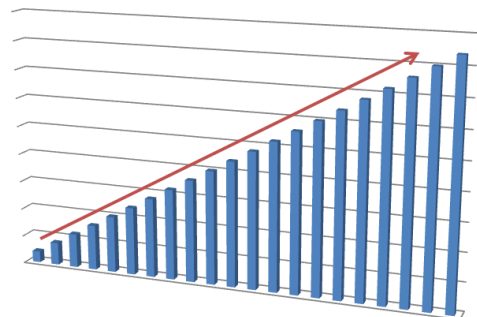




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Meetings

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

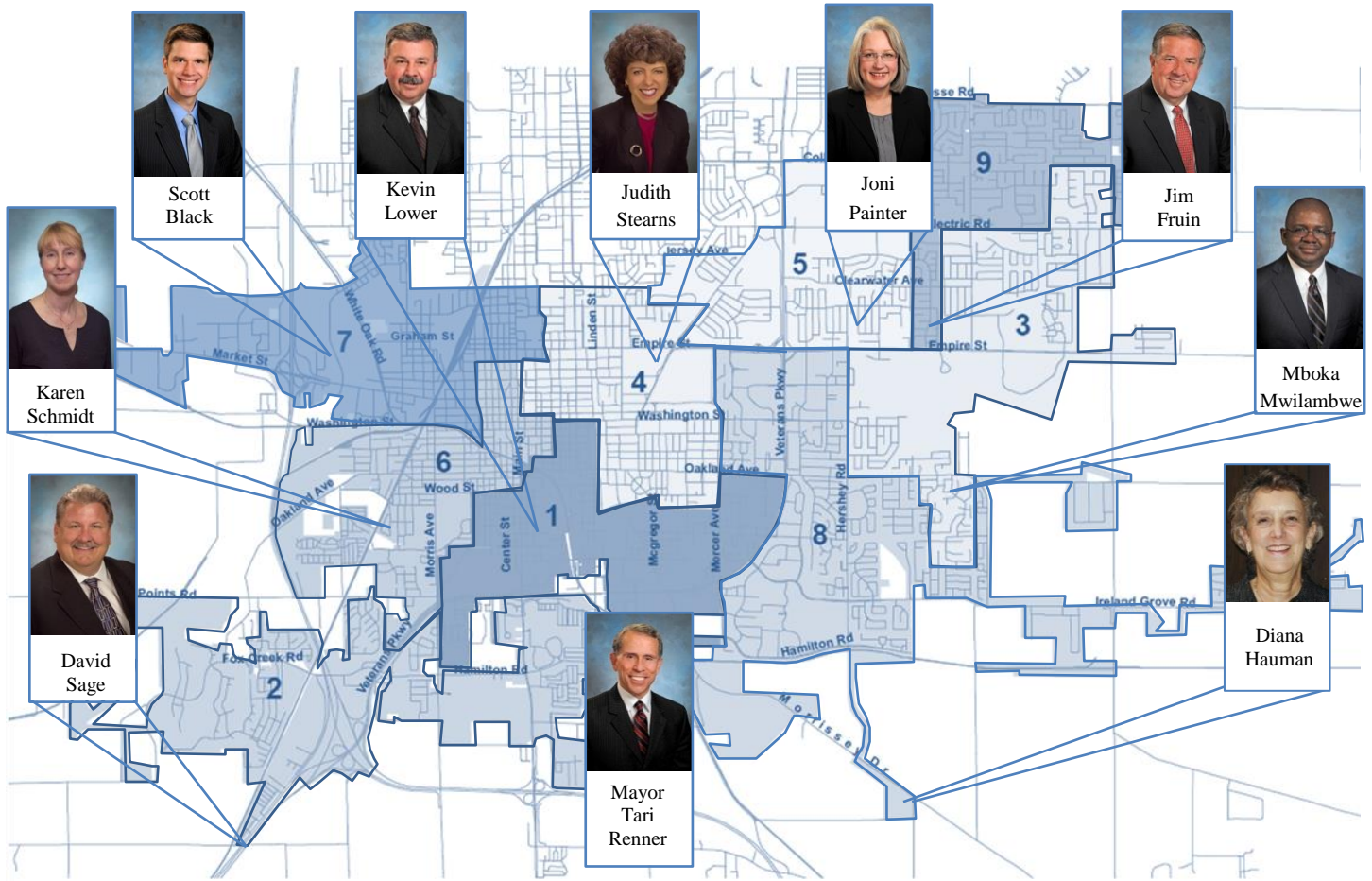
Effective June 1, 2013 the Mayor’s Open House is held every Friday before a Monday City Council Meeting from 4:30 pm to 5:30 pm at City Hall

Upcoming Community Events

- [Miller Park Zoo Stampede Race](#), Miller Park Zoo, March 7, 10:00 am
- [One Night of Queen](#), BCPA, March 10, 7:30 pm
- [The Lightning Thief](#), BCPA, March 13, 10:00 am
- [Bloomington Thunder Hockey](#), US Cellular Coliseum, March 21, 7:00 pm



City of Bloomington Elected Officials

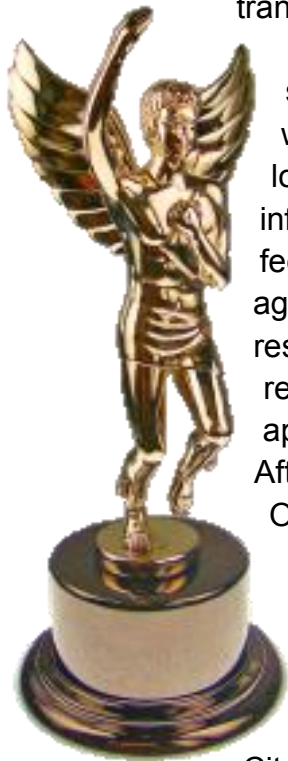


City of Bloomington Administration

- 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

January 2015 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 January 2015 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. Investing 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: BCPA Sold Out Event

BCPA Sells Out Weird Al Yankovic Concert



The Bloomington Center for the Performing Arts (BCPA) is excited to announce their May 26, 2015 performance of the “Weird Al” Yankovic ***Mandatory World Tour*** is sold out.

Tickets went on sale through the BCPA Ticket Office at 10 am Friday, January 30, and nearly all available regular-priced tickets sold within 30 minutes. All remaining VIP tickets were sold before the end of the day.

Staff anticipates artist management may have additional tickets to release prior to the show May 26, 2015. If patrons would like to be placed on a waitlist for potentially released tickets they should call the BCPA Ticket Office at (309) 434-2777 and ask to be placed on the list.

Slated to visit over 100 cities throughout North America, Europe, and Australia, the tour follows the release of “Weird Al’s” #1 album, ***Mandatory Fun*** (RCA Records). The ***Mandatory World Tour*** begins on May 12 with a 5-night run at Planet Hollywood, Las Vegas. All dates can be found at <http://weirdal.com/>.

Below please find the four month schedule for the BCPA:

Event	Date/Time
SOIC Who Wants to be a Millionaire?:	2/28/2015 2:00 PM
SOIC Who Wants to be a Millionaire?:	2/28/2015 7:00 PM
One Night of Queen	3/10/2015 7:30 PM
The Lightning Thief (Grades 2-6)	3/13/2015 10:00 AM
The Lightning Thief (Grades 2-6)	3/13/2015 12:30 PM
Illinois Symphony Chamber Orchestra: Mostly Mozart	3/21/2015 7:30 PM
Churchill	3/22/2015 2:00 PM
Los Lonely Boys	3/26/2015 7:30 PM
Illinois Symphony Orchestra: Fiery Fiddlin'	4/12/2015 2:00 PM
Broadway's Next Hit Musical - An improv comedy show	4/16/2015 7:30 PM
The Passing Zone Saves the World	4/18/2015 7:30 PM
Nitty Gritty Dirt Band	4/26/2015 7:00 PM
The General	4/28/2015 7:30 PM
Fly Guy & Other Stories (Grades K-5)	4/29/2015 10:00 AM
Fly Guy & Other Stories (Grades K-5)	4/29/2015 12:30 PM
Illinois Symphony Orchestra: The Lincoln Train	5/1/2015 7:30 PM
Twin Cities Ballet - Sleeping Beauty	5/8/2015 7:00 PM
"Weird Al" Yankovic: The Mandatory World Tour	5/26/2015 7:30 PM

Executive Summary

Police Department

- Criminal Investigation Division (CID) assigned 150 new cases for investigation. The case load carried by CID had the following dispositions: 72 cases were cleared by arrest, 11 cases were cleared with juvenile arrest, and 161 were administratively closed, exceptionally cleared or were unfounded. One hundred forty-eight incidents of domestic violence were reviewed in January. **(Page 9)**
- The Vice unit purchased 17.9 grams of crack cocaine, 57.8 grams of cannabis, and 0.1 grams of heroin. They seized 16.5 grams of crack cocaine, 64 grams of cocaine, 1,146 grams of cannabis, 2 firearms, and \$2,274. Four detectives are assigned to the Vice unit with 4.27 on average working per day. **(Page 10)**
- Processing of alarm ordinance violations for 2014 is complete with \$32,900 processed. Bloomington Fire Department went live on Starcom on January 20. There were no major issues during the transition. On-site configuration has begun on the Frontier 911 phone project. The schedule is complete with a tentative cutover date in late March. **(Page 11)**
- During the month there were 14 days of Downtown Hireback. A total of 37 pairs of officers, including 14 pairs assigned from third shift patrol, worked details during the month. Totals for the month of January include 305 bar checks, 50 ordinance violations, 13 parking citations, four traffic citations, 24 fights, 37 calls for service, twelve arrests and eleven vehicles towed. **(Page 14)**

Fire

- For the month of January, the Fire Department's response time to fire calls was 06:15 and response time to ems calls was 06:19. Both response times were outside of the six minute bench mark. **(Page 15)**
- During the month of January, the Bloomington Fire Department responded to 217 calls of which 5 were confirmed structure fires. These structure fire incidents resulted in a dollar loss estimated at \$500. **(Page 14)**
- January brought colder weather that caused a few more calls for broken sprinkler lines and other false alarms. However, the Department responded to the fewest number of fire incidents for one month since 2009. The EMS calls for service remained steady as the largest percentage of calls, with the false alarms making up for some of the fire incidents having about a 40% increase over the average. **(Page 15)**
- As in most months, the majority of the calls were EMS related which accounted for 641 calls for service in January. The 700 calls for service resulted in a total of 684 patients treated and 553 patients transported. **(Page 15)**

Parks, Recreation & Cultural Arts

- The busiest January in BCPA programming history featured eight great performances including; *Feet Don't Fail Me Now*, Tallan Noble Latz, *My Baby Just Cares For Me*, American English, Joel Sartore – *Photo Ark*, Jeanne Robertson, *Curious George*, *Pirate School!* and three days showing the Disney film *Frozen*. (Page 20)
- Attendance for the BCPA reached 7,985 for January on-site events, activities, meetings, etc.. (Page 22)
- Attendance was up 1.7% (1,533 total attendance) for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 2.2% 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. Admission prices were raised on 1 January 2015. Revenue from Education Program Fees and Rentals was up 15.6% for the fiscal year compared to last year. (Page 22)
- Construction completed outside of Zoo Lab. This construction was funded by the Phoenix Zoo and the Miller Park Zoo's Conservation Fund. This area consists of two exhibits and holding space for the Mount Graham Red Squirrel. This species of squirrel is only found in Arizona. The Miller Park Zoo and Phoenix Zoo are working closely with the United States Fish and Wildlife Service on this Pilot Breeding Program. (Page 23)
- The Pepsi Ice Center continues to show exceptional revenue numbers for the fiscal year. January was the eighth of nine months this fiscal year that have shown an increase compared to the previous fiscal year. Revenue is up over \$94,000 for this fiscal year compare to FY14. (Page 25)



Clerk

- In 2013 the office received 1,237 freedom of information requests; 2014 there were 1,177. This is a decline of sixty (60) requests. Average Staff time, however, increased this year to eighty-three (83) minutes per requests. (Page 40)



Police Chief



Brendan Heffner

January 2015 Edition

Police Department

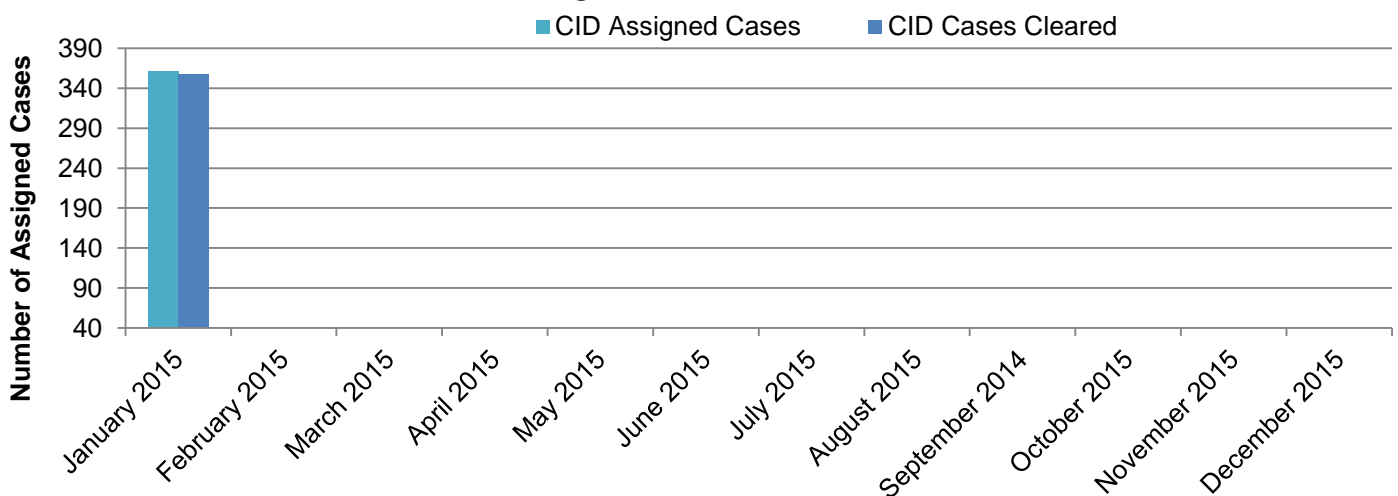
Criminal Investigations Division (CID)

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

On average there were seven general detectives working per day with each general detective assigned approximately 14 cases and the two Domestic Violence detectives assigned 92 cases for review. The two detectives assigned to sex crimes and sex crimes involving children are investigating 35 cases.

CID assigned 150 new cases for investigation. The case load carried by CID had the following dispositions: 72 cases were cleared by arrest, 11 cases were cleared with juvenile arrest, and 161 were administratively closed, exceptionally cleared or were unfounded. One hundred forty-eight incidents of domestic violence were reviewed in January.

2015 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 fourteen open cases which include open/active joint investigations with the US Secret Service.

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 officer assigned to this task force was off work for the month of January.

VICE Unit

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

Four detectives are assigned to the Vice unit with 4.27 on average working per day. Members of the unit completed five days of training during the month. Twelve new cases were opened, five cases were closed, and four search warrants were served. The Vice unit purchased 17.9 grams of crack cocaine, 57.8 grams of cannabis, and 0.1 grams of heroin. They seized 16.5 grams of crack cocaine, 64 grams of cocaine, 1,146 grams of cannabis, 2 firearms, and \$2,274.

Street Crimes Unit

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

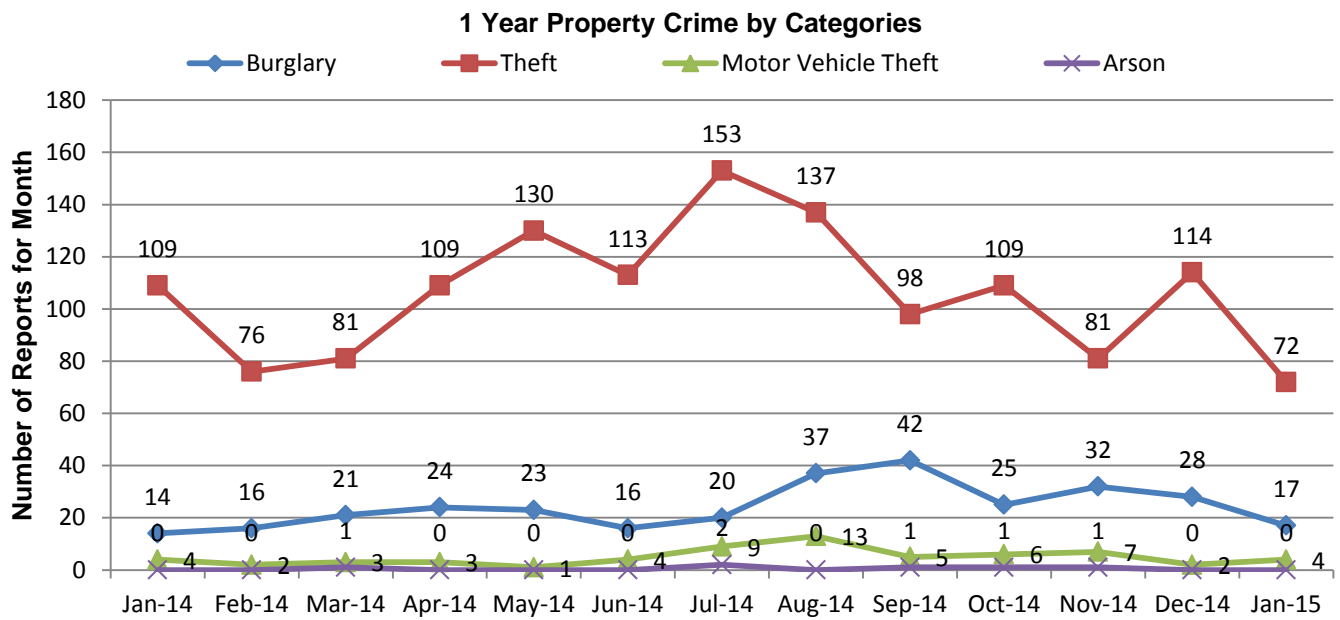
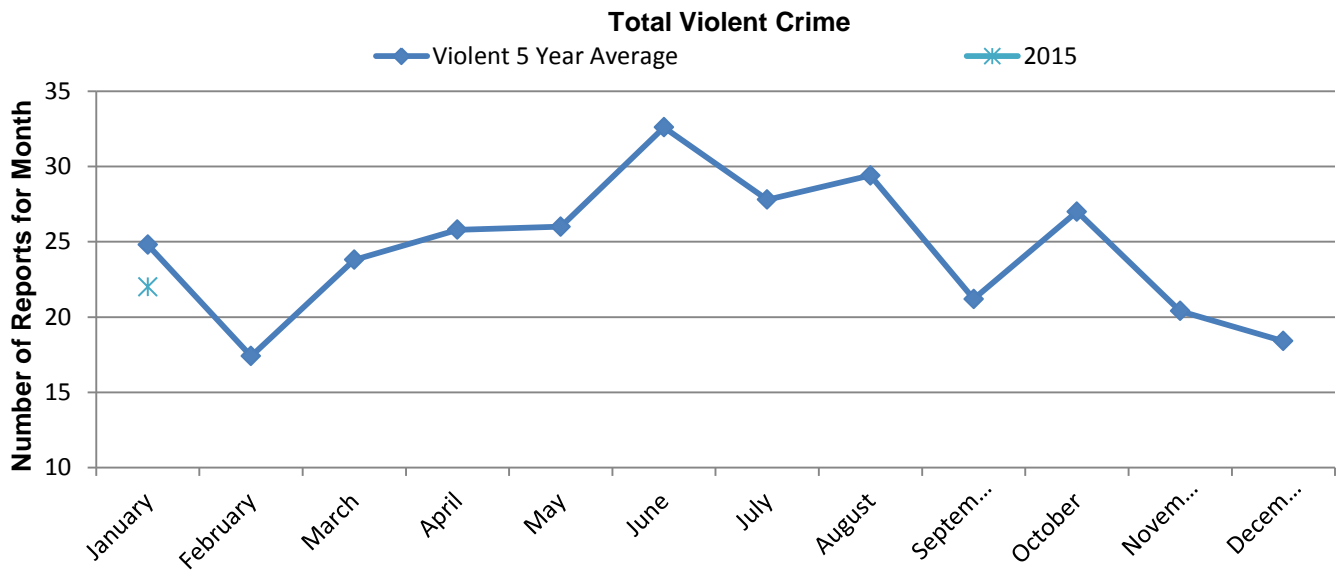
Six officers and two supervisors are assigned to Street Crimes with an average of 6.54 working per day. Officers completed fifteen days of training. Street Crimes made seven warrant arrests, 51 probable cause arrests, and generated \$12,300 in tow fees, \$1,350 in ordinance violations and seized one gram of cocaine and 176.9 grams of cannabis.

Criminal Intelligence and Analysis Unit (CIAU)

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

CIAU staff spent considerable time preparing evidence and testimony on two street gang trials. Both trials ended in the finding of guilty for each gang subject. These trials marked the first time in McLean County that specialized anti-gang legislation was utilized on local prosecutions.

CIAU staff also spent much of the month preparing information, statistics and reports for a variety of programs requiring year-end data analysis. CIAU staff also provided investigative analysis on several local burglaries that took place in late January. The analysis directly aided in the identification of three additional subjects, all of whom were arrested for multiple burglaries committed in Bloomington and Normal from November, 2014 to January, 2015.



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
90.20%	9.30%	0.50%	0.00%	100.0%

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

Processing of alarm ordinance violations for 2014 is complete with \$32,900 processed. Bloomington Fire Department went live on Starcom on January 20. There were no major issues during the transition. On-site configuration has begun on the Frontier 911 phone project. The schedule is complete with a tentative cutover date in late March.

<u>Incoming Phone Calls</u>	
Administrative (non-emergency)	6,513
911 Calls (wireline & wireless) total	1,920
911 Calls - Wireline	309
911 Calls - Wireless	1,611
Total All Calls	8,433
<u>Dispatched Calls</u>	
Police	6,175
Fire and EMS	858
Total Dispatched Calls	7,033
<u>Daily Call Averages</u>	
Administrative (non-emergency)	210
911 Calls – Wireline and Wireless	62
All Calls per day average	272
Police Dispatches	199
Fire and EMS Dispatches	28
Average Dispatches per day	227

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 18 officers assigned with the average of 8.4 working per day. Several days were spent on yearly certifications in Hazardous Materials, First Aid, CPR and Pepper Spray. Two officers finished the FTO program in January and were assigned to solo patrol. Three probationary officers are still in the FTO program and one new officer finished the police academy and began the FTO program.

Seventy-six incidents of sex offender related programs were handled by first shift. Two sex offenders were arrested or charged. Old sex offender records were audited with approximately 37 offenders found to be in possible violation. The Offender Watch 500 project now has 361 registered users. The Offender Watch system sent out 1638 community notices so far in 2015.

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 with an average of 11.4 officers working each day. Two officers are in the FTO program. Officers worked several STEP details in response to speed complaints. On January 21 an officer was in a short pursuit of a stolen vehicle. The driver jumped out and the vehicle rolled into a ditch. The driver and passenger were located and interviewed. They were responsible for this stolen car, another taken earlier in the evening, and one stolen on January 11.

Third Shift 11 p.m. – 7 a.m.

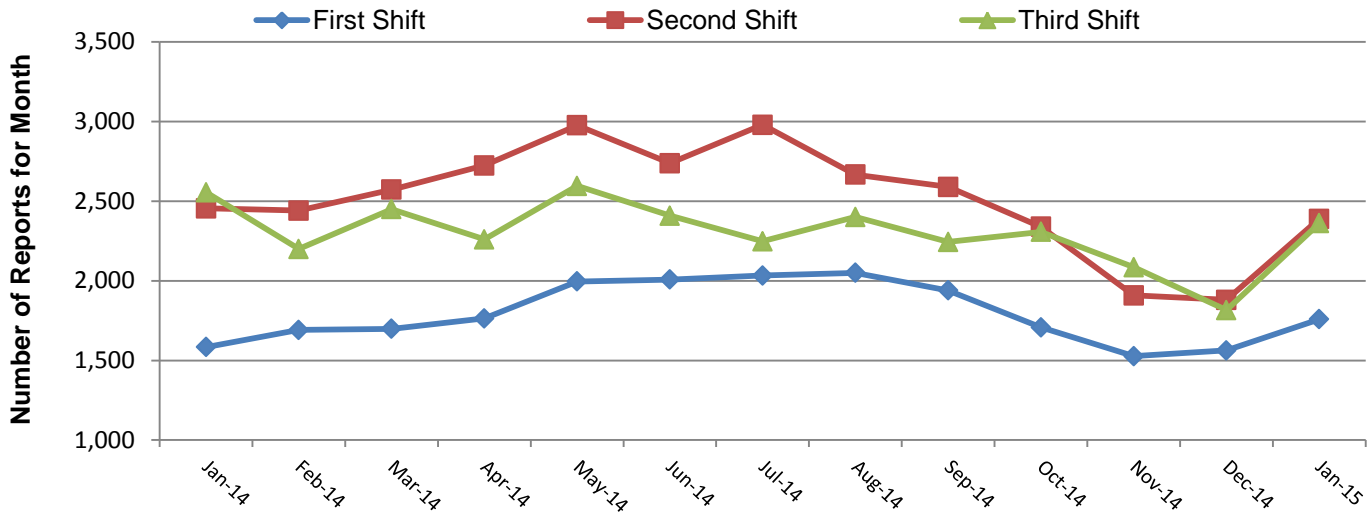
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

There are 17 officers assigned to third shift with 9.48 working per night. Approximately 250 traffic stops were made.

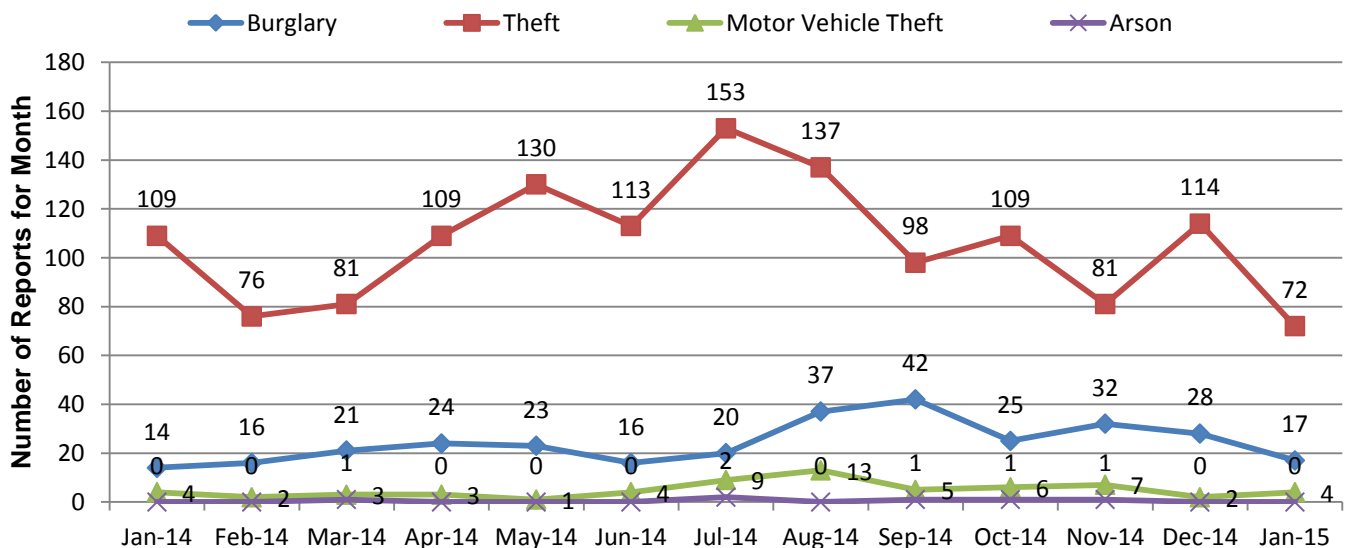
Contact was made with a subject who was found to be in possession of four replica Chicago Bulls championship rings likely stolen during a residential burglary on Dec. 12, 2014. Contact was made with the victim who positively identified the rings. Other items believed to be stolen were later recovered from the subject's property at Safe Harbor.

Violation	Month Total	Year Total
Seat Belt/Child	4	4
Speeding	21	21
All Other Traffic	478	478
DUI Arrests	21	21

1 Year Police Department Calls for Service by Shift and Month



1 Year Property Crime by Categories



School Resource Officers (SRO)

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

SRO Day translated several times for parents of students. He gave Administration a briefing on security concerns with the school and also new Apps that students have been using that could possibly lead to bullying. He completed six medical transports, eight suspensions, and three disorderly conduct issues. He completed several stolen cell phone reports. He also helped a student with questions about Emancipation process and questions that were civil about landlord issues and bed bugs.

SRO Evans dealt with 19 theft issues, nine order of protection checks, fourteen disorderly conduct issues, seven child custody issues, 14 truancy issues, 17 fights, six crisis drill meetings, sixty school visits, one domestic case, four child abuse cases, two lock down drills, and gave ten presentations on positive role models.

SRO Hirsch spoke with seven parents regarding stolen cell phones, truancy and bad behavior in and out of school. He met with five students to discuss behavior and grades. He presented to sixty 8th grade students regarding law enforcement as a profession. He removed five students who refused to leave classrooms for poor behavior. He investigated four thefts of phones and recovered one, broke up one fight, issued an ordinance violation for battery, and completed training for LEADS certification and hazardous materials.

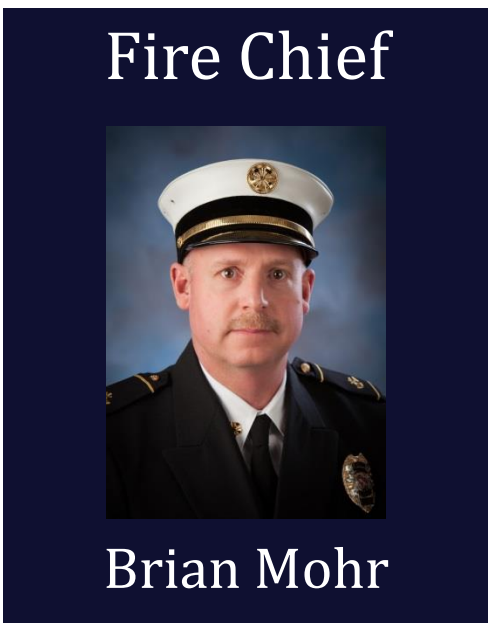
SRO Wagehoft completed a handcuffing demonstration for faculty and students, attended Youth Impact meeting, trained new recruits on the SRO program, and forwarded an elder abuse complaint to Attorney General. He dealt with ten disorderly conduct issues, one truancy issue, four DCFS issues, two battery issues, and made two home visits.

Public Affairs Officer Mayer completed several media interviews and releases, attended Focus meeting, Recovery Court, Diversity training, Crisis team, Breaking Barriers Forum, Neighborhood Watch, taser training, and Explorers meeting.

Downtown Activity

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

During the month there were 14 days of Downtown Hireback. A total of 37 pairs of officers, including 14 pairs assigned from third shift patrol, worked details during the month. Totals for the month of January include 305 bar checks, 50 ordinance violations, 13 parking citations, four traffic citations, 24 fights, 37 calls for service, twelve arrests and eleven vehicles towed.



Fire Chief

Brian Mohr

Fire Department

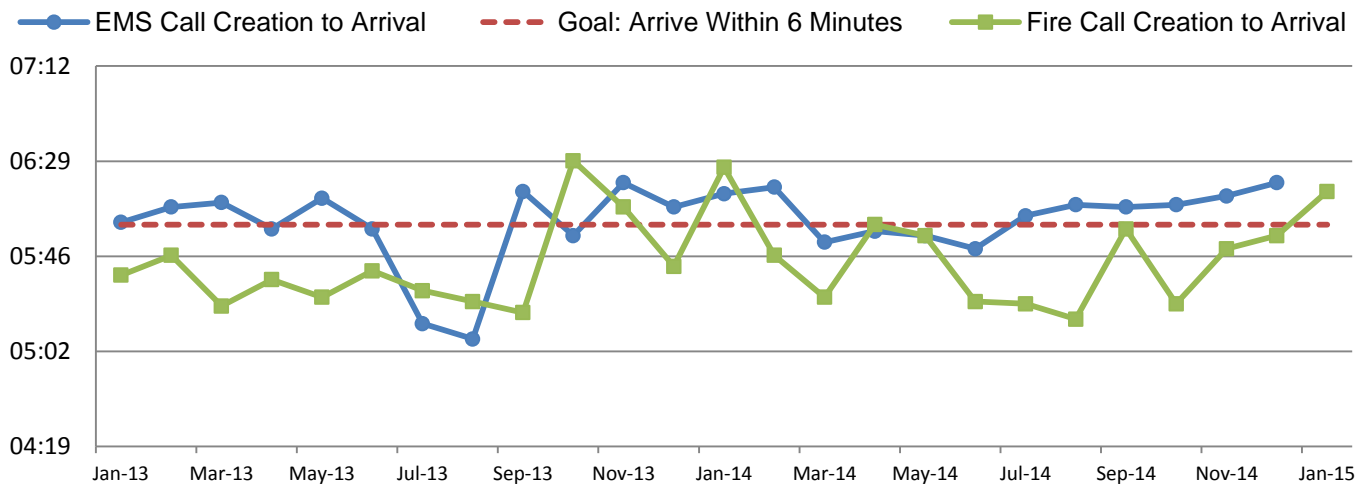
January 2015 Edition

Fire Response Date

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

Fire Response Type	January 2015	Previous 12 Month Average
Fire Reponses	217	171
Structural Fires	5	7
Estimated Dollar Losses (Property & Contents)	\$500	\$156,533

Fire & EMS Call Response 2 Year Analysis



Top 4 Fire Response Types for January 2015

Response Type

745: Alarm system activation, no fire - unintentional

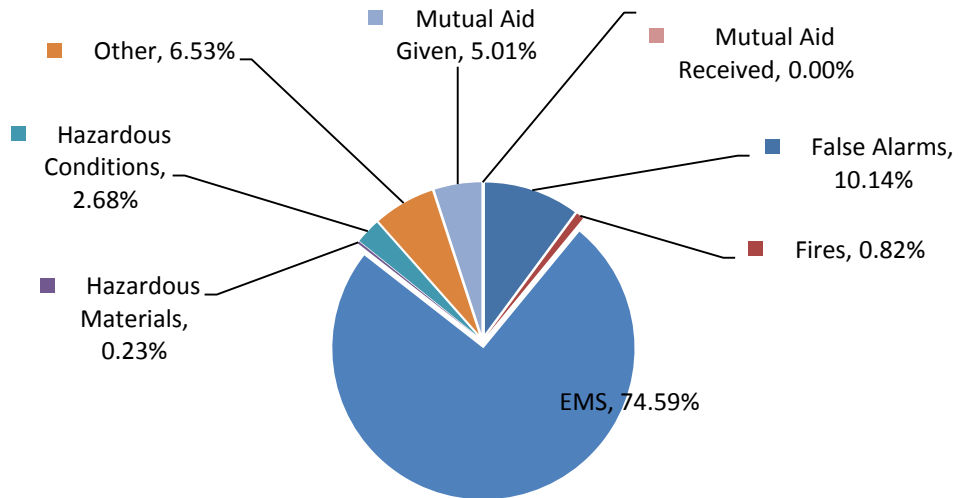
700: False alarm or false call, other

611: Dispatched & cancelled en route

554: Assist invalid

January brought colder weather that caused a few more calls for broken sprinkler lines and other false alarms. However, the Department responded to the fewest number of fire incidents for one month since 2009. Only seven fire related incidents for the month. The EMS calls for service remained steady as the largest percentage of calls, with the false alarms making

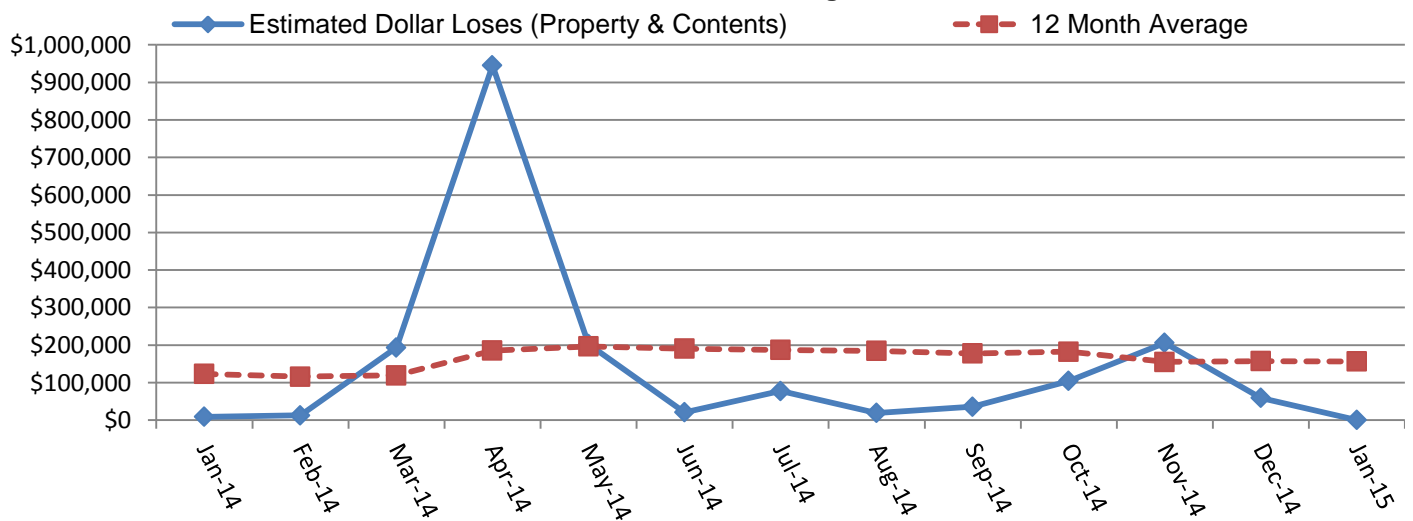
Fire Department Types of Calls for Service January 2015



up for some of the fire incidents having about a 40% increase over the average. Call volume overall remains steady at 858 calls for service for the month.

Along with responding to calls the firefighters were also busy with training and preplans completing 17 for the month. Bloomington Fire Department also filled in at Normal Fire Department stations on January 29, 2015, during the funeral for FF Rob Aper of the Normal Fire Department. The trucks were manned by firefighters from the Bloomington Fire Department that volunteered their time to cover the fire and EMS needs of Normal during the funeral services.

Dollar Loss Due to Fire Damage



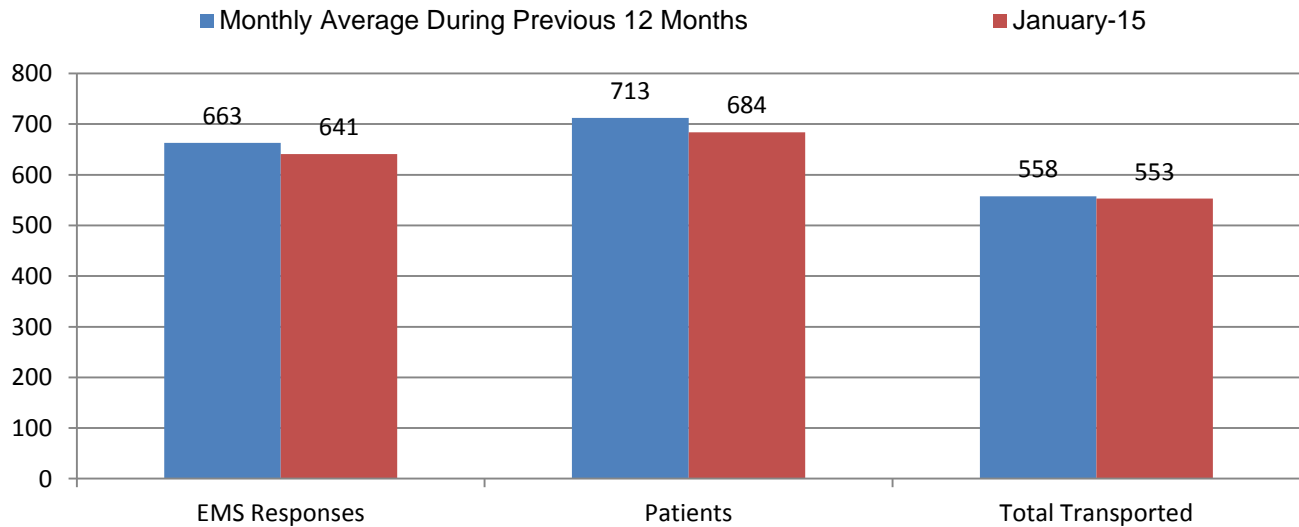
Emergency Medical Services (EMS)

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

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 641 calls for service in January. The 700 calls for service resulted in a total of 684 patients treated and 553 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Traffic Accident.

EMS Responses: January 2015 and Previous 12 Month Average

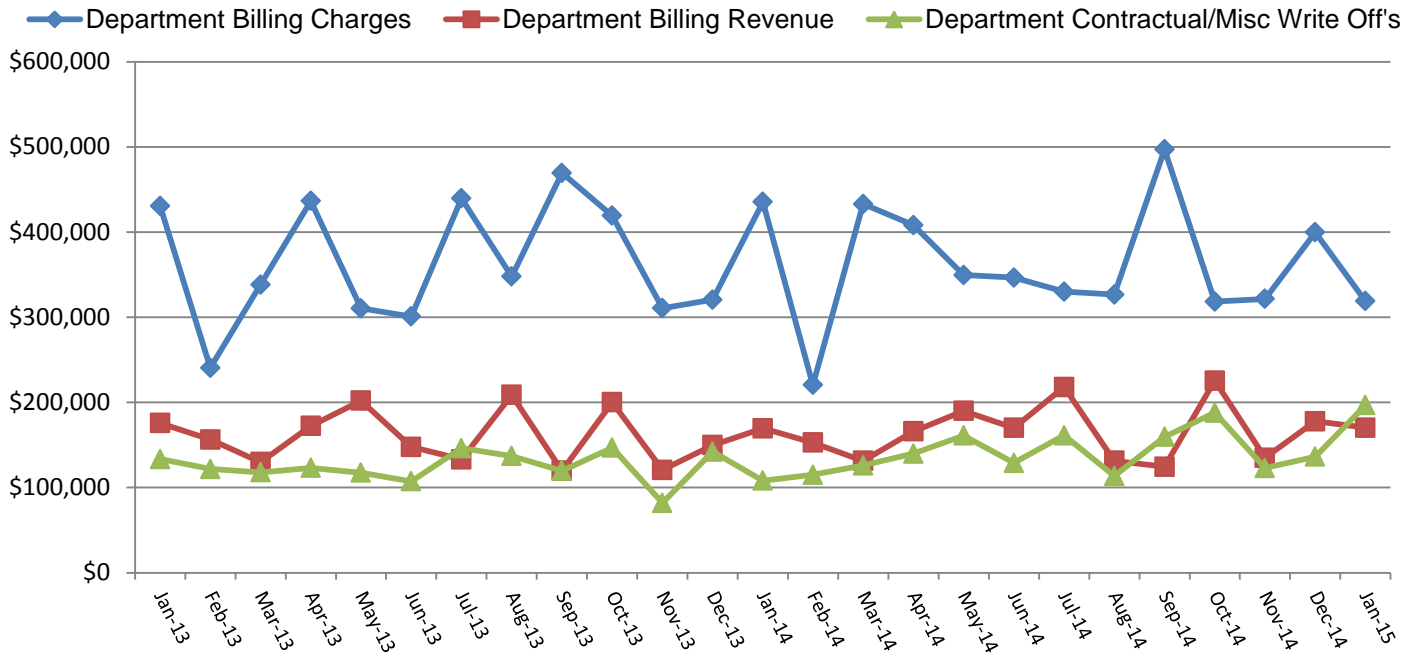


Billing Revenue Summary

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

Ambulance billing contains three areas. Revenue, Charges and Contractual-Write offs. Revenue is the actual amount received by the City for the month. Charges are the total number billed for the month. Contractual-Write offs consist of the portion of the charges not received as a result of either Federal or State carriers (Medicare and Medicaid) not allowing for EMS services, or write offs for financial hardship, bad debt accounts not collected (these are passed to a third party debt collection agency), bankruptcies, etc. The total for revenue for the month was \$170,330. The Contractual-Write offs total for the month were \$96,748. Bad Debt transferred to third party collections was \$34,849.

Fire Department EMS Billing 2 Year Analysis



Fire Department Training Reports for January

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

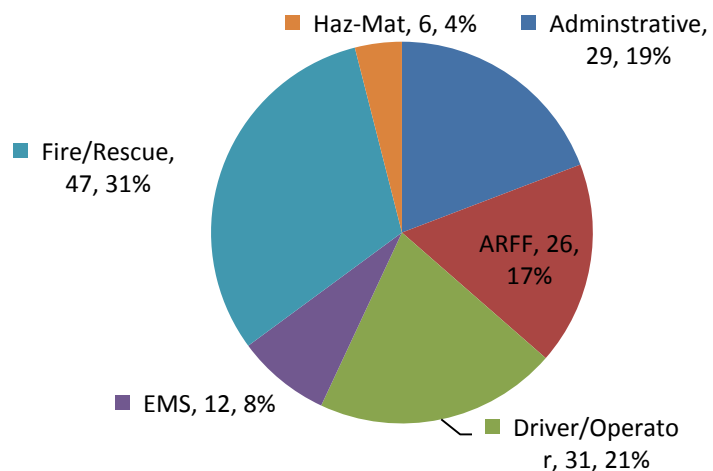
For the month of January 2015 the fire department held 151 training classes which totaled 1711.5 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of January.

Major training subjects during this month included:

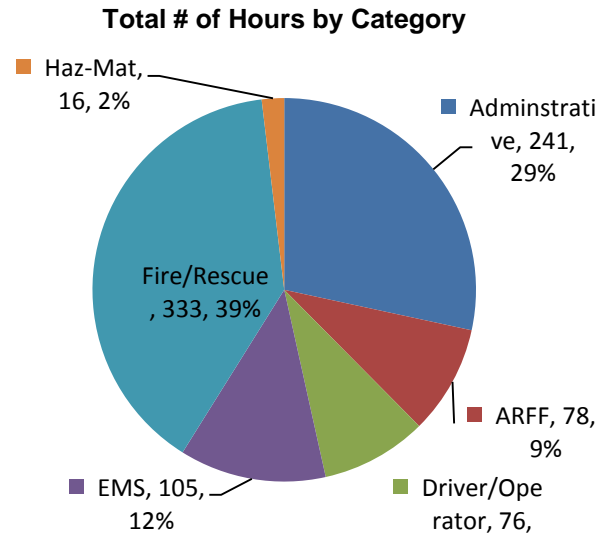
Major training subjects during this month included:

- Driver/Operator
 - Maintenance Procedures
 - Fire Service Vehicle Operator certifications
- Fire/Rescue
 - Surface Ice Rescue
 - Starcom Radio initial Equipment Training
 - Blue Card Command Training
- Hazardous Materials

Total # of Training Classes by Category



- Incident Command Training for Hazmat
- Hazmat IQ Chemical of the Month
- EMS
 - Infection Control / Flu
- ARFF
 - 102.11 Firefighter Duties under the Airport Emergency Plan
 - 102.01 Airport Familiarization New EMS Protocols
- ARFF
 - Emergency Aircraft Evacuation Assistance
 - Airport Familiarization



Fire Department Training Report

The 151 training classes included 849 participants resulting in a total of 1711.5 hours of training during January. This chart represents the total man hours of training in the six categories.



PR&CA Interim Director



Jay Tetzloff

Parks, Recreation & Cultural Arts Department

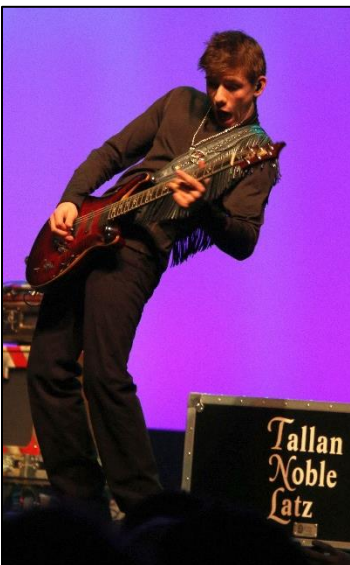
January 2015 Edition

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 busiest January in BCPA programming history featured eight great performances including; *Feet Don't Fail Me Now*, Tallan Noble Latz, *My Baby Just Cares For Me*, American English, Joel Sartore – *Photo Ark*, Jeanne Robertson, *Curious George*, *Pirate School!* and three days showing the Disney film *Frozen*.

Feet Don't Fail Me Now was a high intensity tap, music, and theatrical experience new to the Bloomington area. Not only were feet flying, but people jammed to "Heatbox", the human beatbox



who kept the beat going throughout the performance. Prior to the show, Red Dancer (Galen Higgins pictured right) attended the Western Avenue Community Center afterschool program with approximately 30 youth and taught them about balance, tap and performance skills. Some of these students then attended the main show and were clearly inspired by the artists and thankful for the opportunity to experience the event. Here are two quotes from patrons following *Feet Don't Fail Me Now*. "This was a very unusual and refreshing event.", "Great energy, good variety in the program, unique talents!", "Did I mention you should bring this act back?"



This show was followed by a soon to be blues legend, Tallan Noble Latz. At the ripe old age of 15 he can now add, headlined a show at the BCPA to his resume, which already includes playing with several living blues legends, and an appearance on *America's Got Talent*. (pictured left)

The BCPA Student Spotlight Series played host to a Theatreworks USA production of *Curious George* with more than 1,600 students in attendance from Pre-K through 4th grade. The show was a fun-filled adventure of Meatball Day, with George helping his friend Chef Pisghetti cooking delicious meatballs, and serving them to the hungry crowd. George and the students learned about Rome...and meatballs...and the “secret ingredient” to cooking!



Affable crooner Michael Ingersoll and vivacious siren Angela Ingersoll (photo right) teamed up on the BCPA stage in *My Baby Just Cares For Me*. They shared the spotlight to sing classic pop hits and demonstrate the chemistry of a modern day George and Gracie. Here are three quotes from patrons who attended the incredible performance. “It was a fun show. We’ve never seen an entertainer wash her hair on stage! Incredible voices.”, “The BCPA is a gem in our community.”, “Keep up the good work- diverse programming that draws in many audiences.”



A photography lecture with National Geographic photographer Joel Sartore (photo left) was a change of pace in January. The BCPA included a pre-show with live animals from the Miller Park Zoo as patrons entered the theater. Here’s a few post show quotes from this inspirational and humorous event. “It was great entertainment, very educational, and extremely important and meaningful!”, “I was impressed with the speaker and the venue!”, “I’m glad to know that our Miller Park Zoo has played a part in his (Photo Ark) project.”

Pirate School!, a swashbuckling BCPA family event featured Billy Bones and his interactive pirate escapades. *Pirate School!* satisfied children’s universal curiosity for buccaneers of yore, while promoting everyday polite behavior and social-courage. The show was preceded by a fun pre-show in the BCPA ballroom with free face-painting of pirate mustaches and bandanas by The Zoo Lady. There were also crafts, activities and a photo backdrop for those who came in costume to take a pirate photo. Here’s a quote regarding the pre-show, “Excellent preshow- simple and perfect amount of activities for kids. Loved that they could LOOK like a pirate.”

Former Miss North Carolina 1963 and current American Humorist Jeanne Robertson graced the BCPA stage to much applause with her humor based on life experiences and more. Patrons can best sum up our Jeanne Robertson show; “Laughed so hard my face cheeks cramped!”, “Keep up the good entertainment, our community thanks you!”, “Just what the doctor ordered. Ms. Robertson made me laugh a lot. Her stories are so funny. I believe she should make a repeat performance at the BCPA next year and bring “left brain.” Very enjoyable evening!”

Additional programming and community-based rentals for the month of January included the City of Bloomington Citizen Summit, City of Bloomington Holiday Program, piano lessons, BCPA tours, improv classes, Cultural Commission meeting, McLean County Dance Association – dance recital, Uptown Dance – recital rehearsal, Basset training, interviews, Downtown Bloomington Association – Frozen First Friday event and more...

Attendance: 7985 for January on-site events, activities, meetings, etc.

Facility Usage: 37 January on-site functions

Community: 7 radio spots at WJBC & WBNQ, City of Bloomington Citizen Summit, BCPA tours, Downtown Bloomington Association – Frozen First Friday event

Golf Courses

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

The month of January is typically the quietest of months in terms of golf rounds, but there was plenty of activity around the courses getting things ready for the upcoming season. Before getting to some of



the work that was completed, the golf calendar started off as it has for the past 42 years with the 42nd Annual Snowbird Open on New Year's Day (pictured left). 82 brave golfers endured a seasonably cool day and frozen greens to start off their year on the golf course. Both the golfers and course staff look forward to the event as a way to get the year started off in a fun way.

Our maintenance staff stayed very busy fixing and preparing the mowers and other maintenance vehicles for the upcoming season. Staff was also able repaint most of the interior walls of the clubhouses. The clubhouse staff was busy meeting with tournament coordinators and finalizing agreements for our 2015 outings and also showing the meeting rooms to prospective renters. We are pleased to report that we have secured several new large outings for this coming season along with a number of meeting room rentals for class reunions, wedding receptions, etc...

Reporting Measures

Total Rounds Played: 148

Outing Rounds: 82

Junior Rounds: 0

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 1.7% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was down 2.2% 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. Admission prices

were raised on 1 January 2015. Revenue from Education Program Fees and Rentals was up 15.6% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 3.0% for the current fiscal year compared to last year's numbers. A quarter was added to the price of Budgie Bird feedings and Carousel rides as part of the Quarters for Conservation program initiated 1 May 14. The added quarter is ear marked for the Zoo's Conservation Fund and is not included in this year's numbers.

The first design meeting held with the architect team hired to design the DeBrazza's Plaza occurred. 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.) Blueprints were posted in January for construction of the Flamingo exhibit.

Zoo Staff assisted with Joel Sartore and the Photo Ark event at the Bloomington Center for the Performing Arts. Joel is a National Geographic photographer that is attempting to photograph every captive species in the world. Over forty species have been photographed from the Miller Park Zoo. Some Joel Sartore pictures were installed in the Commons area near the Tropical Rainforest (pictured left). All of the pictures are of animals from the Zoo and are considered endangered to extinct in the wild.



The Zoo also hosted the Bloomington-Normal Area Reef Club meeting in the ZooLab classroom. About 15 members were present. They support the operation of our salt water aquarium, which is located in ZooLab.

Construction completed outside of Zoo Lab. This construction was funded by the Phoenix Zoo and the Miller Park Zoo's Conservation Fund. This area consists of two exhibits and holding space for the Mount Graham Red Squirrel. This species of squirrel is only found in Arizona. The Miller Park Zoo and Phoenix Zoo are working closely with the United States Fish and Wildlife Service on this Pilot Breeding Program. Zoo Superintendent, Jay Tetzloff, is currently serving also as Interim Director for the Bloomington Parks, Recreation, and Cultural Arts Department until a permanent Director is hired. Jay Tetzloff attended the Director's Policy Conference in Sarasota, FL.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - None to report

- Dispositions—animals removed from collection by transaction or death
 - Female Kihansi Spray Toad
 - Kaiser Newt
 - Male Seba's Short-Tailed Bat
 - Male Jamaican Fruit Bat
 - Male Jackson's Chameleon
 - Eastern Box Turtle
 - Male Troupial
 - Male Swan Goose
 - Red-Kneed Tarantula

A new female Red Panda cleared quarantine and was introduced to our current male on exhibit. This move creates another breeding pair within the Zoo. The Zoo also received a pallet of burlap bags and four pallets of wood wool from Growing Grounds as a donation. Dr. Bill Swanson from the Cincinnati Zoo visited the Zoo to collect semen from the male Pallas' Cat. This small cat is genetically valuable and this sample will be utilized in a future artificial insemination attempt at another zoo.

Reporting Measures

2015 January Zoo Attendance: 1,533

2014 January Attendance: 777

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



A free family special event, the Winter Carnival, was held on January 17 in Miller Park, at Highland Park Golf Course, and at Pepsi Ice Center. In Miller Park families could try snowshoeing, build a snowman, build an igloo, and play other games out in the snow. They could go down to the beach where a fire was going and roast a marshmallow to use in making a s'more. Inside the pavilion there was hot chocolate and craft making. The families who attended had a great time. The event would have been held with adapted activities if there had not been snow, but fortunately it had snowed the weekend before and snow was still on the ground. There was good coverage by the media. One family that attended was from Maryland. The husband was in town interviewing for a job and they heard about the event. Another family came from 90 miles away – used to live here and came for the event.

The After School Basketball program started in January. This program is offered to all eleven elementary schools in Bloomington on Monday/Wednesday for boys and Tuesday/Thursday for girls. Last year there were 108 girls at 8 schools. This year there are 93 girls at 9 schools. Last year there were 134 boys at 10 schools. This year there are 111 boys at 10 schools. Hiring enough qualified coaches has been a major problem again this year. Most of the schools only have one coach. The numbers for After School Sports keep dropping. Part of the issue is both school districts will not allow flyers to be sent through the schools as was done in the past. They post flyers online only. The day the program started this year lots of parents called saying they didn't know about the program because they had not seen a flyer. The information was in the Fall Program Guide and the Winter/Spring Program Guide.



January is a slow month for the Recreation Division. Registration for Winter/Spring programs starts the first of the year so programs usually don't start until the third week. Overall the number of programs, the number of participants, and the revenue was up for January 2015 compared to January 2014. Different age groups were up or down compared to 2014.

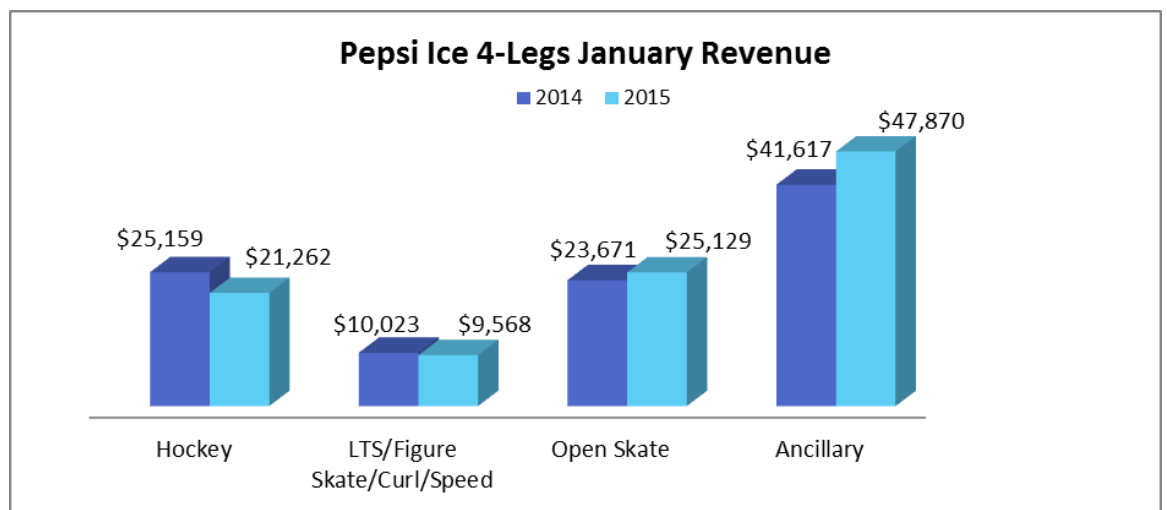
Recreation Income:	2014	2015
Revenue for 55+ programs	\$348	\$1,809
Revenue for adult programs	\$2,957	\$3,459
Revenue for teen programs	\$248	\$595
Revenue for youth programs	\$7,878	\$6,691
Rev. for parent/child & pre	\$3,328	\$3,105
Revenue for special events	\$0	\$0
Total activity fees	\$14,759	\$15,659

A third time slot for Open Gym Pickleball was added for Winter/Spring due to the popularity of the program. Sessions are well attended. Freedom Dance was a new program offered for adults in January. Lacrosse for teens was added last fall and a new session added in January. The Illinois Wesleyan women's team coach teaches the classes.

One Winter Break Program was held in January. All of the others were in December

Pepsi Ice Center

The Pepsi Ice Center continues to show exceptional revenue numbers for the fiscal year. January was the eighth of nine months this fiscal year that have shown an increase compared to the previous fiscal year. Revenue is up over \$94,000 for this fiscal year compare to FY14.



Public skating sessions continue to show a good increase over FY14. Stick & Puck, Pick-Up Hockey and freestyle sessions also showed good increases over the last fiscal year. The weather was much milder in January 2015 compared to 2014 and the Center had full use of the parking deck. The parking garage completion with the extra parking spaces should allow this trend to continue.

The 2015 Winter 1 session of Learn to Skate (LTS) enrollment was up by 29% in attendance and 34% in revenue compared to 2014's numbers. (Due to the change in software, the system does not show the increase since it reports actual dollars when they come in rather than accrual based

accounting as was used in the past. The increase is shown by the actual number in the classes, not by when they registered.) The reason for the higher percentage in revenue is due to the formation of a Theater on Ice team of 13 skaters that enrolled for an extended season from Jan - May. Their registration fees are \$140 where as a LTS student only pays \$59 to \$69 dollars per 5 or 6 week session. In addition, a new LTS class, "Off-Ice Jump", was introduced for winter 1 2015. This program was introduced as a creative way to expand the LTS program without taking up additional ice time.



Pepsi Ice Center hosted a successful themed open skate, Winter Carnival on January 17th in conjunction with the Recreation Division's Winter Carnival. There were 249 skaters. Representatives from ISU Hockey Club and Central Illinois Figure Skating Club hosted games and skated with the community.

Hockey revenue for January 2015 showed a decrease compared to January 2014, but the decrease was only due to timing of payments. There was a slow start in 2015 for Spring League Registration so income was only about \$2000. Over \$5400 was collected the first few days in February. The Learn to Play classes are larger than

January 2014, but most of the revenue was collected in December 2014 for the January classes. The Adult League revenue is almost identical to the 2015 Adult League Revenue.

Ice rental payments showed a slight increase from January 2014. The ice was booked as much as possible both years so there is not much room for increased revenue and numbers. Concession revenue continued to grow along with the traffic numbers. A new item added to the menu, Cookie Dough, has been very popular.

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



January programs for S.O.A.R. were advertised in their Fall Program Guide. The Winter/Spring session does not start until February.

Special Olympics

The four S.O.A.R. basketball teams participated in the Illinois Special Olympics District Basketball Tournament on January 18 at Illinois Wesleyan. All teams played hard, but none received first place in their division so they do not advance to the State Games in March. Their season ended after the District Tournament. The District event for the snowshoe athletes was canceled due to extreme cold. Names were pulled out of a hat by

Special Olympics Illinois to determine who would advance to the State Games in February. All eight athletes were selected so they continued practice in January in preparation for the State Winter Games.

Weekly Programs

Six programs were offered in January for 3 weeks each: Cardio Fitness II, Dance Fitness, Strength &



Flexibility, Fitness II Pickleball, Recycled Crafts and Valentine Crafts. S.O.A.R. for Starters and two other Saturday programs were also offered.

Special Events

Bingo Blast, Family Bowl-a-thon, and Pizza & Pickleball were three special events held in January.

The staff applied for a grant from the Central Illinois Down Syndrome Association. The grant was to purchase Pickleball equipment for S.O.A.R. The grant was awarded and the equipment purchased.

At the January 26 City Council Meeting a proclamation naming February as Therapeutic Recreation Month was read by the Mayor and then presented to staff.

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

Hours for staff in January 2015 decreased by about 100 compared to hours for staff in January 2014. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). Pepsi Ice had an increase due to larger numbers in the Learn to Skate and Learn to Play Hockey programs as compared to 2014. SOAR and youth programming had a decrease compared to 2014.

Volunteer Hours

Pepsi Ice uses a large number of volunteers in their youth hockey program as coaches. The Learn to Skate program also has one who assist with. S.O.A.R. has students as well as parents who assist in programs. Getting students placed got off to a slow start due to the weather and ISU being canceled when the SOAR staff was scheduled to go in and talk to the students. Adult Center volunteers and hours were low due to the weather. They do not go out in the cold, snowy weather.

Program	# Volunteers	# Volunteer Hours
Hockey	91	668
S.O.A.R.	33	113
After School Basketball	5	10
Recreation programs	16	65

Comments received on the Survey Monkey survey done for S.O.A.R. in January

SOAR staff does a fantastic job supporting our kids/adults. Communication is prompt, registration is easy, and you can tell that each staff member truly cares about all of the participants. While the programming has always been great, it continues to get even better by offering more varied opportunities for our kids. I am amazed at all of the new things in each catalog. SOAR programming is what provides meaning to Payten's life. He looks forward to participating with his friends and I look forward to connecting with other parents as we cheer on our SOAR athletes. Payten's favorite activities include basketball, t-ball, bowling, pickleball, all of the dances, golf, and open gym. He also really enjoyed the play writing & performing class when in was offered in 2013. He really wanted to register for the personal training class being offered by Doug, but the timing didn't work out. Having a class that teaches specific training techniques for sports would be awesome. He also has started learning line dances from a video. This might be fun for a group to learn together. Keep up the amazing job. We are very thankful for SOAR. When it comes to tax dollars well spent - SOAR tops the list!

Park Maintenance

Horticulture

The weather in January was typical temperature and snow wise. The parks department handles snow removal for City Hall, Coliseum, and Miller Park Zoo in addition to all the Parks and sidewalks identified as routes to school. It typically takes 10 full time employees up to 2 days to handle a 5" snow event which includes Constitution Trail. The snow removal on the trail has continued to be a valued service by citizens as recognized in several emails and public comments. The Park Maintenance staff devoted 225 man hours to snow removal in January. All of the holiday decorations downtown Bloomington were taken down and stored for next season. Horticulture staff installed the park sign at Fell Park.



Forestry

Forestry division continued to remove ash trees and respond to citizen requests for tree trimming. Forestry division responds to any downed limbs, hazards or other tree issues on City property 24 hours a day 7 days a week. The division removed 46 trees in the month of January. 41 of these were ash trees infected with Emerald Ash Borer (EAB). The division responded to 3 large storm damage events due to the heavy snow and wind.

Utility

The main floor of Miller Park Pavilion is closed for maintenance the first two weeks of January. The Utility staff sanded the entire first floor and put on 3 coats of gym floor wax. This project is done annually. During the time of the shutdown Utility staff worked on the main floor bathrooms to bring them up to ADA standards. The required amount of space for wheel chairs in toilet stalls has increased.

To make this improvement staff had to remove an existing toilet and move some of the partition walls to meet ADA requirements. A few of the other things staff accomplished during the bathroom remodel was to add more grab bars and to upgrade the sinks and mirrors. A new baby changing station was added to the women's restroom.

Other Utility projects in January are:

- 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
- Partnered with Illini Fire Equipment to inspect and re charge all fire extinguishers in Parks owned buildings and vehicles

- Removed ,repaired and replaced broken feature pump at McGraw Park spraygrounds
- Removed asphalt and made forms for a new concrete floor at the new dirt bin located at the Park Maintenance Facility
- Utility man Brandon Scheirer passed an electrical exam given by the City Electrical inspector

A recent letter to the Parks Division was sent:

I just want to say "THANK YOU!" for doing an excellent job clearing the trail. I run a lot, and I prefer to run outside when it is safe. I realize the trail is a low priority when it comes to snow removal (as it should be) but I have been pleasantly surprised at how quickly the trail was cleared off these past few weeks. ...and years, actually. This message is ~2-3 years overdue. Sorry about that! The work is very much appreciated.

-P.W.



Finance Director



Patti-Lynn Silva

Finance Department

January 2015 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.

January Highlights

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

The Finance Department, along with the Information Services and Administration Departments, conducted interviews for Internal Audit Services as the City seeks to implement an internal audit program for the first time. Enacting an internal audit program will require a city-wide risk assessment which will identify high, medium, and low risk areas enabling the City to understand its risk exposure. Internal audit is no longer just checks and balances but rather uses a lens of overall enterprise effectiveness in relation to the City’s strategic plan, goals and objectives.



January 20th was the Citizen’s Summit held by the City Council to engage citizens on budget issues. Finance staff attended the summit to gain the citizens perspective and answer financial questions. The Summit had positive outcomes and the citizen’s voiced enlightening viewpoints for the City Council to consider.

January 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 ⁷	\$ 14,647,149.00	\$ 8,201,632.31	\$ 8,539,697.53	\$ (338,065.22)	-3.96%
State Sales Tax ⁷	\$ 13,700,672.00	\$ 7,824,313.63	\$ 8,010,380.68	\$ (186,067.05)	-2.32%
Income Tax ⁷	\$ 7,529,874.00	\$ 4,342,989.76	\$ 4,461,635.09	\$ (118,645.33)	-2.66%
Utility Tax ⁸	\$ 6,132,913.00	\$ 3,598,794.78	\$ 2,881,611.90	\$ 717,182.88	24.89%
Ambulance Fee ⁸	\$ 5,022,998.00	\$ 2,889,785.05	\$ 2,928,485.32	\$ (38,700.27)	-1.32%
Food & Beverage Tax ⁸	\$ 4,363,447.00	\$ 2,855,852.58	\$ 2,869,766.13	\$ (13,913.55)	-0.48%
Franchise Tax ⁸	\$ 2,190,809.00	\$ 1,529,937.46	\$ 1,519,298.22	\$ 10,639.24	0.70%
Replacement Tax ⁹	\$ 1,857,810.00	\$ 1,355,027.25	\$ 1,448,424.56	\$ (93,397.31)	-6.45%
Hotel & Motel Tax ⁸	\$ 1,759,003.00	\$ 1,179,743.47	\$ 1,309,012.55	\$ (129,269.08)	-9.88%
Local Use Tax ⁹	\$ 1,325,600.00	\$ 1,076,474.32	\$ 934,121.91	\$ 142,352.41	15.24%
Packaged Liquor ⁸	\$ 1,040,000.00	\$ 741,845.68	\$ 722,730.48	\$ 19,115.20	2.64%
Amusement Tax ⁵	\$ 1,000,000.00	\$ 368,258.51	\$ -	\$ 368,258.51	0.00%
Local Motor Fuel ⁵	\$ 1,000,000.00	\$ 1,008,030.19	\$ -	\$ 1,008,030.19	0.00%
Building Permit ⁹	\$ 897,000.00	\$ 557,167.03	\$ 581,364.94	\$ (24,197.91)	-4.16%
Vehicle Use Tax ⁸	\$ 889,463.00	\$ 784,351.26	\$ 709,477.38	\$ 74,873.88	10.55%
Video Gaming ⁷	\$ 306,000.00	\$ 343,129.65	\$ 196,114.99	\$ 147,014.66	74.96%
Auto Rental ⁷	\$ 100,000.00	\$ 53,185.02	\$ 60,701.58	\$ (7,516.56)	-12.38%

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.

January Accomplishments:

- Issued over 1,200 W-2's and 230 of different 1099 variations for 2014 calendar year
- 941 quarterly filing and year end reconciliation
- Kick off of the Sewer and Storm Water Rate Study with Raftelis

- Extensive Solid Waste Fund and Budget Analysis

DIRECTOR'S CORNER

The Finance Department continues to compile critical budget data for the FY2016 budget. The proposed budget is due to Council in February. Many budget reviews were performed. A special thanks to all staff for all of the hard work and extensive hours put into the development and organization of the budget.

PROCUREMENTS – JANUARY 2015

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP #</u>		
2015-34	Lake Bloomington A&E Services - Underway	Water
2015-41	City Internal Audit - Underway	Finance
<u>BID #</u>		
2015-29	REBID - BPD Training Facility Mold Removal - Underway	BPD
2015-45	Two (2) 20 Horsepower Ebara Pumps - Awarded	Water
2015-49	Main St Water Main Relocation - Awarded	Water
2015-50	Wood/Log Grinding Services - Underway	P, R&CA
2015-51	Flamingo Exhibit Construction – Bids to be Rejected	P, R&CA - MPZ
2015-52	Sewer Televising - Awarded	PWD/Engineering
<u>UNDER DEVELOPMENT</u>		
City Procurement Code & Policies – Changes adopted by City Council on 1/26/15; Policy Guide and Users Guide being developed: training scheduled		
Bid #2015-47 City Hall Annex Demolition Design – On Hold		



Community Development Director



Tom Dabareiner

Planning and Code Enforcement Department

January 2015 Edition

Building Safety

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

	January 2015	DU ¹	January 2014	YTD 2015 ²	YTD DU 2015	YTD 2014
Construction Permits ³	396		474	396		474
Building Permits ⁴	87		93	87		93
New Homes Built	5		8	5		8
Multi Family Built						
Construction Valuation: Total	\$2,905,182		\$8,050,384	\$2,905,182		\$8,050,384
Valuation: Single Family Homes	\$1,079,594			\$1,079,594		
Valuation: Other	\$1,825,588			\$1,825,588		
Permit Fees Collected	\$41,121.93		\$91,878.28	\$41,121.93		\$91,878.28

(1) Dwelling Units

(2) Total of permits issued for Calendar Year to Date

(3) Includes all permits issued

(4) Only Building Permits (Residential & Commercial)

The 441 building permits issued in January 2015 compares favorably with the same month one year earlier. Plumbing cross-connection permit—a program mandated by the State of Illinois to prevent contamination of drinking water—remains the most active, with 150 permits issued this month.

There were just five new single family residential building permits issued. Nevertheless, they accounted for about one-third of the \$3.1 million value of the construction associated with the all new permits in January. Two retail building remodeling projects accounted for 31% of the value of

construction, followed by five office remodeling projects at 16%. Building permit fees totaled \$58,406, comparable with that collected one year earlier.

Construction Projects \$1,000,000 or Higher

Building/Project Description	Address	Value
Addition to Luther Oaks	601 Lutz Rd.	\$5,323,268
Palace Theatre renovation	415 Detroit	\$2,500,000
Hyvee Gas Station	1405 N Veterans Parkway	\$1,471,000

Code Enforcement Division

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

The Code Enforcement division contains our complaint resolution, rental inspection, fire inspection and Community Development Block Grant (CDBG) activities. The following information is a brief representation of the staff’s activities for the month of January.

Code enforcement saw 47 new complaints in January. This low volume approximates last year’s number for January; it also allows inspectors to focus on complaint resolution. Inspectors closed 87 cases this month. The top new concerns centered on general property maintenance problems at 32%, followed by Garbage, Rubbish and Debris issues at 13%. The number of new vacant/abandoned buildings held steady at three.

Rental housing inspections are well underway, with 45 completed in January.

The grants coordinator focused attention on researching and preparing information for review by HUD on the inactive Woodbury Estates housing project. Also, preliminary budget estimates were developed for CDBG spending next year, in anticipation of HUD’s funding announcements expected in February.

Planning Division

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

The planning division includes development activities in the city as well as managing the following boards and commissions: The Planning Commission, Historic Preservation Commission, and Zoning board of Appeals. These board activities include case preparation, findings of fact, conducting public hearings and preparation of minutes and council back-up reports. The following case summaries provide a synopsis of these activities for the month of September.

Historic Preservation Activity

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

- **Case BHP-14-14** Review of application submitted by Jeff and Tara Henry, requesting a Certificate of Appropriateness for porch repairs, masonry and windows for the Adlai E.

Stevenson II House, 1900, Arthur L. Pillsbury, Architect, a designated site on the National Register of Historic Places, and located at 1316 East Washington Street. *Approved.*

- **Case BHP-15-14.** Review of petition submitted by Jeff and Tara Henry requesting up to \$2,500.00 Funk, Jr. Historic Preservation Grant for porch repairs, masonry and windows for the Adlai E. Stevenson II House, 1900, Arthur L. Pillsbury, Architect, a designated site on the National Register of Historic Places, and located at 1316 East Washington Street. *Approved.*

Planning Commission Activity

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

- **Case Z-01-15.** Public hearing and review on the petition submitted by John G. Nottoli Land Trust requesting the approval of a Rezoning from M-1, Restricted Manufacturing District to B-2, General Business Service District for the property located north of Oakland Avenue, west of McClun Street and east of the Constitution Trail, consisting of approximately 2.2 acres. *Approved.*

Zoning Board Activity

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

The ZBA did not meet in January.

Year End Report: Building Permits January 2014 through December 2014

New Buildings	No. of Permits		Value
One Family	102		\$13,554,818
Two Family	0	0 d.u.	\$0
Multi-Family	2	6 d.u.	\$133,100
Hotel/Motel	0		\$0
Rooming House(Safe Harbor)	0		\$0
Amusement/Recreational	0		\$0
Church/Religious	0		\$0
Industrial	0		\$0
Parking Garage (Open to Public)	0		\$0
Service/Repair Garage	1		\$1,037,196
Hospital/Institutional	1		\$1,870,000
Office, Banks, & Professional	3		\$7,065,586
Public Work/Utility	0		\$0
Educational	0		\$0
Mercentile	2		\$402,000
Other Nonresidential Bldgs	50		\$14,679
Other Nonresidential Structures	21		\$438,500
Total	182		\$24,515,879
Add 33% of total cost for Mechanical Work			\$8,090,240
** Building Plans do not include value of Mechanical Work			
TOTAL VALUE			\$32,606,118
ADDITIONS & ALTERATIONS			
Residential Additions/Alterations	360		\$8,801,383
Nonresidential	2187		\$33,745,819
Garages/Carports	36		\$574,399
Total	2583		\$43,121,601
Add 33% of total cost for Mechanical Work			\$14,230,128
TOTAL VALUE			\$57,351,729
Total # of Permits	2765		
Grand Total Valuation			\$89,957,848
Demolitions:			
Residential (Single Family)	13		\$175,250
Residential (Multi -Family)	1		\$21,000
All Others	45		\$388,302
Total	59		\$584,552
One Family per unit without Mechanical W **	\$132,890		
'Two Family per unit without Mechanical Work:	\$0		
Multi-Family per unit without Mechanical Work:	\$22,183		
**Cost based on square footage values			



Department Director



Scott Sprouls

Information Services Department

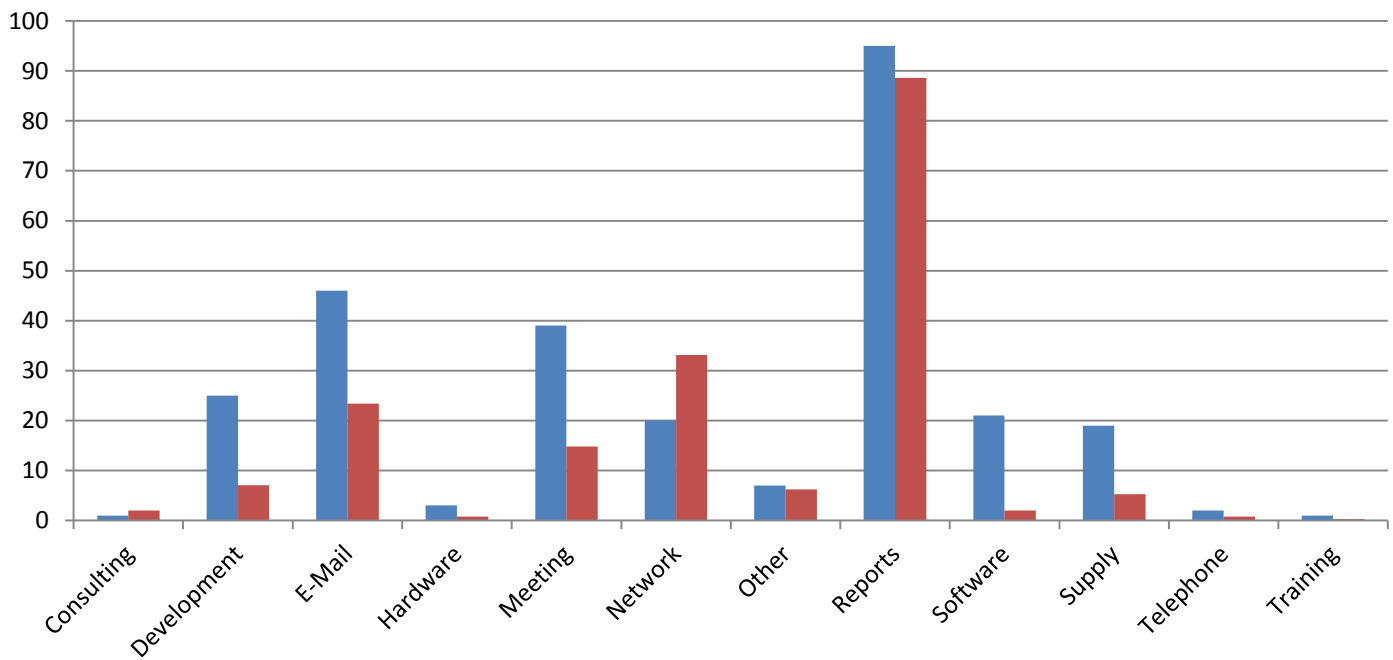
January 2015 Edition

Information Services Workload

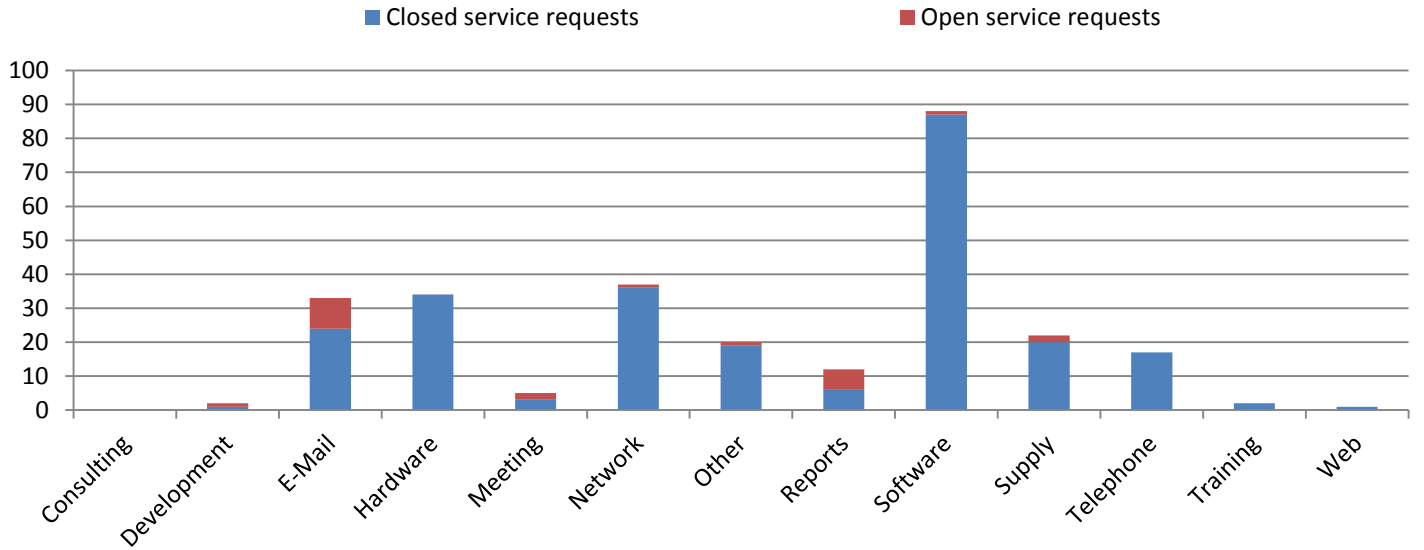
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

January Requests for Service vs Hours Spent on Request

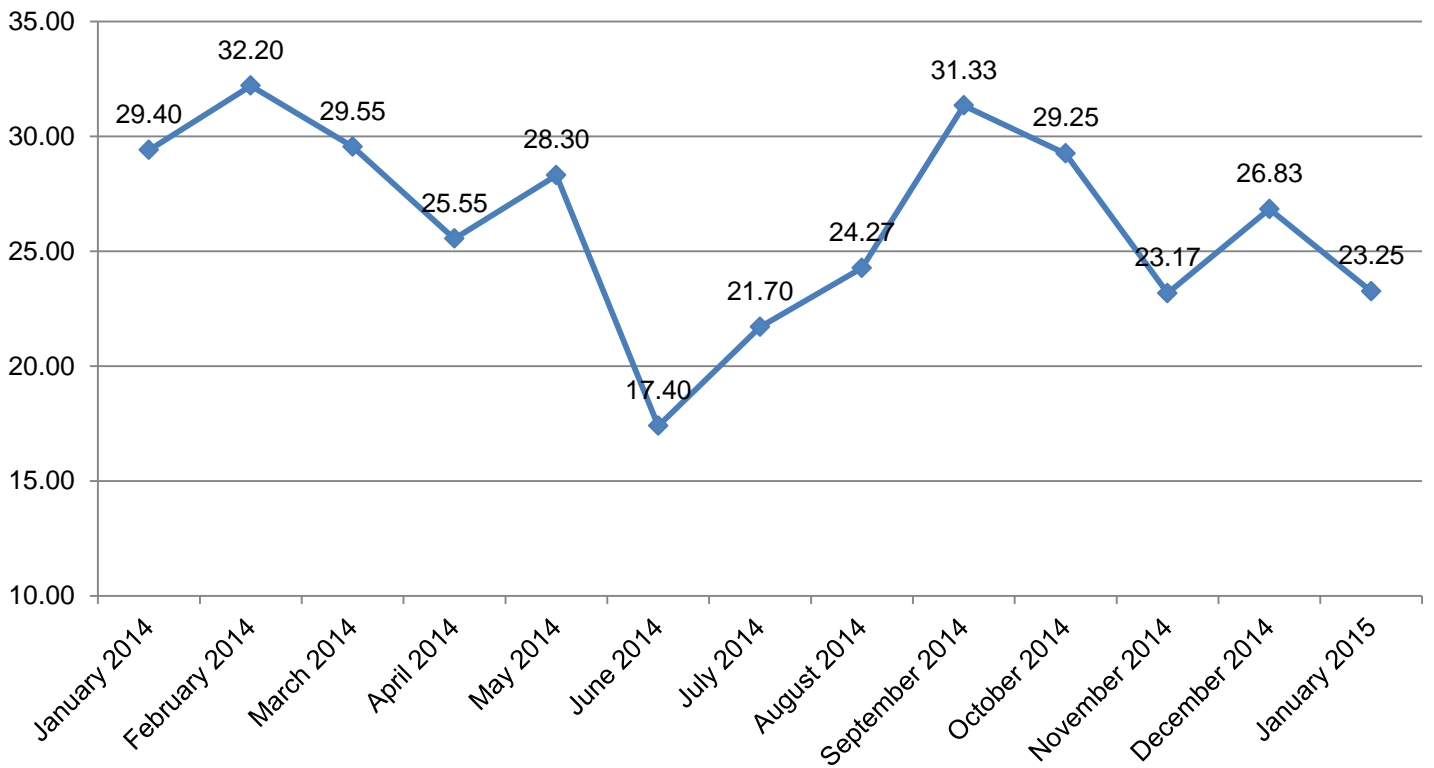
■ Number of service requests ■ Hours spent on service requests



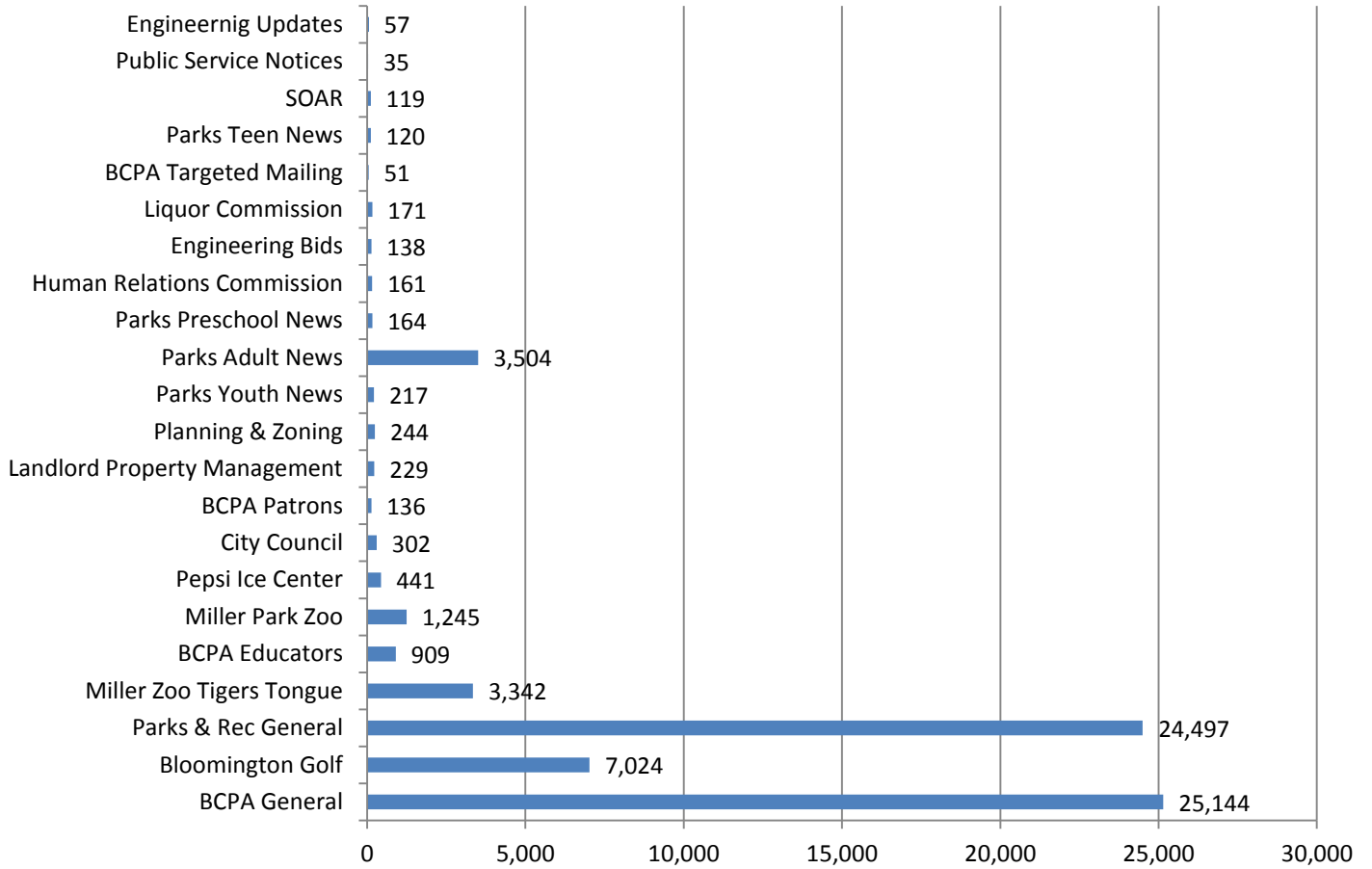
January 2015 Closed Service Requests



Number of service requests per IS FTE



January 2015 Lyris List Server Information





Human Resources Director



Nicole Albertson

January 2015 Edition

Human Resources

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 eight (8) full-time and one (1) 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.
- Established testing dates for entry level Firefighters
- Continue to develop the Applicant Tracking system to streamline the recruitment and application process.
- Staff has been busy processing applications for the following vacant positions:

Vacancies	Position Status
Support Staff V- City Clerk	Filled– Joni Gerard Effective Date 01/20/15
Legal Secretary	Filled – Nikita Ware Effective Date 02/19/15
Water Meter Service	Filled – Scott Joyce Effective Date 01/26/15
Inspector III – Fire Systems	Filled – Aaron Kinder Effective Date 02/09/15
Human Resources Representative	Filled – CoTinna Harris Effective Date 02/17/15
Inspector II- Mobile Home	Filled – Thomas White Effective Date 03/04/15
Code Enforcement Division Manager	Actively Recruiting
Production Manager	Jim Martin – Effective Date 01/05/15
Civil Engineer II	Actively Recruiting
Telecommunicator	In Process
Water Director	In Process
Parks Director	In Process
Support Staff IV- Water	On Hold 2016 Budget
Engineer Tech III	Jeff Kohl and Josh Ftacek Effective Date 01/26/15
Fire Chief	Brian Mohr – Promotion Effective 01/19/15

Employee and Labor Relations

- Staff continues to meet and discuss with Local 699 the limitation of the number of hours employees can work during snow operations.
- The City has met with the Union leadership to discuss resolutions for several union grievances.
- The City continues to bargain with Unit 21.
- The City has begun preparation for the contracts that will expire on April 30, 2015. These groups include Local 362 Parking Attendants, Local 362 Support Staff, Local 362 Inspectors and Local 49 Fire.

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

Compensation and Benefits

- Met with 6 employees to counsel them on their pending retirements.
- Held a half day, on site meeting with insurance broker/consultant A.J. Gallagher to review annual service plan and discuss the City's 2015 goals and initiatives.
- Held the first meeting of the employee wellness/insurance team with staff participation and A.J. Gallagher. The concept and purpose of the team was reviewed, questions and feedback from employees were received. Members will be involved in refining the team's goals and meeting schedule.
- Phone conference with A.J. Gallagher to explore available resources concerning other areas of HR Services to include but not limited to:
 - Compensation Study
 - Employee Satisfaction Survey
 - Dependent Eligibility Audit
 - Voluntary Benefit Offerings
 - IMRF Actuarial Study
- City staff are working through an RFP process for a Time & Attendance system to integrate with our Munis payroll system.
- Service Awards: Eighty-five employees celebrated milestone anniversaries in 2014
 - 14 employees celebrating 5 years of service
 - 24 employees celebrating 10 years of service
 - 19 employees celebrating 15 years of service
 - 15 employees celebrating 20 years of service
 - 10 employees celebrating 25 years of service
 - 1 employee celebrating 30 years of service
 - 2 employees celebrating 35 years of service

Training and Development

- Encouraged employees to take advantage of the free webinar offerings from our Employee Assistance Program with Bensinger, DuPont and Associates (BDA).
- Promoted computer training classes offered by Levi, Ray & Shoup, Inc.

Employee Wellness

- The City of Bloomington was recognized as a Platinum-Level Recipient of the American Heart Association's Fit-Friendly Worksites Recognition program. This is the fifth consecutive year the City received Platinum status, which is the highest level of recognition. The Fit-Friendly Worksite program recognizes employers who champion the health of their employees by creating wellness programs within the workplace. Platinum-level employers implement at least nine criteria outlined by the American Heart Association in the areas of physical activity, nutrition, and culture.
- The City reinstated a Wellness Committee, which is an employee-driven team that helps to build and sustain the wellness culture across the organization. Committee members give guidance on improving the health and wellbeing of employees, resulting in improved employee



productivity and morale, and healthcare cost savings for the City. The first meeting was on January 21 and included sixteen employees from various departments.

- Motivational decals were posted in the stairwells at the Government Center to encourage employees to use the stairs instead of the elevator.
- The Live Healthy Central Illinois Wellness Challenge began on January 26. The team-based challenge focuses on increasing physical activity and weight loss. One hundred and eleven employees formed 16 teams. Participants track physical activity minutes and weight loss for ten weeks.

Community Relations

- The Human Relations Commission successfully coordinated the **Annual Reverend Dr. Martin Luther King, Jr. Awards Program** on Saturday, January 17 at the Bone Student Center on the campus of Illinois State University. The featured speaker was Bishop Vashti Murphy McKenzie who made history as the first female titled head of the A.M.E.



Interim City Clerk

Renee Gooderham

City Clerk

January 2015 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.

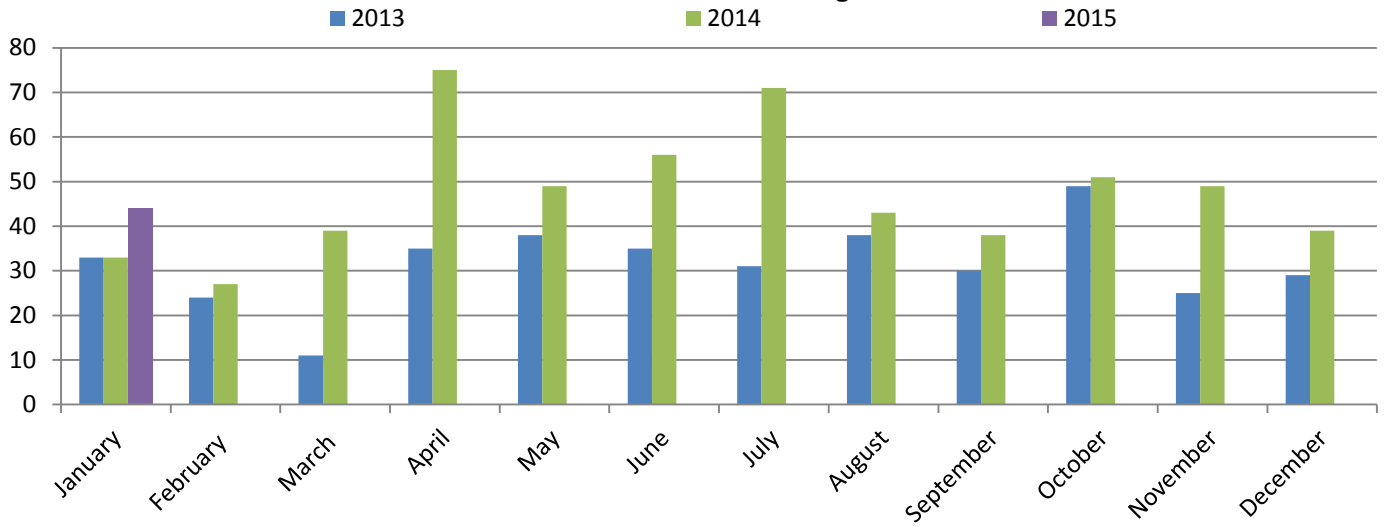
Finally, per statute the City Clerk is the "keeper of the records." Recordkeeping is a critical function. The City Clerk's Office knows the history of issues/items. The Clerk's Office knows what has been done/tried in the past.

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

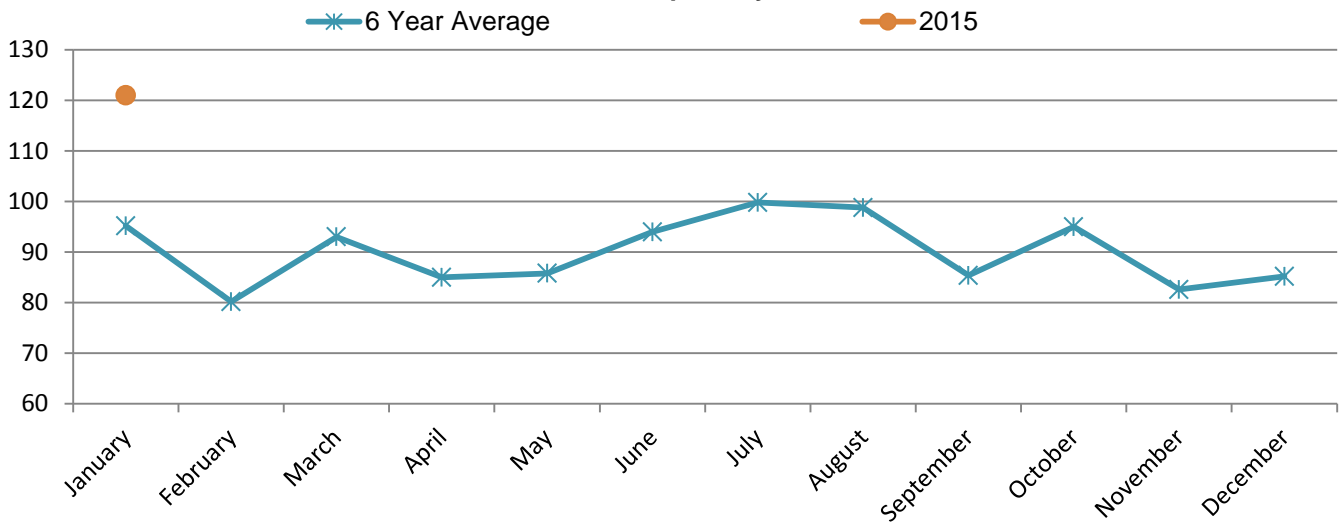
Monthly Highlight

In 2013 the office received 1,237 freedom of information requests; 2014 there were 1,177. This is a decline of sixty (60) requests. Average Staff time increased this year to eighty-three (83) minutes per requests. The office welcomed Joni Gerad, Support Staff V on January 20, 2015. Joni is a great addition to the City Clerk's team.

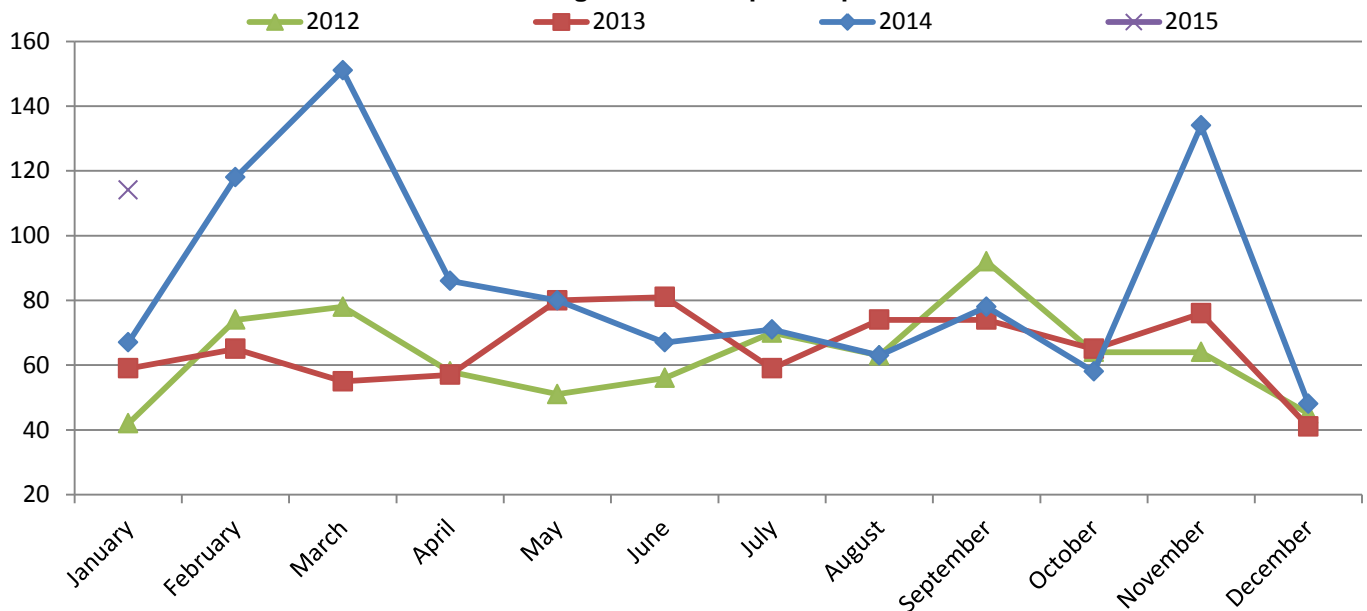
Number of Items on the Council Agenda

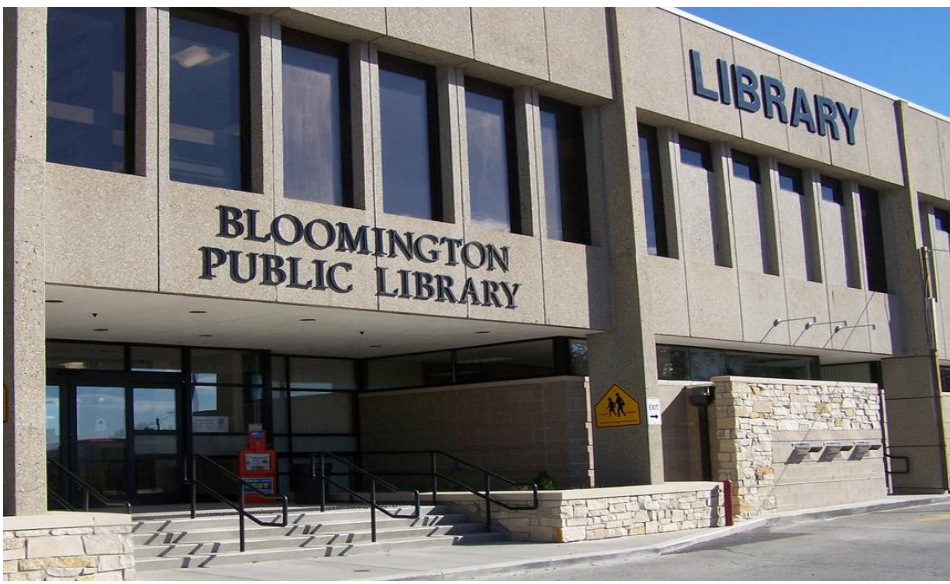


F.O.I.A. Request by Month



FOIA Average Staff Time per Request in Minutes





Library Director

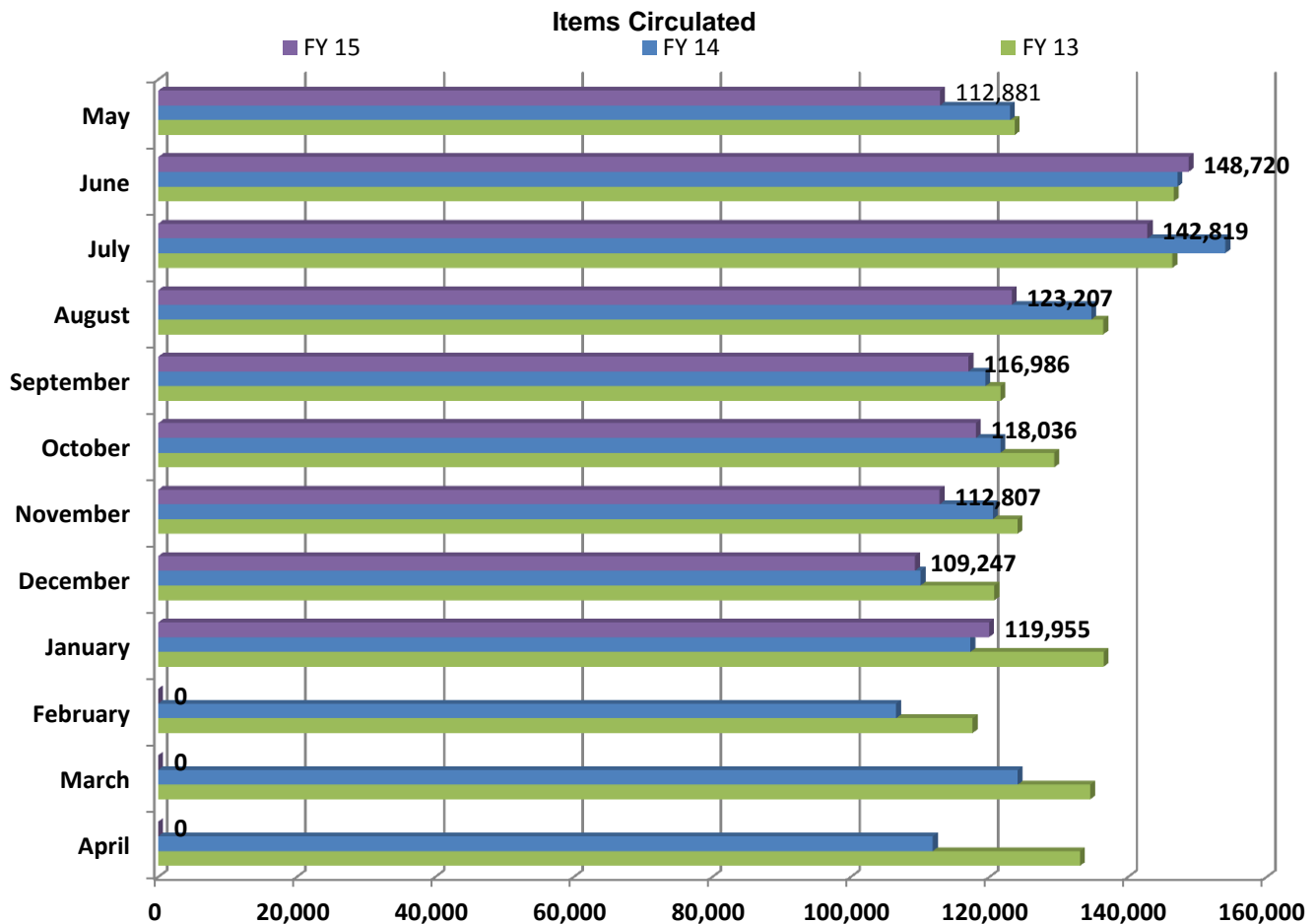


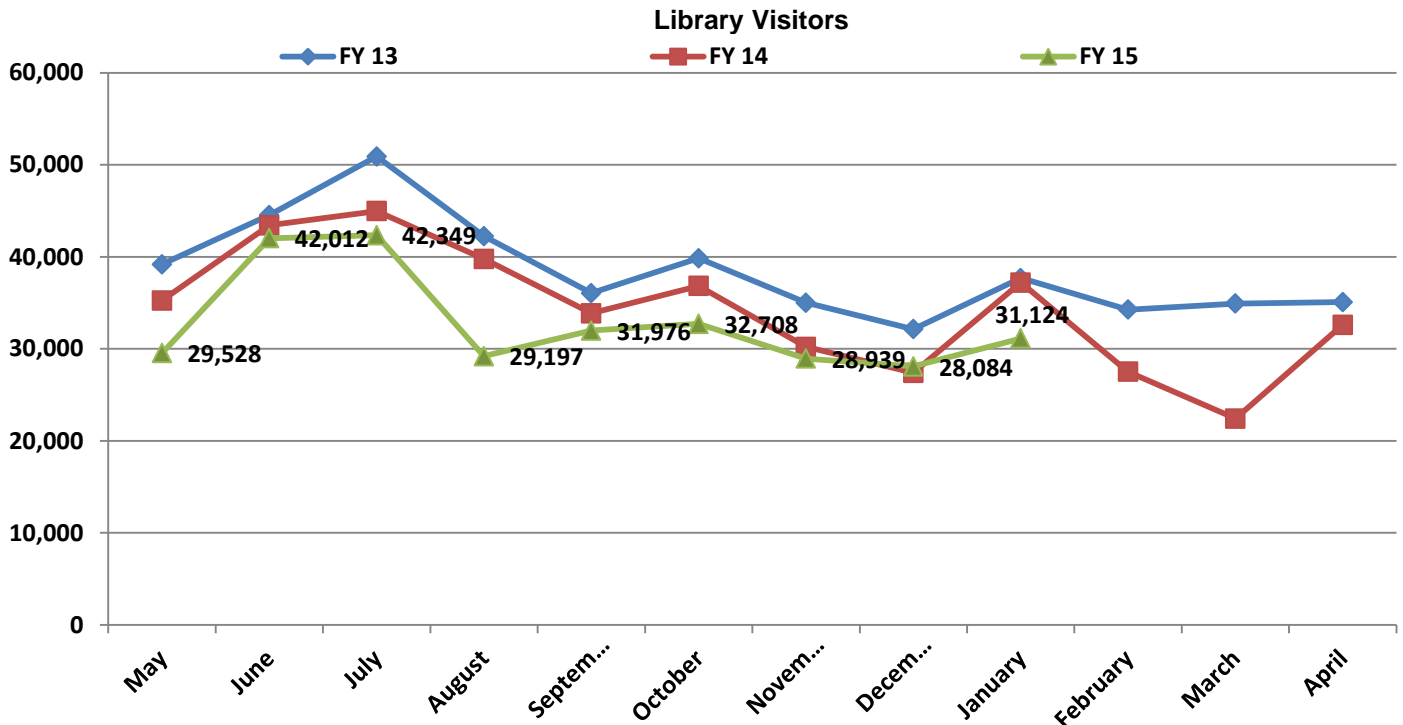
Georgia Bouda

January 2015 Edition

Library

Customers borrowed 119,955 items in January, 2015, an increase from the 117,257 items borrowed in January, 2014. Visitors to the Library were down from 37,202 in January 2014 to 31,124 in January 2015. Staff answered 4,749 questions from customers this month compared to 4,397 questions answered in January 2014.





Programs and Attendance in the month of January:

Children Programs and Attendance:

- Winter Wonderland – 149 attended
- Storyteller Linda Gorham – 63 attended
- American Quilt Stories – 15 attended
- Toddler story times – 12 sessions – 318 attended
- Preschool story time – 4 sessions – 79 attended
- Beginning reader club – 2 sessions – 6 attended
- Move and learn story time – 3 sessions – 72 attended
- Singing Swinging story time – 2 sessions – 71 attended
- Tails for Tales – 3 sessions – 50 attended
- Milestones Preschool visited – 20 attended
- Visited Milestones Preschool – 13 attended
- Visited Brigham Head Start – 2 classes – 70 attended
- Visited Little Jewels Day Care – 29 attended
- Visited Trinity Lutheran Head Start – 2 classes – 80 attended

Teen Programs and Attendance:

- Teen Thursday – 1 sessions – 1 attended
- DIY Window/Locker clings – 1 session -- 6 attended
- Schools for Books and Bites: Our Teen Librarian and the NPL youth librarian talked with these numbers of teens: Chiddix: 60; Evans: 80; Kingsley 66 ; Parkside



Justin Lomelino and Jon Whited from our IT staff showing kids at Metcalf how to use Raspberry Pi.

Adult Programs and Attendance:

- Fiction Book Club – 1 session – 11 attended
- Mystery Book Club – 1 session – 8 attended
- Nonfiction Book Club – 1 session – 3 attended
- SciFi Movie/Book Discussion – 1 session – 4 attended
- Classic Musical Movies – 4 session – 37 attended
- Anime Now for Adults – 2 sessions – 12 attended
- Tea Ladies Downton Abbey program – 1 session – 32 attended
- Living Well Series: Mindful Meditation – 1 session – 32 attended
- Essentials in Business: Affordable Care Act – 1 session – 5 attended
- Drop in Tech Time – 1 session – 7 attended
- DIY Terrarium – 1 session – 23 attended

There were 13 requests for individual appointments with a library staffer. Topics included general computer/internet/filling out forms help; ebooks, resumes, and Word.



Compliments to the City

To: "Jim Karch" <jkarch@cityblm.org>
From: Susan Schafer
Date: 02/04/2015 09:39PM
Subject: Plowing

Whoever was the snowplow driver for my street this afternoon was AWESOME!!!! When I saw Karen Schmidt earlier this evening, she asked me about the plowing, I told her how great the driver was. I had a meeting at 4:30 and was very pleasantly surprised by how well many of the streets I was on were cleared to the pavement just as the snow was ending. ☺

Susan

To: "water@cityblm.org" <water@cityblm.org>
From: Aaron Henkelman
Date: 02/19/2015 01:07PM
Subject: thank you - 418 N. Linden. Blm

Good Afternoon,

I'm writing to say thanks to the City of Bloomington crew that came out to fix the main that burst under Linden Street this AM. The crew was very nice and courteous and did a great job despite the frigid temperatures. I thanked them this morning, but wanted to pass a note along.

Thank you very much,

Aaron Henkelman

418 N. Linden St., Blm

Letters and Comments of Praise for the Bloomington Parks, Recreation & Cultural Arts Department in January 2015

S.O.A.R.

Comments received on the Survey Monkey survey done for S.O.A.R. in January

SOAR staff does a fantastic job supporting our kids/adults. Communication is prompt, registration is easy, and you can tell that each staff member truly cares about all of the participants. While the programming has always been great, it continues to get even better by offering more varied opportunities for our kids. I am amazed at all of the new things in each catalog. SOAR programming is what provides meaning to Payten's life. He looks forward to participating with his friends and I look forward to connecting with other parents as we cheer on our SOAR athletes. Payten's favorite activities include basketball, t-ball, bowling, pickleball, all of the dances, golf, and open gym. He also really enjoyed the play writing & performing class when in was offered in 2013. He really wanted to register for the personal training class being offered by Doug, but the timing didn't work out. Having a

class that teaches specific training techniques for sports would be awesome. He also has started learning line dances from a video. This might be fun for a group to learn together. Keep up the amazing job. We are very thankful for SOAR. When it comes to tax dollars well spent - SOAR tops the list!

Parks Division

A recent letter to the Parks Division was sent:

I just want to say "THANK YOU!" for doing an excellent job clearing the trail. I run a lot, and I prefer to run outside when it is safe. I realize the trail is a low priority when it comes to snow removal (as it should be) but I have been pleasantly surprised at how quickly the trail was cleared off these past few weeks. ...and years, actually. This message is ~2-3 years overdue. Sorry about that! The work is very much appreciated.

-P.W.

Bloomington Center for the Performing Arts

Feet Don't Fail Me Now!

"We see many shows in Chicago and Peoria and this was one of the most enjoyable ones. We would see them again if they come."

"Energetic and good music."

"I loved it! Very energetic, engaging and entertaining. "

"Great! Show! Please schedule more dancing of all kinds! "

"What a wonderful show!"

"Great high energy show - loved it"

"One of the very best shows I have seen! Loved it and would love to see it again soon. "

"I want to see them again!"

"I loved the high energy and innovative style of tap."

"It was so wonderful! We were so happy we were there. It was a celebration of life! "

"Very unique group - truly enjoyed something we weren't totally expecting."

“Very fast-moving show.....very entertaining.”

“Extremely entertaining.”

“Show was excellent in all regards. High energy; entertaining; variety; friendly group. ”

“Outstanding program!”

“Unique show. I've never seen anything quite like it before. ”

“The show was FABULOUS!”

“Outstanding! Amazing performance. ”

“Fantastic show. Bring them back! ”

Tallan Noble Latz

“He is a very talented artist.”

“Tallan is very talented.”

“Tallan rocked it and was very impressed with the opener ink trail too.”

My Baby Just Cares For Me

“Great performance!”

“We love the choice of songs, the performers did an excellent job combining humor with classic pop songs! Very entertaining!!!! ”

“Both are fantastic singers.”

“Perfect venue for this show.”

“My mom and I thought this was a fantastic show! The music and singing was wonderful but what really added to our enjoyment was the obvious chemistry and affection between Angela and Michael. ”

“Love hearing this type of music.”

“Very entertaining.”

“Like to see the Ingersoll's come back.”

“The singers had beautiful voices and were great performers. The band was excellent, too. Loved the saxophone! ”

“The show was fabulous.”

“Loved the show.”

“Enjoyed the meet and greet with Michael Ingersoll and going backstage.”

“Outstanding entertainment by talented performers.”

“It was a fun show. Incredible voices. ”

American English

“This is about the 5th time we've seen them and they seem to get better and better each time we do.”

“American English put on an amazing show. Couldn't believe how long they were on stage. Best performance I've been to in a long time. ”

“Better than Very Good!”

“Excellent performance!”

“Excellent venue, excellent band!”

“Everyone in our group really enjoyed the show. We would definitely see American English again. ”

“I would come to see them again.”

“The first half was outstanding.”

“It was our 4th time to see American English. Love them! ”

“Awesome!”

“Not the real thing, but still an awfully good time!”

“Excellent!”

“Outstanding show, well-run and organized.”

“Best I've seen in many years, just incredible!! Loved the show! ”

“Wow, what a show!”

“AWESOME SHOW!”

“Bring them back again!”

“Perfect date night!”

“Great place to see live music!”

“American English is amazing!!!”

“I would love to see them back again.”

“Outstanding!”

“Super fun, high-energy show. Made me feel 50 years younger for at least a couple hours. ”

Joel Sartore

“He was very entertaining to get his point across.”

“I love programs like that, nature, animals.”

“Perfect, great info, beautiful photos, inspiring and funny.”

“Fantastic presentation - funny, informative and stories to make you think. Hope to see him again. ”

“Educational. Really enjoyed the presentation. Plan to donate to the Ark project. ”

“So glad we had an opportunity to meet Joel Sartore. His ark project is so important. So glad to know that our Miller Park Zoo has played a part in his project. ”

“I was very impressed with the speaker and the venue!”

“It was great entertainment, very educational and extremely important and meaningful!”

Pirate School

“We all loved it. My 4 year old grandson was more engaged than at Disney Jr.”

“Even my boyfriend enjoyed the show!”

“This was a wonderful event! Highly entertaining, inexpensive, and fun photo ops! ”

“Affordable family event!”

“Hope he comes back.”

“Great family evening at a reasonable price. Activities such as face painting and coloring and craft was fun for children. ”

“Excellent preshow- simple and perfect amount of activities for kids. Loved that they could LOOK like a pirate :) ”

“We loved it and so did our daughter. Fun and it was just long enough for her attention. She loved the face painting. ”

Jeanne Robertson

“Jeanne is delightful and personable.”

“I have enjoyed Jeanne Robertson's stories for several years on YouTube. My parents told me about her. ”

“Great to have humorous storytellers that give a family friendly show. Would go see Jeanne again. ”

“I like clean comedy.”

“It is refreshing to experience good humor without cursing or putting others down.”

“She was very entertaining.”

“Jeanne was fantastic.”

“I knew I would love seeing her and it was wonderful.”

“An excellent program!!!!”

“I laughed so hard my sides ached. I had seen her on YouTube and when I saw she was coming to Bloomington, I knew I had to attend the show. ”

“Loved her!!! First time to see her perform! Hope she returns!!! ”

“She was fantastic! Enjoyed it thoroughly! ”

“She was hilarious! It's nice to hear someone give good, clean jokes! ”

“She was/is the best.”

“Jeanne Robertson was fantastic!”

“She was outstanding”

“This was a great event. I laughed so hard that I also cried. My three friends I brought with me also enjoyed the event. ”

“EXCELLENT ENTERTAINMENT!!”

“She was great!”

“THANK YOU for bringing Jeanne Robertson to Bloomington. We've been watching and waiting for YEARS to see her in person. We'd love to see her back again! ”

“Exactly the type of entertainment we want!!!!”

“She was excellent!”

“Loved it!”

“Performer is quite funny and entertaining.”

“Jeanne was extremely funny and entertaining performer. I would see her again! ”

“She is fabulous. Would love to see her come back! ”

“She was terrific. Was so nice to see families enjoying this show together. ”

“One of the best shows I've seen there in a while!”

“We loved it!”

“Very enjoyable show!”

“Jeanne did an excellent job on Saturday night. It was good to laugh and just sit back and enjoy the show. ”

“Her sense of humor was EXACTLY what I needed.”

“She was BETTER than I expected.”

“Loved, loved, loved Jeanne. Please invite her back again. ”

“Absolutely the best humorist I've ever seen.”

“She was so enjoyable.”

“She is Excellent.... We really enjoyed her and will be back to see her again. ”

“The best show I've seen at the BCPA!”

“It was so nice to have a clean, refreshing comic as an entertainment choice.”

“Terrific PERFORMANCE!”

“She was lovely. Very classy to spend time before and after the show visiting with people. ”

“Jeanne Robertson was awesome, hope you have her back soon.”

“Would love for Jeanne Robertson to be invited back! Great entertainer! ”

“Thoroughly enjoyed!”

“What a thrill to see her in person--a wonderful performance--kept us laughing.”

“Wonderful experience!”

“Absolutely loved it!!”

“Definitely book more acts like Jeanne Robertson!”

“I enjoyed Jeanne Robertson very much.”

“Was so nice to have the opportunity to meet her following the show!”

“Please have her back again. It's so nice to have clean, funny humor that the whole family can enjoy! ”

“Excellent show!”

“Jeanne Robertson was fabulous.”

“Just what the doctor ordered...Ms. Robertson made me laugh a lot. Her stories are so funny. ”