



CITY OF  
*Bloomington*  
ILLINOIS

# CITY MANAGER'S MONTHLY REPORT

## MEASURING PERFORMANCE, TARGETING RESULTS





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## Upcoming Community Events

- Illinois District of Barbershop Harmony Society 2014: Quartet Finals Contest, BCPA, September 20, 2:00 pm
- Bloomington Thunder Hockey Game vs. Youngstown, US Cellular Coliseum, October 4, 7:00 pm
- Under the Streetlamp, BCPA, October 5, 2:00 pm gates open
- Illinois Symphony Orchestra: Beethoven Meets the Silk Road, BCPA, October 10, 7:30 pm - 9:00 pm

## Upcoming Meetings

- Liquor Commission meeting, October 10, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, September 24, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, September 18, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting September 25, 7:00 p.m. – 9:00 p.m.

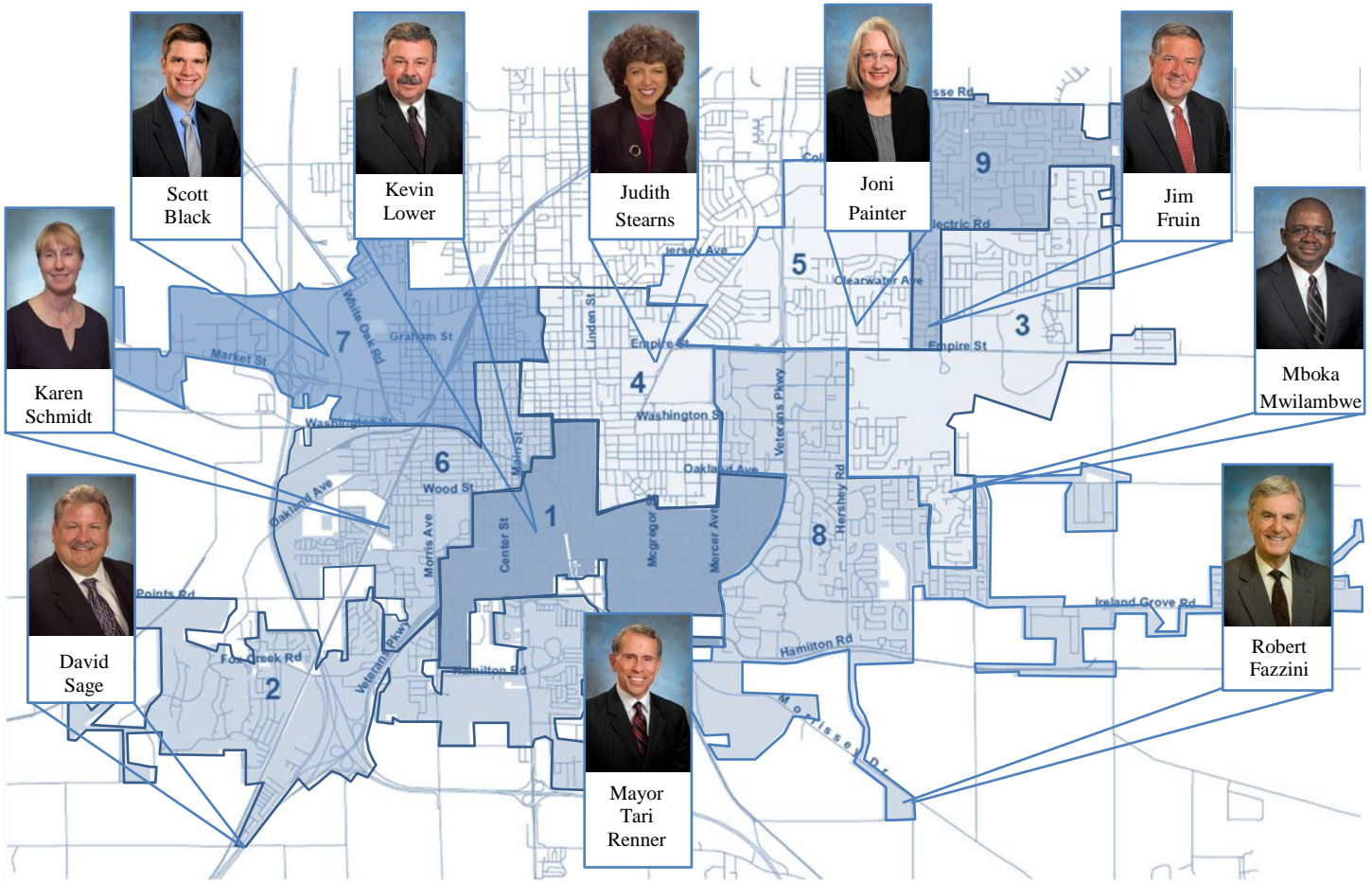
The Bloomington City Council meet every 2<sup>nd</sup> and 4<sup>th</sup> Monday of each month at 7:00 p.m. for regular Council Meetings

Effective June 1, 2013 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





# 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 S. 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

Interim Director of Parks, Recreation & Cultural: Bobbie Herakovich

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

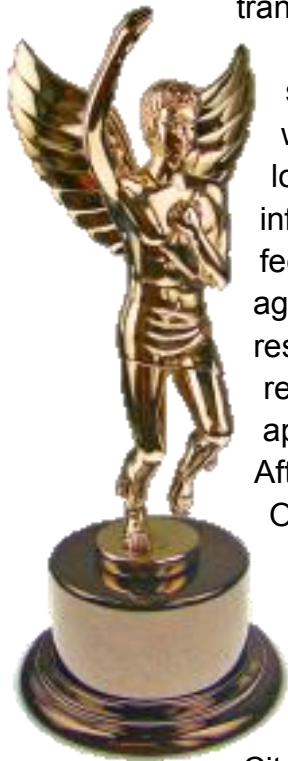
Library Director: Georgia Bouda



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# Continuous Journey Toward Excellence

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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 8<sup>th</sup> 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, 2014 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 11 jurisdictions which received this honor in 2014.
- 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

July 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 effort 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 July 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](mailto:Dhales@cityblm.org)





# Strategic Plan 2010 →2015 →2025

<b>Goal</b>	<b>1. Financially Sound City Providing Quality Basic Services</b>
Objective	<ul style="list-style-type: none"><li>a. Budget with adequate resources to support defined services and level of services</li><li>b. Reserves consistent with city policies</li><li>c. Engaged residents that are well informed and involved in an open governance process</li><li>d. City services delivered in the most cost-effective, efficient manner</li><li>e. Partnering with others for the most cost-effective service delivery</li></ul>
<b>Goal</b>	<b>2. Upgrade City Infrastructure and Facilities</b>
Objective	<ul style="list-style-type: none"><li>a. Better quality roads and sidewalks</li><li>b. Quality water for the long term</li><li>c. Functional, well maintained sewer collection system</li><li>d. Well-designed, well maintained City facilities emphasizing productivity and customer service</li><li>e. Investigating in the City's future through a realistic, funded capital improvement program</li></ul>
<b>Goal</b>	<b>3. Strong Neighborhoods</b>
Objective	<ul style="list-style-type: none"><li>a. Residents feeling safe in their homes and neighborhoods</li><li>b. Upgraded quality of older housing stock</li><li>c. Preservation of property/home valuations</li><li>d. Improved neighborhood infrastructure</li><li>e. Strong partnership with residents and neighborhood associations</li><li>f. Residents increasingly sharing/taking responsibility for their homes and neighborhoods</li></ul>
<b>Goal</b>	<b>4. Grow the Local Economy</b>
Objective	<ul style="list-style-type: none"><li>a. Retention and growth of current local businesses</li><li>b. Attraction of new targeted businesses that are the "right" fit for Bloomington</li><li>c. Revitalization of older commercial homes</li><li>d. Expanded retail businesses</li><li>e. Strong working relationship among the City, businesses, economic development organizations</li></ul>
<b>Goal</b>	<b>5. Great Place – Livable, Sustainable City</b>
Objective	<ul style="list-style-type: none"><li>a. Well-planned City with necessary services and infrastructure</li><li>b. City decisions consistent with plans and policies</li><li>c. Incorporation of "Green Sustainable" concepts into City's development and plans</li><li>d. Appropriate leisure and recreational opportunities responding to the needs of residents</li><li>e. More attractive city: commercial areas and neighborhoods</li></ul>
<b>Goal</b>	<b>6. Prosperous Downtown Bloomington</b>
Objective	<ul style="list-style-type: none"><li>a. More beautiful, clean Downtown area</li><li>b. Downtown Vision and Plan used to guide development, redevelopment and investments</li><li>c. Downtown becoming a community and regional destination</li><li>d. Healthy adjacent neighborhoods linked to Downtown</li><li>e. Preservation of historic buildings</li></ul>

# Spotlight City: Illinois Healthy Worksite

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## City of Bloomington Earns “Illinois Healthy Worksite” Designation

The City of Bloomington received the Illinois Healthy Worksite Gold Level Designation by the Governor’s Council on Health & Fitness, the Illinois Department of Public Health, and the Illinois Chamber of Commerce. The program was created to recognize workplaces that make employee health a priority. The University of Illinois at Chicago’s Department of Kinesiology and Nutrition reviewed applications using a double round of blind evaluations to determine designations. There were 63 applications submitted statewide. The City of Bloomington is one of seven organizations selected for the highest level of distinction.



### About Illinois Healthy Worksite

The Illinois Healthy Worksite designation was created as part of the statewide *We Choose Health* community transformation grant, which is funded by the U.S. Centers for Disease Control and Prevention and overseen by the Illinois Department of Public Health. Its purpose is to make communities healthier and reduce chronic disease. Worksite Wellness is one of the strategies selected to achieve the goal in Illinois. The Illinois Healthy Worksite designation was created to engage employers throughout the state in worksite wellness best practices.

The Illinois Healthy Worksite designation is a three-year award that includes three levels of recognition: Gold, Silver and Bronze. The designation requires satisfying criteria that are recognized best practices in creating a worksite culture of health. The criteria includes:

1. Actively promoting and supporting healthy nutrition at work.
2. Providing and encouraging opportunities for physical activity at work.
3. Developing a 12-month Health and Wellness Calendar and an ongoing communications plan to promote employee health and wellbeing throughout the year.
4. Demonstrating a commitment to employee health and wellbeing by making it part of the organization’s mission statement, goals and operations.
5. Developing lifestyle and disease management strategies and measuring their success annually.

# Executive Summary

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## Police Department

- During the month of July, eight general detectives are assigned to the CID division with an average of 6 working per day. On average, each detective is assigned approximately nine cases and the Domestic Violence detectives are reviewing 73 cases. The detectives assigned to sex crimes and sex crimes involving children are investigating 28 cases. **(Page 8)**
- Six officers are assigned to Street Crimes Unit with an average of 6.04 working per day. Officers completed seven days of training. Street Crimes made ten warrant arrests, 11 probable cause arrests, and generated \$2,060 in tow fees, \$1,950 in ordinance violations and seized 12.1 grams of cannabis, .7 grams of crack cocaine, and .02 grams of heroin. **(Page 9)**
- There were four weekends that officers were hired to work the downtown area for a total of nine nights worked downtown. July 3<sup>rd</sup> was the only Thursday downtown hireback. Summerfest (formerly Pub Crawl) occurred on July 26<sup>th</sup>. It has been reported that two bars closed during the month. Events that occurred during the month as reported by officers working downtown: On 07/13/14, officers located 2 individuals in the alley west of the 600 block of N. Main. One individual had just robbed the other by knife point of his wallet. The suspect was arrested. On 07/27/14, officers arrested 2 for warrants in the 500 block of N. Main Street on pedestrian contacts. On 07/12/14, officers arrested one for DUI in the 600 block of N. Center Street. On 07/26/14, officers arrested one for possession of controlled substance and criminal trespass in the 500 block of N. Main Street. **(Page 12)**
- Monthly totals for downtown hireback officers and third shift officers assigned to downtown included 179 bar checks, 34 ordinance violations issued, 20 parking tickets issued, four UTTs issued, four fights in progress, eight arrests, 20 calls for service, one DUI, and 16 tows. **(Page 13)**.

## Fire Department

- For the month of July, the Fire Department's response time to fire calls was within the six minute bench mark with an average call creation to arrival time of 5:24. The Department's response time for emergency medical service calls was slightly above the six minute benchmark at 6:04. **(Page 14)**
- During the month of July, the Bloomington Fire Department responded to 222 calls of which 7 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$77,620. **(Page 14)**
- As in most months, the majority of the calls were EMS related which accounted for 627 calls for service in July. The 666 calls for service resulted in a total of 705 patients treated and 572 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems. **(Page 16)**

## Parks, Recreation & Cultural Arts

- The Bloomington Center for the Performing Arts hosted 33 community-based programs and rental events in July of 2014 with 2,830 people in attendance. These functions included piano



lessons, BCPA tours, usher training, improvisation classes, wedding receptions, volunteer meeting, Normal Community High School - 20 year reunion, Taste of Summer (co-sponsored with the Downtown Bloomington Association and Downtown Bar Owners Association), Cultural Commission meeting, Miller Park Summer Theater - The Music Man Spotlight Workshops, The Music Man rehearsals, The Music Man orchestra rehearsals and more... **(Page 24)**

- Courses played host to over 10,800 golf rounds, despite rounds being down -5% and revenues -9% to last July. One bright note from a rounds and revenue perspective, Highland Park hosted more rounds this July than the previous year. Much work has been put into Highland Park and the word is spreading throughout the area that the course is in the best shape it's been in years. With regards to overall course conditions, all three of the courses are receiving numerous compliments for their playing conditions. **(Page 25)**
- The weather this summer has been great except for activities involving water. This year there were only ten days in the month of July where the temperature reached above 80. Of the ten days, only two of them reached temperatures above 90. Last year there were only nine days in which the temperature did not reach 80! Holiday and O'Neil's daily attendance was down by 30% compared to 2013. However due to price changes with Season Passes, both pools were able to bring in the same amount of revenue as in 2013. **(Page 30)**



## Finance

- The City of Bloomington upgraded to Munis 10.2 in the month of July. The finance department continues to assist in the transition into the new system. In preparation for the new Amusement and Local Motor Fuel taxes which are to go into effect August 1<sup>st</sup>, 2014, the Finance Department is working closely with the public and local business owners to answer all questions that are related to the implementation of the new taxes. **(Page 36)**



# Police Chief



# Brendan Heffner

July 2014 Edition

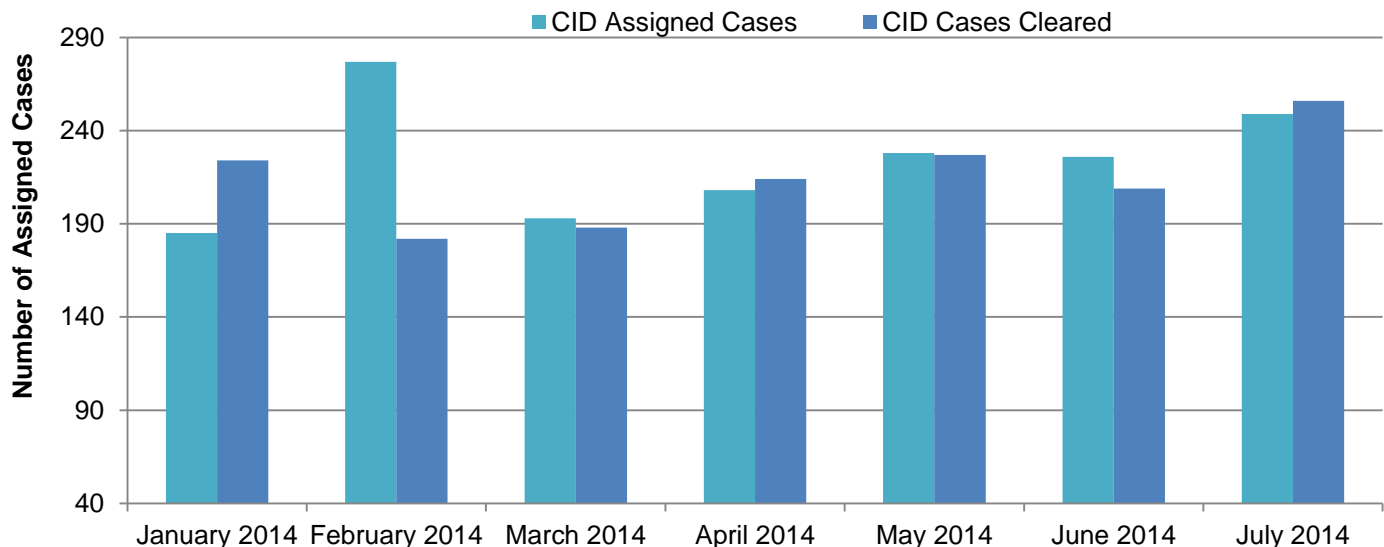
## Police Department

### Criminal Investigations Division (CID)

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

Eight general detectives are assigned to the CID division with an average of 6 working per day. On average, each detective is assigned approximately nine cases and the Domestic Violence detectives are reviewing 73 cases. The detectives assigned to sex crimes and sex crimes involving children are investigating 28 cases.

2014 Criminal Cases Assigned vs. Criminal Cases Cleared



## Cyber Crimes

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

The two Cyber Crime detectives have 12 open/active cases. The unit investigates crimes involving but not limited to child pornography, network intrusion and online scams.

## United States Marshal Task Force

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective e. Partnering with others for the most cost-effective service delivery

The Bloomington office opened 21 felony cases and closed 11 of them. Significant work in July included the arrest of a subject wanted for armed robbery with a firearm. He was arrested without incident. Another suspect, a violent sex offender against children, had cut off his ankle monitor and was on the run. He was apprehended and arrested. A third suspect was wanted for violation of an order of protection. He was apprehended in Spring Bay area hiding in a crawl space attic. He was arrested and transported to Tazewell County Jail.

## VICE Unit

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

Four detectives are assigned to the Vice unit with 4.48 on average working per day. Thirteen new cases were opened, twelve cases were closed, and two search warrants were served. The Vice unit purchased 12.6 grams of crack cocaine, 1.0 gram of powder cocaine, and 4.9 grams of heroin. They seized 44.9 grams of crack cocaine, 1,261 grams of cannabis, 15.5 grams of heroin, three guns, one vehicle, and \$1,618.

## Street Crimes Unit

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

Six officers are assigned to Street Crimes with an average of 6.04 working per day. Officers completed seven days of training. Street Crimes made ten warrant arrests, 11 probable cause arrests, and generated \$2,060 in tow fees, \$1,950 in ordinance violations and seized 12.1 grams of cannabis, .7 grams of crack cocaine, and .02 grams of heroin.

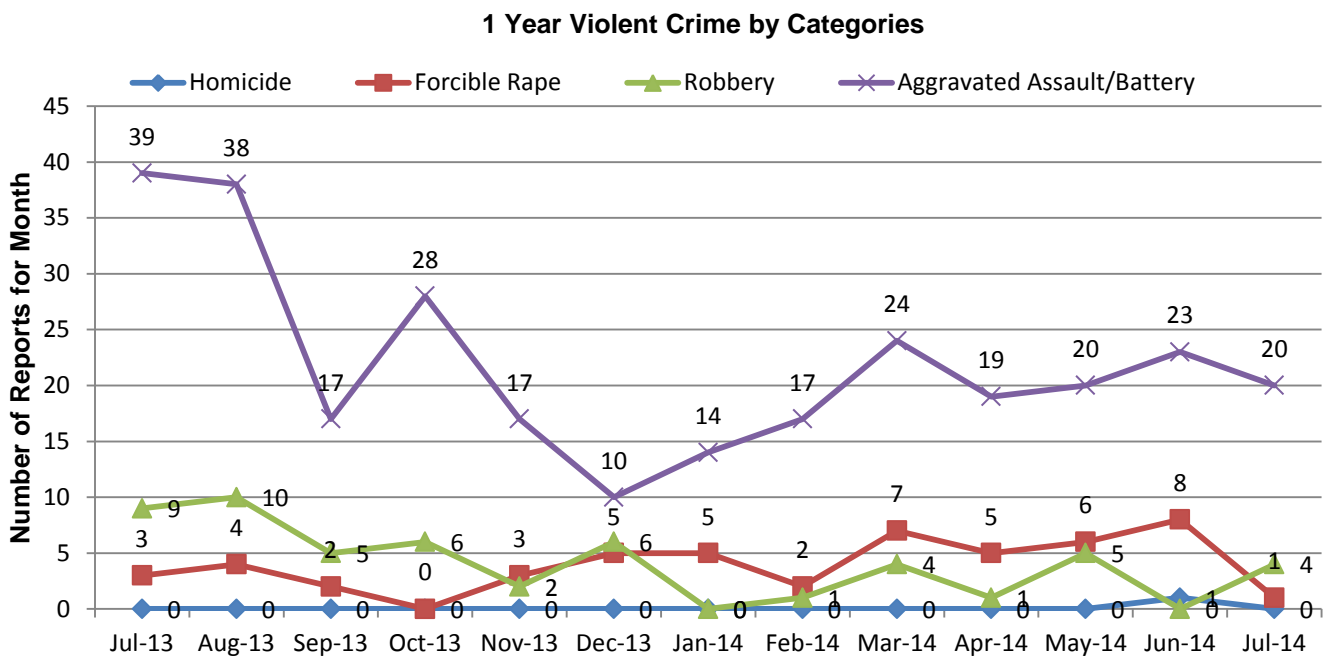
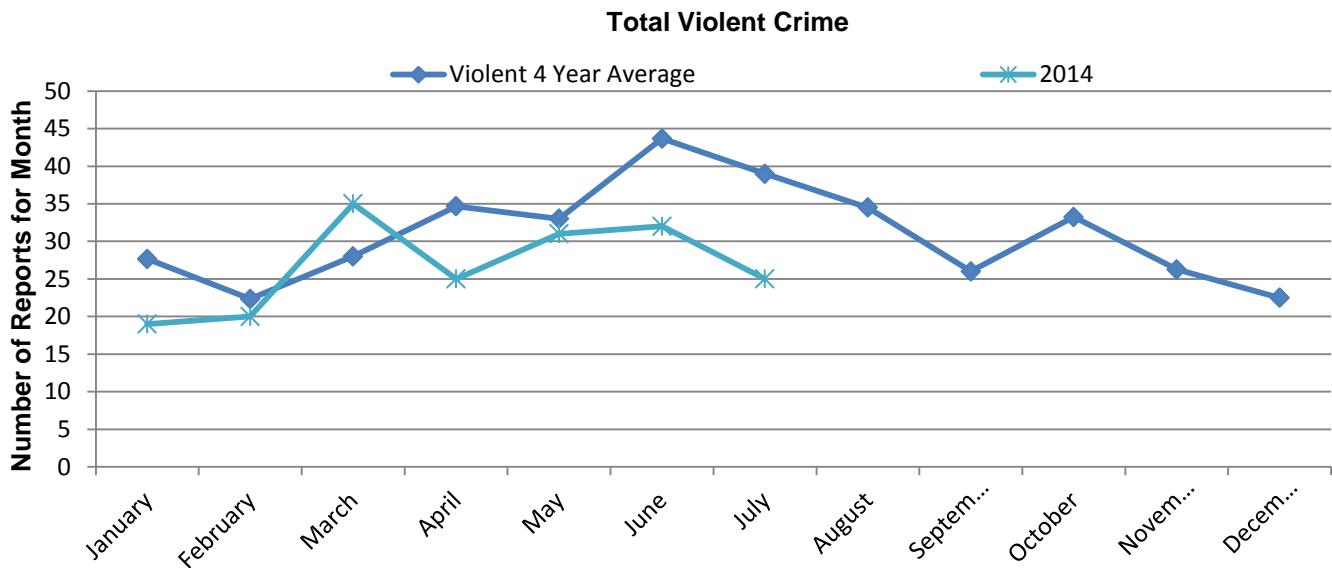
## Criminal Intelligence and Analysis Unit (CIAU)

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

CIAU hosted a group of local students that were taking part in ISU's "Illinois Summer Research Academy." This group of bright youth chose to focus on computer mapping and GPS technologies. They were shown a variety of advanced technologies in use by BPD to solve crimes, disseminate crime information to the public, and increase officer level efficiencies.

A representative from Central Illinois Action met with a CIAU representative to conduct research on historical crime problems in several neighborhoods targeted for single family renovations by that agency. CIAU provided three hours of training on Intelligence-Led Policing to two new BPD officers and an intern from Western Illinois University.





## Communications

Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

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
83.70%	14.80%	1.30%	0.20%	99.80%

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

Communications Center Manager met with Public Works to discuss long-term communications solutions for their department. He also coordinated the kick-off of the BFD Starcom and Communications Center console upgrade project. The manager attended Freedom of Information Act training, Illinois Mutual Aid Box Alarm System Communications training, and staffed the communications position in the Unified Command Post during the McLean County Fair.

\$28,300 in alarm ordinance violations was issued in 2013. So far to date, \$2,100 in alarm ordinance violations has been issued.

<b><u>Incoming Phone Calls</u></b>	
Administrative (non-emergency)	7,639
911 Calls (wireline & wireless) total	2,334
911 Calls - Wireline	375
911 Calls - Wireless	1,959
<b>Total All Calls</b>	<b>9,973</b>
<b><u>Dispatched Calls</u></b>	
Police	7,190
Fire and EMS	888
<b>Total Dispatched Calls</b>	<b>8,078</b>
<b><u>Daily Call Averages</u></b>	
Administrative (non-emergency)	246
911 Calls – Wireline and Wireless	75
All Calls per day average	322
Police Dispatches	232
Fire and EMS Dispatches	29
<b>Average Dispatches per day</b>	<b>261</b>

***First Shift 7 a.m. – 3 p.m.***

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

First shift has 19 officers assigned with the average number working each day of 9. There are five officers in the FTO program, one officer in PTI, and one officer on extended military leave.

The Offender Watch 500 project received attention this month. Officers are handing out pamphlets again. The number of registered people now stands at 300. The Offender Watch system sent 5167 e-mails to people.

Eighty-two incidents of sex offender related problems were handled by first shift. Four sex offenders were arrested on warrants and three were arrested on probation violations. Old sex offender records are being audited. Approximately 37 offenders were found to be in possible violation.

***Second Shift 3 p.m. – 11 p.m.***

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

Second shift has 22 officers assigned with 12.7 working per day. Officers patrolled the area of Washington and Howard due to large groups of juveniles damaging property and obstructing traffic. Officers worked several STEP details around town in response to speed complaints.

On July 19, officers from BPD, Normal PD and McLean County Sheriff's department assisted with a barricaded subject. The subject threatened to shoot a person in the apartment but it ended up he was alone and highly intoxicated. SWAT eventually gained entry and placed him in custody.

**Third Shift 11 p.m. – 7 a.m.**

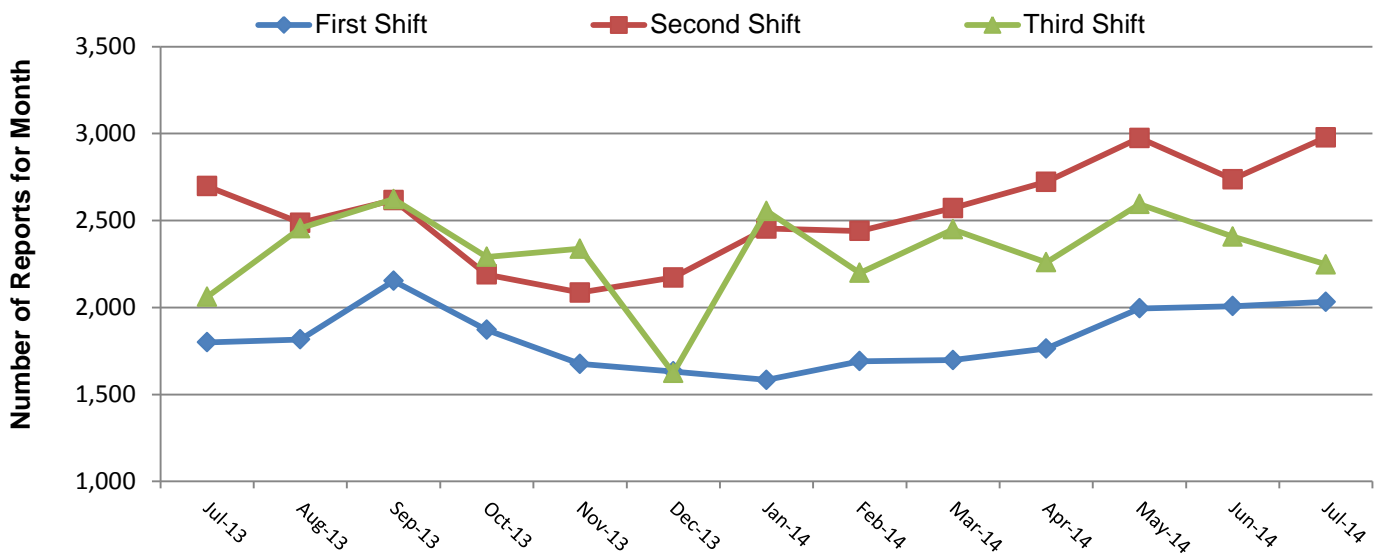
**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

There are 17 officers assigned to third shift with 9.51 officers on average working per night. Approximately 272 traffic stops were made in July, 12 arrests from self-initiated traffic and pedestrian contacts, and 16 additional arrests for DUI.

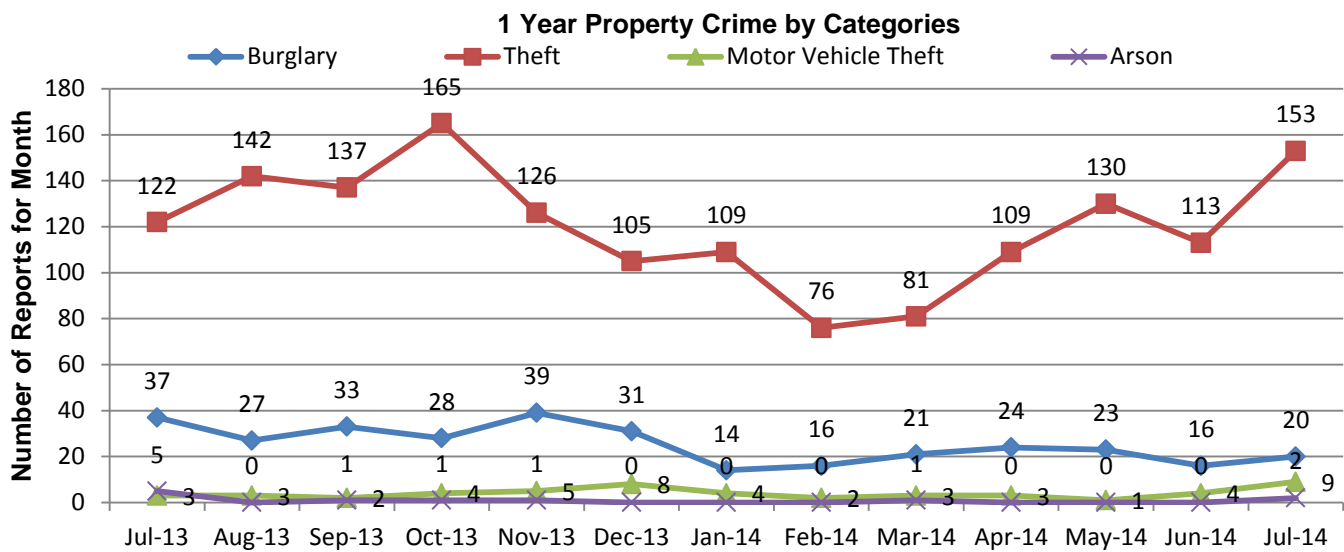
Notable calls for service included a vehicle burglary in progress, arson/personal injury to driver of vehicle in a parking lot, and an armed subject.

Violation	Month Total	Year Total
Seat Belt/Child	9	4
Speeding	111	109
All Other Traffic	576	1087
DUI Arrests	22	68

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







## Downtown Activity

**Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods**

There were four weekends that officers were hired to work the downtown area for a total of nine nights worked downtown. July 3<sup>rd</sup> was the only Thursday downtown hireback. Summerfest (formerly Pub Crawl) occurred on July 26<sup>th</sup>. It has been reported that two bars closed during the month.

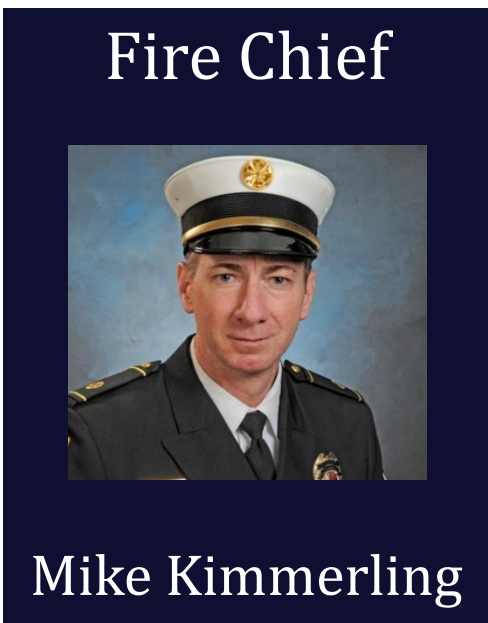
Events that occurred during the month as reported by officers working downtown: On 07/13/14, officers located 2 individuals in the alley west of the 600 block of N. Main. One individual had just robbed the other by knife point of his wallet. The suspect was arrested. On 07/27/14, officers arrested 2 for warrants in the 500 block of N. Main Street on pedestrian contacts. On 07/12/14, officers arrested one for DUI in the 600 block of N. Center Street. On 07/26/14, officers arrested one for possession of controlled substance and criminal trespass in the 500 block of N. Main Street.

Monthly totals for downtown hireback officers and third shift officers assigned to downtown included 179 bar checks, 34 ordinance violations issued, 20 parking tickets issued, four UTTs issued, four fights in progress, eight arrests, 20 calls for service, one DUI, and 16 tows.

## Public Information Officer

**Strategic Plan Goal 3: Strong Neighborhoods; Objective e. Strong partnership with residents and neighborhood associations**

The Public Affairs Officer attended Recovery Court, STAC meeting, Chief's Focus meeting, Explorer's meetings, POP meeting at Washington/Howard, and COPS event. She had a preschool presentation at Montessorri, Scribbles Tour and presentation, Meet and Greet at Ewing Park II, Bloomington Country Club Summer Camp, Safety Presentation at Glenbridge, Autism Summer Camp, Identity Theft presentation at IL Farm Bureau, YouthBuild Basketball game, Social Media disaster Class at ISU, Park to Park Run, Autism Summer Camp, Kids' Safety Ticket Detail, and several social media releases.



# Fire Chief

Mike Kimmerling

## Fire Department

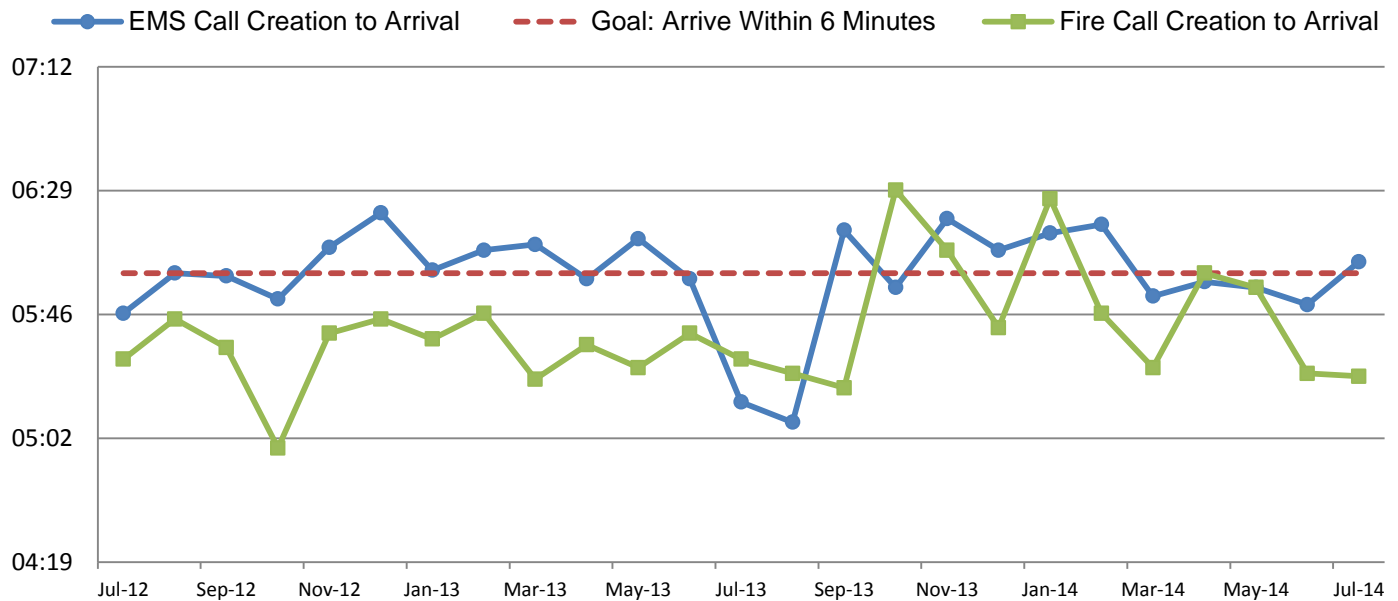
July 2014 Edition

### Fire Response Date

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective a. Well-planned City with necessary services and infrastructure

Fire Response Type	Previous 12 Month Average	July 2014
Fire Responses	191	222
Structural Fires	9	7
Estimated Dollar Losses (Property & Contents)	\$182,413	\$77,620

### Fire & EMS Call Response 2 Year Analysis



## Top 4 Fire Response Types for July 2014

### Response Type

444: Power line down

554: Assist Invalid

744: Smoke Detector Activation Due to Malfunction

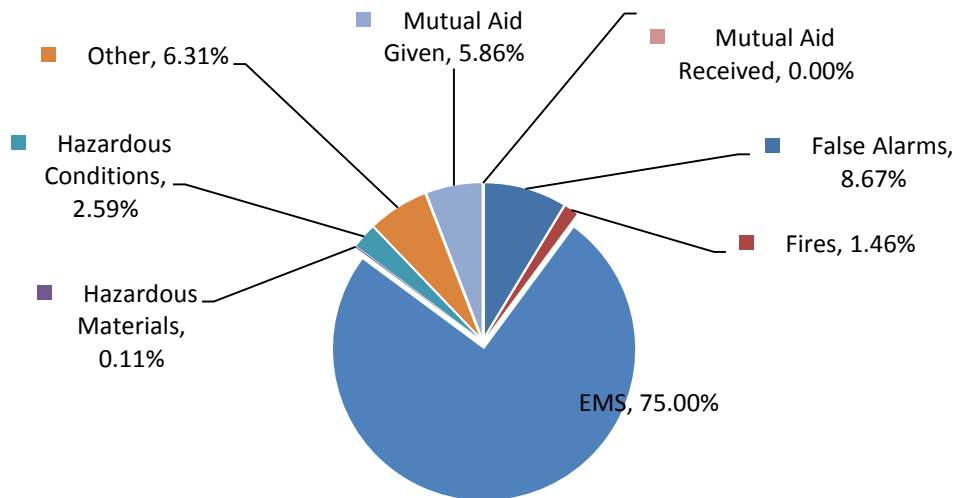
743: Smoke Detector Activation, no fire - unintentional

The month of July showed little change from June. The stats for the month were almost identical. The Department responded to seven structure fires in the month. The fire at 1919 Tracy Drive was estimated at \$45,000 in damage to one apartment in this six unit building.

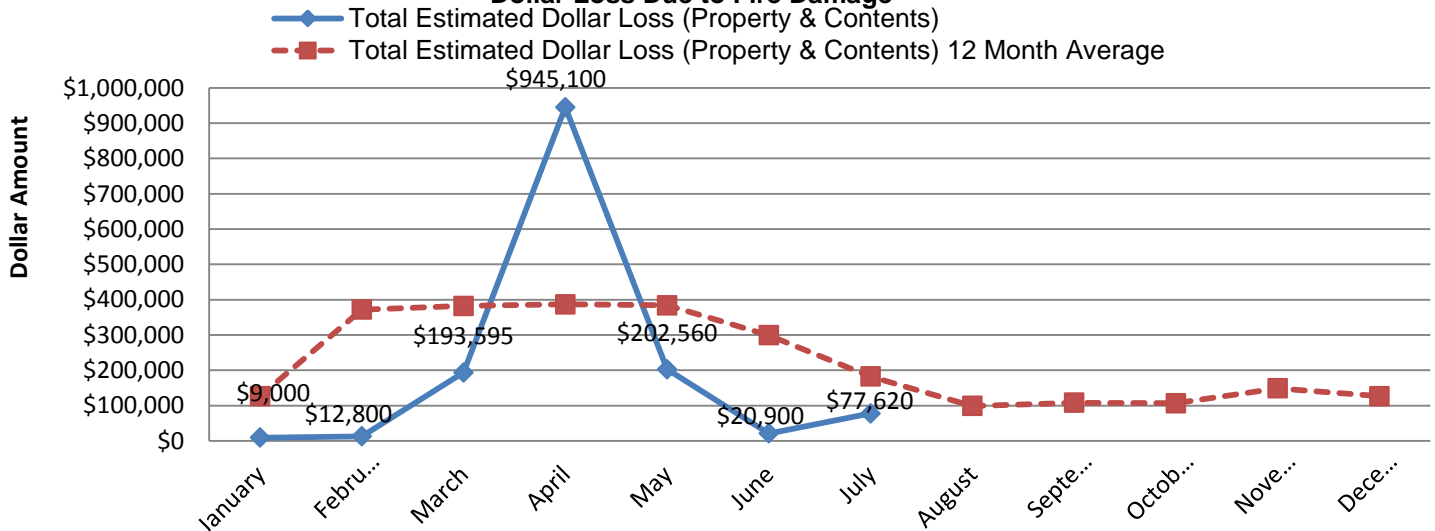
The Firefighters and Officers of the department have completed 1172 hydrant inspections with a total of 3630 for the year. This is about 75% of the total hydrants in the city and puts us on track for completing the inspections during the month of September. The preplan totals for the month are 17 completed, bringing the total for this year to 122 preplans completed.

The Fire department also responded to 26 mutual aid calls to other agencies. Most of these mutual aid calls are for the EMS Chase vehicle to upgrade the care level from basic to advanced life support. We responded to Normal three (3) times and Normal fire responded into the City four (4) times for mutual aid. One of those calls was for the fire on Tracy Drive.

**Fire Department Types of Calls for Service July 2014**



**Dollar Loss Due to Fire Damage**





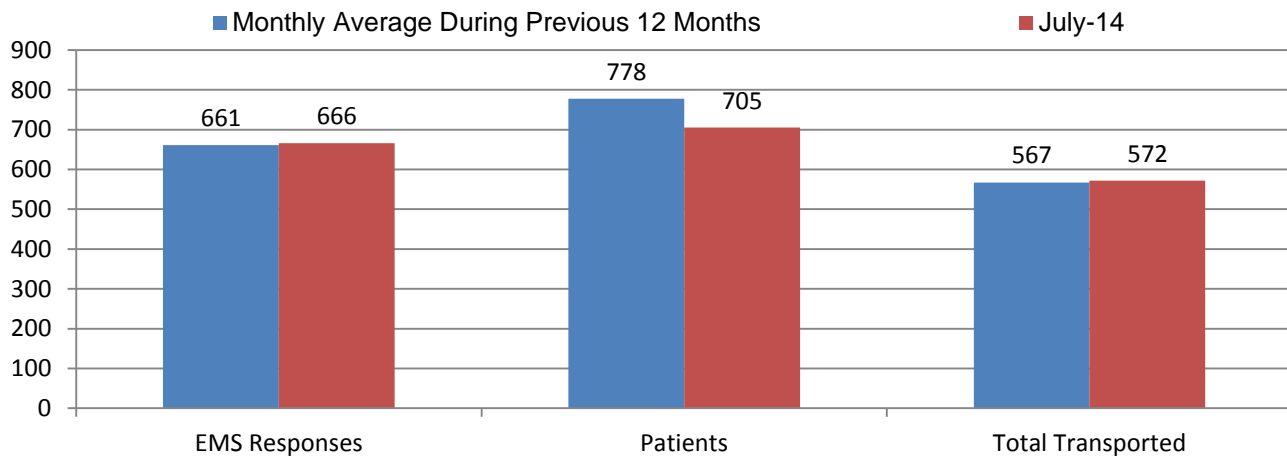
## Emergency Medical Services (EMS)

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective a. Well-planned City with necessary services and infrastructure

### Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 666 calls for service in July. The 666 calls for service resulted in a total of 705 patients treated and 572 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems.

**EMS Responses: July 2014 and Previous 12 Month Average**

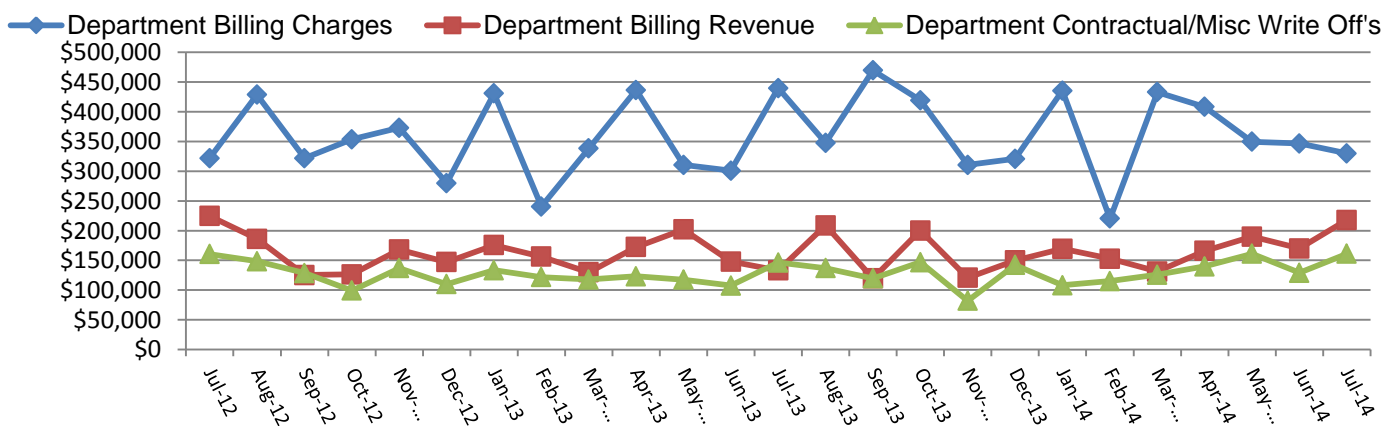


### Billing Revenue Summary

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

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 \$218,061. The Contractual-Write offs total for the month were \$161,288. Bad Debt transferred to third party collections was \$49,996.

**Fire Department EMS Billing 2 Year Analysis**



## Public Education Office

Strategic Plan Goal 3: Strong Neighborhoods; Objective e. Strong partnerships with residents and neighborhood associations

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

### Fire & Life Safety

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

- Synergy Flight Center
- Bloomington Public Library
- Game Time Gym x 2
- Kinder Care
- Country Financial x 2
- Luther Oaks
- I.W.U. Aimes Library
  - Total Attendees: 499
  - Total Events: 9

The following fire & life safety presentations were given:

- Fire Extinguisher Training
- Captain Mac & Friends Fire & Life Safety
- General Fire Safety Program
- Home Fire Safety

### Fire Department Training Reports for July

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

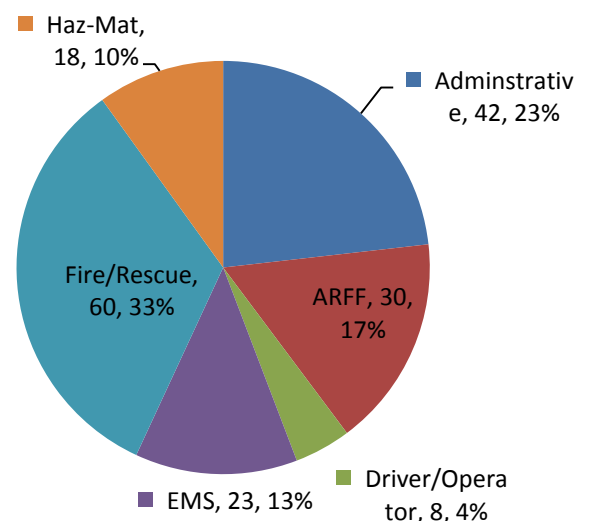
For the month of July 2014 the fire department held 181 training classes which totaled 1470.58 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of July.

#### ***Major training subjects during this month included:***

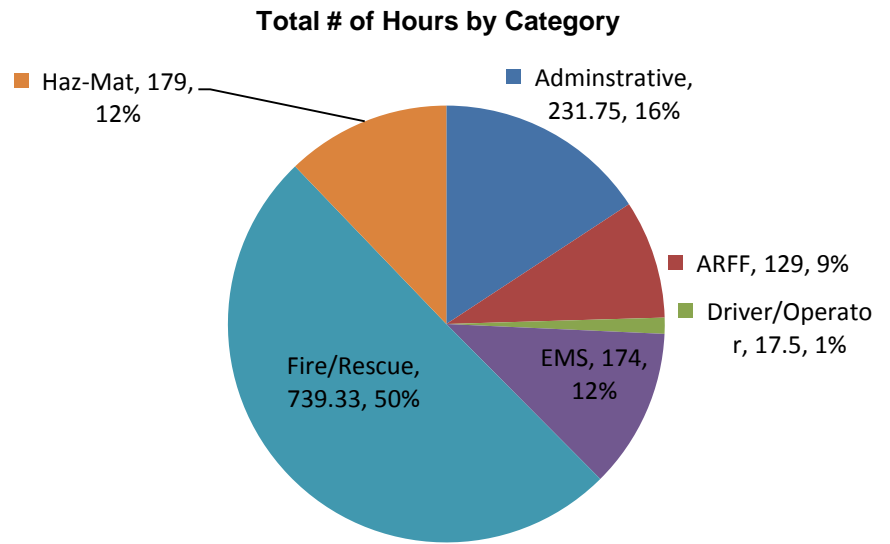
Major training subjects during this month included:

- Driver/Operator
  - Apparatus Safety procedures
  - General Driver Training
- Fire/Rescue
  - Forcible Entry -Power Point and Door Size-Up document
  - Forcible Entry practical
  - Fire Officer Leadership

Total # of Training Classes by Category



- Hazardous Materials
  - Monitoring
  - Working in PPE with focus on Dexterity and communications
  
- EMS
  - EMS Policies, Procedures & Protocols
  
- ARFF
  - Application of Extinguishing Agents
  - Aircraft/Airport Familiarization



***Fire Department Training Report***

The 181 training classes included 830 participants resulting in a total of 1470.58 hours of training during July. This chart represents the total man hours of training in the six categories.



Public Works  
Director



Jim Karch

Public Works Department

July 2014 Edition

## Ecology Action Center Energy Efficiency Program Second Quarter Report

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective c. Incorporation of “Green Sustainable” concepts into City’s development and plans

The Ecology Action Center has completed the following items in fulfillment of the Energy Efficiency Program agreement of April 1, 2014.

### Energy Program Coordinator Activities

- Researched energy efficiency programs and developed a proposal based on Community-Based Social Marketing, an approach to behavioral change backed by demonstrated success in reducing energy usage.
- Developed program goals and methodology based on successful energy efficiency programs and researched low-hanging fruit for residential and commercial energy efficiency.
- Developed branding for the Energy Program, including a name, logo, and tagline.
- Launched a comprehensive energy efficiency website ([www.BNEnergyBright.org](http://www.BNEnergyBright.org) – see Page 3 for screen shot), which includes:
  - Financial resources for residents and businesses
  - Energy efficiency contractors in our area
  - Resources for saving energy at home and at work
  - DOE Energy Tool to benchmark current energy usage
  - Information about the program and how to apply for a mini-audit
- Drafted educational materials, such as program brochures and energy savings tips for residential and commercial users.
- Purchased materials for mini-audit and developed auditing services.
- Completed Level 1 training on infrared thermography to aid in mini-audits.
- Completed energy behavioral changes training from IGEN.
- Completed Ameren ActOnEnergy training in the small businesses and general rebate program.
- Shadowed commercial and residential energy auditors.





## Program Outreach

- Met with several community energy professionals to introduce the program and discuss collaboration possibilities, including representatives from:
  - McLean County area non-profits
  - Energy auditing companies
  - Ameren ActOnEnergy Program
  - Nicor EnergySmart
  - Corn Belt Energy
  - Homefield Energy
- Taught energy and energy efficiency principles with the Energy Bike to over 60 5<sup>th</sup>-8<sup>th</sup> graders through the Illinois Wesleyan Young Scholars summer program.
- Provided program information to the McLean County Young Professionals group.

## Ecology Action Center McLean County Solid Waste Program Second Quarter Report

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective c. Incorporation of “Green Sustainable” concepts into City’s development and plans

*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.*

### Progress Towards Leading Indicator Goals

- **Goal:** Visit **70%** of eligible classrooms in McLean County, Bloomington, and Normal for elementary school recycling and waste reduction education programs. Reaching this target means directly engaging with approximately 1,500 students. There are 90 fourth grade classrooms in McLean County, which includes all public and private schools.  
First Quarter: 9 Classrooms, 224 students, YTD: 10% of eligible classrooms (Cornerstone Christian Academy, Washington Elementary, Epiphany, Tri Valley School)  
Second Quarter: 5 Classrooms, 115 students, YTD: 16% of eligible classrooms (Oakland, Lexington)
- **Goal:** Visit **60%** of public libraries within McLean County, Bloomington and Normal and provide a summer reading program on recycling and waste reduction topics. Reaching this target means directly engaging with approximately 300 library patrons. There are 14 public libraries in McLean County.  
Second Quarter: 8 libraries, 366 patrons, YTD 57% of public libraries. (Bloomington, Normal, LeRoy, Heyworth, Danvers, Carlock, Hudson, Chenoa)
- **Goal:** Provide recycling and waste reduction education programs at **80%** of after school programs, reaching approximately 200 students. This year’s target group includes 9 after school programs.  
First Quarter: 1 after school program; YTD 12% of schools.
- **Goal:** Provide recycling and waste reduction presentations for **25** local groups or approximately 750 individuals including civic groups, scouts, preschools, non-target school groups, university classes. In practice the EAC provides these programs for nearly 100% of those requesting the services.  
First Quarter: 1 program, 28 people, YTD 4% of goal (1 civic group)  
Second Quarter: 17 programs, 983 people, YTD 72% of goal (1 civic group, 9 scout groups, 1 preschool, 2 non-target school groups, 1 community event, 3 employer programs)
- **Goal:** Promote recycling and sustainable practices to direct audiences utilizing social media channels including Facebook, Twitter, LinkedIn, and YouTube with a target of **30,000** interactions annually.  
First Quarter: 6,768 Interactions, YTD 23% of goal  
Second Quarter: 69,804 Interactions, YTD 233% of goal
- **Goal:** Provide and promote comprehensive online resources on recycling and waste disposal for Bloomington, Normal, and McLean County with a target of **12,000** visits to these pages annually.  
First Quarter: 3,234 Visits, YTD 28% of goal  
Second Quarter: 6,616 Interactions, YTD 82% of goal

### Household Hazardous Waste (HHW) Collection

- Media coverage regarding new proposal for HHW collection to be funded by City, Town & County – articles in Pantagraph and on WJBC reaching a total of approximately 35,000 people. Did a follow up interview with WJBC.

### Solid Waste Coordinator Activities

- Administred process for awarding of McLean County small municipality recycling grants.

- 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 (9,295 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 waste reduction for Bloomington Farmer's Market.
- Performed annual residential waste audit to determine trends in waste generation and usage of local recycling programs.

## Outreach

- Earth Schools Recycling and Waste Reduction 4th grade Presentations:  
Lexington (2/40) and Oakland (3/75) Total: 5 presentations, 115 students
- Other K-12 School activities:
  - Family Science Night booth at Benjamin Elementary, focus on compost (35 participants)
  - Garbage Monster waste reduction program at Boys & Girls Club summer camp (1 presentation, 25 participants)
- Preschool Garbage Monster Presentations:
  - Bright Horizons Preschool (1 presentation, 21 participants)
- Scout activities:
  - Solid waste reduction and recycling program for Cadet Girl Scouts (1 program, 14 participants)
  - Gave program about environmental stewardship to scouts from Northpoint School who were doing a clean-up and hike at Comlara Park. (28 participants)
  - Visited regional Cub Scout daycamp at Comlara and did 6 presentations to 290 scouts about waste reduction and waste-free lunches. Went back later in the week to "grade" their lunches.
- University Programs:
  - Worked with representatives from ISU, Town of Normal, Home Sweet Home Ministries, and Recycling Furniture for Families to create a University Move-Out initiative to provide students who are moving out of dorms and apartments with resources to donate useful items to charity instead of sending them to the landfill. Positive coverage of the effort on WMBD news and WJBC.
- Community solid waste reduction programs and information booths:
  - Recycled Paper Making booth at ISU's Family Science Day (350 people)
  - State Farm Earth Day event (3 events, 175 people)
- Library Programs:
  - Garbage Monster Waste Reduction and re-use craft presentation at
    - Bloomington Library (105 participants)
    - Normal Library (90 participants)
    - Carlock (2 programs/31 participants)
    - Chenoa (15 participants)
    - Danvers (25 participants)
    - Heyworth (19 participants)
    - Hudson (36 participants)
    - LeRoy (45 participants)
- Other Programs:
  - Presentation at Westminster Village (25 participants) with emphasis on waste reduction
  - Hosted Freecycle Free-For-All event at White Oak Park to encourage reuse of materials instead of disposal (45 participants)
  - Arranged hands-onvolunteering for 35 Normal Police Department summer youth program students at Plastic Garden Pot sorting facility.

## Other Activities

- Answered phone calls and other inquires about the disposal of household hazardous waste and recycling (145 inquiries about recycling/waste disposal, 94 inquiries about household hazardous waste, and 70 inquiries about electronics recycling).
- Promoted waste reduction, recycling, composting and proper disposal of household hazardous wastes through social media. EAC posted 21 messages on its Facebook page and other social media feeds on solid waste topics, with a resulting 9,653 views of these posts. Five paid targeted promotions on Facebook boosting posts or advertising events or practices generated 60,151 interactions with local residents.
- Produced quarterly EAC paper newsletter featuring solid waste issues among other topics. Mailed to approximately 270 households.
- EAC Action News email newsletters featuring articles on solid waste issues sent to over 900 recipients.
- Held two classes on composting with a total of 8 participants.
- Loan of special event recycling containers to Boy Scouts for May events.
- Loan of special event recycling containers and EAC staff help for WGLT Summer Concert Series in Downtown Bloomington.
- Received over 6,616 visits to 256 solid waste, recycling, and hazardous waste related pages within EAC's website.
- Co-sponsored the Illinois Sustainable Living and Wellness Expo (ISLWE) at IWU. This year's event was purposefully designed to model "zero-waste" event planning; much of the literature was presented electronically instead of paper hand-outs, food service items were washable instead of disposable, and vendors were encouraged to not distribute extraneous trinkets. Less than one bag of total trash was collected at this event which had over 3200 participants.
- Mega-Recycling Event held at ISLWE collecting electronics, clothing, shoes, plastic garden pots, light bulbs and batteries from 300 families.
- Participated in Bloomington-Normal Clean Up Day in April, removing trash from a 1.6 mile stretch of Sugar Creek from Tipton Park to Audubon Gardens.
- Radio spots on WJBC regarding Earth Day; over 23,000 listeners





# PR&CA Interim Director



**Bobbie Herakovich**

## Parks, Recreation & Cultural Arts Department

July 2014 Edition

### Bloomington Center for the Performing Arts (BCPA)

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

The Bloomington Center for the Performing Arts hosted 33 community-based programs and rental events in July of 2014 with 2,830 people in attendance. These functions included piano lessons, BCPA tours, usher training, improvisation classes, wedding receptions, volunteer meeting, Normal Community High School - 20 year reunion, Taste of Summer (co-sponsored with the Downtown Bloomington Association and Downtown Bar Owners Association), Cultural Commission meeting, Miller Park Summer Theater - The Music Man Spotlight Workshops, The Music Man rehearsals, The Music Man orchestra rehearsals and more...

BCPA presented shows included the The Airmen of Note, with a near capacity crowd for their FREE community performance July 1<sup>st</sup> on the BCPA stage. It was a great honor and privilege that the BCPA was selected to play host to this incredible group. The Airmen of Note is the premier jazz ensemble of the United States Air Force and selective of where they perform. The Airmen of Note strive to honor those who have served, inspire American citizens to heightened patriotism and service, and positively impact the global community on behalf of the U.S. Air Force and the United States. The excellence demonstrated by these Airmen musicians is a reflection of the excellence displayed by Airmen stationed around the globe.



Throughout the month of July, the BCPA's Creativity Center was a flurry of activity resulting in the Miller Park Summer Theatre production of Meredith Willson's The Music Man. Over 40 youth participated in the educational Spotlight Theatre Workshop which was a two week theater program that led to an acting or technical role in The Music Man upon auditions. There were several weeks of rehearsals for both actors and orchestra members. The cast and crew then transitioned into outdoor

rehearsals during tech week and were blessed with cooler weather which helped with their beautiful 1912 period costumes and multiple layers. Weather also caused an opening night cancellation which turned into a Saturday matinee followed by an evening show. Including audience, actors, crew, volunteers and staff, the Miller Park Summer Theatre program served over 1100 people in its first weekend run of two shows in Miller Park.

Amidst a busy week of community theater, the BCPA also managed to squeeze in a raucous rock show by Sebastian Bach on the mainstage of the BCPA. Sebastian Bach rocked the stage like no other and left a vocal crowd chanting for more as he left the stage. His animated microphone swinging, hair tossing and high pitched vocal notes tested the capacity of the audio system in a new way and yet showed that the BCPA can present all types of programming on the stage in a professional manner.



## Golf Division

**Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents**



Courses played host to over 10,800 golf rounds, despite rounds being down -5% and revenues -9% to last July. One bright note from a rounds and revenue perspective, Highland Park hosted more rounds this July than the previous year. Much work has been put into Highland Park and the word is spreading throughout the area that the course is in the best shape it's been in years. With regards to overall course conditions, all three of the courses are receiving numerous compliments for their playing conditions.

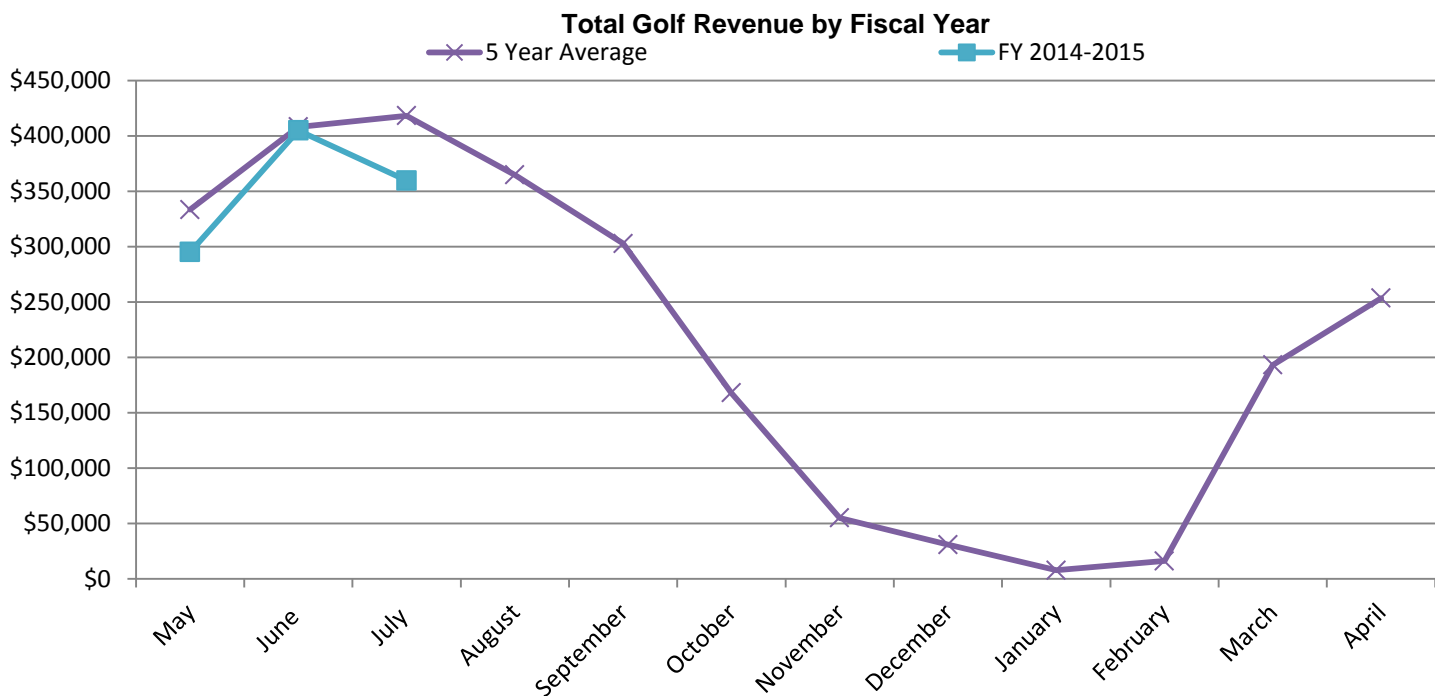
While play from outings and events slows down after the month of June, the courses hosted many other events such as: The Mid-American Junior Golf Tour, McLean County Seniors (2x), Peoria Area Grasshoppers, Heyworth Full Gospel Church along with Ideal Environmental.

The golf maintenance staff took advantage of the favorable weather and were able to get significant work done to include: edging all sand traps at Highland Park and Prairie Vista and the large amount at The Den, adding new sand to the bunkers at all three courses, trimming up trees Highland Park to help open up the course, working on ornamentals, etc...



Staff is preparing play specials and events to retain the golfers we currently have while also attracting new ones. However, it will be a challenge to match the revenues we experienced last year.





## Miller Park Zoo

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

### Zoo Numbers

#### Admission Revenue

July 14--\$69,353.80 (best month ever)  
 July 13--\$63,461.70 (2<sup>nd</sup> best July)

Revenue from the gate admission was 1.9% 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

July 14—20,602 (best July ever) (4<sup>th</sup> best for any month ever)  
 July 13—17,709

Attendance was up 7.5% for the current fiscal year compared to last year's attendance. A great cooler July helped the Zoo break the 20,000 mark for only the 4<sup>th</sup> time.

#### Education

July 14--\$1,772.00  
 July 13--\$1,071.00

Revenue from Education Program Fees and Rentals was up 13.4% for the fiscal year compared to last year.

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



July 14--\$9,109.05

July 13--\$7,298.54

Revenue from Concessions, Carousel, and Animal Food Sales was up 10.1% 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 earmarked 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
  - 24 male, 26 female Kihansi Spray Toads
  - Male Axolotl
  - 6 Oriental Fire-bellied Toad
  - 10 Red-eyed Tree Frog
  - Male Blue-grey Tanager
  - Female Silver-beaked Tanager
  - Male, female Troupial
  
- Dispositions—animals removed from collection by transaction or death
  - 7 Koi
  - 2 male Short-tailed Opossum
  - Male Sumatran Tiger
  - 2 Red-eyed Tree Frog
  - Female Northern Tree Shrew (SSP recommended move)
  - Female Hedgehog
  
- Kihansi Spray Toads acquired for the first time in Zoo history. Miller Park Zoo is one of only seven zoos/aquariums to hold this species in the world. This amphibian species was extinct in the wild but are being reintroduced to their native Tanzania.
- The Sumatran Tiger was euthanized due to complications from cancer. He was fifteen years old.
- Hedgehog cleared quarantine and moved to ZooLab kitchen.
- 2 Silver-beaked Tanagers cleared quarantine and moved to Tropical Rainforest off exhibit holding.
- 14 Seba's Short Tailed Bats and 16 Jamaican Fruit Bats cleared quarantine and were moved to the Bat exhibit in Katthoefer Animal Building.
- Introduced all the North American River Otters together on exhibit, no issues and they are doing great all together.
- 10 Panamanian Golden Frogs cleared quarantine and moved to the Panamanian Golden Frog exhibit in ZooLab.
  - 8 Red-eyed Tree Frogs cleared quarantine and moved to the Red-eyed Tree Frog exhibit in ZooLab. (Photo credit to right: Toledo Zoo)



### **Staff**

- Staff worked on animal transactions (6 pending)
- Jonathan Reding, Zoo Curator, named as Species Survival Plan (SSP) Coordinator and Regional Studbook Keeper for the Northern Tree Shrew.



- Jay Tetzloff, Zoo Superintendent attended Red Wolf SSP Meeting held in Akron, OH. Jay is a member of the steering committee. The Zoo will receive recommendations to send out one of the females and receive a male to create a breeding pair.
- Jay Tetzloff and Jonathan Reding picked up animals from the Detroit Zoo and researched future exhibit ideas. They also received permission from the Greater Flamingo SSP Coordinator to receive some birds for the new flamingo exhibit coming in 2015.

**Notes**

- Held special event, Animal Enrichment Day
- Bloomington City Council approved contract with WDM Architects for design services for Flamingo and South America exhibits. Flamingo exhibit will be constructed this fiscal year while South America will be at least two years away. The Miller Park Zoological Society paid for the design of the South America exhibits which will include Giant Anteater, Galapagos Tortoise, Chilean Pudu and Bush Dogs.
- Bloomington City Council approved the project contract for the Illinois Department of Natural Resources Public Museum Capital Grant. This grant award does not require a match from the City and provides funding for a DeBrazza’s Monkey exhibit, an additional parking lot, renovations to the Entrance Building (including concession stand and expanding gift shop.) The design for this project will not begin until 2015.
- First design workshop was held for flamingo and South America exhibits. The workshop was held with Zoo staff, WDM Architects, and Miller Park Zoological Society Board and employees. The first workshop focused on animal needs for space, site layout, and overall exhibits schematic.

**Recreation Division**

**Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents**

July was packed full of recreation activities for all ages. Day camp, t-ball, soccer, tennis, swim lessons, dance, preschool programs, and more continued as well as the softball leagues. Art camps offered at Central Catholic ended the last week of June and then a new set of art programs were started at Lincoln Leisure Center in July. The four week preschool programs ended and new ones started in July including Let’s Pretend – Summer Play, Silly Science Experiments, and Colors & Counting with Pete the Cat.



A few new contractual programs plus the popular British Soccer Camp took place in July. The British coaches are always very enthusiastic and provide a quality experience for the campers.

Dreamworld Camp involved students learning about architecture and elements of engineering as they built projects using

building blocks similar to LEGOS. Students were challenged to use their imaginations to explore how building are designed and built



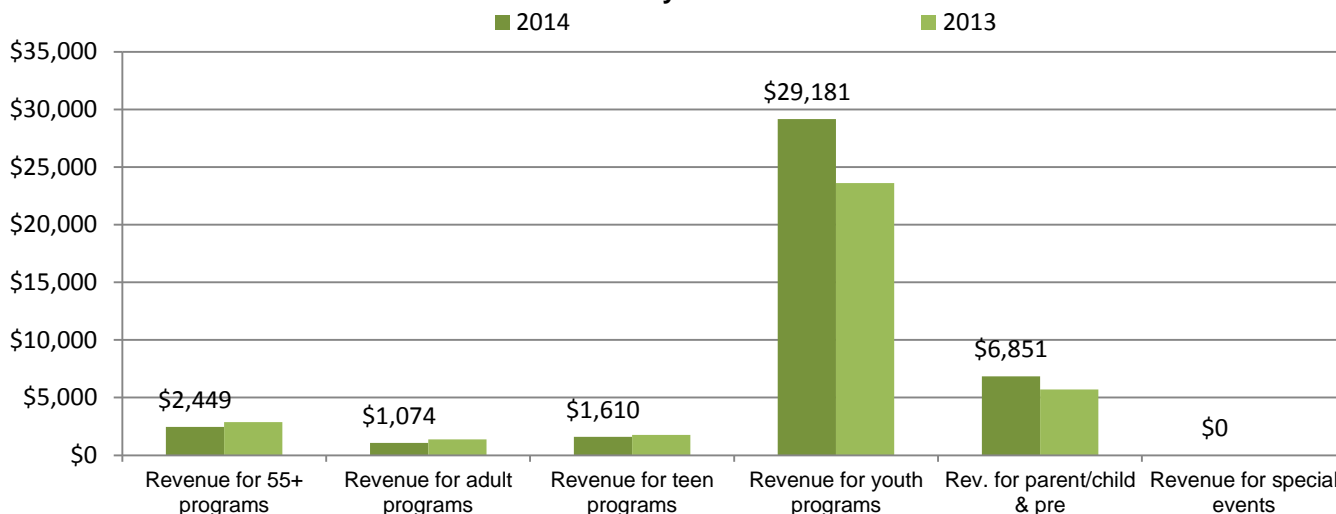
The weather for the month was gorgeous. There was only one day when the temperature came close to a point where the Heat Policy would have been used. On a few days it was so

cool that kids and staff were in jackets for programs.

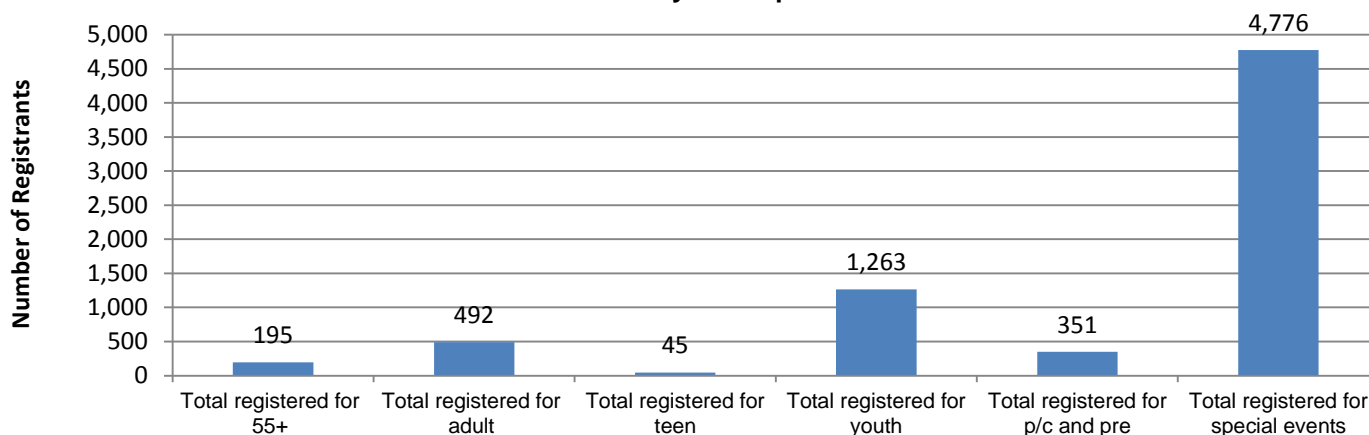
The Sunday and Tuesday concert series at Miller as well as the Franklin Park concerts continued in July. For the most part it was gorgeous weather for the concerts. We had only one hot night. Celebrate America on July 3 & 4 had an attendance of about 1800 on July 3 and 1000 on July 4. Again, the weather was gorgeous! There were family friendly activities and choices for entertainment and recreation throughout the month.

Number of programs offered was up by 16, number of participants registered was up by 775, and overall revenue was up by \$5,805 over July 2013.

**Total July Recreation Income**



**Total July Participation**



**Class Participants**

Program evaluations were distributed the last week of classes. Some of the answers to one of the questions:

***Why do you choose to participate in our programs?***

- Location, opportunity for social interaction & skill development
- Because our daughter showed an interest and we thought learning in a fun environment would be good

- To provide physical education for our children and the positive spirit
- They give my daughter a chance to try new sports and activities at a low cost
- My child loves soccer so this was a fun way for them to learn more and stay active this summer
- Because it's outside and encourages athletics in a fun way
- Exercise, fun
- Good staff, keep kids involved, a lot of choices
- Keep active over the summer
- Not expensive; fun
- Fun and reasonably priced
- Price/location
- Local and enjoy being involved in community activities
- Cost effective and friendly coaches.
- Classes are usually well organized and fun for the kids
- Time offered; previous experience
- To keep my son active
- Expose my child to team sports
- Gross motor development and team sports
- Great basics; affordable; coaches

The cooler weather helped the miniature golf course. Last year July attendance was 1397, but this year it was 1654 for the month of July. Boat numbers increased from 133 in 2013 to 198 in July 2014.

The Recreation Division did a community fundraiser with Bob Evan's Restaurants. Everyone presenting a flyer during a 5-day period had 10% of their total order donated to scholarships for recreation programs. A small amount was raised, but it was a start. An arrangement was set up with Meatheads. They donated \$100 towards the upcoming Afterschool Volleyball program in exchange for us distributing 100 of their certificates to the participants in the program

## Aquatics

**Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents**

The weather this summer has been great except for activities involving water. This year there were only ten days in the month of July where the temperature reached above 80. Of the ten days, only two of them reached temperatures above 90. Last year there were only nine days in which the temperature did not reach 80! Holiday and O'Neil's daily attendance was down by 30% compared to 2013. However due to price changes with Season Passes, both pools were able to bring in the same amount of revenue as in 2013.



Pass sales were up \$12,000 compared to 2013, due to a new competitive marketing strategy. Total revenue by the end of July for passes in 2013 was \$22,455 and for 2014 \$34,630 has been received. The new strategy involved going to an individual user price and allowing more benefits to the pass holders. Community members' feedback has been all positive remarks about the changes.

Aquatics continue to see an increase in swim lesson registration and revenue for both pools. In 2013, lesson registration was up by 12% at both pools and there was another increase in 2014. The Aquatic

staff was able to increase Swim Lesson revenue another 17% by adding more classes, including private and semi-private lessons and by building stronger relationships with the community.

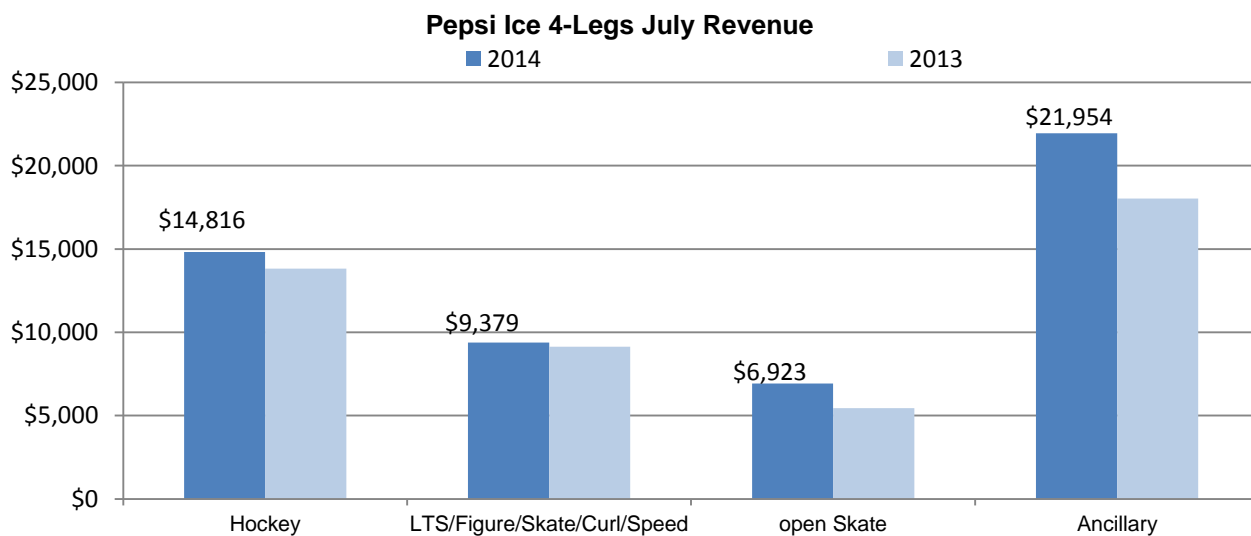
Aquatics	Holiday		O'Neil	
	2013	2014	2013	2014
Daily attendance	8,217	5,664	4,371	3,194
Daily admission revenue	\$10,705	\$6,895	\$6,101	\$4,766
Swim lessons	275	386	195	243
Season pass sales - July	\$700	\$725	\$605	\$750

Due to the aging of O'Neil pool, staff have continued to find maintenance issues that need to be addressed with the building, pool, and pool deck. The extent of repairs and concerns that need to be addressed will be determined once the pool closes on September 1<sup>st</sup>.

### Pepsi Ice Center

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

Overall revenue continues to be strong in most areas of the facility. All four legs of the Ice rink were up. The Open Skate numbers showed an increase from last year of over 150 participants which then allows for greater growth in rentals.



There was an increase in ice rentals, which included a rental by the newly formed Illinois Central Curling Club. This club was nurtured and developed in order to establish Curling as a viable and continuing program in the facility and in the area. It is the goal that the club will be on equal footing with our other clubs in order for them to rent the ice on a consistent basis when they are ready.

Learn to Skate revenue showed an increase with help from the introduction of an on-ice/off-ice Power Class aimed at higher end skaters. The number of participants was lower than in 2013. Learn to Play Hockey revenue remained consistently higher as they have been all summer.



Stick & Puck and Pick up hockey revenue both showed an increase over last year. In part, this was a change in policy that was implemented to remain consistent in scheduling and not cancel any scheduled events. As customers began to understand these would not be cancelled, they began to show up with increased attendance. In the past Pick Up Hockey sessions were canceled if a group wanted to rent the ice.



Concession revenue was down due to the Jehovah's Witness group not scheduling a 2<sup>nd</sup> convention for 2014. Traditionally their second convention was in July. Many attendees purchased food and coffee at Pepsi Ice.

Adult and youth hockey registration is usually low in July and this year was no different. However, both numbers were slightly increased for the month compared to 2013

In July, a new VIP Member cards system was implemented to replace all punch cards. These member cards will allow the facility to gather more information on the customers and increase customer loyalty by offering discounted items throughout the facility. The early response has been very positive.

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

Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

#### Special Olympics

The Illinois Special Olympics District Softball Tournament was July 27. Both the t-ball and the softball teams placed second in their division so they do not advance to the state tournament. Traditional and unified volleyball teams started practice in July.

#### Special Events

Celebrate Summer Bingo, Splashdown Waterpark, Make & Take Art 1, Uno & Hot Dogs, and Wii & Popcorn Night were the special events offered in July.

#### Weekly programs

Summer Day programs continued through July.

Attendance and service units were down slightly compared to 2013. Numbers vary by types of programs offered and the minimum and maximum numbers set for each program.

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

July 2014 staff hours were down by 3458 compared to July 2014. Part of this was due to the cooler summer. The pools were closed two days in July due to cold weather. They closed earlier on other days. They did have an increase in hours for swim lessons due to the structure change for private lessons. Other staff worked hard to watch hours and reduce staff when possible.



## Volunteer Hours

Hockey	1	3
S.O.A.R.	75	389
Miller Park Senior Center	8	64
Intern	1	132
Recreation programs (pickleball, t-ball)	10	100
Swim team	10	80

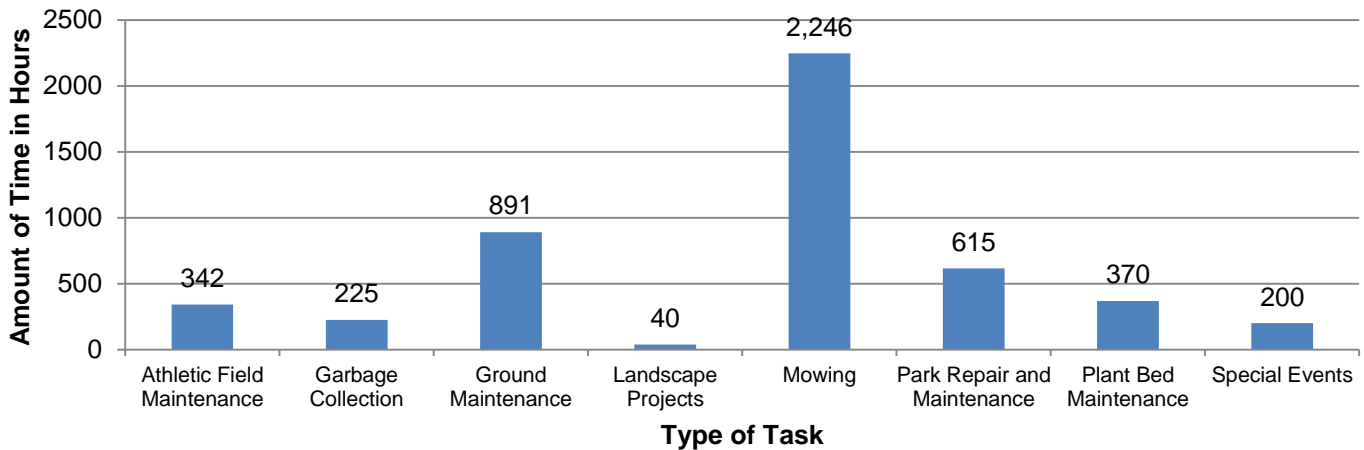
## Parks

Strategic Plan Goal 3: Strong Neighborhoods; Objective c. Preservation of property/home valuations

## Horticulture

The Park Maintenance Horticulture staff is comprised of 3 fulltime Horticulturalists, 3 Fulltime Laborers and 1 Light operator. They are assisted by 8 seasonal people that work 9 months a year and 7 seasonal people that work from May until August. The City's mowing and maintenance program is divided into 5 different sections. There are 3 different sections of Parks that are managed by the Horticulture staff. The fourth section is considered a walk behind route which includes City Hall, downtown Bloomington, Fire Stations and any smaller piece of property that Park Maintenance maintains. These areas are supervised by one of the Horticulturalists. The final area is right of way mowing. This area consists of 142 different locations throughout the City of Bloomington. These right of way areas include detention ponds, parkways and ditches. These areas are maintained and supervised by 2 Fulltime and 1 part time employees.

Park Maintenance Field Work (hours) July 2014



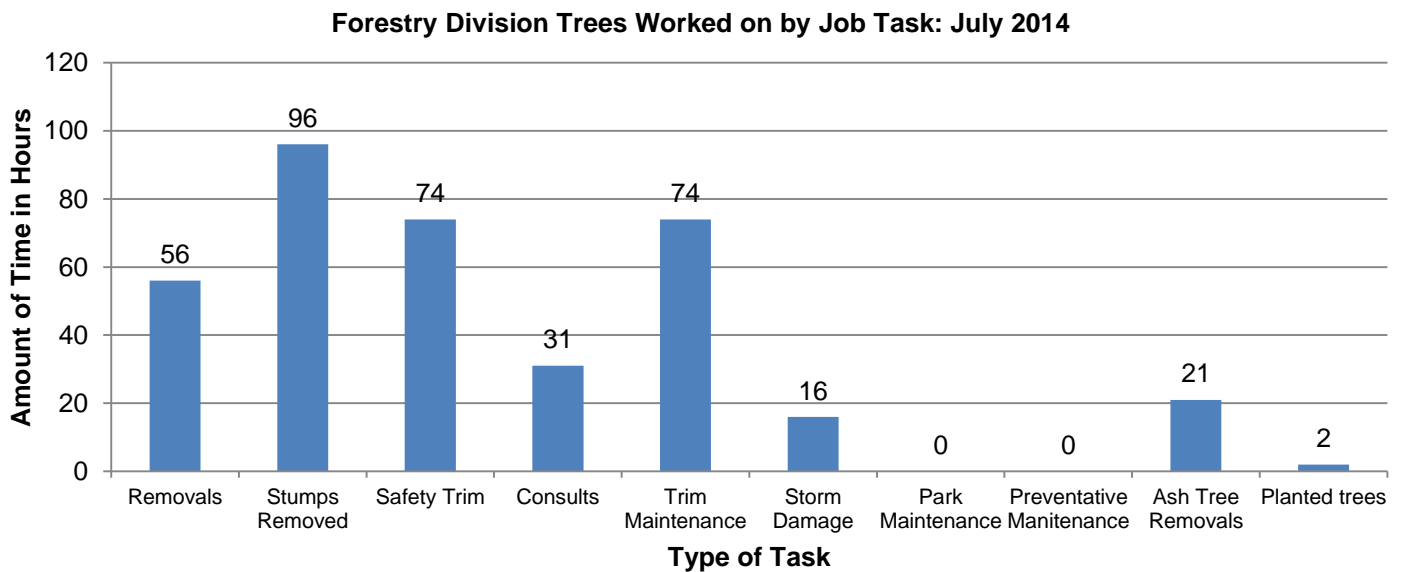
The month of July was a relatively dry but uncharacteristically cool month. Due to the cool weather mowing man hours (2246) stayed relatively the same as June (2147). Park Staff completed phase 1 mowing of city owned creek banks. Creek bank mowing is typically done twice a year once in late spring –early summer and once in the fall. Athletic Field maintenance will begin to increase in August due to the start of football and soccer seasons. Park staff maintains, on a monthly basis, 3 football fields and practice areas, 21 soccer fields at PCSL and 2 soccer fields at Sale Barn. These fields are mowed and lined on a weekly basis or as needed.

Staff continued the monthly maintenance of all plant beds, downtown pots and hanging baskets. Staff also increased the watering of trees along Main St, Constitution trail and City parks for a total of 188 hours of watering.

The Horticulture staff dedicated many man hours to certain projects in different Parks. One project was design and installation of a new plant bed at Gaelic Park. Another area that was upgraded was the plant bed area by the Post Office in downtown Bloomington. One new tree was added, 6 shrubs and some annuals. The plant bed areas along Veterans Park way were sprayed, weeded and re-mulched. The Horticulture staff began to turn on irrigation in Late July due to the dry conditions.

### Forestry

The Forestry staff consists of 3 fulltime foresters and 6 seasonal staff that work 9 months a year. The staff is broken up into 3 different crews, 1 Forester and 2 seasonal staff per crew. From December until March the Horticulture staff and Park Maintenance Laborers help the Forestry staff when the seasonal staff is laid off. One crew concentrates on doing preventative maintenance. Preventative maintenance is considered to be the removal of all dead wood and low hanging branches of all Parkway trees. The section we are currently in is Section B-4 which is South of Oakland Avenue and West of Route 150. The Forestry staff completed 74 maintenance trims during July in section B-4. This is our largest preventative maintenance area. The second and third crews work on citizen generated work orders and any big tree removals. The final Horticulturalist crew heads up the stump removal team whose duties include securing a JULIE locate, removing the stump and filling the hole with dirt and grass seed. The Forestry staff removed 96 stumps in the month of July.



During the month of July the Forestry staff removed 77 trees. Of those 77 trees, 21 were Ash trees. The total number of Ash trees removed so far in 2014 is 121 exactly. The total number in 2013 was 576. The Forestry staff has completed the removal of all Ash trees that were deemed hazardous and beginning to remove trees that are known to be infested with the borer.

The State of Illinois through a grant with Ameren IP planted 30 trees in State right of way within the City. Forestry staff assisted with this by locating the planting locations and keeping the tree stock watered and mulched here at our facility. The City received 30 installed trees at a value of approximately \$300 each through this grant for a total grant amount of \$9,000.

The Forestry staff removed 96 stumps in the month of July. This is the largest number of stumps removed on record in one month. This is primarily due to an increased number of removals as a result of the emerald Ash Borer. The Forestry staff has responded to 2,452 tree related issues in 2014.

## Utility

The Utility staff consists of 4 Fulltime Utility people and 1 part time employee who work 10 months. Each Utility member has a specific area of repair or maintenance they concentrate on. One Utility member's main area of focus is the 2 swimming pools, 3 water spray areas and all the public fountains. This staff member is responsible for the preventative maintenance, operations and chemical balancing. The second Utility



staff member is responsible



for the maintenance and operation of all the HVAC systems in the Park's, Zoo, Golf Course, Coliseum and Pepsi Ice. The third member of the Utility team is responsible for any Park projects and repair. The final Utility staff member helps with playgrounds, shelters, bath rooms and anything else that might need to be repaired.

The Park's three aquatic facilities Miller Park, O'Neil and Holiday successfully passed State of Illinois inspection. Parks maintenance has one Utility member who is responsible for all the mechanicals and water quality at each location. This is a difficult time consuming job that takes a lot of patience and knowledge. Our Utility staff member has done a great job and increased the quality of our pools and spray grounds.

Park Maintenance partnered with All Weather Courts for the repair and resurfacing of BHS tennis courts. This is done on a routine schedule to improve the playability and durability of the courts. This process will be repeated in 2015 and should not need to be done for another 8-10 years.

One main project the Utility staff is currently working on is the removal and replacement of the playground at Pepper Ridge. The old playground is being removed and replaced with a playground purchased from Gametime Playgrounds. This process will take approximately and should be completed prior to the start of the new school year.

Other Utility projects in July are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Added 60 tons of ball diamond mix to McGraw athletic fields
- Painted the basketball courts at Eagle View Park
- Installed Emergency backup electrical panel at Miller Park Zoo freezer
- Identified and fixed Carousel light problem at the Zoo
- Installed new security lights at Coliseum smoking area





# Finance Director



## Patti-Lynn Silva

### Finance Department

July 2014 Edition

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

### July Highlights

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective a. Budget with adequate resources to support defined services and level of services**

In the month of July, the finance staff spent a significant amount of time preparing for the bond issue that is going to take place in the month of August. There were many meetings held in preparation for the sale with in-depth research as how to save the City additional money. In addition, the Chief Accountant for the City of Bloomington is working on closing out the year end for the 2014 fiscal year in preparation for the audit. The audit for the City of Bloomington is an ongoing process in which the field work is anticipated to be finalized in the first two weeks of September and the CAFR to be published by October 31<sup>st</sup>.

The City of Bloomington upgraded to Munis 10.2 in the month of July. The finance department continues to assist in the transition into the new system. In preparation for the new Amusement and Local Motor Fuel taxes which are to go into effect August 1<sup>st</sup>, 2014, the Finance Department is working closely with the public and local business owners to answer all questions that are related to the implementation of the new taxes.



**July Accomplishments:**

- Published the FY 2015 adopted budget.
- Provided financial information for Council Meetings.
- Finished the transition to the Munis 10.2 upgrade.
- Finalized the date of sale for the bond issuance and prepared the preliminary official statement.
- Kicked off the salary and benefits portion of the FY 2016 budget.

**PROCUREMENTS – JULY 2014**

<b><u>TYPE</u></b>	<b><u>TITLE</u></b>	<b><u>DEPARTMENT</u></b>
<b><u>RFP</u></b>		
#2015-20	Benefit Consultant/Broker Service - Finalized	HR
#2015-14	HVAC Control System Services - Underway	Fac Mgt
#2015-24	Design of the Raw Water Transmission Main Relocation at Main Street Bridge	Water
#2015-11	A&E Services for BPD Garage Sprinkler Rehab - Finalized	Fac Mgt
#2015-12	A&E Services for Lincoln Garage - Finalized	Fac Mgt
#2015-02	Flamingo & SA Design Services - Finalized	
<b><u>RFQ:</u></b>		
#2015-23	Pepsi Ice Center Garage Repair Contract - Finalized	Admin/Fac Mgt
<b><u>BID</u></b>		
#2015-17	Tuck Pointing & Sealant Replacement - Finalized	BCPA
#2015-01	Replacement of (1) One Compressor - Finalized	Coliseum
#2015-21	Coliseum Rail Work- Underway	Coliseum
#2015-25	Pepsi Ice Center Parking Structure Repairs - Underway	Admin/Fac Mgt
<b><u>Under Development</u></b>		
BPD Training Facility Mold Mitigation		
Refinement of City Procurement Code & Policies Underway		

# DIRECTOR'S CORNER

A special thank you to the Chief Accountant and Finance staff for the additional hours/weekends spent working on the FY 2014 audit preparation. In addition, we'd also like to extend a special welcome to our new Support Staff V, Kristen Cramer, who will be starting at the beginning of August.

## July Revenues

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective a. Budget with adequate resources to support defined services and level of services

Revenues Earned	Annual Budget	FY2015 YTD	FY2014 YTD	Variance	% Variance
State Sales Tax	\$13,700,672	\$2,292,275	\$2,324,436	\$ (32,161)	-1.38%
Home Rule Sales Tax	\$14,647,149	\$2,393,893	\$2,421,295	\$ (27,402)	-1.13%
Income Tax	\$7,529,874	\$1,589,206	\$1,751,219	\$ (162,013)	-9.25%
Utility Tax	\$6,132,913	\$819,153	\$700,089	\$ 119,064	17.01%
Food & Beverage Tax	\$4,363,447	\$685,263	\$768,054	\$ (82,791)	-10.78%
Ambulance Fee	\$5,022,998	\$695,430	\$615,348	\$ 80,082	13.01%
Hotel & Motel Tax	\$1,759,003	\$330,324	\$335,755	\$ (5,431)	-1.62%
Franchise Tax	\$2,190,809	\$256,693	\$252,852	\$ 3,841	1.52%
Replacement Tax	\$1,857,810	\$637,604	\$727,600	\$ (89,996)	-12.37%
Building Permit	\$897,000	\$130,299	\$196,531	\$ (66,232)	-33.70%
Video Gaming	\$306,000	\$95,056	\$48,640	\$ 46,416	95.43%
Local Use Tax	\$1,325,600	\$208,393	\$174,707	\$ 33,686	19.28%
Auto Rental	\$100,000	\$14,662	\$17,477	\$ (2,815)	-16.11%
Packaged Liquor	\$1,040,000	\$159,863	\$173,772	\$ (13,909)	-8.00%
Vehicle Use Tax	\$889,463	\$193,564	\$185,623	\$ 7,941	4.28%



# Department Director



**Scott Sprouls**

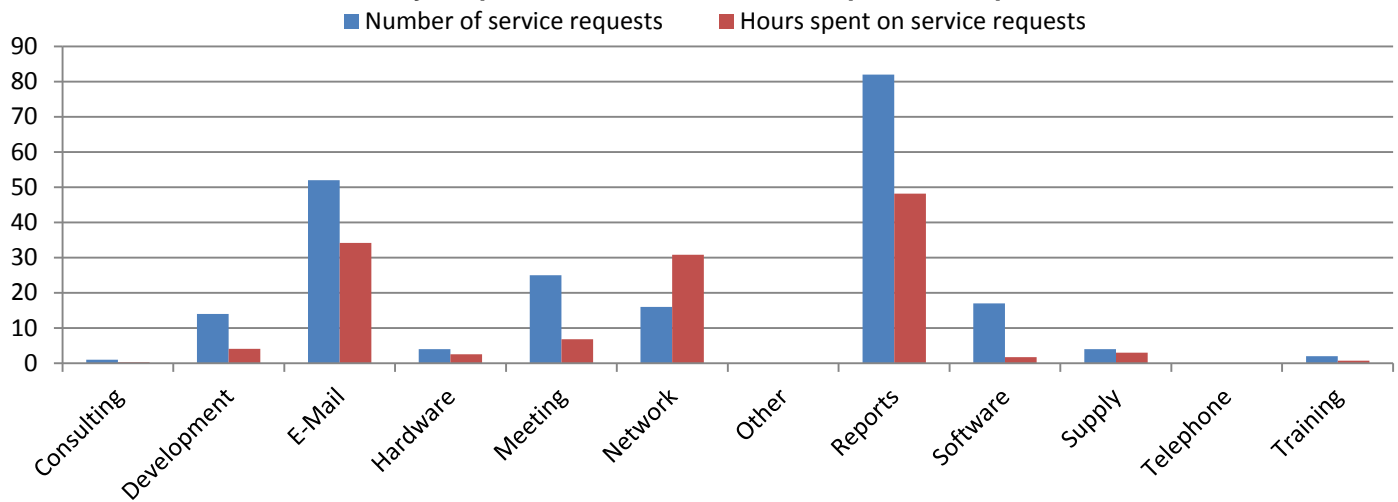
## Information Services Department

July 2014 Edition

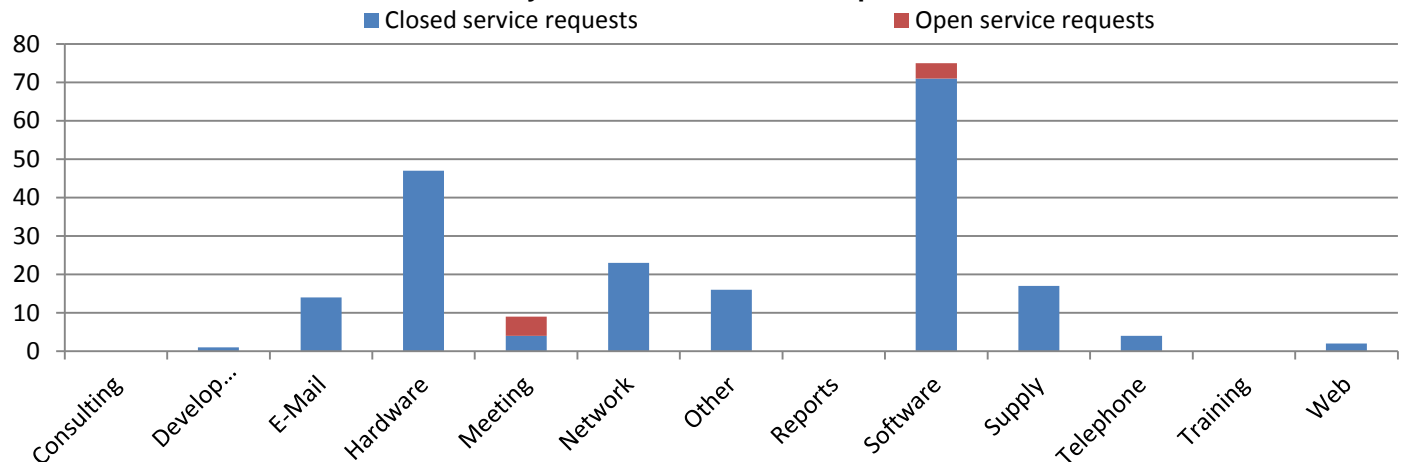
### Information Services Workload

Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

**July Requests for Service vs Hours Spent on Request**

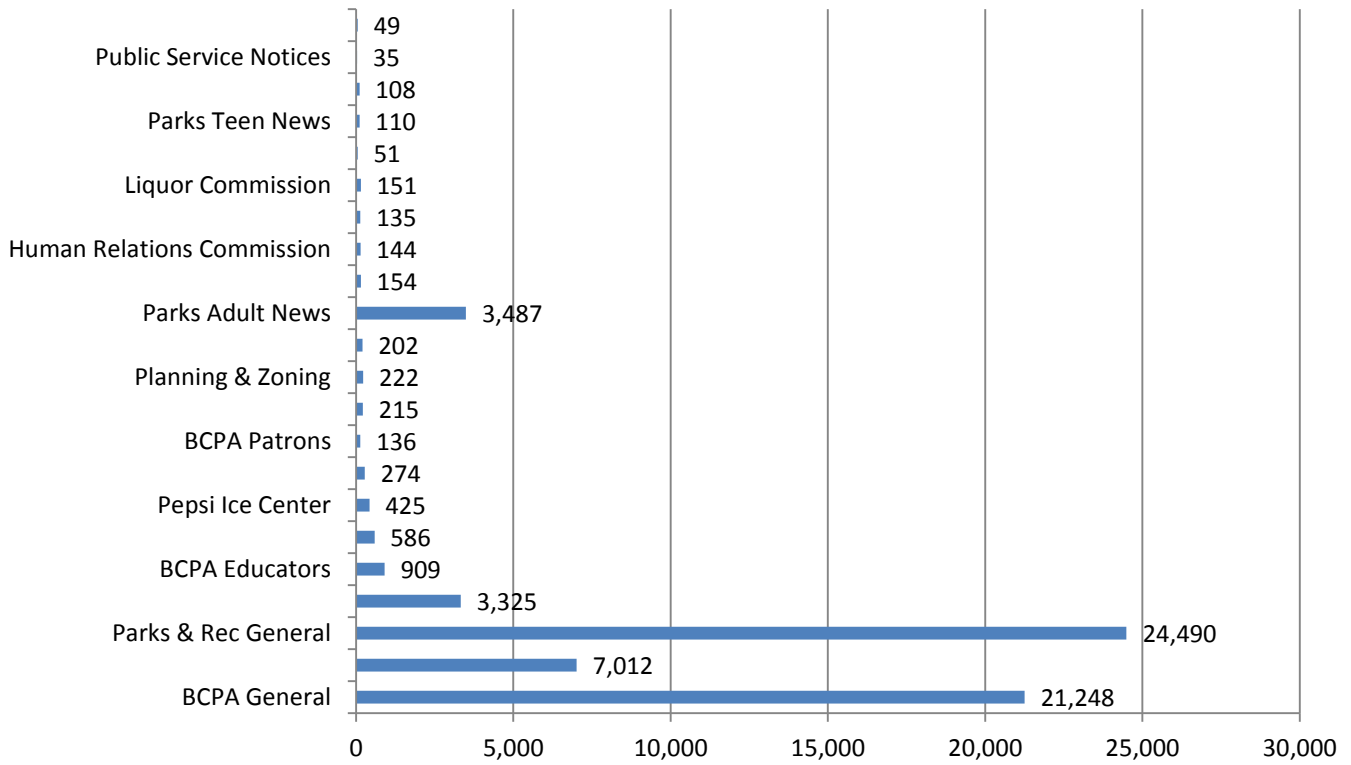


**July 2014 Closed Service Requests**

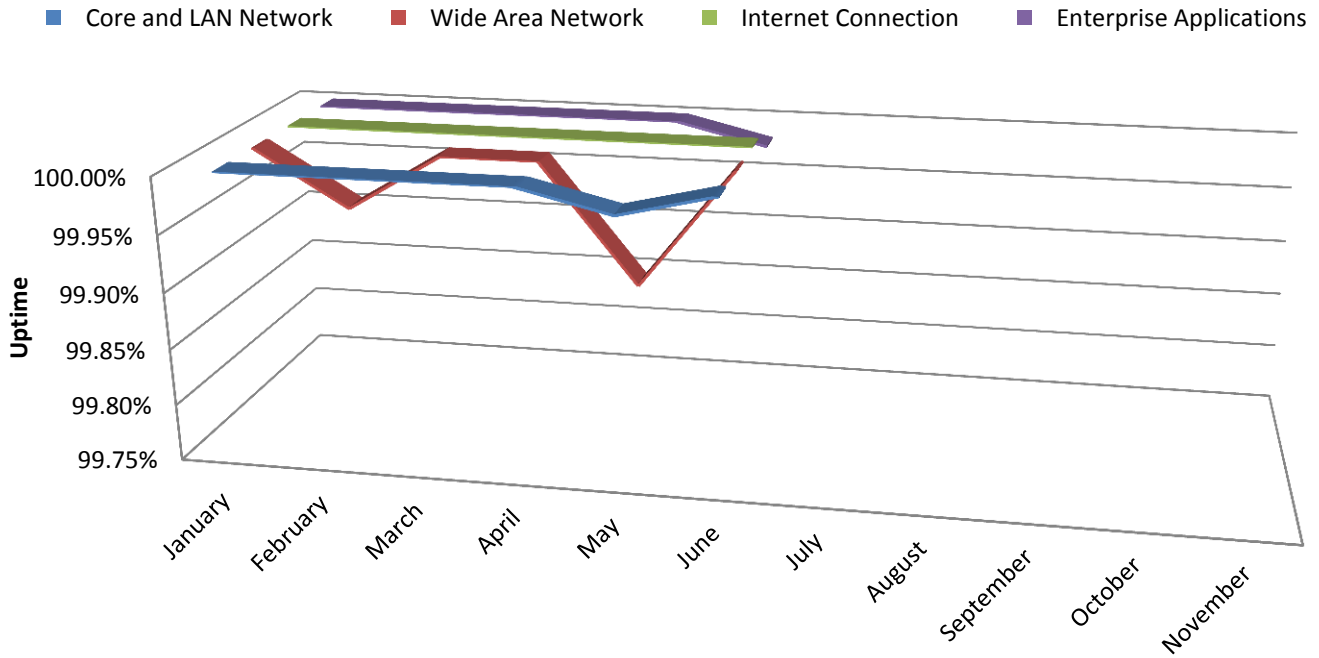




### July 2014 Lyris List Server Information



### 2014 System Uptime





## Human Resources Director



Emily Bell

### Human Resources

July 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

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

A Settlement Agreement was reached in a sexual harassment/hostile environment case filed with the Community Relations Office against a company within the City of Bloomington. The settlement required the company to pay the complainant lost wages, a "Cease and Desist Order" was issued along with requiring the company to return the complainant to her day shift position, and assign the complainant a different supervisor.

The Human Relations Commission is now fully staffed. The Commission is presently working on setting goals and objectives. A special meeting will be held to complete this task. Commissioners Suresh Krishna and Dontae Latson attended the Not In Our Town (NIOT) Conference held June 20-22, 2014 in Billings, Montana . The Commission is working with the community to revive the NIOT initiative.

### Compensation and Benefits

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

A Request for Proposal for an Employee Benefits Consulting and Broker Services was researched, prepared and released. Information and a recommendation to provide these services will be presented to Council at a future date.

We have been working with Munis and our IT staff to transmit data directly to the Health Insurance Carrier. This was accomplished for the employees; however retiree data still needed to be transmitted manually. Set up changes were made and we successfully transmitted all employee and,

for the first time, retiree enrollment data electronically to Blue Cross Blue Shield.

The Compensation and Benefits Manager met with three employees concerning retirement and administered the retirement process for two of them during June. We also welcomed seven new full-time employees to the City. A review of benefits was conducted with each employee.

## Employee Recruitment and Hiring

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

The Human Resources Department is still actively recruiting for several key staff position throughout the City. Staff has been busy in July with interviews for the following vacant positions Office Manager in Public Works, Assistant Superintendent of Public Works, Assistant Superintendent of Park Maintenance and the Fire Inspector III in Community Development Department.

We are working on the process to hire entry level Patrol Officers for a September Police Academy. Interviews with the Fire and Police Commission were scheduled for early August. Staff is preparing to start the process to establish a list for Assistant Fire Chiefs. Council approved the ability to waive the bid and use CPS to conduct the testing. CPS has been used to establish the past two Assistant Fire Chief lists.

Current Vacancies	Position Status
Accountant	Laura Hughes DOH 9-2-2014
Community Development Director	Tom Dabareiner DOH 7-21-2014
Human Resources Director	In process
Grants Coordinator	In process
Asst. City Manager	In process
Economic Development Coordinator	In process
Building Official	In process
Police Officer	In process
Firefighter	John Capodice DOH 7-7-14
Firefighter	James Ellis DOH 7-7-14
Firefighter	Christopher Overland DOH 7-7-14
Firefighter	James Powell DOH 7-7-14
Firefighter	Nick Shaver DOH 7-7-14
Firefighter	In process
Firefighter	In process
Firefighter	In process
Support Staff IV- CSO	Vicki Miller DOH 7-7-14
PC Support Specialist	In process
Supt. Of Streets	In process
Inspector III – Fire	In process
Support Staff IV – Water	In process
Support Staff V – City Clerk	In Process
Office Manager – Public Works	In Process
Water Meter Service	In Process
Executive Assistant	In Process
Asst. Supt. Of Park Maintenance	David Lamb DOH 7-14-2014

## Employee and Labor Relations

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

On July 26, 2014, a group of City employees and their family and friends went to a Cubs vs. Cardinal game at Wrigley Field. This event was organized by the Employees Activities Committee. Tickets and transportation expenses were paid by the attending employees.

The City continues to bargain with many of the 11 bargaining units. A tentative agreement was reached with Local 362 Support Staff on June 4, 2014. The tentative agreement has been approved by the Support Staff Union and was approved by the Council on July 14, 2014. The contract has been signed by the parties and we have begun calculation of retroactive pay back to May 1, 2013. This should be paid to employees in early August. Two review sessions have been scheduled with supervisors on August 5<sup>th</sup> and August 7<sup>th</sup> to discuss the changes to the agreement.

A tentative agreement was reached with Local 699 Public Works/Parks on May 29, 2014. The City received notification from the Union that they ratified the contract on July 1, 2014. Council was presented and approved the tentative agreement at the July 28, 2014 Council meeting. A review session with the supervisors to discuss the changes has been scheduled for August 7<sup>th</sup>.

A tentative agreement was reached with Lodge 1000 Water on July 22, 2014. The City received notification from the Union that they ratified the contract on July 31, 2014. The tentative agreement will be presented to the Council for approval at the August 11, 2014 Council meeting.

<b>Non-Sworn Bargaining Units</b>	<b>Contract Expiration</b>	<b>Full-time Position in FY 15</b>	<b>Status</b>
Local 362 Support Staff	4/30/2013	30	Settled
TCM Group	4/30/2011	16	Pending
Lodge 1000	4/30/2014	38	Pending Ratification
Local 699 Library	4/30/2014	38	Currently Negotiating
Local 699 PW/Pks	4/30/2014	108	Settled
Local 362 Parking	4/30/2013	4	Settled
Local 362 Inspectors	4/30/2013	15	Settled
IATSE	4/30/2017	0	Settled
<b>Sworn Bargaining Units</b>			
Fire Local 49	4/30/2015	106	Settled/Arbitration on SLBB
Unit 21 (Police)	4/30/2014	103	Currently Negotiating
Sgts and Lts	4/30/2014	21	Pending Negotiations



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## Classified

Board of Elections	1
Classified (Library)	7
Classified	132

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## Employee Wellness

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

Tina Swanson, Wellness Coordinator earned a *WELCOA Faculty* status for extensive education through the Wellness Council of America (WELCOA). Recipients of the designation complete four or more workplace wellness certifications offered by WELCOA, a national workplace wellness organization.

OSHA regulation requires annual medical surveillance for employees on the HazMat Team in the Fire Department. These evaluations were coordinated for qualifying members of the Fire Department.

## Training and Development

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

Fork Lift Training was held for 12 employees in the Streets, Refuse and Fleet division. HR coordinated training for August 5<sup>th</sup> for the Parks division when all full-time employees will be trained in Fork Lift Operation and Safety principles.



## City Clerk



Tracey Covert

City Clerk

July 2014 Edition

### The City Clerk's Office

**Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner**

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.

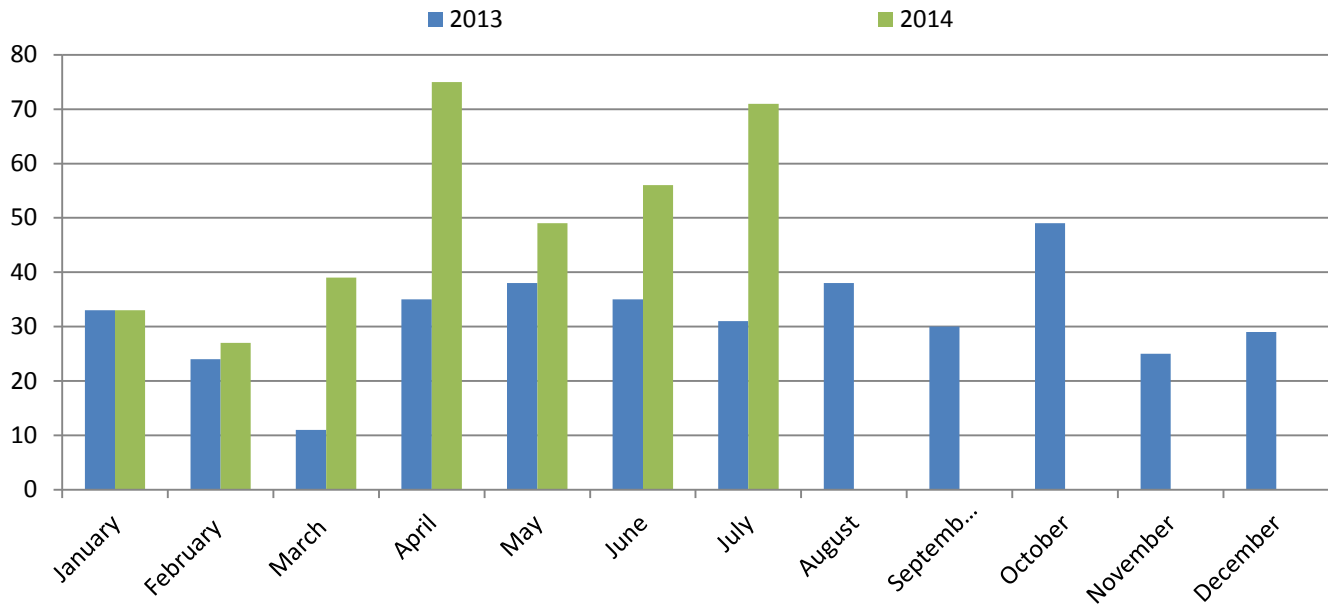
#### ***Monthly Highlight:***

As the summer draws to a close follow up final number for Special Events and Block Parties. New events this year were tied to the opening of the Baps Temple.

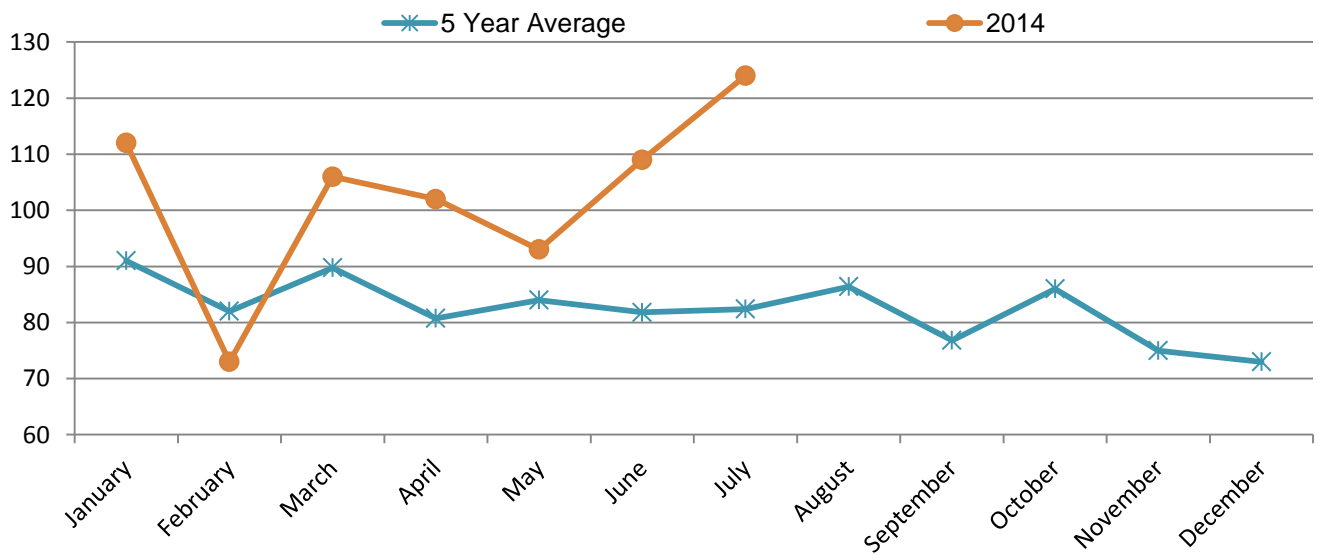
Special Events Approved: 56

Block Parties Approved: 10

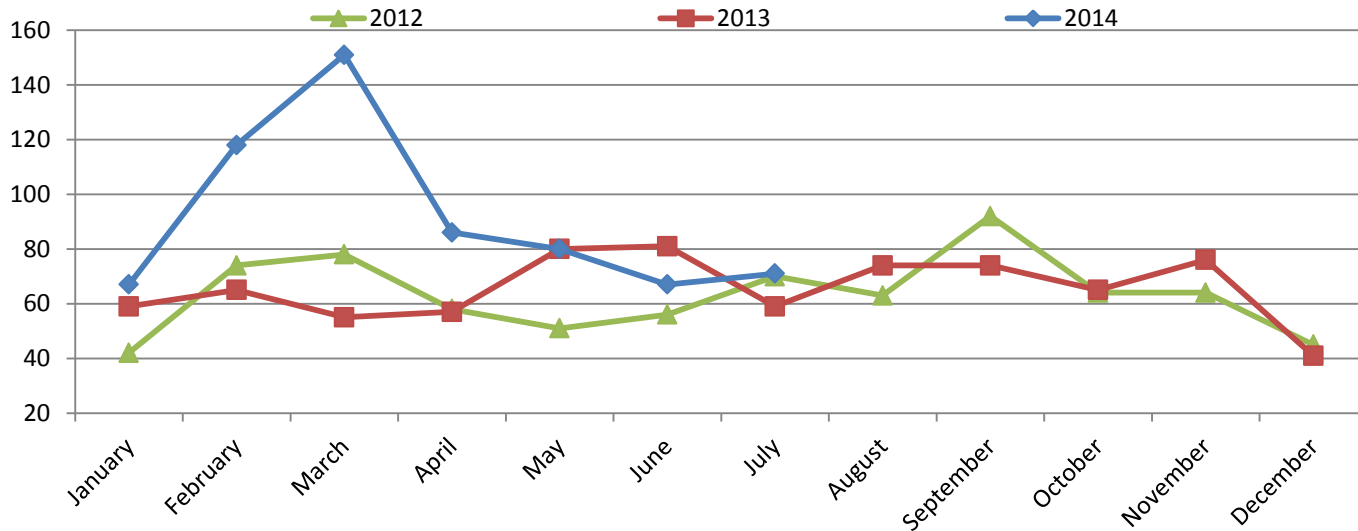
### Number of Items on the Council Agenda

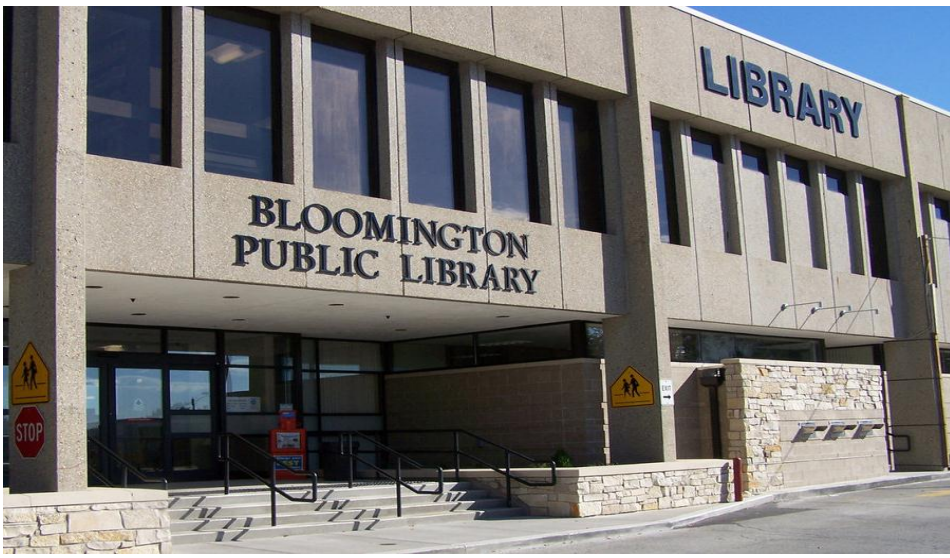


### F.O.I.A. Request by Month



### FOIA Average Staff Time per Request in Minutes





# Library Director

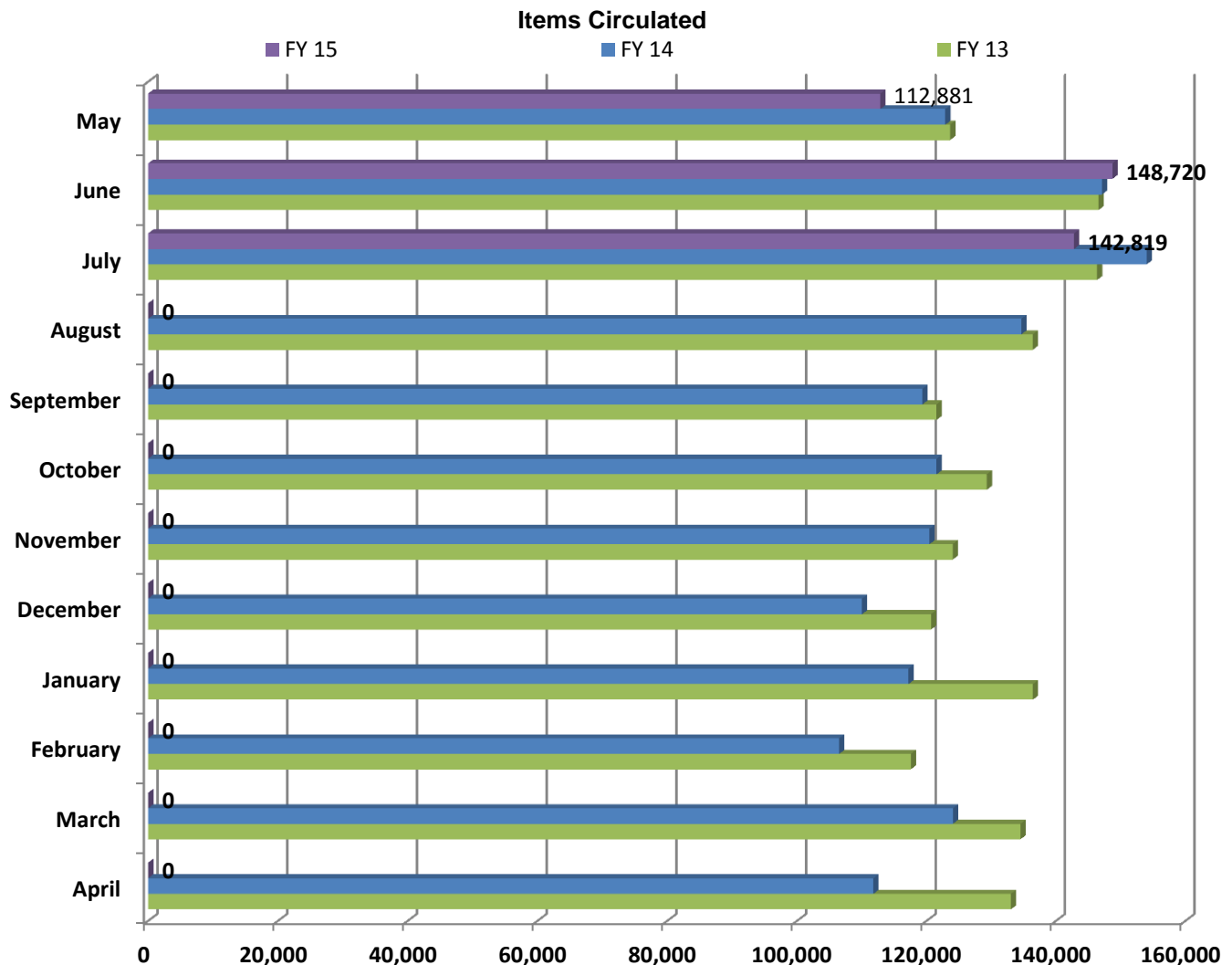


**Georgia Bouda**

July 2014 Edition

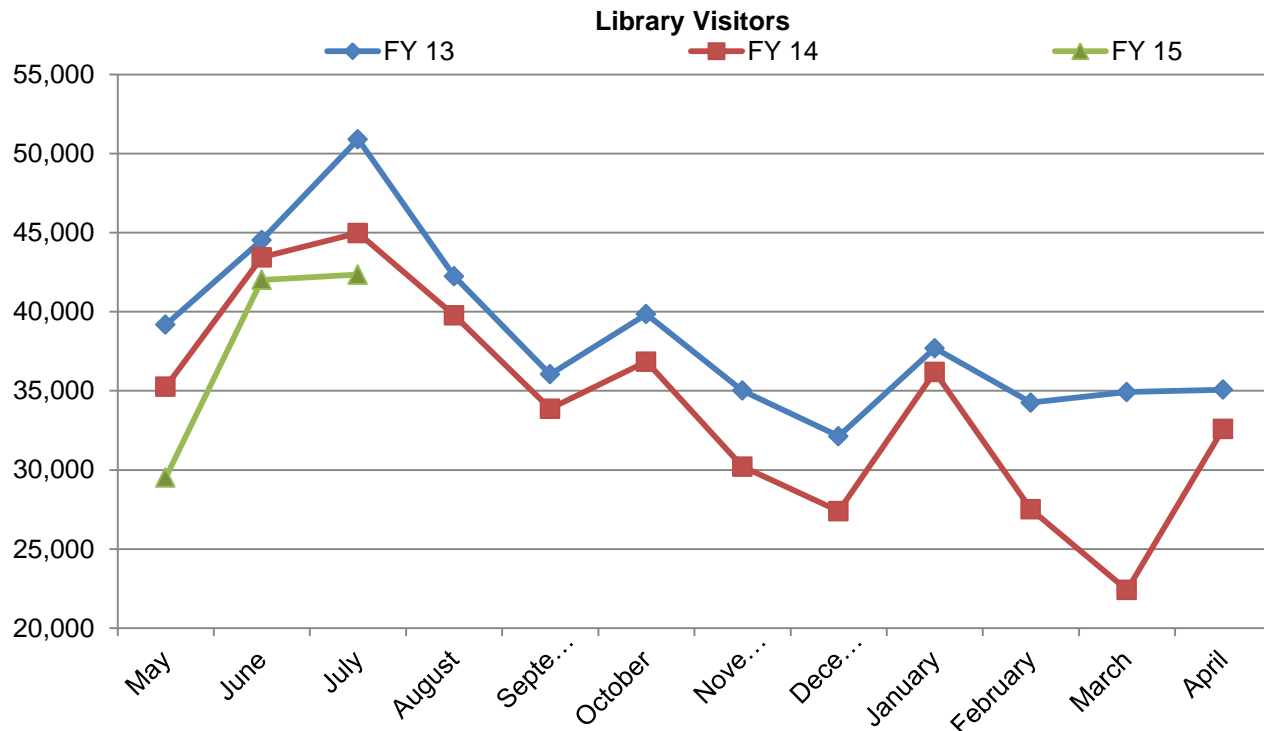
## Library

Customers borrowed 142,819 items in July, 2014, a decrease from the 154,032 items borrowed in July, 2013. Visitors to the Library were down slightly from 44,980 in July, 2013 to 42,349 in July 2014.





Staff answered 4792 questions from customers this month.



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

#### Children Programs and Attendance

Juggler Jason Kollum – 2 shows – 251 attended  
 Fancy Nancy Party – 300 attended (estimated)  
 Garfield & Friends Comic Day – 101 attended  
 Ronald McDonald Magic Show – 2 shows – 325 attended  
 Lapsit story time – 5 sessions – 107 attended  
 Paws to Read story time – 4 sessions – 259 attended  
 Music Makers story time – 8 sessions – 623 attended  
 Singing Swinging story time – 2 sessions – 33 attended  
 Tails for Tales ( read to do dogs) – 5 sessions – 92 attended  
 Lincoln Coloring Contest – 96 participated  
 Lincoln craft – 35 made  
 Bilingual story time – 30 attended  
 Boys and Girls Club tour – 25 visited  
 Day camp groups – 28 groups – 737 visited  
 Visited Chesterbrook Academy – 80 attended  
 Visited Sheridan and Irving lunches  
 Library table at CEFCU youth event

#### Teen Programs and Attendance:

Anime Now – 2 sessions – 21 attended  
 Candy Sushi – 1 session -- 16 attended  
 Microwave Munchables – 1 session -- 12 attended

Homemade Ice Cream in Chocolate Leaf Bowl – 1 session -- 25 attended  
Drop in craft for Lincoln Festival: patriotic pin – throughout the week -- 25 kits used  
DIY Tic Tac Toe To Go – 1 session -- 5 attended  
Tech Monday: Audacity music open source software– 1 session – 6 attended

**Adult Programs and Attendance:**

Fiction – 1 session – 9 attended  
Mystery Book Club – 1 session – 9 attended  
Nonfiction Book Club – 1 session – 0 attended  
Books on Tap – 1 session – 8 attended  
Science Fiction Book/Movie Club – 1 session – 6 attended  
Family Friendly Movie series – 1 session – 12 attended  
Classic Movie: Young Mr. Lincoln – 1 session – 15 attended  
Concert on the Patio: Third Wind – 1 session – 39  
Concert on the Patio: Sugar Creek Cloggers – 1 session – 55  
DIY series: Terrarium – 1 session – 16 attended  
Dogs with Jobs: Training K9 Search and Rescue – 1 session -- 26 attended  
Lincoln Festival:  
    Movie Pantagraph presents Lincoln's in Town – 1 session – 3 attended  
    Movie Lincoln Prelude to the Presidency – 1 session -- 9 attended  
    Presentation: 1864—Devastation on the Home Front – 1 session -- 19 attended  
    Presentation: Abraham Lincoln and his Family – 1 session -- 24 attended  
    Mandolin Orchestra: Songs of the Sesquicentennial – 1 session -- 71 attended

# Compliments to the City

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To: Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm, Joe DeGraeve/Cityblm@Cityblm  
From: Vanessa Campos/Cityblm  
Date: 08/15/2014 08:46AM  
Cc: Jim Karch/Cityblm@Cityblm  
Subject: 12 Challis Dr

Resident at 12 Challis Dr. set out bulk waste to be picked up in today's collection. She said it was quite a pile and saw the crew picking it all up this morning. She called to say thank you and she thinks that the crew did a great job. She's very happy with the city services and finds them to be right on point  
Happy Friday,

**Vanessa Campos**  
**Public Works Department**  
**City of Bloomington**  
**(309)434-2225**

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To: <parks@cityblm.org>  
From: <webmaster@cityblm.org>  
Date: 08/15/2014 04:48PM  
Subject: Bloomington Parks & Recreation Website - Contact Form Received

The following information was sent from the Contact Form.

Name: George Roetzer  
Organization: <not provided>  
Address: 5 Somerset Ct.  
City: Bloomington  
State: IL  
Zip: 61701

Comments: I had sent an email asking when the repair areas on the Const Trail behind The Chateau would be paved over as I am a rollerblader and have not been able to use that part of the trail. I see that the 3 areas have now been paved. I thank you very much for your attention to that need!

---

Hi Mary,  
Just caught your email after being out of the office for a few days. Thanks for your kind words. I have a great staff and it's always nice to hear when others notice their great work and professionalism!  
Have a great day.

Scott Sprouls  
Director, Information Services  
City of Bloomington, IL  
309-434-2473

-----Mary Sellmyer/Cityblm wrote: -----

To: Scott Sprouls/Cityblm@Cityblm  
From: Mary Sellmyer/Cityblm  
Date: 08/08/2014 03:36 PM  
Cc: Angela Yandel/Cityblm@Cityblm, Megan Horath/Cityblm@Cityblm  
Subject: Thank you!!

Hi Scott (and Angela and Megan),

I was struggling with my LaserFiche scans for several days when I finally called the help line. Megan answered in her usual calm demeanor and transferred me to my requested LaserFiche expert - Angela. Angela took the lead and had my scanning ability up and running within about 5 minutes. It now scans quicker than before it broke!! AND - she also offered to help me tweak my ability to get the information into LaserFiche quicker once I am ready. Very Awesome!!

Thank you for all you do to allow Angela and Megan the ability to offer their kind assistance on this Friday afternoon!!

Mary Sellmyer

Miscellaneous Technical Assistant

PACE Department

City of Bloomington, IL

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To: Police Department  
From: Richard Beoletto/Cityblm  
Date: 07/31/2014 11:31AM  
Subject: a big thank you

All,

Very nice lady who resides in the 1000 block of West Front Street took the time to call in today in order to say thank you to everyone for the work that has been going on in her neighborhood.

She saw multiple Officers in the area of Washington and Howard last night and says she actually got a good, peaceful nights rest knowing we were near.

Keep up the good work.....

Sgt. Rick Beoletto #7919  
Bloomington Police Dept.

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-----Jen Jepsen/Cityblm wrote: -----

To: Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Dani Wolf/Cityblm@Cityblm, Larry Coleman/Cityblm@Cityblm  
From: Jen Jepsen/Cityblm  
Date: 07/23/2014 02:56PM  
Cc: Katie Stamp/Cityblm@Cityblm, Pam Bertrand/Cityblm@Cityblm, Vanessa Campos/Cityblm@Cityblm, Jim Karch/Cityblm@Cityblm  
Subject: 1200 Block E Oakland, missed recycle Compliment :)

1200 Block of E Oakland

Preston called in this morning about his missed recycle pickup. He doesn't remember whom he spoke with but he was astonished that we came out so quickly and collected it. He expresses his gratitude and extends thanks to all of those whom provided excellent service today!!!

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



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From: "Bob Yehl" <byehl@cityblm.org>  
To: "Kevin Kothe" <kkothe@cityblm.org>, "Jeffrey Kohl" <jkohl@cityblm.org>, "Jeff Raines" <jraines@cityblm.org>, "Colleen Winterland" <cwinterland@cityblm.org>, "Robert Henson" <rhenson@cityblm.org>, "Brett Lueschen" <blueschen@cityblm.org>, "Bill Givens" <bgivens@cityblm.org>, "Troy Olson" <tolson@cityblm.org>, "Russel Waller" <rwaller@cityblm.org>, "Joshua Ftacek" <jftacek@cityblm.org>  
Cc: "Jim Karch" <jkarch@cityblm.org>, "Sue McLaughlin" <smclaughlin@cityblm.org>  
Date: Wed, Aug 13, 2014 11:39 AM  
Subject: Washington School Area Construction Work and Thanks!

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All,  
Jeff Lockenvitz, Washington School Principal, attended the Staff Traffic Advisory Committee meeting this morning.  
Mr. Lockenvitz advised the committee that his purpose of attending today was to ensure that he was able to communicate his thanks personally to the City for the improvements made to City infrastructure near and adjacent to the school.  
Mr. Lockenvitz specifically noted the following as positive improvements - traffic pattern changes including the eastbound merge prior to State Street, dedicated eastbound right turn lane at State Street, distinct roadway and crosswalk pavement markings, removal of the rumble median on Washington Street, resurfacing of the roadway, sidewalk and curb ramps, streets & sewers cave-in repairs and water main repairs.  
He further noted he understood the amount of effort needed for coordination of these efforts, as well as the field work to complete the work prior to school starting again. He feels the safety of the students and staff has been improved by these modifications.  
The thanks go to each of you, and others on your staff, for the effort and dedication to complete the improvements in a professional manner and within a tight schedule.  
Thanks again!  
Bob

Robert Yehl, P.E.  
Assistant City Engineer  
City of Bloomington - Public Works Department, Engineering Division  
P.O. Box 3157  
Bloomington, IL 61702-3157

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To: "dhales@cityblm.org" <dhales@cityblm.org>, "cwinterland@cityblm.org" <cwinterland@cityblm.org>, "smclaughlin@cityblm.org" <smclaughlin@cityblm.org>  
From: Bernie Anderson  
Date: 07/30/2014 08:50AM  
Cc: "jkarch@cityblm.org" <jkarch@cityblm.org>  
Subject: Re: Fw: Re: Sewer Odor

Thanks to everyone that helped. The outside odor has dropped quite a bit. Inside has also dropped and hopefully once the area airs things will get better.

Colleen did a great job addressing my son's concerns and showed compassion as did her crew.

Phillipp will let Colleen know if the odor comes back.

Thanks from a father and citizen.

Bernie

Bernard (Bernie) Anderson

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**From:** Betty Haag  
**Sent:** Wednesday, August 06, 2014 11:08 AM  
**To:** 'jafruin' Jim Fruin  
**Subject:** RE: Parking Ticket Problem

Hi Jim. I talked to Sue (Interim Assistant City Manager) a bit ago and am happy to report that the matter has been resolved. She was very nice, very professional and very understanding of our situation. She agreed that it was not handled properly and agreed with the points I made. She made me feel like she will attempt to get some of these things changed/corrected in the future as the opportunity arises. Thank you for your help in this matter and for referring me to Sue.

Regards,

Betty Haag

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To: Jim Karch <jkarch@cityblm.org>  
From: David Sage <sageforcitycouncil@yahoo.com>  
Date: 08/24/2014 08:45PM  
Cc: David Hales <dhailes@cityblm.org>, Sue McLaughlin <smclaughlin@cityblm.org>  
Subject: Ward 2 Streets

Jim, this past year there's been significant improvement to Ward 2 streets. And I know this simply doesn't happen without the dedication and commitment of many folks. The fine work of Kevin Kothe, Jeff Kohl, and Russ Waller helped produce these results. Specifically the sections of Morris Avenue north of Hamilton Road and Bunn St. have been completed.

Engineering and Public Works continues to make significant contributions to quality of life our residents.

Thanks again,  
Dave Sage

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From: "Kevin J. Suess"  
Date: 08/26/2014 05:03PM  
Cc: kkothe@cityblm.org, Jim Karch <jkarch@cityblm.org>  
Subject: Corner of E. Washington and State

I wanted to let you all know that I appreciate the lane changes that have been made to the corner of East Washington St. and State Street. Now that the cars travelling in the right lane going east on Washington are required to turn onto State St., the area appears much safer for pedestrians. I've walked along this stretch of road many times in the past. Our two kids are students at Washington Elementary and we walk and bike around

the block as a family frequently since we live around the corner on Kreitzer. Cars no longer pass feet away from the sidewalk on the north side of Washington Elementary because they are required to merge earlier. What felt like a dangerous stretch to walk along seems much calmer as a result of the turn lane addition. This has made a huge difference and I'd like to thank Public Works and City Engineer Kevin Kothe for considering this as an option to make our streets safer.

Thank you!

Kevin Suess

113 Kreitzer Ave.

Bloomington, Illinois 61701

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Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in  
July 2014

## **MILLER PARK ZOO**

### **Comments from Guests**

"My kids & I had a great time at Miller Park Zoo. I picked up this donation card while we were there. Have a great day! The Kietzman family from Park Rapids, Minnesota. (staff note—the family donated several boxes of markers that are utilized for Zoo special events and education classes).

## **RECREATION**

### **COMPLIMENTS: (some of the ones received in July are below)**

To: parks@cityblm.org  
From: Karla Carney-Hall  
Date: 07/25/2014 08:41AM  
Subject: A little feedback

Good morning! I wanted to take a moment to provide some feedback about the two programs that my son participated in this summer.

1. Silly Science – wonderful! He's thoroughly enjoyed the fun simple science experiments. He looks forward to going and has learned some interesting things. The teachers are engaging and seem to keep activities moving and interesting. We will be sad to see this class end and would love a "Silly Science II".
2. Tot Soccer – this course has been less interesting to Brendan (age 4). The program is really more about outdoor games than learning soccer skills. We intentionally chose a non-competitive program, but would have liked it to be a bit more skills oriented (rather than just games). The young man who

was there last night (Coach Jeff/Jack?) was really outstanding with the kids and it's great for boys to have those contacts with young men. We will try a more competitive program next time, but I thought you might want the feedback on this particular class.

We look forward to the Fall schedule and are so grateful that these programs are offered. I know it's hard to provide a varied and complex program like you do. You are truly a blessing to this community for all that you do.

Thanks!

Karla C. Carney-Hall

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Name: wilma jean kindle

Comments: my grandson took three sessions of your swimming lessons this year. I do not know what incentives or awards you provide your instructors for doing a good job but will mention that jack fox is the instructor my grandson liked best and who also demonstrated traits of an effective instructor who works well with children. thanks for another year of quality swim instruction.

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To: City of Bloomington

Re: Franklin Park Concerts

From: Donna Sands; Rev. Dr. John D. Trefzger

To Whom This May Concern:

I am so happy to say thank you for the wonderful concerts at Franklin Park on Thursday evenings. The music is excellent, the park is beautiful and the special Ice Cream socials are extra added joys.

Please consider continuing these wonderful opportunities. It's a real joy to spend time at Franklin Park.

I am most appreciative of Bloomington Parks and Recreation for sponsorship.

**Comments off some of the Soccer Program evaluations:**

We've taken many P & R classes over the last 18 years in our family. These instructors were GREAT! Soccer knowledge and early childhood friendly. Some of the very best we've had. Made my son feel welcome every day. So positive! He was so excited to come every day! Pam Womack

Very enjoyable. My daughter looked forward to every practice and game. She learned many new skills. The coaches were excellent and I would highly, highly, highly recommend this program to anyone interested in soccer. I plan on signing up my other kids again next summer. Kristina Baumann

We have been using BP& R for 5 years now for multiple kids and this class has been absolutely the best! The coaches were absolutely phenomenal with the kids.



### **Patron Comment Form from the pools:**

I absolutely love that you offered an individual swim pass at such a reasonable price and then gave those with it the change to experience a “bonus 30 minutes” before the pool was open to the general public. I have lived in this community for over 25 years, but have never been to O’Neil Pool before this summer. It isn’t close to my home, but is well worth the drive. I regard it as a previously undiscovered gem that I have really enjoyed utilizing! Beth Markwood

Thank you for offering lower-cost season passes! I also love the early admission period (11:30 – 12:00) for season pass holders. Pool is clean, guards and staff are professional. O’Neil is great! Please offer the early swim feature again in 2015!

Alicia Henry