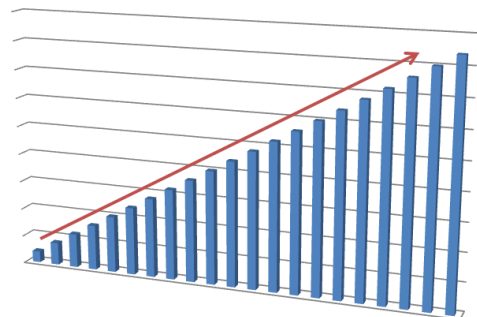




CITY MANAGER'S MONTHLY REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Community Events

- [4th of July in Miller Park](#), Miller Park (1020 S. Morris), July 4, 10:00 AM
- [BCPA Spotlight Summer Theatre Workshop](#), BCPA Creativity Center (107 E. Chestnut St.), July 6 – 17, 10:00 AM – 4:00 PM, Cost \$50
- [Franklin Park Ice Cream Social](#), Franklin Park, July 16, 6:00 pm
- [The Gala of the Royal Horses](#), US Cellular Coliseum, July 17, Doors Open at 6:30 PM (tickets go on sale June 17)



Upcoming Meetings

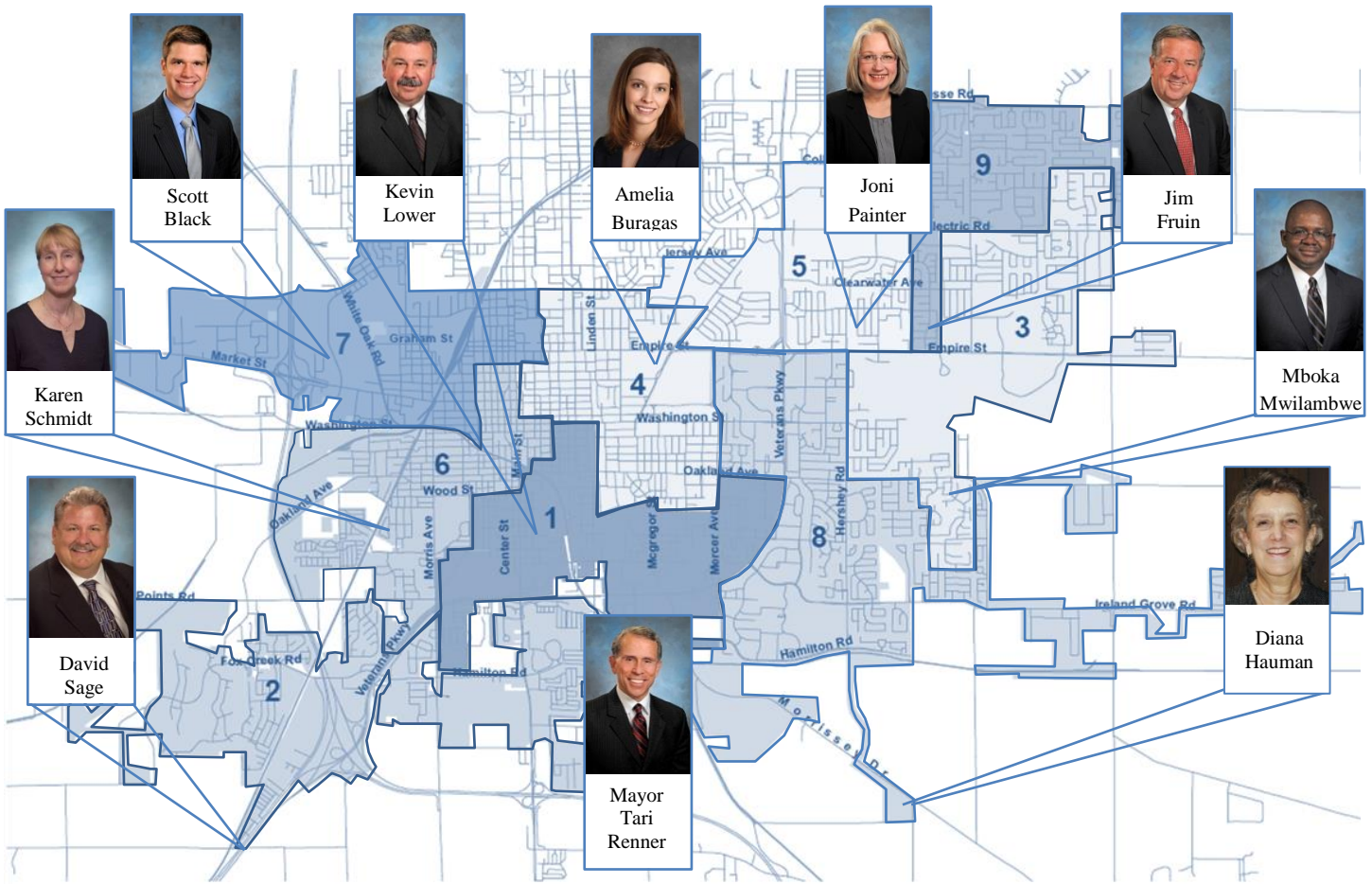
- Liquor Commission meeting, July 14, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting July 16, 5:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, July 22, 4:00 p.m. – 6:00 p.m. City Hall
- Citizens’ Beautification Committee Meeting July 23, 7:00 p.m. – 9:00 p.m.

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



City of Bloomington Elected Officials

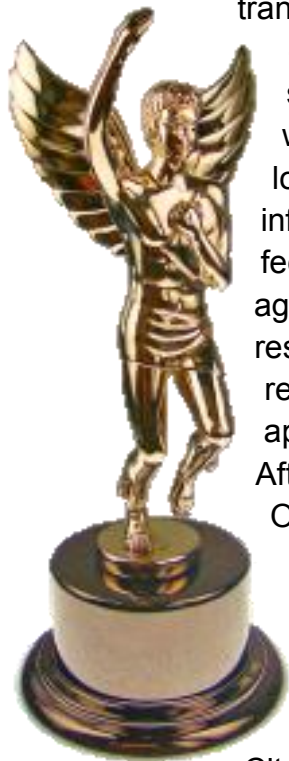


City of Bloomington Administration

- City Manager: David A. Hales
- Assistant City Manager: Stephen Rasmussen
- Assistant to the City Manager: Alexander McElroy
- Executive Assistant: Beth Oakley
- City Clerk: Cherry Lawson
- Director of Finance: Patti-Lynn Silva
- Director of Human Resources: Nicole Albertson
- Director of Information Services: Scott Sprouls
- Director of Parks, Recreation & Cultural: Jay Tetzloff
- 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

May 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 May 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: Miller Park Zoo

Two Snow Leopard Cubs Born at Miller Park Zoo - Only viable snow leopard cubs to be born so far this year in the U.S.

Snow Leopards are an endangered species with less than 7,000 left in the wild in Central Asia, but two more have recently been added in Bloomington, IL.

Miller Park Zoo's "Rilu" (dad) and "Hima" (mom) became parents of two female cubs on May 6, 2015 at 6:30 pm. This was the first successful litter for the pair and first for Miller Park Zoo since 1997.

Staff were able to observe the mother, Hima, and the cubs via camera and monitor. It was noticed that Hima was not being attentive to the cubs soon after their birth, and staff decided to pull them for hand raising the next day at 2 pm. Zoo staff fed the cubs around the clock for the first three weeks, and they are still being fed and cared for by staff. Staff have taken on the role of the mother as they are bottle-feeding, cleaning and stimulating them to eliminate.

Rilu and Hima were recommended to breed as part of the Snow Leopard Species Survival Plan (SSP) through the Association of Zoos and Aquariums, by which Miller Park Zoo is accredited. Miller Park Zoo/Parks, Recreation & Cultural Arts Director, Jay Tetzloff, has served as the Snow Leopard SSP Coordinator since 2007. The SSP manages all Snow Leopards within North America at approximately 68 institutions. A Species Survival Plan (SSP) Program strives to manage and conserve an endangered, ex situ species population with the cooperation of AZA-accredited institutions. SSPs develop

a Breeding and Transfer Plan that identifies population management goals and recommendations to ensure the sustainability of a healthy, genetically diverse and demographically varied population.



Snow Leopards have not bred well in North American zoos over the last ten years, averaging less than ten cubs each year. Only one other zoo (Assiniboine Park Zoo in Winnipeg, Canada) has announced a successful litter of Snow Leopards so far this year.

The cubs will be named at the Miller Park Zoological Society's biggest fundraiser, Zoo Do, on September 12, 2015. The cubs will remain at the Zoo until fall of 2016, at which time they will be transferred to other zoological institutions.



Executive Summary

Police Department

- On average there were six general detectives working per day with each general detective assigned approximately 11 cases and the Domestic Violence detectives (2) assigned 44 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 30 cases. **(Page 9)**
- Four detectives and one supervisor are assigned to the Vice unit with 4.86 on average working per day. Thirteen new cases were opened, nine cases were closed, and four search warrants were served. The Vice unit purchased 10.3 grams of crack cocaine, 2.0 grams of powder cocaine, and .6 grams of heroin. They seized 25.3 grams of crack cocaine, 3.0 grams of powder cocaine, 4.5 grams of cannabis, and \$2,867. **(Page 10)**
- Six officers and two supervisors are assigned to Street Crimes with an average of 6.28 working per day. Officers completed 14 days of training. Street Crimes made 1 warrant arrest, 18 probable cause arrests, towed 19 vehicles related to arrests, seized 33.51 grams of cannabis, .01 gram of crack cocaine, and 1 gram of heroin. **(Page 10)**
- During the month of May there were 14 days of Downtown Hireback. A total of 43 pairs of officers, including 13 pairs assigned from third shift patrol, worked during the month. Totals for the month include 254 bar checks, 34 ordinance violations, 25 parking citations, twelve fights, 24 calls for service, twelve arrests, and 18 vehicles towed. Total overtime hours were 202.5. **(Page 14)**

Public Works

- Solid Waste Truck Driver Andre Hursey celebrating Earth Day 2015 with Kindergarten kids from Brigham School. Andre talked about the importance of recycling, answering every question; even those that didn't have anything to do with recycle. The kindergarteners told their teacher this was the best event of the year. Great job Andre! **(Page 16)**
- During the month of May 1,155 phone calls were handled with a total duration of 25 hours and 43 minutes. **(Page 17)**



Parks, Recreation & Cultural Arts

- The BCPA hosted several events in May benefitting the community including: The Laramie Project presented by the McLean County Diversity Project, an Area Arts Round Table reception, 1st Friday tours, Twin City Ballet rehearsals and performance, Illinois Symphony Orchestra: rehearsal, pre-show, performance, and post-show, a Sister City reception, 2 wedding receptions, a Cotillion, the BCPA's public Season Announcement, and the Brass Band of Central Illinois with the Chicago Brass band. **(Page 25)**

- The largest BCPA event of 2015 took place on Tuesday, May 26th. Weird Al Yankovic's Mandatory World Tour played to 2 capacity crowds at a 4:00 pm and 7:30 pm show. Weird Al, known for his parody videos, performed several crowd favorites like *Tacky*, *Eat It, Fat, Like A Surgeon*, *Amish Paradise*, *White and Nerdy* and more... (**Page 26**)



- Here are some statistics from the Weird Al post-show survey. There were 159 respondents in total: 42% - First time visiting the BCPA, 52% - Went out to dinner in Bloomington-Normal, 71% - Definitely will come back to another event at the BCPA (**Page 26**)
- Attendance was 7,826 for May on-site events, activities, meetings, etc. (**Page 26**)
- Despite the month of heavy rain, particularly on the weekend, the courses were able to still have a busy month of activity with over 7,500 rounds of golf played on the courses. The courses also hosted a variety of tournaments and outings with golfers coming from both locally and across the state. The list of groups we hosted at the courses this month include: the Children's Hospital of Illinois, the McLean County Seniors, the Illinois Golf Coaches Association, the Bloomington Normal Golf Association's Interclub and the Eaton Corporation. (**Page 27**)
- Attendance at the Miller Park Zoo was down 5.0% for the current fiscal year compared to last year's attendance. Revenue from the gate admission was up 8.9% 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. This represents the fourth consecutive year the all-time attendance revenue record was broken. (**Page 27**)

Finance

- In May, the City Council created a Budget Task Force committee to make recommendations to address the City's long term structural challenges and report back to the City Council on September 21st, 2015. The Budget Task Force meets twice per month prior to each City Council meeting. Finance is the administrative staff to this committee and is presenting data as requested. (**Page 34**)
- A summary of May revenue collections may be found on page 35.



Police Chief



Brendan Heffner

May 2015 Edition

Police Department

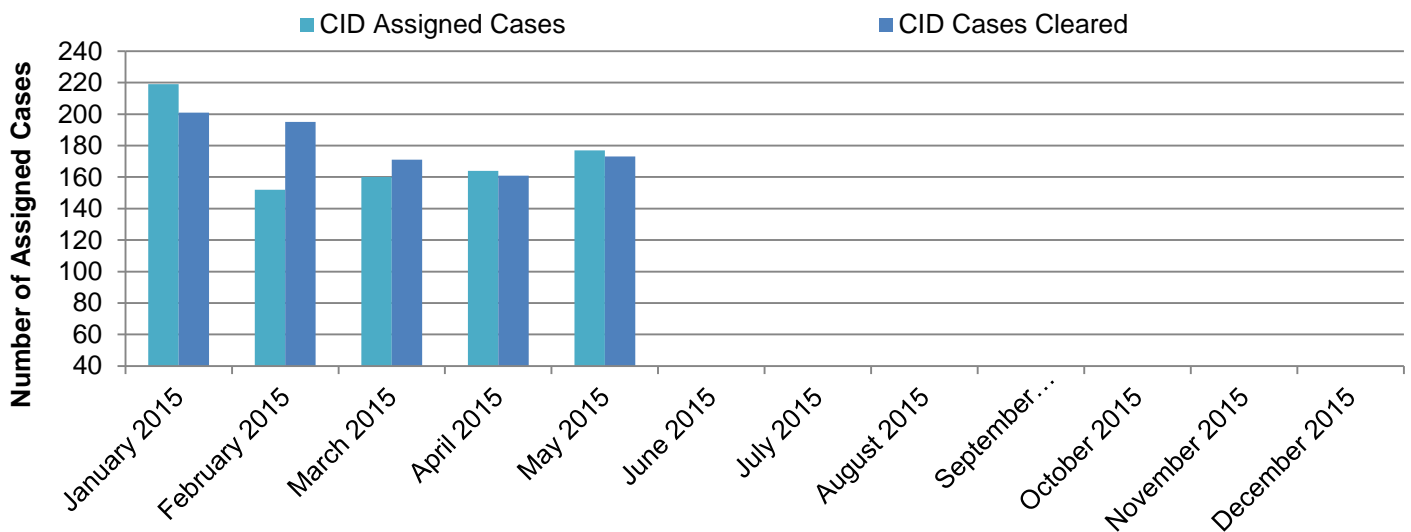
Criminal Investigations Division (CID)

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

On average there were six general detectives working per day with each general detective assigned approximately 11 cases and the Domestic Violence detectives (2) assigned 44 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 30 cases.

CID assigned 91 new cases for investigation. The case load carried by CID had the following dispositions: 29 cases were cleared by arrest, 6 cases were cleared with juvenile arrest, and 92 were administratively closed, exceptionally cleared or were unfounded. One hundred seventy-seven incidents of domestic violence were reviewed in May.

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 ten 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 US Marshal Task Force opened eleven felony cases, closed eight of them, and handled four hands-on felony arrests. Notable cases included a subject wanted out of McLean County for armed robbery. TFO was able to gather information which revealed where the suspect as hiding. With the aid of Normal PD, the suspect was taken into custody.

VICE Unit

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

Four detectives and one supervisor are assigned to the Vice unit with 4.86 on average working per day. Thirteen new cases were opened, nine cases were closed, and four search warrants were served. The Vice unit purchased 10.3 grams of crack cocaine, 2.0 grams of powder cocaine, and .6 grams of heroin. They seized 25.3 grams of crack cocaine, 3.0 grams of powder cocaine, 4.5 grams of cannabis, and \$2,867.

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 6.28 working per day. Officers completed 14 days of training. Street Crimes made 1 warrant arrest, 18 probable cause arrests, towed 19 vehicles related to arrests, seized 33.51 grams of cannabis, .01 gram of crack cocaine, and 1 gram of heroin.

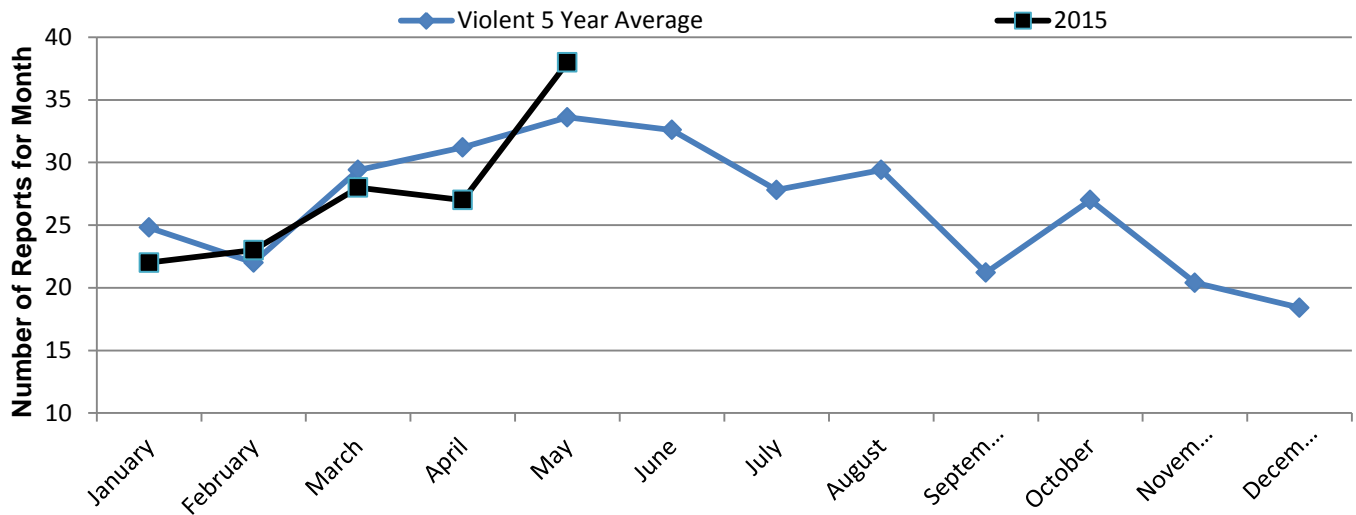
Criminal Intelligence and Analysis Unit (CIAU)

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

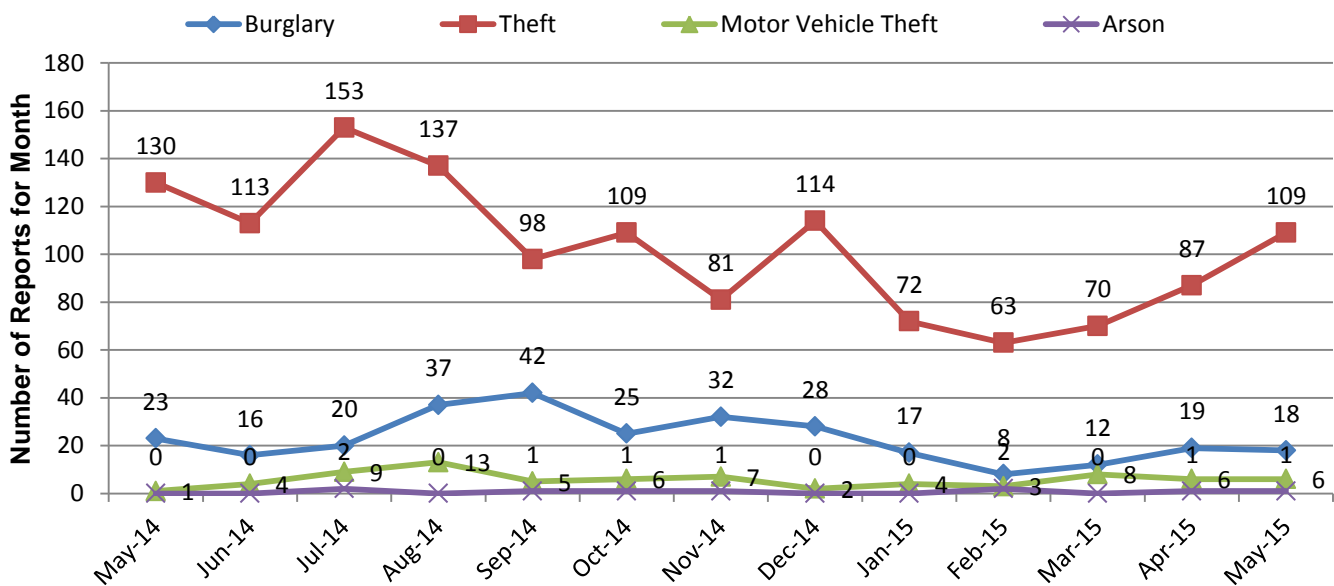
CIAU provided two hours of anti-money laundering training to a group of local banks and financial security specialists. Staff also assisted with research and development of information related to changes in the local driver for hire ordinance for the City.

One CIAU staff member attended a regional Problem Oriented Policing conference where other Illinois law enforcement agencies highlighted their enforcement strategies and program. CIAU also spent considerable time supporting investigations into the increased number of auto thefts occurring in Bloomington and Normal in 2015. Staff also conducted research into historical gun cases for an upcoming local article on Bloomington Police Department's decade long gun investigation strategy.

Total Violent Crime



1 Year Property Crime by Categories



Communications

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

Ring Time Ranges (9-1-1 Incoming) – State mandate is 90% answered within 10 seconds

0 to 3 Seconds	4 to 6 Seconds	7 to 9 Seconds	10 to 12 seconds	% of total calls answered within 10 Seconds
99.00%	100.00%	100.00%	100.00%	99.0%

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

Communications Center Manager attended full staff meeting, completed procurement training, attended McLean County Emergency Telephone Board meeting, worked with vendors to finalize details on a few upcoming procurements, and prepared for CAD upgrade in July.

<u>Incoming Phone Calls</u>	
911 Calls (wireline & wireless) total	2,382
911 Calls - Wireline	383
911 Calls - Wireless	1,753
VoIP Calls	246
Unknown	0
Non-Emergency Calls	7,186
Total Incoming Calls	9,568
Total Outgoing Calls	2,332
Total All Calls	11,900
<u>Dispatched Calls</u>	
Police	6,762
Fire and EMS	884
Total Dispatched Calls	7,646
<u>Daily Call Averages</u>	
911 Calls – Wireline and Wireless	77
Non-Emergency Calls	232
Outbound Calls	75
All Phone Calls	384
Police Dispatches	218
Fire and EMS Dispatches	29
All Dispatches	247

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 20 officers assigned with the average of 10.45 working per day. Several days were spent on training and some officers attended Patrol Tactics and Rifle Certification. Two officers were in the field training although one resigned.

Eighty-nine incidents of sex offender related problems were handled by first shift. Nine sex offenders were arrested or charged and three were referred for probation and parole violations. Officer Albert has been working with the Piatt County Sheriff's Department helping them set up their sex offender compliance program. The Offender Watch 500 project received a lot of attention and now has 381 registered users. The Offender Watch system sent out 4,722 community notices so far in 2015. Day shift had extensive focus on speed reduction in the school zones. Officers were also assigned to patrol Veterans Parkway in an effort to reduce the number of illegal cell phone uses, excessive noise, and other traffic violations.

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 10.1 officers working each day. One officer is in the FTO program. Officers worked several STEP details in response to speed complaints and patrolled areas around town in response to the increase in stolen cars.

On May 31 a neighbor reported a residential burglary in progress. Neighbor reported seeing two males enter a residence through the window. The males took off running when officers came into the area. Eventually two juveniles were taken into custody. They were arrested for this incident as well as some other residences from earlier in the week. They were placed in Juvenile Detention Center.

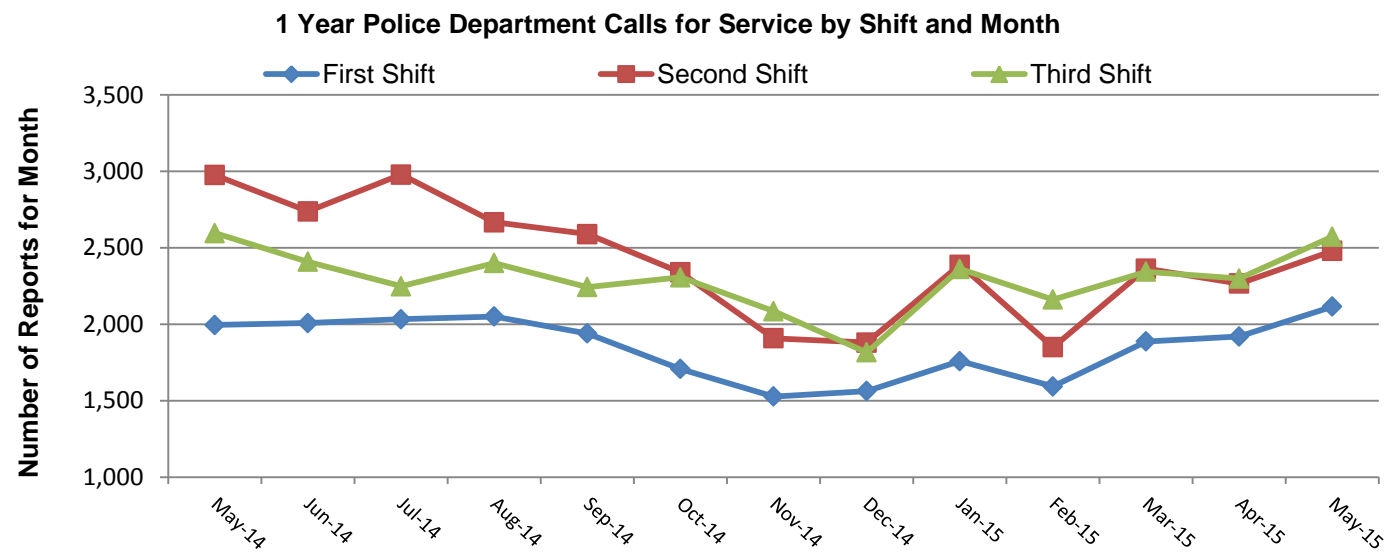
Third Shift 11 p.m. – 7 a.m.

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 10.03 working per night. Approximately 260 traffic stops were made.

On May 17, a call of shots fired/ person shot was received. Upon arrival, a male was found with one gunshot in his chest. It was believed to be self-inflicted.

Violation	Month Total	Year Total
Seat Belt/Child	4	19
Speeding	52	190
All Other Traffic	349	1,981
DUI Arrests	20	91



School Resource Officers (SRO)

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

SRO Day talked to parents about drug trends and truant student, reckless driving in the parking lot, and translated for a father trying to enroll his son. During school he completed eight medical transports, ten school suspensions, and five disorderly conduct issues.

SRO Evans handled twenty theft issues, eight order of protection checks, 27 disorderly conduct issues, four child custody issues, 27 truancy issues, 12 fights, held eight crisis drill meetings, completed 60 school visits, four child abuse cases, two domestic cases, five criminal damage issues, seven child sex offender checks, six lock down drills, two evacuation drills and crossing guard scheduling and substitutes.

SRO Hirsch spoke with 18 parents regarding truancy, theft, trespass and poor behavior, met with 12 students to discuss behavior in and out of school, assisted school administrators with six home visits, presented to 60 eighth grade students regarding law enforcement as a profession, removed 13 students who refused to leave classrooms for poor behavior, investigated five thefts of phones, investigated seven fights after school, conducted follow up on one mob action, reviewed several hours of video of fights, thefts and criminal damage, and assisted with six locker searches.

SRO Wagehoff issued 14 ordinance violations for disorderly conduct, had three parent meetings, three theft issues, and one DCFS contact.

Public Affairs Officer Mayer submitted several news releases, attended Recovery Court, gave Sheridan School Career Day presentation, attended Farmers' Market Bike Registration Event with Explorers, gave a tour/presentation for Fox Creek Elementary students at BPD, gave two presentations to Heartland Headstart Career, attended Memorial Day Parade with Explorers, gave a tour and presentation for St. Mary's School and Montessori Preschool, gave an identity theft presentation, and was a panel speaker at the Association of Women in Communication.

Downtown Activity

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

During the month of May there were 14 days of Downtown Hireback. A total of 43 pairs of officers, including 13 pairs assigned from third shift patrol, worked during the month.

On May 7 and 8 an additional team of two officers was added in anticipation of increased activity due to ISU graduation weekend and a concert being held at the US Cellular Coliseum. Inclement weather throughout the weekend helped keep the problem incidents to a minimum.

On May 24, officers arrested a female that reportedly struck security personnel inside a bar in the 500 block of N. Main.

On May 30, officers observed a female exit a bar onto the sidewalk while carrying an open bottle of alcohol. Upon making contact with the female, they learned she did not have any form of identification and was identified as being only 19 years of age.

Totals for the month include 254 bar checks, 34 ordinance violations, 25 parking citations, twelve fights, 24 calls for service, twelve arrests, and 18 vehicles towed. Total overtime hours were 202.5.



Public Works Director



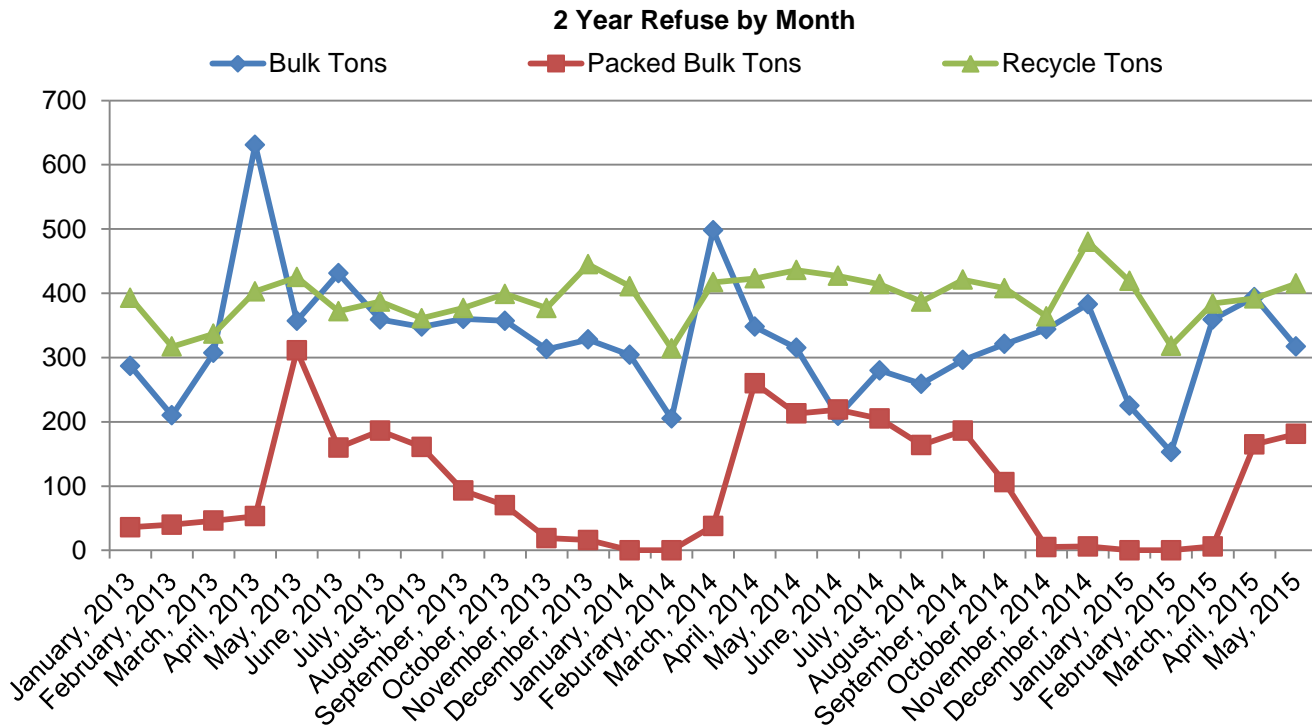
Jim Karch

Public Works Department

May 2015 Edition

Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 27.59 pounds of household garbage were picked up each week at these locations during May 2015.





Solid Waste Truck Driver Andre Hursey celebrating Earth Day 2015 with Kindergarten kids from Brigham School. Andre talked about the importance of recycling, answering every question; even those that didn't have anything to do with recycle. The kindergarteners told their teacher this was the best event of the year. Great job Andre!

Public Works Front Office

The front office staff has processed the following permits for May 2015:

Engineering Permits	
Overweight Loads	24 issued Permits for \$2980
Dumpster/Traffic Control/Excavation/Erosion	13 Permits - \$756 (Waived \$0)
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	133
New Erosion/Storm Water Complaints	3
Inspection & Complaint Files Closed	19



During the month of May 1,155 phone calls were handled with a total duration of 25 hours and 43 minutes

Streets & Sewers

Measures Reporting	
Contractor Ditches	2
Water Ditches	18
Manhole Replacement	2
Inlet Repair	8
Perm Pothole Patching	12
Cave-ins	5

Fleet Division

	May 2014	May 2015
Work Orders	459	373
Total Repair Orders Closed	417	344
Preventative Maintenance	42	29

	May 2014	May 2015
Total No Lead Gallons	17,600	16,482
Total Cost	\$56,984	\$36,451
Avg Price per Gallon	\$3.24	\$2.21

	May 2014	May 2015
Total Diesel Gallons	17,145	15,886
Total Cost	\$59,837	\$40,884
Avg Price per Gallon	\$3.49	\$2.57

Fleet recently put into service



**The replacement for
unit 62 in the
Facilities
Management
Division**

STORMWATER EDUCATION PROGRAM FOR BLOOMINGTON-NORMAL & MCLEAN COUNTY 2015 FIRST QUARTER REPORT ECOLOGY ACTION CENTER



THE ECOLOGY ACTION CENTER HAS COMPLETED THE FOLLOWING TASKS AS PART OF THE STORMWATER EDUCATION AND PUBLIC PARTICIPATION PROGRAM AGREEMENT OF FEBRUARY 1, 2013.

EDUCATION PROGRAMS

- Clean Water Programs for 3rd grade classes at Calvary Christian, Cedar Ridge, Cornerstone Christian, Fox Creek, Glenn, Grove, Holy Trinity, Irving, Metcalf, Northpoint, Oakdale, Oakland, Pepper Ridge, Prairieland, Sheridan, Stevenson, Sugar Creek, Tri Valley and Trinity Lutheran, (50 classes, 1211 students)
- Presentation for Illinois Environmental Health Association about strategies for reducing storm water runoff pollution (40 participants).

YARD SMART PROGRAM

- Provided information booth at Master Gardener's Home Lawn and Garden Day on Yard Smart program, rain barrels, and storm water runoff pollution (75 participants).
- Gave presentation on Yard Smart and permaculture strategies that help reduce stormwater runoff pollution at Master Gardener's Home Lawn & Garden Day (25 participants).
- Rain Barrel workshop held at Wendell Neipagen Greenhouses with 10 rain barrels made for use by local residents.
- Answered 38 inquiries from visitors and callers about the YardSmart program, rain barrels, and stormwater issues.



OTHER OUTREACH EFFORTS

- Facilitation of McLean County Greenways Committee as Chair
- Ongoing participation in the Bloomington Comprehensive Plan Process on the Natural Environment workgroup to provide consultation on clean water protection planning and efforts.
- Reported to IEPA on storm water outreach efforts as part of routine audit of Bloomington's MS4 permit; received positive response from IEPA regarding EAC's extensive efforts.
- Ongoing participation in Watershed Plan Implementation Committee and Urban Subcommittee including field work efforts to identify suitable water sample station

locations.

- Promotion of clean water issues and strategies for protection through resource-rich websites—523 visits to water-related pages and posts on ecologyactioncenter.org and 593 visits to pages and clean water content on mCLEANwater.org.
- Promotion of clean water and watershed awareness through social media channels. EAC made 21 water-related posts on Facebook and Twitter resulting in over 22,620 views. New hashtag “#WaterWednesday” is now used to create a recurring campaign of clean water social media messaging.
- Produced quarterly EAC paper newsletter featuring clean water issues among other topics. Mailed to approximately 270 households.
- Two issues of the EAC Action News email newsletter featuring articles on clean water issues sent to nearly 2000 recipients.

MCLEAN COUNTY SOLID WASTE PROGRAM

2015 FIRST QUARTER REPORT

ECOLOGY ACTION CENTER



THE ECOLOGY ACTION CENTER HAS COMPLETED THE FOLLOWING ITEMS IN FULFILLMENT OF THE SOLID WASTE AND WASTE REDUCTION EDUCATION PROGRAM AGREEMENT OF JANUARY 1, 2014.

LEADING INDICATORS

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

- First Quarter Results: zero classrooms; the programs generally take place in the fall each year.

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

- First Quarter Results: zero libraries; this is a summer program.

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

- First Quarter Results: zero program; this is a fall program.

Goal: Provide recycling and waste reduction presentations for **25** local groups or approximately 750 individuals including civic groups, scouts, preschools, non-target school groups, university classes. ¹

- First Quarter Results: 8 programs, 216 people, **YTD 32% of goal.**

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

- First Quarter Results: 17,195 Interactions, **YTD 57% of goal.**

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

- First Quarter Results: 3,459 visits, **YTD 29% of goal.**

LAGGING INDICATOR

*As the main goals of the McLean County Solid Waste Program are to increase recycling while increasing source reduction, the annual measurement and reporting of these rates by the EAC can act as lagging indicators of the success of outreach efforts. However, the value of this performance indicator is also limited by other factors impacting recycling and waste generation rates, such as accessibility of recycling programs and macroeconomic forces. While quantifying source reduction of municipal solid waste is problematic, tracking recycling rates is much more reliable. Per the 2012 Five Year Update to the McLean County Integrated Solid Waste Management Plan, , **the county-wide recycling rate goal is currently set at 40%, which will also serve as the EAC's target for purposes of this indicator. The process for calculating the 2014 recycling rate was begun in the first quarter of 2015 and will be completed in the second quarter.***

HOUSEHOLD HAZARDOUS WASTE (HHW) COLLECTION

- Fall 2015 McLean County HHW collection planning underway. Initial permission given by Mitsubishi Motors North America for usage of parking lots for October collection event. Illinois EPA notified of intent to request HHW event permit. Risk management and liability issues researched.

SOLID WASTE COORDINATOR ACTIVITIES

- Began process for calculation of 2014 McLean County waste generation rate and recycling rate. Surveyed area waste haulers, recyclers, municipalities, and institutions to compile relevant data.
- Facilitated quarterly Solid Waste Technical Committee Meeting including follow-up submission of materials to the McLean County Land Use Committee.
- Ongoing administration and promotion of Compact Fluorescent Lamp (CFL) recycling program with 3 drop-off points in Bloomington and Normal.
- Ongoing administration and promotion of Household Battery recycling program in conjunction with Interstate Batteries, Batteries Plus, and Springfield Electric (5,878 pounds recycled).
- Ongoing administration of Illinois Plastic Pot Recycling Program in cooperation with YouthBuild McLean County.
- Performed annual residential waste audit to determine trends in waste generation and usage of local recycling programs.
- Coordinated efforts to address local ramifications of statewide CRT (cathode ray tube) recycling crisis. Actions included increasing education efforts to the public about significantly reduced disposal options, working with all three local government partners to develop an intergovernmental agreement to equitably distribute the cost of CRT recycling, and serving on statewide e-waste subcommittee to work on resolution of the root causes of the CRT recycling problem.
- Ongoing participation in the Bloomington Comprehensive Plan Process on the Natural Environment workgroup to provide consultation on community-wide solid waste related planning and efforts.

EDUCATION AND OUTREACH

- K-12 School activities:
 - Solid waste reduction program for Prairie Christian School (35 participants)
 - Garbage Monster waste reduction program at Fox Creek Family Reading night (1 presentation, 41 participants)
- Preschool Garbage Monster Presentations:
 - Rogy's Preschool (1 presentation, 18 participants)
- Scout activities:
 - Garbage Monster program for Brownie Scouts at Holy Trinity (1 program, 20 participants)

- Community solid waste reduction programs and information booths:
 - Solid waste reduction and recycling program for St John’s Lutheran group (35 participants)
 - Garbage Monster program for families at ISU Art Gallery exhibit opening (25 participants)

OTHER ACTIVITIES

- Produced quarterly EAC paper newsletter featuring solid waste issues among other topics. Mailed to approximately 270 households.
- Two issues of the EAC Action News email newsletter featuring articles on solid waste issues sent to nearly 2000 recipients.
- Answered phone calls and other inquires about the disposal of household hazardous waste and recycling (95 inquiries about recycling/waste disposal, 61 inquiries about household hazardous waste, and 51 inquiries about electronics recycling).
- Received 3,459 visits to 280 solid waste, recycling, and hazardous waste related pages within EAC’s website.
- Coordinated “Renewable Fashion Challenge” program to promote textile reuse and waste reduction. Co- sponsored by Home Sweet Home’s Mission Mart, this event made special effort to reach scouts this year with kick-off event especially for scouts and a second one at Mission Mart with 42 total people attending. Culminates in fashion show at the Illinois Sustainable Living and Wellness Expo in April.
- Promoted waste reduction, recycling, composting and proper disposal of household hazardous wastes through social media. EAC posted 11 messages on its Facebook page and other social media feeds on solid waste topics, with a resulting 17,195 views of these posts.



Parks, Recreation, & Cultural Arts Director



Jay Tetzloff

Parks, Recreation & Cultural Arts Department

May 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

Bloomington Center for the Performing Arts

The BCPA hosted several events in May benefitting the community including: The Laramie Project presented by the McLean County Diversity Project, an Area Arts Round Table reception, 1st Friday tours, Twin City Ballet rehearsals and performance, Illinois Symphony Orchestra: rehearsal, pre-show, performance, and post-show, a Sister City reception, 2 wedding receptions, a Cotillion, the BCPA's public Season Announcement, and the Brass Band of Central Illinois with the Chicago Brass band.

On May 21st the BCPA hosted a Season Announcement reception for our Inner Circle which included Arts Partners, Seat Sponsors and Event Sponsors. Food was provided on the mezzanine and then guests were invited into the auditorium for conversation and a video with clips of the upcoming season of shows. The Director of the BCPA also introduced staff and spoke about the shows that were booked. The Public Announcement on the 27th allowed anyone to come and see the BCPA and get a sneak peek at the season before it was announced on the radio and in the newspaper the next morning. Anyone who chose to become an Arts Partner was able to get early ticket buying opportunities before the June 4th on sale date.

The largest BCPA event of 2015 took place on Tuesday, May 26th. Weird Al Yankovic's Mandatory World Tour played to 2 capacity crowds at a 4:00 pm and 7:30 pm show. Weird Al, known for his parody videos, performed several crowd favorites like *Tacky*, *Eat It, Fat*, *Like A Surgeon*, *Amish Paradise*, *White and Nerdy* and more...



He was accompanied by cheerleaders and even Star Wars characters during the show. The audience was on their feet several times and he surprised them by making his entrance from the back of the room while singing and dancing down the aisle. With costume changes after every song, a stage size LED video board, and over 2 hours of non-stop entertainment, Weird Al created the ultimate music and theatrical experience. Patrons from several states came to see Weird Al in Bloomington helping our local businesses and economy.



Here are some statistics from the Weird Al post-show survey. There were 159 respondents in total:

42% - First time visiting the BCPA

52% - Went out to dinner in Bloomington-Normal

71% - Definitely will come back to another event at the BCPA

Here are just three of the many rave reviews about this performance.

- 1) BEST CONCERT EVER! Also amazingly easy to find parking, the crowds weren't insane, it was BEST experience overall I've ever had. Will attend other events here!
- 2) Weird Al is the best, and I enjoyed seeing him in a smaller venue. Parking situation was great.
- 3) Wonderful show, wonderful venue



Reporting Measures

Attendance: 7,826 for May on-site events, activities, meetings, etc.

Facility Usage: 48 May on-site functions

Community: 7 radio spots at WJBC and/or WBNQ, McLean County Diversity Project, Area Arts Round Table, 1st Friday tours, Twin City Ballet, Illinois Symphony Orchestra, BCPA's public Season Announcement reception, and the Brass Band of Central Illinois with the Chicago Brass Band.

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

Despite the month of heavy rain, particularly on the weekend, the courses were able to still have a busy month of activity with over 7,500 rounds of golf played on the courses. The courses also hosted a variety of tournaments and outings with golfers coming from both locally and across the state. The list of groups we hosted at the courses this month include: the Children’s Hospital of Illinois, the McLean County Seniors, the Illinois Golf Coaches Association, the Bloomington Normal Golf Association’s Interclub and the Eaton Corporation. Two of the five major



events that were hosted at the courses this month brought folks in from all across the state. The economic impact of hosting tournaments and outings such as these is significant to our local economy.



To help further relationships with our customers and drive merchandise sales, the courses hosted three demo day events this month. Vendors that were at the courses were: Titleist, Ping and Bridgestone. These events helped create over \$4,000.00 in additional merchandise sales for the month.

The courses are all in excellent condition. Not a day goes by that staff isn’t receiving compliments from golfers on the course conditions. A recent group of golfers was here from Indianapolis to play the courses and they were quite impressed at how a city owned group of courses could be in such outstanding condition. They are already planning a repeat trip back for next year.

Reporting Measures

Total Rounds Played: 7,558

Outing Rounds: 526

Junior Rounds: 378

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 down 5.0% for the current fiscal year compared to last year’s attendance. Revenue from the gate admission was up 8.9% 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. This represents the fourth consecutive year the all-time attendance revenue record was broken. 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 39.5% for the fiscal year compared to last year.

Revenue from Concessions, Carousel, and Animal Food Sales was up 0.6% for the current fiscal year compared to last year’s numbers. Quarters for Conservation program initiated 1 May 14. A quarter

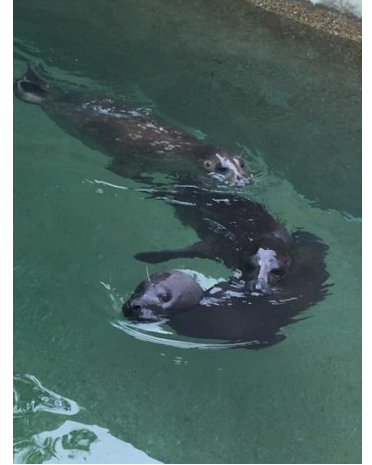
was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is ear marked for the Zoo's Conservation Fund and is not included in this year's numbers.

Zoo hosted special events, Star Wars Day and Endangered Species Day. Zoo also hosted annual meeting of the Ewing Zoo Foundation. The Board voted to donate \$50,000 for the Flamingo Exhibit.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
 - 2 female Snow Leopard
 - Male California Kingsnake
 - Male Sonoran Gopher Snake
 - Male Desert Rosy Boa
 - 2 male Harbor Seal (pictured to the right)

- Dispositions—animals removed from collection by transaction or death
 - 1 Kihansi Spray Toad
 - 1 Red-eyed Tree Frog
 - Male Blue Winged Parrotlet
 - Male Eastern Box Turtle
 - 1 Budgerigar



Staff have been extremely busy with the birth of the Snow Leopard cubs (pictured below). Their mother did not show the behavior necessary for the cubs to survive so staff pulled them for hand-raising. This litter represents the first successful litter for the Miller Park Zoo since 1999. Staff have also been busy with the acquisition and training of two new Harbor Seals.

Many animals moved out to their summer exhibits. All three North American River Otters are on exhibit together and doing very well together. The two Red-Tailed Hawks moved out of the old Bobcat exhibit and one placed in the



Pallas' Cat exhibit and one place in the new outdoor exhibit on the north side of ZooLab. Staff and volunteers planted a new Butterfly garden right across from Harbor Seal viewing. King Vultures were moved out of quarantine and placed in the old Bobcat exhibit (pictured above). These two females will only be at the Miller Park Zoo for the summer and is the first time the Zoo has ever displayed this species. Two Spotted Tanagers cleared quarantine and were released into the Tropical Rainforest.



Reporting Measures

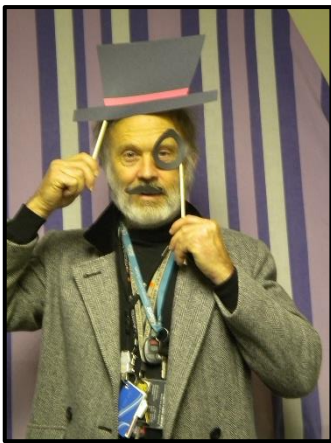
2015 May Attendance: 18,150
2014 May Attendance: 19,053

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

Summer registration began May 1 for City of Bloomington residents and May 8 for non-residents. The first day of registration took in \$100,000 for classes which was \$17,000 less than in 2014, for programs beginning in June. This figure includes zoo, aquatics, and recreation programs. In 2014, the number included ice programs, but due to a new registration system with Pepsi Ice those number no longer go through our system. From the winter/spring set of programs we saw an increase in the amount of money we brought in.

Recreation Income in May:	2014	2015
Revenue for 55+ programs	\$3,339	\$2,913
Revenue for adult programs	\$975	\$1,189
Revenue for teen programs	\$120	\$225
Revenue for youth programs	\$805	\$2,810
Revenue for parent/child & pre	\$36	\$3,348
Revenue for special events	\$1,260	\$1,515
Total activity fees	\$6,109	\$12,000



The adult center continues to offer monthly parties for this 55+. This past month they had a mystery theme event.

Memorial Day weekend had some beautiful weather mixed with some rain. It was a slow kick-off to summer. Miller Park Miniature Golf opened for weekends only in May and then changed to daily on Memorial Day. It will be open daily through Labor Day. The Pickle Barrel at Rollingbrook Park had its Grand Opening as well during the month of May.

Miller Park Mini Golf	2014	2015
Attendance	684	576
Revenue	\$2,617	\$2,099

Softball leagues started in May and the spring tennis programs continued through part of May. Weather was good for most of the month so only a few make-ups due to rain.

The annual Family Fitness Day went off without a hitch and had over 100 families out at White Oak Park. This event is a free family event with games, demonstrations, and activities with local business participating as well.



“Thank YOU for all your organization and promotion of pickle ball! This was my first experience with the sport and thanks to BP&R it was great!!” – First Time Pickleball Player

“The program offered physical fitness. The Kids love it, and it’s fun!! The instructor is positive and fun and makes it an awesome experience.” – Tina, Mother of Jump Rope Athlete.

Aquatics

O'Neil celebrated its 40th Birthday during the month of May by taking admission fees to the original price of \$1 per person. This increased the number of users that had the opportunity to swim at O'Neil.

Unlike in 2014 when it was hot and beautiful, Memorial Day weekend 2015 had sun and rain in the forecast. A large number of people used the pools over the 3 day weekend, but not as many compared to 2013. Miller Boats opened Memorial Day weekend and will be open every weekend through Labor Day.

There were many opportunities for swimmers to take advantage of the pool during the month of May. Due to schools being in session, the pools did not open until 4:30 pm on week days. Holiday had 486 swimmers and O'Neil had 473 during the month of May. Daily admissions were \$2,708 at Holiday and \$849 for O'Neil compared to \$3,516 and \$2,316 in 2014.

We continue to only offer individual passes compared to 2013 when we had family passes. Pre-Season sales of \$20 a pass brought in just over what was made last year.

This was a year of little staff turn-over. All but one management staff was able to return, and new lifeguards hired will be able to work with experienced guards to be trained before they are working on a regular basis.



Two lifeguard classes were offered in May to train new guards. Recertification classes and other trainings we conducted for all aquatic staff. This summer will be the first time in a few years that Bloomington aquatics return to using the American Red Cross swim lesson program.

Pepsi Ice Center

Numbers may not be compared precisely to last year due to use of the new POS system and registration. Managers are setting up the reports to show actual dollars when they come in rather than accrual based accounting. This will continue through June when reports will have reached one full year.



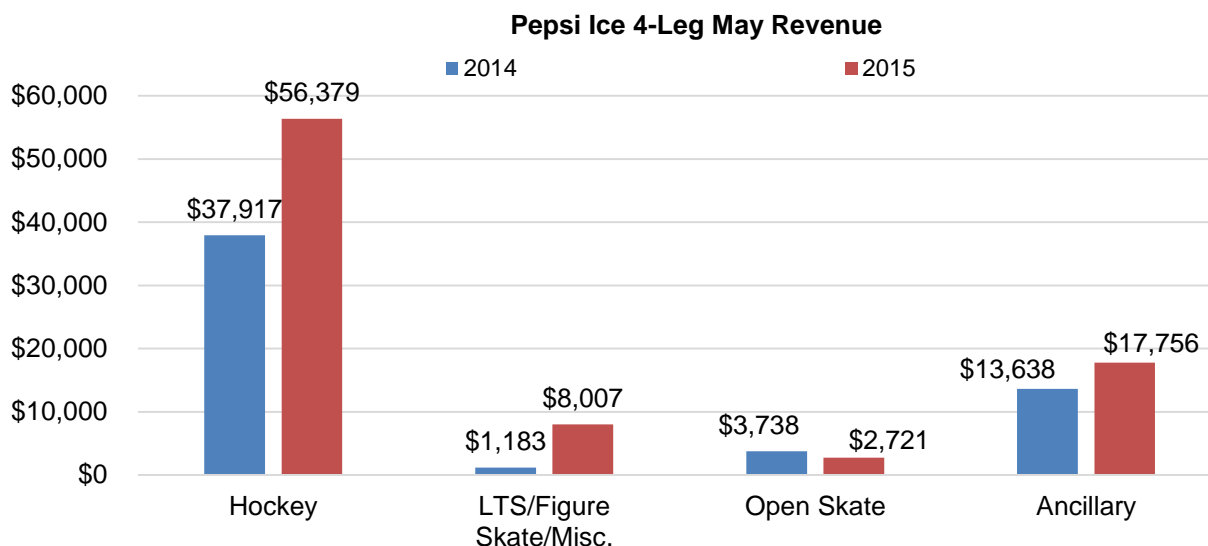
The facility was shut down for programming the final two weeks of May for annual maintenance. Deep cleaning throughout was done. Painting was done throughout. Floors were waxed. Ice Rink boards were cleaned and buffed. Glass around the rink was deep cleaned. Reorganization of the lobby areas will make the facility feel more welcoming and conducive for increased concession sales.

An all staff training meeting was held to prepare for when the facility was reopened.

In week two we did allow Freestyle and rehearsal ice for the upcoming ice show.

Central Illinois Figure Skating Club partnered with the Pepsi Ice Center to present their annual ice show on Saturday, May 30th. The title of this year's ice show was "Around the World We Go!" featuring skating routines inspired by different cultures and countries of the world.

Local skaters of all ages from beginners to national level skated to choreographed routines. The show showcased special guest skaters Kyle Shropshire and Ryan Santee, both are USFS National level skaters. Kyle is currently a part of Disney's "Stars on Ice".



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



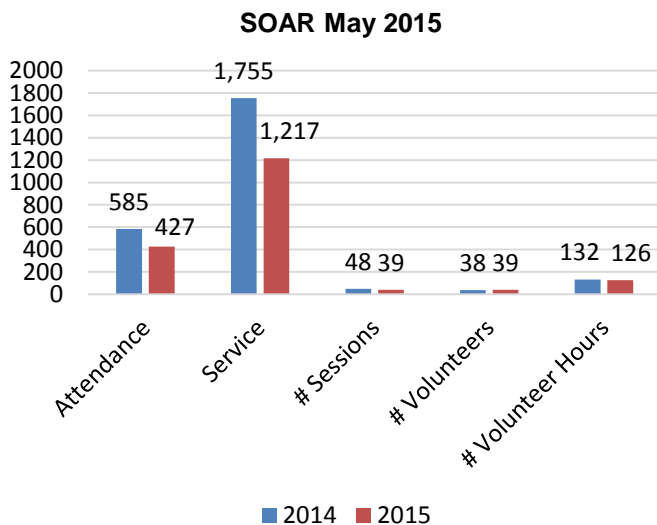
coach attended the training for Unified Volleyball.

As May wrapped up so did many weekly programs. Some of our popular programs were TGIF, Duct Tape Mania and Picnic & Hike. We also offered other programs like Spring Wood Crafts and Gardening.

Maggie Rutenbeck, S.O.A.R. Program Manager, worked with Special Olympics Illinois staff to provide a 3 day training/certification weekend for Special Olympics coaches. One new S.O.A.R.

May was full of events for the family and individuals. A group went down to the St. Louis Zoo. We had a Mother's Day Brunch and a Family Bowl-a-Thon. There were 49 individuals at the Family Bowl-a-Thon.

This year S.O.A.R. had 15 athletes advance out of Spring Games to Special Olympics State Summer Games in Track. The Special Olympics Aquatics team continues to practice and train. We sent 21 individuals to Special Olympics Spring Games.



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

Hours for staff in May 2015 were over 600 more than those for May 2014. This includes all of the Recreation Division (S.O.A.R., Pepsi Ice, Recreation, and Aquatics). While most areas maintained the number of staff, May 2014 figures did not include Aquatics.

Volunteer Hours

S.O.A.R. had 39 volunteers during the month of May. Recreation had 4 interns start their summer projects. Special Events for recreation also had 10 volunteers helping with the events.

Program	# Volunteers	# Volunteer Hours
Recreation Programs	10	30
S.O.A.R.	39	126
Interns	4	70

Parks Maintenance

Horticulture

Horticulture division was extremely busy in May. Mowing was priority as reflected in total mowing man hours of 1954. May is the month that annual flowers are planted. Annual flowers were planted at City Hall, downtown Bloomington, Withers Park, Miller Park, Forrest Park, Miller Park Zoo and McGraw Park. All of the 86 adopt a pots have been planted in cooperation with the Downtown Bloomington Association. Watering crew waters flowers and trees 5 days a week. Aquatic weed control treatments continued at Tipton Park, Eagle Creek, and Golden Eagle retention ponds. Treatments have been successful. Aquatic weeds are under control at this time and fishing has been excellent at Tipton Park. Many fisherman have commented on the improved clarity of the lake and ability to fish the area.

Forestry

Forestry division continued to remove dead, dying or hazardous trees and respond to citizen requests for tree trimming. Forestry division maintains clearances on all street signs and traffic signals as requested by engineering traffic division. Forestry division responds to any downed limbs, hazards or other tree issues on City property 24 hours a day 7 days a week. May is the month that spring tree planting begins. 303 Trees were purchased using the competitive bidding process from multiple nurseries. The trees arrived first week in May. 234 street trees were planted in May. The remaining



will be planted first part of June. Removals and trims for the month were lower as two crews were assigned to tree planting. In May and June of 2013 forestry division treated 187 ash trees for Emerald Ash Borer (EAB). This is a systemic injection done requiring an Illinois Pesticide Operators license to apply. This is a two year treatment and this May we returned for the second application to these trees. Initial conclusions indicate the EAB treatments performed were approximately 85% successful.

Utility

Utility projects included are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed summer start up procedures at Holiday and O'Neil pools
- Completed playground repair at White Oak, Clearwater and Forrest parks
- Installed pond fountains at Miller and Tipton parks
- Completed the installation of a new roof at Miller Park spray area
- Began installation of replacement playground at Forest Park playground (50% of playground was destroyed in a vandalism fire in February 2015)



Finance Director



Patti-Lynn Silva

Finance Department

May 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.

May Highlights

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

In May, the City Council created a Budget Task Force committee to make recommendations to address the City’s long term structural challenges and report back to the City Council on September 21st, 2015. The Budget Task Force meets twice per month prior to each City Council meeting. Finance is the administrative staff to this committee and is presenting data as requested.

Finance Department’s opportunity to present at the Citizen’s 101 Academy also occurred in May. Citizens were challenged to identify common city costs and balance a mock budget



On May 21st, the Department also held training on procurement updates and a city-wide cash handling policy where supervisors and department heads were trained and were asked to train their staff as appropriate.

Finance coordinated meetings between stakeholders and internal auditors who completed a city-wide risk assessment to be presented to Council on June 22, 2015.

Finance also worked extensively with Human Resources and Information Services to develop the scope of a new time and attendance software going out for public bid.

The Finance Department would like to congratulate and welcome the new City Council members who were sworn in on May 1st.

May 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	FY2016 YTD	FY2015 YTD	Variance	% Variance
Home Rule Sales Tax ⁰	\$ 14,427,441.71	\$ -	\$ -	\$ -	0.00%
State Sales Tax ⁰	\$ 13,399,257.22	\$ -	\$ -	\$ -	0.00%
Income Tax ⁰	\$ 7,584,390.00	\$ -	\$ -	\$ -	0.00%
Utility Tax ⁰	\$ 7,063,162.89	\$ -	\$ -	\$ -	0.00%
Ambulance Fee ⁰	\$ 4,694,812.12	\$ -	\$ -	\$ -	0.00%
Food & Beverage Tax ⁰	\$ 4,328,539.00	\$ -	\$ -	\$ -	0.00%
Franchise Tax ⁰	\$ 2,190,809.00	\$ -	\$ -	\$ -	0.00%
Replacement Tax ¹	\$ 1,807,649.00	\$ 405,092.55	\$ 317,611.23	\$ 87,481.32	27.54%
Hotel & Motel Tax ⁰	\$ 1,649,945.00	\$ -	\$ -	\$ -	0.00%
Local Use Tax ¹	\$ 1,486,234.00	\$ 136,773.16	\$ 89,813.32	\$ 46,959.84	52.29%
Packaged Liquor ⁰	\$ 1,035,840.00	\$ -	\$ -	\$ -	0.00%
Amusement Tax ⁰	\$ 699,999.96	\$ -	\$ -	\$ -	0.00%
Local Motor Fuel ⁰	\$ 2,400,000.00	\$ -	\$ -	\$ -	0.00%
Building Permit ¹	\$ 754,000.00	\$ 129,136.92	\$ 60,086.28	\$ 69,050.64	114.92%
Vehicle Use Tax ⁰	\$ 978,409.00	\$ -	\$ -	\$ -	0.00%
Video Gaming ⁰	\$ 504,900.00	\$ -	\$ -	\$ -	0.00%
Auto Rental ⁰	\$ 88,900.00	\$ -	\$ -	\$ -	0.00%

NOTE: Revenue payments are received at various times throughout the year; the superscripts 1-12 represent the number of payments received to-date to provide clarification on earnings. Tax revenues above are filed the month after consumer spending occurs. Therefore, there may be no revenues paid to the city in the first month of the fiscal year. Taxes collected through the state will be received four months after consumer spending.

PROCUREMENTS – MAY 2015

<u>TYPE</u>	<u>TITLE</u>	<u>DEPARTMENT</u>
<u>RFP #</u>		
2015-56	Capital Equipment Financing – Awarded	Finance
2015-57	Point of Sale System at US Cellular Coliseum – Underway	IS
2016-01	Janitorial Services – Underway	Fac. Mang.
2016-02	Analytical Testing Services – Underway	Water
2016-06	Time, Attendance, Accruals and Public Safety Scheduling - Developing	IS
<u>RFI&Q</u>		
2015-60	Comprehensive Fee Study – Underway	Admin
2016-04	General A&E and Land Surveying Services – Developing	Fac. Mang.
<u>BID #</u>		
2015-55	Lincoln Parking Garage Improvements – Underway	Fac. Mang.
2015-58	(1) Truck Mounted Knuckle Boom Loader & Installation on Chassis - Underway	PW
2015-61	General Resurfacing FY2016 – Awarded	Eng
2015-62	Street and Alley Repair FY2016 – Awarded	Eng
2015-63	Sidewalk Replacement & Handicap Ramp Program – Awarded	Eng
2015-64	Pavement Preservation FY2016 – Underway	Eng
2016-03	Cryptosporidium/Giardia Lab Testing Services – Underway	Water
2016-05	Construction on the Flamingo Exhibit – Developing	Zoo
2016-07	Lake Blm Water Treatment Plant Boiler Replacement – Developing	Water
<u>UNDER DEVELOPMENT</u>		
City Procurement Code & Policies – Agenda Released; Policy Guide being finalized & User Guides being developed		
Fiscal Year-End Processes		
Audit Processes		
Additional Procurement Training and Review of Procurement Cards		
Total Organic Carbon Analyzer		
Lime Sludge Removal		



Community Development Director



Tom Dabareiner

May 2015 Edition

Community Development

Permit Reports

	May 2015	May 2014	YTD 2015 ²	YTD 2014
Construction Permits³	740	772	2,899	2,754
Building Permits⁴	332	354	981	964
New Homes Built	14	10	44	42
Multi Family Built	0		2 (4 units)	
Construction Valuation: Total	\$23,503,346	\$4,683,444	\$51,877,158	\$31,937,820
Valuation: Single Family Homes	\$1,964,400	\$1,672,000	\$6,783,294	\$6,642,900
Permit Fees Collected	\$120,450	\$72,829	\$384,751	\$351,870

- (2) Total of permits issued for Calendar Year to Date
- (3) Includes all permits issued
- (4) Only Building Permits (Residential & Commercial)

Construction Projects \$1,000,000 or Higher

Building/Project Description	Address	Value
OSF St. Joseph Medical Center Operating Room Renovation	2200 E. Washington St.	\$5,350,000
Bloomington High School Roof Remove and Replace	1202 E. Locust St.	\$1,295,000

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 May.

Code enforcement saw 128 new complaints in May. This is a 267% increase over May 2014. Almost 40% of the complaints were Tall Grass/Weed reports, with the second most frequent problem falling into the general property maintenance category at 18%. Work without a permit ranked third. One new vacant property were registered under the NPO program.

Progress with Rental Housing inspections continued, with 66 completed in May. While down slightly from April totals, the Rental Inspector was helping with other code enforcement matters given the number of unfilled inspector positions.

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 May.

Historic Preservation Activity

- **Case BHP-07-15.** Review of application submitted by Sandy L. Colbs, requesting a Certificate of Appropriateness for repairs to the roof, deck, siding, windows, attic venting shutters, soffits, trim, gutters, downspouts, and painting for the William Gooding House, 1892, late Victorian Style, located at 1212 East Washington Street. *Approved 6-0.*

- **Case BHP-08-15.** Review of petition submitted by Sandy L. Colbs, requesting an up to \$2,500.00 Funk, Jr. Historic Preservation Grant for repairs to the roof, deck, siding, windows, attic venting shutters, soffits, trim, gutters, downspouts, and painting for the William Gooding House, 1892, late Victorian Style, located at 1212 East Washington Street. *Approved 6-0.*
- **Case BHP-09-15.** Review of the application submitted by Leslie Maurer requesting a Certificate of Appropriateness for work on steps, the roof, and masonry for the Moses Montifiore Temple building, 1889, located at 315 N. Prairie Street. *Tabled at petitioner's request.*
- **Case BHP-10-15.** Review of the application submitted by Leslie Maurer requesting an up to \$24,097.50 Harriet Fuller Rust Facade Grant for work on steps, the roof, and masonry for the Moses Montifiore Temple building, 1889, located at 315 N. Prairie Street. *Tabled at petitioner's request.*

Planning Commission Activity

- **PS-01-15** Public hearing and review on the petition submitted by Parkway Partners-One, Inc., requesting the approval of an Amendment for the Preliminary Plan for the Parkway Village PUD Phase 4, for the property located at the southeast corner of Mercer Avenue and Veterans Parkway, consisting of approximately 5 acres. (Ward 8) *Approved 9-0.*
- **Z-03-15.** Public hearing and review on the petition submitted by N. Prairie St. Historical Synagogue requesting the approval of a rezoning from B-2, General Business District with a S-4 Historic Preservation overlay to B-3, Central Business District with a S-4 Historic Preservation overlay for the property located at 315 N. Prairie Street. (Ward 4) *Approved 9-0.*
- **Z-04-15.** Public hearing and review on the petition submitted by RJV Properties, LLC requesting the approval of a rezoning from R-1C, Single-Family Residence District to R-2, Mixed Residence District for the property located at 1314 N. Fell Avenue. (Ward 4) *Denied 6-2 (one abstained).*
- **V-01-15.** Public hearing and review on the petition filed by City of Bloomington, requesting approval of the vacation of a public alley and to retain a public utility easement located west of Linden Street, north of Empire Street. (Ward 4) *Approved 9-0.*
- **V-02-15.** Public hearing and review on the petition filed by Lexkel, Inc., requesting approval of the vacation of a public alley located west of Linden Street, north of Empire Street. (Ward 4) *Approved 9-0.*

Zoning Board of Appeals Activity

- **Z-03-15** Public Hearing and Review on the petition submitted by Perfect Choice Exteriors to allow the construction of a room addition and a variance from the Zoning Ordinance to reduce the required 25' front yard setback from the south lot line to 17' for the property located at 1623 Iowa Street. Zoned R-1C, Single-Family Residence District. (Ward 6). *Denied, failure to obtain the required minimum 4 votes in favor (3-2).*



Human Resources Director



Nicole Albertson

Human Resources

May 2015 Edition

Human Resources serves every department of the City and interacts with every employee from start to completion and throughout their careers, as well as prospective employees. The Human Resources staff of 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, Community Relations, and Employee Safety.

Employee Recruitment and Hiring

- Staff has been busy processing applications for the following full-time vacant positions

Vacancies	Position Status
Code Enforcement Division Manager	Interviewing Process
Civil Engineer II	Filled- Ward Snarr DOH 6/1/2015
Telecommunicator	Filled – Kellie Schuette DOH 6/1/2015
Support Staff IV- Water (2)	Interviewing Process
Utility Worker	Filled – Jason Morgan DOH 6/1/2015
Inspector II	Interviewing
Inspector III - HVAC	Interviewing
Ticket Office Manager	Interviewing
Administrative Specialist	Filled - Joni Gerrard – DOH 5/11/2015
Code Enforcement Division Manager	Interviewing Process

Employee and Labor Relations

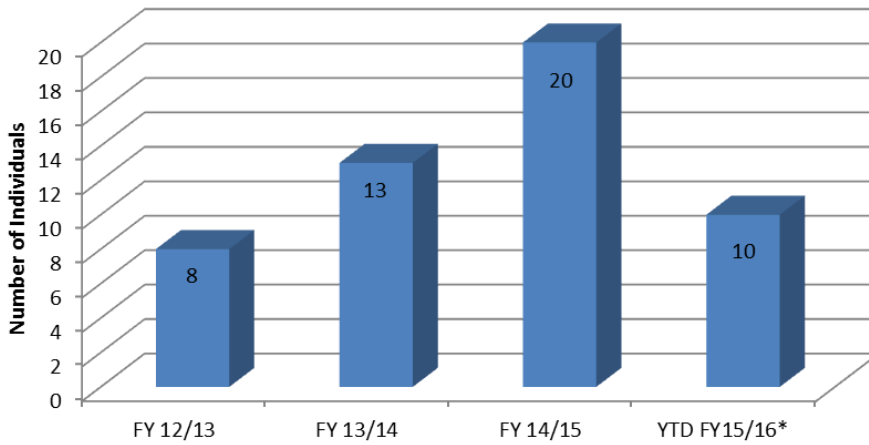
The City is still in contract negotiations with Unit 21 whose contract expired on May 1, 2014. Negotiation dates have yet to be determined for Sergeants and Lieutenants. The City and Local 49 had their first negotiations session on May 12, 2015. The City continues to meet with Local 699 to discuss Labor Relation issues including the limiting of the number of hours an employee can work during snow operations and the reduction of one bulk waste crew.

Non-Sworn Bargaining Units	Contract Expiration	Full-time Position in FY 15	Status
Local 362 Support Staff	4/30/2015	30	Pending Approval Council
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	Settled
Local 362 Inspectors	4/30/2015	15	Settled
IATSE	4/30/2017	0	Settled
Sworn Bargaining Units			
Fire Local 49	4/30/2015	106	Currently Negotiating
Unit 21 (Police)	4/30/2014	103	Currently Negotiating
Sgts and Lts	4/30/2014	21	Pending Negotiations

Compensation and Benefits

Retirements: Retirements from the City continue to run at a high pace. The following graph shows numbers of retirements since May 1, 2012. Each retiring employee meets with City staff at least once to be guided through the retirement process and learn about insurance continuation privileges. Employees contemplating retirement are encouraged to meet with Human Resources well in advance of selecting a retirement date and to take advantage of the on-site visits from the IMRF (Illinois Municipal Retirement Fund) and ICMA (457 deferred compensation plan) representatives.

Retirements from COB



*Includes completed retirements and formal notification of upcoming retirements within the fiscal year.

IMRF Representative visit – May 20, 2015

ICMA Representative visit – April 24, 2015

Current projects:

- Time and Attendance system vendor RFP preparation
- Classified employee compensation review
- OPEB (Other Post-Employment Benefit) actuarial study (with Finance)
- Testing of electronic transmission of vision insurance enrollment information (with IS)
- Implementation of Medicare eligible retiree insurance
- Implementation of reporting for the Affordable Care Act required early calendar 2016 (with Finance).

Employee Wellness

- Conducted 6 Heartsaver CPR/AED and First Aid classes for employees. Thirty-one employees were certified by the American Heart Association.
- Organized an American Red Cross blood drive with the Police Department.
- Approved 92 wellness day applications, up from 72 last year. Employees who earn a wellness day receive one day of paid time off for participating in a variety of activities that foster health and wellbeing. The number of applications increase every year, showing that employees are making efforts to maintain or improve health.
- Wellness Coordinator earned a certification from the Wellness Council of America in Program Evaluation 101: Leveraging Evaluation Best Practices to Achieve Better Outcomes.
- The wellness committee met for the third time and discussed streamlining Health Risk Assessments, designing the next wellness challenge, and options for employee incentives. The team also reviewed and discussed the 2014 Health Risk Assessment Report from Blue Cross Blue Shield and the Quarterly Utilization Report from Bensinger DuPont & Associates, the City's Employee Assistance Program provider.
- Promoted Freedom from Smoking Cessation Classes, a program developed by the American Lung Association. City employees and dependents were invited to attend the courses, held at the Health Department.

Training and Development

- Offered five wellbeing lunch and learns: Biking to Work: Commuter Basics; Seven Ways Posture Impacts Your Health; Peripheral Vascular Disease; Reduce Your Risk- Hip to Waist Ratio.

Community Relations

- The Human Relations Commission will meet in August to set goals for the year 2015-2016. They are asking the community and other agencies to submit to them issues and concerns the Commission should be addressing for the coming year. Our own Human Resources Director, Nicole Albertson, will act as the facilitator for the goal setting meeting. THANKS NICOLE!!
- On Saturday, August 25, 2015, the Human Relations Commission will again be one of the sponsors for Cultural Fest. Cultural Fest will be held at the Illinois State Bone Student Center. Since the Commission will be one of the sponsors for the event, they welcome any other department to share the table with them on that day. Please contact Ernestine Jackson at 434-2468 if you would like to participate in the event.
- The Juneteenth Annual will be held on June 20, 2015 in Forrest Park from 11:30 am to 4:30 pm. The celebration is also one of the community events sponsored by the Bloomington Human Relations Commission. This event allows the public the opportunity to learn more about Juneteenth's significance in American history, and enjoy a full day of food, fun and fellowship. As with Cultural Fest, the Commission will have a table available to give information to the community regarding the mission of the Human Relations Commission. If any department would like to share the space provided to the Commission, please contact: Ernestine Jackson, (309)434-2468.

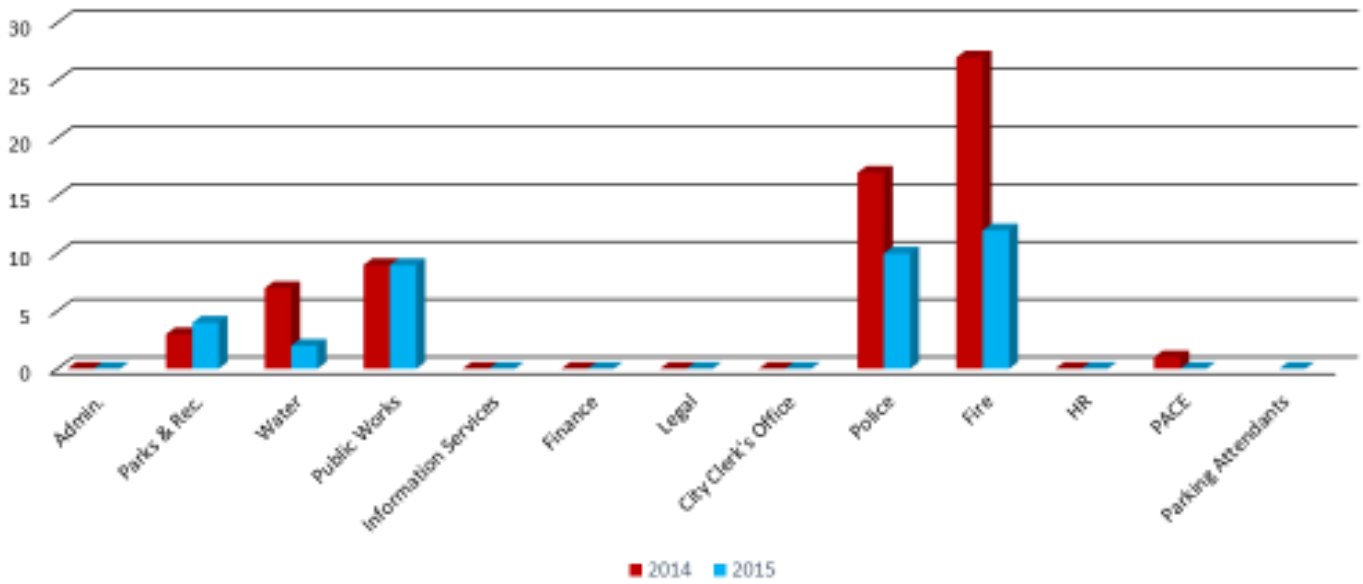
Employee Safety

**YOUR SAFETY AFFECTS
MORE THAN JUST YOU**



Employee Safety is the top priority in everything we do, as our employees are our greatest asset. Without them, we cannot not serve the members of the community with the highest level of quality that they deserve. We strive to continuously improve our safety culture and performance. Together, we CAN achieve Zero injuries!

OSHA Recordable Injuries by Dept. Jan 14' to June 14' vs. Jan 15' to June 15'



City Wide OSHA Recordable Injuries Dashboard Jan 14' to June 14' vs. Jan 15' to June 15'





City Clerk



Cherry L. Lawson

City Clerk

May 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.

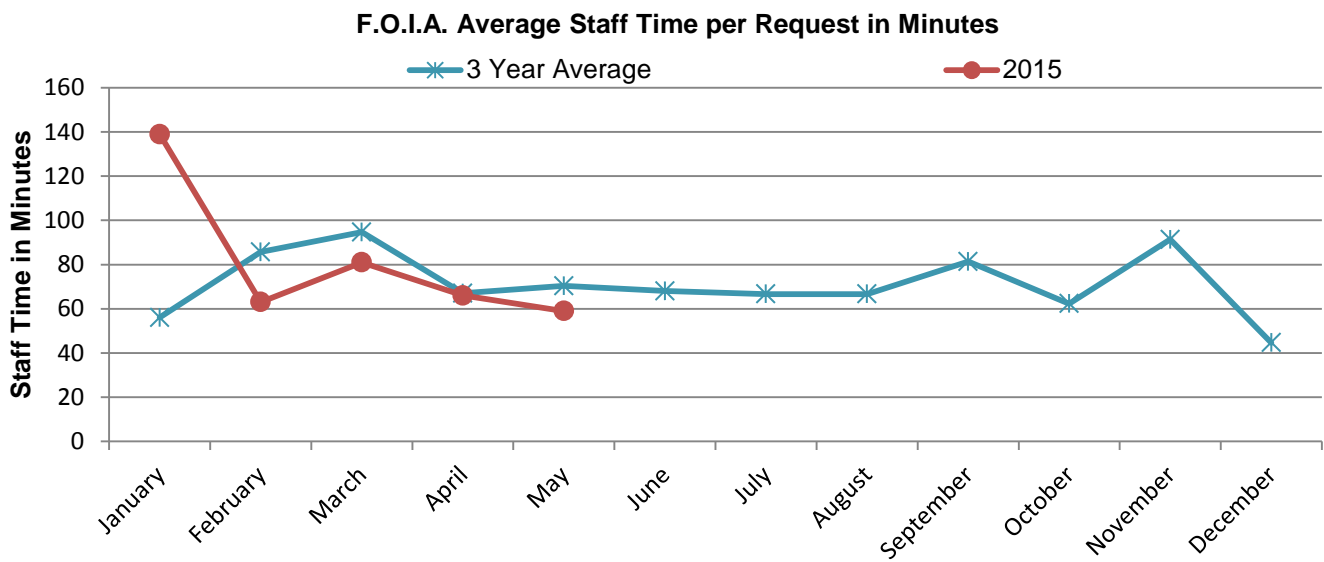
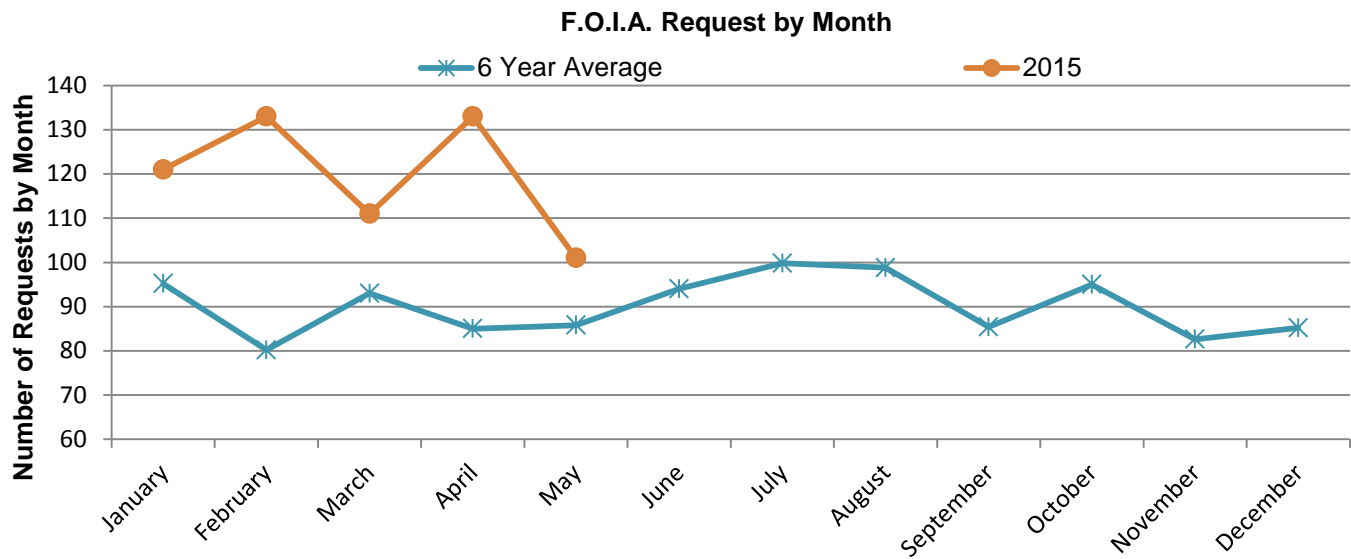
This recordkeeping role also includes service as the City's Freedom of Information Act (FOIA) officer and Opening Meetings Act (OMA) compliance officer.

Monthly Highlight:

The Clerk's Office welcomed the newly appointed City Clerk, Cherry Lawson during the month of May, and is currently reviewing operating practices of the department. Also during May, the department has processed twelve (12) FOIA requests, completed and assembled packets for various City Council and Boards and Commissions scheduled meetings.

As we roll into spring and summer the office will assist the community with Special Events. Last year the office processed seventy – six (76) applications. The Jaycee Bike Criterium, Farmers Market,

Labor, Memorial, Veterans and Christmas Parades are just a few. The Office works in conjunction with the Fire Department, Police Department, Public Works Engineering Division, Public Works Street Division, Parks, Recreation & Cultural Arts Department, Planning and Code Enforcement and the Connect Transit to ensure these events are successful.





Library Director

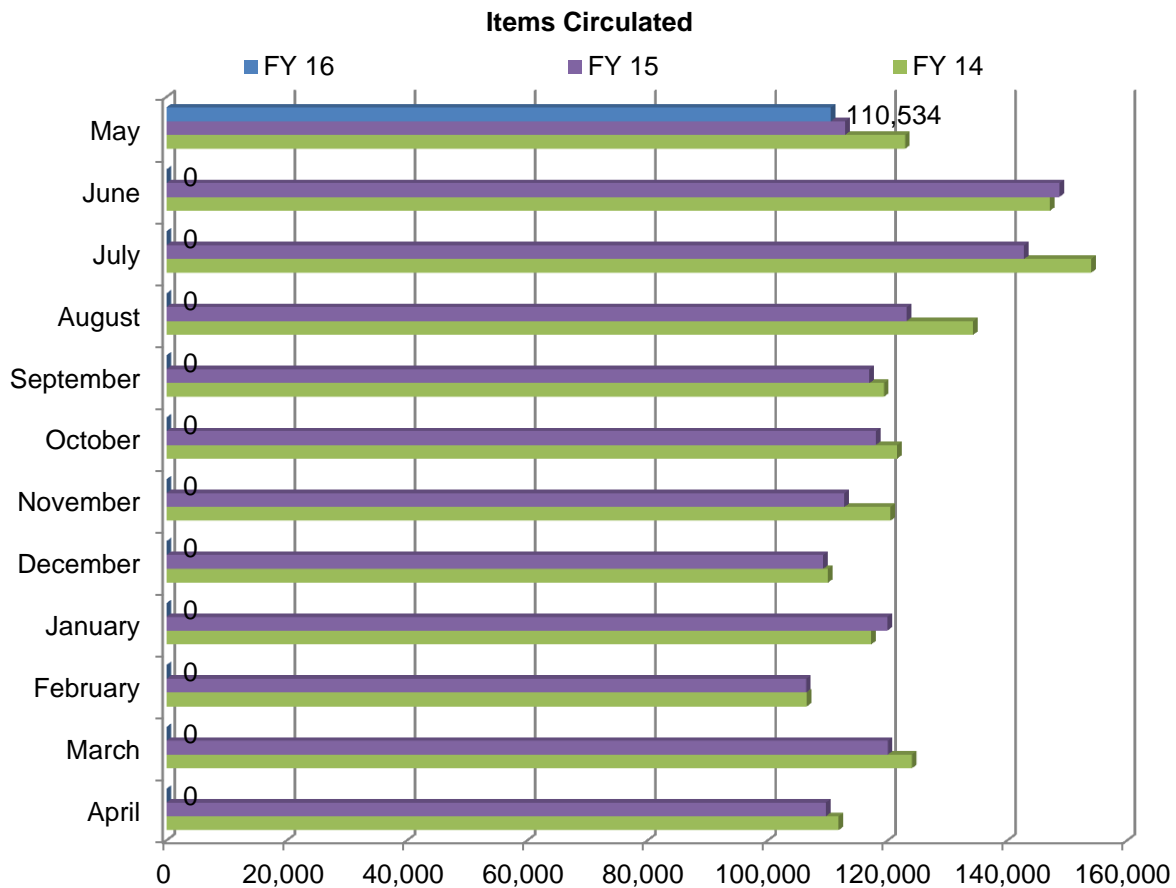


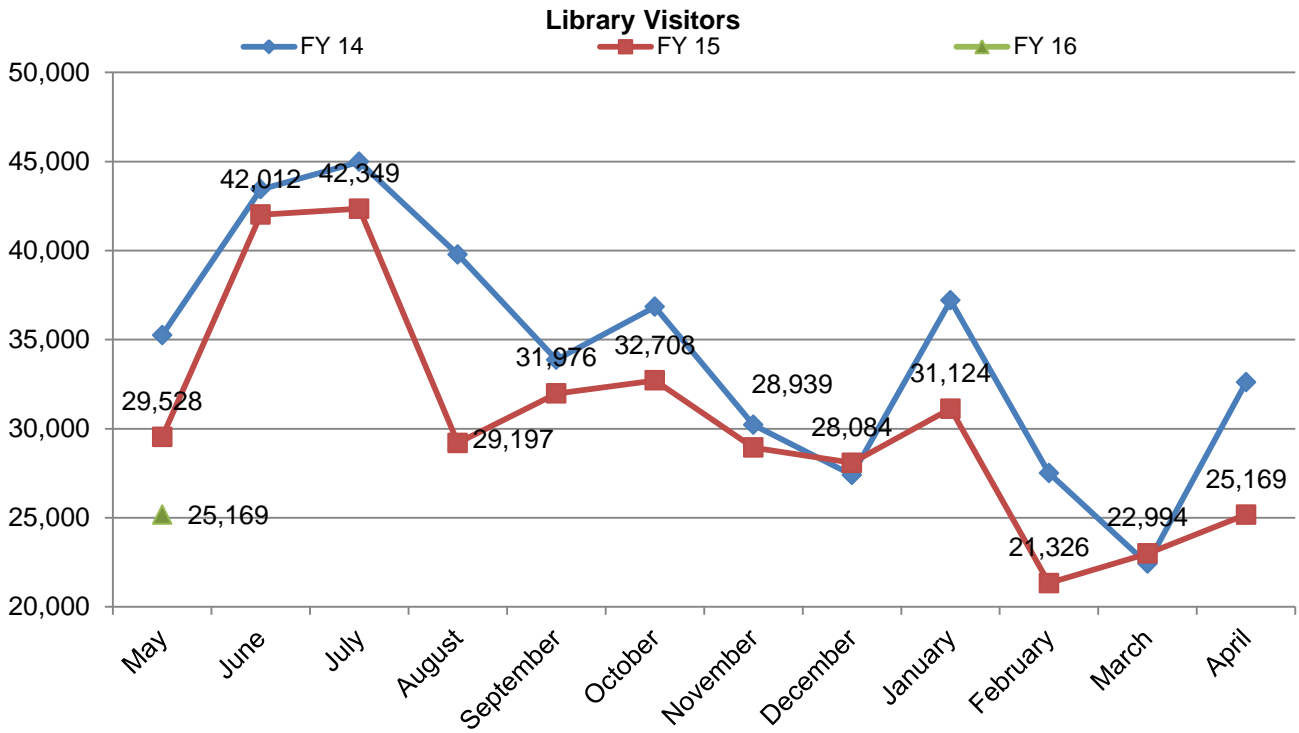
Georgia Bouda

May 2015 Edition

Library

Customers borrowed 109,664 items in May, 2015 which is 2166 or about 2% less than the 111,830 items borrowed in May, 2014. There were 25,169 visitors to the Library in May, 2015 compared to 29,528 in May, 2014. Staff answered 4232 questions from customers this month compared to 4344 questions answered in May, 2014.





Programs and Attendance in the month of May

Children Programs and Attendance:

- School visits – 15 visited – 7200 students
- Singing Swinging Story Time – 2 sessions – 24 attended
- Tails for Tales – 2 sessions – 30 attended
- Cub Scout visit – 8 attended
- St. Mary’s K visit – 16 attended
- Washington School 3rd grade visit – 60 attended
- Visited Brigham Head Start – 47 attended
- Visited Trinity Lutheran Head Start – 73 attended
- Visited Little Jewels (both locations) – 115 attended
- Visited Milestones Preschool – 19 attended

Teen Programs and Attendance:

- DIY Paracord Bracelets – 1 session – 9 attended
- Minecraft Tournament Makeup – 1 session – 5 attended
- Teen Thursday – 1 session – 0 attended

Schools for Books and Bites: Our Teen Librarian and the NPL youth librarian talked with these numbers of teens: Chiddix: 43; Evans: 63; Kingsley 92 ; Parkside 87

Freshman Mentoring Program at Normal West: Tiffany talked with 300 teens about summer teen library activities.

Adult Programs and Attendance:

Fiction Book Club – 1 session – 7 attended

Mystery Book Club – 1 session – 8 attended

Nonfiction Book Club – 1 session – 1 attended

Books on Tap – 1 session – 6 attended

History Book Club – 1 session -- 14 attended

SciFi Movie/Book Club – 1 session – 5 attended

Classic Movie Wednesday – 1 session – 7 attended

Anime Now for Adults – 2 sessions – 7 attended

Essentials in Business: Starting an Import/Export Business – 1 session – 16 attended

DIY Book Shelf with Tool Library – 1 session – 4 attended

DIY Handmade Soap – 1 session – 13 attended

Walt Whitman's Lincoln – 1 session – 17 attended

Embracing Seasons, Eating Seasonally – 1 session – 13 attended

There were 16 requests for individual appointments with a library staffer. Topics included several about ebooks, setting up an email account, filling out applications & making resumes, general Internet info., transferring music files, and finding a specific real estate listing. A blind customer needed assistance scanning and faxing a document. Another customer taking classes through an out-of-state school needed help keeping Java updated to access the coursework.





REC'D MAY 07 2015

May 1, 2015

City of Bloomington
Employee Activities Committee
109 W Olive St
Bloomington, IL 61701-5219

Dear Employee Activities Committee,

On behalf of Habitat's partner families, staff and Board of Directors, thank you for your donation of \$1,000.00. Donations from generous donors like you have allowed our affiliate to build homes and hope in McLean County for 30 years (1985 - 2015)! Your donation directly supports our mission and vision centered on affordable housing.

This letter verifies that your donation may qualify as a 2015 charitable contribution and that you received nothing of material value as a result of your gift. We are thankful for your gift and support to continue our mission of bringing people together to build homes, communities and hope.

Over the past 30 years, many lives have been changed through the process of building Habitat homes in our community and around the world. Volunteers and partner families have developed character, friendships and a strengthened sense of community. Donors continue to provide support and instill hope for qualified families each and every year.

Habitat is committed to act both locally and globally in an effort to see a world where everyone has a decent place to live. Our affiliate designates 90% of every donated dollar towards the construction of homes in McLean County with the additional 10% being tithed to Habitat International for support of home builds in both Haiti and Nicaragua. Since 1985, Habitat for Humanity of McLean County has served 155 families locally and 183 families globally.

Habitat continues to serve as a hand up, not a hand out. To qualify, partner families must show they have an existing housing need, be willing to partner with Habitat to build their house and be able to sustain a zero percent interest mortgage payment once their home is built. Our goal for 2015 is to partner with eight families through a combination of new home construction and renovation projects through our "A Brush With Kindness" program. Our mission continues to be serving more families in McLean County!

Sincerely,

A handwritten signature in cursive script that reads "Sarah Franzen".

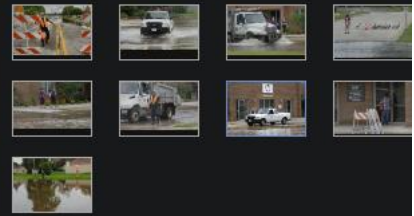
Sarah Franzen
Development Director

Photos: Rains flood Twin City street

Localized flooding closed Heartland Drive at Hershey Road after a storm water retention basin couldn't keep up with more than six inches of rainfall.

2 hours ago

(0) Comments



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DAVID PROEBER, The Pantagraph

A city of Bloomington engineering staff took Hewlett-Packard's motto to heart as it invented a shuttle service to get employees in a business complex to work after flooding on Heartland Drive prevented access to the building.

Joe DeGraeve/Cityblm@Cityblm, Larry Coleman/Cityblm@Cityblm, Adam Stojentin/Cityblm@Cityblm, Robert Henson/Cityblm@Cityblm, George Kutz/Cityblm@Cityblm
From: Pam Bertrand/Cityblm
Date: 06/11/2015 01:09PM
Subject: THANK YOU

1218 E Oakland called to say he greatly appreciates the fast response of coming back for his recycle.

Pam Bertrand
City of Bloomington
Public Works Department
Bloomington IL 61701

To: cwinterland@cityblm.org
From: gary calhoon
Date: 06/08/2015 12:39PM
Subject: Sewer inspection

Dear Ms. Winterland

I wanted to thank you for your prompt response this morning on having the sewer looked at 204 South State Street. The issue ended up being in our private line but the response through your office allowed them to proceed quickly.

Best Regards,

Gary Calhoon

To: publicworks@cityblm.org
From: TOM PEASLEY
Date: 06/09/2015 09:13PM
Subject: sidewalk

Just wanted to say thank you for fixing the broken sections of sidewalk in front of my house.

Tom Peasley
1603 E. Jackson

To: David Hales <dhailes@cityblm.org>
From: Mike Fitzgerald
Date: 06/09/2015 09:51AM
Cc: Tari Renner <mayor@cityblm.org>
Subject: Water Bill Problem

Morning David,

Just wanted to give a "well done" to a couple of folks in the water bill payment department. My check payment for last month has yet to be received or cleared through my bank. It was sent eight days prior to the due date and has disappeared. This nonpayment resulted in a late fee being charged to me for the past month's bill. Jeremy and Amanda in the billing department got me settled down today and I left a happy camper. They were both extremely professional in their manner of handling my situation and I just wanted to let you know how grateful I am. Please let them know of my appreciation and give them my thanks for a job extremely well done.

mike fitz

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

Recreation

“Thank YOU for all your organization and promotion of pickle ball! This was my first experience with the sport and thanks to BP&R it was great!!” – First Time Pickleball Player

“The program offered physical fitness. The Kids love it, and it’s fun!! The instructor is positive and fun and makes it an awesome experience.” – Tina, Mother of Jump Rope Athlete.

Bloomington Center for the Performing Arts

“Weird Al” Yankovic – Comments collected via SurveyMonkey

AMAZING!!! 6/5/2015 5:13 AM

It was two hours of nonstop enjoyment!! 6/4/2015 9:48 AM

Awesome 6/3/2015 11:08 PM

EXCELLENT performance...surprised how arriving for 2nd show wasn't a mess with 1st show folks leaving! 6/3/2015 2:17 PM

BEST CONCERT EVER! Also amazingly easy to find parking, the crowds weren't insane, it was BEST experience overall I've ever had. Will attend other events here! 6/3/2015 10:42 AM

Fantastic show. We bought tickets for our daughters 10th birthday (her first concert) and it was just phenomenal! We would definitely see him again. 6/3/2015 10:39 AM

Loved the show. 6/3/2015 10:30 AM

We absolutely LOVED the show! 6/3/2015 6:30 AM

Great seats (3rd row, center stage, upper deck); however, 2 stage lights were shining in my face during the event, made it hard to see at times. 6/2/2015 10:08 PM

One of the most entertaining shows I have ever been to! Loved having the 4 pm show time! 6/2/2015 10:03 PM

Weird Al put on a Hell of a show. My only complaint I'd that we couldn't understand half of his words. 6/2/2015 7:56 PM

Hilarious & very entertaining! 6/2/2015 7:36 PM

I loved this concert! 6/2/2015 6:38 PM

The concert was awesome. The performance was great. 6/2/2015 6:32 PM

KUDOS TO MS. SALAMONE FOR BOOKING THIS SHOW. WEIRD AL WAS AWESOME THX FOR ADDING 4 show 6/2/2015 6:18 PM

Best show ever!!! My daughter and I really loved it! 6/2/2015 6:02 PM

I knew we would have fun - but this was AMAZING!! My face hurt from 2 hours of non-stop laughing & grinning! 6/2/2015 5:49 PM

Great show, wish Weird Al came nearby more often. 6/2/2015 5:17 PM

best show to date! 6/2/2015 4:57 PM

Loved the show! 6/2/2015 4:16 PM

Staff very nice and helpful 6/2/2015 4:08 PM

It's a beautiful room with great sound. The staff is awesome as well. I love coming to shows here, although this is only my second. 6/2/2015 3:09 PM

Weird Al put on the best concert I have seen 6/2/2015 2:57 PM

One of the best shows I've ever seen 6/2/2015 2:16 PM

Great show - I'd go again tonight! 6/2/2015 2:10 PM

A might we'll be talking about for years! Too much fun. 6/2/2015 1:53 PM

Very entertaining! Weird Al never disappoints! 6/2/2015 1:44 PM

This was by far the best show I have ever seen at BCPA We LOVED it!!!! 6/2/2015 1:31 PM

A great theater. Not a bad seat in the whole place! 6/2/2015 1:28 PM

I love your site. Very easy to get to. Very accessible. Parking was great. Building was wonderful inside and out. very friendly/courteous staff. 6/2/2015 12:59 PM

I've never seen a concert there before and I was concerned because we were in the very back row on the main floor. I shouldn't have worried - there was no problem seeing the show! 6/2/2015 12:53 PM

the show and the venue were both great. I did gt a little lost finding the place, but that's only because I had never been there before, so it's not a big deal. 6/2/2015 12:51 PM

Sound quality was an issue at times (the performer's mic cut out a handful of times) and it was very, very loud. 6/2/2015 12:47 PM

He puts on quite a show! 6/2/2015 12:46 PM

superb family entertainment! 6/2/2015 12:30 PM

it was a fantastic show 6/2/2015 12:27 PM

I wish those that had bought tickets first had not had to see the "second" show 6/2/2015 12:25 PM

With most stairwells and exists chained or blocked off coupled with how long it took everyone to slowly exit the building at the end of the show, I found myself wondering how safe the exit procedures would have been in the event of a fire or similar unexpected disaster. 6/2/2015 12:24 PM

If i could rate it more than that, I would 6/2/2015 12:19 PM

on a 1-10...13+!!! 6/2/2015 12:16 PM

The concert was awesome!!! Especially going thru the hallways up to the stage in the beginning song. 6/2/2015 12:13 PM

AMAZING. Had never seen Weird Al in person before and it was the best thing ever. 6/2/2015 12:13 PM

Fantastic venue and staff and show 6/2/2015 12:06 PM

Courteous staff, clean and well organized 6/2/2015 12:02 PM

Professional, fun, energetic and entertaining from start to finish! 6/2/2015 11:52 AM

Working with Weird Al to let him do the concert intro by walking through BCPA in order to mimic his "Tacky" music video was great! That takes a lot of coordination and the BCPA crew did a good job at the 4pm show making it happen. 6/2/2015 11:50 AM

I brought my 8 year old son and we both loved it 6/2/2015 11:49 AM

Awesome show! 6/2/2015 11:49 AM

Lovely performance. Sad I didn't have a 10 year old cousin to take to the event. 6/2/2015 11:48 AM

Fantastic show! Such a cool, intimate venue 6/2/2015 11:47 AM

A total blast. Entertaining from start to finish. 6/2/2015 11:45 AM

Amazing show, hope he comes back next tour 6/2/2015 11:44 AM

Weird Al is the best, and I enjoyed seeing him in a smaller venue. Parking situation was great. 6/2/2015 11:44 AM

Wonderful show, wonderful venue 6/2/2015 11:43 AM

Weird Al put on a great show - the theater was amazing! 6/4/2015 8:24 AM

Awesome 6/3/2015 11:08 PM

very happy with all the shows we have attended never disappointed love the BC PA 6/3/2015 11:02 PM

Beautiful facility 6/3/2015 1:12 PM

I would prefer to print my tickets at home. Going to the box office to pickup the tickets wasn't very convenient. 6/3/2015 11:51 AM

The staff was also amazing! All around superb! 6/3/2015 10:42 AM

Thank you for a wonderful evening's entertainment! 6/2/2015 10:03 PM

Please ask Weird Al to come back! 6/2/2015 7:36 PM

The entire evening was wonderful! The staff were courteous, efficeint, friendly and very helpful. The show was top notch. The theatre, simply beautiful. A+++++ 6/2/2015 5:20 PM

Weird Al, as always, was AMAZING!! 6/2/2015 5:14 PM

Please bring Weird Al back again! 6/2/2015 4:16 PM

Excellent job. 6/2/2015 1:53 PM

The BCPA looked absolutely Gorgeous!!!! 6/2/2015 1:31 PM

Fantastic Show!!! 6/2/2015 1:17 PM

BCPA was wonderful. 6/2/2015 1:05 PM

Everything went well. I arrived within minutes of the performance start time but had no trouble parking or picking up will call tickets. Friendly usher helped me to my seat with no problems. 6/2/2015 12:59 PM

I loved the venue - it was intimate, which added to the excitement of the crowd! 6/2/2015 12:53 PM

29 Very nice place! 6/2/2015 12:42 PM

You guys are doing an excellent job of booking interesting shows. Waiting for 2015-2016 tix sales tomorrow! 6/2/2015 12:30 PM

need radio promos and free ticket chances 6/2/2015 11:55 AM

Great show, good sound 6/2/2015 11:50 AM

Tickets were only an issue because they went so fast, parking was a bear though, but the place was full so that is good! 6/2/2015 11:48 AM

I was pleased that we timed our arrival right, in order to find convenient parking between the first and second shows. Having that email sent to us helped a great deal!
6/2/2015 11:47 AM

The volume was a tad too loud, but I dealt with it. 6/2/2015 11:45 AM

Seats were quite small. 6/2/2015 11:44 AM

If I could click something higher than "Very Good" for most of these, I would. 6/2/2015 11:43 AM

Very nice facility 6/4/2015 9:48 AM

best entertainment around 6/3/2015 11:02 PM

Especially shows like Weird Al and Nitty Gritty Dirt Band! 6/2/2015 10:03 PM

It's a pretty good venue but I hate that it's do heavily subsidized. 6/2/2015 7:56 PM

7 I would like it if you could bring Jeff Tweedy / Wilco, or Needtobreathe to the BCPA. 6/2/2015 6:41 PM

Sure, if an artist / event I'm interested in is playing at the BCPA. 6/2/2015 5:17 PM

I love this venue! 6/2/2015 4:16 PM

It is about 2 hours away but if there is a good show I will definitely come back. 6/2/2015 12:59 PM

If weird al comes back to BCPA in the future, I would definitely go again. It was the first concert my kids have ever been to, and it was awesome. 6/2/2015 12:51 PM

BCPA is a local treasure! 6/2/2015 11:52 AM

I got your mailing yesterday and am quite enthused about many upcoming shows. 6/2/2015 11:43 AM

keep up the great work you're doing a fabulous job 6/3/2015 11:02 PM

We appreciate all the good work done by the staff and volunteers at the BCPA! 6/3/2015 9:43 PM

We went to Anju Above (restaurant above Epiphany Farms restaurant) after the show and met another couple having dinner prior to the 2nd Weird AI performance. I think Epiphany Farms and/or Anju Above (same company) make a great partner with Bloomington Center for the Performing Arts shows. We walked from the BCPA to Anju Above - easy and enjoyable. :-)

6/3/2015 6:19 PM

Appreciate the variety of acts you book...

6/3/2015 2:17 PM

Beautiful venue. I can't wait until my next experience there.

6/3/2015 10:39 AM

The show was fantastic had a great time. The ushers are very helpful and I will be coming back for more shows in the future.

6/3/2015 5:11 AM

The staff is always very friendly and helpful.

6/2/2015 10:03 PM

Great venue and awesome show

6/2/2015 7:36 PM

Very nice place!

6/2/2015 6:02 PM

Other than parking it is a splendid venue!

6/2/2015 4:33 PM

I've seen numerous shows at this venue. Weird AI was one of the best!

6/2/2015 4:16 PM

This was our sons first concert. They are 7 and 9. They love Weird AI. This was perfect for them. Not too crowded, easy to see the stage, not too loud, and ease of getting merchandise after the show was great! Thank you!!

6/2/2015 4:09 PM

We had a great experience

6/2/2015 4:08 PM

Great show! AI even signed something for my son after the show. Very positive experience!

6/2/2015 3:48 PM

Had a great time!

6/2/2015 3:09 PM

We were pleasantly surprised to be able to get 3 tickets to the 4:00 show when several seats were made available just a few days prior to the event. I was notified through an email from BPCA. thank you.

6/2/2015 2:46 PM

We always go to the pancake days too. :)

6/2/2015 1:53 PM

Fantastic

6/2/2015 1:31 PM

AWESOME SHOW! Thanks for adding a second show!

6/2/2015 1:23 PM

Love the variety of offerings by BCPA!

6/2/2015 1:17 PM

You can never go wrong hosting Weird Al (especially twice in one day). 6/2/2015 12:59 PM

Very, very pleasantly surprised! 6/2/2015 12:53 PM

The venue itself is lovely! 6/2/2015 12:47 PM

It was great! 6/2/2015 12:38 PM

It was a wonderful show in a beautiful theater. Parking was easy to find and ample. The ushers were friendly, knowledgeable and pleasant. 6/2/2015 12:38 PM

excellent lineup for 2016! 6/2/2015 12:30 PM

In nice the old Shriner Temple building is being so well maintained. 6/2/2015 12:24 PM

More comedians and more concerts 6/2/2015 12:16 PM

Fantastic! My son and I had a great time. 6/2/2015 12:06 PM

Had a blast! 6/2/2015 11:49 AM

Big fan of the BCPA and think this one of the bigger shows they have had. I know Weird Al is doing the Chicago Theater right after this event. It would be great to see more events like this in town
6/2/2015 11:48 AM