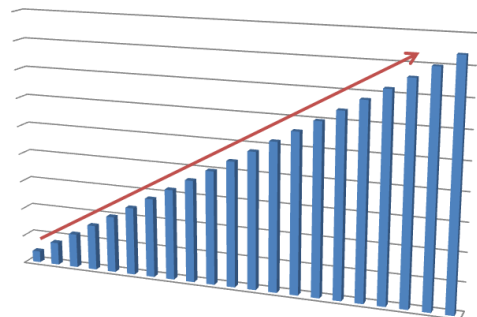




# CITY MANAGER'S MONTHLY REPORT

## MEASURING PERFORMANCE, TARGETING RESULTS





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## Upcoming Community Events

- [Trick-or-Treating](#), Citywide, October 31, 5:00 pm – 8:00 pm
- [Illinois Symphony Orchestra: Monster Mash](#), Second Presbyterian Church, November 1, 7:30 pm
- [Illinois State Hockey](#), U.S. Cellular Coliseum, November 8, 1:00 pm, Doors open at noon
- [Family Glow Ride](#), Tipton North Shelter, November 8, 6:00 pm - 9:00 pm
- [Cirque Du Soleil](#), U.S. Cellular Coliseum, November 12 - 16

## Upcoming Meetings

- Liquor Commission meeting, October 14, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, October 22, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, October 16, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee Meeting October 23, 7:00 p.m. – 9:00 p.m.

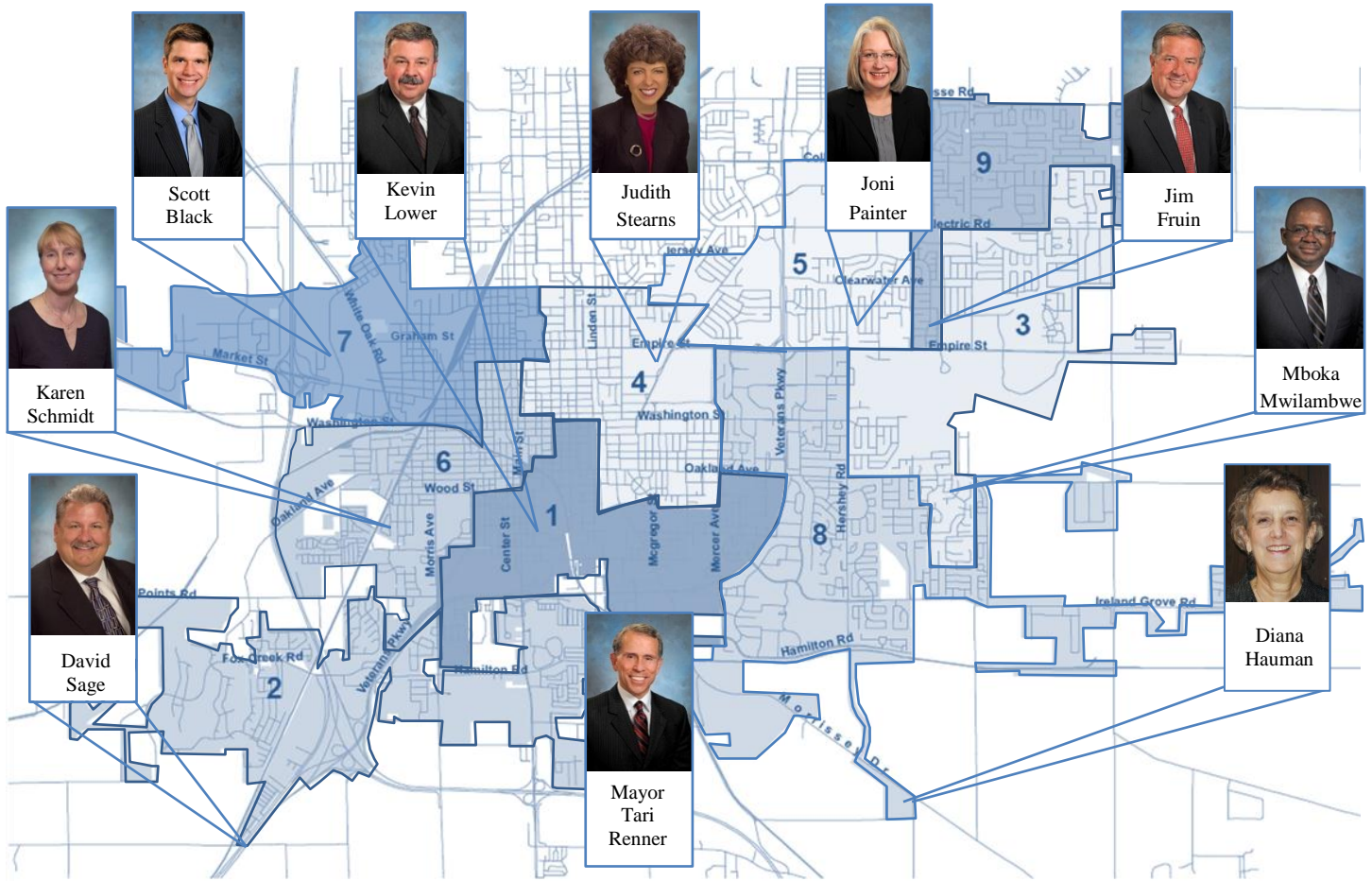
The Bloomington City Council meet every 2<sup>nd</sup> and 4<sup>th</sup> Monday of each month at 7:00 p.m. for regular Council Meetings

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: Beth Oakley

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

Interim Director of Water: Brett Lueschen

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

September 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 September 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

## **Goal 1. Financially Sound City Providing Quality Basic Services**

- Objective
- a. Budget with adequate resources to support defined services and level of services
  - b. Reserves consistent with city policies
  - c. Engaged residents that are well informed and involved in an open governance process
  - d. City services delivered in the most cost-effective, efficient manner
  - e. Partnering with others for the most cost-effective service delivery

## **Goal 2. Upgrade City Infrastructure and Facilities**

- Objective
- a. Better quality roads and sidewalks
  - b. Quality water for the long term
  - c. Functional, well maintained sewer collection system
  - d. Well-designed, well maintained City facilities emphasizing productivity and customer service
  - e. Investigating in the City's future through a realistic, funded capital improvement program

## **Goal 3. Strong Neighborhoods**

- Objective
- a. Residents feeling safe in their homes and neighborhoods
  - b. Upgraded quality of older housing stock
  - c. Preservation of property/home valuations
  - d. Improved neighborhood infrastructure
  - e. Strong partnership with residents and neighborhood associations
  - f. Residents increasingly sharing/taking responsibility for their homes and neighborhoods

## **Goal 4. Grow the Local Economy**

- Objective
- a. Retention and growth of current local businesses
  - b. Attraction of new targeted businesses that are the "right" fit for Bloomington
  - c. Revitalization of older commercial homes
  - d. Expanded retail businesses
  - e. Strong working relationship among the City, businesses, economic development organizations

## **Goal 5. Great Place – Livable, Sustainable City**

- Objective
- a. Well-planned City with necessary services and infrastructure
  - b. City decisions consistent with plans and policies
  - c. Incorporation of "Green Sustainable" concepts into City's development and plans
  - d. Appropriate leisure and recreational opportunities responding to the needs of residents
  - e. More attractive city: commercial areas and neighborhoods

## **Goal 6. Prosperous Downtown Bloomington**

- Objective
- a. More beautiful, clean Downtown area
  - b. Downtown Vision and Plan used to guide development, redevelopment and investments
  - c. Downtown becoming a community and regional destination
  - d. Healthy adjacent neighborhoods linked to Downtown
  - e. Preservation of historic buildings

# Spotlight City: Zoo Wins Education Award

## Zoo Wins Education Award from the Association of Zoos & Aquariums

The Association of Zoos and Aquariums (AZA) announced that the Miller Park Zoo received Significant Achievement in its 2014 Education Award for the Junior Zookeepers education program. The AZA Education Award recognizes outstanding achievement in educational program design, judging programs on their ability to promote conservation knowledge, attitudes and behavior, show innovation, and measure success. The Miller Park Zoo received its Education Award in the category of institutions with budgets under \$5 million.



“The Miller Park Zoo is taking the lead in science education,” said AZA President and CEO Jim Maddy. “Education is a high priority for the Miller Park Zoo, as well as for all AZA-accredited zoos and aquariums, and this award provides well-deserved national recognition for the Junior Zookeepers education program, which is helping to build the next generation of conservationists.”

“Award winning education programs like the Junior Zookeepers education program not only heighten awareness but also change lives,” said Rick Barongi, Executive Vice President of Conservation at the Houston Zoo and Chair of AZA’s Honors and Awards Committee. “This innovative program is a great example of the critical role that zoos and aquariums can play in enriching the quality of life in all segments of our communities.”

The Junior Zookeeper (JZK) program has been in place - in varying forms & fashions - since 1972. The program is multi-level and is run year-round. The Mission Statement for the Junior Zookeeper is to support the mission of Miller Park Zoo by providing services to the Zoo, knowledge to the public, and leadership opportunities to young people.

“The Junior Zookeeper Program at the Miller Park Zoo has been doing more than teaching our community’s youth about wildlife for over forty years, it also has been teaching real life skills,” said Miller Park Zoo Superintendent Jay Tetzloff.

Miller Park Zoo offers many exhibits and zookeeper interaction opportunities the whole family will enjoy. Zoo inhabitants include a Sumatran Tiger, river otters, Galapagos tortoise, Snow Leopard, sun bear, Reindeer, Red Pandas, lemurs, Bald Eagles, Harbor Seals, and Red Wolves. The Zoo features many large indoor and outdoor exhibits such as the Tropical American Rainforest, ZooLab, Katthoefer Animal Building, Wallaby WalkAbout, Children’s Zoo and Animals of Asia. The Miller Park Zoo offers educational classes, special events, group programs and daily feedings to the river otters, tiger, leopards, gibbons and bear.

# Executive Summary

## Police Department

- Eight detectives work in CID with an average of 5 working per day. Each detective was assigned approximately 10 cases during September. The domestic violence detectives were assigned 112 cases to review and the detectives assigned to sex crimes and crimes involving children are investigating 27 cases. **(Page 9)**
- Seven officers and two supervisors are assigned to Street Crimes with an average of 7.18 working per day. Street Crimes made four warrant arrests and ten probable cause arrests. They generated \$1,230 in tow fees and issued \$1,100 in ordinance violations. They seized 14.4 grams of cannabis and 0.8 grams of crack cocaine. **(Page 10)**
- Criminal Intelligence Analysis Unit (CIAU) organized and produced several surveillance videos for the department's YouTube channel which led to the arrest of three suspects in two armed robberies and one burglary. **(Page 11)**
- Third shift officers conducted several surveillance details on the east side, focusing on the area just south of the Arbor's Apartment complex; specifically Grandview and Ridge streets where several residential burglaries have occurred. No arrests have been made in connection to these residential burglaries. **(Page 13).**
- Monthly totals for September for downtown hireback officers and third shift officers assigned to downtown include: 306 bar checks, 61 ordinance violations issued, ten parking tickets issued, one UTT issued, ten fights in progress, eleven arrests, 23 calls for service, and five tows. **(Page 15)**

## Fire Department

- For the month of September, the Fire Department's response time was within the six minute bench mark with an average call creation to arrival time for fire responses of 5:58 and outside of the six minute benchmark for emergency medical services with a average response of 6:08. **(Page 16)**
- During the month of September, the Bloomington Fire Department responded to four structure fires in the month with an estimated property loss of \$35,950. **(Page 17)**
- As in most months, the majority of the calls were EMS related which accounted for 700 calls for service in September. The 700 calls for service resulted in a total of 779 patients treated and 606 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem. **(Page 18)**

## Public Works

- Approximately 24,500 residences are serviced weekly and an average of 31.65 pounds of household garbage was picked up each week at these locations in September 2014. **(Page 21)**
- Bloomington residents undertaking the City's first-ever "Citizens Academy" learned about Public Works both in a classroom and at the shop on September 11. Director Jim Karch started the two-hour





session with a PowerPoint in the Osborn Room. He focused on long-range plans. Then came the field trip down the hill to the Public Works garage. Staff members at six stations told participants about their work and the operations and equipment used in streets, sewers, solid waste, snow/ice response and sign shop. They received street signs with their names on them as keepsakes. **(Page 26)**

- The Public Works Department competed in the 2014 APWA Snow Roadeo. The team won 2<sup>nd</sup> and 3<sup>rd</sup> place in the Obstacle Course and 3<sup>rd</sup> place in the Circle of Safety. **(Page 25)**



- Eastland Drive at Veterans Parkway was resurfaced this fall using the City's new local Motor Fuel Tax fund. **(Page 27)**



## Parks, Recreation & Cultural Arts

- The Bloomington Center for the Performing Arts hosted thirty-two activities and programs for the month of September and started three new exterior projects that will create visual appeal, functionality and long-term building preservation. **(Page 28)**
- Highland Park Golf Course was a flurry of activity of high school golf this month. Over 367 high school rounds of golf were played. Seven local teams use the course as their home course for practices and matches. **(Page 30)**
- While attending the Association of Zoos and Aquariums National Annual Conference in Orlando, FL, Zoo Superintendent, Jay Tetzloff, and Curator, Jonathan Reding accepted on behalf of the Miller Park Zoo the 2014 Education Award for the Junior Zookeeper program. **(Page 31)**





# Police Chief



**Brendan Heffner**

September 2014 Edition

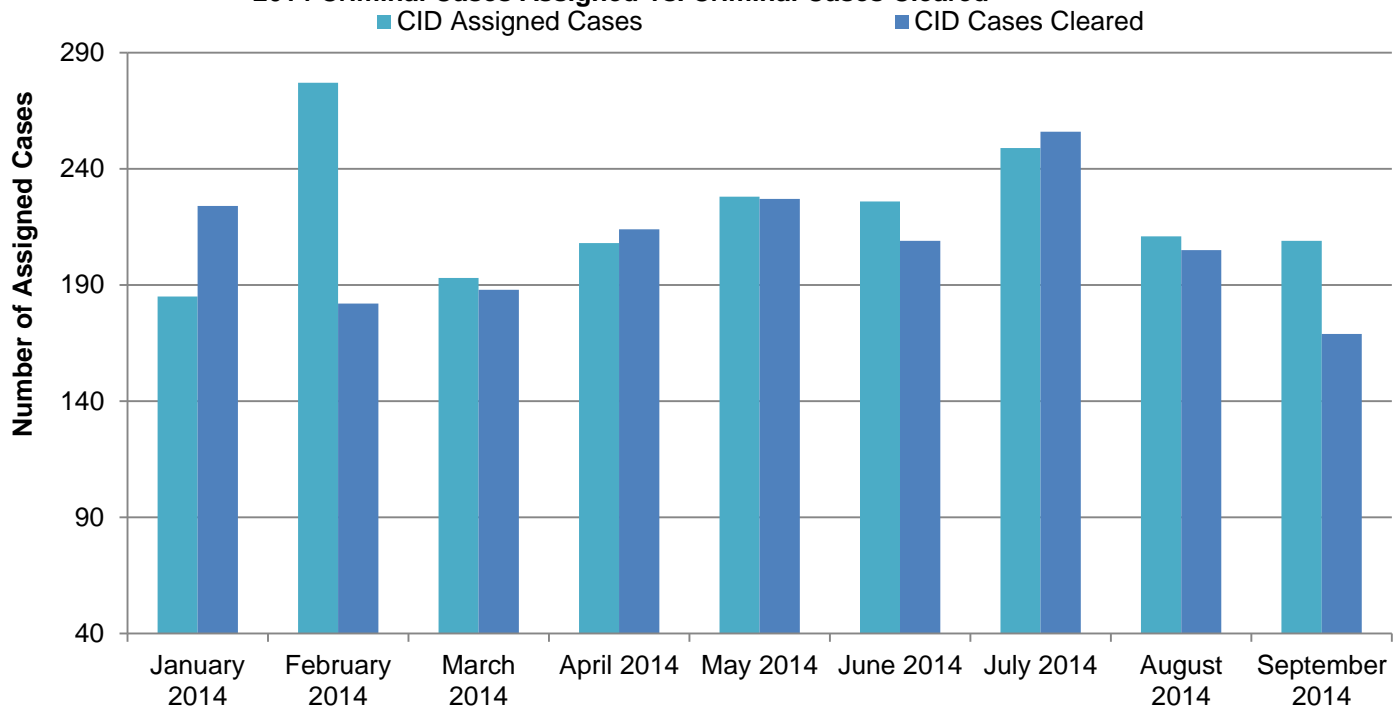
## Police Department

### Criminal Investigations Division (CID)

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

Eight detectives work in CID with an average of 5 working per day. Each detective was assigned approximately 10 cases during September. The domestic violence detectives were assigned 112 cases to review and the detectives assigned to sex crimes and crimes involving children are investigating 27 cases. CID assigned 57 new cases for investigation. One hundred forty-two incidents of domestic violence were reviewed in September.

**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 11 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 16 felony cases and closed 12 of them, made six hands-on arrests, three arrests by other jurisdictions, one self-surrender, and two warrants were recalled. TFOs arrested a suspect wanted by CID for two business armed robberies. They also arrested a suspect wanted for a McLean County armed robbery.

## VICE Unit

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

Four detectives and one supervisor are assigned to the Vice unit with 4.27 on average working per day. They opened 12 cases, closed 13 cases, and served three search warrants. They purchased 23.9 grams of crack cocaine, 0.7 grams of powder cocaine, 26 grams of cannabis, 24 grams of methamphetamine, and 1.3 grams of ecstasy. They seized 8 grams of crack cocaine, 42.5 grams of methamphetamine, 2 vehicles, and \$3,450.

## Street Crimes Unit

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

Seven officers and two supervisors are assigned to Street Crimes with an average of 7.18 working per day. Officers completed twenty days of training. One officer was assigned to the Field Training Unit for the month and officers spent numerous hours assisting the Vice Unit with drug investigation operations. Street Crimes made four warrant arrests and ten probable cause arrests. They generated \$1,230 in tow fees and issued \$1,100 in ordinance violations. They seized 14.4 grams of cannabis and 0.8 grams of crack cocaine.

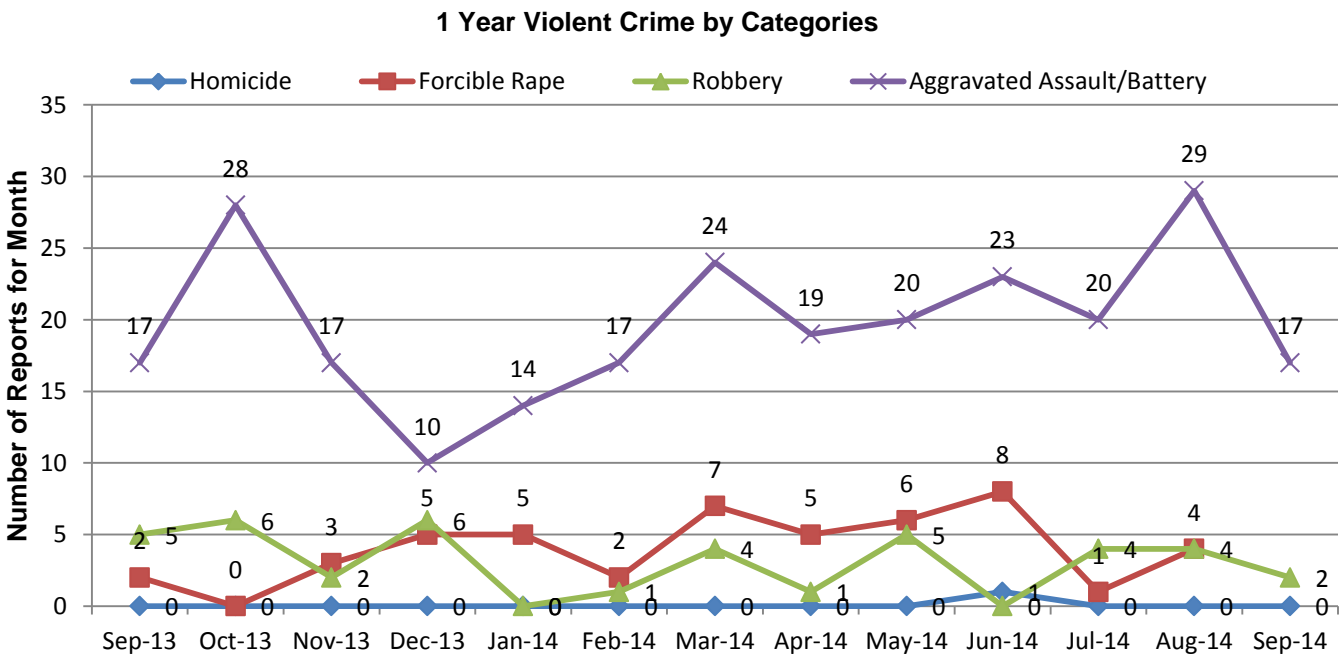
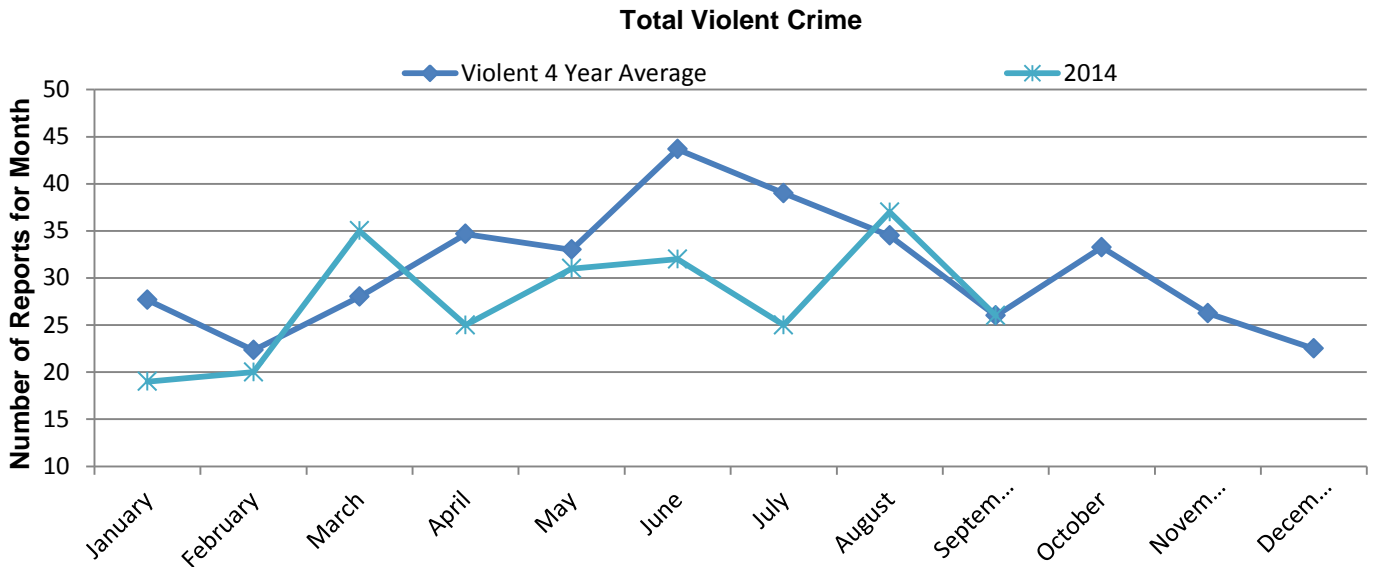
## Criminal Intelligence and Analysis Unit (CIAU)

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

One CIAU staff member attended a no-cost training at McDonald's University in Chicago focused on Organized Retail Theft Groups. Two CIAU members attended a conference of the International Crime Analysts Association where they learned updated techniques, expanded their social media investigation tools and brought back research pertaining to several new anti-crime initiatives. Staff members were requested to guest lecture on three occasions at ISU's Criminal Justice Sciences department regarding Bloomington PD's use of geographic information systems, crime analysis and intelligence-led policing. At the request of State Farm, one CIAU staff member presented at State



Farm's technology summit regarding law enforcement's use of developing technologies. Staff also prepared evidence reports for a gang crimes hearing and provided tactical investigative support to an active burglary series taking place in Bloomington. CIAU also organized and produced several surveillance videos for the department's YouTube channel which led to the arrest of three suspects in two armed robberies and one burglary.



## 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
<b>83.70%</b>	<b>14.80%</b>	<b>1.30%</b>	<b>0.20%</b>	<b>99.80%</b>

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

\$2,400 in alarm ordinance violations have been issued so far in 2014.

The Communications Center manager attended the Illinois Emergency Management Conference. During the conference he attended sessions on crisis communications, message mapping, social media during disaster, and various other sessions. Detail design review and call flow meeting was held for the new 911 phone system. He also attended the Starcom Advisory Subcommittee meeting, began contract negotiations with the telecommunicators, and worked on the FY2016 budget. Work progressed on console upgrade project and BFD Starcom transition.

<b><u>Incoming Phone Calls</u></b>	
Administrative (non-emergency)	7,267
911 Calls (wireline & wireless) total	2,111
911 Calls - Wireline	339
911 Calls - Wireless	1,772
Total All Calls	<b>9,378</b>
<b><u>Dispatched Calls</u></b>	
Police	6,357
Fire and EMS	899
Total Dispatched Calls	<b>7,256</b>
<b><u>Daily Call Averages</u></b>	
Administrative (non-emergency)	242
911 Calls – Wireline and Wireless	70
All Calls per day average	312
Police Dispatches	212
Fire and EMS Dispatches	30
Average Dispatches per day	<b>242</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 10. There are five officers in the FTO program, one officer in PTI, and one officer on extended military leave.

Seventy-three incidents of sex offender related problems were handled by first shift. Seven sex offenders were arrested on warrants and five sex offenders were arrested for probation violations. Old sex offender files are being audited. The Offender Watch 500 project received attention this month. The number of people registered now sits at 331. This is an increase of about 9% from August. Considerable time was spent on training this month with several attending a rifle training, CIT training, pistol qualifications and several other classes.

## 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 21 officers assigned with an average of 10.8 working each day. Two officers in the FTO program worked on the shift in September. Officers patrolled the area of Washington and Howard for continuous problems. The problems have calmed down with the start of the school year. Officers also patrolled the area around Oakland and Prospect in reference to the residential burglaries. Officers worked several STEP details around town in response to speed complaints.

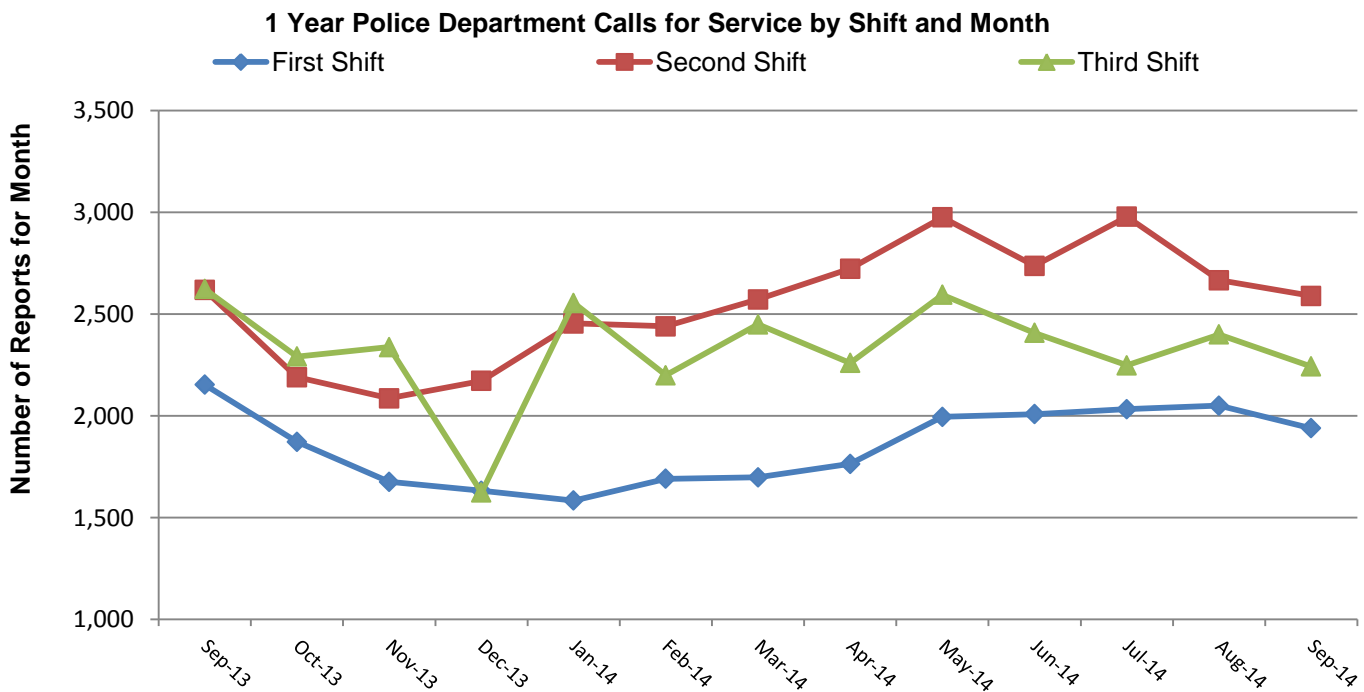
## Third Shift 11 p.m. – 7 a.m.

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

There are 16 officers assigned to third shift with 8.86 officers on average working per night. Approximately 230 traffic stops were made in September, 15 arrests from self-initiated traffic and pedestrian contacts, and 13 additional arrests for DUI.

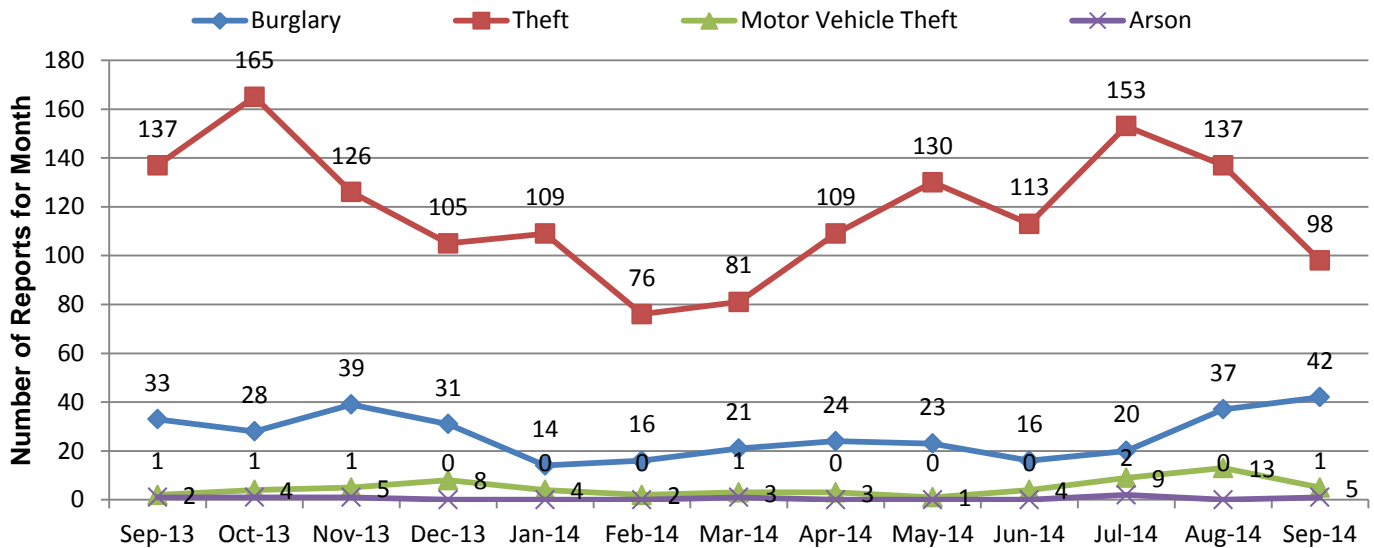
Third shift officers conducted several surveillance details on the east side, focusing on the area just south of the Arbor's Apartment complex; specifically Grandview and Ridge streets where several residential burglaries have occurred. No arrests have been made in connection to these residential burglaries.

Violation	Month Total	Year Total
Seat Belt/Child	12	78
Speeding	26	574
All Other Traffic	433	4,593
DUI Arrests	30	247





### 1 Year Property Crime by Categories



### School Resource Officers

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

SRO Evans had 19 theft issues, three order of protection checks, two deceptive practices, four suspicious vehicles, twenty disorderly conduct issues, four child custody issues, nine truancy issues, and 14 fights. He attended five crisis drill meetings, made 60 school visits, handled two child abuse cases, made four child sex offender checks, conducted six lock down drills and five evacuation drills, and made four presentations on positive role models.

SRO Day attended Juvenile Justice Committee meeting, assisted school administration and translated for several Hispanic parents and students who spoke little or no English. He met with several parents seeking advice for dealing with their students at home. He assisted in helping de-escalate a large fight in a classroom, investigated a phone theft and found the victim who declined to pursue charges.

SRO Hirsch spoke with eleven parents regarding theft, truancy and poor behavior. He presented to sixty 8<sup>th</sup> graders for career day and met with 23 students to discuss behavior and grades. He removed six students who refused to leave classrooms for poor behavior, investigated eight thefts of phones and bikes, took 9 reports and arrested three, and broke up two fights.

SRO Wagehoft attended Youth Impact Meeting, assisted with fire drill and lockdown drills, and issued two ordinance violations. He disciplined three for theft, eleven for disorderly conduct, found one weapon, dealt with one battery and one truancy.

### 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 during September. A total of twelve nights were worked. Several noted events during September include: On 9/6/14,

officers arrested one in the 500 block of N. Main after he was removed for groping a female bartender. The subject resisted arrest. That same night officers also arrested one in the 500 block of N. Main after he battered a bouncer because he was refused service of additional alcohol. He resisted arrest. On 9/7/14, officers arrested one outside the 600 block of N. Main for possession of a controlled substance after officers spotted him inside a vehicle with open alcohol. He resisted arrest. That same night, officers arrested one near Chestnut and McLean after breaking a window out at 525 N. Center. On 9/11/14, officers arrested one for domestic battery after witnessing him push a female. On 9/13/14, officers arrested one female after she struck a bouncer in the 600 block of N. Main Street. This same female also battered three officers at different points.

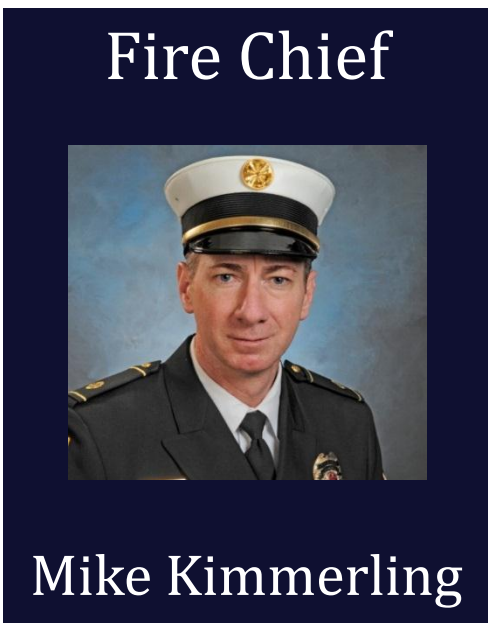
On 9/14/14, officers arrested one after he took off running while receiving an ordinance violation. On 9/21/14, officers arrested one in the 600 block of N. Main after he threatened a bouncer with a folding knife. That same night, officers arrested one near Market and Main streets for disorderly conduct and resisting after he tried to start fights on a bus. On 9/28/14, officers arrested one in the 500 block of N. Center after he unlawfully restrained a female in the bar and then battered bouncers. Also that night, officers arrested one for resisting/obstructing and public intoxication.

Monthly totals for September for downtown hireback officers and third shift officers assigned to downtown include: 306 bar checks, 61 ordinance violations issued, ten parking tickets issued, one UTT issued, ten fights in progress, eleven arrests, 23 calls for service, and five tows.

## **Public Affairs Officer**

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

Public Affairs Officer Mayer submitted several media releases, attended Recovery Court, Youth Build event, STAC meeting, Chief's Focus Meeting, Neighborhood meeting, Crime Detection Network meeting, Explorers meeting, fingerprinting at State Farm, completed interviews at Pantagraph, WJBC and WMBD, and had a range training day.



# Fire Chief

Mike Kimmerling

September 2014 Edition

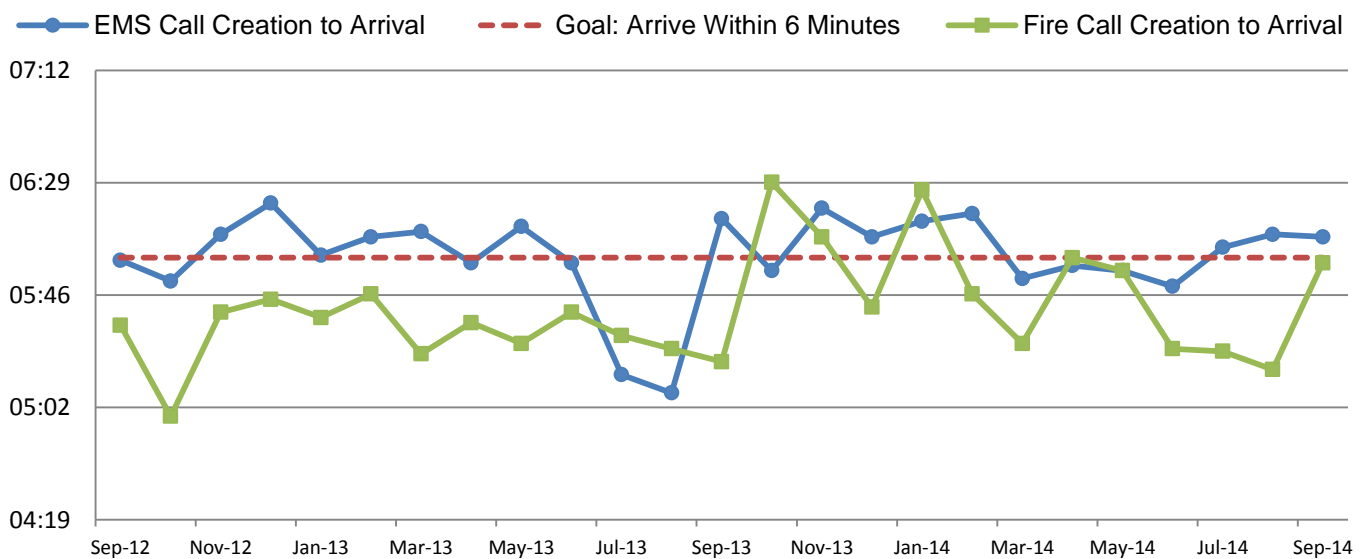
## Fire Department

### 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	September 2014
Fire Reponses	206	199
Structural Fires	6	4
Estimated Dollar Losses (Property & Contents)	\$107,993	\$35,950

### Fire & EMS Call Response 2 Year Analysis





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## Top 4 Fire Response Types for July 2014

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### Response Type

444: Power line down

554: Assist Invalid

744: Smoke Detector Activation Due to Malfunction

743: Smoke Detector Activation, no fire - unintentional

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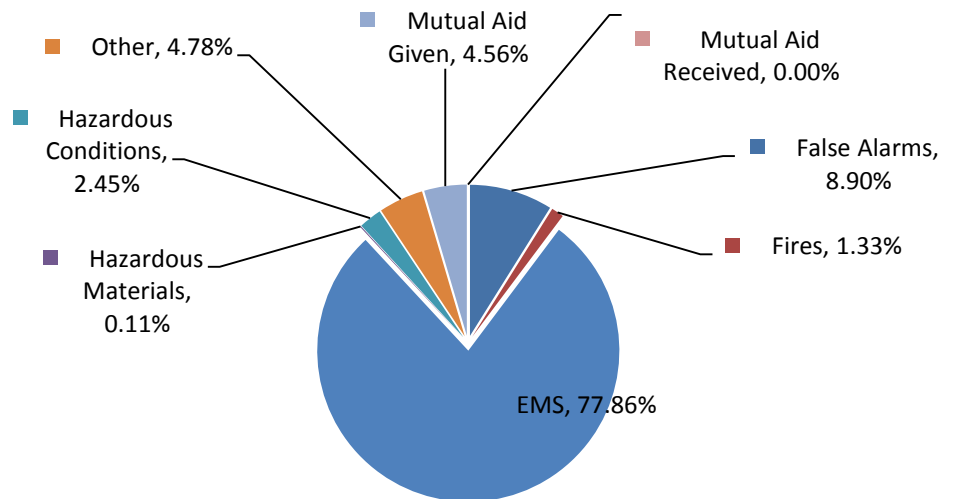
The Department responded to four structure fires in the month with an estimated property loss of \$35,950.

During the Month of September the members of the Fire Department finished up testing the fire hydrants in the City. This amounted to over 4,250 hydrants tested in the last 6 months. The program gives our firefighters great confidence in the hydrant system for the City, as well as provides the citizens better service should a hydrant be needed in their neighborhood.

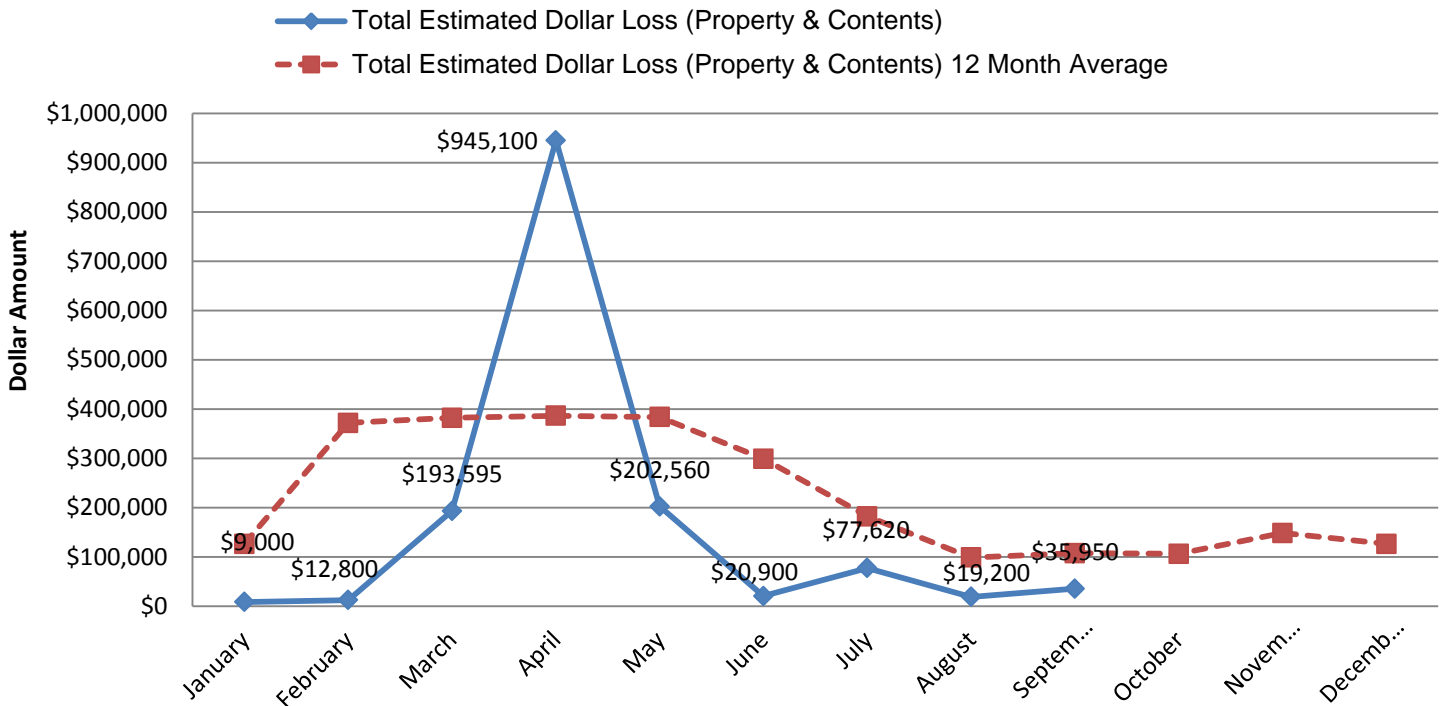
As well as completing the hydrant program for this year our crews responded to 899 calls for service. This is only one (1) incident shy of the total from August, 2013 and the Department is well on its way to another year with over 10,000 calls for service.

Starcom Radios are being installed in all of the vehicles and when this is completed, base radios will be installed in all of the stations. The expected date to change over to Starcom dispatching is the middle of November. The change is dependent on the installation of the new consoles in the Dispatch Center, which is scheduled to be completed by mid-November. We did have the ability to use Starcom when filling in for Normal Fire and it was a huge improvement over the previous time using VHF radios. Coverage was excellent, and we are looking forward to the change to Starcom for dispatching.

Fire Department Types of Calls for Service September 2014



### Dollar Loss Due to Fire Damage



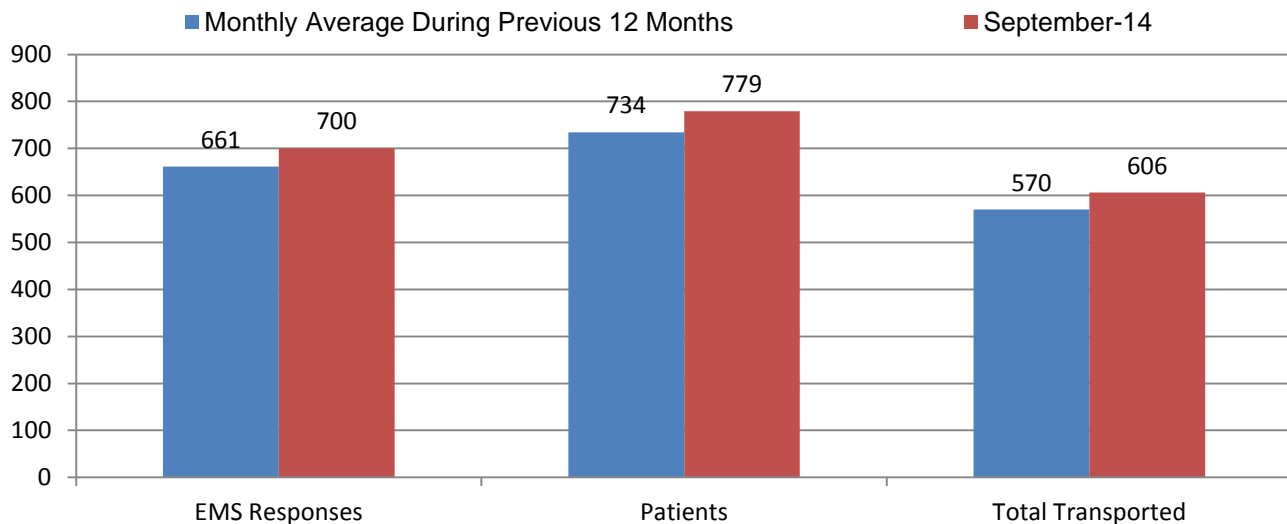
### Emergency Medical Services (EMS)

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 700 calls for service in September. The 700 calls for service resulted in a total of 779 patients treated and 606 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Breathing Problem.

EMS Responses: September 2014 and Previous 12 Month Average

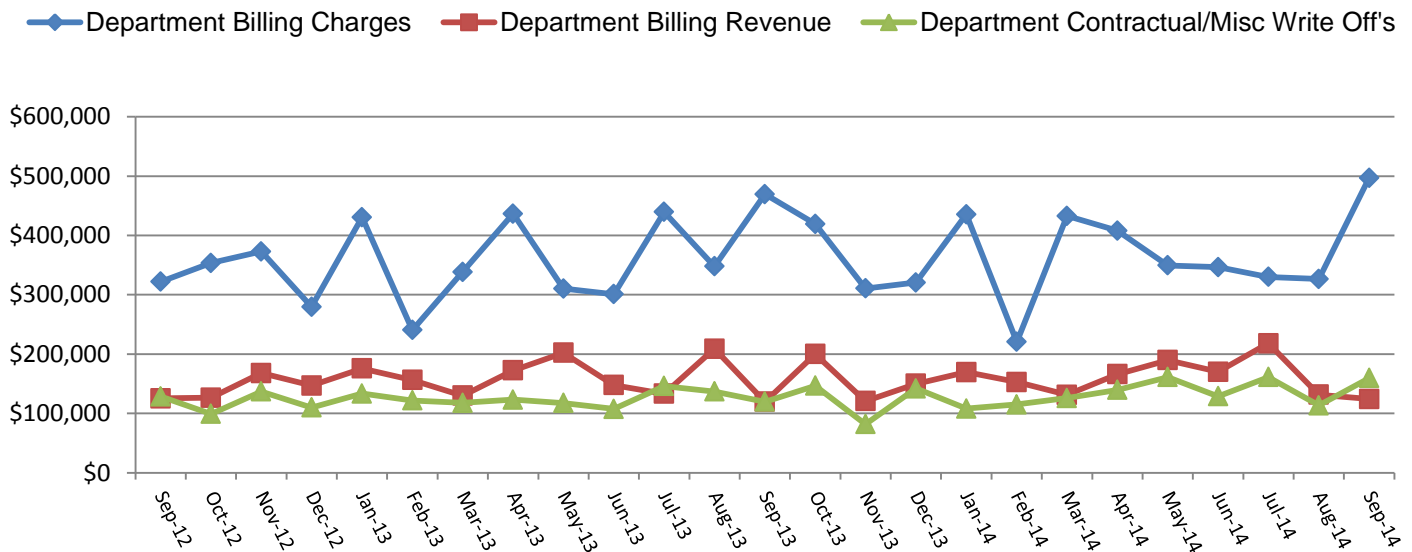


## Billing Revenue Summary

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 124,400. The Contractual-Write offs total for the month were \$159,649. Bad Debt transferred to third party collections was \$41,906.

### Fire Department EMS Billing 2 Year Analysis



## 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

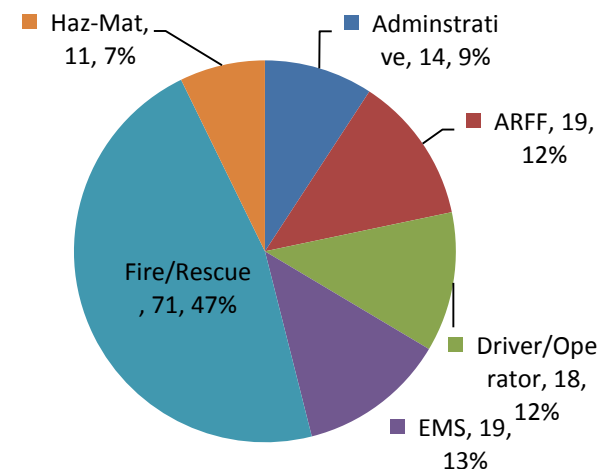
For the month of September 2014 the fire department held 152 training classes which totaled 1071.18 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat.

The chart below represents the proportion of classes held in these six categories for the month of September.

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

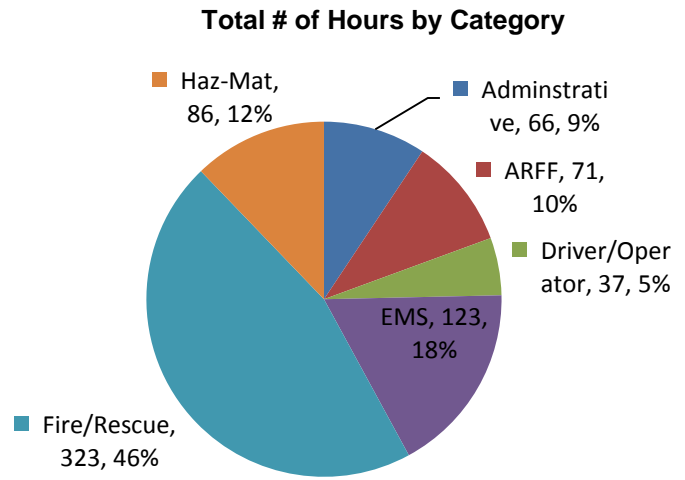
Major training subjects during this month included:

### Total # of Training Classes by Category





- Driver/Operator
  - Safety Procedures
  - Driving (cone course)
- Fire/Rescue
  - High-Rise evolutions and hose line deployment
  - Ladder practical evolutions (Paxton Drill)
- Hazardous Materials
  - Monitoring
  - Cargo Tank Cars MX
- EMS
  - New EMS Protocols
- ARFF
  - Emergency Aircraft Evacuation Assistance
  - Airport Familiarization



***Fire Department Training Report***

The 152 training classes included 706 participants resulting in a total of 1071.18 hours of training during September. This chart represents the total man hours of training in the six categories.



Public Works  
Director

Jim Karch

Public Works Department

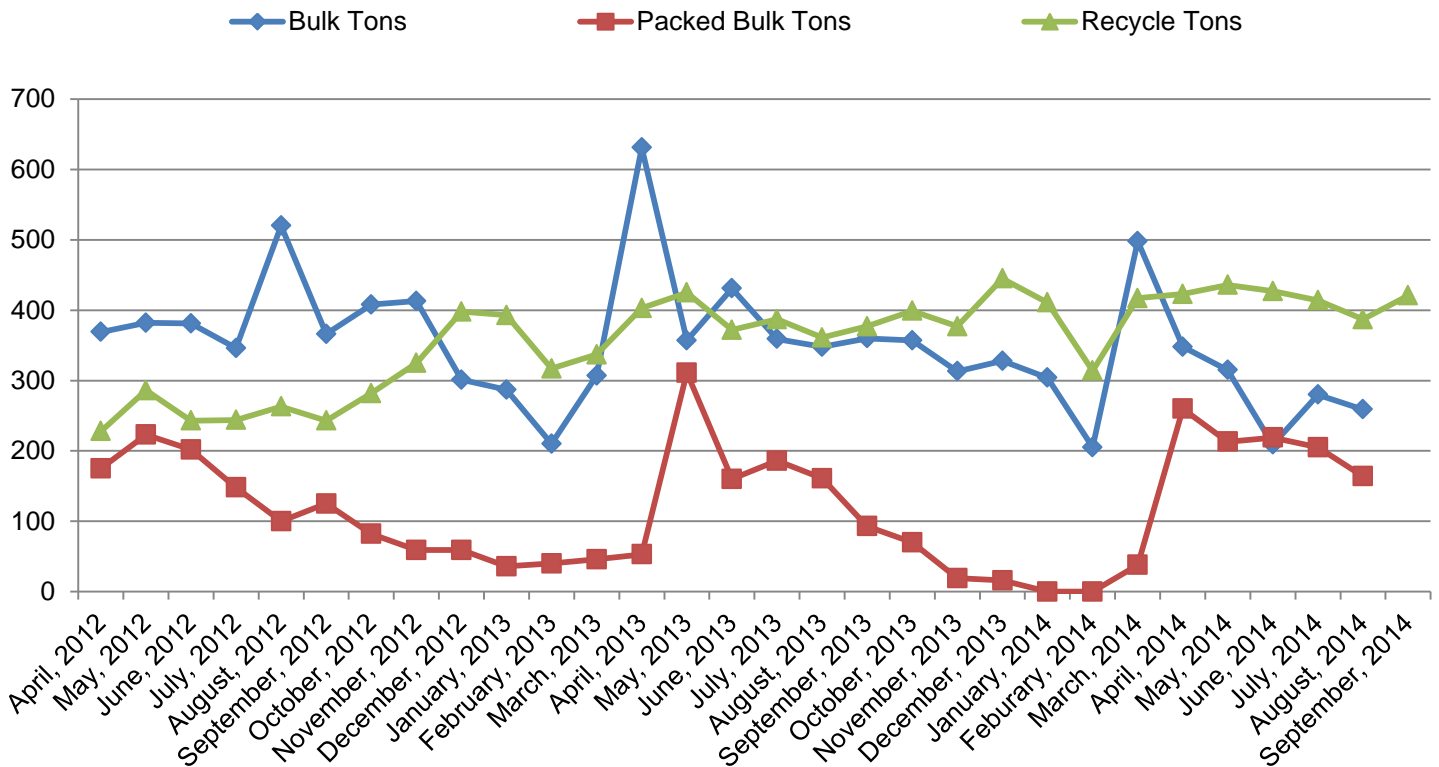
September 2014 Edition

Solid Waste Division

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

Approximately 24,500 residences are serviced weekly and an average of 31.65 pounds of household garbage was picked up each week at these locations in September 2014.

2 Year Refuse by Month



## Street Sweeping

Strategic Plan Goal 2: Upgrade City Infrastructure and Facilities; Objective a. Better quality roads and sidewalks

758 Lane Miles were swept during the month of September.

## Alleys

Strategic Plan Goal 2: Upgrade City Infrastructure and Facilities; Objective a. Better quality roads and sidewalks

30 Alleys graveled/potholes filled in September 2014.

<b>September 2014 Overweight Loads</b>	23 issued Permits for \$2,845.00
<b>September 2014 Dumpster/Traffic Control</b>	11 Permits - \$435 (Waived \$0.00)
<b>Customer Service Calls</b>	129
<b>September 2014 Call Center</b>	3
<b>Erosion Control/Complaints Inspection Report</b>	4
<b>New/Maintenance Erosion/Storm Water Management Inspections</b>	23 issued Permits for \$2,845.00
<b>Erosion/Storm Water Management Complaints</b>	11 Permits - \$435 (Waived \$0.00)
<b>Inspection &amp; Complaint Files Closed</b>	129

The office staff handled 1,427 calls in the month of September.

## Fleet Division

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

	<b>September 2013</b>	<b>September 2014</b>
<b>Work Orders</b>	424	366
<b>Total Repair Orders Closed</b>	392	328
<b>Preventative Maintenance</b>	32	38

	<b>September 2013</b>	<b>September 2014</b>
<b>Total No Lead Gallons</b>	14,830	16,936
<b>Total Cost</b>	\$49,237	\$55,669
<b>Avg Price per Gallon</b>	\$3.32	\$3.29

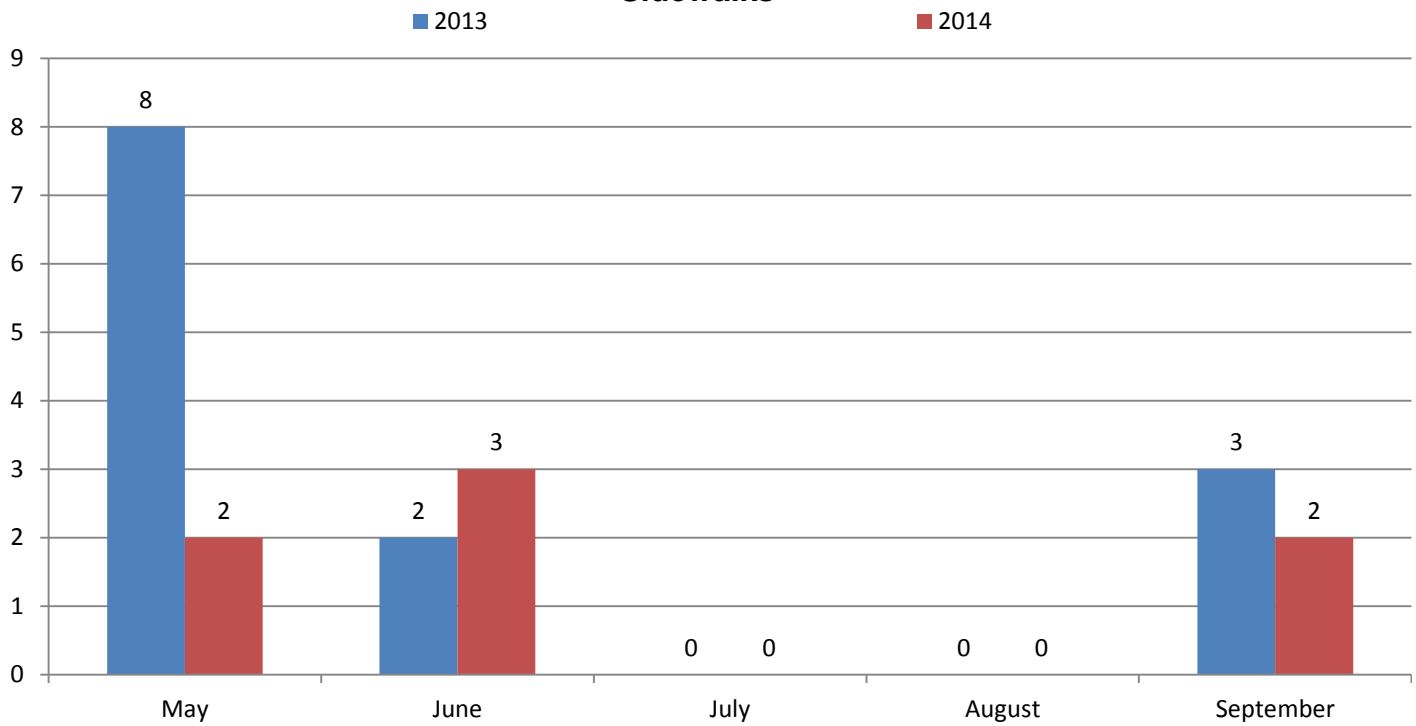
	<b>September 2013</b>	<b>September 2014</b>
<b>Total Diesel Gallons</b>	11,455	16,840
<b>Total Cost</b>	\$40,265	\$55,765
<b>Avg Price per Gallon</b>	\$3.52	\$3.37

During the month of September there were 1,220 phone calls handled in the Fleet division on eight lines.

### Streets & Sewers

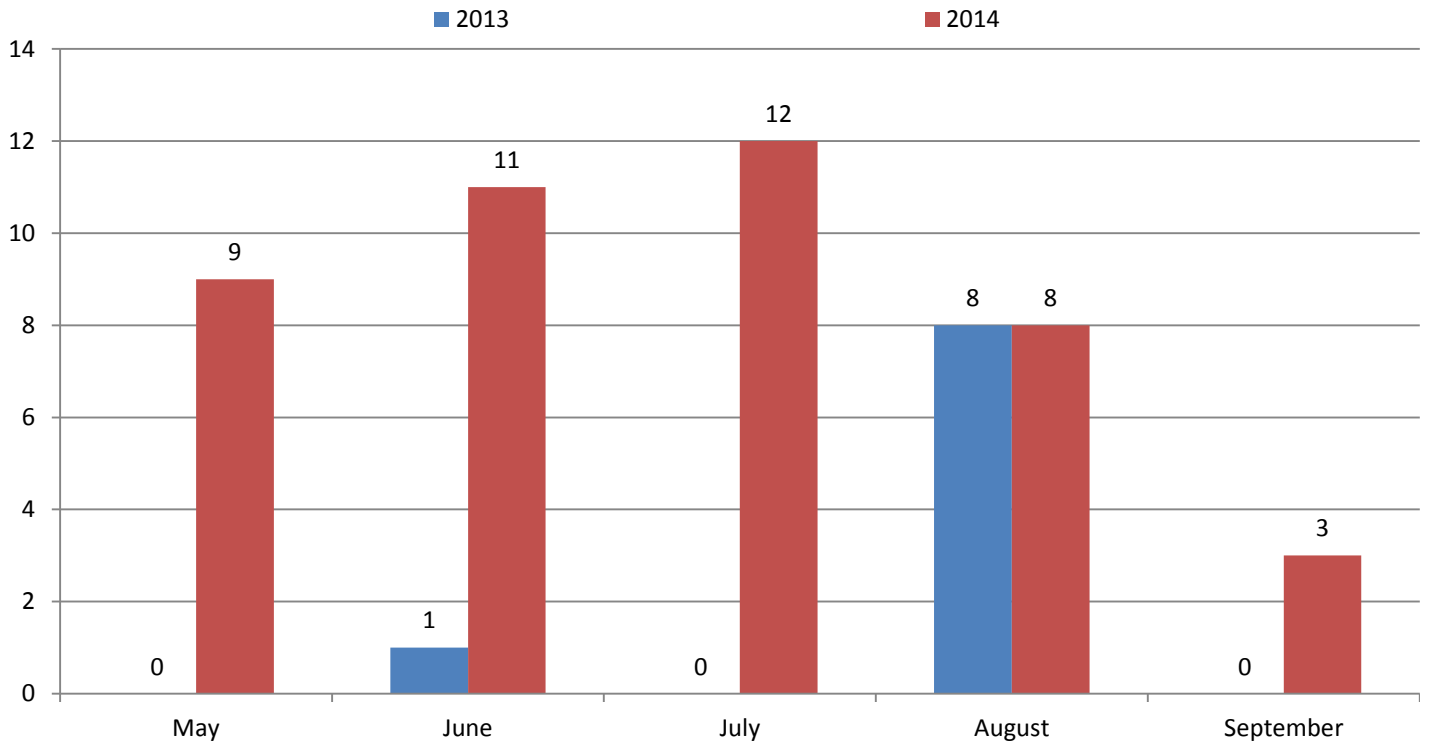
Strategic Plan Goal 2: Upgrade City Infrastructure and Facilities; Objective a. Better quality roads and sidewalks; Objective c. Functional, well-maintained sewer collection system

#### Sidewalks

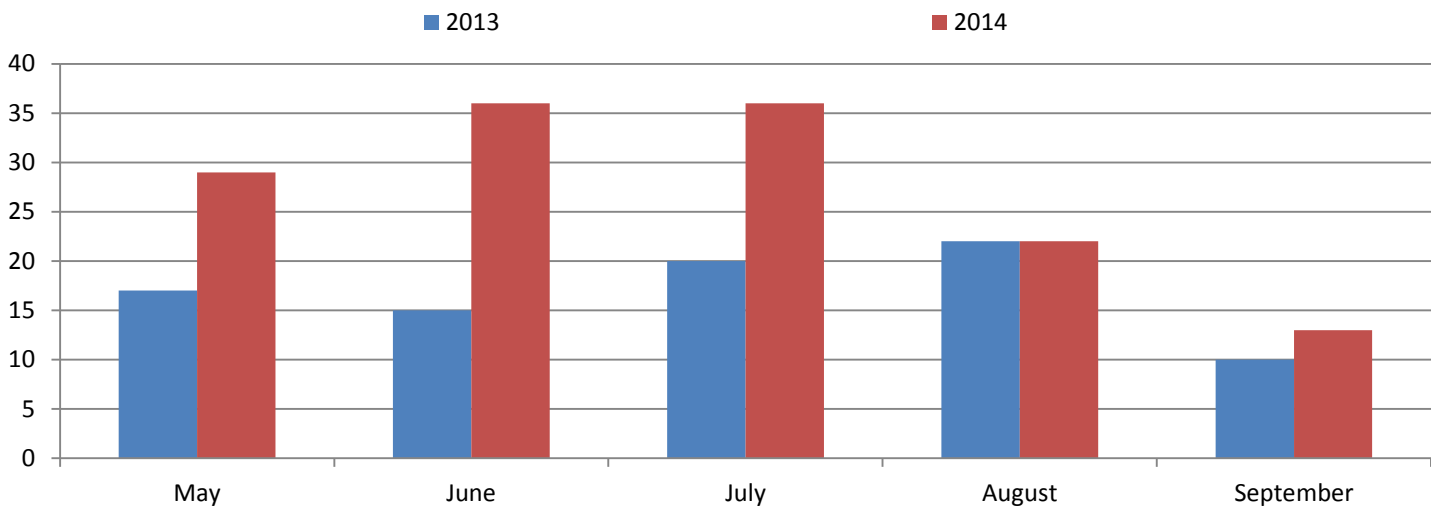




### CAVE-INS



### Water Ditches



The Streets and Sewers Division currently has 24 locations where they are baiting rats. 15 residential sewers and 9 restaurants, there is 50 pounds of bait out over the 24 locations.

The Public Works Department competed in the 2014 APWA Snow Rodeo. The team won 2<sup>nd</sup> and 3<sup>rd</sup> place in the Obstacle Course and 3<sup>rd</sup> place in the Circle of Safety.



Jeff Branham, Joe DeGraeve, Rob Marsh, and Honor Coleman drove in the competition. Billy Stamp, Dave Jacob, Jim Karch, George Peifer, and Katie Stamp helped judge the event (not pictured).



The Public Works Department also entered the above snow plow in the Best Dressed Plow contest. The plow was designed and painted by Jeff Kohl of the Engineering division of Public Works.

## At 'School' With Public Works

Bloomington residents undertaking the City's first-ever "Citizens Academy" learned about Public Works both in a classroom and at the shop on September 11.

Director Jim Karch started the two-hour session with a PowerPoint in the Osborn Room. He focused on long-range plans. Then came the field trip down the hill to the Public Works garage.

Staff members at six stations told participants about their work and the operations and equipment used in streets, sewers, solid waste, snow/ice response and sign shop. They received street signs with their names on them as keepsakes.



Mr. Karch later commented that the hands-on portion of the event made the session more meaningful than a simple class session could ever accomplish.

At the stations were: Bobby Poppett, Snow Events; Kenny Herman, Automated Refuse Trucks; Jason Kennedy, Permanent Pavement Patching; Dave Johnson, Sign Shop; Scott Fortney, Camera Truck & Vector; and Joe Spidle, Traffic Line Painting. Our citizen students received a parting gift: Street signs with their names on them.

The participants were impressed with our operations and appreciative, as seen in high ratings and comments on feedback forms.



**Eastland Drive at Veterans Parkway was resurfaced this fall using the City's new local Motor Fuel Tax fund**





# PR&CA Interim Director



**Bobbie Herakovich**

## Parks, Recreation & Cultural Arts Department

September 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 thirty-two activities and programs for the month of September and started three new exterior projects that will create visual appeal, functionality and long-term building preservation.

The first project is still underway and will be the addition of six park benches in Lincoln Park (also referred to as the front lawn of the BCPA). The turf has been cut, and dirt removed for the frameworks of the concrete pads (where benches will be placed). For all who want to enjoy this outdoor space, work should be completed in October.



The second project is a Patio Cafe being built just to the East of the BCPA main entrance. Excavation by Bloomington Parks, Recreation, and Cultural Arts - Parks Maintenance personnel has been successfully completed and the design is starting to take shape. Two arches in the design will draw the theme from the front of the BCPA down onto the patio. A stamped concrete base will be poured in the month of October that will serve both as a visual design and functional seating area. This patio, and the six benches will be a downtown Bloomington community enhancement project.

The third project, a spot tuck-pointing project, was started and completed in September on the West elevation of the BCPA. This job also involved removing and replacement of window and door sealant, removal and replacement of mortar on all of the limestone, sanding of lintels, then power washing and painting. This three week project is the first phase of strengthening and sealing the building for years to come.



The BCPA presented Deon Cole on September 5. His charismatic personality, urban humor, and original style made for large laughs. Deon was having such a good time at the BCPA he continued well past his allotted time of 90 minutes thanks to active audience participation. Meechie Hall kicked off the evening as his opener and the two of them spent several hours at the BCPA's local radio station sponsor Radio Bloomington, promoting on the day of the show.

September programs and community-based rental events included: Holiday Spectacular auditions and rehearsals, piano lessons, BCPA tours, a volunteer orientation, improvisation classes, a recorder workshop, two wedding receptions, Cultural Commission meeting, 1<sup>st</sup> Friday with the Downtown Bloomington Association, a volunteer orientation, the Illinois District of the Barbershop Harmony Society fall convention and more.

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**Attendance: 3,582 for September on-site events, activities, meetings, etc.**

**Facility Usage: 32 September on-site functions**

**Collaborations:** 6 radio spots at WJBC & WBNQ, Area Arts Round Table, Conexiones Latinas, OAPN (Ohio Arts Presenters Network), Worldwide Day of Play, Arts Midwest, Conference in Minneapolis, MN, Central Illinois Estate Planning Council, Bloomington Rotary, 1<sup>st</sup> Friday with the Downtown Bloomington Association

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### **Testimonials**

*Post show survey comments from the Deon Cole show:*

*"We loved the show!! He was very funny. We love to see comedy at the BCPA."*

*"I have been to numerous comedy shows and he performed for longer than anyone I've seen!"*

*"More comedy shows please! The comedy club closed and I would like other options."*

### **Golf Courses**

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

The month of September can be a challenging month for golf operations. Many golfers simply put their clubs in the garage once Labor Day hits. A variety of events such as: kids in school, NFL football, fall yard work, etc... are on the front of the golfers mind in September. This September, course staff hosted numerous new special play days to stay in front of golfers throughout the month to encourage more play and excitement around the courses. Those events included: Throwback Thursday - #blmgolftbt (a one day flashback to our opening greens fees), Friday Fun Days (each Friday had it's



own special such as: Bring a Friend Free Day, Play it Forward for Fun Day, etc..). The courses also took up “battle” with weekend football on the television and ran an Afternoon Golf Special on weekends provided two or more golfers came out to play. Staff was very pleased to see this promotion bring in 526 rounds of weekend afternoon golf for the last three weekends of the month. Overall, these new events and specials brought numerous rounds to the courses and word of mouth advertising across town. A variety of marketing methods were used to include social media and a presence across several local radio stations.



The courses were busy hosting a number of local outings benefitting various organizations. Those we partnered with were: Bloomington HS Wrestling, IROCK Radio, Illinois Housing Authority, Peoria Sandtrappers, Central Illinois Senior Tour, McLean County Seniors, FBI Agents Association and Selective Insurance.

Highland Park Golf Course was a flurry of activity of high school golf this month. Over 367 high school rounds of golf were played. Seven local teams use the course as their home course for practices and matches.



On the maintenance side of the operation, greens aerification was completed at both Prairie Vista and Highland Park. In addition to the completing greens, Highland Park was also able to aerate all tees and fairways. Prairie Vista was able to aerate the back nine fairways and will complete the fairways and tee boxes following the Illinois High School State Finals in mid-October. This practice will pay dividends next season when the turf is under duress from the summer heat and times of little rainfall.

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### ***Reporting Measures***

**Total Rounds Played: 9,717**

**Outing Rounds: 716**

**Junior Rounds: 428**

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### ***Testimonial***

*"I drove down twice this week from the Chicago area to enjoy The Den golf course. The course quality is as good as anything we've got up north and the value is unmatched." – Mike, West Chicago, IL.*

## 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

Revenue from the gate admission was down 2.2% down 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. A 4% Amusement tax began on 1 August 2014. The tax is included in this amount. Attendance was up 1.6% for the current fiscal year compared to last year's attendance. Revenue from Education Program Fees and Rentals was up 46.4% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 4.3% 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.

A Blue-Grey Tanager, Silver-Beaked Tanager, Tammar Wallaby rabbit all cleared quarantine and were moved out into the Zoo. Eight animal transactions are still pending.



While attending the Association of Zoos and Aquariums National Annual Conference in Orlando, FL, Zoo Superintendent, Jay Tetzloff, and Curator, Jonathan Reding accepted on behalf of the Miller Park Zoo the 2014 Education Award for the Junior Zookeeper program. In addition, while at the conference, staff were able to meet with the consultant team that has been hired for the Flamingo and South America exhibit. Zoo curator gave two talks to Illinois State University (ISU) Biology classes. A great amount of time this month focused on submitting fiscal year 2016's budget.



Staff assisted with Miller Park Zoological Society's largest fundraiser, Zoo Do. Zoo also hosted a special event, Reggie Redbird Day. This event is linked to ISU's homecoming events.

Growing Grounds donated a van and a half full of donated plants. Most of the plants went into the Tropical Rainforest. This donation saved the Zoo from having to buy any plants for the building this year. Thank you growing grounds!



## Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
  - Male San Clemente Island Goat
- Dispositions—animals removed from collection by transaction or death
  - 14 male and 6 female Kihansi Spray Toads
  - Female Eastern Box Turtle
  - 1 Golfodulcean Poison Dart Frog
  - 2 male Seba's Short-Tailed Bats
  - 2 male Jamaican Fruit Bats
  - Female Red Wolf
  - 1 Green and Black Poison Dart Frog
  - 1 Red-Eyed Tree Frog

Admission Attendance: 7,521

## Testimonial

*“The Miller Park Zoo is taking the lead in science education,” said AZA President and CEO Jim Maddy. “Education is a high priority for the Miller Park Zoo, as well as for all AZA-accredited zoos and aquariums, and this award provides well-deserved national recognition for the Junior Zookeepers education program, which is helping to build the next generation of conservationists.”*

## 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**



Patriot Day was a new special event added to the fall session. Staff worked with local Veterans' groups, the National Guard, Fleet Feet and more to put on the event. Mayor Renner along with Chief Kimmerling and Chief Heffner spoke at the beginning of the event.

Two locations were set up for indoor open gym pickleball at Washington and Pepperidge Schools.

A wide variety of programs started during the month, with most occurring towards the end of the month. Fall is a busy time with school starting and fall sports. In 2013 recreation offered more programs, had more participation and had \$6000 more in revenue than 2012. Recreation did find a price point in the gymnastics programs. The price was raised and some classes that filled in the past were canceled due to low enrollment.



Attendance was very good at both sites. Players are asking for more days of the week.

Afterschool Volleyball saw a decline in participation for the 2<sup>nd</sup> year in a row. The decline may be due to both school districts having a policy that does not allow flyers to be distributed to students so it is difficult to reach potential participants. The volleyball programs are at the schools so the assistance of the schools is needed. The youth soccer and TOTS soccer both had waiting lists for registration.

Some of the comments received on program evaluations were: "Thank you for continuing to offer tennis classes with Mary (Walker). Our daughter has learned so much and loves to come to class!" and "Thanks for continuing to offer league play. We have a great time playing!"

Miller Park Miniature Golf Course closed for the summer on September 16. The number of rounds played was up by 60 and revenue was up by \$233. Youth groups as well as families enjoyed the added amenity during their time in Miller Park.

## **Aquatics**

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

O'Neil Pool and Miller Boats closed for the season on Labor Day (Holiday Pool closed in August) which ended the 2014 Aquatics season. There were many record numbers for the summer including the fact that it was one of the coolest on record, plus one of the wettest. The average temperature was 72.4 degrees F.

Swim team, concessions, and daily admission revenues were down compared to 2013. Pool pass sales were up by 55% at O'Neil and 54% at Holiday, bringing in \$12,000 more in revenue than in 2013. The pool pass system was switched from an individual or family pass form to a much more inexpensive individual pass at a cost of \$20 preseason and \$25 once the pools opened. It was warmer in May and June when people normally purchase passes which helped the sales.



Many changes were made in how the swim lessons were structured including the addition of private and semi-private lessons. Over 1600 individuals took part in the classes. This led to a 19% increase in revenue for lessons compared to 2013.

A large number of new staff members worked for the pools this year. The commitment to a well trained staff continued and the amount of required training hours was increased.

Repairs and safety concerns continue to be an issue. Holiday Pool is 44 years old. The facility was updated in 2007, but the main pool is the original pool taken over by the City in 1970 from the old Holiday Swimming & Badminton Club. O'Neil Pool will turn 40 in 2015. Electrical issues raised safety concerns towards the end of the season and have been made a priority for repairs during the winter season. There are many other repairs needed at O'Neil including updating the filtration system,

painting of the pool, fixing the cracks in the pool deck, and updating the restrooms showers, toilets, etc.

Aquatics	Holiday		O'Neil	
	2013	2014	2013	2014
Daily attendance	18,088	16,069	9,741	10,412
Daily admission revenue	\$28,380	\$24,741	\$17,371	\$18,173
Swim lessons	\$22,792	\$27,150	\$13,688	\$16,252
Season pass sales - July	\$15,975	\$24,655	\$6,465	\$10,000

### Pepsi Ice

September participation numbers were very strong. Total revenue was the strongest in September in the facility's history.

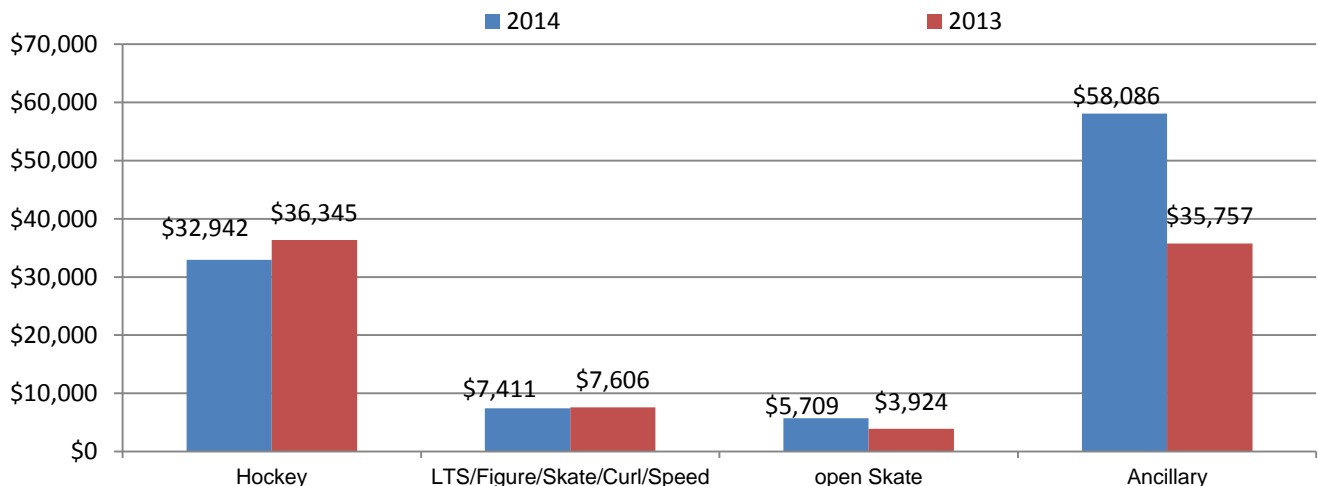
Hockey Learn to Play and Learn to Skate numbers may not reflect precisely compared to last year due to the use of the new Point of Sale system and registration. Reports are now set up to show actual dollars when they come in rather than accrual based accounting. Up until now the number registered and revenue was reflected in the month in which the class started rather than in the month the money was received.



Increased numbers and revenue compared to September 2013 occurred in public skate sessions, freestyle, and ice rental. Ice Rental was up for the month due to the ice being opened up earlier in the season on the Coliseum side. This year they opened up the ice in late August where in the past they have waited until the end of September.

Hockey fee installments are made over a few months so the loss in hockey income in September compared to September 2013 does not reflect a drop in the size of the program. Revenue was up by \$7000 in August. The adult leagues are even with the numbers for Fall 2013. The youth league numbers are up. The largest increase was in the Squirt age group which is for players born in 2004 & 2005. All age groups had an increase except Bantams which is the high school age group. Many of these individuals moved to McLean County Hockey which has travel teams for high school.

**Pepsi Ice 4-Legs September Revenue**



Individuals in Learn to Skate and Learn to Play classes are given an evaluation form to complete before the end of each session. Some of the comments on the most recent forms to the question “What did you like most about the program?” are:

- \* Teachers are fully engaged and the kids show real progress.
- \* Love the different times offered for the Learn To Skate classes and the cost is reasonable. All of the teachers I've seen do a great job encouraging the kids.
- \* Affordable opportunity to learn a unique skill. I'm amazed by how much my daughter has learned and accomplished.
- \* Kathy's extraordinarily patient, and her teaching team was great with the kids. Thanks for planning well enough to have an appropriate teacher-to-student ratio!

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

The unified Special Olympics volleyball teams played in a qualifier tournament on September 6. Both teams placed first which advances them to the State Tournament in October. Basketball players attended an Assessment Night in early September. Their performance was used to place them on the four S.O.A.R. Special Olympics basketball teams. Practice will start in late October. Assessment was done early this year to help families to plan their weekly schedules.

S.O.A.R participants were on the road for some special events held out of town including the Pekin Marigold Festival, the Canal Boat & Trolley Tour at Starved Rock, and a football game at the University of Illinois.

Approximately 40 participants and family members volunteered to help with the annual Knights of Columbus Tootsie Roll drive which was held over three days. Each individual did a two-hour shift. S.O.A.R. receives a donation from both the Bloomington and the Normal Councils each year so they provide some help to them.

The S.O.A.R. staff recruited volunteers, handed out brochures and added many names to their mailing list as they staffed a booth at the Autism Walk, Worldwide Day of Play, and at the Central Illinois Down Syndrome Buddy Walk.

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

Hours for staff in 2014 decreased by 34 compared to September 2013 due to an increase in volunteer hours. There were increases in a few areas and decreases in others, but overall it was similar.

### ***Volunteer Hours***

<b>Program</b>	<b># Volunteers</b>	<b># Volunteer Hours</b>
Programs	12	49
Special Events	2	6
Adult Center	18	72
Hockey	61	254
SOAR	115	337



## Testimonials

*"We sent our granddaughter through your day camp program from the youngest age she could go until the oldest age she could go. We are now getting ready to send our grandson through the program next summer. We love that you guys have a strong family atmosphere with your programs and you value tradition. Our grandson also does hockey and he loves it!" – Peg D. Via Phone*

*None of us minded waiting at the lodge at all. There is no one I would feel safer with than you (Joyce M) and I know I'd be taken good care of if I had an accident. You are a wonderful leader for our group and we have so much fun on our outings. –Carolyn P. via Email*

## Parks

### Horticulture

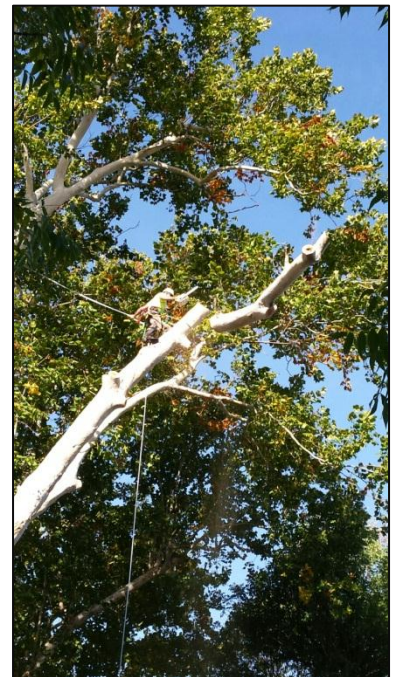
The weather in September was typical for this area. As cooler weather approached grass continued to grow steadily and parks and right of way mowing continued as normal. Mowing man hours were 1773 which is slightly higher than August. Youth football and soccer continued and with all of our fields being used multiple times a week. We continue to receive compliments on the quality of our athletic fields, specifically White Oak Park football field which is irrigated and has a sand base. Fall turf seeding projects completed in September were Constitution Trail due to Kenfield Road sewer repairs and slit seeding of Gaelic Park due to high use over the summer. Both projects had successful seed germination by the end of the month. Horticulture staff worked interdepartmentally with the Fire Department to install 80 rose bushes at



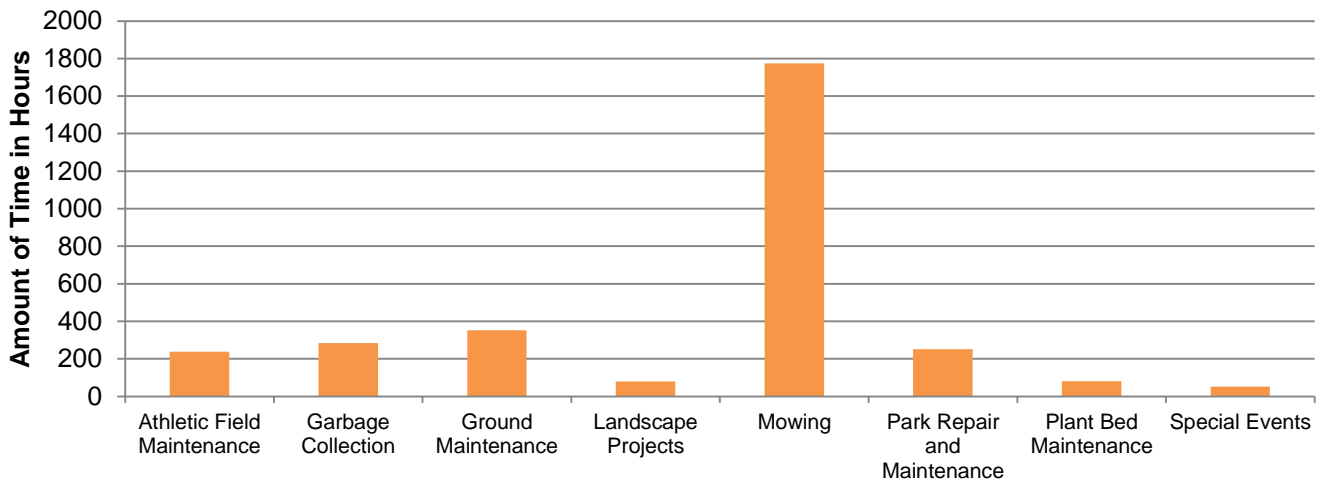
Fire Headquarters on Lee Street.

### Forestry

During in the month of September forestry staff removed 39 trees. This was highlighted by two 110 foot sycamore tree removals on Kelsey Street for the installation of handicapped accessible sidewalk. This job required multiple different climbing, roping, and rigging operations. Forestry staff completed 18 safety trims during the month which consisted of sight obstructions and requests from local schools to clear signs. There were 11 storm damage events in September. Forestry staff is responsible for clearing all limbs and trees from City sidewalks and roadways and is on call 24 hours per day.



## Park Maintenance Field Work (hours) September 2014



### Utility

The Utility staff started another big project in September with the removal and replacement of the playground at Suburban East Park. The Utility staff will be replacing the existing playground with a new playground from Game Time playground manufacturer. New swings will be installed as well as new playground surfacing. A new border design will be installed for the first time at Suburban East. Playground installer Jan Elam came up with the idea of a 10" wide stamped concrete wall. We feel this is a great idea because it will give more character and uniqueness to the playground. The playground will be completed sometime in October.



Staff partnered with US Mechanical for the replacement of 3 compressors for the A/C at US Cellular Coliseum. The total cost of the project was \$64,964.06. These compressors replace the failed units on the rooftop and come with a 5 year extended warranty.

Other Utility projects in September included:

- 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
- Monthly park inspections at all City parks
- 2 Utility staff members attended Arc Flash training
- Installed a new sliding door at Fire station #4 was installed
- Began Winterization of O'Neil and Holiday pools
- A new memorial bench at O'Neil skate park in honor of Jeff Knuth a longtime advocate of the skate park
- The Superintendent and Assistant attended a Nature Play Symposium



# Finance Director



## Patti-Lynn Silva

### Finance Department

September 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.

### September 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**

Budget season for the City of Bloomington is in full effect in the month of September. The Finance Department has been working with Department heads to formulate the FY 2016 budget. Finance takes this early opportunity to look for potential pitfalls or surpluses that might affect the FY 2016 Budget.

As of August 1<sup>st</sup>, 2014, the new Local Motor Fuel Tax of \$0.04 per gallon of fuel and the 4% Amusement Tax went into effect. September was the first month of collection for both taxes. The Finance Department is pleased to report local businesses have done an excellent job of complying with the new taxes. Finance will continue working with local businesses throughout this transition to ensure timely and effective compliance with these new tax laws.



## September 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 <sup>3</sup>	\$13,700,672	\$3,414,240	\$3,521,075	\$ (106,835)	-3.03%
Home Rule Sales Tax <sup>3</sup>	\$14,647,149	\$3,576,339	\$3,715,015	\$ (138,676)	-3.73%
Income Tax <sup>3</sup>	\$7,529,874	\$2,303,004	\$2,431,363	\$ (128,359)	-5.28%
Utility Tax <sup>4</sup>	\$6,132,913	\$1,745,390	\$1,437,622	\$ 307,768	21.41%
Food & Beverage Tax <sup>4</sup>	\$4,363,447	\$1,452,170	\$1,487,703	\$ (35,533)	-2.39%
Ambulance Fee <sup>4</sup>	\$5,022,998	\$1,353,251	\$1,398,324	\$ (45,073)	-3.22%
Hotel & Motel Tax <sup>4</sup>	\$1,759,003	\$602,589	\$697,598	\$ (95,009)	-13.62%
Franchise Tax <sup>4</sup>	\$2,190,809	\$509,947	\$503,032	\$ 6,915	1.37%
Replacement Tax <sup>3</sup>	\$1,857,810	\$672,024	\$765,317	\$ (93,293)	-12.19%
Building Permit <sup>5</sup>	\$897,000	\$342,477	\$411,117	\$ (68,640)	-16.70%
Video Gaming <sup>3</sup>	\$306,000	\$142,193	\$73,955	\$ 68,238	92.27%
Local Use Tax <sup>5</sup>	\$1,325,600	\$563,498	\$500,821	\$ 62,677	12.51%
Auto Rental <sup>3</sup>	\$100,000	\$22,020	\$24,941	\$ (2,921)	-11.71%
Packaged Liquor <sup>4</sup>	\$1,040,000	\$360,219	\$347,446	\$ 12,773	3.68%
Vehicle Use Tax <sup>4</sup>	\$889,463	\$411,880	\$377,443	\$ 34,437	9.12%
Amusement Tax <sup>1</sup>	\$1,000,000	\$53,210	\$0	\$ 53,210	0.00%
Local Motor Fuel <sup>1</sup>	\$1,000,000	\$203,594	\$0	\$ 203,594	0.00%

### September Accomplishments:

- Collected the first month of Amusement and Motor Fuel Tax Remittances
- Kicked off the FY 2016 Budget
- All fieldwork for the FY 2015 audit was conducted



Budget season in the Finance Department is a busy time of year. Finance staff will work long hours and provide extensive outreach to all City departments. Our staff is well equipped to address these challenges and looks forward to a successful budget season.

## **PROCUREMENTS – SEPTEMBER 2014**

<b><u>TYPE</u></b>	<b><u>TITLE</u></b>	<b><u>DEPARTMENT</u></b>
<b><u>RFP #</u></b>		
2015-24	WM Relocate & Lining - Award Scheduled	Water
2015-27	Lime Sludge Removal - Bids Rejected - To Be Rebid	Water
2015-33	Street Trees - Awarded	P, R&CA
2015-34	Lake Bloomington A&E Services - Underway	Water
<b><u>BID #</u></b>		
2015-25	Pepsi Ice Deck Rehab - Work Underway	Facilities
2015-29	BPD Training Facility Mold Removal - Bids Rejected - To Be Rebid	BPD & Facilities
2015-30	Pump/Motor - Award Made	Water
2015-31	VFD/Motor Control - Award Made	Water
2015-32	Beck Value Actuator - Award Made	Water
2015-35	Water Treatment Chemicals - Awards Made	Water
2015-36	Leaf Material Disposal - No Offers	PWD
2015-37	Topsoil Processing Machine - Underway	Fleet
2015-38	Wireless Network Controllers - Underway	IS
2015-39	BFD HQ Station Electric Upgrade - Underway	BFD
2015-41	City Internal Audit - Underway	Finance
<b><u>RFQ #</u></b>		
2015-16	Briarwood Sub Rehab - Underway	Engineering
2015-26	Bridge Replacements - Underway	Engineering
<b><u>UNDER DEVELOPMENT</u></b>		
Refinement of City Procurement Code & Policies Underway		
BFD HQ Station Overhead Door Opener Replacement		
BFD HQ Station Kitchen Remodel		



# Communication Manager



Nora Dukowitz

## Communications and Public Information

September 2014 Edition

### Bloomington 101

September saw the launch of Bloomington 101, the City's first ever Citizens' Academy. Approximately 40 people applied for the program, with 20 being selected at random to participate in the pilot and the remaining applicants being put on a waiting list for a possible additional session next spring or fall. The participants meet weekly for ten weeks, learning about various City departments along the way. In September, the participants received a program orientation during the first week, followed by sessions with the Public Works, Police and Water departments.

Response to the program has been hugely successful. Comments so far have included:

- "I went home with more knowledge on the city and eagerly await next week's session."
- "Great information. Appreciated the knowledge and passion from each presentation."
- "It was really great getting to meet such dedicated, knowledgeable front-line workers. Every single question we asked was met with a great answer."
- "They were all great and very proud of what they do for us!"
- "Impressive enthusiasm & preparation!"



Bloomington 101 is proving to be a dynamic way to engage with the public.

## **Social Media**

While some areas of the City have been active with social media, mainly Facebook, for years, other areas, including the overarching “City of Bloomington” accounts, are relatively new as of this year. September saw a 37% increase in the City’s Facebook fans, with the page totaling 828 fans by the end of the month. Weekly total reach increased 72.5% to 4,408 people. Social media reach and engagement vary widely among all of the City’s accounts, which include departments such as Police and Fire as well as individual facilities including Miller Park Zoo and the BCPA. The Police department’s Facebook page, for instance, had over 3,000 fans and a total weekly reach of 36,167 in the month of September. Public interest in the content of each social media account varies, and staff is working on establishing social media best practices to maximize this very powerful, and ever-changing, tool across the entire organization.

In mid-September, staff attended the @Midwest social media conference at Heartland Community College. Topics included the use of social media in crisis communications, creating engaging content, 2014 trends and more. Staff attended a training specifically on social media response in crisis and natural disaster situations earlier this year also.

## **Transparency**

In September, staff worked to update the website per the recently adopted Website Transparency Ordinance, which follows transparency best practices established by the Illinois Policy Institute. All updates were ready ahead of the October 1 deadline. Staff continues to work on updating information on the website to improve its website transparency score, currently rated by the IPI at 88.7/100, one of the best in the State.

## **City Manager Updates**

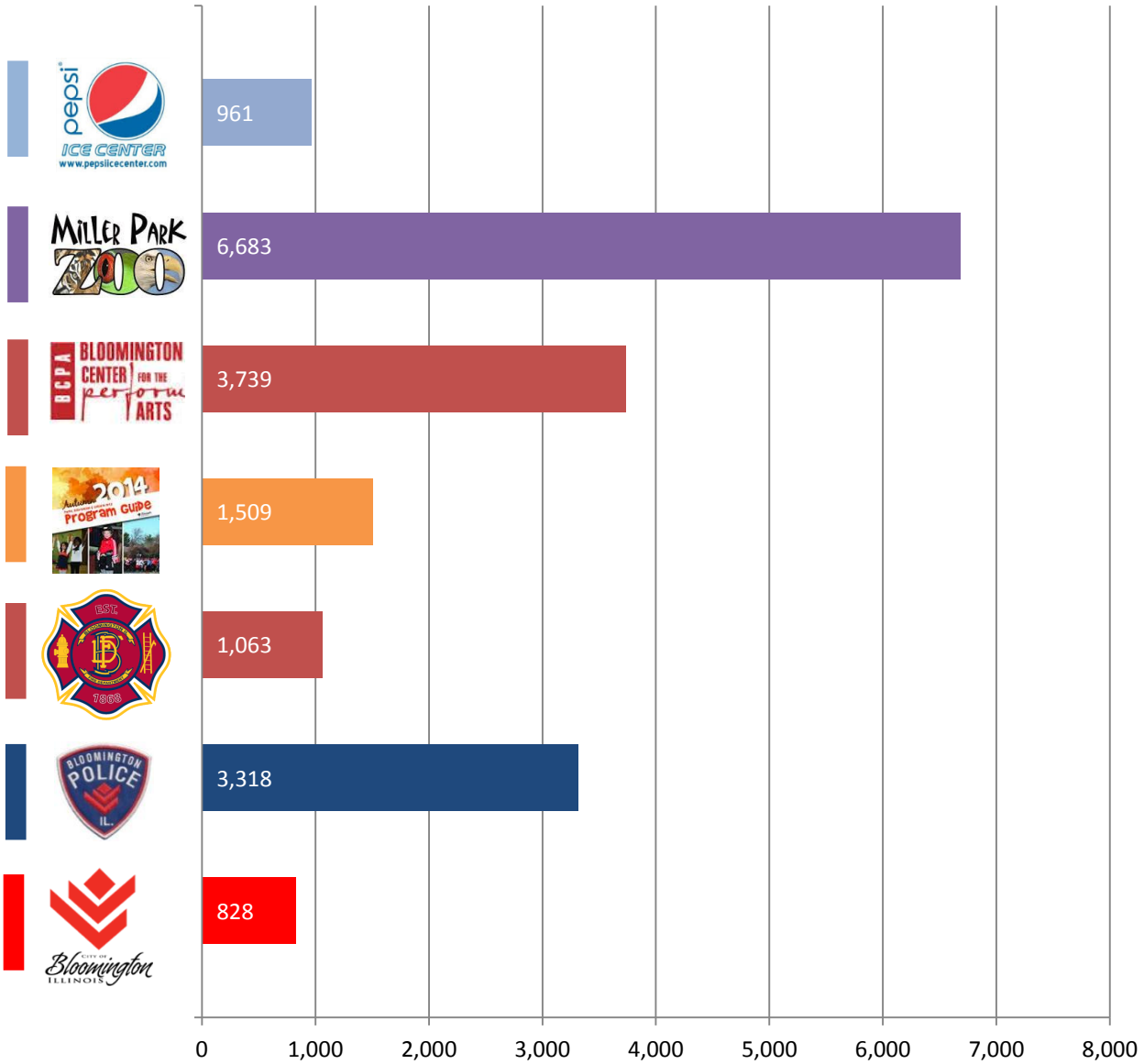
Working closely with the City Manager, staff initiated a program in September to develop biweekly email updates to staff regarding key topics of interest in the City Manager’s office. These updates not only help to inform employees citywide but also encourage them to reach out to the City Manager with ideas and questions.

## **Topics of Interest**

Staff worked with the media, public and others on communicating a wide variety of topics during the month of September, including:

- The City’s bond refundings of approximately \$24 million in debt related to the U.S. Cellular Coliseum
- The Coliseum’s first quarter economic impact
- The resignation of Alderman Rob Fazzini and appointment of Alderwoman Diana Hauman
- The settlement agreement related to the Coliseum and Pepsi Ice Center garage
- The naming of an Interim Water Director
- The reclamite pavement treatment process
- The West Jefferson St. barrier
- The primate in Franklin Park

Spetember 2014 Facebook Likes



Facebook Insights: Aggregate	September 2014
Total Likes	18,101
Average Daily Growth	20
Total New Likes	610

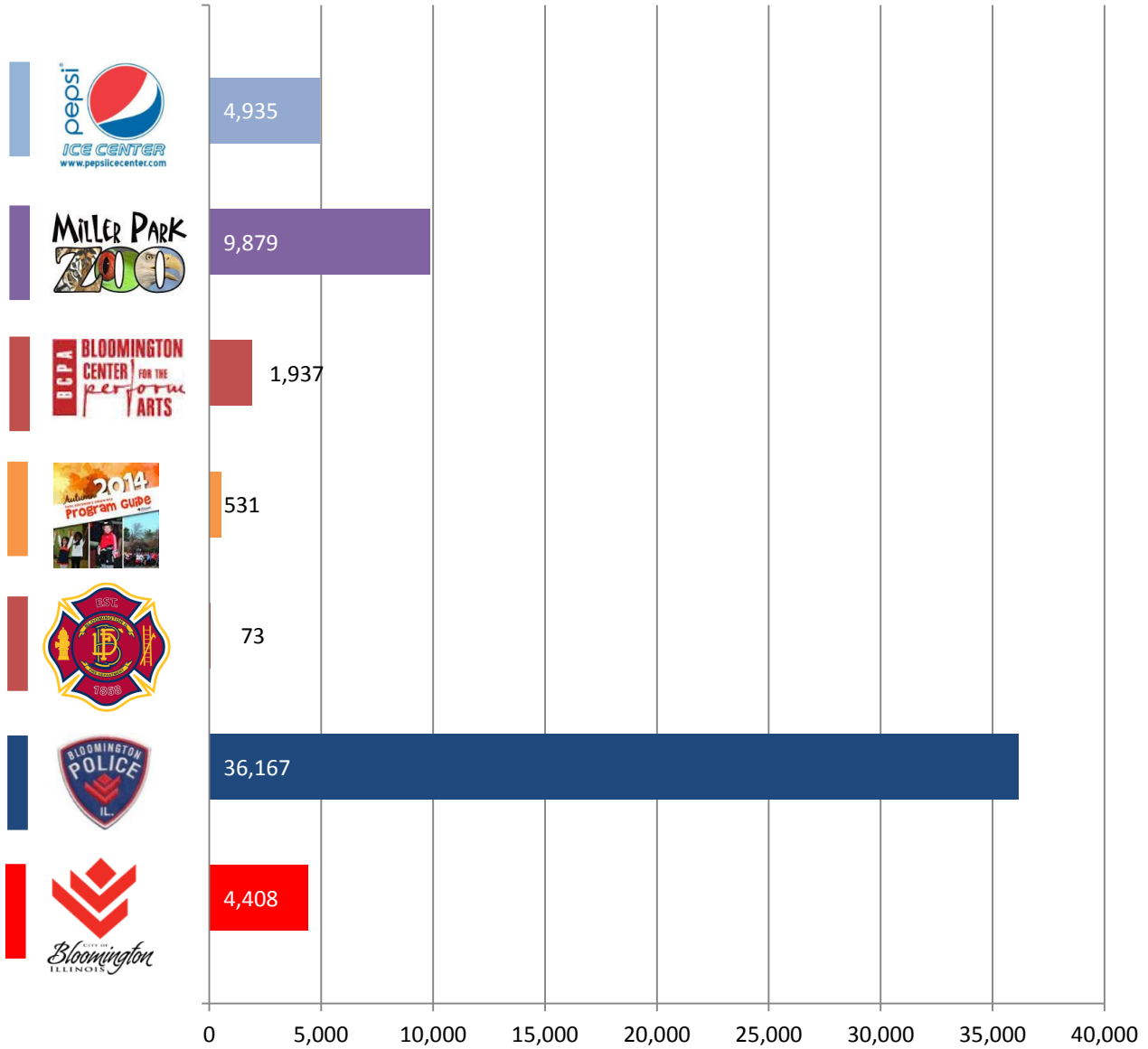


Twitter Insights: Aggregate	September 2014
Total Followers	1,730
Average Daily Growth	6
New Followers	186





### September 2014 Weekly Reach



### Facebook Insights: City Hall Snapshot



Total Likes	New Likes	Weekly Total Reach
828	232	4,408
37.1%	8 (daily avg)	69.3%

## Facebook Insights: Police Department Snapshot



Total Likes	New Likes	Weekly Total Reach
3,318	387	36,167
12.6%	13 (daily avg)	21.2%

## Facebook Insights: Fire Department Snapshot



Total Likes	New Likes	People Talking About This	Weekly Total Reach
1,063	40	175	73
3.3%	1 (daily avg)	63.6%	-87.6%



## Interim Facilities Manager



Derrick Hengstebeck

### Facilities Management

September 2014 Edition

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

The City recently completed a comprehensive Facilities Condition Assessment which analyzed 39 City owned buildings. The objectives of the assessments were to: Identify the condition of the assessed buildings and determine capital expenditures required over the next ten years; Determine risk failure of the various systems and components; Determine criticality and impact of system and component failure. This major study will assist the City in long-term planning and capital maintenance vital to ensuring proper care and protection of City properties and investments.

#### Projects Initiated in September

The month of September was a busy month for the Facilities department; work included the following: Lake Bloomington Ranger's Residence bid for architectural/engineering services, bidding of Lincoln Garage preventative and structural maintenance design, awarded design of the Police Department garage dry sprinkler system, and asbestos sampling at multiple city owned properties.



# Department Director



Scott Sprouls

## Information Services Department

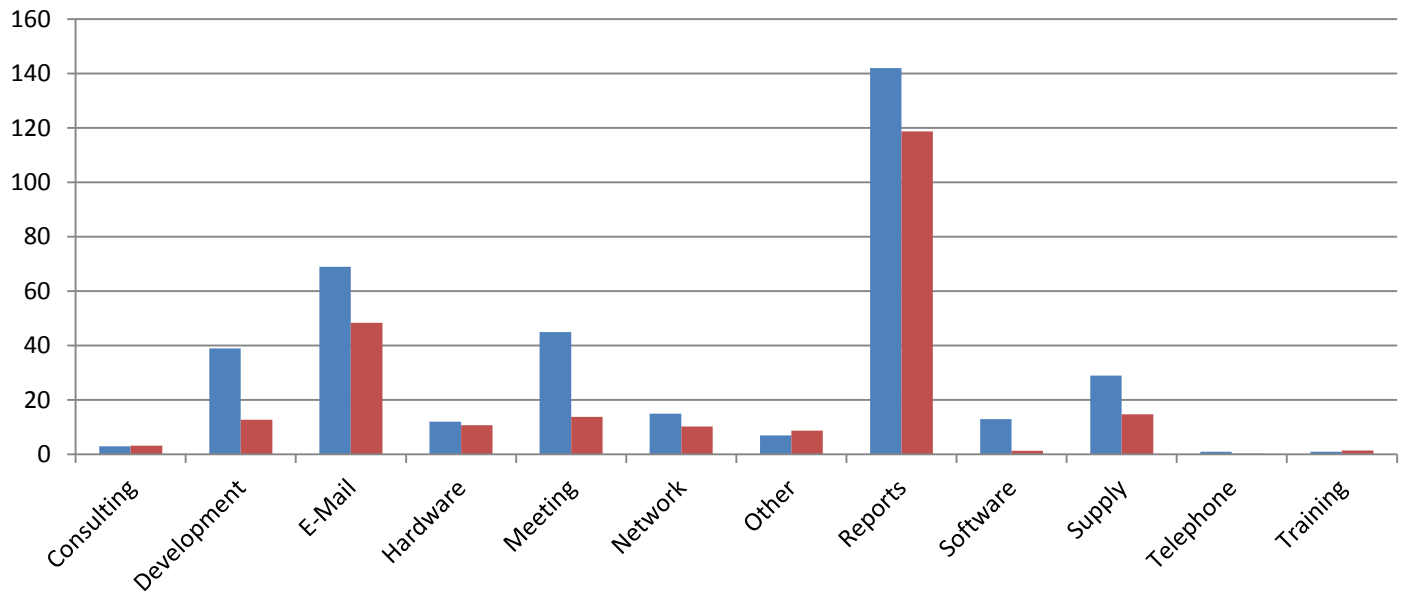
September 2014 Edition

### 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

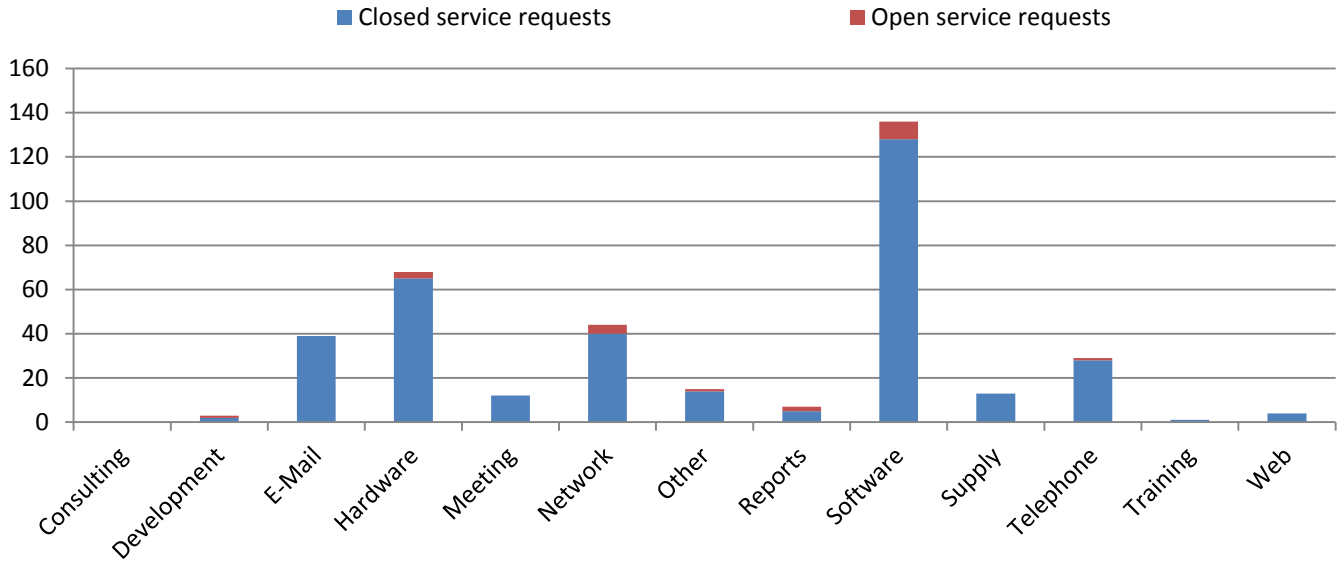
#### September Requests for Service vs Hours Spent on Request

■ Number of service requests   ■ Hours spent on service requests

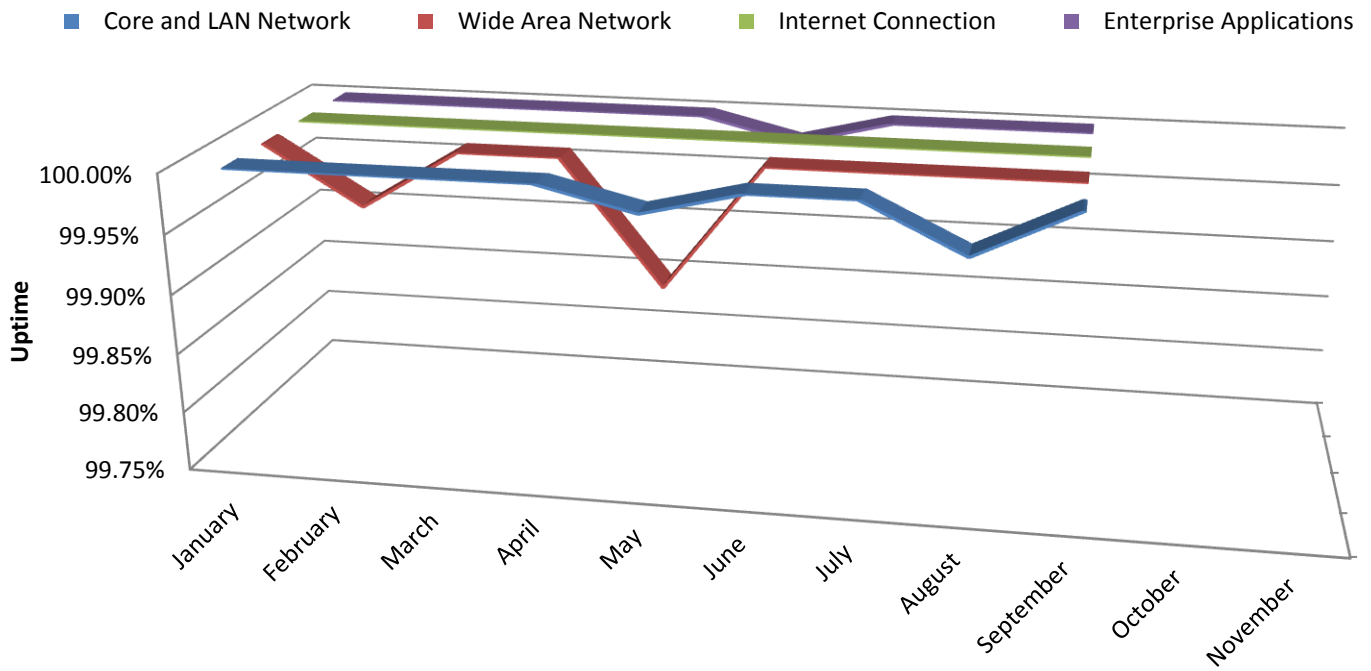




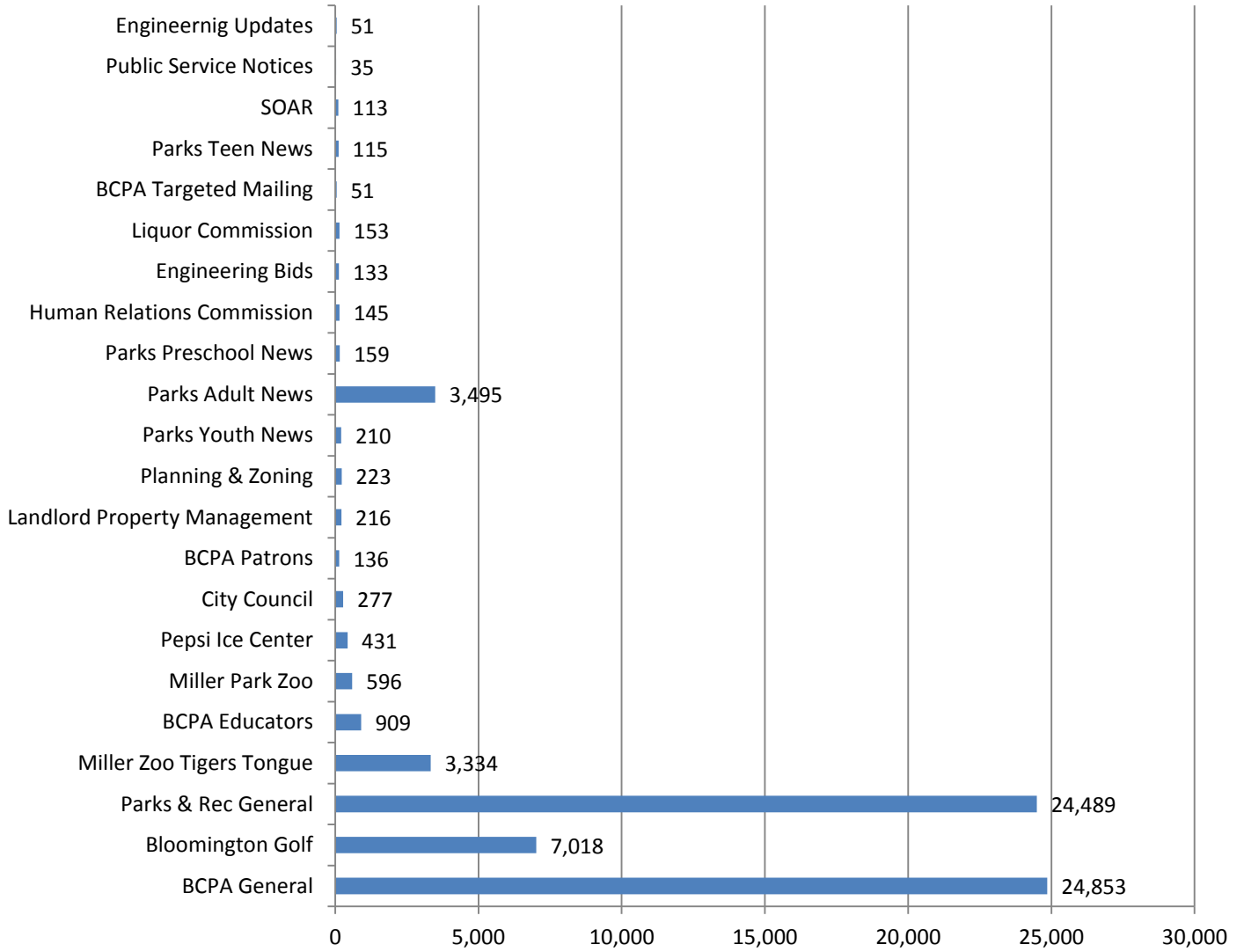
### September 2014 Closed Service Requests



### 2014 System Uptime



### September 2014 Lyris List Server Information





## City Clerk



Tracey Covert

## City Clerk

September 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.

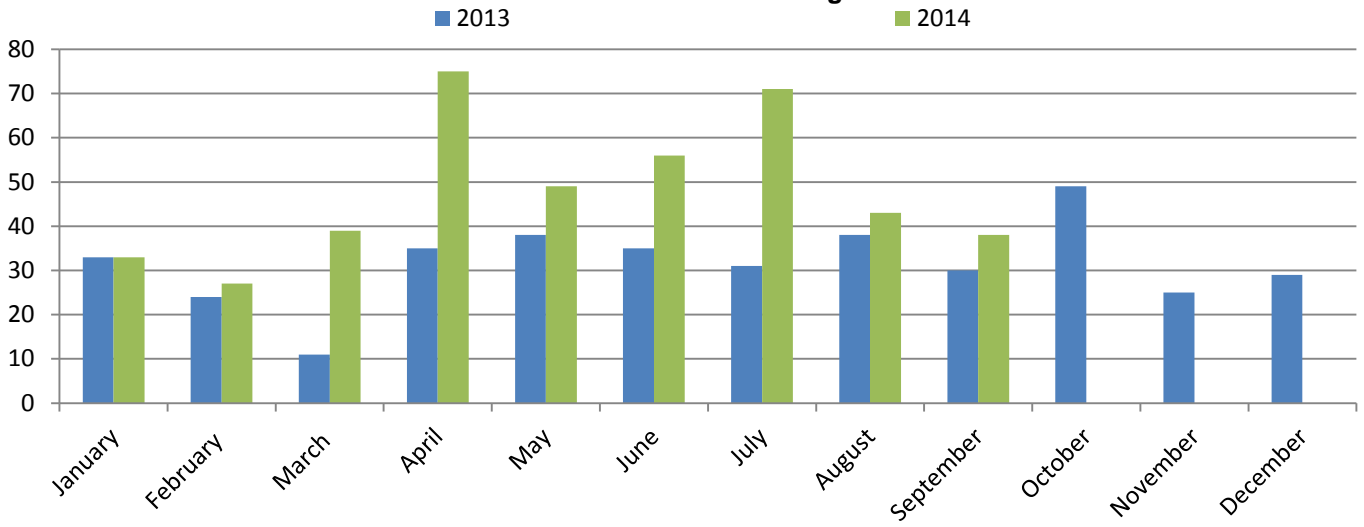
A lot of work of the City Clerk's Office is completed behind the scenes. People often do not realize the support provided to the Council, other City departments and the citizenry.

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.

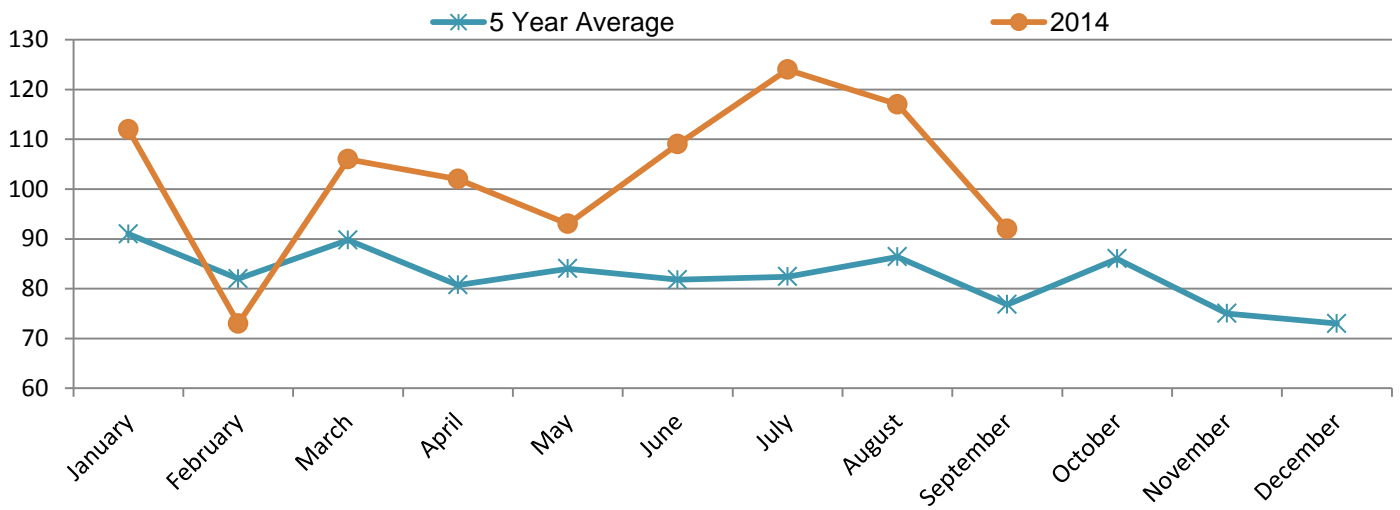
Finally, per statute the City Clerk is the "keeper of the records." Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

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

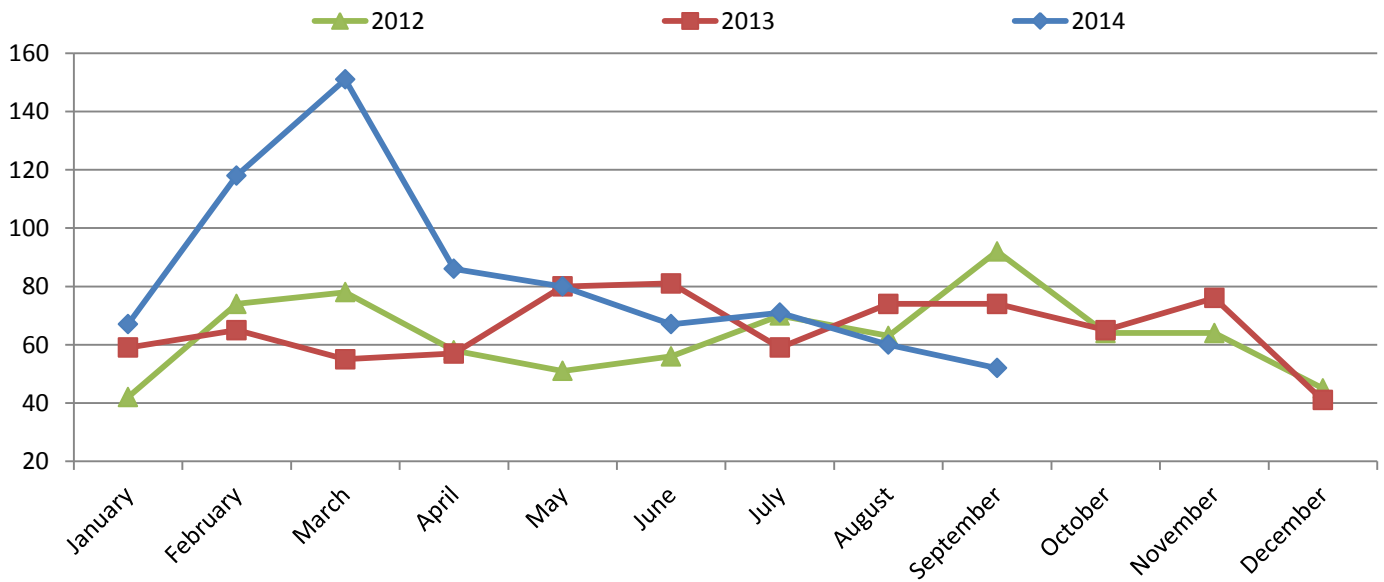
**Number of Items on the Council Agenda**



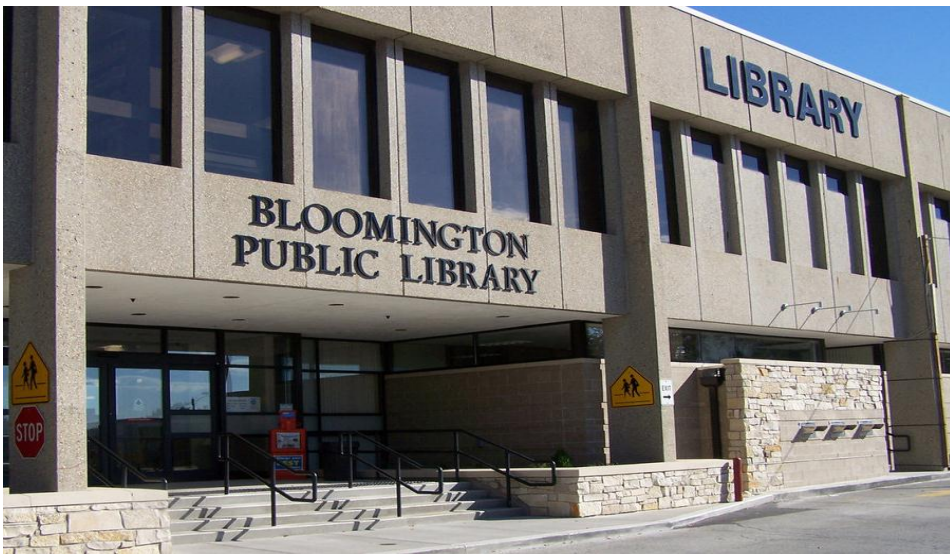
**F.O.I.A. Request by Month**



**FOIA Average Staff Time per Request in Minutes**







# Library Director

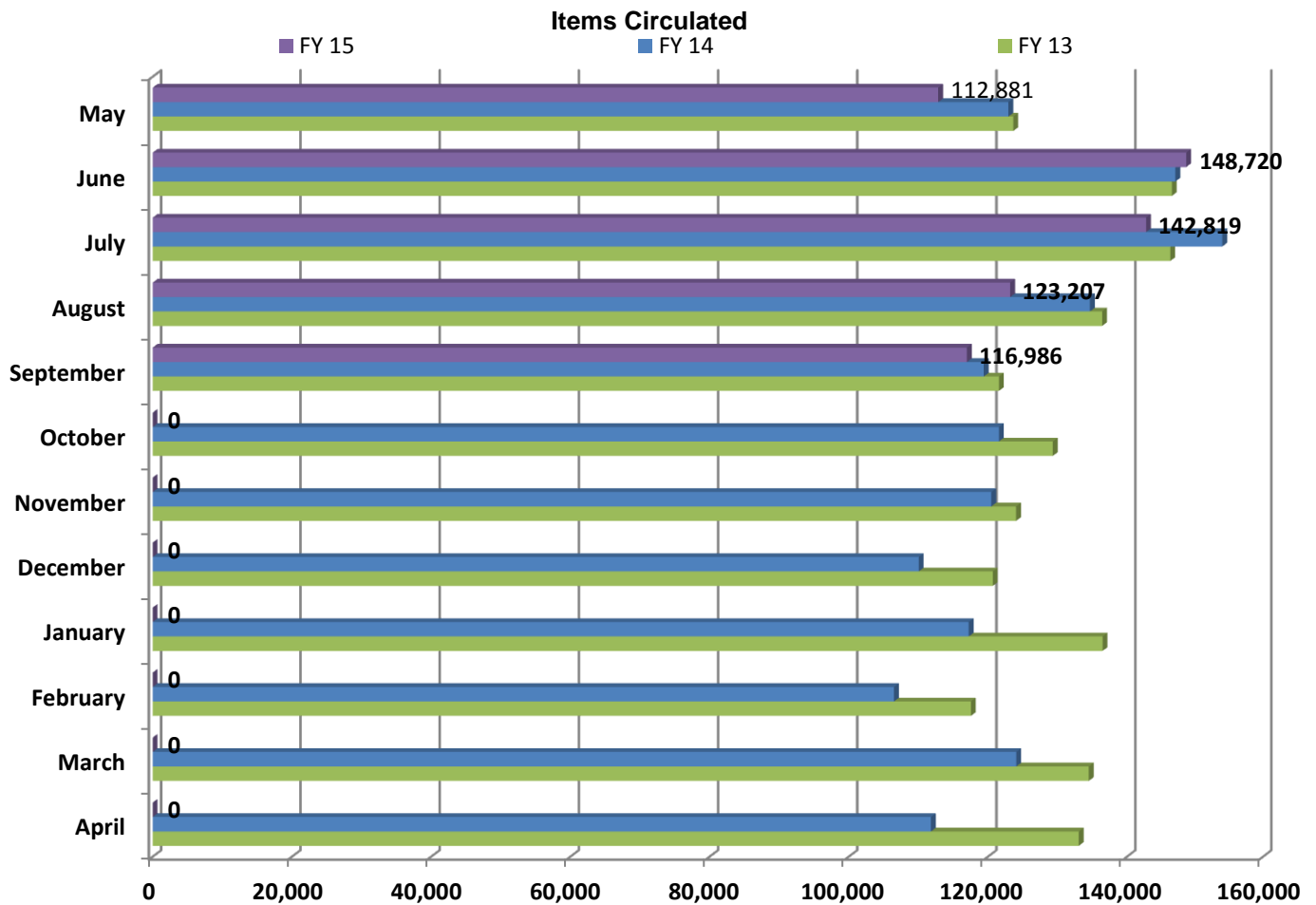


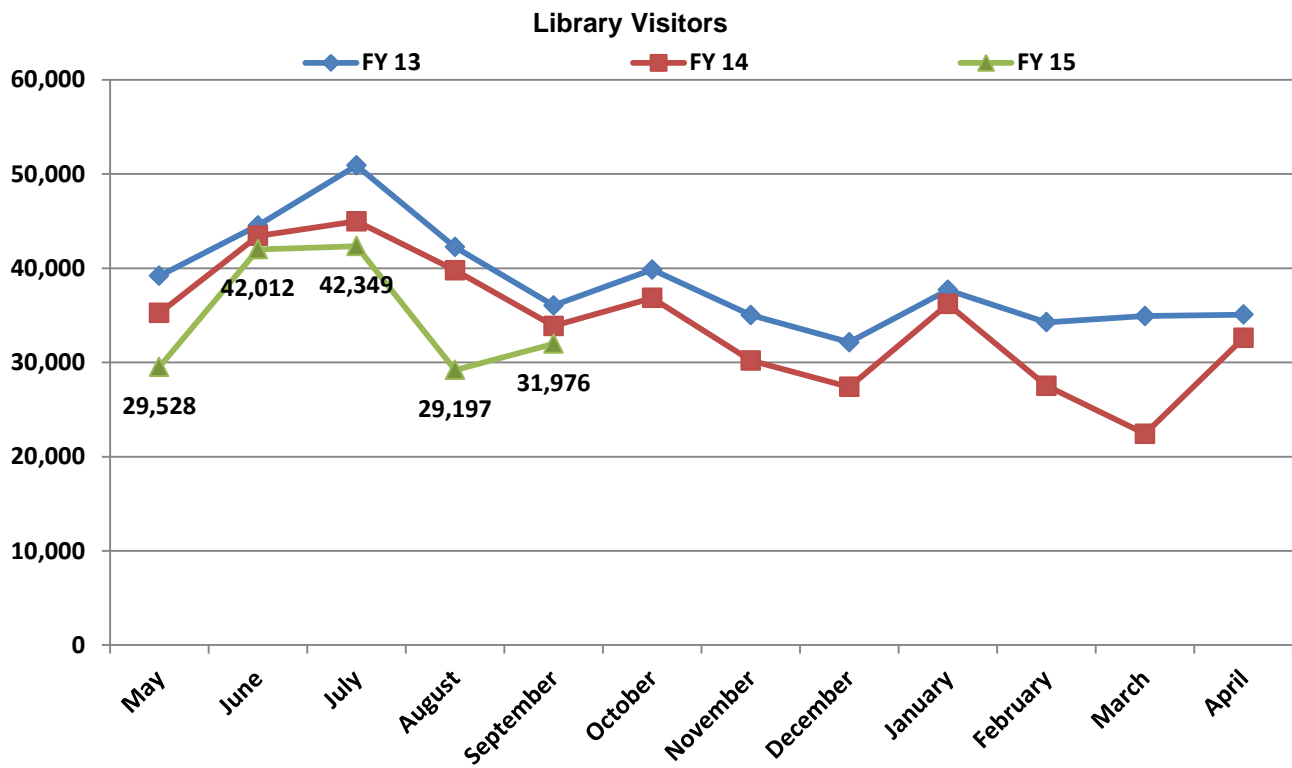
**Georgia Bouda**

September 2014 Edition

## Library

Customers borrowed 116,986 items in September, 2014, a decrease from the 119,417 items borrowed in September, 2013. Visitors to the Library were down from 33,869 in September, 2013 to 31,976 in September 2014. Staff answered 4322 questions from customers this month.





**Programs and Attendance in the month of September:**

**Children Programs and Attendance:**

- Talk Like a Pirate Day –152 attended
- Principals Read – 2 sessions – 109 attended
- Lapsit story times – 8 sessions – 193 attended
- Toddler story times – 6 sessions – 229 attended
- Preschool story time – 4 sessions – 85 attended
- 2nd Monday Story Club – 4 attended
- Singing Swinging Story Time (evening and Saturday) – 2 sessions – 36 attended
- Tales for Tails (read to dogs) – 3 sessions – 78 attended
- Beginning Reader Club – 2 sessions – 11 attended
- Head Start Fun Club visit – 105 attended
- Milestones visit – 24 attended
- Visited Little Jewels Day Care – 33 attended

**Teen Programs and Attendance:**

- Teen Manga/Anime Club – 2 sessions – 5 attended
- DIY Homemade Speakers – 1 session -- 0 attended
- Teen Advisory Board – 1 session – 0 attended
- Check Out a Banned Book promotion – 0 participated

## **Adult Programs and Attendance:**

- Fiction – 1 session – 6 attended
- Mystery Book Club – 1 session – 10 attended
- Nonfiction Book Club – 1 session – 0 attended
- SciFi Movie/Book Club – 1 session – 6 attended
- Classic Movie Wednesdays – 2 session – 12 attended
- Anime Now for Adults – 2 sessions – 18 attended
- Lunch and Learn with IWU and McLean History Museum – 1 session – 23
- Retirement Planning with Foundation for Financial Education – 1 session – 10 attended
- There were 10 requests for individual appointments with a library staffer. Topics included the ereaders/ebooks; general computer, job searching & resumes; and two specifically for IT staff about downloading flash and organizing photos.

# Compliments to the City

---

To: Tom Dabareiner/Cityblm@Cityblm  
From: Beth Oakley/Cityblm  
Date: 10/08/2014 10:58AM  
Cc: David Hales/Cityblm@Cityblm, Sue McLaughlin/Cityblm@Cityblm  
Subject: Re: concerned citizen

I suspected it was a safety concern because he was so upset. Thank you for going out there. He TRULY appreciated it . . . so much so that he returned a call to me to let us know how much he appreciated our assistance. I forwarded the voice mail to your attention so that you could hear it first hand. Thank you!!!

## **Beth Oakley**

Administrative Specialist  
City of Bloomington | Administration Office | 109 E. Olive Street, Bloomington, IL 61701  
(309) 434-2210 | [boakley@cityblm.org](mailto:boakley@cityblm.org)

To: Beth Oakley/Cityblm@Cityblm  
From: Tom Dabareiner/Cityblm  
Date: 10/08/2014 10:34AM  
Subject: Re: concerned citizen

Actually it was pretty hazardous, but all in the ROW. I contacted Frontier who has already routed a repair truck. I met the caller who was on-site and spoke with him.

To: Tom Dabareiner/Cityblm@Cityblm  
From: Beth Oakley/Cityblm  
Date: 10/08/2014 09:25AM  
Cc: Sue McLaughlin/Cityblm@Cityblm  
Subject: concerned citizen

Tom -

I took a phone call yesterday from a very concerned citizen trying to get some help for his mother. He called again this morning because he has not been able to find anyone willing to help. Here's his concern. A pole has snapped off at his mother's residence, 705 West Empire, and wires are nearly touching the ground.

He has spoken with both BPD and BFD and both departments have been on scene. No caution tape was placed and he was instructed to call Ameren. Ameren responded and told him it wasn't their pole and referred him to Comcast. Comcast responded and told him it wasn't their pole and referred him to Frontier. Frontier is telling him that a ticket needs to be written and it will be at least 3-4 days before someone will respond. Still no caution tape. The caller, Tom Ryan, says it is extremely dangerous and cannot wait that long. He is obviously frustrated and wants someone to assist. Perhaps there is a PACE violation and someone from PACE could call/respond?

Thanks!

**Beth Oakley**



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To: Jim Karch <jkarch@cityblm.org>  
From: Robin Chiavetta  
Date: 10/07/2014 09:29AM  
Subject: Thank you

Jim,

You know that I'm a dork, but I was thinking about this on the way to work this morning – Your crew has the majority of potholes repaired! I know people complain about potholes, as none of us like them. There were SO MANY this year due to the harsh winter months. Not only have you tackled this huge project, but the repairs seem to be a high level of quality.

I don't know how your staff pulled it off with all the other construction projects, but please know that I think about these things and I am grateful! ☺

Robin Chiavetta

**Town of Normal**

Information Technology

(309) 454-9608

[rchiavetta@normal.org](mailto:rchiavetta@normal.org)

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To: Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm, Joe DeGraeve/Cityblm@Cityblm, Larry Coleman/Cityblm@Cityblm  
From: Vanessa Campos/Cityblm  
Date: 09/30/2014 03:07PM  
Cc: Jim Karch/Cityblm@Cityblm, Pam Bertrand/Cityblm@Cityblm, Katie Stamp/Cityblm@Cityblm, Jen Jepsen/Cityblm@Cityblm  
Subject: Compliment !

Resident from East Gate called with gratitude saying that the city crews that keep her neighborhood clean are doing a great job from the cart collection to picking up all the yard waste. She has been impressed with services all summer. She wanted to make sure the crew knew how great of a job they are doing.

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

To: Jim Karch <jkarch@cityblm.org>  
From: Karol Clapper  
Date: 10/02/2014 10:16AM  
Cc: Joni Painter <jpainter@cityblm.org>, Colleen Winterland <cwinterland@cityblm.org>, Robert Marsh <rmarsh@cityblm.org>, Jason Harden <jharden@cityblm.org>  
Subject: RE: street drain

Jim, I'd like to thank you so much for your Prompt (!) attention to this. It'll be nice to have it flowing properly again. I also want to tell you that the staff who attended to it were very friendly and professional. The city should be proud of the Public Works Staff, for sure!

Hi,

*This is to commend the Bloomington Street Department for being so efficient and prompt!*

*I live on the 6<sup>th</sup> floor of the Ensenberger Condos and I have my office on the 1<sup>st</sup> floor. Occasionally I park along the west side of Center Street to run into my office or deliver things. For a long time there has been a hole (not very big) just large enough that I have turned my ankle several times resulting in no breaks, etc. but just before I called your office, I turned my ankle, tried to grab my car and almost fell in front of a car.*

*Needless to say, I was shaking all over. A call to your office to get something put in the hole resulted in the utmost of kindness, friendliness and efficiency and I wanted all of you to know how much I appreciated it. We are fortunate in having such a well run Department. Thanks again! Char Huff*





DELIVERED ON 11-01-14  
Mrs. Mary Nichols  
2111 Peirce Ave  
Bloomington, IL 61701-5810  
PM 3 L

Mr. Rob Henson  
City of Bloomington  
Public Works Department  
P.O. Box 3157  
Bloomington, IL 61702

Personal

Tuesday, September 30, 2014

Dear Mr. Henson,

For many years, garbage pickup day has been Tuesday in my neighborhood. Today, I had my usual garbage plus 7 yard waste tubs. I'm usually home when they pick up my garbage and yard waste and bring my cans up right away.

This morning I had two doctor's appointments and when I got home around noon time, I saw that my cans were empty and all that was left was some yard waste in front of several of my neighbor's houses that needed to be picked up by the front loader (not sure what you call it).

I changed my clothes and was out



**From:** Mike Kimmerling/Cityblm  
**To:** Parrish Brown/Cityblm@Cityblm  
**Cc:** Lester Siron/Cityblm@Cityblm, Eric Vaughn/Cityblm@Cityblm, Brian Mohr/Cityblm@Cityblm, Eric West/Cityblm@Cityblm, Gary Sushka/Cityblm@Cityblm, Steve Glusti/Cityblm@Cityblm  
**Bcc:** Sue Witt/Cityblm

**Date:** Monday, September 29, 2014 12:50PM  
**Subject:** Fw: thank you

---

I believe this was your shift. Again as always, great job in supporting other agencies we work with.

Michael Kimmerling  
Fire Chief  
Bloomington Fire Department  
Office (309) 434-2627  
Fax (309) 434-2291  
[mkimmerling@cityblm.org](mailto:mkimmerling@cityblm.org)

*"Dedicated to our Community, our Profession and Each Other"*

-----Forwarded by Mike Kimmerling/Cityblm on 09/29/2014 12:49 -----

To: "mkimmerling@cityblm.org" <mkimmerling@cityblm.org>, "Brendan Heffner" <bheffner@cityblm.org>  
From: "Kimmerling, Beth" <beth.kimmerling@mcleancountyil.gov>  
Date: 09/29/2014 11:46  
Subject: thank you

Gentlemen. Just FYI your departments provided much needed crowd control and lighting assistance at a death scene at 501 S. McLean on Saturday evening, September 27<sup>th</sup> 2014. My staff greatly appreciated the willingness of your personnel to ensure that we had a safe environment for us to do our jobs. Thank you for looking out for us. Hope you both have a good week.

*Beth Kimmerling, RN, BSN, MFS, D-ABMDI*

McLean County Coroner

104 West Front Street

Bloomington, IL 61701

309.888.5210 phone

309.888.5090 fax



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**From:** Mike Kimmerling/Cityblm  
**To:** Fire Department

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**Date:** Wednesday, August 20, 2014 08:53AM  
**Subject:** Assistance for Normal Fire

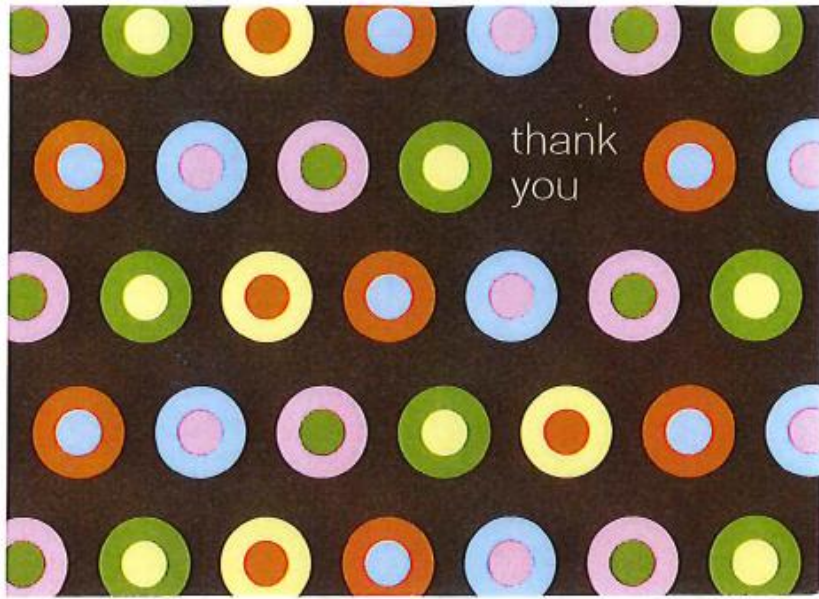
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I want to thank each and every one of you for the assistance provided to the Normal Fire Department over the past few days. I know each of you played a role in support of everyone at NFD during their loss. From casket watch, participating in the processional, funeral detail, to coverage for their community during the services, I greatly appreciate what all of you did. This speaks to being dedicated to our profession and I am proud of your actions during this difficult time. It was definitely noticed not only by the members of the Normal fire Department, but also the community.

Thank you

Michael Kimmerling  
Fire Chief  
Bloomington Fire Department  
Office (309) 434-2627  
Fax (309) 434-2291  
[mkimmerling@cityblm.org](mailto:mkimmerling@cityblm.org)

*"Dedicated to our Community, our Profession and Each Other"*



Dear firefighters

Thank you for helping us from fires  
And, Thanks for telling us in

The kids really enjoyed  
touring the fire station  
and seeing the equipment  
up close. They also enjoyed  
the goody bags!  
Thanks again!

D87 ESL  
Summer Program

Daniel  
Aniruddh  
Mrs. Wiggs  
Marlene  
Breanna

Tarun  
Christopher

Amogh  
vijaya  
Enma  
sarwani

**RECREATION**

"We sent our granddaughter through your day camp program from the youngest age she could go until the oldest age she could go. We are now getting ready to send our grandson through the program next summer. We love that you guys have a strong family atmosphere with your programs and you value tradition. Our grandson also does hockey and he loves it!"  
– Peg D. Via Phone

None of us minded waiting at the lodge at all. There is no one I would feel safer with than you (Joyce M) and I know I'd be taken good care of if I had an accident. You are a wonderful leader for our group and we have so much fun on our outings.  
–Carolyn P. via Email

**MILLER PARK ZOO**

"The Miller Park Zoo is taking the lead in science education. Education is a high priority for the Miller Park Zoo, as well as for all AZA-accredited zoos and aquariums, and this award provides well-deserved national recognition for the Junior Zookeepers education program, which is helping to build the next generation of conservationists." – AZA President and CEO Jim Maddy via press release

**GOLF COURSES**

"I drove down twice this week from the Chicago area to enjoy The Den golf course. The course quality is as good as anything we've got up north and the value is unmatched." – Mike, West Chicago, IL.

**BCPA**

From Patron Post-Show Survey from Deon Cole:

"... Staff/ushers WERE AWESOME and very friendly"

"I appreciated the attempt to 'diversify' the performances/acts booked by BCPA."

"We loved the show!! He was very funny. We love to see comedy at the BCPA"

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