drills, two evacuation drills, and one range training day. SRO Hirsch initiated a monthly newsletter regarding school safety and personal safety to staff. He also investigated five fights after school, completed one report for possible child pornography, conducted free air search of lockers, removed four students from classrooms, spoke with 15 parents regarding various issues, and attended Youth Impact meeting. SRO Wagehoft assisted Pontiac police

with student suspect in sexual assault case, issued five ordinance violations for battery and disorderly conduct, arrested one for theft of a teacher's credit card, assisted with tornado drill and assisted with the following incidents: 21 disorderly conduct, two fights, one missing student, one runaway, one criminal damage, three battery, one domestic battery, one public indecency, one home visit, one suicide threat, one theft, and one possession of open alcohol.

Public Affairs officer Mayer attended Explorers meeting, STAC meeting, FISA meeting, Neighborhood meeting, Chief's Focus meeting, had a training day at the range, conducted tours and presentations at the Police department, attended Recovery Court, Self Defense presentation, IRS Safety Fair, gave a tour to Heartland students.



# Fire Chief

Mike Kimmerling

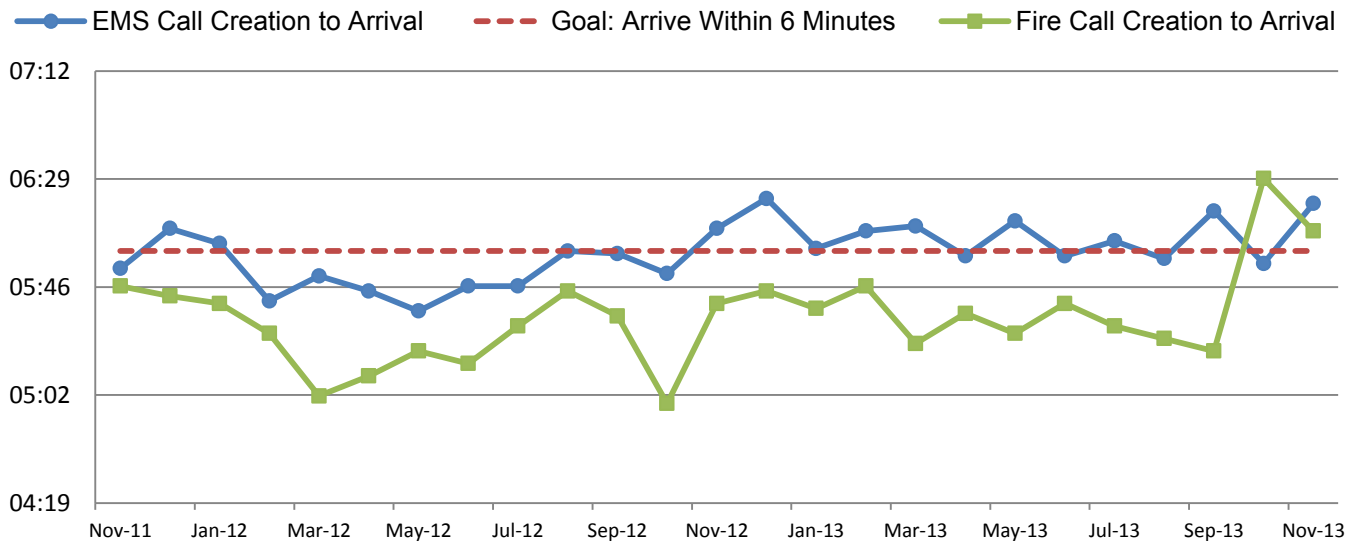
Fire Department

November 2013 Edition

## Fire Response Data: November 2013

Fire Response Type	Previous 12 Month Average	November 2013
Fire Reponses	161	225
Structural Fires	8	7
Estimated Dollar Losses (Property & Contents)	\$148,607	\$530,950

### Fire & EMS Call Response 2 Year Analysis



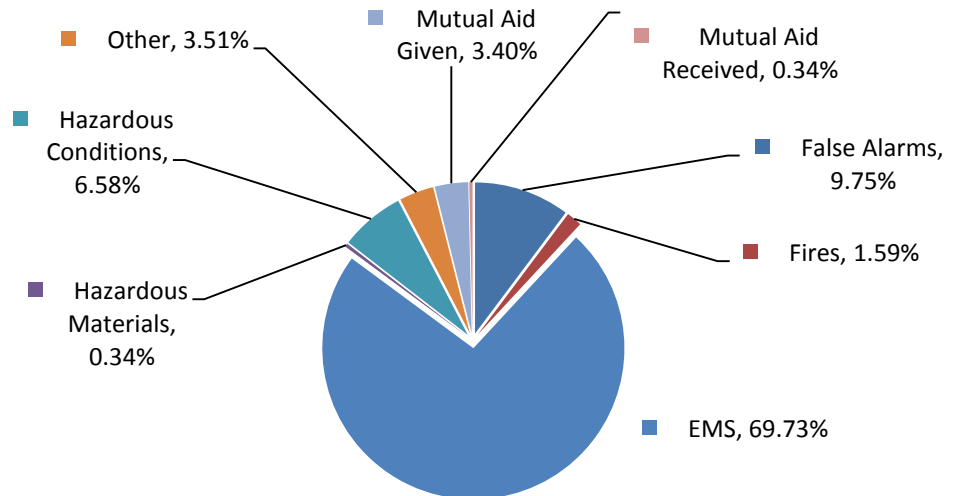
### Top 5 Fire Response Types for November 2013

Rank	Response Type
1.)	444: Power line down
2.)	444: Power line down
3.)	554: Assist invalid
4.)	735: Alarm system sounded due to malfunction
5.)	444: Power line down

### Operations Report

The figures for November are very deceiving. Overall calls for service were actually down from the month before with EMS calls at a low of 615 or around 73% of the calls. Structure fires were up by only one call. The estimated fire damage for the month is \$530,950 mostly due to the fire at the Bloomington Country Club on Nov 19<sup>th</sup>.

**Fire Department Types of Calls for Service November 2013**



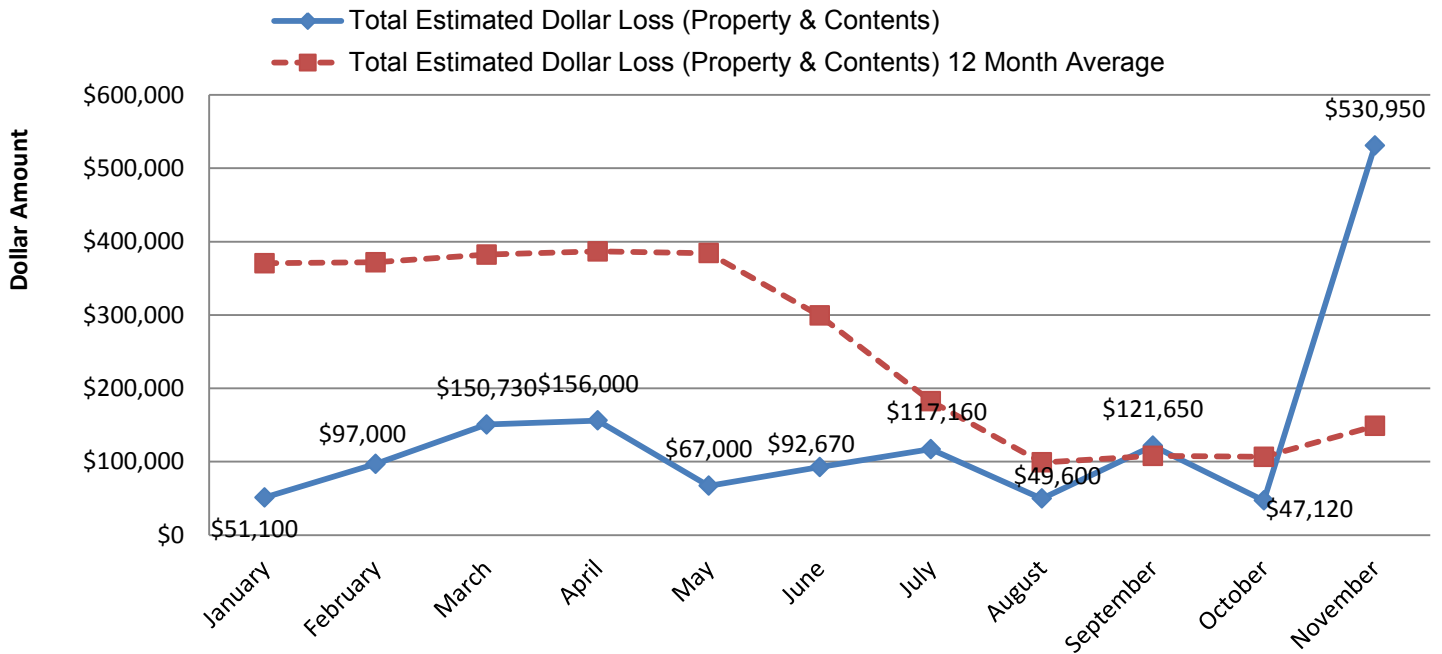
The Fire department also responded to approximately 70 calls for service on Nov 17<sup>th</sup> when severe weather struck the town and knocked down numerous tree limbs that fell onto houses and power lines. Most of the calls were for downed power lines.

The Fire Department also provided mutual aid for Washington, Illinois after a tornado had destroyed part of their town. The Fire Department sent over a Truck Company and a Chief Officer on Saturday the 23<sup>rd</sup> and on Sunday the 24<sup>th</sup> a Truck company was sent over. Both of these deployments were for a period of 12 hours and assisted the Washington Fire Department in responding to calls.

Along with the calls for service, training and other duties such as the Pre-plans occupied the firefighters. An additional 14 pre-plans were completed bringing the total for the year to 134.



### Dollar Loss Due to Fire Damage

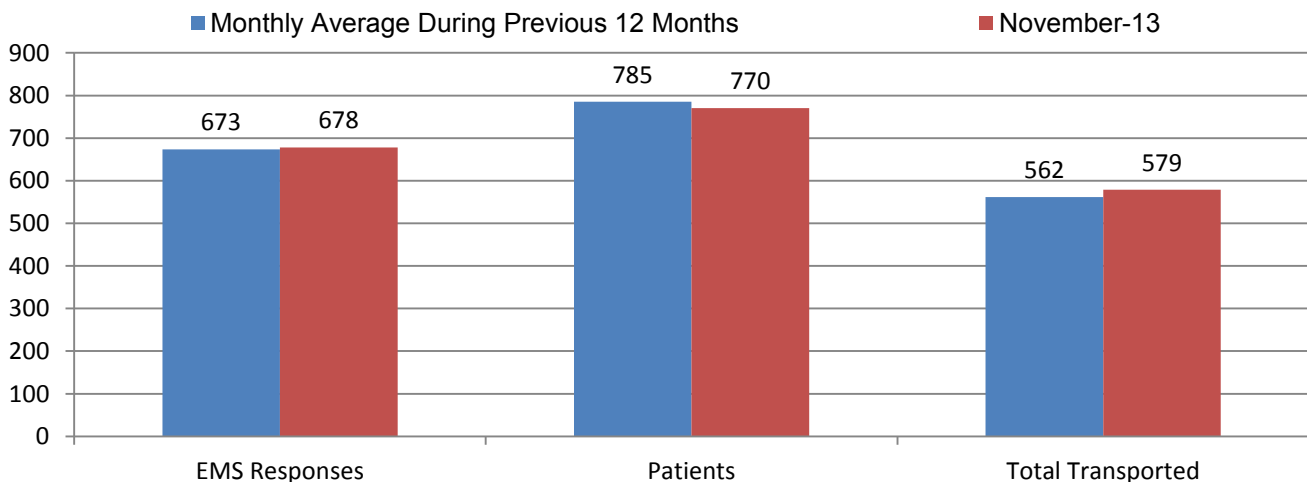


### Emergency Medical Services (EMS)

#### Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 615 calls for service in November. The 615 calls for service resulted in a total of 717 patients treated and 522 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems.

#### EMS Responses: November 2013 and Previous 12 Month Average

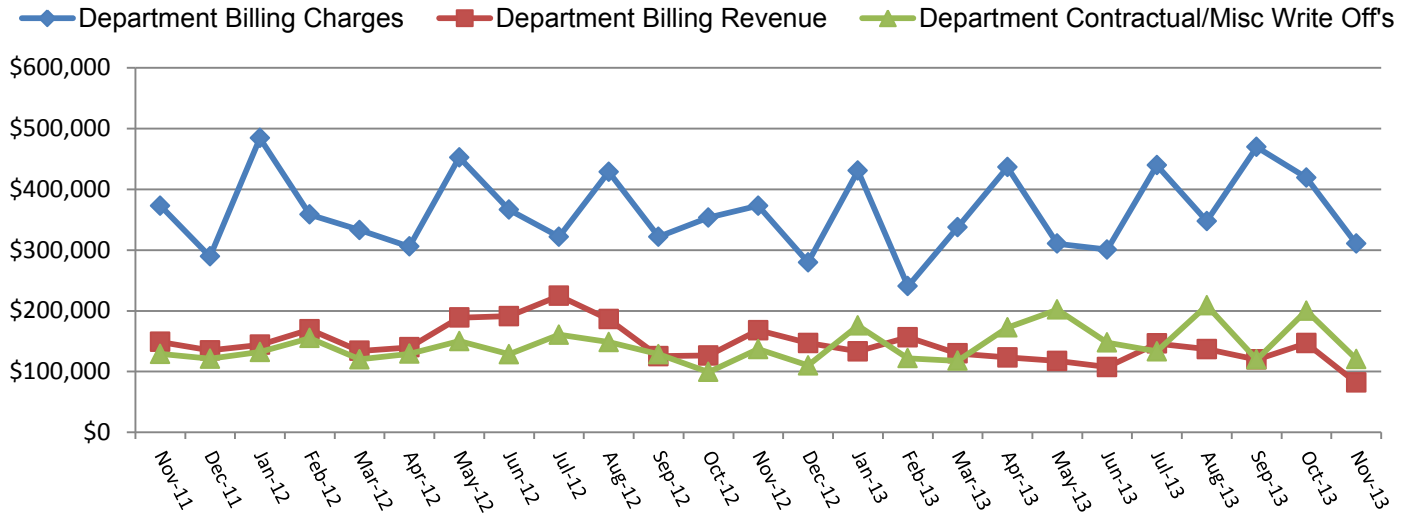


### Billing Revenue Summary

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 number billed for the month. Contractual-Write offs consist of the portion of the charges not received as a result of either Federal or State carriers (Medicare and Medicaid) not allowing for EMS services, or write offs for

financial hardship, bad debt accounts not collected (these are passed to a third party debt collection agency), bankruptcies, etc. The November total for revenue was \$310,592. The Contractual-Write offs total for May was \$82,057. Bad Debt transferred to third party collections was \$33,728.

### Fire Department EMS Billing 2 Year Analysis



### Public Education Office

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

- Brigham Early Learning Center x 2
- Bent Elementary
- Cedar Ridge Elementary x 3
- Oakland Elementary
- Northpoint Elementary
- Washington Elementary x 3
- Fire Station 6 x 2
- Lexington Elementary
- Hudson Elementary
- Salvation Army x 2
- 2<sup>nd</sup> Presbyterian Church
- YWCA
- I.R.S.
- Image Air
  - Total Attendees: 1492
  - Total Events: 21

The following fire & life safety presentations were given:

- Captain Mac & Friends Fire & Life Safety
- Fire Extinguisher Training
- CPR/AED Training
- General Fire Safety
- Hazard House

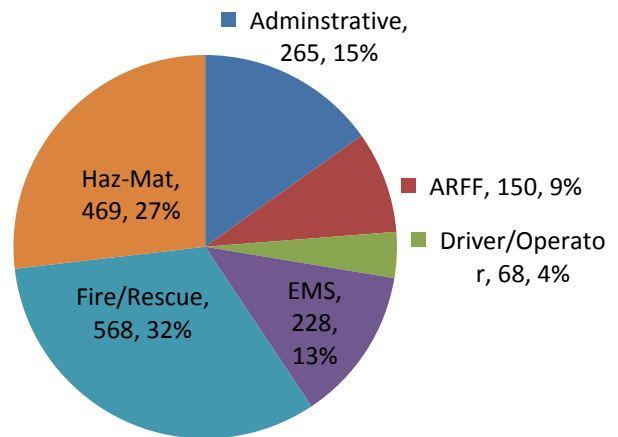
## Fire Department Training Reports for November

For the month of November, 2013 the Fire Department held 215 training classes which totaled 1746.01 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of November.

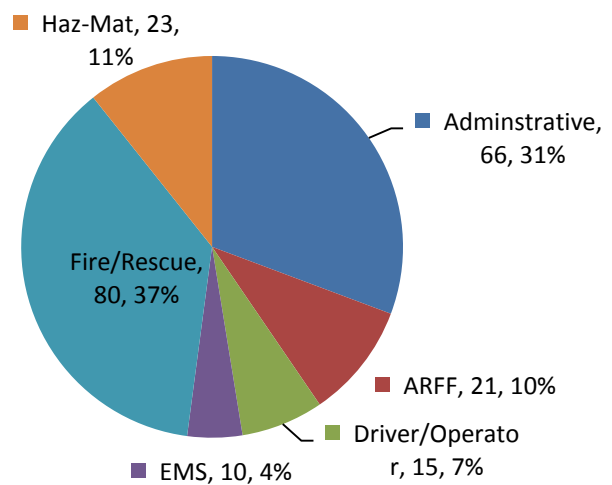
### Major training subjects during this month included:

- Driver/Operator
  - Engineer Practical
  - Pump Operations
- Fire/Rescue
  - Consumption Drills
  - Building Construction
  - Fire Officer Leadership
- Hazardous Materials
  - Information Resources
  - Equipment Familiarization
- EMS
  - Continuous Positive Airway Pressure
  - Cardiac Arrest Management
- ARFF
  - Live Fire FAA Part 139 Training
  - Aircraft/Airport Familiarization

Total # of Hours by Category



Total # of Training Classes by Category





# Public Works Director



Jim Karch

## Public Works Department

November 2013 Edition

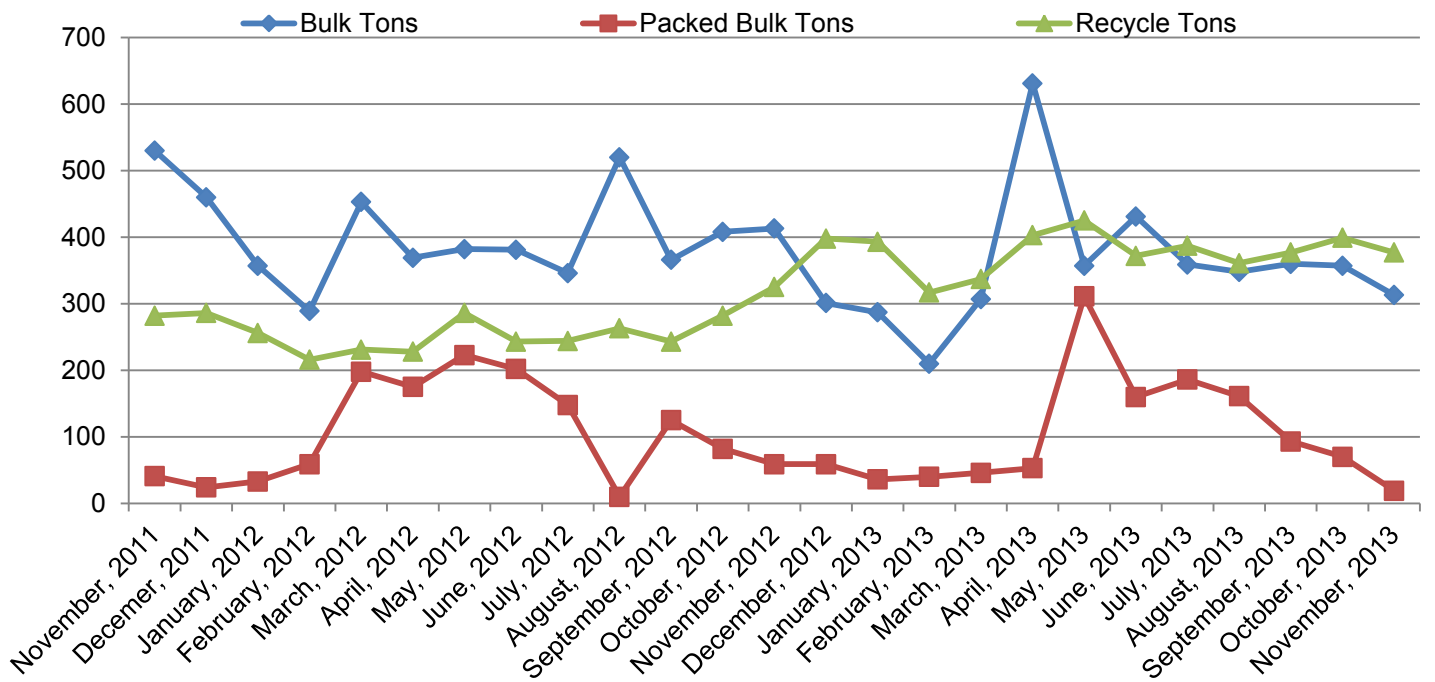
### Solid Waste Division

Two Solid Waste Division employees on November 13 taught recycling at A Child's View Cooperative daycare. Dani Wolf presented a video from the city's website to show what happens to recycling after it is picked up. She also brought in recycling items and talked about what is recyclable: paper, plastic, tin, etc. Then the children and teachers bundled up to go outside and meet Todd Daniels, a recycle driver. All the kids put recycle items into a City of Bloomington recycle cart and received a sticker saying they recycled. Everyone stood back safely and Todd emptied the recycle cart into the recycle truck. The group assembled in front of the truck for a photograph.





### 2 Year Refuse by Month



### Street Sweeping

The City of Bloomington provides its residents with street sweeping service as an effort to beautify and enhance the aesthetics of our 800 center line mile City street system. Our goal is to service citizens by maintaining a healthy, safe and clean environment for our community. Street Sweeping is also the Best Management Practices to protect our storm water drain system.

Working both day and night shifts, 265 miles of streets were swept in November 2013.

Approximately 25,500 residences are serviced weekly and an average of 22.37 pounds of household garbage was picked up each week at these locations in November 2013.



## Fleet Division

	November 2012	November 2013
Work Orders Requests	413	496
Total Repair Orders Closed	376	471
Preventative Maintenance	37	25
Total Number of Lead Gallons	13,913	14,825
Total Cost	\$45,959	\$49,221
Average Price Per Gallon	\$3.30	\$3.32
Total Diesel Gallons	17,016	15,976
Total Cost	\$63,516	\$56,949
Average Price Per Gallon	\$3.73	\$3.56

## Engineering Division

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	6 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 <sup>th</sup> Addition	Punch List Items
Grove Subdivision, 5 <sup>th</sup> Addition	In Construction ( 80% Complete)
Empire Business Park, 5 <sup>th</sup> Addition	In Construction ( 1% Complete)
Wingover Apartments	In Construction ( 99% Complete)
Wingover Apartments East	In Construction ( 99% Complete)
Harvest Pointe – Phase II	Punch List Items
Links at Ireland Grove	Punch List Items
Loeseke Sanitary Sewer	Punch List Items
Fox Hollow Subdivision	Punch List Items
Fox Creek Village, 3 <sup>rd</sup> Addition	In Construction ( 99% Complete)
Fox Creek Village, 4 <sup>th</sup> Addition	In Review
Wittenberg Woods	Punch List Items

<b>CITY OF BLOOMINGTON PROJECTS</b>	<b>STATUS</b>
Street & Alley Repair, 2013-14	In Construction (83% Complete)
General Resurfacing, 2013-14	In Construction (93% Complete)
Pavement Preservation, 2013-14	In Construction (75% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (73% Complete)
2012 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (99% Complete)
2013 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (5% Complete)
2013 Washington St Micro-surfacing	In Construction (95% Complete)
2013 Sump Pump Drainage Program	In Construction (0% Complete)
Eagle Crest East Pump Station Improvements	In Design ( 10% Complete)
Locust Colton CSO Elimination, Phase 1	Punch List Items
Locust Colton CSO Elimination, Phase 2	In Design (55% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(99% Complete)
Highland Golf Course Storm Sewer	In Construction (99% Complete)
HoJo Pump Station	In Design (20% Complete)
Maizefield CSO Elimination Study	In Design (45% Complete)
Kensington Sewer Repair & Channel Lining	In Design (0% Complete)
Jackson Street Sewer	In Design (30% Complete)
Traffic Signals and Intersection Improvements @ Keaton & GE, Hershey & Clearwater, Hershey & Arrowhead	In Design (0% Complete)
Lutz Road Widening from Morris to Luther Oaks	Consultant Selection – RFQ
Fox Creek Road & Bridge Improvements	Consultant Selection – RFQ
Downtown Street Lighting Master Plan	In Design (0% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	Consultant Selection – RFQ
Bicycle Master Plan	In Design (0% Complete)
General & Bond Resurfacing, 2014-15	In Design (35% Complete)

November 2013 Overweight Loads	14 Issued Permits for \$1,150.00
November 2013 Dumpster/Traffic Control	Permits - \$370.00 (Waived \$25.00)
Customer Service Calls	
November 2013 Call Center	990 – incoming calls handled

Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	134
Erosion/Storm Water Management Complaints	0
Inspection & Complaint Files Closed	15



# Water Director



Craig Cummings

## Water Department

November 2013 Edition

### Reservoir Conditions

The City experienced below average precipitation, about 1.65 inches of rain, during the month. The monthly average precipitation for November is about 3.4 inches. With this month's precipitation deficit for the month, the Lake Bloomington Reservoir, the City's source of supply during the month, dropped to about 5.1 feet below its spillway. The Lake Evergreen Lake Bloomington Reservoir is below its spillway level by about 3.3 feet as well, so we are at a combined deficit of about 8.4 feet. The Department cannot use the Mackinaw River pumping station until it is a combined deficit of 8.0 feet and the river is at certain flow levels. Although the reservoirs are lower than usual, there is little concern for the overall reservoir volumes at this time of the year as wintertime water demands are the lowest of the year.

### Short Term Weather Concerns

In November, some of McLean County continued with its severe drought rating as determined by the United States Drought Monitor report. It appears that our watersheds have improved slightly, to a moderate drought rating. The Drought Monitor report is compiled by the several Federal and State agencies as well as academic partners. The precipitation deficit has been experienced since about August but that is enough to move the area into a worsening drought condition. Fortunately, this drought has occurred late in the season so the impact on our reservoirs has been minimal.

The tornadic/straight line wind activity in the area on November 17 caused the power to be interrupted to the Water Treatment Plant for about 4 hours and the Fort Jesse Pump Station for 2½ days. Staff had to utilize generator power for those periods at both locations. The generators are diesel powered and the Department was using the Ft. Jesse unit for so long that staff had to arrange for two diesel fuel deliveries during the power outage. The Ft. Jesse pump station is used continuously and is a critical pump station so we had to staff the station for much of the outage to ensure the generator and all other systems were operating correctly. Fortunately, staff had the generator at this pump station fully serviced earlier this year as part of our overall scheduled maintenance program and it operated flawlessly.

### Water Quality

The conditions remained favorable in November for certain taste and odor causing algal species to grow at very quick rates and cause an algal "bloom". As the water temperature has been somewhat



steady and the water has been unmixed from precipitation for several months, the threat of an algal bloom remains high. During the month we detected a slight taste and odor in the water. The Department had about 6 calls regarding the taste/odor in the water from individuals that are obviously more sensitive to these very small amounts (in the range of parts per trillion) of taste and odor compounds in the water. We will monitor this closely in case we need to switch reservoirs.

The time for the fall application of anhydrous ammonia is upon us. Anhydrous ammonia is the form of nitrogen used to fertilize farm ground destined for corn production. It is applied from the white pressurized tanks that are so common in the Midwest in the spring and fall. Nitrate levels stayed high in the reservoirs until late July, a fairly unusual occurrence.

With high nitrate levels in the Lake Bloomington Reservoir in the spring of 2013, staff switched to the Evergreen Lake Reservoir on March 25 because its nitrate level was around 7 mg/l at that time but it rose throughout the spring to end at about 9.2 mg/l in late June. Staff was very concerned that the nitrate level would rise to the 10 mg/l standard. The nitrate levels were at low enough levels to switch back to the Lake Bloomington Reservoir in August, 2103. Staff stayed with the Lake Bloomington Reservoir until September when we wanted the Evergreen Lake Reservoir level down a bit for the shoreline stabilization project that is much easier to complete with the water level down a few feet. When the shoreline stabilization project at the Evergreen Lake Reservoir was completed in October the Department switched back to the Lake Bloomington Reservoir and will probably stay with that reservoir, water quality permitting, until spring, 2014

### **Water Conservation/Groundwater Project**

The Department received proposals for the Emergency Action Plan updates for both reservoirs. Staff has selected a contractor for this work and are currently working on modifications to the scope of the project. This will be an ongoing project throughout the winter months.

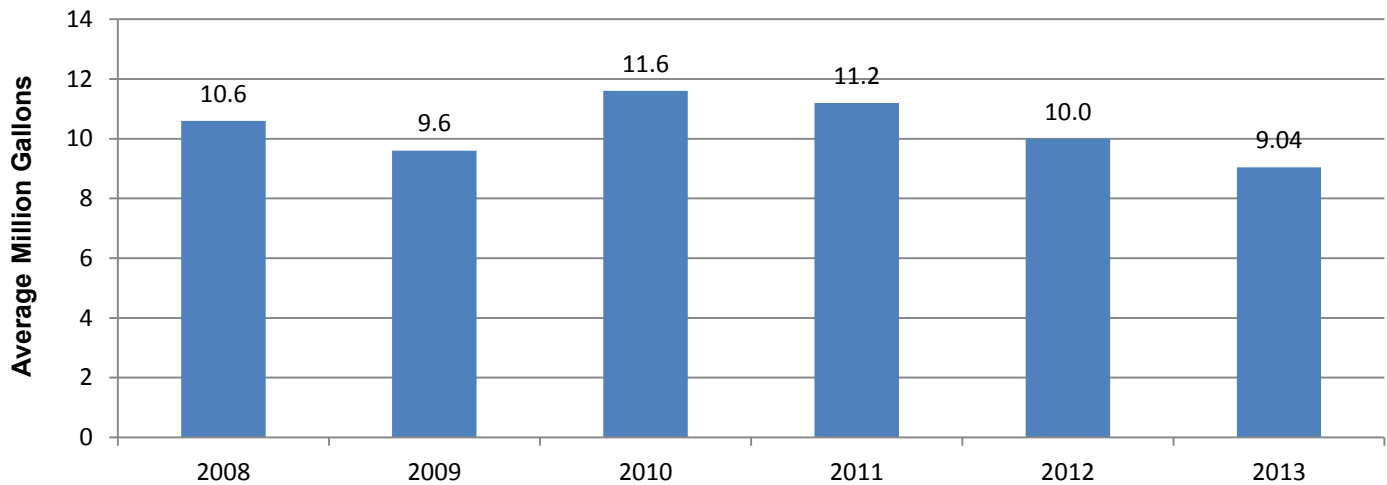
Staff spoke with a landowner in the southwest part of the City about using their land for well drilling or testing. This was an initial meeting and we will follow up with this landowner in the future.

With the combined reservoir deficit greater than 8 feet during November, a non-critical month, the Emergency Water Response Ordinance indicates a voluntary reduction in water use should be requested. This will take place in the near future.

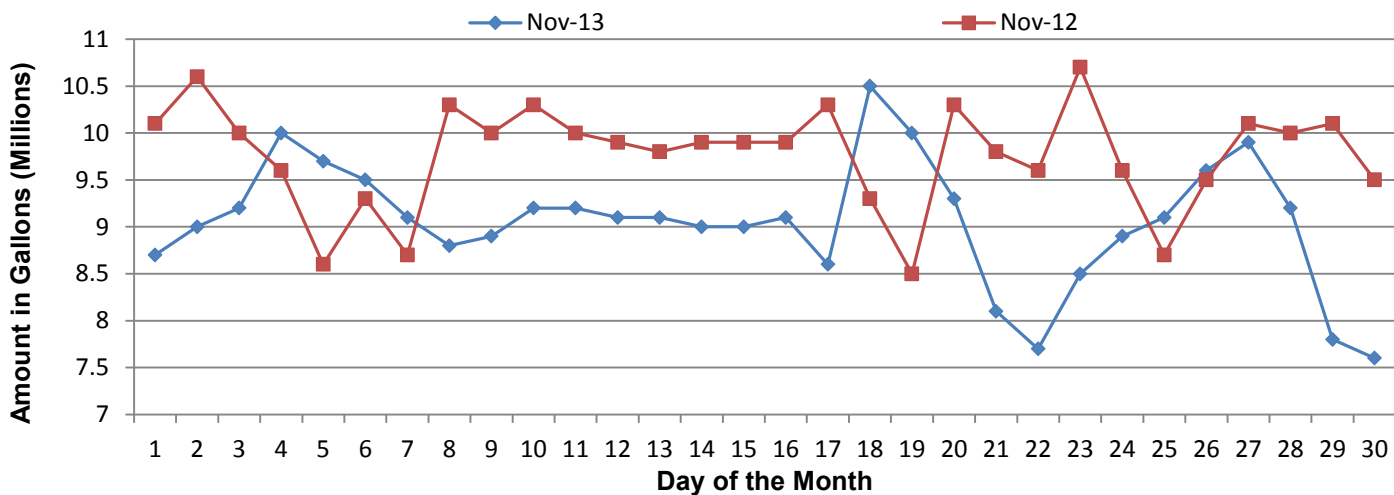
### **Pumpage**

Pumpage has been moderate during the month. The Department pumped an average of around 9.0 million gallons per day (MGD) in November with a peak day of 10.5 MGD on November 18, 2013. The November average for 2013 can be compared to the average daily pumpage during November 2012 of 9.8 MGD, 9.6 MGD in 2011, 10.2 MGD in 2010, 9.2 MGD in 2009 and 10.2 in 2008. Even with the drought, we are tracking, on average, below previous November's.

**Avg. Million Gallons Pumped: November**



**Water Delivered to Customers (in Millions of Gallons) November 2012 vs November 2013**



As is typically the case, the top ten water users for the Water Department in November include at least six customers outside the City of Bloomington. Those customers in November 2013 include Mitsubishi Motors, the Village of Hudson, Bloomington Township Public Water District (BTPWD) West Division, Bloomington Township Public Water District (BTPWD) Crestwicke Division, Bridgestone Firestone and Advocate BroMenn Hospital. The Village of Towanda ended up at number eleven on the list, another outside the City customer.

### Infrastructure

In November staff had another highly productive fire hydrant service work month. Staff worked on 26 fire hydrants with problems. These maintenance problems are not severe enough to have taken the hydrants out of service, but the hydrants are not in prime operational shape. Staff also replaced/installed 2 hydrants during the month. This brings the fiscal year total to 386 hydrants serviced and 62 hydrants that have been replaced/newly installed. As of the end of November the City has no hydrants out of service as a result of our annual hydrant testing.

	FY14	FY13	FY12	FY11	FY10	FY09
<b>Hydrants Overall</b>	4265	4255	4228	4213	4000	3900
<b>Out of Service Hydrants</b>	0	0	0	0	13	100+
<b>Hydrants Serviced</b>	386	353	330	261	185	381
<b>Hydrants Replaced</b>	62	79	79	72	59	75
<b>% Hydrants in Service</b>	100	100	100	100	99.7	97.4

With the number of fire hydrants repaired so far this fiscal year, this marks the most active repair year since the Department started the fire hydrant program. By the time the FY 15 program starts in March/April of 2014 we should be up- to-date with all repair orders.

Two fire hydrants were replaced/installed in November. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 62. Of these 62 fire hydrants, 52 were replacement hydrants that have been funded through our Operations and Maintenance account. With the hydrants funded by the O & M account, the Department has spent approximately \$182,000 on their installation at approximately \$3,500 per hydrant. The budget line item for hydrants is \$100,000 in the FY14 budget. The overage in this account will come from other accounts that are under budget.

Not all fire hydrants are replaced/newly installed. Sometimes, staff finds that we have hydrants too close to one another, such as when a new water main is constructed near an older water main. In these cases, we will typically remove the older fire hydrant that is too close to a newer model. This was done at the intersection of Rowe Drive and Towanda Avenue. Staff removed the older hydrant across the street from the newer one on Rowe Drive.

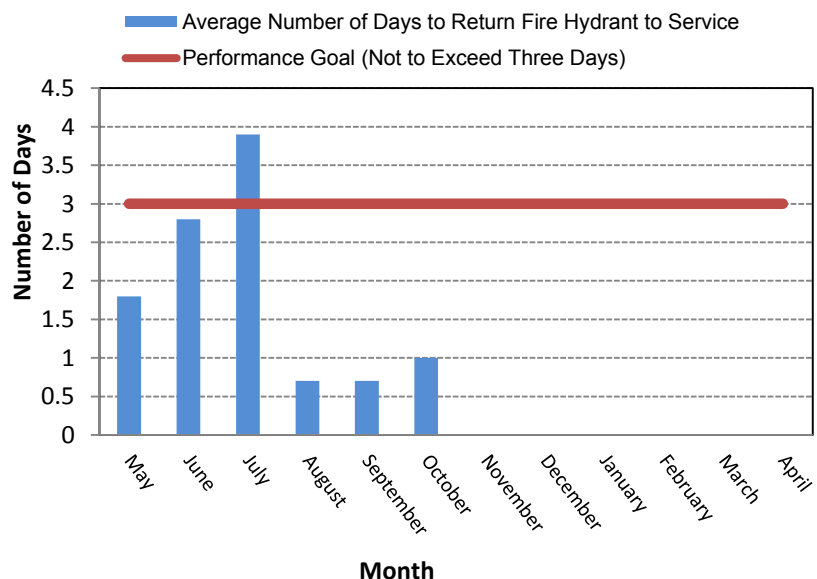
During November, the joint Water Department/Fire Department fire hydrant operational testing program was finished for the year. There were no fire hydrants called out service during the month. The FY 2014 performance measure is a not-to exceed 3.0 days (lowered from 5.0 days in previous years) as measured as an annual average. The FY 2014 annual average for returning hydrants back into service that have been called out of service is 2.7 days.

There were 78 hydrants tested during the month or 1.8% of our total number of hydrants. The CY 2013 program is at about 4,200 total hydrants tested or 99.9% overall complete at this time. Staff has about 50 hydrants yet to be tested.

Staff finished testing the fire hydrants at Lake Bloomington and along Pipeline Road during the month.

The fire hydrant testing is showing signs that our past several years' maintenance and repair efforts are paying dividends. The 2011 overall percentage of hydrants tested that had a routine problem was 13.6%. This number dropped to 13.0% in 2012 and stands at about 9.4% for this year. Likewise the percentage of hydrants that had a high

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



priority problem (which resulted in the hydrant being called out of service) was 1.5% in 2011, 1.2% in 2012 and thus far, 0.7% in 2013, obviously a nice trend.

The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer thread pattern is different from our immediate neighbor, the Town of Normal. So, in order for the Town of Normal or any other department to use a Bloomington steamer connection, an adaptor would need to be used. By using the Storz fitting, this enables the City of Bloomington Fire Department, as well as other departments in mutual aid situations, to quickly and universally use the city's steamer fire hydrants. During the month, the Water Department installed 5 Storz fittings on fire hydrants. Currently, approximately 489 steamer hydrants or about 16.9% of our steamer hydrant inventory have the Storz fitting.

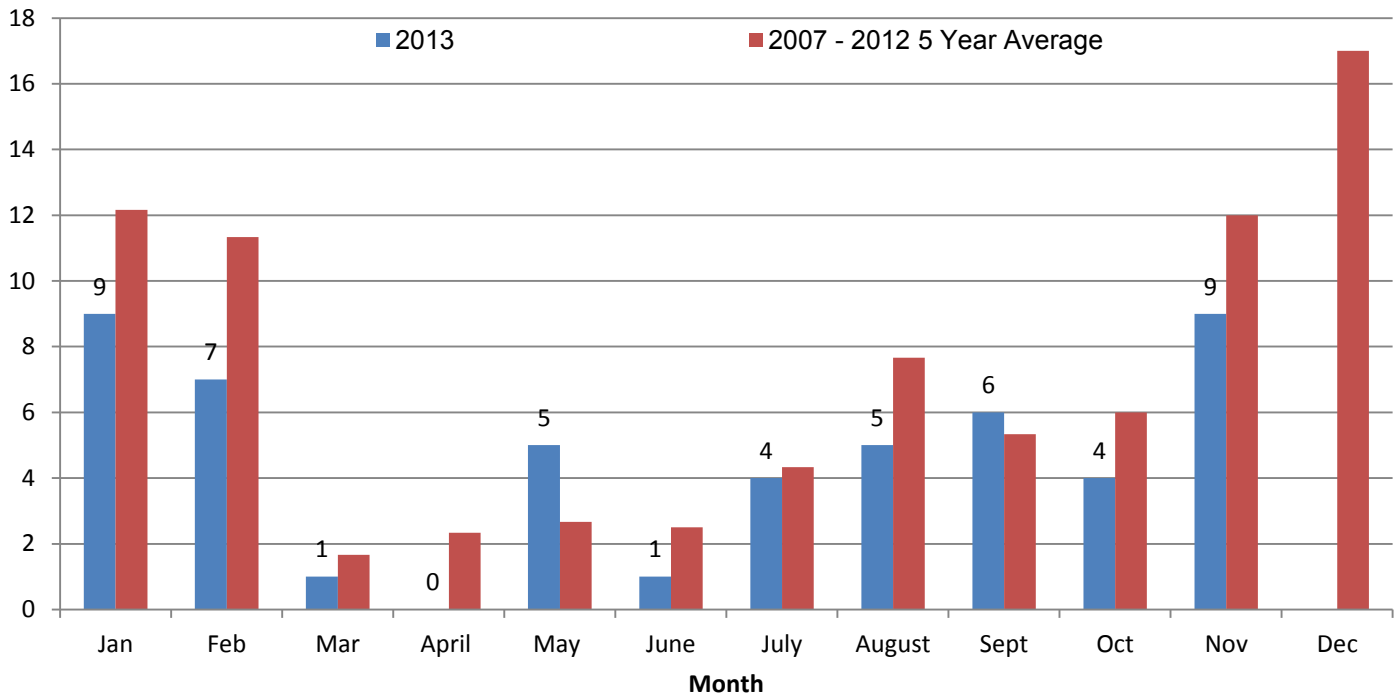
In November, the Water Department arranged for the annual training of firefighters on fire hydrant use and maintenance. The Water Department will bring in a manufacturer's representative to go through the overall function, operation and maintenance of different styles of fire hydrants. This annual training was held at Station Two.

Staff made two valve repairs during the month of November.

During the month, there were 9 water main breaks/water main leaks. The calendar year 2013 total through November is 51 main breaks as compared to an average of 68 main breaks at this time over the last six years. The November average has been 12 main breaks so this month's total is below the average over the last six year's.

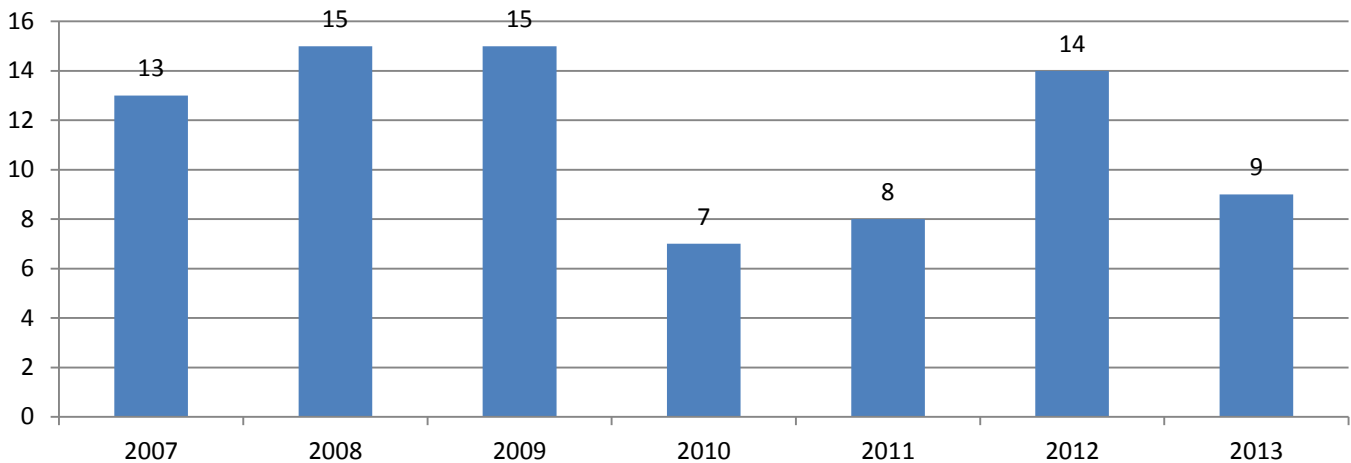
	<b>CY 2013</b>	<b>CY 2012</b>	<b>CY 2011</b>	<b>CY 2010</b>	<b>CY 2009</b>	<b>CY 2008</b>	<b>CY 2007</b>	<b>AVG FOR MONTH ,07-12</b>
Jan	<b>9</b>	12	17	10	13	13	8	<b>12</b>
Feb	<b>7</b>	9	16	9	12	9	13	<b>14</b>
March	<b>1</b>	5	2	1	0	2	0	<b>2</b>
April	<b>0</b>	3	2	5	1	1	2	<b>3</b>
May	<b>5</b>	0	7	2	2	3	2	<b>3</b>
June	<b>1</b>	4	4	4	0	2	1	<b>3</b>
July	<b>4</b>	12	4	2	4	2	2	<b>5</b>
Aug	<b>5</b>	7	6	11	9	4	9	<b>9</b>
Sept	<b>6</b>	4	7	1	14	4	2	<b>6</b>
Oct	<b>4</b>	3	5	6	7	7	8	<b>7</b>
Nov	<b>9</b>	14	8	7	15	15	13	<b>12</b>
Dec		13	7	21	25	13	23	<b>18</b>
<b>CY thru November</b>	<b>51</b>	<b>73</b>	<b>78</b>	<b>58</b>	<b>77</b>	<b>62</b>	<b>60</b>	<b>68</b>
<b>CY TOT</b>	<b>51</b>	<b>86</b>	<b>85</b>	<b>79</b>	<b>102</b>	<b>75</b>	<b>83</b>	<b>85</b>

### Water Main Breaks by Month



### Water Main Breaks Per Month

### November 2007-2013



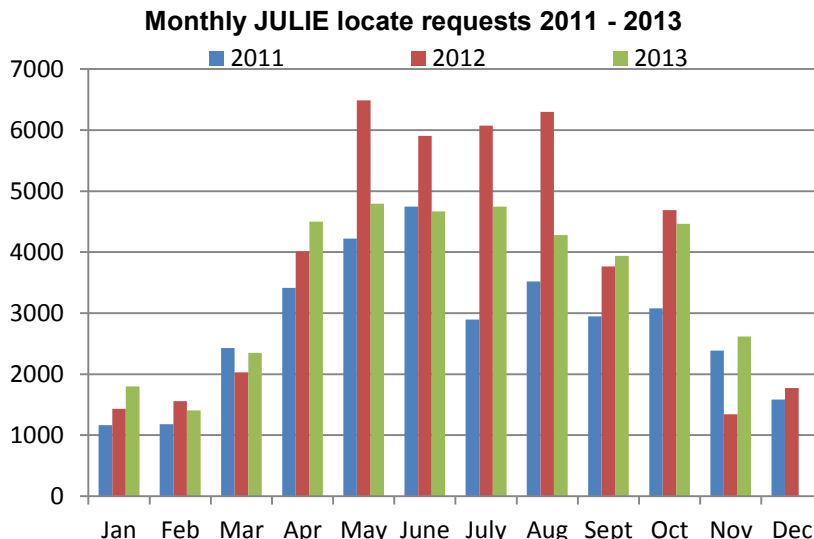
Two water main breaks/leaks were a bit more challenging than an ordinary break/leak. A leak on the 24" cast iron transmission main near Lake Bloomington took a few days to repair. The pipe, which is the original cast iron pipe installed in 1930 to deliver water from the then newly constructed water treatment plant, had not cracked but was leaking from a joint between two segments of the pipe. In 1930, these joints were sealed by pouring molten lead around the pipe joint. This molten lead would seep into the void between the sections of pipe and produce a fairly rugged and dependable joint. However, forwarding to 83 years later, one of the lead joints failed and the pipe was leaking. The leak was repaired by using a 24" bell joint clamp which is a repair clamp that fits over a joint between the two pipe segments and provides a seal better than the original lead joint.

Another leak encountered during the month, an actual break on the main at Oakland Avenue and Seville Street on the City's east side. This break was actually a blow-out where a piece of pipe the size of a fist blew out on the bottom of the pipe. This was repaired and as soon as the water pressure was restored, another blow-out occurred. This happened a couple of more times and it was then

decided to replace a 20 foot long section of pipe. Although another blow out occurred once the new pipe was installed, it appears the repairs were sufficient to solve the problem...

During November, we replaced/repai red seventeen water service lines/curb stops. Several of these were very old lead (the metal) service lines. Any time that we can remove lead from our water system, it is a good thing since there is a drinking water standard for lead.

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



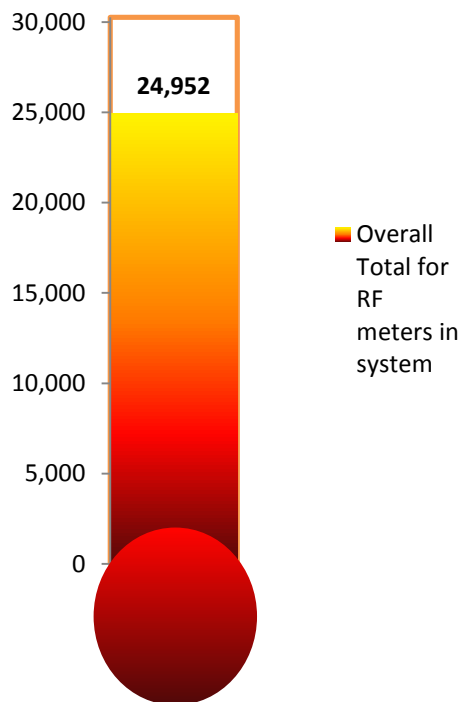
Thankfully, staff is beginning to see a decline in the number of Joint Utility Location Information for Excavators (JULIES) requests we receive. There are several fiber optic installation companies still working throughout the City. The Water Department provides all the JULIE locates for the City which 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, we received 2,616 JULIE locate requests. This brings the annual total to 39,567 requests.

Keep in mind a single JULIE request can be submitted for numerous blocks at a 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 streets 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.

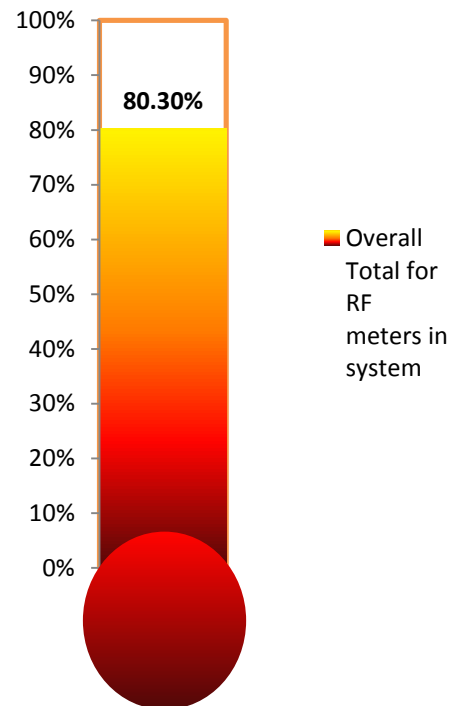
## Metering

The Department installed another 410 Radio Frequency (RF) meters during the month of November. Our goal for the Fiscal Year (FY14) was the installation of 6,000 units. Staff installed 6,022 meters last fiscal year and 6,069 in FY 2012. With the 410 meters installed for the month, this puts us at 2,798 meter conversions installed this fiscal year or about 36.6% of our goal for the year. When totally completed, the meter change-out program will eliminate the need for Meter Readers. Since this is a multi-year project, the Meter Reader positions have been eliminated as more RF units are installed. Currently, the Department is down to one Meter Reader (from 3 in 2009).

Overall Total for RF meters in system



Overall % Total for RF meters in system



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.

Staff changed out no Unitized Measuring Elements (UME's) on large meters during the month. 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 our large meter testing and maintenance program.

Staff changed two meters from a turbine meter to a compound meter during November. 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, we have 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.

The Department installed a six inch meter in a vault at the Sanitary District in October. The Bloomington and Normal Water Reclamation District ("BNWRD") had been using a Fire Line Detection meter which only indicates that flow has occurred on the line and measures a fraction of the flow through the line on a one inch meter. This was an absolute incorrect application for the meter. Now a proper meter (a 6" compound meter) has been installed and we are properly measuring BNWRD's water usage. The first month's consumption showed an increase of about 450,000 gallons as compared to previous years which is clear indication of the improper meter selection in the past.

## Financial

In 2013 staff will continue to track our delinquent customers closely and will use the last resort of a shut-off if the customer does not respond to requests for payment of the past due amount or by entering into a payment plan. With just a few weeks left in the calendar year, we are on pace to have another year when the number of shut-offs due to delinquency has declined from the previous year as compared to the current year

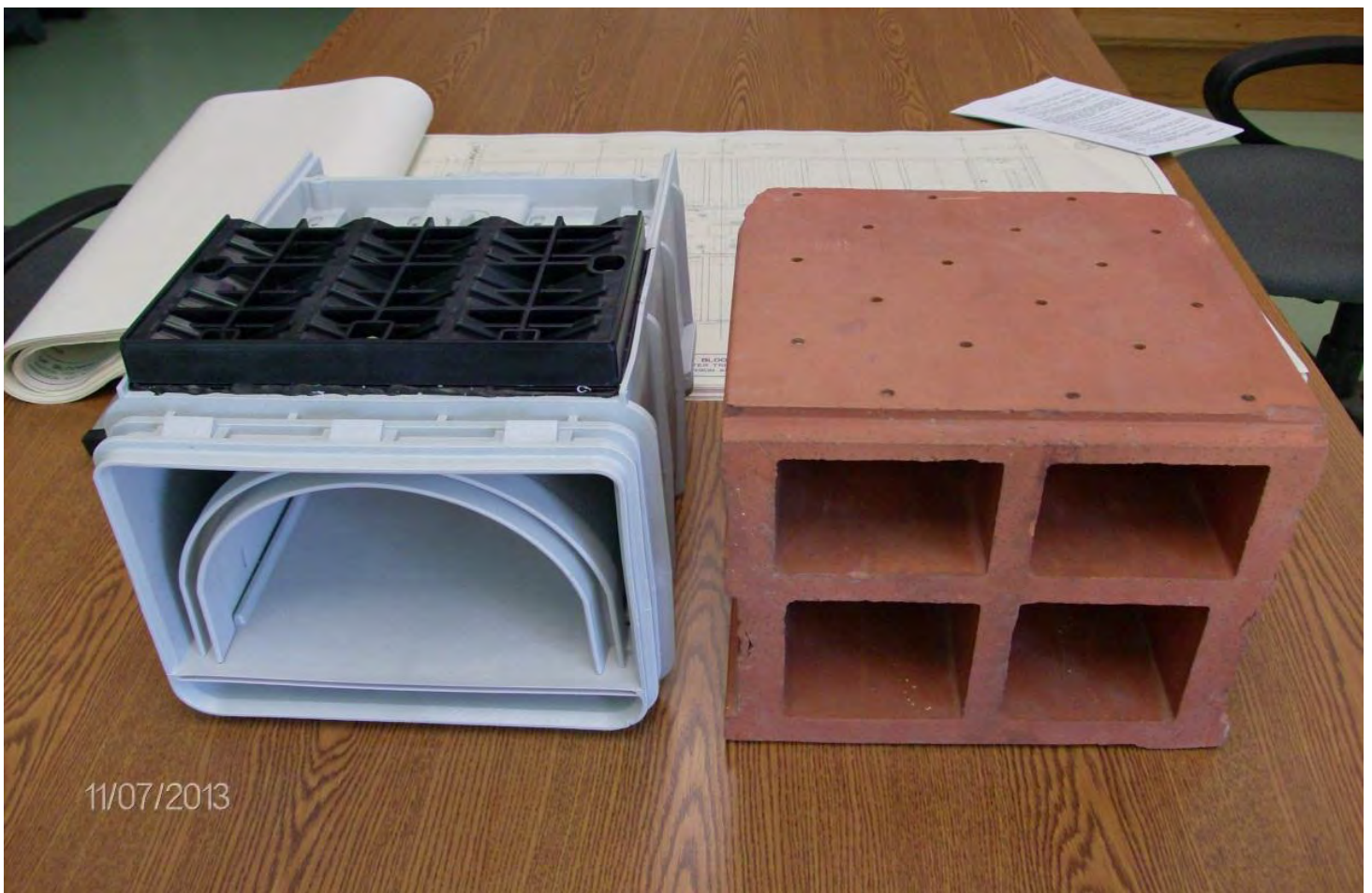
### Shut-Offs by Billing Cycle and Date

Billing Cycle	11/27	11/20	11/13	11/6	10/30	10/22	10/16	10/8
1	Skip week				63			
2				61				54
3			38				36	
4		17				31		

### 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 removed in November 2012 when our GAC is changed out. The underdrain system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced. Our consultant and the underdrain manufacturer of the brand of underdrain that we would like to use in the retrofitted filters visited the plant and observed the failure of the old style underdrain in filter #15. We are moving forward to replace this underdrain in the winter months of 2013/14.





The picture above shows the clay underdrain on the right, the style of underdrain that has failed in Filter #15 and must be replaced. The underdrain on the left is the new “gravel less” underdrain that will allow more granular activated carbon (“GAC”) to be utilized in the filter and will be able to be backwashed with an air scour to better clean the filters during backwashing. With the clay underdrain, holes that collect the water can be seen on the top of the underdrain. The water is filtered through fine particles of sand that would migrate through the holes in the underdrain if not prevented from doing so. Therefore, the sand must be supported by different sizes of gravel that are too large to pass through the holes in the underdrain. This gravel starts as the largest gravel (about 1½” in diameter) directly on top of the underdrain and has successive layers of smaller sizes as it is layered upward until the sand layer is placed on the top. A “cap” of GAC is then placed on the sand and this GAC layer is limited in its thickness due to the thickness of the gravel layers below it. If the layers of sand or GAC are too high in the filter, they will be washed away when the filter is cleaned or backwashed every few days.

With the new underdrain system, the gravel will be eliminated and the filter sand will be placed directly on the underdrain as it has a different design that will not allow the sand to migrate through the small holes in the top of the underdrain. The space that was taken up by the gravel layers (about 24” of depth) will be replaced with additional GAC and will greatly enhance the capability of the filter to remove organic compounds such as taste and odor compounds and the trace amounts of agrichemicals that might be present in the water.

Each filter in the new plant will be retrofitted with this new underdrain system at a total cost of around \$1.0 million. This project has been planned and budgeted for in the 2014 and 2015 capital budgets and will start during the winter months of 2013/14.

## Personnel

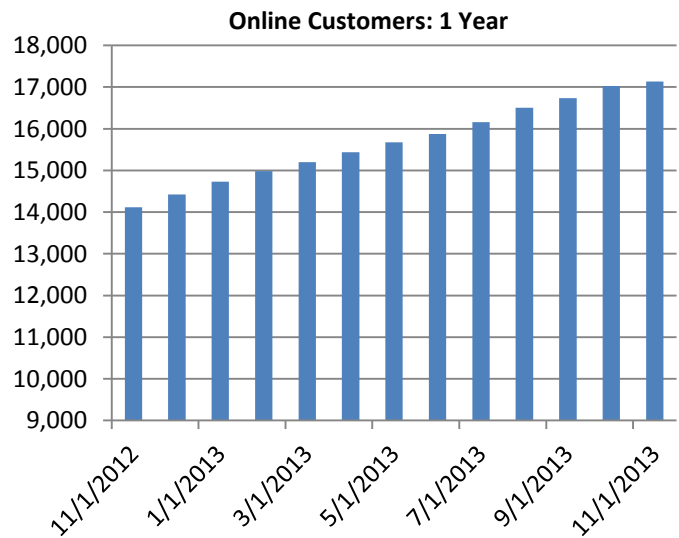
The Department interviewed for the position of Evening Meter Service Worker and have made our selection. We are glad to welcome Darick Volz to the City. Darick is a licensed plumber and we are excited to have him as part of the Water Department Team.

## Communications

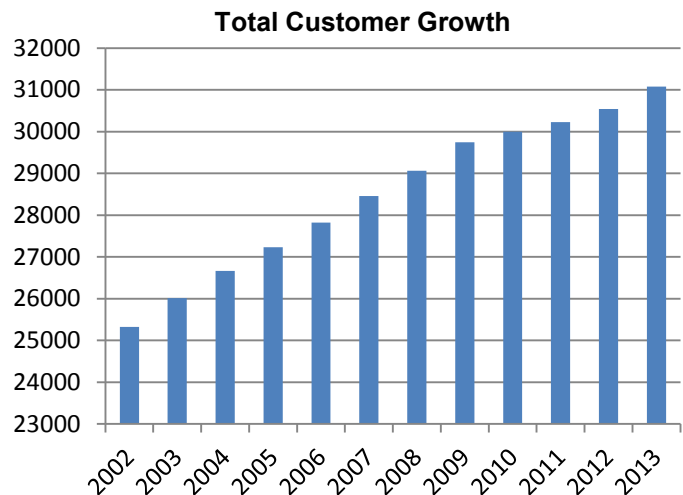
Staff created a City Services insert encouraging customers to winterize their water service lines and water meters.

## Miscellaneous

Rick Twait and Craig Cummings attended a public meeting in Clinton in early November concerning the Mahomet Aquifer. The City does not currently draw from the Mahomet Aquifer but intends to do so in the future. In addition, the City of Bloomington is a charter member of the Mahomet Aquifer Consortium, an educational organization concerned with this high quality groundwater source. The meeting was organized by WATCH, a community-based environmental organization opposed to the chemical waste unit that is under consideration USEPA permitting for inclusion in the larger Clinton landfill. The meeting was well-attended with several elected representatives from area governments present including Mayor Renner and the mayors from Champaign, Urbana and Normal as well as County Board members from Champaign, Dewitt and McLean Counties.



The EverBloom chapter of the Friends of Reservoirs Program continues to be active each month. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. Recently the local chapter worked with an entrepreneurial class at ISU to enhance the outreach of the organization through social media. The results are great and this group continues to move forward with a grass roots focus and they have continued fund raising for worthy reservoir projects at the Evergreen Lake or the Lake Bloomington reservoirs. About 150 people have already joined the group. With this group, staff has applied for and been awarded two grants totaling about \$5,000 through their national organization.



The new bulk water dispensing station was installed and tested at the Division Street office earlier this year. This new hardware will tie directly into the MUNIS software so water sales and meter readings for the water sold will be tracked at the time of the sale. The new system is much less time intensive on the part of the City. In November this unit sold a little over \$700 worth of water. This brings the annual sales to about \$9,400

The City's on-line bill payment option continues to attract new enrollees. As of the end of November the City has 17,136 customers signed up for this service. The City's added 112 customers for the month. The Department will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 17,136 customers are about 55.1% of our customer base.

### **Cost Savings Measures**

The Department is continuing to see an increase in the number of customers that are electing to go paperless with their City Services bills. The Department added 83 customers for the month. Currently the Department has 4,289 customers that no longer receive a paper bill. This equates to 13.8% of our customer base! Each bill has a hard cost of about \$0.53 for the processing and mailing so we are currently saving over \$27,000 per year and that number continues to climb.

The Department has PDC Laboratory, a contract laboratory for many higher level tests that staff cannot perform in our laboratory; pick up samples, saving the City 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.

The Department 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, the Department is saving about \$400 per month. There are very few laboratories in the country that are certified for this testing.

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



PR&CA Director



John Kennedy

Parks, Recreation & Cultural Arts Department

November 2013 Edition

### Bloomington Center for Performing Arts (BCPA)

In November, the BCPA hired a new Performing Arts Manager, Tina Salamone. Miss Salamone replaces Interim Manager Dr. Carol Struck whose last day was November 22nd. Salamone received her Theatre Arts degree from Eastern Illinois University and most recently has filled the role of Executive Director of the Capitol Theatre in Burlington, Iowa.



For the month of November, the BCPA welcomed 7,348 people to over 43 in-house functions. Year-to-date the facility has had an increase of 7.2% in BCPA attendance with 79,618 participants. Functions held included a wedding reception, improv classes, piano lessons, BCPA shows, pre- and post-shows, Central Illinois Recreation Council for Leisure Experience, Ancient Accepted Scottish Rite and more.

The BCPA presented performances included David Sedaris, Dr. John and the Nite Trippers and Doc Severinsen and His Big Band (photo, right).



November rentals showcased the McLean County India Association, Illinois Wesleyan Civic Orchestra, Holiday Spectacular rehearsals, Jim Brickman, Illinois Symphony Orchestra and *A Tribute to the Trans Siberian Orchestra*.

The night of Doc Severinsen, the BCPA added a pre-show in the Ballroom as part of an educational opportunity to play and learn through a grant from Arts Midwest. 285 patrons attended the pre-show hosted by the Normal Community High School Jazz Ensemble prior to the show (photo, left).

Immediately following the show in the ballroom, post-show comments were given by Glenn Wilson who played in Doc's Big Band on the BCPA stage. Glenn spoke to a group of 91 patrons and students on what it takes to be a musician at the highest level and fielded many questions from the audience (photo, on next page).

A special thanks to the BCPA's November event sponsors Rick and Sherry Galbreath, Jerry and Carole Ringer, David A. Laube with GCG Financial Incorporated, and Specs Around Town.

## **Golf Division**

The month of November is difficult to predict in the golf business. While the month itself will never make or break a year, it can provide a helpful boost if the weather is favorable.

Unfortunately, this November proved to be a tough one in terms of the weather along with rounds and revenue. Golf playable hours were down -40% to an average November weather according to the Cognilogic Weather Service. As a result, course rounds were down -52% with revenue down -26% during the same time.

Despite the poorer than average weather, the courses were able to accomplish much over the month. Maintenance crews were able to get all but nine fairways of 54 aerified. Highland Park was involved in facilitating a storm sewer project with Public Works that should alleviate a significant drainage problem on the 5<sup>th</sup> and 6<sup>th</sup> hole. In the process, course staff has decided to convert the pond on Hole 6 back to its original design as a creek. This should improve the playability of the hole along with providing better aesthetics. Prairie Vista was able to get some much needed work done on the split rail fence that surrounds the course and worked alongside Parks Forestry to remove approximately twenty diseased Ash trees from the course.

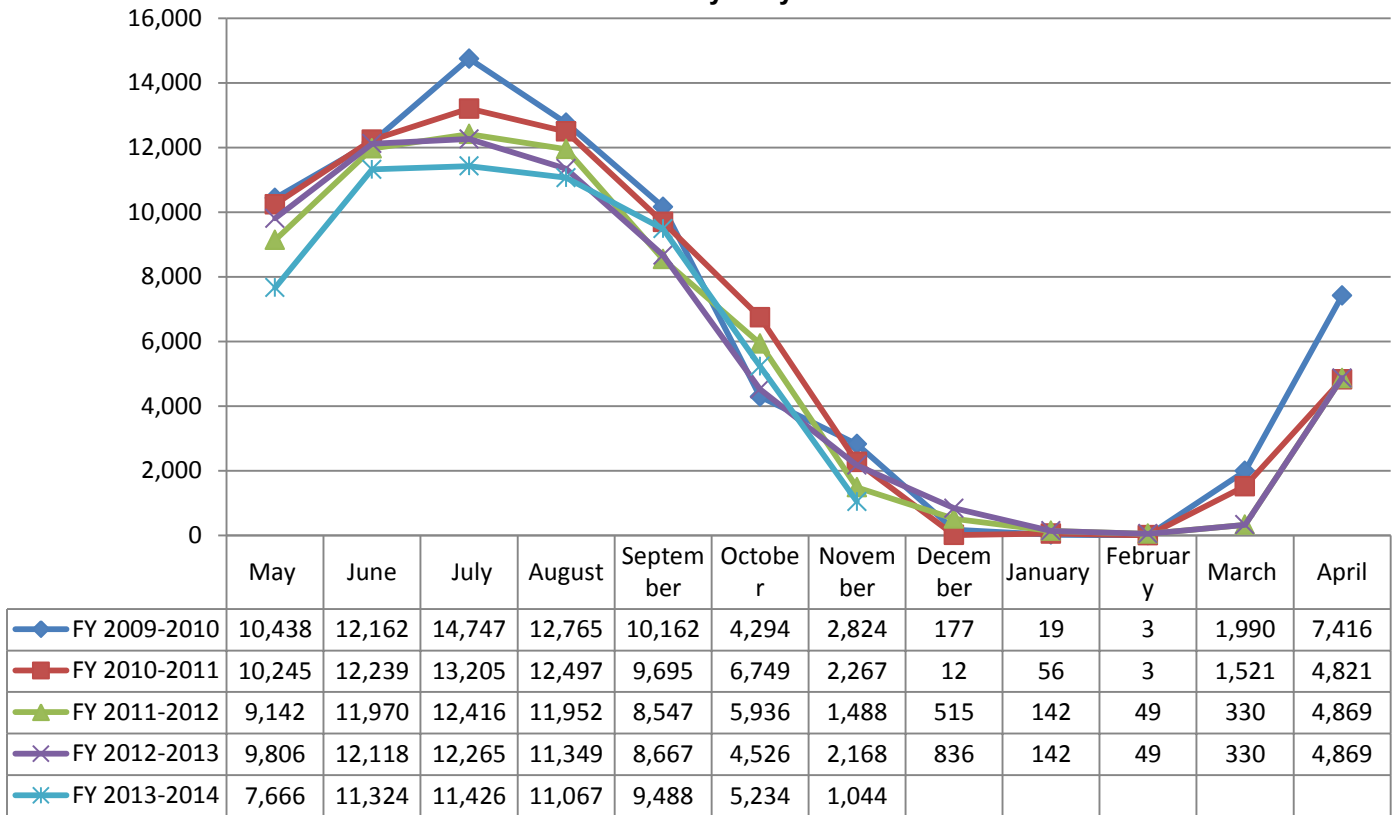
The month of November also brings with it the annual Merchandise Blow-Out Sale, which was held November 22-24. Golf is pleased to report that the sale this year grew +128% to last year's sale. The sale grossed more revenue than has been seen in over five years. Thanks to the staff that put a lot of hard work in getting the merchandise ready for display and the department's marketing staff for helping get the word out. Much of our remaining merchandise carries over into next year's product line, so it is not anticipated any further mark downs to the merchandise will be needed. As we move into the month of December, staff will continue to promote the sale of the remaining merchandise, as well as the sale of gift cards.

As is typical this time of year, The Den at Fox Creek closed its doors for the season on Friday, November 22. The course staff will continue to get work done on the course as the weather allows. The course is scheduled to reopen no later than April 1 of next year, hopefully sooner if the weather allows.

The majority of seasonal staff is laid off during this month. A few key seasonals are retained through the remainder of the year to aid with maintenance, equipment repair, and to help staff the clubhouses through the busy holiday buying season.



**Total Golf Rounds Played by Fiscal Year**



**Horticulture**

The Park Maintenance Horticulture staff is comprised of three fulltime Horticulturalists, three fulltime Laborers and one Light Operator. They are assisted by eight seasonal people that work ten months a year and seven seasonal people that work from May until August. The City’s mowing and maintenance program is divided into five different sections. There are three different sections of Parks that are managed by the Horticulture staff. The fourth section is considered a walk-behind route which includes City Hall, downtown Bloomington, Fire Stations and any smaller piece of property that the City maintains. These areas are supervised by one of the Horticulturalists. The final area is right-of-way mowing. This area consists of 142 different locations throughout the City of Bloomington. These right-of-way areas include detention ponds, parkways and ditches. These areas are maintained and supervised by two fulltime and one part-time employee.

During November staff typically concentrates on completing all turf and plant bed maintenance. Staff was able to complete all aerating of City parks. This task takes two individuals to complete. One staff member is on a tractor aerating all the wide open spaces, another staff member is on a walk-behind aerator which is able to get into smaller areas such as around plant beds and in parkways that are too small for the larger aerator. The Horticulture staff began the task of cutting back all the perennials and removing the annuals at all City locations. This task takes many hours to complete and will be completed this winter. Staff completed most of the leaf pickup in City parks and athletic fields. Athletic fields are very challenging in that all fence lines and dugouts must be blown out and cleaned so the leaf sucker can remove them. This will be completed in December.

The newest project the Horticulture staff is involved in is the replacement of the bamboo retaining wall that surrounds portions of Miller Park playground. The Bamboo has become very brittle and has broken into pieces over time. The Horticulture staff is removing the bamboo and replacing it with a stackable wall stone that will be glued into place. The wall stone is identical to the stone that was used for the existing plant beds. The wall has been completed and the railing will be installed in the beginning of December.

## **Forestry**

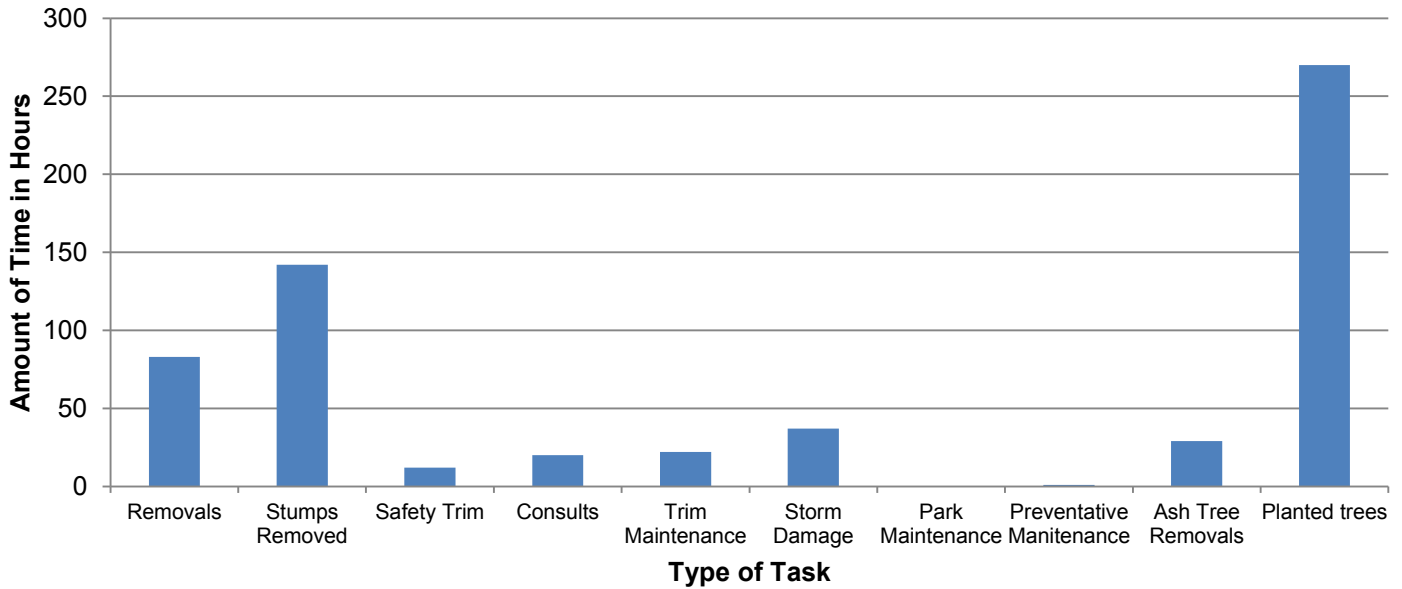
The Forestry staff consists of three fulltime foresters and six seasonal staff that work ten months a year. The staff is broken up into three different crews, one Forester and two seasonal staff per crew. One crew concentrates on doing preventative maintenance. Preventative maintenance is considered to be the removal of all dead wood and low hanging branches of all Parkway trees. The section staff is currently in is Section B-4, which is south of Oakland Avenue and west of Route 150. This is our largest preventative maintenance area. The second and third crews work on citizen generated work orders and removals.

During the month of November the Forestry division removed 42 Ash trees. This now brings the total for the calendar year to 543. There were 118 total removals in November which brings the yearly total of removals to 1,046. There were 142 stumps removed in November which brings the yearly total to 808.

The Forestry division completed the fall tree planting by planting 270 trees in November. This brings the fall tree planting total to 309. These replacement trees are a combination of Ash removals and general street trees that have been removed throughout the year. The Forestry staff is continuing to plant trees with the City-owned tree spade. City staff can transplant a tree up to 5" in diameter. These trees make a greater impact when planted and can only be done in a Park or a wide open setting. Staff has currently planted 18 spaded trees at Eagle View Park and is planning to plant at least another twenty at Forrest and Holiday Parks.

On November 17 the City of Bloomington was hit with a terrible wind storm and the Forestry staff was called out to assist in the removal of hazardous and dangerous trees. The Forestry staff responded to four major locations that trees had fallen and either blocked the streets or snapped power poles. These locations were: Ewing Park I, Alexander and Oakland, Emerson and EastHolme and Morris and Perry. There were 37 different work orders that have been completed due to the storm.

## Forestry Division Trees Worked on by Job Task: November 2013



## Utility

The Utility staff consists of four fulltime Utility people and three part-time employees who work ten months. Each Utility member has a specific area of repair or maintenance they concentrate on. One Utility member's main area of focus is the two swimming pools, three water spray areas and all the public fountains. This staff member is responsible for the preventative maintenance, operations and chemical balancing. The second Utility staff member is responsible for the maintenance and operation of all the HVAC systems in the parks, Zoo, Golf Courses, Coliseum and Pepsi Ice. The third member of the Utility team is responsible for any Park projects and repair. This staff member helps with playgrounds, shelters, bathrooms and anything else that might need to be fixed. The division is currently one Utility member short and is in the process of finding a qualified candidate. This individual's primary job will be park and light inspections. The final two seasonal workers' jobs are painting. These jobs could include shelters, buildings, bathrooms and parking lots.



The Utility division has been continuing to work on getting all the HVAC units ready for the winter. All the Units are inspected, tested and filters changed in anticipation of the winter months. This is a long slow process that must be done each fall. In conjunction with the fall startup there were numerous repair items completed at the Coliseum in November, including replacement of combustion motor on RTU#2 and bleeding of excess air from the warm brine. There was also the installation of a new dehumidifier at the BCPA and repair of boiler #2 and installation of a new hanging heater at the Wallaby building at the Zoo and at the Pepsi Ice Center.

The Utility staff has completed the installation of the new playground structures at Eagle View Park (photo, right). This project included the installation of age specific playgrounds intended for 5-12 year olds and another for 2-5 year olds. The installation of the playground surfacing (Fibar) will be completed in December and the playground will be opened shortly thereafter.



Other Utility projects include:

- Monthly light inspection and repair at all parks and facilities
- Monthly HVAC inspection and repairs at parks and facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Winterization of all exterior park bathrooms and drinking fountains
- Began remodel of bathrooms at O'Neil softball field. This project includes the upgrading of the plumbing system and redesigned handicap stalls
- Installation of Christmas lights and banners on Main Street and at Miller Park
- Removed and replaced all the sand in the sand filters at Holiday Pool
- Removed and winterized the paddle boats and fountains at Miller and Tipton Park

## Recreation



The 35th Annual Turkey Trot was Thanksgiving morning. This year the event was conducted with a new format. The race clock was at the finish line so runners could see their time, but staff did not keep track of their time. Everyone was entered in the raffle for frozen turkeys and t-shirts rather than times being tracked and an award given in each age division. The event went very well and there were no complaints about the lack of awards. People were able to leave earlier. Prizes were posted once the long distance race started.

There were 800 in the three-mile race, 70 in the kids' half-mile and 130 walkers. Numbers were a little lower, but this could have been due to the weather. Last year the weather forecast was a high of 60. This year the forecast was a high in the low 30's and it was in the 20s at race time. Some people might not have signed in since we didn't do awards and they didn't care about the prizes. This year for the first time we had an international participant. There was someone from London, England!

The event made money under the new format instead of losing money as in the past. Staff costs were almost half of what they were in 2012 since we needed less staff using the new format. In 2012 there was a net income of a \$1,082 loss. This year there was a net income of a positive \$128!

Afterschool Volleyball teams played their last games in November. The Little Actors program did a show for their parents on the last day of the program (photo, right).

Many other programs that began in October continued. Staff also worked on budget and the Winter-Spring program guide.



Revenue and attendance for youth were lower than 2012 mainly due to timing of programs. Last year a new session of gymnastics classes began in November. This year they began in October so no revenue was received in November.

Donations in November:

- A pharmacist, who volunteers at the Adult Center every Thursday, cooked and donated a turkey for the November Adult Center Party.
- Fifty soccer shirts were donated from Challenge Sports for the spring programs.
- Meatheads donated three youth basketballs as well as two hundred free kids' meal vouchers for use in the After School Sports programs.
- The Chateau, Papa Murphys and Fleet Feet donated prizes for the Turkey Trot.

## Pepsi Ice

Pepsi Ice had a first during the month of November. Alex Wellman, one of the Pepsi Ice skaters, was the Juvenile Boy's Champion at the Midwestern Figure Skating Competition. He will be competing at the US National Competition in January. Alex came out of the Pepsi Ice Learn to Skate (LTS) program and still takes LTS classes. He is the first skater in the Bloomington/Normal area known to reach this level.



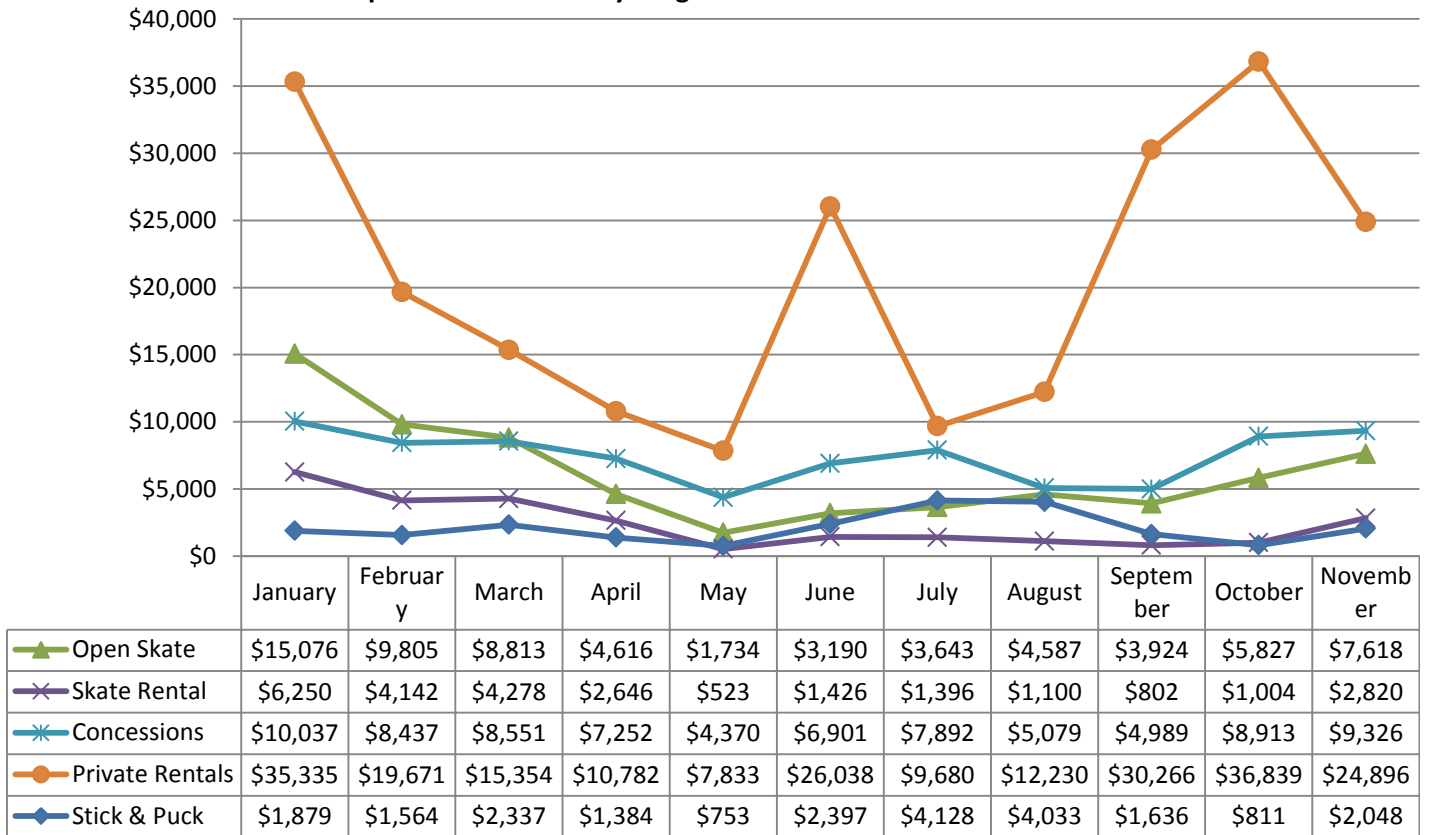
Learn to Skate and Learn to Play did not have income because the Fall 2 session started in October. All income and registration numbers were reflected in October even though the classes continued through the month of November.

The overall revenue was 3% less than in 2012. Some areas saw a slight increase while other areas had a decrease. Hockey numbers remain about the same as 2012 so the large decrease is probably due to timing of payments. Players can pay all at once or spread their payments over a few months. There was also a sponsorship payment of \$2,100 in 2012 but no payment in 2013.

Year-to-date the revenue is \$5,000 higher in 2013 as compared to 2012.

It is unknown if the lack of parking is having an effect on numbers. The regular customers are used to the challenge and finding alternative parking. Customers arriving for the first time for an Open Skate session or event may not know of the alternative lots. On Coliseum event nights as well as busy nights for Pepsi Ice, staff is outside at the garage entrance to direct people to other lots.

### Pepsi Ice Center Montly Program Revenue Calendar Year 2013



### Special Opportunities Available In Recreation (S.O.A.R.)

#### Special Olympics

November was a month of lots of basketball. All four teams practiced each week. S.O.A.R. hosted basketball tournaments at Lincoln Leisure Center on three different dates. All teams need to play at least three games prior to being entered in the District Tournament.

#### Special Events

Special events in November included the 40<sup>th</sup> Anniversary Banquet, Hardy's Reindeer Ranch, Uptown Holiday Open House, Chili and Bingo and Turkey and Crafts. The anniversary banquet was the last major event of the past year's celebration of S.O.A.R.'s forty years of service.

#### Weekly Programs

The Seat to S.O.A.R. program all reached the end of the program and participated in the Turkey Trot. The ultimate goal of the fall session of the program was to be ready to enter the Turkey Trot. Some walked and some ran, depending on their ability. The group met at Lincoln Leisure Center for a group picture (to the right) and then walked over to the park.

The attendance number was up with much being due to S.O.A.R. hosting four basketball game days. This was a



large number of players and spectators. Basketball Assessment was also in November whereas last year it was in October. The banquet was a new special event.

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

Hours for staff in 2013 were almost identical to 2012. There were 2,703 hours in 2012 and 2,770 hours in 2013.

### **Volunteer Hours**

<b>Program</b>	<b># Volunteers</b>	<b># Volunteer Hours</b>
Turkey Trot	16	32
Adult Center	16	32
Hockey	86	622
Ice Skating	4	6
S.O.A.R.	103	395

### **Zoo**

#### **Admission Revenue**

November 2013: \$6,411

November 2012: \$8,898

Revenue from the gate admission was 9.3% up for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year. Admission prices were raised on 1 May 2012. Cooler temperatures in November diminished attendance.

#### **Attendance**

November 2013: 2,486

November 2012: 3,103

Attendance was 10.4% up for the current fiscal year compared to last year's attendance. Good weather has helped with being up on the year but was cooler in November.

#### **Education**

-November 2013: \$1,052

-November 2012: \$2,032

Revenue from Education Program Fees and Rentals were up 2.4% for the fiscal year compared to last year.

#### **Concessions, Carousel and Animal Food Sales**

November 2013: \$99

November 2012: \$314

Revenue from Concessions, Carousel, and Animal Food Sales is 31.4% up for the current fiscal year compared to last year's numbers. A Hurricane Simulator was added for a guest amenity. It is a cost share with a vendor and has been more popular than expected.

### **Animal Collection**

November 2013: \$99

November 2012: \$314

Revenue from Concessions, Carousel, and Animal Food Sales is 31.4% up for the current fiscal year compared to last year's numbers. A Hurricane Simulator was added for a guest amenity. It is a cost share with a vendor and has been more popular than expected.

### **Staff**

Worked on animal transactions (12 pending)



**PACE Director**



**Mark Huber**

**Planning and Code Enforcement Department**

**November 2013 Edition**

### **Building and Safety Division**

November activity was sluggish compared to the same month last year. Building permits were equal to November last year, while overall construction permits were down somewhat. Single family homes were well off the norm, with only four permits issued. The good news is that with 11 months in the books, permit numbers and the value of those permits were up 6% and 13% respectively.



**Recently completed LA Fitness located at 2103 North Veterans**

<b>November 2013 Compared to November 2012</b>	<b>Year to Date</b>
New home starts – down 14 permits (- 77%)	Down 1 permit (0%)
Building permits – equal number at 179	Up 139 permits (6%)
All construction permits – down 30 permits (-5%)	Up 108 permits (2%)
Fees collected – \$60,389 (-50%)	\$1,088,761 down (-20%)
Construction Value – \$5,266,833 (3%)	\$101,089,245 up 13%

Note: Permit fees do not necessarily correlate with construction value since not all permits are based on value.

<b>Notable Construction Projects \$250,000 or Higher</b>	
<b>Building/Project Description</b>	<b>Address</b>
<b>115 E. Monroe Street</b>	Remodel 15 dwelling units in existing Downtown structure

### Code Enforcement Division

The Code Enforcement division contains our complaint resolution, rental inspection, fire inspection and Community Development Block Grant (CDBG) activities. The following information is a brief representation of the staff’s activities for the month of November.

<b>Complaint/Violation Types Total Reported</b>	
Electrical	1
Feces	1
General Fire Violation	4
Garbage/Rubbish/Debris	2
Grass and Weeds	1
Infestation	1
No Permits	5
No Utilities	2
Plumbing	2
Property Maintenance	35
Trees/Vegetation	1
Vacant/Abandoned Property	2
<b>Department Totals</b>	<b>57</b>



**Raw Sewage on a Basement Floor**

There were 38 complaints presented to the Code Enforcement Division in November, 2013. These complaints represented 57 separate issues. The chart above is a breakdown of those complaint issues.

### Historic Preservation Activity

406 E. Walnut Street. Case BHP-21-13  
 Review of application submitted by Kimberly Jackson requesting a \$2,500.00 Eugene D. Funk, Jr. Historic Preservation Grant for siding work for the William Meyers House, Queen Anne Style, c. 1895, located in the Franklin Square National Register Historic District.  
*This case has been held over.*

115 W. Jefferson Street. Case BHP-22-13.

Review of the application submitted by Heritage Plaza Condominium Association requesting a \$14,512.72 Harriet Fuller Rust Facade Grant consisting of window and door replacement for the Heritage Plaza Building. The structure is a 1901 design by Arthur A Pillsbury Architect, located in the Downtown Bloomington National Register District.

*This case was approved by a vote of 7-0.*

### **Planning Commission Activity**

The Planning Commission did not meet in November.

### **Zoning Board Activity**

**806 S Eldorado Rd.** Case Z-16-13

Public Hearing and Review on the petition submitted by Dillip Patel to allow a new banquet facility and for a variance from the Zoning Ordinance to reduce the required minimum number of parking spaces. The property is Zoned B-1, Highway Business District. (Ward 8).

*This case was denied by a vote of 0-7.*

**2411 E. Washington Street.** Case Z-17-13

Public Hearing and Review on the petition submitted by Tim Davis to allow construction of a parking lot and to allow a variance from the Zoning Ordinance to reduce the required 6 foot parking lot setback from the west property line to 2 feet. The property is zoned C-1, Office District and is located in Ward 8.

*This case was approved by a vote of 7-0.*

### **Facilities Management**

- Meetings were held between administration, finance and PACE to discuss the new facilities maintenance report by Faithful & Gould and how it will impact this year's budgeting.

### **Items of Note**

- PACE and other department's Staff met with labor leaders this month for an inaugural meeting of the groups. The discussion centered on projects of common interest including: local construction activity and where the two groups may be of help to each other. These meetings will continue on a quarterly basis.
- Negotiations have begun with the local 362 inspectors. It is hoped that agreements can be reached in a relatively short amount of time.





# ED Coordinator



Justine Robinson

November 2013 Edition

## Economic Development

### Meetings Held: 29

- Expansion: 1
- New: 0
- Retention: 6
- Closing: 0
- Developer: 1
- Networking: 12
- Education/Training: 3
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 2
- Media: 3

**Economic Development Council of the Bloomington-Normal Area Community Leaders Breakfast:** The City's Economic Development Coordinator, City Manager and select City Council members attended the EDC's 8th Annual Community Leaders Breakfast on Thursday, November 7th at the Marriott Hotel and Conference Center in Uptown Normal. Over 650 people were in attendance to hear a remarkable presentation from the keynote speaker, Commander Kirk Lippold, USN (Ret.). Commander Lippold was the Commanding Officer of the USS Cole when it came under a suicide terrorist attack by al Qaeda in the port of Aden, Yemen. Based on the leadership standards he instilled in his crew leading up to that historic day, Lippold has developed the "Five Pillars of Leadership" that construct a framework for getting the most from your workforce: integrity, vision, personal responsibility and accountability, trust, and professional competence.



## International City/County Management Association Webinar:

ICMA University offered a streaming webinar on November 13 where participants could learn “How to think Like a Retailer.” The City of Bloomington, along with Buxton Company and the City of Goleta, California presented industry insights and best practices regarding retail development dynamics, trends and the impact that sales tax revenue has on the local economy.



*Leaders at the Core of Better Communities*

**Chamber of Commerce Economic Vision Luncheon:** The City’s Economic Development Coordinator attended the Chamber of Commerce’s Economic Vision Luncheon on November 12<sup>th</sup> at the Chateau Hotel & Conference Center. Those in attendance heard a critical message from this year’s keynote speaker, **J.D. Foster, Ph.D.**, Deputy Chief Economist with the United States Chamber of Commerce. Foster explored America’s current economic landscape and forecasted what we can expect in the coming years.



**Property Tax Abatement Incentive Program:** The Bloomington City Council approved a Memorandum of Understanding in support of a community-wide local property tax abatement program (PTA) to assist in economic development efforts in our community. For taxing bodies, having an established PTA program offers transparency, predictability and accountability when using tax abatement to assist businesses. In the past, abatement deals have been negotiated from scratch each time such opportunities arose, which has led to ambiguities in terms of who is able to access these incentives and under what circumstances. To view the MOU and related documents presented to the City Council for consideration, please click [HERE](#).

**City of Bloomington Sales Decrease 1.91% in first half of 2013:** Total retail sales decreased 1.91% to \$43,721,118 in the first half of 2013 versus the same time frame in 2012. According to the quarterly reports by the Illinois Department of Revenue, performance by sector was as follows:

- General Merchandise: -2.06%
- Food: 2.14%
- Drinking and Eating Places: 8.10%
- Apparel: 1.52%
- Furniture and Household: -20.84%
- Lumber, Hardware & Building: -2.15%

- Automotive and Gas Stations: -2.32%
- Drugs & Miscellaneous Retail: -4.02%
- Agriculture and All Others: -2.78%
- Manufacturers: 8.93%

**Bloomington is #4 on a list of “Top 10 Cities on the Rise”:** Nerdwallet.com named Bloomington one its top 10 US cities on the rise! More information on this ranking can be read by clicking [HERE](#).

The [McLean County Chamber of Commerce](#) coordinated five (5) ribbon cuttings throughout the City of Bloomington in October. They included:



[Bloomington Area Career Center](#) – 1202 E Locust Street, Door K



[Lancaster's Fine Dining](#) – 513 N Main Street



[Specs Around Town](#) – 317 N Center Street



[Salvation Army Bell Ringing](#) – Eastland Mall



## Human Resources Director



Emily Bell

### Human Resources

November 2013 Edition

Human Resources serves every department of the City and interacts with every employee from start to completion and throughout their careers, as well as prospective employees. The Human Resources staff of seven (7) fulltime and two (2) temporary have six primary focus areas: Employee Recruitment and Hiring; Employee and Labor Relations; Compensation and Benefits; Training and Development, Employee Wellness and Community Relations.

#### Human Resources Job Tasks

- Processing FOIAs, subpoenas and requests for information.
- Prepared for insurance open enrollment by finalizing insurance options with the City Council and by preparing and updating the employee self- service website with the assistance of Information Services.
- Worked with consultant on reviewing executive and sworn command staff pay ranges.
- Prepared Salary and Benefit Projection for FY 15 budget for review.
- Coordination of Fire Entry Level Hiring List.
- Coordination of Police Entry Level Candidates for January hiring.
- Preparation of the TCM draft agreement for ratification.
- Classified employee evaluations were processed. Retroactive pay was calculated.
- Preparations for the 2014 Martin Luther King, Jr. event.
- Meetings were held with Local 699 to Bargain the Impact of the use of GPS in vehicles and the installation of cameras in the Public Works Department.
- Monthly Labor/Management with Local 699 Public Works/Parks and Recreation.
- A very successful Chili Cook-off held on November 1 in the Public Works garage. The dollar amount raised was the largest amount in the Chili-Cook-off history. Funds benefited the Home Sweet Home Mission.
- Participated in Live Healthy Central Illinois' 4-week *Step 2 It* Challenge. Employees were encouraged to team up by department to foster camaraderie. Participants tracked steps using a pedometer. The City of Bloomington had 102 participants (16 teams). The following departments participated: Fire, Police, Public Works, Parks & Recreation, Water, Finance, HR, City Clerk, Community Development, Lake Bloomington, and Legal. City teams competed internally and also against other McLean County teams. The group walked 14,292 miles in 26 days (the perimeter around the US is approximately 11,000 miles). If we split the miles between all 102 participants, each person would've walked to Springfield and back. The daily

step average per participants was 10,480- well above the 5,117 steps the average American takes. The City of Bloomington placed third overall.

	<b>Contract Expiration Date</b>	<b>Number of full-time employees budgeted for FY 14</b>	<b>Current Status</b>
<b>Non-Sworn Bargaining Units</b>			
Local 362 Support Staff	4/30/2013	30	Pending Negotiations
TCM Group	4/30/2011	16	Currently Negotiating
Lodge 1000	4/30/2014	38	Settled
Local 699 Library	4/30/2014	30	Settled
Local 699 PW/Pks	4/30/2014	108	Settled
Local 362 Parking	4/30/2013	4	Currently Negotiating
Local 362 Inspectors	4/30/2013	15	Currently Negotiating
<b>Sworn Bargaining Units</b>			
Fire Local 49	4/30/2015	103	Settled/Arbitration 6/17/12 on SLBB
Unit 21 (Police)	4/30/2014	103	Settled
Sgts and Lts	4/30/2014	21	Settled
<b>Classified</b>			
Classified (Executive)		13	n/a
Classified		121	n/a
<b>Current Vacancies</b>		<b>Position Status</b>	
Telecommunicator		In process	
Telecommunicator		Lauren Schweizer 11-9-13	
Utility Worker – Parks		In process	
Support Staff IV- CSO- Police		In process	
Water Meter Service		Derick Volz 11-4-13	
Legal Secretary		In process	
Performing Arts Manager		In process	
Accountant		In process	
Support Staff IV – Public Works		In process	
Property, Records and CSO Manager		In process	
Support Staff IV – City Clerk		In process	



# Library Director

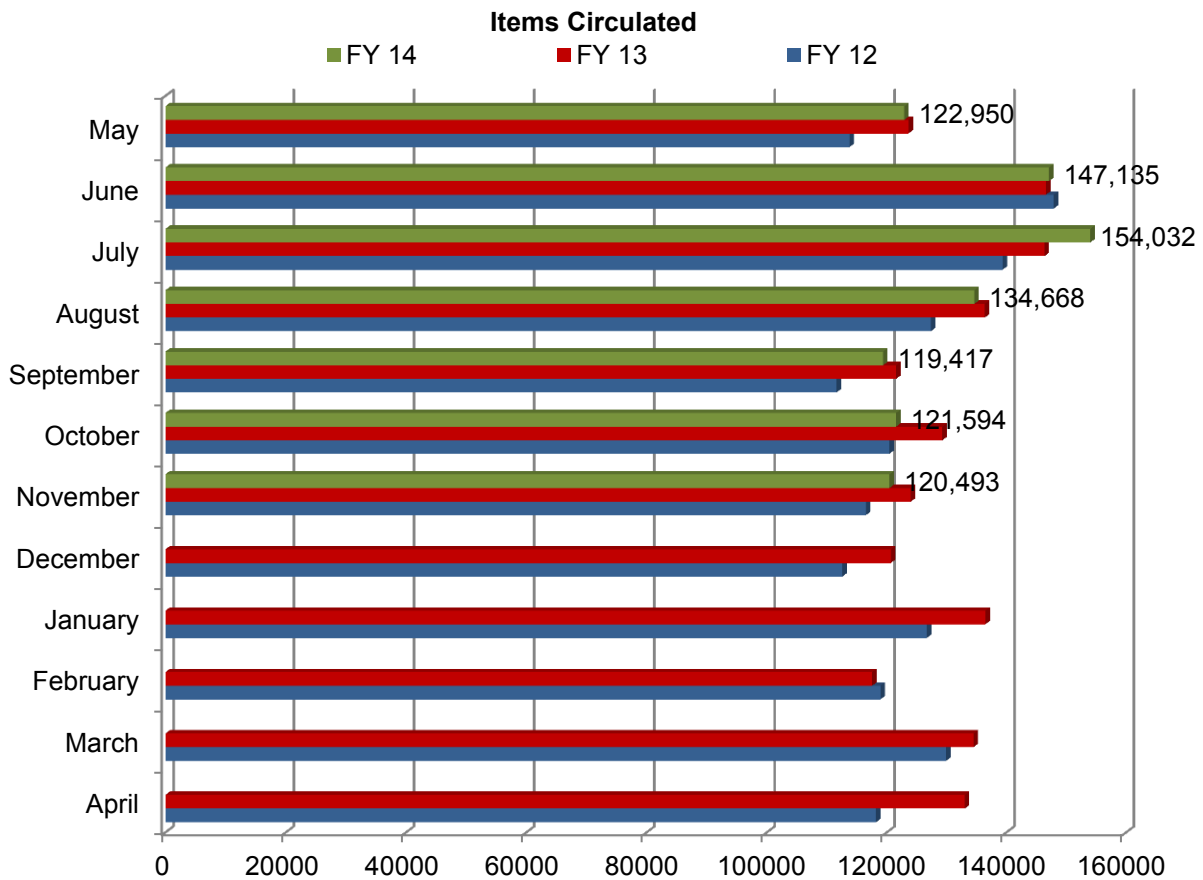


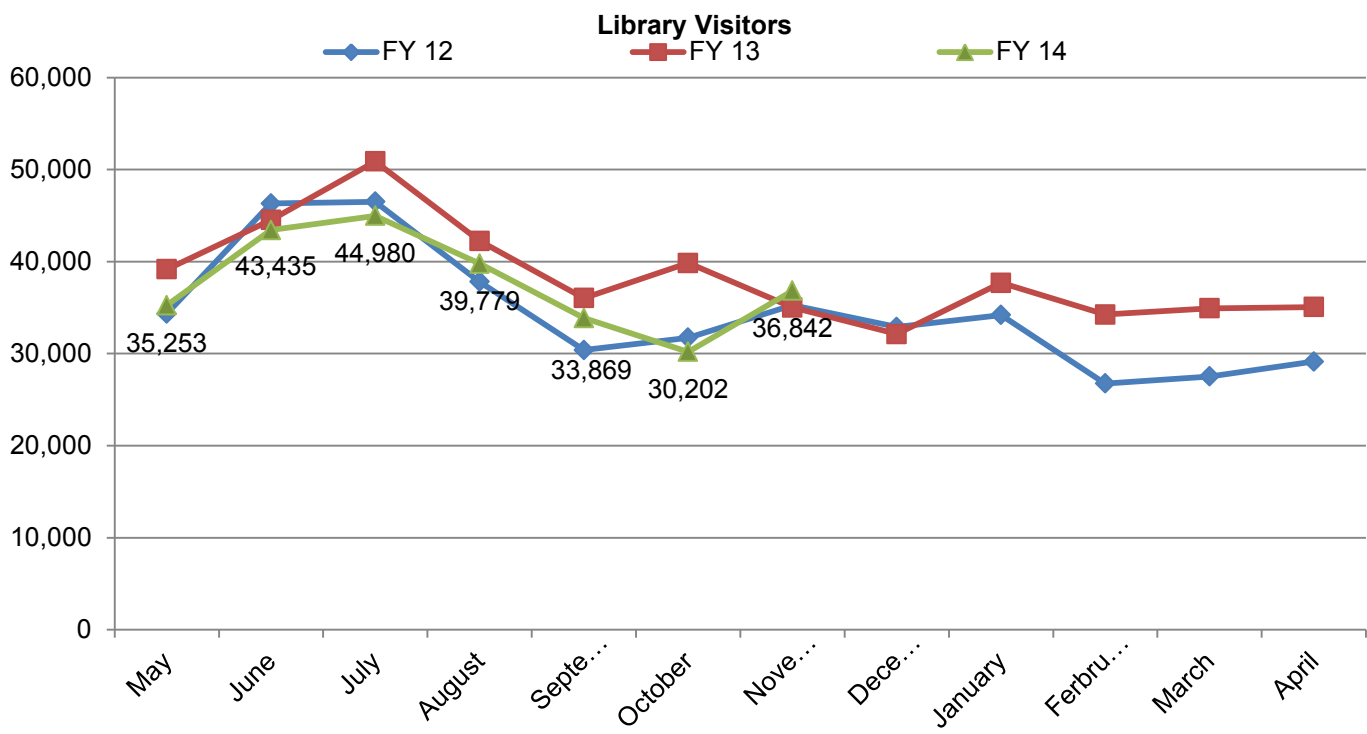
Georgia Bouda

November 2013 Edition

## Library

The Library lent 120,493 items in November 2013 compared to 124,058 items lent in November 2012. Total circulation at this mid-point in the fiscal is 920,289 compared to 928,059 at the end of November 2012. There were 36,842 visitors to the Library and Bookmobile in November 2013, an increase from the 35,018 visitors in November 2012.





Staff answered 4,043 questions from customers this month.

### Programs and Attendance in the month of November:

#### Children Programs and Attendance

- Lapsit story time – 6 sessions – 55 attended
- Toddler story time – 6 sessions – 205 attended
- Preschool story time – 5 sessions – 70 attended
- Wiggle giggle evening story time – 6 attended
- Tales for Tails (Read to Dogs) – 3 sessions – 60 attended
- 2nd Monday Story Club – 9 attended
- Head Start Fun Club visit – 125 attended
- Noah's Ark Preschool visit – 106 attended
- Visited Head Start classes at Brigham – 70 attended
- Visited Head Start class – 20 attended
- Visited Little Jewels Day Care – 126 attended
- Library table at Bent School Bilingual Book Tasting – 102 attended
- Library table at Mid-State Reading Council Carnival of Reading – 250 attended

#### Teen Programs and Attendance

- Teen Advisory Board – 1 session – 0 attended
- Anime Now – 2 sessions – 11 attended
- Comic Creations – 1 session – 0 attended
- National Gaming Day – 1 session – 5 attended
- Catching Fire party at NPL – 1 session – 17 attended
- The Teen Librarian visited the following schools to promote books at the Library:

- Normal West Comm. High School: 100
- Chiddix Junior High: 99

### **Adult Programs and Attendance**

- Fiction – 1 session – 10 attended
- Mystery Book Club – 1 session – 6 attended
- Books on Tap – 1 session – 4 attended
- History Book Club – 1 session – 7 attended
- Movie Discussion – 1 session – 5 attended
- Wednesday Night Movies – 3 sessions – 49 attended
- Bozeman Trail – 1 session – 14 attended
- Bridging Cultures Muslim grant, movie showing – 1 session – 11 attended
- A Tale for Two Cities, *Playing with the Enemy* by Gary Moore:
  - Author-led book discussion at NPL – 1 session – 68 attended
  - Author presentation at BPL – 1 session – 71 attended
- India Festival – cancelled due to power outage from storm is rescheduled for January 19<sup>th</sup>.



## Compliments to the City

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To: George Kutz/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm  
From: Jeanette Jepsen/Cityblm  
Date: 12/20/2013 07:44AM  
Cc: Katie Stamp/Cityblm@Cityblm, Colleen Winterland/Cityblm@Cityblm, Barb Adkins/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm  
Subject: Silverberry/Cinnamon area sends HUGE thanks for coming out and plowing for them!

Jill Schultz called in and wanted to thank the crews for coming out and taking care of them at Silverberry and Cinnamon. She truly appreciated the extra effort by the city and she wishes everyone Happy Holidays and a Merry Christmas!

***Jen Jepsen***  
***City of Bloomington***  
***Public Works***  
***(309) 434-2225***

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To: Jim Karch/Cityblm  
From: Eric Vaughn/Cityblm  
Date: 12/23/2013 05:25AM  
Cc: Mike Kimmerling/Cityblm, Lester Siron/Cityblm  
Subject: Salt Truck Thank You

Jim,  
Spoke with one of our ambulance personnel yesterday. He said that on Saturday, two of your salt trucks were a huge help getting an ambulance out of a slippery situation that allowed it to transport a patient to the hospital.  
Working as a team these members of Public Service lived up to the BFD motto: "Dedicated to Our Community, Our Profession, and Each Other."  
Sorry I don't have information as to the location or time to identify the exact crews, but everyone on the streets Saturday made the Community a much safer place.  
Thanks to everyone.

D/C Eric Vaughn, Administration  
Bloomington Fire Department  
Sent from Lotus Traveler

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To: Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Don Gilmore/Cityblm@Cityblm, Brandon Schmidgall/Cityblm@Cityblm  
From: Jeanette Jepsen/Cityblm  
Date: 12/17/2013 09:47AM  
Cc: Barb Adkins/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm, Colleen Winterland/Cityblm@Cityblm  
Subject: Resident sends HUGE thanks and praise for excellent service on snow plowing!!!

Beverly Oliver

Eastgate Subdivision

Would like to thank the crews for such good service on the snow plowing this year. Says that they ALWAYS do an excellent job and she is very thankful to have such wonderful crews plowing the street!!!!

**Jen Jepsen**  
**City of Bloomington**  
**Public Works**  
**(309) 434-2225**

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## **Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in October 2013**

### **BCPA**

From Patron Post-Show Survey from the David Sedaris performance (11/6):

- A very enjoyable evening!
- Keep up the good work. Attending book signing after the event. It was run very smoothly. Thanks to all the staff who assisted with the event!
- I am so grateful to have BCPA in our community.
- I had not been to the venue before and thought it was beautiful! What a great place to have an intimate show. Also, everyone that worked there was wonderful, beginning with the woman in the box office who helped me replace my ticket when I misplaced my original to ALL the people I encountered the night of the performance. Job well done to everyone involved!
- We are Arts Partners and love every performance we've seen. Keep up the great work.
- Wonderful event!! The facility is great!!

From Patron Post-Show Survey from the Dr. John performance (11/7):

- It was wonderful. Thank you to all who were involved.
- I always have a great time at BCPA events!
- It's always a pleasure to go to the BCPA. I'm so impressed with the quality of the lineup.
- Loved this event!!!
- I brought my family to see Arlo Guthrie there a few years ago, we had a wonderful time, I knew it would be like that again at BCPA.
- it was fabulous--the musicians were very talented, dedicated to entertainment. Dr. John continues to be fabulous--even better than I expected.
- Wow, what a great performance and the covered beverage glasses are a great idea.
- had a great time
- Love the sippy cup concept, my husband was thrilled.
- Always a good experience from start to finish

- Was overall GREAT evening.
- Thank you for being such a great addition to the culture of the community. Keep up the good work!
- The sound system is excellent. And the round is great for this type of performance
- We always have a positive & fun experience at BCPA.
- nice to be able to take drinks in to the show
- Was excellent
- Love the BCPA and the diversity of entertainment they bring to our community!!
- BCPA is a very nice venue, warm, just fancy enough to be comfortable, good sound, nice stage.
- We love Bloomington. Thanks!
- This is one of my favorite venues, and I regularly come over from Urbana to see shows here. Keep up the great work!
- Sound was very clear
- I have seen two hundred concerts and every one that I have come to see at BCPA about three a year has exceeded my expectations.

From Patron Post-Show Survey from the Doc Severinsen performance (11/16):

- compliments to the volunteers...they all looked great in black.
- I really am impressed with this venue, a great place to see probably anything. Not a bad seat in the house. As far as the NCHS Band I guess my expectations were set too high, I really enjoyed the talk with Glenn Wilson, the show was incredible.
- Was my husband's 70th birthday, we brought lifelong friends from Peoria and they were impressed w/the facility and show. I had to add/exchange a ticket and Gary in the ticket office on the end of my phone was very very professional, accommodating and outstanding customer service, my tickets were at the will call table. Thank you.
- Thrilled to see Doc!
- I am looking forward to future events. Sorry it took me so long to take advantage of the BCPA.
- Our first time at BCPA and it was fantastic! I thank all of you for making it a great evening out. DOC superb!!
- Ushers really kind and helpful. Bathrooms roomy and CLEAN. We like the atmosphere.
- I like this venue. All the seats are good, and I appreciate the variety of entertainment that's being offered.
- it was a very enjoyable evening
- I don't know if you have a similar Pre and Post event always or not but I think it's really a great idea. I appreciate all the work that is done to put together the season and all the ushers are great as well.
- My college-aged son said it was the best performance he had ever seen at the BCPA.

## PARKS MAINTENANCE

- Via email:

To: Garry Little <glittle@normal.org>, John Kennedy <jkennedy@cityblm.org>

From: Dan Steadman

Date: 11/20/2013 01:41PM

Subject: Trail clean up

Hello,

Thank you and your crews for the quick clean-up of all the trees and branches blocking the trail after the storm.

Dan

## RECREATION

- Via email:

I'd like to commend Joe Olson, the hockey program coordinator at the Pepsi Ice Center. Time after time, Joe has impressed me and other members of Bloomington's hockey community with his dedication to customer service. He frequently goes above and beyond the call of duty to make sure everyone gets a top-notch parks and rec experience, and keeps a very complicated ice schedule running smoothly. He's also very responsive; he once set an "out of office" auto-response on his email for a Friday night into Saturday. He can also be found standing outside the parking deck directing traffic on nights when concerts complicate parking for our players. In short, we're lucky to have Joe, and so is the City of Bloomington."

Thanks,

Ryan Denham