



Photograph by Rich Batka, Bloomington Fire Department

CITY MANAGER'S MONTHLY REPORT



Jewel of Midwest Cities



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UPCOMING COMMUNITY EVENTS

- Free Fridays in February, Miller Park Zoo, February 14
- Bloomington Thunder Hockey vs. Mississippi RiverKings, US Cellular Coliseum, February 15
- Jason Aldean w/ Florida Georgia Line, US Cellular Coliseum, February 22
- IHSA Dual Team Wrestling, US Cellular Coliseum, March 1
- Teacher from the Black Lagoon and Other Storybooks, BCPA, March 5

Upcoming Meetings

- Liquor Commission meeting, February 11, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting February 12, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, February 20, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting, February 27, 7:00 p.m. – 9:00 p.m.

The Bloomington City Council meet every 2nd and 4th Monday of each month 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**



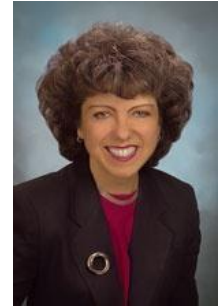
**Ward 2
David
Sage**



**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

December 2013 Edition

The City of Bloomington began the practice of producing the City Manager's Monthly Report in 2009 to provide performance information to the Mayor, City Council and the public on City services and programs. The City utilizes performance data to identify efficiencies and potential inefficiencies for the purpose of improving services, responsible budgeting and enhancing transparency in local government. In efforts to best guide City resources toward the betterment of the community, The Bloomington City Council adopted a strategic plan which identifies goals that focus on outcome-based objectives and potential actions for the projected course of five years. The City Manager's Monthly Report reflects the City's progress toward the accomplishment of these goals and current service levels. The performance data in this report is compiled internally by each department/division that comprise City Services. The information is then analyzed and organized for presentation by myself and the Assistant to the City Manager.

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

I am pleased to present to you the December 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



Spotlight City: Woman Rescued from Frigid Pond

Bloomington Fire fighters responded to 3110 Monterey around 11:00 am for a report of a woman drowning in a pond, behind this house. Mike and Marcia Young of the 3110 Monterey Road address stated that they heard the cries for help, and looked out their back window to see a woman in the icy water. They called 911 and Bloomington firefighters responded. The first crew arrived at 11:04, and found a woman about 30 feet from shore that had broken through the ice, and was in the water. The crew took immediate action to rescue the woman from the pond. One firefighter wearing a cold weather survival suit and tethered to a rope, went out on the ice and entered the water to assist the victim out of the water. The Engineer and Officer, using the rope, helped pull victim and firefighter, onto the shore. As other crews arrived on scene, the victim was taken to a waiting ambulance and transported to the hospital.



The victim broke through the ice attempting to rescue her dog that had fallen through the ice. The dog was also rescued by firefighters and was taken to a local Vet by Mr. and Mrs. Young. If not for the quick actions of the Young's, and the training of the firefighters, the incident could have turned tragic. Hypothermia can take over in a matter of minutes and render a person unconscious. In water temperatures of 32.5 degrees Fahrenheit and colder, survival times are as little as 15 minutes.

Bloomington firefighters train annually for this type of call, and were prepared to take immediate action. The first company on scene is also assisted by an two ambulances and at least two other fire companies. These rescues can require a lot of manpower to insure the safety of everyone involved.

It is very important to understand, that even as cold as the weather has been, there are still pockets of water that are covered in thin Ice. Please keep pets on a leash when around open water and if a pet should fall through the Ice dial 911, **DO NOT** go out on the ice attempt a rescue of your pet. Keep an eye on the pet and be ready to tell firefighters the location when they arrive.

Executive Summary

Police Department

- Criminal Investigations Division (CID) assigned 80 new cases for investigation in December. The case load being carried by CID had the following dispositions: 29 cases were cleared by arrest, 4 cases were cleared with juvenile arrest, and 137 were administratively closed, exceptionally cleared or were unfounded. **(Page 8)**
- Street Crimes had six officers with an average of 4.32 working per day. Members also completed ten work days of training. Street Crimes had the following activity: twelve warrant arrests, eighteen probable cause arrests, \$2830 in tow fees, \$228 in currency seized, 95.1 grams of cannabis seized, .1 gram of heroin seized, .1 grams of methamphetamine seized. **(Page 9)**
- Approximately 332 traffic stops were made by officers with an additional 13 arrests for DUI. Unofficially, the department fell three DUI arrests short of breaking the all-time arrest total for a single year -- 246 DUI arrests for 2013. **(Page 11)**
- The Department experienced 144 property crime reports, which is a decrease compared to the 171 property crime reports last month. The breakdown is as follows: 31 burglaries, 105 thefts, and 8 motor vehicle. **(Page 12)**

Fire Department

- For the month of December, the Fire Department's response time was below the six minute bench mark with an average call creation to arrival time of 5:41 **(Page 14)**
- During the month of December, the Bloomington Fire Department responded to 176 calls of which 6 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$38,050. **(Page 14)**
- As in most months, the majority of the calls were EMS related which accounted for 704 calls for service in December. The 704 calls for service resulted in a total of 778 patients treated and 562 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems. **(Page 16)**

Water Department

- The Department experienced below average precipitation, about 1.06 inches of rain during the month. The monthly average precipitation for December is about 3.22 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 6.7 feet below its spillway. The Lake Evergreen Reservoir is below its spillway level by about 3.1 feet, having gained about 3.6 inches in elevation during the month. Therefore, the reservoirs are at a combined deficit of about 9.8 feet. Since we have surpassed the trigger point of an 8.0 foot deficit in the combined levels of the reservoirs, the Department can use the Mackinaw River pumping station. However, since the area is in a drought, the flow in the Mackinaw is too low (below the U.S. Corps of Engineers permit level) for pumping. Regardless, most of the river is frozen at this time. 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 24)**
- Pumpage has been low during the month. The Department pumped an average of 9.0 million gallons per day (MGD) in December with a peak day of 9.6 MGD on December 17, 2013. The December average for 2013 can be compared to the average daily pumpage during December

2012 of 9.7 MGD, December 2011 of 10.1 MGD, 9.8 MGD in 2010 and 9.6 MGD in 2009 and 11.0 in 2008, so we are tracking, on average, about the same as previous December's. The Department is tracking, on average, well below previous December's. (Page 26)

- Seven fire hydrants were replaced/installed in December. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 49. Of these 49 fire hydrants, 43 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 \$150,000 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. (Page 27)
- Staff replaced a leaking, large diameter (20") water valve at the corner of Center and Washington. The valve dated back to the early 1900's. This job was one of the more expensive (the new valve and couplings cost about \$10,000) and tricky jobs (we are next to an old steam pipe and the old valve we have to remove weighs close to 2,000 lbs.) but it was successfully completed before the morning rush the following day. (Page 29)
- For the month of December 2013, the Department received 1,357 JULIE locate requests. This can be compared to the 1,200 requests staff received last December. This brings the annual total to 40,680 requests. (Page 30)

Parks, Recreation & Cultural Arts Department

- The BCPA celebrated the end of 2013 with a 7.6% increase in hosted events! 578 programs were held at the BCPA which is 44 more than calendar year 2012 and the most in a single year in BCPA history. (Page 35)
- The Utility staff completed the installation of the new playground at Eagle View (photos, below). 360 cubic yards of Fibar (wood mulch) was installed and the playground was opened the first week of December. The Utility staff worked in conjunction with the Horticulture staff to install an improved drainage system at Eagle View. Approximately 300 linear feet of drainage tile was installed in the parking lot drainage swale, which will help with the removal of storm water during a heavy rain. This area will be left to settle over the winter and will be graded and seeded this coming spring. (Page 39)
- Most of the categories (open skate, concessions, etc) were down compared to last year. The staff is not sure why open skate sessions are down. Open skate has been done differently for fall 2013 from the way it was done for fall 2012. Instead of an hour and a half session Saturday afternoon and another hour and a half session Saturday evening, the rink is offering two back-to-back hour and twenty minute sessions on Saturday afternoon. There is a discount for those who choose to skate both afternoon sessions. The decrease could also be due to the lack of parking. Since late October, the City has closed the top two levels and approximately half of the first level of the Pepsi Ice Center parking deck as a precautionary safety measure while a structural issue is investigated. People do get frustrated when they cannot find a close spot. The regular customers know where alternate lots are, but customers new to the building would not know. The decrease in concessions reflects the



decrease in open skate. The special themed skate event for the month was Skate with Santa on December 7. All with paid admission received a cookie and hot chocolate. (Page 40)

Planning & Code Enforcement (PACE)

- The month of December generally showed a decline in most aspects over the previous year. This was especially evident in the number of new home starts. With just two new home permits issued for the month, this drop reflected an 80% decrease over the same period last year. One factor that shouldn't be lost is the severity of this year's weather. The past two winters were warmer and drier than typical, putting less strain on the local construction industry. With new home construction off the final three months of the year, all gains made on the previous year were lost, resulting in a net loss of nine (5%) new home permits from 2012 to 2013. (Page 45)

December 2013 Compared to December 2012	2013 vs. 2012
New home starts – down 8 permits (-80%)	Down 9 permit (-5%)
Building permits – up 11 permits to 116 (11%)	Up 150 permits to 2,723 (6%)
All construction permits – down 88 permits (-18%)	Up 20 permits (1%)
Fees collected – \$40,757 (-54%)	\$1,129,518 (-22%)
Construction Value – \$2,700,650 (-27%)	\$103,789,895,245 up 11%

Economic Development

- Economic Development Council of the Bloomington-Normal Area BN by the Numbers:* The City's Economic Development Coordinator, City Manager and select City Council members attended the EDCs quarterly *BN by the Numbers* event on Thursday, December 19th at the ISU Alumni Center. Approximately 50 people were in attendance to hear an enlightening presentation from the keynote speaker, Tim Norman, co-founder of STL Companies. Norman addressed the effects that pending changes with the community's largest employer could have on IT workers and the industry at large. Informative videos on this topic were presented at the event and can be viewed by using the following links: <http://vimeo.com/82171919>; <http://vimeo.com/82072484> (Page 48)



Information Services

- Information Services staff worked with Police and Fire department personnel to create Facebook, Twitter and Google+ accounts specific to the two departments. Staff also created a main City account for all three social networks. As a pilot, Police and Fire personnel are now using the Hootsuite platform to monitor and post messages to their respective social media accounts. The main City accounts are active, but used sparingly (mostly IS staff posting items from the City's web page) at this point. Staff will eventually be assigned to actively manage the City's main accounts as well. (Page 57)



Police Chief



Brendan Heffner

Police Department

December 2013 Edition

Crime Investigations Division (CID)

CID assigned 80 new cases for investigation in December. The case load being carried by CID had the following dispositions: 29 cases were cleared by arrest, 4 cases were cleared with juvenile arrest, and 137 were administratively closed, exceptionally cleared or were unfounded.

CID began the month of December with 8 general detectives. On average there were 6 general detectives working per day. On average each detective was assigned approximately 10 cases during December. As of 01/04/13, the Domestic Violence detectives (2) are assigned 63 cases. The detectives (2) assigned to sex crimes and sex crimes involving children are investigating 42 cases.

Cyber Crimes

The Cyber Crime unit (3 detectives) continued to operate in cooperation with the United States Secret Service (USSS) in December. 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.

United States Marshal Task Force

Detective Rena opened 12 cases during the month and was able to directly close or use U.S. Marshall's resources to close 8 cases. Two cases of significance include: A subject on parole for homicide was arrested on a McLean County Warrant for Manufacture and Delivery of Controlled Substance. Another subject was arrested on two warrants, Aggravated Battery to a Pregnant Person and Domestic Battery.

VICE Unit

The Vice Unit currently has four detectives assigned. There was an average of 3.4 working per day. Vice had the following activity: 18 cases opened, 14 cases closed, two search warrants, 15.2 grams of crack cocaine purchased, 3.8 grams of powder cocaine purchased, .4 grams of heroin purchased, .5 grams of crack cocaine seized, 3.9 grams of powder cocaine seized, 22 grams of cannabis seized, and \$600 in currency seized.

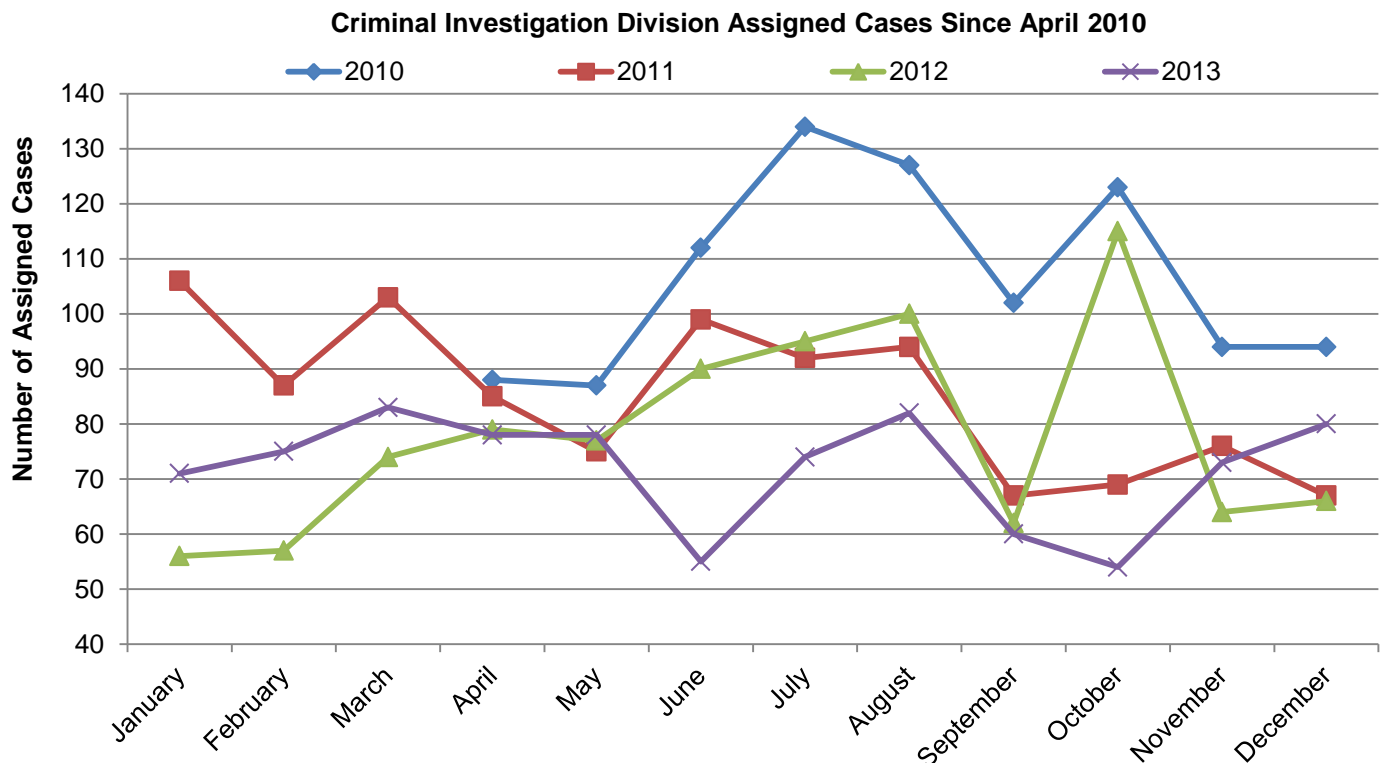
Street Crimes Unit

Street Crimes had six officers with an average of 4.32 working per day. Members also completed ten work days of training. Street Crimes had the following activity: twelve warrant arrests, eighteen probable cause arrests, \$2830 in tow fees, \$228 in currency seized, 95.1 grams of cannabis seized, .1 gram of heroin seized, .1 grams of methamphetamine seized.

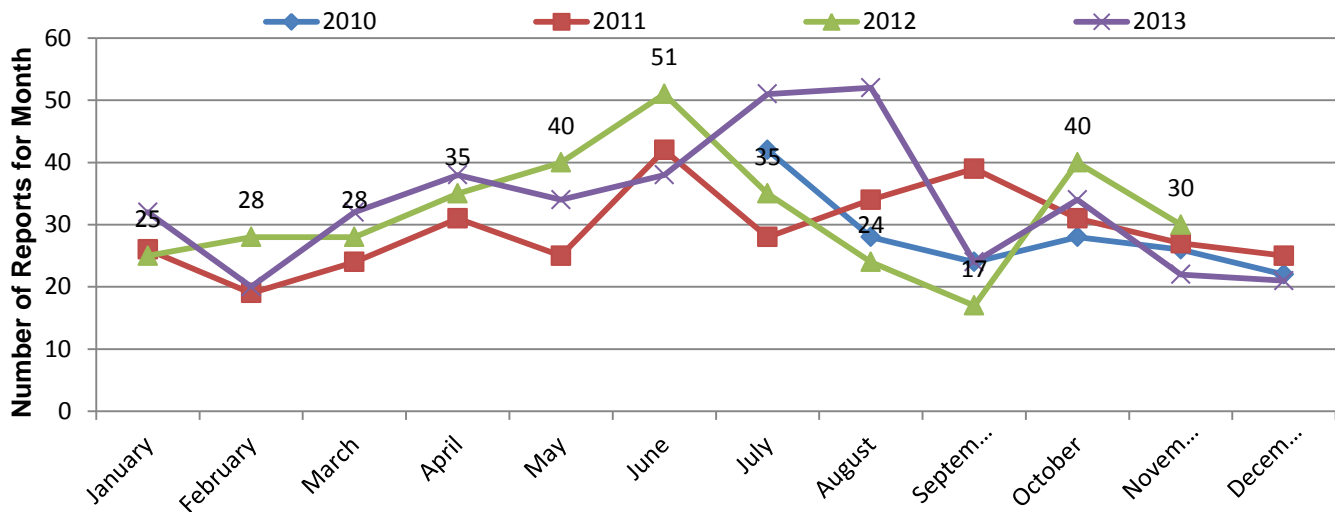
Criminal Intelligence and Analysis Unit (CIAU)

During the month of December, CIAU staff presented social networking investigations training for officers in the McLean County Probation Department. CIAU staff also provided 2 hours of analytical training to two newly hired police officers.

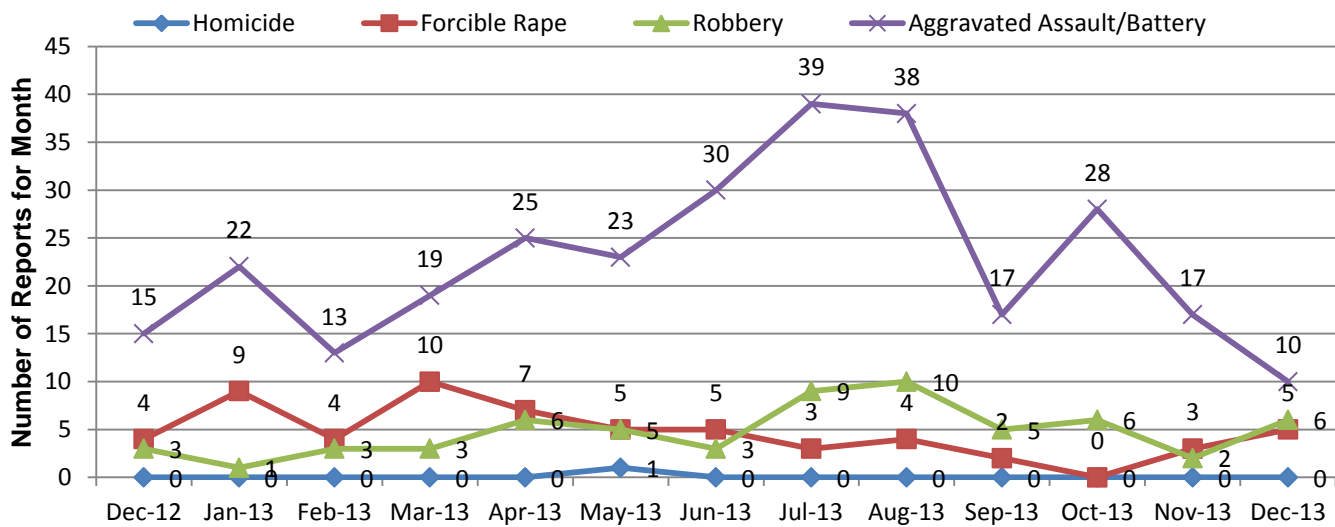
CIAU staff underwent social media training with the Public Information Officer and assisted in creating a baseline for future use of Twitter and Facebook for the department. CIAU staff also provided investigative support in two crime series involving auto thefts and vehicle burglaries.



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
84.40%	14.50%	1.00%	0.30%	99.90%

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

\$2,500 in ordinance violations were issued in calendar year 2013 to date. There were no major equipment issues reported this month. During December, rebanding of the Starcom portable and mobile radios was completed. Approximately 175 radios were programmed to comply with 800 MHz rebanding mandated by the Federal Communications Commission.

Incoming Phone Calls

Administrative (non-emergency)	6,212
911 Calls (wireline & wireless) total	1,960
911 Calls - Wireline	380
911 Calls - Wireless	1,580
Total All Calls	8,172

Dispatched Calls

Police	5,399
Fire and EMS	840
Total Dispatched Calls	6,279

Daily Call Averages

Administrative (non-emergency)	200
911 Calls – Wireline and Wireless	63
All Calls per day average	264
Police Dispatches	174
Fire and EMS Dispatches	28
Average Dispatches per day	203

First Shift 7 a.m. – 3 p.m.

The average number of officers per day was approximately 9.10. There are four officers currently in the FTO program and one officer on extended military leave.

Fifty-two incidents of sex offender related problems were handled by first shift. Four sex offenders were arrested or warrants obtained for their arrest. Two offenders were referred to the State's Attorney for revocation of their probations and/or parole. Day shift worked on sex offender compliance checks. They also conducted several Traffic Enforcement Details. Following a significant snow event, a towing detail was conducted. Approximately 100 vehicles were tagged for towing with approximately 12 towed.

Second Shift 3 p.m. – 11 p.m.

Second shift had 21 officers assigned with an average 10.97 officers working daily. The Selective Traffic Enforcement Program (S.T.E.P.) continued in the following areas: Longden and Six Points Road, Gailey Lane, and Broadmoor Drive.

Significant calls for service: Two calls of a man with a gun which turned out to be a CO2 pistol. An OV was issued. A student reported a gun was seen on a school bus. The gun was found to be a bb gun. A subject had an IL Department of Correction Warrant for manufacture and delivery of a controlled substance. Subject refused to come out of the room. The area was secured and phone contact was made. After all attempts of talking the subject out of the room failed, entry was made with the assistance of a K-9.

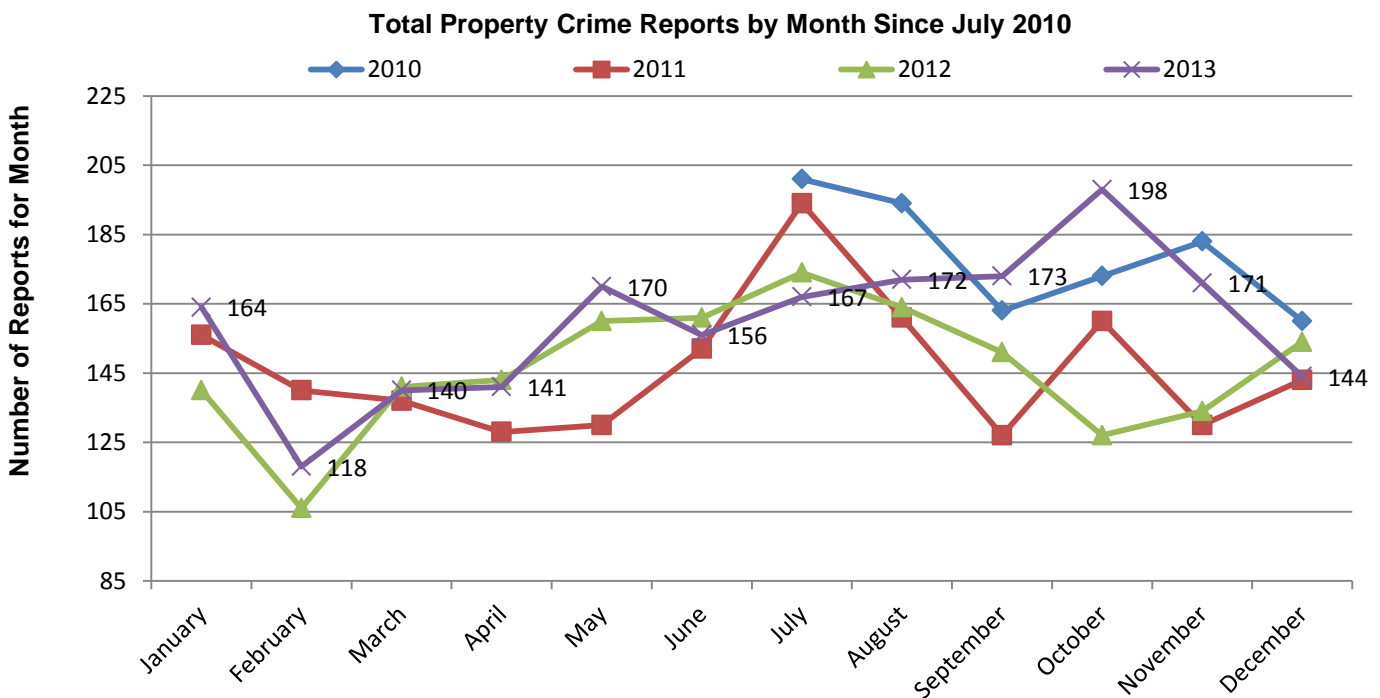
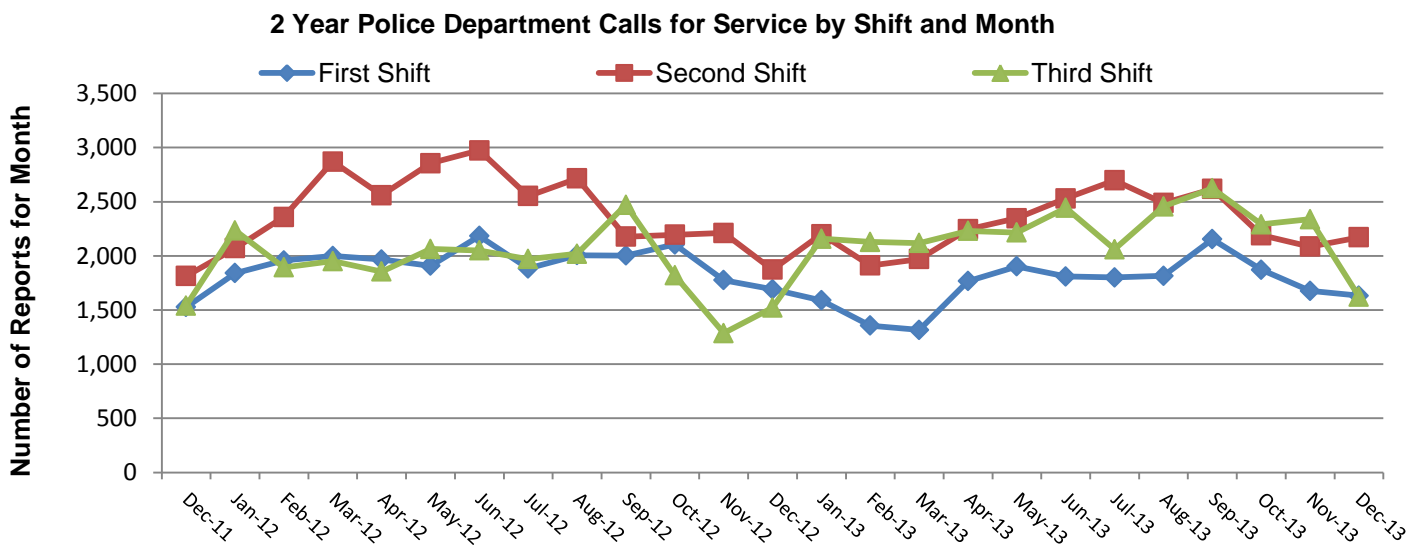
Third Shift 11 p.m. – 7 a.m.

There are 17 officers assigned to third shift with an average of 9.7 officers working each night. Third shift officers had approximately 10 arrests from self-initiated traffic or pedestrian contacts.

Approximately 332 traffic stops were made by officers with an additional 13 arrests for DUI. Unofficially, the department fell three DUI arrests short of breaking the all-time arrest total for a single year -- 246 DUI arrests for 2013.

Significant calls for service: A vehicle pursuit with a stolen vehicle resulting in the arrest of burglary suspects. Three males forced their way into an apartment. Before they ran off, two gunshots were directed back toward the resident; no one was injured.

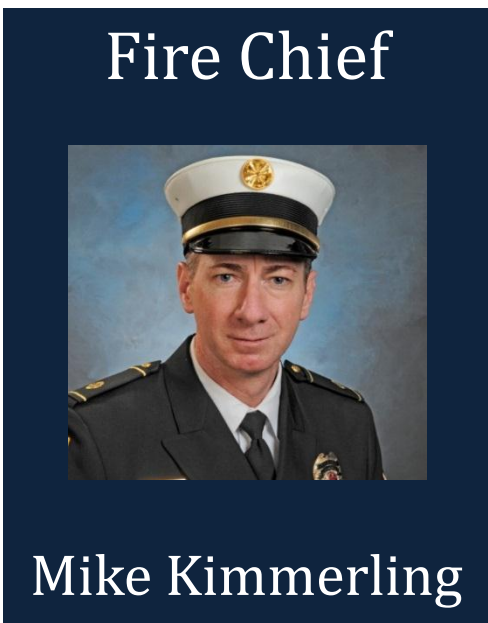
Violation	Month Total	Year Total
Seat Belt/Child	3	42
Speeding	102	931
All Other Traffic	488	5,384
Total	593	6,357



Administration

SRO Arnold completed 18 reports including theft, aggravated battery, criminal trespass and criminal damage to property. He made one arrest, completed one home visit, met with parents to discuss discipline issues with their children. SRO Evans had the following service calls: six theft issues, two order of protection checks, ten disorderly conduct issues, two child custody issues, six truancy issues, eight fights. He completed two crisis drills, made 60 school visits, handled two child abuse issues, two domestic issues, completed five child sex offender checks, had one lock down drill, one evacuation drill, and had a training day at the range. SRO Hirsch mailed a monthly newsletter regarding school safety and personal safety to staff, investigated three fights after school, met with director of facilities management in regards to adding new cameras in the parking lot, spoke with six parents regarding student issues, ordered and set up additional new radios, attended a staff meeting regarding safety and security of school and staff. SRO Wagehoft participated in "Shop With a Cop," assisted counselors with delivering ham and presents to needy families, assisted with the following school violations: 15 disorderly conduct, three fights, one suicidal student, four thefts, one missing student, one well-being check, one gang activity, one home visit.

Public Affairs officer Mayer completed fingerprinting at State Farm, attended Accessible Parking Class and created packet to share with officers concerning the changes, conducted a tour of the facilities, had a WJBC interview, created several press releases, attended Shop With a Cop, attended Explorer meetings, conducted a Girl Scout visit, attended STAC meeting, Social Media Meeting, and Chaplain meeting, and attended Recovery Court.



Fire Chief

Mike Kimmerling

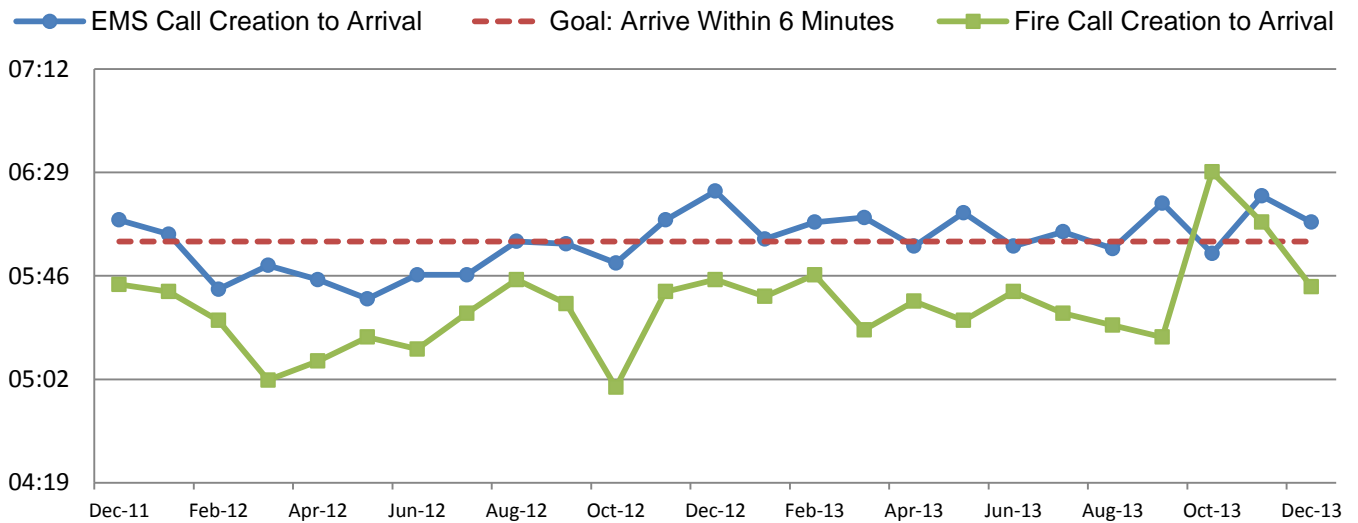
December 2013 Edition

Fire Department

Fire Response Data: December 2013

Fire Response Type	Previous 12 Month Average	December 2013
Fire Reponses	161	176
Structural Fires	8	6
Estimated Dollar Losses (Property & Contents)	\$148,607	\$38,050

Fire & EMS Call Response 2 Year Analysis



Top 5 Fire Response Types for December 2013

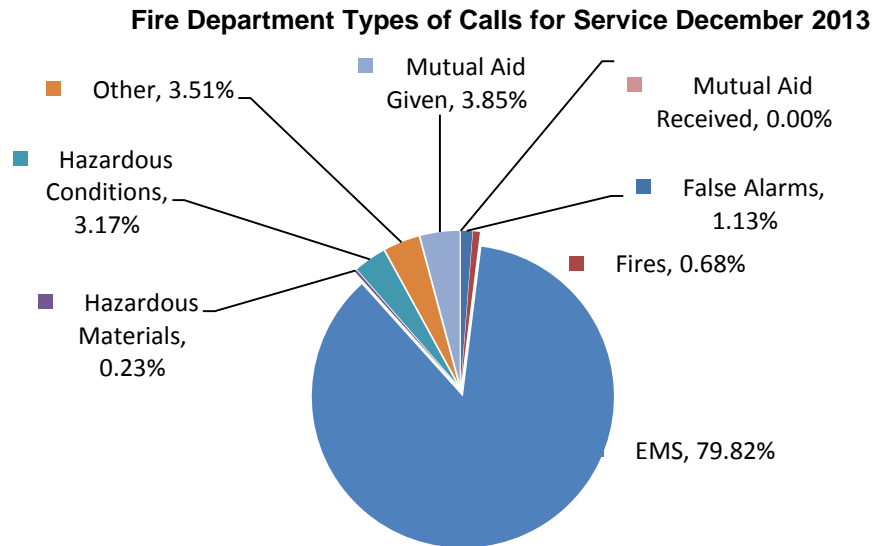
Rank	Response Type
1.)	522: Water or steam leak
2.)	745: Alarm system activation, no fire – unintentional
3.)	746: Carbon monoxide detector activation, no CO
4.)	622: No incident found on arrival at dispatch address
5.)	746: Carbon monoxide detector activation, no CO

Operations Report

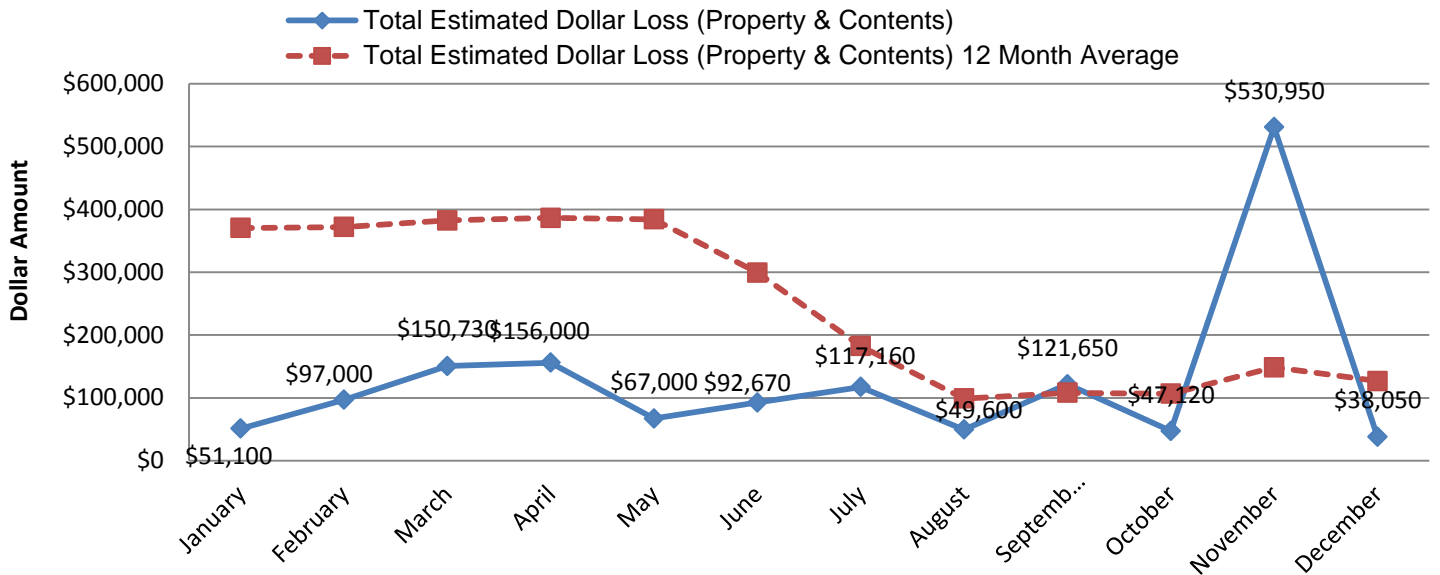
December was a very average month as far as incident responses go. The Fire Department responded to 880 calls for service with 80% of those calls (704) being emergency medical calls. Structure fires were on the average with 6 structure fire calls and a reported damage of \$31,500.

In addition to our incident response calls our officers completed 15 additional pre-plans. With the many ponds, detention basins and water features in the City, the Department is taking advantage of the freezing temperatures to get out on the ice and train for ice water rescues.

There was no other significant activity to report for the month.



Dollar Loss Due to Fire Damage

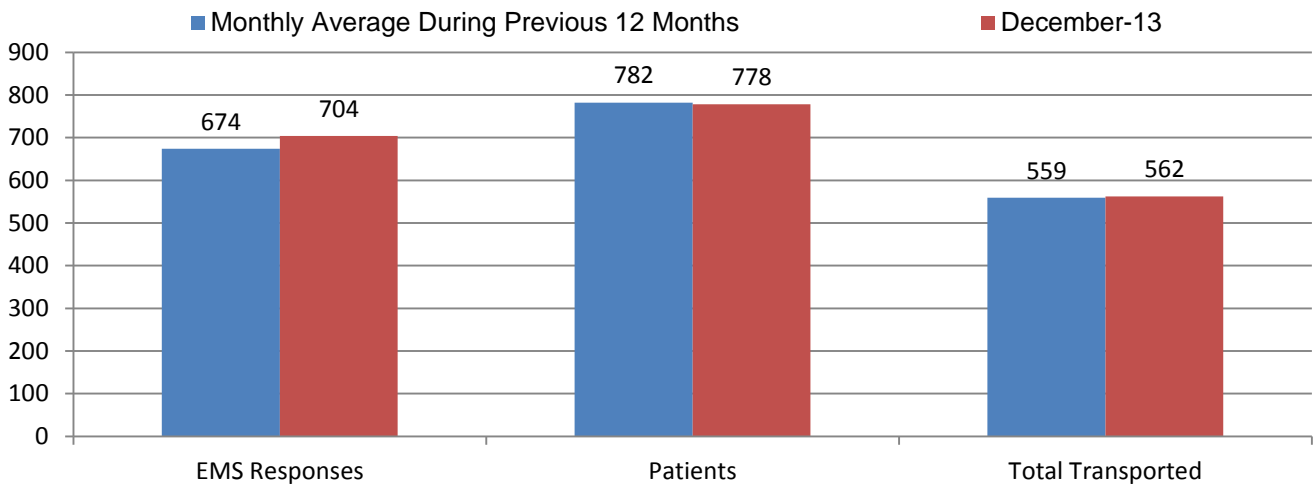


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 704 calls for service in December. The 704 calls for service resulted in a total of 778 patients treated and 562 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems.

EMS Responses: December 2013 and Previous 12 Month Average

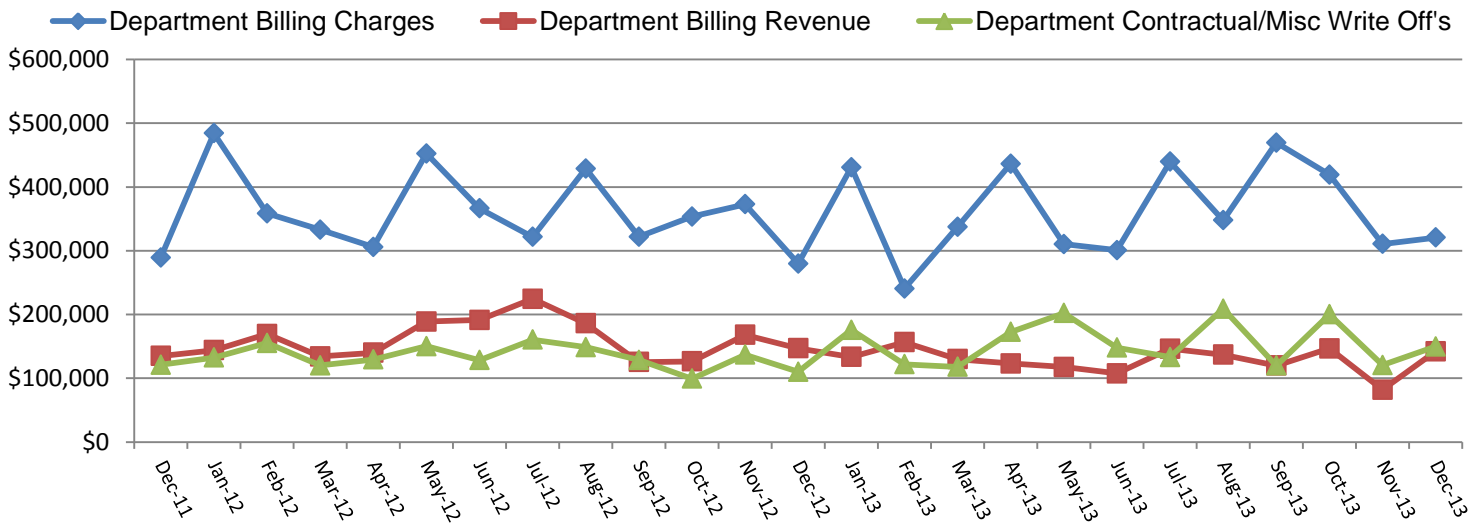


Billing Revenue Summary

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 December total for revenue was \$149,842. The Contractual-Write offs total for December was \$142,195. Bad Debt transferred to third party collections was \$88,178.

Fire Department EMS Billing 2 Year Analysis



Public Education Office

The following represents the Public Education Officer Activities for the month of December, 2013:

Fire & Life Safety

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

- Station 6 – CIRA x 4
- Benjamin Elementary x 2
- Irving Elementary x 3
- I.W.U.
- Pepper Ridge Elementary
- Cedar Ridge Elementary
- Bloomington Country Club

- Total Attendees: 388
- Total Events: 13

The following fire & life safety presentations were given:

- CPR/AED training
- Hazard House
- Fire Extinguisher Training
- Captain Mac & Friends Fire Safety
- Being a firefighter

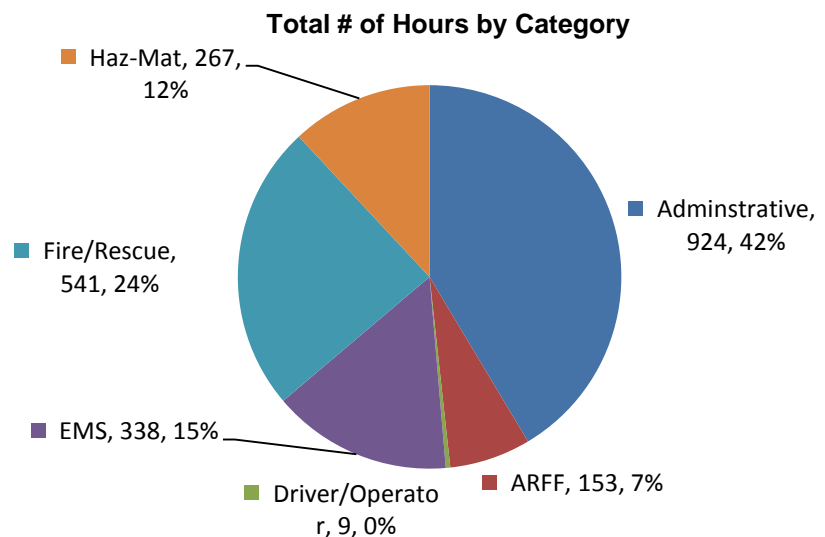
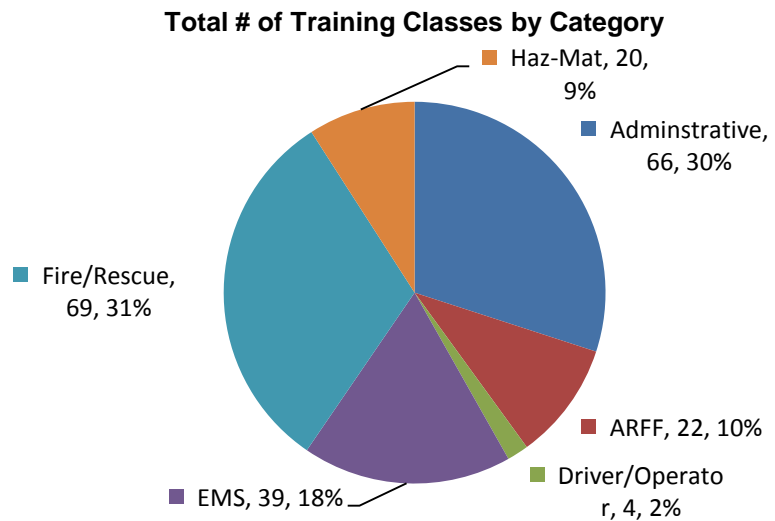
Fire Department Training Reports for December

For the month of December, 2013 the fire department held 213 training classes which totaled 2231.82 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 December.

Major training subjects during this month included:

Major training subjects during this month included:

- Driver/Operator
 - Drivers Training
 - Pump Operations
- Fire/Rescue
 - Mayday/Rapid intervention team
 - UL/NIST Research Studies on Modern Fire Behavior
 - Fire Officer Leadership
- Hazardous Materials
 - Information Resources/Global Harmonization System
 - Equipment Familiarization, Monitoring Equipment, Suit Testing
- EMS
 - Airway Management/Respiratory Emergencies
 - Cold Weather Emergencies
- ARFF
 - Using Structural Equipment For ARFF
 - Aircraft/Airport Familiarization





Public Works Director



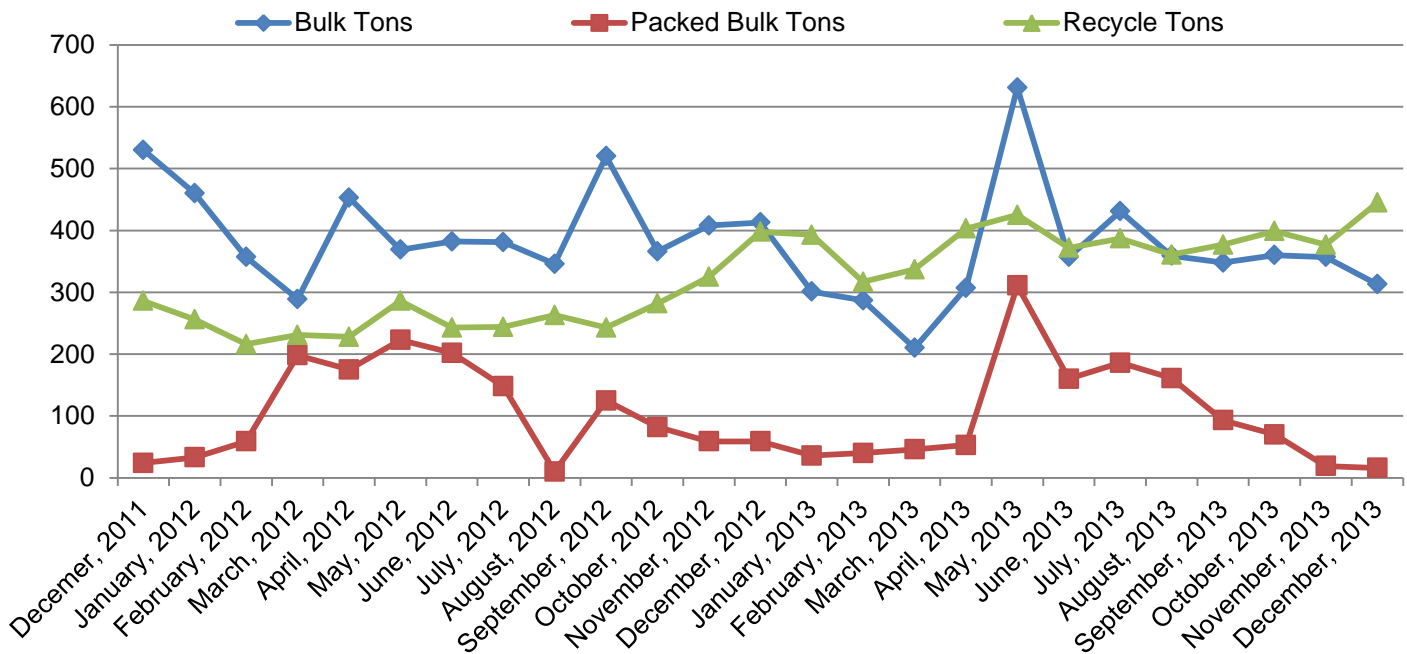
Jim Karch

Public Works Department

December 2013 Edition

Solid Waste Division

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, 104 miles of streets were swept in December 2013

Approximately 25,500 residences are serviced weekly and an average of 24.88 pounds of household garbage was picked up each week at these locations in December 2013.

Administration

Public Works Participates in Annual Jaycee Christmas Parade on December 7th



Carter, the recycling Cart!



Public Works iMev promotes "Green"



Katie Stamp, Administrative Assistant in Public Works (Santa Hat), Megan Horath, Administrative Assistant, Computer Services (Far Right), Katie's Son, Niece, Nephew & Brother-in-law helped pass out Recycling Pencils and Candy. Josh Ftacek, Engineering Tech in Public Works drove the iMev (not pictured).

Engineering Division

CITY OF BLOOMINGTON PROJECTS	STATUS
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 (75% 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 (99% 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	IEPA Loan Close Out
Locust Colton CSO Elimination, Phase 2	In Design (60% 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 (25% 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 (15% Complete)
Lutz Road Widening from Morris to Luther Oaks	In Design (0% Complete)
Fox Creek Road & Bridge Improvements	Consultant Selection – Negotiation
Downtown Street Lighting Master Plan	In Design (15% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	Consultant Selection – Negotiation
Bicycle Master Plan	In Design (5% Complete)
General & Bond Resurfacing, 2014-15	In Design (50% Complete)

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	6 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 th Addition	Punch List Items
Grove Subdivision, 5 th Addition	In Construction (99% Complete)
Empire Business Park, 5 th 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 rd Addition	In Construction (99% Complete)
Fox Creek Village, 4 th Addition	In Review
Wittenberg Woods	Punch List Items
Cedar Ridge, 2 nd Addition	In Review

Street & Alley Repair

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

General Resurfacing

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

December 2013 Overweight Loads	12 issued Permits for \$1,070.00
December 2013 Dumpster/Traffic Control	Permits - \$560 (Waived \$0.00)
Customer Service Calls	
December 2013 Call Center	unknown – incoming calls handled

Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	134
Erosion/Storm Water Management Complaints	4
Inspection & Complaint Files Closed	1

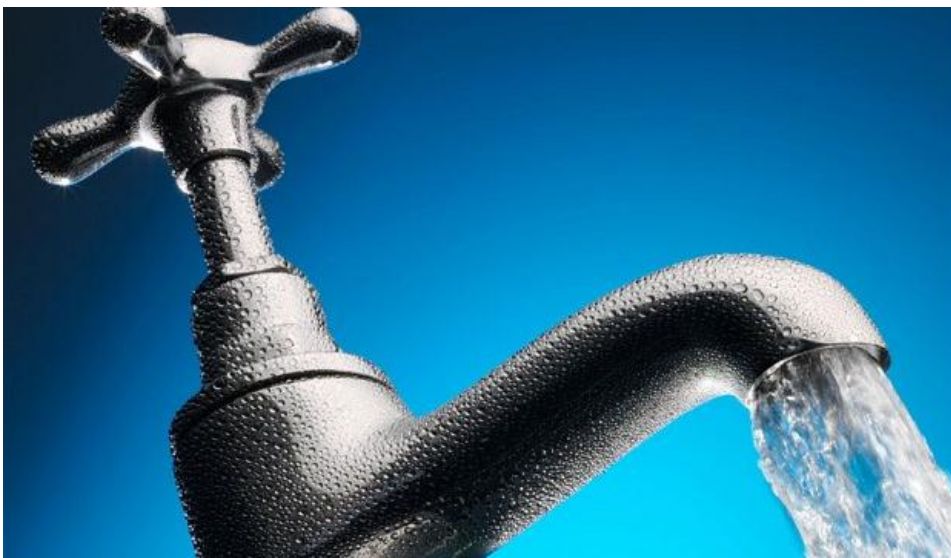
Fleet Division

December Monthly Report 2013

	December 2012	December 2013
Work Order requests	406	388
Total Repair Orders Closed	374	347
Preventative Maintenance	32	41

	December 2012	December 2013
Total No Lead Gallons	13,500	14,811
Total Cost	\$43,433	\$49,172
Avg Price per Gallon	\$3.22	\$3.32

	December 2012	December 2013
Total Diesel Gallons	13,239	17,683
Total Cost	\$48,475	\$65,959
Avg Price per Gallon	\$3.66	\$3.73



Water Director



Craig Cummings

Water Department

December 2013 Edition

Reservoir Conditions

The Department experienced below average precipitation, about 1.06 inches of rain (shown in inches of liquid precipitation; rain or melted snow). during the month. The monthly average precipitation for December is about 3.22 inches (shown in inches of liquid precipitation; rain or melted snow). 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 6.7 feet below its spillway. The Lake Evergreen Reservoir is below its spillway level by about 3.1 feet, having gained about 3.6 inches in elevation during the month. Therefore, the resevoirs are at a combined deficit of about 9.8 feet. Since we have surpassed the trigger point of an 8.0 foot deficit in the combined levels of the reservoirs, the Department can use the Mackinaw River pumping station. However, since the area is in a drought, the flow in the Mackinaw is too low (below the U.S. Corps of Engineers permit level) for pumping. Regardless, most of the river is frozen at this time. 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.

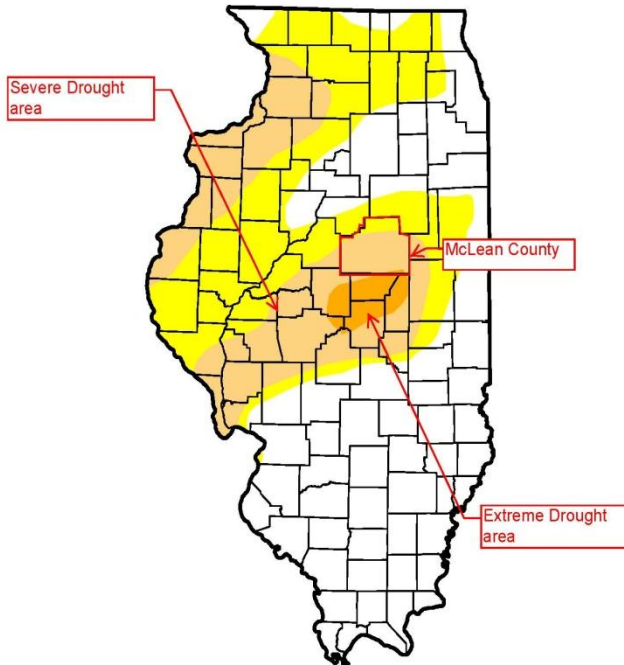
Short Term Weather Concerns

The snowfall of about 8 inches on December 13/14 was a welcome amount of precipitation. Although there was not much immediate runoff from the event because the temperatures stayed cold for several days following the event. The eventual melt helped recharge soil moisture and did experience a small amount of runoff later in the month. As a rough approximation 1 inch of snow has a liquid equivalent of 0.1 of an inch of rain.

In December, most of McLean County remained in a moderate drought rating as determined by the United States Drought Monitor report. A small portion in the southeast part of the county (not in our watersheds) remained in a severe drought condition. 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. Fortunately, this drought has occurred late in the season so the impact on our reservoirs has been slow to manifest itself.

U.S. Drought Monitor

Illinois



Water Quality

The conditions remained favorable in December for certain taste and odor causing algal species to grow at very quick rates and cause an algal “bloom”. As the water has been unmixed from precipitation for several months, the threat of an algal bloom remains high. During the month staff detected a slight taste and odor in the water. The Department had several 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. Staff will monitor this closely in case there is a need to switch reservoirs.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have been well below the standard of 10 mg/l for several months and expect them to stay that way until staff starts to see increased runoff from the watersheds. Due to the late summer drought of 2013, much like 2012, there are concerns that not all the nitrogen applied in the farm fields was utilized by the growing plants during the 2013 growing season. This could lead to an excessive amount of nitrate entering the reservoirs in the late winter/ spring of 2014 and that the nitrate level would rise to the 10 mg/l standard. Staff will monitor this closely and will be prepared to switch reservoirs if necessary.

Water Conservation/Groundwater Project

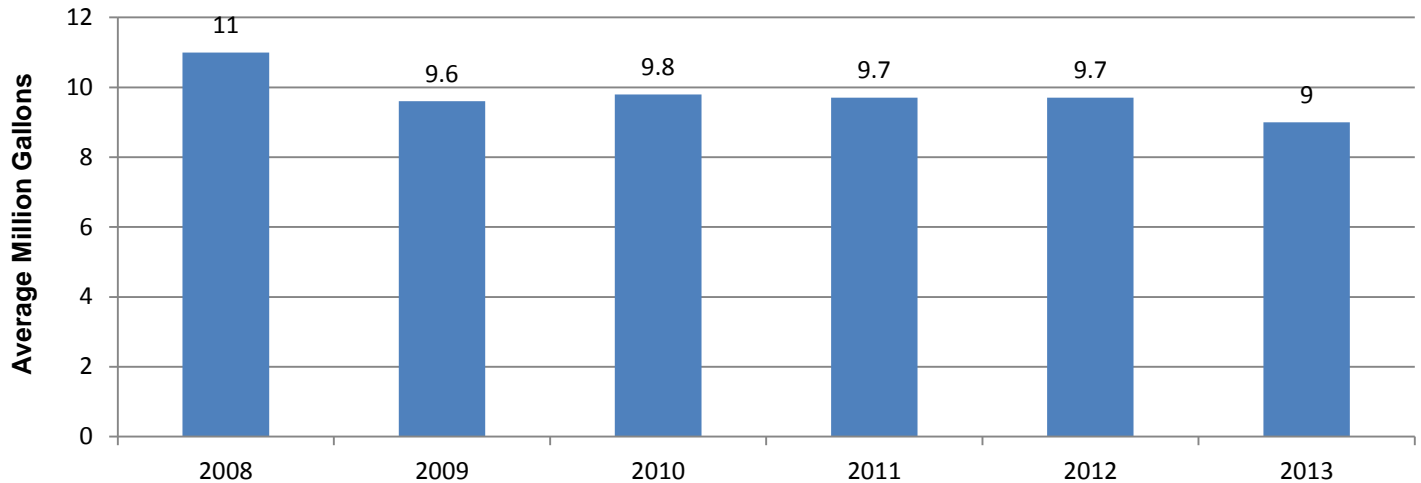
The Department has received proposals for the Emergency Action Plan updates for both reservoirs. Staffs has analyzed these proposals and have selected Hanson Engineers, Inc. to conduct the work. The computer modeling will take place over the wintertime months. The Council memo will be placed on the first meeting agenda in January for disposition.

Staff spoke with a landowner in the southwest part of the City about a possible lease/purchase of some land that would be a possible groundwater development site.

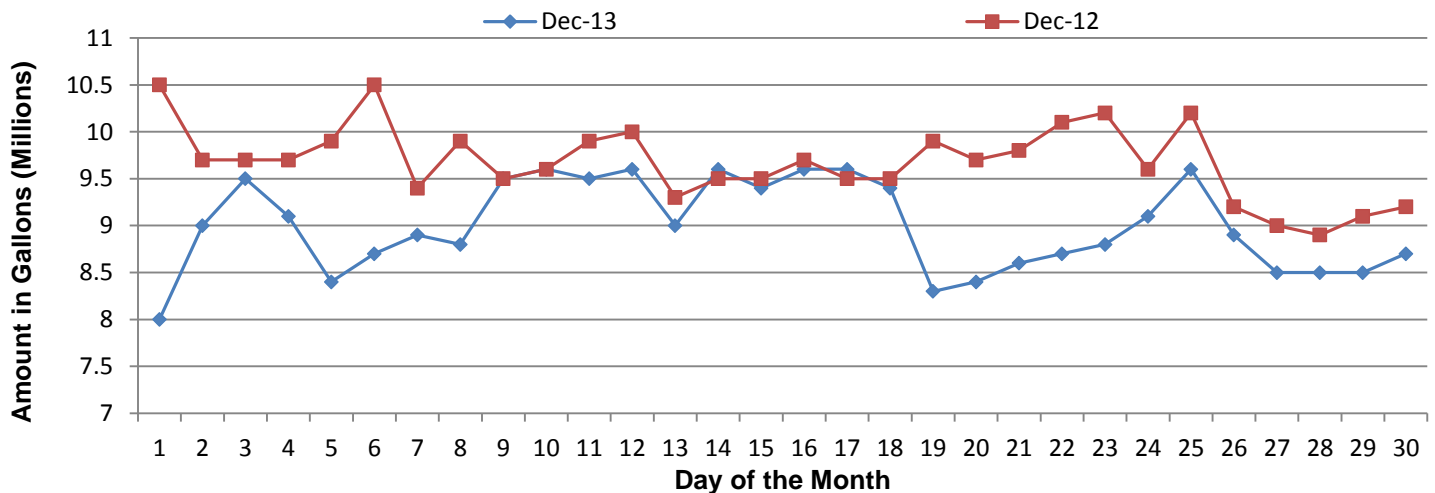
Pumpage

Pumpage has been low during the month. The Department pumped an average of 9.0 million gallons per day (MGD) in December with a peak day of 9.6 MGD on December 17, 2013. The December average for 2013 can be compared to the average daily pumpage during December 2012 of 9.7 MGD, December 2011 of 10.1 MGD, 9.8 MGD in 2010 and 9.6 MGD in 2009 and 11.0 in 2008, so we are tracking, on average, about the same as previous December's. The Department is tracking, on average, well below previous December's.

Avg. Million Gallons Pumped: December



Water Delivered to Customers (in Millions of Gallons)



As is typically the case, the top ten water users for the Water Department in December includes five customers outside the City of Bloomington. Those customers in December 2013 include Mitsubishi Motors, Bloomington Township Public Water District (BTPWD) West Division, the Village of Hudson, Bridgestone Firestone, Bloomington Township Public Water District (BTPWD) Crestwicke Division and Advocate BroMenn Hospital.

Infrastructure

In December staff continued to work on hydrants albeit at a slower pace due to all the water main breaks during the month. Staff worked on 2 fire hydrants that were hit during the mid-month snow

event. This is all the Department was able to work on due to the work load from leaks during the month. Staff also replaced/installed 7 hydrants during the month. This brings the fiscal year total to 388 hydrants serviced and 41 hydrants that have been replaced/newly installed. As of the end of December there are no hydrants out of service as a result of our annual hydrant testing.

	FY14	FY13	FY12	FY11	FY10	FY09
Hydrants Overall	4271	4255	4228	4213	4000	3900
Out of Service Hydrants	0	0	0	0	13	100+
Hydrants Serviced	388	353	330	261	185	381
Hydrants Replaced	49	79	79	72	59	75
% Hydrants in Service	100	100	100	100	99.7	97.4

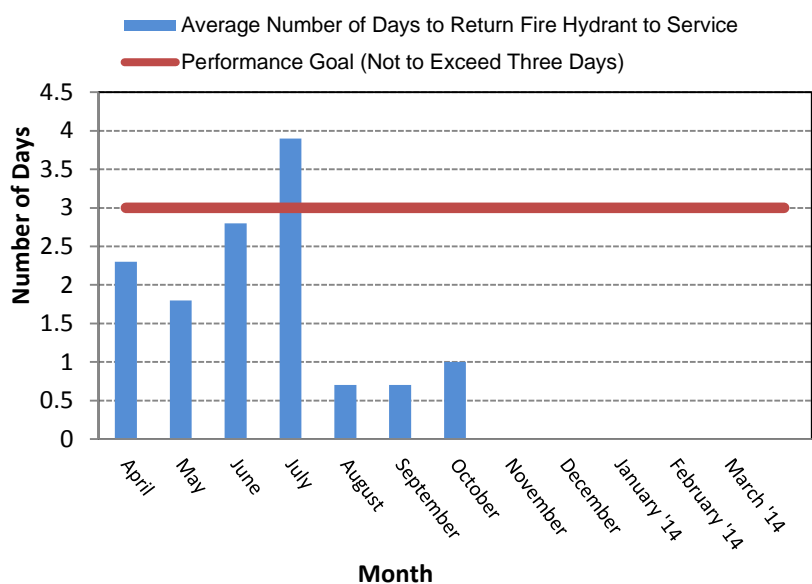
With the number of fire hydrants repaired so far this fiscal year, this marks the most active repair year since the start of the fire hydrant program. By the time the FY 15 program starts in March/April of 2014 staff should be up- to-date with all repair orders. As it currently stands, there is a backlog of about 100 hydrant work orders.

Seven fire hydrants were replaced/installed in December. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 49. Of these 49 fire hydrants, 43 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 \$150,000 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, it is found that there are hydrants too close to one another, such as when a new water main is constructed near an older water main. In these cases, staff will typically remove the older fire hydrant that is too close to a newer model. This was done on S. Main Street at Wood Hill Towers. Staff removed the hydrant attached to a smaller diameter water main that will be abandoned in the future.

During December, 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. 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

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



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 29 hydrants tested during the month by the Water Department. This equates to about 0.7% of our total number of hydrants. The CY 2013 program is at about 4,250 total hydrants tested or 100% overall complete at this time. There are about 30 hydrants yet to be tested.

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 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.

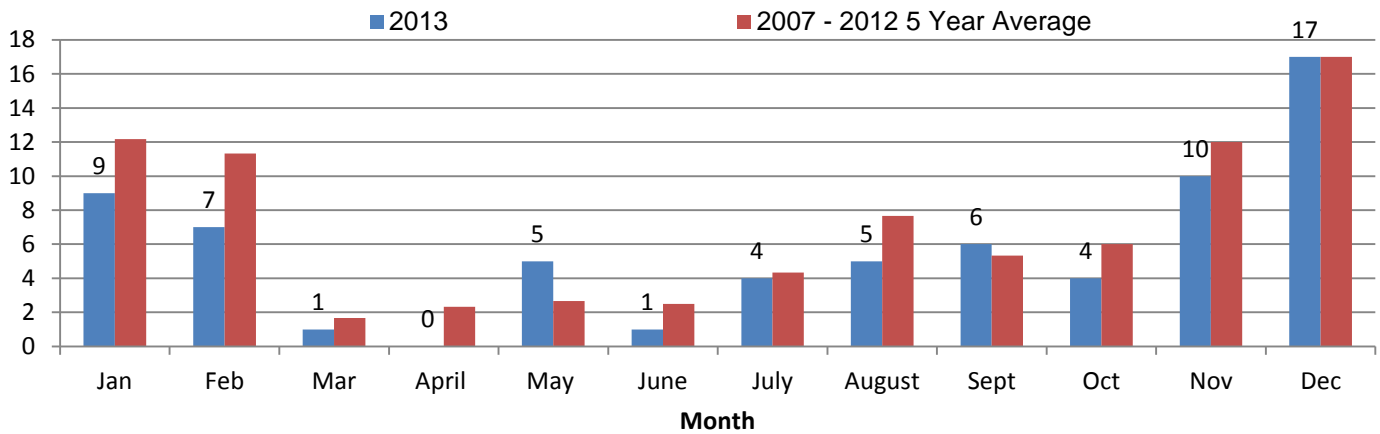
The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer 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. In December, the Water Department installed 5 Storz fittings on fire hydrants. Currently, approximately 513 steamer hydrants or about 17.7% of our steamer hydrant inventory have the Storz fitting.

Staff made four valve repairs during the month of December.

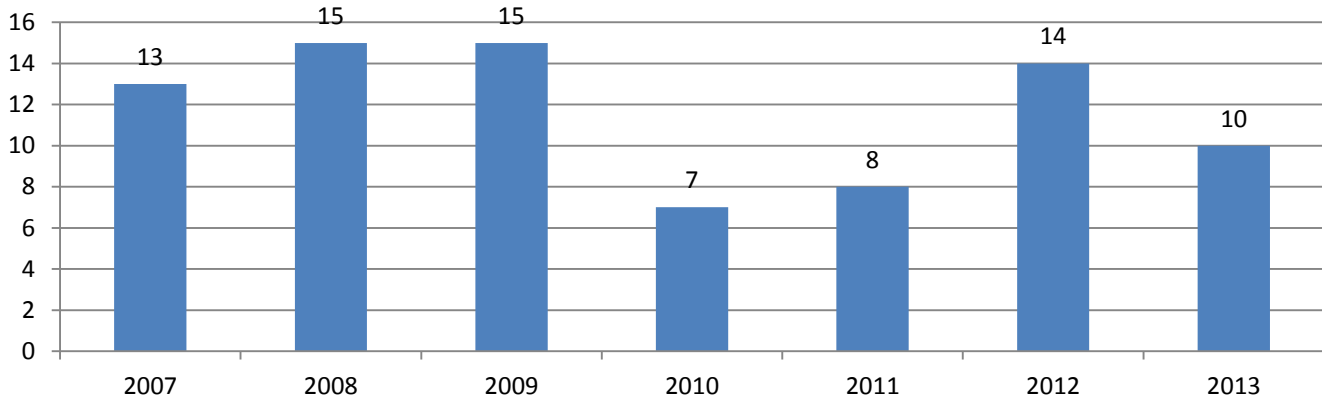
During the month, there were 17 water main breaks/water main leaks. The calendar year 2013 total through December is 68 main breaks as compared to an average of 83 main breaks at this time over the last six years. The December average has been 17 main breaks so this month's total is right at the average over the last six year's.

	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'12
Jan	9	12	17	10	13	13	8	12
Feb	7	9	16	9	12	9	13	11
March	1	5	2	1	0	2	0	2
April	0	3	2	5	1	1	2	2
May	5	0	7	2	2	3	2	3
June	1	4	4	4	0	2	1	2
July	4	12	4	2	4	2	2	4
Aug	5	7	6	11	9	4	9	7
Sept	6	4	7	1	14	4	2	5
Oct	4	3	5	6	7	7	8	6
Nov	9	14	8	7	15	15	13	12
Dec	17	13	7	21	25	13	23	17
CY thru December	68	86	85	79	102	75	83	
CY TOT	68	86	85	79	102	75	83	83

Water Main Breaks by Month



Water Main Breaks Per Month



December 2007-2013

Staff replaced a leaking, large diameter (20") water valve at the corner of Center and Washington. The valve dated back to the early 1900's. Originally, it was thought that repairs could be made to the valve but once it was excavated, it was apparent that it would need to be replaced. The overall job remained unfinished for several weeks due to the need to order the valve as well as other repair parts. Additionally, since the job was downtown, it was planned when staff had all the necessary parts, ideal timing and weather to complete the job. The job was finished on a Wednesday night/Thursday morning to avoid a busy bar night and it was also done during the holiday break. Water was off for several blocks downtown but this outage was coordinated with the affected downtown businesses. This job was one of the more expensive (the new valve and couplings cost about \$10,000) and tricky jobs (we are next to an old steam pipe and the old valve we have to remove weighs close to 2,000 lbs.) but it was successfully completed before the morning rush the following day.

During December, staff replaced/repared seventeen water service lines/curb stops. Several of these were very old lead (the metal) service lines. Any time that lead can be removed from our water system, it is a good thing since there is a drinking water standard for lead.

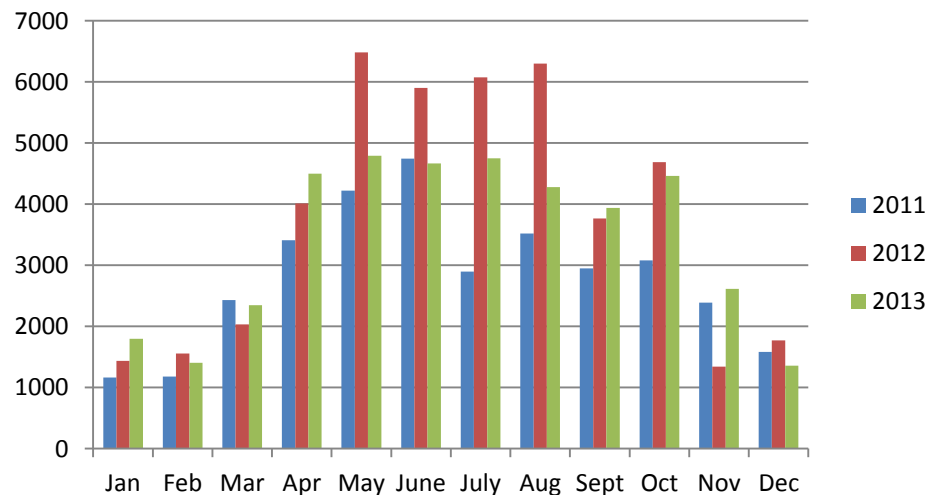
Our leak detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer's side of the curb stop and thus the customer's responsibility) and leaks that are the City's responsibility (from the water main to the curb stop)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

One leak was found on a 10 year old water main that had been improperly installed. A rubber gasket had “rolled” on a pipe segment during construction. A rolled gasket will not properly seal the pipe joint. In this case, a bell joint clamp was used to repair the joint, apparently when the pipe was originally installed. Although this would have allowed the pipe to pass a pressure test, this installation should have never passed inspection. To make the repair, our crews took the pipe apart and replaced the gasket and reinstalled the pipe.

Thankfully, with the winter weather, the Department is beginning to see a decline in the number of Joint Utility Location Information for Excavators (JULIES) requests received, as compared to the warm weather months. 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 December 2013, the Department received 1,357 JULIE locate requests. This can be compared to the 1,200 requests staff received last December. This brings the annual total to 40,680 requests.

Monthly JULIE locate requests 2011 - 2013

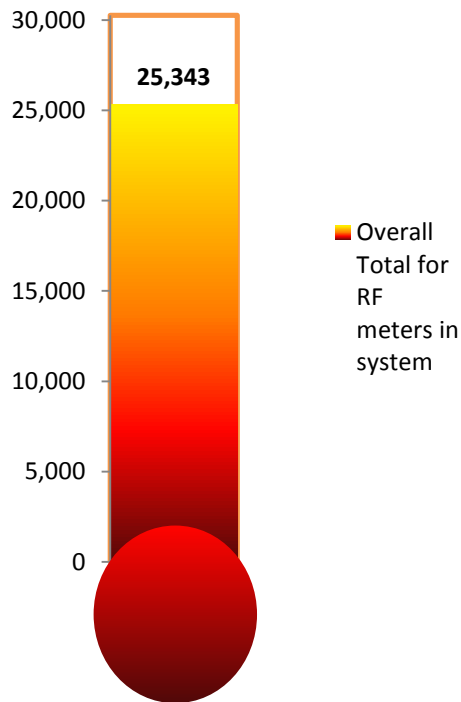
Keep in mind a single JULIE request can be submitted for numerous blocks at a time. The request might be for all buried utilities on a given street from sidewalk to sidewalk. A complicated locate request on a busy street such as streets with numerous intersections and streetlights, traffic signals and multiple water mains and sewers could take as much as two weeks for a locator to complete.



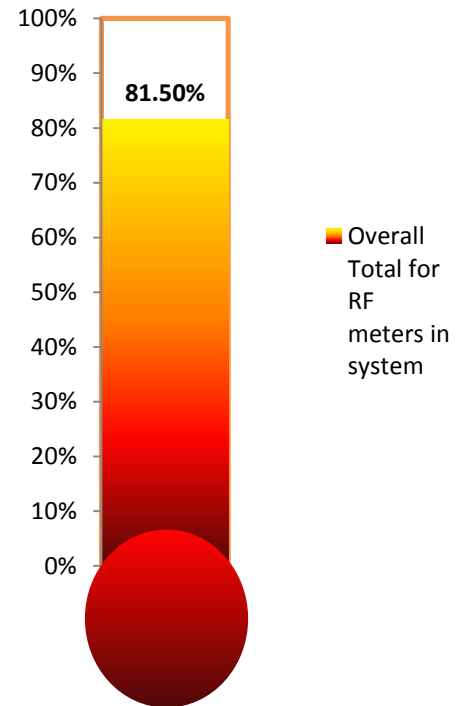
Metering

The Department installed another 391 Radio Frequency (RF) meters during the month of December. 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 391 meters installed for the month, this puts us at 3,189 meter conversions installed this fiscal year or about 53.2% 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 one Unitized Measuring Elements (UME's) on a large meter 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 one meter from a turbine meter to a compound meter during December. 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, staff has been installing compound meters in locations that conform to industry standards for that type of meter installation. Although compound meters are more expensive than turbine meters, in the long run, they pay for themselves by accurately measuring the actual water used by a customer.

Staff 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. This meter continues to show increased water registration as compared to previous years which is clear indication of the improper meter selection in the past.

Financial

In 2013 staff continued to track delinquent customers closely and used 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, the Department is 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	12/24	12/17	12/10	12/3	11/27	11/20	11/13	11/6
1				64	Skip week			
2			48					61
3		Skip Week					38	
4	Skip Week					17		

Regarding the shut off totals for calendar year 2013, in every billing cycle in the City, the number of disconnections was reduced. The overall reduction was almost 10% as compared to 2012.

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 December this unit sold a little over \$800 worth of water. This brings the annual sales to about \$10,200. Also, due to the ongoing drought, per the Drought Ordinance, the cost for bulk water was doubled at the water hauling station at the Division Street office.

Water Treatment Plant Major Projects

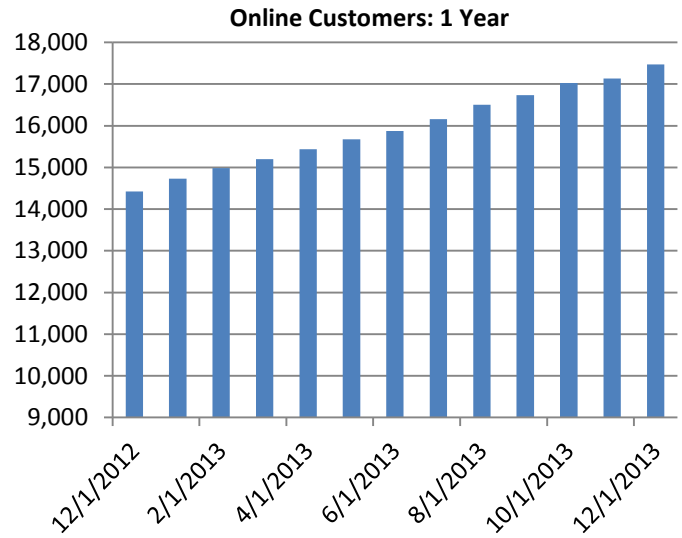
The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC)) in filter #15 was removed in December when our GAC is changed out. The underdrain system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced as soon as possible. Our consultant and an underdrain manufacturer have met with us at the plant to discuss a plan of action.

Communications

Staff sent out a press on December 17 about the ongoing drought. Staff received follow-up interviews from the Pantagraph, radio station WJBC and television station WEEK.

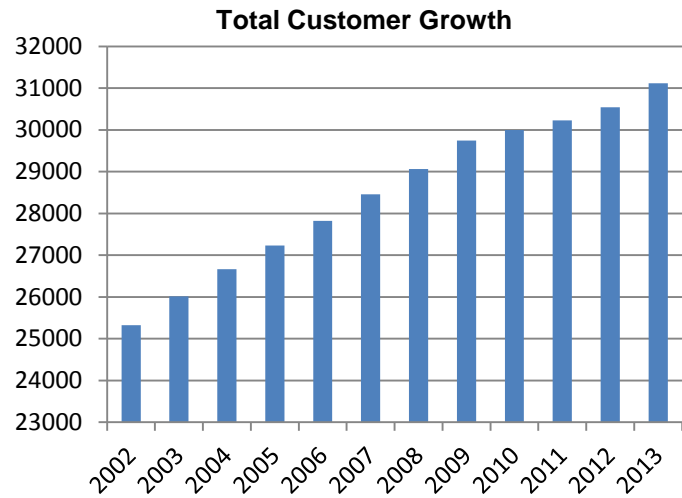
Miscellaneous

The EverBloom chapter of the Friends of Reservoirs Program is still active. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The group has 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 City's on-line bill payment option continues to attract new enrollees. As of the end of December the City has 17,471 customers signed up for this service. The City added 335 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. 17,471 customers are about 56.2% of our customer base.

In a related metric for the number of customers accessing their accounts on-line, the City now has 2,234 customers who have signed up for the recurring payment option whereby their bill is paid each month without any action on their part. That is an increase of 65 customers as compared to last month. The 2,234 customers are about 7.2% of our customers.



The Department continue to see overall customer growth continue in CY 2013 although it has slowed tremendously as compared to years in the recent past. For the month of December 2013, the City had a gain of 34 customers bringing us to an overall total of 31,113 customers. The City started the year with 30,790 customers. This is a calendar year gain of 323 customers. This calculates to an extrapolated fiscal year customer growth of 495 customers or a percentage gain of about 1.6%.

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 City added 60 customers for the month. Currently there are 4,411 customers that no longer receive a paper bill. This equates to 14.2% of our customer base! Each bill has a hard cost of about \$0.53 for the processing and mailing so the Department is currently saving over \$28,000 per year and that number continues to climb.

The Department has PDC Laboratory, the Department's contract laboratory for many higher level tests that cannot be performed in the City's laboratory, pick up samples, saving us shipping fees. Approximate savings ~\$35 per month

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

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

December 2013 Edition

Bloomington Center for Performing Arts (BCPA)



The BCPA celebrated the end of 2013 with a 7.6% increase in hosted events! 578 programs were held at the BCPA which is 44 more than calendar year 2012 and the most in a single year in BCPA history.

In December alone the BCPA hosted 41 functions, 14% more than December 2012. These functions included piano lessons, BCPA shows, pre-shows, an Arts Partner reception, Rainbow Girls, a photo shoot, Two Blokes and a Bus (photo below), BCPA tours and more...

The BCPA December rentals showcased the Pantagraph's Holiday Spectacular, Tek Systems event, Illinois Farm Bureau dinner and USA Ballet's Nutcracker.

BCPA presented shows included *Jazz at Lincoln Center with Wynton Marsalis: Big Band Holidays* on December 5, a Student Spotlight Series presentation of *Henry & Mudge* on December 6 and *An Olde English Christmas with Herman's Hermits starring Peter Noone* December 19 (photo above left - Peter Noone).

A BCPA patron, as quoted from the Herman's Hermits post-show survey, characterized the BCPA's exciting month. "He (Peter Noone) and the group (Herman's Hermits) are extremely entertaining! I have been a fan since a teenager and I think his voice as he has matured is even better today! He made it really special for my 13 year old niece as he picked her out of the audience, gave her a T-shirt and CD and was later so congenial while autographing things (and a band member gave her a guitar pick from the show). She was a fan before but even more so now. I saw him a couple years ago at the BCPA too and would go back again and again. My brother and wife and a sister were there too. My brother said it was one of the most entertaining shows he has seen in a long time. Thank for bringing back Herman's Hermits to the BCPA!! Happy Holidays!"

An educational out-of-the-classroom moment occurred after the Jazz at Lincoln Center show with a group of Metamora High School Students and their teacher on the BCPA mezzanine. Several Jazz at Lincoln Center band members came out to front-of-house and candidly spoke with the Metamora students for over half-an-hour, giving them a real world perspective of the performing arts.



A special thanks to the BCPA's December event sponsors David A. Laube with GCG Financial Incorporated and Specs Around Town, who sponsored the Jazz at Lincoln Center performance.

Golf Division

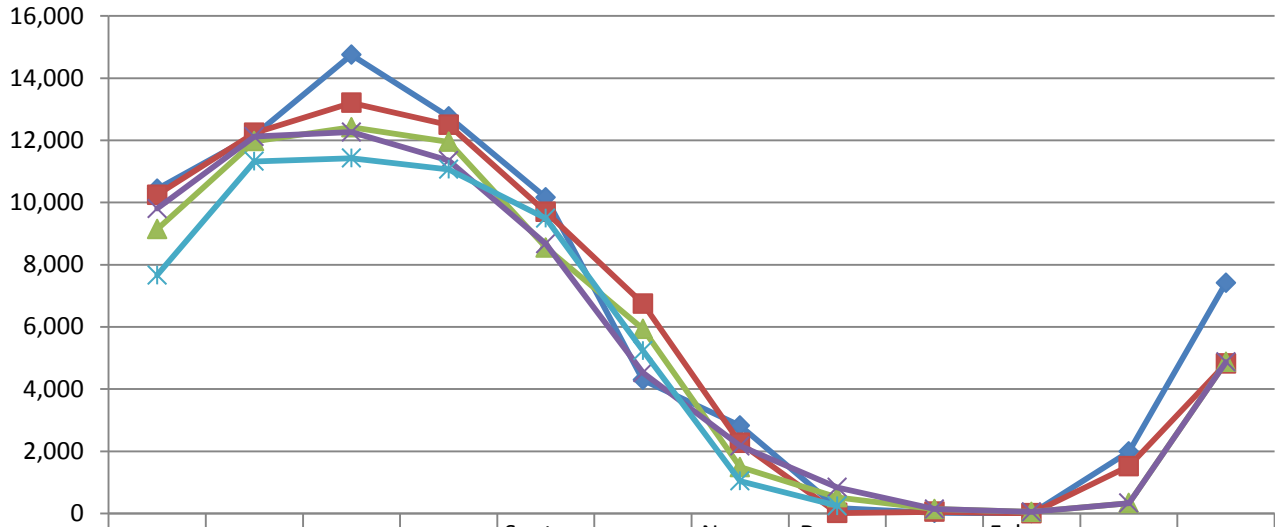
Unlike the last couple of Decembers where central Illinois experienced mild weather conditions for the month, this year we experienced one of the colder Decembers on record. As a result, the courses did see a drop in rounds played and in total revenues for the month. This year the courses saw only 244 rounds played compared to 836 last year. With the -71% loss of play, the courses experienced a -26% drop in total revenue for the month. On an encouraging note, the courses were able to see over \$24,000 in gift cards purchased for the month. While this is down slightly from last year, the total still outpaces the previous totals from the last six years, other than this past year.

While many staff members take advantage of the slower month to catch up on vacations that are hard to take during the busy season, the facilities were able to get a lot of work done on the golf courses, particularly at Highland Park. The maintenance crew continues to work as the weather allows on converting the pond on Hole 6 to a creek (photo, left). Staff was able to secure a large track hoe from the Water Reclamation District to help push the project towards completion. If the weather cooperates, staff should have the hole ready for the play by spring time. Special thanks to the Water Reclamation District, as well as to Bloomington's Public Works department, who have graciously allowed the Golf Division to use their equipment to help with this large project. Also at Highland Park, staff was able to remove approximately 65 trees from the course during this month alone. These trees were comprised of ashes and other dead/diseased varieties throughout the course.



As we move past the holidays, the clubhouse staff will turn its attention to tweaking existing programs and creating new ones for the upcoming year to increase customer enjoyment and drive rounds played. The maintenance staff will remain busy working on the project at Highland Park, while also repairing and maintaining the equipment fleet.

Total Golf Rounds Played by Fiscal Year



	May	June	July	August	September	October	November	December	January	February	March	April
—◆— FY 2009-2010	10,438	12,162	14,747	12,765	10,162	4,294	2,824	177	19	3	1,990	7,416
—■— FY 2010-2011	10,245	12,239	13,205	12,497	9,695	6,749	2,267	12	56	3	1,521	4,821
—▲— FY 2011-2012	9,142	11,970	12,416	11,952	8,547	5,936	1,488	515	142	49	330	4,869
—×— FY 2012-2013	9,806	12,118	12,265	11,349	8,667	4,526	2,168	836	142	49	330	4,869
—*— FY 2013-2014	7,666	11,324	11,426	11,067	9,488	5,234	1,044	244				
Totals	47,297	59,813	64,059	59,630	46,559	26,739	9,791	1,784				

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 nine months a year and seven seasonal people that work from May until August. The current seasonal staff has been laid off starting December 1. 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, the 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.

Seasonal staff is typically laid off the last week of November and because of this, the Horticulture staff will begin to concentrate on any project in their particular park areas or help other staff.

The Horticulture staff has begun pruning shrubs in various parks. Some which include: Clearwater, McGraw, Bittner, O’Neil and White Oak. The pruning will take several weeks to complete and should be completed sometime in January, weather depending.

The Horticulture staff was instrumental in decorating numerous City parks and buildings for Christmas. The entrance to Miller Park was decorated with lights as was the memorial tree which is located behind the Vietnam Memorial. Members of Wreaths Across America had a formal lighting ceremony on December 14 that was attended by numerous veterans and family members. The

Horticulture staff also helped decorate Miller Park Zoo with lights throughout the entire Zoo. On December 6 and 7 the Zoo had a Christmas festival that was attended by hundreds of visitors.

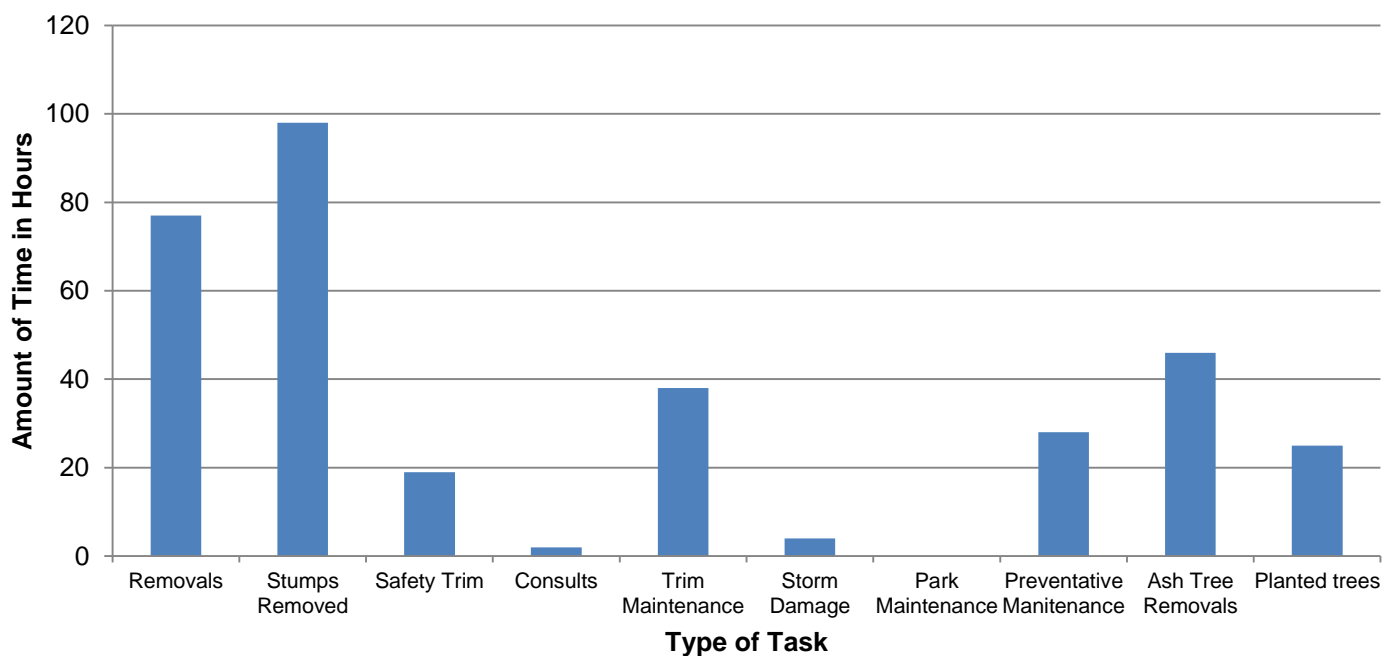
Forestry

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 the City’s largest preventative maintenance area. The second and third crews work on citizen-generated work orders and removals.

The Forestry staff removed 77 trees in the month of December. Of those 77 trees, 46 were Ash trees. The total number of Ash trees removed in 2013 is 576. The total number of Ash trees removed in 2012 was 393. This is a 183 tree increase from 2012 to 2013. The Forestry staff has completed the removal of all Ash trees that were deemed for removal after the physical inventory completed in September. All street Ash trees were inventoried in September and were rated between a #1 (Dead, needs to be removed) and a #4 (Alive, candidate for treatment). The Forestry staff removed 276 Ash trees over this time period. There are 179 Ash trees that were rated #2 and have been slated for removal beginning in February.

During the year 2013 there were 8,549 trees that were worked on in some capacity. There were: 1,011 removals; 1,048 stumps removed; 272 safety trims; 135 consults; 1,422 maintenance trims; 114 storm damage trees; 1,238 park maintenance trims; 1,817 preventative maintenance; 576 Ash removals and 607 planted trees.

Forestry Division Trees Worked on by Job Task: December 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 done. On December 26, Park Maintenance welcomed the hiring of Karonji Carr who filled the fourth and final Utility position which was vacant. Karonji's primary jobs will be park and light inspections and to help in any other capacity as needed.

The Utility staff completed the installation of the new playground at Eagle View (photos, below). 360 cubic yards of Fibar (wood mulch) was installed and the playground was opened the first week of December. The Utility staff worked in conjunction with the Horticulture staff to install an improved drainage system at Eagle View. Approximately 300 linear feet of drainage tile was installed in the parking lot drainage swale, which will help with the removal of storm water during a heavy rain. This area will be left to settle over the winter and will be graded and seeded this coming spring.



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
- Removed and replaced sand at Holiday Pool sand filter
- Laid out the footprint of the new playground at Franklin Park
- Installed new GFI receptacles and a new hanging furnace in the wallaby building at the Zoo
- Completed the concrete and railing install at Miller Park playground
- Coliseum repairs include: Installed new burner on Boiler #2, replaced wires and sensors on RTU#13, installed new flame rod on RTU #5 and repaired pump #2 in the chiller room

Recreation

The month of December is one of the slower months of the year for Recreation programs with only winter break programs being held the last two weeks of the year. Five different themed day winter break programs were offered with three being in December and two the first few days in January. It was done this same way in 2012. Numbers for 2012 were 53 and for this year it was a total of 74.



In 2012 the various gymnastics classes continued into December. This year the same number of classes was offered as in 2012, but they were started earlier so they ended right before Thanksgiving.

There were some new programs offered this year in December: Once Upon a Craft Time and Holiday Dance. New programs for those 55+ were Christmas Cookie Exchange and Ready for the Holidays.

Four special events were conducted in December: The free Christmas Concert plus Letters to Santa, Santa's Spaghetti Dinner and the Candy Cane Hunt. Attendance numbers were higher for all four of these events compared to the numbers in 2012 for the same events.

Very little registration income is received in December. It is a slow month as staff prepares for the Winter/Spring registration which starts the first week of January. Winter/Spring program guides were received from the printer and then mailed out right before Christmas.

Pepsi Ice

Most of the categories (open skate, concessions, etc) were down compared to last year. The staff is not sure why open skate sessions are down. Open skate has been done differently for fall 2013 from the way it was done for fall 2012. Instead of an hour and a half session Saturday afternoon and another hour and a half session Saturday evening, the rink is offering two back-to-back hour and twenty minute sessions on Saturday afternoon. There is a discount for those who choose to skate both afternoon sessions.

The decrease could also be due to the lack of parking. Since late October, the City has closed the top two levels and approximately half of the first level of the Pepsi Ice Center parking deck as a precautionary safety measure while a structural issue is investigated. People do get frustrated when they cannot find a close spot. The regular customers know where alternate lots are, but customers new to the building would not know. The decrease in concessions reflects the decrease in open skate.



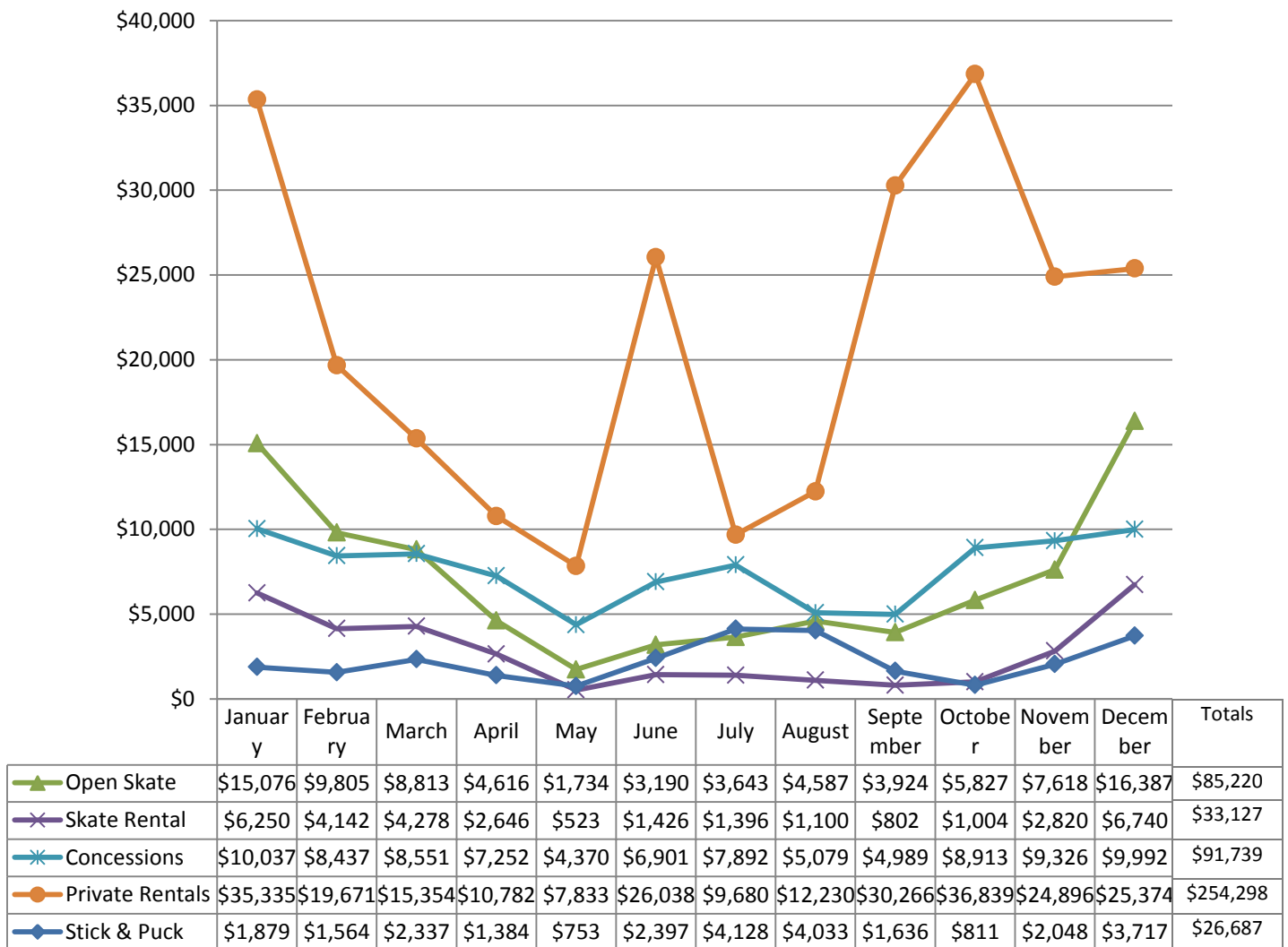
The special themed skate event for the month was Skate with Santa on December 7. All with paid admission received a cookie and hot chocolate.

Adult Hockey numbers were up for December, but this is due to the registration deadline being December 30 for 2013 where last year the deadline was January 3. The league for Winter/Spring will be down two teams as compared to last year, so there will be a decrease reflected in January due to no registration accepted in January and the fact that there are two less teams.

Hockey numbers were also down due to a camp that was offered in 2012 not being offered in 2013. This was a decision made between the Manager and Hockey Director. The manager felt more money could be made by renting the ice instead of running an in-house program plus he wanted the Hockey Director to take time off during the “downtime.” The Hockeys Director took off a week, which was the first time in seven years that he has been out of the building for a full week!

The ancillary revenue includes private rentals. The private rental revenue was up \$3,000 from 2012. Part of this was due to the rate increase this fiscal year and part was renting more ice instead of having an in-house camp.

Pepsi Ice Center Monthly Program Revenue Calendar Year 2013



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

Special Olympics

This year S.O.A.R. was in charge of the Special Olympics part of the State Farm Holiday Classic. They hosted a game day on December 28 and then a tournament on December 30. Each of the four teams played at least two full court games on either December 28 or 30 and then each had the opportunity to play a short exhibition game during the championship games for Class A boys and girls and Class AA boys and girls.

Special Events

Six special events were held in December: Christmas Concert & Dinner, Holiday Dinner & Dance, Zoo Lights at Miller Park Zoo, Community Players Christmas Show, Holiday Bingo and Dinner at the North Pole.

Weekly Programs

The Holiday Performers program presented their show on December 13 (photo, right). This year the show was moved to Vale Church for the performance night. Vale offered more parking, more seating and the ability to include more technical and special effects. There was no charge for the use so the program was still free to attendees.



Most of the S.O.A.R. numbers increased from 2012 to 2013. The service unit figure was the only number that decreased. This was due to seven less bowlers advancing to State than in 2012, no away basketball games and two out of three break programs being held in January this year instead of December like last year.

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

Hours for staff in December 2013 were almost 600 less than the hours for staff in December 2012. There were ups and downs in all of the areas, but the Pepsi Ice building hours were 468 less than in December 2012.

Volunteer Hours

Program	# Volunteers	# Volunteer Hours
Adult Center	3	75
Hockey	76	533
Ice Skating	1	1
S.O.A.R.	52	207

Zoo

Admission Revenue

December 2013: \$4,939.55

December 2012: \$9,340.60 (Best December ever)

Revenue from the gate admission was 7.3% 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 May 1, 2012. Colder temperatures in December diminished attendance.

Attendance

December 2013: 1,799

December 2012: 3,103 (3rd best December)

Attendance was 8.3% up for the current fiscal year compared to last year's attendance. Cold weather during the month and especially on Wild Lights weekend hurt attendance and other categories this month.

Education

December 2013: \$330.00

December 2012: \$2,595.50

Revenue from Education Program Fees and Rentals was down 2.2% for the fiscal year compared to last year. Timing of money entered into MUNIS has delayed funds reported in December.

Concessions, Carousel and Animal Food Sales

December 2013: \$146.05

December 2012: \$669.77

Revenue from Concessions, Carousel and Animal Food Sales is 28.6% 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

Acquisitions: Animals added to collection by transaction or birth/hatch

- 1 Prickly Filefish
- 5 Pajama Cardinalfish
- 3 Green Chromis
- 1 Fuscus Blenny
- 1 Red Head Solon Fairy Wrasse

Dispositions: Animals removed from collection by transaction or death

- 2 Eastern Newt
- Female Red-Capped Cardinal
- 1 Budgerigar

- Male Chicken
- 2 Red-Eyed Tree Frog
- 3 Pajama Cardinalfish
- 1 Blue Poison Dart Frog
- 2 male Seba's Short-Tailed Bat
- Male Virginia Opossum

1 male, 1 female Jackson's Chameleons put on exhibit in ZooLab

Staff

Worked on animal transactions (13 pending)

Notes

- A group of Junior Zookeepers (along with Zoo Staff) traveled to Costa Rica on their every other year trip to this destination. The group gains experience of what rainforest habitats really look like.
- Hosted special event, Wild Lights (photos, below). This event is very popular, but this year's cold temperatures negatively affected attendance.



- Hosted special event, Breakfast with Santa and the Reindeer
- Hosted special event, Can Reindeer Fly?

Cost Savings

- Purchased about \$800 (sale price) worth of Christmas lights and decorations for next year's Wild Lights event. The value of the purchase was about \$1,800.



PACE Director



Mark Huber

Planning and Code Enforcement Department

December 2013 Edition

Building and Safety Division

The month of December generally showed a decline in most aspects over the previous year. This was especially evident in the number of new home starts. With just two new home permits issued for the month, this drop reflected an 80% decrease over the same period last year. One factor that shouldn't be lost is the severity of this year's weather. The past two winters were warmer and drier than typical, putting less strain on the local construction industry. With new home construction off the final three months of the year, all gains made on the previous year were lost, resulting in a net loss of nine (5%) new home permits from 2012 to 2013.

The total number of construction permits issued was off 18% for the month of December. However, the numbers still provided a positive increase of a modest 1% for the year 2013.

On a positive note, the overall number of permits and construction value for 2013 improved over 2012. The number of building permits showed a 6% improvement over 2012 while the value of those permits increased by 11% to nearly 104 million dollars.

December 2013 Compared to December 2012	2013 vs. 2012
New home starts – down 8 permits (-80%)	Down 9 permit (-5%)
Building permits – up 11 permits to 116 (11%)	Up 150 permits to 2,723 (6%)
All construction permits – down 88 permits (-18%)	Up 20 permits (1%)
Fees collected – \$40,757 (-54%)	\$1,129,518 (-22%)
Construction Value – \$2,700,650 (-27%)	\$103,789,895,245 up 11%

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

Bloomington building safety staff and our counterparts in the Town of Normal met to discuss the ramifications of the 2012 Energy Code. This meeting was to coordinate interpretation and enforcement efforts between the municipalities.

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 December.

As you might expect, the number of new complaints being received by the Code Enforcement Division of Planning and Code Enforcement has backed off with the onset of the winter months. While the numbers of new complaints are reduced for the time being, the number of complaints and violations that can be followed-up and resolved has increased. This is evident by the chart below. While 52 new violations have been received, 122 violations have been resolved in the same time frame.



Deteriorated and Unsafe Front Porch

Violation Statistics for the Month of December

Type of Violation	Received	Resolved
Electrical	1	
Feces	1	
Fire: General Fire Violation		8
General Fire Violation		
Garbage/Rubbish/Debris	3	35
Graffiti		1
Grass and Weeds		20
Illegal Home Occupation	1	1
Infestation	1	2
No Permits	3	1
No Utilities	3	1
Others	21	16
Plumbing	1	
Property Maintenance	16	20
Structure Fire (Board-up)	1	
Trees/Vegetation	3	2
Vacant/Abandoned Property	1	2
Vehicle		2
Totals	56	122



Accumulation of Debris in a back yard

The code enforcement staff applied for an Abandoned Property Program (APP) grant of \$75,000 from the State of Illinois. The money will be used to assist and off-set expenses associated with the cost of demolition of dilapidated homes. There are currently 10-15

properties in the queue awaiting demolition. Buildable lots resulting from demolition are often transferred to Habitat for Humanity or other no profits for construction of affordable housing. Other property may be divided between adjoining property owners.

Planning Division

The planning division includes development activities in the city as well as managing the following boards and commissions: The Planning Commission, Historic Preservation Commission, and Zoning board of Appeals. These board activities include case preparation, findings of fact, conducting public hearings and preparation of minutes and council back-up reports. The following case summaries provide a synopsis of these activities for the month of December.



Historic Preservation Activity

The Historic Preservation Commission did not meet in the month of December.

Planning Commission Activity

The Planning Commission did not meet in the month of December.

Zoning Board Activity

Case Z-18-13 A public hearing and review of the petition submitted by Russell Travis & Theresa Ann Meadors; to allow construction of a new fence and a variance from the Zoning Ordinance to increase the allowed fence height of 4 feet to 6 feet in the yard along Oakland Street. Related to the property located at 419 Willard Avenue. The property is zoned R-1C, Single-Family Residence District and is located in Ward 4.

The variance was approved by a vote of 6-0.

Facilities Management

The end of December saw the retirement of 15 year facilities manager Bob Floyd. His low key and unflappable demeanor will be missed.

Items of Note

- PACE staff had several opportunities to meet together and with commercial mowing contractors to discuss the City's mowing notice and procedures. Changes are pending to ensure grass and weeds are kept mowed to an acceptable level and process will move smoothly.
- The PACE department took part in a departmental evaluation by Sikich LLP. Sikich's charge was to create an Organizational Structuring/Succession Planning Assessment of the Department. Upon completion of the draft evaluation, City Manager, David Hales met with PACE staff to discuss preliminary findings and address some of the next steps.
- PACE staff met with representatives of the Board of Realtors to discuss the City's Neighborhood Preservation Ordinance and how it might affect their group. It was decided that their attorney and the City's assistant Corporation Council would discuss modifications to some terminology.



ED Coordinator



Justine Robinson

December 2013 Edition

Economic Development

Meetings Held: 29

- Expansion: 0
- New: 3
- Retention: 4
- Closing: 1
- Developer: 1
- Networking: 12
- Education/Training: 0
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 3
- Media: 2

Economic Development Council of the Bloomington-Normal Area BN by the Numbers:

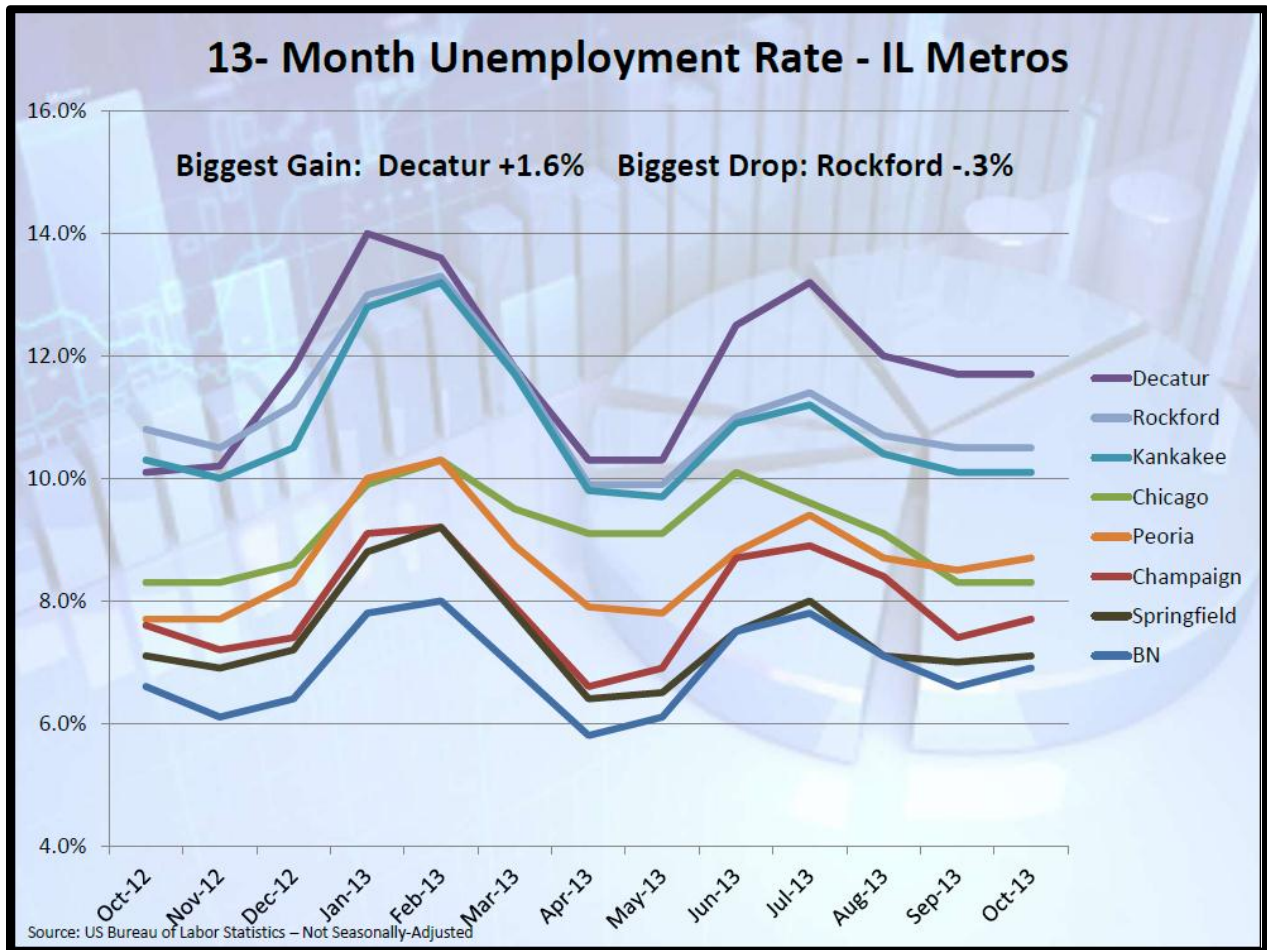
The City's Economic Development Coordinator, City Manager and select City Council members attended the EDCs quarterly *BN by the Numbers* event on Thursday, December 19th at the ISU Alumni Center. Approximately 50 people were in attendance to hear an enlightening presentation from the keynote speaker, Tim Norman, co-founder of STL Companies. Norman addressed the effects that pending changes with the community's largest employer could have on IT workers and the industry at large. Informative videos on this topic were presented at the event and can be viewed by using the following links:



- <http://vimeo.com/82171919>
- <http://vimeo.com/82072484>

Other relevant highlights of the event include:

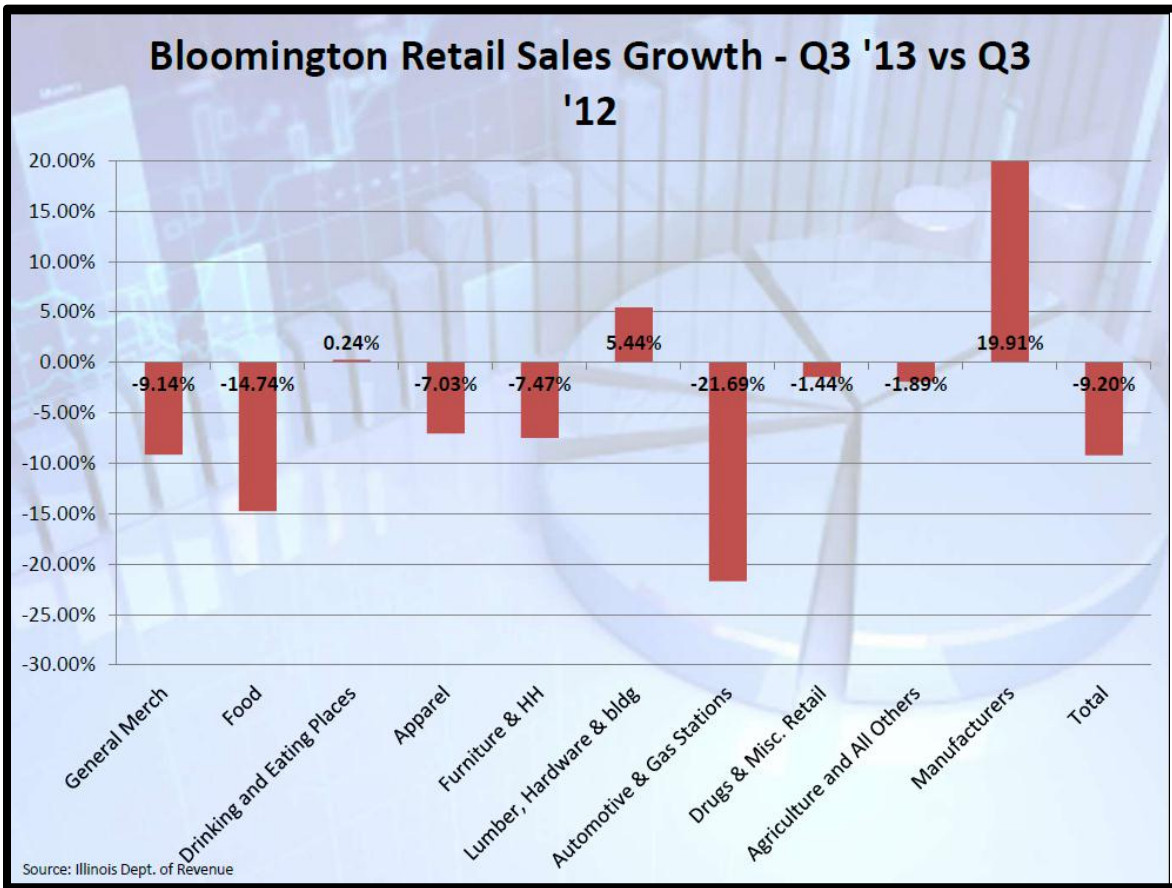
Bloomington's unemployment rate was 6.9% for September 2013 and remains the lowest of the Illinois Metro areas.



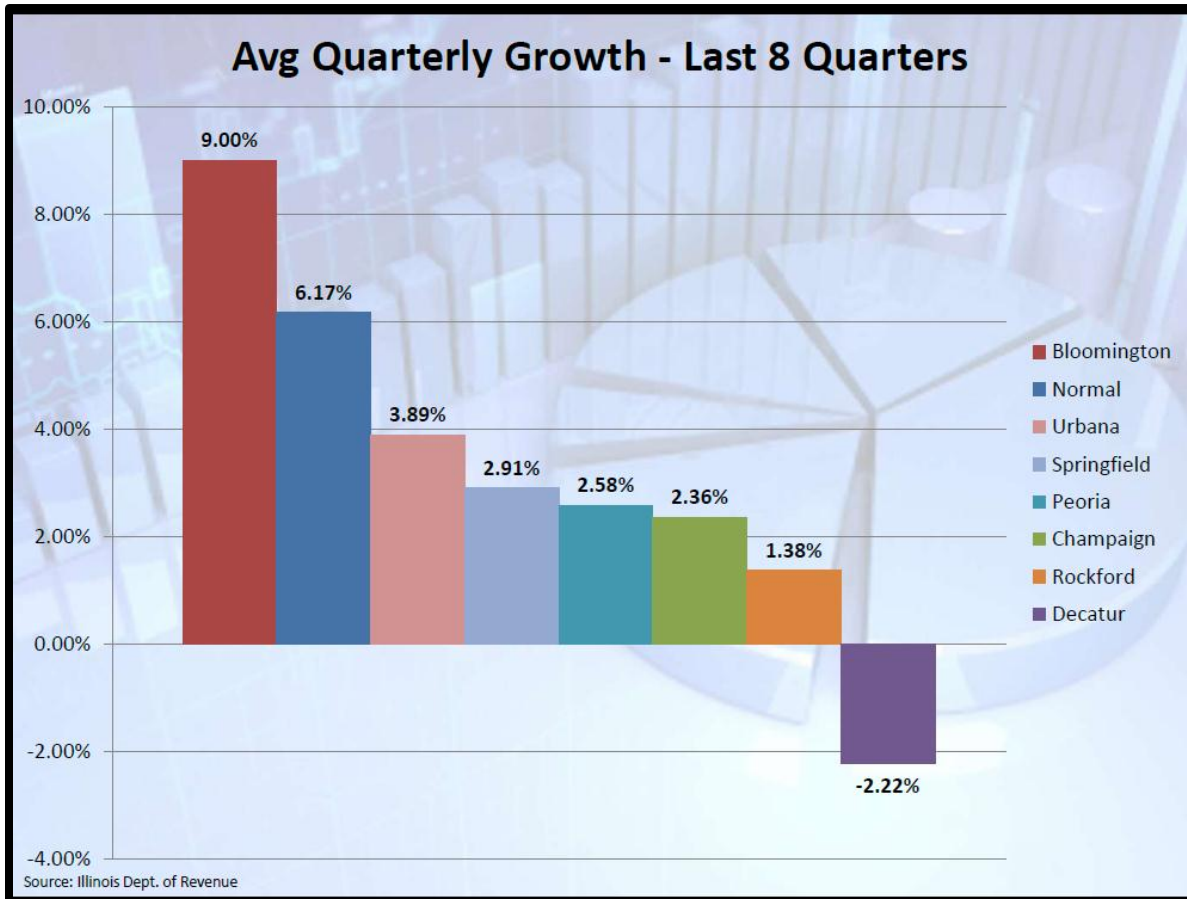
The average transaction price for homes in Bloomington-Normal:

- New homes
 - Sales up +18.3% vs. 2012 YTD
 - Average price up +2.8% vs. 2012 YTD
- Resold homes
 - Sales up +15.2% vs. 2012 YTD
 - Average price up +1.4% vs. 2012 YTD

Bloomington retail sales in Calendar Year (CY) Quarter 3 (July-Sept) 2013 decreased by -9.2% over the same period the year before.



Bloomington has demonstrated the highest average quarterly growth in the last 8 quarters:





Human Resources Director



Emily Bell

Human Resources

December 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.

- Processing FOIAs, subpoenas and requests for information.
- Open enrollment for active employees and retirees has been completed.
- Worked with consultant on reviewing executive and sworn command staff pay ranges.
- Reviewed and modified the Salary and Benefit Projection for FY 15 budget.
- Coordination of Fire Entry Level Hiring List.
- Coordination of Police Entry Level Candidates for January hiring.
- Preparation of the TCM draft agreement for ratification.
- Preparations for the 2014 Martin Luther King, Jr. event.
- Employee Activities Committee added a Kudos column to the newsletter for employees to show their appreciation to their coworkers.
- ICMA Retirement Plan meetings for employees have been coordinated for January 7 and January 8, 2014.

	Contract Expiration Date	Number of full-time employees budgeted for FY 14	Current Status
Non-Sworn Bargaining Units			
IATSE Stage Hands		34	Currently Negotiating
Local 362 Support Staff	4/30/2013	30	Currently Negotiating
TCM Group	4/30/2011	16	Settled
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
Sworn Bargaining Units			
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
Classified			
Classified (Executive)		13	n/a
Classified		121	n/a

Current Vacancies	Position Status
Telecommunicator	In process
Utility Worker – Parks	Karonji Carr 12-26-13
Police Officer	Alejandro Vasquez 12-2-13
Police Officer	Joseph Rizzi 12-2-13
Support Staff IV- CSO- Police	Darcy Hoffman 12-9-13
Development Manager (BCPA)	In process
Legal Secretary	Lori Mandeville-Davis 12-2-13
Performing Arts Manager	Tina Salamone 12-2-13
Accountant	In process
Support Staff IV – Public Works	Tassia Patrick 12-16-13
Property, Records and CSO Manager	Brenda Morrell 12-12-13
Support Staff IV – City Clerk	In Process
Patron & Events Services Manager	Kimberly Wright 12-9-13
Police Officer	Anticipate January hiring
Police Officer	Anticipate January hiring
Police Officer	Anticipate January hiring
Police Officer	In process
Police Officer	In process
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Firefighter	Process of Establishing List
Communications Manager	In process



Finance Director



Patti-Lynn Silva

Finance Department

December 2013 Edition

The Finance Department provides a wide range of comprehensive support services which include: accounting, financial administration and reporting, budgeting, audit, treasury management, payroll, billing, accounts receivable, accounts payable, debt management, procurement, local tax collection, audit, and compliance. The Finance Department is comprised of eleven full time employees and one seasonal employee.

November/December Highlights:

A major focus of the Finance Department during November/December is the kick off and implementation of the annual operating and capital budget process. Kicking off the FY15 budget included six weeks of training classes for the city departments on entering their budgets in the Munis financial software system. Finance compiles the data, verifies for accuracy and follows up with each department to substantiate budget requests and provides analysis for the City Manager.

November/December Accomplishments:

- Adoption of the 2013 Tax Levy
- Adoption of the Police and Fire Pension Ordinance
- FY2013 Audit distribution and completion of all statutory filings
- FY2013 Audit presentation to City Council
- FY2015 Budget Kickoff, Training, and Review
- Munis Fixed Asset training – implementation preparation
- Capital lease analysis and discussions with the bank
- Research on the Metro Zone project
- Downtown and Market Street TIF Analysis
- Refinement of City Procurement Code & Policies

Procurement Completed:

<u>RFQ'</u>	<u>Description</u>	<u>Department</u>
2014-25	Road Improvements	Engineering
2014-26	Intersection & Traffic Signal Improve.	Engineering
2014-27	Downtown St. Lighting Master Plan	Engineering

BID'S

2014- 31	FY 2014 Sump Pump Drainage Project	Engineering
2014-32	Vehicle Exhaust Extraction	Fire

Director's Corner: The Finance Department prides itself on being an open and collaborative department; with two key management vacancies now filled, the department looks forward to stabilizing in 2014 and being able to further serve its fellow departments.

December – Major Revenues Report

<i>Revenues Earned</i>	<i>Annual Budget</i>	<i>FY 2014 YTD</i>	<i>FY 2013 YTD</i>	<i>Variance</i>	<i>% Variance</i>
State Sales Tax	\$14,383,100	\$8,010,380.68	\$8,616,161	(\$605,780)	-7.03%
Home Rule Sales Tax	\$15,360,726	\$8,539,697.53	\$8,637,228	(\$97,530)	-1.13%
Income Tax	\$6,915,120	\$4,841,733.01	\$4,446,438	\$395,295	8.89%
Utility Tax	\$4,752,396	\$2,694,374.83	\$2,754,808	(\$60,433)	-2.19%
Food & Beverage Tax	\$4,378,669	\$2,521,407.99	\$2,460,724	\$60,684	2.47%
Ambulance Fee	\$4,992,127	\$2,930,103.10	\$2,890,111	\$39,992	1.38%
Hotel & Motel Tax	\$1,380,000	\$1,209,250.38	\$1,178,500	\$30,750	2.61%
Franchise Tax	\$1,949,011	\$882,762.47	\$881,746	\$1,016	0.12%
Replacement Tax	\$1,597,519	\$1,123,965.97	\$980,217	\$143,749	14.67%
Building Permit	\$884,500	\$549,897.80	\$538,584	\$11,314	2.10%
Video Gaming	\$5,000	\$161,920.00	\$69,393	\$92,527	133.34%
Local Use Tax	\$1,241,082	\$817,640	\$765,504	\$52,126	6.81%
Auto Rental	\$90,900	\$60,702	\$59,006	\$1,696	2.87%
Packaged Liquor	\$842,340	\$603,796	\$509,070	\$94,726	18.61%
Vehicle Use Tax	\$848,400	\$630,153	\$599,554	\$30,599	5.10%



Department Director



Scott Sprouls

Information Services Department

December 2013 Edition

Enterprise Resource Planning (ERP) Project

Phase Project Fixed Assets (FA)

- Attended day 1 of 2 training
- Received 1st conversion file pass from Tyler
- Loaded conversion file for proofing. All 4,043 records were converted

Phase 3 Customer Master Change Management Committee

- Held monthly meeting and continuing clean-up

Phase 3 Business Licenses (BL)

- Generated Rental Registration bills
- Generated Contractor Registration Notices

MUNIS v10.4 Upgrade

- Reserved OSDBA for v10.4 install to test for January 15, 2014
- Attended training on how to use the Data Integrity Assistant (DIA) tool for General Ledger, Human Resources and Procurement
- Completed 90% of DIA clean-up
- Completed loading missing commodity code data from Nov '12 – Mar '13
- Springbrook Project Manager assigned for Springbrook GL Shell for Water Billing interface. Tentative Go Live scheduled for March 14th.

Hootsuite Social Media Management Platform

Information Services staff designed and implemented an enterprise capable social media management platform called Hootsuite. The Hootsuite platform allows staff to manage multiple social networks at one time while also enforcing defined social media use policies throughout all City departments. The platform will also allow for in-depth analysis and reporting to gauge the “reach” and engagement of the different social networks.

Information Services staff worked with Police and Fire department personnel to create Facebook, Twitter and Google+ accounts specific to the two departments. Staff also created a main City account for all three social networks. As a pilot, Police and Fire personnel are now using the Hootsuite platform to monitor and post messages to their respective social media accounts. The main City accounts are active, but used sparingly (mostly IS staff posting items from the City’s web page) at this point. Staff will eventually be assigned to actively manage the City’s main accounts as well.

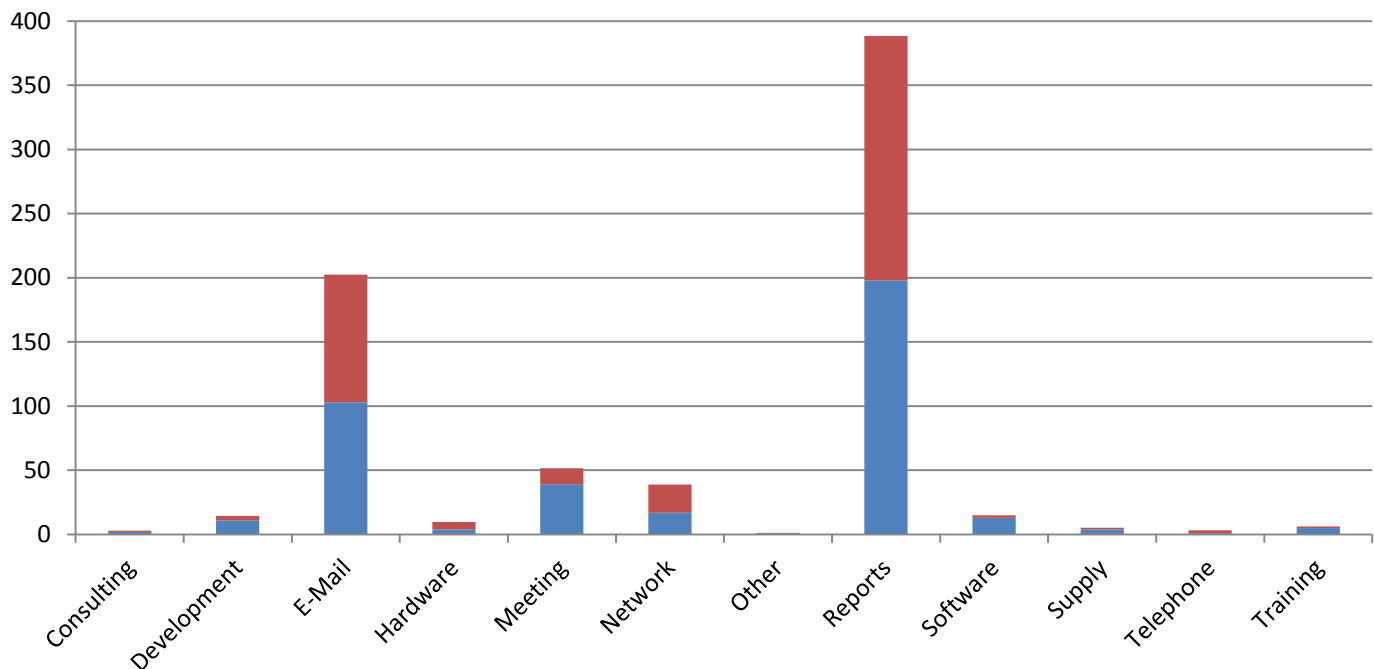
The Hootsuite platform has already been very well received by the staff members who are using it. It is saving hours of work (in managing multiple accounts) and will help enforce a consistent approach to posting messages and “branding” the City’s social media content. The program is basically in a pilot mode for now, but will be rolled out City-wide as staff has a chance to fully test and tweak its use, and more departments begin to use social media as a form of communication.

CIRBN Request for Proposal for Outsourced Technical Services

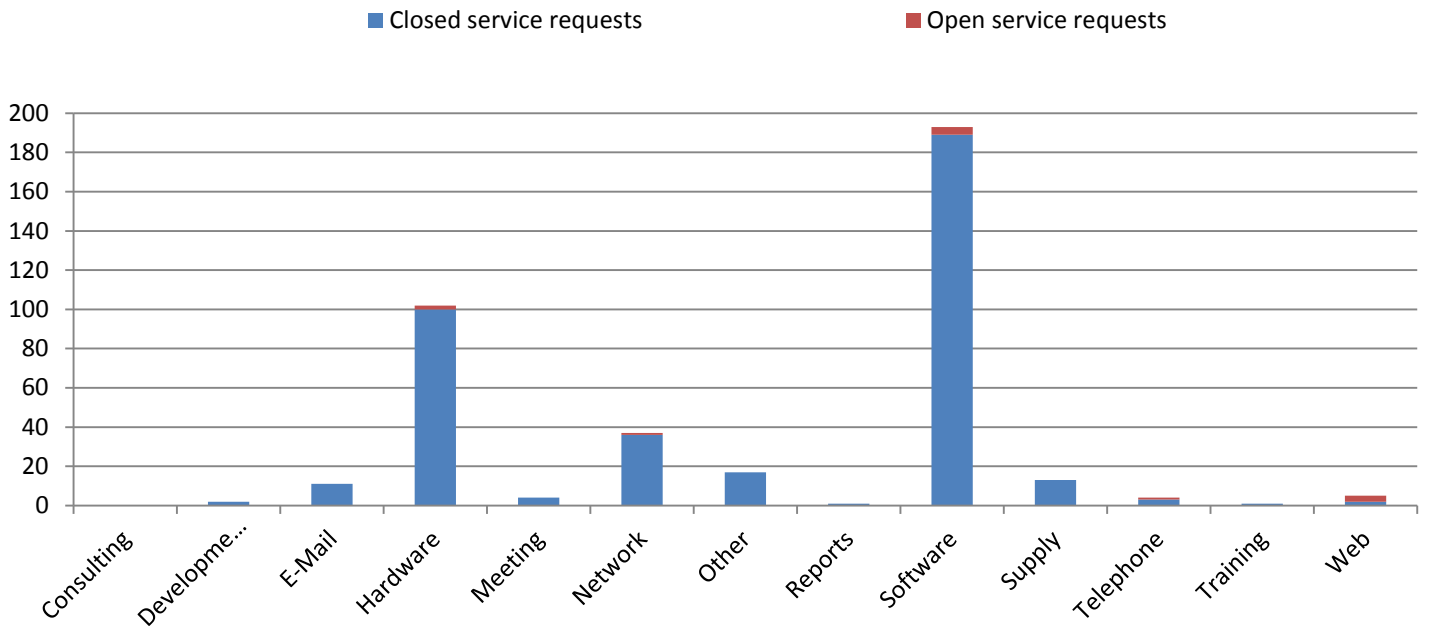
Information Services staff, as part of the CIRBN technical committee, completed analysis of proposals for technical support and ongoing network management services for the CIRBN (Central Illinois Regional Broadband Network) network. There were a total of seven proposals. The committee evaluated the proposals, narrowing the competitors down to two finalists, then eventually selecting its preferred vendor. This vendor recommendation was then forwarded to the recently hired CIRBN Executive Director for review and presentation to the CIRBN board of managers.

March Requests for Service vs Hours Spent on Request

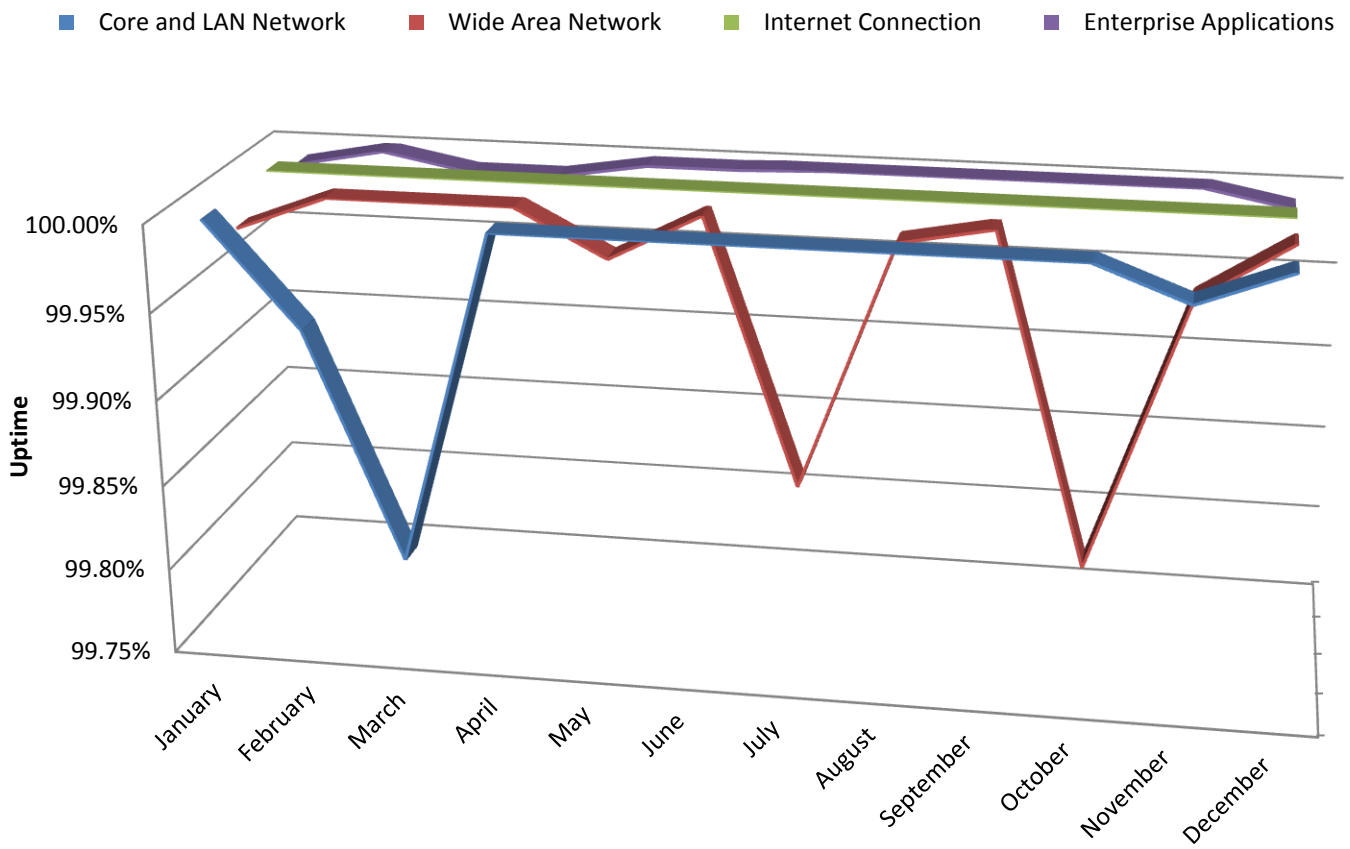
■ Number of service requests ■ Hours spent on service requests



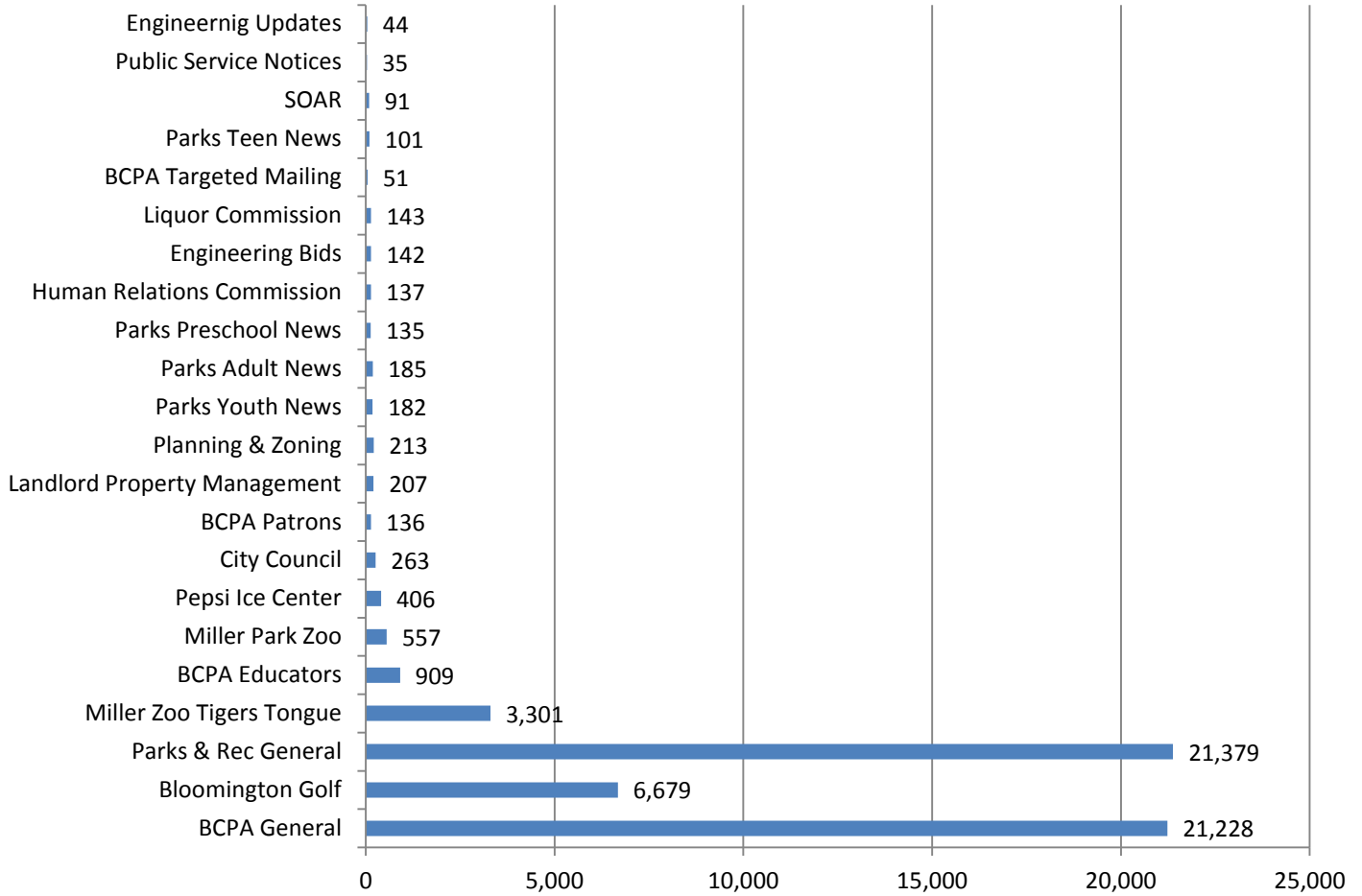
December 2013 Closed Service Requests



2013 System Uptime



December 2013 Lyris List Server Information





Library Director

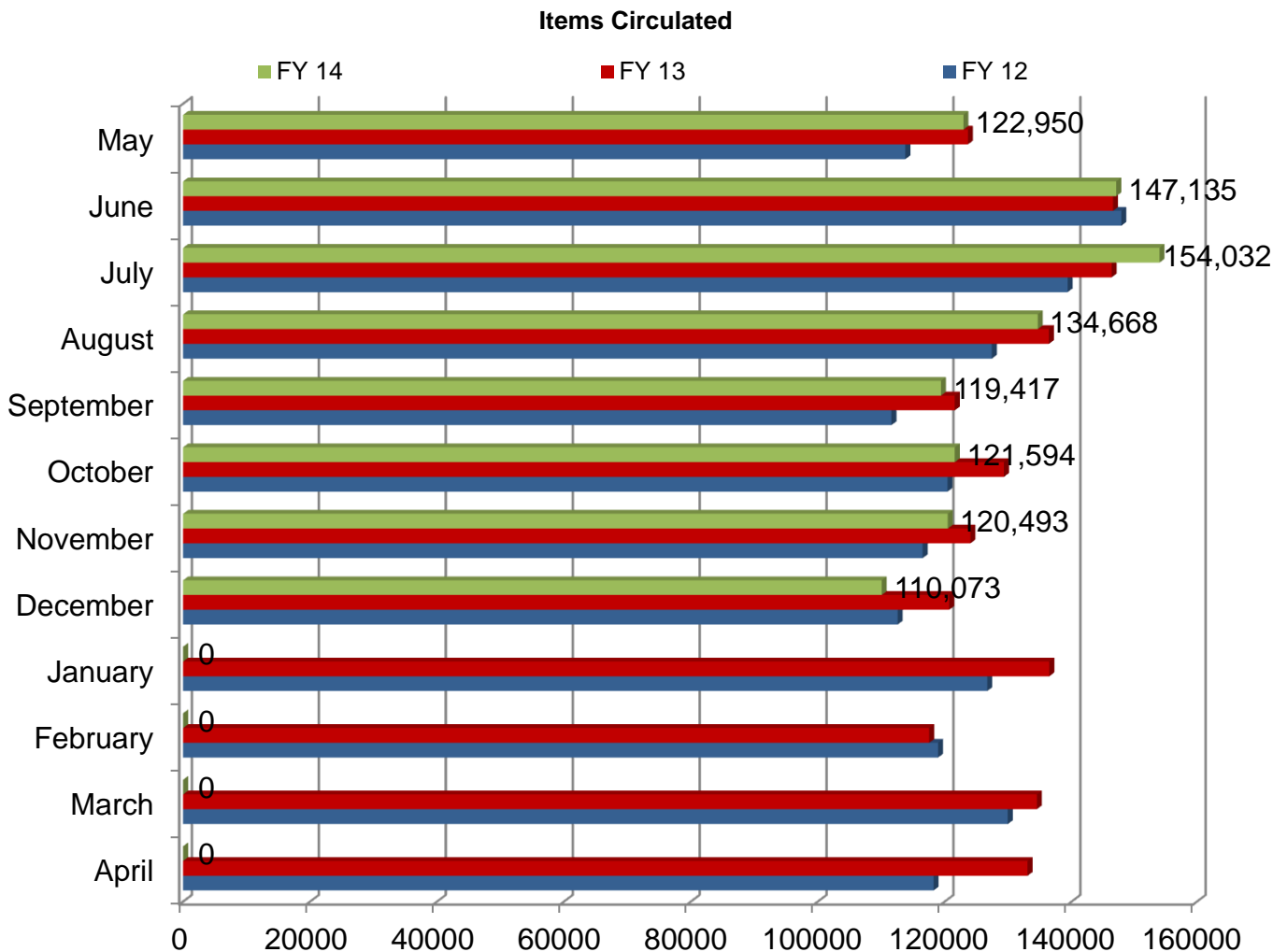


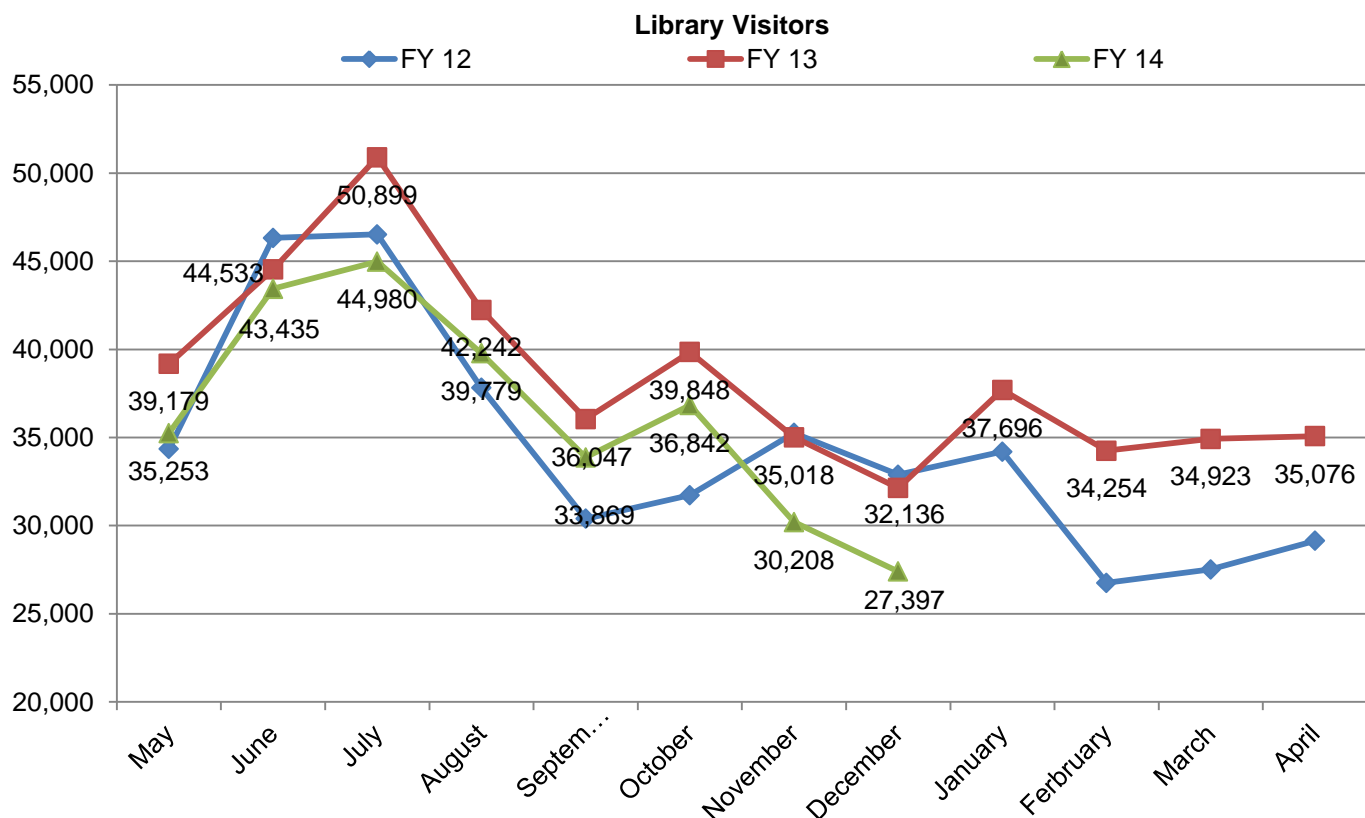
Georgia Bouda

December 2013 Edition

Library

The Library lent 110,073 items in December 2013 compared to 120,710 items lent in December 2012. There were 27,397 visitors to the Library and Bookmobile in December 2013, a decrease from the 32,136 visitors in December 2012.





Staff answered 3,367 questions from customers this month.

Programs and Attendance in the month of December:

Children Programs and Attendance

- 300 crafts were made over winter break
- Toddler story time – 6 sessions – 151 attended
- Preschool story time – 4 sessions – 51 attended
- 2nd Monday Story Club – 10 attended
- Tales for Tails (Read to Dogs) – 3 sessions – 31 attended
- Visited Katie's Kids – 72 attended
- Visited Brigham Head Start – 64 attended
- Visited Little Jewels Day Care – 99 attended
- Recruitment has begun for the Prime Time Family Literacy program.

Teen Programs and Attendance

- Teen Advisory Board – 1 session – 0 attended
- Anime Now – 1 session – 9 attended
- Project Next Generation: Build a Solar Car – 2 sessions – 24 attended
- Homemade hot chocolate and marshmallows – 1 session – 8 attended
- The Teen Librarian went to the following schools and promoted books to the teens:
 - Chiddix Junior High: 72
 - Kingsley Junior High: 30 & 40 (2 visits)

- Parkside Junior High: 106
- Evans Junior High: 41

Adult Programs and Attendance

- Fiction & Mystery Book Clubs combined – 1 session – 8 attended
- Nonfiction Book Club – 1 session – 4 attended
- Movie Discussion – 1 session – 6 attended
- Wednesday Night Movies – 3 sessions – 29 attended
- Christmas Tree Ship – 1 session – 12 attended

Compliments to the City

To: George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm
From: Jeanette Jepsen/Cityblm
Date: 01/10/2014 01:17PM
Cc: Katie Stamp/Cityblm@Cityblm, Colleen Winterland/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm
Subject: Big Thanks for picking up garbage!!!!!! 708 E. Oakland

Marilyn Funk of 708 E Oakland, just called in and wanted to thank the garbage crew for coming back and picking up her garbage on Wednesday. She really appreciated the extra effort that they took for a "little ole lady like her" !!! Big Thanks to ALL!

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

To: "dhales@cityblm.org" <dhales@cityblm.org>
From: Richard Buchanan
Date: 12/26/2013 10:58AM
Subject: Great Service

We've lived in Bloomington since 1966 and have received excellent services from The City. One of the best has been the very visible portions of Public Service. We observed an example this AM when the "recycle truck" attempted to pick-up our & our neighbor's 90 gallon containers. The 2 containers were side-by-side about an inch apart (too close to enable pick-up) resulting in one container being spilled all over the place. The driver got out & picked up every item---then, via the truck, deposited the materials in the bin. I apologized to the driver (for my neighbor's carelessness). He said with a smile, "No problem!" Just thought I'd pass this along.

You did great work in 2013! Have an even greater 2014!

Rich

Sent from my iPad

To: Jim Karch <jkarch@cityblm.org>
From: Mary Banta
Date: 01/14/2014 01:48PM
Cc: David Hales <dhales@cityblm.org>, Barb Adkins <badkins@cityblm.org>, Kevin Kothe
Subject: Re: Harwood Place Light Update

Jim,

The lights on Harwood Place are wonderful, although I'm thinking a bulb may be missing in the lamp at # 3 as it was the only light not working on Monday evening. Thanks to the city & David Beich for "giving light" back to the neighborhood @ Harwood Place.

Sincerely,
Mary Banta

To: "Jim Karch" <jkarch@cityblm.org>
From: "Susan"
Date: 01/06/2014 04:20PM
Subject: Thanks!

Jim –

Kudos to the plow drivers and especially the one who plowed my subdivision last night!!! Brutal conditions for anyone. While out between 11 and 2 today (meeting downtown and then on Rt. 9), if what I saw was representative, outstanding!

Thanks.

Susan

To: "'Jeanette Jepsen'" <jjepesen@cityblm.org>
From: "Scott & Theresa Lage"
Date: 01/25/2014 10:24PM
Subject: RE: Pothole Report

Jen:

That was sure quick - potholes filled! Thx for the quick service. I know those folks are really busy and the weather is horrendous to try and do their jobs. Our hats are off to all of you who do a great job keeping our city running as best it can. Please pass on our "thank you!"

Scott & Theresa Lage

From: Jim Bertolet
Sent: Tuesday, January 07, 2014 9:40 AM
To: ward9@cityblm.org
Subject: Snow Update

Hello Jim -

I live on Lake Shore Circle in Northpoint subdivision. The snow removal was pretty good this time even for our side street. It is good that the main road through the subdivision (Northpoint Drive) gets cleaned early in the process.

My street was done before 5 PM Monday. The storm started about 5 PM Sunday so I think that is reasonable.

Please let me know you feelings about the Downtown Bloomington Hotel Study.

Thanks \

Jim Bertolet

From: John Lamarra
Sent: Monday, January 13, 2014 8:57 PM
To: 'Robert B. Fazzini'
Subject: Snow, etc

Hi Rob,

I've been meaning to send a note. Lori and I just want to be sure and ask you pass our sincere gratitude along to Jim Karch and his entire crew for their efforts last week. We're on the end of a cul de sac and, despite horrific conditions, our street was totally cleared without driveways blocked by end of day on Monday. And both the recycle and regular refuse were picked up promptly on Tues even with the wind chills still way below zero. I'm sure those folks get their share of complaints, but I gotta tell you – nothing but praise coming from us for this last weather event.

Thanks, Rob.

John & Lori Lamarra

From: "Shirley Jacobs"
To: webmaster@cityblm.org
Date: Mon, Jan 6, 2014 11:26 AM
Subject: Snow removal praise

Wish I knew how to thank the snow plow crew for the awesome job they did on the corner of Powers Dr and Balleyford. It's a tricky curve that often drifts shut. The crew moved the snow away from driveways and on to the curb where there are no driveways. This takes a little more time, but is truly appreciated. Hopefully you can pass this on to the appropriate people. These guys do not get enough credit for the job they do. Thanks
Shirley Jacobs
105 Powers Dr

From: Jim Bertolet
Sent: Tuesday, January 07, 2014 9:40 AM
To: ward9@cityblm.org
Subject: Snow Update

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Please let me know your feelings about the Downtown Bloomington Hotel Study.

Jim Bertolet

Date: Mon, Jan 6, 2014 at 5:45 PM
Subject: RE: Update on city services, plowing, etc.
To: Karen Schmidt

OUTSTANDING work, if you ask us, folks. We were so surprised and THRILLED to find both So. Madison and Water Street Alley were already plowed today! Y'all need to know how important this is to our little retail community down here in the Old Warehouse District. It means EVERYTHING to us and demonstrates that that the City CARES.

FABULOUS. Can't thank Mayor, Karen, Depts and ALL THOSE GREAT GUYS OUT THERE enough!

JE Myers
Alley Kats Art and Antiques
Tahnee Lathrop
Retrofit Culture
Mike Kapton
Old Warehouse Antiques

BCPA

From Patron Post-Show Survey from the Jazz at Lincoln Center performance (12/5):

- Great event.
- Very enjoyable and different. Band members were very talented.
- Liked pre show lecture.
- fantastic performance!!!!!!
- Wonderful facility, staff and the concert was EXCELLENT!
- You guys have a great lineup this year. Keep up the good work! I've lived in BN for 10 years and have never been as excited about participating in the Arts as I have the last year or so. Please keep up the good work and rest assured that there are folks who appreciate it in Blo-No.
- Wonderful, wonderful program -- appreciated opportunity to see and hear such fabulous musicians.
- BCPA is a jewel in downtown Bloomington! Love the space! Great performance choices!
- Great venue

From Patron Post-Show Survey from Herman's Hermits performance (12/19):

- The woman who makes reservations in the box office is extremely nice.
- Volunteers did a great job & performance was great!
- This band was very fun & exciting. It was nice the way they interacted with the audience. They really seemed to have fun & enjoy being on stage performing.
- Always a treat to experience an event at the BCPA!!!
- Everything was excellent.
- Visits there are always a pleasure !
- I thought that the womans restroom was exceptionally big clean and nice.
- Had a very good time
- Herman's Hermits are classic, and I have listened to their music/style on vinyl,cds, and a 57 chevy radio. Wynton Marsalis is, well, one of the best. Big Bad Voodoo Daddy rates a 9/10 (Brian Setzer's group would be a twist in style with no loss of great music. Actually, the programs this year were great in variety and performance.

- Bring in more shows for baby boomers similar to Herman's hermits. Thanks for serving the community.
- I thought the volunteers were great...helpful, friendly, seemed to be enjoying themselves as much as we were!
- everything was perfect
- BCPA is a treasure for the community. Thanks to all for making these programs available.
- Service level of employees/volunteers was outstanding! Polite and eager to help!
- We thought Herman's Hermits would be interesting as an act from our youth but the entertainment level was amazing. I laughed until I cried. Very good musicianship. The performance never lagged.
- Love it and looking forward to Tina Salamone's leadership!
- Peter Noone was great----just as good as his previous engagement at BCPA
- Your ticket office staff is also outstanding.
- We just love this facility!

Recreation

Email received by Joe Olson and his hockey program:

“Joe,

I'd like to take a minute to thank you for all you do for our kids and families here in Bloomington.

We are blessed to have hockey in Bloomington and double blessed to have you here.

God Bless you and your family. Have a great holiday!

(Also, the staff at the PIC. They all take great care of us and are very patient and respectful. Please tell them we really appreciate them.)

At first I thought I'd CC everyone on my hockey CC list on this email, but then realized that you would then be swamped with emails from dozens of families.

So I am keeping just our family on the CC list, but there are many many families that appreciate and respect you.

Paul Wampler
309-530-9267”
