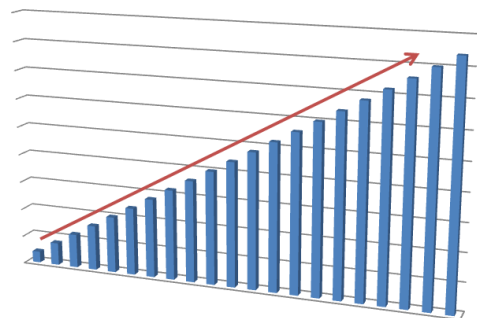




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Meetings

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

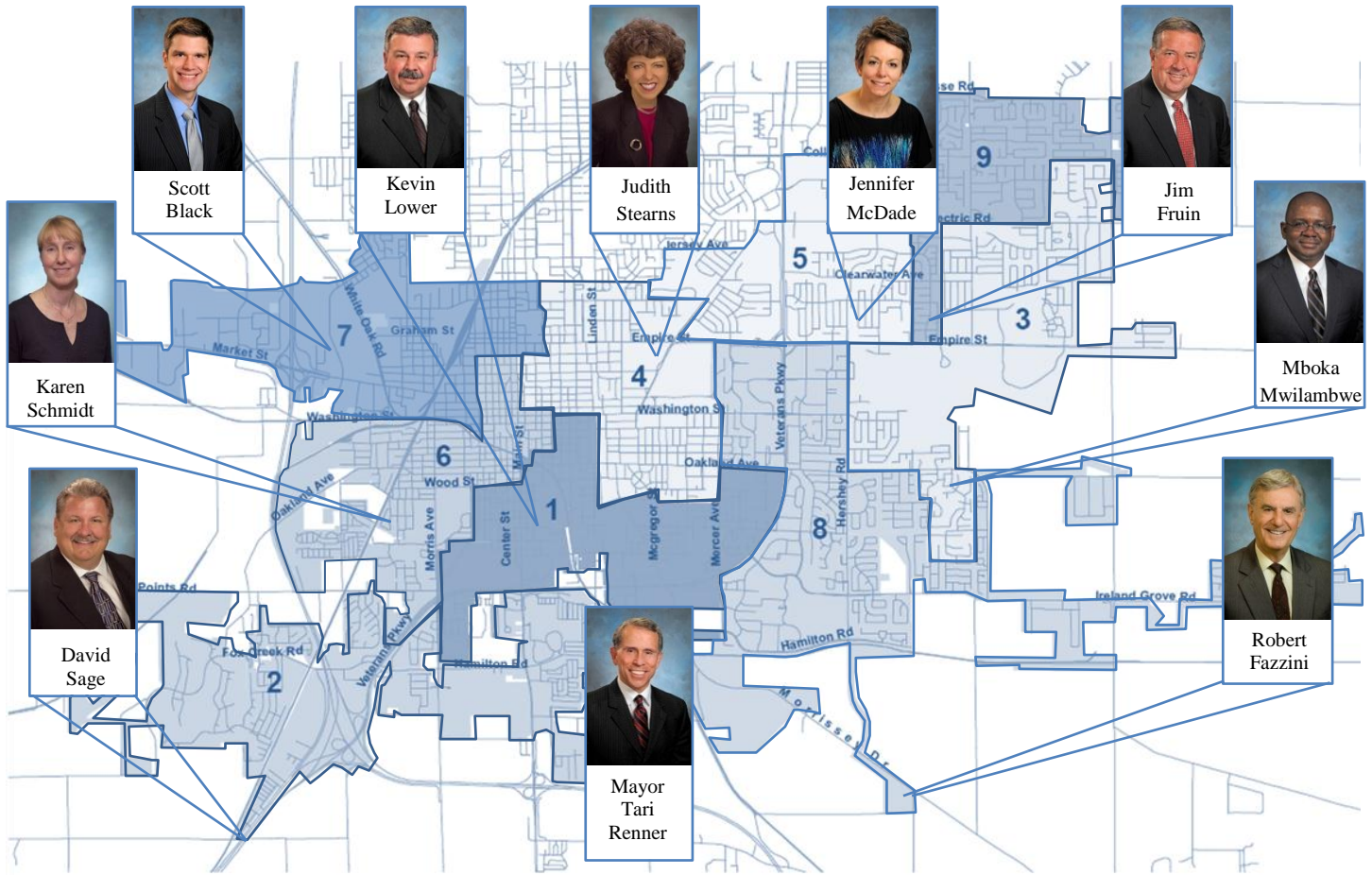
The Mayor's Open House is held every Friday before a Monday City Council Meeting from 4:00 pm to 5:30 pm at City Hall

Upcoming Community Events

- Adult Softball Registration, March 10 - 21
- Cash Reigns Supreme, McLean County Chamber of Commerce, February 12, 8:30 am - 12:00 noon
- Bloomington Flex Basketball, U.S. Cellular Coliseum, March 15
- Bloomington Thunder Hockey vs. Mississippi Huntsville Havoc, US Cellular Coliseum, March 15
- Illinois Symphony Orchestra: Powerful Promise, BCPA, March 21



City of Bloomington Elected Officials



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

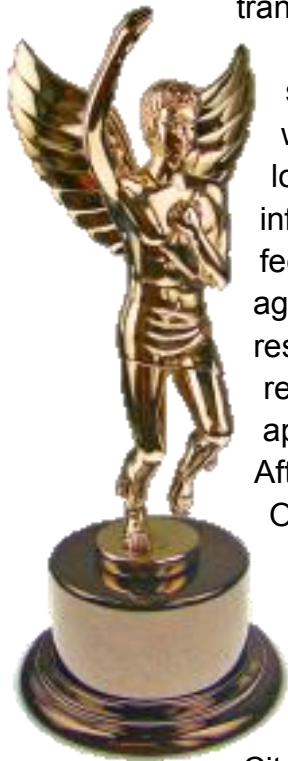
Police Chief: Brendan Heffner

Fire Chief: Mike Kimmerling

Library Director: Georgia Bouda



Continuous Journey Toward Excellence



The City of Bloomington City Council and staff firmly believe that citizens have a right to full transparency with respect to public information. It is a continuous goal of the City to ensure public information is easily accessible to all citizens and interested stakeholders. To that end, the City has made significant strides in the manner in which information is shared. The City's website now has a [Transparency](#) portal located prominently on the homepage. The portal serves as a repository for public information such as City budget and financial reports, information on taxes and fees, employee salary and benefit reports, labor contracts, and public meeting agendas. In addition to all the information provided on the website, the City responds to over 1,200 Freedom of Information Act (FOIA) requests per year representing an average of 60 minutes of staff time per request. That is approximately 1,200 hours of staff time or 58% of a full-time employee's work year. After taking office in May 2013, Mayor Tari Renner implemented a monthly Mayoral Open House providing an opportunity for citizens to meet informally with the Mayor at City Hall to discuss issues and items of concern. The meetings are conveniently held every Friday before a Monday City Council meeting. In October 2013, the City began streaming live and [archiving](#) City Council meetings bringing City government to the homes and computers of the general public. Finally, the enclosed report represents another effort on behalf of the City to provide vital information to citizens regarding City business and operations.

As the City strives to increase transparency and openness in City government, City officials ask for your input and suggestions on how the City can better share information with the community. Please feel free to contact your [Alderman](#), the [Mayor](#), or [City staff](#) to share your ideas.

Recent Accolades for Transparency and Open Government:

- The **Illinois Policy Institute (IPI)** rated the City's website with a [transparency score of 89.7](#), placing the City 8th out of the 26 largest cities in Illinois. The average score of the top 26 was 71.4, exactly 18.3 points less than Bloomington.
- The City Manager's Monthly Report was recognized by the **Association of Marketing and Communication Professionals (AMCP)** with the Gold Hermes Creative Award for Communications and Publications (award pictured above). There were over 6,500 submissions with only 19% of the applicants receiving the Gold Award and 11% receiving Honorable Mention.
- 2012, 2013 recipient of the **International City/County Management Association (ICMA)** Center for Performance Measurement (CPM) Certificate of Distinction for Performance Management Efforts. A key component to receive this award includes sharing performance information with the public. The City was one of only 8 jurisdictions which received this honor in 2013.
- 2011, 2012, 2013 **Government Finance Officers Association (GFOA)** Distinguished Budget Presentation Award recipient. In order to receive the budget award, entities must satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as: a policy document, a financial plan, an operations guide, and a communications device.



City Manager



David Hales

Welcome From the City Manager

January 2014 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 January 2014 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: City Receives AVA Digital Award

Vision Internet, innovators in online government, announced that the government websites it developed for Littleton, Colo. (littletongov.org), Joliet, Ill. (visitjoliet.org) and Bloomington, Ill. (cityblm.org) have



earned international recognition for outstanding digital communication in the 2014 AVA Digital Awards competition sponsored by the Association of Marketing and Communication Professionals. Gold AVA Awards were presented to Littleton and Joliet, while the municipal website for the City of Bloomington won Honorable Mention.

With nearly 2,100 entries from throughout the U.S., Canada and other countries, the AVA Digital Awards is an international competition that recognizes excellence by creative professionals responsible for the planning, concept, direction, design and production of digital communication. Work ranges from digital engagement campaigns to audio and video production, website development, social media interaction and mobile marketing.

"Working with a company that specializes in government websites was important to us," said Craig McBeath, webmaster for the City of Bloomington. "Vision Internet worked with us from start to finish providing a site that met both our content and design needs, as well as government website best practices."

At the core of Vision Internet's advanced website functionality is visionCMS™, the innovative government content management system, which allows non-technical staff to add, edit and delete website content while providing the management tools necessary to maintain control, consistency and quality.

"With the advanced technology and interactive capabilities we have today, forward-thinking city and county governments do so much more than simply post information to their websites," said Ashley Fruechting, Vision Internet's director of strategic initiatives. "They engage citizens, provide information that builds trust, and deliver information when, where and in whatever format citizens want it. The best municipal websites are open government portals that capture the unique personality of each community and provide two-way communication with residents."

Executive Summary

Police Department

- Criminal Investigations Division (CID) assigned 73 new cases for investigation in January. The case load being carried by CID had the following dispositions: 37 cases were cleared by arrest, 18 cases were cleared with juvenile arrest, and 84 were administratively closed, exceptionally cleared or were unfounded. Detectives were able to clear 11 Bloomington cases and 3 Town of Normal cases by Juvenile arrest. Eighty incidents of domestic violence were reviewed in January. **(Page 9)**
- Street Crimes unit had six officers assigned and an average of 5.43 working per day. Officers completed four days of training. Activity in January included nine warrant arrests, nineteen probable cause arrests, \$3,450 in ordinance violations issued, \$3,487 in currency seized, and 162.1 grams of cannabis seized. **(Page 10)**
- The Department experienced 127 property crime reports, which is a decrease compared to the 144 property crime reports last month. The breakdown is as follows: 14 burglaries, 109 thefts, and 4 motor vehicle. **(Page 14)**

Fire Department

- For the month of January, the Fire Department's response time was above the six minute bench mark with an average call creation to arrival time of 6:26. **(Page 15)**
- During the month of January, the Bloomington Fire Department responded to 163 calls of which 4 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$9,000. **(Page 15)**
- The call volume was also up with 996 calls for service. This is the highest number of calls in one month than we have ever had. Notice that the EMS calls that usually run around 80% was 70.88% for the month. The Department actually ran 75 more EMS calls in January than December but with the additional calls for service the overall percentage dropped. **(Page 15)**
- As in most months, the majority of the calls were EMS related which accounted for 706 calls for service in December. The 704 calls for service resulted in a total of 804 patients treated and 572 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems. **(Page 17)**

Public Works

- Most concerns and complaints from the public involved level of service and speed of snow removal, and the Department assumes many others share this concern but do not call or send e-mails. In short, snow and ice response is designed to rapidly and efficiently respond to weather by working continuously to keep commerce flowing, enable emergency vehicles to respond to calls and keep roads passable by motorists to the best extent possible. At the same time, Bloomington Staff and the City Council want to keep costs down to the best extent possible. If the City chose to increase the level of service, to plow and salt every street down to the bare asphalt, the costs would spike. **(Page 20)**
- Together, Staff and Council look for the balance between good service and use of tax dollars. Toward these two objectives the City bases the level of response primarily on the amount of snow. **(Page 20)**

- **Less than 2 inches of snow:** By ordinance and by Department policy, the City does no plowing in residential areas, except along snow routes, for snowfalls under 2 inches.
- **2 inches or more:** The more substantial snowfalls mean citywide plowing.
 1. **First priority:** Major roads and secondary streets, designated as snow routes, and Downtown get top priority. They are plowed and salted.
 2. **Second priority:** Residential streets get plowed. Salting for the most part is limited to intersections and hills.
 3. **End results:** Because of the continued plowing, combined with use of salt, snow routes typically are cleared to the asphalt. Not so in residential, secondary streets. Here, traffic compacts the snow in the hours before plows arrive. It is similar to snow-blowing a driveway. Snow-blowers won't completely clear areas where cars have driven. The City will not salt all the residential streets because of the cost involved.
- **Ice storms:** In the event of an ice storm, the City will salt all streets.
- Garbage carts are ready to hit the streets in February and March 2014. ([Page 22](#))

Water Department

- The City experienced below average precipitation, about 1.64 inches of rain (shown in inches of liquid precipitation; rain or melted snow). during the month. The monthly average precipitation for January is about 1.96 inches (shown in inches of liquid precipitation; rain or melted snow). With this month's precipitation deficit for the month, the Lake Bloomington Reservoir, our source of supply during the month, dropped to about 7.3 feet below its spillway. The Lake Evergreen Reservoir is below its spillway level by about 1.6 feet, having gained about 1.5 feet in elevation during the month. Therefore, we are at a month-end combined deficit of about 8.9 feet. Since we have surpassed the permit trigger point of an 8.0 foot deficit in the combined levels of the reservoirs, we can use the Mackinaw River pumping station. ([Page 28](#))
- The Mackinaw River pumping station was activated during the month and was able to pump for 10 days during the month. This pumping added about 125 million gallons to the Evergreen Lake Reservoir in addition to the amount of water that was added through the runoff into the reservoir from its feeder streams (about 265 million gallons). ([Page 28](#))
- The snowfall of about 9.5 inches in January was a welcome amount of precipitation. Although there was not much immediate runoff from the events because the temperatures stayed cold for several days following the event. The eventual melt helped recharge soil moisture and we did experience a small amount of runoff later in the month. As a rough approximation 1 inch of heavy snow has a liquid equivalent of 0.1 of an inch of rain. ([Page 28](#))
- Pumpage has been about average during the month. We pumped an average of 10.0 million gallons per day (MGD) in January with a peak day of 11.6 MGD on January 27, 2014. The January average for 2014 can be compared to the average daily pumpage during January 2013 of 10.0 MGD, January 2012, 9.8 MGD, 2011 of 10.1 MGD, 10.1 MGD in 2010 and 11.0 MGD in 2009 and 11.7 in 2008, so we are tracking, on average, about the same as previous January's. ([Page 30](#))

Planning & Code Enforcement (PACE)

- It would not be a stretch to presume January's severe weather might have had an adverse effect on the permit numbers for the month. Every category was down significantly. There were only four new home permits issued for the month, half of the eight issued in the same

period last year. Overall building permits were off by a third while all construction permits were down 28%. The lower number of permits, of course, resulted in a 52% reduction in the amount of permit fees collected for the month. (Page 47)

Economic Development

- **McLean County Chamber of Commerce Business Before Hours and the Chateau Hotel & Conference Center:** The McLean County Chamber of Commerce hosted its monthly Business Before Hours at the Chateau Hotel & Conference Center on Wednesday, January 29, 2014. In attendance were more than 40 community leaders and business professionals interested in networking and learning about the Chateau's operations and future plans. Hotel General Manager Jeremy Cruthis announced that the Tony Roma's project is back on track and scheduled to open in late February. The restaurant, which will be the first in Illinois, touts menu items including ribs, steak & seafood. (Page 50)





Police Chief



Brendan Heffner

Police Department

January 2014 Edition

Crime Investigations Division (CID)

CID assigned 73 new cases for investigation in January. The case load being carried by CID had the following dispositions: 37 cases were cleared by arrest, 18 cases were cleared with juvenile arrest, and 84 were administratively closed, exceptionally cleared or were unfounded. Detectives were able to clear 11 Bloomington cases and 3 Town of Normal cases by Juvenile arrest. Eighty incidents of domestic violence were reviewed in January.

CID began the month of January with 8 general detectives. On average there were 7 general detectives working per day. On average each detective was assigned approximately 9 cases during January. As of 02/04/14, the Domestic Violence detectives (2) are assigned 62 cases. The detectives (2) assigned to sex crimes and sex crimes involving children are investigating 37 cases.

Cyber Crimes

The Cyber Crime unit (3 detectives) has 12 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 24 cases during the month and was able to directly close or use U.S. Marshall's resources to close 17 cases. One case he closed was a missing juvenile located in Florida and returned to her parents with the invaluable assistance of the U.S. Marshal Technical Operation Group.

VICE Unit

Vice unit had four detectives assigned with an average of 3.83 working per day. One detective began his assignment January 1 and spent the month in training. Activity in January included 18 new cases, nine cases closed, five search warrants served. The following were purchased: 18.7 grams of crack cocaine, 3.8 grams of powder cocaine, 106.4 grams of cannabis, 1.3 grams of heroin, and 23 dosage units of LSD. The following were seized: 7.3 grams of crack cocaine, 976.4 grams of cannabis, 1.2 grams of heroin, and \$3,396 in currency.

Street Crimes Unit

Street Crimes unit had six officers assigned and an average of 5.43 working per day. Officers completed four days of training. Activity in January included nine warrant arrests, nineteen probable cause arrests, \$3,450 in ordinance violations issued, \$3,487 in currency seized, and 162.1 grams of cannabis seized.

Criminal Intelligence and Analysis Unit (CIAU)

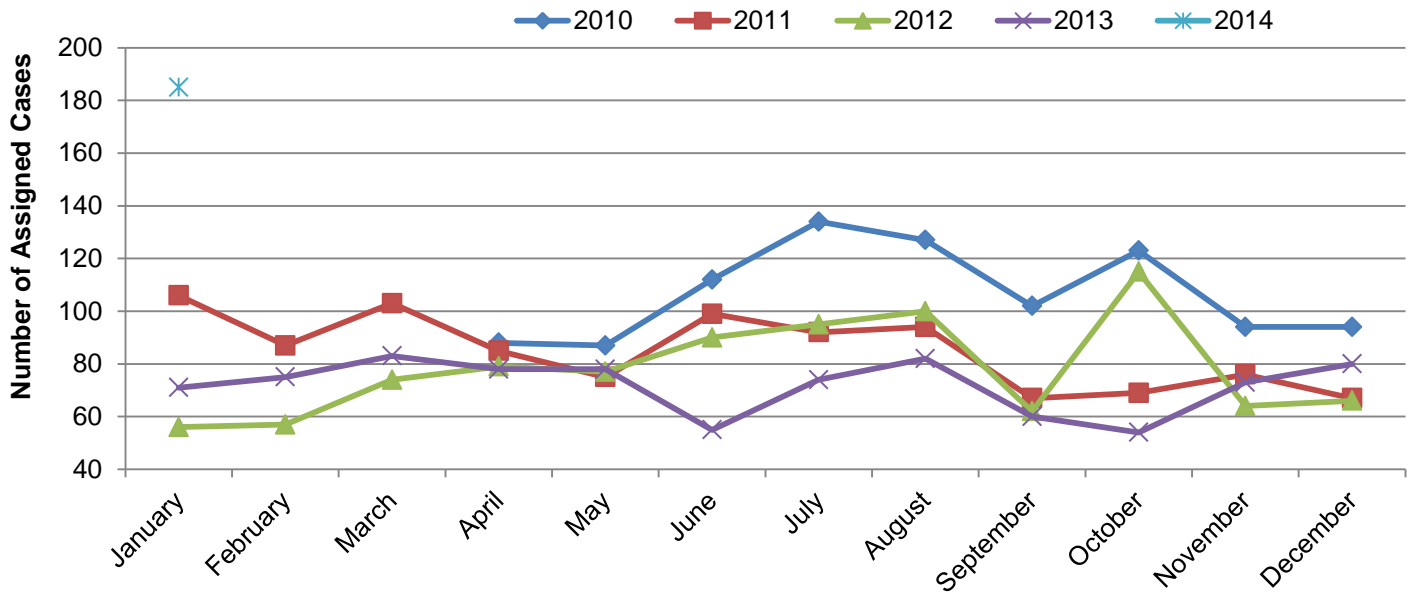
In January, CIAU staff created an internal process for screening the local applicants for the new Illinois handgun Concealed Carry law. Like other local law enforcement agencies, we are dealing with a sizeable backlog of applications that need screening to ensure applicants are not a danger to themselves or the public. In late January, CIAU staff dedicated a large portion of their time to this unfunded mandate.

CIAU staff and the director of Information Services met with two aldermen and a group of downtown business owners regarding the Public Safety Camera network in the downtown corridor. The meeting included a presentation on the successes and future uses of the system to maintain public safety downtown.

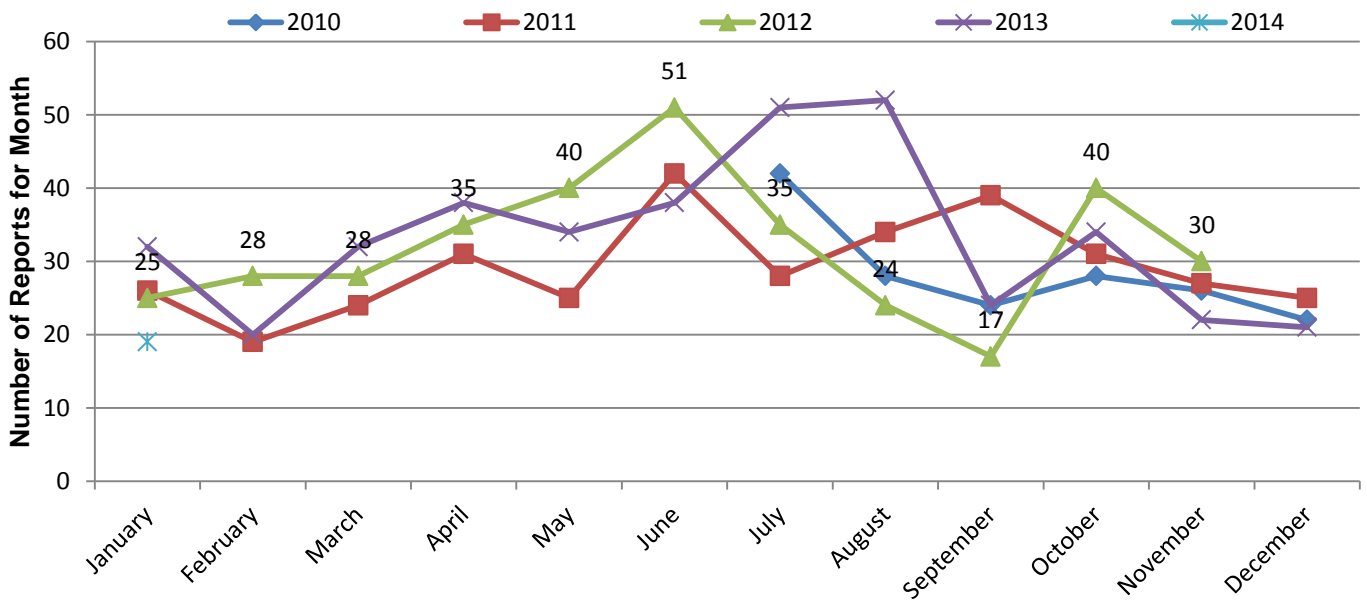
CIAU staff also participated in a webinar held by the U.S. Department of Justice regarding innovative anti-crime initiatives targeting truant youth. A CIAU staff member testified as an expert witness in a local gang shooting that led to a 47 year prison sentence for the arrestee.

During this reporting period, the CIAU was staffed by 3 employees.

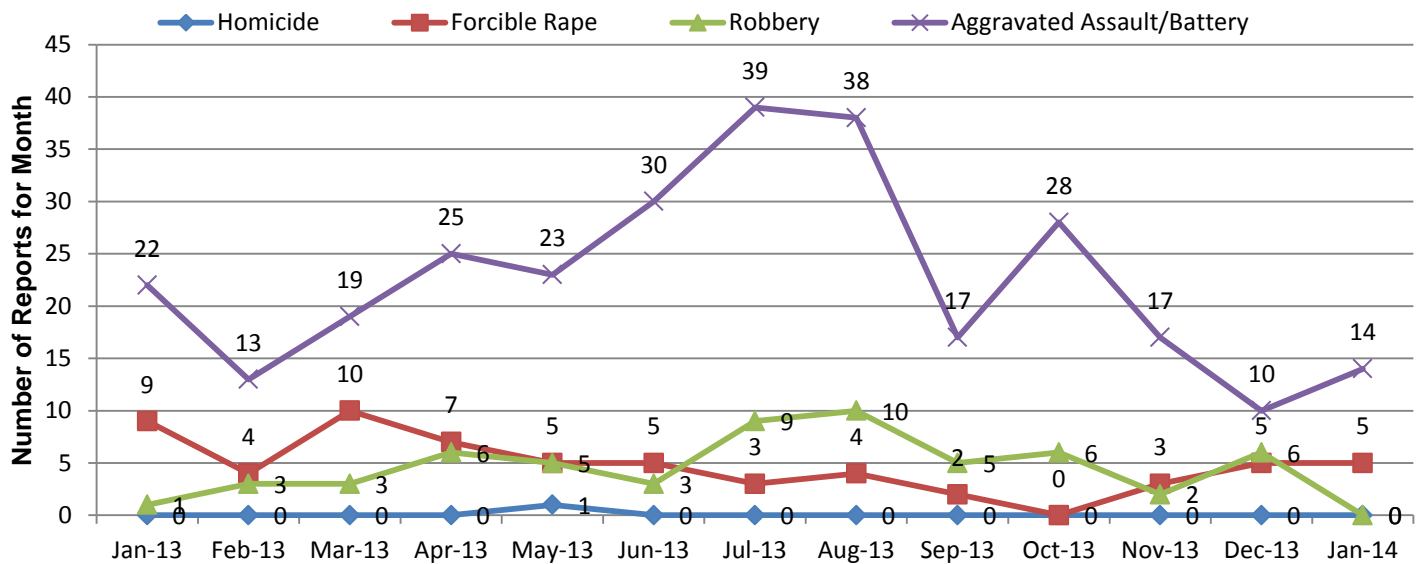
Criminal Investigation Division Assigned Cases Since April 2010



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
79.90%	18.40%	1.40%	0.10%	99.70%

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. Communications Center manager attended the first meeting of the BFD Mobile Data/CAD user group, McLean County Area EMS Quality Council quarterly meeting.

Incoming Phone Calls

Administrative (non-emergency)	7245
911 Calls (wireline & wireless) total	1977
911 Calls - Wireline	392
911 Calls - Wireless	1585
Total All Calls	9222

Dispatched Calls

Police	6615
Fire and EMS	996
Total Dispatched Calls	7611

Daily Call Averages

Administrative (non-emergency)	234
911 Calls – Wireline and Wireless	64
All Calls per day average	297
Police Dispatches	213
Fire and EMS Dispatches	32
Average Dispatches per day	246

First Shift 7 a.m. – 3 p.m.

There were 16 officers and three supervisors assigned to the First Shift. The average number of officers working in January was 9.5. Two officers are currently in the FO program and will complete the program in 11-13 weeks. Day shift spent considerable time working on yearly training. Seventy-nine incidents of sex offender related problems were handled by first shift. Six sex offenders were arrested or warrants obtained for their arrest. Four were referred to the State's Attorney for revocation of their probations and/or parole. Many hours were spent tagging and towing vehicles in January.

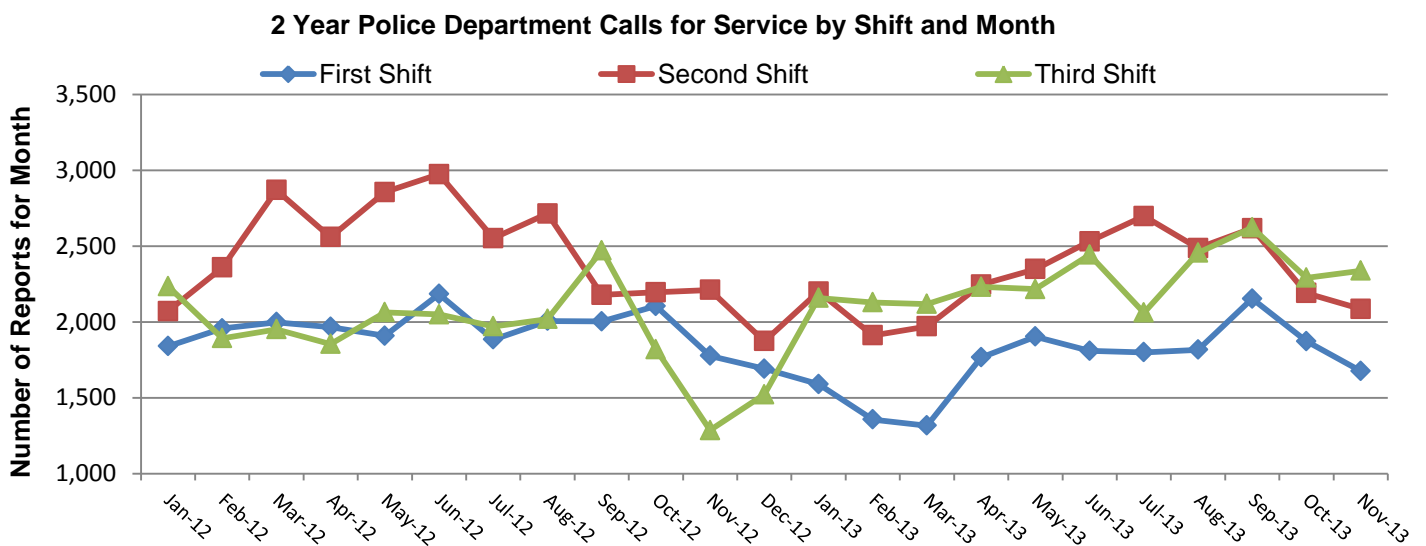
Second Shift 3 p.m. – 11 p.m.

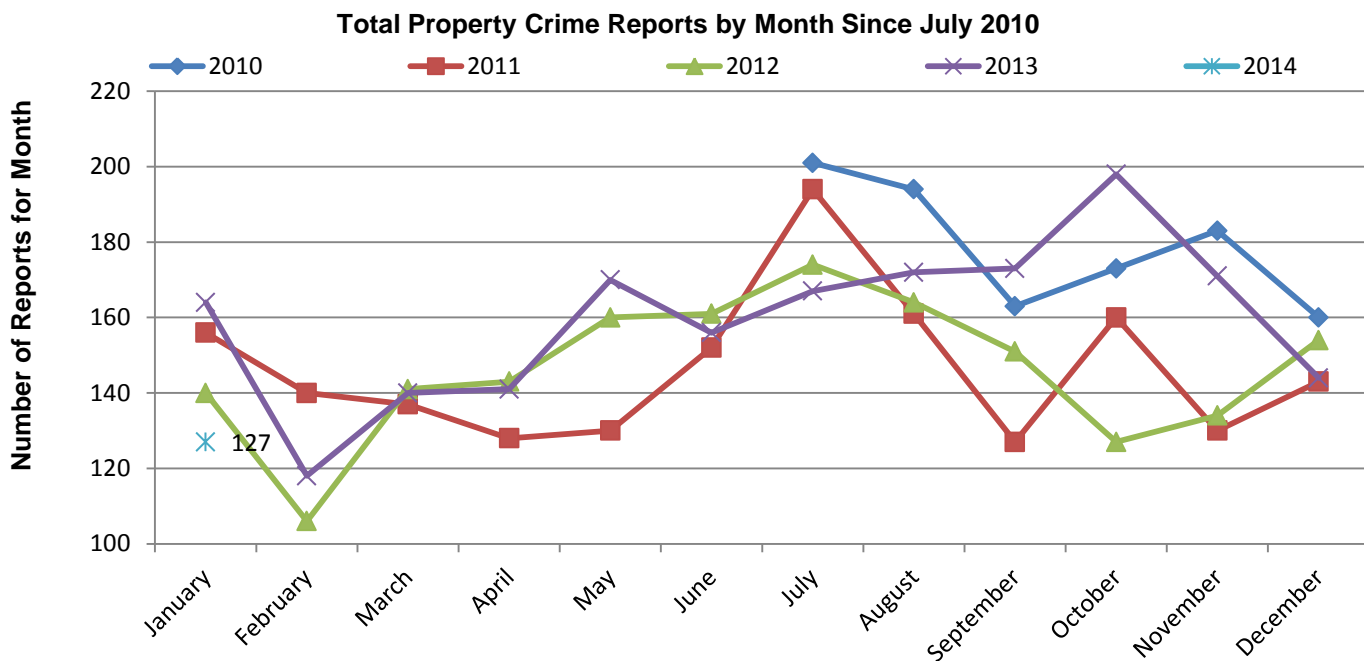
Second shift had 20 officers assigned. There was an average of 12.9 officers working daily. Officers continued Selective Traffic Enforcement Program (STEP) in the following areas: Longden and Six Points Road, Gailey Lane, and Broadmoor Drive. Significant calls for service include shots fired with one victim shot, and a traffic pursuit resulting in driver arrested for driving while license revoked and fleeing and eluding.

Third Shift 11 p.m. – 7 a.m.

Eighteen officers are assigned to third shift, averaging 11.45 working each night. Despite the harsh weather, third shift had approximately 365 traffic stops, 40 arrests from self-initiated traffic and pedestrian contacts, and 26 arrests for DUI.

Violation	Month Total	Year Total
Seat Belt/Child	1	1
Speeding	51	51
All Other Traffic	539	539
DUI Arrests	28	28
Total	591	591





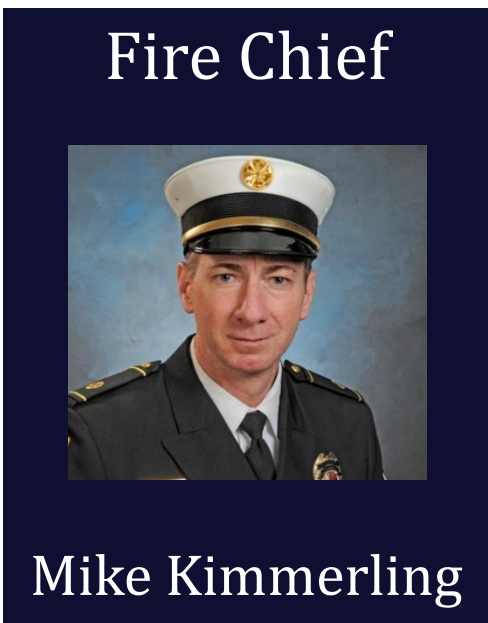
Downtown

Activity downtown varied with the weather. On extremely cold nights, some bars were not open. There were a total of 14 nights worked downtown in January. The following totals for January: 307 bar checks, 33 ordinance violations issued, 32 parking tickets issued, 25 UTT's issued, 11 fights in progress, three arrests, twelve calls for service, six DUIs, and twelve tows.

Administration

SRO Evans dealt with ten theft issues, five order of protections, ten disorderly conduct issues, ten truancy issues, five fights, held three crisis drills, completed 60 school visits, eight child sex offender checks, held one lock down drill, gave five presentations on positive role models. SRO Hirsch sent out a monthly newsletter regarding school safety and personal safety, spoke to two classes of 8th graders regarding law enforcement as a career, presented to the entire student body in three school assemblies about respect, investigated three thefts with all items recovered and returned to owners. SRO Wagehoff attended rapid deployment training with other SROs involving stair cases and dealt with 19 disorderly conduct issues, two missing students, two thefts, three fights.

Public Affairs Officer Mayer completed fingerprinting at State Farm and Country Companies, attended STAC meeting, Focus meeting, Recovery Court, Chaplain's meeting, Explorers meeting, completed several radio interviews and media releases, completed Offender Watch brochure, attended Career Day at Metcalf and gave a tour and presentation to Youth Group.



Fire Chief

Mike Kimmerling

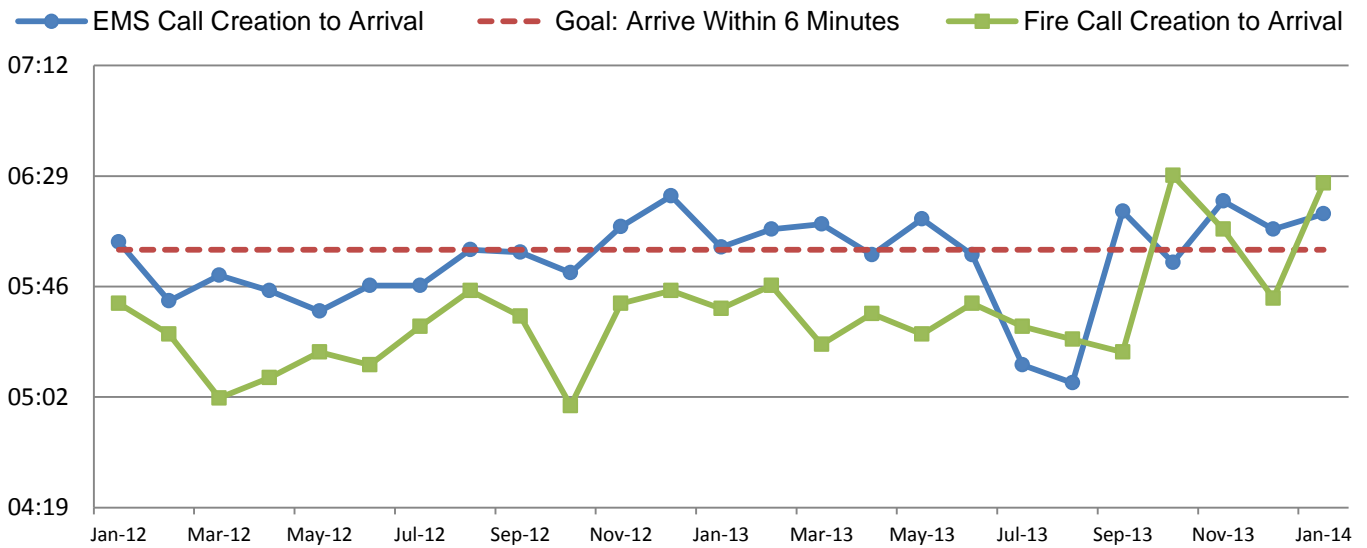
January 2014 Edition

Fire Department

Fire Response Data: January 2014

Fire Response Type	Previous 12 Month Average	January 2014
Fire Reponses	163	290
Structural Fires	8	4
Estimated Dollar Losses (Property & Contents)	\$126,586	\$9,000

Fire & EMS Call Response 2 Year Analysis

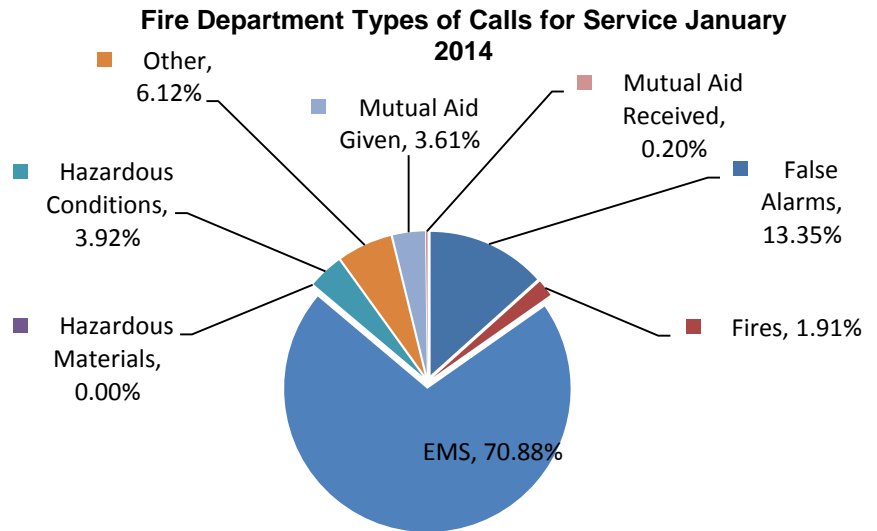


Top 5 Fire Response Types for December 2013

Rank	Response Type
1.)	622: No incident found on arrival at dispatch address
2.)	743: Smoke detector activation, no fire - unintentional
3.)	412: Gas leak natural gas or LPG)
4.)	744: Detector activation, no fire - unintentional
5.)	733: Smoke detector activation due to malfunction

Operations Report

January was a very challenging month. With the heavy snowfalls and the extremely cold temperatures it made the jobs our Firefighters do more difficult. On three occasions extra staffing was brought in to assist on ambulance calls and fire calls as needed. It is harder to do anything outside when the wind chills are 40 degrees below zero and almost impossible to bring cots through 6-8 inches of snow without additional help. By adding staff we got through the month with relatively few injuries and this can be attributed to the extra staffing.

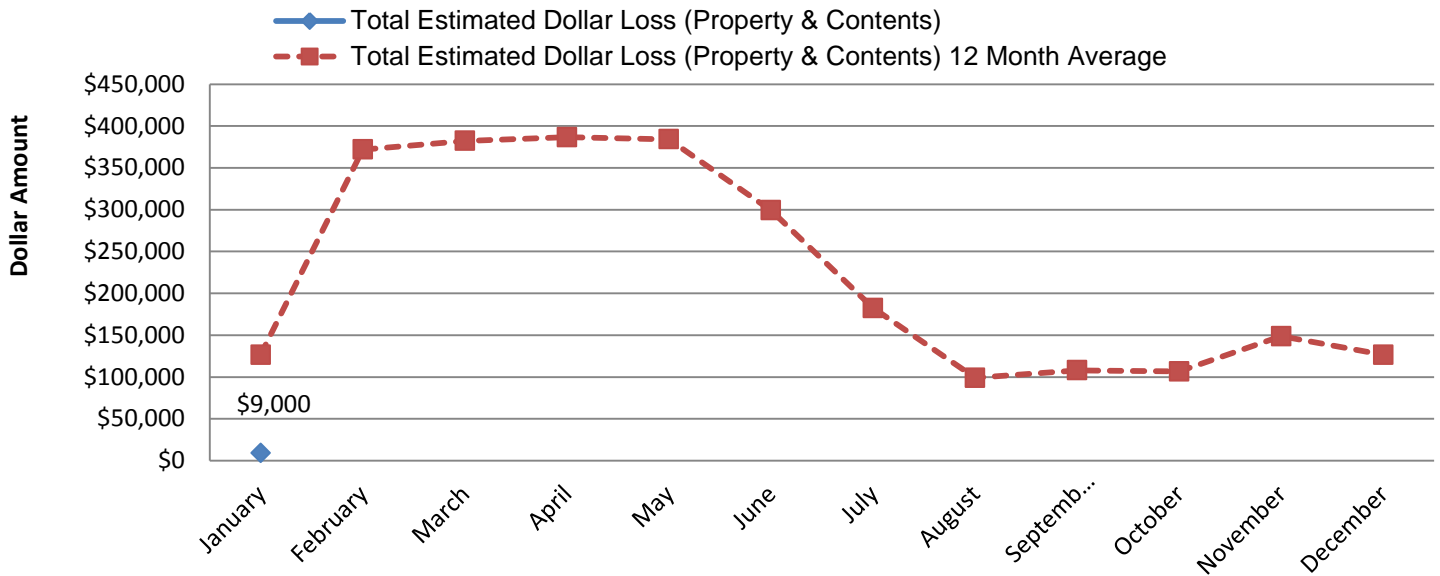


The call volume was also up with 996 calls for service. This is the highest number of calls in one month than we have ever had. Notice that the EMS calls that usually run around 80% was 70.88% for the month. The Department actually ran 75 more EMS calls in January than December but with the additional calls for service the overall percentage dropped.

The increase in the volume of calls is related directly to the weather. Our service calls doubled, mostly due to broken pipes in sprinkler systems. The sprinkler pipes were freezing and splitting, and then when they thawed they started to leak and set off the alarms. Other problems we saw were exposure to the cold and an increase in motor vehicle accidents.

In addition to the calls for service we struggled with the weather to keep the lots open and the trucks on the road. The snowplow drivers for the City were extremely helpful with the heavy snows. The plows assisted by showing up quickly when asked and plowing streets so we could get our vehicles in and out without getting stuck.

Dollar Loss Due to Fire Damage

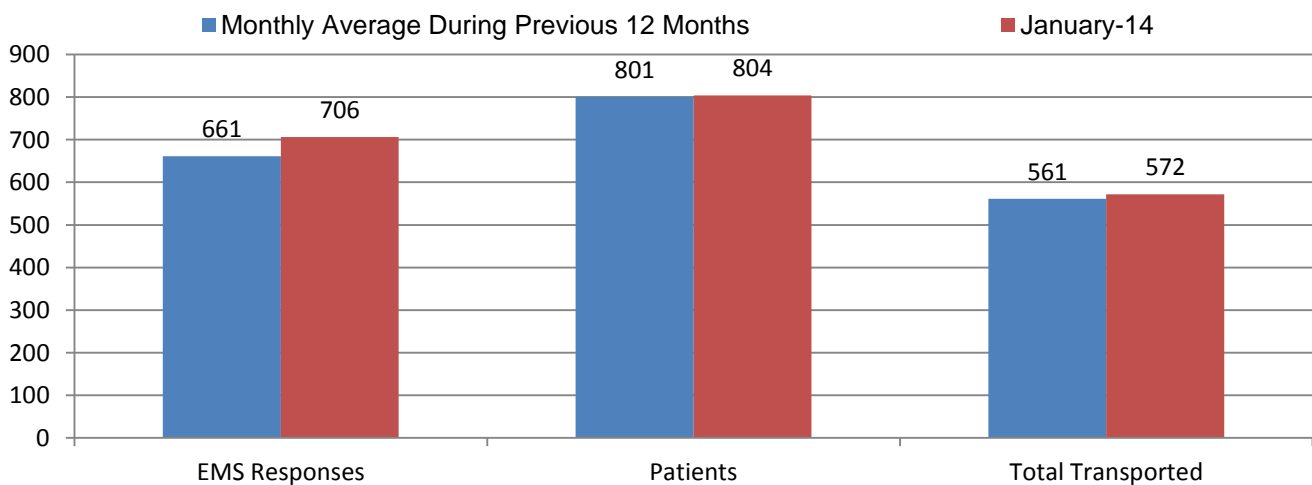


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 706 calls for service in December. The 706 calls for service resulted in a total of 804 patients treated and 572 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problems.

EMS Responses: January 2014 and Previous 12 Month Average

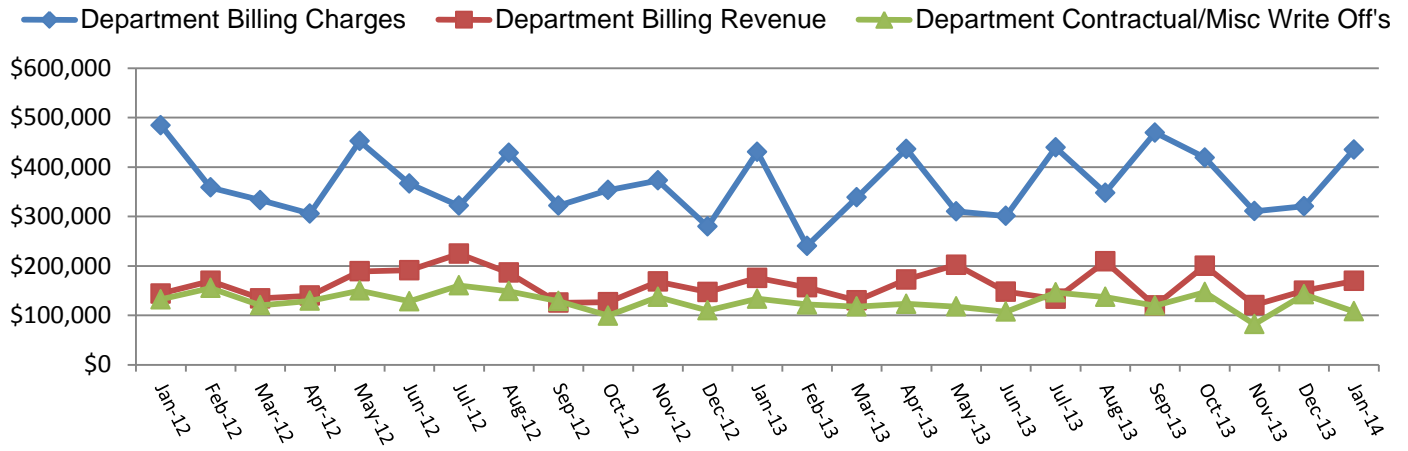


Billing Revenue Summary

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 total for revenue for the month was \$169,515. The Contractual-Write offs total for the month were \$108,094. Bad Debt transferred to third party collections was \$65,635.

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:

- Oakland Elementary
- Stevenson Elementary
- Sheridan Elementary
- Original Smith Printing x 2
- Ireland Grove Center for Surgery
- ASTA Care
- National Coatings and Supplies

- Total Attendees: 325
- Total Events: 8

The following fire & life safety presentations were given:

- Hazard House
- Fire Extinguisher Training
- Captain Mac & Friends Stranger Awareness

Fire Department Training Reports for January

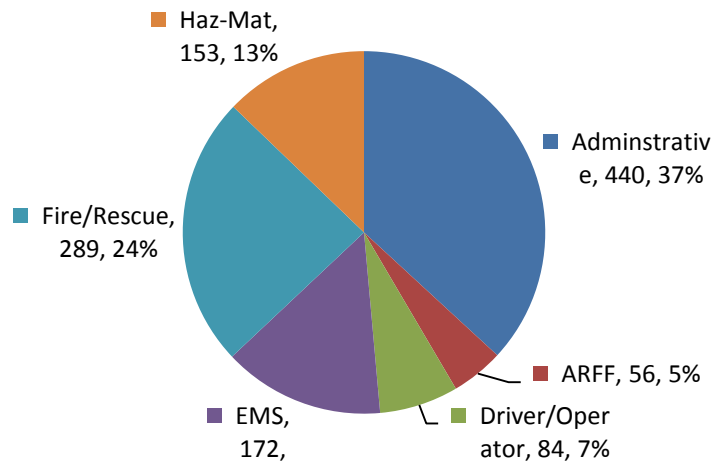
For the month of January 2014 the fire department held 197 training classes which totaled 1,492 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of January.

Major training subjects during this month included:

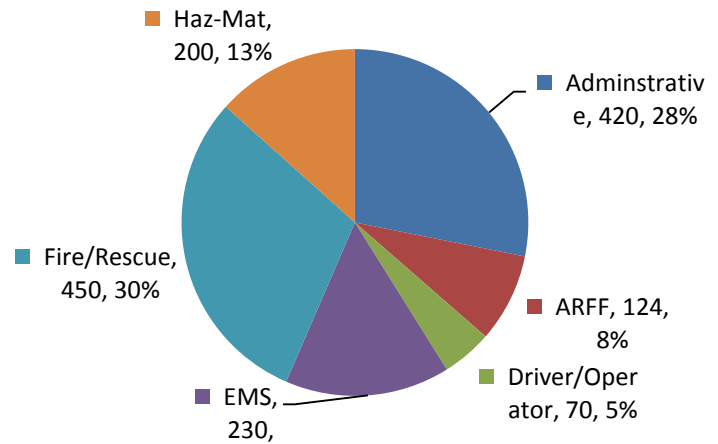
Major training subjects during this month included:

- Driver/Operator
 - Drivers training
 - Pump Operations
- Fire/Rescue
 - Respirator fit testing
 - Preplan Power point
 - Fire Officer Leadership
- Hazardous Materials
 - Unknown substance response/ monitoring
 - Equipment Familiarization
- EMS
 - CVA/Stroke
 - Cardiac Arrest Management
- ARFF
 - Firefighter Duties under the Airport Operation Plan
 - Aircraft/Airport Familiarization

Total # of Training Classes by Category



Total # of Hours by Category





Public Works Director



Jim Karch

Public Works Department

January 2014 Edition

Level of Service

Most concerns and complaints from the public involved level of service and speed of snow removal, and the Department assumes many others share this concern but do not call or send e-mails. In short, snow and ice response is designed to rapidly and efficiently respond to weather by working continuously to keep commerce flowing, enable emergency vehicles to respond to calls and keep roads passable by motorists to the best extent possible. At the same time, Bloomington Staff and the City Council want to keep costs down to the best extent possible. If the City chose to increase the level of service, to plow and salt every street down to the bare asphalt, the costs would spike.

Together, Staff and Council look for the balance between good service and use of tax dollars. Toward these two objectives the City bases the level of response primarily on the amount of snow.

Less than 2 inches of snow: By ordinance and by Department policy, the City does no plowing in residential areas, except along snow routes, for snowfalls under 2 inches.

2 inches or more: The more substantial snowfalls mean citywide plowing.

4. **First priority:** Major roads and secondary streets, designated as snow routes, and Downtown get top priority. They are plowed and salted.
5. **Second priority:** Residential streets get plowed. Salting for the most part is limited to intersections and hills.
6. **End results:** Because of the continued plowing, combined with use of salt, snow routes typically are cleared to the asphalt. Not so in residential, secondary streets. Here, traffic compacts the snow in the hours before plows arrive. It is similar to snow-blowing a driveway. Snow-blowers won't completely clear areas where cars have driven. The City will not salt all the residential streets because of the cost involved.



On the primary streets, snow gets removed down to the asphalt. Streets also are salted.

On secondary streets, snow compacted over hours by traffic prevents down-to-the-asphalt plowing. The City does not plow at all along some of these streets after minor snowfall.

Ice storms: In the event of an ice storm, the City will salt all streets.

Other issues:

Parking bans: Adherence to parking bans makes snow removal along snow routes easier and more effective. Please adhere to them.

The Constitution Trail: Expect trail access to be limited or blocked after major winter storms. Public Works does not clear the Constitution Trail, and the Parks Department will only clear certain parts – and not as a priority.

'We got missed': Our crews miss some streets by accident. This is especially likely to happen after a driver gets relieved and a new driver takes over a route. We appreciate calls from residents informing us. However, we received a number of complaints that a street was ignored when, in fact, it had been plowed -- just not to the level of service desired by the residents. Again, the reason is cost.

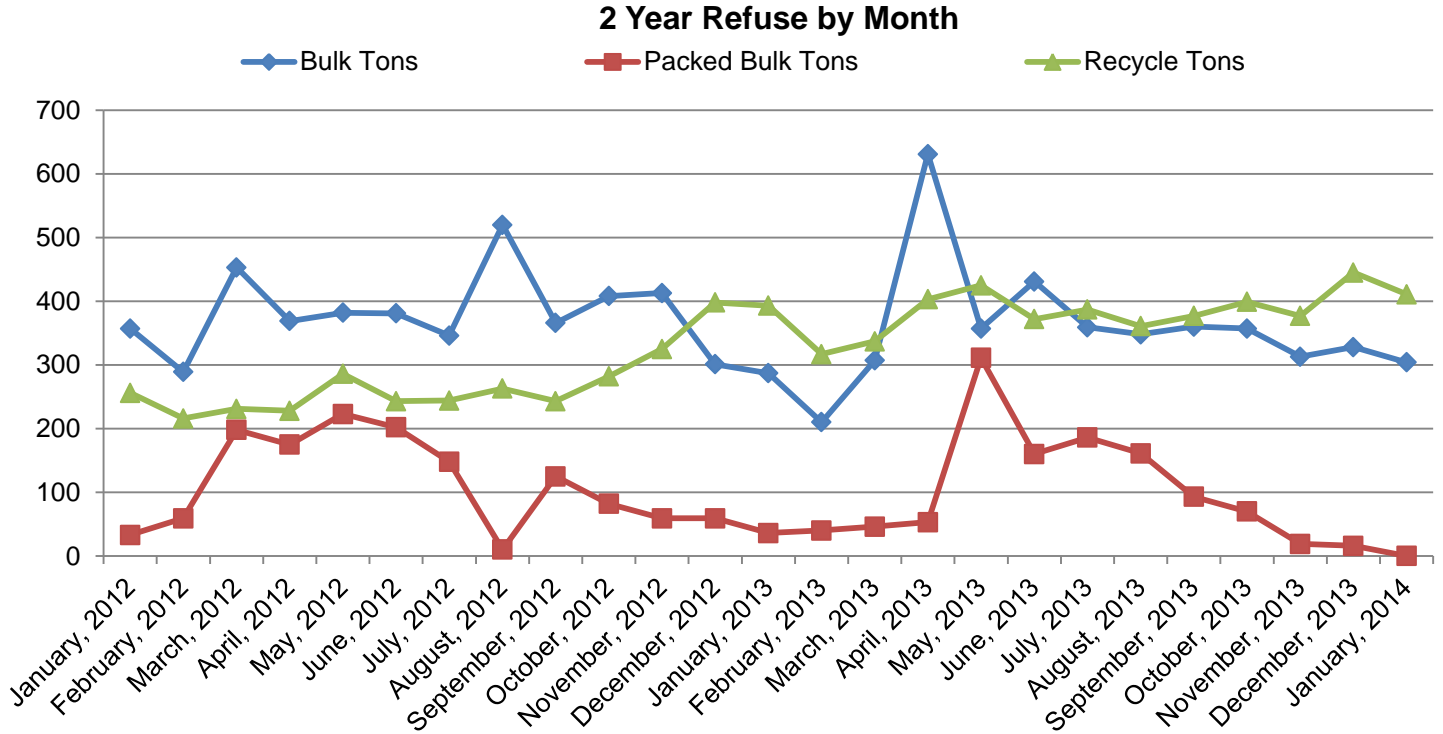
Sidewalks: Property owners and tenants are dually responsible for clearing sidewalks, and by ordinance this should be completed by 10 a.m. Residents and businesses along school routes should consider getting it done earlier on school days. School students at times are trudging through blanketed sidewalks and at others are walking in the streets. Tickets for \$50 can be issued for noncompliance but generally are issued only after the Department of Planning and Code Enforcement receives a complaint about a sidewalk and the responsible parties do not clear the sidewalk even after being told by the City to do so.

Always thinking of new ways to better the community: Brandon Schmidgall, Assistant Superintendent of Streets and Sewers initiated a new program to effectively resolve complaints after a snow event is over. The day after the event, we position 4 snow plows and drivers in the 4 corners of the City, when citizens call for missed areas or streets in need of additional attention, staff dispatches the plows for a more effective and immediate solution.

Follow the team: City supervisors keep residents apprised of snow removal efforts by posting notices on the City website. Follow our snow removal efforts at <http://www.cityblm.org/index.aspx?page=438>.

Solid Waste Division

Approximately 25,500 residences are serviced weekly and an average of 29.67 pounds of household garbage was picked up each week at these locations in January 2014.



Garbage carts are ready to hit the streets in February and March 2014.

The below fliers will be distributed with the new garbage carts when they are delivered curbside to residence in February or March 2014.

Getting ready for automated garbage pickup

Bloomington cart system starts Monday, March 3, 2014

BLOOMINGTON — Most of you are receiving this flier along with your new garbage cart. We have tried to anticipate your questions and provide answers. One matter we want to address and emphasize: The kickoff for use of the garbage carts is Monday, March 3.

It will cause enormous operational difficulties for the City if people start using them before that date. That's because the new trucks, which are designed for cart pickup, are not designed for manual pickup.

You should be receiving your cart in February. Begin using it the first week in March. Stop using your old containers on that week.

If you have been told to use your cart as soon as you receive the cart, we apologize but that is not correct. Operationally, we are just not able to do that.

Please understand that all of us at Bloomington Public Works

MARCH 2014						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

are doing the best we can to implement a system that is new to us. We will do our utmost to show patience as we help the public through the transition, and we would ask for your help and patience in return.



Black lid means garbage, blue lid means recycling

The lids of the carts are color coded to prevent confusion by residents during placement of recyclables and garbage into carts and to signal to our Public Works employees which is which. **Carts with black lids are garbage carts. Carts with blue lids are for recycling only. Household garbage placed in a recycling cart will not be collected.**

Placement at the curb:

Handle faces house, arrows point to street

The most common problem the City has experienced with recycling cart collection involves placement of the cart on the grassy area next to the curb. We anticipate similar problems with the garbage carts.

Here are the rules. Please review them carefully to ensure that your cart gets collected.

1. **The cart handle faces in toward the house.** The cart handle and the wheels of the cart should face in, away from the street.
2. **On the cart lid, note that there are arrows.** When placing the cart for collection at the curb, arrows should point to the street.
3. **Proper clearance.** There must be at least three feet of clearance on either side of the cart. The cart will be picked up by a truck using a mechanical arm. The arm needs the clearance space in order to grab the sides of



The above graphic will be stamped on cart lids.

the cart.

4. **The lid must be closed to prevent damage to the cart during pickup.** An overloaded cart, with a lid fully or partially opened, will not get picked up.
5. **If cars park along your street during the day,** you may want to leave your cart on your driveway apron instead of the grassy areas along the curb. While it will slightly inconvenience you, it will guarantee that Bloomington Public Works employees have access to your cart.

Switching carts

The size of cart delivered to your home is the size you ordered, either by mailing a card sent to you in January or by filling out an order online. If we did not receive your order, you received a 95-gallon cart by default.

Whatever size you ordered, you can change sizes — eventually. Public Works will impose a 60-day waiting period, starting March 3. After that, you should call Public Works at (309) 434-2225 to arrange for cart switches.

Switching fee

There will be a \$30 administrative fee for switching from a smaller cart to a larger cart but no fee for switching from a large cart to a smaller cart.

Consider recycling

Recycling can cut household waste by up to 70 percent. Call us to get a recycling cart.





New garbage trucks are pictured at the left. The old, manual-collection trucks are at the right.

New trucks, new carts, new fee structure

As the City of Bloomington prepares to use automation to collect garbage it also is initiating a fee structure based on usage and based on the City Council's and City Administration's goal to eventually make refuse services self-supporting.

New rates will take effect May 1, 2014, as we get used to a new garbage system in which, similar to recycling, garbage will be collected using trucks with mechanical arms that hoist garbage carts from the ground in order to empty them. Residents will leave wheeled garbage carts at the curb.

The City Council's Dec. 9 vote on rates followed approximately two years of study of the City's solid waste services, which include household garbage, recycling, brush pickup, leaf pickup, curbside bulk collection and use of a drop-off center for bulk, brush, appliances and grass clippings.

The current monthly fee is a flat \$16 regardless of how much garbage a household produces, and it is charged through the monthly City utility bill commonly referred to as the "water bill." The new rates take effect on May 1, 2014, and are dependent upon the size of wheeled garbage cart issued to a household. In this way, the Council affixes a price based on use, as the City pays by the ton to dispose of the garbage. The variable rate structure also aims to encourage recycling, which preserves limited landfill space.

Please note that the cart-related fee is the total monthly fee for solid waste — *not an addition to the \$16 per month flat*

New Fee Structure for Bloomington Solid Waste			
	Effective May 1, 2014	Effective May 1, 2015	Effective May 1, 2016
Homes using a 35-gallon cart	\$16 per month	\$16 per month	\$16 per month
Homes using a 65-gallon cart	\$18 per month	\$20 per month	\$21 per month
Homes using a 95-gallon cart	\$20 per month	\$23 per month	\$25 per month

The fees replace the flat fee of \$16 per month. The new fees aren't an addition to the existing flat fee.

fee that you currently pay.

Bulk fee changes

Currently, the City will pick up two end-loader buckets of curbside bulk per residence per week without additional charge. Beyond two buckets, the cost is \$25 per bucket. Starting May 1, only the first bucket-load is free. Additional loads cost \$25 each.

Recycling, brush

Bloomington does not charge extra for recycling and brush.

The facts & the FAQs

Recycling your old containers

If you no longer want old plastic or metal garbage containers, we will help you recycle them. Three options:

Option 1: Place the containers, completely empty, near the curb on your recycling day after March 3. Attach a note indicating you want the container to be recycled. You also may write on the container. City workers will take them only if there is a clear indication that the containers are to be recycled.

Option 2: Bring the containers to the City's drop-off center at Jackson and



East streets, just south of the Bloomington Public Library. Current hours are Monday through Friday, 7 a.m. to 2:45 p.m.

Option 3: Take your containers to the Midwest Fiber drop-off at the

company's facility, 422 S. White Oak Road, Normal. It is open 24 hours.

The garbage stickers program.

Starting May 1, bags with affixed garbage stickers are to be used along with carts when carts cannot hold all of your garbage. The stickers will cost \$3 apiece and will be available through the City. Final details on the program still are being worked out.

The City owns the cart

While the fee you pay is based on cart size, you are not paying for the cart. You are paying for an entire array of refuse services.

The City of Bloomington maintains ownership of the cart, and only City-issued carts will be collected. If you move, the garbage cart must stay with the property.

Street Sweeping

No streets were swept during the month of January, 2014 due to snow & ice.

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 (Utility Maintenance)	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 (70% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
Sanitary Sewer & Storm Water Master Plans	(100% Complete) Delivery Pending
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 (20% 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 (25% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	In Design (0% Complete)
Bicycle Master Plan	In Design (5% Complete)
General & Bond Resurfacing, 2014-15	In Design (75% Complete)

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	5 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.

January 2014 Overweight Loads	18 issued Permits for \$2,495.00
January 2014 Dumpster/Traffic Control	6 Permits - \$150.00 (Waived \$25.00)
Customer Service Calls	
January 2014 Call Center	3,165 Calls into Call Center
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	135
Erosion/Storm Water Management Complaints	3
Inspection & Complaint Files Closed	1

Fleet Division

	January 2013	January 2014
Work Order requests	288	388
Total Repair Orders Closed	353	308
Preventative Maintenance	35	22

	January 2013	January 2014
Total No Lead Gallons	15,520	16,160
Total Cost	\$51,217	\$53,653
Avg Price per Gallon	\$3.30	\$3.32

	January 2013	January 2014
Total Diesel Gallons	11,985	23,833
Total Cost	\$42,908	\$88,899
Avg Price per Gallon	\$3.58	\$3.73



Water Director



Craig Cummings

Water Department

January 2014 Edition

Reservoir Conditions

The City experienced below average precipitation, about 1.64 inches of rain (shown in inches of liquid precipitation; rain or melted snow). during the month. The monthly average precipitation for January is about 1.96 inches (shown in inches of liquid precipitation; rain or melted snow). With this month's precipitation deficit for the month, the Lake Bloomington Reservoir, our source of supply during the month, dropped to about 7.3 feet below its spillway. The Lake Evergreen Reservoir is below its spillway level by about 1.6 feet, having gained about 1.5 feet in elevation during the month. Therefore, we are at a month-end combined deficit of about 8.9 feet. Since we have surpassed the permit trigger point of an 8.0 foot deficit in the combined levels of the reservoirs, we can use the Mackinaw River pumping station. The area remains in a drought and the flow in the Mackinaw has generally been too low (below the U.S. Corps of Engineers permit level) for pumping. Also, most of the river is frozen at this time. However, we were able to pump for a few days during the month (see # 2 below). 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.

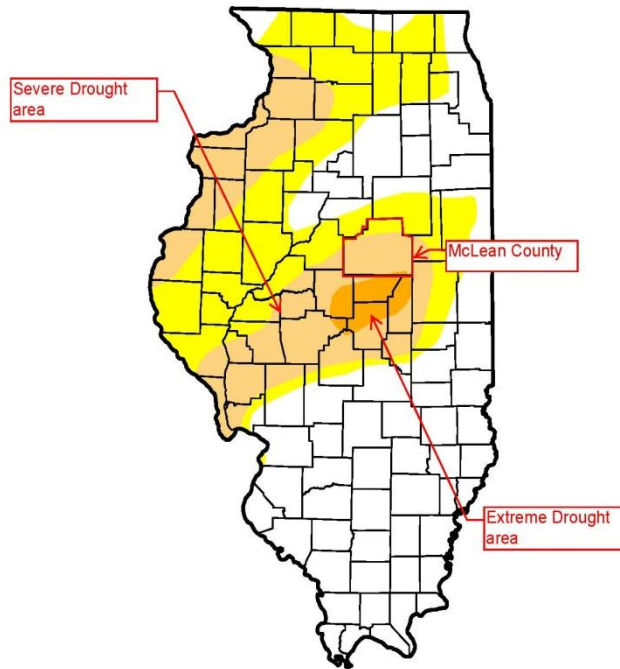
The Mackinaw River pumping station was activated during the month and was able to pump for 10 days during the month. This pumping added about 125 million gallons to the Evergreen Lake Reservoir in addition to the amount of water that was added through the runoff into the reservoir from its feeder streams (about 265 million gallons).

Short Term Weather Concerns

The snowfall of about 9.5 inches in January was a welcome amount of precipitation. Although there was not much immediate runoff from the events because the temperatures stayed cold for several days following the event. The eventual melt helped recharge soil moisture and the City did experience a small amount of runoff later in the month. As a rough approximation 1 inch of heavy snow has a liquid equivalent of 0.1 of an inch of rain.

In January, 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



January 28, 2014 U.S. Drought Map

Water Quality

The conditions remained favorable in January 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 we 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 we 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 staff expects them to stay that way until we start 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

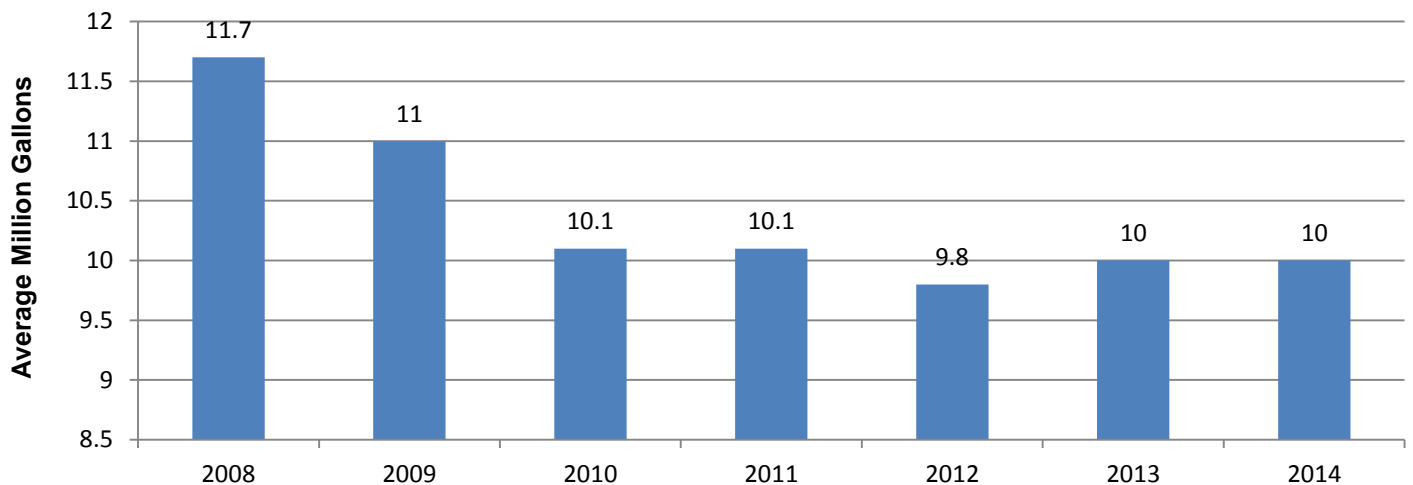
Staff received proposals for the Emergency Action Plan updates for both reservoirs. We have analyzed these proposals and have selected Hanson Engineers, Inc. to conduct the work. The computer modeling will take place over the wintertime months. The Council memo was placed on the first meeting agenda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

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.

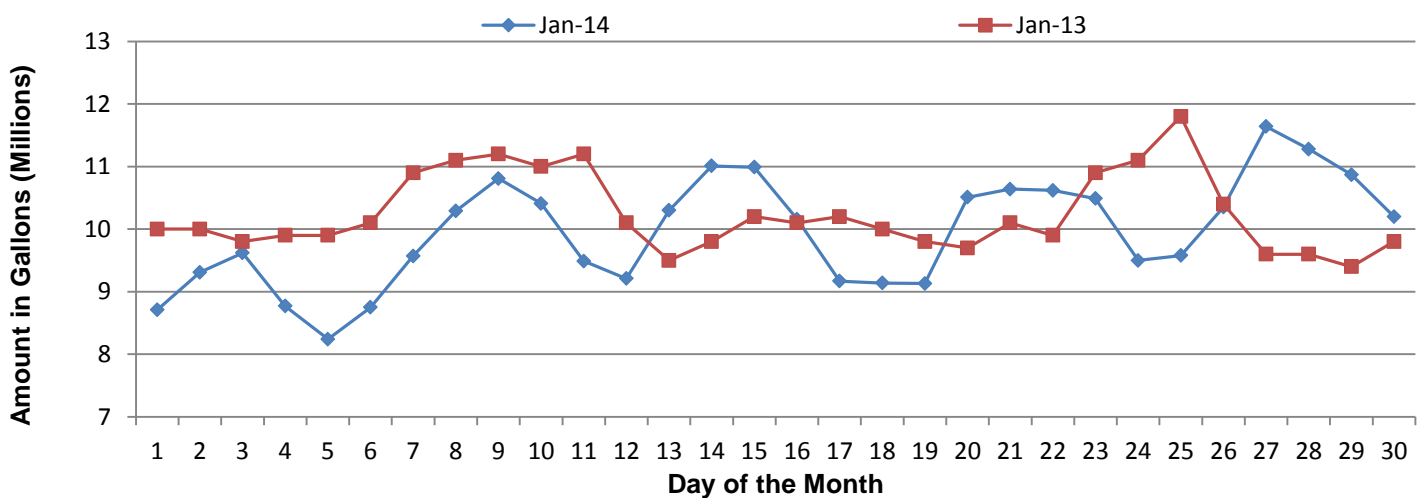
Pumpage

Pumpage has been about average during the month. The Department pumped an average of 10.0 million gallons per day (MGD) in January with a peak day of 11.6 MGD on January 27, 2014. The January average for 2014 can be compared to the average daily pumpage during January 2013 of 10.0 MGD, January 2012, 9.8 MGD, 2011 of 10.1 MGD, 10.1 MGD in 2010 and 11.0 MGD in 2009 and 11.7 in 2008, so we are tracking, on average, about the same as previous January's.

Avg. Million Gallons Pumped: January



Water Delivered to Customers (in Millions of Gallons)



As is typically the case, the top ten water users for the Water Department in January includes five customers outside the City of Bloomington. Those customers in January 2014 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

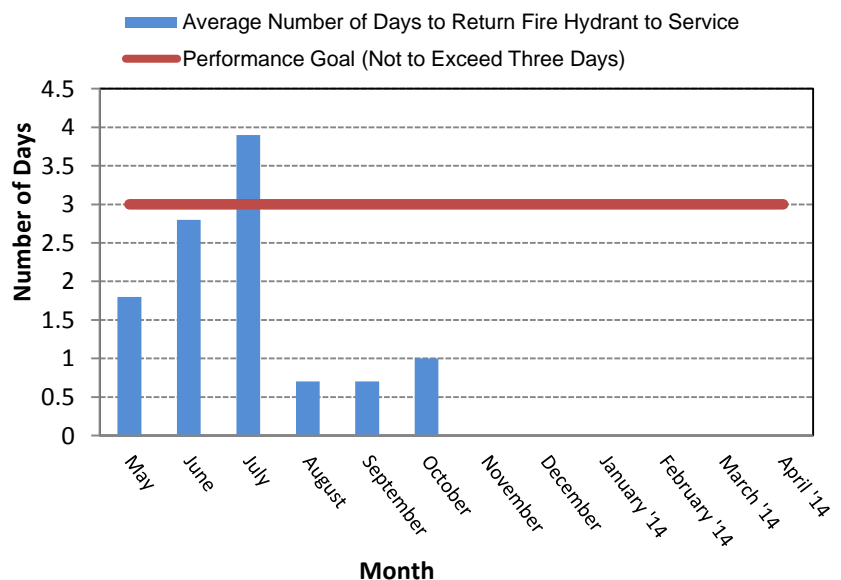
In January staff continued to work on hydrants albeit at a slower pace due to all the water main breaks during the month. Staff worked on 2 fire hydrants that were hit during the mid-month snow event. This is all staff was able to work on due to the work load from leaks during the month. Staff also replaced/installed 3 hydrants during the month. This brings the fiscal year total to 391 hydrants serviced and 52 hydrants that have been replaced/newly installed. As of the end of January, the City has 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	391	353	330	261	185	381
Hydrants Replaced	52	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 staff started our 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.

Three fire hydrants were replaced/installed in January. This brings the total number of fire hydrants that have been replaced/newly installed this fiscal year to 52. Of these 52 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.

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



During January, the joint Water Department/Fire Department fire hydrant operational testing program was finished for the year. There were no fire hydrants called out service during the month. The FY 2014 performance measure is a not-to exceed 3.0 days (lowered from 5.0 days in previous years) as

measured as an annual average. The FY 2014 annual average for returning hydrants back into service that have been called out of service is 2.7 days.

There were 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 is 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.

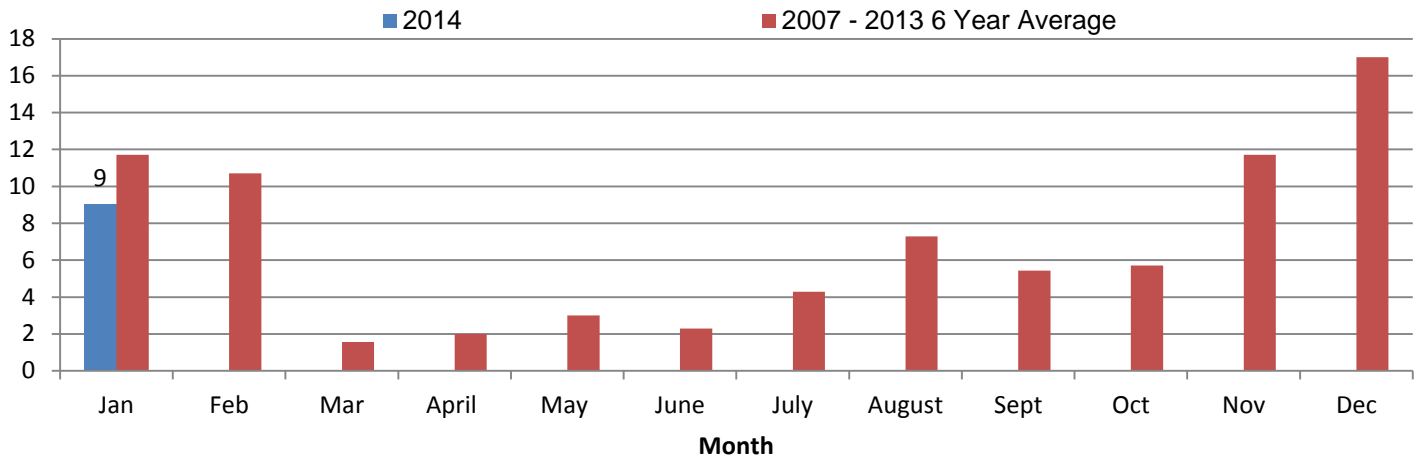
The Water Department has a program to upgrade fire hydrants with steamer (otherwise known as pumper) connections with quick connect fittings known as Storz fittings. The steamer connections on fire hydrants across the country have different thread patterns. In fact, the City of Bloomington's steamer 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 3 Storz fittings on fire hydrants. Currently, approximately 517 steamer hydrants or about 17.8% of our steamer hydrant inventory have the Storz fitting.

Staff made three valve repairs during the month of January.

During the month, there were 9 water main breaks/water main leaks. The calendar year 2014 total through January is 9 main breaks as compared to an average of 12 main breaks for the month over the last seven years. With that January average of 12 main breaks, this month's total is below the average over the last seven years.

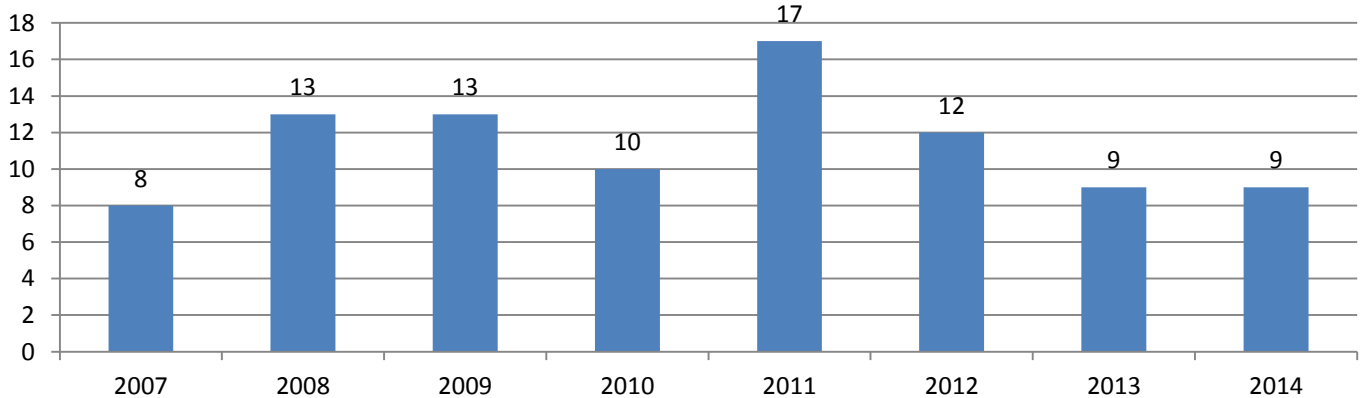
	CY 2014	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'12
Jan	9	9	12	17	10	13	13	8	12
Feb		7	9	16	9	12	9	13	11
March		1	5	2	1	0	2	0	2
April		0	3	2	5	1	1	2	2
May		5	0	7	2	2	3	2	3
June		1	4	4	4	0	2	1	2
July		4	12	4	2	4	2	2	4
Aug		5	7	6	11	9	4	9	7
Sept		6	4	7	1	14	4	2	5
Oct		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 TOT	9	68	86	85	79	102	75	83	83

Water Main Breaks by Month



Water Main Breaks Per Month

January 2007-2014



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.

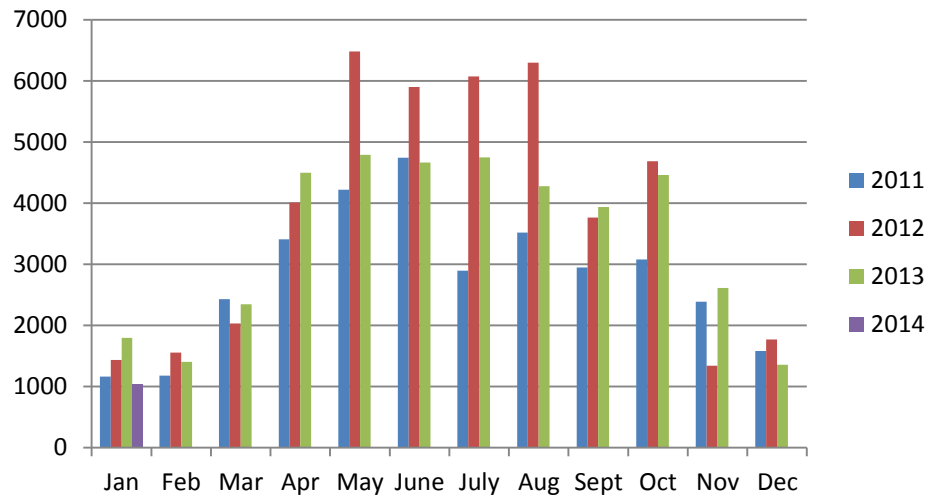
During January, staff replaced/repairs fifteen water service lines/curb stops. Several of these were very old lead (the metal) service lines. Any time that the City can remove lead from our water system, it is a good thing since there is a drinking water standard for lead.

Our leak detection program continues to identify leaks in the distribution system. During the month, both inside leaks (meaning they are on the customer's side of the curb stop and thus the customer's

responsibility) and leaks that are the City's responsibility (from the water main to the curb stop) were identified.

Thankfully, with the winter weather, we are beginning to see a decline in the number of Joint Utility Location Information for Excavators (JULIES) requests staff receives, 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

Monthly JULIE locate requests 2011 - 2014



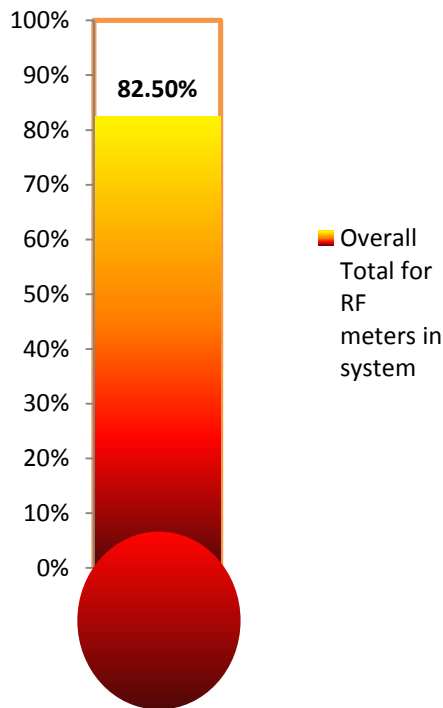
or maintained traffic signals and City fiber optic lines. For the month of January 2014, staff received 1,037 JULIE locate requests. This can be compared to the 1,556 requests staff received in January of 2013. This brings the CY total to 1,037 requests.

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

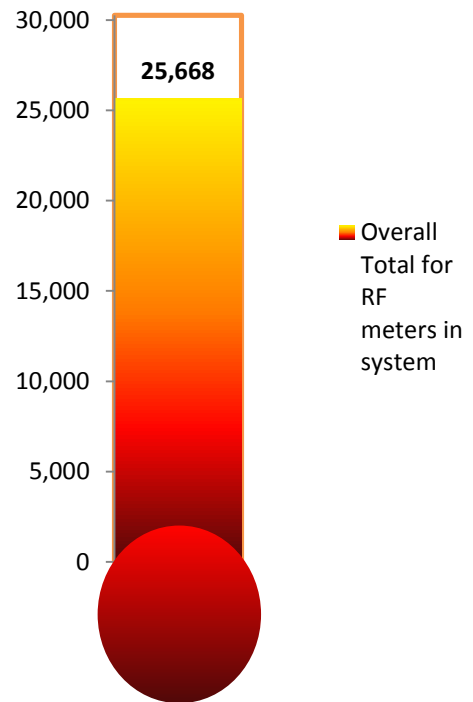
Metering

The Department installed another 325 Radio Frequency (RF) meters during the month of January. 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 325 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 didn't change out any Unitized Measuring Elements (UME's) 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 four meters from a turbine meter to a compound meter during January. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. If the flow volumes will vary quite a bit such as an apartment complex where numerous residents will use water at the same time (such as the start of a work day) and then smaller amounts will be used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well. The Water Department made a decision over 10 years ago to remove all the compound meters from the system. Since that time until now, the Department has been installing compound meters in locations that conform to industry standards for that type of meter installation. Although compound meters are more expensive than turbine meters, in the long run, they pay for themselves by accurately measuring the actual water used by a customer.

Financial

In 2014 staff will continue to track our delinquent customers closely and will use the last resort of a shut-off if the customer does not respond to requests for payment of the past due amount or by entering into a payment plan. With just a few weeks left in the calendar year, 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	1/22		1/15	1/14	12/24	12/17	12/10	12/3
1				70				64
2			54				48	
3		Skip Week				Skip Week		
4	39				Skip Week			

The bulk water dispensing station was installed and tested at the Division Street office in 2013. 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 January this unit sold a little over \$475 worth of water. This brings the fiscal year sales to about \$9,150. 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.

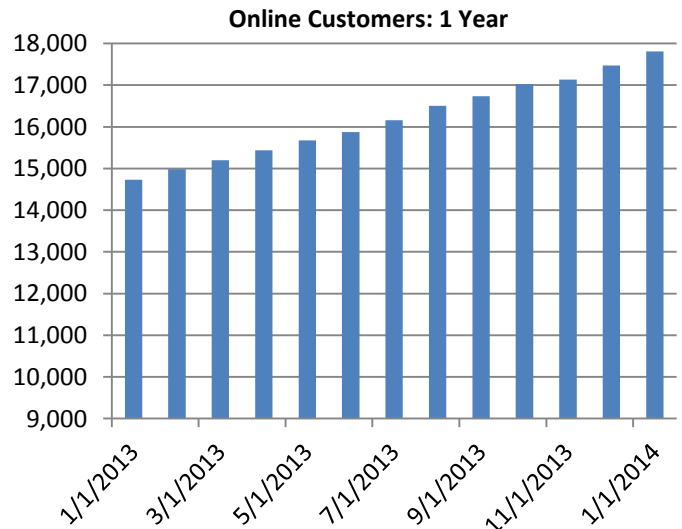
Communications

Staff spoke to several media outlets about the cold weather and its impact on daily water operations.

Miscellaneous

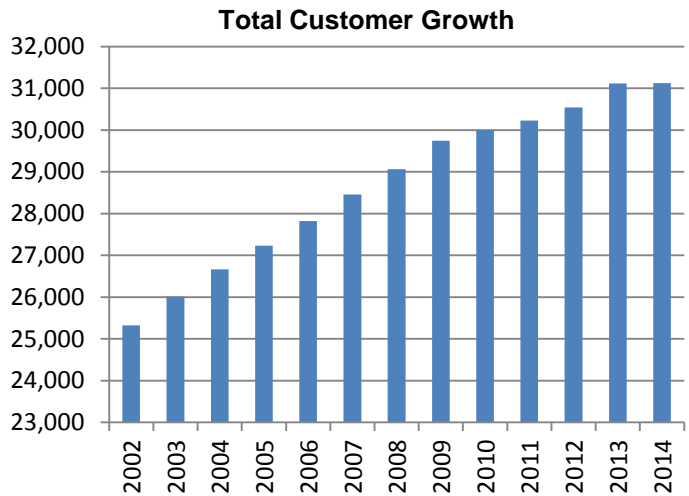
The EverBloom chapter of the Friends of Reservoirs Program is still active. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The group has continued fund raising for worthy reservoir projects at 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.

Our on-line bill payment option continues to attract new enrollees. As of the end of January the City has 17,808 customers signed up for this service. The City added 337 customers for the month. Staff 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. 17,808 customers are about 57.2% of our customer base.



In a related metric for the number of customers accessing their accounts on-line, the City now has 2,274 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 40 customers as compared to last month. The 2,274 customers are about 7.3% of our customers.

Staff continues 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 January 2014, the Department had a gain of 12 customers bringing us to an overall total of 31,125 customers. The City started the year with 31,113 customers. This is a calendar year gain of 12 customers and a FY 14 gain of 335 customers. This calculates to an extrapolated fiscal year customer growth of about 450 customers or a percentage gain of about 1.5%.



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 96 customers for the month. Currently there are 4,507 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 \$28,700 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



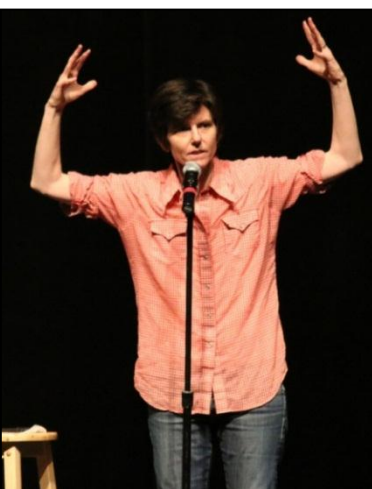
John Kennedy

Parks, Recreation & Cultural Arts Department

January 2014 Edition

Bloomington Center for Performing Arts (BCPA)

The BCPA started the year on a cold snowy night January 3rd by participating in the Downtown Bloomington Association's - Wine & Dine 1st Friday Event. Not only could you tempt your taste buds and sense of smell but live music was emanating from the lobby from 5-8 pm. Special thanks to three local musicians who answered the call to offer their talent: Graham Cowger, the Brite Black band and Marcos Mendez. Once again, Café BCPA came alive, and there are now plans for the BCPA to participate in more 1st Friday events in 2014.



In addition, the BCPA started 2014 with a 30% increase in attendance at in-house functions as compared to January of last year. These 37 functions included: BCPA shows, pre-shows, an Arts Partner reception, a BCPA tour, a McLean County Dance Association recital, an India Cultural event, a wedding, piano lessons, improvisation classes, a commission meeting, a lighting and design class and Theatrescool classes.

January BCPA presentations included Tig Notaro (photo, left) standup comedienne on January 10th, preceded by four local openers: Ramsey Hendricks, Zack Moravec, Mel Campbell and David Yates. Ramsey, Zac and Mel were all Bloomington/Normal high school speech team members who performed their original monologues and David Yates from Laugh Comedy Club warmed up the audience with a standup routine. January 11th the BCPA hosted *Rave On: The Buddy Holly Experience* with a pre-show hosted by Billy McGuigan (photo, above), who portrays Buddy Holly in the show. On January 21st, the BCPA hosted the national Broadway tour of

Hello Dolly! Starring Sally Struthers, followed by the New Orleans infused Dirty Dozen Brass Band on January 24th.

The BCPA finished January with Hubbard Street 2 from Chicago hosting residency dance master classes in the community on January 30th. Dance educational programs were held at Thomas Metcalf Laboratory School (photos, below) and Illinois State University School of Fine Arts - Dance Studio. These master classes taught 68 dancers and non-dancers alike, hands-on skills in movement, personal confidence, balance and form. Hubbard Street 2 also hosted a lighting and technical design master class for twenty Illinois State University undergraduate and graduate students on the BCPA stage to discuss and demonstrate real world applications.

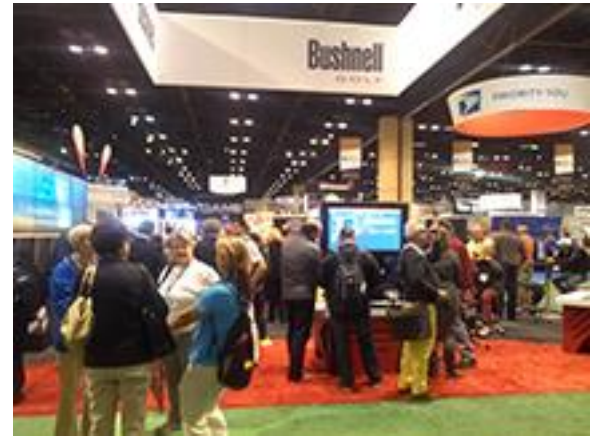


Golf Division

The month of January is typically the quietest of months in terms of golf rounds, but there was plenty of activity around the courses getting things ready for the upcoming season. Before getting to some of the work that was completed, the golf calendar started off as it has for the past 41 years with the 41st Annual Snowbird Open (photo, right) on New Year's Day. Fifty-four brave golfing souls endured the snow drifts and frozen greens to start off their year on the golf course. Both the golfers and course staff look forward to the event as a way to get the year started off in a fun way.

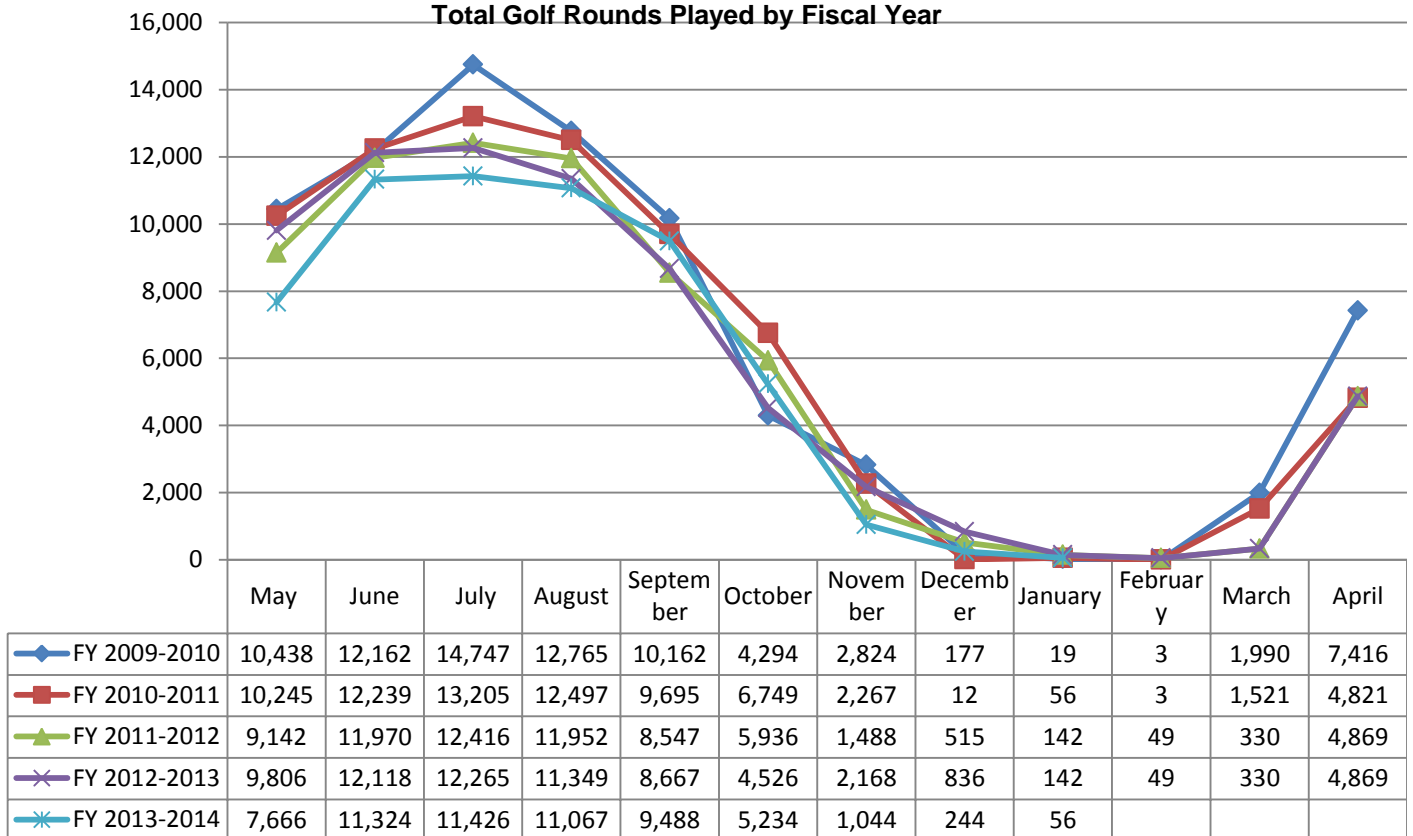
Golf staff members were able to stay busy throughout the month both out on the course and inside the clubhouses. The Golf Maintenance staff spent the majority of the month doing the rough finish work on hole six at Highland Park golf course (photo, below left). With assistance from the Parks division, all of the rough work has been completed. As soon as the ground thaws, the final finish work will be completed, and the area will be re-seeded for play. Staff hopes to have the hole completely reopened by Memorial Day weekend. Staff is hoping to hear many positive comments regarding the improvement of the hole.





The clubhouse staff was busy meeting with tournament coordinators and finalizing agreements for 2014 outings. Staff is pleased to report that they secured at least two new major shotgun outings for this coming season. Clubhouse staff was also able to attend the PGA Merchandise Show (photo, above right). While there, staff was able to explore new technologies to improve our communication with customers and attend educational seminars dealing with growing the game in challenging times.

Total Golf Rounds Played by Fiscal Year



Horticulture

The Park Maintenance Horticulture staff is comprised of three fulltime Horticulturalists, three fulltime Laborers and one Light operator. They are assisted by eight seasonal people that work nine months a year and seven seasonal people that work from May until August. The current seasonal staff has been laid off starting December 1st. The City's mowing and maintenance program is divided into five different sections. There are three different sections of Parks that are managed by the Horticulture staff. The fourth section is considered a walk-behind route which includes City Hall, downtown Bloomington, fire stations and any smaller piece of property that the division maintains. These areas are supervised by one of the Horticulturalists. The final area is right-of-way mowing. This area consists of 142 different locations throughout the City of Bloomington. These right-of-way areas include detention ponds, parkways and ditches. These areas are maintained and supervised by two fulltime and one part-time employee.

During January the Horticulture staff helps the other divisions of Park Maintenance on many different projects. Two members of the Horticulture team help the Forestry staff with Park Maintenance trims and removals. One of the Horticulturalists is assigned to stump removal and will help the Foresters throughout the winter months. The final member of the Horticulture staff is assigned to equipment maintenance. The equipment maintenance pertains to all mowers, trailers, weed eaters, blowers and edgers. Staff will change the oil and belts, grease all mechanical parts and clean each piece of equipment. This process usually takes two months to complete and should be done by the end of February.

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 that staff is currently in is Section B-4, which is south of Oakland Avenue and west of Route 150. The Forestry staff completed 318 maintenance trims in January in Section B-4. This is the largest preventative maintenance area. The second and third crews work on citizen generated work orders and removals.

The Forestry staff removed 27 trees in the month of January. Of those 27 trees, four were Ash trees. The Forestry staff has identified 179 street Ash street trees that will be removed beginning in February. The total number of Ash trees removed in 2013 is 576. 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.

Members of the Forestry staff helped with the removal of silt and the replacement of dirt at Highland Park holes three and six ponds. The silt was removed and hauled away from both ponds and new soil

was added to form a creek for storm water management. This project is restoring this creek to its original state, and because of this, this area will be more functional and playable.

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. The final Utility staff member helps with playgrounds, shelters, bathrooms and anything else that might need to be repaired.

During the month of January, the Miller Park Pavilion main and upper levels are closed for maintenance. These two weeks give the Utility staff time to do any major maintenance projects. The two main areas that were focused on were the sanding and waxing of the third floor hardwood floors and painting of the front stairwells, foyer and north side interior walls. These projects were accomplished with great success, and in addition to that, the other three walls on the main floor will be painted this spring.

Jan Elam attended a three day course to become a Certified Playground Safety Inspector (CPSI). To pass this course one must attend three days of training and pass a one hundred question test. This is a very difficult test and it is with great pride that the Parks division announces Jan passed his test and will be the division's playground safety inspector for the next three years.

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
- Partnered with Illini Fire Equipment to inspect all fire extinguishers in Park Maintenance, Zoo, and Golf Course buildings and vehicles
- Five Maintenance staff attended a seminar put on by JULIE locating service
- Completed numerous HVAC projects at the Coliseum, BCPA, Zoo and Golf Courses
- Partnered with Stark Excavating to improve storm drainage on the trail behind the Chateau Hotel and Conference Center (photo, right)



Recreation

January was extremely cold and snowy which staff felt affected registration, thinking people just wanted to stay home and warm. The Unit 5 School district canceled six days of school in January. Recreation only canceled one night of programs, but attendance numbers were low on other nights. Registration for Winter/Spring programs began January 3 for City of Bloomington residents and January 10 for non-residents. This is always a smaller registration than summer and fall since the

weather causes more issues with programs, and people have just spent a lot of their discretionary income in December. This year is was worse than normal.

Normally the gymnastics programs fill and have a waiting list. The January session had openings in many of the classes. Many brave souls did venture out including some for Parent/Tot Gymnastics (photo, right).



The After School Basketball program started in January. This program is offered to all eleven elementary schools in Bloomington on Monday/Wednesday for boys and Tuesday/Thursday for girls. Last year there were 123 girls at nine schools. This year there are 108 girls at eight schools. Last year there were 143 boys at eight schools. This year there are 134 boys at ten schools. Hiring enough qualified coaches has been a major problem again this year.

Revenue for Adult Fitness was down \$3,000 compared to January 2013. A large amount of this was due to the way program start dates fell. February 2014 will be higher than February 2013 since new Zumba Gold and Zumba Gold Toning start in February for 2014 but started in January for 2013. Co-Rec Volleyball team registration was also down for the Winter/Spring session.

Pepsi Ice

Despite the extreme weather conditions throughout the month and the continued closure of the parking deck, the overall revenue for the month looked good. A one dollar increase in the Open Skate fee accounted for some of the revenue. The scheduled Christmas holiday break for schools was through January 5th and then the weather canceled school January 6th and 7th.

New sessions of Learn to Skate and Learn to Play Hockey began the second week of January. Learn to Skate added some new classes on Friday evening.

There has been a reduction in participants and revenue in Freestyle sessions. Some of the more experienced skaters are not participating as much as before. Lindsay Danner, the Skating Director, has indicated she will be increasing the education of new skaters to inform them of the benefits of these practice sessions.

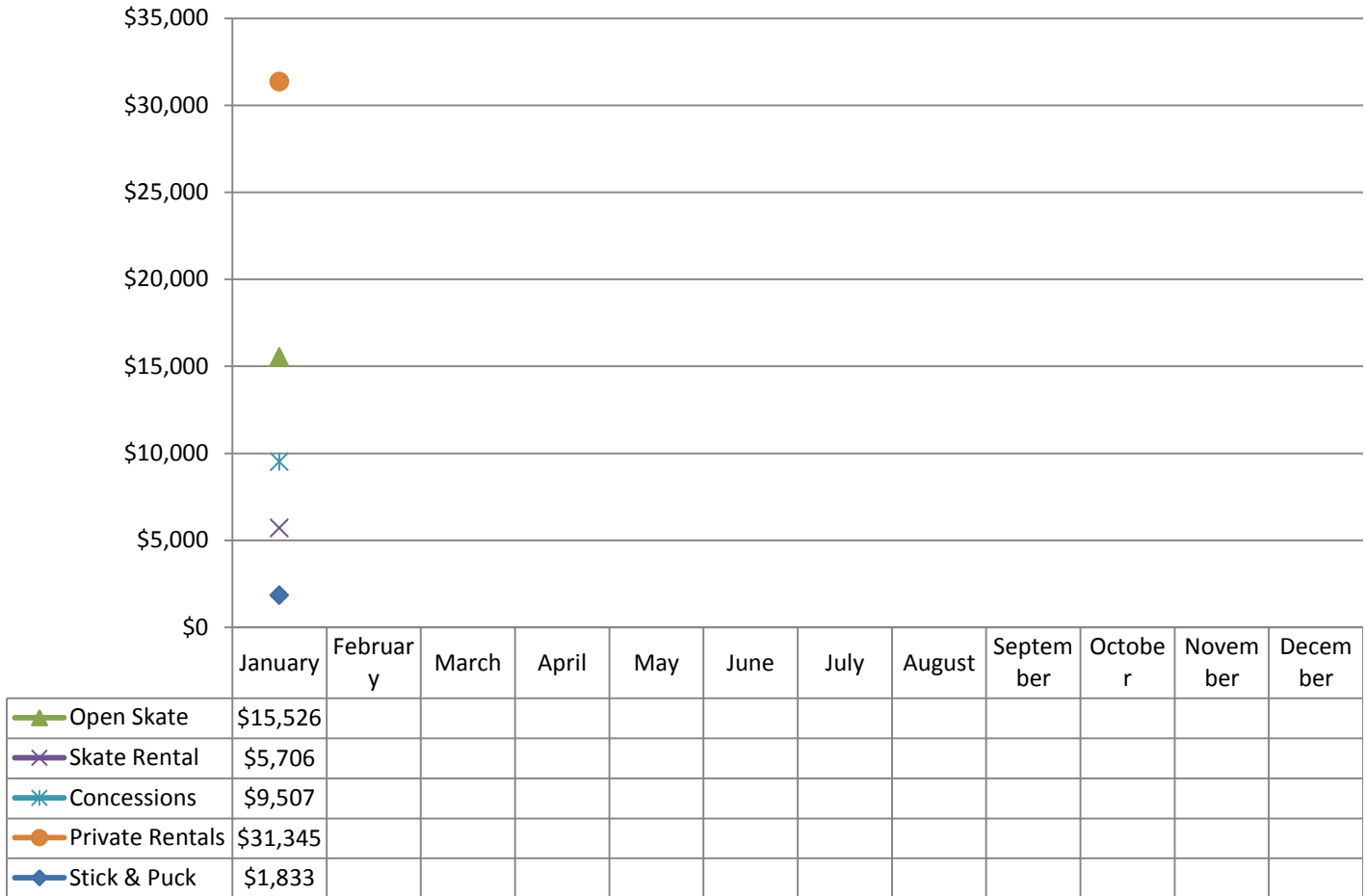
The revenue generated by club rentals has increased. There were some challenges faced by the weather and cancellations that affected total ice rented. The Friday night men's group was removed from the schedule in order to make room for the added Friday night Learn to Skate classes. This increased the overall revenue of the facility, but it negatively affected the Ice Rental category.

Youth Hockey increased over \$4,000 for January. This was because of an earlier Spring registration this year. The numbers will be reflected in lower hockey fees in February. Adult Hockey is down fifteen skaters for the year. There have been some players that have been relocated out of the area for work.

Pepsi Ice Center's Joe Olson (photo, right) was inducted into the Illinois Hockey Hall of Fame in January for his contributions to the sport.



Pepsi Ice Center Montly Program Revenue Calendar Year 2014



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

January programs for S.O.A.R. were advertised in their Fall Program Guide. The Winter/Spring session does not start until February.

Special Olympics

The four S.O.A.R. basketball teams participated in the Illinois Special Olympics District Basketball Tournament on January 19th at Illinois Wesleyan. Two of the teams placed first in their division so they advance to state meet in March. The snowshoe athletes continued practice in January in preparation for the State Winter Games in February.

Weekly Programs

Four programs were offered in January for three weeks each: Pick a Wood Craft, Cardio Fitness II, String Art, and Strength and Flexibility Fitness 2. S.O.A.R. for Starters and two other Saturday programs were also offered.

Special Events

A group traveled to Decatur for a dance as part of a cooperative program. A group was supposed to attend the Monster Jam in Peoria, but the trip due was canceled due to bad weather conditions. The Galena Winter Getaway was canceled due to low enrollment. Attendance was down due to the cancelation of some programs, but service units were up.

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

Hours for staff in January 2014 increased by about 200 compared to hours for staff in January 2013. The January 2014 numbers were almost identical to January 2013. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation and Aquatics). Pepsi Ice had an increase due to larger numbers in the Learn to Skate program as compared to 2013. S.O.A.R. had an increase due to a few added basketball games and a training session.

Volunteer Hours

Pepsi Ice uses a large number of volunteers in their youth hockey program as coaches. The Learn to Skate program also has one who assists with activities. S.O.A.R. has students as well as parents who assist in programs. Getting students placed got off to a slow start due to the weather and ISU being canceled when the S.O.A.R. staff was scheduled to go in and talk to the students. Adult Center volunteers and hours were low due to the weather. They do not go out in the cold, snowy weather.

<u>Program</u>	<u># Volunteers</u>	<u># Volunteer Hours</u>
Adult Center	6	14
Hockey	82	461
Ice Skating	1	2
S.O.A.R.	35	112
After School Basketball	2	4

Zoo Division

The Numbers

Admission Revenue

- January 2014: \$1,021.35
- January 2013: \$3,299.75

Revenue from the gate admission was 6.4% 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 May1, 2012. Colder temperatures in January diminished attendance.

Attendance

- January 2014: 777
- January 2013: 1,468

Attendance was 7.3% up for the current fiscal year compared to last year's attendance. Cold weather during the month hurt attendance and other categories this month.

Education

- January 2014: \$2,388.00
- January 2013: \$2,191.50

Revenue from Education Program Fees and Rentals were up 0.01% for the fiscal year compared to last year.

Concessions, Carousel and Animal Food Sales

- January 2014: \$28.39
- January 2013: \$81.43

Revenue from Concessions, Carousel and Animal Food Sales is 28.3% 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 Hoeven's Wrasse
- 1 Sea Cucumber
- 3 Rose-Bubble Tip Anemones
- 2 Green Chromis
- 1 Cleaner Shrimp
- 1 Peppermint Shrimp
- 2 Female San Clemente Island Goat

Dispositions: Animals removed from collection by transaction or death

- 1 Desert Hairy Scorpion
- 2 Golfodulcean Poison Dart Frog
- Male Northern Tree Shrew
- 1 Male, 1 Female Common Wallaroo
- Male African Hedgehog
- Male Vietnamese Pot-Bellied Pig

Staff

- Worked on animal transactions (eight pending)
- The Zoo was the topic of a City Council work session. The issue revolved around the funding plan for the Zoo's Master Plan. The City Council agreed to move the item forward with the next meeting calling for a vote after a policy statement is written.
- The Zoo received City Council permission to apply for the Illinois Public Museum Capital Grant Program managed by the Illinois Department of Natural Resources. The application was for "DeBrazza's Plaza." This project includes the DeBrazza's Monkey exhibit, renovations on the Entrance Building (including new concession stand and expanded gift shop) and an additional parking lot. The application requested \$700,000, for which there is no matching fund requirement.

Notes

- Hosted the monthly meeting for the Bloomington-Normal Area Reef Club.

Cost Savings

- All of the fish acquired in January were purchased with donated funds from the Bloomington-Normal Area Reef Club. The Zoo also received around \$500 of donated items.



ABOVE: San Clemente Island Goat kid (left) and Clownfish utilizing new anemone (right)



PACE Director



Mark Huber

Planning and Code Enforcement Department

January 2014 Edition

Building and Safety Division

It would not be a stretch to presume January's severe weather might have had an adverse effect on the permit numbers for the month. Every category was down significantly. There were only four new home permits issued for the month, half of the eight issued in the same period last year. Overall building permits were off by a third while all construction permits were down 28%. The lower number of permits, of course, resulted in a 52% reduction in the amount of permit fees collected for the month.

There were no major permits (greater than \$1,000,000) issued in the month of January.

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 January.

The occupants of this property lost their occupancy due to failure to make payments, so they turned off the heat, turned on the water, and vacated the premises; allowing the property to flood and freeze.

One of the first statistics to be noticed in the chart below is the number of complaints received for the month of January. This is not unusual given the cold and snowy weather conditions during the month. However, this lower complaint number coming into the PACE department also allowed staff to catch up with their backlogged complaints. This is evident based on the number of complaints resolved being in excess of four times the number of incoming complaints.





Roach Infestation was a common problem in 2013

Violation Statistics for the Month of December

Type of Violation	Received	Resolved
Electrical		1
Fire: General Fire Violation		2
General Fire Violation		
Garbage/Rubbish/Debris	3	15
Graffiti		
Grass and Weeds		83
Illegal Home Occupation		
Infestation	3	10
Mobile Home Parks	5	
No Permits	5	
No Utilities	11	1
Others	10	23
Overcrowding		1
Plumbing	3	7
Property Maintenance	18	68
Structure Fire (Board-up)	1	1
Trees/Vegetation		6
Vacant/Abandoned Property	3	2
Vehicle		1
Totals	52	221

Other Code Enforcement Activities

There have been a series of meetings among staff and contract mowing companies to review and streamline grass and weed mowing complaints and enforcement. Expect a few code change proposals in the near future.

Community development staff continues work with the United Way of McLean County on the community Assessment of needs for the 2015 consolidated plan.

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 January:

Historic Preservation Activity

BHP-21-13 Review of an application submitted by Kimberly Jackson requesting a Eugene D. Funk, Jr. Historic Preservation Grant for up to \$2,500 for siding work. The property was the William Meyers House, a Queen Anne Style, c. 1895, located at 406 E. Walnut Street in the Franklin Square National Register Historic District.

Held over to another meeting 6-0

BHP-01-14 Review of an application submitted by Sandy L. Colbs, requesting a Certificate of Appropriateness for repairs and painting of a wraparound front porch. The property in question is the William Gooding House, c. 1892, a late Victorian Style, located at 1212 East Washington Street.

Approved 6-0

BHP-02-14. Review of the petition submitted by Sandy L. Colbs requesting a Funk, Jr. Historic Preservation Grant for repairs and painting of a wraparound front porch on the William Gooding House, 1892, a late Victorian Style, located at 1212 East Washington Street.

Approved by a vote of 6-0; with an exception that no new growth pine will be used in the repairs.

Planning Commission Activity

The commission heard a presentation on visioning and comprehensive planning. The presentation was prepared by Houseal and Lavigne Associates. The intent of the program was to show how Houseal and Lavigne would work with the McLean County Regional Planning to complete a visioning and new comprehensive plan for the City. The Mayor and City Council were invited to listen to this proposal.

Zoning Board Activity

Z-1-14 A public hearing and review of the petition submitted by Larry Olson, All-Brite Signs of Illinois. The petitioner asked for two variances from the Advertising Sign Code as follows:

- 1) To increase the maximum number of off-premise advertising signs or billboards within one-half mile from three to four.
- 2) To increase the maximum height for off-premise advertising signs or billboards from 50 to 65 feet.

The variance requests were for property located at 1602 Commerce Parkway. The property is zoned B-1, Highway Business District and located in Ward 1.

Variance 1) was approved by a vote of 7-0. Variance 2) was approved by a vote of 7-0 but limited the height to 60ft.

Facilities Management

Facilities management has received the full complement of maintenance needs reports from Faithful & Gould. The reports provide necessary evaluation of approximately 40 of the City's most major facilities for current and future maintenance needs. These documents will be of great help in determining the facilities management budgetary needs in for the next ten years.

The PACE department is currently working towards finding an interim facilities manager; temporarily replacing the retired Bob Floyd. It is hoped this facilities manager will continue to move forward on projects needed for maintenance of the City's facilities and begin to lay the groundwork for a true facilities management department/division.



Economic Development

January 2014 Edition

Meetings Held: 29

- Expansion: 2
- New: 6
- Retention: 1
- Developer: 0
- Networking: 10
- Education/Training: 0
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 2
- DBA: 1

International Council of Shopping Centers Heartland States Idea Exchange and Alliance Program

The City's Economic Development Coordinator attended the annual ICSC Heartland States Idea Exchange and Alliance Program on Wednesday, January 22nd and Thursday, January 23rd in St. Louis, Missouri. Approximately 270 people were in attendance to participate in a comprehensive program that included networking, round table discussions, industry related keynote presentations, retailer expansion announcements and more. Participating retailers included Beauty Brands, Dollar Tree Stores, Famous Footwear, Flix Brewhouse, Freddy's Frozen Custard & Steakburgers, Half Price Books, Records, Magazines, Inc., Regis Corporation, Starbucks Coffee Company and more.



McLean County Chamber of Commerce Business Before Hours and the Chateau Hotel & Conference Center:

The McLean County Chamber of Commerce hosted its monthly Business Before Hours at the Chateau Hotel & Conference Center on Wednesday, January 29, 2014. In attendance were

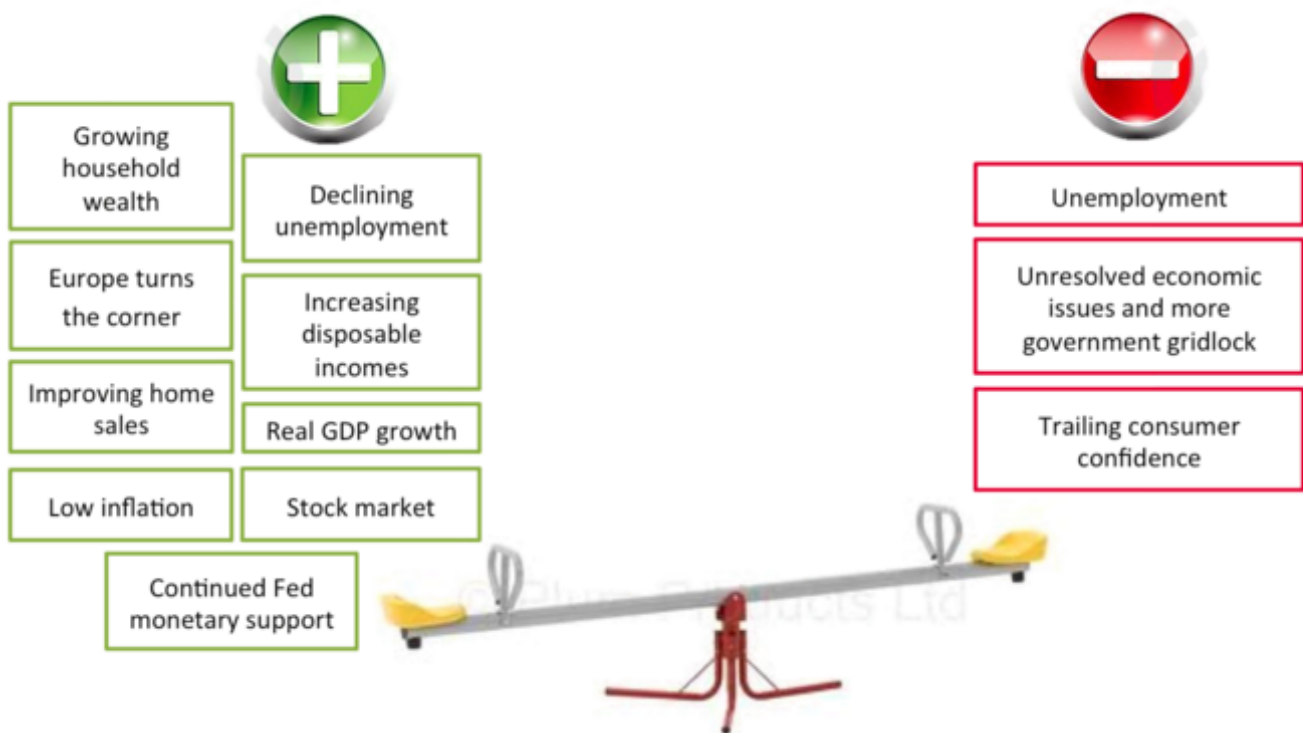
more than 40 community leaders and business professionals interested in networking and learning about the Chateau's operations and future plans. Hotel General Manager Jeremy Cruthis announced that the Tony Roma's project is back on track and scheduled to open in late February. The restaurant, which will be the first in Illinois, touts menu items including ribs, steak & seafood.



International Council of Shopping Centers 2014 Market Trends Analysis Webinar: Various themes presented within the ICSC webinar and specific insights regarding Bloomington-Normal's retail market include:

- 2014 anticipated retail Growth categories include: Fitness, drug, thrift, grocery, fast casual restaurant, automotive, discounters, dollar stores, children's apparel, off price apparel, beauty/cosmetics/fragrances, pet supplies, sporting goods, wireless stores, banks
- 2014 anticipated retail contraction categories include: Bookstores, video stores, do-it-yourself home stores, mid-priced apparel, mid-priced grocery, office supplies, consumer electronics, stationary/gifts, shipping/postal stores, casual dining
- Expect improving consumer confidence & economic growth
- Consumer spending was up +1.9% in 2013 and is projected to be up +2.4% in 2014
- 1% increase in store openings
- Grocery is changing, a lot of closures because of competition from discounters, drug & dollar stores
- Store closings in 2013 include: discount/value & luxury thriving; mid-price point categories declining

For 2014, there are fewer negatives, and considerable positive items to support continued economic expansion and consumer spending





Human Resources Director



Emily Bell

Human Resources

January 2014 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.
- Worked with consultant on reviewing executive and sworn command staff pay ranges.
- Created Salary and Benefit Projection for FY 16 & FY 17
- Coordination of Fire Entry Level Hiring List.
- Preparation for Executive Session on Labor Relations scheduled for January 27, 2014.
- 2014 Martin Luther King, Jr. event was held on January 18, 2014. Final preparations were made and tickets sold for the event.
- The Employee Activities Committee has scheduled the Employee Appreciation Day Luncheon for Friday, March 14, 2014 at the U.S. Cellular Coliseum.
- Updated retirees enrollment changes for new premiums for each participant with pension plans and RHS.

	Contract Expiration Date	Number of full-time employees budgeted for FY 14	Current Status
Non-Sworn Bargaining Units			
		34	Currently Negotiating
IATSE Stage Hands			
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
Development Manager (BCPA)	In process
Accountant	In process
Support Staff IV – Public Works	In process
Support Staff IV – City Clerk	Andrew Coffey 1-27-14
Police Officer	Joshua Jacobs 1-7-14
Police Officer	In process
Police Officer	Tyler Elston 1-7-14
Police Officer	Patrick King 1-7-14
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

January 2014 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.

January Highlights:

The Fiscal Year 15 operating and capital budget cycle was in full swing during January as salary projections and other major costs were finalized. Finance held a second round of meetings with departments to discuss further budget revisions and worked closely with Administration throughout the month to discuss ways to balance the budget. The Proposed FY15 Budget will be presented to the City Council on February 24th.

January Accomplishments:

- The 2013 W-2's were processed for 1280 employees
- Fourth quarter payroll taxes were filed
- Over 200 1099's were processed for vendors
- Auditors were engaged for the 2014 annual City & Coliseum audits
- Munis cashiering module implemented in the Water Department
- Fixed asset conversion file (1st pass) tested

Procurement Completed:

<u>RFP</u>	<u>Description</u>	<u>Department</u>
2014-36	# 2 Fire Station Alerting System (Opened)	BFD
<u>RFQ</u>		
2014-38	Solid Waste Disposal Services (COB & TON)	Public Works
<u>BID'S</u>		
2014- 28	Training Facility Re- Roof	BPD
2014-32	Vehicle Exhaust Extraction	Fire
2014-37	Refrigerator/ Freezer Unit	Zoo

Director's Corner: Procurement has continued to reach out to departments and taken on a more interactive role with the departments it services. Based on feedback from all city departments revisions to the procurement ordinances are being developed.

January – Major Revenues Report

Revenues Earned	Annual Budget	FY2014 YTD	FY2013 YTD	Variance	% Variance
State Sales Tax	\$14,383,100	\$ 9,176,835	\$ 9,812,190	\$ (635,355)	-6.48%
Home Rule Sales Tax	\$15,360,726	\$ 9,833,398	\$ 9,999,325	\$ (165,927)	-1.66%
Income Tax	\$6,915,120	\$ 6,292,606	\$ 5,788,928	\$ 503,678	8.70%
Utility Tax	\$4,752,396	\$ 3,119,805	\$ 3,160,429	\$ (40,624)	-1.29%
Food & Beverage Tax	\$4,037,869	\$ 2,837,796	\$ 2,816,528	\$ 21,268	0.76%
Ambulance Fee	\$4,992,127	\$ 2,930,103	\$ 2,890,111	\$ 39,992	1.38%
Hotel & Motel Tax	\$1,380,000	\$ 1,309,103	\$ 1,306,434	\$ 2,669	0.20%
Franchise Tax	\$1,949,011	\$ 1,520,674	\$ 1,475,271	\$ 45,403	3.08%
Replacement Tax	\$1,597,519	\$ 1,448,425	\$ 980,217	\$ 468,208	47.77%
Building Permit	\$884,500	\$ 581,365	\$ 598,651	\$ (17,286)	-2.89%
Video Gaming	\$5,000	\$ 196,115	\$ 69,393	\$ 126,722	182.61%
Local Use Tax	\$1,241,082	\$ 1,043,781	\$ 598,651	\$ 445,130	74.36%
Auto Rental	\$90,900	\$ 60,702	\$ 59,006	\$ 1,696	2.87%
Packaged Liquor	\$842,340	\$ 723,134	\$ 628,167	\$ 94,967	15.12%
Vehicle Use Tax	\$848,400	\$ 704,722	\$ 681,204	\$ 23,518	3.45%



Department Director



Scott Sprouls

Information Services Department

January 2014 Edition

Enterprise Resource Planning (ERP) Project – Munis

Phase 3 Fixed Assets (FA)

- Proofed 1st data conversion file pass and sent corrections to Tyler
- Received and loaded 2nd conversion file pass for proofing in February
- Finance accepted remaining schedule of sessions and tasks including the Feb. 27 Go Live date

Phase 3 Permits, Inspections & Code Enforcement

- Generated several templates for Building Safety and Code Enforcement notices
- Finalized process for closing projects/applications that have been completed but haven't been closed

Phase 3 Business Licenses (BL)

- Generated Rental Registration templates for late notices
- Finalizing Inspection process

MUNIS v10.4 Upgrade

- All Module data integrity clean-up completed
- The upgrade installation performed by OSDBA took 2 days, followed by another 2 weeks of troubleshooting and adjusting configurations
- Extensive connectivity and configuration testing by IS staff

Replace Outdate Desktops, Notebooks and Workstations

Information Services has been researching current desktop, notebook and workstation class (high performance) models and configurations for the FY2014 computer hardware refresh. This year's replacement computers will be replacing current equipment that ranges from 6 to 10 years old. The oldest machines being replaced are typically used for a specific purpose for which they have been

adequate. The bulk of the replacements, however, will be replacing users' daily production computers and they are a minimum of six (6) years old.

Typical replacement schedules for end user computers are 4 to 5 years. With FY2014's computer replacement, we will be back on that replacement schedule having caught up from the budget years that did not allow us to refresh this hardware.

Staff plans to bring this purchase request before Council in February 2014.

Replace City's Email SPAM and Malware Scanner

Staff has been researching replacements for the City's aging email SPAM and Malware scanner. The current appliance (SafeNet eSafe Gateway) has been in place for over ten years. SafeNet has discontinued production of this product and will be discontinuing support for it in 2015.

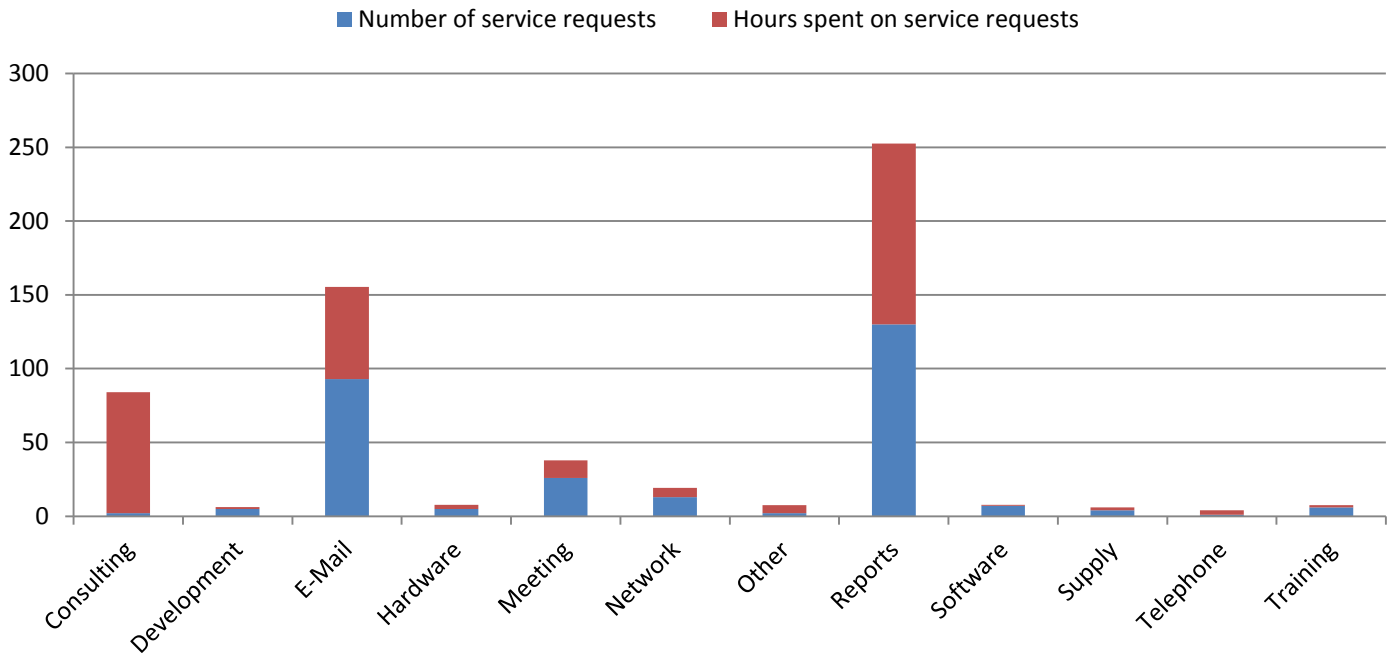
Today there are options for both in-house, appliance-based and cloud-based, hosted SPAM and Malware scanners. Although both approaches have pros and cons, staff believes a cloud-based solution will provide the best overall value. A cloud-based solution offloads some of the management responsibilities from I.S. staff while also making better use of the City's Internet connections. SPAM and Malware traffic is blocked before it gets to the City's network, thereby freeing our Internet connection of that garbage traffic.

Current schedule has the replacement SPAM/Malware scanner going live in February.

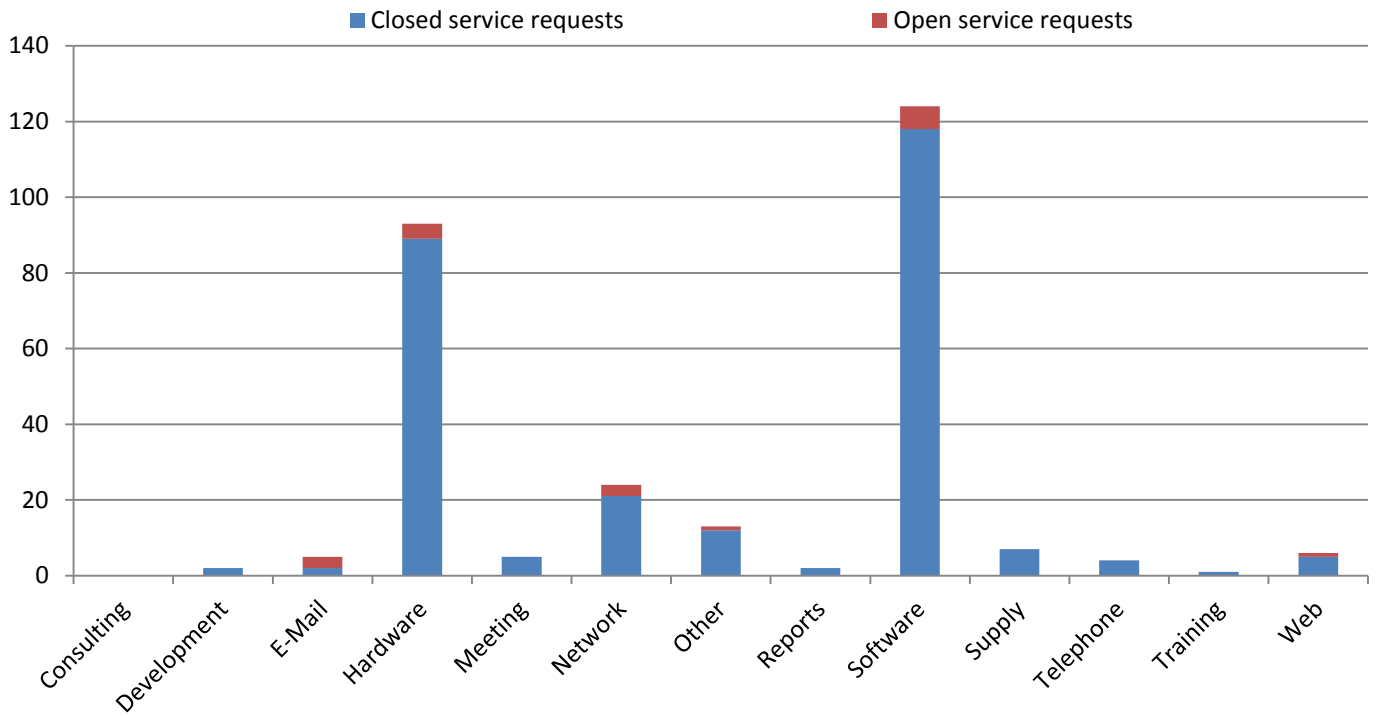
Hootsuite Social Media Management Platform

Since the January launch of the City's social media sites, use of the accounts has increased dramatically. Together, the three main groups of accounts (City main, Police, Fire) are already reaching thousands of citizens. Further, the Hootsuite management solution has proven invaluable in organizing and managing multiple social media accounts at once. As the use of the City's social media accounts grows, so will the benefit from Hootsuite as it saves hours of work for staff.

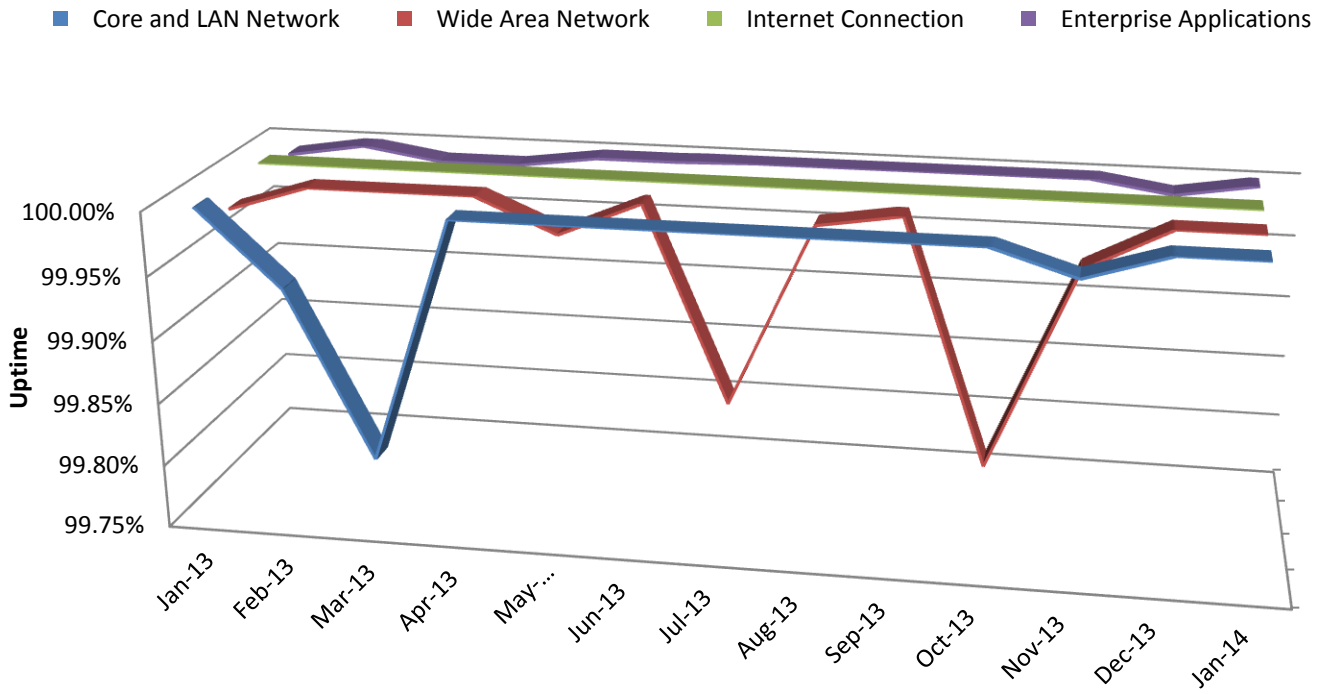
March Requests for Service vs Hours Spent on Request



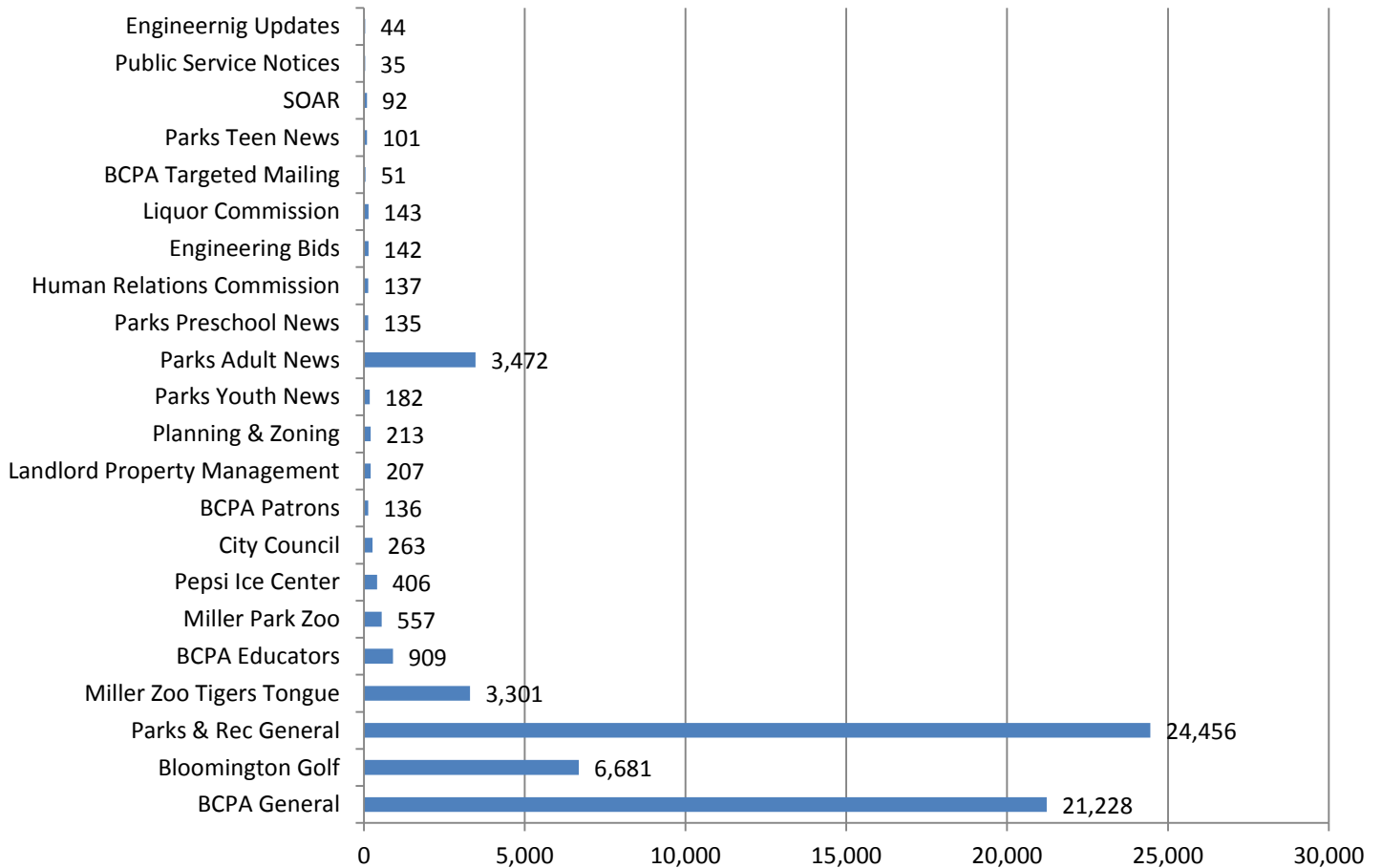
January 2014 Closed Service Requests



1 Year System Uptime



January 2014 Lyris List Server Information





City Clerk

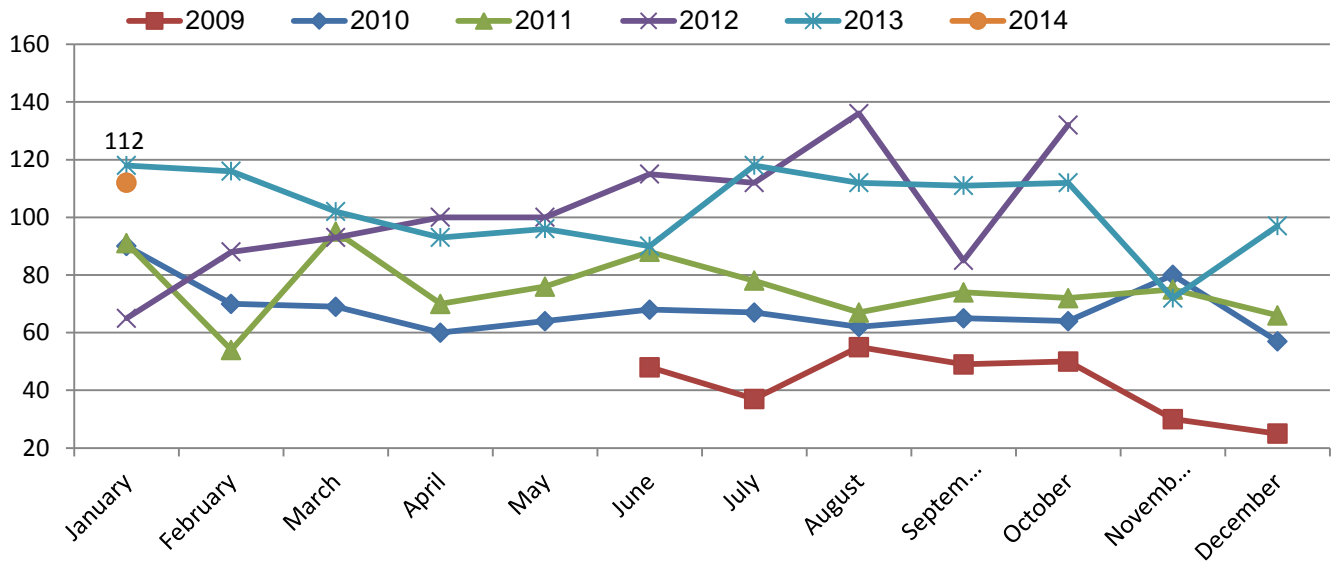


Tracey Covert

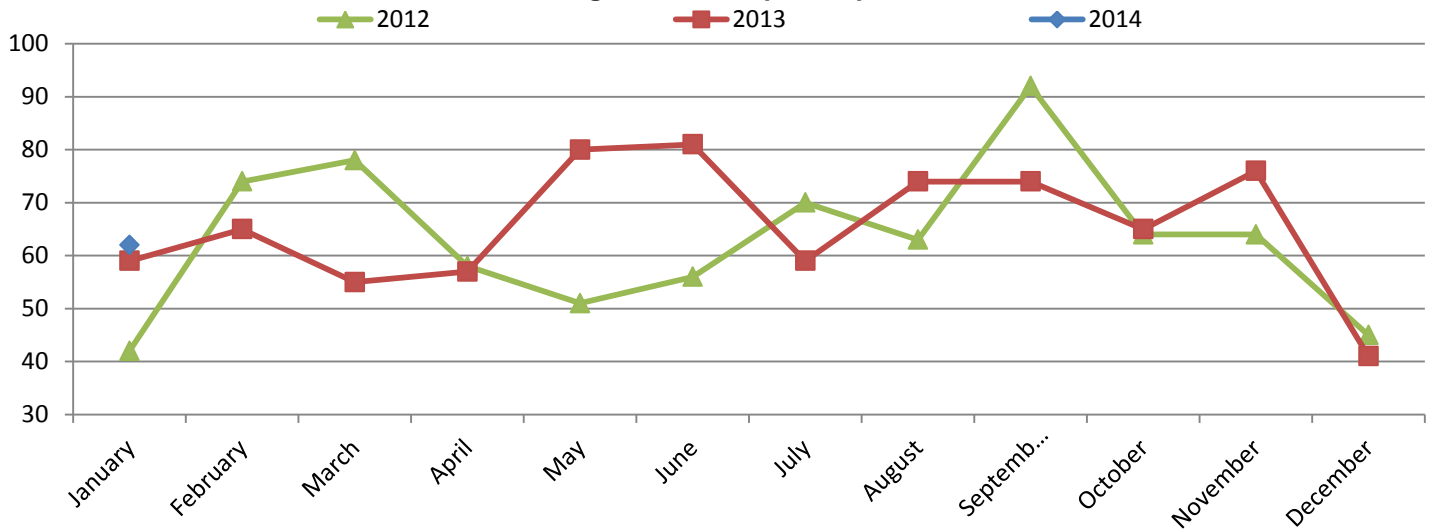
City Clerk

January 2014 Edition

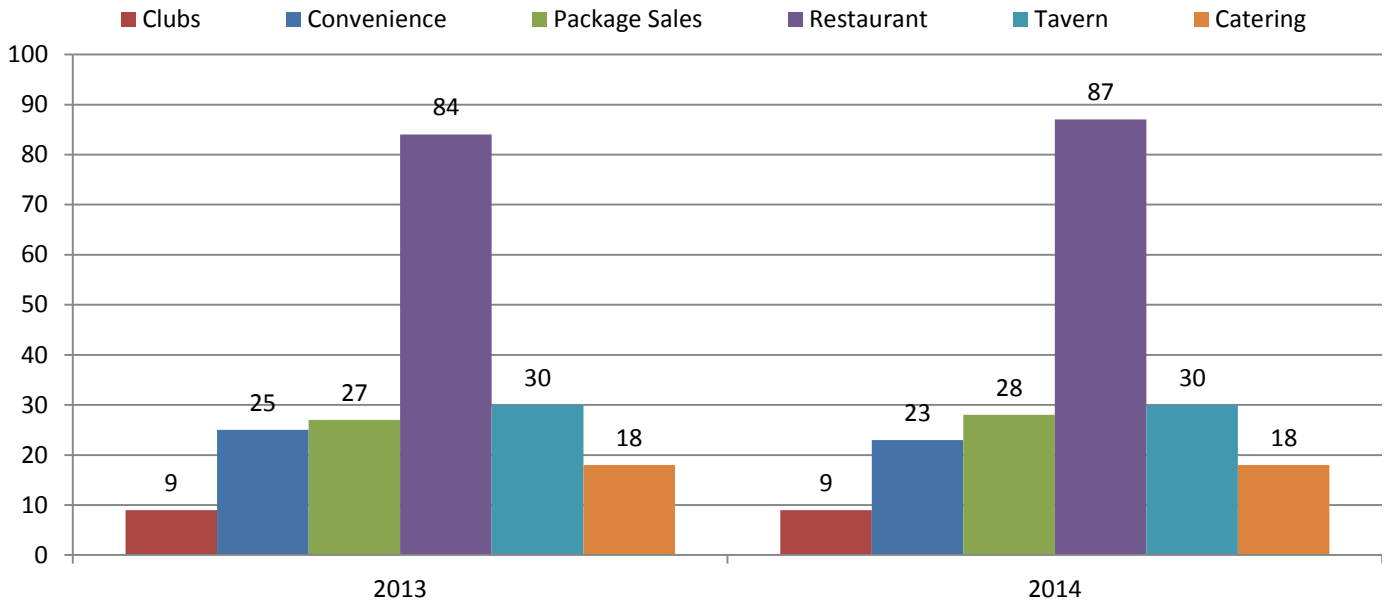
F.O.I.A. Request by Month Since June 2009



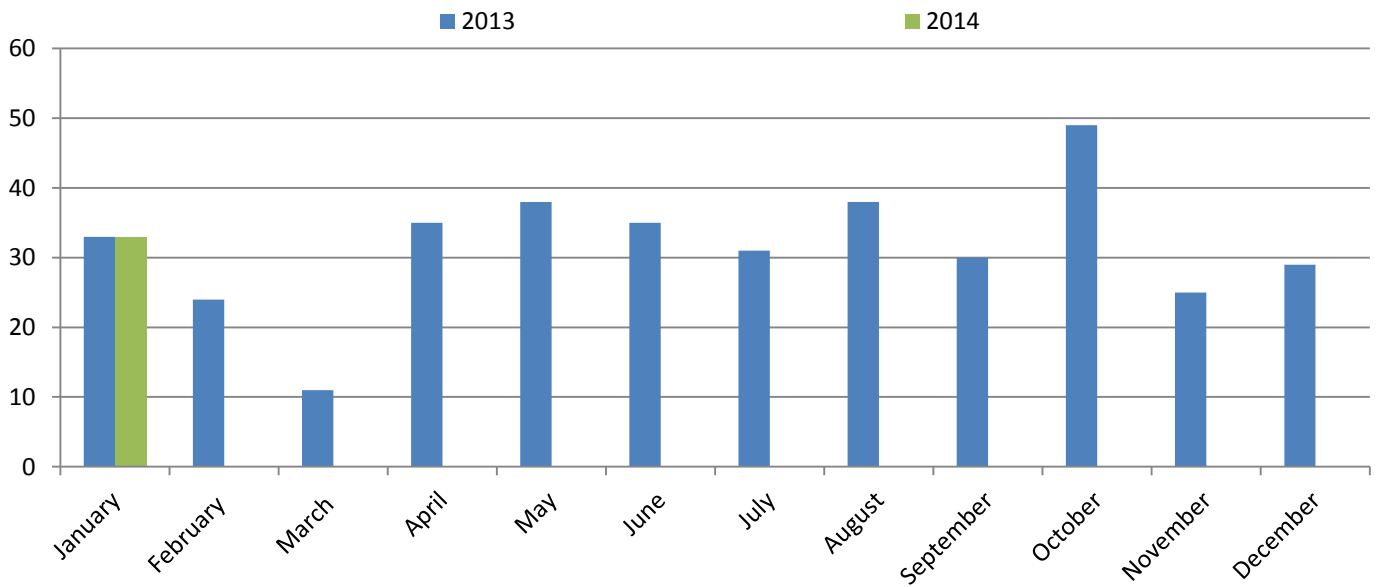
FOIA Average Staff Time per Request in Minutes



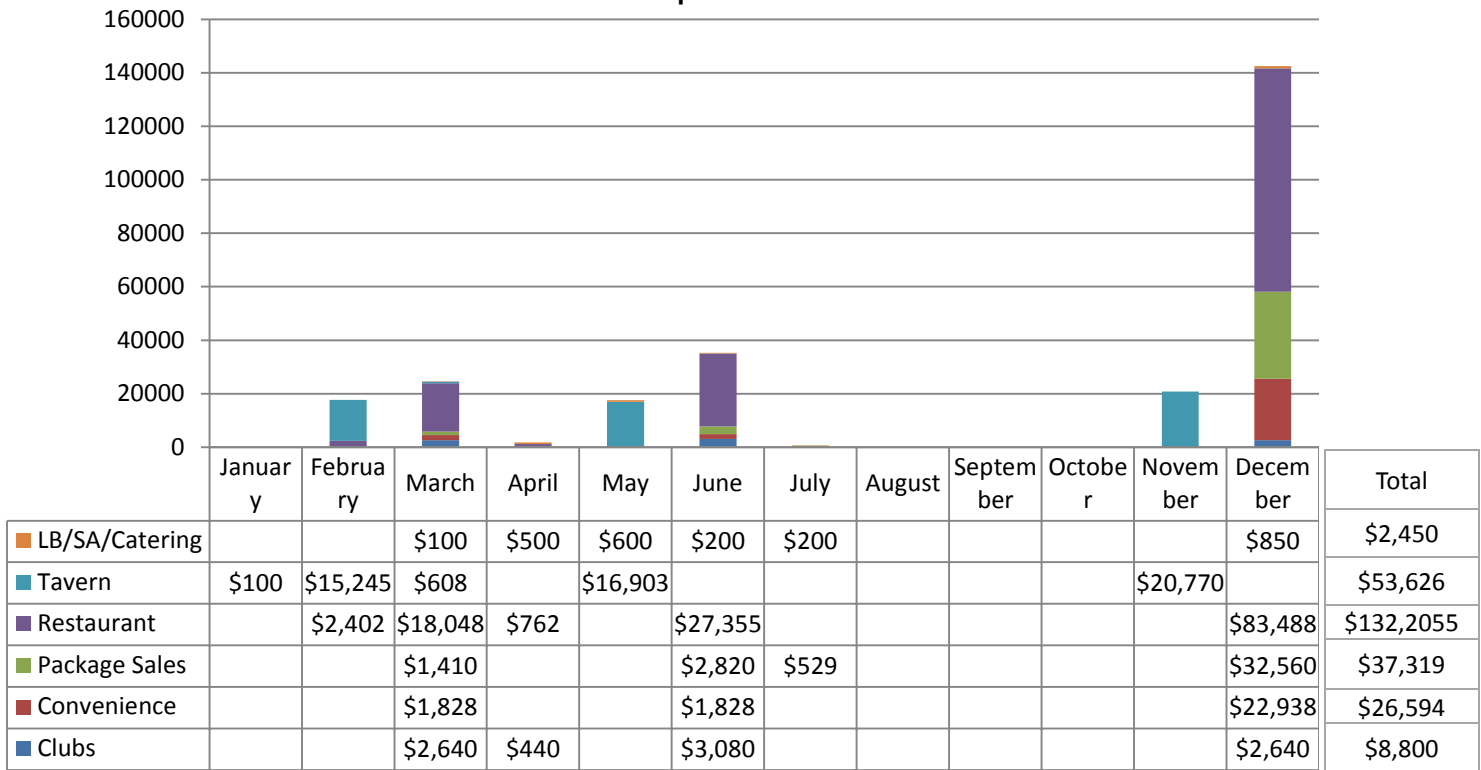
Number of Liquor Vendors 2013 vs 2014



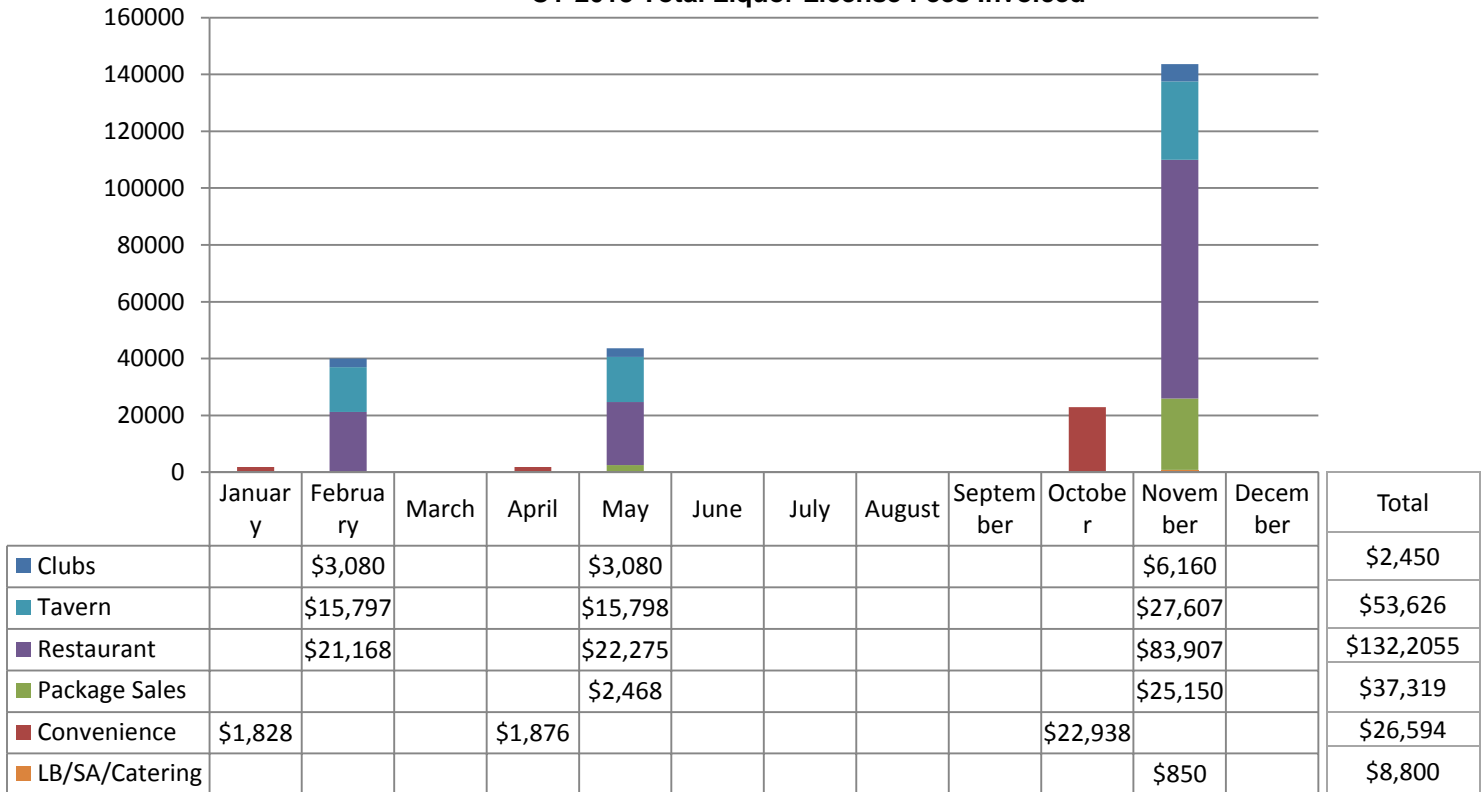
Number of Items on the Council Agenda

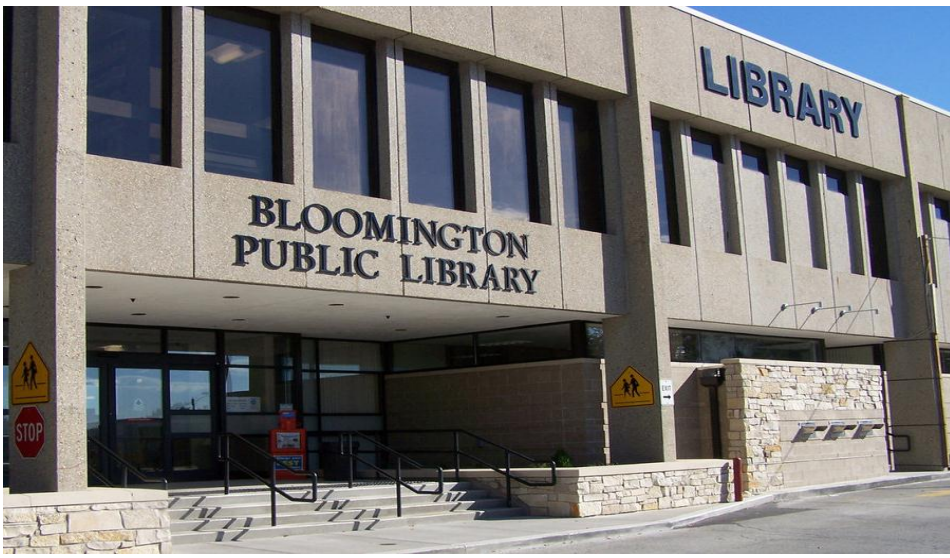


CY 2013 Total Liquor License Penalties/Fees



CY 2013 Total Liquor License Fees Invoiced





Library Director

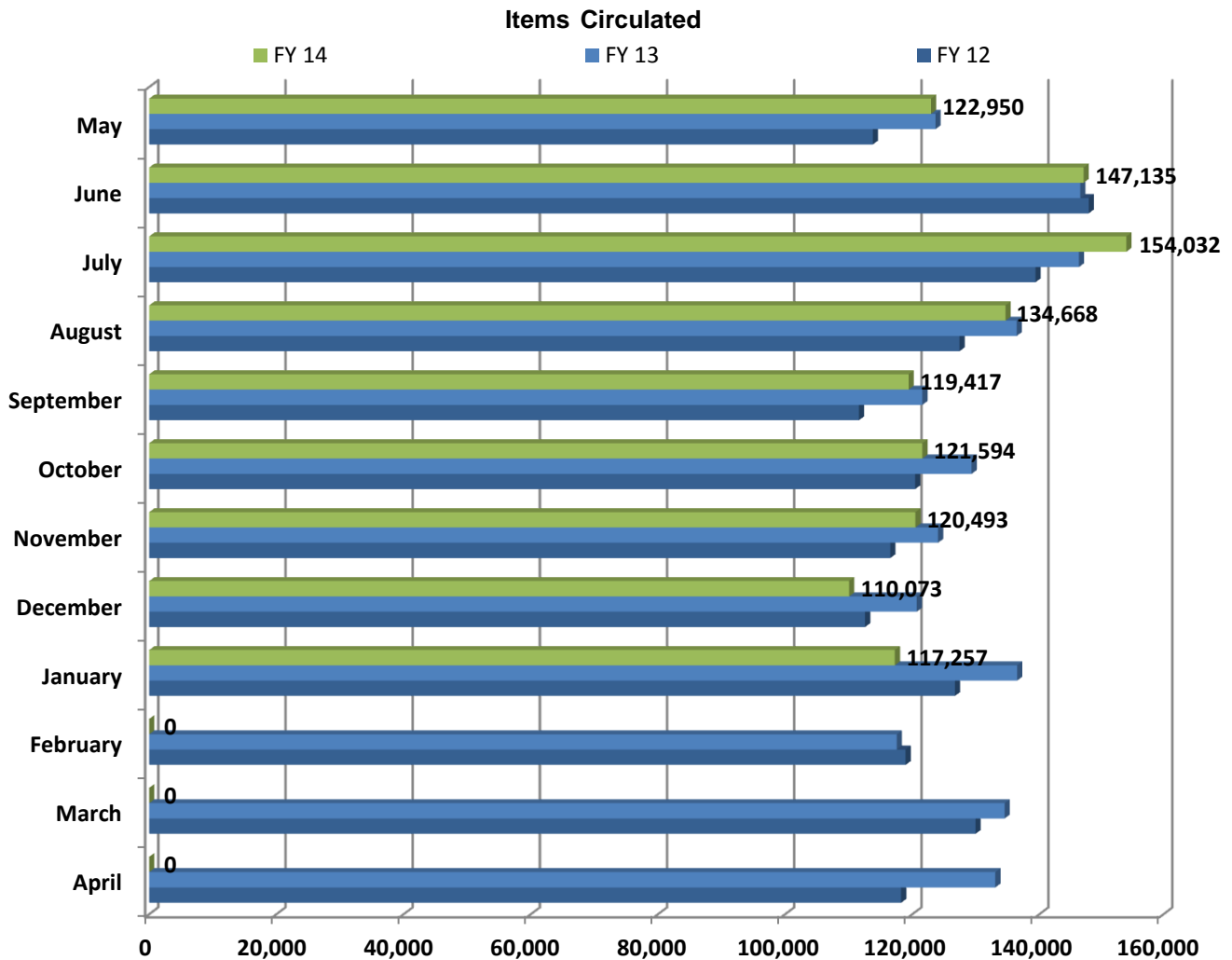


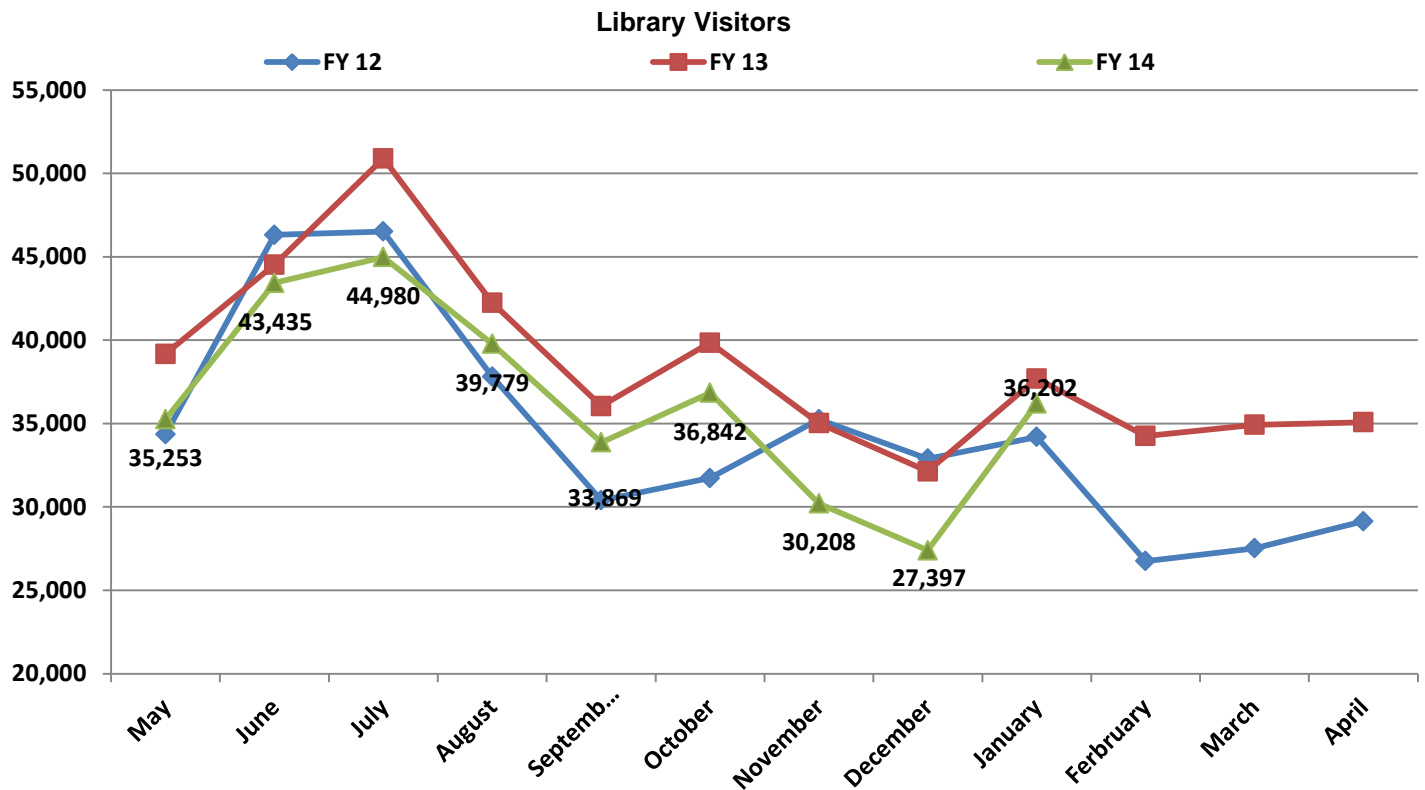
Georgia Bouda

January 2014 Edition

Library

A total of 117,257 items were borrowed in January 2014 compared to 136,487 items lent in January 2013. Despite the extreme cold, there were 36,202 visitors to the Library and Bookmobile in January, a slight decrease from the 37,696 visitors in January 2013.





Staff answered 4,397 questions from customers this month.

Programs and Attendance in the month of January:

Children Programs and Attendance

- India Day: Lasya Sudha School of Dance – 133 attended
 - Sudha Music Academy – 87 attended
- Mike Lockett and Home Sweet Home storytelling program – 35 attended
- Toddler story times – 8 sessions – 157 attended
- Preschool story time – 4 sessions – 59 attended
- 2nd Saturday story time – 11 attended
- Wiggle Giggle evening story time – 7 attended
- Tails for Tales (Read to Dogs) – 4 sessions – 65 attended
- 2nd Monday Story Club – 4 attended
- My First Reading Program – 132 registered
- We Have a Dream display
- Visited Brigham Head Start – 2 classes – 79 attended
- Visited Little Jewels Day Care – 138 attended
- Visited Head Start on Stillwell – 3 classes – 47 attended
- Rondalea continues to plan the Prime Time Literacy Program. As of now, 22 families have committed to the program. Our goal is 25 families.
- Georgianne met with Noel Lucero from United Way to plan how to partner on the Dr. Seuss program in March.

Teen Programs and Attendance

- Anime Now – 2 sessions – 8 attended
- Arm Knitting – 1 session – 3 attended
- The Teen Librarian went to the following schools and promoted books to the teens:
- Chiddix Junior High: 96
- Parkside Junior High: 70

Adult Programs and Attendance

- Fiction – 1 session – 14 attended
- Mystery Book Club – 1 session – 6 attended
- Nonfiction Book Club – 1 session – 6 attended
- Science Fiction Movie/Book discussion – 1 session – 8 attended
- Classic Movie Wednesdays – 4 sessions – 31 attended
- Small Business Series: Constant Contact – 1 session – 14 attended
- Books, Hooks, and Needles – 1 session – 5 attended
- DIY series: Cupcake Decorating – 1 session – 24 attended
- DIY series: Henna – 1 session – 15 attended
- E-reader Drop In Day – 1 session – 13 attended

Compliments to the City

To: Don Gilmore/Cityblm@Cityblm, Brandon Schmidgall/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm
From: Jeanette Jepsen/Cityblm
Date: 02/18/2014 11:16AM
Cc: Colleen Winterland/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm
Subject: Compliment!

Keisha Whiteside 111 N. Bayberry

Ms. Whiteside called in to express her gratitude for the plow driver that helped her get unstuck from in front of her house. (111 N Bayberry)

She stated his name was Chris and he did a wonderful job, going above and beyond his job duties to help her and her children get out safely from the residence. She wanted me to pass this compliment on so he knows that his service was truly appreciated today!!!

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

To: Colleen Winterland <cwinterland@cityblm.org>
From: "Michael, Kathy" <Kathy.Michael@mcleancountyil.gov>
Date: 02/06/2014 08:17AM
Subject: RE: help needed

Thanks Colleen; they got to her street and she made it in today.

Great job and appreciate the follow-up I know it's a tough time for you all and you're doing a great job!!

Kathy Michael
McLean County Clerk
309.888.5183

From: Colleen Winterland [cwinterland@cityblm.org]
Sent: Thursday, February 06, 2014 7:17 AM
To: Michael, Kathy
Cc: Internet Mail Group - publicworks; Jim Karch
Subject: Re: help needed

I apologize for your frustration. We have every piece of equipment the City owns in use since the storm began. Yesterday when your email arrived we were just going into residential at that time. We will be out today on clean up with all equipment.

If your street has not been plowed at least once since the storm began, feel free to contact our office at 434-2225 and a plow will be dispatched.

We encourage you to visit our website for snow plow status updates at www.cityblm.org<<http://www.cityblm.org>>.

Again, if you have any questions, do not hesitate to call. Our office hours are M-F 7:30-4:30.

Colleen Winterland

Office Manager

City of Bloomington

Public Works

(309) 434-2644

"Until one has loved an animal, part of their soul remains unawakened"

-----"Michael, Kathy" <Kathy.Michael@mcleancountyil.gov> wrote: -----

To: "publicworks@cityblm.org" <publicworks@cityblm.org>

From: "Michael, Kathy" <Kathy.Michael@mcleancountyil.gov>

Date: 02/05/2014 07:33PM

Subject: help needed

Know you all are busy, but my Chief Deputy can't get out of her street to get to work.
North Morris Dead end off of Seminary.

problem is it doesn't get much attention and still a mess from last time; hope you can
get to it; it's eleciton time and we need her in here; thanks.

Kathy Michael

McLean County Clerk

309.888.5183

To: Jim Karch/Cityblm@Cityblm

From: Colleen Winterland/Cityblm

Date: 02/13/2014 02:28PM

Cc: Steve Arney/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm,
George Kutz/Cityblm@Cityblm

Subject: Compliment to the Garbage Cart Roll-Out Group

Mr. Loren Stevens, 3106 Fiona Way (previous Principal at School) called to say what an outstanding job
the team that put the garbage cart roll out and flier together did. He said everything you could possibly
need to know is the flier, the paper is right, the color is right.

He wanted to let everyone know he thought the City did a fabulous job of keeping the public informed of
the upcoming roll out.

Colleen Winterland
Office Manager
City of Bloomington
Public Works
(309) 434-2644

I just talked to a man that lives on College just east of Northpointe School. He said yesterday morning around 7:30-8:30 he was out snow blowing and he didn't hear the plow truck until it was close to him. He said he didn't have time to get out of the way and he just "grit his teeth" expecting to be hit with a bunch of snow. He said the driver lifted the plow and he was very courteous. He said the same thing happened not to long after (may have been the same driver). He just wanted to "commend him for being thoughtful" and he really "appreciates their hard work".

Thanks,
Katie Stamp
Administrative Assistant
City of Bloomington
Public Works Department
(309)434-2225

To: Jim Karch/Cityblm@Cityblm, Barb Adkins/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm, Don Gilmore/Cityblm@Cityblm, Colleen Winterland/Cityblm@Cityblm
From: Katie Stamp/Cityblm
Date: 02/19/2014 01:52PM
Subject: E Jefferson

Resident called to say "Thanks" to two workers who helped push his car when it got stuck partly in the driveway and in the street on Monday. He said he thought it was Andre Hursey and Byron Rogers. He was very grateful for their help!

Thanks,

Katie Stamp
Administrative Assistant
City of Bloomington
Public Works Department
(309)434-2225

To: Jim Karch <jkarch@cityblm.org>
From: Justin Bellas <justin@bellaslandscaping.com>
Date: 02/19/2014 10:10AM
Subject: (Untitled)

Just wanted to shoot you a quick email. Everyone is so quick to say something bad about how the city roads are or how the city plows the roads ect. But I wanted to let you know that I have been very impressed with the way you and your crew has been keeping up on the roads. My crew and myself are out in the mess at the same time as your crews are getting things cleared and they have been doing an amazing job! There's no way to make everyone happy when we have a winter like this but just keep up the good work!

Justin

Justin Bellas
Bellas Landscaping
2405 Fox Creek Rd
Bloomington, IL 61705
www.bellaslandscaping.com
www.erosioncontrolpros.com

To: "'Dave Cornwall'"
From: "Robert Fazzini" <robert.fazzini@gmail.com>
Date: 02/06/2014 08:21AM
Cc: <citycouncil@cityblm.org>, "'Jim Karch'" <jkarch@cityblm.org>
Subject: Plowing concern & Road concern

Thanks for the update and the compliment for the city driver. By the way, we are spending only the debt service on the \$10 million bond at just over 2% interest which is close to \$1 million. The roads definitely needs fixing as you noted, and the bond debt is long term as is the result of fixing the roads. The \$10 million bond would not have been needed if previous city councils had budgeted enough to prevent the roads from reaching the deterioration level we currently experience. We are doing the best we can with the situation that we find ourselves in at this time. I would be available to sit and chat about the entire budget and the issues we are facing beyond just the roads. Just let me know when you are available.

Robert B. Fazzini

From: Dave Cornwall
Sent: Thursday, February 06, 2014 7:44 AM
To: Robert Fazzini; ward8@cityblm.org
Cc: mayor@cityblm.org; 'Jim Karch'
Subject: RE: Plowing concern & Road concern

Plow came during the night.

Please pass my praise on to the driver. Just an excellent job!

David
Hales

Wednesday, February 05, 2014 01:50PM

To: David Brown, Jeffery Patterson, Kevin Kutchma, Jon Caponi, Dylan Ferguson
Cc: Lester Siron, Mike Kimmerling

Gentlemen,

I read about your rescue and treatment of the woman and her dog that fell into the detention basin behind 3110 Monterey Rd.

I wanted to acknowledge this great success in rescuing them both from the freezing cold water.

I can only imagine how quickly and safely you all performed your duties that day to ensure everyone's safety and survival under the extreme freezing conditions of the water.

You are all heroes to this resident and to me.

Thank you for the risks you take every day to keep our community safe.

Respectfully,
David
David A. Hales
City Manager
City of Bloomington
109 E. Olive Street

To: JKarch@cityblm.org, CityCouncil <CityCouncil@cityblm.org>
From: Larry McDowell
Date: 02/17/2014 02:19PM
Subject: City Road and Sanitation Service

Top ten reasons I'm impressed with City Road and Sanitation services:

10. Through all the wintery weather they are there when we need them.
9. We don't have to think twice about if we will get our services taken care of.
8. Always perform at the highest quality levels.
7. Never question what they did or why they did it.
6. Hard working and poor hours.
5. Never complain.
4. I don't have to chase excess garbage or cans down the street in high winds.
3. I still have my mail box.
2. They do what most of us wouldn't do.
1. They are real people just like us.

We really do appreciate their hard work in the sever weather with no reduction in service.

Please thank them.

Thanks,

Larry McDowell
VFG 4, VFG 5, and VFG 6 Team Leader
Powertrain and Chassis Purchasing
Mitsubishi Motors North America

To: Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm
From: Jeanette Jepsen/Cityblm
Date: 02/10/2014 01:14PM
Cc: Colleen Winterland/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm
Subject: Huge thank you to truck #R33 today!!!

Tony Witte 2020 Hidden Lake Rd 829-1729

Tony called in today to express a tremendous amount of gratitude for whomever was running truck R33 today. He says that usually when his street is being cleared of snow, the snow usually gets pushed up into his yard, which causes him frustration. He says that this time.....they did a wonderful job and pushed it back enough to where it did not inconvenience him. The snow removal in his area was top notch and he commends truck #33 for a job well done!!!!

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

From: "Laurie C."
To: "fire@cityblm.org" <fire@cityblm.org>

Date: Thursday, January 16, 2014 02:43PM
Subject: Thank you

Captain John Jackson and the crew at Station 6

I have been looking for a way to send a comment to the city about how great you guys were when you came to

our house on Longmeadow on the morning of the 15th because our smoke alarms kept sounding. We appreciate that you took so much time trying to find the source so that we didn't have to worry about

a potential fire. We took your advice and called an electrician who told us that our combination fire/carbon detector

needed to be changed about every 5 years and our other 6 detectors needed to be changed every 7-10 years depending on the brand.

I was unaware that hard wired alarms with a battery back up ever had to be changed.

When the alarms started sounding we got out quick and it was so important for the kids to learn and practice taking every alarm seriously.

My neighbors were surprised that these alarms need to be changed. Everyone in my neighborhood is due to change theirs out based on the age of the houses.

How do we ask the city to put this information on the media so that other people know the life span of the detectors?

This is potentially life saving information.

Thank you so much! You guys are great!!

Laurie and Karen

BCPA

From Patron Post-Show Survey from the Tig Notaro performance (1/10):

- Tig Notaro's comedy was refreshing and quite unique! Her delivery was impeccable.
- It is nice to see a comedian who can be very funny for all members of a family, young and old.
- A master at working the audience.
- She was hilarious!
- This is a great addition
- Very funny. Top rate performance.
- SO funny! Loved her interaction with the audience. I hope she comes back!
- Tig was hands-down the best show I have ever seen at BCPA and probably in the top 3 of any show I've ever seen. She was amazing!! And, the venue was great as always - not a hiccup to be found.
- Best show ever!! Truly.
- nice to see the BCPA so full of patrons that night
- Brilliant comedian, one of many out there touring who rarely get a venue like this in which to perform. Please book more like this!

From Patron Post-Show Survey from the Buddy Holly performance (1/11):

- One of the best shows we have ever seen!!
- Outstanding show
- Fantastic show, people were engaged and enjoying themselves. Loved every minute of the show.
- My wife and I have attended many events at the BCPA and I would rate this as one of the best.
- It was TOTALLY AWESOME!!!!!!!!!!
- I will keep coming back for events like this
- Awesome!! Very fun!!
- Loved the whole show
- Great event. Enjoyed it thoroughly. They had lots of energy.
- Terrific show. We have attended "tribute" shows in the past and this one was head and shoulders above them.
- So much fun and great energy filled show!!
- Outstanding show
- I thought it would be good, didn't know it would be outstanding
- Excellent performance! Great audience involvement! Sound was mixed exceptionally well.
- A great show. The pre-show event was a bonus.
- Really good show and the history about how rock and roll started was great.
- Excellent value and such a high-energy concert. All 4 of us loved it!!!
- The show was awesome! Very talented performer and so much fun!

From Patron Post-Show Survey from the *Hello Dolly!* performance (1/21):

- Hello Dolly was wonderful!!!
- We were absolutely delighted with this production!
- Excellent show!
- Great energy among the cast members!
- It was well worth seeing

- This was an excellent exmple of traditional musical comedy, and I loved it.
- Great performance! The time flew by.
- Thoroughly enjoyed it. Wonderful evening
- Delightfully done.
- Looked like a Broadway production right here in Bloomington
- I thought it was wonderful!
- it was a fabulous show

From Patron Post-Show Survey from the Dirty Dozen Brass Band performance (1/24):

- I attend several shows each year and appreciate what BCPA offers.
- Outstanding group, very much enjoyed their relaxed and personal show. As usual, great acoustics and great atmosphere at BCPA!
- Liked the energy of the group and that they got the audience up and on their feet.
- I loved how they engaged the audience.

Recreation

Pepsi Ice Center's Joe Olson was inducted into the Illinois Hockey Hall of Fame in January for his contributions to the sport.
