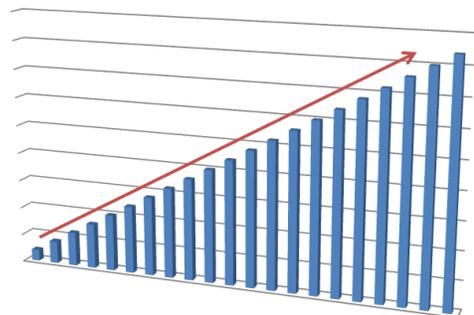




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Meetings

- Liquor Commission meeting, July 8, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, July 9, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, July 17, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting July 24, 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

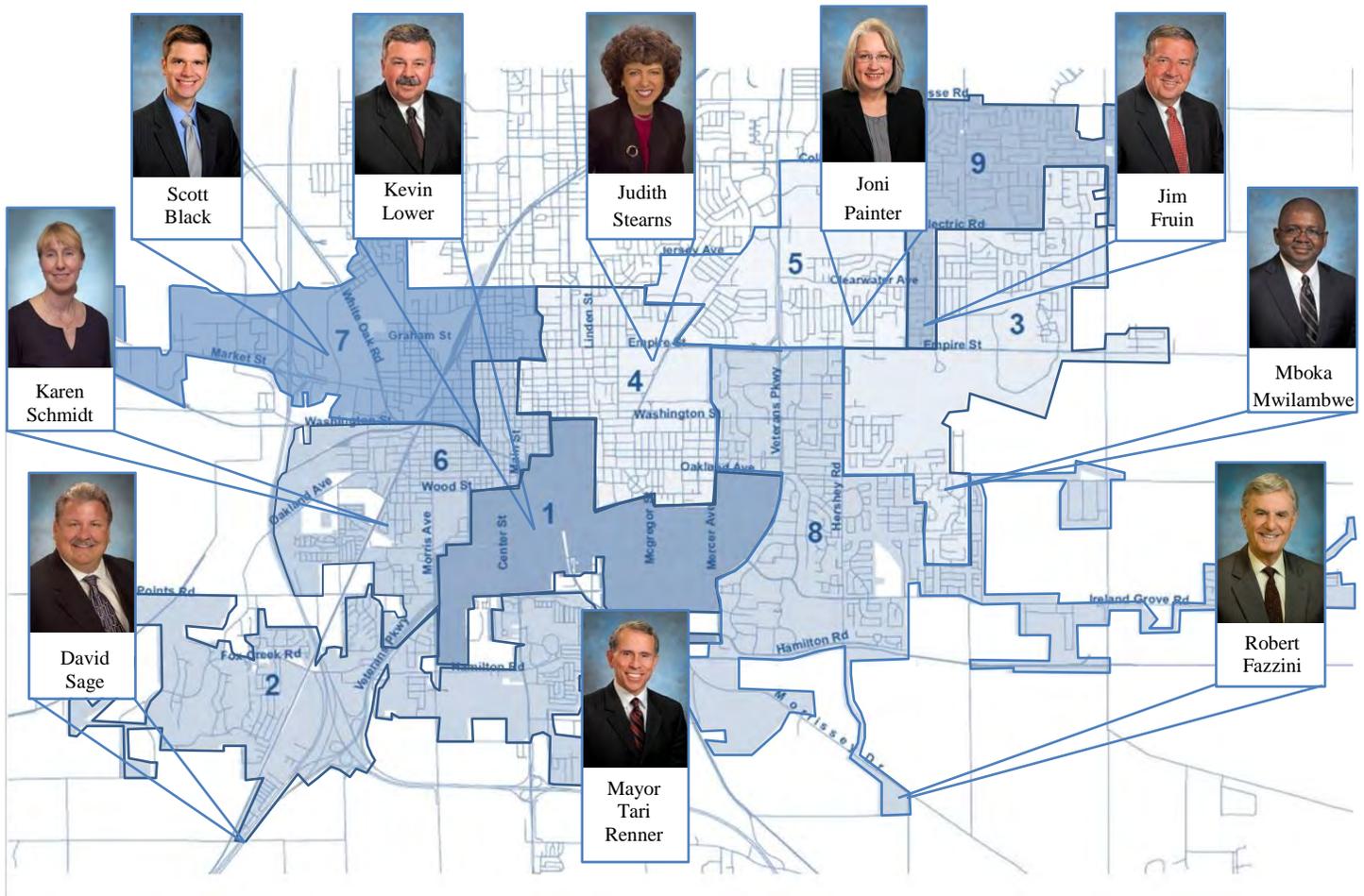
Effective June 1, the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

Upcoming Community Events

- Pantagraph Celebrate America, Miller Park Bandstand, July 4, 7:00 pm
- Animal Enrichment Day, Miller Park Zoo, July 19, 1:00 pm – 3:00 pm
- Miller Park Summer Theatre: The Music Man, Miller Park, July 26, 7:30 pm
- Back to School Ice Cream Social, Miller Park Zoo, August 9, 1:00 pm – 3:00 pm



City of Bloomington Elected Officials



City of Bloomington Administration

City Manager: David A. Hales

Interim Assistant City Manager: Sue McLaughlin

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

Interim Director of Planning & Code Enforcement: Frank Koehler

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 A. Hales

Welcome from the City Manager

May 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 May 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: Electricity Cost Savings

City of Bloomington Saves on Electricity Costs - Outcome of bidding process to save \$85,000 annually for three years

BLOOMINGTON, IL—The City of Bloomington anticipates saving approximately \$85,000 per year on electricity costs for the next three years, the outcome of a recent bidding process coordinated by the Stone River Group and a resulting agreement with Integrys Energy Services, Inc. This estimate is based on the previous 12 months of usage and rates experienced by the City.



The City began investigating the use of an energy broker to negotiate lower costs earlier this year, a process already established in several communities including the Town of Normal. In February, the City selected the Stone River Group to obtain energy pricing for a three year period for larger City facilities not covered by the municipal electric aggregation program, including City Hall, the water treatment plant, the police station, the Bloomington Center for the Performing Arts and others.

After soliciting bids, the Stone River Group identified Integrys Energy Services, Inc. as the lowest responsible bidder. The resulting agreement with Integrys is anticipated to save the City \$85,000 per year on electricity costs for the next three years. The savings calculation is based on the City's last 12 months of usage through March 2014. The City was paying \$.05116 per kilowatt hour and will pay \$.04783 per kilowatt hour under the newly-negotiated agreement. The Stone River Group will be paid per kilowatt hour by the retail electric provider; there is no cost to the City of Bloomington for the Stone River Group's services.

"We are pleased that this bidding process will realize significant cost savings for the City of Bloomington," explains City Manager David Hales.

The Stone River Group anticipates coordinating a similar bidding process on behalf of the City for natural gas later this year.

For more information, please contact Alex McElroy, Assistant to the City Manager at (309) 434-2210.

Executive Summary

Police Department

- On average there were five general detectives working per day. Each detective was assigned approximately seven cases and the two Domestic Violence detectives were assigned 67 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 32 cases. **(Page 8)**
- Six officers and two supervisors are assigned to Street Crimes with an average of 6.18 working per day. Officers completed 26 days of training. Street Crimes made three warrant arrests, 26 probable cause arrests, issued \$600 in ordinance violations and seized \$580, 88.7 grams of cannabis, 2 grams of crack cocaine, and .9 grams of heroin. **(Page 9)**
- There are 17 officers assigned to third shift with 10.22 officers on average working per night. Approximately 365 traffic stops were made in May, 16 arrests from self-initiated traffic and pedestrian contacts, and 12 additional arrests for DUI. **(Page 11)**
- The Department experienced 153 property crime reports, which is an increase compared to the 136 property crime reports last month. The breakdown is as follows: 23 burglaries, 130 thefts, and 1 motor vehicle. **(Page 12)**
- Monthly totals for May for downtown hireback officers and third shift officers assigned to downtown include 265 bar checks, 78 ordinance violations issued, 16 parking tickets issued, 11 Uniform Traffic Tickets (UTT) issued, ten fights in progress, eight arrests, 20 calls for service, five DUIs and 16 tows. **(Page 13)**

Fire Department

- For the month of May, the Fire Department's response time was within the six minute bench mark with an average call creation to arrival time for fire responses of 5:55 and 5:55 for emergency medical services. **(Page 14)**
- During the month of May, the Bloomington Fire Department responded to 183 calls of which 10 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$202,560. **(Page 15)**
- The call volume was 824 calls for service. **(Page 15)**
- As in most months, the majority of the calls were EMS related which accounted for 694 calls for service in May. The 694 calls for service resulted in a total of 736 patients treated and 591 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems. **(Page 17)**

Parks, Recreation & Cultural Arts

- Throughout the rest of May, the BCPA hosted 53 community-based programs, rental events and BCPA presented programs. Functions included the Illinois Symphony Orchestra, Twin City School of Dance, Twin City Ballet, First Friday - art show, a technical workshop, Next Professionals lunch, BCPA tours, usher training, a photo shoot, Next Step Dance annual dance recital, wedding reception, piano lessons, Cultural Commission meeting, Fancy Nancy school show and more... **(Page 25)**

- May ended on a high note with the comedic and musical talents of Whose Live Anyway! The Whose Live cast plucked audience members at random and brought the house down with hilarious improvisation. At the end of the night, they signed autographs and took selfies with patrons in the loading dock area behind the BCPA. The show was a sellout and a great way to start the new fiscal year! (Page 26)
- The month of May gave the courses the first month of the year with more playable hours than last year. Unfortunately, it was a modest 5% increase. While the courses are happy to see more playable hours, this 5% increase competes against a May of 2013 that saw playable hours down -18%. So, the bar for weather was set rather low. With this 5% increase, the courses did see a 5% increase in rounds played (Page 26)



Economic Development

- *Alliance for Innovation Presentation:* The City of Bloomington Economic Development Coordinator presented at a workshop in Glenview, Illinois with contracted service provider Buxton on May 7th. The topic pertained to —Planning Your Retail Recruitment Strategy & Execution: Everyday Retail Development Dynamics and Trends”. More than 40 participants engaged in a half-day workshop to discuss retail development strategies, incentives, tips and case studies. A copy of the presentation given by the City of Bloomington can be reviewed by clicking [HERE](#). (Page 33)
- *International Council of Shopping Centers Annual Recon Event:* The largest gathering of retail real estate professionals in the world took place May 17-21 in Las Vegas, Nevada. An expected, 33,000 attendees packed the show floors. In attendance from the City of Bloomington was Economic Development Coordinator Justine Robinson.



RECon 2014 spans more than 1 million square feet of show and featured keynote presentations from individuals such as [Biz Stone](#), Co-Founder of Twitter.

Here are some thoughts from Biz Stone’s opening event:

- On Twitter... —Twitter is not a triumph of technology; it’s a triumph of humanity.”
- On success... —Without emotional investment in your work, success is not guaranteed but failure is.”
- On deal-making... —The only deal worth doing is a win-win one.”
- On the U.S. not producing anything... —We have an incredible renewable resource that no one seems to talk about...creativity.”
- On how retail can successfully use social media.... —First, use social media to listen to the customer, then once you have a good understanding of what they want, join the conversation...but when you do join in, make sure you are being authentic.”



Police Chief



Brendan Heffner

May 2014 Edition

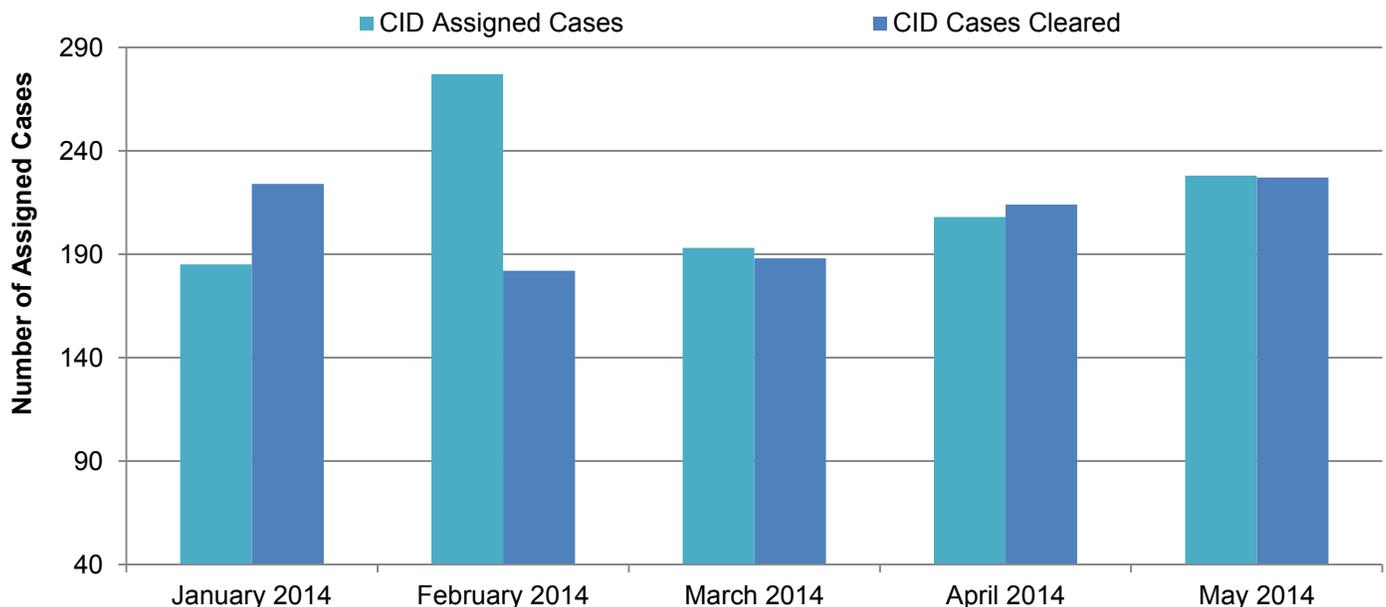
Police Department

Crime Investigations Division (CID)

On average there were five general detectives working per day. Each detective was assigned approximately seven cases and the two Domestic Violence detectives were assigned 67 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 32 cases.

CID assigned 56 new cases for investigation in May. The case load carried by CID had the following dispositions: 31 cases were cleared by arrest, seven cases were cleared with juvenile arrest, and 145 were administratively closed, exceptionally cleared or were unfounded. 162 incidents of domestic violence were reviewed in May.

2014 Criminal Cases Assigned vs. Criminal Cases Cleared



Cyber Crimes

The three Cyber Crime detectives have 14 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

United States Marshal Task Force

The Bloomington office opened ten cases and closed four. Significant work in May included a subject wanted by Mexico for a homicide that occurred in 1996. Upon approval from the US Attorney's office, the subject was taken into custody without incident. Also, a sex offender from Missouri was taken into custody. This offender had not registered for five years and was arrested on two Missouri warrants, two US Marshal's warrants, one Louisiana warrant and charged with failure to register in McLean County.

VICE Unit

Four detectives and one sergeant are assigned to the Vice unit with 4.82 on average working per day. Twenty-three new cases were opened, 17 cases were closed, and five search warrants were served. The Vice unit purchased 7.9 grams of crack cocaine, 162.5 grams of cannabis, 14 dosage units of MDA, and 3.5 grams of heroin. They seized 7.6 grams of powder cocaine, 4,380 grams of cannabis, 4 cannabis plants, .2 grams of heroin, 2 dosage units of LSD, \$1,854 and \$6000 in property.

Street Crimes Unit

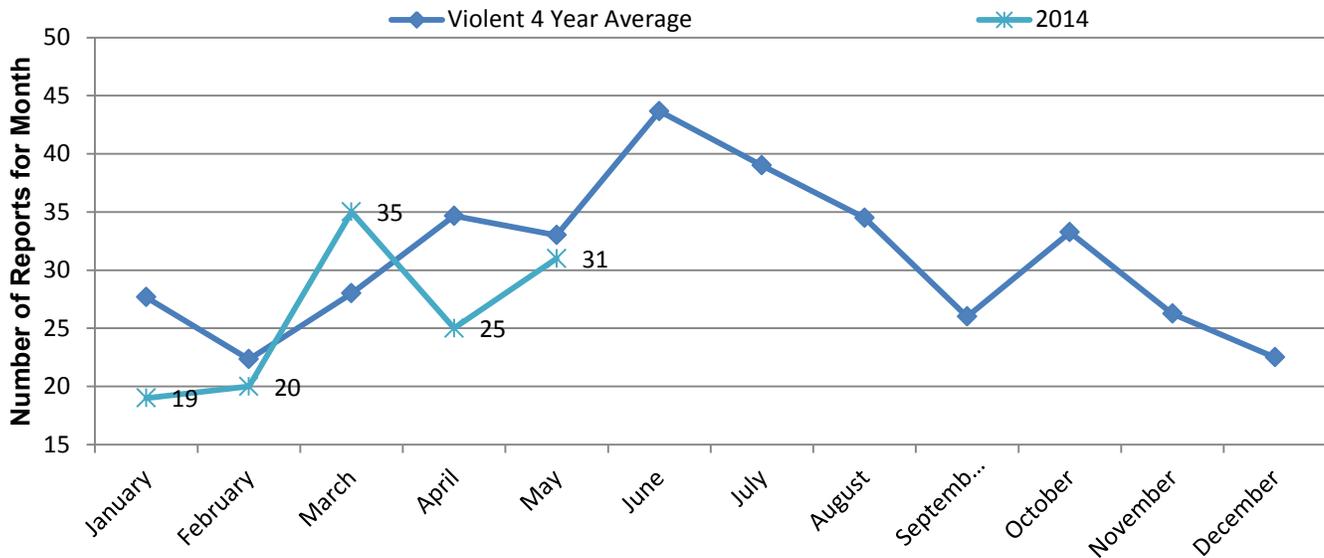
Six officers and two supervisors are assigned to Street Crimes with an average of 6.18 working per day. Officers completed 26 days of training. Street Crimes made three warrant arrests, 26 probable cause arrests, issued \$600 in ordinance violations and seized \$580, 88.7 grams of cannabis, 2 grams of crack cocaine, and .9 grams of heroin.

Criminal Intelligence and Analysis Unit (CIAU)

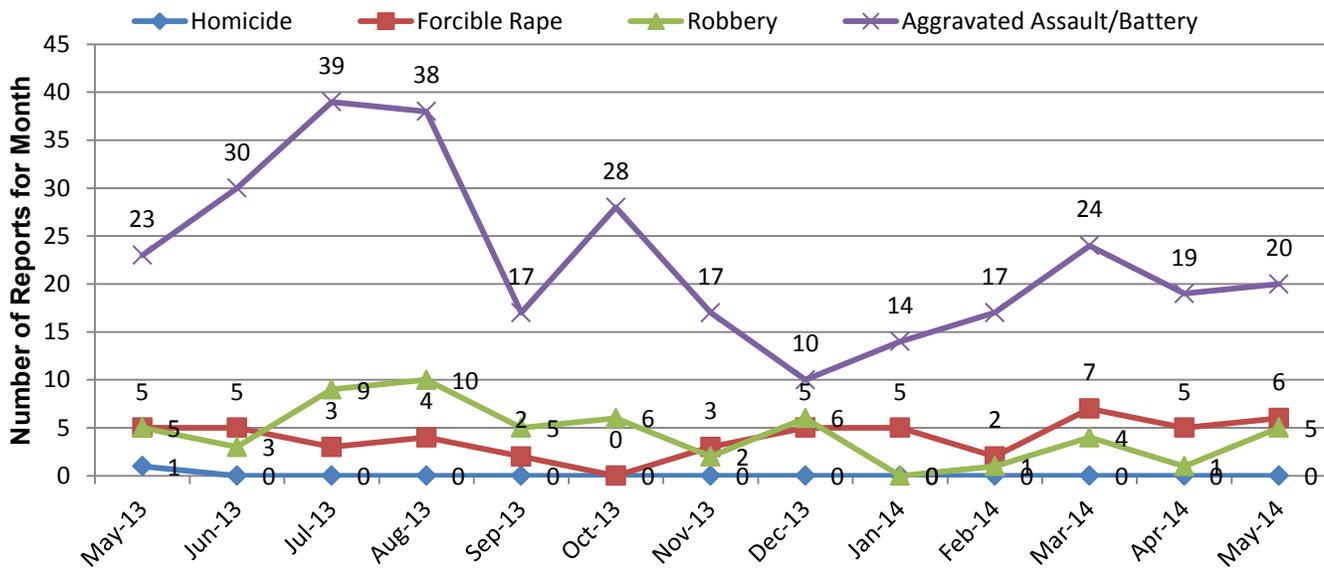
Two CIAU staff received 16 hours of computer laboratory training from Penlink Ltd on electronic telecommunications analysis. The training and new software was paid for by the 2013 JAG grant. Updating this software will greatly decrease the time it takes to track and analyze cell phone traffic in investigations.

CIAU staff presented a full day of criminal street gang instruction for area agencies through MTU8. Instruction was provided to 59 local officers and detectives. CIAU is staffed by three people.

Total Violent Crime



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
82.40%	16.50%	0.90%	0.20%	99.80%

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

There were \$28,300 in ordinance violations issued in calendar year 2013. Processing is underway for 2014. The communications center manager attended a joint APCO/NENA meeting in Urbana. He also heard a presentation on Text-to-911 implementation by the four major cell carriers. He participated in a tabletop disaster exercise at Heartland Community College, attended Starcom Advisory Subcommittee meeting, completed annual MABAS staff assistance visit, reviewed communications console project and BFD Starcom project, and met with Frontier and McLean County ETSB to review phone upgrade project.

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	7,677
911 Calls (wireline & wireless) total	2,257
911 Calls - Wireline	372
911 Calls - Wireless	1,885
Total All Calls	9,934
<u>Dispatched Calls</u>	
Police	7,464
Fire and EMS	877
Total Dispatched Calls	8,341
<u>Daily Call Averages</u>	
Administrative (non-emergency)	248
911 Calls – Wireline and Wireless	73
All Calls per day average	320
Police Dispatches	241
Fire and EMS Dispatches	28
Average Dispatches per day	269

First Shift 7 a.m. – 3 p.m.

First shift has 19 officers assigned with the average number working each day of 10.55. There are five officers in the FTO program and one officer on extended military leave. Several officers attended a gang summit, Police Ethics training, hostage negotiations training, and Street Survival.

Sixty-three incidents of sex offender related problems were handled. Six offenders were arrested or warrants obtained for their arrest. Eight sex offenders were arrested for various crimes.

Second Shift 3 p.m. – 11 p.m.

Second shift has 20 officers assigned with an average of 11.7 working each day. One officer in the FTO program worked on the shift during the month. Several officers attended training for bike patrol and street survival. Officers patrolled Miller Park and the Old Town Neighborhood due neighborhood complaints. Officers worked several STEP details around town in response to speed complaints.

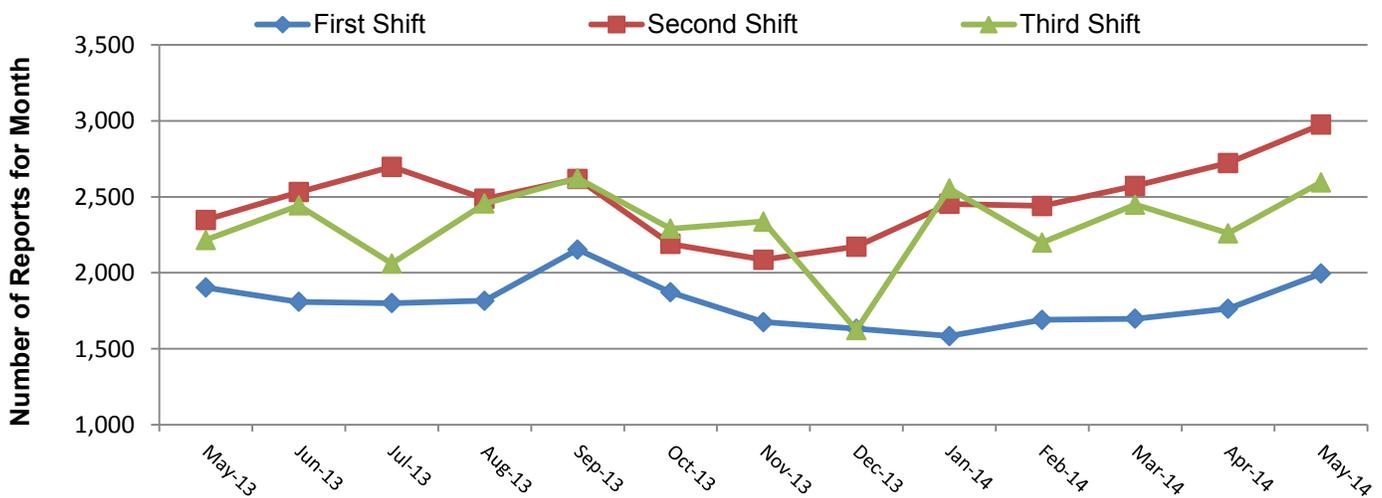
Third Shift 11 p.m. – 7 a.m.

There are 17 officers assigned to third shift with 10.22 officers on average working per night. Approximately 365 traffic stops were made in May, 16 arrests from self-initiated traffic and pedestrian contacts, and 12 additional arrests for DUI.

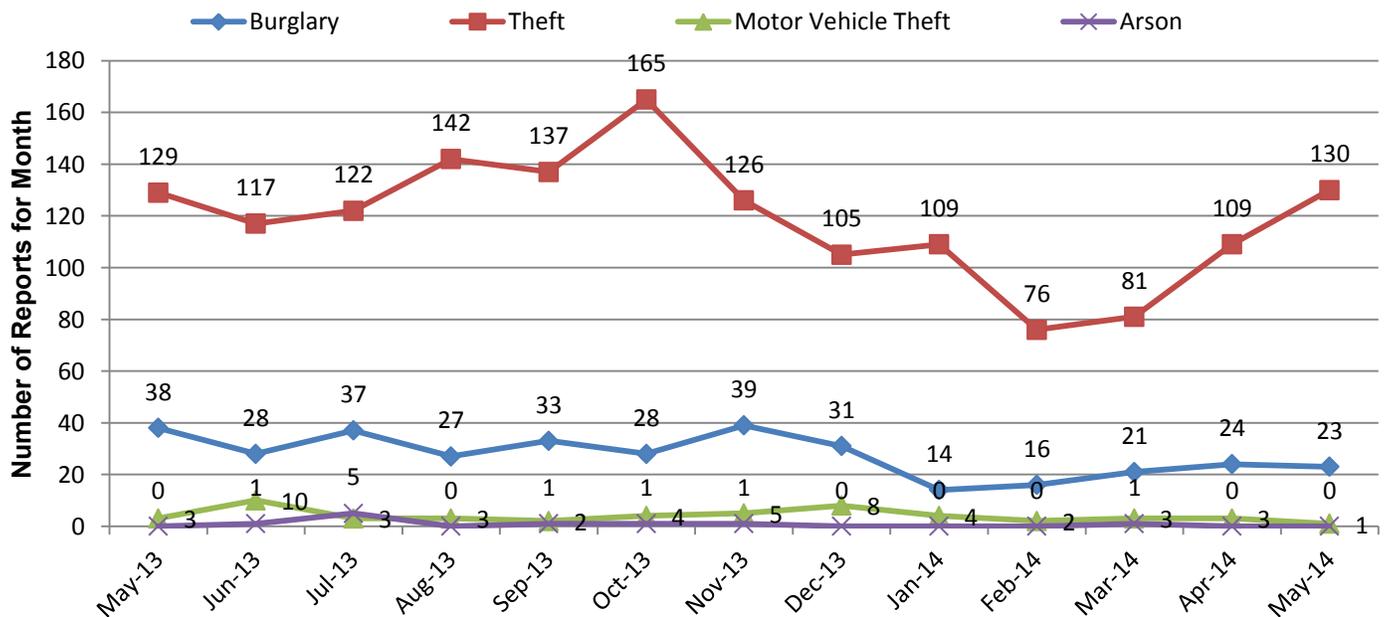
On May 3, an officer responded to a call of suspicious person trying to break into cars. A subject walking was stopped and found in possession of a stolen computer and approximately \$30 in coins.

Violation	Month Total	Year Total
Seat Belt/Child	20	34
Speeding	104	338
DUI Arrests	27	136
All Other Traffic	453	2551

1 Year Police Department Calls for Service by Shift and Month



1 Year Property Crime by Categories



Downtown Activity

ISU had their graduation in May; consequently one additional team of two officers was hired to work on Thursday, May 8th and Friday, May 9th. During May there were five weekends that officers were hired to work the downtown area. There were a total of 15 nights worked downtown.

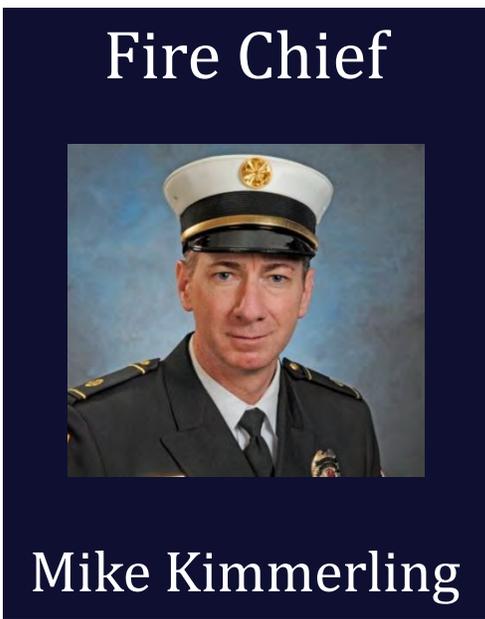
On 5/11/14, officers took a report of an intoxicated individual who had an injury to his head after being removed from a bar in the 500 block of N. Main. The intoxicated subject was reportedly removed for inappropriately grabbing a female bartender. On 5/11/14, officers arrested one for DUI near Washington and Allin. On 5/11/14, officers made contact with a bouncer of a bar in the 500 block of N. Main who caught a male in the bathroom with a plastic baggie containing a small amount of controlled substance. The suspect was arrested. Officers arrested one for DUI near Madison and Monroe, one near Madison and Front, one near Market and Main, one near Madison and Olive. On 5/24/14, officers responded to the 500 block of N. Main after two subjects battered a bouncer.

Monthly totals for May for downtown hireback officers and third shift officers assigned to downtown include 265 bar checks, 78 ordinance violations issued, 16 parking tickets issued, 11 UTTs issued, ten fights in progress, eight arrests, 20 calls for service, five DUIs and 16 tows.

Administration

SRO Arnold testified in court on a BHS theft case, assisted the Sheriff's department with servicing a subpoena on a BHS student, spoke to three parents concerning students, and did four student transports. SRO Evans dealt with 15 theft issues, four order of protection checks, two deceptive practice issues, 18 disorderly conduct issues, six child custody issues, eleven truancy issues, 17 fights, five crisis drills or meetings, six child sex offender checks, five lock down drills, and made four presentations on being a positive role model. SRO Hirsch spoke to two classes of 8th graders regarding law enforcement as a career, spoke with 13 parents regarding issues in school including fighting and truancy. He also removed nine students for poor behavior, investigated ten thefts of cell phones with seven of them recovered, conducted two lockdown drills at private schools and one presentation about lockdown procedures and the Alice system lockdown method. SRO Wagehoft attended Youth Impact meeting, handled 24 disorderly conduct issues, three domestic violence issues, three battery issues, four fights, one theft, one runaway, one missing student, and one DCFS visit.

Public Affairs Officer Mayer conducted a tour and presentation, attended Recovery Court, STAC meeting, Focus meeting, Neighborhood Watch Coordinator meeting, YouthBuild Event, Landlord Association presentation and Bank Robbery presentation, Explorer meeting, Crime Detection network meeting, presentation at Westminster Village, issued several media releases, and held several interviews with WMBD, WJBC, and WGLT.



Fire Chief

Mike Kimmerling

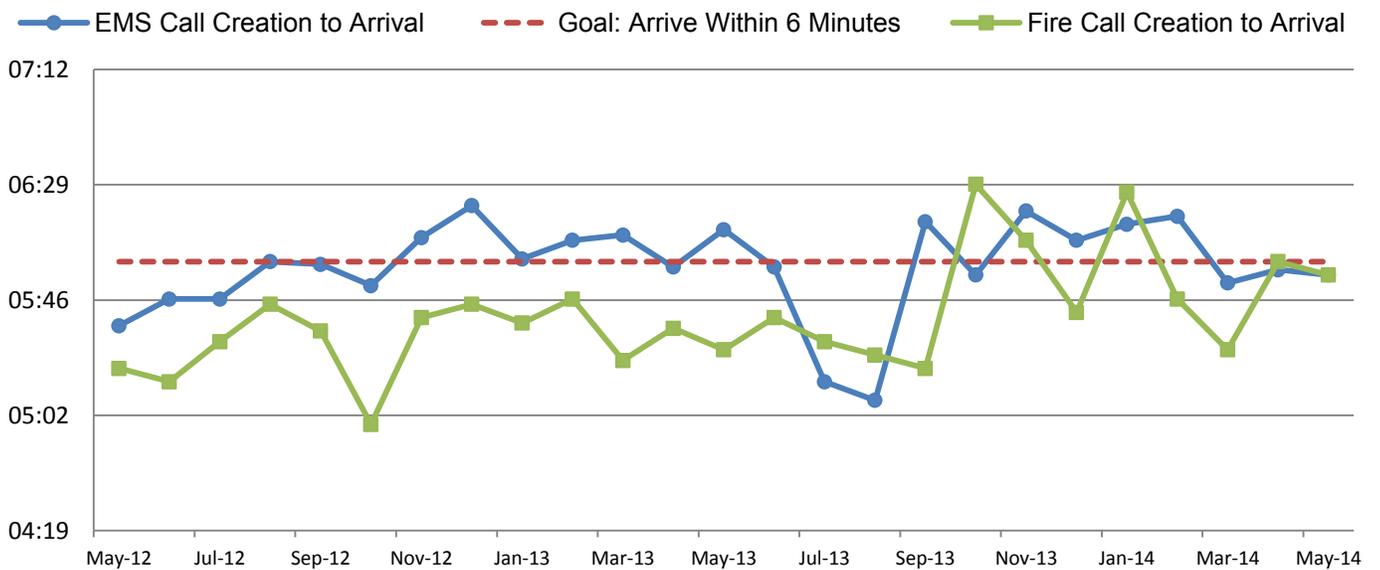
May 2014 Edition

Fire Department

Fire Response Data: May 2014

Fire Response Type	Previous 12 Month Average	May 2014
Fire Responses	185	183
Structural Fires	8	10
Estimated Dollar Losses (Property & Contents)	\$384,128	\$202,560

Fire & EMS Call Response 2 Year Analysis



Top 5 Fire Response Types for May 2014

Response Type

154: Dumpster or other outside trash receptacle fire

700: False Alarm or false call, other

600: Good intent call, other

743: Smoke detector activation, no fire - unintentional

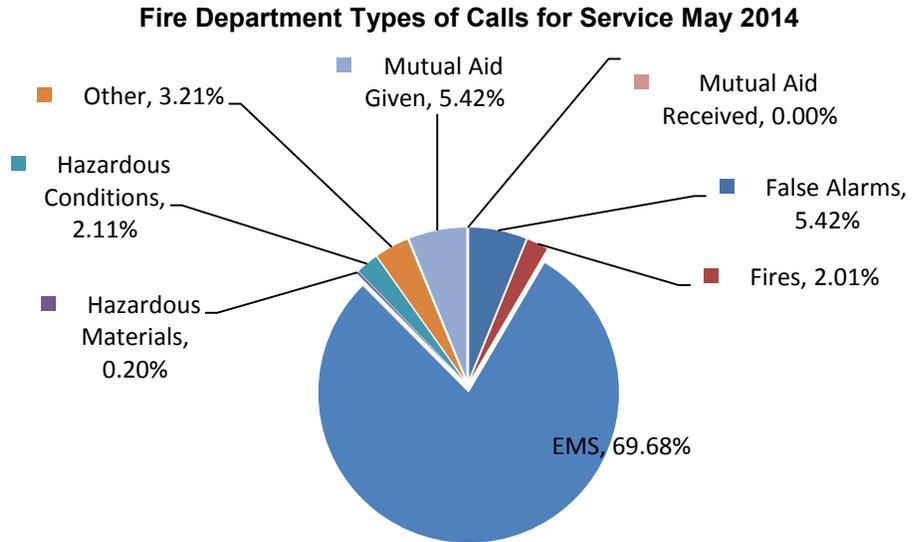
622: No incident found on arrival at dispatch address

May continued to be a busy month for the fire department although fires were down we did have two fires that not only did extensive damage to two apartment buildings but one fire involved a civilian fatality. Estimated fire damage in the month of May was \$202,560, putting fire losses at \$1,363,055 for the year.

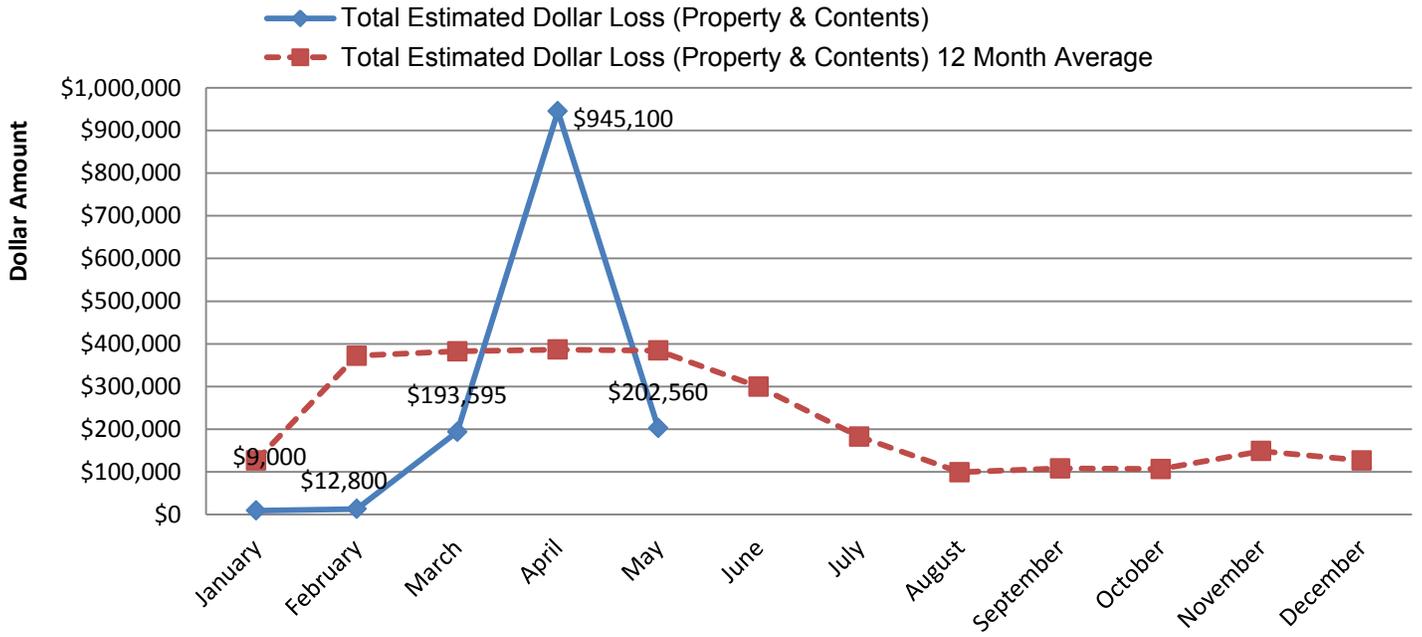
While not putting out fires the fireman are checking hydrants

in the City and in the month of May inspected over 600 hydrants. They also completed 15 building pre-plans and the Department was able to put 12 of our officers through a Command Training Center that was taught at our #5 Fire Station. This training has been a great benefit to the officers and firefighters while responding and operating on fire scenes.

The Department is also in the process of purchasing a new truck to replace our 1991 Telesquirt truck that is at Headquarters in reserve. This vehicle is now 23 years old and 8 years behind schedule for replacement. It has developed some major maintenance issues and we are holding off repairs unless it effects the safe operation of the vehicle. When this new vehicle comes in it will be stationed at our #2 Station and several vehicles will be moved to put them in the best position to serve the community.



Dollar Loss Due to Fire Damage

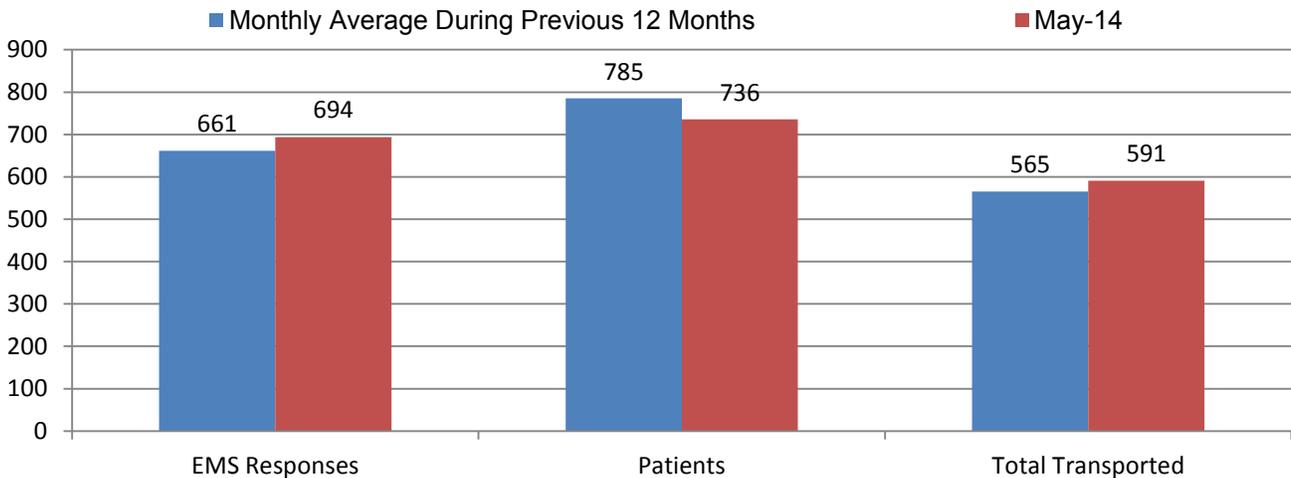


Emergency Medical Services (EMS)

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 694 calls for service in May. The 694 calls for service resulted in a total of 736 patients treated and 591 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems.

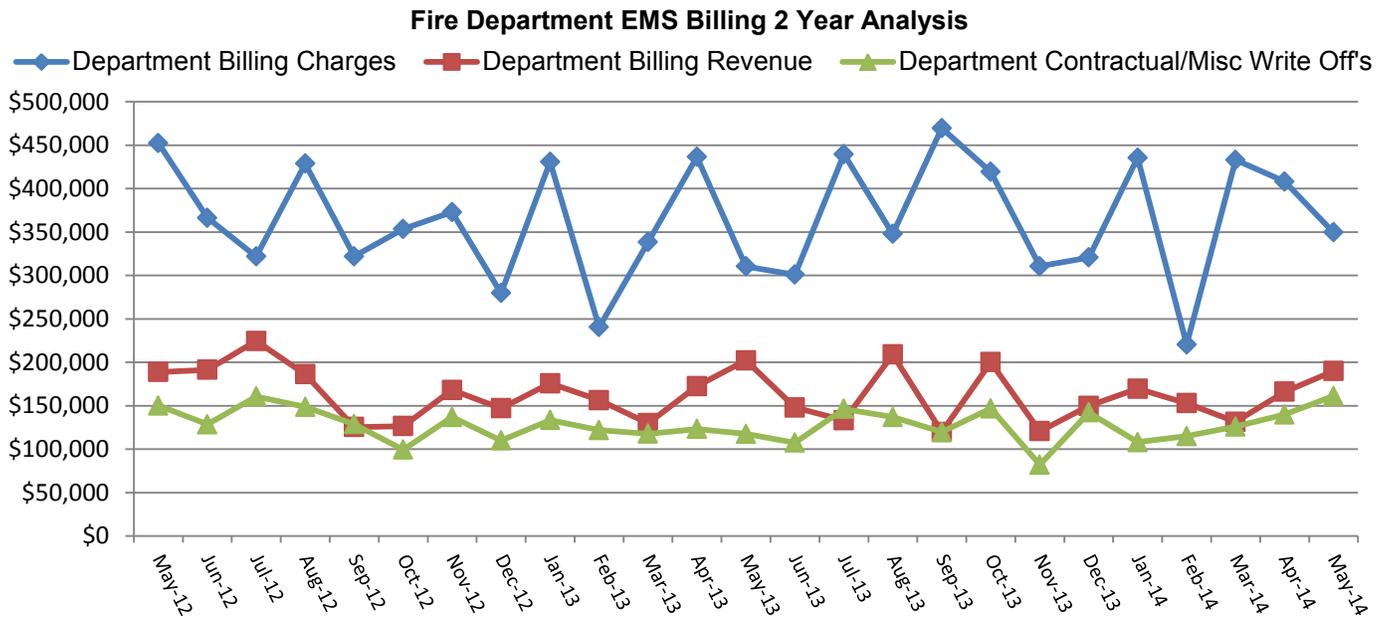
EMS Responses: May 2014 and Previous 12 Month Average



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 \$189,963.81. The Contractual-Write offs total for the month were \$161,129.75. Bad Debt transferred to third party collections was \$67,878.



Public Education Office

The following represents the Public Education Officer Activities for the month of May 2014:

Fire & Life Safety

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

- St. Mary’s School x 2
- Sheridan Elementary
- Pepper Ridge Elementary
- Home Sweet Home Mission
- Irving Elementary
- Country Financial x 2
- YWCA
- Downs Fire Department
 - Total Attendees: 499
 - Total Events: 10

The following fire & life safety presentations were given:

- CPR/AED Training
- School Fire Evacuation Drills x 3
- Captain Mac & Friends Fire Safety
- Tucker the Turtle Bike Safety
- General Fire Safety
- Winston Wolfe —“No Bullying”

Captain McCollum also attended the Illinois Fire & Life Safety Conference, held in East Peoria on two days at the beginning of the month.

Fire Department Training Reports for May

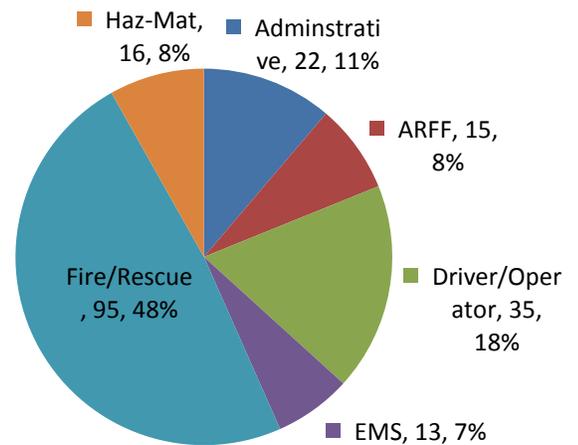
For the month of May, 2014 the fire department held 196 training classes which totaled 1838 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of May.

Major training subjects during this month included:

Major training subjects during this month included:

- Driver/Operator
 - Fire Service Vehicle Operator Practical
 - Pump Operations
- Fire/Rescue
 - SCBA Consumption Drills
 - Blue Card Command-Incident Command
 - Fire Officer Leadership
- Hazardous Materials
 - Tank Rail Car
 - Leak Control Drums and Pipes
- EMS
 - 12 Lead EKG
 - Cardiac Arrest Management
- ARFF
 - Live Fire FAA Part 139 Training
 - Aircraft/Airport Familiarization

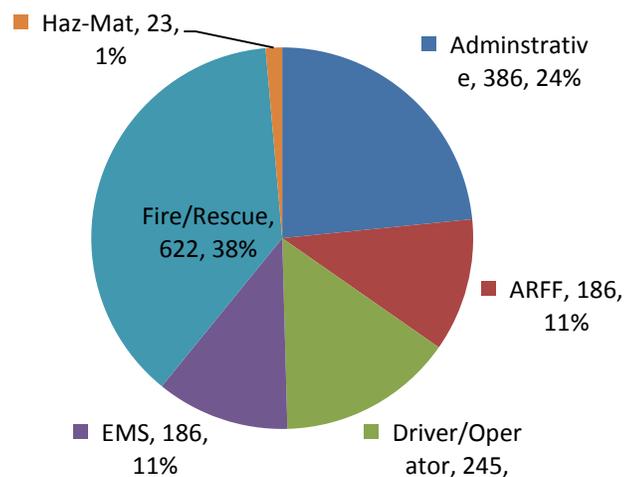
Total # of Training Classes by Category



Fire Department Training Report

The 196 training classes included 788 participants resulting in a total of 1838 hours of training during May. This chart represents the total man hours of training in the six categories.

Total # of Hours by Category





Public Works Director



Jim Karch

Public Works Department

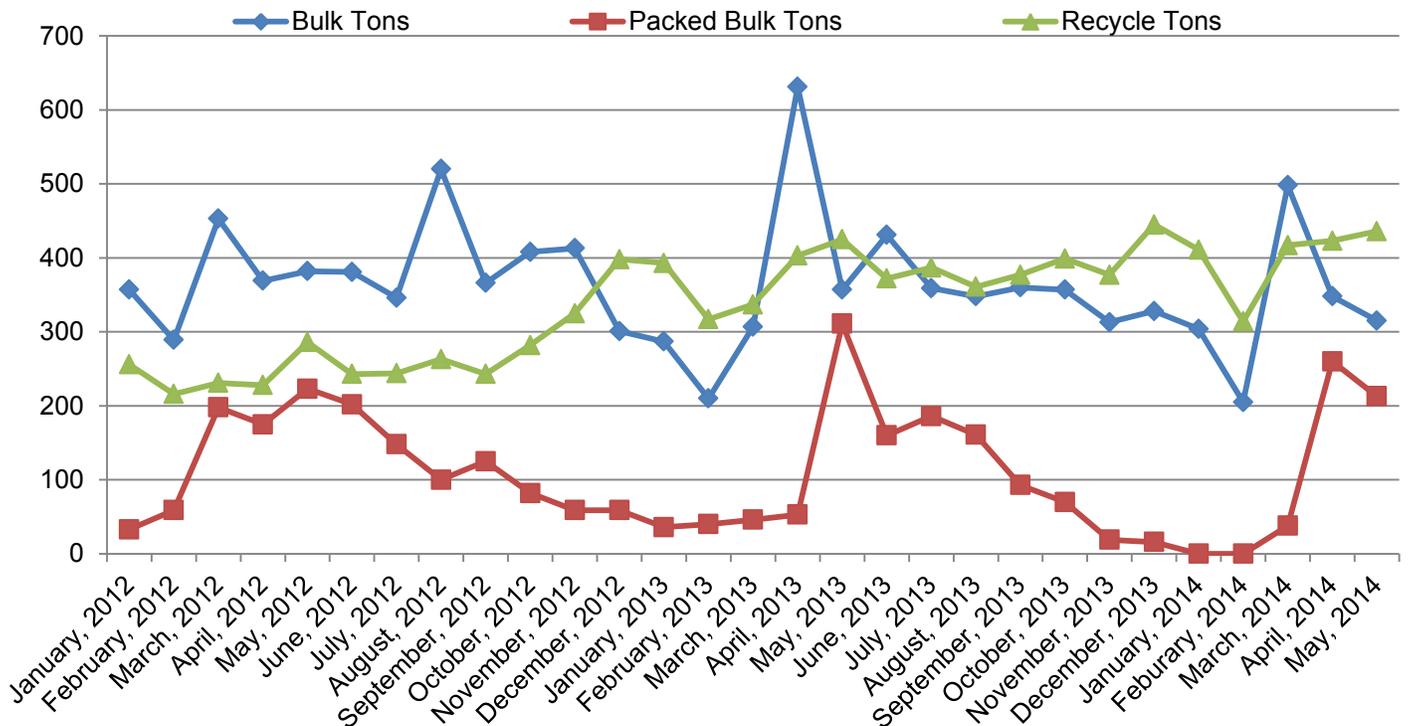
May 2014 Edition

Solid Waste Division

Recycling Percentages Up

Approximately 24,500 residences are serviced weekly and an average of 28.08 pounds of household garbage was picked up each week at these locations in May 2014.

2 Year Refuse by Month



**Ecology Action Center
McLean County Solid Waste Program**

**2014 First Quarter Report
January 1 – March 31, 2014**

The Ecology Action Center has completed the following items in fulfillment of the Solid Waste and Waste Reduction Education Program agreement of January 1, 2014.

Household Hazardous Waste (HHW) Collection

- Developed formal proposal to provide for local funding of Household Hazardous Waste Collection by McLean County, City of Bloomington, and Town of Normal. This agreement, now awaiting formal approval by the local governments, will provide for biennial HHW collections coordinated by the EAC starting in fall 2015.
- Spring HHW email update sent to 1190 subscribers and posted to social media feeds notifying local residents of no local HHW collections this spring but directing them to other IEPA collections in other communities. Alternative local programs were also promoted as well as source reduction strategies.

Solid Waste Coordinator Activities

- Surveyed area waste haulers, recyclers, municipalities, and institutions to gather data for calculation of county-wide 2013 municipal solid waste generation rate and recycling rate. Final results to be published shortly.
- Applied for 2014 Illinois EPA electronics recycling outreach grant; received acknowledgement of \$2,000 grant award.
- Facilitated quarterly Solid Waste Technical Committee Meetings including follow-up submission of materials to the McLean County Land Use Committee.
- Solicited applications for school recycling grants.
- Facilitated McLean County small municipality recycling grants process.
- Ongoing administration and promotion of Compact Fluorescent Lamp (CFL) recycling program with 3 drop-off points in Bloomington and Normal.
- Ongoing administration and promotion of Household Battery recycling program in conjunction with Interstate Batteries, Batteries Plus, and Springfield Electric (3,029 pounds recycled).
- Ongoing administration of Illinois Plastic Pot Recycling Program in cooperation with YouthBuild McLean County. Current efforts focus on the development of a longer-term, more sustainable means to support the volunteer-based program.
- Provided consultation on pollution control facilities regulations.
- EAC Assistant Director attended composting workshop in Springfield.

Bloomington Outreach

- Earth Schools Recycling and Waste Reduction 4th grade Presentations:
 - Cornerstone Christian Academy, Washington Elementary (5 presentations, 125 people)
- Other K-12 School activities:
 - Solid waste reduction program for Irving School after school program with ISU mentors (20 participants)
- Community solid waste reduction programs and information booths:
 - Solid waste reduction and recycling program for PEO group (28 participants)

Normal Outreach

- Earth Schools Recycling and Waste Reduction Fourth Grade Presentation:
 - Epiphany School (1 program, 29 participants)

McLean County Outreach

- Earth Schools Recycling and Waste Reduction Fourth Grade Presentations:
 - Tri Valley School (3 programs, 70 participants)
- Produced quarterly EAC paper newsletter featuring solid waste issues among other topics. Mailed to approximately 270 households each issue and made available as free download on EAC website.

- Answered phone calls and other inquires about the disposal of household hazardous waste and recycling (90 inquiries about recycling/waste disposal, 75 inquiries about household hazardous waste, and 30 inquiries about electronics recycling).
- Received over 3,400 visits to 185 solid waste, recycling, and hazardous waste related pages within EAC's website.
- Sent 2 EAC Action News email newsletters to over 900 email addresses to promote general recycling and waste reduction; issues were also targeted to timely events such as HHW, recycling, vericomposting and more.
- Installation of new solid waste exhibits at the Ecology Action Center; portions of the former "Oh Rubbish" exhibit from the Children's Discovery Museum was adopted for use within the EAC.
- Outreach via social media channels including 11 solid-waste related postings on Facebook reaching 1,394 people.

Street Sweeping

888 Lane Miles were swept during the month of May 2014.

Alleys

7 Alleys graveled/potholes filled in May 2014

Engineering Division

CITY OF BLOOMINGTON PROJECTS	STATUS
Street & Alley Repair, 2013-14	In Construction (90% Complete)
General Resurfacing, 2013-14	In Construction (95% Complete)
Pavement Preservation, 2013-14	Finalized (100% Complete)
50/50 Sidewalks & Handicap Ramps 2013-14	In Construction (90% Complete)
2013 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	In Construction (80% Complete)
FY2015 Maintenance Contracts (Street, Utility, Grading, Traffic Signals)	Out for Bid
2013 Washington St Micro-surfacing	In Construction (99% Complete)
2013 Sump Pump Drainage Program	In Construction (20% Complete)
Eagle Crest East Pump Station Improvements	In Design (15% Complete)
Locust Colton CSO Elimination, Phase 1	IEPA Loan Close Out
Locust Colton CSO Elimination, Phase 2	In Design (80% Complete)
Hershey Road: Hamilton Road to 750' South	In Design (60% Complete)
HoJo Pump Station	In Design (30% Complete)
Maizefield CSO Elimination Study	In Design (55% Complete)
Kensington Sewer Repair & Channel Lining	In Design (10% Complete)
Jackson Street Sewer	In Design (30% Complete)
Traffic Signals and Intersection Improvements @ Keaton & GE, Hershey & Clearwater, Hershey & Arrowhead	In Design (40% Complete)
Lutz Road Widening from Morris to Luther Oaks	In Design (35% Complete)
Fox Creek Road & Bridge Improvements	In Design (5% Complete)
Downtown Street Lighting Master Plan	In Design (90% Complete)
Lake Bloomington & Evergreen Lake Dam Breach Study	In Design (20% Complete)
Bicycle Master Plan	In Design (35% Complete)
Bond Resurfacing, 2014-15	In Construction (20% Complete)
Sidewalk & Ramp Replacement - Bond 2014-15	In Construction (8% Complete)

Pavement Preservation, 2014-15	In Construction (60% Complete)
Farm Bureau Detention Basin Gravity Outlet Feasibility Study	In Design (20% Complete)
Briarwood Subdivision Rehab	In Design (5% Complete)
FY2015 Sewer & Manhole Lining Program	In Design (5% Complete)
Arcadia Sanitary Sewer Rehabilitation	In Design (5% Complete)
Linden Street Bridge Improvement	QBS Process

PRIVATE DEVELOPMENT PROJECTS	STATUS
Commercial Site Plans	6 Plan Sets Reviewed
Scharf PUD Sanitary Sewer	Punch List Items
Grove Subdivision, 4 th Addition	Punch List Items
Grove Subdivision, 5 th Addition	In Construction (99% Complete)
Empire Business Park, 5 th Addition	In Construction (50% 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 Construction (0% Complete)

HIGH SPEED RAILROAD PROJECTS – UPRR*	STATUS
Market Street Railroad Bridge Replacement	Out for Bid
Washington Street At Grade Crossing Improvements	Out for Bid
Miller Street At Grade Crossing Improvements	Out for Bid
Six Points Road At Grade Crossing Improvements	Out for Bid
Fencing Improvements along Railroad Right-of-Way	Out for Bid

*These projects are being designed and constructed by consultants and contractors working for the Union Pacific Railroad in support of the State's High Speed Rail project.

May 2014 Overweight Loads	16 issued Permits for \$2,295.00
May 2014 Dumpster/Traffic Control	4 Permits - \$125 (Waived \$0.00)
Customer Service Calls	
May 2014 Call Center	2,250 Calls into Call Center
Erosion Control/Complaints Inspection Report	
New/Maintenance Erosion/Storm Water Management Inspections	141
Erosion/Storm Water Management Complaints	1
Inspection & Complaint Files Closed	28

Fleet Division

	May 2013	May 2014
Work Orders	355	459
Total Repair Orders Closed	319	417
Preventative Maintenance	36	42

	May 2013	May 2014
Total No Lead Gallons	17,024	15,310
Total Cost	\$57,152	\$50,726
Avg Price per Gallon	\$3.36	\$3.31

	May 2013	May 2014
Total Diesel Gallons	13,691	15,022
Total Cost	\$47,551	\$53,779
Avg Price per Gallon	\$3.47	\$3.58

Streets & Sewers

Council Work to be Done Summary

Work Type	Outstanding Workorders
Backfill/Seed	6
Cave In	21
Cold Mix	9
Contractor	15
Curb	15
Inlet Repair	10
Mailbox	7
Manhole Repair	4
Pavement Repair	15
Service Repair	2
Sidewalks	2
Water	45



This month the Fleet Division put into service a tractor with front loader attachment for the Parks and Recreation Division.

**Ecology Action Center
Stormwater Education and Public Participation Program
for Bloomington-Normal and McLean County**

2014 First Quarter Report

The Ecology Action Center has completed the following tasks as part of the Stormwater Education and Public Participation program:

Education Programs

- Clean Water Programs for 3rd grade classes at Calvary Christian, Cedar Ridge, Cornerstone Christian, Fox Creek, Glenn, Grove, Hudson, Northpoint, Oakdale, Oakland, Parkside, Pepper Ridge, St. Mary's, Sugar Creek and Trinity Lutheran (41 classes, 1040 participants)

Yard Smart Program

- Provided Master Gardener's Home Lawn and Garden Day information booth on Yard Smart program, rain barrels, and stormwater runoff (75 participants)
- Gave presentation on Yard Smart and correlation between pesticide use and declining pollinator populations at Master Gardener's Home Lawn & Garden Day (25 participants)
- Answered 25 inquiries from visitors and callers about the YardSmart program, rain barrels, and stormwater issues.

Other Efforts

- Facilitation of McLean County Greenways Committee as Chair
- Ongoing participation in Watershed Plan Implementation Committee
- Promotion of clean water and watershed awareness through social media channels. EAC made 21 water-related posts on Facebook and Twitter reaching a total of 3,038 individuals.
- Sent EAC Action News to over 900 email subscribers 2 times with information about watershed issues.
- Produced and distributed EAC newsletter to 270 member households with information on stormwater issues, plus made content available on EAC website.
- Over 632 visits to 66 webpages on clean water issues on EAC's main website ecologyactioncenter.org.



PR&CA Director



John Kennedy

Parks, Recreation & Cultural Arts Department

May 2014 Edition

Bloomington Center for the Performing Arts (BCPA)



Sunday, May 4th was a flurry of feather boas, pink tutus, crowns and gowns for our Fancy Nancy pre-show. Over 900 young girls and their parents, grandparents and friends came early to get their face painted by The Zoo Lady, make crafts with Bloomington Parks & Rec, play games and dance with our volunteers, and have their photos taken all dolled up. Then, after all this, they got to see a great show!

The BCPA also doubled up on Season Announcements for the upcoming 2014-15 season. May 21st the BCPA hosted an Inner Circle reception followed by a May 28th first ever public season announcement. 2014 season announcements included food, drink, cash bar, sculpture adoption discussion, and of course, a video of the upcoming season's artist roster. At the end of the night, Arts Partners were allowed to place their ticket orders in advance. These receptions were a great way to launch the new season and create a buzz in the community!

Throughout the rest of May, the BCPA hosted 53 community-based programs, rental events and BCPA presented programs. Functions included the Illinois Symphony Orchestra, Twin City School of Dance, Twin City Ballet, First Friday - art show, a technical workshop, Next Professionals lunch, BCPA tours, usher training, a photo shoot, Next Step Dance annual dance recital, wedding reception, piano lessons, Cultural Commission meeting, Fancy Nancy school show and more...





May ended on a high note with the comedic and musical talents of Whose Live Anyway! The Whose Live cast plucked audience members at random and brought the house down with hilarious improvisation. At the end of the night, they signed autographs and took selfies with patrons in the loading dock area behind the BCPA. The show was a sellout and a great way to start the new fiscal year!

Golf Division

The month of May gave the courses the first month of the year with more playable hours than last year. Unfortunately, it was a modest 5% increase. While the courses are happy to see more playable hours, this 5% increase competes against a May of 2013 that saw playable hours down -18%. So, the bar for weather was set rather low. With this 5% increase, the courses did see a 5% increase in rounds played.

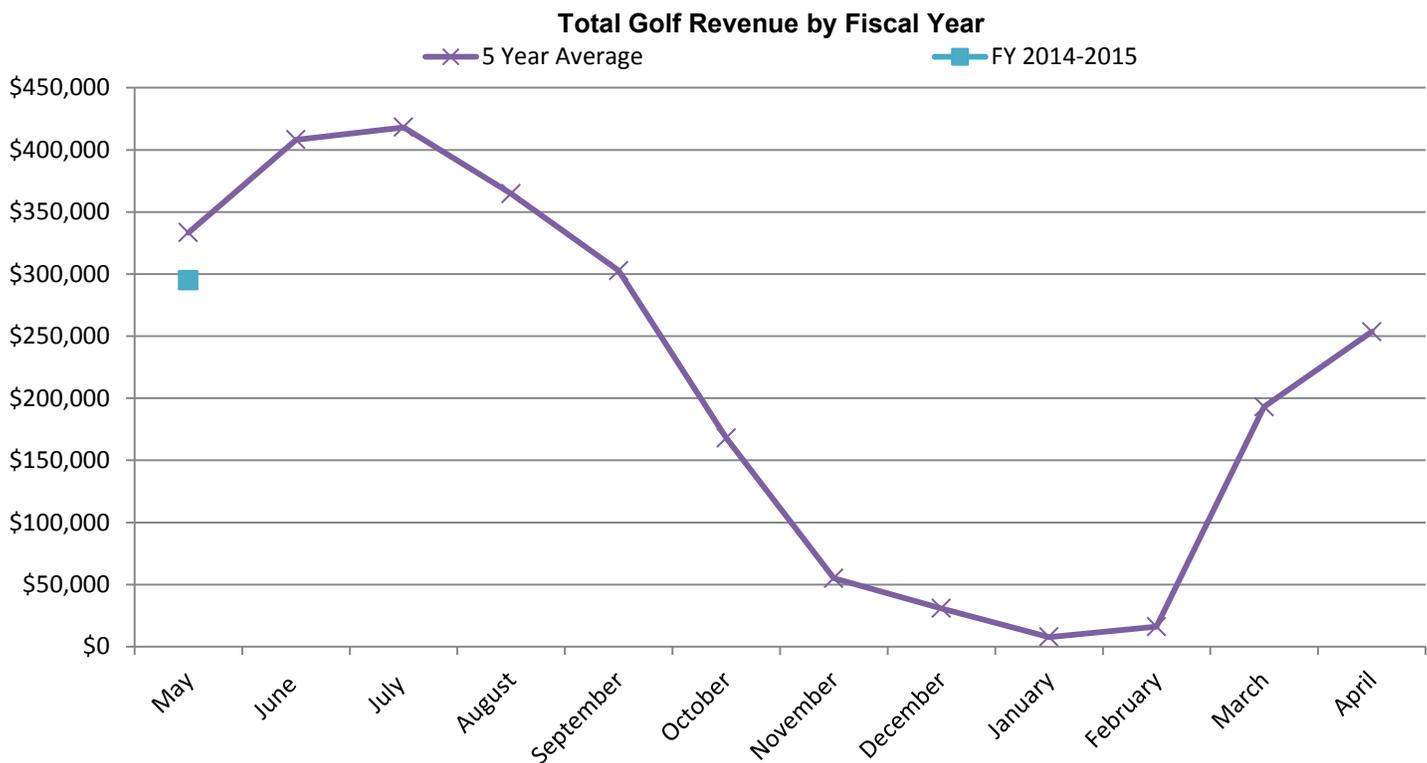


The courses were able to stay busy hosting various outings and conducting events to help grow the game of golf. This month the courses were privileged to host the following groups: the Children's Hospital of Illinois, the McLean County Seniors, the Illinois Golf Coaches Association. In addition to outings, the courses opened up the driving ranges to these companies for demo/fitting days: Bridgestone, Cobra, Ping and Titleist. These demo/fitting days are helpful to golfers as they choose what equipment best fits their game.

Progress continues on the redesign of the 6th hole at Highland Park. While the wet and cool spring weather delayed its progress, course staff is confident the hole will reopen sometime in mid-June. Speaking of Highland Park, course staff was pleased to see course rounds up 14% for the month. With the reopening of the 6th hole, staff is excited to see those numbers continue for the season.

June brings the courses to its busiest month of the year. Staff is excited to host the many groups that will be using the courses for their charity, corporation or competition.





Miller Park Zoo

Zoo Numbers

Admission Revenue

May 14--\$60,478.45 (4th best May ever)

May 13--\$54,407.40 (5th best May ever)

Revenue from the gate admission was 11.1% up for the current fiscal year compared to last year's revenue. Last year, the revenue raised from admissions broke the all-time record for the Zoo in a fiscal year. Admission prices were raised on 1 May 2012.

Attendance

May 14---19,053

May 13—16,115

Attendance was up 18.2% for the current fiscal year compared to last year's attendance.

Education

May 14--\$10,080

May 13--\$13,113

Revenue from Education Program Fees and Rentals were down 23.1% for the fiscal year compared to last year.

Concessions, Carousel, and Animal Food Sales

May 14--\$8,376.97

May 13--\$6,832.52

Revenue from Concessions, Carousel, and Animal Food Sales is up 22.6% for the current fiscal year compared to last year's numbers. Quarters for Conservation program initiated 1 May 14. A quarter was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is ear marked for the Zoo's Conservation Fund and is not included in this year's numbers.

Animal Collection

Acquisitions—animals added to collection by transaction or birth/hatch

- Male, Female Grey Short-Tailed Opossum
- 2 Male Snow Leopard
- Male Texas Longhorn
- Male, Female Galah (Pink Cockatoo)
- 3 Male, 3 Female Green Woodhoopoe
- 2 Male, 5 Female Tammar Wallaby
- Male Matschie's Tree Kangaroo
- 2 Koi



Dispositions—animals removed from collection by transaction or death

- Male, Female Grey Short-Tailed Opossum
- Male, Female Hedgehog
- 7 Taylor's Bug Eyed Frog
- 5 Marbled Newt
- 2 Solomon Island Leaf Frog
- 2 Male Snow Leopard
- Female Alpaca
- 6 Male Black-Billed Whistling Duck

- North American River Otter pups and mom introduced to the exhibit. River Otter pups is a first for the Miller Park Zoo.
- Animals moved to their outdoor exhibits for the summer.
- Eurasian Red Squirrel moved to small exhibit near Bald Eagles.
- Male Swan Goose cleared quarantine and was introduced to female at the Koi Pond. This is a recommended breeding pair.
- Texas Longhorn was acquired and added to the exhibit near the Reindeer. Sod was removed and limestone was installed to perform a better substrate for the steer and future animals. The 1800 lb. steer has been a very popular for Zoo guests and will be on loan only through the summer.



Staff

- Staff worked on animal transactions (6 pending)
- Hosted Stuart Wells, Director of Conservation from the Phoenix Zoo. Stuart is the Species Survival Plan Coordinator for the Mount Graham Red Squirrel. Miller Park Zoo is collaborating

with the Phoenix Zoo to become the 2nd zoo in the world to hold this critically endangered species.

- Zoo Superintendent Jay Tetzloff spoke at Calvary United Methodist Church Fun and Fellowship Committee.
- Request for proposals went out to hire an architecture firm to design Flamingo and three South American exhibits. Flamingo exhibit should open summer of 2015.

Notes

- Held special events, Star Wars Day and Endangered Species Day.
- May was (as always) a busy month with school groups and programs.

Recreation Division

Summer registration began May 1 for City of Bloomington residents and May 8 for non-residents. The first day of registration we took in almost \$117,000 for classes which was \$17,000 more than in 2013. This figure includes zoo, ice, aquatics, and recreation. Of this amount, 87% was done online by the individual which was a 2% increase over the 2013 online registration.



Memorial Day weekend had absolutely beautiful weather. It was a nice kick-off to summer. Miller Boats opened Memorial Day weekend and will be open every weekend through Labor Day. Last year they didn't open in May since it rained all Memorial Day weekend. We purchased 2 new boats for this year and they arrived two days before opening day. Miller Park Miniature Golf opened for weekends only in May and then changed to daily on Memorial Day. It will be open daily through Labor Day. Pickleball courts at Miller Park were completed in May. Volunteers are setting out and taking down the nets each day.

	2013	2014
Boat Attendance	0	104
Boat Revenue	\$0	\$416
Miller Park Mini Golf Attendance	493	654
Miller Park Mini Golf Revenue	\$1,821	\$2,617

Softball leagues started in May and the spring tennis program continued through part of May. Weather was good for most of the month so only a few make-ups due to rain.

The department was part of the 25th Anniversary Celebration for the Constitution Trail. The celebration event started with remarks from local officials and various recognitions of those involved. Various trail-related events were held throughout the late morning/early afternoon. The department had activities at Tipton Park including a bike obstacle course and safety check done by the Bloomington Police and the Police Explorers. There were also games for youth. Family Fitness Day was a free family event with games, demonstrations, and activities that was held May 17. A wide variety of different health & fitness related vendors joined the active groups.

The department had an information table and activity in the children’s area of the Farmer’s Market every Saturday in May. This gave us a chance to promote programs and talk to potential and current participants.

The number of programs offered was the same as in 2013. Participation numbers were down due to the number of teams for the softball leagues being down. In 2013 there were 41 teams, but this year there are 28 teams. Income was up.

Recreation Income:	2013	2014
Revenue for 55+ programs	\$2,235	\$3,339
Revenue for adult programs	\$975	\$390
Revenue for teen programs	\$120	\$200
Revenue for youth programs	\$805	\$1,244
Revenue for parent/child programs	\$36	\$936
Revenue for special events	\$1,260	\$0
Total Activity Fees	\$5,550	\$6,109

Aquatics

Unlike in 2013 when it was rainy and cool, Memorial Day weekend 2014 had absolutely beautiful weather. A large number of people used the pools over the 3-day weekend. In May 2013 the pools did not open for the 3 days.

Over all the month of May was great for swimming. Due to schools being in session, the pools did not open until 4:30 pm on week days. Holiday had 1284 swimmers and O’Neil had 871 during May. In 2013 the numbers were 162 for Holiday and 214 for O’Neil. Daily admissions were \$3516 at Holiday and \$2316 for O’Neil compared to \$375 and \$540 in 2013.



A new pool pass system was started for this year. Only individual passes were sold instead of family and individual. Passes were a pre-season special rate of \$20 before the pools opened and \$25 after they opened. This new rate was well received. In 2013 a total of \$22,500 was received for pool pass sales for the entire summer. The amount sold in pool passes for just the month of May 2014 was \$18,400.

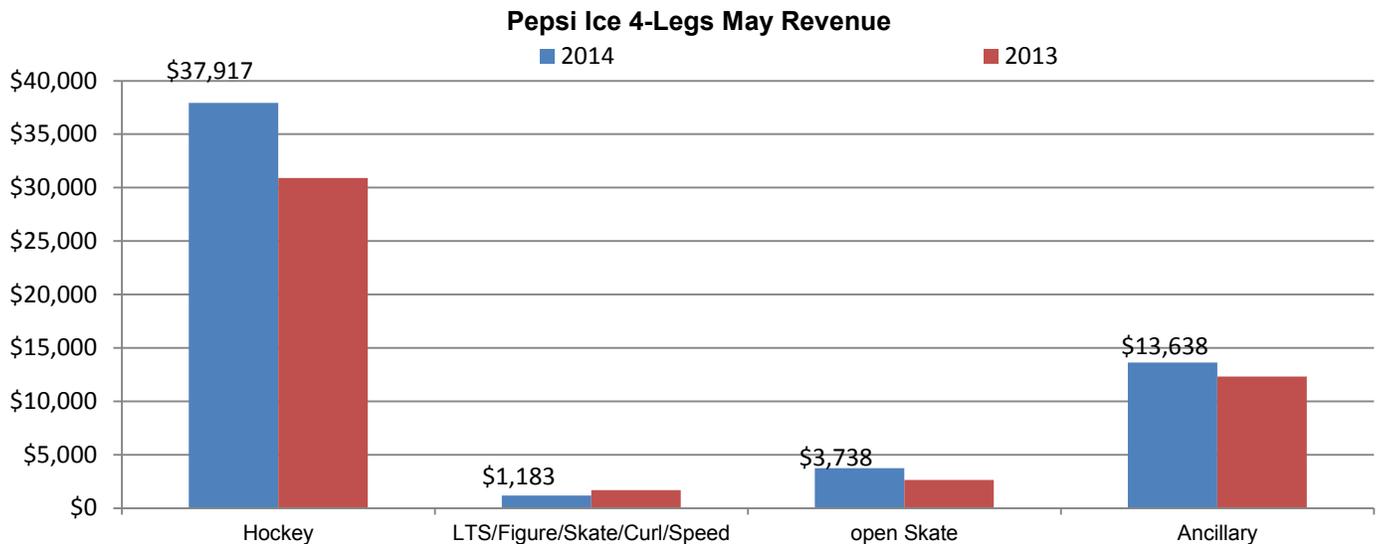
Pool hours were changed for the 2014. Pools open at 12:00 noon every day of the week and close at 7:00 pm daily and 6:00 pm on weekends. School hours were in effect for weekdays during May due to District #87 students still being in class.

This was the year for huge staff turn-over. The management staff are all new except for one, the cashiers are all new, and a large number of guards are new.

Two lifeguarding classes were offered in May to train new guards. Recertification classes and other trainings were conducted for the hired aquatics staff.

Pepsi Ice Center

The ice center was closed down for programming for the last 2 weeks in May for annual maintenance in both 2013 and 2014. This year the ice did not need to be taken out. Old flooring was removed in part of the rink and new flooring installed. Lots of painting and cleaning also took place. The Ice Center gets a lot of traffic during the year so it needs some major attention once a year.



Prior to shut-down the Heart of Illinois Figure Skating Club conducted an ice show at Pepsi Ice. Learn to Skate class students were invited to participate. Alex Wellman, a member of the club and the reigning juvenile men's champion at the Midwestern Sectionals and a National competitor, was a featured skater in the show. Ryan Santee (3 time Midwestern sectional competitor, 2 time Upper Great Lakes Regional Champion, and the 2008 U.S. Juvenile Junior National Silver medalist) was a guest skater in the program. The skating revenue for May was admission for the show. Most of the admission was received in April 2014 due to the show being earlier than in 2013. In 2013 most of the revenue was received in May.

Registration numbers for youth hockey continued to trend up in May. As with last year, there was not registration for Learn to Play or Learn to Skate in May. Classes continued that started in April.

Adult Hockey revenue was up slightly for the month. However, there are currently 12 less players than in 2013. This is due to the addition of two extra Adult Hockey Private Rentals. It will be about the same revenue, but expenses will be less since Pepsi Ice will have one less game a week to pay officials.

Overall the revenue for the month shows an increase of about 8% over May 2013.

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

Special Olympics

The Area Spring Games were held on May 4 at Normal Community West. All participants in the S.O.A.R. track program were entered in the meet. Gold medal winners advance to the Special Olympics Illinois State Games in June. The Special Olympics softball and t-ball teams started practice May 28. The unified tennis team continued their practices.



Weekly Programs: Most weekly programs ended in April with only a few continuing into May. The rest of the month was special events, Special Olympics practice, and summer preparation.

Special Events: Two all day trips (Chocolate Festival and Starved Rock Day Trip), an overnight trip (Nashville & Smoky Mountains Overnight)

May	2013	2014
Attendance	459	585
Service Units	937	1,755
# Sessions Held	34	48
# Volunteers	14	38
# Volunteer Hours	41	132
# Spectators	38	128
# Spectator Hours	95	374

Staff Hours

This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Staff hours increased by 136 compared to 2013. Hours went up and down in various areas. Pools were higher due to them being open more than in 2013. S.O.A.R. was up because they had spring games (last year it was canceled due to rain) and 2 full day trips. Lincoln Leisure Center hours were decreased because full time staff were used instead of seasonal to cover some of the hours.

Volunteer Hours

Area	# individuals	# hours served
Hockey	53	327
S.O.A.R.	38	132
Miller Park Adult Center	8	32
Pickleball	4	25
25th Anniversary Trail Event	4	8
Intern	1	60



Economic Development

ED Coordinator



Justine Robinson

May 2014 Edition

Meetings Held: 31

- Expansion: 0
- New: 5
- Retention: 5
- Developer: 4
- Networking: 9
- Education/Training: 0
- Council/Commission/Committee: 3
- EDC of Bloomington-Normal: 2
- DBA: 2
- Media: 1

Alliance for Innovation Presentation: The City of Bloomington Economic Development Coordinator presented at a workshop in Glenview, Illinois with contracted service provider Buxton on May 7th. The topic pertained to —Planning Your Retail Recruitment Strategy & Execution: Everyday Retail Development Dynamics and Trends”. More than 40 participants engaged in a half-day workshop to discuss retail development strategies, incentives, tips and case studies. A copy of the presentation given by the City of Bloomington can be reviewed by clicking [HERE](#).



Green Building LLC Development Update: In June of 2013, the Bloomington City Council approved a property tax abatement for the redevelopment of a project site at 115 East Monroe in Downtown Bloomington. With nearly all taxing bodies participating in the incentive, the developers were granted almost \$132,000 in property tax relief on newly generated income. As of May, City staff is pleased to report that the project is scheduled to be complete this June (more than 6 months ahead of the required date in the development agreement) and all of the residential living units are leased. Highlights from a recent tour center around high end finishes such as granite countertops,



stainless steel appliances, large bathrooms and custom finishes throughout each space. A parking partnership is also finalized and offers residents a convenience that most downtown residences cannot. Overall, City staff is impressed with the quality workmanship that has been displayed with this project and we look forward to the positive impact that this will have on the Downtown community.



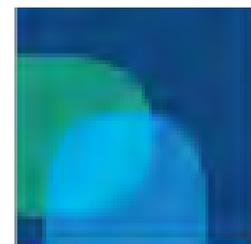
International Council of Shopping Centers Annual Recon Event: The largest gathering of retail real estate professionals in the world took place May 17-21 in Las Vegas, Nevada. An expected, 33,000 attendees packed the show floors. In attendance from the City of Bloomington was Economic Development Coordinator Justine Robinson.

RECon 2014 spans more than 1 million square feet of show and featured keynote presentations from individuals such as Biz Stone, Co-Founder of Twitter.

Here are some thoughts from Biz Stone's opening event:

- On Twitter...—"Twitter is not a triumph of technology; it's a triumph of humanity."
- On success... —"Without emotional investment in your work, success is not guaranteed but failure is."
- On deal-making... —"The only deal worth doing is a win-win one."
- On the U.S. not producing anything... —"We have an incredible renewable resource that no one seems to talk about...creativity."
- On how retail can successfully use social media.... —"First, use social media to listen to the customer, then once you have a good understanding of what they want, join the conversation...but when you do join in, make sure you are being authentic."

Expansion of the Bloomington/Normal/McLean County Enterprise Zone: On May 27, 2014 the Bloomington City Council adopted an ordinance submitted by the Economic Development Council of the Bloomington-Normal Area (EDC) to amend the boundaries of the Bloomington/Normal/McLean County Enterprise Zone in order to cover approximately 1,299 acres of property centered around Central Illinois Regional Airport. The territory in question consists of multiple parcels of land owned by CIRA that could be utilized for new developments.



Bloomington-Normal
ECONOMIC DEVELOPMENT COUNCIL

According to the EDC, the first of these developments will feature the construction of a new FedEx Express regional sorting and distribution facility. This development alone will invest close to \$5 million and based on preliminary estimates by the EDC, the project will create at least 30 new jobs in McLean County. Additional investments are being discussed with other companies, which may in turn lead to additional projects in and around CIRA in the future. All such developments align with and support the “logistics and distribution” section of the Economic Development Council’s five-year strategic plan.

An approval of this proposed amendment brings multiple benefits to our community and region. First and foremost, new jobs and new investment will increase the tax base and employment opportunities for residents. In addition, Enterprise Zone status will enhance Central Illinois Regional Airport’s ability to attract other new developments that can take advantage of proximity to the facility. As an added benefit, these new development opportunities will provide a revenue source to CIRA that helps to de-emphasize the reliance on property taxes. Lastly, developing projects on presently tax-exempt CIRA land will bring these properties onto the tax rolls.

As with other Enterprise Zone amendments, the financial risks to local municipalities from this amendment are minimal. Some local sales taxes on building materials could be jeopardized via the building materials exemption, but as with all Enterprise Zone activity, these losses are easily offset by increases to the property tax base and the spill-over effects of job gains. With the exception of the building materials exemption, all other Enterprise Zone benefits come from the State of Illinois and not from local governments.

Lastly, the Bloomington/Normal/McLean County Enterprise Zone still has ample free territory to be deployed for expansion projects such as this. At present, the zone comprises only 7.314 square miles of the total 15 square miles allotted by state law. By adopting this ordinance and thereby amending the zone’s boundaries to include 1,299 acres, the total remaining zone territory will be 5.656 square miles.



Human Resources Director



Emily Bell

Human Resources

May 2014 Edition

Human Resources serves every department of the City and interacts with employees and the public on a daily basis. . The Human Resources staff of seven (8) eight fulltime employees consults and advises managers and employees regarding leave time, benefits, payroll, performance, discipline, labor contracts, state and federal rules and regulation.

Community Relations

The planning for the 2015 Martin Luther King Program is underway. The speaker will be Vashtri McKenzie, the first African American female to be named a Bishop for the AME Church. The Commission and staff are currently working on a Fair Housing Seminar for landlords. The purpose of the seminar is to educate landlords on the laws that govern the Fair Housing Act. Landlords will be invited to attend.

City staff consults and advises members of the public on their rights under city, state and federal law. Sometimes these consultations result in the individual filing a complaint with the City of Bloomington under the City of Bloomington Human Relations Ordinance. Recently, the Human Relations Commission found probable cause in an employment case investigated by staff. We are currently in settlement talks with the parties. A Public Hearing on another case where probable cause was found by the Commission is presently being scheduled.

Compensation and Benefits

Following the approval of Council retro pay was calculated for Parking Enforcement employees back to May 1, 2013. In 2013, Local 699 agreed to FMLA running concurrently with Sick Leave. Staff mailed a brochure on FMLA to the employees explaining the benefit. We also worked with departments to capture the employees who have possible FMLA qualifying events.

Staff worked on an upgrade to Munis that is scheduled for June 2014. We are currently running parallel payrolls with Finance to test the upgraded version of Munis. The parallel process means all payroll entries are entered and approved twice. Payroll is then run a second time in the test

environment to ensure the accuracy of the system and processes. Human Resources and Finance staff interviewed two vendors for consideration of a pay card system for employees. Efforts are being made to eliminate the distribution of paper checks and move to direct deposit for greater efficiencies.

Illinois Municipal Retirement Fund (IMRF) performed a routine audit of the City's administrative functions concerning the pension. They examined such items as whether or not elected officials can continue to be eligible for pension benefits, whether the City is enrolling employees correctly and whether earnings are being reported correctly for application of IMRF benefits.

The Compensation and Benefits Manager advised and administered the retirement process for two employees during April and May. We also welcomed eight new full-time employees to the City. A review of benefits was conducted with each employee.

Two staff members attended a one day session on the Affordable Care Act sponsored by the Heathland Healthcare Coalition at their annual conference in East Peoria, IL.

Employee Recruitment and Hiring

Salina Grismore transferred into Human Resources on May 12, 2014 to serve as the Employment Coordinator. Her primary focus is recruitment and on-boarding of new staff. We are very excited about having Salina join the Human Resources Team.

During April and May, Human Resources began actively recruiting for several staff in the Community Development Department (formerly the Planning and Code Enforcement Department), including the Director, Building Official, Grants Coordinator and Fire Inspector. These vacancies are a result of retirements or anticipated retirements.

A request was made to the Fire and Police Commission to hire five Firefighters to start on July 7, 2014 in conjunction with the next Fire Academy. Staff is working on hiring a new entry level Patrol Officer for a July 7, 2014 Police Academy. Approval was received from the Fire and Police Commission to make contingent job offers for two Experienced Officers who we anticipate starting in mid-June.

Current Vacancies	Position Status
Telecommunicator	David Debolt doh 3-24-14
Development Manager (BCPA)	Graham Cowger doh 3-31-2014
Accountant	In process
Support Staff IV – Public Works	Jen Jepson 3-24-14
Sergeant	Clayton Arnold effective 5-14-2014
Police Officer	In process
Firefighter	Andrew Coe doh 4-7-14
Firefighter	Christopher McFarland doh 4-17-14
Firefighter	In process
Communications Manager	Nora Dukowitz effective 5-12-2014
Maintenance Coordinator	Cecil Herbsleb doh 4-14-2014
Support Staff IV - Water	Robert Goldsmith doh 4-14-2014
Administrative Specialist	Beth Oakley doh 5-13-2014
Support Staff IV- CSO	In process
Support Staff IV - Records	In process
PC Support Specialist	In process
Supt. Of Streets	In process
Asst Supt of Public Works	In process
Inspector III – Fire	In process

Employee and Labor Relations

On May 23, 2014, all City of Bloomington employees were invited to be part of the City Employees' Picnic. All participants enjoyed a free hot-dog/healthy alternative lunch, played several Minute-To-Win-It games, took advantage of the dunk tank and entered their names to win prizes. Special thanks to all the dunk tank participants and employees who took part in the festivities.

With the summer approaching we have been very busy processing seasonal employees for payroll for the golf



courses, pools and recreation programs. Seasonal staff has also been hired to supplement existing full-time staff in the Water, Park Maintenance and Public Works areas.

The City continues to bargain with many of the 11 bargaining units. A tentative agreement was reached on April 29, 2014 with the City's newest bargaining unit IATSE Local 193. IATSE represents the stage hands at the Bloomington Center for Performing Arts. A Tentative Agreement has also been reached with Local 699 Public Works/Parks.

A committee comprised of Human Resources staff and Public Works employees, both management and union, worked to develop an SOP on a Management Trainee program for the Streets, Solid Waste and Fleet divisions. With the vacancy of two management positions in the Streets division, the committee also took the opportunity to review the management structure. Two full staff meetings were held to discuss the proposed changes.

Non-Sworn Bargaining Units	Contract Expiration	Full-time Position in FY 15	Status
Local 362 Support Staff	4/30/2013	30	Currently Negotiating
TCM Group	4/30/2011	30	Pending
Lodge 1000	4/30/2014	16	Currently Negotiating
Local 699 Library	4/30/2014	38	Currently Negotiating
Local 699 PW/Pks	4/30/2014	38	Currently Negotiating
Local 362 Parking	4/30/2013	108	Settled
Local 362 Inspectors	4/30/2013	4	Pending Ratification
IATSE	4/30/2017	15	Settled
Sworn Bargaining Units			
Fire Local 49	4/30/2015	106	Settled/Arbitration on SLBB
Unit 21 (Police)	4/30/2014	103	Pending
Sgts and Lts	4/30/2014	21	Pending
Classified			
Board of Elections	1		
Classified (Library)	7		
Classified	132		

Employee Wellness

The Employee Wellness Fair was held on April 25, 2014 at the US Cellular Coliseum. Approximately 140 employees attended the event. The event featured over 25 wellness and benefit vendors, a healthy breakfast, and several free health screenings including bone density, body fat analysis, and hearing tests. Evaluations of the event indicated that employees went to the event to participate in free screenings (88%), because they have enjoyed previous fairs (76%), and to gain points towards their wellness day (71%). When asked how attendees plan to use the information received at the fair, most answered that they would review material collected for their own benefit (76%), they would share information with coworkers or family members (65%), and they would make changes to improve health (53%). One hundred percent of employees indicated that they would attend the wellness fair again.



One hundred and one employees participated in biometric screenings held in April and May, which included blood pressure, total cholesterol, LDL, HDL, cholesterol ratio, triglycerides and blood glucose. The preventative service helps employees understand their health status and the steps they can take to improve their health.



The City of Bloomington participated in the Amazing Challenge along with eleven other McLean County businesses. Eighty City employees formed 17 teams; ten departments participated. Employees earned points by completing assigned weekly activities in the areas of fitness, nutrition, and stress reduction. The City came in first place overall.

Staff organized an American Red Cross employee blood drive. Twenty-six units of blood were collected. Up to 78 lives could benefit from the drive.

The City has been recognized for the fourth consecutive year as a Platinum-Level company by the American Heart Association's Fit-Friendly initiative. Platinum is the highest level of recognition. Employers at this level implement at least nine criteria outlined by the American Heart Association in the areas of worksite physical activity, nutrition, and culture.



This workplace has been recognized by the American Heart Association for meeting criteria for employee wellness.

Training and Development

With the addition of the seasonal summer staff preparations are being made for CPR and AED Training. Seasonal Orientations are conducted several times each month. We are also offering computer training to employees through LRS and are promoting upcoming and archived webinars offered by our Employee Assistance Program.



Interim Facilities Manager



Derrick Hengstebeck

Facilities Management

May 2014 Edition

The Facilities Management Division is comprised of 3 fulltime employees consisting of a Facilities Manager, Facility Maintenance Supervisor, and a Support Staff Member. Facilities Management staff support the general maintenance, repair, and preservation of 49 City owned buildings. These efforts are supplemented by various department staff assigned to oversee the day-to-day maintenance of their respective facility.

Facility Manager, Bob Floyd retired in December after serving for 15 years in the position. In mid-April, the City hired Interim Facility Manager Derrick Hengstebeck through Faithful & Gould, Inc. Mr. Hengstebeck will serve as Interim Facilities Manager for a term of six months until a permanent replacement may be found.

The City recently completed a comprehensive Facilities Condition Assessment which analyzed 49 City owned buildings. The objectives of the assessments were to: Identify the condition of the assessed buildings and determine capital expenditures required over the next ten years; Determine risk failure of the various systems and components; Determine criticality and impact of system and component failure. This major study will assist the City in long-term planning and capital maintenance vital to ensuring proper care and protection of City properties and investments.

Projects Initiated in May

The month of May proved to be a busy month for the Facilities department; work included the following: City Hall roof replacement, completion of the Police Department firing range roofing projects, replacement of the Police Department fire sprinkler compressor, and planning for the chiller replacement and sprinkler system replacement at the Police Department. A brief summary of the listed projects are as follows:

Fire Suppression Sprinkler System in the Police Parking Structure: Work to replace the leaking system is continuing. Architectural & Engineering (A&E) are due June 18. Staff estimates the bids to

perform the design service to be approximately \$20,000. Once a contractor is selected, design work may commence with a bid for fabrication and installation to follow. The system installation will be a prefabricated model which will allow for a quick installation of 1 to 2 weeks. Completion of the project is expected to be within the next 2 to 3 months. The estimated cost of the project is approximately \$150,000 which includes the A&E services. The funding for the replacement of this system will come from the City's General Fund Reserves.

Police Building AC Chiller: In late May, the City Manager approved the emergency procurement of a 130 ton Trane air-cooled chiller system to replace the failed unit located on top of the police building. The purchase was through The Cooperative Purchasing Network (TCPN) which is a joint purchasing group which leverages one of the largest pools of purchasing potential. Procuring the unit through TCPN also allowed for a 10 day delivery time in lieu of the typical 6 week lead time. Installation of the unit is scheduled to commence Saturday, June 28. With even warmer weather expected, staff is anticipating the need to rent portable ac units until final installation may occur. The system is currently operating on a secondary unit designed to function during peak weather conditions. Staff is closely monitoring building temperatures to protect the vital communications and computer systems within the building. Staff initially estimated the project cost to be \$125,000. With pricing now secured, the project looks to be running approximately \$10,000 under estimated costs. Grant funding may be available through the Department of Commerce and Economic Opportunity which would allow the City to apply after the work is completed.

City Hall Roof Replacement: A bid in the amount of \$226,311 was awarded by Council on April 14 to Wyman Roofing to perform the roof replacement at City Hall. The bid included the application of a thicker roofing material and an additional ten year warranty. Funds from the City's General Fund Reserves were allocated to cover the costs of the project. The City Hall roof replacement began on 5/14 and is expected to last through the beginning of July (weather dependent); so far the project is on budget and on schedule.

Building Automation System (BAS) at the US Cellular Coliseum: Proposals are due June 25 for the investigation and diagnosis of the BAS controls in the Coliseum. The proposal covers 80 hours of technician time; those hours will be spread over the course of two weeks. The existing system which controls the buildings HVAC, Fire Alarm, and electrical systems is highly complex and will require a Johnston Controls certified installer to complete. The estimated labor cost is roughly \$20,000 and does not cover parts or material.



City Clerk



Tracey Covert

City Clerk

May 2014 Edition

The City Clerk's Office provides a professional link between citizens, local governing boards and agencies of government at all levels. The Clerk's Office must remain neutral and impartial rendering equal service to all. The office strives to serve citizens and support the City with accuracy and fairness.

A lot of work of the City Clerk's Office is completed behind the scenes. People often do not realize the support provided to the Council, other City departments and the citizenry.

As the first point of contact, the City Clerk's Office is the face of the City. The Clerk's Office is important due to its impact upon public perception which can be critical to the City's growth and development.

Finally, per statute the City Clerk is the —keeper of the records.” Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

Monthly Highlight:

Summer and spring time bring Special Events to the area. The Special Events Committee was formed in 1994. The Committee is comprised of members from the following departments: 1.) Police; 2.) Public Works; 3.) Building Safety; 4.) Parks; 5.) Connect Transit; 6.) Fire and 7.) City Clerk. When a City Special Event crossed with outside jurisdictions, the committee will also coordinate with the Town of Normal, McLean County and the State.

The purpose of the Special Events Committee is to review a request, determine its appropriateness, ensure safety, and minimize risk and that all City departments (and if necessary, outside jurisdictions) are aware of the event, its location and specifics.

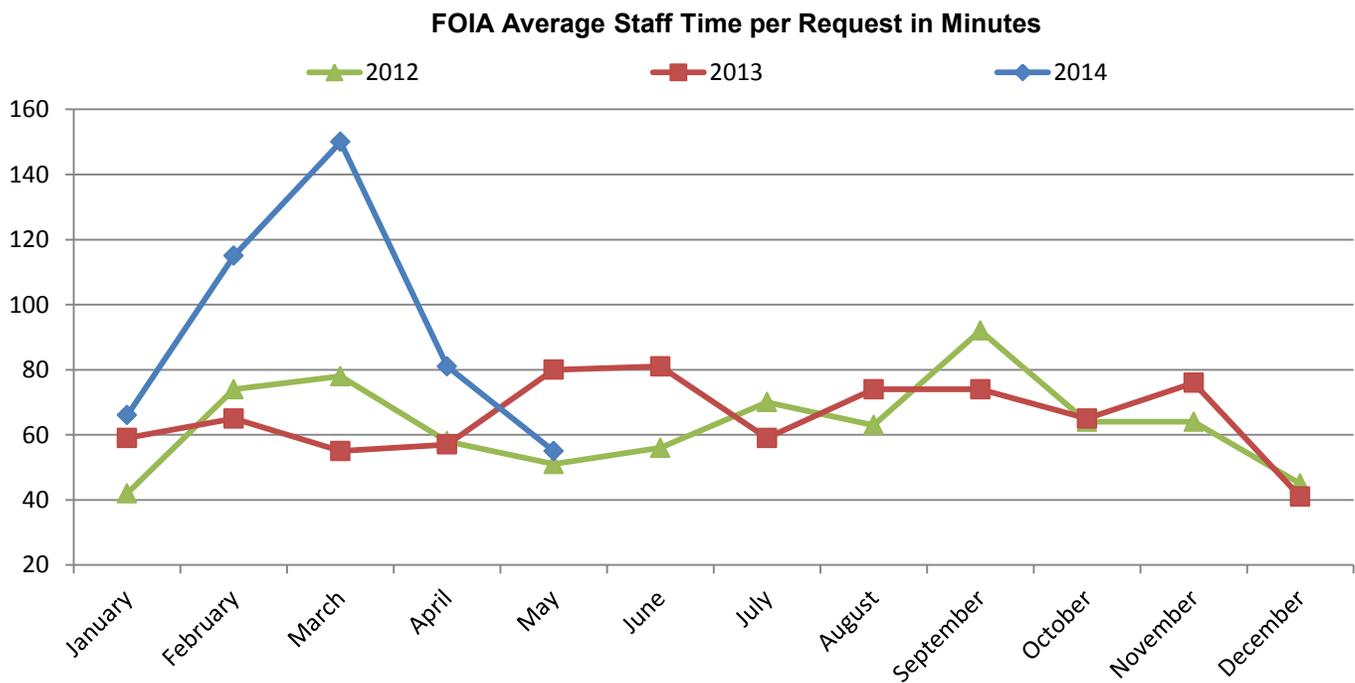
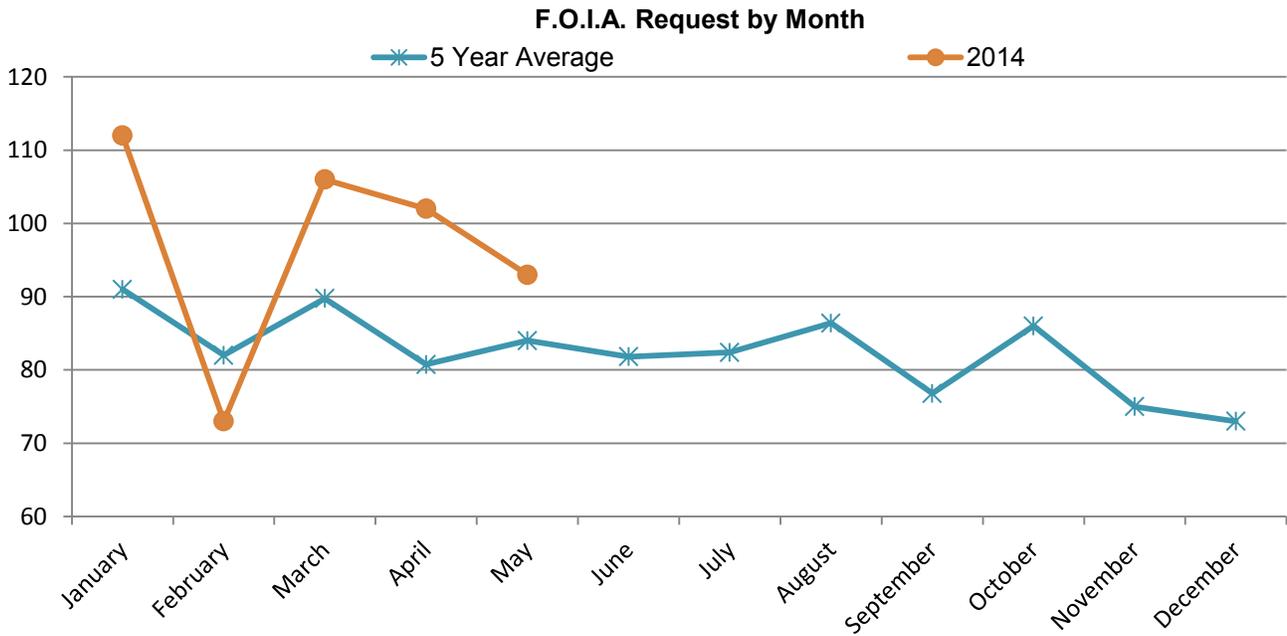
2014 Special Events Processed: 30

2014 Special Events Approved: 29

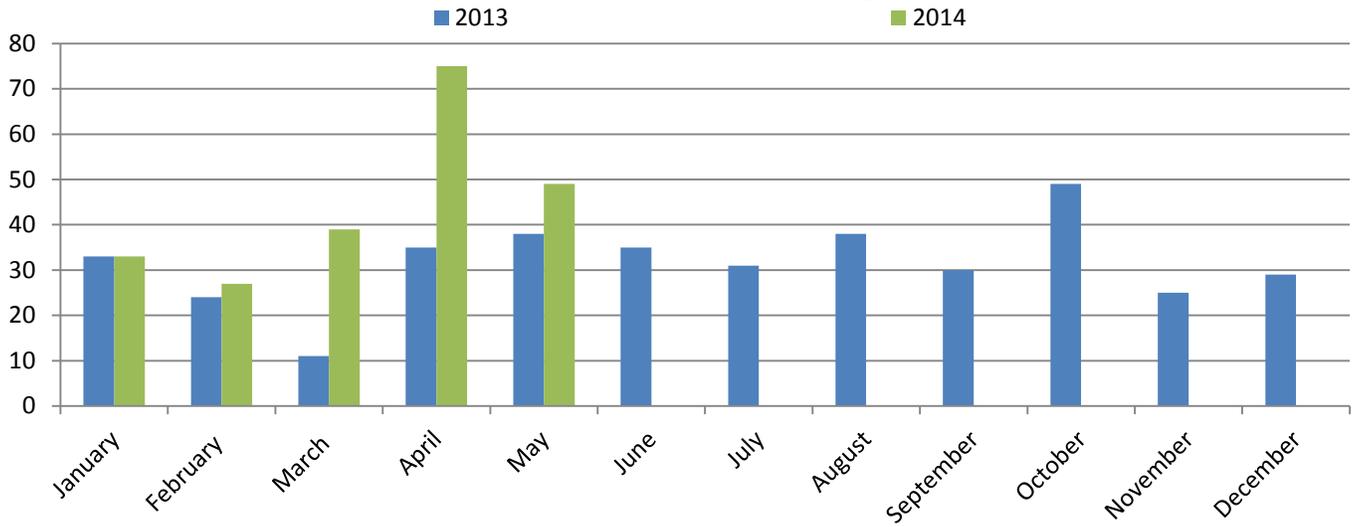
2014 Special Events Pending: 7

2014 Special Events Anticipated: 20

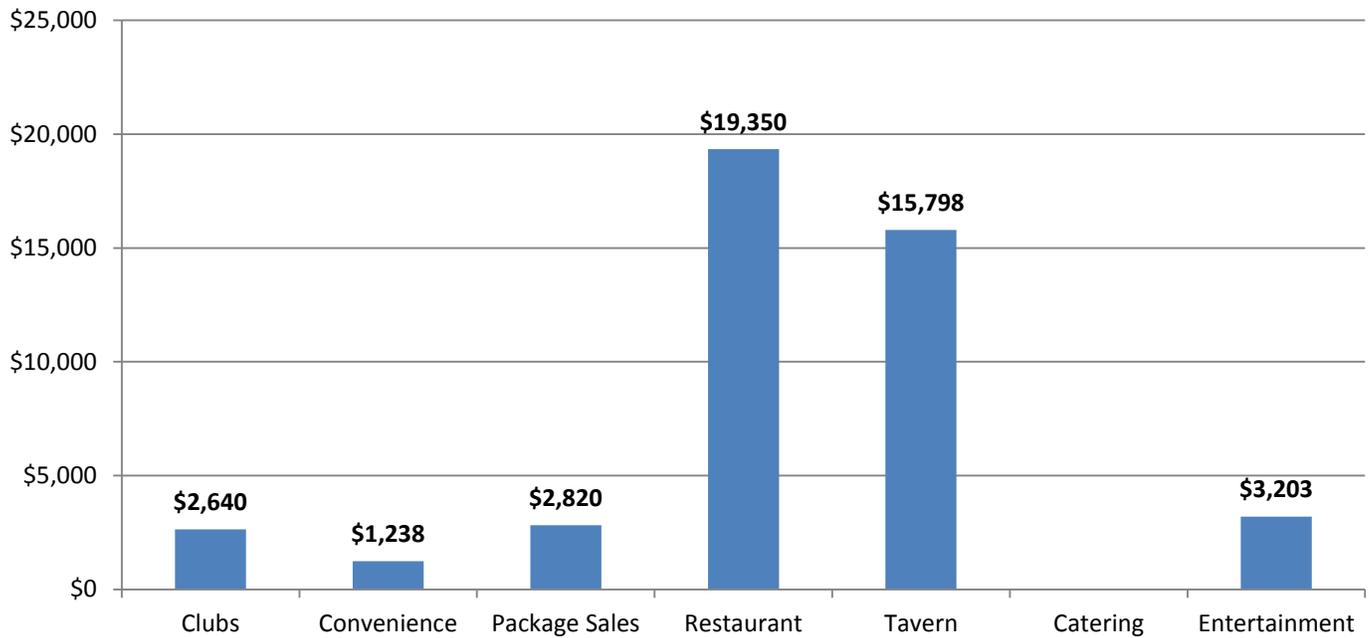
2013 Special Events Total: 57

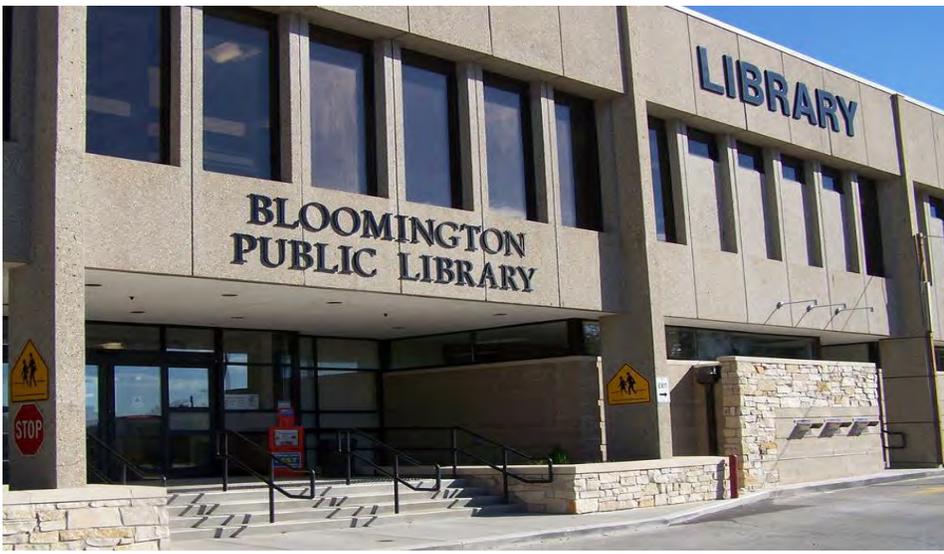


Number of Items on the Council Agenda



May 2014 Total Liquor License Fees Invoiced





Library Director

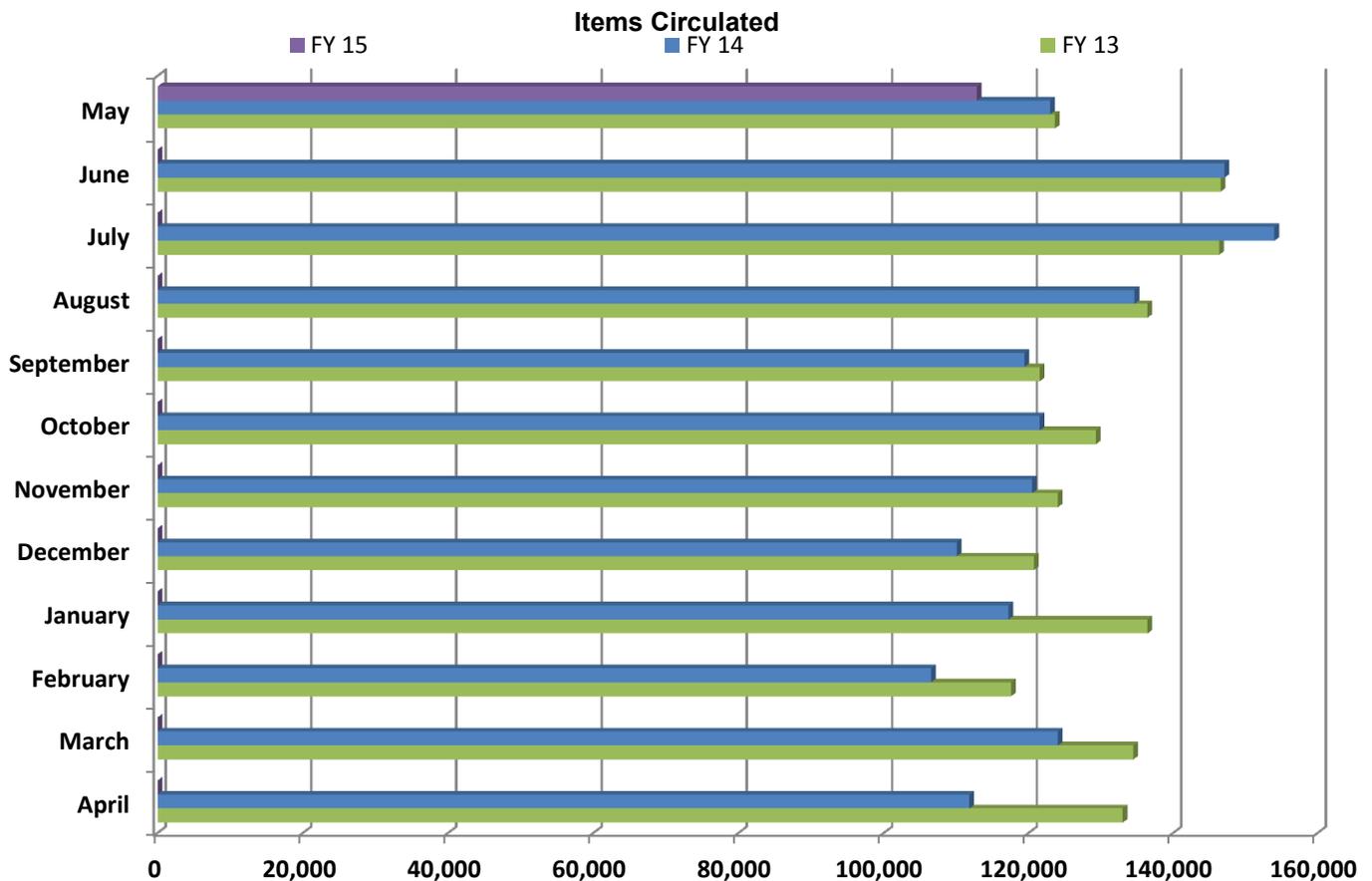


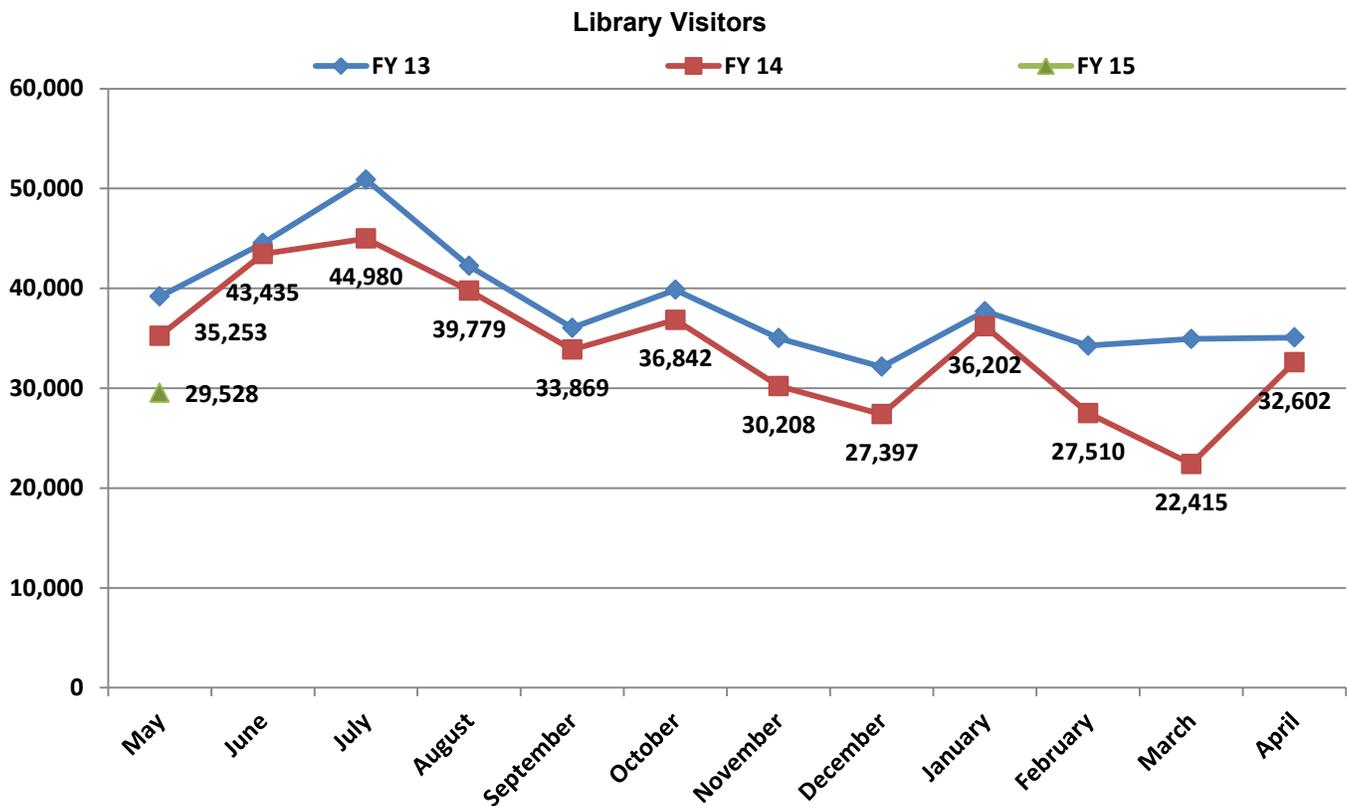
Georgia Bouda

May 2014 Edition

Library

Both visitors to the Library and number of items checked out are down for the month of May. There were 29,528 visitors this May compared to 35,253 in May 2014 and 112,881 items checked out this May compared to 122,950 items borrowed in May 2013. This is a decrease of 8% in items borrowed and a 16% decrease in visitors to the Library. The number of active card holders has increased from 28,175 last year to 37,730 this year.





Staff answered 4344 questions from customers this month.

Programs and Attendance in the month of May:

Children Programs and Attendance

Summer reading assemblies – 15 schools – 5900 students attended

Toddler story times – 2 sessions – 49 attended

2nd Saturday story time – 9 attended

Evening story time – 15 attended

Wesleyan literature class visit – 9 attended

St. Mary's K visit – 18 attended

YWCA visit – 17 attended

Visited Head Start classes – 2 classes – 47 attended

Visited Milestones preschool – 13 attended

Visited Sugar Creek Alzheimers Center – 49 attended

Visited Little Jewels Day Care – 100 attended

Staffed library informational table at Head Start Health Fair – 45 attended

The new Children's page on our website has launched The recordings we took of the principals reading books aloud are also posted to this page ... just in time for Summer Vacation.

Teen Programs and Attendance

Anime Now – 2 sessions – 21 attended

The Teen Librarian went to the following schools and promoted books to the teens:

Chiddix Junior High: 69

Parkside Junior High: 83

Evans Junior High: 43

Normal West (2 visits): 250

Adult Programs and Attendance

Fiction – 1 session – 12 attended

Mystery Book Club – 1 session – 10 attended

Nonfiction Book Club – 1 session – 6 attended

Books on Tap – 1 session – 3 attended

History Book Club – 1 session – 6 attended

Sci Fi Book/Movie Club – 1 session – 10 attended

Classic Movie – 1 session – 10 attended

Small Business Series: Facebook – 1 session – 17 attended

Books, Hooks, and Needles – 1 session – 2 attended

Twin Groves Wind Farm tour – 1 session – 36 attended

Sculptor Lorado Taft – 1 session – 16 attended

McLean County ghost forests, towns, mills – 1 session – 30 attended

Requests for individual appointments were down this month, with only 4 coming in. Topics included the usual email, basic computer & Internet skills, and ereaders.

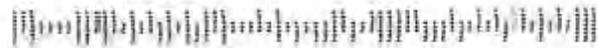
Compliments to the City

CHAMPAIGN IL 618
12 JUN 2014 PM 3 1



Mike Conroy
City of Bloomington
PACE Department
P.O. Box 3157
Bloomington, IL
61702-3157

JUN 13 2014



Dear Mike,
Thank you for your time and attention to my new garage project at 1601 E. Taylor. From start to finish, your patience and expertise made the permitting experience easy for me as the homeowner, and I am grateful for your help! I appreciate your attention to detail, timely responses, and inspections that all helped the project turn out well. May the days ahead be your best yet!
With a grateful heart,
DAVID



News From
State Representative Dan Brady

For Immediate Release:
May 12, 2014

Contact: Rep. Brady
309-662-1100

**Rep. Brady: Signs Coming This Month to Officially Commemorate the
Christopher R. Brown Memorial Highway**

Hudson, Ill...The official road signs designating a section of Interstate 39 the Christopher R. Brown Memorial Highway will be unveiled and put in place this month, State Representative Dan Brady announced today.

Christopher Brown of Hudson served his neighbors in central Illinois on the Bloomington and Hudson, Fire Departments. On March 5, 2013 his life was tragically cut short when he was struck and killed while working at an accident scene on Interstate 39. To honor his life and his service, The Illinois General Assembly unanimously approved House Joint Resolution 47 designating Interstate 39 between exit 8 and exit 5 the Firefighter Christopher R. Brown Memorial Highway.

At 4:00 p.m. on Monday, May 19th, the new sign will be unveiled during a dedication service at the Hudson Fire Department, 502 N. Broadway in Hudson. At the same time, I-DOT crews will be placing the signs along the Interstate.

"May 19th will be a bittersweet day. Recognizing and celebrating Christopher Brown's service to our communities is the right thing to do," Representative Brady said.

To help prevent future tragedies involving first responders, the Illinois House this spring unanimously passed House Bill 5416 suggested by the McLean County State's Attorney to dramatically increase criminal penalties for failing to yield to police, fire or other emergency crews on the scene of an accident. The measure awaits concurrence in the Senate.

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Towanda Fire Department

Ph. 309-728-2121

203 W. Jackson St.
Towanda, IL 61776

Fax 309-728-2305

April 1, 2014

Chief Kimmerling,

On behalf of the Towanda Fire Department we would like to thank you for the assistance that your department provided to the structure fire at the Mclean County Highway Department on March 31, 2014. We express our gratitude at how well our departments can pull together and take on any emergency.

Sincerely,

Brett Lueschen
Fire Chief
Towanda Fire Department

THANK YOU!



Dear Bloomington Fire Department,

Thank you SO much for bringing your **AWESOME** Fire Truck to our Transportation Day!
Our Rookies loved learning about how your equipment helps keep you safe and us safe when there is an emergency! Our Rookies also LOVED getting to see the ladder up!! WOW!

Thanks again!
Your Raymond Rokie Friends



John and Jeanette Tornquist
3 Northcrest Court
Bloomington, Illinois 61701

March 8, 2013 7:40 P.M. Jeanette and I heard a “pop” and looked out our back window to find our antique car barn engulfed in flames. 10 minutes later the fire department was on the scene. Six antique cars were inside, 5 of them were 100 years old or older.

Miraculously all the cars can be restored in spite of the fact that 2/3 of the building was destroyed. I want to thank the Bloomington fire department for a great job. I believe through their efforts the cars were saved and history was not lost.

Enclosed is a contribution to your annual food drive. Thanks to all the firefighters for doing an outstanding job saving history on March 8, 2013.

P.S. If anyone would like a tour of the new building and see the progress on the cars we would be happy to do that. Call us when you would like to do that.
309-663-1428.

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© SUNRISED GREETINGS

To All THE Bloomington
Firefighters who responded
to my house fire at
2102 Cabintown Rd -

I just want to thank
each and everyone of you
for saving what you could
in my house and for your
quick response. You guys
all did an awesome job
and everyone I met that
day had the best attitude
and really showed you guys
cared - not just a job -
So thank you!

Jason Cording

To: publicworks@cityblm.org
From: Arthur Beecher
Date: 06/10/2014 07:57AM
Subject: Thank you

Over the past week I've had the opportunity to interact with two members of your department, Jeff Raines and Troy Olson. Both gentlemen were extremely helpful and pleasant and made every effort to answer my questions on two separate matters. Please extend my appreciation to them both.

Thank you,
Arthur "Kent" Beecher
211 Greenleaf Dr.
Bloomington

To: "publicworks@cityblm.org" <publicworks@cityblm.org>
From: Karin Quinn
Date: 05/30/2014 07:55AM
Subject: Re: Street Repair

Thank you very much for the quick response to the request for repair of the street deterioration at 824 McGregor St. Repairs were completed yesterday.

Lakeside Condominium Board of Directors.
Karin Quinn - Board Member.

On Saturday, May 10, 2014 10:10 PM, Karin Quinn wrote:

I would like to report the deterioration of the street at the driveway entrance of Lakeside Condominiums located at 824 McGregor, Bloomington. We request that this area be repaired or patched.

This was discussed on Wednesday, May 7th at our board meeting and I volunteered to notify public works.

Thanks.

Karin Quinn
Lakeside Condominium Assoc.
Board Member

MILLER PARK ZOO

Received through the Bpard.org website:

- Spent today at zoo with my daughter and grandchildren. We had a very nice time and will return soon. Your zoo is wonderful. Thanks.
- Lots of verbal compliments were received about the pickleball courts in Miller Park. People are excited to see the courts and are using them.

BCPA

From Patron Post-Show Survey from Whose Live Anyway?

- we loved it. As usual our ribs were so sore from laughing...it was so awesome to be a part of an audience that was laughing...we have had such bad news lately in our land...and for 3 hours you took that away from us. we slept better than we had for weeks. we were here when Colin and Brad were here last time and we had the same reaction. we almost did not come this time ...as we were dealing with family and national problems...and you think..what use is there in going..the problems will still be there when you get out...but what ends up happening is that the problems become less important and you realize there is really nothing much we can do to change anything... but our outlook is much better and our faith a little restored in humankind..the volunteers are wonderful!!! so, thank you for bringing all the great acts to our area. as always...dee Pendleton, bellflowers illinois
- Loved it! Would see it again for sure!
- Truly enjoyable show. I think the performers enjoyed it nearly as much as the audience did.
- Very funny and clean enough for seniors and kids
- It was amazing! I could not stop laughing - great cast and an awesome show.
- Hilarious - loved it!
- Loved It!!
- LOVED IT! A Great Show and atmosphere! The BCPA is a local treasure.
- hilarious...hope they come again next year
- Awesome !
- Excellent! The two hours flew by! It was everything I hoped it would be.
- So great!!! I haven't laughed that hard in a loooong time!
- Very good
- Very entertaining
- EXCELLENT EXCELLENT SHOW!
- it was amazing. one of the best shows ive seen in a long time
- Awesome performance. Please bring them back again.
- Just wish it could have been longer.
- customer service was awesome, the staff was so nice and fun!
- We had a blast!
- I have seen three of the Who's line shows and this one was without a doubt the best one so far. Will definitely go if and when there is another one.
- Nice that it was family entertainment and something all ages could enjoy!
- The BCPA has been amazing every time I've been there.
- What a wonderful time we had. We laughed for 2 hours and then some!

- Please keep bringing them back!
- Loved the show and would definitely see it again!
- Keep this group coming back. they always entertain
- Love Whose Live. PLEASE have them back!
- Loved the show!
- Great show and a extremely nice venue. I especially like the covered drink cups. Nice idea.
- Enjoyed having Susan Saunders come out and talk and also the new manager
- Everything was great! Polite and helpful ushers, building was clean, comfortable seating, good selection of drinks... thanks for a wonderful time!
- Had a wonderful time!
- Everything was good.
Our daughter recently had knee surgery and was in a wheelchair that night. Pam was great in helping me get our tickets changed so that my daughter and her husband could sit together. She provided outstanding customer service!
- Great event!! It seemed like a packed house. Everyone around me seemed to be enjoying the show
- as well. Would love to see the "Whose Line is it Anyway" people come again!!
- Overall, it was a wonderful time and nice venue
- A fantastic evening. We loved it! 13 Fantastic show. Haven't laughed so hard in a long time.
6/4/2014 1:11 PM
- I will be back to see Whose Live every time they come here! So so great! Always a positive experience at BCPA. This show was outstanding, and the guys were very gracious
- by signing autographs and taking photos after the show. PLEASE bring them back...again!!!

From Patron Post-Show Survey B.B. King:

- Great show - once in a lifetime to see BB King in Bloomington, IL Fantastic!!! Keep it coming, please.
- Tallan was enjoyable. B.B. King was enjoyable as well, however you can notice that he is not as sharp of an entertainer as before. We think are heroes don't age. Very satisfied and would see him again!!
- wonderful to have a great share his art in bloomington
- My wife and I have been to many concerts at BCPA over the years. Its fantastic!
- It was a dream come true for me to see bb king. Thank you
- Loved both the opening act and BB King
- you do a great job we are lucky to have you in this community
- BCPA is at the top of our list when thinking of going out for an evening of fun and entertainment. Thank You.
- A beautiful theater!
- Great acoustics, great venue, great staff, great artists. LOVE the BCPA
- ...Your ticket sales staff is wonderful!
- Every show or event has been worth the price of a ticket, plus the staff has always been great. So happy we have you here in town.
- The opening act was great - look forward to seeing him again.
- Its great to have a class act grace our presence here in central Illinois
- So glad that an historic building is being put to such a great use in BLM.
- Really liked the wine zippy cups too.
- I love seeing shows here. It is such an intimate setting and really no sets is a bad seat.

- Always a wonderful time.
- Absolutely awesome show! First time at the BCPA and it was a great intimate venue for a legend like BB King. We will definitely be coming back again to enjoy.
- Congrats to your new Director for her first program under her mgmt!
- The young man preshow event was excellent
- It was great