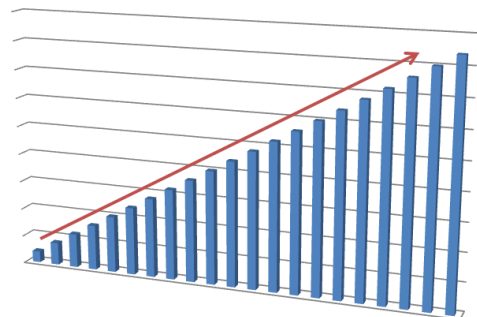




# CITY MANAGER'S MONTHLY REPORT

## MEASURING PERFORMANCE, TARGETING RESULTS





# Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Continuous Journey Toward Excellence	3
Welcome from the City Manager	4
Strategic Plan 2010 →2015 →2025	5
Spotlight City: SRTS Grant Awarded to City	6
Executive Summary	7
Police Department	9
Public Works Department	15
Parks, Recreation & Cultural Arts Department	21
Water Department	32
Finance Department	36
Communications and Public Information	39
Information Services Department	44
City Clerk	47
Library	49
Compliments to the City	50

## Upcoming Community Events

- [Ugliest Sweater Run](#), 1020 S. Morris Ave., December 6, 1:00 pm
- [The Pantagraph’s Holiday Spectacular](#), BCPA, December 6, 2:00 pm
- [Greg Proops](#), BCPA December 13, 7:30 pm
- [State Farm Holiday Classic](#), U.S. Cellular Coliseum, December 27, 9:30 am
- [World Championship Ice Racing](#), U.S. Cellular Coliseum, January 3, 7:30 pm

## Upcoming Meetings

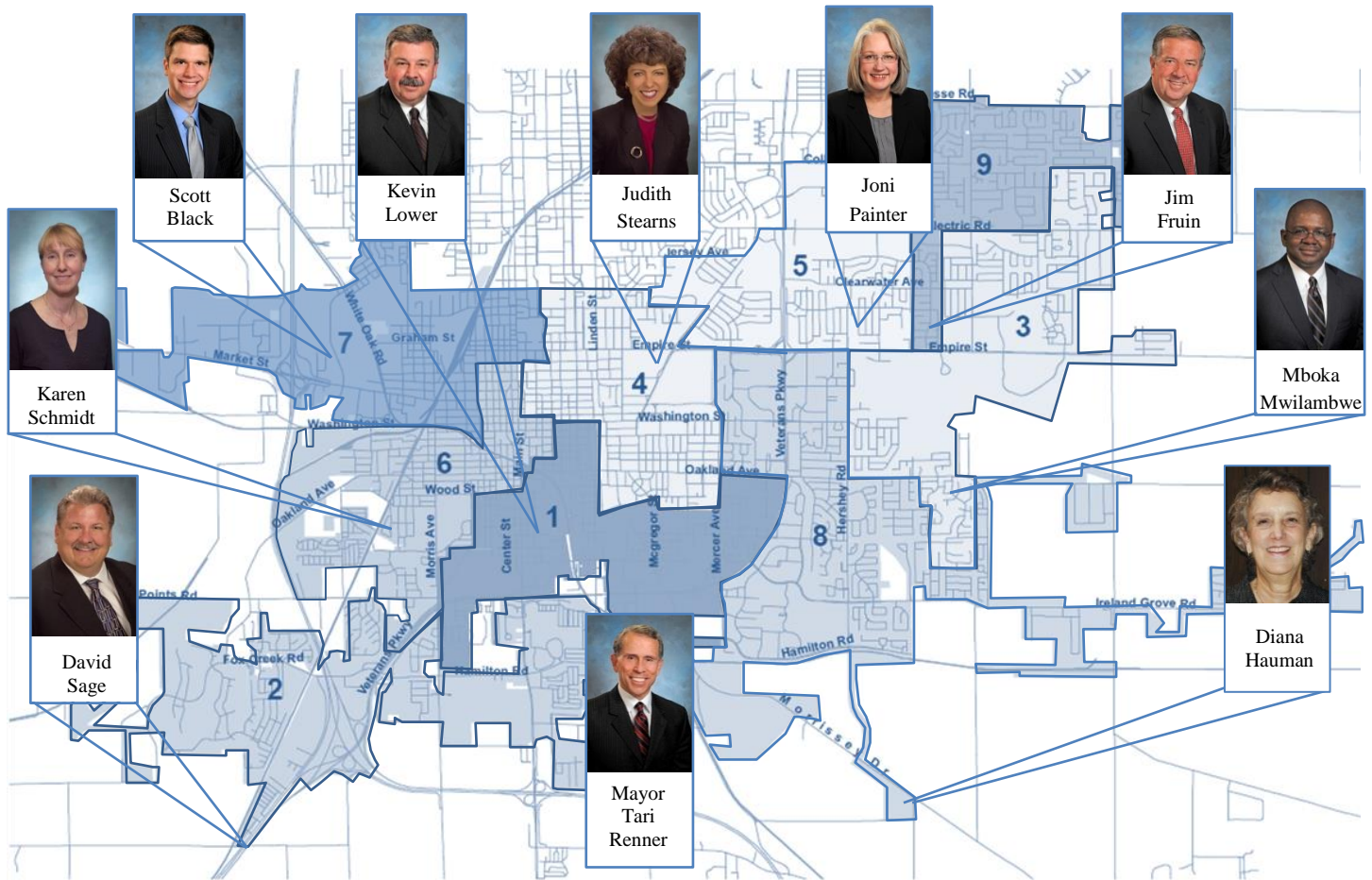
- Liquor Commission meeting, December 9, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, December 10, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting, December 18, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting December 18, 7:00 p.m. – 9:00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

Assistant City Manager: Stephen Rasmussen

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

Director of Community Development: Tom Dabareiner

Director of Public Works: Jim Karch

Interim Director of Water: Brett Lueschen

Police Chief: Brendan Heffner

Interim Fire Chief: Les Siron

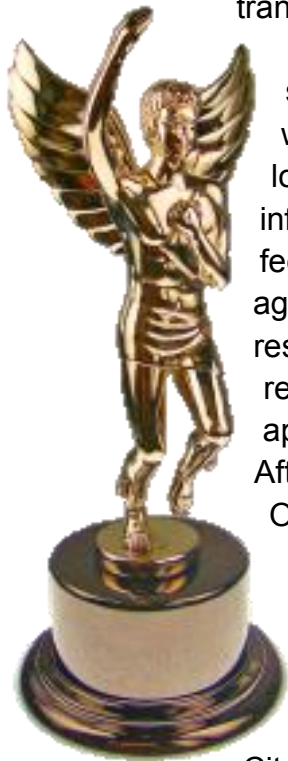
Library Director: Georgia Bouda



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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**

**October 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 October 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: SRTS Grant Awarded to City

## Bloomington Receives Safe Routes to School Grant

The State of Illinois recently awarded the City of Bloomington \$160,000 in response to a Safe Routes to School grant application submitted by the City and McLean County Unit 5 Schools. The grant will be used for the Benjamin Elementary School Trail, in order to provide a bicycle and pedestrian pathway from the Grove on Kickapoo Creek subdivision to the school.

“The trail will serve as an ADA-compliant community link for the various parts of the neighborhood currently divided by dedicated parkland and the Kickapoo Creek. It will enhance appreciation of approximately \$2 million invested in prairie and stream restoration. And it will get children to school safely,” explains City of Bloomington Public Works Director Jim Karch. “This is a win-win for our community.”

“Student wellness, including good nutrition and physical activity, is an important component of the District’s educational program,” says Unit 5 Superintendent Mark Daniel. “This will be a wonderful partnership and a way to further emphasize the importance of wellness in our daily lives.”

This grant requires a 20 percent, or maximum \$40,000, local match, which will be provided by the City. Project completion is anticipated during the 2015 construction season.



# Executive Summary

## Police Department

- Eight detectives work in CID with an average of 5 general detectives working per day. Each general detective was assigned approximately 12 cases and the domestic violence detectives (2) were assigned 129 cases. **(Page 9)**
- Four detectives and one supervisor are assigned to the Vice Unit with 4.21 working per day. Nineteen new cases were opened, fourteen cases closed, and two search warrants were served. The unit purchased 11.3 grams of crack cocaine, 2.3 grams of powder cocaine, 47.6 grams of cannabis, and 0.4 grams of heroin. They seized 14.0 grams of crack cocaine, 14.9 grams of powder cocaine, 1.2 grams of cannabis, and \$3,113. Personnel completed eleven days of training. **(Page 10)**
- Six officers and two supervisors are assigned to Street Crimes with an average of 5.6 working per day. Personnel assigned to the unit completed 35 days of training. There were a total of 19 arrests, \$4,060 in tow fees generated, \$1,850 in ordinance violations issued, \$2,074 seized, and 70 grams of cannabis seized. **(Page 10)**
- There were five weekends that officers were hired to work downtown for a total of 14 nights worked. Monthly totals for October include 254 bar checks, 68 ordinance violations issued, 14 parking tickets issued, thirteen fights in progress, sixteen arrests, 23 calls for service, and seven tows. **(Page 15)**

## Public Works

- Approximately 24,500 residences are serviced weekly and an average of 26.46 pounds of household garbage was picked up each week at these locations in October 2014. **(Page 15)**
- The office staff handled 1,326 calls in the month of October. **(Page 16)**
- 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. **(Page 18)**
- On October 24<sup>th</sup>, two Solid Waste Division workers in the Public Works Department saved a house from burning down at 14 Moonstone Court on the east side of Bloomington. Garry Beeler, a Heavy Machine Operator, was running one of the Public Works bulk crews in an end loader. As he drove by 14 Moonstone Court, he saw a fire in the mop bucket through an open garage door. Garry acted quickly by stopping his end loader and waived down another truck driven by Terry Link from the Solid Waste Division. While Terry was coming to the garage, Garry put out the fire with a fire extinguisher from his end loader. As Garry and Terry were dragging the mop bucket out of the garage, it caught on fire again. Both Garry and Terry put out the fire again with their fire extinguishers.

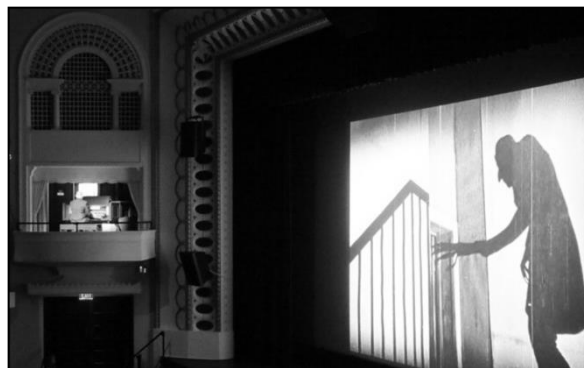




The Fire Department was called and helped to investigate what happened. The resident was home, but did not know about the fire until it was out. Mike Kimmerling, Bloomington Fire Chief, gave commendations to both Garry Beeler and Terry Link for helping to put a fire out before it consumed a house. Public Works is proud to have employees like this working for the City. (Page 27)

## Parks, Recreation & Cultural Arts

- The Bloomington Center for the Performing Arts hosted 53 activities and programs in the month of October and completed two new exterior projects that create visual appeal and Downtown Bloomington community improvement. (Page 21)
- October BCPA presented shows included *Under the Street Lamp*, *Los Lobos*, *4 Stand Up Dads*, *Casey Abrams* and *Nosferatu*. (Page 22)
- Flamingo exhibit design continues to move forward with another design workshop as the details are nailed down. The flamingo exhibit construction is scheduled to begin in the spring. (Page 23)
- The month of October brings the golf courses into the shoulder season where the weather and playable hours dictate smaller levels play. This month brings the division their largest event of the year, the Illinois High School Association State Finals. This tournament brings thousands of people into the community from all around the state, who see the quality of our courses and community. According to the Bloomington-Normal Convention and Visitors Bureau (BNCVB, the IHSA Finals bring over \$125,000 into our community over the two day tournament. (Page 23)
- The Zoo hosted a special event, Zoo Spooktacular (photo below). Nearly 1,300 people attended this very popular event. (Page 24)





# Police Chief



## Brendan Heffner

October 2014 Edition

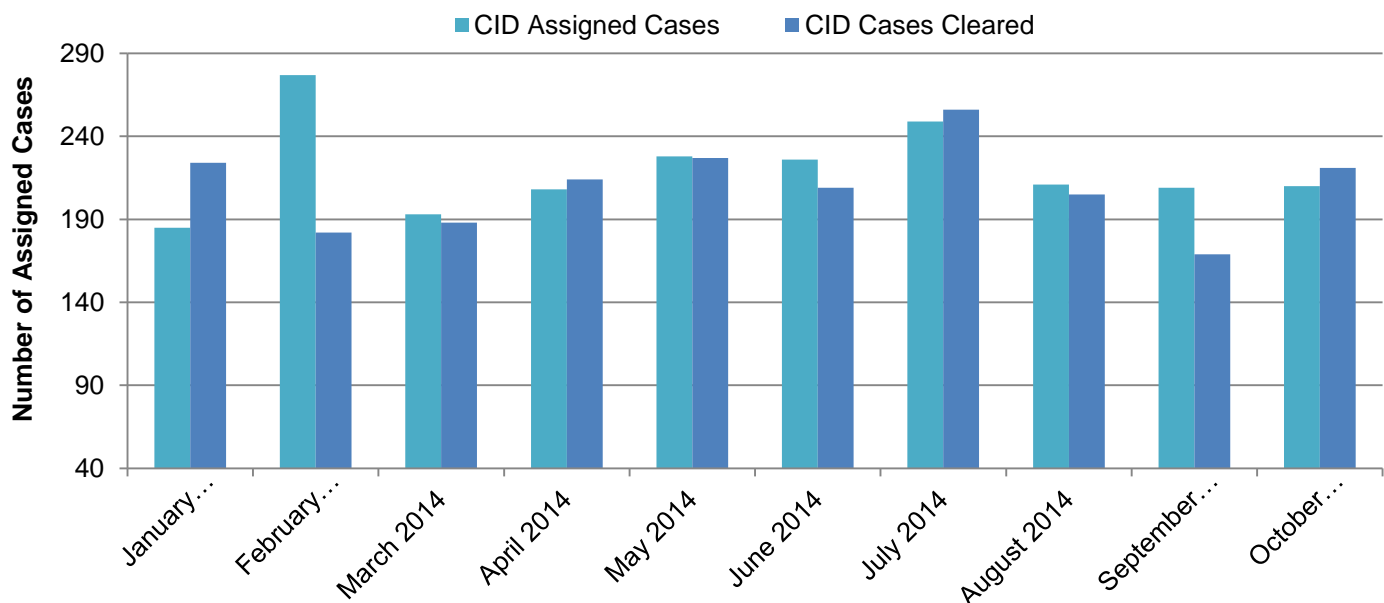
### Police Department

#### 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 general detectives working per day. Each general detective was assigned approximately 12 cases and the domestic violence detectives (2) were assigned 129 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 32 cases. CID assigned 45 new cases for investigation. The case load carried by CID had the following dispositions: 34 cases were cleared by arrest, nine cases were cleared with juvenile arrest, and 98 were administratively closed, exceptionally cleared or were unfounded. 171 incidents of domestic violence were reviewed in October.

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 15 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 23 felony cases and closed 16 of them. Ten hands-on felony arrests were made, one misdemeanor arrest, two arrests by other USMS task force units after TFO Rena sent them a lead to check, three self-surrender, and one warrant was recalled.

## 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 4.21 working per day. Nineteen new cases were opened, fourteen cases closed, and two search warrants were served. The unit purchased 11.3 grams of crack cocaine, 2.3 grams of powder cocaine, 47.6 grams of cannabis, and 0.4 grams of heroin. They seized 14.0 grams of crack cocaine, 14.9 grams of powder cocaine, 1.2 grams of cannabis, and \$3,113. Personnel completed eleven days of training.

## Street Crimes Unit

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

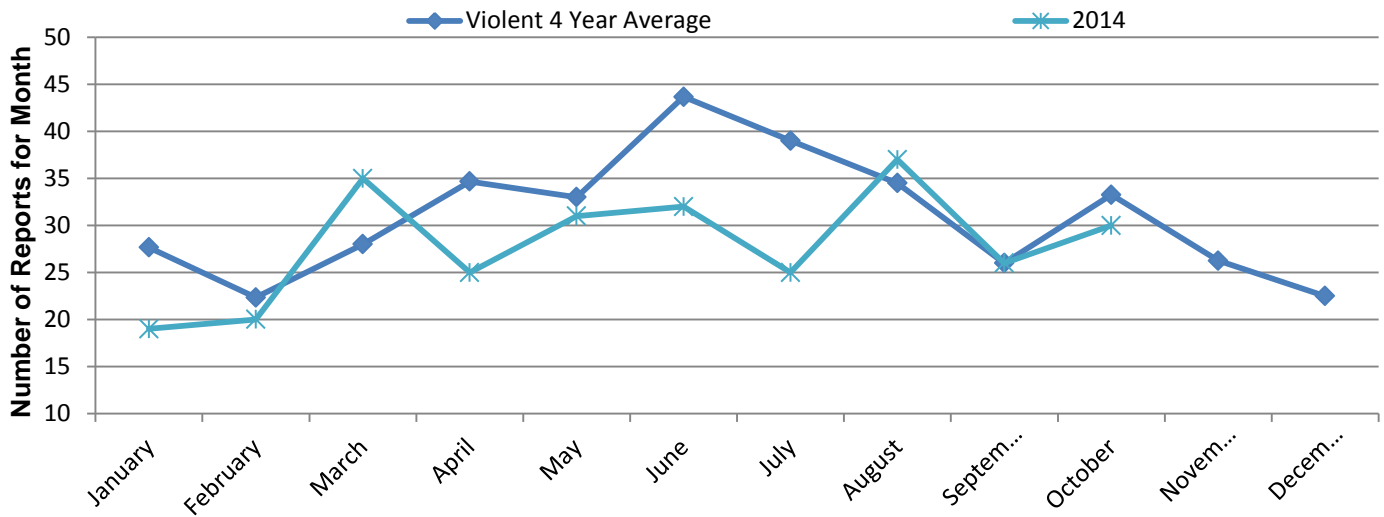
Six officers and two supervisors are assigned to Street Crimes with an average of 5.6 working per day. Personnel assigned to the unit completed 35 days of training. There were a total of 19 arrests, \$4,060 in tow fees generated, \$1,850 in ordinance violations issued, \$2,074 seized, and 70 grams of cannabis seized.

## Criminal Intelligence and Analysis Unit (CIAU)

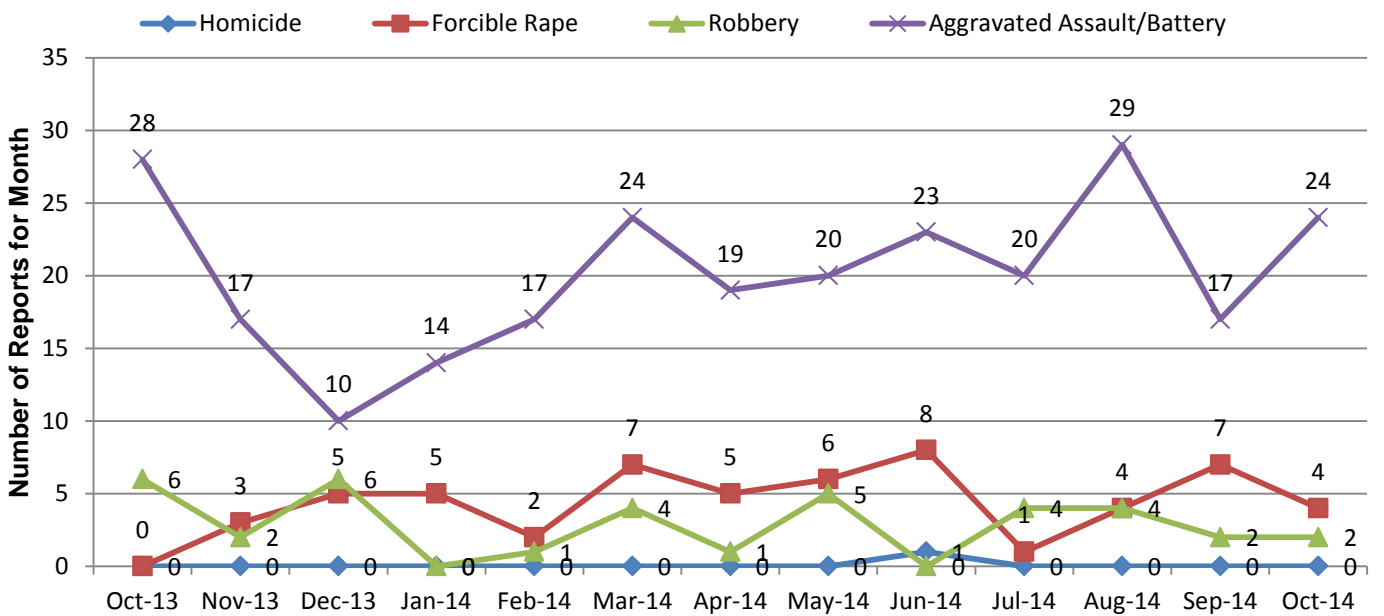
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

CIAU staff (3) completed Freedom of Information Act training by City Legal, provided gang intervention training to the local Boys and Girls Club and provided investigation support to a triple shooting. At the request of the ISU Criminal Justice Department, CIAU instructed 30 students on Evaluation and Research as it is applied in a law enforcement setting. Staff also instructed local probation professionals on current national level terrorism threats to law enforcement. Staff was invited to present two sessions at the yearly Midwest Gang Investigators conference in Chicago. Both sessions focused on the use of Intelligence-Led Policing by our agency as well as instruction of various social media investigative techniques.

### Total Violent Crime



### 1 Year Violent Crime by Categories



## 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
88.30%	11.40%	0.30%	0.00%	100.00%

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

Negotiations with the Telecommunicator union was ongoing. The manager observed the monthly outdoor warning siren test at McLean County Emergency Management Agency. Discussions began for improvement to the siren system. He also attended FOIA training provided by the City Legal. T1 circuits were installed for the console upgrade. Site preparation for the console upgrade continued

throughout the month. He attended the Illinois Public Safety Telecommunications Association Conference in Springfield and attended multiple briefings at the McLean County Health Department in reference to Ebola. \$15,200 in alarm ordinance violations has been sent.

<b><u>Incoming Phone Calls</u></b>	
Administrative (non-emergency)	6,832
911 Calls (wireline & wireless) total	2,161
911 Calls - Wireline	360
911 Calls - Wireless	1,801
<b>Total All Calls</b>	<b>8,993</b>
<b><u>Dispatched Calls</u></b>	
Police	5,995
Fire and EMS	839
<b>Total Dispatched Calls</b>	<b>6,834</b>
<b><u>Daily Call Averages</u></b>	
Administrative (non-emergency)	220
911 Calls – Wireline and Wireless	70
All Calls per day average	290
Police Dispatches	193
Fire and EMS Dispatches	27
<b>Average Dispatches per day</b>	<b>220</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 8.5. Several officers are not available to work the street for various reasons. Five officers are currently in the FTO program. One new officer is still in ISP. Seventy-eight incidents of sex offender related problems were handled by first shift. Seven sex offenders were arrested on warrants and five offenders were arrested or probation violations filed against them for various crimes.

### ***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 20 officers assigned with an average of 9.8 working each day. There were two FTOs assigned to 2<sup>nd</sup> shift this month. The area of Washington and Howard was patrolled for continuous problems. Officers have patrolled the area around Oakland and Prospect in reference to the residential burglaries. Officers worked several STEP details in response to speed complaints. On October 7, a shooting occurred at Washington and Howard with non-life threatening injuries.

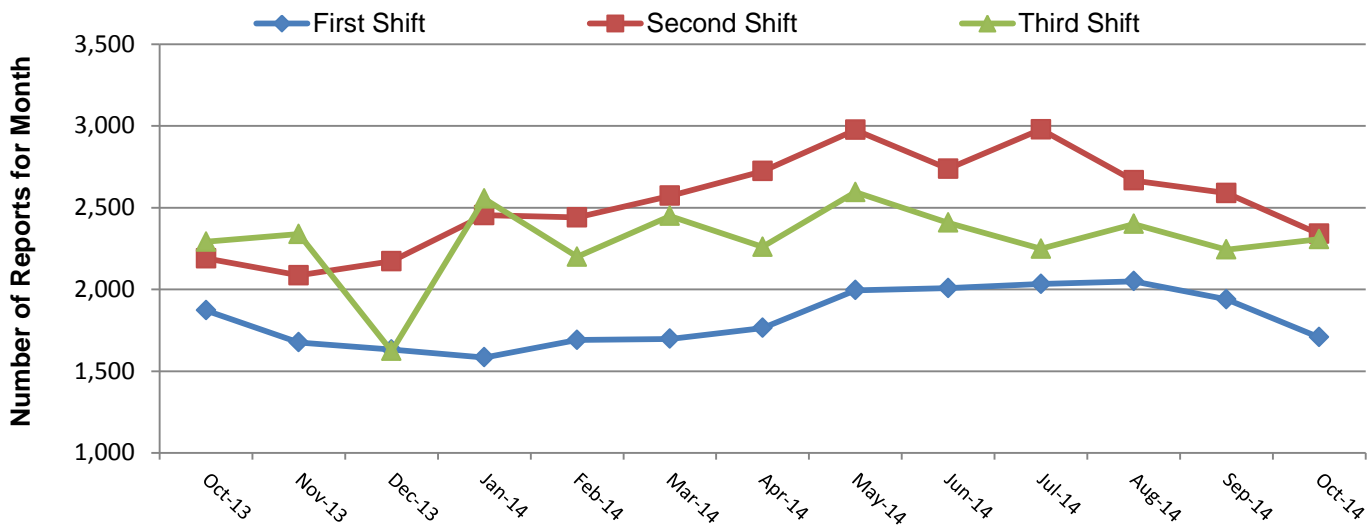
### ***Third Shift 11 p.m. – 7 a.m.***

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

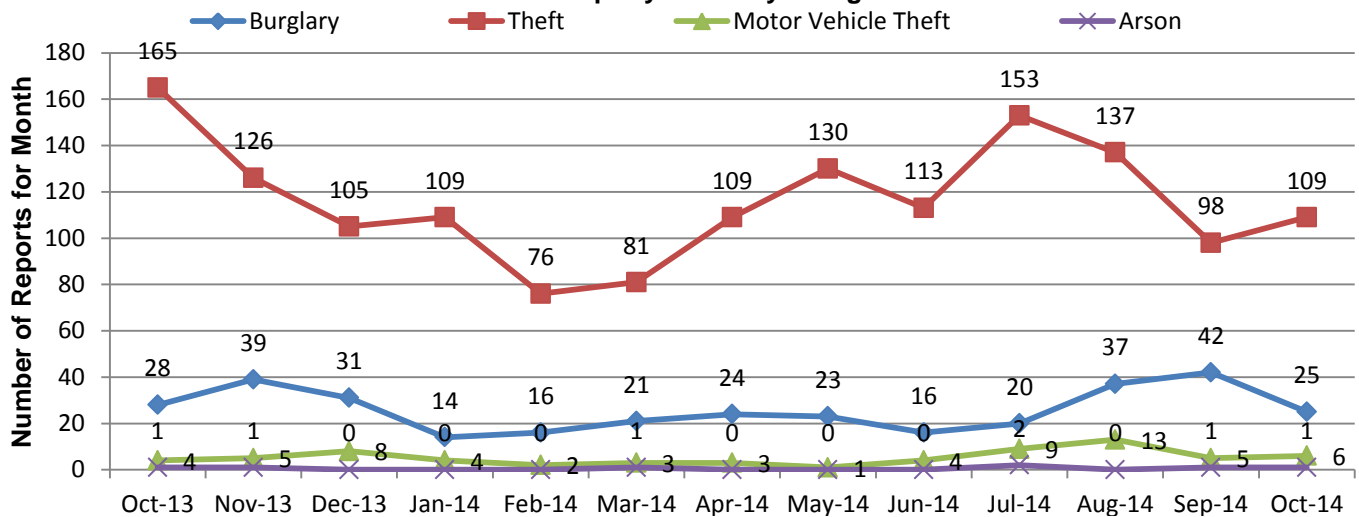
There are 17 officers assigned to third shift with 9.14 officers on average working per night. Approximately 366 traffic stops were made in October, 28 arrests from self-initiated traffic and pedestrian contacts, and 11 additional arrests for DUI.

Violation	Month Total	Year Total
Seat Belt/Child	12	90
Speeding	35	609
All Other Traffic	430	5,023
DUI Arrests	32	235

1 Year Police Department Calls for Service by Shift and Month



1 Year Property Crime by Categories



### School Resource Officers

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

School Resource Officer (SRO) Day trained school administration on "butane hash oil" and how it is becoming popular in schools. He also spoke with several parents and students about sending/receiving/disseminating inappropriate pictures and the possible legal consequences. He arrested one for aggravated assault by one student to another during class. An air soft gun was located during a search of a student. Reports were taken for cell phone thefts, theft of a book bag, criminal damage and disorderly conduct.

SRO Evans reported eleven theft issues, five order of protection checks, fourteen disorderly conduct issues, eight child custody issues, thirteen truancy issues, twelve fights, six crisis drill meetings, sixty school visits, nine child sex offender checks, four lock down drills, two evacuation drills, one voluntary admission for mental evaluation, and six presentations on positive role models.

SRO Hirsch spoke with seven parents regarding stolen cell phones and bicycles, truancy and poor behavior, presented to sixty eighth graders for career day, met with nine students to discuss behavior and grades, and met with four teachers regarding security concerns. He also removed eight students who refused to leave classrooms for poor behavior, investigated five thefts of phones and bikes, made one arrest and report for resisting a police officer, wrote one ordinance violation and report for cannabis possession, conducted lockdown drill with students in the building, conducted briefing and debriefing of lockdown drill procedures, and assisted with removing eight students from buses.

SRO Wagehoft coordinated a BPD K-9 demo for seventh graders, made one battery arrest, one disorderly conduct arrest, one battery ordinance violation, one possession of cannabis ordinance violations, and one possession of drug paraphernalia ordinance violation. He also had three thefts, ten disorderly conduct, three fights, four battery, two domestic violence, and assisted with tornado and earthquake drills.

Public Affairs Officer Mayer attended media relations training, completed several media releases, attended Recovery Court, completed several media interviews, attended Neighborhood Watch, conducted an internship meeting, attended Youth Build Open House, attended Explorers meeting, gave Active Shooter presentation, and completed FOIA training.

## **Downtown Activity**

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

There were five weekends that officers were hired to work downtown for a total of 14 nights worked. Monthly totals for October include 254 bar checks, 68 ordinance violations issued, 14 parking tickets issued, thirteen fights in progress, sixteen arrests, 23 calls for service, and seven tows.

On 10/4 officers arrested one person for criminal trespass at an establishment in the 500 block of N. Main. The person was charged with resisting/obstructing. Also that night, one person was arrested on a warrant at the 500 block of N. Center. On 10/12 officers responded to a fight at the 600 block of North Main. One person was arrested for aggravated battery. On 10/19 officers were approached and took a report of a battery by an unknown suspect. On 10/25 officers issued an ordinance violation and had two arrests after a fight in the 600 block of N. Main. One subject was arrested for aggravated battery and resisting/obstructing. The other was arrested for obstructing a peace officer. On 11/1 officers arrested three outside the 500 block of N. Main for aggravated battery to a peace officer and resisting/obstructing. All three subjects were together.



# Public Works Director



Jim Karch

## Public Works Department

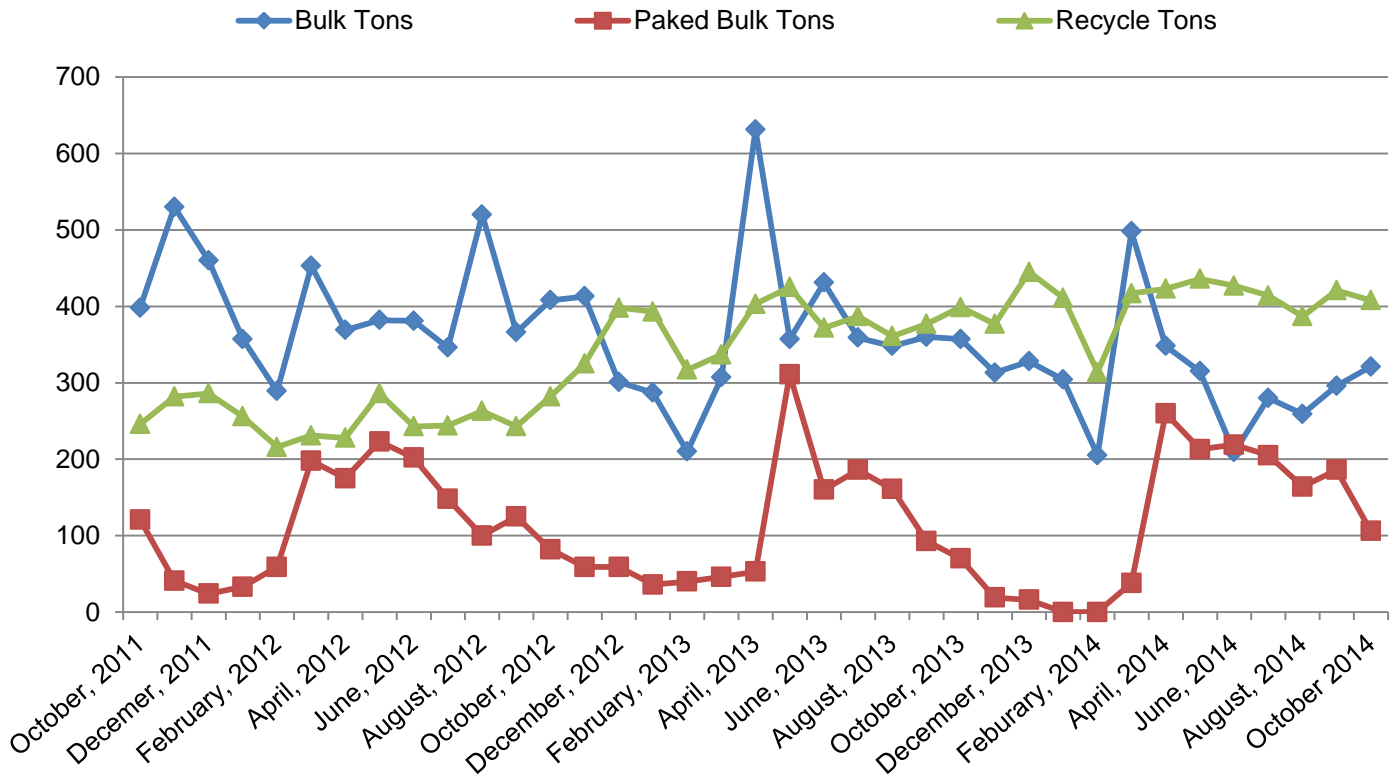
October 2014 Edition

### 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 26.46 pounds of household garbage was picked up each week at these locations in October 2014.

### 3 Year Refuse by Month





## Street Sweeping

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

537 Lane Miles were swept during the month of October.

## Public Works Front Office

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

<b>October 2014 Overweight Loads</b>	26 issued Permits for \$3,360
<b>October 2014 Dumpster/Traffic Control/Excavation/Erosion</b>	23 Permits - \$880 (Waived \$0.00)
<b>New/Maintenance Erosion Control Inspections</b>	109
<b>Erosion/Storm Water Management Complaints</b>	1
<b>Inspection &amp; Complaint Files Closed</b>	24

The office staff handled 1,326 calls in the month of October.

## 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

	<i>October 2013</i>	<i>October 2014</i>
<b>Work Orders</b>	369	528
<b>Total Repair Orders Closed</b>	358	480
<b>Preventative Maintenance</b>	38	48

	<i>October 2013</i>	<i>October 2014</i>
<b>Total No Lead Gallons</b>	15,057	16,879
<b>Total Cost</b>	\$49,990	\$55,421
<b>Avg Price per Gallon</b>	\$3.32	\$3.28

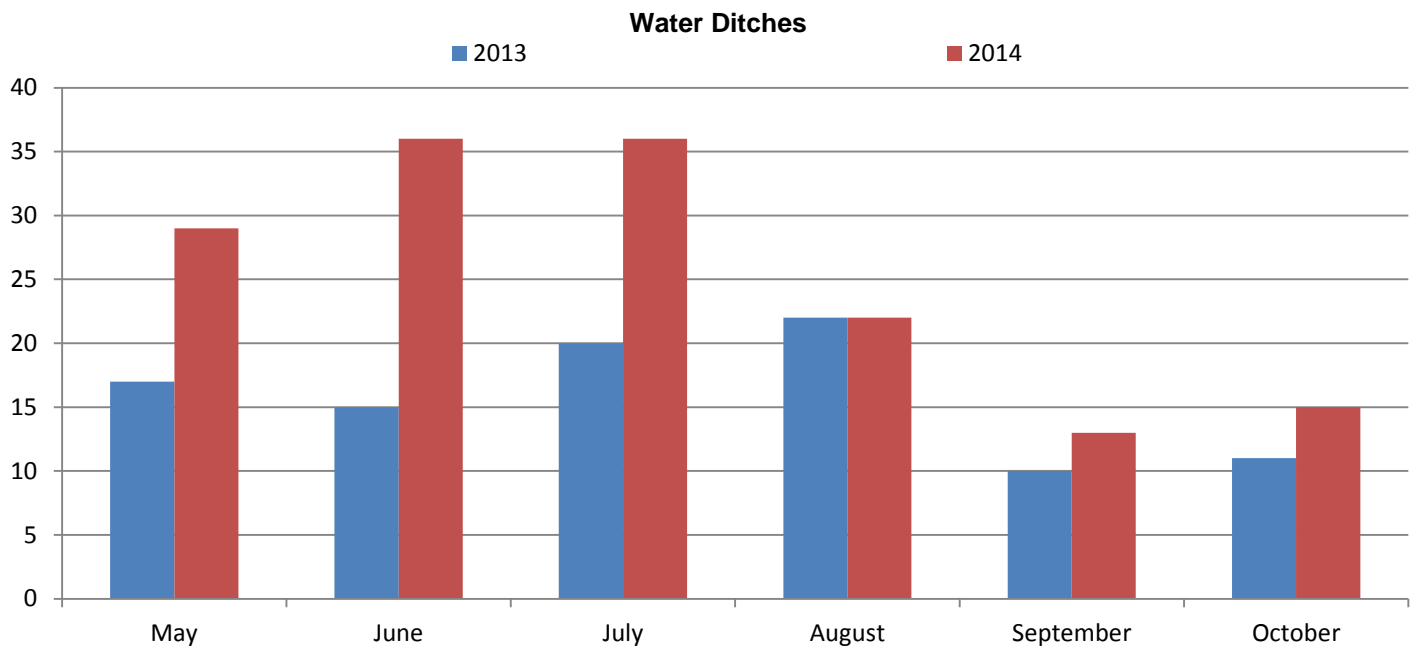
	<b>October 2013</b>	<b>October 2014</b>
<b>Total Diesel Gallons</b>	13,851	18,162
<b>Total Cost</b>	\$48,263	\$60,636
<b>Avg Price per Gallon</b>	\$3.40	\$3.34

	<b>Month</b>	<b>Year to Date</b>
<b>Parts</b>	\$53,320	\$258,616
<b>Outside Repairs</b>	\$25,927	\$206,541
<b>Fuel</b>	\$106,410	\$778,638

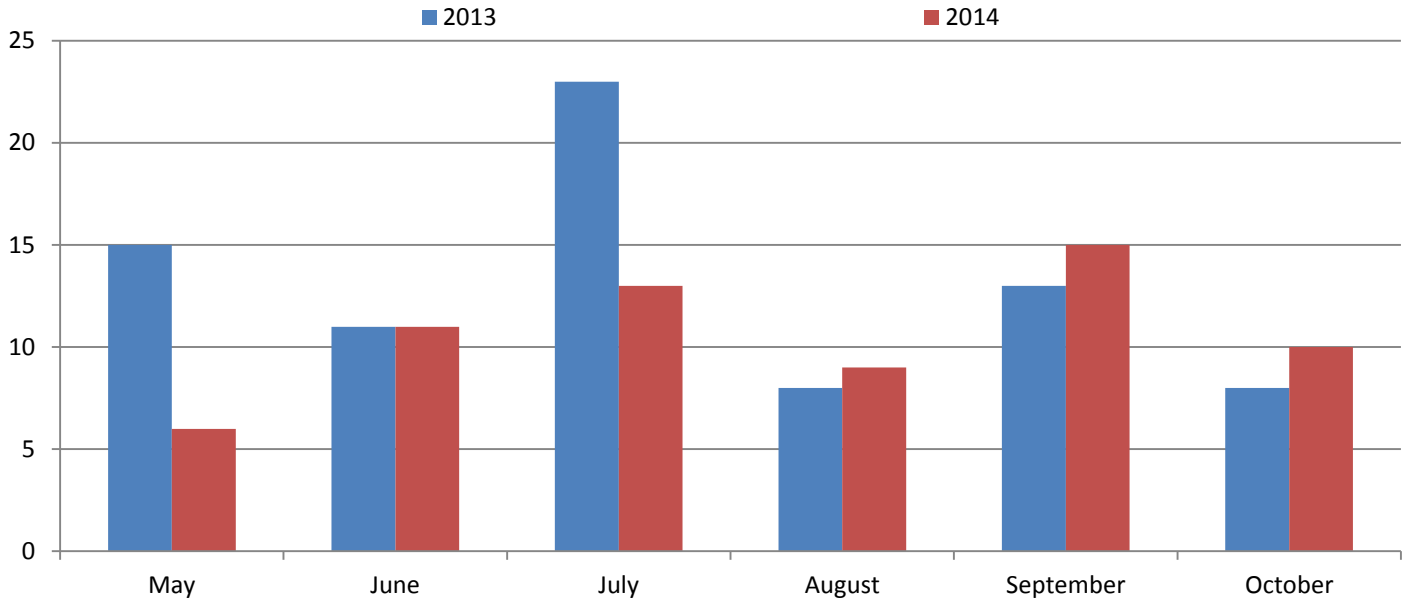
During the month of October there were 1,315 phone calls handled in the Fleet division on eight lines. Fleet clerical staff also processed 133 invoices. Of those 133, fifteen of them were statements that had anywhere from 3 to 30 invoices each.

### Streets & Sewers

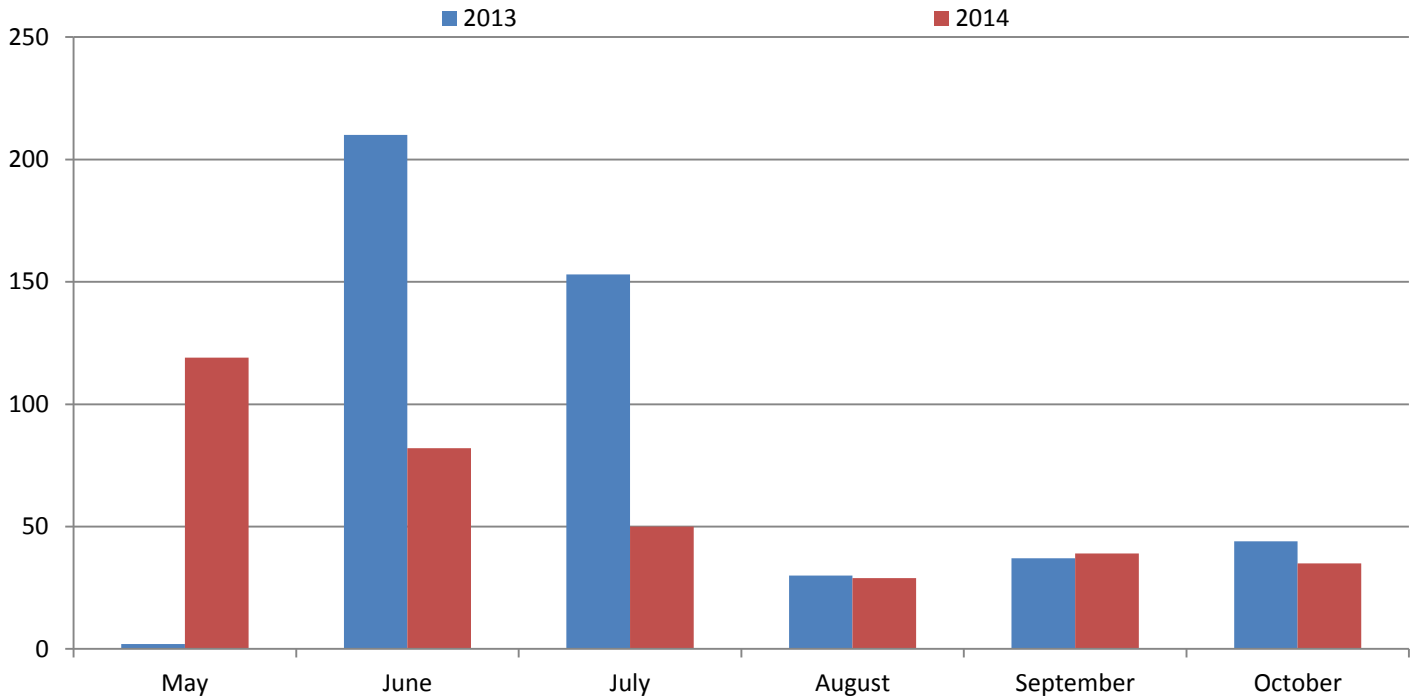
**Strategic Plan Goal 2: Upgrade City Infrastructure and Facilities; Objective a. Better quality roads and sidewalks; Objective c. Functional, well-maintained sewer collection system**



### Asphalt



### Potholes



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.

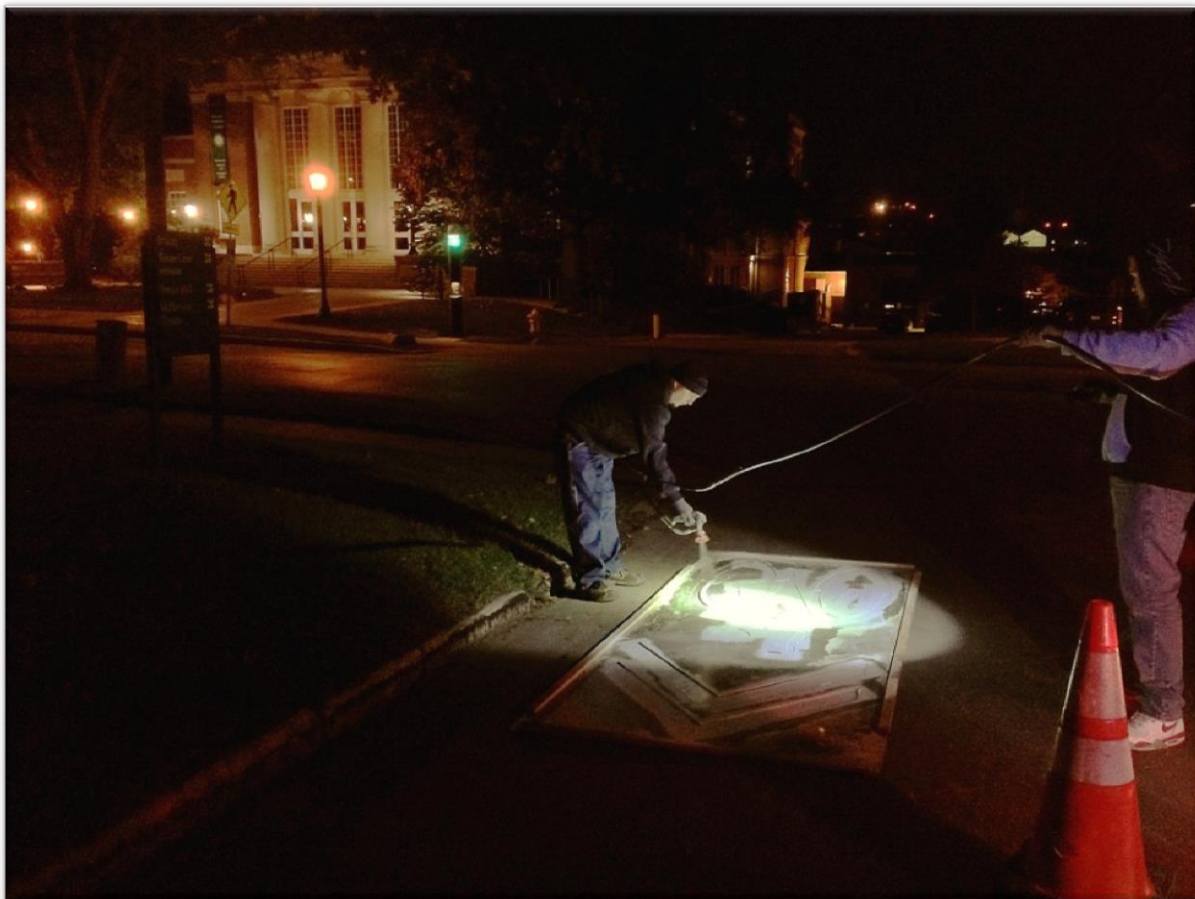
The Streets and Sewers Division also repaired a Sump Pump Drain which was bored through by the cable company.

On October 24<sup>th</sup>, two Solid Waste Division workers in the Public Works Department saved a house from burning down at 14 Moonstone Court on the east side of Bloomington. Garry Beeler, a Heavy Machine Operator, was running one of the Public Works bulk crews in an end loader. As he drove by 14 Moonstone Court, he saw a fire in the mop bucket through an open garage door. Garry acted quickly by stopping his end loader and waived down another truck driven by Terry Link from the Solid Waste Division. While Terry was coming to the garage, Garry put out the fire with a fire extinguisher from his end loader. As Garry and Terry were dragging the mop bucket out of the garage, it caught on fire again. Both Garry and Terry put out the fire again with their fire extinguishers. The Fire Department was called and helped to investigate what happened.



The resident was home, but did not know about the fire until it was out. Mike Kimmerling, Bloomington Fire Chief, gave commendations to both Garry Beeler and Terry Link for helping to put a fire out before it consumed a house. Public Works is proud to have employees like this working for the City.

### **Sharrows Being Painted at the Illinois Wesleyan University**





**The 2014 Chili Cook-Off Public Works Team, rocked! Our Department won First Place for Best Table Presentation and Third Place for Best Chili. Arrrrrrrrr....**



PR&CA Interim Director



Bobbie Herakovich

Parks, Recreation & Cultural Arts Department

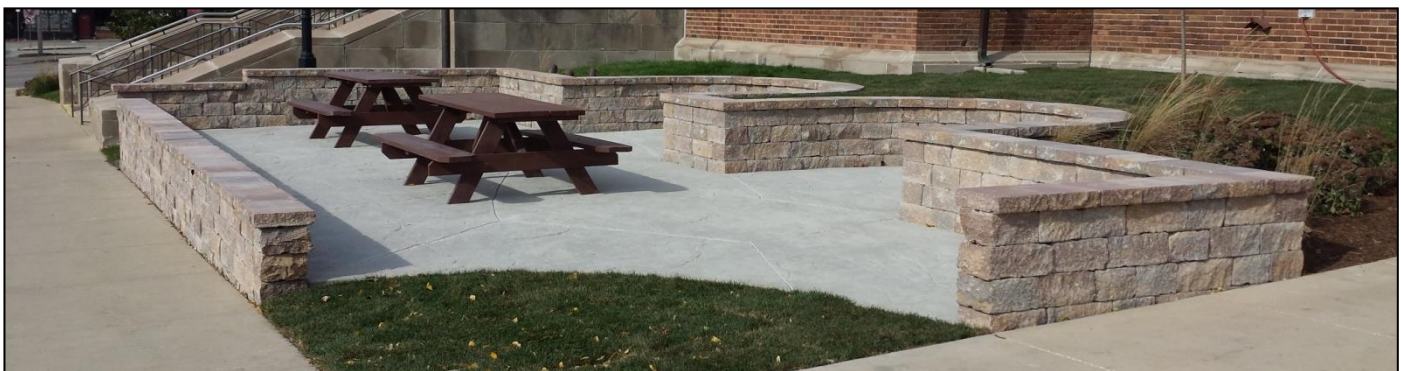
October 2014 Edition

### 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 53 activities and programs in the month of October and completed two new exterior projects that create visual appeal and Downtown Bloomington community improvement.

The Bloomington Parks, Recreation & Cultural Arts Parks Maintenance personnel have properly installed 6 new benches in Lincoln Park, also referred to as the front lawn of the BCPA. (photo right) In addition, they created a patio (photo below) in front of the BCPA with two arches that mimic the building architecture. The patio has a stamped concrete base, knee wall, and functional seating area for shows and public use.



Programming and community-based rentals for the month of October included the Illinois Wesleyan Civic Orchestra, Illinois Wesleyan School of Music 150<sup>th</sup> Anniversary Celebration, Illinois Symphony Orchestra rehearsal/pre-show/performance, Holiday Spectacular rehearsals, Citizen’s Academy, piano lessons, BCPA tours, docent training, improvisation classes, two wedding receptions, a Cultural Commission meeting, 1<sup>st</sup> Friday with the Downtown Bloomington Association, BCPA tours, Youth in Harmony Festival and more...

October BCPA presented shows included *Under the Street Lamp*, *Los Lobos*, *4 Stand Up Dads*, *Casey Abrams* and *Nosferatu*. Many positive comments came in from our post show survey for *Under the Streetlamp*. Here are a just few: 1) "SEATING was EXCELLENT...thank you so much!" 2) "PHENOMINAL! Added to my list of favorites at the BCPA!!! Wow!!!!!!!!!!!!!!!!!!!!!!!" 3) "Tickets are very reasonable. Theatre is intimate setting; no bad seat in the house." 4) "What a wonderful place to experience the Arts! We are so fortunate to have the BCPA! Congrats to everyone involved!" 5) "We've always enjoyed the shows we have attended there. High end quality and beautiful venue with excellent seating and acoustics."



Community and outreach programming included; Conexiones Latinas hosting a Hispanic Heritage pre-show event in the BCPA ballroom prior to the *Los Lobos* performance on stage, comedians and musicians attending live radio spots, and a Casey Abrams masterclass in the BCPA Creativity Center with area music and theater students. During the Casey Abrams visit, Casey and his trio first played live on the radio with assistance of office supplies instead of real instruments, then hosted the class where Casey discussed his American Idol experience, sang a duet with a student, and played another student's mini-bass prior to his show.

Dennis Scott then brought the BCPA theatre pipe organ back to life during an eery rendition of *Nosferatu* on October 28th. This was the first silent film the BCPA has presented with live accompaniment. Even popcorn and drinks were allowed in the theatre and a walk-up crowd of over 100 patrons lined up in, and outside the box office door buying tickets before the show started. Fans of silent film, organ aficionados, scary movie buffs, *Dracula* fans, and friends of the BCPA all enjoyed this new type of artistic presentation at the BCPA. Don't worry if you missed it though, Dennis will be back again to perform during the silent film *The General*, April 28, 2015. Priced less than a standard film in some cases, you will also get a live organ performance. What a deal!




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**Attendance: 9,414 for October on-site events, activities, meetings, etc.**

**Facility Usage: 53 October on-site functions**

**Collaborations:** 9 radio spots at WJBC & WBNQ – 2 artists (4 Stand Up Dads and Casey Abrams trio) were taken to the radio station to do live sessions, Conexiones Latinas pre-show event, Bring it on Bloomington!, OAPN (Ohio Arts Presenters Network) attended by Director of the BCPA and Marketing Manager, Bloomington Rotary, 1<sup>st</sup> Friday with Downtown Bloomington Association

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## 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 October brings the golf courses into the shoulder season where the weather and playable hours dictate smaller levels play. This month brings the division their largest event of the



year, the Illinois High School Association State Finals (photo to left). Both Prairie Vista and The Den have been proud to serve as the host courses for the IHSA State Finals for the last 15 years. This tournament brings thousands of people into the community from all around the state, who see the quality of our courses and community. According to the Bloomington-Normal Convention and Visitors Bureau (BNCVB, the IHSA Finals bring over \$125,000 into our

community over the two day tournament. A local team, El Paso-Gridley High School, took first place for the second straight year in the 1A class at Prairie Vista. Congratulations to their team and coach! And more good news regarding the IHSA Finals in our community, the IHSA has agreed to extend the agreement to continue to host in the finals here through the 2019 state finals. A big “thank you” to the BNCVB for their work on getting the agreement renewed.

In addition the State Finals, the golf division also hosted two fun fall events. The Den hosted the 7<sup>th</sup> Annual Mission Impossible tournament (photo to the right) which had very good turnout of 90 players. This event continues to bring players from areas as far as Chicago to experience The Den in this unique format. Prairie Vista hosted the 10<sup>th</sup> Annual Vista Maze tournament which had a full field of 72 players. These tournaments serve as a great way to finish out the year hosting some fun events for those from the community and beyond.



On the course side of the operation, staff was able to finish turf aeration at Prairie Vista. This practice will help maintain the quality conditions the golf division serves to provide customers throughout the next season. The Den at Fox Creek was able to restore nearly 10 sand traps and bring them back into excellent condition. Highland Park continues to perform an extensive tree limb program which is serving to open up the course dramatically. The program should serve to increase both player satisfaction and the health of the turf as more air flow will be allowed through the course.



## Reporting Measures

**Total Rounds Played: 4,833**

**Outing Rounds: 834**

**Junior Rounds: 780**

### 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**

Flamingo exhibit design continues to move forward with another design workshop as the details are nailed down. The flamingo exhibit construction is scheduled to begin in the spring. Three exhibits in South America are also part of this design process and funding to complete construction for these exhibits is still in progress. Media was invited to see the blueprints and will be invited again to document the progress of this exhibit.

Attendance was up 1.2% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 2.6% 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. Revenue from Education Program Fees and Rentals was up 16.3% for the fiscal year compared to last year.



moved to the Children's Zoo.

Revenue from Concessions, Carousel, and Animal Food Sales was up 2.2% for the current fiscal year compared to last year's numbers. Quarters for Conservation program initiated 1 May 14. A quarter was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is ear marked for the Zoo's Conservation Fund and is not included in this year's numbers.

Many animals were brought inside and some moved outside for the winter. A male San Clemente Island Goat cleared quarantine and was

The Zoo hosted a special event, Zoo Spooktacular (photo above). Nearly 1,300 people attended this very popular event. Zoo staff participated in the Parks, Recreation & Cultural Arts Department night for the Citizen's Academy. Zoo staff participated in the City employee Chili cook-off for the first time. It was a fun time and for a good cause.

Eagle Scout candidate completed adding landscaping areas within the Wallaby Walkabout exhibit (photo to the right). These planting areas create visual barriers for the smaller Tammar Wallabies that were



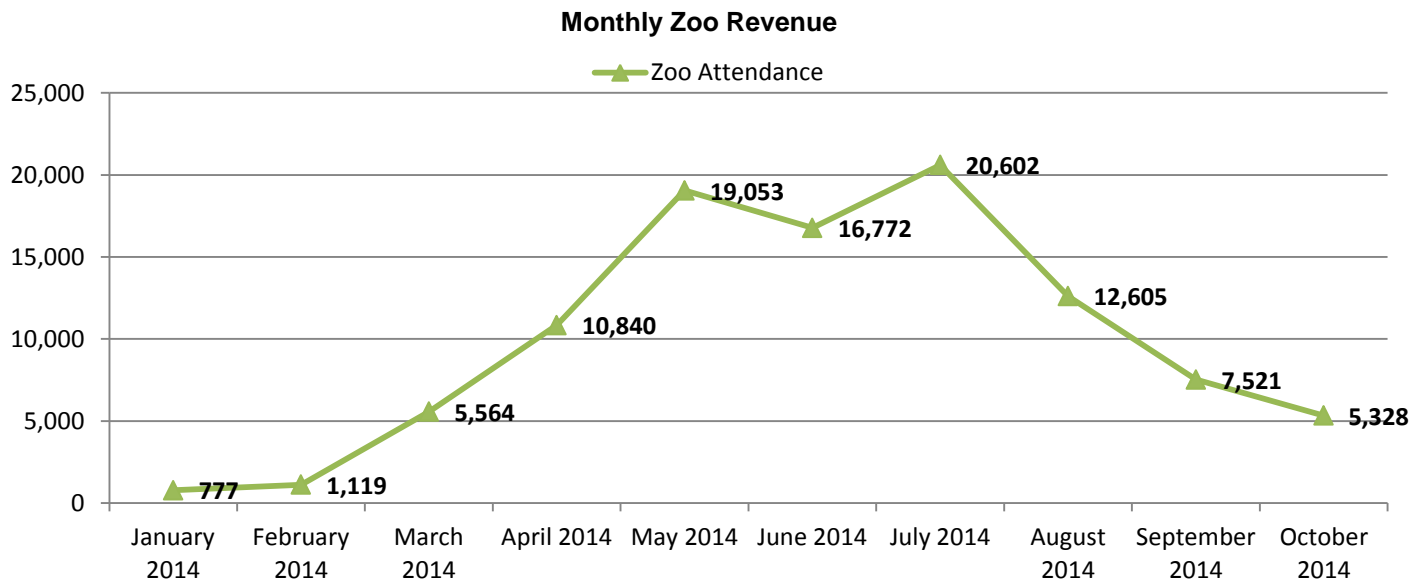
recently imported from New Zealand. This species lives in very thick brush in the wild.

### **Animal Collection**

- Acquisitions—animals added to collection by transaction or birth/hatch
  - Male Red Wolf
- Dispositions—animals removed from collection by transaction or death
  - 2 Red-Eyed Tree Frog
  - 5 Kihansi Spray Toad
  - Male Texas Longhorn
  - Male, 2 Female Tammar Wallaby
  - Female White-Tailed Trogon

### **Reporting Measures**

**Monthly Zoo Attendance: 5,328**



### **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

## 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



The recreation division launched their first ever Halloween House Decorating Contest for the community in October which was completed primarily through Facebook. The categories for awards were *Most Creative Theme*, *Best Overall Light Display* and *People's Choice Award*. The contest successfully met the division's goal of driving new people to the Bloomington Parks, Recreation & Cultural Arts Facebook page to learn more about the department. Twenty-one homes entered and the contest received publicity in the *Pantagraph*. Over 500 people voted on Facebook for the People's Choice award. Signs were put in the yards of the winning homes.

The division took part in the Downtown Bloomington Trick or Treating. It was a very cold and windy day, but many little goblins stopped by. A sticker on each piece of candy listed our website and said "A Sweet Treat from Bloomington Parks, Recreation & Cultural Arts."

Two School Day-Off Programs took place in October. Each day involved an off sight trip with activities at Lincoln Leisure Center before and after the trip. These programs give working parents a safe and fun place for their child to spend the day when they don't have school. The 13<sup>th</sup> they traveled to Wildlife Prairie Park and the 24<sup>th</sup> they went to Radar's Farm.

The Afterschool Volleyball program had game days each Saturday beginning Oct. 11. A variety of new programs started including Beginner Lacrosse for Girls. The Illinois Wesleyan University Head Lacrosse coach taught the class.



Number of programs offered, number of participants, and revenue were all down compared to October 2013. A large part of this was due to the timing of the various gymnastics classes. Last year the 2nd session for Fall started in October. This year they do not start until November.

### Reporting Measures

Recreation	2013	2014
Total Registered for 55+	197	188
Total Registered for Adult	455	393
Total Registered for Teen	6	12

Total Registered for Youth	604	427
Total Registered for P/C and Pre	411	235
Total Registered for Special Event	600	22
<b>Total Participation</b>	<b>2,273</b>	<b>1,277</b>

**Testimonials:**

“Well run class, great teachers; My son and daughter love these classes” –Anonymous, Pre-School Program Evaluation Form

“Jenny’s class was fun and focused. She made the most of her classes with many reps for the kids. Great teacher.” – Anonymous, From Gymnastic Program Evaluation Form

**Aquatics**

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

The pools have closed for the season and been winterized. A company was hired to re-strap 161 chairs for the pools. Re-strapping a chair instead of purchasing a new one saves \$88 per chair. New chairs cost approximately \$146 and the cost to re-strap is \$58.

A Customer Service survey through Survey Monkey was sent out the last week of October to pool pass holders from 2014. A report with results from the survey will be in the November monthly report. The following email was received from one individual:

*The survey would not load for me -but I would like to say Parks & Rec does a very good job, in particular at O'Neil. I've lived close to the park for many years and the pool and maintenance of Park is very good! Pool is always clean and staff does a good job. I also like going to individual passes this year. The mowing and maintenance of the grounds is especially good. I personally feel the west side needs a nice Park like this and I'm very glad it is taken care of so well. Thanks for all the efforts of Parks and Rec*

**Pepsi Ice**

The Pepsi Ice Center continues to see growth and interest in all programs and is on track to have the strongest year in the history of revenue and attendance at Pepsi Ice. Open Skate and concession numbers were up compared to October '13.



Registration for the Fall/Winter Youth Hockey League reached a new high for the number of players. There are currently 335 total players which is 20 more than last year at registration closed (12/31/13). The hockey director expects another 10 – 12 to register before the end of 2013. Adult Leagues numbers are the same as last year. The drop in revenue for November is due to the center no longer accepting late registrations.

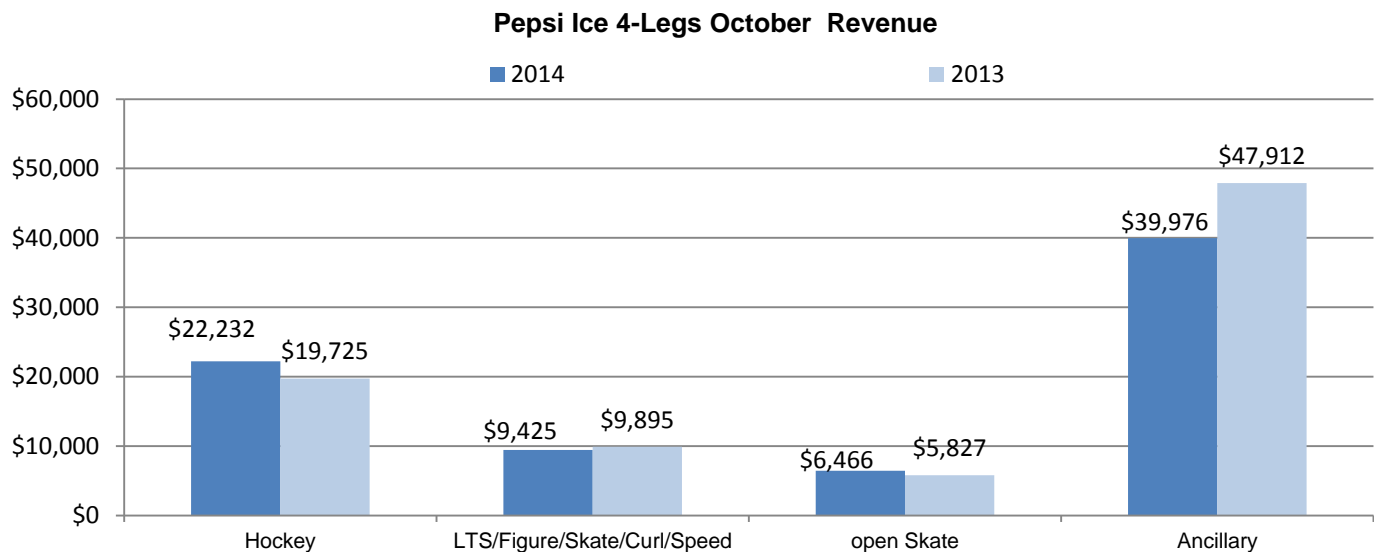
A new session of Learn to Skate began in October that had 20 more skaters than the same session in October 2013. The growth can be attributed to adding one hour and twenty minutes of ice time. Fall Learn to Play was up by 27 skaters compared to 2013. *(Hockey Learn to Play and Learn to Skate numbers on the below charts do not reflect precisely compared to last year due to the use of the new POS system and registration. Reports are set up to show actual dollars when they come in rather than accrual based accounting.)*

Pepsi Pops, the theater on ice team, had their debut performance at the Freaky Friday Fright Night open skate. Freestyle attendance and revenue was up by 100 skaters compared to 2013. The increase is due to multiple factors including the a new bridge program to link skaters from group classes to private lessons, mentoring four new figure skating coaches with expanded clientele, and additional practice for skaters going to competition and testing. Alex Wellman placed 3rd overall for intermediate men at regionals the first weekend in October at a competition which qualified him for the Midwestern sectionals in Geneva IL in November.

Structural issues in the parking deck were discovered a year ago, which closed the majority of the spaces in the parking deck. This has presented a challenge for the past year. Work started on the repair of the parking deck in October. The Pepsi Ice Center staff members are looking forward to more spaces soon being available for the customers.

Ice Rental payments show a decrease over last year due to a missing payment from one of the user groups. The missed payment was due to an error on the part of the club and the October payment will be reflected in November’s report. This missed payment is also reflected in the Ancillary revenue. The Member Cards continue to be a popular program since they were implemented. The Center is averaging over \$2,000 monthly income on these cards.

**Reporting Measures:**



**Testimonials:**

*“I’m a huge fan of the hockey program (and of Joe Olsen).” –Adult League Customer, via Email*

*“I appreciate your response.” “It’s exactly what I’d expect from a Parks and Rec staff that I’ve always been impressed by.” –Adult League Customer, via Email*

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

S.O.A.R. Special Olympics participants were busy in October. The bowlers who qualified for the Sectional Tournament competed in Peoria on Oct. 11. Six athletes received gold medals so they advance to the State Tournament in December. The Unified Volleyball Teams participated in the Illinois Special Olympics Fall Games on October 25 & 26 in Rockford. One team placed 2<sup>nd</sup> in their division and the other team placed fourth. Special Olympics snowshoe practice started in October despite the weather. They'll be doing dryland training until the snow arrives!

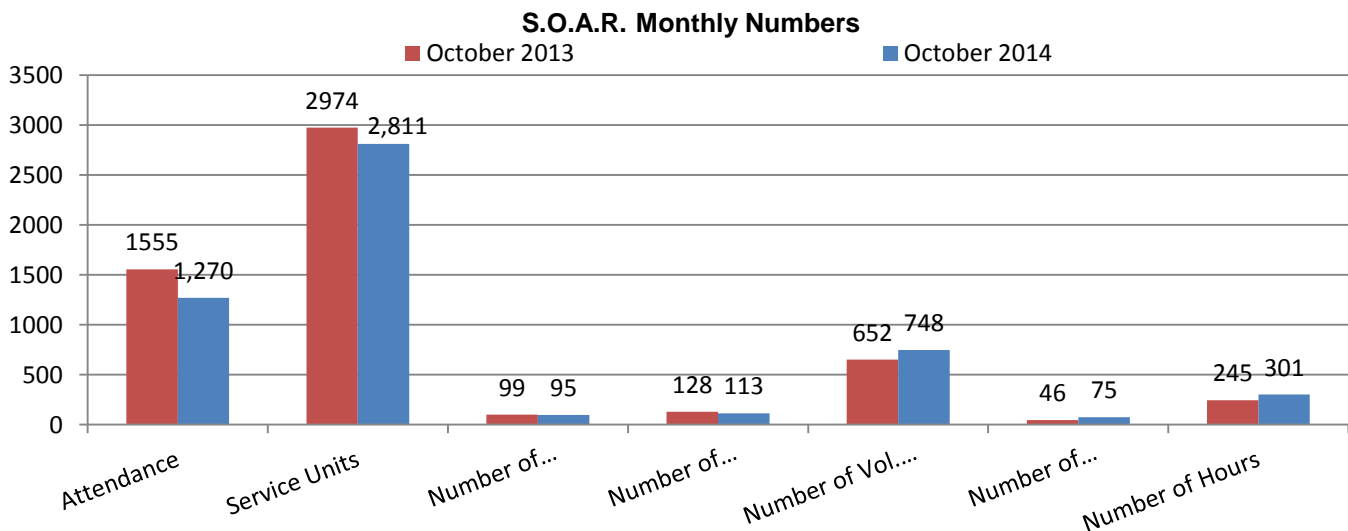


The Holiday Performers began rehearsal the 2<sup>nd</sup> week of October. They present an original show each year in December. Participants will take part in the show as well as create some of the set pieces. Vale Community Church will once again be the site of the final production.



S.O.A.R. hosted a Chili Cook-Off event in which several volunteers and families entered their chili recipes for tasting. The event also featured games and crafts. October was also time for a favorite event...the Halloween Dance. Some participants and staff from the Illinois River Valley Special Recreation Association also joined in the fun at the dance. S.O.A.R. had one less volleyball team as compared to 2013, which affected attendance and service unit numbers.

### Reporting Measures:



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

Staff hours for October 2014 were almost identical to October 2013. It was 3175 compared to 3324 in 2013.

### **Volunteer Hours**

<b>Program</b>	<b># Volunteers</b>	<b># Volunteer Hours</b>
Recreation programs	7	25
Pickleball	4	10
Adult Center	16	64
Hockey	103	775
SOAR	113	748

### **Testimonials**

*Below are a few responses to our program evaluations, which ask “Please use the space provided to share any overall comments about your experience this program.”*

*“I love this class. I have been doing it with my kids since my son was 18 mos. And now he is almost 6. He loves gymnastics and now my daughter is 3 and she loves gymnastics too.” - Gymnastics parent*

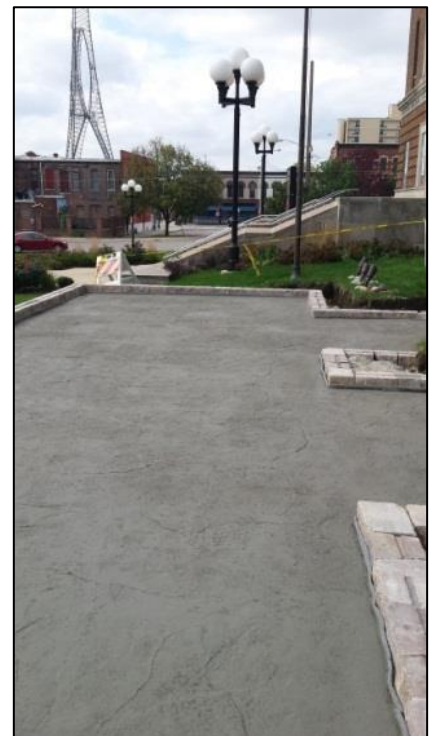
*“Overall, program was enjoyable. I enjoyed participating with my child and he liked it a lot.”  
Parent/Child Sports parent*

*“This was a great experience for our daughter. She learned how to paly volleyball in a relaxed, non-competitive way.” - Afterschool Volleyball*

### **Park Maintenance**

#### **Horticulture**

The weather in October was typical for the area. Crews began aeration of all city parks and athletic fields. Soil moisture was good and the aerators where taking plugs up to 3”, which is very beneficial to the turf. October is a good time to apply fall fertilizer to turf in this area, and we fertilized all our athletic fields, major parks and City Hall. Grass continued to grow and the division is up to 1,559 hours of mowing for the year. Plant bed maintenance increased (176 man hours) as annual flowers were removed, beds tilled and perennials plants were cut back for winter. 172 man hours were spent on landscape projects highlighted by horticulture staff installing retaining walls and a concrete patio for visitors at BCPA (photo to the right).



## **Forestry**

The forestry division continued to remove ash trees and respond to citizen requests for tree trimming. Late October is when the trees for fall tree planting arrive and 281 trees were delivered to the facility. 2 tree planting crews were set up with 1 forester and 1 horticulturist as foreman. 52 trees were planted in late October and tree planting will continue in November. Friends of Constitution Trail made a donation of \$4,500 to parks department for tree planting, and 45 trees were planted in three different locations on the trail. Forestry division planted a large white oak tree from our nursery in memorial of Wesley "Geno" Jones at the entrance to Highland Park GC (photo to the right).

## **Utility**

The park maintenance division partnered with The Joseph Gnazzo Company from Union, Connecticut for the conservation of the Civil War monument in Miller Park. This project took 23 working days to complete. The Gnazzo staff were very professional, talented and easy to work with. The scope of work included cleaning of the entire monument to remove all soiling and staining. The raking and repointing of all mortar joints. These joints were installed back to their original condition. All skyward facing mortar joints were replaced with a lead cap that will prevent water penetrating the monument. Any and all scaling of the Granite was removed. Finally 15 Dutchman repairs were completed. A Dutchman repair is where existing granite is removed and replaced with new granite. The new granite is then carved to match the profile desired. A fine example of this is the new sconce that was carved on the West side of the Monument that is perfect match to existing 3 sconces on the Monument. The Gnazzo Company did a very thorough job in the restoration of the Civil War Monument. The installation of the playground at Suburban East Park was completed in mid-October. Included in the installation was a new concrete border, new playground surfacing, new swings, new access sidewalks and sod was installed around the playground.



Other Utility projects in October are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed monthly Park inspections at all City Parks
- Shut down and winterized Miler, McGraw and Tipton water plays
- Winterized all Park and Trail drinking fountains
- Repaired walking bridge at Tipton Park
- The Superintendent and Assistant attended a Nature Play Symposium





# Water Interim Director

Brett Lueschen

Water Department

October 2014 Edition

## **Reservoir Conditions**

The City experienced average precipitation, about 3.28 inches of rain (shown in inches of liquid precipitation; rain or melted snow). The monthly average precipitation for October is about 4-5 inches (shown in inches of liquid precipitation; rain or melted snow). With this month's precipitation, the Lake Bloomington reservoir remained full. The Lake Evergreen Reservoir, our source of supply during the month of October was also full.

The Mackinaw River pumping station was not activated during the month of October due to the reservoirs being above average for this time of year.

## **Water Quality**

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

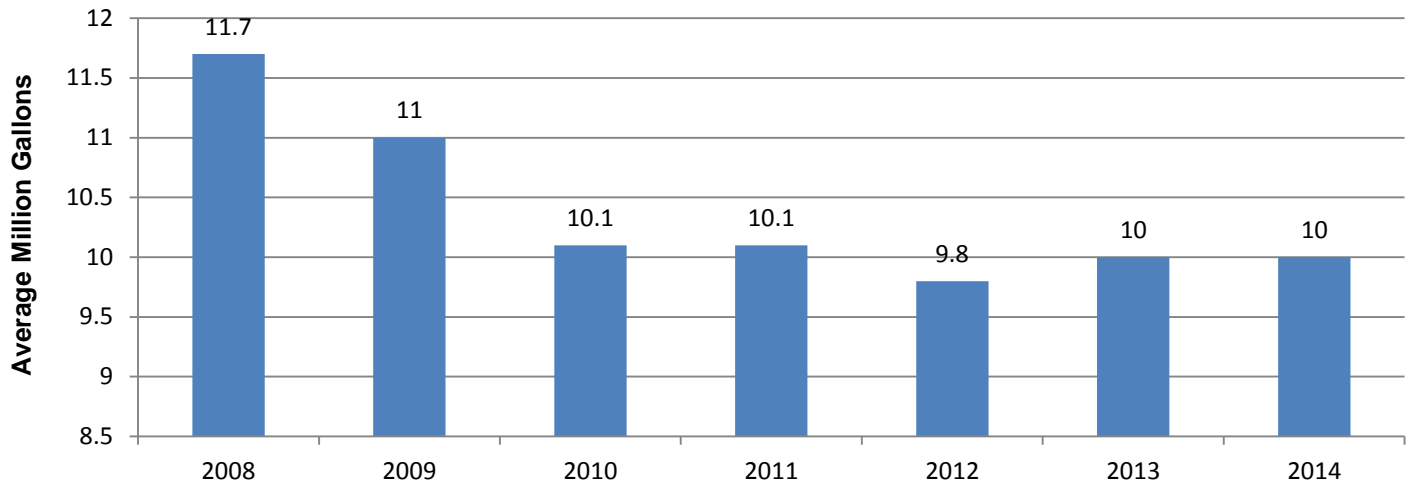
## **Groundwater Project**

Staff met with Farnsworth to go over the status of the Southwest well fields. Staff gave some direction to Farnsworth and will be meeting again in December.

## Pumpage

Pumpage has been about average during the month of October. The Department pumped an average of 10.0 million gallons per day (MGD) in October with a peak day of 11.6 MGD. The October average for 2014 can be compared to the average daily pumpage during

**Avg. Million Gallons Pumped: October**



As is typically the case, the top ten water users for the Water Department in October include five customers outside the City of Bloomington. Those customers in October 2014 include Mitsubishi Motors, Bloomington Township Public Water District (BTPWD) West Division, the Village of Hudson, Bridgestone Firestone, Bloomington Township Public Water District (BTPWD) Crestwicke Division and Advocate BroMenn Hospital.

## Infrastructure

- Staff made three valve repairs during the month of October.
- Staff finished the water main replacement on MacArthur Ave. Staff replaced 1000' of 6" water main in house and replaced 20 new water services from the new main to the curb stops.
- Contractor Doug Gildner has started the water main replacement project on Parkview and Parmon. The contractor is expected to continue to work through the winter.



During the month, there were 3 water main breaks/water main leaks. The calendar year 2014 total through October is 3 main breaks as compared to an average of 12 main breaks for the month over the last seven years. With that October average of 6 main breaks, this month's total is below the average over the last seven years.

	CY 2014	CY 2013	CY 2012	CY 2011	CY 2010	CY 2009	CY 2008	CY 2007	AVG FOR MONTH '07-'12
Jan	9	9	12	17	10	13	13	8	12
Feb	27	7	9	16	9	12	9	13	11
March	10	1	5	2	1	0	2	0	2
April	4	0	3	2	5	1	1	2	2
May		5	0	7	2	2	3	2	3
June		1	4	4	4	0	2	1	2
July		4	12	4	2	4	2	2	4
Aug		5	7	6	11	9	4	9	7
Sept		6	4	7	1	14	4	2	5
Oct	3	4	3	5	6	7	7	8	6
Nov		9	14	8	7	15	15	13	12
Dec		17	13	7	21	25	13	23	17
<b>CY TOT</b>	<b>50</b>	<b>68</b>	<b>86</b>	<b>85</b>	<b>79</b>	<b>102</b>	<b>75</b>	<b>83</b>	<b>83</b>

During October, staff replaced/repared 7 water service lines/curb stops. Several of these were very old lead (the metal) service lines. Any time that the City can remove lead from our water system, it is a good thing since there is a drinking water standard for lead.

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

### Water Treatment Plant Major Projects

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC) in filter 5,6,7,8,13 and 17 was removed in October and replaced with new GAC. The underdrain system (the collection system at the bottom of the filter that collects the water that has been trickling through the layers of sand and gravel) in this filter has failed and needs to be replaced as soon as possible. Our consultant and an underdrain manufacturer have met with us at the plant to discuss a plan of action.

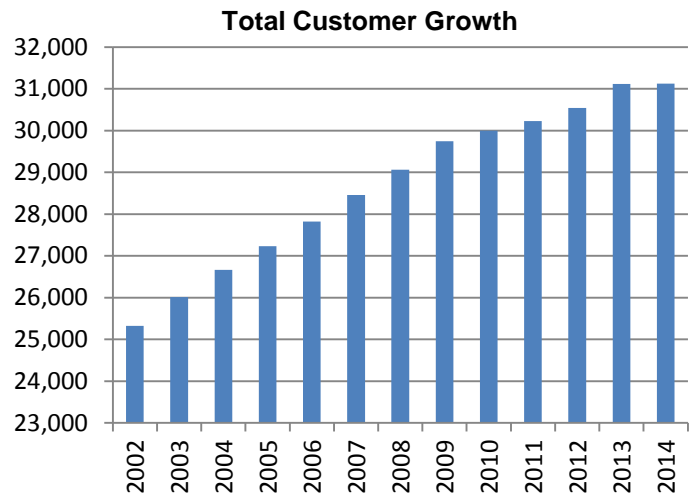
### Miscellaneous

The EverBloom chapter of the Friends of Reservoirs Program is still active. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The group has continued fund raising for worthy reservoir projects at the Evergreen Lake or the Lake Bloomington reservoirs. About 150 people have already joined the group. With this group, staff has applied for and been awarded two grants totaling about \$5,000 through their national organization.

Our on-line bill payment option continues to attract new enrollees. As of the end of October 2014 the City has 18,019 customers signed up for this service. The City added 337 customers for the month. Staff will continue to track the number of participants monthly and express the number of customers with this service as a number and % of total customers. 18,019 customers are 57.6% of our customer base.

In a related metric for the number of customers accessing their accounts on-line, the City now has 2,519 customers who have signed up for the recurring payment option whereby their bill is paid each month without any action on their part. That is an increase of 5 customers as compared to last month. The 2,519 customers are about 7.5% of our customers.

Staff continues to see overall customer growth continue in FY 2015 although it has slowed tremendously as compared to years in the recent past. For the month of October 2014, the Department had a gain of 31 customers bringing us to an overall total of 31,294 customers. The City started the year with 31,166 customers. This is a FY 15 gain of 128 customers.



### Cost Savings Measures

The Department is continuing to see an increase in the number of customers that are electing to go paperless with their City Services bills. The City added 14 customers for the month. Currently there are 4,945 customers that no longer receive a paper bill. This equates to 15.8% of our customer base! Each bill has a hard cost of about \$0.53 for the processing and mailing so the Department is currently saving over \$4,944 per year and that number continues to climb.

### Alderman Plant Tour

On November 10<sup>th</sup> staff gave a tour of the water treatment plant to Alderman Painter and Hauman.





## Finance Director



Patti-Lynn Silva

## Finance Department

October 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.

### October 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**

The Finance Department worked to complete and compile the Fiscal Year 2014 annual audits. The City, US Cellular Coliseum, and Police and Fire Pensions Comprehensive Annual Financial Reports (CAFRs) were published on October 31<sup>st</sup> with all reports/audits receiving an “unqualified or “clean” opinion. The City’s Treasurer’s Report was also published on the City’s website as well as the Pantagraph newspaper.

On October 23, 2014, the Finance Department presented at the City’s Citizen’s Academy where the participants took part in balancing a City budget and estimating the price of government purchases i.e. fire trucks, asphalt and water meters during a “Price Is Right” game. Participants were also given the opportunity to restructure the City’s budget as they thought would be best. Positive feedback was received.

### Other Accomplishments

- Finance presented a fiscal overview to the City Council during October.
- The 2014 Tax Levy was proposed to the City Council and the Public.
- The City submitted their application to the Government Finance Officers Association (GFOA) for Certificate of Achievement for Excellence in Financial Reporting.
- All bond disclosure information was sent to Digital Assurance Certification (DAC).
- The City’s Unclaimed Property Report was filed with the Illinois State Treasurer.

## October 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
Home Rule Sales Tax	\$14,647,149	\$ 4,706,826	\$ 4,845,131	\$ (138,305)	-2.85%
State Sales Tax	\$13,700,672	\$ 4,499,343	\$ 4,611,687	\$ (112,344)	-2.44%
Income Tax	\$7,529,874	\$ 2,719,403	\$ 2,853,937	\$ (134,534)	-4.71%
Utility Tax	\$6,132,913	\$ 2,194,455	\$ 1,801,916	\$ 392,538	21.78%
Ambulance Fee	\$5,022,998	\$ 1,849,640	\$ 1,869,166	\$ (19,526)	-1.04%
Food & Beverage Tax	\$4,363,447	\$ 1,779,416	\$ 1,819,209	\$ (39,793)	-2.19%
Franchise Tax	\$2,190,809	\$ 636,774	\$ 632,145	\$ 4,629	0.73%
Replacement Tax	\$1,857,810	\$ 672,024	\$ 765,317	\$ (93,293)	-12.19%
Hotel & Motel Tax	\$1,759,003	\$ 767,657	\$ 849,042	\$ (81,385)	-9.59%
Local Use Tax	\$1,325,600	\$ 674,046	\$ 608,493	\$ 65,552	10.77%
Packaged Liquor	\$1,040,000	\$ 443,558	\$ 430,377	\$ 13,181	3.06%
Amusement Tax	\$1,000,000	\$ 116,622	\$ -	\$ 116,622	0.00%
Local Motor Fuel	\$1,000,000	\$ 395,059	\$ -	\$ 395,059	0.00%
Building Permit	\$897,000	\$ 424,583	\$ 480,424	\$ (55,841)	-11.62%
Vehicle Use Tax	\$889,463	\$ 504,793	\$ 449,213	\$ 55,580	12.37%
Video Gaming	\$306,000	\$ 189,987	\$ 102,131	\$ 87,856	86.02%
Auto Rental	\$100,000	\$ 30,530	\$ 33,818	\$ (3,288)	-9.72%

NOTE: Not all revenue payments are received at the same time therefore, the superscripts numbered 1-12 represents the number of payments received to-date.

## PROCUREMENTS – OCTOBER 2014

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<b><u>RFP #</u></b>		
2015-24	WM Relocate & Lining - Awarded	Water
2015-27	Lime Sludge Removal - Awarded	PWD
2015-34	Lake Bloomington A&E Services - Underway	Water
2015-36	Leaf Material Disposal - Awarded	PWD
2015-38	Wireless Network Controllers - Opened/Recommend Award	IS
2015-39	BFD HQ Station Electric Upgrade - Opened/Underway	BFD
2015-40	BFD HQ Kitchen Upgrade-Opened/Underway	BFD
2015-41	City Internal Audit - Opened/Evaluation Underway	Finance
2015-43	BFD HQ Exhaust Ventilation - Underway	BFD
2015-44	MPZ DeBrazza Plaza - Underway	BFD
2015-48	HQ Upgrade HVAC Controls - Underway	FIRE
<b><u>BID #</u></b>		
2015-18	BPD Uniforms - Opened/Recommendation Made	BPD
2015-19 REBID	Fleet Fuel Purchase - Bids Rejected/Rebid/Recommendation Made	Fleet
2015-22	Evergreen Lake Dam Road-Rehab - Contract Awarded	Water/PWD
2015-29 REBID	BPD Training Facility Mold Removal - Bids Rejected/Rebid being Developed	BPD & Facilities
2015-37 REBID	Topsoil Processing Machine - Underway	PR&CA/Fleet
2015-42	BFD HQ Overhead Door Openers - Underway	BFD
2015-46	FY 2015 Sewer Rehabilitation - Underway	Engineering
<b><u>RFQ #</u></b>		
2015-16	Briarwood Sub Rehab - Award Recommended	Engineering
2015-26	Bridge Replacements - Underway	Engineering
<b><u>UNDER DEVELOPMENT</u></b>		
Refinement of City Procurement Code & Policies Underway		
City Hall Annex Demolition Design		
Two (2) 15 Horsepower Ebara Pumps or Direct Equivalent		
Main Street Water Transmission Main Relocation		

### DIRECTOR'S CORNER

On October 31<sup>st</sup>, Finance participated in the City's annual Chili Cook-off to benefit a local charity. The City had record participation with 11 teams competing for best chili – over \$1,500 was raised for Home Sweet Home Charity! Finance won 2<sup>nd</sup> place for best chili and 3<sup>rd</sup> place in best table presentation. Thank you to everyone who participated and all of the hard work the Employees Activity Committee put in.



## Communication Manager



Nora Dukowitz

### Communications and Public Information

October 2014 Edition

#### Bloomington 101

The Bloomington 101 citizens' academy program continued in October. Participants covered the Fire department, Parks, Recreation and Cultural Arts, Community Development, Finance, City Clerk and Legal. They got to enjoy activities such as gearing up in hazmat suits, practicing pickleball, playing Bloomington's version of "The Price Is Right" and even holding a mock City Council meeting. Not only are the sessions fun, they are very informative to the citizenry as well as to City staff hearing the participants' comments and questions.



#### Social Media

The overarching "City of Bloomington" social media accounts continue to grow. October saw an 8% increase in the City's Facebook fans, with the page totaling 896 fans by the end of the month. Weekly total reach increased 43.2% to 7,049 people. Twitter followers increased 9% to 892. 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. 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. Staff will hold a social media overview presentation in December to help the organization understand why we use and place value on these communication mechanisms.

### **Media Interaction**

Thirty-one staff interactions with the media, above and beyond the normally scheduled pre-Council meetings, were recorded in the month of October. Staff is just beginning to formally track these interactions and will be able to provide comparison data in the future.

### **News Releases**

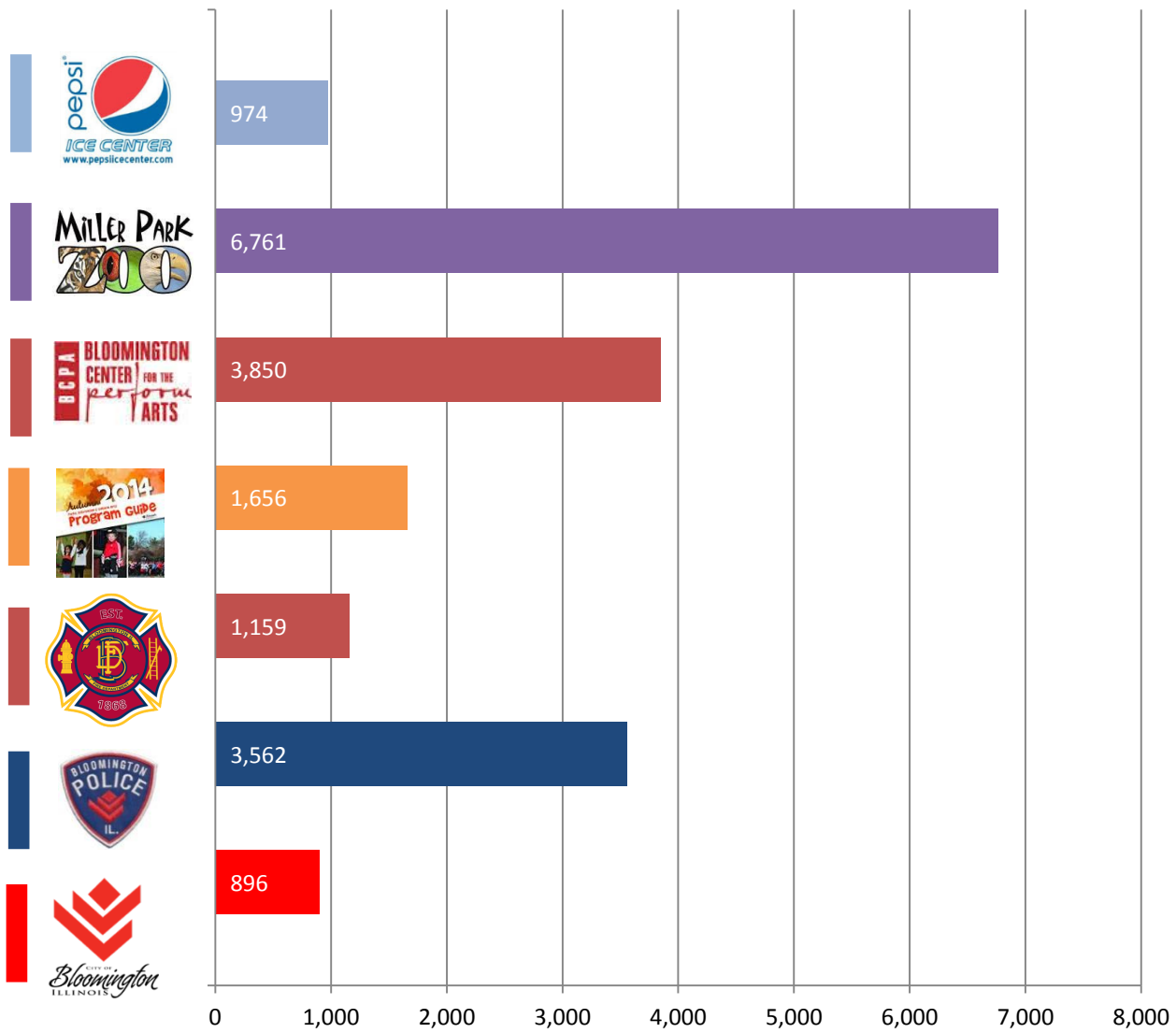
Fifteen news releases were prepared and distributed in the month of October. Of these, six were related to the Parks, Recreation and Cultural Arts department, five were from Public Works and four concerned Administration.

### **Topics of Interest**

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

- Miller Park Zoo's education award from the AZA
- Conservation work on the Soldiers' and Sailors' monument
- Chief Kimmerling's retirement
- Hire of Austin Grammer, Economic Development Coordinator
- Halloween house decorating contest
- Nicor cleanup project
- Cancellation of Council retreat
- Hire of Nicole Albertson, Human Resources Director
- Vehicles for hire
- Hy-Vee progress
- Downtown hotel
- City Clerk Tracey Covert's retirement announcement

### October 2014 Facebook Likes



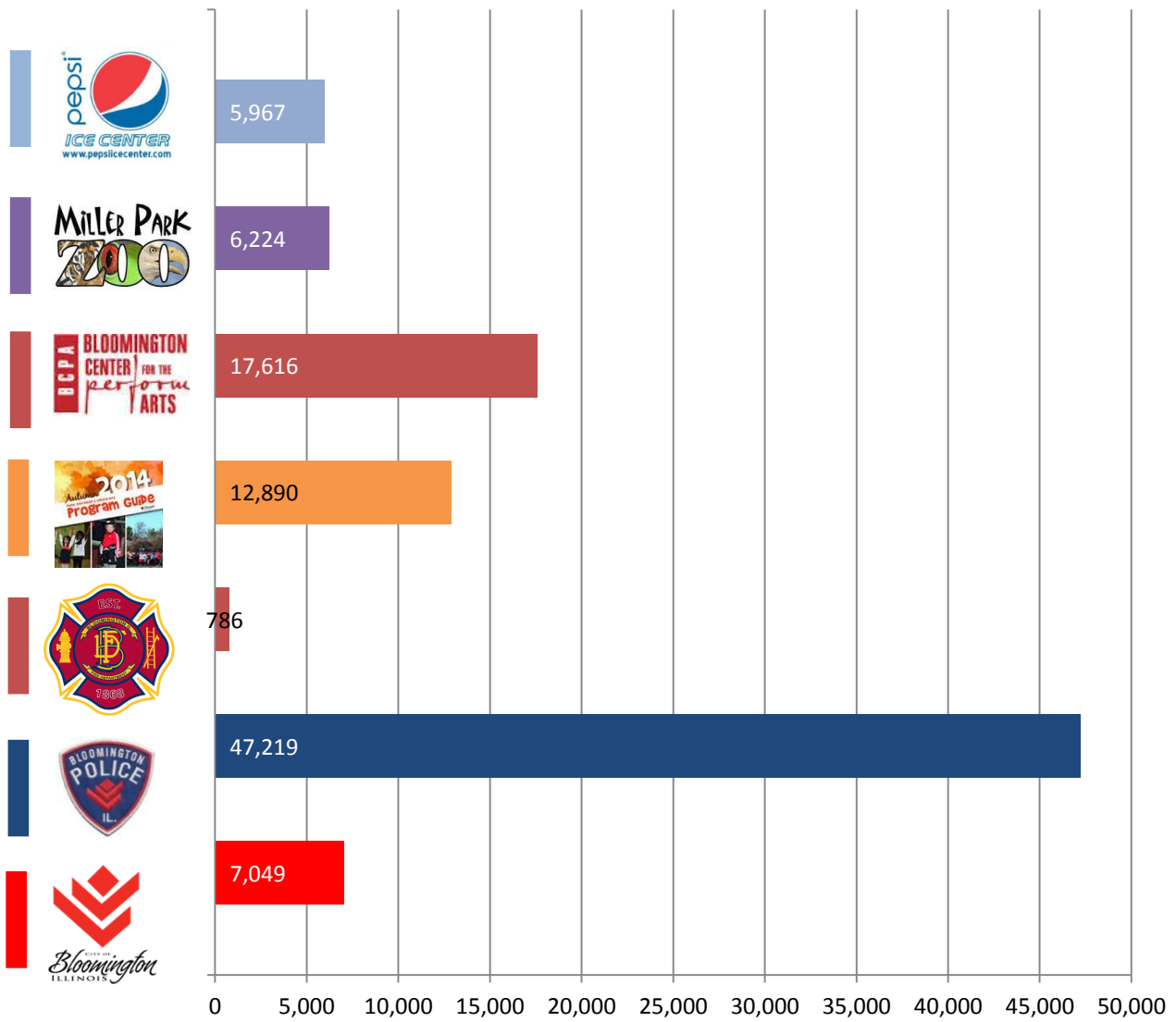
Facebook Insights: Aggregate	October 2014
Total Likes	18,858
Average Daily Growth	13
Total New Likes	409



Twitter Insights: Aggregate	October 2014
Total Followers	1922
Average Daily Growth	6
New Followers	181



### October 2014 Weekly Reach





### Facebook Insights: City Hall Snapshot



Total Likes	New Likes	Weekly Total Reach
896	74	7,049
8%	2 (daily avg)	47.7%



## Facebook Insights: Police Department Snapshot



Total Likes	New Likes	Weekly Total Reach
3,562	258	47,219
 <b>6.3%</b>	8 (daily avg)	 <b>37.1%</b>

## Facebook Insights: Fire Department Snapshot



Total Likes	New Likes	Weekly Total Reach
1,159	102	786
 <b>3.3%</b>	1 (daily avg)	 <b>1210%</b>



# Department Director



Scott Sprouls

## Information Services Department

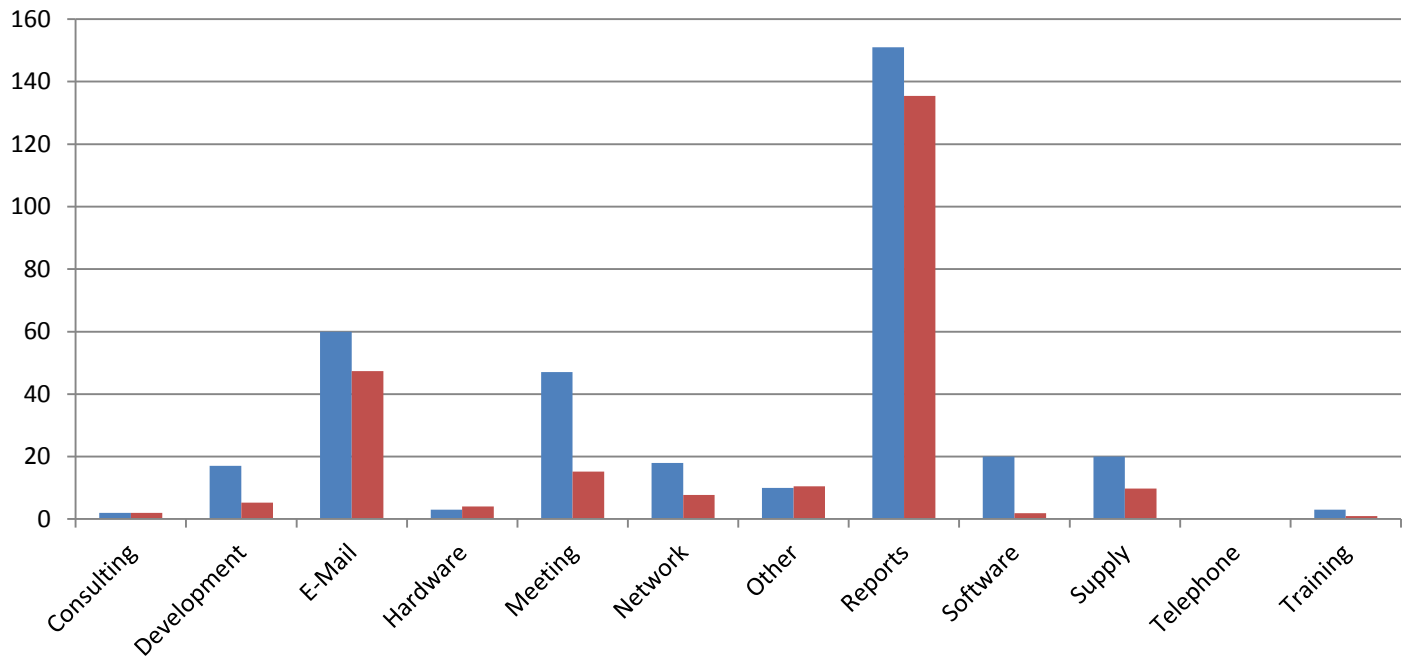
October 2014 Edition

### Information Services Workload

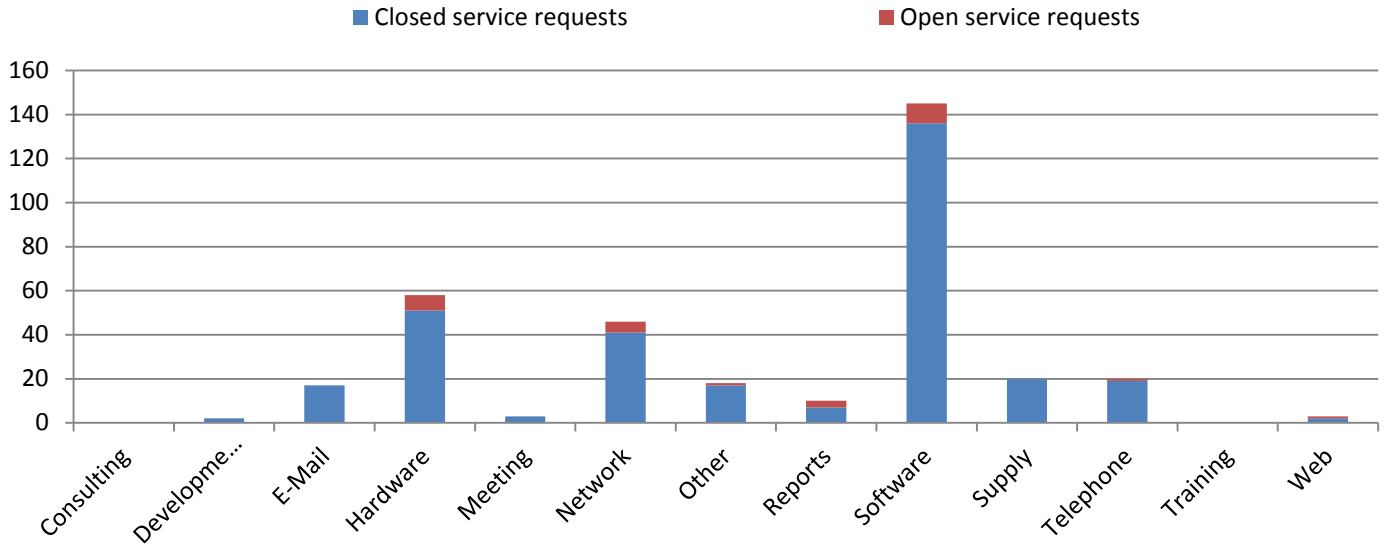
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

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

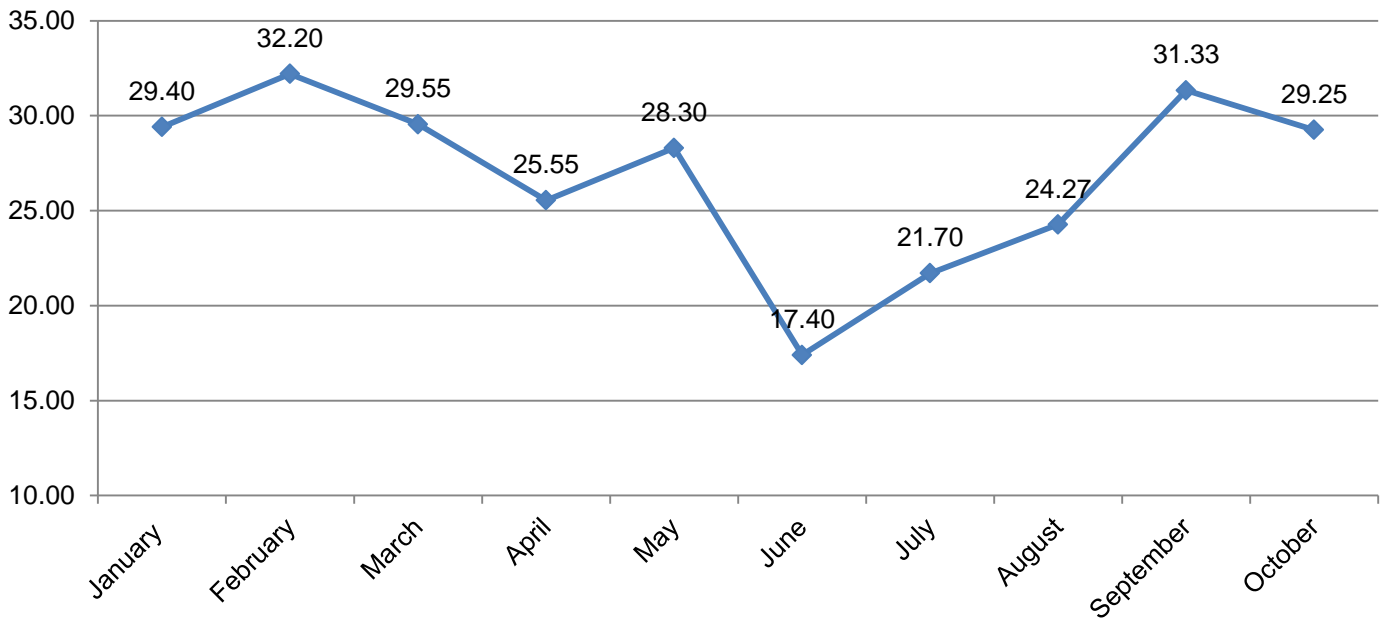
■ Number of service requests   ■ Hours spent on service requests



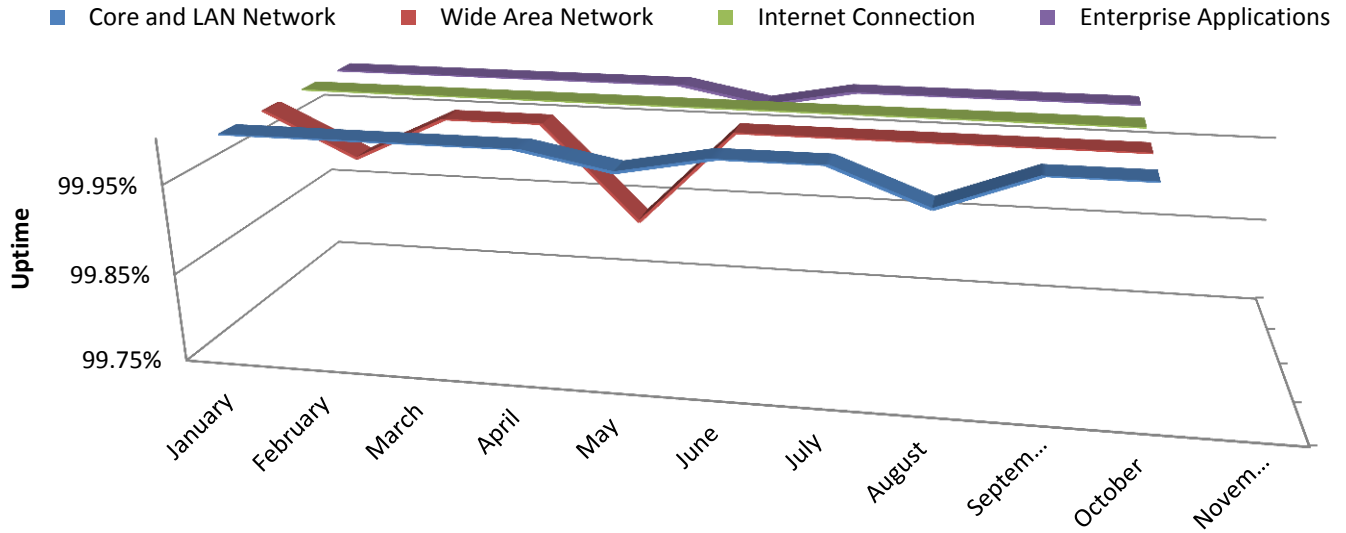
### October 2014 Closed Service Requests



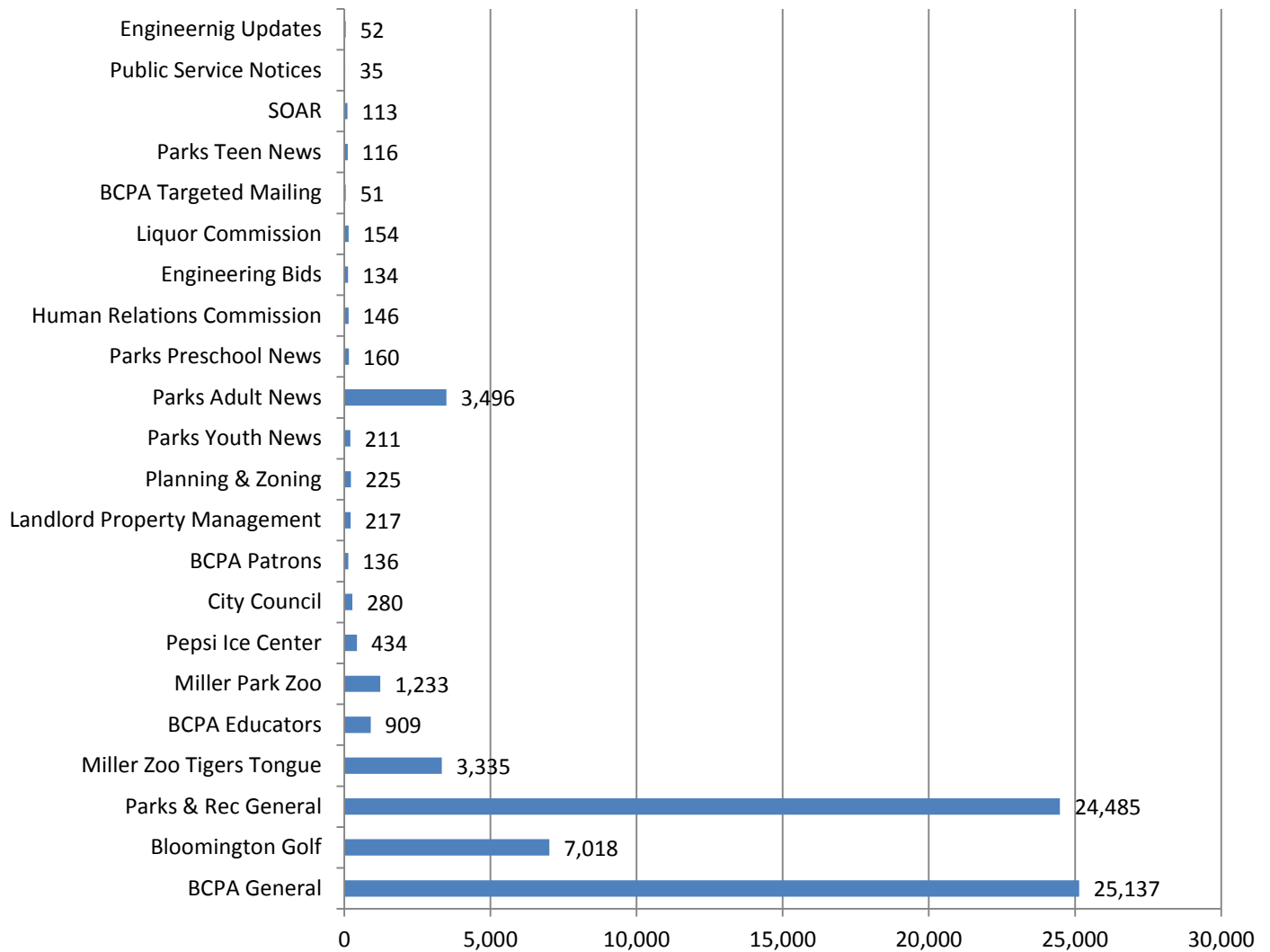
### Number of service requests per IS FTE



## 2014 System Uptime



## October 2014 Lyris List Server Information





**City Clerk**



**Tracey Covert**

**October 2014 Edition**

**City Clerk**

**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 statue the City Clerk is the “keeper of the records.” Recordkeeping is a critical function. The City Clerk’s Office knows the history of issues/items. The Clerk’s Office knows what has been done/tried in the past.

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

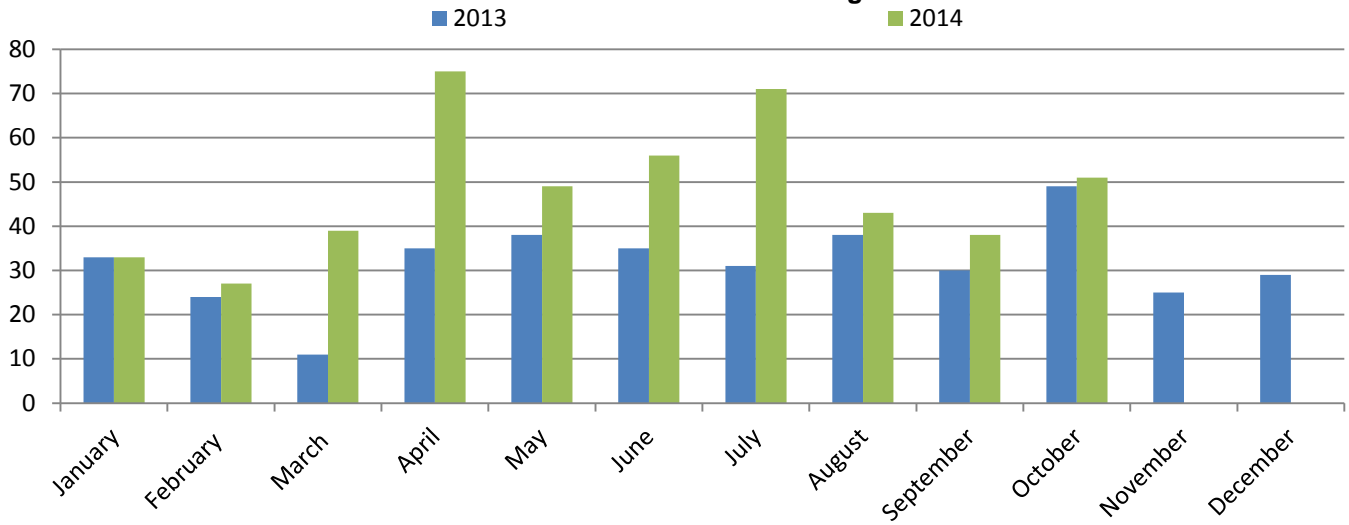
**Monthly Highlight**

As 2014 draws to an end so does our Special Events and Block Parties. There were fifteen (15) block parties; two (2) relaxed parking requests and seventy (70) approved Special Events held in our community. Special Events held increased by thirteen (13) compared to 2013.

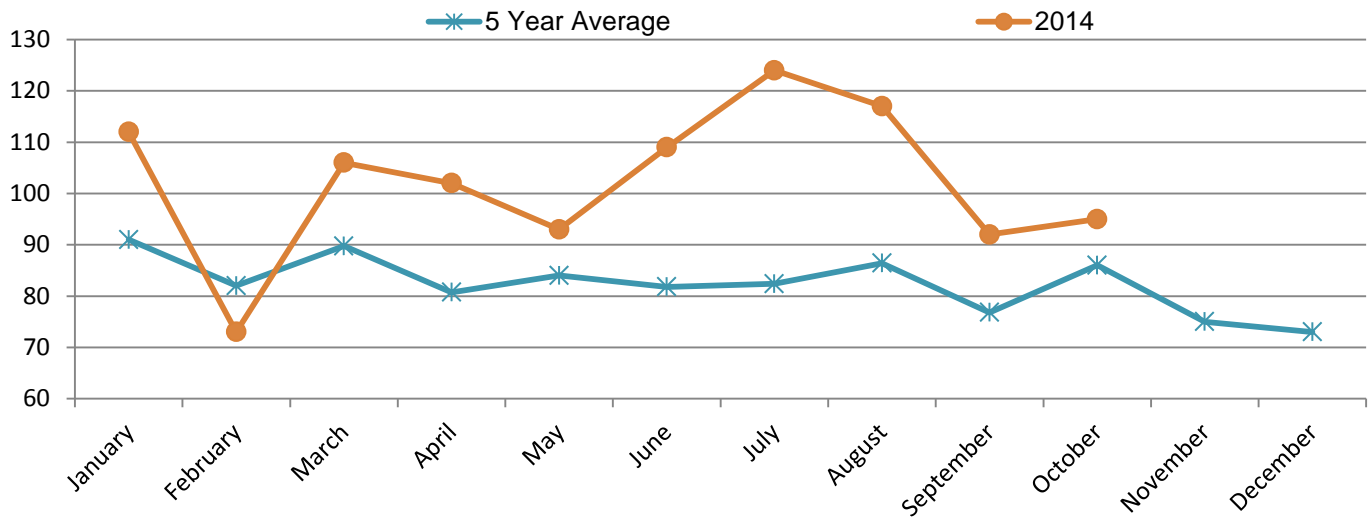
The purpose of the Special Events Committee is to review a request, determine its appropriateness, ensure safety, and minimize risk and that all City departments (and if necessary, outside jurisdictions) are aware of the event, its location and specifics.



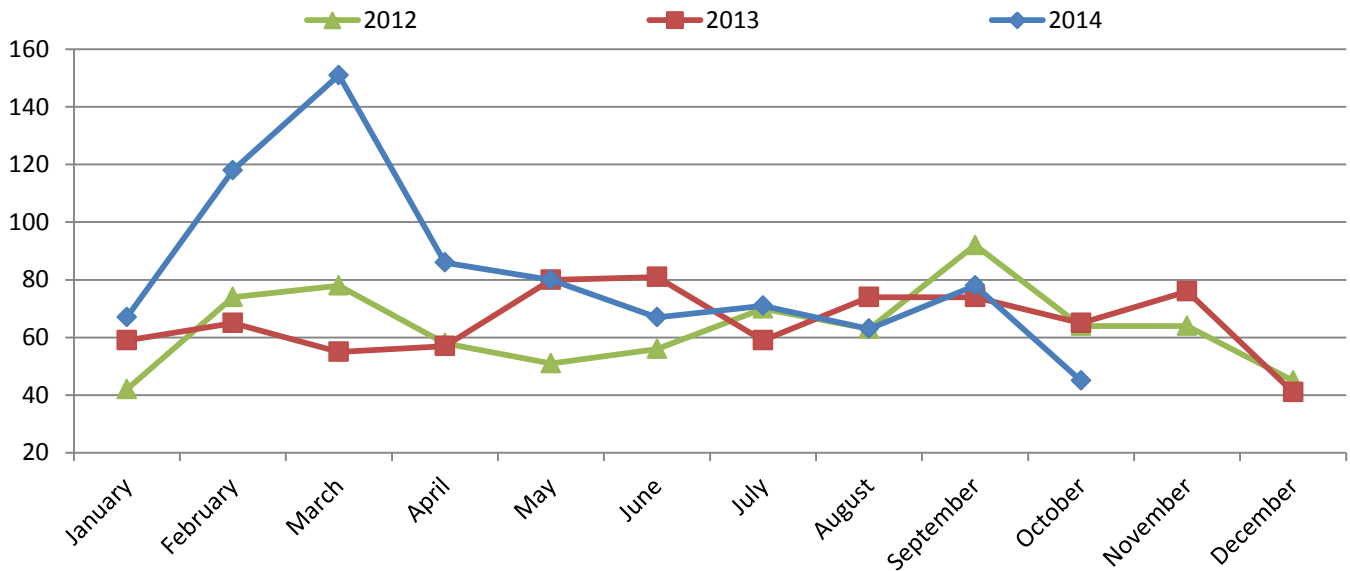
**Number of Items on the Council Agenda**



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



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





# Library Director



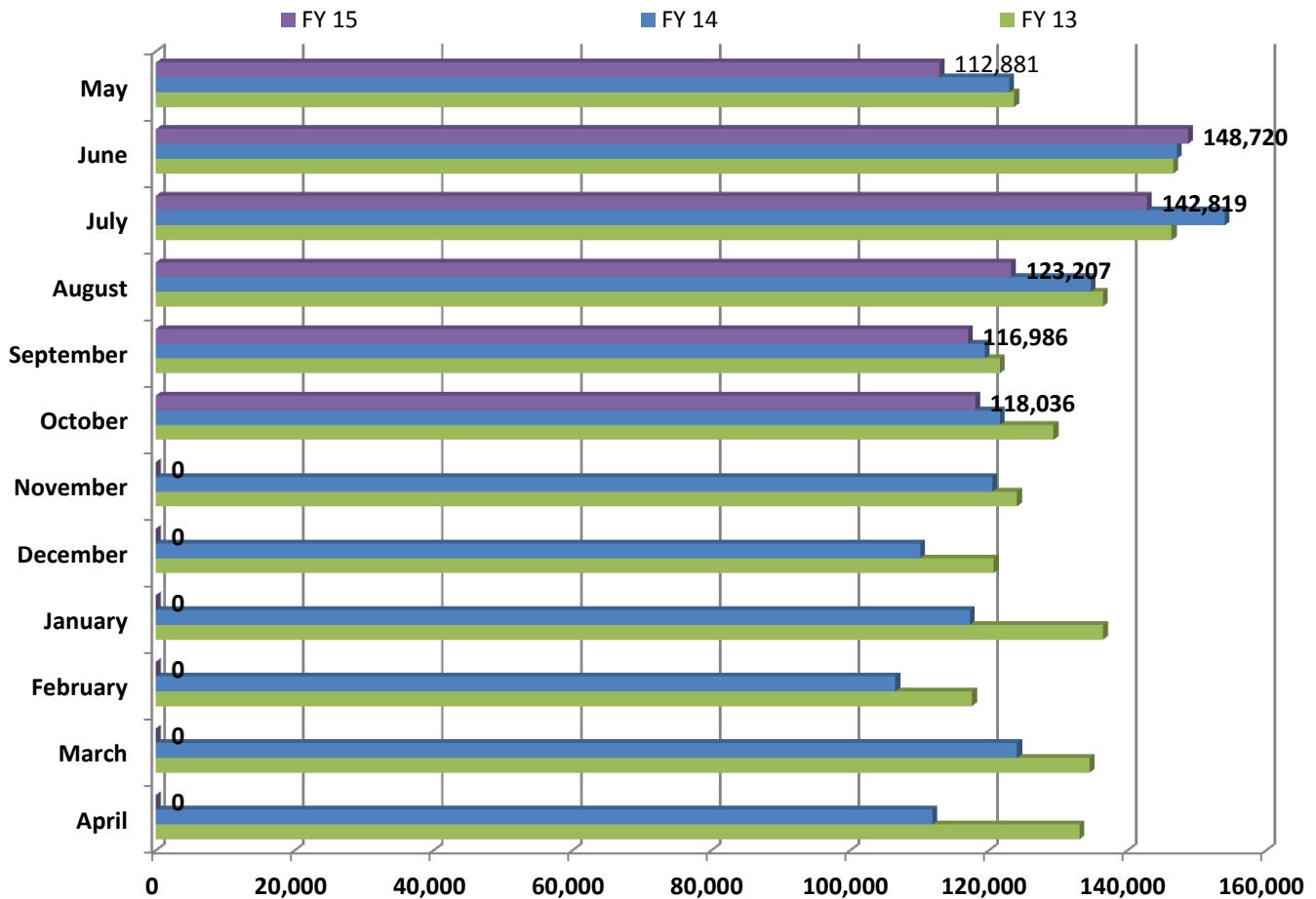
**Georgia Bouda**

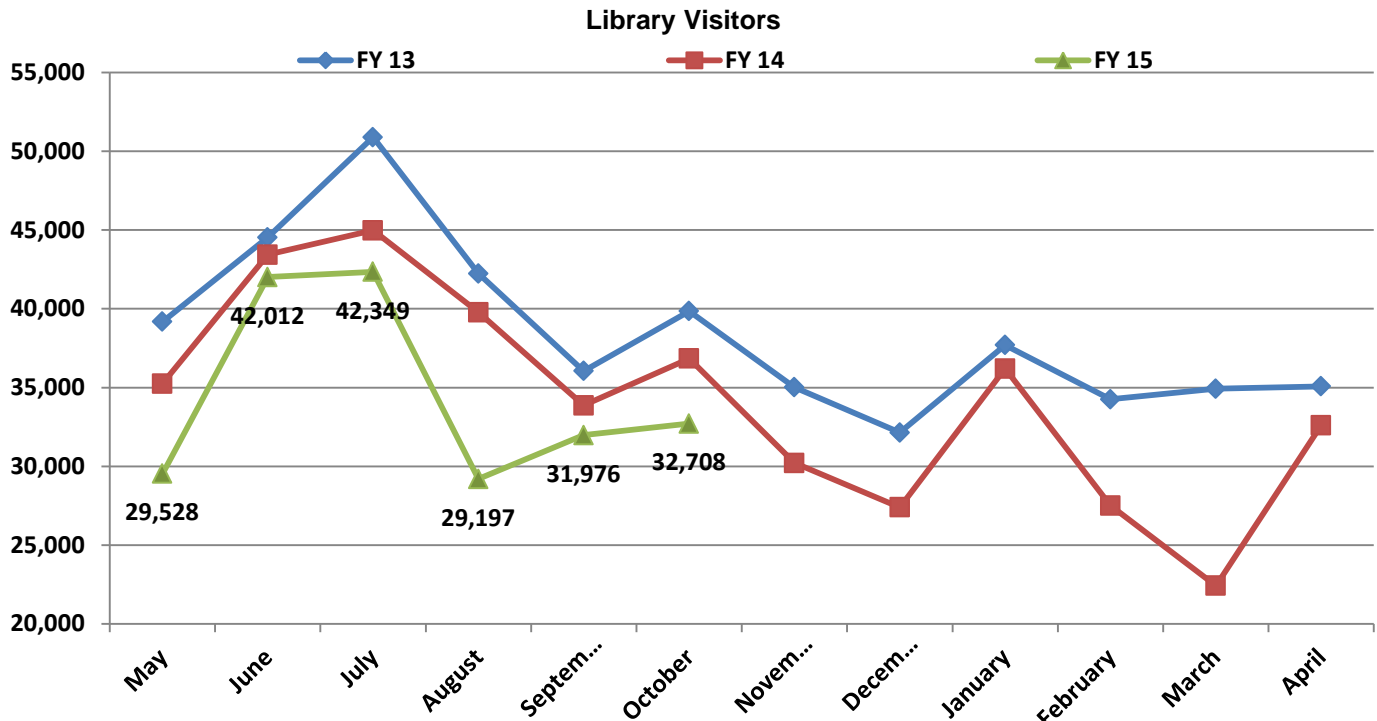
October 2014 Edition

## Library

Customers borrowed 118,036 items in October, 2014, a decrease from the 121,594 items borrowed in October, 2013. Visitors to the Library were down from 36,842 in October 2013 to 32,708 in October 2014. Staff answered 4458 questions from customers this month compared to 4475 questions answered in October 13.

**Items Circulated**





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

#### Children Programs and Attendance:

- Storyteller and Ventriloquist Chris O' Brien – 2 sessions – 306 attended
- Star Wars Reads Day – 121 attended
- Spooky Trails Ghost Stories – 72 attended
- Halloween Parade and Story Time – 198 attended
- Principals Read – 5 sessions – 392 attended
- Tween Hand Sew 101 Needle Art – 5 attended
- Lapsit story time – 8 sessions – 140 attended
- Toddler story time – 10 sessions – 391 attended
- Preschool story time – 7 sessions – 175 attended
- Singing Swinging Evening story time – 11 attended
- Tails for Tales (read to dogs) – 5 sessions – 112 attended
- Beginning reader club – 2 sessions – 6 attended
- 2nd Monday Story Club – 10 attended
- Visited Katie's Kids – 45 attended
- Visited Milestones Preschool – 13 attended
- Visit Head Start at Trinity Lutheran – 2 classes – 57 attended
- Visited Little Jewels Day Care – 68 attended
- Library table at Halloween Carnival – 50 attended
- Library table at Miller Park Zoo Spooktacular – 400 attended
- Head Start Fun Club visit – 77 attended

#### Teen Programs and Attendance:

- Teen Manga/Anime Club – 2 sessions – 0 attended
- DIY Paper Wallets and Clutches – 1 session -- 3 attended

- Teen Advisory Board – 1 session – 0 attended
  - Teen Read Week:
  - Teen Book Reviews – 2 participated
- Teens Caught Reading in TZ – 10 participated
- Teen Halloween Party with NPL – 1 session – 29 attended

Schools for Books and Bites: Our Teen Librarian and the youth librarian from NPL visited the following schools and talked with these numbers of teens: Chiddix: 70; Evans: 172; Kingsley: 112; Parkside: 181

**Adult Programs and Attendance:**

- Mystery Book Club – 1 session – 8 attended
- Nonfiction Book Club – 1 session – 4 attended
- 2nd Wednesday Classic Movie – 1 session – 8 attended
- Anime Now for Adults – 2 sessions – 17 attended
- Lunch and Learn with IWU and McLean History Museum – 1 session – 15
- Illinois Ghosts and the Afterlife by Terry Fisk – 1 session – 75 attended
- Twin Groves Wind Farm tour – 1 session – 28 attended

# Compliments to the City

---

To: <admin@cityblm.org>  
From: "Ray Rybarczyk"  
Date: 11/24/2014 03:33PM  
Cc: <ndukowitz@cityblm.org>  
Subject: Bloomington 101

I wanted to send a quick "Thank YOU" to the City of Bloomington staff who helped develop, organize, and coordinate the Bloomington 101 program.

Nora Dukowitz did a fantastic job moderating and keeping the group organized, on task, and on schedule. I am honored to have been selected as the inaugural class and I am proud to spread the correct information about what is happening with the City of Bloomington based on what I learned that was presented to me about the different aspects of the city. I think a lot of citizens are mis-informed and uneducated about their local government. By attending this program, I feel I am able to help guide mis-informed citizens to find the resources that they need to make an educated decision on what is happening in their community. I haven't yet decided which committee or commission I want to serve on, but will gladly participate more in my community.

Thank you again for recognizing that this program is a much needed piece to help build a better and stronger community. I hope to see its continued success and will encourage other Bloomington residents to participate when the next class opens for applicants.

Great Job!

---

To: "citycouncil@cityblm.org" <citycouncil@cityblm.org>  
From: Marie Follick  
Date: 10/09/2014 02:19PM  
Subject: Thank you

I would like to thank everyone for the great free concerts that I went to this summer. This was the first year I was able to attend. I liked the variety of the different bands. I attended the ones at Miller Park and Franklin. I hope you will continue these in the future.

Thank You  
Wilma Follick

---

To: Herb & Pamala Eaton

From: "Julie@Specs"

Date: 11/16/2014 05:43PM

Cc: "<eatongallery@aol.com>" <eatongallery@aol.com>, Darrell Hartweg, "<karen61701@gmail.com>" , "<tstiller@downtownbloomington.org>" <tstiller@downtownbloomington.org>, "A. Renee

Subject: Re: THANK YOU DBA, Parks Dept, property & business owners who decorate for the holidays ;-)

So nice Herb and Pamala!

Thanks for taking the time to recognize the DBA, parks department, volunteers and their efforts! Too many of us think this happens magically.

We have such a beautiful downtown! Thanks to all that make this happen!

Julie Kubsch

Specs Around Town

317 N Center St

Bloomington, IL 61701

309-827-7327

[www.specsaroundtown.com](http://www.specsaroundtown.com)

On Nov 16, 2014, at 4:11 PM, "Herb & Pamala Eaton" <[epheaton@aol.com](mailto:epheaton@aol.com)> wrote:

We thank DBA, Parks Dept., and many of you for the time, energy, and money many of you have put in to our downtown to make it a friendlier and more welcoming destination for the holidays. Many have commented on the scarecrow and fall decorations in the pots and windows this fall and many have spent some cold Sunday's helping hang greenery on the poles or decorated their downtown buildings or windows.

Please keep up the good work and PLEASE offer to help where you can or start where you live, work, or own property. It takes a village to decorate and welcome people to our Historic Downtown Bloomington and we are thankful many in this village offer their time, talents, and money to make our town welcoming to visitors, those passing through, and those of us who work or live here ;-)

Pamala

**"Making the ARTS a reality in our community."**

---

From: "Jen Jepsen" <jjepsen@cityblm.org>  
To "Robert Henson" <rhenson@cityblm.org>, "George Kutz" <gkutz@cityblm.org>, "Joe DeGraeve" <jdegraeve@cityblm.org>, "Larry Coleman" <lcoleman@cityblm.org>  
Cc "Jim Karch" <jkarch@cityblm.org>, "Maria Basalay" <mbasalay@cityblm.org>, "Katie Stamp" <kstamp@cityblm.org>, "Pam Bertrand" <pbertrand@cityblm.org>, "Vanessa Campos" <vcampos@cityblm.org>  
Date: Tue, Dec 2, 2014 9:10 AM  
Subject: Compliment!

---

Carrie Van Gundy  
1101 W MacArthur  
263-6197

Carrie called in today to praise our men for outstanding service in garbage collection. She is new to the area and was astounded that we even collected on the holidays! She unfortunately assumed we didn't and wasn't able to place her cart at the parkway for collection until the driver was gone. She called in Monday, and our drivers went out there and collected. She cannot believe how excellent the service is and wants to thank the City of Bloomington, Public Works Department for all they do!

Great Job Guys!

**Jen Jepsen**  
**Office Support Staff IV**  
**City of Bloomington**  
**Public Works Department**  
**(309) 434-2225**

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## RECREATION

"Well run class, great teachers; My son and daughter love these classes" –Anonymous, Pre-School Program Evaluation Form

"Jenny's class was fun and focused. She made the most of her classes with many reps for the kids. Great teacher." – Anonymous, From Gymnastic Program Evaluation Form

"I'm a huge fan of the hockey program (and of Joe Olsen)." –Adult League Customer, via Email

"I appreciate your response." "It's exactly what I'd expect from a Parks and Rec staff that I've always been impressed by." –Adult League Customer, via Email

## BCPA

From Patron Post-Show Survey from *Under the Streetlamp*:

"We enjoyed the concert immensely. Due to our reduced income after retirement we are not financially able to see shows of this caliber any longer, We received these tickets from a friend as a gift. God bless Margaret Connelly."

"Excellent performance, amazing talent! Acoustics were very good...not too loud."

"Absolutely wonderful! Bring them back again!"

"Excellent"

"The performance was great!! It was money well spent for a most enjoyable Sunday afternoon."

"We would see them again! Loved going back in time."

"they were absolutely fabulous!!!!!!"

"Great fun!"

"Wonderful and clean entertainment"

"Excellent if that were a choice."

"It was one of the best concerts I've attended. Please bring them back."

"Very good"

"Good"

"Superb. LOVE this group and so glad they came to our town. Would love to have them return sometime."

"Best show I have seen a long time"

"i loved it...made me want to dance"

"One of the best concerts I've been to."

"This was a tremendous show. If they come again, we will definitely go again to see them."

"Terrific energy and great music for all ages. Well, at least 52 and up anyway."

"Excellent show!"

"outstanding performances"

"Outstanding show!"

"This was a gift to my husband for his birthday. He said it was one of the best shows he had seen in a long time"

"Awesome!!!!!!!!!!!!!!!!!!!!!!"

"I bought 3 gift tickets besides mine. All four, men included absolutely loved the show!"

"It was awesome. Please bring them back again."

"Show was excellent."

"Excellent show!!"

"It was fantastic! These fellows are so talented! An absolutely great show!!!!!"

"Outstanding!"

"You need one more category----EXCELLENT I could understand all the words."

"great music, lots of fun"

"Outstanding! Excellent! Wonderful!!"

"Superb!!"

"This group was great! Very entertaining."

"One of the best shows ever!!!"

"It was excellent! The singers and musicians were thoroughly entertaining and enjoyable."



"Outstanding! Please have them return!!"

"great music, great voices, great dancers, funny too"

"Awesome, awesome, awesome!!!"

"Pamela in group sales was VERY helpful!"

"Outstanding program. Thanks for bringing them to town!"

"The sound quality was very good and the performance was excellent! Definitely a show that I would come to see again in the future."

"Fantastic performance,"

"Excellent!! Great afternoon for the wife and myself."

"Their choreography was great, the tap dancing was great, the loudness hurt my ears!"

"You need an excellent category...I rate it up there with Jim Brickman concert at BCPA."

"Expected more 4 Seasons music"

"This was an excellent program!!"

"Fantastic! Certainly a crowd pleaser!!!"

"Great show!!!"

"well worth driving over 60 miles to see"

"it was awesome and we could have stayed all evening to listen to them"

"excellent performance"

"excellent show"

"Fabulous! I didn't hear that they were coming to Bloomington early enough to get in for good seats. We enjoyed the show where we were but I would have booked much earlier had I known."

"Much more than I expected. Had older people with me and enjoyed seeing their reaction. The audience seemed very pleased. Didn't hear one negative comment."

"It was one of the best."

"One improvement would have been to balance the sound level between the band and the singers. Band was overpowering the vocals."

"I loved it, hope they come back again"

"Wish there was more parking available. This always seems to be an issue with a well-attended event."

"The singers are not only terrific singers, but fantastic entertainers!"

"I was excited to see them in person, having seen them on PBS...I was not disappointed! The back up band was excellent and all four performers were such fun and so clear...a treat to be back where we could "understand the damn words!"

"Great show!!"

"Lady that helped me over the phone with tickets was Great...."

"Had a Great time!!!"

"I hope you have Under the Streetlamp back and plan on attending more events there soon. Thanks."

"Purely delightful performance"

"I thought they were outstanding as a group and as individual performers! I thoroughly enjoyed the show!"

"The ushers are the best. Please have this venue again. Loved everything about this show staff and accommodation"

"Under the Streetlamp was EXCELLENT!!!! Right up there with the Buddy Holly show."

"This was a great show. Thoroughly enjoyed."

"It was about the best concert I've ever been to."

"What a joy!"

"After seeing JERSEY BOYS three times in Chicago, we jumped at the chance to see Under the Streetlamp in Bloomington which is only a one hour drive for us."

"Invite them back for another year - worth seeing twice!!"

"really good"

"Really enjoyed this performance"

"Fabulous show!!"

"SEATING was EXCELLENT...thank you so much!"

"The young men were so talented and high energy! We were impressed and totally enjoyed the program."

"They were great entertainers as well as musicians/performers."

"I LOVED IT! AND I was a bit disappointed that it was a duplicate of the PBS Special, except for the Bloomington references thrown in, which was fun. Would have been cool to hear some different pieces, as well."

"PHENOMENAL! Added to my list of favorites at the BCPA!!! Wow!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!"

"Well worth the time - an absolutely excellent program."

"Staff always accommodating"

"Awesome show"

"perfect"

From Patron Post-Show Survey from *Los Lobos*:

"For a band that has been together 40 years they still exhibit great enthusiasm for their music and their audience."

"Love the usual rock and roll Los Lobos. It was really fun to hear music with an international flavor. Excellent musicians!"

"We thoroughly loved them!"

"Please bring them back next year!!"

"Awesome just awesome"

"It was absolutely outstanding, and how wonderful and gracious they were in hanging out to autograph things afterwards. For some reason, people I know who'd have gone otherwise didn't know about it. Did they add in at a

relatively late date? In any case, my friend and I loved it. Hope you have them back and don't attribute the low turn out to lack of interest."

"Love the new mobiles! Staff are terrific."

"we had great seats!"

"Great experience! The band was great and the staff/ushers were fantastic, helpful, friendly. Will return!"

"Very nice place love attending all events so well organized"

"Love this band, and look forward to future performances by solid performances"

From Patron Post-Show Survey from *Casey Abrams*:

"Amazing, felt priveleged to have such a talented artist here"

"Very fun and enjoyable. Great entertainer and talented individual and group."

"He was amazingly unique and fun!"

"Best show ever."

"It was awesome!"

"Thoroughly enjoyable. My wife tells me it is the best show of its kind she has ever seen. I have to agree with her."

"Loved this show. Hope to see him back in the future."

"Absolutely amazing!"

"I was impressed with the BCPA and the very helpful staff!"

"Excellent!"

"Amazing!"

"Because it was so last minute, I couldn't find a friend to attend. I came by myself, but it was so worth it!"

"Wish I had brought my 4 year old grandson. He would have loved it and been entertained the entire time. Loved the show and would pay to see him again. This is the type of entertainer that you need to see while performing vs radio type personalities. Prices were good also. Tend to not attend shows that are more expensive."

"Great concert and experience"

"Casy Abrams show was well worth every penny paid for the tickets!"

From Patron Post-Show Survey from *4 Stand-Up Dads*:

"4 comedians for the price of one and all distinctly different and very very funny!"

"Clean fun!"

"love the comedy shows"

"Enjoyed the show very much!"

"very helpful staff. Beautiful venue. 2 straight hours of laughing"

"enjoyed the show. the staff was very helpful and nice.plan to come back and see another show"

"it was our first time to see a show and the staff was outstanding."

"very nice venue for this type of show"

“Bring them back or more comedy shows like that!”

From Patron Post-Show Survey from *Nosferatu*:

“It was a great event. The organist was fantastic!”

“Looking forward to 'The General' in April.”

“I liked the originality of the program.”

“I thought it was a very good idea, and well done.”

“I love the venue, and look forward to attending whenever my schedule allows”

“Hope to see more events like this at the BCPA. Films are a welcome attraction. It would be cool to have meet and greets and show a film that some other theaters do.”

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MEMORIAL AFFILIATE  
4700 N. University Street • Metro Centre • Suite 92 • Peoria, IL 61614-5849  
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www.komenmemorial.org

October 8, 2014

Ms. Tracey Covert  
City Clerk  
City of Bloomington  
109 E. Olive St.  
Bloomington, IL 61701

Dear Tracey:

On behalf of the 2014 Bloomington/Normal Komen Race for the Cure committee, I would like to thank the City of Bloomington and all the staff that made the Race for the Cure a success! We very much appreciate the City allowing the closer of Ireland Grove Road near State Farm for a short time on Race morning. And, thank you to the staff for the extra time while monitoring the area. Our runners and walkers like this new course very much. We hope to continue the same route for next year!

The 2014 SGK B/N Race for the Cure is very close to reaching \$190,000...donations are still coming in. 75% of the net income is dedicated to fighting breast cancer throughout Central Illinois by providing education, screening and treatment programs in the area. Over \$650,000 in local community health grants were awarded in 2014! 25% of the net funds are dedicated to the Grants Program. This national program supports the most promising research projects.

Thanks again, Tracey, for your assistance with the partnership between the City and the Race for the Cure. Your help in arranging such a wonderful day is a huge help.

Sincerely,

A handwritten signature in black ink that reads "Cynthia O'Connor".

Cynthia O'Connor, Chair  
2013/2014/2015 B/N Komen Race for the Cure

13 Crista Ann Ct.  
Bloomington, IL 61704  
309-663-9304

A horizontal pink banner with a white pattern of small, stylized figures. The text is centered in white.

The greatest risk factors for breast cancer are  
being female and growing older.