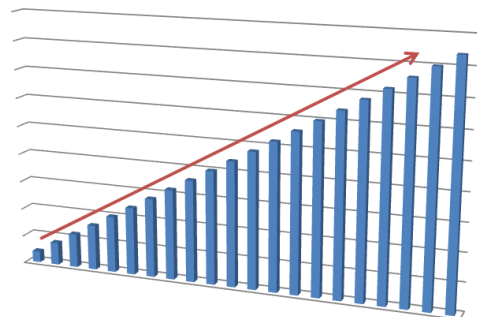




CITY MANAGER'S REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





Inside This Issue

City of Bloomington Elected Officials	2
City of Bloomington Administration	2
Continuous Journey Toward Excellence	3
Welcome from the City Manager	4
Strategic Plan 2010 →2015 →2025	5
Spotlight City: Public Safety Staff	6
Executive Summary	7
Police Department	9
Fire Department	15
Water Department	21
Parks, Recreation & Cultural Arts Department	24
City Clerk	31
Compliments to the City	32

Upcoming Community Events

- [Holiday Pictures with the Reindeer at Miller Park Zoo](#), November 14, 1:00 PM – 3:00 PM, \$20 per family
- [Skate with Thunder](#), Pepsi Ice Center (201 Roosevelt Ave.), November 14, 12:30 PM – 1:45 PM
- [Jeff Tracts: Impressionist, Singer](#), BCPA (600 N. East St.) November 15, 2:00 PM
- [37th Annual Turkey Trot](#), Miller Park Pavilion (1020 S. Morris Ave.) November 26, Free for All Ages

Upcoming Meetings

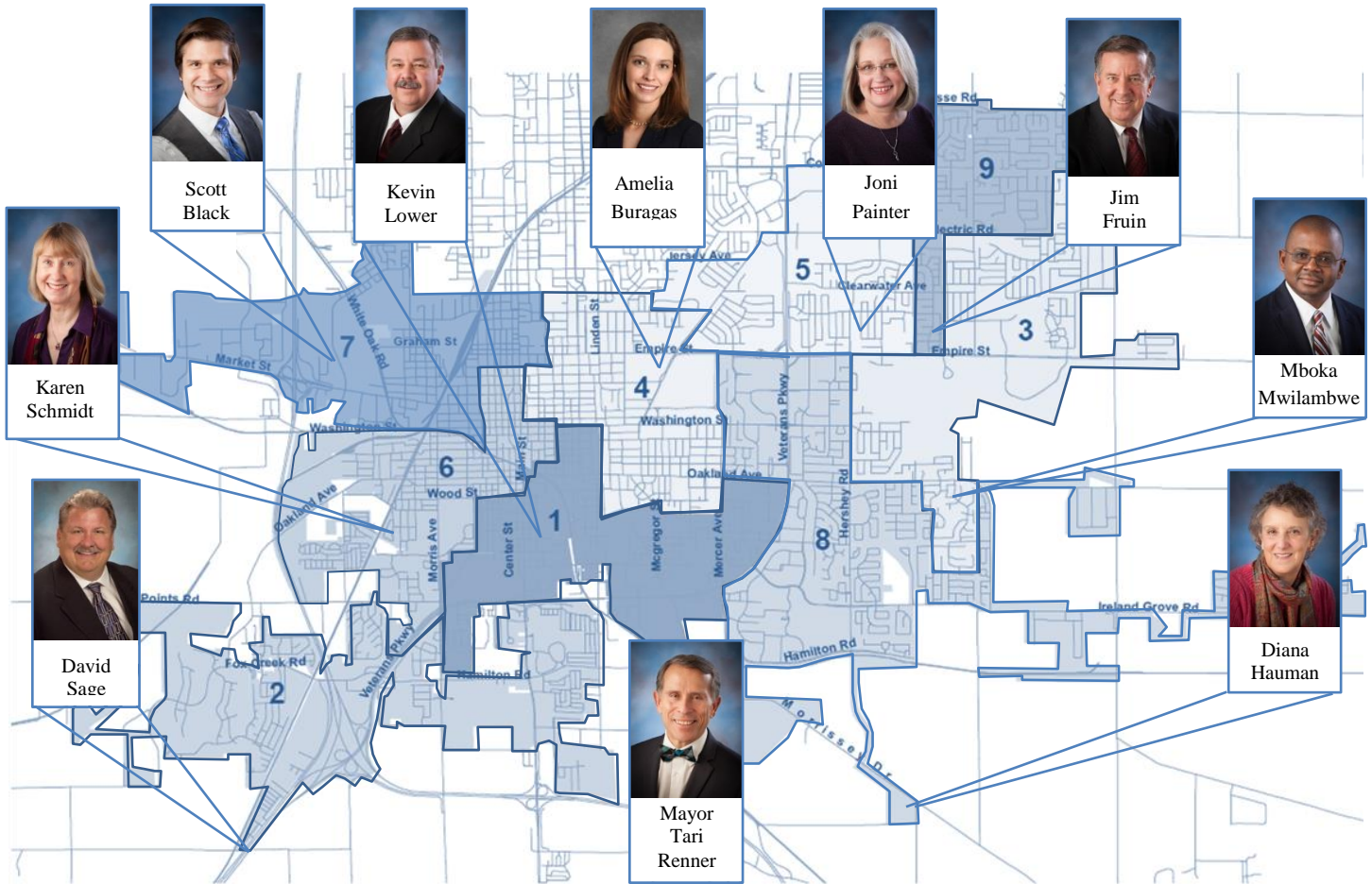
- Liquor Commission meeting, November 10, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, November 12, 4:00 p.m. – 6:00 p.m. City Hall
- Historic Preservation Meeting November 19, 5:00 p.m. – 6:00 p.m. City Hall
- Citizens' Beautification Committee November 19, 7:00 p.m. – 9:00 p.m.

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

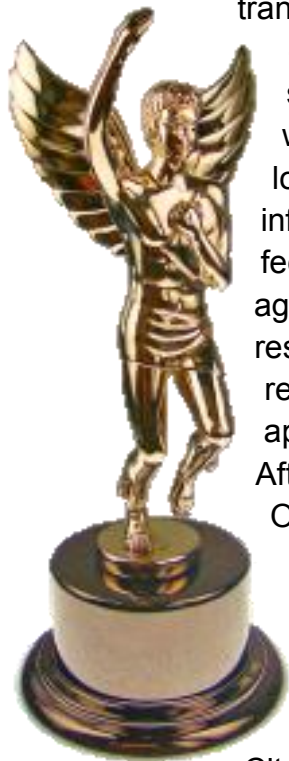


City of Bloomington Administration

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
Director of Water: Bob Yehl
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, 2015 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 8 jurisdictions which received this honor in 2015.
- 2011, 2012, 2013, 2014 **Government Finance Officers Association (GFOA)** Distinguished Budget Presentation Award recipient. In order to receive the budget award, entities must satisfy nationally recognized guidelines for effective budget presentation. These guidelines are designed to assess how well an entity's budget serves as: a policy document, a financial plan, an operations guide, and a communications device.



City Manager



David A. Hales

Welcome from the City Manager

September 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 September 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

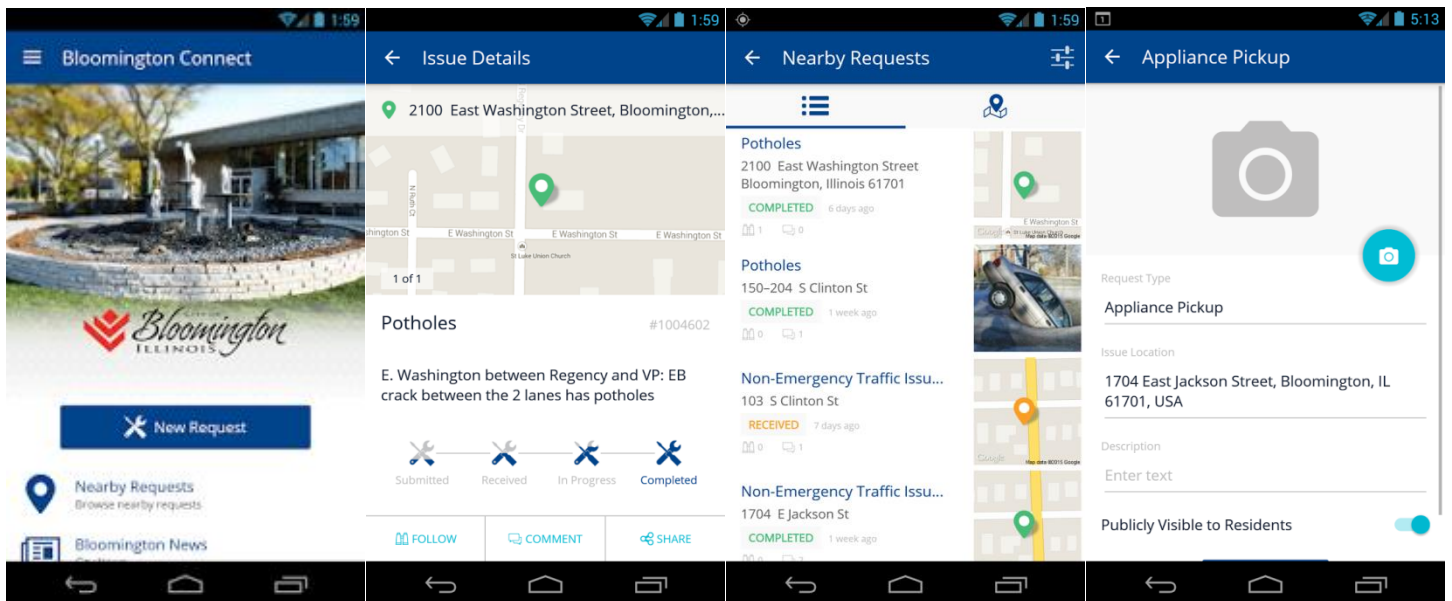
Spotlight City: Public Safety Staff

myBloomington App Officially Launches

After completing a beta test phase, the City of Bloomington's myBloomington app for smart phones and other devices has officially launched.

The myBloomington app allows users to report issues like potholes and malfunctioning street lights, all from their smart phones and other devices. Several request types are currently available, and additional functionality will be added in the future.

"This application provides another way for the community to communicate with their government," explains Communication Manager Nora Dukowitz.



myBloomington is available as a free app in both the Apple App Store and Google Play Store.



Executive Summary

Police Department

- On average there were five general detectives working per day with each general detective assigned approximately 14 cases and the Domestic Violence detectives (2) assigned 51 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 36 cases. **(Page 9)**
- Four detectives are assigned to the Vice unit with 3.63 on average working per day. Detectives completed six days of training. The Unit worked with CID to arrest two subjects for the burglary of a local pharmacy in which a large amount of pills were stolen. Detectives were also kept busy with three drug trials during the month of September. All three trials resulted in guilty verdicts. **(Page 10)**
- Six officers and two supervisors are assigned to Street Crimes with an average of 5.59 working per day. Officers completed 19 days of training. Street Crimes made 24 probable cause arrests and eight warrant arrests, seized 28.9 grams of cannabis, 3.5 grams of crack cocaine, 4 dosage units of amphetamine, and one pistol. **(Page 10)**
- During September there were 12 days of Downtown Hireback. A total of 20 pairs of officers, including 10 pairs assigned from third shift patrol, worked during the month. Totals for the month include 149 bar checks, 38 ordinance violations issued, eight parking citations issues, one traffic citation issued, 33 fights, 18 calls for service, eight arrests, five vehicles towed, and 135.75 overtime hours worked. **(Page 14)**

Fire Department

- In September the Fire Department ran 942 calls for service. This is the third month in a row with incident numbers over 900. This is a good indication of the rise in the number of calls for service that the Department is tasked to provide to our community. **(Page 16)**
- As in most months, the majority of the calls were EMS related which accounted for 725 calls for service in September. The 725 calls for service resulted in a total of 714 patients treated and 595 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems. **(Page 17)**
- The total for billing for the month was \$390,029. The total for revenue for the month was \$163,369. The Contractual-Write offs total for the month were \$203,489. Bad Debt transferred to third party collections was \$37,396.**(Page 18)**

Water Department

- The City experienced above average precipitation, approximately 4.5 inches of rain (shown in inches of liquid precipitation; rain or melted snow) in September. The monthly average precipitation for September is approximately 3.1 inches. Both reservoirs remained full, continuing the trend observed over the summer. **(Page 21)**

- During the month, the City experienced 5 water main breaks/water main leaks. The calendar year 2015 total through September resulted in 76 main breaks, as compared to an average of 82 main breaks for the last seven years. **(Page 21)**
- The Department installed 193 Radio Frequency (RF) meters during the month of September. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 193 meters installed for the month, and 787 meter conversions performed so far this fiscal year, the Department has achieved approximately 26% of our goal for the year. **(Page 22)**
- The Water Transmission Main Relocation for the Main Street Bridge replacement was underway in September. The relocation of the City's transmission mains allow for the Illinois Department of Transportation to replace their bridge structure in 2016. Careful internal coordination and discussions with the contractor ensure service to our customers is not interrupted. **(Page 22)**

Parks, Recreation & Cultural Arts

- The mainstage 2015-16 BCPA season kicked off on September 20th with a one man show of Wild Bill Hickok. Illinois native Walt Willey, best known for playing Jackson Montgomery on the soap opera All My Children, rode down from Ottawa and presented his version of Wild Bill's life. Following the show he gave a 20 minute talk back from the stage and then proceeded to the lobby for an autograph signing with photos. (photo right) **(Page 24)**
- Attendance for the BCPA was 7,369 for September on-site events, activities, meeting, etc. The Facility usage was 47 on-site functions. **(Page 31)**
- The month of September brings the golf season into the first month of the fall season. While September often has the best playing weather of the year, many golfers simply put their clubs in the garage once Labor Day hits. A variety of events such as: kids in school, NFL football, fall yard work, etc... are on the front of the golfers mind in September. However, the courses took up "battle" with weekend football on the television and ran an afternoon golf special on weekends provided two or more golfers came out to play. Staff was very pleased to see this promotion bring in 650 rounds of weekend afternoon golf for the last three weekends of the month Overall, these new events and specials brought numerous rounds to the courses and word of mouth advertising across town. With these events and the help of some nice weather, we were able to see 300 more rounds played this month than last September. **(Page 25)**
- Revenue from the Miller Park Zoo gate admission was up 11.3% 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 26)**
- The Pepsi ice Center remains on track to have the highest revenue producing year in it's history. This will also be the fourth straight year of increases, with growth in all programs. Learn to Skate registration has grown 5% over last year, and Youth Hockey programs have increased by 5.66%. **(Page 28)**





Police Chief



Brendan Heffner

September 2015 Edition

Police Department

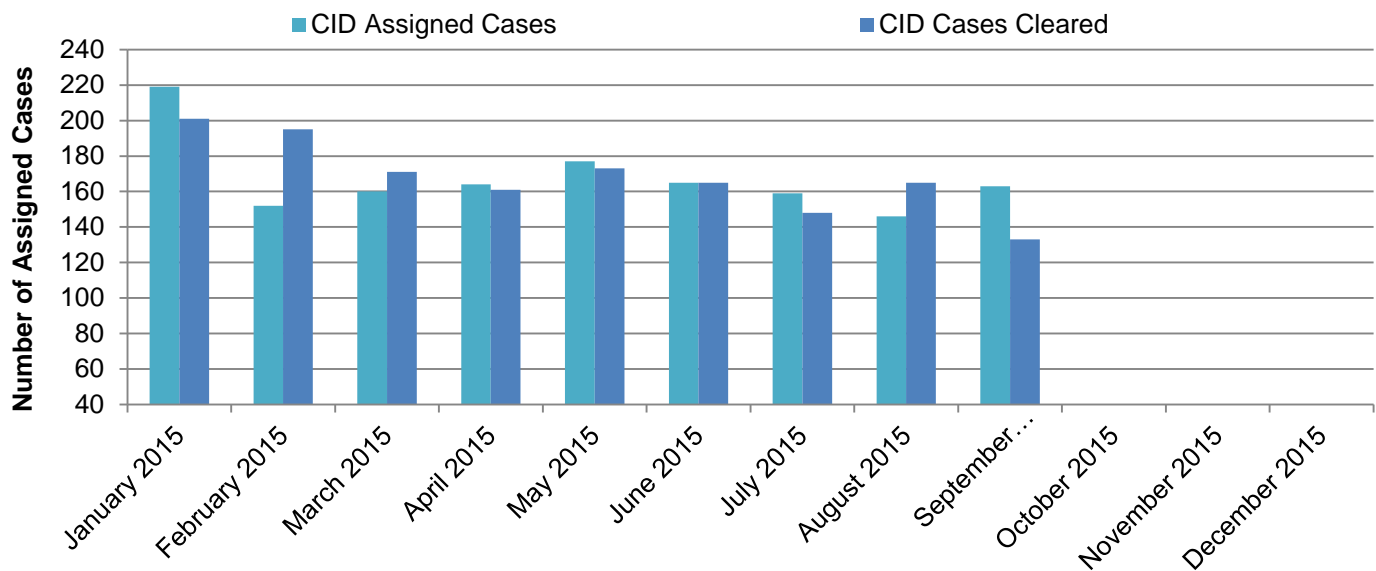
Criminal Investigations Division (CID)

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

On average there were five general detectives working per day with each general detective assigned approximately 14 cases and the Domestic Violence detectives (2) assigned 51 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 36 cases.

CID assigned 94 new cases for investigation. The case load carried by CID had the following dispositions: 23 cases were cleared by arrest, 4 cases were cleared with juvenile arrest, and 88 were administratively closed, exceptionally cleared or were unfounded. One hundred fifty-six incidents of domestic violence were reviewed in September.

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 14 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 Bloomington office opened 15 felony cases and closed 11 of them. Arrests include four hands on felony arrests, three arrested by other agencies, two self-surrendered after they found the US Marshals were looking for them, and two investigations terminated after subjects were found out of the state of Illinois and the State's Attorney Office declined to extradite them back.

Notable cases for September include a subject wanted for reckless discharge of firearm and arson. Another subject was wanted for aggravated battery with a firearm. Third shift was able to locate the subject and arrest him.

VICE Unit

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

Four detectives are assigned to the Vice unit with 3.63 on average working per day. Detectives completed six days of training. The Unit worked with CID to arrest two subjects for the burglary of a local pharmacy in which a large amount of pills were stolen. Detectives were also kept busy with three drug trials during the month of September. All three trials resulted in guilty verdicts.

Eight new cases were opened, eight cases were closed, and one search warrant was served. The Vice unit purchased 10.7 grams of crack cocaine, 1.5 grams of powder cocaine, 9.6 grams of cannabis, and 45 dosage units of oxycodone. They seized 16.7 grams of crack cocaine, 119 dosage units of oxycodone, 53 dosage units of amphetamine, 47 dosage units of alprazolam, 35 dosage units of hydrocodone, 30 dosage units of clonazepam, and 28 dosage units of morphine.

Street Crimes Unit

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

Six officers and two supervisors are assigned to Street Crimes with an average of 5.59 working per day. Officers completed 19 days of training. Street Crimes made 24 probable cause arrests and eight warrant arrests, seized 28.9 grams of cannabis, 3.5 grams of crack cocaine, 4 dosage units of amphetamine, and one pistol.

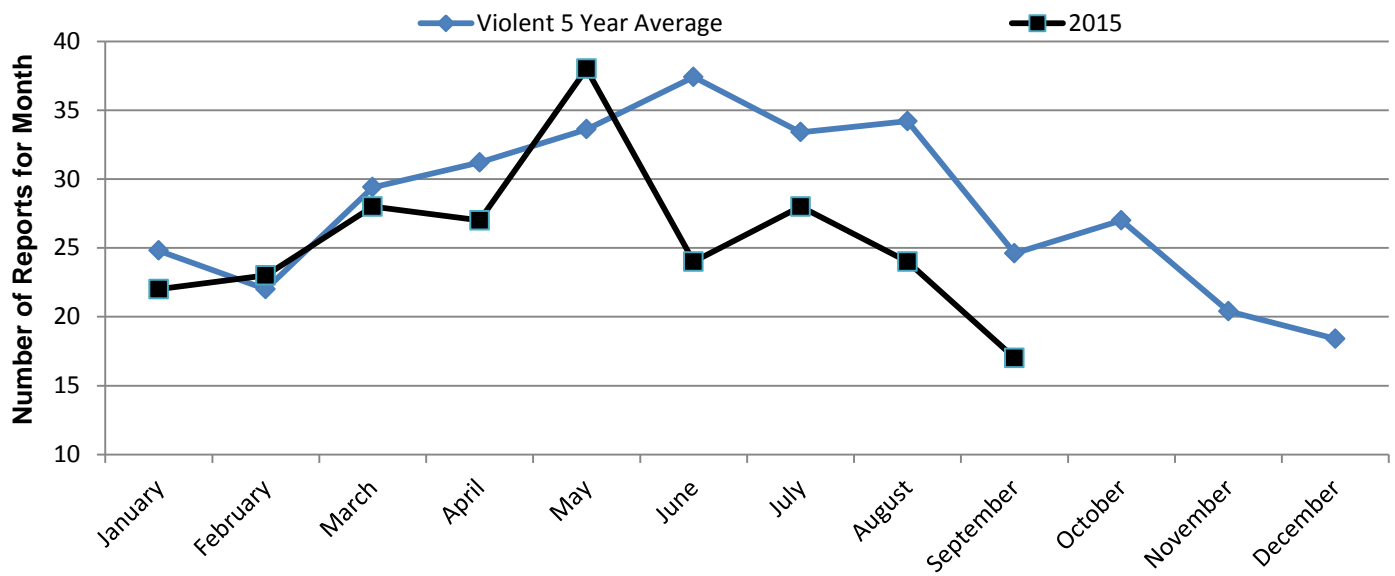
Criminal Intelligence and Analysis Unit (CIAU)

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

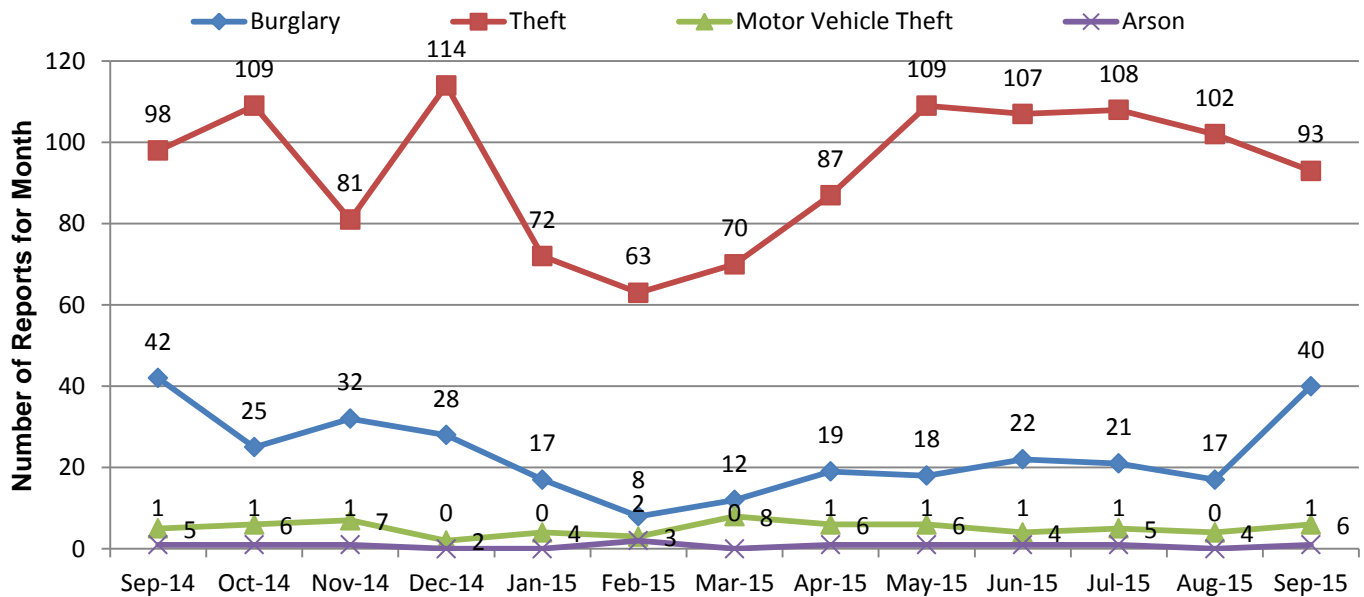
CIAU spent much of their time providing tactical investigative support to four shots fired investigations, a pharmacy burglary, and armed home invasion and a crime series involving burglaries to apartment complexes.

Two members attended the Cook County Regional Organized Crime conference in Chicago where they learned new techniques regarding electronic investigation methods. Staff also met with representatives from Illinois State University's Health Sciences Department regarding some future environmental studies involving local crime data. One member attended the regional Joint Terrorism Task Force meeting in Peoria, IL.

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							
Range (sec)	0-10	11 to 20	21 to 30	31 to 40	41 to 50	51 to 60	>=61 0
Calls	2436	34	0	0	0	0	0
%	99%	100%	100%	100%	100%	100%	100%

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

One telecommunicator resigned so staffing is now at 14. Interviews and background screening will take place in October. The manager attended McLean County Area EMS Advisory Board meeting, attended the annual Illinois Emergency Management Agency Training Summit, and Motorola Solutions technology meeting in Urbana. Final preparations took place for Fire Priority Dispatch System and CAD upgrade. A total of \$12,700 in alarm ordinance violations were issued.

Incoming Phone Calls	
Administrative (non-emergency)	7,140
911 Calls (wireline & wireless) total	2,284
911 Calls - Wireline	350
911 Calls - Wireless	1,749
911 VoIP Calls	184
911 Unknown	1
Total All Calls	11,767
Dispatched Calls	
Police	5,811
Fire and EMS	836
Total Dispatched Calls	6,647
Daily Call Averages	
Administrative (non-emergency)	238
911 Calls – Wireline and Wireless	76
All Calls per day average	392
Police Dispatches	194
Fire and EMS Dispatches	31
Average Dispatches per day	225

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 21 officers with an average number working each day of 9.3. Considerable time was spent working on training including Pistol Qualifications, Search and Seizure class, Law Update, Verbal Judo, drug investigation training, supervisor liability training, and SWAT training. One officer is in the Field Training program. Day shift focused on traffic enforcement concerning speed limits and cell phone violations. Seventy-four incidents of sex offender related problems were handled by first shift. The Offender Watch 500 project has 431 registered users. The system sent out 8851 community notices so far in 2015. During September, 1074 notices were sent.

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 10.6 officers working each day. Officers worked several STEP details around town in response to speed complaints. Officers also patrolled the Old Town Neighborhood in response to juvenile complaints.

Notable calls for service include an armed robbery with a knife, multiple shots fired at a house, shots fired in the 900 block of W. Wood, and shots fired at Front and Morris.

Third Shift 11 p.m. – 7 a.m.

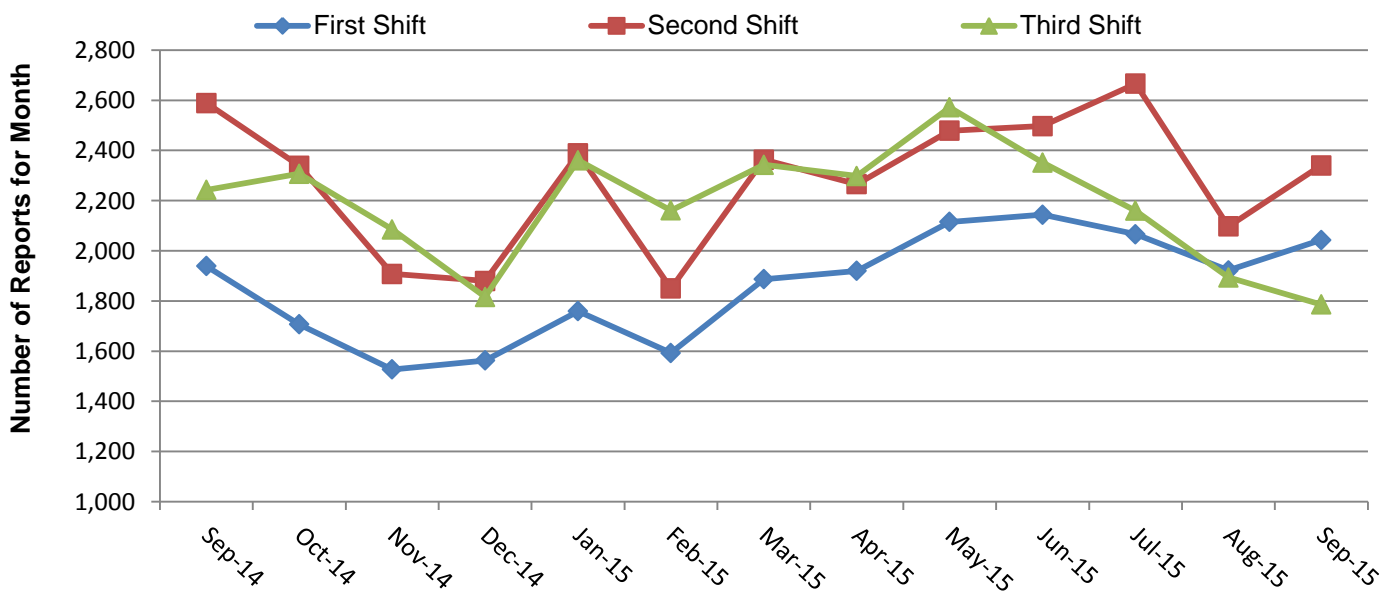
Strategic Plan Goal 3: Strong Neighborhoods; Objective a. Residents feeling safe in their homes and neighborhoods

There are 16 officers assigned to third shift with 8.8 working per night.

Notable calls for service include juvenile subjects stopped by officers. One was wanted on a warrant for involvement in a shooting incident. Subject was taken into custody. Officers responded to several reports of shots fired. Witness accounts of the incident led officers to an area on Tracy Drive where a loaded handgun was recovered and traced to the subject detained.

Violation	Month Total	Year Total
Seat Belt/Child	3	40
Speeding	59	478
All Other Traffic	397	3,419
DUI Arrests	22	218

1 Year Police Department Calls for Service by Shift and Month



Administration

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

Public Affairs Officer Mayer completed several news releases and media interviews. She attended the Labor Day Parade, Focus meeting, Explorers meeting, Recovery Court, Communication Training class, Job Expo at the Interstate Center, and completed a range training day.

SRO Day translated Spanish for a family on three occasions, completed a lock down drill for Bent Elementary, presented Hybrid Gang Trends to administrators, arrested a student for dealing cannabis on school grounds, recovered stolen keys, several interactions with students concerning questions, and investigated damage to a door.

SRO Hirsch presented to 60 students regarding law enforcement as a career, spoke to six students about classroom behavior and grades, met with three parents regarding their student's use of drugs, alcohol and sexual activity, conducted lockdown drill with all students in attendance, conducted evacuation drill, removed six students from class for poor behavior, investigated several fights, made an arrest, report and follow-up on a battery to a teacher, spoke with 12 parents regarding truancy, theft and drug use, and assisted with three home visits.

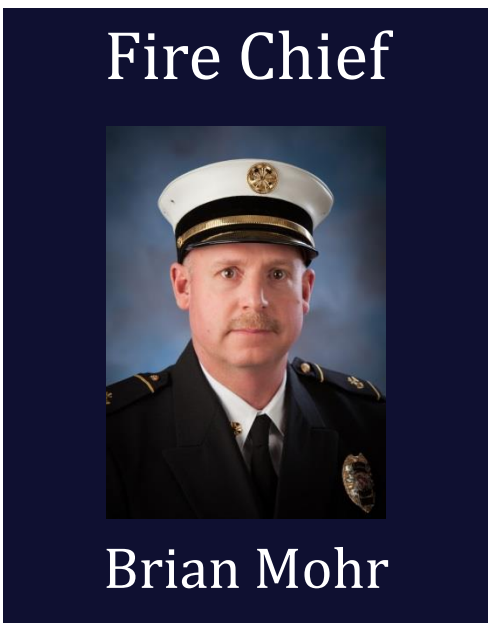
SRO Wagehoff conducted lock down/evacuation drills, had an underage intervention with a student, gave a talk to ISU Criminal Justice students regarding juvenile law, and investigated one criminal defacement, one aggravated assault, one missing person, one check well-being, one runaway, three fights, two battery, 13 disorderly conduct and one order of protection.

Downtown Activity

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

During September there were 12 days of Downtown Hireback. A total of 20 pairs of officers, including 10 pairs assigned from third shift patrol, worked during the month.

Totals for the month include 149 bar checks, 38 ordinance violations issued, eight parking citations issues, one traffic citation issued, 33 fights, 18 calls for service, eight arrests, five vehicles towed, and 135.75 overtime hours worked.



Fire Chief

Brian Mohr

Fire Department

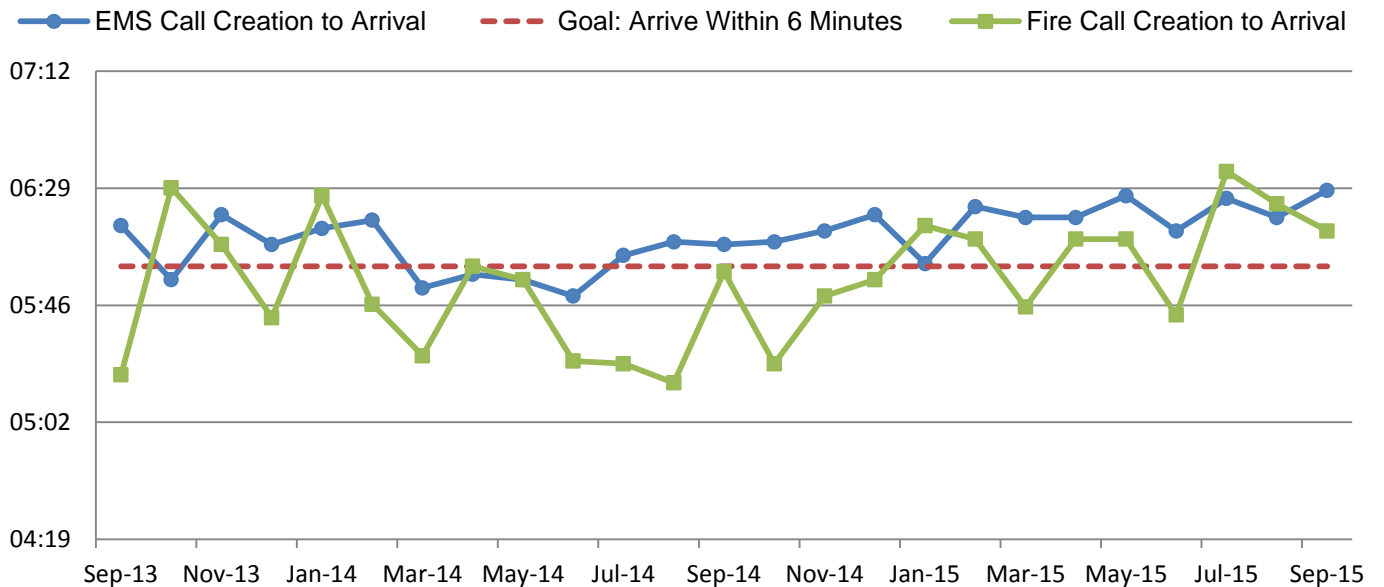
September 2015 Edition

Fire Response Date

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

Fire Response Type	September 2015	Previous 12 Month Average
Fire Reponses	202	208
Structural Fires	7	9
Estimated Dollar Losses (Property & Contents)	\$43,215	\$86,870

Fire & EMS Call Response 2 Year Analysis



Top 5 Fire Response Types for September 2015

Response Type

554: Assist Invalid

700: False Alarm

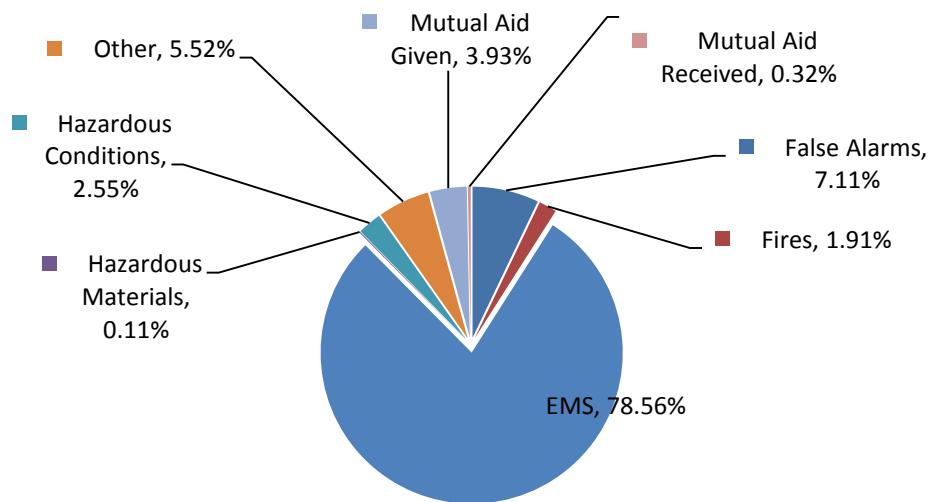
735: Alarm system sounded due to malfunction

745: Alarm system activation, no fire – unintentional

611: Dispatched & cancelled en route

In September the Fire Department ran 942 calls for service. This is the third month in a row with incident numbers over 900. This is a good indication of the rise in the number of calls for service that the Department is tasked to provide to our community. As we get busier and as the call volume continues to climb time committed to other areas will begin to decrease. The members of the Department are still inspecting hydrants, doing preplans and training. All of these activities consume the hours in the day.

Fire Department Types of Calls for Service September 2015

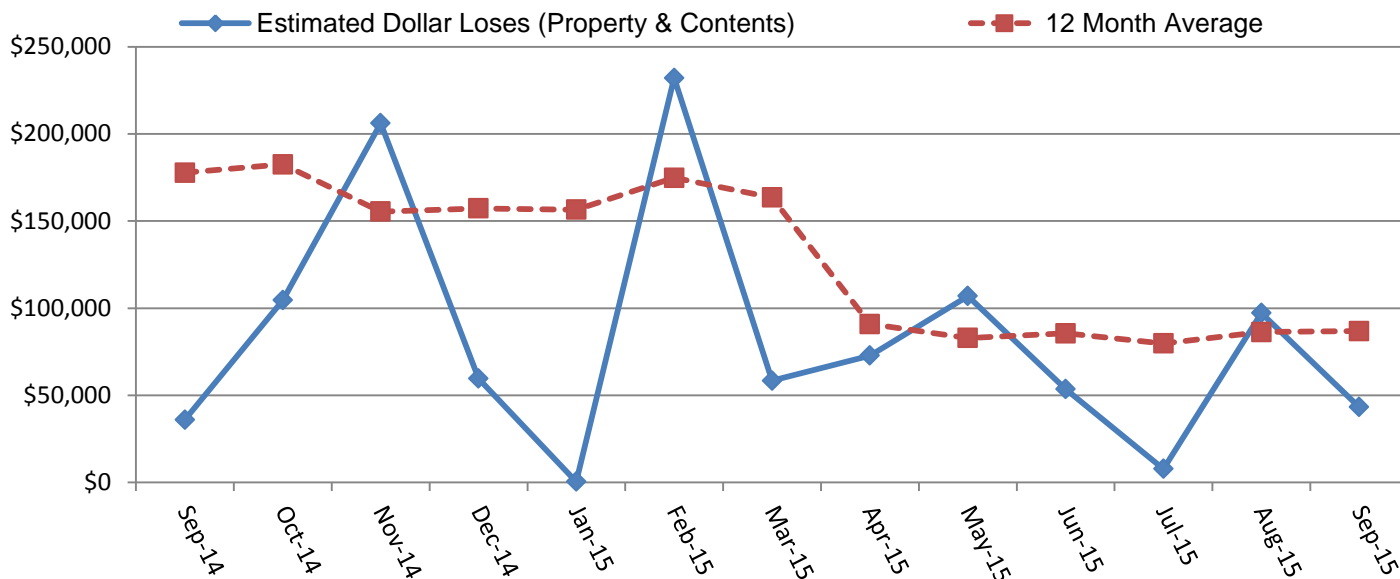


694 hydrants were inspected by Fire Service personnel during the month with an average of 15 minutes at each hydrant totaling to 173.5 hours. With 18 preplans completed it adds more hours to the day. A good preplan will take from 20 minutes to one hour depending on the size and complexity of the occupancy being planned.

In addition to those hours the Department recently entertained another class for the Citizens Academy and also assists with the Bloomington Area Career Center two days a week with their Fire Science program.

As you can tell we are a very busy Department and continue to get busier. We have been able to keep up with the demand for services and will continue to serve the citizens of Bloomington to the best of our ability.

Dollar Loss Due to Fire Damage



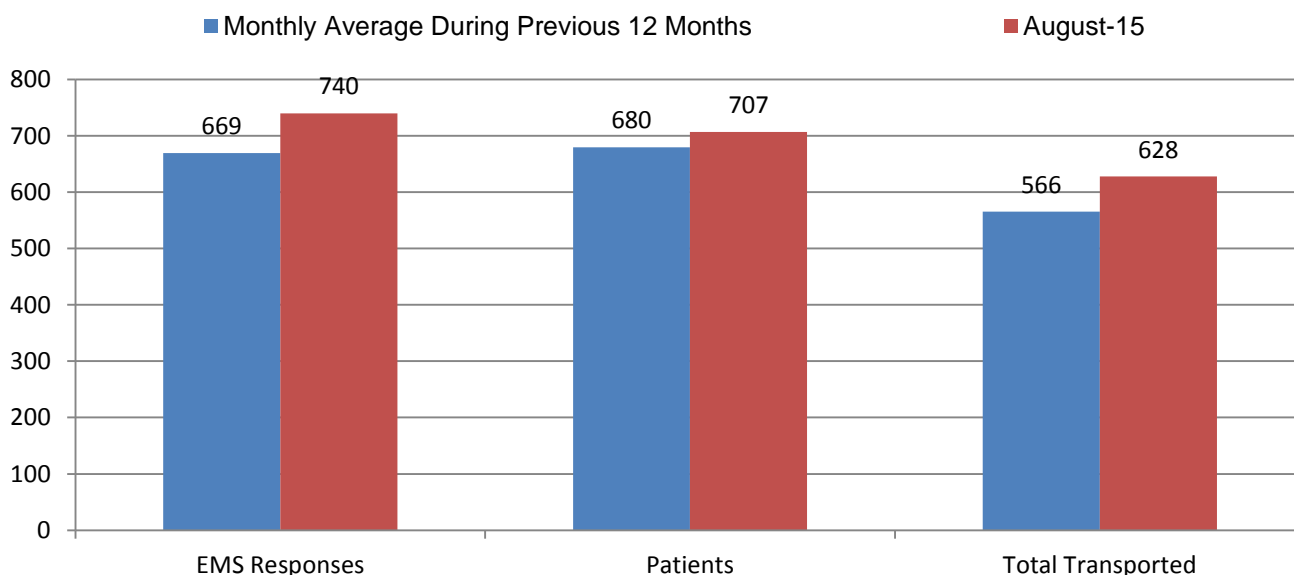
Emergency Medical Services (EMS)

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

Activity Summary

As in most months, the majority of the calls were EMS related which accounted for 725 calls for service in September. The 725 calls for service resulted in a total of 714 patients treated and 595 patients transported. For the month, the three most common EMS report types include Sick Person, Fall Victim and Psychiatric Problems.

EMS Responses: September 2015 and Previous 12 Month Average

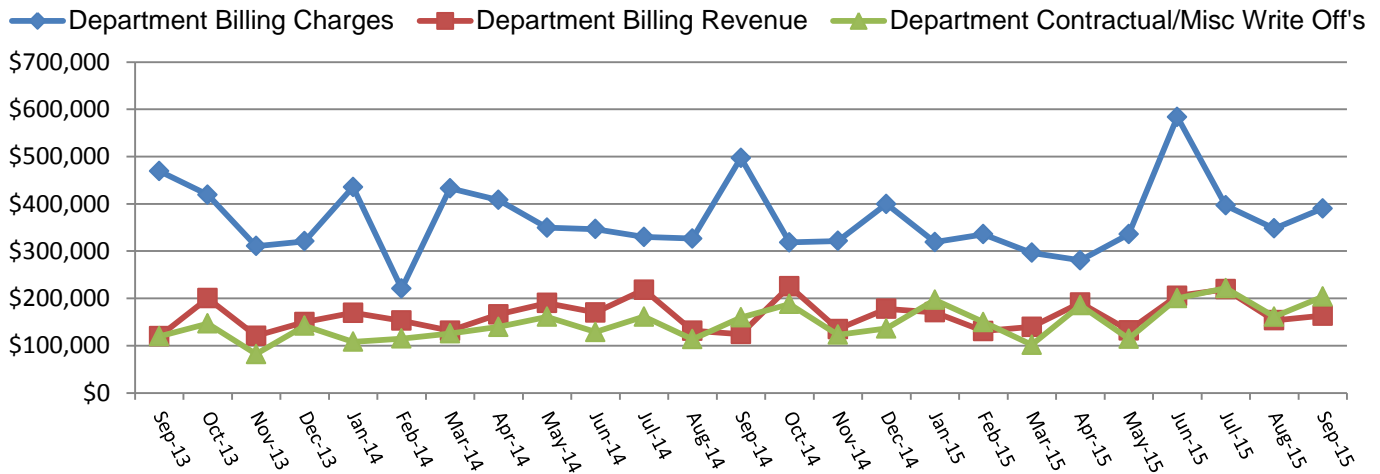


Billing Revenue Summary

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

Ambulance billing contains three areas. Revenue, Charges and Contractual-Write offs. Revenue is the actual amount received by the City for the month. Charges are the total number billed for the month. Contractual-Write offs consist of the portion of the charges not received as a result of either Federal or State carriers (Medicare and Medicaid) not allowing for EMS services, or write offs for financial hardship, bad debt accounts not collected (these are passed to a third party debt collection agency), bankruptcies, etc. The total for billing for the month was \$390,029. The total for revenue for the month was \$163,369. The Contractual-Write offs total for the month were \$203,489. Bad Debt transferred to third party collections was \$37,396.

Fire Department EMS Billing 2 Year Analysis



Fire Department Training Reports for September

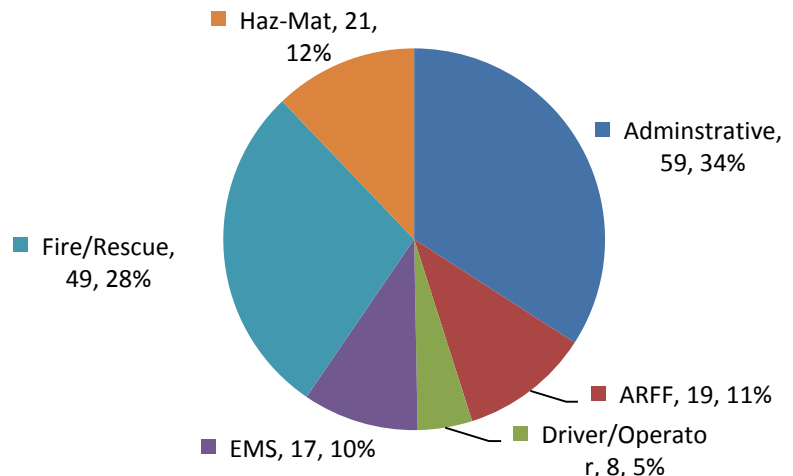
Strategic Plan Goal 1: Financially Sound City Providing Quality Basic Services; Objective d. City services delivered in the most cost-effective, efficient manner

For the month of September 2015 the fire department held 173 training classes which totaled 1091.09 class hours. The class topics have been grouped into six categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, and Hazmat. The chart below represents the proportion of classes held in these six categories for the month of September.

Major training subjects during this month included:

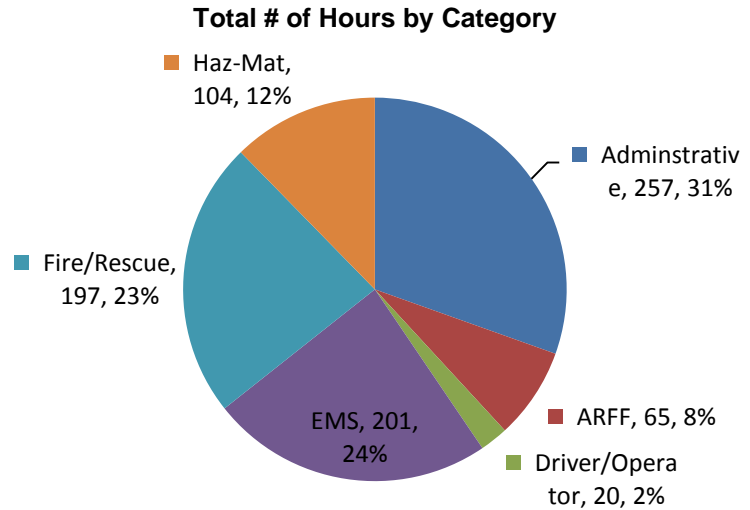
- **Driver/Operator**
 - 3rd Quarter requirements from S.O.P. 200.02
- **Fire/Rescue**
 - Elevator rescue
 - Flashover simulator

Total # of Training Classes by Category



- **Hazardous Materials**
 - Hazmat monitors refresher training
- **EMS**
 - Sports Injuries
 - Quarterly EMS Training carried over from September.
- **ARFF**
 - Firefighter duties under the Airport Emergency Plan
 - Airport Familiarization

- **Administrative**
 - Officer Development = Blue card CE Modules/Continue to practice with your CE training and involve all station personnel.
 - Seatbelt Pledge for monthly Safety Topic Training.



The 173 training classes included 844 participants resulting in a total of 1091.09 hours of training during September. This chart represents the total man hours of training in the six categories.

Public Education Office

The following represents the Public Education Officer Activities for the month of September, 2015

Future Planned Events: Fire Prevention Week Activities, Recruiting efforts, working on power point for recruiting, Millennium Day, Fire Ops, Police Explorers,

Distributed 50 smoke detectors to all stations that will be placed on all our rigs. Our goal, 1st we want to make sure they have a detector, if not, we will give them one. All detectors we install will be replaced by the OSFM if we take down their name, address and phone number.

Fire Drills

- Benjamin School
- Corpus Christi School (Elementary and Junior High)

Community Events

- Crosswinds Church Block Party
- 70 adults and 130 kids in attendance

Recruiting

- Met with Nicole, Ernestine, Salina, and Chief Vaughn
- Attended Job Expo at Interstate Center
- Working on making a video of our department to play at recruiting events
- Future meeting planned for October 16th

Training

- Extinguisher Training provided to six Airport Employees

Schools

- Started going to schools to let them know we have a new Public Education Officer



Water Director



Bob Yehl

Water Department

September 2015 Edition

Reservoirs & Water Quality

The City experienced above average precipitation, approximately 4.5 inches of rain (shown in inches of liquid precipitation; rain or melted snow) in September. The monthly average precipitation for September is approximately 3.1 inches. Both reservoirs remained full, continuing the trend observed over the summer.

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have been well below the standard of 10 mg/l for several months and staff expects them to stay that way until we start to see increased runoff from the watersheds. We expect to see the usual pattern of increased flow from agricultural tile drainage, resulting in higher concentrations of nitrates entering the reservoirs starting in the fall. At this time, staff does not expect the nitrate levels to approach the 10 mg/l regulatory limit for drinking water. Staff will monitor this closely and will be prepared to switch reservoirs if necessary.

We switched pumping to Lake Bloomington on September 7, 2015. The City switches reservoirs as part of our established management practice which strives to maintain as much low nitrate water in Evergreen Lake as possible heading into winter. Also, the lower level of Lake Bloomington will benefit the shoreline protection project scheduled for the beginning of October. As a general practice, we usually will withdraw from Lake Bloomington if water quality is acceptable.

The City experienced end of season algal blooms in both reservoirs. The above average rainfall and storm flow during the summer delivered high amounts of nutrients, primarily phosphorus, which helped spur blooms. We experienced noticeable, but low intensity and short duration, taste and odor resulting from the blooms. The blooms are regular, seasonal events that are often seen in early summer and in the fall. We try to minimize the effects and intensities of algal blooms through lake monitoring and management practices.

Distribution

During the month, the City experienced 5 water main breaks/water main leaks. The calendar year 2015 total through September resulted in 76 main breaks, as compared to an average of 82 main breaks for the last seven years.

During September, staff replaced or repaired 19 water service lines and curb stops. Several of these were very old lead (the metal) service lines. The City removes lead from our water system anytime we can. Removal of lead from the system helps the City maintain safe water quality and is in accordance with lead water standards.

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

Mechanical Maintenance

As part of preventative maintenance, vibration testing was conducted at the Lake Bloomington Water Treatment Plant and the Lake Evergreen Pump Station. Vibration testing provides early detection of developing failures in rotating equipment. The results allow repairs to be planned and conducted. One failure of a critical motor or pump can result in a chain reaction causing severely damaged equipment, a decreased water capacity, and water quality issues. We are still awaiting results and written reports from the consultant who conducted the test. The accompanying physical inspection of the most critical pumps and motors at these locations did indicate signs of major issues. Vibration test of other pump stations are scheduled to be performed in the near future.

Meter Services

The Department installed 193 Radio Frequency (RF) meters during the month of September. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 193 meters installed for the month, and 787 meter conversions performed so far this fiscal year, the Department has achieved approximately 26% of our goal for the year.

The water meter inventory includes approximately 1,030 commercial / industrial meters and approximately 30,514 residential meters. Staff changed 9 turbine meters to compound meter during September. Turbine meters are an excellent choice for installations where there will be a high volume of flow on a consistent basis. When the flow volumes vary at locations such as apartment complex where numerous residents will use water at the same time (such as the start of a work day) and also where smaller amounts are used at other times (such as throughout the day), then a compound meter is a much better choice because the meter can register both the very low flows and the higher flows as well.

Infrastructure Highlights

The Water Transmission Main Relocation for the Main Street Bridge replacement was underway in September. The relocation of the City's transmission mains allow for the Illinois Department of Transportation to replace their bridge structure in 2016. Careful internal coordination and discussions with the contractor ensure service to our customers is not interrupted.

The filter media (large gravel, pea gravel, support sand, filter sand and granular activated carbon (GAC) in filters 13 and 17 will be removed in October as part of the filter underdrain replacement project. Reactivated GAC and new filter sand will be installed after the new gravelless underdrains are installed. Filters 14 and 15 were retrofitted with the new system earlier this year. The remaining two filters (16 and 18) will be completed before May 1, 2016.

Resurfacing of Cherokee Lane and Navajo Lane at Lake Bloomington was completed in September. The resurfacing efforts improved ride quality and life expectancy of these roads in the Lake Bloomington area.

Billing and Collections

Water Department staff continues to track the City's delinquent customers closely and uses the last resort of a shutting off a customer's water. Shutting off water service occurs when a customer does not respond to delinquent notifications or does not enter into a payment plan. The Department is on pace for another year where the number of shut-offs due to delinquency has declined compared to the previous year.

The bulk water dispensing station was installed and tested at the Division Street office in 2013. The new system is much less time intensive on the part of the City. The unit is primarily used by citizens who live in the surrounding area who do not have city water service, but have utilize water cisterns and wells that need to be regularly filled. The station also is used as a resource for the agriculture community for watering livestock and fertilization. In addition contractors regularly use the station for boring projects. In September this unit sold \$599.56 worth of water with a total of 204 transactions.

Outreach and Presentations

The Water Department hosted the Regional Water Supply Planning Committee (RWSPC) Partner's Meeting in July. An update of the water demand study for the fifteen counties that overlay the Mahomet Aquifer was presented at the meeting. Presentations on Bloomington's source water supply and protection programs were made by City staff and partner organizations. The RWSPC is a committee of the Mahomet Aquifer Consortium.

Rick Twait, Superintendent of Purification, lead a talk on Bloomington's water system and supply at a field day in Sheridan, Illinois on September 23. Rick's talk followed a presentation of the City of Chicago's water system that was given by the department's Assistant Commissioner. Approximately one hundred people attended the full day event.

The Friends of EverBloom (FOE) chapter of the Friends of Reservoirs Program is still active. Friends of Reservoirs is a charitable foundation dedicated to the restoration, enhancement and protection of fish habitat in reservoir systems nationwide. The City often partners with the Friends for projects at our reservoirs. Fish habitat will be installed as part of the Lake Bloomington shoreline stabilization project. The Friends of EverBloom secured a \$20,000 grant that was used to fund the fish habitat portion of the project.

The Water Department hosted the Bloomington Citizens' Academy, Bloomington 101, in September. Academy attendees are provided with any opportunity to learn more about how the City works and engage City staff during visits to different Departments. The class started their session at Davis Lodge where they learned about water distribution and meter services. The sessions utilized displays, working water system equipment, and featured presentations by the Water Department staff responsible for portions of the system itself. The attendees were also guided on a tour of the Treatment Plant. Various stations, staffed by Water Department employees, were set up and utilized to explain the treatment process and flow of water from the reservoir, through the plant, and to the transmission and distribution system.



Parks, Recreation, & Cultural Arts Director



Jay Tetzloff

Parks, Recreation & Cultural Arts Department

September 2015 Edition

Bloomington Center for the Performing Arts (BCPA)

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

The mainstage 2015-16 BCPA season kicked off on September 20th with a one man show of Wild Bill Hickok. Illinois native Walt Willey, best known for playing Jackson Montgomery on the soap opera All My Children, rode down from Ottawa and presented his version of Wild Bill's life. Following the show he gave a 20 minute talk back from the stage and then proceeded to the lobby for an autograph signing with photos. (photo right)



Sept. 26th. (photo above)

The BCPA also hosted several events in September benefitting community organizations. One of them was the Illinois District Barbershop Convention and Competition which was held on the BCPA stage

The following day, acapella group *The Melodores* from Vanderbilt University hit the stage with hometown favorite William Woodard. There was a great turnout from family and friends to see William and *The Melodores* who also were on the TV show *The Sing Off*. (photo right) In addition, William had been the musical director for the BCPA presented Miller Park Summer Theater performances of the *The Music Man* in 2014.



On Tuesday, September 29th the BCPA hosted a Grease sing-along. Prior to the movie, a Sock-Hop was held in the BCPA Ballroom and then a costume contest on the stage. The costume contest and sing-along were hosted by local Susan Morse-Cortesi. Susan assisted during the movie portion with props provided in prop bags to complement the show. Susan even wore her Pink Ladies jacket she had from participation in Grease several years ago with now BCPA Director Tina Salamone. (photos below)



Reporting Measures

Attendance: 7,369 for September on-site events, activities, meetings, etc.

Facility Usage: 47 September on-site functions

Community: 6 radio spots, Illinois District Barbershop Convention and Competition and more...

Golf Courses

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

The month of September brings the golf season into the first month of the fall season. While September often has the best playing weather of the year, many golfers simply put their clubs in the garage once Labor Day hits. A variety of events such as: kids in school, NFL football, fall yard work, etc... are on the front of the golfers mind in September. This September, course staff hosted numerous special playing opportunities and events to keep the game towards the front of the golfers' minds and keep the excitement of the season going. Special events included: Throwback Thursdays, Time for Nine Wednesdays, a Senior weekday special and "Everyone's a Senior Mondays. The courses also took up "battle" with weekend football on the television and ran an afternoon golf special on weekends provided two or more golfers came out to play. Staff was very pleased to see this promotion bring in 650 rounds of weekend afternoon golf for the last three weekends of



the month Overall, these new events and specials brought numerous rounds to the courses and word of mouth advertising across town. With these events and the help of some nice weather, we were able to see 300 more rounds played this month than last September.



The courses were busy hosting a number of local outings benefitting various organizations. Those we partnered with were: Bloomington HS Wrestling, Peoria Sandtrappers, Central Illinois Senior Tour, McLean County Seniors, Ronald McDonald House and the Illinois Elementary School Association.

Highland Park Golf Course had a busy month with regular play along with six local golf teams using the course for their practices and matches. 448 high school rounds of golf were played during the month.

On the maintenance side of the operation, greens aerification was completed at both Prairie Vista and Highland Park. In addition to the completing greens, Highland Park was also able to aerate all tees and fairways. Prairie Vista was able to perform some fairway aerification and will finish the remaining holes after the IHSA Boys State Tournament. This cultural practice is quite labor intensive but will pay dividends next season when the turf is under duress from the summer heat and times of little rainfall.



Reporting Measures

Total Rounds Played: 8,002

Outing Rounds: 632

Junior Rounds: 508

Miller Park Zoo

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

Revenue from the gate admission was up 11.3% 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. Attendance was down 4.8% for the current fiscal year compared to last year's attendance. 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 8.3% for the fiscal year compared to last year.



Revenue from Concessions, Carousel, and Animal Food Sales was down 6.7% for the current fiscal year compared to last year's numbers. Quarters for Conservation program initiated 1 May 14. A quarter was added to the price of Budgie Bird feedings and Carousel rides. The added quarter is earmarked for the Zoo's Conservation Fund and is not included in this year's numbers.

Anthony Nelson started as (first ever) Zoo Business Manager. This position was created when Zoo Superintendent was promoted to Parks, Recreation and Cultural Arts Director. No new FTE (full-time equivalents) were created, only reassignments of responsibilities. Anthony will oversee all Zoo education, guest services, volunteers, and special events.

Zoo staff assisted with Zoo Do. This event was presented as the Miller Park Zoological Society's largest fundraiser. A "Fund a Need" opportunity was initiated during the live auction allowing guests to donate to purchase veterinary equipment. \$10,000 was raised in this opportunity alone.

Zoo Director, Jay Tetzloff, attended and gave two presentations at the Association of Zoos and Aquarium Association National Conference in Salt Lake City, Utah. Met with Ecology Action Center staff to initiate an energy audit.

Animal Collection

- Acquisitions—animals added to collection by transaction or birth/hatch
- Dispositions—animals removed from collection by transaction or death
 - Female Silver Beaked Tanager
 - Male Grey Short-tailed Opossum
 - One Splendid Mantella
 - One Big-eyed Tree Frog
 - One male Bananaquit
- Snow Leopard cubs were named at Zoo Do, "NeeCee and Sabrina"
- North American River Otter pup was named at Zoo Do, "Rocky"
- Rosy Boa moved from Quarantine and placed in ZooLab, used for education

Reporting Measures

2015 September Attendance: 7,521

2014 September Attendance: 6,865

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

September kicked off Fall Parks & Recreation as the Program Guide has been distributed and registrations are underway. Experiential programming includes Tiny Melodies, Happy Feet, Gymnastics, Dance, Afterschool Volleyball, Cheerleading, Pottery, Adult Co-Rec Leagues, Tennis, Zumba, Ballroom Dance, 55 and over special interest and more...



A brand new special event, the 2015 Bloomington Open Pickleball Tournament at the Pickle Barrel was added this Fall. The Pickle Barrel is the former inline hockey rink at Rollingbrook Park which was converted into Pickleball courts. 18 teams signed up and played throughout the day on Saturday, September 26th. Even though it was a non-sanctioned tournament, all players followed the USA Pickleball Association rules.



Aquatics

Holiday Pool and Miller Boats closed for the season on Labor Day (O'Neil Pool closed in August) ending the 2015 Aquatics season. There were many record numbers for the summer including the fact that it was one of the rainiest on record.



Swim lessons continue to increase in interest and brought in additional revenue. Swim lessons were up 14% compared to 2014. Many changes were made in how the swim lessons were structured including the addition of additional private and semi-private lessons. We also began using an American Red Cross structured program, which gave a consistent teaching base to instructors.

A large number of new staff members worked for Aquatics this year. The commitment to a well-trained staff continues and the amount of required training hours for lifeguards is 4 hours a month, plus additional skills and tasks on the side.

Repairs and safety concerns continue to be an issue. Even though the Holiday Pool facility was updated in 2007, the main pool is the original pool taken over by the City in 1970 from the Holiday Swimming & Badminton Club and is 45 years old. Multiple cracks were found in the liner after closing. O'Neil Pool turned 40 in 2015. Cement issues continue to be addressed after each season. There are many other repairs needed at O'Neil including updating the filtration system, painting of the pool, and updating the restrooms and more...

Pepsi Ice



Registration and revenue for the Pepsi Ice Center continues to be strong heading into Fall. 2015 was the largest revenue producing September since the building was opened.

In addition, the Pepsi ice Center remains on track to have the highest revenue producing year in its history. This will also be the fourth straight year of increases, with growth in all programs. Learn to Skate registration has grown 5% over last year, and Youth Hockey programs have increased by 5.66%.

Three Pepsi Ice skaters are participating in U.S Figure Skating's Upper Great Lakes Regional Qualifying Competition in Michigan. and Pepsi Ice staff also attended the World Wide Day of Play to promote fitness and the

facility. The September monthly Open Skate theme was Frozen Princess Party and skaters enjoyed music from favorite princesses, Belle, Cinderella, Jasmine and Elsa. All princesses that dressed in beautiful gowns received price admission during the event!

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

In September, SOAR advanced 7 bowlers out of the Area tournament (3 doubles teams and one singles). They will go on to the Sectional tournament in October, in Peoria. The SOAR program also had tables at Autism Walk, Buddy Walk & World Wide Day of Play to market Fall programs.

The SOAR program utilized 129 volunteers in September that accumulated 431.25 volunteer hours. There were 63 programs offered that had attendance of 1030 participants in total.

A HUGE thank you to the over 35 volunteers who collected for the Knights of Columbus Tootsie Roll Drive! SOAR participants were at McDonald's on South Main Street in Bloomington (near State Farm Park) and the McDonald's on Beaufort & Main Street in Normal. The SOAR program is full of lively staff and volunteers who complement a valued program utilized by both Bloomington and Normal citizens.



Park Maintenance

Horticulture



Horticulture division continued overall maintenance of all parks, grounds and plant beds on City property. Weather was relatively dry in September and irrigation systems continued to be operational on athletic fields. Supplemental watering was applied to North point football field for both turf quality and player safety. Mowing man hours remained steady at 1448. Irrigation systems were operational at McGraw, Tipton, Lincoln, Bittner, White Oak, and Pepperidge parks. Athletic fields continued to be mowed twice a week. Youth football and soccer continued and White Oak, Miller, RT Dunn, North point, Pepperidge, Ewing II, and Tipton, Sale Barn Fields, and PCSL fields were prepared and maintained for youth sports. The Parks Department maintains the Community Soccer Fields on Ireland Grove Road on a contract basis with Prairie City Soccer League (PCSL).

In cooperation with Engineering Department, the leak at Miller Lake Dam was repaired. The slope was benched and moderated to make future maintenance easier and the dam more stable. The weather cooperated nicely. Seeding was completed both with a cover crop for winter and an erosion control tall grass prairie blend. We plan on returning this area to tall prairie, and mowing or burning it annually to allow for dam inspection.

Forestry

Forestry division continued removing dead, dying or hazardous trees and responding 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 tree issues on City property 24 hours a day 7 days a week. In September, 135 total trees were removed and 41 of those were ash due to Emerald Ash Borer. 66 stumps were ground out. Forestry responded to 7 storm damage events and performed 6 safety trims. 28 maintenance trims were performed in September. Forestry division spent 4 days (96 man hours) at Water Department Division Street Plant clearing scrub trees and brush to make way for a new security fence.

Utility

The main project the Utility division concentrated on in September was installing 80 new Way finding signs on Constitution Trail. The Park Maintenance division partnered with the Friends of the Trail for this project. These are informational signs that will help people on the trail know where they are and how far it is to possibly where they are going. These signs are a great idea and will be enjoyed by trail users for many years. Thank You Friends of the Trail

Other Utility projects in September are:

- Monthly light inspection and repair at all Parks and Facilities
- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed monthly Park inspections at all City Parks
- Replaced exhaust fans at O'Neil swimming pool
- Repaint baby Pool at O'Neil
- Installed a new fitness playground at Stevenson school



City Clerk



Cherry L. Lawson

City Clerk

September 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.

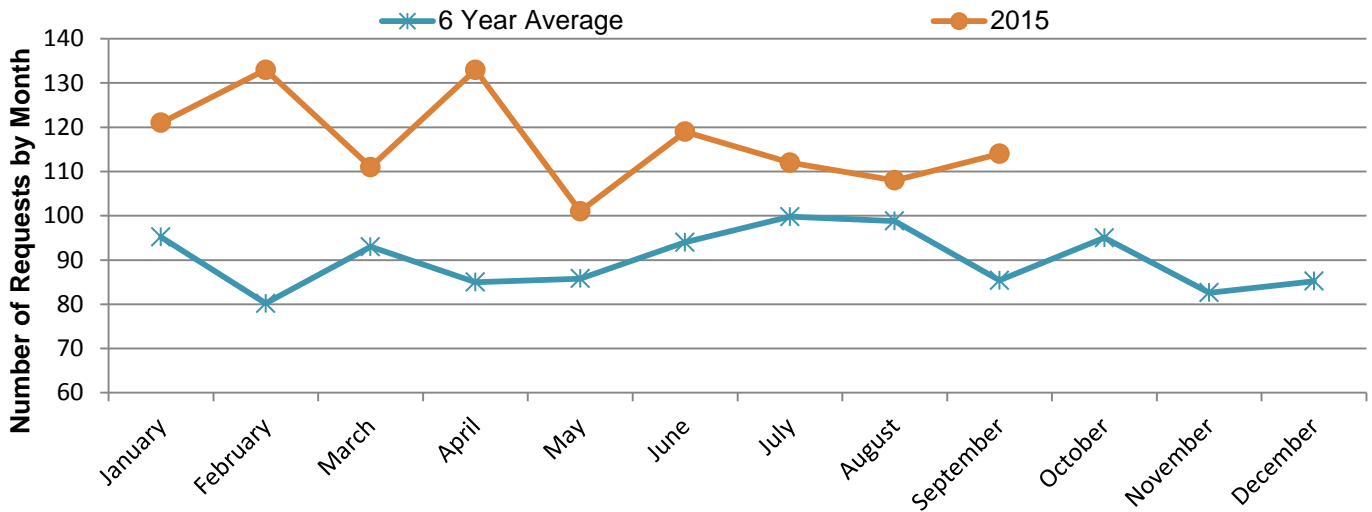
Monthly Highlight:

The Clerk's Office is one of the most active departments for processing council related materials, handling records request, processing mail, assisting the community through telephone assistance and/or walk-in assistance. During the month of September, the Clerk's Office processed 114 FOIA requests, completed and assembled packets for various City Council and Boards and Commissions scheduled meetings. This office also processed liquor license requests and renewals, taxi cab renewal licenses and processed new taxi cab driver applications and licenses, as well as solicitor permits. Department staff have and/or are scheduled to attend training programs to assist in their day-to-day activities. The office has concluded the interviewing process for filling the Support V position that has been open since May 2015.

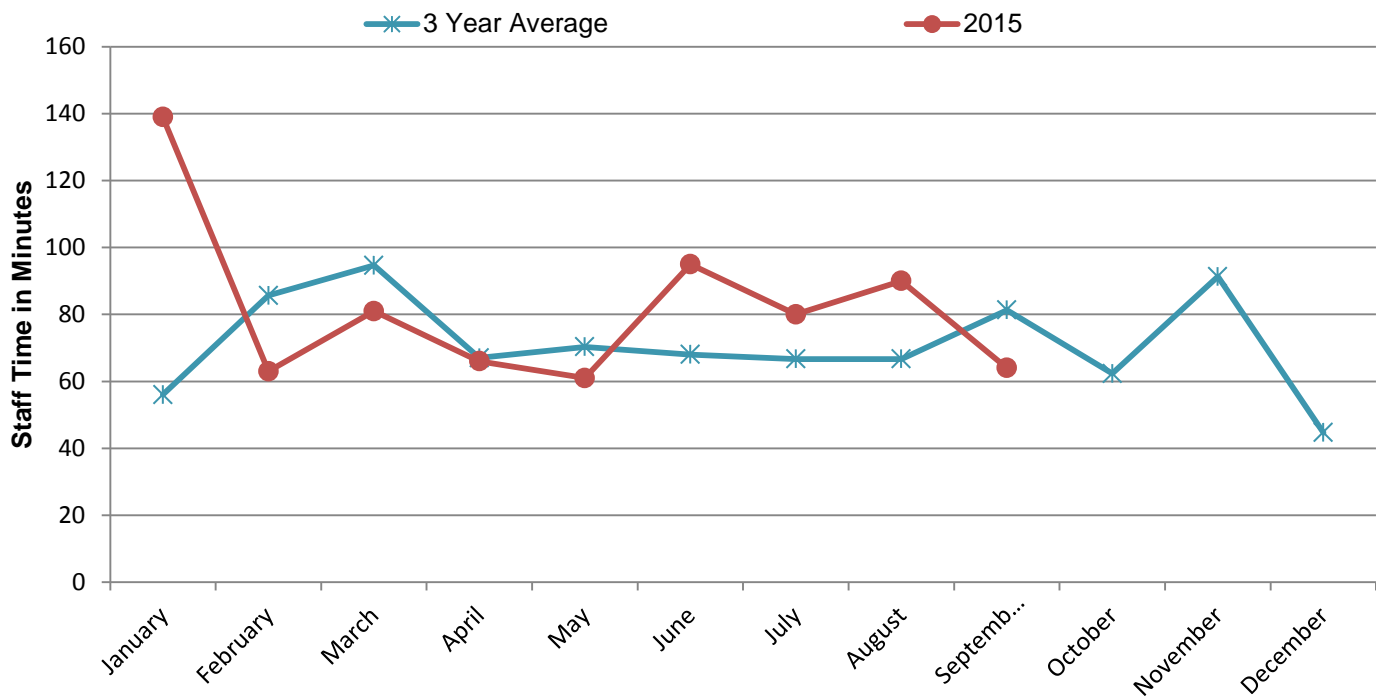
As we roll into fall and winter this office will continue to assist the community with Special Events. To date, the Office processed a total of 61 applications. The Office works in conjunction with the Fire

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.

F.O.I.A. Request by Month



F.O.I.A. Average Staff Time per Request in Minutes



Hawthorne Village Homeowner's Association

P. O. Box 6253

Bloomington, Illinois

October 16, 2015

Mr. Jim Karch Director
Public Works Department
115 E. Washington Street
P.O. Box 3157
Bloomington, Illinois 61702

Dear Jim

On behalf of the residents of Hawthorne Village, we want to thank you and especially your sewer jetting crew for the prompt attention given to the Village detention basin drain problem. There was a considerable amount of concern that there could possibly be a West Nile mosquito problem.

In addition I would like to especially thank your sewer jetting crew for the courtesy shown my wife Margaret as they showed her how the equipment worked. As an engineer's wife and hearing about equipment like was being used but never seeing it operate was a super experience for her.

Hawthorne Village Homeowners Association



To: Nora Dukowitz/Cityblm@Cityblm, David Hales/Cityblm@Cityblm, Tari Renner/Cityblm@Cityblm
From: Amelia Buragas/Cityblm
Date: 10/01/2015 03:02PM
Subject: MyBloomington App

Hi all,

I thought you all might appreciate the below feedback on the MyBloomington App.

Thanks,
Amelia

I'm not sure who came up with this genius app, but they deserve a raise. I've had a pipe thing jutting out of my sidewalk for the past 6 years. I've never known who to call about it. Downloaded the app, took a picture of the thing and submitted it yesterday. Someone is in front of my house as we speak fixing it. Please pass along my thanks to the person responsible for creating this app.

Alex,

Please include in the next City Manager's monthly report that I received a phone call from Doris Morris at 704 S Lee complimenting Rob Henson for his positive interaction with her. She thanked me for about 10 minutes for the time that he took with her.

Thanks,

Jim

Jim Karch, P.E. CFM

Director of Public Works

Joni -

It was such an honor last night to be awarded a Beautification Award. Nate and I were thrilled when we found out we were selected. We live living in Blomington and take a lot of pride in the neighborhood. It is nice to know it is noticed and appreciated. Please pass along our gratitude to Maya Renner, the Council and the Beautification Committee!

Thank Ya -

Nate & Traci
Henry

September 23, 2015

To whom it may concern -

Enclosed please find my last water bill for 1013 E. Monroe Drive in Bloomington, Ill. I have sold this house & I am paying my closing bills - of 13.98 -

Since I have not received my last bill, I thank the person in the water department for giving me the amount due.

Thank you for such good service over the years -

Sincerely

Mary Alice Smith

Acct# 001179-000

Tim

We want to thank
you & your crew for
responding quickly
to our water leak &
following it up a few
days later Bruce &
Pamela Cather

I just want to commend Derrick for being so kind and personable. He came by this morning to read our meter. He called before and he let me know he was leaving after he checked the outside meter. I really appreciate his consideration of booties when he entered. He explained the battery had been loosened and showed me how it should be. He is really a plus for your department!

Patti Rebbec

October 12, 2015

Received a voice mail from Donna Menssen this date. She wanted to let me know she had spoken with Janie who was very pleasant, helpful and patient with taking the time to explain to her all questions she had regarding her water bill. Ms. Menssen wanted us to know that Janie is an asset to the City and needed to be recognized.

Thank you

SCHROEDER APARTMENTS
907 NORTH MCLEAN STREET
BLOOMINGTON, ILLINOIS 61701

25 September, 2015

To: City of Bloomington Water Department

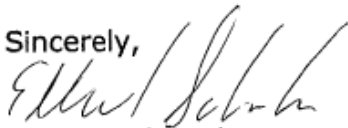
On Thursday, September 24, 2015, City of Bloomington Water Department personnel was scheduled to switch out our water meters. I'm sorry, I forgot his name but my appointment was scheduled for 1:20 or 1:30p.

Not only was he on time, he was a little early and waited patiently until I arrived and did not seem upset at having to wait.

Your Water Department employee was polite, clean and personable. He performed his work quickly and efficiently and was concerned about any mess he may have been making. There was hardly any mess and he cleaned up after the work was completed.

He is a good representation of the City and you should be proud to have him in your employ.

Sincerely,



Ellen J. Schroeder
907 N. McLean Street
Bloomington, Illinois 61701

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

Comments from "Wild Bill" Hickock Post-Show Survey

Excellent show! Performer was not only talented, but was very responsive and inviting to the audience. He made you feel like a friend. We learned a lot of history that we were unaware of.

A great act that we'd bring friends to see if he were to return .

It was a fabulous show. Wish more people had attended. I will come again, if you bring it back!

I've been waiting for several years to see this event, it was as good as I thought it would be! Loved it

Best of all the one actor shows I have seen.

Walt Willey put on a great show and it held my interest.

Keep him to his word. have him back.

Enjoyed the Q & A after the show, too.

If Walt Wiley does another one man show, I would recommend you book it.

I posted on fb and I'll post here. This show was amazing and a great way to learn some history. He has enough material for a whole new show. Bring him back as Hickok and any other character he takes on in the future.

So glad I found the BCPA! Will definitely be back!!

everything was great!

Walt Willey did a super job. I have been to many of the one person shows at the BCPA, and this one was by far the best. To bad it was up against a beautiful Sunday afternoon, the Bears, and the Cubs/Cardinals. People do not know what they missed. I would actually attend a second time.

Comments from Grease Sing-Along Post-Show Survey

my friend and I had a lot of fun and I think everyone in attendance did

Loved it. When is the next one? Can't b soon enough !!!

It was fun night

Comments from Melodores Post-Show Survey

"Very Good" is not a strong enough descriptor for this event. It was amazing!.

Fun and entertaining.

They were excellent

what talented young men- it's good to see college age young men doing such good things with their lives

Thanks for bringing the Melodores in.

Very engaging with audience

Excellent sound quality for the show. Meet and greet was nicely organized.

I was not familiar with some of the songs; however, the voices and harmony was so good.

Keep bringing in the great shows.

Very friendly staff and beautiful atmosphere

This was one of the best performances I've seen in Bloomington-Normal. I loved every minute of it! My grandchildren, ages 10 and 12, were astounded!

In our group there was a 64, 41 and 4 year old. We all enjoyed it.

I brought 2 eighth grade girls to the show. Both are in chorus at school and they loved it! It is wonderful to see great shows without driving an hour or more to get there.

Keep bringing such good shows

Loved the autograph session after the concert!

We greatly appreciate the programs/shows that come to the BCPA. We hope the city continues to support the BCPA as an important "quality of life" feature of our community.

Tina, a great pick. I wish their performance could have been longer...so enjoyable.

Love to see more musical events like this!!!

My daughter especially loves the architectural and cultural aspects of the BCPA. Great having this option in town!