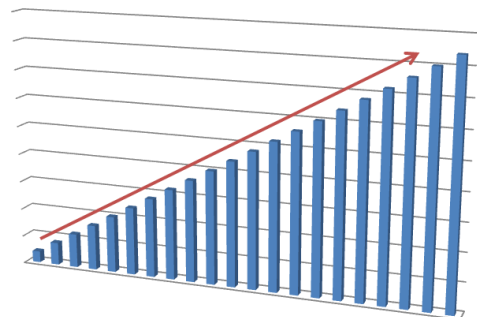




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Meetings

- Liquor Commission meeting, February 10, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, February 11, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting February 19, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting February 26, 7:00 p.m. – 9:00 p.m.

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

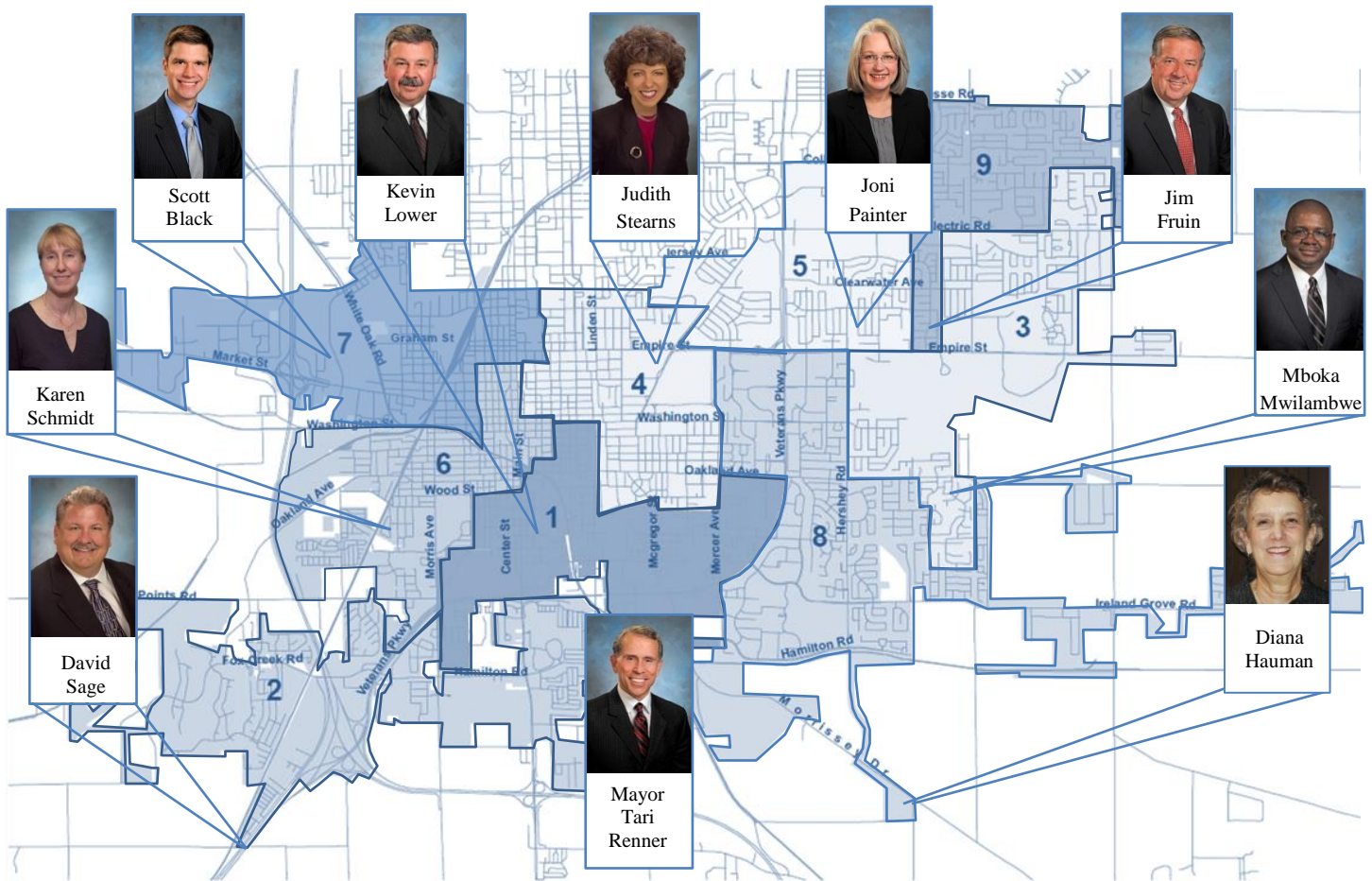
Effective June 1, 2013 the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

Upcoming Community Events

- [Rick Springfield](#), U.S. Cellular Coliseum, January 25, 7:00 pm
- [Pirate School](#), BCPA, January 30, 7:00 pm
- [Jeanne Robertson](#), BCPA, January 31, 7:30 pm
- [Mandala Dancers](#), BCPA, February 7, 2015 7:30 pm
- [Seven Brides for Seven Brothers](#), BCPA, February 14, 2015 pm



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 McElroy

Executive Assistant: Beth Oakley

Interim City Clerk: Renee Gooderham

Director of Finance: Patti-Lynn Silva

Director of Human Resources: Nicole Albertson

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

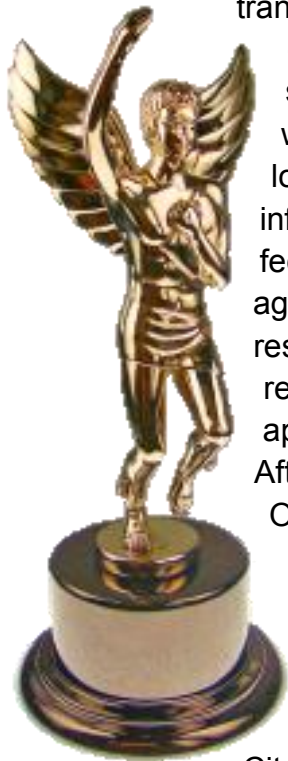
Police Chief: Brendan Heffner

Fire Chief: Brian Mohr

Library Director: Georgia Bouda



Continuous Journey Toward Excellence



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

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

Recent Accolades for Transparency and Open Government:

- The **Illinois Policy Institute (IPI)** rated the City's website with a [transparency score of 89.7](#), placing the City 8th out of the 26 largest cities in Illinois. The average score of the top 26 was 71.4, exactly 18.3 points less than Bloomington.
- The City Manager's Monthly Report was recognized by the **Association of Marketing and Communication Professionals (AMCP)** with the Gold Hermes Creative Award for Communications and Publications (award pictured above). There were over 6,500 submissions with only 19% of the applicants receiving the Gold Award and 11% receiving Honorable Mention.
- 2012, 2013, 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

November 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 November 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



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: House Decorating Contest

People's Choice Winner Announced for Christmas house Decorating Contest

The People's Choice winner has been announced! The winner is 8458 Prairie Trail, Bloomington, IL. This house won by receiving the most likes on their photo on the Bloomington Parks, Recreation & Cultural Arts Facebook page by end of voting.

The winner will receive a special prize from the Parks, Recreation & Cultural Arts Department.

"We are thrilled by the response and creativity that has been displayed in our community. Thank you to all who participated in this contest," says Program Manager Jill Eichholz

The department will hold another contest for snowman building this winter. For more information on the contest contact the Bloomington Parks, Recreation & Cultural Department at 309-434-2260 or visit bpard.org.

Bloomington Parks, Recreation & Cultural Arts Facebook Page:

<https://www.facebook.com/pages/Bloomington-Parks-Recreation-and-Cultural-Arts-Department/190532428421?ref=hl>



Executive Summary

Police Department

- Seven detectives work in CID with an average of 7 working per day. Sixty-two new cases were assigned and each detective was assigned approximately 14 cases during November. The domestic violence detectives (2) were assigned 83 cases to review and the detectives (2) assigned to sex crimes and crimes involving children are investigating 27 cases. **(Page 9)**
- Four detectives and one supervisor are assigned to the Vice unit with 4.3 on average working per day. Nine new cases were opened, twelve cases were closed, and five search warrants were served. The Vice unit purchased 7.4 grams of crack cocaine, 273 grams of cannabis, and 30 grams of heroin. They seized 326.6 grams of crack cocaine, 13.5 grams of powder cocaine, and 1,943 grams of cannabis, \$28,860, two vehicles, and approximately \$9,695 worth of property. **(Page 10)**
- Six officers and two supervisors are assigned to Street Crimes with an average of 6.35 working per day. Officers completed seven days of training. Street Crimes made five warrant arrests, 22 probable cause arrests, and generated \$4,930 in tow fees, \$250 in ordinance violations and seized \$1,712, 205 grams of cannabis, 2 AR 15s, and 3 handguns. **(Page 10)**
- Monthly totals for downtown hireback and third shift officers assigned to downtown include 222 bar checks, 38 ordinance violations issued, 18 parking tickets issued, eleven UTTs issued, ten fights in progress, eight arrests, 26 calls for service, four DUIs, and nine towed vehicles. **(Page 14)**

Public Works

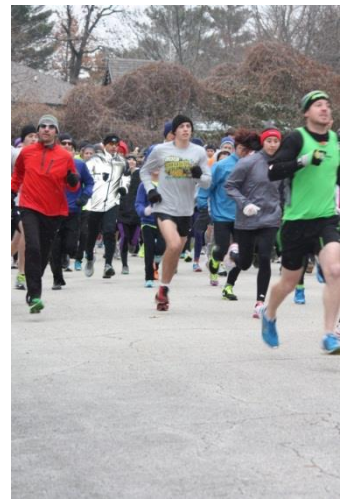
- Approximately 24,500 residences are serviced weekly and an average of 22.86 pounds of household garbage was picked up each week at these locations in October 2014. **(Page 15)**
- The office staff handled 1,326 calls in the month of November 2014. **(Page 15)**
- 170 Lane Miles were swept during the month of November. **(Page 15)**

Parks, Recreation & Cultural Arts

- The Bloomington Center for the Performing Arts November programming featured 3 great performances including The Ides of March, Neil Jacobs and The Spinners with opener Ray Parker Jr. November brought in 6,210 patrons to the BCPA. **(Page 25)**
- At the Millier Park Zoo attendance was up 0.3% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 3.7% 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 19.7% for the fiscal year compared to last year.



- The 36th Annual Turkey Trot was Thanksgiving morning (image lower left). This free event attracted 1000 runners and walkers despite the cold temperature. **(Page 29)**
- The Learn to Skate numbers for Fall 2 session were up by 26 skaters compared to the same session in fall 2013. The 142 skaters accounted for over \$10,000 in revenue. Most of this revenue was received in October. Due to the new Point of Sale system, the reports show actual dollars when they come in rather than accrual based. **(Page 30)**
- Youth hockey teams added a few more players so the total is now 339. This is 24 more players than when registration closed on Dec. 31, 2013 for the fall 2013 hockey. Year-do-date youth hockey revenue is up \$13,700 (16%) compared to 2013. **(Page 30)**



Communications and Public Information

- The overarching “City of Bloomington” social media accounts continue to grow. November saw an almost 100% increase in the City’s Facebook fans, with the page totaling 1,750 fans by the end of the month. Weekly total reach increased 84.6% to 12,898 people. Twitter followers increased 11.2% to 992. **(Page 37)**
- 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. **(Page 37)**



Police Chief



Brendan Heffner

November 2014 Edition

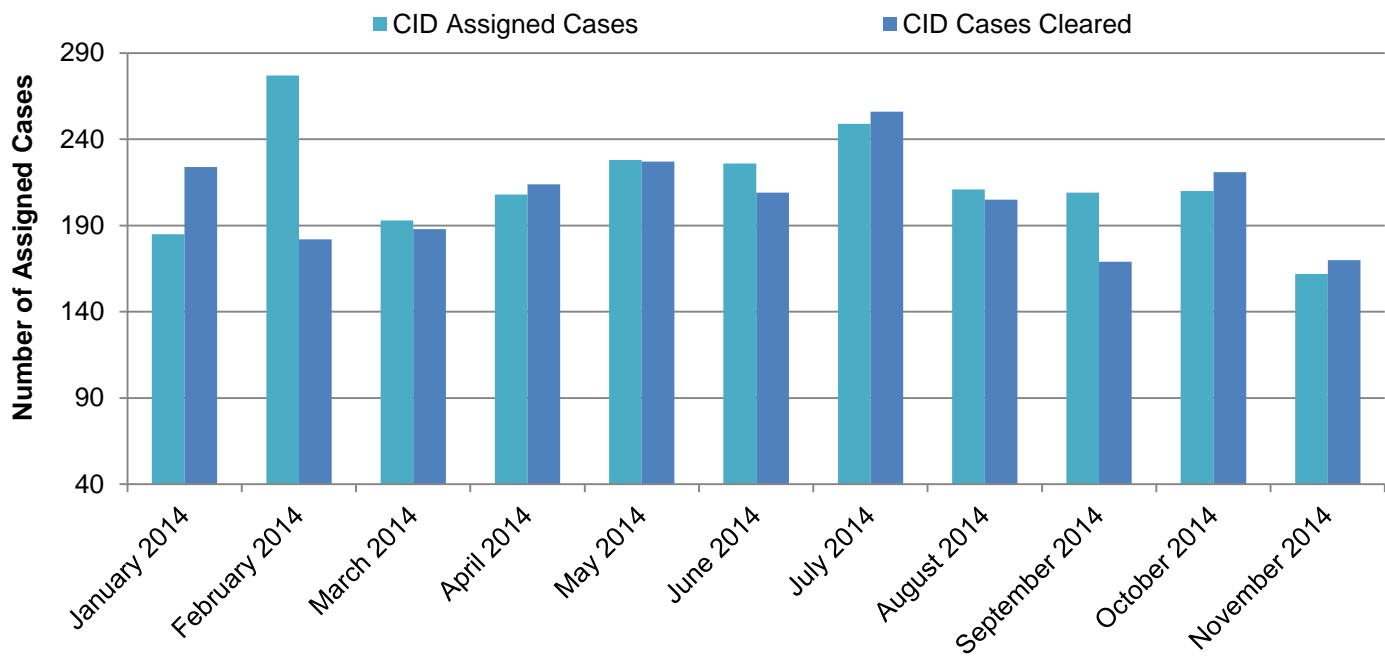
Police Department

Criminal Investigations Division (CID)

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

Seven detectives work in CID with an average of 7 working per day. Sixty-two new cases were assigned and each detective was assigned approximately 14 cases during November. The domestic violence detectives (2) were assigned 83 cases to review and the detectives (2) assigned to sex crimes and crimes involving children are investigating 27 cases. CID assigned 34 new cases for investigation. 119 incidents of domestic violence were reviewed in November.

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 22 felony cases and closed 13 of them. There were twelve hands-on felony arrests and one self-surrender arrest after the subject found the US Marshals were looking for him.

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 4.3 on average working per day. Nine new cases were opened, twelve cases were closed, and five search warrants were served. The Vice unit purchased 7.4 grams of crack cocaine, 273 grams of cannabis, and 30 grams of heroin. They seized 326.6 grams of crack cocaine, 13.5 grams of powder cocaine, and 1,943 grams of cannabis, \$28,860, two vehicles, and approximately \$9,695 worth of property.

Street Crimes Unit

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

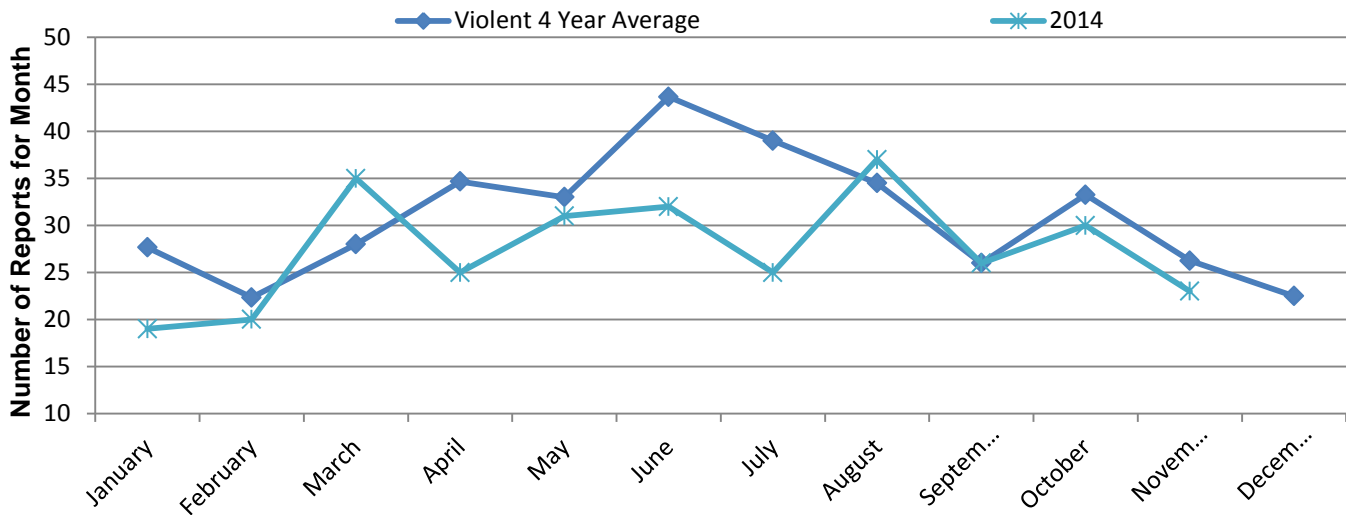
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Criminal Intelligence and Analysis Unit (CIAU)

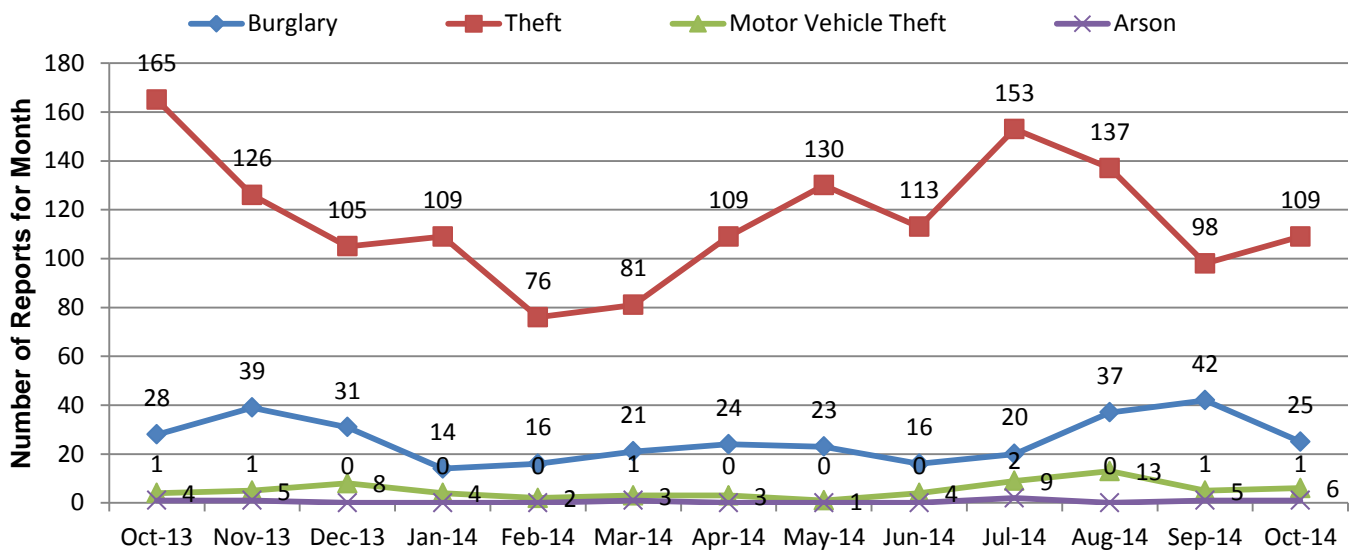
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

CIAU staff (3) provided current crime trends training to all administrators and principals for local school District 87. Staff also presented information on the function of technology in law enforcement as part of a panel for the McLean County Leadership group. All CIAU staff spent a large percentage of their work weeks dedicated to providing investigative analysis on two local homicide cases. They also developed usage guidelines, policy, and field tests for a future anti-theft technology being explored by the department.

Total Violent Crime



1 Year Property 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
85.10%	13.50%	1.20%	0.20%	99.80%

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

\$18,100 in ordinance violations have been issued in calendar year 2014 to date. Negotiations continued with the TCM union. Communications console upgrade project progressed throughout the month. Four of the five consoles were installed and tested during the month. Everything is progressing as planned. The digital logger was installed and configured.

Incoming Phone Calls	
Administrative (non-emergency)	6,309
911 Calls (wireline & wireless) total	1,891
911 Calls - Wireline	305
911 Calls - Wireless	1,586
Total All Calls	8,200
Dispatched Calls	
Police	5,216
Fire and EMS	795
Total Dispatched Calls	6,011
Daily Call Averages	
Administrative (non-emergency)	220
911 Calls – Wireline and Wireless	70
All Calls per day average	290
Police Dispatches	193
Fire and EMS Dispatches	27
Average Dispatches per day	220

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 8.92. There are five officers in the FTO program, one officer in PTI, and one officer on extended military leave.

Seventy-nine incidents of sex offender related problems were handled. Four sex offenders were arrested on warrants. Three sex offenders were arrested or probation violations filed against for various crimes. All officers participated in a sex offender sweep. Fifteen officers each checked three offenders. As a result of these checks, one offender was found in possession of cocaine and arrested. Another offender was found babysitting a child and DCFS was called. Several offenders were found to be in violation of other rules and brought into compliance. There are 349 registered users of the Offender Watch 500 project. The Offender Watch system sent 7,287 notices to residents that had signed up so far in 2014.

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 19 officers assigned with an average of 9.9 working each day. One officer in the FTO program worked on the shift. Significant calls for service during the month: Two juveniles were found in a recovered stolen vehicle, a robbery occurred involving non-life threatening gunshot wounds, a hit and run accident involved a car hitting a pedestrian, and an armed robbery.

Third Shift 11 p.m. – 7 a.m.

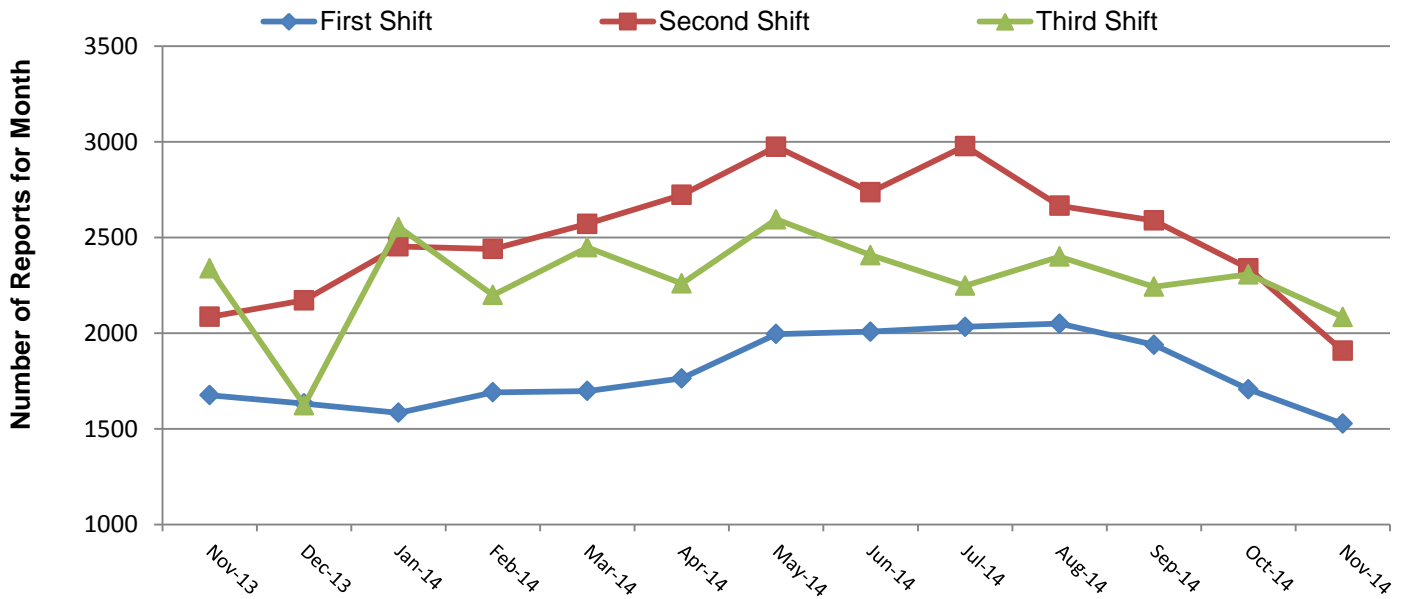
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

There are 16 officers assigned to third shift with an average of 9.53 working per night. Approximately 350 traffic stops were made, approximately 26 arrests from self-initiated traffic and pedestrian

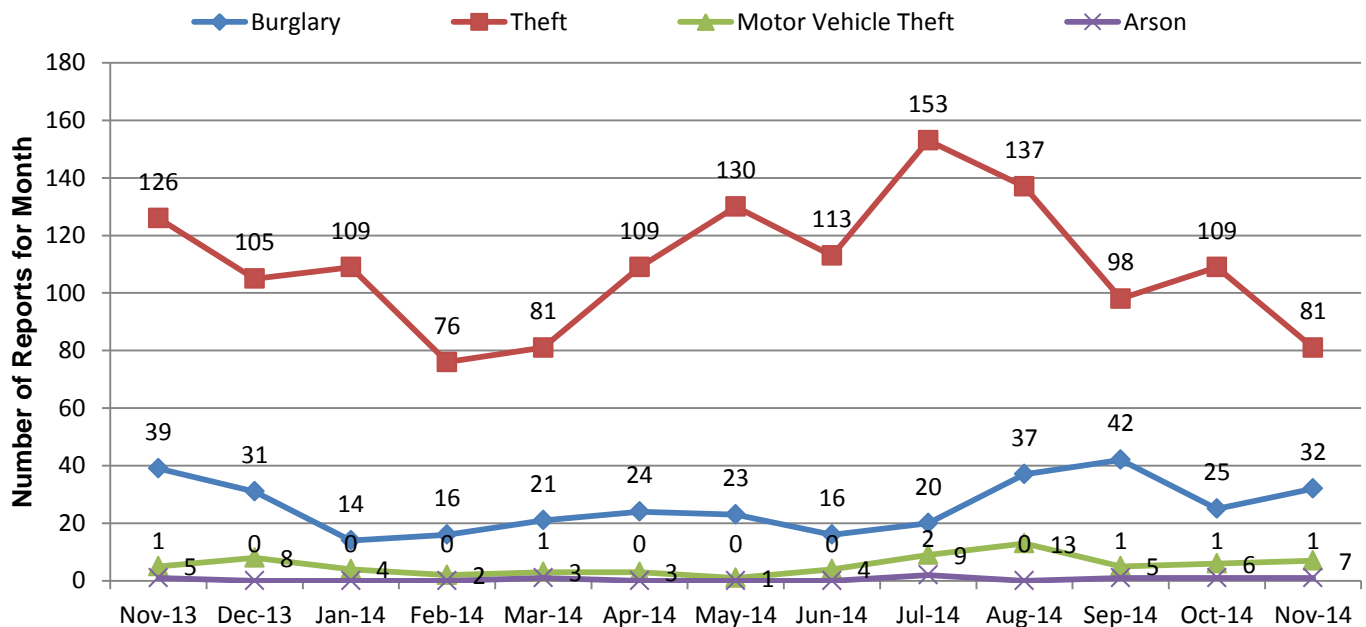
contacts were made, and 22 additional arrests for DUI were made this month. Notable calls for service include: On 11/16/14 officers responded to a fatal gunshot call, and on 11/30/14 three juveniles were arrested for possession of a stolen vehicle and possession of stolen property.

Violation	Month Total	Year Total
Seat Belt/Child	3	94
Speeding	10	628
All Other Traffic	368	5,708
DUI Arrests	24	263

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

SRO Day translated for a teacher. He was assigned a case from second shift patrol in reference to a battery that happened on school grounds. Day assisted with a subject who made threats toward a teacher. Day completed ten medical transports, issued fourteen suspensions, and investigated three disorderly conduct issues. SRO Evans had ten theft issues, five order of protection checks, twenty disorderly conduct issues, six child custody issues, ten truancy issues, ten fights, two crisis drill meetings, sixty school visits, and two lock down drills. SRO Hirsch presented to 60 eighth graders for career day, met with 11 students to discuss behavior and grades, removed seven students who refused to leave classrooms due to poor behavior, investigated four thefts of phones and bikes, interviewed a female student being harassed after school, broke up three fights, and assisted administration three times with locker searches. SRO Wagehoft attended Juvenile Update class, had three meetings with parents, one truancy issue, four thefts, 17 disorderly conduct issues, two battery issues, three fights, one domestic battery issue, one suicidal student, and one order of protection.

Public Affairs

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

Public Affairs Officer Mayer submitted many media releases and updated social media, attended Neighborhood Watch meeting, Focus meeting and STAC meeting, attended Recovery Court, met with ISU class, attended Explorers' meeting, attended Crime Detection Network meeting, attended Recovery Court graduation, presented at Leadership McLean County, conducted a tour for ISU students, and attended a recruiting meeting.

Downtown Activity

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

Officers worked five weekends in the downtown area for a total of 12 nights worked by hireback officers. On 11/1/14 officers arrested a bar patron for inappropriately touching a female bartender. On 11/2/14, one person was arrested for obstructing identification, resisting, and unlawful consumption. Officers arrested one for using a controlled substance in the bathroom in a bar on 11/9/14. One person was arrested for battery and disorderly conduct on 11/15/14 and on 11/16/14, one person was arrested for criminal trespass and resisting at a bar. Monthly totals for downtown hireback and third shift officers assigned to downtown include 222 bar checks, 38 ordinance violations issued, 18 parking tickets issued, eleven UTTs issued, ten fights in progress, eight arrests, 26 calls for service, four DUIs, and nine towed vehicles.



Public Works Director



Jim Karch

Public Works Department

November 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 22.86 pounds of household garbage was picked up each week at these locations in November 2014.

Street Sweeping

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

170 Lane Miles were swept during the month of November.

Public Works Front Office

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

The front office staff has processed the following permits for November 2014.

November 2014 Overweight Loads	11 issued Permits for \$1,160
November 2014 Dumpster/Traffic Control/Excavation/Erosion	10 Permits - \$185 (Waived \$0.00)
New/Maintenance Erosion Control Inspections	122
Erosion/Storm Water Management Complaints	1
Inspection & Complaint Files Closed	15

The office staff handled 1,113 calls in the month of November.

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>November 2013</i>	<i>November 2014</i>
Work Orders	496	379
Total Repair Orders Closed	471	354
Preventative Maintenance	25	25

	<i>November 2013</i>	<i>November 2014</i>
Total No Lead Gallons	14,825	14,589
Total Cost	\$49,221	\$47,812
Avg Price per Gallon	\$3.32	\$3.28

	<i>November 2013</i>	<i>November 2014</i>
Total Diesel Gallons	15,976	17,506
Total Cost	\$56,949	\$59,286
Avg Price per Gallon	\$3.56	\$3.39

	<i>Month</i>	<i>Year to Date</i>
Parts	\$49,467	\$308,083
Outside Repairs	\$32,906	\$239,447
Fuel	\$135,302	\$913,940

During the month of November there were 1,216 phone calls handled in the Fleet division on eight lines.



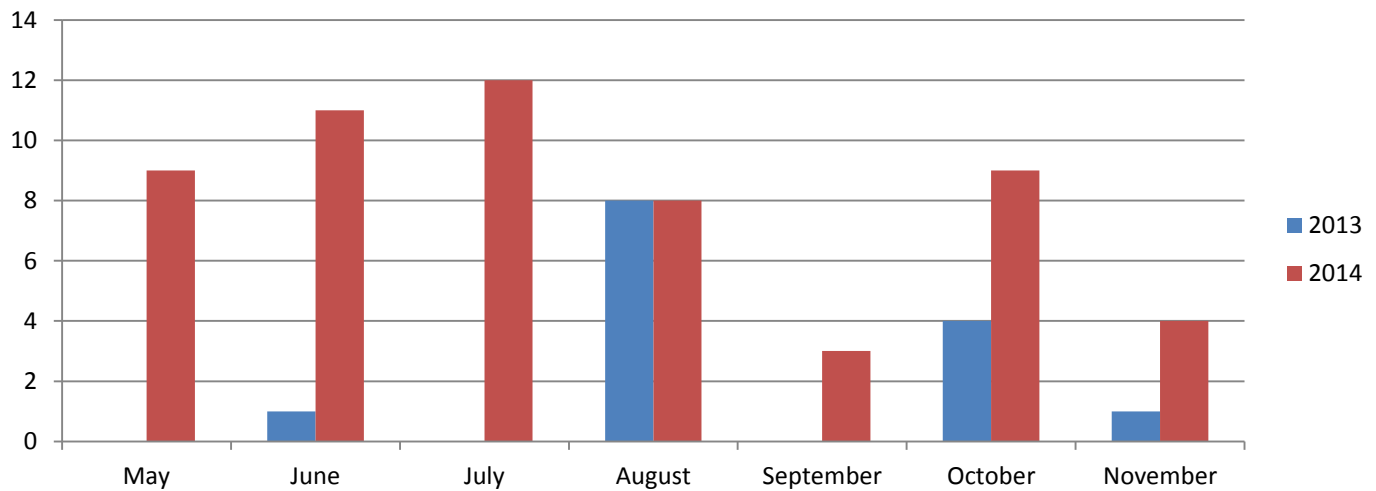
Fleet put into service a new Police Administration vehicle and a new vehicle for the Fire Department Training Division



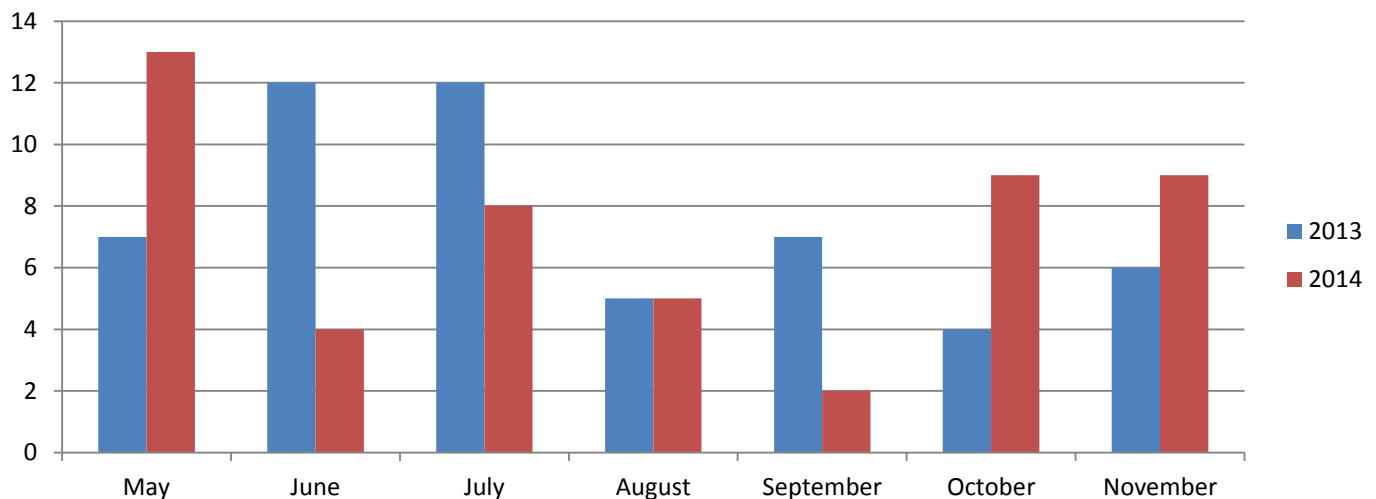
Streets & Sewers

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

CAVE-INS



Inlets



The Streets & Sewers Division completed the MacArthur Street Pavement Surface Project for the Water Department. This project entailed over 200 yards of concrete in a 2 block area, including an intersection and several driveway approaches which will need to be maintained during the winter. Our crews worked together as a team, helping finish and pouring concrete daily. This will be an ongoing project during the winter months.



McLean County Solid Waste Program Third Quarter 2014: July 1-September 30

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

Leading Indicators

- *Goal: Visit **70%** of eligible classrooms in McLean County, Bloomington, and Normal for elementary school recycling and waste reduction education programs. Reaching this target means directly engaging with approximately 1,500 students.*

There are 83th grade classrooms in McLean County, which includes all public and private schools. In the Third Quarter, we visited 11 classrooms with 298 students at Fox Creek, Glenn, Northpoint and Parkside Elementary Schools, bringing our *Year To Date total to 25 programs and **30%** of eligible classrooms.*

- *Goal: Visit **60%** of public libraries within McLean County, Bloomington and Normal and provide a summer reading program on recycling and waste reduction topics. Reaching this target means directly engaging with approximately 300 library patrons.*

There are 14 public libraries in McLean County. In the Third Quarter, we visited 4 libraries with 100 patrons at Towanda, Lexington, Colfax and Stanford, bringing our **Year To Date total to 12 libraries - 86% of libraries in McLean County, GOAL EXCEEDED.**

- *Goal: Provide recycling and waste reduction education programs at **80%** of after school programs, reaching approximately 200 students. This year's target group includes 9 after school programs.*

No new schools were visited in the third quarter; **currently we are at 12% of our goal.**

- *Goal: Provide recycling and waste reduction presentations for **25** local groups or approximately 750 individuals including civic groups, scouts, preschools, non-target school groups, university classes. In practice the EAC provides these programs for nearly 100% of those requesting the services.*

Third Quarter: 3 programs (YTD 21), 130 people (YTD 1141), **YTD 84 % of goal for number of programs, GOAL EXCEEDED for number of people.**

Presentations this quarter:

- Scribbles Preschool (1 presentation, 15 participants)
- Presentation for ISU Student Environmental Health Association (60 participants)

- Presentation at Sunrise Rotary Club (55 participants)

• *Goal: Promote recycling and sustainable practices to direct audiences utilizing social media channels including Facebook, Twitter, LinkedIn, and YouTube with a target of **30,000** interactions annually.*

Third Quarter: 15,025 Interactions (YTD 91,597), **YTD 305% of goal, GOAL EXCEEDED**

• *Goal: Provide and promote comprehensive online resources on recycling and waste disposal for Bloomington, Normal, and McLean County with a target of **12,000** visits to these pages annually.*

Third Quarter: 6,555 Interactions, (YTD 16,405) **YTD 137% of goal, GOAL EXCEEDED**

Lagging Indicator

*As the main goals of the McLean County Solid Waste Program are to increase recycling while increasing source reduction, the annual measurement and reporting of these rates by the EAC can act as lagging indicators of the success of outreach efforts. However, the value of this performance indicator is also limited by other factors impacting recycling and waste generation rates, such as accessibility of recycling programs and macroeconomic forces. While quantifying source reduction of municipal solid waste is problematic, tracking recycling rates is much more reliable. Per the 2012 Five Year Update to the McLean County Integrated Solid Waste Management Plan, **the county-wide recycling rate goal is currently set at 40%, which will also serve as the EAC's target for purposes of this indicator. The recently reported 2013 calculated recycling rate was 37.7%.***

Household Hazardous Waste (HHW) Collection

- Sent email to subscriber list with update about fall HHW collection events in central Illinois -- 1235 recipients.
- EAC coordinated intergovernmental letters of interest to Illinois EPA regarding a potential permanent Household Hazardous Waste Collection site in our community, taking advantage of an unpublished opportunity.

Solid Waste Coordinator Activities

- Ongoing administration and promotion of Compact Fluorescent Lamp (CFL) recycling program with 3 drop-off points in Bloomington and Normal.
- Ongoing administration and promotion of Household Battery recycling program in conjunction with Interstate Batteries, Batteries Plus, and Springfield Electric (6,519 pounds recycled).
- Ongoing administration of Illinois Plastic Pot Recycling Program in cooperation with YouthBuild McLean County. Current efforts focus on the development of a longer-term, more sustainable means to support the volunteer-based program.
- E-waste recycling promoted utilizing grant from Illinois EPA. Campaign included radio spots aired over a period of two weeks on 2 local radio stations directing residents to local drop-off facilities that accept electronics for recycling. In addition, targeted social media ads were placed on Facebook encouraging residents to recycle their e-waste. A mailing was sent to 40 McLean County electronics retailers with 2 full-color posters showing information on local drop-off facilities that accept electronics for recycling. Retailers were encouraged to display posters prominently to fulfill their responsibilities under the state e-waste law. 24,000 residents reached through radio spots.
- EAC staff assisted with the McLean County pollution control facility siting process for Henson Disposal Construction and Demolition Recycling Facility.

Community-wide Waste Generation and Recycling Rate

- Surveyed area waste haulers, recyclers, municipalities, and institutions to gather data for calculation of county-wide 2013 municipal solid waste generation rate and recycling rate. Reported new 2013 recycling rate as 37.7%, an all-time high.
- 73,833 tons of municipal solid waste were recycled in McLean County in 2013, a 3.4% increase from the 2012 rate. This is the highest rate yet recorded by the Ecology Action Center in its annual calculations of total waste generated and total waste recycled.
- While minor fluctuations in the recycling rate have occurred over the past several years especially during the economic recession, McLean County continues to inch closer to the community-wide recycling goal of 40%. This goal is established within the McLean County Integrated Solid Waste Management Plan, which is updated every five years.

Year	2009	2010	2011	2012	2013
Total MSW Recycled	80,217	80,541	71,099	66,737	73,833
Total MSW Landfilled	148,089	134,325	136,927	116,290	121,991
Incinerated/Fuel Blended	-	-	-	52	0
Total Municipal Solid Waste Generated	228,306	214,866	208,026	183,079	195,824
Percent Change from Previous Year	-12.7%	-5.9%	-3.2%	-12.0%	7.0%
Recycling Rate	35.1%	37.5%	34.2%	36.5%	37.7%
Percent Change from Previous Year	-6.5%	6.7%	-8.8%	6.7%	3.4%
population	167,699	169,572	170,701	172,295	174,647
per capita per day (pounds)	7.5	6.9	6.7	5.8	6.1

Outreach

- Earth Schools Recycling and Waste Reduction 4th grade Presentations: Fox Creek (2/64), Glenn(2/52), Northpoint (5/132), Parkside 2/50) Third Quarter: 11 presentations/298 people
- Preschool Garbage Monster Presentations:
 - Scribbles Preschool (1 presentation, 15 participants)
- University Programs:
 - Presentation for ISU Student Environmental Health Association (60 participants)
- Community solid waste reduction programs and information booths:
 - Booth at Sugar Creek Arts Festival, plus distributed refillable bottles to artists (350 people)
 - Booth at Sweet Corn/Blues Festival (1105 people). In partnership with Midwest Fiber offered food waste and paper napkin composting as well as recycling.
 - Participated in Festival ISU (30 people)
 - ISU Horticulture Center booth focusing on composting and vermicomposting (59 people)
 - Booth at Culture Fest (47 people)
 - Information table for AFNI employees (8 participants)
- Library Programs:
 - Garbage Monster Waste Reduction and re-use craft presentation at:
 - Colfax Library (30 participants)
 - Lexington (13 participants)
 - Stanford (11 participants)
 - Towanda (2 programs, 46 participants)

- Other Programs:
 - Hosted Freecycle Free-For-All waste reduction event at Anderson Park to encourage reuse of materials instead of disposal (60 participants).
 - Presentation at Sunrise Rotary Club (55 participants)

Other Activities

- Coordinated massive waste reduction effort at Sugar Creek Arts Festival by providing all artists with reusable plastic water bottles, and then providing refills throughout the weekend. Last year, over 5,000 single use bottles of water were distributed to the artists. This year, only refillable bottles were used.
- Answered phone calls and other inquiries about the disposal of household hazardous waste and recycling (84 inquiries about recycling/waste disposal, 72 inquiries about household hazardous waste, and 52 inquiries about electronics recycling).
- Received over 6,555 visits to 252 solid waste, recycling, and hazardous waste related pages within EAC's website.
- Promoted waste reduction, recycling, composting and proper disposal of household hazardous wastes through social media. EAC posted 16 messages on its Facebook page and other social media feeds on solid waste topics, with a resulting 15,025 views of these posts.
- Sent e-mail newsletter regarding solid waste issues to 3150 people.



Stormwater Education and Public Participation Program for Bloomington-Normal and McLean County

2014 Third Quarter Report July 1-September 30

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

Education Programs

- Presentation for Sunrise Rotary Club including stormwater issues (1 presentations, 55 participants)
- Presentations for ISU Environmental students including stormwater issues (1 presentation, 60 students)
- Clean water Presentation for Scribbles Learning Center (15 students)

Informational Events and Presentations

- Information booth at Sugar Creek Arts Festival, Sweet Corn Blues Festival, & the Bloomington Cultural Fest (5 days, 1503 people)
- Informational booths including clean water protection, Yard Smart and stormwater runoff at
 - Festival ISU stormdrain volunteer recruiting (30 participants)
 - Employee Event at AFNI (8 people)

- Friends of EverBloom Lakes Fest (20 people)
-

Yard Smart Program

- Rain Barrel class for Stanford 4H (18 participants)
- Held 3 rain barrel making workshops with focus on stormwater runoff issues resulting in construction of 8 rain barrels.
- Answered 32 inquiries from visitors and callers about the YardSmart program, rain barrels, and stormwater issues.
- Ongoing revamp of EAC landscaping to better emulate Yard Smart principles with financial assistance from a grant through the Illinois Prairie Community Foundation. New rain garden installed along with installation of native plants, garden boxes, and new rain barrels. Project will conclude in fourth quarter with installation of additional elements.

Other Efforts

- Storm drain stenciling: a total of 21 volunteers spent 63 hours painting 106 stormwater inlets and distributing information on stormwater runoff pollution and ways to reduce this pollution to 491 homes in Bloomington (see attached map).
- Facilitation of McLean County Greenways Committee as Chair
- Ongoing participation in Watershed Plan Implementation Committee and Urban Subcommittee including field work efforts to identify suitable water sample station locations.
- Promotion of clean water issues and strategies for protection through resource-rich websites—2,865 visits to 85 water-related pages and posts on ecologyactioncenter.org and 568 visits pages and clean water content on mCLEANwater.org.
- Promotion of clean water and watershed awareness through social media channels. EAC made 9 water-related posts on Facebook and Twitter reaching a total of 16,359 individuals.
- Successful Septic system maintenance postcard mailing from earlier in the year also distributed to all lake households via the Lake Bloomington Breeze Newsletter and reprinted as a handout for distribution at events.
- Produced and distributed EAC newsletter to 270 member households with information on storm water issues, plus made content available on EAC website.
- Sent EAC Action News to over 2,873 email subscribers with information about rain barrels.

Public Works spreads holiday spirit in B-N

The Public Works Department helped spread cheer in the community as a participant in the annual Jaycees Christmas Parade on Dec. 6.

The Engineering Division's e-car came dressed as Rudolph the Red-Nosed Reindeer, and a City snow plow was painted in a theme inspired by the movie Frozen.

Among workers, family and friends were the Grinch and two pretty cute elves – also known as Jeff Raines and his two daughters, Hensley (left) and Hayden. The recycling mascot came as Recycling Santa (Steve Arney in costume).

The parade pictures were taken at the parade staging area in front of Kingsley Junior High School. The close-up of the plow was taken after Jeff Kohl painted it in the Public Works building this fall.





PR&CA Interim Director



Bobbie Herakovich

Parks, Recreation & Cultural Arts Department

November 2014 Edition

Bloomington Center for the Performing Arts (BCPA)

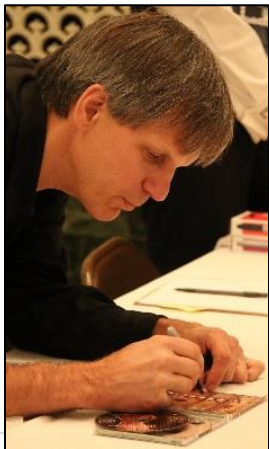
Strategic Plan Goal 5: Great Place – Livable, Sustainable City; Objective d. Appropriate leisure and recreational opportunities responding to the needs of the residents

The Bloomington Center for the Performing Arts November programming featured 3 great performances including The Ides of March, Neil Jacobs and The Spinners with opener Ray Parker Jr.

The Ides of March on November 15th was a high energy performance by the boys from Berwyn, Illinois featuring Jim Peterik. Peterik is also the founder of the band Survivor and songwriter for groups that include .38 Special, Sammy Hagar and the Beach Boys. At the end of the show, the Ides of March came out for an encore and rounded out the evening with the ever popular *Eye of the Tiger*. A few samples of reviews from pleased patrons include: "Great seats, good acoustics, great band: Ides of March, personable & talented performers," "Absolutely fantastic show and great people working the BCPA," "They gave a truly wonderful show! It was a joy to see them do one acoustic set and one rockin," "Superb musicians



- probably the best concert of this type that we have attended."



On November 16th, Neil Jacobs performed his 12-string guitar solo and it sounded as if there was an entire orchestra on the stage. He strummed, plucked, thumped, tapped, slapped and beat his instrument through songs including gypsy melodies he learned from around the world. In between songs he told stories of world travels and how he learned guitar by submersing himself in other cultures including the Balkans. Here is a fitting review from a patron who was willing to try a new experience here in Bloomington at the BCPA. "I was not familiar with a 12-string guitar and was excited to experience this concert. It far exceeded any expectations I may have had!! Thanks for bringing something fun and a bit unusual to Bloomington!"

The Spinners took the stage on November 20th with a touch of class, and crooned chart-topping hits and soulful ballads. Their sparkling outfits and infectious personalities were a hit with patrons and fans, some of whom met with them backstage before the show. In addition, the BCPA hosted a pre-show disco party in the ballroom for all patrons where a prize was awarded for best costume. Ray Parker Jr, most recognized for his song *Ghostbusters*, opened the show on the mainstage.



This was the first night that The Spinners and Ray Parker Jr. had collaborated together.

Additional programming and community-based rentals for the month of November included 52 total events like the Illinois Wesleyan Civic Orchestra, Illinois Wesleyan Opera, Holiday Spectacular rehearsals and load-in, piano lessons, BCPA tours, improvisation classes, a retirement reception, Cultural Commission meeting, Leadership McLean County program, McLean County Regional Planning Commission meeting, McLean County India Association, American Association of Scottish Rite, PNC reception and more...

Testimonials:

“The show was great - this was our first event as we recently moved here – we will definitely be back”. –Response in The Spinners post-show survey

“The group was amazing the venue was perfect the acoustics were excellent,” “Loved Ray Parker, Jr. Especially!,” -Response in The Spinners post-show survey

“Over the top GOOD! One of the best and most fun shows we have seen here!” “Better than very good, it was a BLAST!” - Response in The Spinners post-show survey

Attendance: 6210 for November on-site events, activities, meetings, etc.

Facility Usage: 52 November on-site functions

Community: 6 radio spots at WJBC & WBNQ, McLean County Regional Planning Committee, Disco Party pre-show event for the Spinners and Ray Parker Jr., Holiday Spectacular rehearsals and load-in, Illinois Wesleyan Civic Orchestra and Opera, Leadership McLean County, McLean County India Association

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

With temperatures proving this November to be the fourth coldest on record, staff focused on operations indoors. An extensive tree limbing project was completed at Highland Park to open the



feel of the course while also benefitting the turf. With this project complete, for the first time in many years, golfers can stand at the clubhouse and see clearly to the 1st green (displayed in the image to the left). Staff is confident that the project will be very well received by the golfers. The courses also hosted a very successful Merchandise Blow-Out Sale, which was held November 21st – 23rd. Staff is pleased to report that the sale was a success! Gross sales were just under last year's sale (which was the best sale in the last five

years); however, this year's sale was more than twice as profitable. The task of combining the inventory from all three courses into one for the Blow-Out sale is a difficult one. With that, thanks to the staff who put a lot of long hours in getting the merchandise ready for display. Much of our remaining merchandise carries over into next year's product line, so the courses do not anticipate needing any further mark downs to the merchandise. Moving into the month of December, staff will continue to promote the sale of the remaining merchandise, as well as the sale of gift cards.

With the very cold month, The Den closed its' doors for for the season a week earlier (November 12th) than is usual. The course staff will continue to get work done on the course as the weather allows. The meeting room will stay open throughout the winter months for scheduled events. The course is scheduled to re-open no later than April 1st of next year, with the hope of sooner if the weather allows.

The majority of the golf courses seasonal staff is laid off during November with only a few key seasonals retained through the remainder of the year to aid with maintenance equipment repair, tree removal work at Highland Park and to help staff the clubhouses through the busy holiday buying season.



Continuing a new project from last year, there will be an indoor hitting range in the meeting room at Prairie Vista. These hitting areas and will allow golfers to keep their swing in shape during the off-season (image above left). This area also allows our customers to demo current and new equipment with the objective to lead to increased sales.

Reporting Measures

Total Rounds Played: 872

Outing Rounds: 0

Junior Rounds: 85

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

Attendance was up 0.3% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 3.7% 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 19.7% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 10.7% for the current fiscal year compared to last year's numbers. Quarters for Conservation program initiated 1 May 14. A quarter was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is earmarked for the Zoo's Conservation Fund and is not included in this year's numbers.

Bloomington City Alderwoman Diana Hauman toured Zoo with Zoo Superintendent, Jay Tetzloff, and Miller Park Zoological Society Development Director, Jeff Scheirer. Zoo Superintendent, Jay Tetzloff spoke to Bloomington Rotary Club and Zoo Curator, Jonathan Reding, spoke to the Illinois State University Pre-Veterinary Club meeting. The Zoo also hosted Miller Park Neighbors meeting this month.

Request for proposals was sent out to hire an architect to design the DeBrazza's Plaza. This project is 100% state funded and consists of a DeBrazza's Monkey exhibit, additional parking lot, and renovations to entrance building (including larger gift shop and new concession stand.)

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - Female Randall Lineback (image right below)
 - Female Red Wolf (image right above)
 - Common Wallaroo

- Dispositions—animals removed from collection by transaction or death
 - Big-Eyed Tree Frog
 - 3 Red-Eyed Tree Frog
 - Common Wallaroo
 - 3 Kahansi Spray Toad
 - Budgerigar
 - Male Corn Snake
 - 2 Grey Short-Tailed Opossums
 - Female Green Aracari



A Randall Lineback was added to the Zoo's animal collection. This critical rare breed of cattle will be on exhibit after clearing quarantine and managed in the former Reindeer exhibit. The Reindeer were moved to the exhibit vacated when the Texas Longhorn left this fall. The Randall Lineback is a female and will be artificially inseminated

when she matures to conserve the breed and show the public. The male Red Wolf cleared quarantine was released into the Red Wolf exhibit. The female is scheduled to arrive in December. These two will create another breeding pair for this critically endangered species.

Reporting Measures

Monthly Zoo Attendance: 1,840

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 36th Annual Turkey Trot was Thanksgiving morning (image lower left). This free event attracted 1000 runners and walkers despite the cold temperature. Everyone was entered into a raffle for frozen turkeys and t-shirts rather than times being tracked and awards given in each age division. Prize winners were posted once the long distance race started. For the first time, a donation jar was set up for the race and \$100 collected. T-shirts sales brought in \$700. Rather than losing money as in all years prior to 2013, the race made money. Many volunteers helped with the race so staff costs were minimal. The Chateau once again sponsored the turkeys and hot chocolate and coffee for the runners. Fleet Feet Sports was a new partner. They handed out goody bags to all the racers at the finish line. This year the department also partnered with Home Sweet Home Mission (HSH). Runners were told they could bring canned goods to donate. Two (HSH) collection containers were filled.

A new free family event held Nov. 8 was the Family Glow Ride (image right). Riders were encouraged to decorate themselves and their bikes with illuminated items. Local bike stores helped promote the event.



Afterschool Volleyball teams played their last games in November. The Let's Pretend: Fall Play program did a show for their parents on the last day of the program.

Many other programs that began in October continued. Staff also worked on the Winter-Spring program guide as well as plans for an Ugliest Sweater Run which was a late addition to fall programs. The division joined with Fleet Feet and started promoting through social media.

Number of programs offered was less than in 2013, but number of participants was higher as well as recreation income. Part of the increase in income is due to the timing of the start of programs. New sessions of Zumba Gold began in November this year, but in December 2013. There will be less revenue in December.

Recreation Income:	2013	2014
Revenue for 55+ programs	\$1,555	\$3,194
Revenue for adult programs	\$560	\$722
Revenue for teen programs	\$0	
Revenue for youth programs	\$1,130	\$2,210
Rev. for parent/child & pre	\$1,052	\$3,710
Revenue for special events	\$871	\$1,012
Total activity fees	\$5,168	\$10,848

The 55+ group enjoyed trips to Amish Country and their monthly Let's Hit the Road Lunch trip. They don't fill out written evaluations, but verbally talk about how much they love the program. Full trips also show the popularity. There were also many verbal compliments at the Turkey Trot from volunteers and participants.

Pepsi Ice Center

November was a busy time for the Pepsi Ice competitive skaters. On Nov. 1, ten of the figure skating club members represented Pepsi Ice at Carlson Ice Arena in Rockford. Eight of the ten competing skaters placed in the top three in their divisions and brought back awards. The competitive skaters prepared throughout the month for a Winter Skating Exhibition upcoming on Dec. 13 and for a special pre-show performance with "Shall We Dance on Ice" at the Coliseum on Dec. 16. Due to this, freestyle attendance and revenue were up in November.



The Learn to Skate numbers for Fall 2 session were up by 26 skaters compared to the same session in fall 2013. The 142 skaters accounted for over \$10,000 in revenue. Most of this revenue was received in October. Due to the new Point of Sale system, the reports show actual dollars when they come in rather than accrual based.

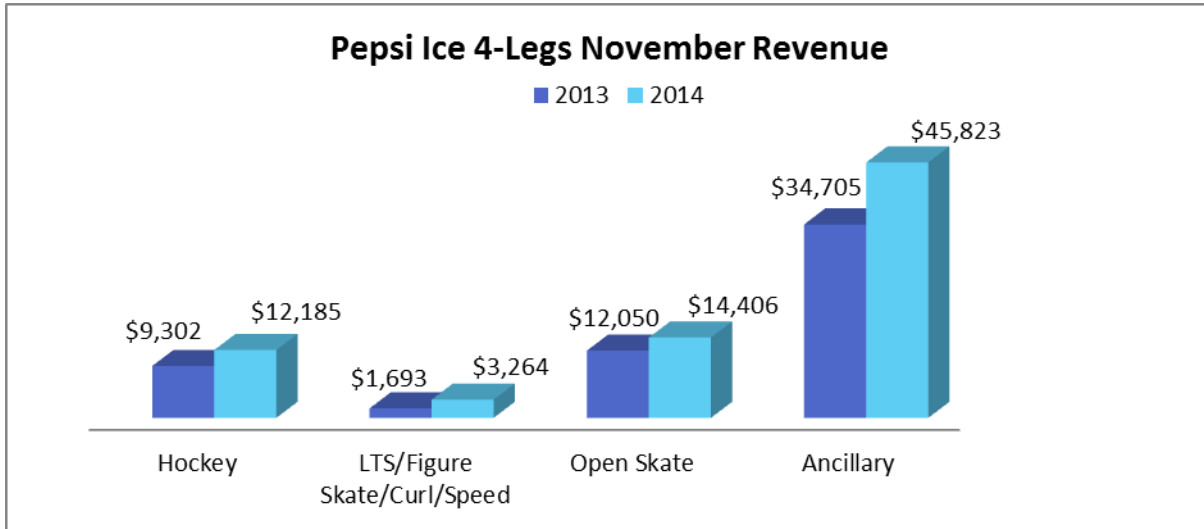
Youth hockey teams added a few more players so the total is now 339. This is 24 more players than when registration closed on Dec. 31, 2013 for the fall 2013 hockey. A few more players could still join. Year-do-date youth hockey revenue is up \$13,700 (16%) compared to 2013. Winter 2015 Adult League registration started the last week of November. Registration got off to a good start as there was \$2800 in early registration compared to \$1500 in November 2013.

Other revenue areas continue to be strong. There was an increase in concessions, open skate and ice rental for November 2014 compared to November 2013. Part of the higher amount on ice rental payments was due to a double payment from one of the user groups who had inadvertently missed payment. In addition to regular open skates, Pepsi Ice hosted 225 skaters from groups ranging from Boy Scouts to 4-H.

May through November 2014 as compared to the same time period in November 2013 is up \$29,591 in revenue. Expenses are up \$10,000 for the same period with \$6614 of this due to increase in the natural gas bill.

The member cards continue to be a popular program since they were implemented this year. Pepsi Ice averages \$2000 monthly income on the cards.

Most of the parking deck opened up the day before Thanksgiving. Only a small number of spaces cannot be used vs the reverse that has been in effect for almost a year with only a small number of spots available and the rest closed off. The parking was a welcome change!



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

Education

The S.O.A.R. staff offered disability awareness/ stimulation activities to 3rd, 4th & 5th graders at the ISU College Mentor’s Kids program. The students were able to grasp an understanding of what it would be like to have a disability and the challenges they may face. They also discussed inventions/technology that are used to assist people with disabilities.

Special Olympics:

November was a month of lots of basketball. All four teams practiced each week. S.O.A.R. hosted basketball tournaments at Lincoln Leisure Center on 3 different dates. All teams need to play at least 3 games prior to being entered in the District Tournament.



Weekly programs

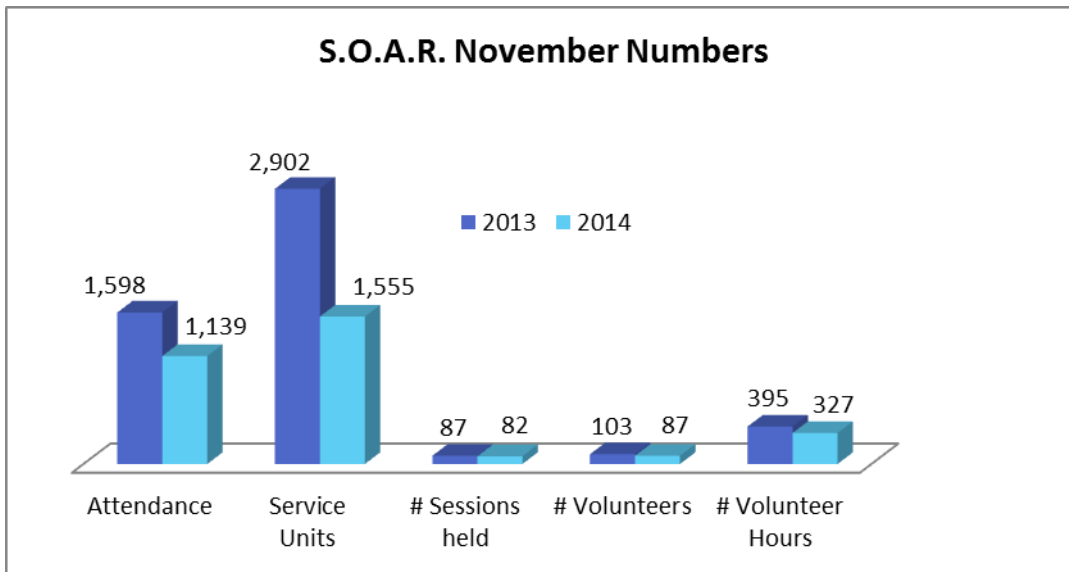
An Art Exploration program was held on four Thursdays in November. Volunteers from the Inside Out Accessible Art Co-op assisted with the program. Other programs that started in October including Adaptive Learn to Skate, Holiday Cooking, Cardio Fitness, Card Making, and more continued throughout November.



Statistics

S.O.A.R. numbers are lower in November than November 2013 due to a variety of factors. A 40th Anniversary Banquet was held in 2013 that wasn’t held this year. This involved a 85 people for 3 hours which was 255 service units. The same amount of special events were conducted in fall 2013 and fall 2014, but only one in November 2014. This then affected transportation numbers so they were lower. Seat to S.O.A.R.

decided not to be part of Turkey Trot this year since most had conflicts. A few other programs were not offered that had had low registration numbers for a few years.



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

Hours for staff in 2014 were almost identical to 2012. There were 2901 hours in 2013 and 2820 hours in 2014.

Volunteer Hours

Program	# Volunteers	# Volunteer Hours
Recreation programs	27	74
Adult Center	12	50
Hockey	109	705
SOAR	87	327

Park Maintenance

Horticulture

The weather in November was typical for this area. Mowing operations continued through the middle of the month for the last round of mowing for the season. Grounds maintenance hours increased to 916 man hours as we were cleaning up parks and leaves. Irrigation systems were winterized and water meters removed. 241 man hours were spent on plant bed maintenance which is cutting all perennials back for the season and remove annual flowers and tilling beds. Crews cleaned out all the Adopt-A-Pots downtown Bloomington, an installed artificial trees for the Once upon a Holiday Celebration.

Forestry

Forestry division continued to remove ash trees and respond to citizen requests for tree trimming. The division operated two tree planting crews during the month of November. 187 trees were planted in November bringing total trees planted for fall 2014 planting season. In addition we moved trees

with our tree spade to Eagle View Park and The Den Golf Course. Forestry division responds to any downed limbs, hazards or other tree issues on City property 24 hours a day 7 days a week.

Utility

The Utility division has been continuing to work on getting all the HVAC units ready for the fall. All the Units are inspected, tested and filters changed in anticipation of the winter months. This is a long slow process that must be done each fall. In conjunction with the fall startup there were numerous repair items completed at the Coliseum such as, maintenance and repair to Roof top unit #'s 7,10,13,16.



Staff also worked in conjunction with Applied Controls who was hired to repair the mechanical control issues. Applied was hired for 80 hours of repair time. They have only been here for 40 hours and will be back in December to give their final assessment.

Park staff has been working with the Friends of the Trail and the Town of Normal on designing and installing new Way Finding signs on Constitution trail. Way Finding sign are directional and informational signs that will be installed in strategic locations on the trail to help trail users identify which direction to go and how far it is to get there. This was an idea implemented by the Friends of the Trail. The signs and posts are being paid for by the Friends of the Trail. The installation will be the responsibility of the City of Bloomington and the Town of Normal. We are currently in the design stage and hope to complete in the Spring of 2015.

Other Utility projects in November 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
- Painted the entire Senior Center at the Pavilion
- Installed Christmas Lights on 65 poles on Main Street. Staff also installed light on Miller Park Pavilion, the front entrance to Miller Park, the Viet Nam memorial tree and new addition this year the Mayors tree located in Withers Park
- Repaired 2 bridges in Ewiing II walking path
- Replaced 2 motors on the BCPA dry chillers



Finance Director



Patti-Lynn Silva

Finance Department

November 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.

November 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 annual financial audit results were presented to the City Council. The City received a clean opinion on both the City and U.S. Cellular Coliseum audits. The proposed FY2016 tax levy was also presented to the City Council who adopted the levy as presented. The tax levy is anticipated to be cost neutral to tax payers with additional dollars being earmarked for the Police and Fire Pension Funding Policy. Finance also participated in a joint sales tax presentation at the Chamber of Commerce where the City, the Town of Normal and McLean County discussed sales tax with the business community.



Other Accomplishments

- TIF reports were filed with the State Comptroller's office.
- Refined budget projections with Departments.
- Developed further debt collection procedures for local tax collections.
- Financial analysis of the solid waste function.

November 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	\$ 14,647,149.00	\$ 5,863,367.22	\$ 6,027,699.89	\$ (164,332.67)	-2.73%
State Sales Tax	\$ 13,700,672.00	\$ 5,590,175.84	\$ 5,738,874.75	\$ (148,698.91)	-2.59%
Income Tax	\$ 7,529,874.00	\$ 3,126,596.98	\$ 3,266,190.36	\$ (139,593.38)	-4.27%
Utility Tax	\$ 6,132,913.00	\$ 2,599,641.68	\$ 2,147,027.04	\$ 452,614.64	21.08%
Ambulance Fee	\$ 5,022,998.00	\$ 2,167,956.82	\$ 2,297,313.54	\$ (129,356.72)	-5.63%
Food & Beverage Tax	\$ 4,363,447.00	\$ 2,135,711.01	\$ 2,184,307.95	\$ (48,596.94)	-2.22%
Franchise Tax	\$ 2,190,809.00	\$ 764,377.87	\$ 757,535.44	\$ 6,842.43	0.90%
Replacement Tax	\$ 1,857,810.00	\$ 989,194.17	\$ 1,028,105.02	\$ (38,910.85)	-3.78%
Hotel & Motel Tax	\$ 1,759,003.00	\$ 901,677.05	\$ 1,053,940.63	\$ (152,263.58)	-14.45%
Local Use Tax	\$ 1,325,600.00	\$ 793,764.15	\$ 709,099.31	\$ 84,664.84	11.94%
Packaged Liquor	\$ 1,040,000.00	\$ 525,805.95	\$ 514,289.83	\$ 11,516.12	2.24%
Amusement Tax	\$ 1,000,000.00	\$ 198,415.20	\$ -	\$ 198,415.20	0.00%
Local Motor Fuel	\$ 1,000,000.00	\$ 601,215.13	\$ -	\$ 601,215.13	0.00%
Building Permit	\$ 897,000.00	\$ 474,729.70	\$ 519,847.18	\$ (45,117.48)	-8.68%
Vehicle Use Tax	\$ 889,463.00	\$ 597,981.78	\$ 541,283.29	\$ 56,698.49	10.47%
Video Gaming	\$ 306,000.00	\$ 236,664.34	\$ 130,224.91	\$ 106,439.43	81.74%
Auto Rental	\$ 100,000.00	\$ 38,547.63	\$ 43,296.17	\$ (4,748.54)	-10.97%

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.

**DIRECTOR'S
CORNER**

The month of November was a busy month for the Finance Department as we are in full swing of the budget season. Budget staff has been working since August to compile requests for the FY2016 budget as well as project the FY2015 year end. Many thanks to all the staff who have worked on the budget.

PROCUREMENTS – NOVEMBER 2014

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP #</u>		
2015-34	Lake Bloomington A&E Services - Underway	Water
2015-38	Wireless Network Controllers - Recommending Award	IS
2015-39	BFD HQ Station Electric Upgrade - Awarded	BFD
2015-40	BFD HQ Kitchen Upgrade - Awarded	BFD
2015-41	City Internal Audit - Underway	Finance
2015-43	BFD HQ Exhaust Ventilation – Underway/Presentations Received	BFD
2015-44	MPZ DeBrazza Plaza - Underway	PR & CA
2015-48	HQ Upgrade HVAC Controls - Underway	FIRE

<u>BID #</u>		
2015-18	BPD Uniforms - Awarded	BPD
2015-19 REBID	Fleet Fuel Purchase - Awarded	Fleet
2015-37 REBID	Topsoil Processing Machine - Underway	PR&CA/Fleet
2015-42	BFD HQ Overhead Door Openers – Bids Rejected/Bid Waiver Granted/ Negotiations Underway	BFD
2015-45	Two (2) 20 Horsepower Ebara Pumps - Released	Water
2015-46	FY 2015 Sewer Rehabilitation - Underway	Engineering

<u>RFQ #</u>		
2015-16	Briarwood Sub Rehab - Awarded	Engineering
2015-26	Bridge Replacements - Underway	Engineering

UNDER DEVELOPMENT

Refinement of City Procurement Code & Policies - Underway

BPD Training Facility Mold Removal – Bid #2015-29

City Hall Annex Demolition Design – Bid #2015-47

Main Street Water Transmission Main Relocation – Bid #2015-49



Communication Manager



Nora Dukowitz

Communications and Public Information

November 2014 Edition

Bloomington 101

The Bloomington 101 citizens' academy program "graduated" its inaugural class at a City Council meeting on November 17. The last session, held on November 6, was the "Wild Card" evening which allowed the participants to pick what topic(s) they wanted to learn about. Speaking to the success of the program in citizen engagement, the class opted to learn more about how to continue their interaction with the City, be it through service on a board or commission or volunteering for a particular program like S.O.A.R.'s Unified Partners.

Bloomington 101 will welcome a new class in spring 2015. Promotion of the next class and the acceptance of applications will begin in early 2015.

Social Media

The overarching "City of Bloomington" social media accounts continue to grow. November saw an almost 100% increase in the City's Facebook fans, with the page totaling 1,750 fans by the end of the month. Weekly total reach increased 84.6% to 12,898 people. Twitter followers increased 11.2% to 992. 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.

Media Interaction

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

Several staff members attended a media training/seminar presented exclusively for the City by Jay Groves of Illinois State University. Mr. Groves shared best practices for interacting with the media.

This marked the first time City staff had been offered this type of opportunity as a group and the first media training some staff has ever received.

News Releases

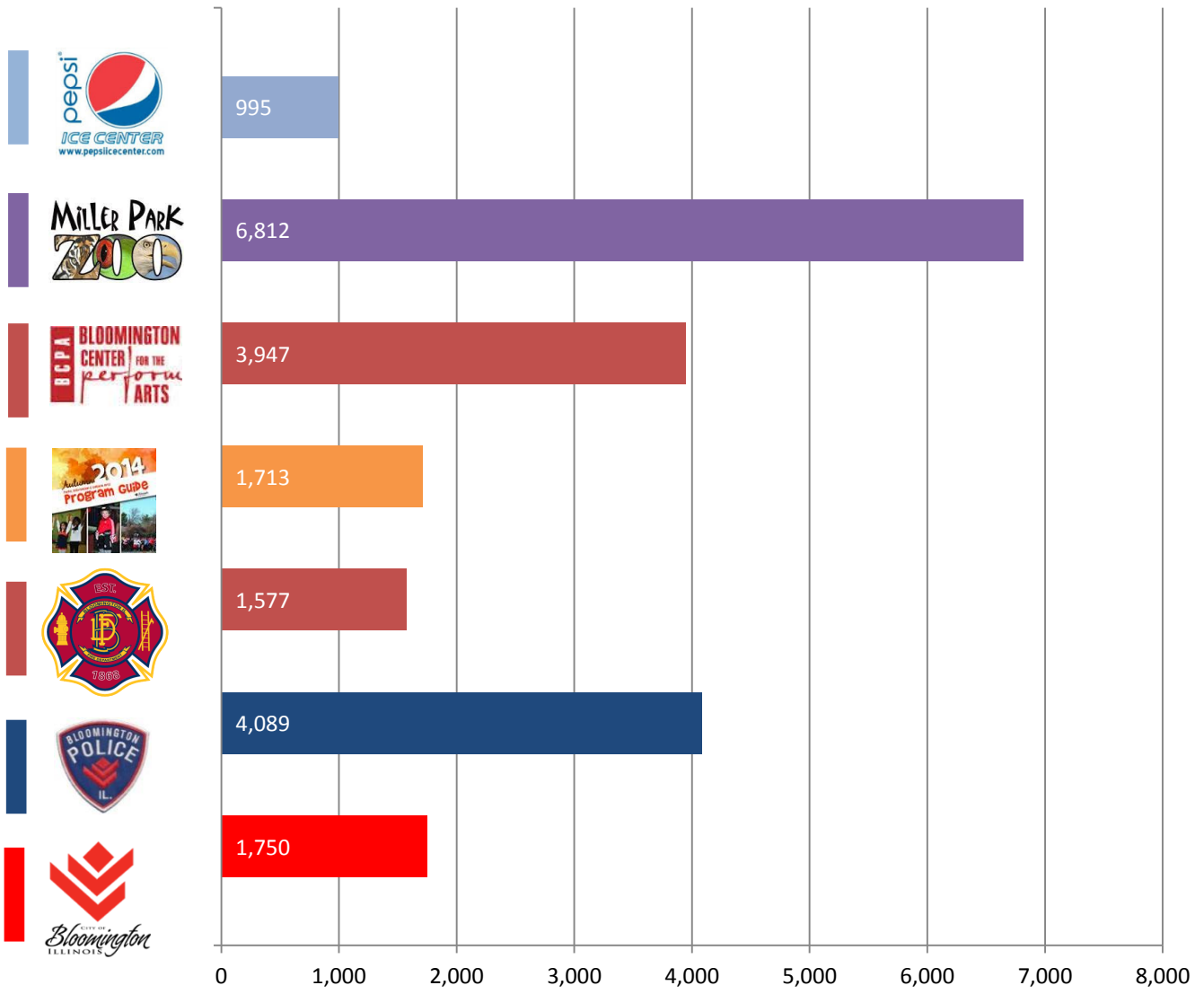
Fourteen news releases were prepared and distributed in the month of November. Of these, one was related to the Parks, Recreation and Cultural Arts department, nine were from Public Works and four concerned Administration.

Topics of Interest

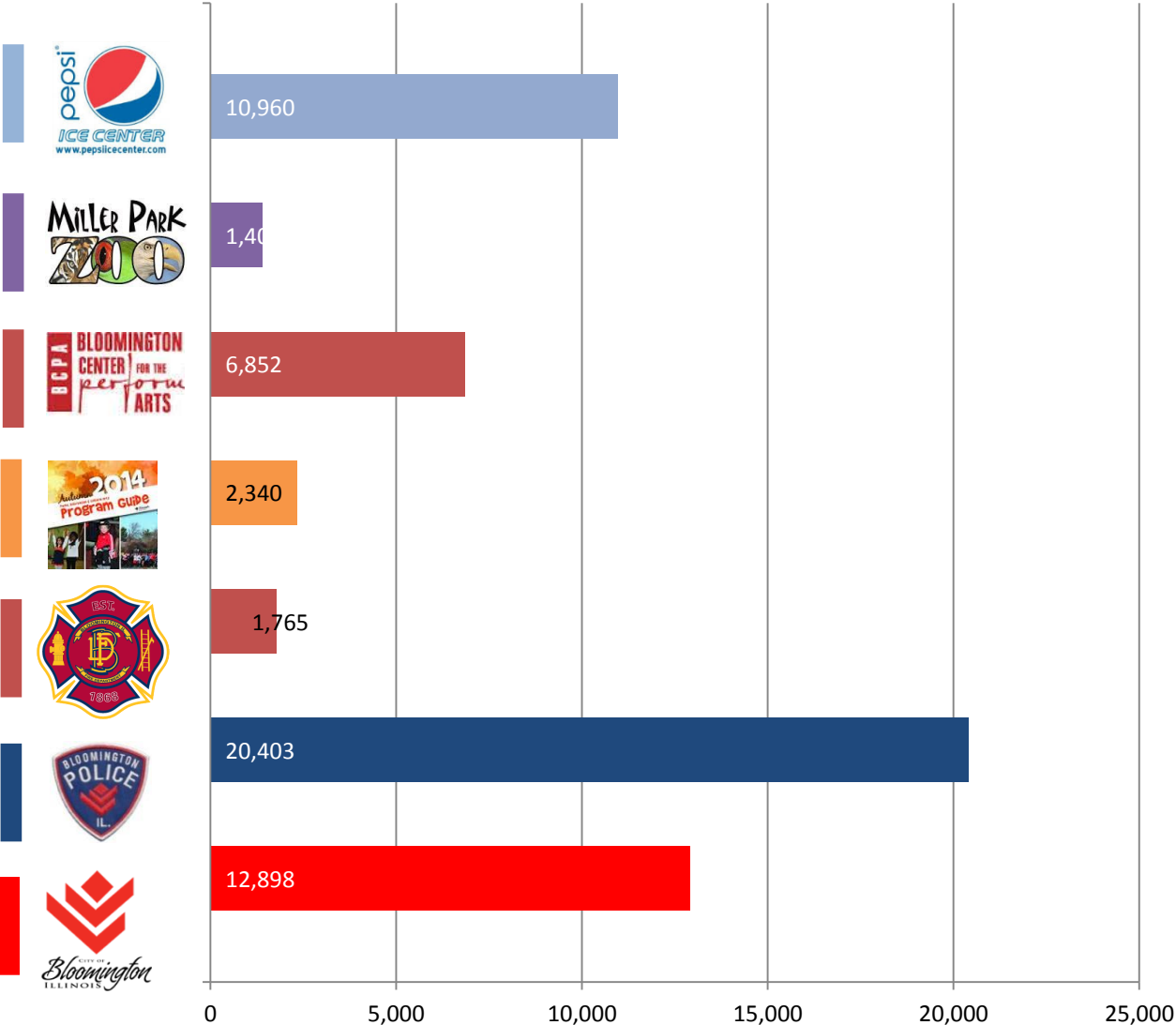
Staff worked with the media, public and others on communicating a wide variety of topics during the month of November, including:

- Hire of Steve Rasmussen, Assistant City Manager
- Bike Master Plan meeting
- City Council retreat
- Turkey Trot and Ugliest Sweater Run
- Mayor's award for pension funding policy
- Safe Routes to School grant award
- Reopening of most of the Pepsi Ice Center parking deck

November 2014 Facebook Likes



November 2014 Weekly Reach





Department Director



Scott Sprouls

Information Services Department

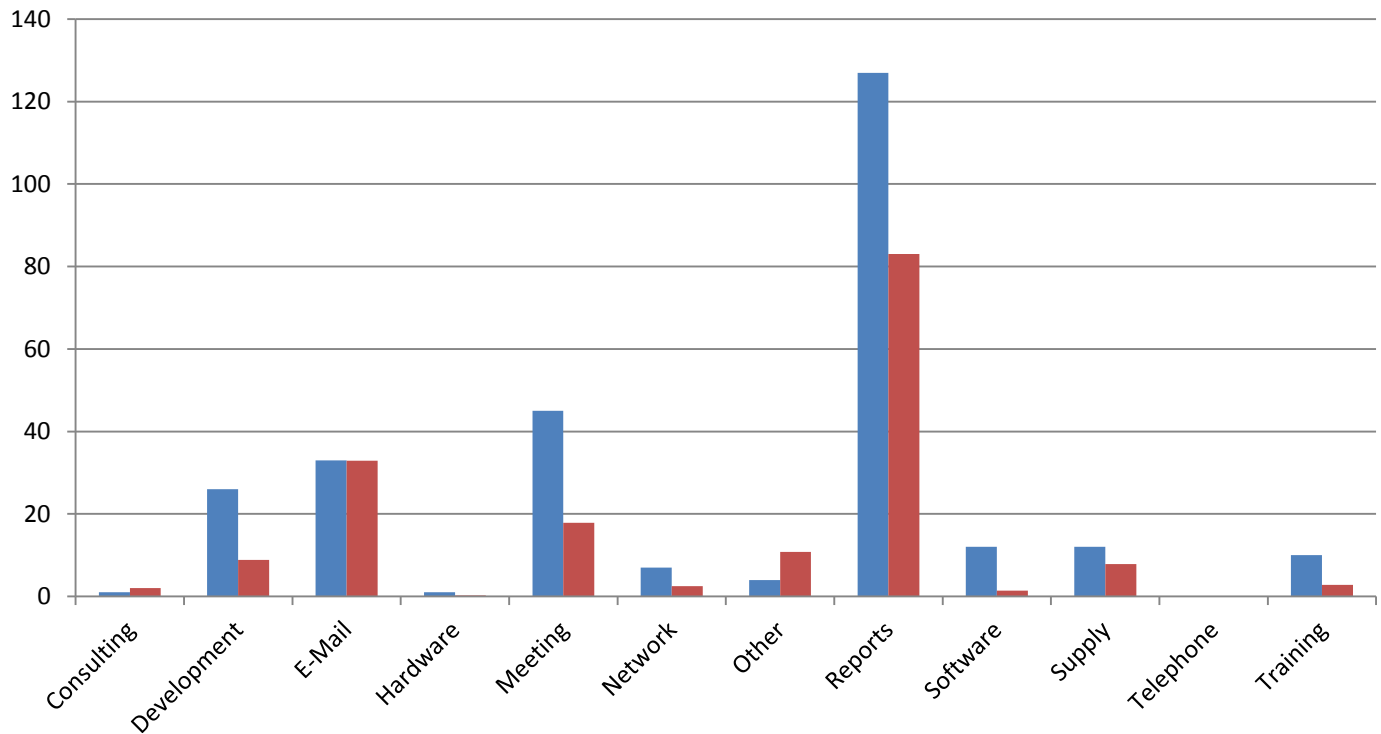
November 2014 Edition

Information Services Workload

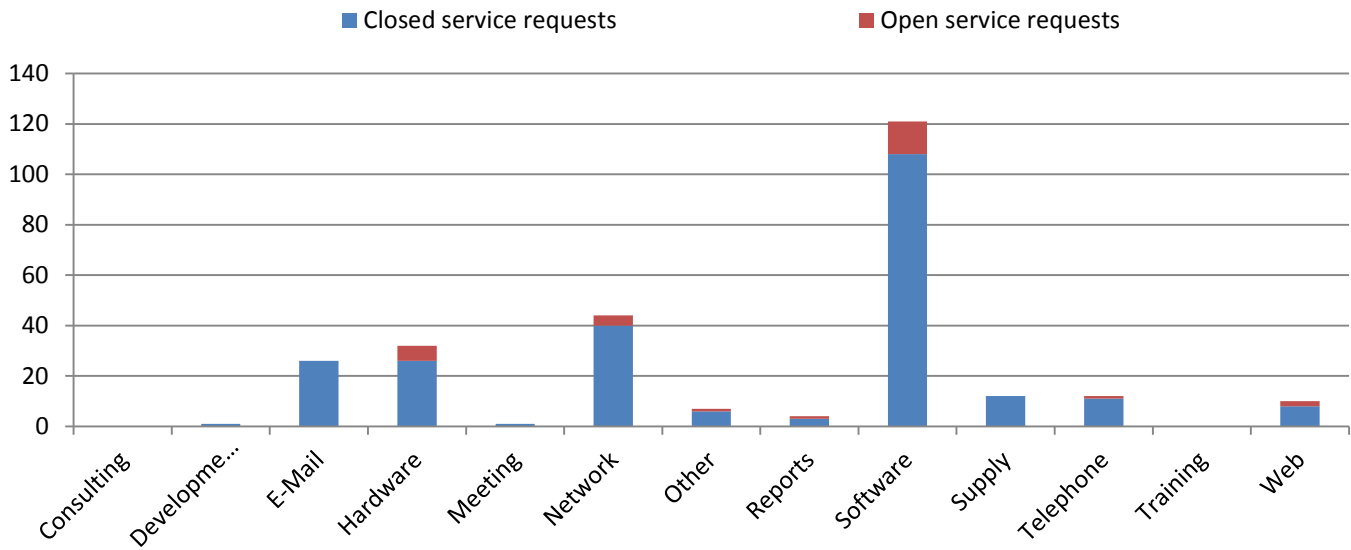
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

November Requests for Service vs Hours Spent on Request

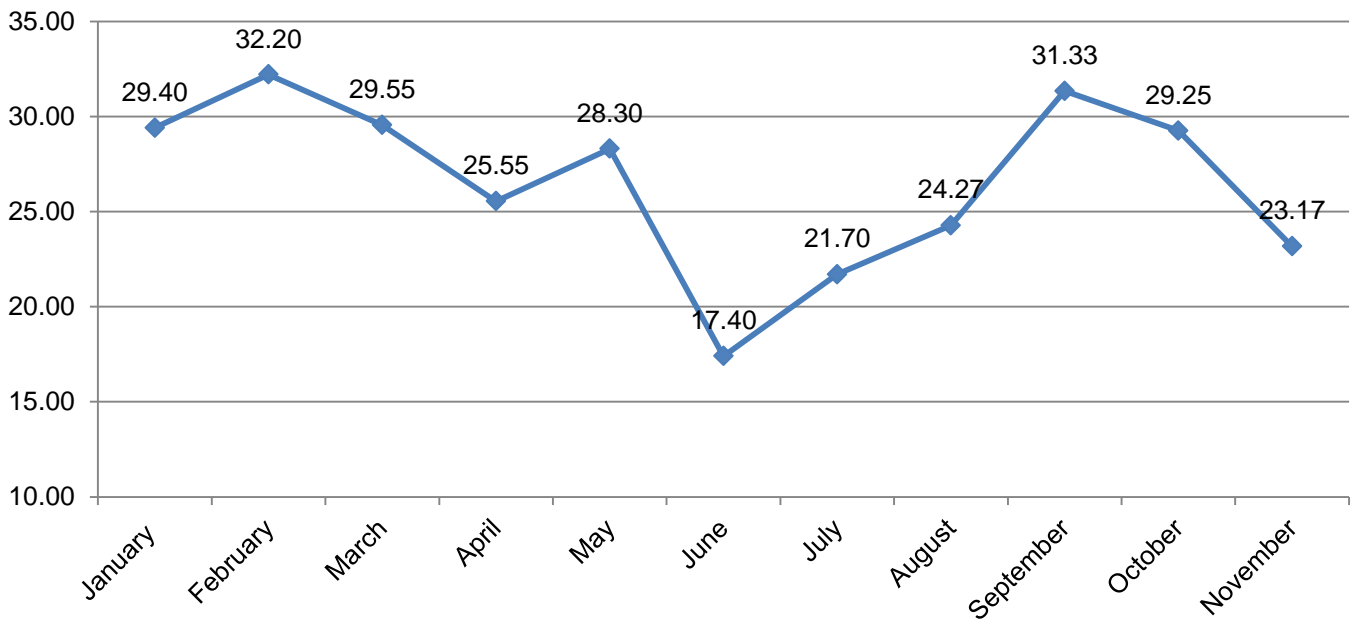
■ Number of service requests ■ Hours spent on service requests



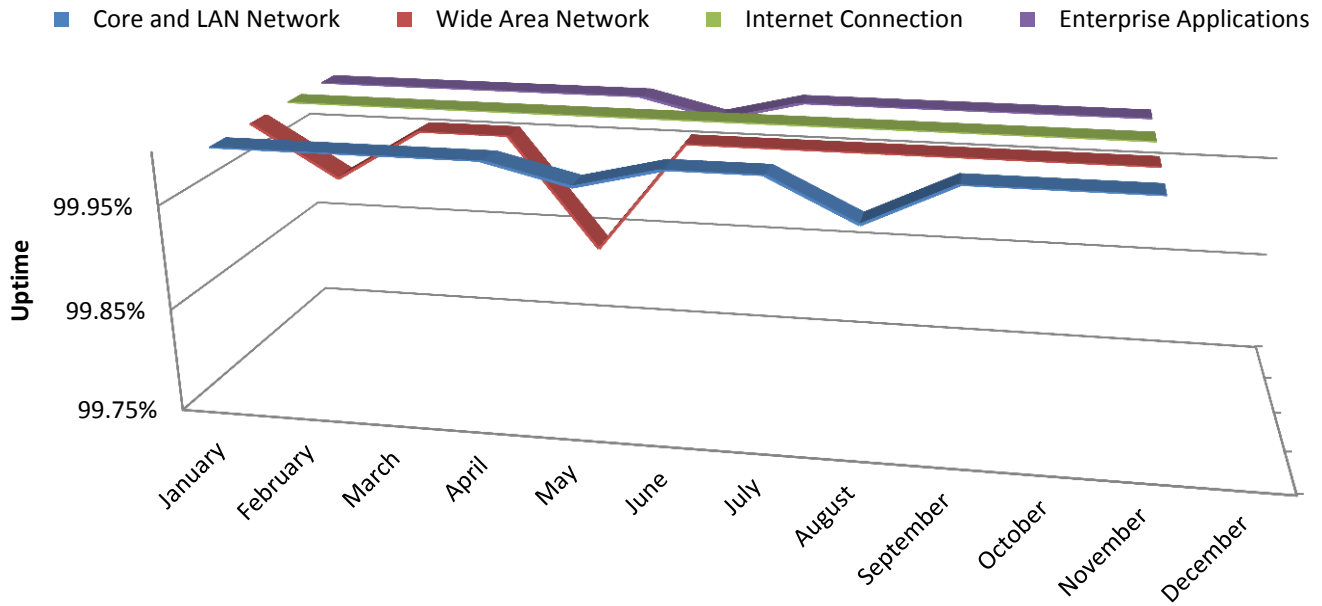
November 2014 Closed Service Requests



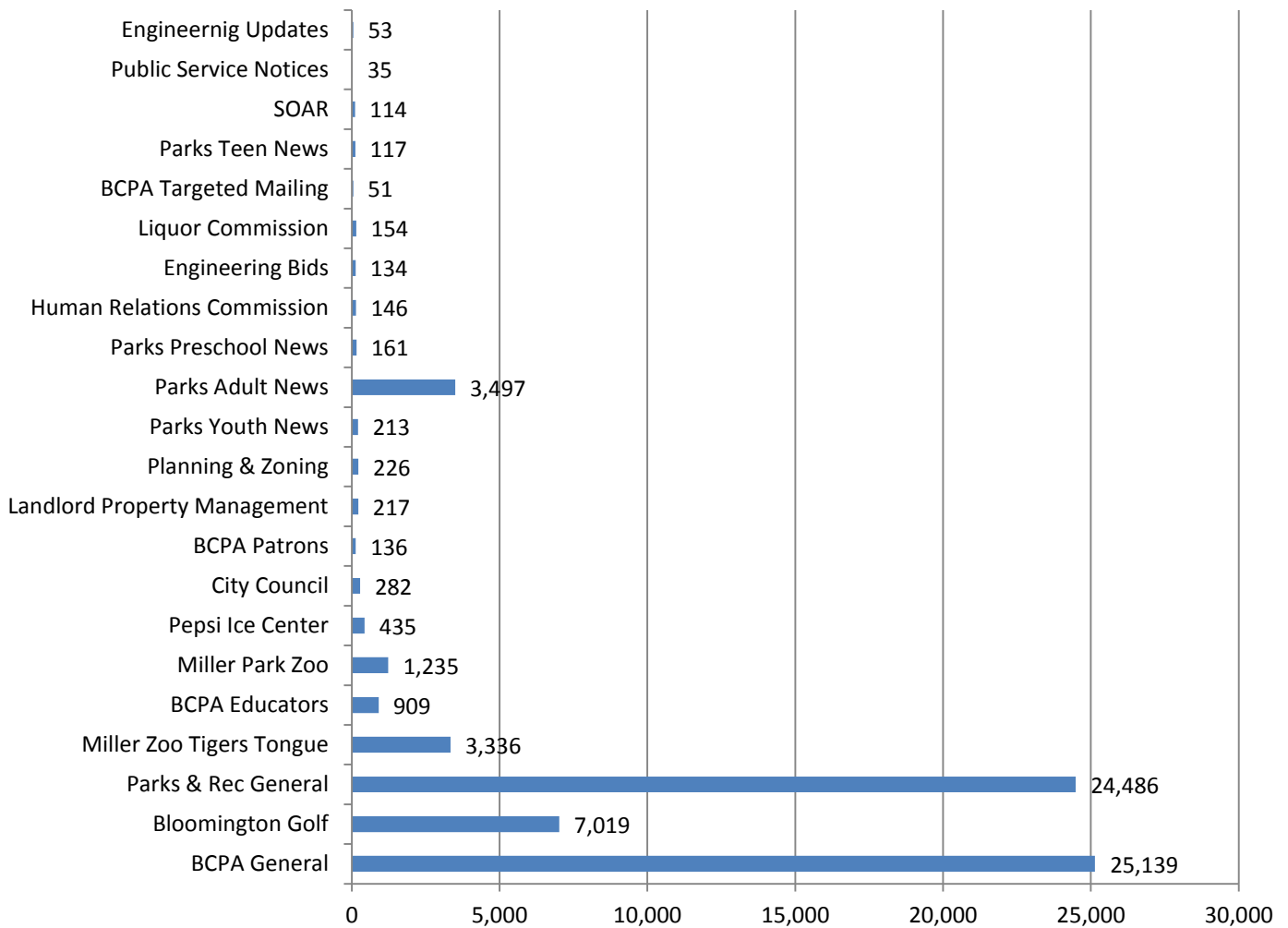
Number of service requests per IS FTE



2014 System Uptime



November 2014 Lyris List Server Information





City Clerk



Tracey Covert

City Clerk

November 2014 Edition

The City Clerk's Office

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

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

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

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

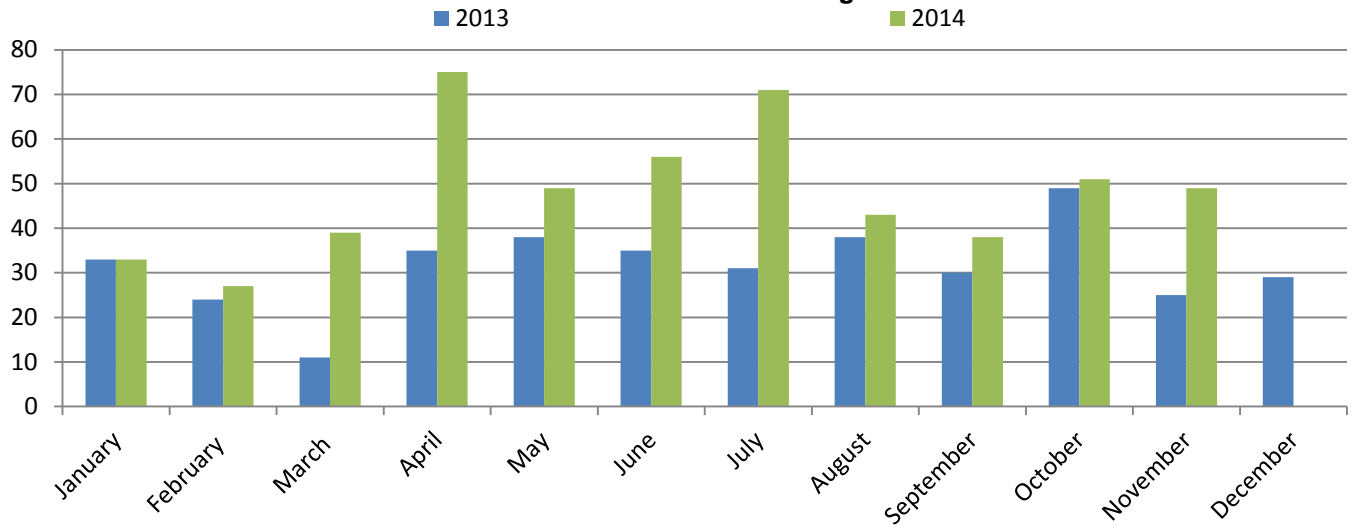
Finally, per statute the City Clerk is the "keeper of the records." Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

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

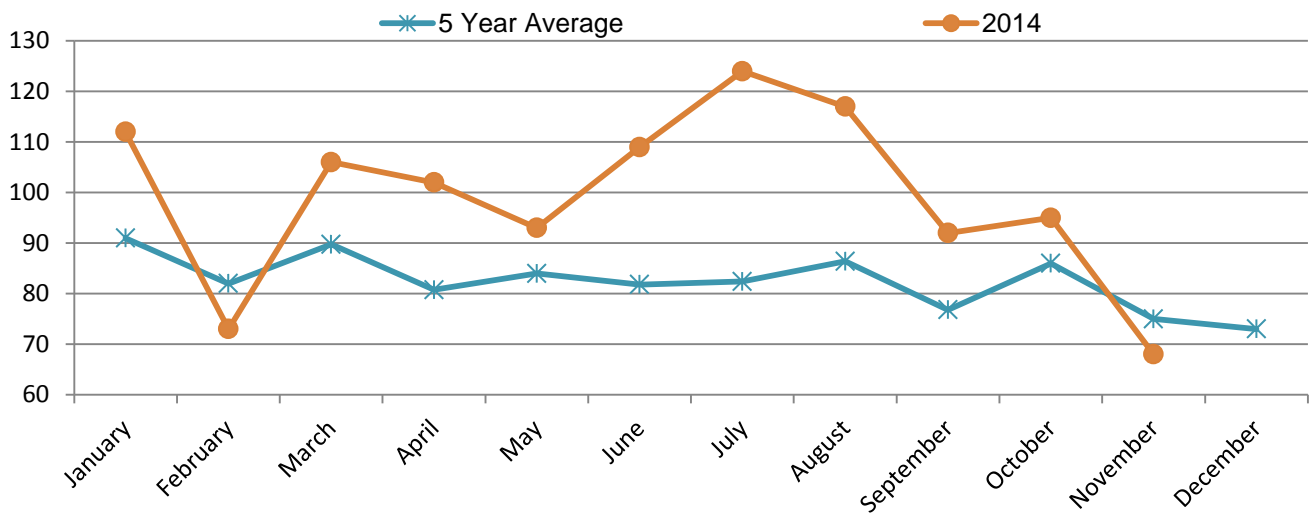
Monthly Highlight

In 2013, 188 liquor licenses were invoiced totaling \$167,506.50. This month 178 licenses were invoiced totaling \$164,552.50. The difference is \$2,954. This is a first (1st) quarter decline. It is anticipated that similar losses will be seen in the following three (3) quarters.

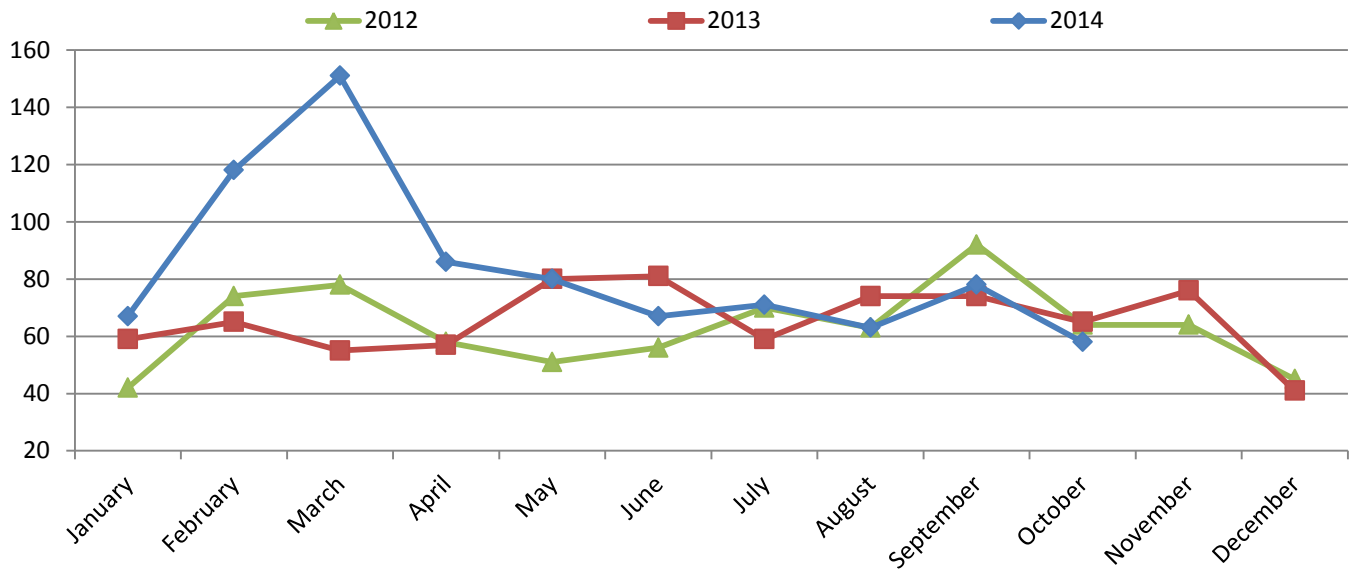
Number of Items on the Council Agenda



F.O.I.A. Request by Month



FOIA Average Staff Time per Request in Minutes





Human Resources Director

Nicole Albertson

Human Resources

November 2014 Edition

Human Resources serves every department of the City and interacts with every employee from start to completion and throughout their careers, as well as prospective employees. The Human Resources staff of seven (7) fulltime and two (2) temporary have six primary focus areas: Employee Recruitment and Hiring; Employee and Labor Relations; Compensation and Benefits; Training and Development, Employee Wellness and Community Relations.

Employee Recruitment and Hiring

- Worked with the Police and Fire Commission for hiring entry level candidates.
- Staff has been busy processing applications for the following vacant positions:

Current Vacancies	Position Status
Telecommunicator	In process
Support Staff V City Clerk	In process
Water Director	In process
Parks Director	In process
Legal Secretary	In process
Building Official	Bob Coombs – Promotion effective 12/15/14
HR Rep	In process
Water Meter Service	In process
Assistant Supt. of Streets Sewers	Jason Harden – Promotion effective 12/10/14
Support Staff IV- Water	In process
Engineer Tech. III	In process
Code Enforcement Div. Manager	In process
Inspector II - Mobile Home	In process
Fire Chief	In process
Civil Engineer	Actively Recruiting - Job Close on 12/31
Fire Inspector	In process

Employee and Labor Relations

- Prepared for the hiring of the new Human Resource Director.
- Conducted exit interviews for seven employees who resigned or retired from the City.
- Began discussions with Local 699 on the limitation of the number of hours employees can work during snow operations.
- The Employee Activities Committee (EAC) collected donations for Home Sweet Home Ministries. EAC members placed five donation boxes in various City buildings and departments. An “essential needs” list was posted on each box.
- EAC members also sold Turkey Cards through December. The cards are part of the *Give Thanks* initiative through the Midwest Food Bank and Home Sweet Home. Each \$2 card sold helps provide a hot Thanksgiving meal for someone who is hungry in our community. Turkey Card sales totaled \$930.
- The City continues to bargain with many of the 11 bargaining units.



Non-Sworn Bargaining Units	Contract Expiration	Full-time Position in FY 15	Status
Local 362 Support Staff	4/30/2015	30	Settled
TCM Group	4/30/2014	16	Pending
Lodge 1000	4/30/2016	38	Settled
Local 699 Library	4/30/2014	38	Currently Negotiating
Local 699 PW/Pks	4/30/2017	108	Settled
Local 362 Parking	4/30/2015	4	Settled
Local 362 Inspectors	4/30/2015	15	Settled
IATSE	4/30/2017	0	Settled
Sworn Bargaining Units			
Fire Local 49	4/30/2015	106	Settled/Arbitration on SLBB
Unit 21 (Police)	4/30/2014	103	Currently Negotiating
Sgts and Lts	4/30/2014	21	Pending Negotiations
Classified			
Classified (Library)		7	
Classified		132	

Compensation and Benefits

- Benefit open enrollment process for employee insurance conducted.

Training and Development

- Encouraged employees to take advantage of the free webinar offerings from our Employee Assistance Program with Bensinger, DuPont and Associates (BDA).

Employee Wellness

- November is Diabetes Awareness Month. Human Resources coordinated free glucose and cholesterol screenings to help employees assess their risk for diabetes. The City worked with Advocate to offer two screening events. Screenings included blood pressure, total cholesterol, HDL, LDL, ratio, triglycerides, and blood glucose. A health coach reviewed results with employees and answered any questions.

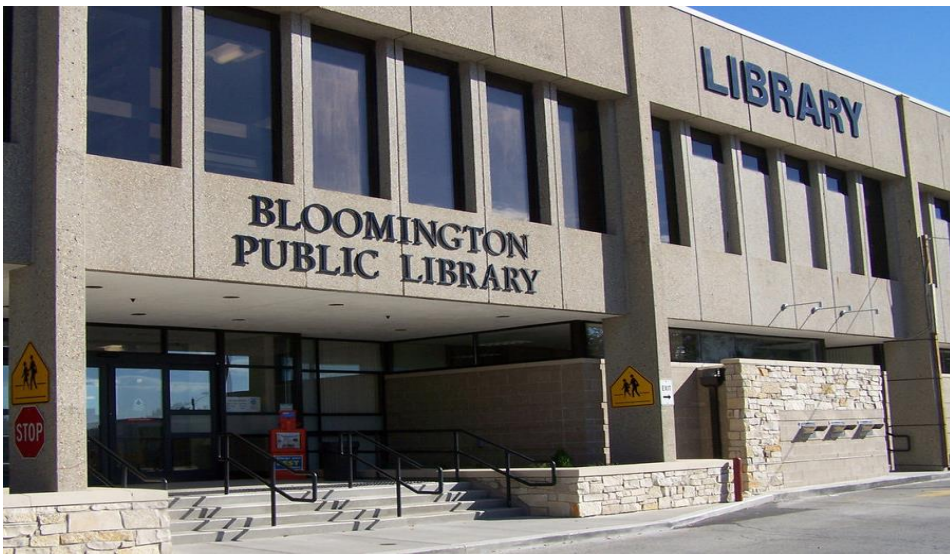
- The City of Bloomington completed the Acitiv8 wellness challenge. The 8-week program focused on increasing physical activity. Fifteen City of Bloomington teams (102 employees) participated. Employees were encouraged to team up within their department to promote camaraderie. City teams competed internally, while all City participants competed against other businesses. The City finished in second place against 9 other organizations but had the most teams and participants. City participants had an average of 53 physical activity minutes per day!



- The City of Bloomington was honored in Springfield for having earned the “Illinois Healthy Worksite Designation” in 2014. Sponsors of the designation presented awards.

Community Relations

- Preparations for the MLK luncheon continue and is scheduled for Saturday January 17th, 2015.



Library Director

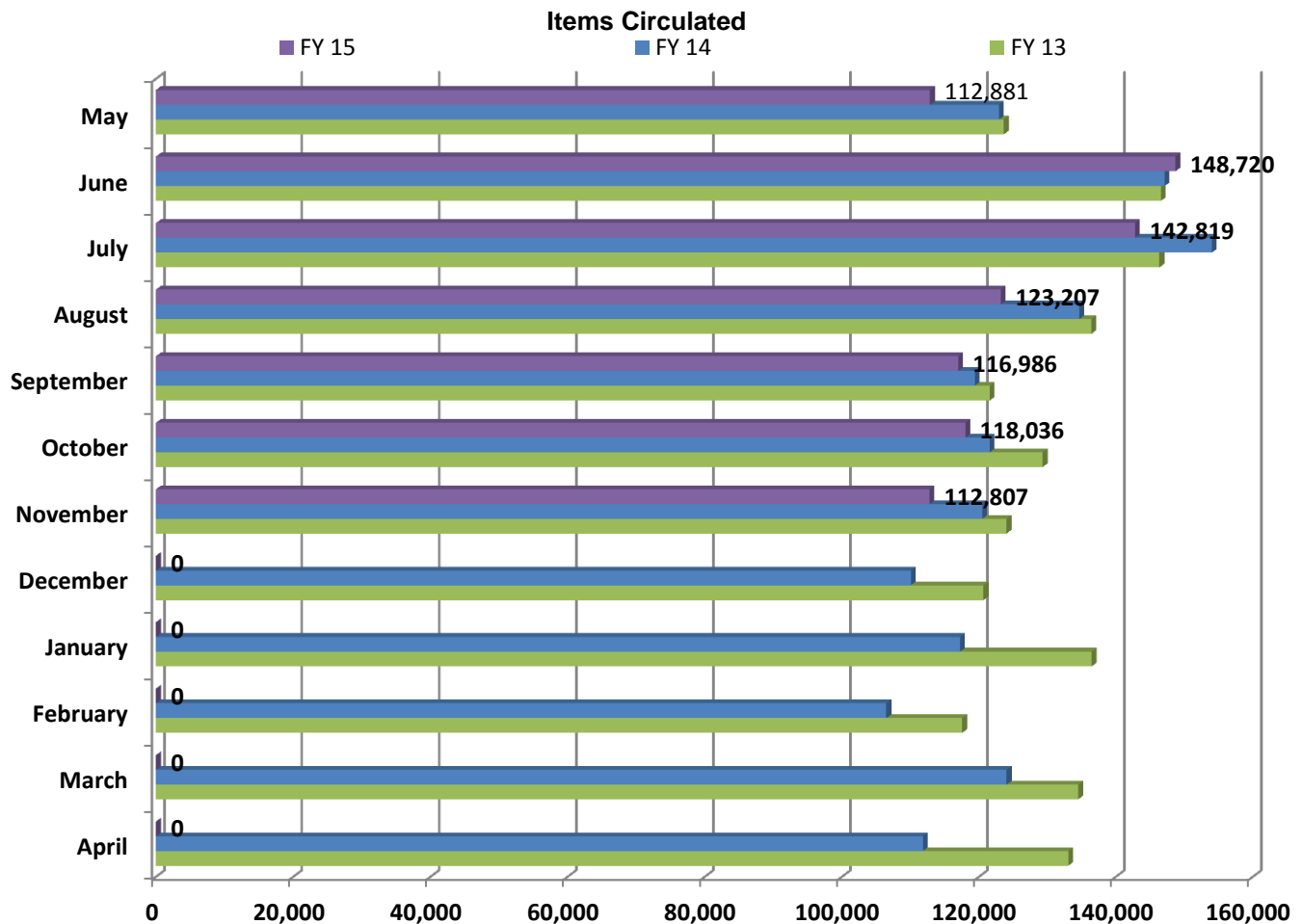


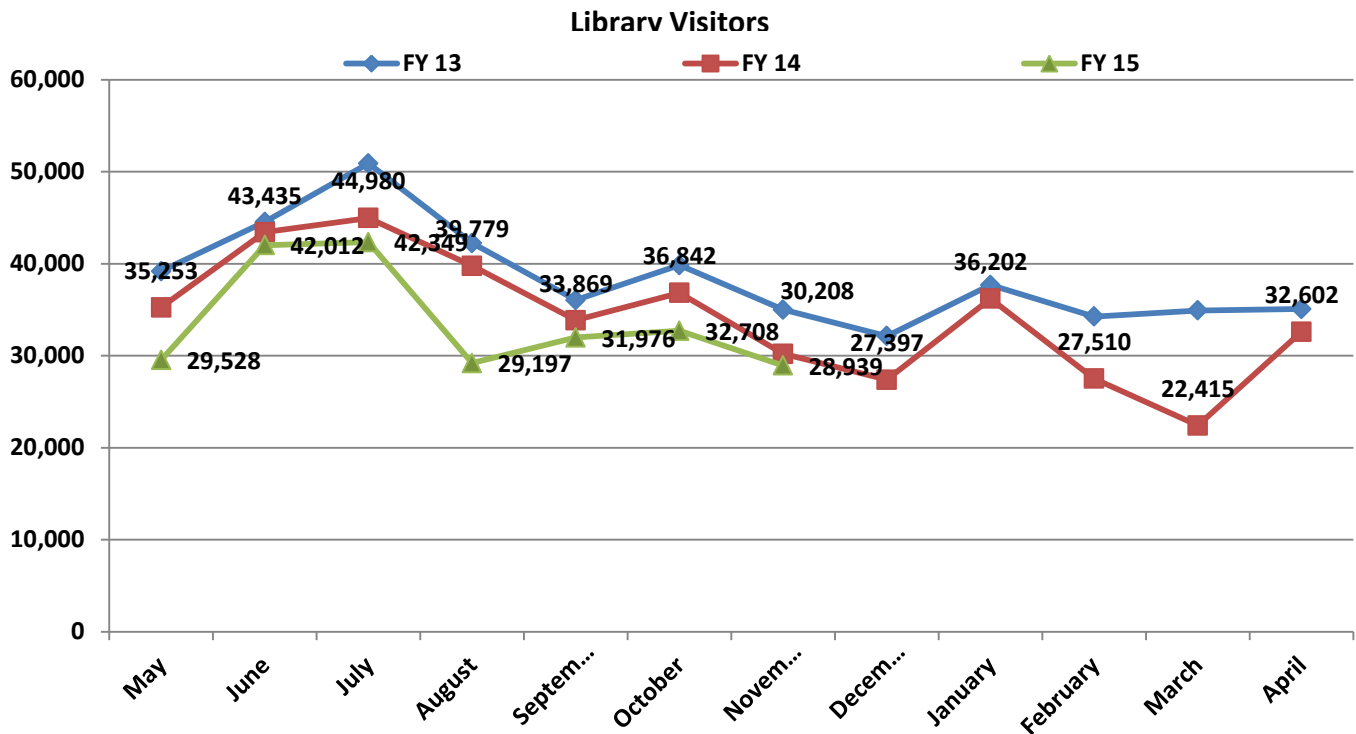
Georgia Bouda

November 2014 Edition

Library

Customers borrowed 112,807 items in November, 2014, a decrease from the 120,493 items borrowed in November, 2013. Visitors to the Library were down from 30,208 in November 2013 to 28,939 in November 2014. Staff answered 5741 questions from customers this month compared to 3207 questions answered in November 2013.





Programs and Attendance in the month of November:

Children Programs and Attendance:

Celebration of India

Cricket Association program – 24 attended

Yoga class – 30 attended

Dance performance – 140 attended

Crafts – 200 made

Estimated attendance overall – 300

Kiddie Drive-In Movie – 52 attended

New Baby and Me story time – 4 attended

Lapsit story times – 5 sessions – 61 attended

Toddler story times – 6 sessions – 258 attended

Preschool story times – 3 sessions – 72 attended

Tails for Tales – 3 sessions – 66 attended

Beginner Reader Club – 5 attended

Singing Swinging story time – 2 sessions – 26 attended

2nd Monday Story Club – 8 attended

Cub Scout tour – 22 attended

Head Start Fun Club visit – 56 attended

Visited Milestones Preschool – 12 attended

Visited Head Start at Brigham – 35 attended

Visited Head Start at Trinity Lutheran – 60 attended

Visited Little Jewels Day Care – 29 attended

Library tables at Bent School Family Reading Night, ABC Literacy Team event, and Mid-State Reading Council Carnival of Reading

Teen Programs and Attendance:

Teen Manga/Anime Club – 2 sessions – 3 attended

DIY Holiday Candle-making – 1 session -- 6 attended

Teen Advisory Board – 1 session – 0 attended

Teen Author Neal Shusterman – 1 session – 58 attended

Hosting Neal Shusterman, a popular author of teen titles such as *Unwind*, *Everlost*, *The Schwa was Here*, and *Bruiser*, was a highlight of November. He spoke about his background & how he became a writer. He also talked about the wide variety of topics covered in his novels and how he comes up with them. The audience was then fortunate to hear him read an excerpt from his new book, which will be published in the spring. It was quite a coup to have an author of such note speak here.

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: 63; Evans: 110; Kingsley: 83; Parkside: 122

Adult Programs and Attendance:

Fiction – 1 session – 5 attended

Mystery Book Club – 1 session – cancelled due to power outage; will be held in December

Nonfiction Book Club – 1 session – 4 attended

Science Fiction Book/Movie Club – 1 session – 5 attended

History Reads Book Club – 1 session – 12 attended

2nd Wednesday Classic Movie – 1 session – 5 attended

Anime Now for Adults – 1 session cancelled due to power outage; 1 session – 3 attended

Lunch and Learn with IWU and McLean History Museum – 1 session – 45

WWI program series:

Over Here Over There Local Boys in the Air – 1 session – 15 attended

Howard Knotts: Ace of the Prairie – 1 session – 15 attended

Compliments to the City

To: "City of Bloomington Webmaster" <webmaster@cityblm.org>
From: "Rich Gaffney"
Date: 12/26/2014 09:56AM
Subject: Feedback for City of Bloomington, Illinois
=====

You have received this feedback from Rich Gaffney for the following page:

<http://www.cityblm.org/index.aspx?page=500>

I live at 424 N. Linden in Bloomington. I tried to catch both the recycle truck and the regular truck this week to give the drivers a Christmas gift and was too slow to catch the guys. I would really appreciate getting some contact information for both of these guys since we really appreciate what they do for us every week..... Can someone help me?

Merry Christmas

Rich Gaffney

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

MILLER PARK ZOO

From Miller Park Zoo Customer Service Survey:

"I love that the folks who work at the zoo always take time to answer your questions and tell you more about the zoo and the animals there, as well as the programs such as Jr. Zookeeper Program, and the zoo's species survival participation."

"The zookeepers were friendly and very willing to answer questions and educate my children about the animals."

"Keepers are knowledge(able) and really care about the animals."

"We love that there are people out with animals so you can get a close look at them & sometimes hold them (the bugs). My children love the rainforest and trying to find the birds."

"Please continue to grow and be an asset to the community."

"The zoo itself is great and has a good variety of animals for our climate. The classes have excellent helpers and teachers. I wish there was more opportunities for primary school kids to help in the daily operations of the zoo"

"Behind the scenes from the zoo adult class was great. I think it is a special experience. Shannon Reedy does a very good job."

RECREATION PROGRAMMING

From Recreation Programming Customer Service Survey:

"We love visiting parks(senior activities) in central IL with Joyce. The lunches are delicious and we always have a goodtime. We also enjoy the wine trips and concerts at wineries."

"Friendly, knowledgeable instructors that are patient with little kids!!!"

"I love that my children can explore all of their interests at an affordable cost."

"The instructors are almost always upbeat and good with kids, the prices are affordable and my kids love the programs and learn something!"

"proximity to home reasonable cost enjoyable activities for my children"

"Reasonably priced. Great people like Joe Olson running them and ensuring that people are getting what they need out of the various programs."

"My 6 y.o. boys did tennis for the first time this year. The instructors were great! They learned so much, the instructors were kind and accommodating and very positive with the kids. Will definitely be back!!"

"I like the new classes that are being offered over the winter, such as basketball for the younger kids and 'sporty munchkins'. As a parent of a very active early elementary student, we are constantly looking for new stuff for her to try. She is more interested in variety than signing up for multiple months of the same sport, which is necessary for sporting programs outside of the park district."

BLOOMINGTON GOLF COURSES

From Bloomington Golf Courses Customer Service Survey:

"The courses are wonderful, but the best thing about the Bloomington courses are the staff - from management to the clubhouse staff. Kudos to you all. I have told other businesses and golf courses that they could learn something about customer service from Nancy Nelson, Jason Wingate and from the staff."

"Local, great value, quality golf, great staff."

"The variety of play between all three courses: length, strategy, green complexes. Also took lessons this past summer, for the first time with Adam Osterbur. Had a great experience and have improved my game immensely in that time and since."

"I like the variety. All three courses offer different challenges"

"You folks are absolutely wonderful. The reason I travel from East Peoria to play (mostly Prairie Vista) in Bloomington is because of the wonderful courses, the reasonable prices and mostly because of the customer service. I have nothing more to suggest you do. Just continue to do what you're doing."

"The staff is outstanding"

"I have the players club so that is great, plus Nancy always goes the extra mile to make sure that the clubhouse looks great and I can get out before the leagues"

"All are close to home and even with the lack of funds I would match our blm. Courses to any I've ever play'd."

"The quality of the courses and friendliness of the staff!"

"Staff, including members of grounds crew. Green space they add to community. Merchandise pricing."

"The care and quality of the golf courses; the friendliness of the staff, the cost and the ease of play"

"I find the customer service is very good. I've never had a problem at any of the city courses."

"Your customer service is excellent. . .keep it up!!"

From Patron Post-Show Survey from *Nosferatu*:

"It was refreshing to see live music set to classic silent film; please bring in more of these!"

"It was a great event. The organist was fantastic!"

"Looking forward to 'The General' in April."

"I liked the originality of the program."

"Excellent performance; I would see this performer again!"

"Hope to see more events like this at the BCPA. Films are a welcome attraction. "

From Patron Post-Show Survey from *Ides of March*:

"My wife liked Eye of the Tiger."

"Please bring Ides of March back."

"Great seats, good acoustics, great band: Ides of March, personable & talented performers."

"The Ides of March are incredible. I drove over 90 miles just to be there. "

"Absolutely fantastic show and great people working the BCPA."

"Superb musicians - probably the best concert of this type that we have attended."

"Fabulous Show!"

"The concert was superb."

"They gave a truly wonderful show! It was a joy to see them do one acoustic set and one rockin'.

"Better than I expected."

"Great. Loved the concert. "

"Great show, great venue."

"We really enjoyed every bit of the evening. Had my parents there and three friends with us. "

"Everyone was happy!"

"The acoustics were very good and the volume wasn't too loud."

"This is a really great venue for shows with smaller audiences than the Coliseum and much homier."

"We love shows at the BCPA!!"

"The Ides of March rock! Please bring them back next year. "

"Beautiful performance center, comfortable seats, great acoustics, intimate setting, reasonable ticket prices."

"Ides of March were fabulous!! They were so entertaining. Great show!! The meet and greet afterwards was nice too. They were all very personable. "

From Patron Post-Show Survey from *Neil Jacobs*:

"Music was great."

"Fantastic!"

"Neil Jacobs was fantastic!! My husband and I purchased 3 cds. Love them all. Thanks!

"Very pleasant afternoon."

"I was not familiar with a 12 string guitar and was excited to experience this concert. It far exceeded any expectations I may have had!! Thanks for bringing something fun and a bit unusual to Bloomington! "

From Patron Post-Show Survey from *The Spinners*:

"It was a very nice setting and we appreciate the change in our seats where we up front and center."

"Loved the first half of the show that was acoustic."

"Fantastic!!"

"The group was amazing the venue was perfect the acoustics were excellent."

"Better than very good, it was a BLAST!"

"Great show!"

"Loved Ray Parker, Jr. Especially!"

"The show was great - this was our first event as we recently moved here - we will definitely be back."

"Great performance! Hope they do come back like they said. "

"Loved EVERY minute of the performance!!!"

"Over the top GOOD! One of the best and most fun shows we have seen here! "

"Excellent!"

"Really enjoyed the show!"

"Very fortunate to be able to see such talent in this wonderful intimate theater in our town."

"It was all very good!!"

"Wish we could have had more time with Ray Parker, Jr. I enjoyed him the most! "

"Best show I've been to in years, my wife and I are still enjoying the vibe this morning."

"Amazing!"

From BCPA Customer Service Survey:

"I just love the building itself. The ushers and staff are always very friendly and helpful, too. I would say having the director be present at each event and greeting people as they leave is also a plus. She is a very friendly woman."

"The quality and diversity of the events - one gets the sense that the staff are really trying to meet the needs of the community."

"Friendly staff and the acts that are brought in have been entertaining and a great value since its 5 minutes to home and there is no overnight stay and travel. Keep up the great work !!!!"

"It's (BCPA) local and brings a variety of performances to the area. It's nice that folks can come to BN and not feel like they need to fill an entire Coliseum. The BCPA is a more intimate experience."

"Box office is always helpful and polite. Ushers too"

"Very good advice when calling for tickets."

"I really like the ability to purchase the cup with a lid so we could take beverages into the theatre. Great idea!"

"Went to a under the street lamp concert. It was great. Thank you for bringing such great talent. We drove from Danville to see them."

"The staff is always over the top friendly and willing to assist."

"Love the venue/facility. It's kept very clean and it's a nice place!"

"I love the variety of programs offered. I've had so many opportunities to enjoy shows here that I probably wouldn't ever had a chance to see before."

"Beautiful theater, good acoustics, great seats, great staff, good prices, and diverse event content."

"It's a small venue that's makes you feel close to the action, regardless of your seats. It's beautiful, acoustically pleasing, and parking is safe and convenient. What's not to like?"