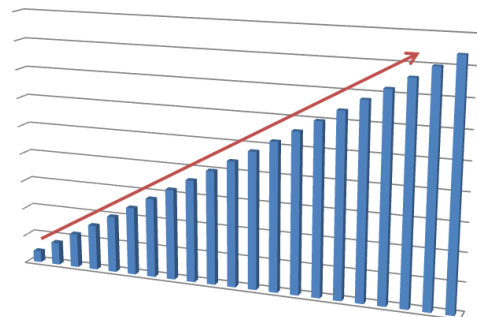




CITY MANAGER'S REPORT

MEASURING PERFORMANCE, TARGETING RESULTS





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Upcoming Community Events

- Ragtime, BCPA (600 N. East Street), February 11, 7:30 p.m.
- Ron White, US Cellular Coliseum, February 18, 8:00 p.m.
- Wellington International Ukulele Orchestra, BCPA (600 N. East Street), February 23, 7:30 p.m.
- Amy Grant & Steven Curtis Chapman, US Cellular Coliseum, February 25, 7:30 p.m.



Upcoming Meetings

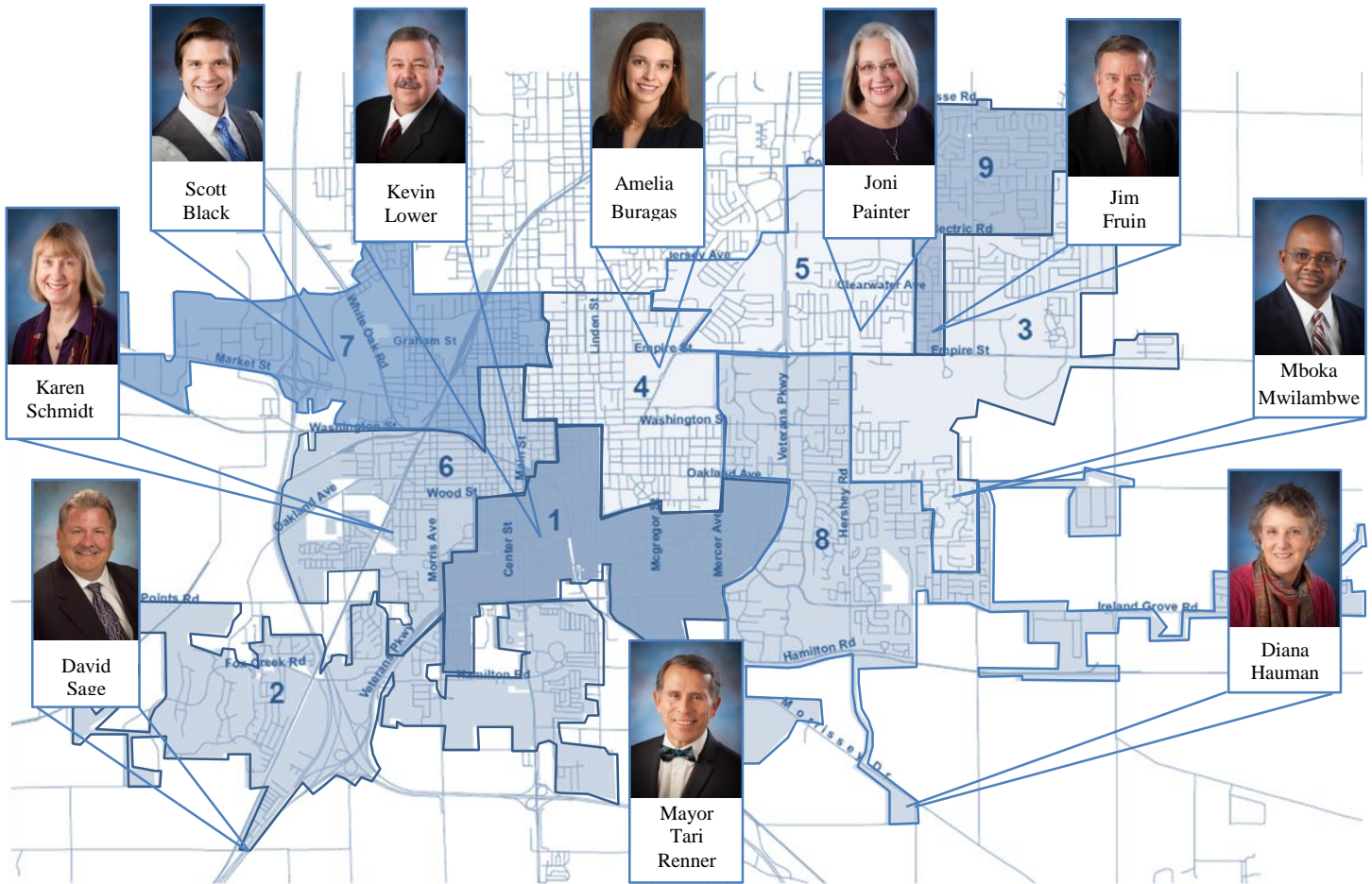
- Liquor Commission meeting, February 9, 4:00 p.m. – 6:00 p.m. City Hall
- Planning Commission meeting, February 10, 4:00 p.m. – 6:00 p.m. City Hall
- Human Relations Commission February 10, 6:00 p.m. – 8:00 p.m. City Hall
- Historic Preservation Meeting February 18, 5:00 p.m. – 6:00 p.m. City Hall

The Bloomington City Council meets every 2nd and 4th Monday at 7:00 p.m. for regular Council Meetings. Committee of the Whole meetings are held every 3rd Monday at 5:30 p.m.

The Mayor's Open House is held every Friday before a regular Monday City Council Meeting from 4:30 pm to 5:30



City of Bloomington Elected Officials



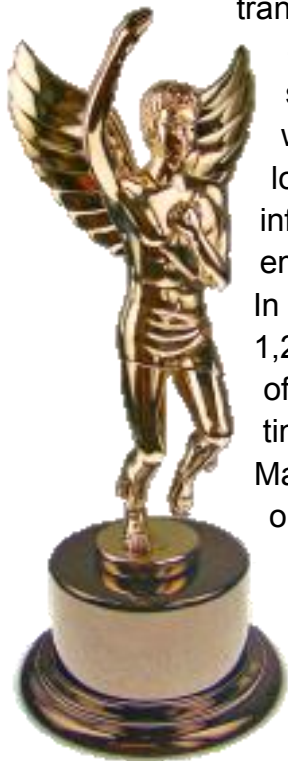
City of Bloomington Administration

- City Manager: David A. Hales
- Assistant City Manager: Stephen Rasmussen
- 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
- Interim Library Director: Terry Lindberg



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 97%, the highest score in central Illinois at the time of rating.
- 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

December 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 December 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: Storm Response

Storm Response: A Team Effort

On Monday, December 28, a snow/rain/ice storm hit Bloomington Normal. From 7 a.m. through 3 p.m. on the day of the event, the City's Dispatch Center fielded 402 calls, compared to an average of 300 calls during a typical 24-hour period. The City shut down over 20 streets during this event. In fact, Public Works ran out of barricades at one point because there were so many streets to shut down. Most detention basins had water coming over their emergency spillway because of the amount of water. While the area had been experiencing a fairly mild winter to date, this storm was a doozy.

Individuals from multiple departments including Public Works, Water, Parks, Police, Fire and others really came together and demonstrated great teamwork and dedication to public service in their response to the storm. Residents helped get debris out for collection after the storm in a timely manner as well. The storm response was truly a team effort, and the City wishes to thank everyone for their hard work and patience!





Police Chief



Brendan Heffner

Police Department

December 2015 Edition

Crime Investigations Division (CID)

On average there were six general detectives working per day with each general detective assigned approximately seven cases and the Domestic Violence detectives (2) assigned 38 cases. The two detectives assigned to sex crimes and sex crimes involving children are investigating 35 cases.

CID assigned 81 new cases for investigation. The case load carried by CID had the following dispositions: 32 cases were cleared by arrest, 2 cases were cleared with juvenile arrest, and 71 were administratively closed, exceptionally cleared or were unfounded. One hundred thirty-nine incidents of domestic violence were reviewed in January.

Cyber Crimes

The two Cyber Crime detectives have eleven open cases which include open/active joint investigations with the US Secret Service.

United States Marshal Task Force

The Bloomington office opened 17 felony cases and closed 13 of them. Arrests include seven hands on felony arrests, four self-surrendered after they found the US Marshals were looking for them, one refusal to extradite after TFO Rena found the fugitive was in another state, and one arrest by other USMS Task Force after information was sent to them by TFO Rena.

TFO Rena continues to work on long term cases where the subjects know they are wanted and have fled the state. A major case included a subject wanted out of McLean County of aggravated unlawful use of weapons by felon, felon in possession of stolen firearm, and residential burglary. Multiple addresses have been checked and many subjects interviewed but at this time, subject remains on the run.

VICE Unit

Four detectives are assigned to the Vice unit with 3.65 on average working per day. Twelve new cases were opened, nine cases were closed, and one search warrant was served. The Vice unit purchased 5 grams of crack cocaine, 14.7 grams of powder cocaine, 17 grams of cannabis, and 0.5 grams of heroin. They seized 9 grams of crack cocaine, 4 grams of powder cocaine, 3,190 grams of cannabis, .2 grams of methamphetamine, and 1 gram of heroin.

Street Crimes Unit

Six officers and two supervisors are assigned to Street Crimes with an average of 5.52 working per day. Officers completed sixteen days of training. Street Crimes made six warrant arrests, 27 probable cause arrests, and seized 153 gram of cannabis and 2.2 grams of heroin.

Criminal Intelligence and Analysis Unit (CIAU)

CIAU staff worked with the Illinois Department of Transportation and COB Computer Services to develop an electronic pedestrian stop data system for use by our officers starting January 1, 2016. The creation of the system and this data collection process is the result of new legislation (Public Act 099-0352) dictating law enforcement agency data collection each time an officer detains a pedestrian in a public place and searches, frisks, arrests, or gives the person a summons. CIAU also created a search receipt for officers to give people who were frisked or searched in a public place while temporarily being questioned without an arrest.

CIAU provided tactical investigative support on several cases involving local gang activity including a search warrant that yielded six juvenile arrests, two adult arrests and the seizure of multiple firearms. Also in December, CIAU coordinated investigative information between numerous agencies on an organized burglary and bank fraud group targeting numerous cities in the Midwest.

Communications

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	2152	24	1	0	0	0	0
%	99%	100%	100%	100%	100%	100%	100%

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

Twenty-three thousand two hundred dollars in alarm ordinance violations were issued in 2015. The Telecommunications Manager worked on FY 17 budget and capital. He attended a meeting with Eastland Mall Management group to discuss security measures and dispatch notification. He attended Disaster Council meeting and continued work on Fire Department run card entry. Preliminary installation work is complete on the phone logger. He worked with Motorola and Word Systems on a logger failure.

Incoming Phone Calls	
911 Emergency Calls (wireline & wireless) total	2,223
911 Calls - Wireline	396
911 Calls - Wireless	1,629
911 VoIP	198
911 Unknown	0
Non-Emergency Calls	6,673
Total Incoming Calls	8,896
Total Outgoing Calls	2,320
Total ALL Calls	11,216

Dispatched Calls	
Police	5,089
Fire and EMS	1,042
Total Dispatched Calls	6,131

Daily Call Averages	
911 Emergency Calls	72
Non-Emergency Calls	215
Outbound Calls	75
All Phone Calls	362
Police Dispatches	164
Fire and EMS Dispatches	34
All Dispatches	198

First Shift 7 a.m. – 3 p.m.

First shift has 18 officers assigned with an average of 9.5 working per day. Several days were spent on training including Field Sobriety testing update, SWAT training, computer training, and Law class taught by Judge Robert Steigmann. There was one officer in Field Training, and four officers that graduated the police academy in December began working at BPD as probationary police officers on December 21, 2015. Day shift had two winter weather events to handle including a snow event and an ice and rain event with high winds. Great amounts of effort were used to handle the related public issues. Those issues included power lines across roads, trees blocking roads, and alarms being set off.

Sixty-one incidents of sex offender related programs were handled by first shift. Six sex offenders were arrested or charged. One offender was referred for probation and parole violations. The Offender Watch 500 project now has 443 registered users. The Offender Watch system sent out 10,764 community notices in 2015.

Second Shift 3 p.m. – 11 p.m.

Second shift has 19 officers with an average of 10.4 officers working each day. Officers worked several STEP details in response to speed complaints. Officers patrolled the downtown area in response to homeless complaints. Officers also patrolled several areas of town in reference to the vehicle burglaries. On December 1, a report of five males in a vehicle displaying two hand guns was received. The car was stopped and the guns were discovered to be BB guns. On December 11, a vehicle drove into a building. The vehicle left the roadway and struck the building due to the driver suffering from a medical condition.

Third Shift 11 p.m. – 7 a.m.

There are 16 officers assigned to third shift with 9.5 working per night. The month was mostly uneventful although New Year's Eve proved extremely busy. There were nearly 100 calls for service that evening. Officers working the downtown detail were assisted by three two-man hireback teams and were busy with fights and related activity. Officers also responded to a variety of calls throughout the night including several hit and run accidents, DUI arrests, domestic disputes and fights, and subject removal calls. Officers assisted BFD Rescue with a combative subject who allegedly had been drinking and smoking Spice. Officers responded to a domestic dispute where a mother had armed herself with a knife. Another domestic involved a subject breaking into his ex-girlfriend's residence, choking her and stealing property. Officers also responded to two separate stabbing incidents. A call late in the shift involved a DUI arrest of a subject who had driven his vehicle across the Highland Park Golf Course and into a creek. A total of 21 DUI arrests were made during December.

Violation	Month Total	Year Total
Seat Belt/Child	3	4
Speeding	58	109
All Other Traffic	548	1087
DUI Arrests	40	68
Total	591	609

Administration

SRO Day translated Spanish for Guidance, made a home visit with student, facilitated mediation between two students who wanted to fight, recovered cell phone from student on patrol case, assisted NCWS officer with a child pornography case, searched a student suspected of drug sales, met with parent and runaway student and removed her from LEADS, assisted with nine medical transports, 12 school suspensions and six disorderly conducts.

SRO Hirsch spoke with eight students about classroom behavior and grades, met with nine parents regarding student's truancy, disrespectful behavior, removed five students from class for poor behavior and lack of cooperation with school administration, responded to seven fights in school, investigated three thefts of phones and recovered two, transported five students home after they were suspended for poor behavior and fighting.

SRO Wagehoff handled eleven disorderly conduct incidents, two orders of protection, one suspicious person, one fight, one missing student, one weapons investigation and theft and one DCFS incident.

Public Affairs Officer Mayer attended Recovery Court, Explorers meeting, STAC meeting, completed several media releases and social media releases, attended Cookies/Coffee With a Cop, was interviewed on WJBC, and conducted a tour for Elementary Classes at BPD.

Downtown

During the month of December there were ten days of Downtown Hireback. A total of 27 pairs of officers, including ten pairs assigned from Third Shift Patrol worked. The number of teams working each night was reduced part-way through the month in response to the reduction of patrons with the university students gone for winter break. Totals for the month include: 142 bar checks, one DUI, 17 ordinance

violations, 19 parking citations, one traffic citation, 22 fights, 33 calls for service, one arrest, 13 vehicles towed and 136.5 overtime hours.

On December 3rd, officers located five subjects inside a bar on Washington Street who were determined to be under the age of 21. Ordinance violations were issued to all five subjects. On December 4th, officers located a 20 year old female inside a bar on Washington St. Subject was issued an OV for minor in a tavern. That same night, staff at a bar on N. Main located a subject who had just stolen a purse from another patron. Subject was arrested. On December 31st, a total of four teams were assigned Downtown for New Year's Eve. Downtown was relatively calm; however, every team was called away from Downtown on multiple occasions in order to assist with the overwhelming number of calls for service throughout the city.



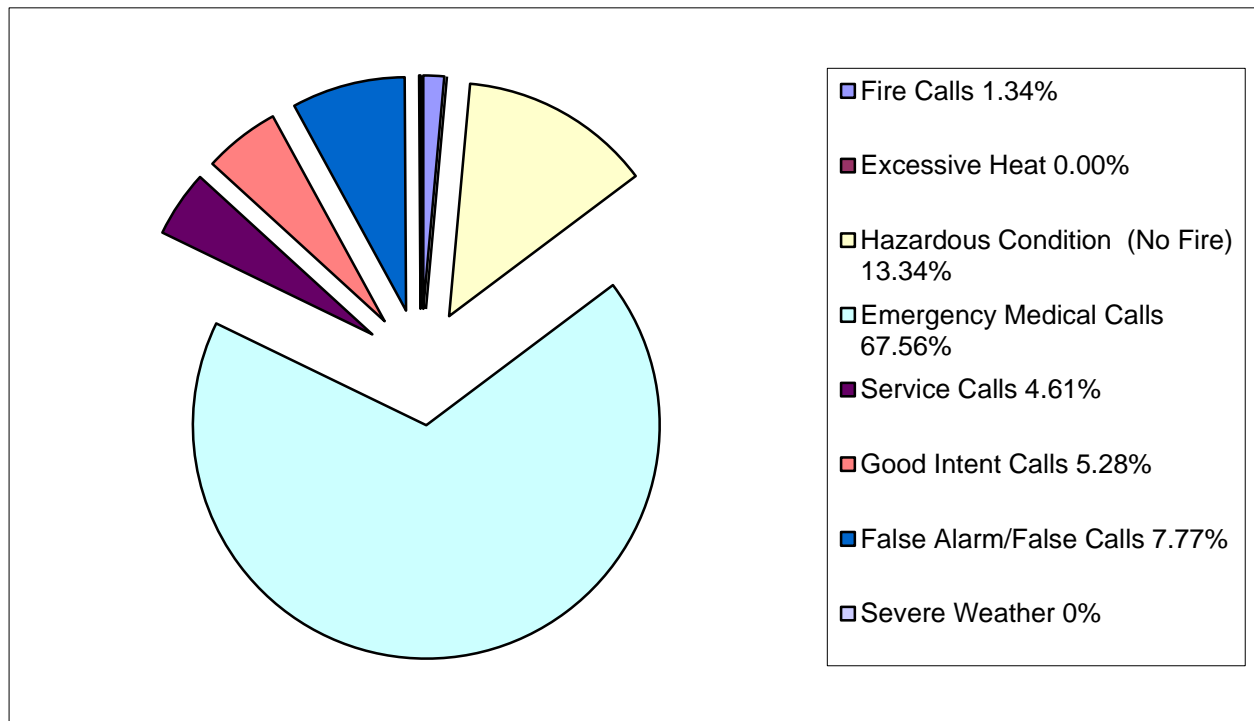
Fire Chief



Brian Mohr

Fire Department

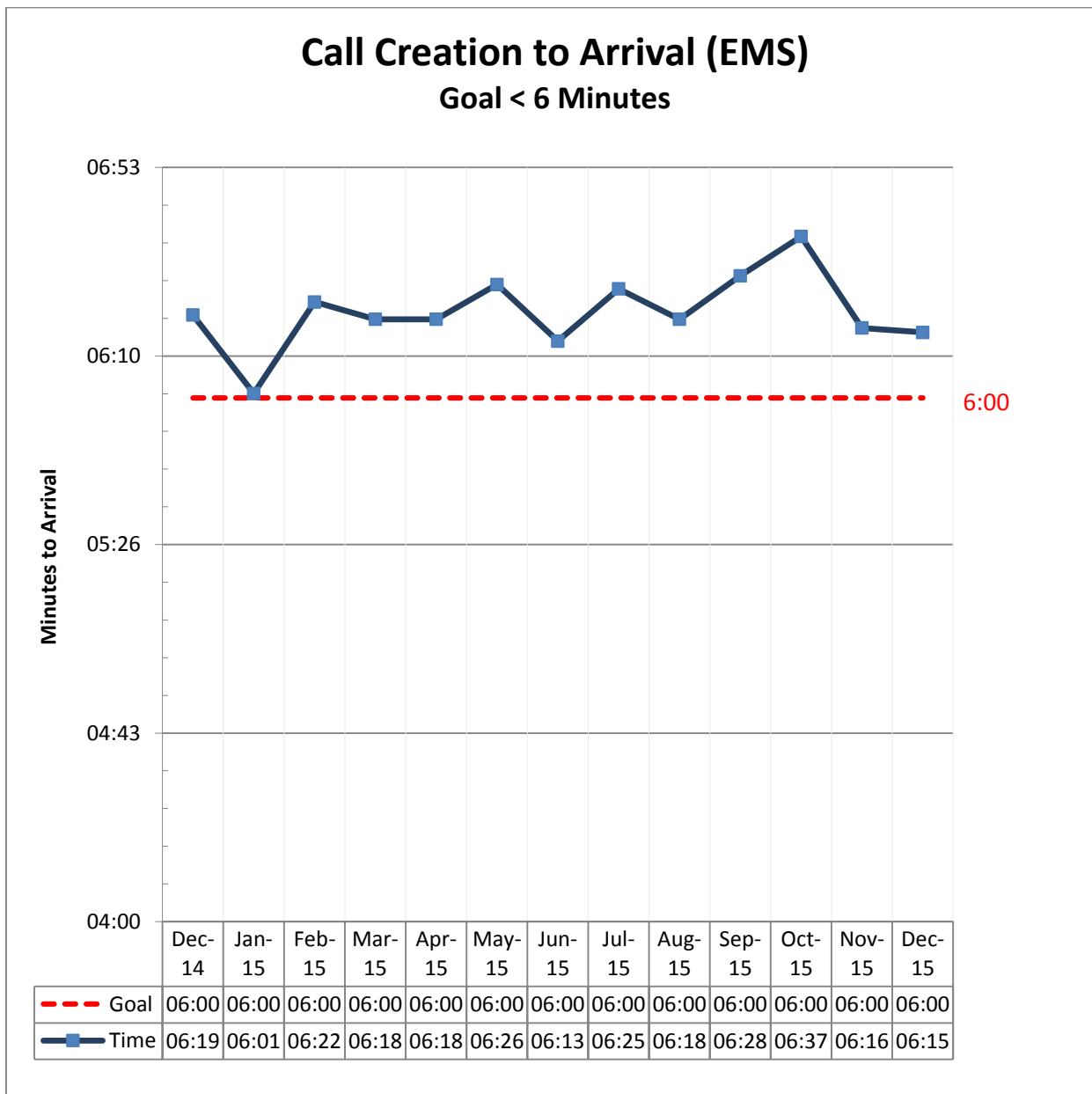
December 2015 Edition



It was a much busier month for the Bloomington Fire Department with 1044 calls for service. Much of this increase came from the December 28 ice storm, the department ran 154 calls in a 24 hr. period, when on an average day we run 30 calls. Property damage for the month was down at \$198,850. Property damage was mainly due to 2 structure fire's we had in the City. On December 18 we had fire in a single family residence on Rainbow Ave, which caused extensive damage to the residence. December 22 we had a fire in an attached garage on Vale St, this fire extensively damaged the garage with minor smoke and water damage to the house.

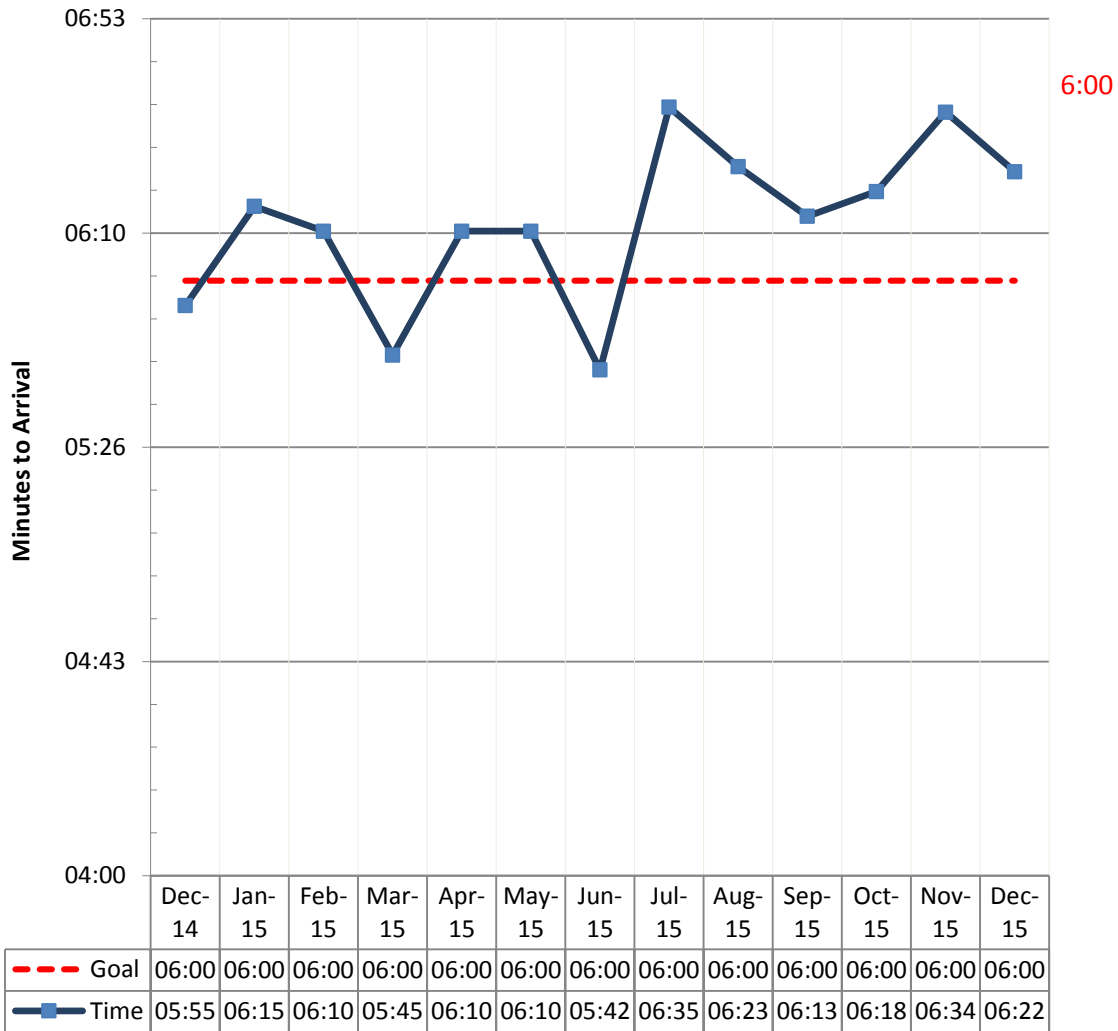
Unfortunately we are also reporting one fire death that occurred from a fire in December. On December 24 our units responded to a medical emergency, there was no report of a fire. The paramedics arrived on scene to find a patient that had been burned by a flash fire that had been ignited by smoking materials while the patient was on oxygen. The patient was transported to the hospital and was transferred to the burn unit at Memorial Medical Center in Springfield. The patient passed away on January 3 due to injuries from the fire.

We had an increase number of medical calls for the month compared to November; units responded to 704 EMS calls which were 67.5% of the total calls for the month.



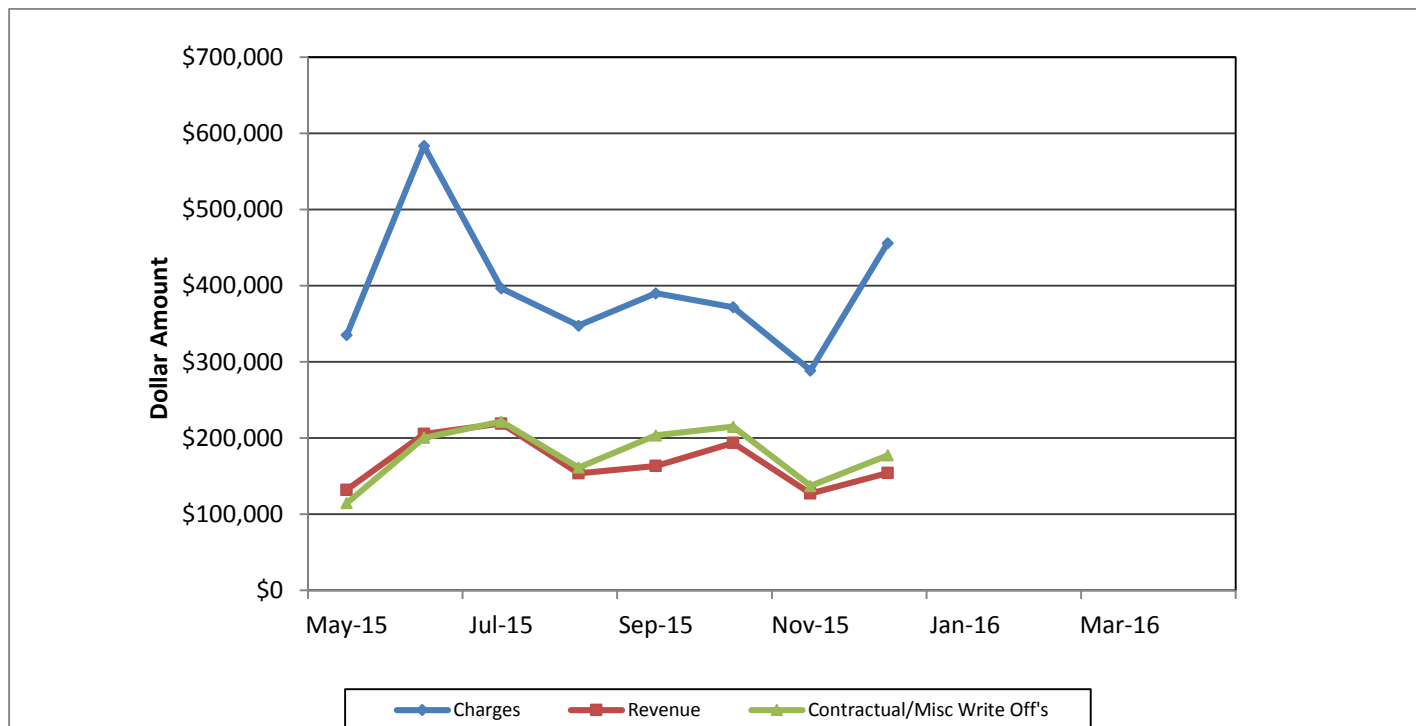
Call Creation to Arrival (Fire)

Goal < 6 Minutes



Bloomington Fire Dept EMS Billing

Fiscal Year 2015/2016



- Charges represent billings for emergency transports, intercepts, and ambulance standbys.
- Revenue represents the amount of revenue collected for emergency transports, intercepts, and ambulance stand by's.
- Contractual/Miscellaneous Write Off's- are the combination of contractual allowances and miscellaneous write off's. Contractuals are the amounts above what federal and state mandated carriers allow for EMS services. Miscellaneous write off's include Financial Hardships, Bankruptcies, Small Balances, Workman's Compensation, and Incarcerated Patients.
- Bad Debt-Write off's on the accounts forwarded to a third party collection agency for further collection processing \$-1,746.92.

Totals Breakdown

Charge total-\$455,999.52

Revenue-\$154,135.32

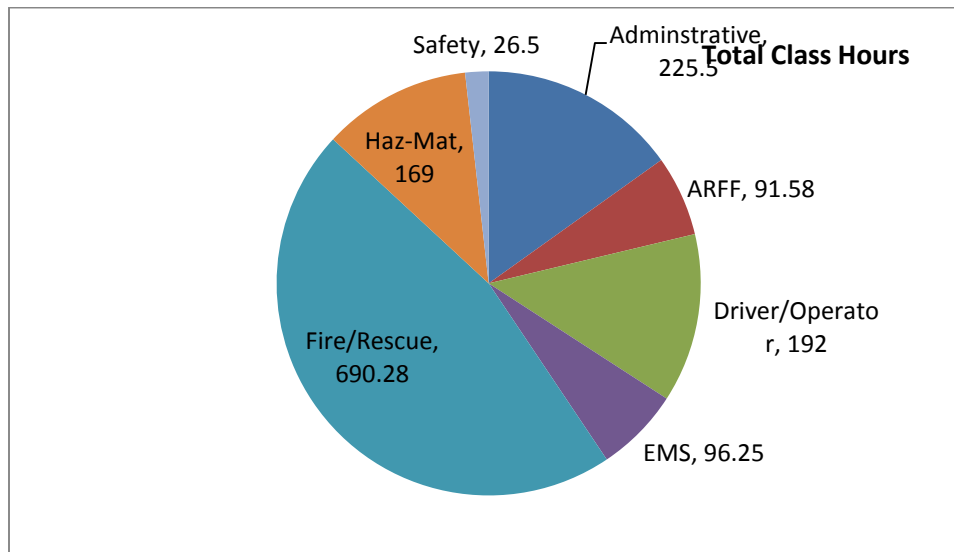
Contractuals/Miscellaneous Write Offs \$177,301.15

**Bloomington Comparison Report
December 2015**

	Current Month 12/2015	Previous Year 12/2014	Previous Month 11/2015
Charges			
BLS	373	335	209
ALS	266	243	193
ALS II	7	7	2
Charge Totals	\$455,999.52	\$399,638.94	\$288,751.33
Payments			
Payments	\$154,135.32	\$177,828.27	\$127,336.28
Bad Debt W/O	\$-1,746.92	\$32,235.05	\$28,655.72
Cont/Misc W/O	\$177,301.15	\$136,222.43	\$137,190.41

Fire Department Training Report for December, 2015

For the month of December 2015 the fire department held 209 training classes which totaled 1491.11 class hours. The class topics have been grouped into seven categories. They are Administrative, ARFF, Driver/Operator, EMS, Fire/Rescue, Hazmat, and Safety. The chart below represents the proportion of classes held in these seven categories for the month of December.



Major training subjects during this month included:

- **Driver/Operator**
 - 4th Quarter requirements from S.O.P. 200.02
 - Maintenance Inspections and Apparatus Familiarization
 - Apparatus Checks Class presented By E-One Representative
- **Fire/Rescue**
 - Ice Water Rescue
- **Hazardous Materials**
 - Hazmat IQ Chemical of the month "Methylamine"
- **EMS**
 - Respiratory Emergencies (McLean County EMS)
 - Trauma (BFD)
- **ARFF**
 - Aircraft Emergency Communication Systems
 - Aircraft Familiarization
- **Administrative**
 - Officer Development = Blue card CE Modules/Continue to practice with your CE training and involve all station personnel.
 - HR makeup class on new City Policies.
- **Safety**
 - Department wide Safety Culture Survey through Drexel University funded by Department of Homeland Security (DHS)

PUBLIC EDUCATION OFFICE

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

Fire Drills

- No fire drills for the month of December

Future Planning

- Working with Agency on Aging for the development a fall prevention campaign in Bloomington
- Headquarters will be a Car Seat installation site in working with the Child Care Resource and Referral Network.
- 150 Year anniversary of BFD planning in the pre planning stage
- Target Solutions for training internet site

Recruiting

- Working with Tom Frazier of BACC to bridge 3 year gap from end of High School to age when students can apply to BFD
 - Meeting takes place on January 8th

Training

- ILEAS Media Training (2 day class)
- Extinguisher class for West Minster Village of 40 employees
- Extinguisher class for Pii, 40 employees
- Lunch Training on Hoarding at Fox Den Clubhouse

Social Media

- Full access to Facebook, Twitter, Hootsuite
- 200 additional fans of page in just two days
- Learning in's and out's to engage more with our "fans" and "followers"

Office Assignments

- Created a First Aid PowerPoint presentation
- Working on CPR and Extinguisher PowerPoint
- 2 day power point class through LRS

Community Events

- Sparky in the Jaycee's Christmas parade
- Health fair at IRS on Mitsubishi (150 employees) learned fire safety and extinguisher practice
- Honor Mr. Cummings, 2 News, 1 radio, and Pantagraph came to event
- Attended Fox Creek Elementary with Engine Company to pass out candy canes to students.

- Members “rang the bell” for salvation army, posted to social media
- Taught First Aid to Cub Scout group at Stevenson Elementary

New Services for Bloomington Fire (trial basis)

- Responded to 2 cardiac arrest calls to serve not in a medical capacity but to talk with the family
 - Dec. 10th for missing man found in backyard
 - Dec. 11th for cardiac arrest at 4 seasons



Public Works Director



Jim Karch

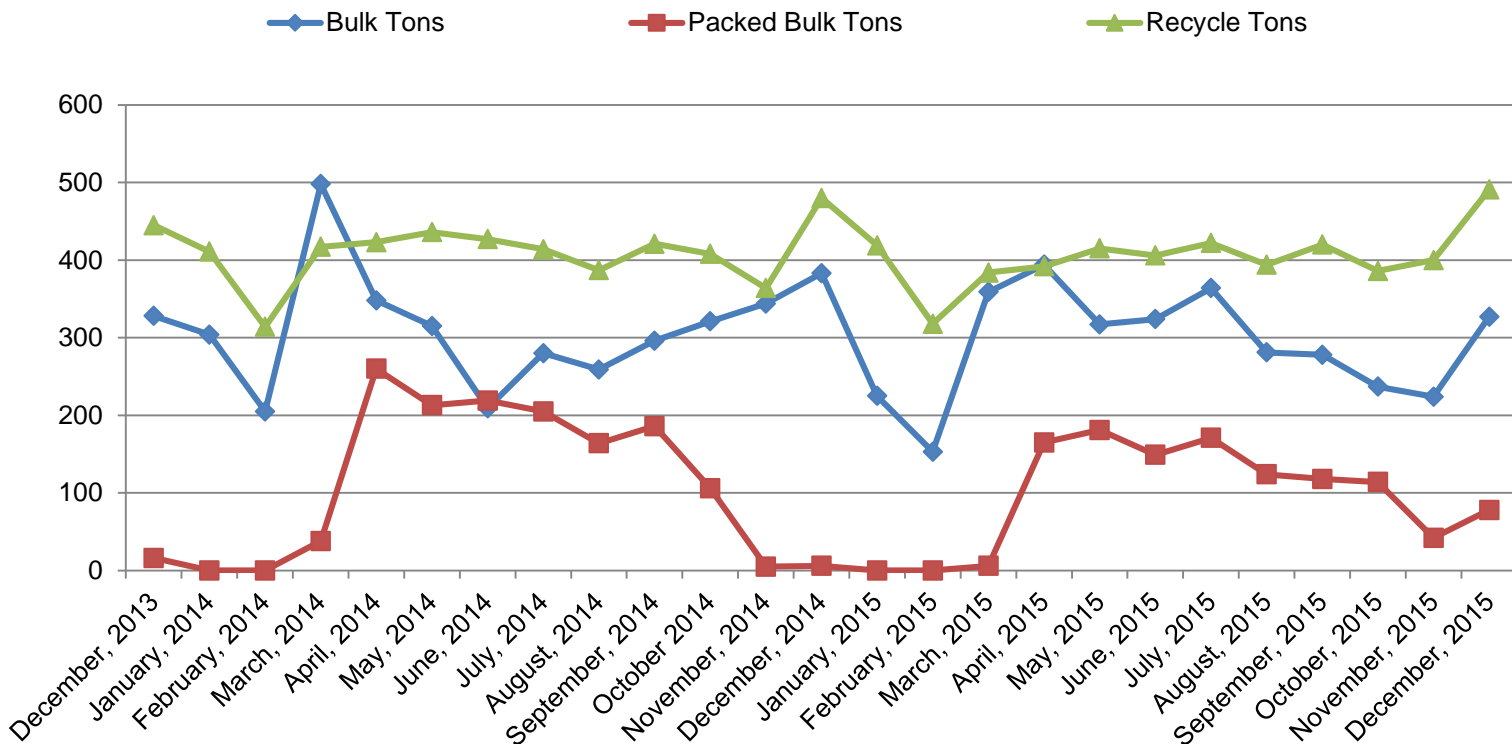
Public Works Department

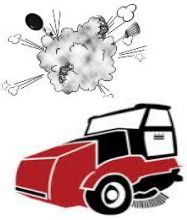
December 2015 Edition

Solid Waste Division

Approximately 24,500 residences are serviced weekly and an average of 29.96 pounds of household garbage were picked up each week at these locations during December 2015.

2 Year Refuse by Month





276 miles were swept during the month of December

Public Works Front Office

The front office staff has processed the following permits during December 2015

Engineering Permits	
Overweight Loads	13 issued permits for \$1455
Dumpster/Traffic Control/Excavation/Erosion	8 issued permits for \$5955
Erosion Control/Complaints Report	
New/Maintenance Erosion Control Inspections	117
New Erosion/Storm Water Complaints	1
Inspection & Complaint Files Closed	13

The office staff handled 1,721 calls during the month of December 2015

Streets & Sewers

CONTRACTOR	6
WATER DITCHES	13
MANHOLE REPAIRS	5
INLET REPAIR	3
STREET PANELS	1
CAVE-INS	3
MAILBOX REPAIR	1

In addition to fixing all reported potholes, our Streets Crews are running different sections of town and fixing potholes as they go through.

Fleet Division

	<i>December 2014</i>	<i>December 2015</i>
Work Orders	417	394
Total Repair Orders Closed	379	360
Preventative Maintenance	38	34

	<i>December 2014</i>	<i>December 2015</i>
Total No Lead Gallons	14,704	15,046
Total Cost	\$36,081	\$23,863
Avg Price per Gallon	\$2.45	\$1.58

	<i>December 2014</i>	<i>December 2015</i>
Total Diesel Gallons	15,309	16,544
Total Cost	\$39,109	\$34,911
Avg Price per Gallon	\$2.55	\$2.11

	<i>MONTH</i>	<i>YTD</i>	<i>Budgeted</i>	<i>FY %</i>
Parts	\$13,65 5	\$339,616	\$569,014	59.68%
Outside Repairs	\$14,80 7	\$197,554	\$403,672	48.93%
Fuel	\$22,81 6	\$552,465	\$1,495,202	36.94%



FLEET RECEIVED 1,108 PHONE
CALLS DURING THE MONTH OF
DECEMBER

FLEET put into service a replacement wheel loader for the Solid Waste Division of Public Works.



...and a replacement Dodge Grand Caravan for the Water Purification Division.

Sewers repaired at Main and Empire

This December and January, motorists endured traffic jams and workers endured harsh weather at one of Bloomington's busier intersections: North Main Street at Empire Street. The multi-lane streets were, at times, reduced to single lanes. The weather was an alternating blend of miserably cold and rainy, windy, and snowy.

In the end, a job was done that had to be done.

The project was planned and overseen by Public Works under a maintenance contract to the firm George Gildner Inc. Instigated by signs of a single sewer problem, the investigation by the city revealed multiple issues, including five spots where the sewers had collapsed. Three failing sewer manholes were replaced with two new ones.

The cost could exceed \$200,000 once final bills are paid.



Parks, Recreation, & Cultural Arts Director



Jay Tetzloff



Parks, Recreation & Cultural Arts Department

December 2015 Edition

Bloomington Center for the Performing Arts



The BCPA presented three mainstage events in December including *Jingle Bell Rock: A Raucous Holiday Variety Revue!!!*, *Christmas with the Nelsons*, and *Perfectly Frank: Celebrating a Century of Sinatra*.

In addition to regular monthly classes and lessons in piano, strings, Improv and Irish dancing, the BCPA also hosted several community events in December like The Pantagraph's *Holiday Spectacular*, *More Manners of Downton*

Abbey with Alastair Bruce, and the combined bands from Normal Community and Normal West High Schools Presenting: *A Holiday Concert for the Children*.

In, *Perfectly Frank*, (above photo) Broadway and concert star Sal Viviano paid homage to one of our most enduring musical icons, Frank Sinatra. All of the favorites, from "Come Fly With Me" and "Luck Be A Lady" to "My Kind of Town" and "New York, New York" were sung in this Pops Celebration that featured 17 members from the Illinois Symphony Orchestra. This evening marked the exact 100th anniversary of The Chairman of the Board's birthday so was a piece of birthday cake in the BCPA Ballroom prior to the show for everyone attending this party. Our own Facilities Manager & Event Coordinator, Dave Young, appeared as Joe, The Bartender during the song "One For My Baby (And One More For the Road)."



By popular demand, Matthew and Gunnar Nelson (photo right) returned to the BCPA in a heart-warming holiday throwback. A genuine blend of Everly Brothers-style harmonies and Smothers Brothers-style comedy, the multi-platinum recording artists reminded us that the holidays are best spent with family and friends gathered in cozy living rooms with some hot cocoa and meaningful music. The show included a vintage holiday video from their grandparent's/father's hit TV show from the 1950's, *The Adventures of Ozzie & Harriet*.

The fast-paced, fun-filled show, *Jingle Bell Rock!* was a high-energy celebration of the holiday season. Performing such classics as "Sleigh Ride", "Here Comes Santa Claus" and "Rockin Around the Christmas Tree", the show featured a live band, talented singers, lots of holiday fun and of course, everyone's favorite, **Santa Claus!** The talented cast guided our audience through the holiday season with a rousing energy that kept the house a-rockin'! It was a very Merry Christmas as this family holiday event provided a contemporary spin on a classic yuletide revue.



Attendance: 9,999 for December on-site events, activities, meetings, etc.

Facility Usage: 41 December on-site functions

Community: 6 radio spots; classes and lessons in piano, strings, Improv and Irish dancing; The Pantagraph's *Holiday Spectacular*; co-pro with Public TV stations WTVP (Peoria) and WILL (Urbana) to present *More Manners of Downton Abbey with Alastair Bruce*; and the combined bands from Normal Community and Normal West High Schools with *A Holiday Concert for the Children*.

Golf Courses

Mother Nature continued her recent good fortune allowing the courses to have a very active month of play for a typically cold winter month. While a typical December sees an average of around 300 golf rounds played, this month the courses saw 796 rounds played. This “bonus golf” is excellent for the golfer who is trying to get those extra rounds in to make the most of a season pass or just take joy in playing during the last month of the year. Another avenue in keeping our customers entertained and visiting our facilities, is the indoor range at Prairie Vista. Staff is currently working to add a simulator feature that will allow golfers to not only to better practice their games, but also have the ability to play a simulated course. Staff will have this feature available to the public next month. This added winter time amenity will also provide golfers the opportunity to try new products and demo existing product that is still available for sale, while also giving staff the opportunity to provide golf instruction and fit clubs throughout the winter months.

Staff is also pleased to report that over \$22,000 in gift cards were sold during the month, setting a new record for sales in that category. This is the fourth consecutive year that more than \$20,000 in gift cards were sold.

Golf maintenance staff is busy working on equipment maintenance. While many courses send their equipment out for maintenance, we are fortunate to have the majority of the work done in-house saving us dollars.

Reporting Measures

Total Rounds Played: 796
Outing Rounds: 0
Junior Rounds: 0

Miller Park Zoo

Revenue from admissions was up 19.6% for the current fiscal year. Last year, the revenue 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 up 1.2% 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 down 3.5% for the current fiscal year.



Revenue from Concessions, Carousel, and Animal Food Sales was up 0.5% 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. Zootique sales were up 2.7% for the current fiscal year.

Miller Park Zoo hosted Wild Lights on December 4th and 5th. This event smashed the record with a crowd of over 2500 guests. The Zoo also hosted two full sessions of Breakfast with Santa and the Reindeer, held the special event Can Reindeer Fly?, and started selling gift cards in the Zootique.

Jonathan Reding (MPZ Curator) announced that he would be leaving Miller Park Zoo to take a position with San Antonio Zoo in his home state of Texas.

Acquisition:

- Male African Hedgehog
- 20 Kaiser Newts

Disposition:

- Male Silver-beaked Tanager
- Female Jackson's Chameleon
- 2 Red-eyed Tree Frog
- Male Crested Quail Dove
- Male Seba's Short-Tailed Bat
- Blue-legged Mantella
- Female Green Woodhoopoe
- Short-tailed Opossum
- Male Galah Cockatoo
- Brown Mantella

Other:

- North American Porcupine cleared quarantine and placed on exhibit just outside the Wallaroo exhibit on the south side.

Attendance December 2014: 2,199 (Up 95%)
Attendance December 2015: 4,292

Recreation



There were several great holiday programs in the month of December including the Ugliest Sweater Run in Miller Park, the Christmas House Decorating Contest with Tour de Lights, and the annual Christmas Concert in historic Miller Park Pavilion featuring the Community Concert Band. Check out over 380 photos of these 3 events alone on our Facebook page.

The ever popular Winter Break Programs were also held in December for children ages 6-11 years old on days when school was out. Program staff spiced up the holiday menu with different activities each day including bowling, pajama parties, holiday crafts and games.



Pepsi Ice Center

Public skating sessions increased over the previous year and a “Skate with Santa” themed public skate drew over 200. Pepsi Ice also hosted groups from the Girl Scouts, Home Schools and 4H clubs in December.

Freestyle numbers are up from last year and Learn to Skate numbers are about even. Pepsi Ice expects that numbers will increase in early January as Winter 1 group classes kick off.

Ice Rentals have filled the facility and a typical December day begins as early as 5:50 am and goes until almost midnight, seven days a week.

Final Youth Hockey numbers for the traditional fall/winter season are now in and 5 of the 6 age levels increased. Overall there was a 12.85% increase over last year’s participation which includes 47 female youth hockey players. The female hockey players now make up 8.8% of the total number.

Note from a customer: “Michael and Adam, Thank you for showing us how the Zamboni works and taking us on a tour. Also, thank you for being so patient with us while we learned how to play broomball. It was one of our most fun and successful field trips we have had.” – Heart of Illinois Special Recreation Association.

Pepsi Ice Member Cards continued to be a popular in December and Gift Cards were also sold for the holidays.

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

SOAR co-sponsored the State Farm Holiday Classic Committee for the Ron Knisley Memorial Shoot Out. This endeavor is powered by volunteer support with two courts running 5 volunteers each for 8 games. Volunteers also helped serve lunch, post results, and helped with registration and souvenirs.

Many volunteers are family members and staff from Special Olympics Illinois. Thanks to all who have partnered with us for this event.



The Holiday Performers show at Vale Church was well attended following the several week rehearsal experience with performers and staff. This holiday's themed show representing countries around the world was an inspiring and heartfelt way to start to the season!



Parks Maintenance

Horticulture

December was a nice month weather wise for the area. All of the grounds maintenance equipment at our east side facility has been brought in for winter and plows are mounted on the appropriate trucks. Grounds Maintenance man hours (373.5) were up as we were able to do some general cleanup in the parks. All seasonal employees except weekend crew have been laid off for the winter. Horticulture staff started construction of a new parking lot at Miller Park. This lot will be constructed just north of the Pavilion and will be done at little cost, as the surface will be millings.



Forestry

Forestry division continued removing dead, dying or hazardous trees and responding to citizen requests for tree trimming. December, 109 total trees were removed and 65 of those were ash due to



Emerald Ash Borer. 54 stumps were ground out, holes filled with dirt and seeded. Forestry responded to 71 storm damage events due to the ice storm on December 29th. This was a major storm with much damage in a short period of time. In 3.5 days the forestry division worked 393 Regular man hours, 69.25 Overtime man hours, 52 supervisor man hours, and 23 office technician hours for this storm. Major roadways were shut down including Grove Street, East Street, Oakland Avenue, and Washington Street. Large trees were on house on Grove and Front Streets. Both were removed safely at night with the help of mobile lighting.

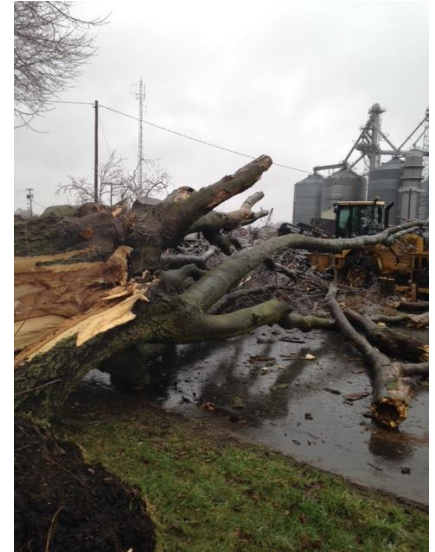
Utility

During December the Utility staff concentrated on a few big projects in Miller Park. The first big project was the removal and replacement of the roof at the Miller concession stand. The second big project is the transformation of the old playground located across from the Pavilion into a parking lot. The old playground mulch was removed and the area was expanded to park approximately 30 cars. We believe this will be a big help for parking threefold.

This area is located close to the Pavilion, bandstand and the zoo.

Other Utility projects in December are:

- Monthly HVAC inspection and repairs at Parks and Facilities
- Monthly HVAC inspections and repairs at the Coliseum and the BCPA
- Completed monthly Park inspections at all City Parks
- Installed new Park signs at Woodbury and Westwood parks
- Replaced variable frequency drives at the BCPA
- Installed new fencing along the sidewalk leading to Brook ridge Park
- Repaired water leak under the play surface at McGraw Park spray ground





Water Director



Robert Yehl, PE

Water Department

December 2015 Edition

Reservoirs & Water Quality

December was wetter and much warmer than average, with a total precipitation of (7.96 inches Accuweather records for Hudson, 4.91" measured at the water plant) and an average temperature of 40 degrees. The monthly average precipitation for December is approximately 3.2 inches, with an average temperature of 30 degrees. As a result of the precipitation both Evergreen Lake and Lake Bloomington are above the spillway elevation..

The nitrate levels in the both the Lake Bloomington Reservoir and the Evergreen Lake Reservoir have risen, but both are below the standard of 10 mg/l. At this time, staff does not expect the nitrate levels to approach the 10 mg/l regulatory limit for drinking water, but staff are continuing to monitor this closely.

We switched pumping from Lake Bloomington to Evergreen Lake on December 19, 2015. The switch was beneficial, in light of the high sediment loads that we saw in both lakes at the end of the month from heavy rains. Evergreen Lake water quality was better than that of Lake Bloomington, which results in higher finished water quality.

Distribution

During the month, the City experienced 6 water main breaks/water main leaks. The calendar year 2015 total through December resulted in 83 main breaks, as compared to an average of 82 main breaks for the last seven years.

During December, staff replaced or repaired 18 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.

JULIES

The water department either completes the JULIE locates the water, electric, sewer systems and the water reclamation district. During the month of December the department located/cleared 952 JULIES. The department itself issued 37 JULIES for the month.

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 not indicate signs of major issues. Vibration test of other pump stations are scheduled to be performed in the near future.

A replacement pump for the Enterprise Pump has been ordered. The replacement pump will help ensure proper distribution is maintained for our customers. Winter is fast approaching and Water Plant crew and Pump Station crew have been busy on their respective areas to ensure our facilities (Water Plant and Pump Stations) are prepared for winter. Expected delivery of the pump is second week of January 2016.

Repair to two motors (Division pump station and Enterprise pump station) is in progress. Two Wemco pumps from sludge pit (Water Plant) were pulled out December 30th and sent for repair evaluation.

Meter Services

The Department installed 306 Radio Frequency (RF) meters during the month of December. Our goal for the Fiscal Year (FY16) is the installation of 3,000 units. With the 306 meters installed for the month, and 1,594 meter conversions performed so far this fiscal year, the Department has achieved approximately 53% of our goal for the year.

The water meter inventory includes approximately 1,040 commercial / industrial meters and approximately 31,622 residential meters. Staff changed 1 turbine meter to a compound meter during December. 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 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

Water department staff has been working with outside engineer consultant Clark Dietz on the design of four distribution water main projects for the spring of 2016. The projects include Ryan Street, Peirce Ave, Stewart Street, and Lake Bloomington.

The bids have been received and a bid opening took place on December 21, 2015 for the Ryan Street water main replacement project. Included in the Ryan Street project the street will be resurfaced after the water main is installed. The project will be going to council on January 25, 2016 to be awarded to the lowest qualified bidder. Construction will start in early spring 2016.

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. There were 213 shutoffs totaling approximately \$60,609. Of the 213 shutoffs that occurred, 53 are still off as of today, which totals approximately \$16,046 in funds not yet recovered.

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 December this unit sold \$244.56 worth of water with a total of 84 transactions.

Outreach and Presentations

The water system was inspected by the Illinois Environmental Protection Agency in December. Overall, the inspection went very well.



Finance Director



Patti-Lynn Silva

Finance Department

December 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 twelve full time employees and one seasonal employee.

DECEMBER HIGHLIGHTS



December was a very busy month for the Finance Department as FY17 budget has begun full swing. The Finance staff met with all of the departments to go over their capital and operating budget requests for the upcoming year. Finance conducted the Annual TIF Review Board Meeting on December 22nd. The meeting covered the TIF close outs for the Market Square Redevelopment Project Area and the Central Bloomington Downtown Redevelopment Project Area.

DECEMBER REVENUES

Revenues Earned	Annual Budget	FY2016 YTD	FY2015 YTD	Variance	% Variance
Home Rule Sales Tax ⁶	\$ 14,427,441	\$ 7,179,229	\$ 7,016,624	\$ 162,605	2.32%
State Sales Tax ⁶	\$ 13,399,257	\$ 6,983,629	\$ 6,704,290	\$ 279,339	4.17%
Income Tax ⁶	\$ 7,584,390	\$ 4,441,619	\$ 3,853,151	\$ 588,468	15.27%
Utility Tax ⁷	\$ 7,063,164	\$ 3,868,911	\$ 3,190,229	\$ 678,682	21.27%
Ambulance Fee ⁷	\$ 4,694,812	\$ 2,718,429	\$ 2,489,926	\$ 228,502	9.18%
Food & Beverage Tax ⁷	\$ 4,328,539	\$ 2,548,082	\$ 2,469,836	\$ 78,246	3.17%
Local Motor Fuel ^{**7}	\$ 2,400,000	\$ 1,495,731	\$ 801,299	\$ 694,432	86.66%
Franchise Tax ⁷	\$ 2,190,810	\$ 901,262	\$ 891,956	\$ 9,306	1.04%
Replacement Tax ⁸	\$ 1,807,649	\$ 1,198,986	\$ 1,073,618	\$ 125,368	11.68%
Hotel & Motel Tax ⁷	\$ 1,649,946	\$ 1,196,971	\$ 1,036,058	\$ 160,913	15.53%
Local Use Tax ⁷	\$ 1,486,234	\$ 979,284	\$ 793,765	\$ 185,519	23.37%
Packaged Liquor ⁷	\$ 1,035,840	\$ 676,839	\$ 619,806	\$ 57,033	9.20%
Vehicle Use Tax ⁷	\$ 978,410	\$ 678,924	\$ 678,364	\$ 560	0.08%
Building Permits ⁸	\$ 754,000	\$ 604,673	\$ 518,493	\$ 86,179	16.62%
Amusement Tax ^{**7}	\$ 699,996	\$ 660,628	\$ 288,353	\$ 372,275	129.10%
Video Gaming ^{**6}	\$ 504,901	\$ 345,691	\$ 292,085	\$ 53,606	18.35%
Auto Rental ⁶	\$ 88,900	\$ 45,695	\$ 45,450	\$ 245	0.54%

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. Taxes collected through the state will be received up to three months after consumer spending. Taxes collected locally are filed the month following consumer spending. Revenues with a * after them had a rate increase in in FY2015 and in addition, revenues with ** after them are new revenues that were adopted in FY2015 and FY2016 represents the first full year of collection.

DIRECTOR'S CORNER

On December 22nd, the Finance staff all went and volunteered for Toys for Tots and helped distribute gifts to those in need as a staff team building activity. Staff enjoyed working closely with participating families and spent time restocking gifts and books and shopping with participants. It was a very rewarding experience that we look forward to continuing in upcoming years.

PROCUREMENTS – DECEMBER 2015

<u>TYPE</u>	<u>TITLE</u>	<u>STATUS</u>	<u>DEPARTMENT</u>
<u>RFP #</u>			
2015-57	Point of Sale System at US Cellular Coliseum	Reviewing	IS
2016-06	Time, Attendance, Accruals and Public Safety Scheduling	Reviewing	IS
2016-13	Total Organic Carbon Analyzer	Demonstrations	Lake
2016-15	US Cellular Coliseum Building Automation System Imp	Reviewing	Fac Mgt
2016-30	Capital Equipment Financing	Developing	Finance
<u>RFI&Q</u>			
2016-04	General A&E and Land Surveying Services	Reviewing	Facilities
2016-27	Professional Engineering Services	Reviewing	Water
<u>BID #</u>			
2016-21	Lake Blm Ranger Station Improvements	Developing	Facilities
2016-26	Ryan St Water Main Replacement	Finalizing	Water
2016-29	SCPP & HAVCO Building Demolitions	Reviewing	Fac Mgt
2016-31	Lease of Farmland	Developing	Admin
2016-32	FY 2016 Sewer Rehabilitation	Developing	Eng



Human Resources Director



Nicole Albertson

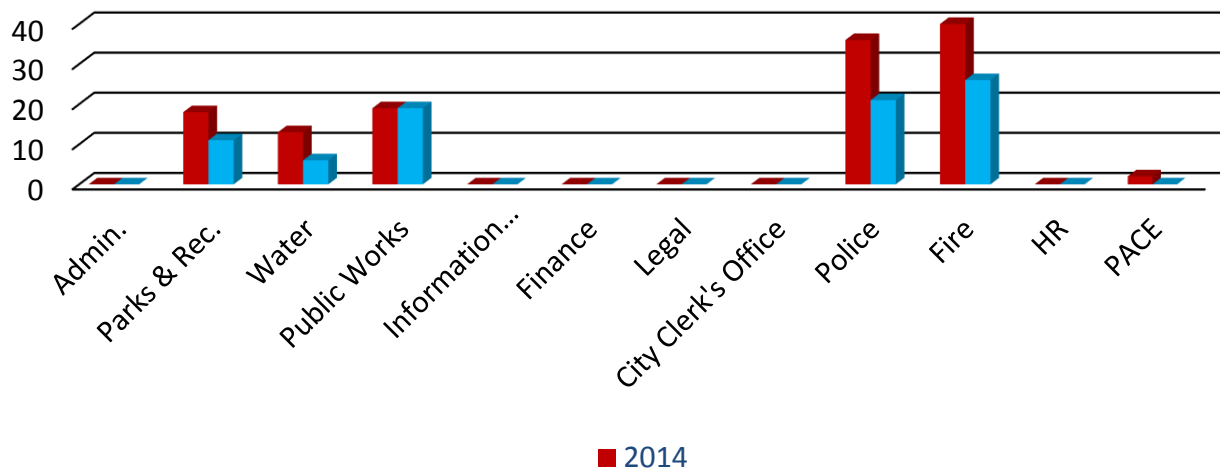
December 2015 Edition

Human Resources

Employee Safety

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.

OSHA Recordable Injuries by Dept. 2014 vs. 2015



City Wide OSHA Recordable Injuries Dashboard

2014 vs. 2015



- 35%
(45 Fewer Injuries)



Information Services Department

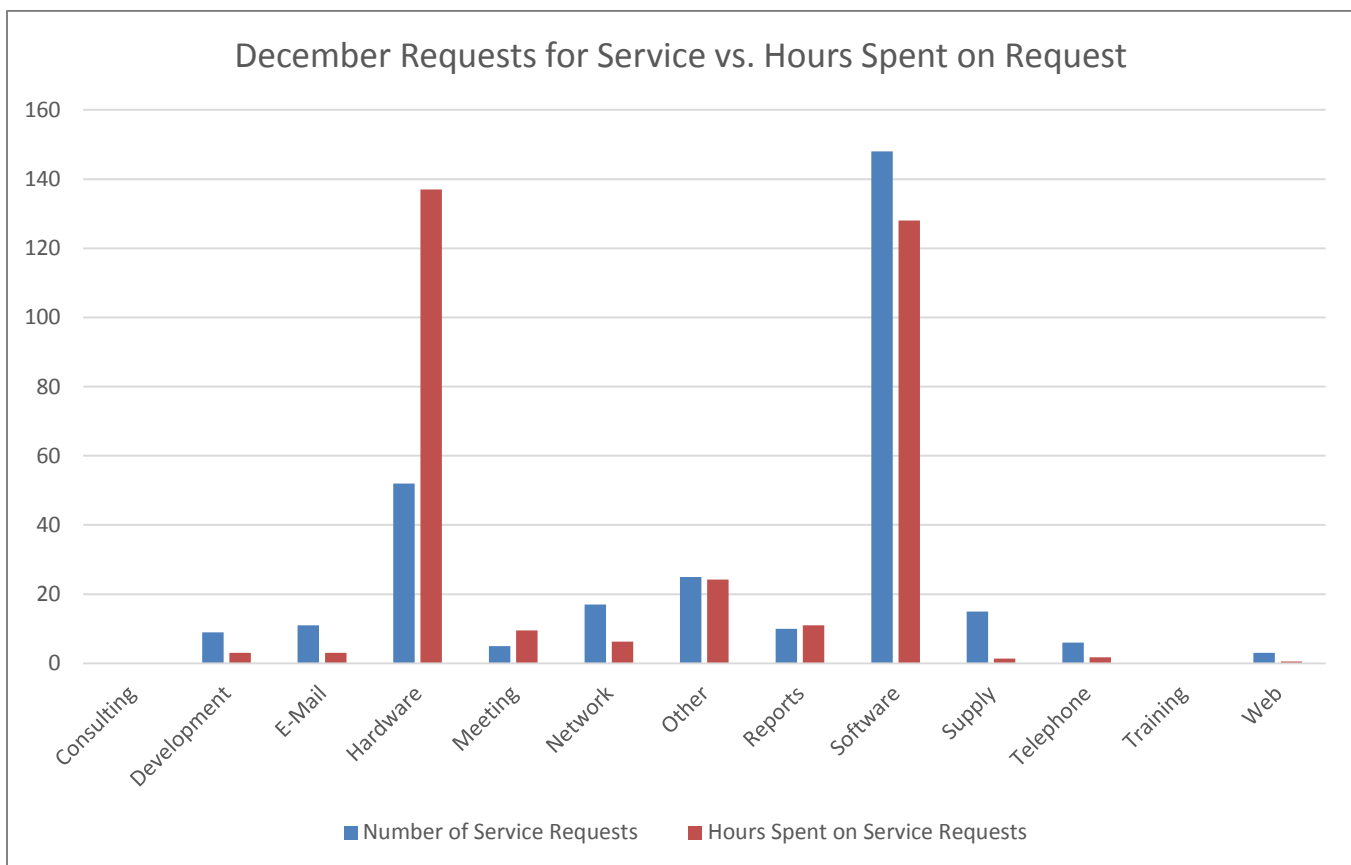
Department Director



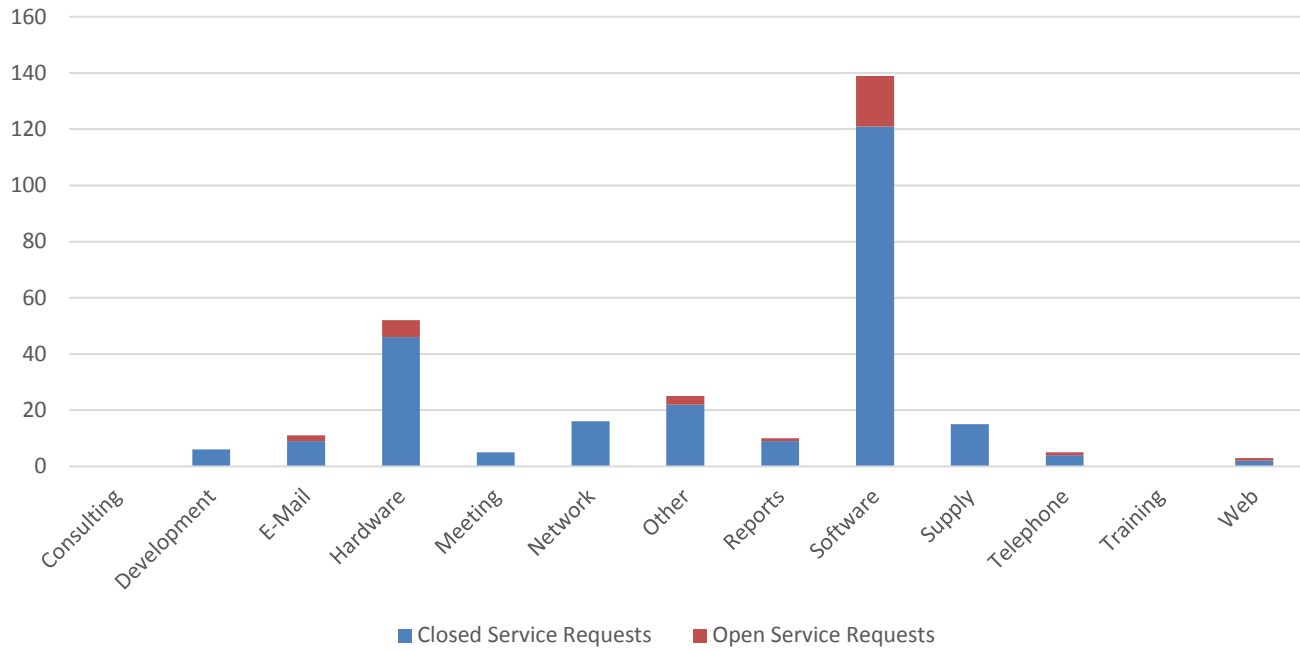
Scott Sprouls

December 2015 Edition

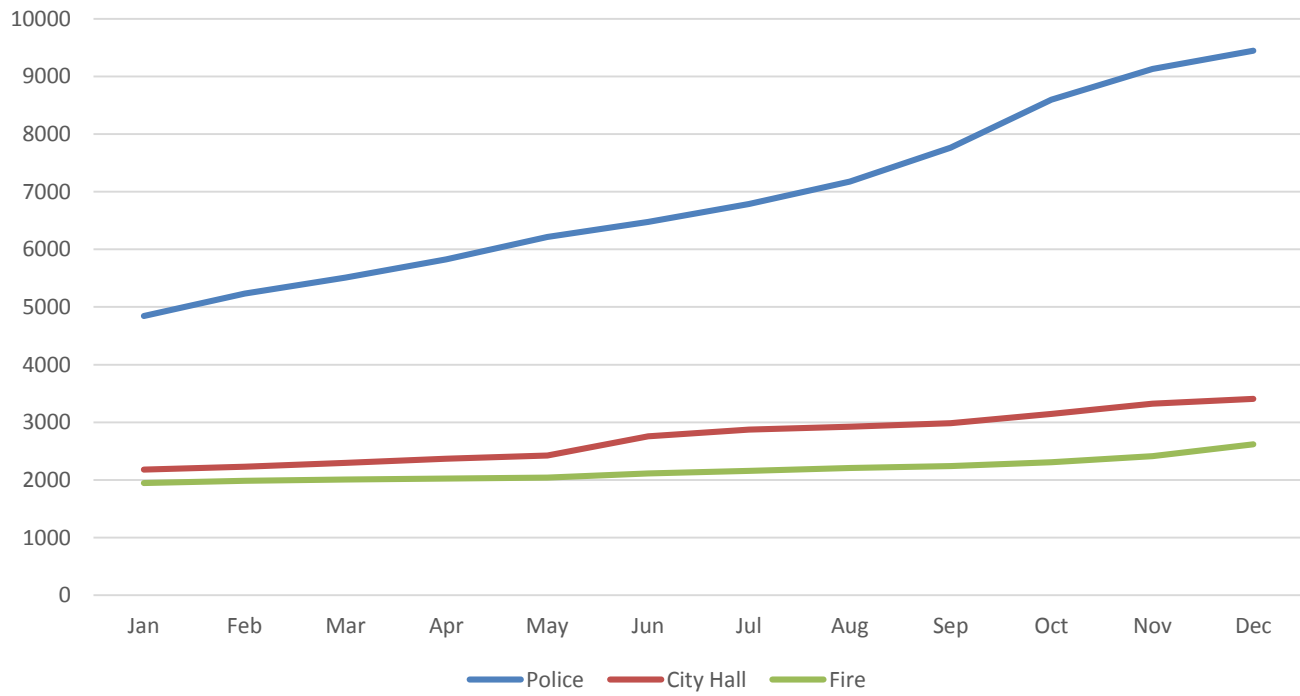
Information Services Workload

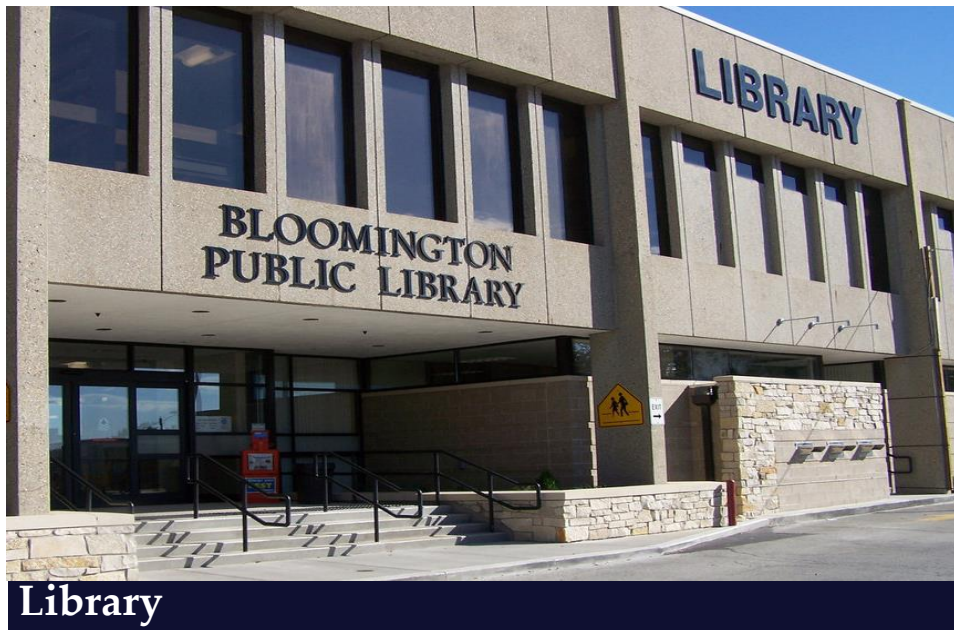


December 2015 Closed Service Requests



City Facebook Activity



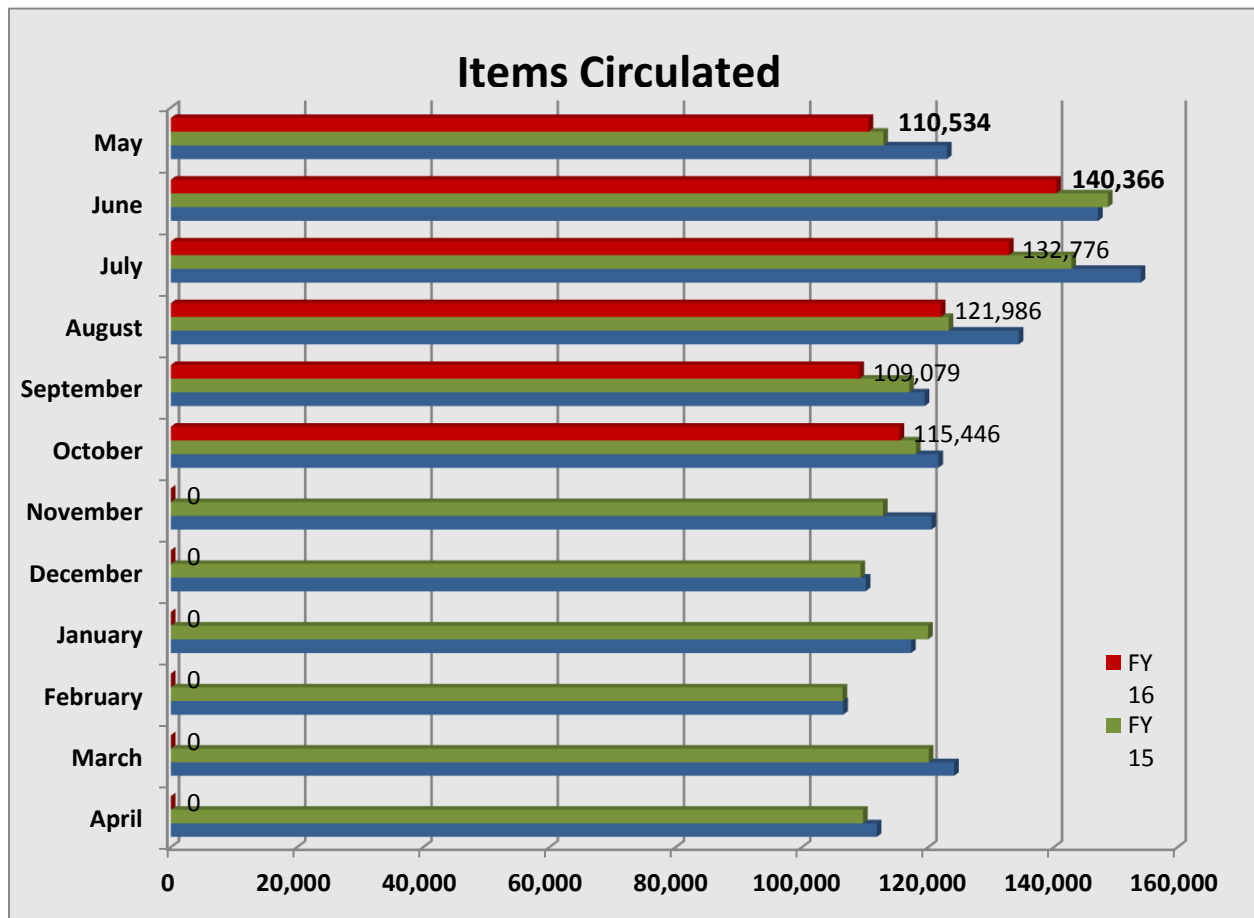


Library Director

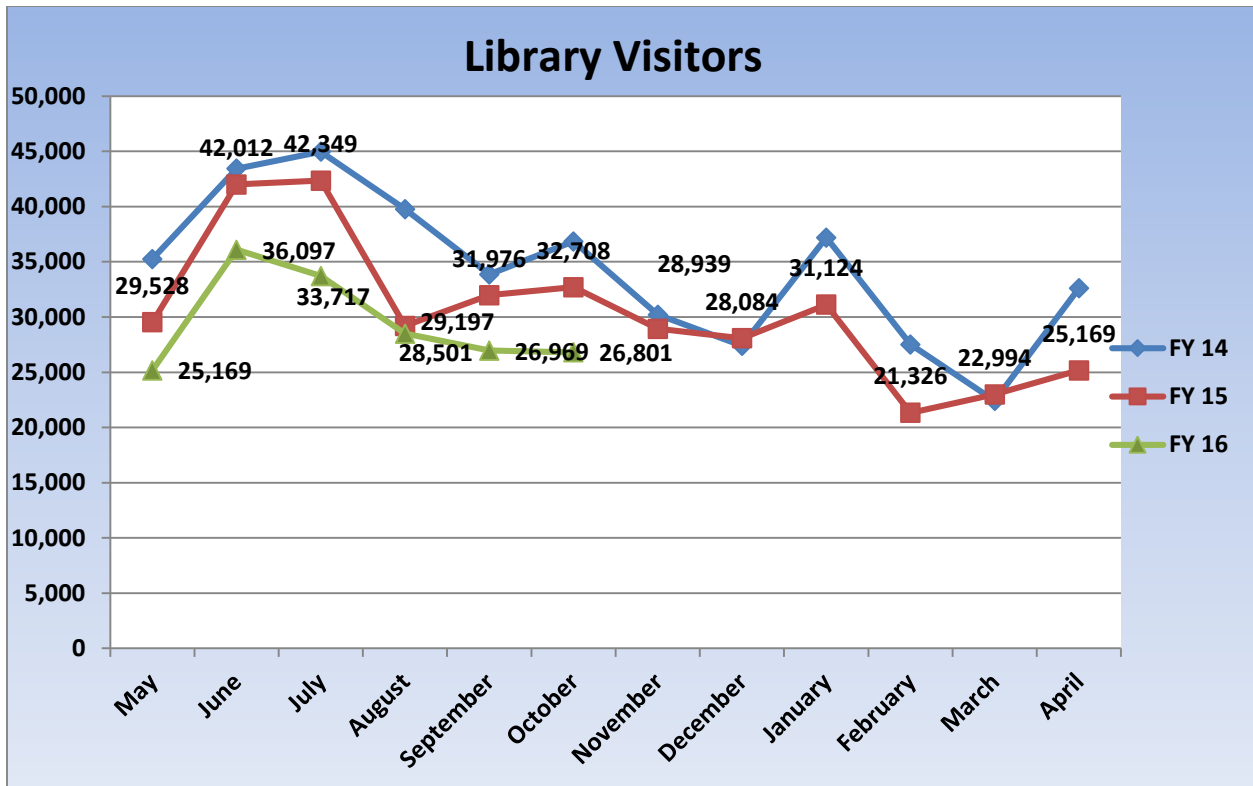
Terry Lindberg
(Interim)

December 2015 Edition

Library



Customers borrowed 115,446 items in October, 2015 which is less than the 118,036 items borrowed in October, 2014. There were 26,801 visitors to the Library in October, 2015 compared to 32,708 in October, 2014. Staff answered 4206 questions from customers this month compared to 4458 questions answered in October, 2014.



Programs and Attendance in the month of October:

Children Programs and Attendance:

- Kiddie Drive-In - 46 attended
- Star Wars Reads Day - 140 attended
- Minecraft Mania - 197 attended
- How to Train Your Dragon Party - 140 attended
- Twin City Tale Spinners Just a Little Spooky Stories - 29 attended



- Halloween Parade and Story Time - 2 sessions - 340 attended
- Principals Read - 7 sessions - 338 attended
- Needle Craft - 4 attended

Lapsits - 8 sessions - 111 attended
Toddler time - 12 sessions - 398 attended
Preschool story time - 6 sessions - 140 attended
Move and Learn story time - 3 sessions - 66 attended
Singing, Swinging story time - 2 sessions - 45 attended
Tales for Tails - 4 sessions - 55 attended

Sites visited:

Katie's Kids - 50 attended
ABC Literacy Team fall event - 155 attended
Washington School event - not sure how many attended
Milestones Preschool - 43 attended
Head Start at Brigham - 81 attended
Miller Park Zoo Spooktacular - 350 attended
Little Jewels Day Care - 36 attended

Total October Programs Offered:

31 story times – 763 attended
19 programs – 1289 attended
7 visits/events – 715 attended
Total – 57 programs/visits/events – 2767 customers attended

In November, in addition to our regular story times and programs, the following will be offered:

Celebration of India - Nov 14
Superhero Academy - Nov 21
Cupcake Fun Day - Nov 28

Teen Programs and Attendance:

Teen Read Week: Book Spine Poetry – 1 participated
How to be a Graphic Novelist – 1 session – 7 attended
Teen Advisory Board – 1 session – 0 attended
Teen librarian visited these schools for Books & Bites and to promote library events. The number of teens who attended is listed. NCHS – 44; Chiddix – 99; Evans – 62; Kingsley – 117; Parkside – 142; NCWHS – 20

Adult Programs and Attendance:

Fiction Book Club – 1 session – 4 attended
Mystery Book Club – 1 session – 9 attended
Books on Tap book discussion – 1 session – 7 attended
Second Wednesday Classic Movie – 1 session – 11 attended
Jim Gibbons: Our Lady of the Angels school fire – 1 session – 37 attended
DIY String Art – 1 session – 5 attended
Small Business Retirement Planning with SCORE – 1 session – 8 attended

Computer 101: Email – 1 session – 8 attended

Brew, Tour, and Pair series

You Can Brew: Home Brewing – 1 session – 7 attended

Destihl Brewery Tour – 1 session – 17 attended

Rock Talk (diamond rings) – 1 session – 2 attended

There were 14 individual appointments with an Adult Services staffer. Topics: ebooks, email & basic computer use, resumes & job applications, searching for gravesite information, and travel resources.

Adult Services Monthly Report - October, 2015

Carol Torrens, Manager

Collections

The Readers Corner collection was disbanded. Some items moved to the nonfiction collection and the rest were discarded. The True Crime paperbacks were moved to that shelving space, putting them close to their hardback counterparts in the 364s. The small, mass market nonfiction paperback collection was disbanded. This and the move of the True Crime books freed up space to spread out the fiction and romance paperbacks. .

Dead items were weeded from the SciFi collection, then shifting occurred to accommodate the relabeling of Star Wars and Star Trek books. These books are now shelved together, a convenience for customers and more easy shelving for staff.

The nonfiction in the Illinois Collection is RFID tagged.

Our BookNews service that provides new materials lists on the website will soon be updated to the new version called Select Reads. Staff are learning about this and planning with the company's rep to make the change.

Programs

Karen met with the B/N Lincoln Coalition/Lincoln's Festival.

Rhonda and I met with an advocate from Prairie Legal Services to discuss ways of disseminating information about the services offered there.

Displays in Adult Services included My Weekend is Booked (hobbies); National Cookbook Month; Readbox (books turned into movies); LGBT Month; and scary reads. The display in the DVD area was Alter Egos—superheroes, characters in disguise.

Teen librarian visited these schools for Books & Bites and to promote library events. The number of teens who attended is listed.

NCHS – 44; Chiddix – 99; Evans – 62; Kingsley – 117; Parkside – 142; NCWHS - 20

Adult/Family programs

Fiction Book Club – 1 session – 4 attended

Mystery Book Club – 1 session – 9 attended

Books on Tap book discussion – 1 session – 7 attended
Second Wednesday Classic Movie – 1 session – 11 attended
Jim Gibbons: Our Lady of the Angels school fire – 1 session – 37 attended
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Teen programs

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How to be a Graphic Novelist – 1 session – 7 attended
Teen Advisory Board – 1 session – 0 attended

Training & Technology

There were 14 individual appointments with an Adult Services staffer. Topics: ebooks, email & basic computer use, resumes & job applications, searching for gravesite information, and travel resources.

Four librarians attended ILA in Peoria. Among the better sessions were: legal information resources, teen programming ideas and measuring success, community outreach, book talking.

Several staff attended sessions by the city's HR department about new policies on bullying, harassment, workplace violence, and a dress code.

Other

I attended a meeting of the Bookmobile Ad Hoc Committee and of the Library Board.

On behalf of the managers, I organized a thank you cake for staff for all the extra work involved to move materials and customers between floors during the week the elevator was out of commission.



Business Office Monthly Report – October 2015

Kathy Jeakins, Manager

- I spent most of October entering the budgets in MUNIS
- The Library continued to sell bus passes to the public
- Credit Card Usage: I reviewed all credit card transactions daily; entered all credit card transactions in account files; requested cards for new staff or staff new to using the credit card system; reported problems staff had accessing their accounts
- Entered seven expense batches in account files
- Prepared 15 deposit batches in MUNIS
- Entered 20 deposit batches in account files
- Meetings:

Department Managers: 10/7 and 10/21

BPL Board Meeting: 10/20

Golden Prairie Board Meeting: 10/21

City Budget Instruction Session: 10/8/15

Golden Prairie audit, 10/8

- As of October 31, the Library's Maintenance & Operating Fund Balance is \$4,190,504.17; twenty-five percent of the Library's FY16 budget is \$1,319,477.50
- Bills review in October: Emily Kelahan (10/6 & 10/13), Van (10/20), and Robert (10/27)

Children's Services Monthly Report – Oct 2015

Melissa Waltrip – Manager

Programs

In October, the following programs were offered:

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Star Wars Reads Day - 140 attended

Minecraft Mania - 197 attended

How to Train Your Dragon Party - 140 attended

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Needle Craft - 4 attended

Lapsits - 8 sessions - 111 attended

Toddler time - 12 sessions - 398 attended

Preschool story time - 6 sessions - 140 attended

Move and Learn story time - 3 sessions - 66 attended

Singing, Swinging story time - 2 sessions - 45 attended

Tales for Tails - 4 sessions - 55 attended

We visited the following sites/events:

Katie's Kids - 50 attended

ABC Literacy Team fall event - 155 attended

Washington School event - not sure how many attended

Milestones Preschool - 43 attended

Head Start at Brigham - 81 attended

Miller Park Zoo Spooktacular - 350 attended

Little Jewels Day Care - 36 attended

Total October Programs Offered:

31 story times – 763 attended

19 programs – 1289 attended

7 visits/events – 715 attended

Total – 57 programs/visits/events – 2767 customers attended

In November, in addition to our regular story times and programs, we will be offering the following:

Celebration of India - Nov 14

Superhero Academy - Nov 21

Cupcake Fun Day - Nov 28

Training

- Children's staff attended the mini morning session on cataloging, the City training on new City policies, and a training session on the new RFID pad.
- Rondalea, Laurel, Lisa, and Jesse attended a meeting about Select Reads, the service that has replaced Book News. Jesse created a how-to guide explaining how to create booklists in Select Reads.
- Rondalea attended the Illinois Reading Council convention.

Circulation and Outreach Services Monthly Report - October 2015

Laura Golaszewski, Circulation and Outreach Services Manager

1) Staff, committees, and training:

- Hannah Lebovitz sadly left our department this month. She will hopefully be joining us again in the summer as a Temp.
- With Caprice, I attended training on impairment in the workplace, presented by IDOT.
- Marie and Daphne started training with the Deposits team so that they may begin assisting with some of the duties associated with that service.
- The first meeting of the Bookmobile Ad-Hoc Committee was this month. The meeting went well and the purpose of the committee was outlined. There has not yet been a date set for the next meeting.

2) Outreach news:

- This month, Home Delivery staff delivered 483 items to 56 patrons. They also added 7 new patrons to the service this month.
- The new bookmobile schedule was ready this month and distributed to patrons. It was also mailed to the post offices in Golden Prairie.
- A mailing for the newly added Bookmobile stops went out this month to spread the word about where we will be this fall and winter.
- Deposits staff added one new site this month.

3) Technology:

- Our self-checks were upgraded to the new 3M self-check software this month. Response from staff and the public were both positive about the changes that have been made.
- We have been seeing increasing demand for scanners at the self-checks that can read barcodes on smartphones. We have requested that all of our stations be outfitted with these types of scanners now that the unlockers are gone and there is room on the countertop. We currently only have a scanner with this ability at the first self-check station.

Door Count: 25,586

Bookmobile Customers: 1,215

Training Hours: 42
Volunteer Hours: 44

Human Resources Departmental Report - October, 2015

Gayle Tucker - Manager

Staff Milestones

- Julie Neville celebrated 5 years of service

Staff Development

- I attend and encourage attendance at mini training sessions provided by the Staff Development Committee

Expand use of Sharepoint as staff Intranet

- I updated the Staff Directory on Sharepoint
- Orientation documents will be available
- I contribute news to the monthly staff newsletter
- Johanna trained me on a few more Sharepoint things

Recruit, coordinate and utilize volunteers effectively

- We are currently accepting volunteers to help in our Book Shoppe
- I serve as our Volunteer Coordinator

I reviewed email groups, alerting Jon Whited of who needed to be added or deleted based on our current staff

In October, there was one in-house job announcement, and three website/Facebook job announcements

In October, I participated in 10 interviews

I conducted orientations for three new work study students

I attended the October 20 BPL Board Meeting

I share relevant training opportunities with Department Managers

I serve as the Work Study Coordinator with Illinois Wesleyan University

Participate in Munis implementation including Time Clock, Fixed Asset module, and on-line Employment Application

We continue a double-checking system for time entry until new time clocks are implemented

All employees receive Munis Employee Self Service setup information and instruction during new employee orientation. This information is also on Sharepoint.

I work proactively with the Finance Department to ensure correctness of paychecks
Johanna and I actively use a few reports through Munis to verify part-time hours
We'll have input into a new timeclock vendor
I closely track hours worked by part-time staff

Training hours received: 0.50 hours

Information Technology Monthly Report - October 2015

Jon Whited, Manager

Programs

The IT department had a 3-D action figure printing program. After a brief introduction to 3-D printing, 9 students spend 2 hours creating action figures that we then printed for them.

Operational

The IT department installed Star Wars Battlefront on the TeenZone PCs for Star Wars Reads day. This special preview was only available for a few days.

The Self-checks have had their software upgraded to the latest version. The new version has an updated interface and allows us to promote events on the side of the screen. This also allows us to offer multiple languages. We now offer both Spanish and Hindi.

We installed a new credit card machine that accepts the credit cards with the chips embedded in them.

Monthly Marketing Report October 2015

Rhonda Massie, Manager

Text Notifications

- The Library is now working with Magic Blue Box to provide opt-in text messages to Library customers in general as well as to Bookmobile customers who will receive a reminder the day the Bookmobile is coming to their stop. Each Bookmobile stop is associated with a specific opt-in word.
 - o If I were to opt in to the word "Colonial," I would receive a text reminder the morning that the Bookmobile will stop at Colonial Plaza.
 - o If I opt in to the word "Library," I will sporadically receive general library news. (I intend to use this on days we're closed for snow, the day a new program guide is released, any time our public computers are without internet access, etc.)

- Digital artwork promoting our new text opt-in service was created for Facebook, Twitter, our plasma screen, the rotating bar on our website, and a page on the website.

Bookmobile Schedules/Promotions

- The new Bookmobile schedules were printed and delivered in time to be handed out to Bookmobile users during the three-week rotation of the schedule that preceded the November 1 start of the schedule.
- Seven different postcards – one for each new Bookmobile stop -- were designed, printed, and mailed to residents and businesses within the carrier routes located closest to each individual stop. Approximately 7,300 postcards were delivered.
 - o Each of the seven postcards included stop-specific information about signing up to receive a text message reminder on the day the Bookmobile will visit a specific stop. Those reminders began being sent on November 1 to coincide with the new Bookmobile schedule.

New Resident Postcards

- We use our own online resource Reference USA to locate the addresses of everyone who is new to Bloomington, and we send them a postcard letting them know that library cards are free and encouraging them to come in and get one. We do this quarterly.

Farnsworth Input Session

- With BPL Board input, 195 invitations to a Farnsworth Expansion Input Session were mailed to community members.
- The public was invited to attend the session via Pantagraph advertisement, Facebook post and Tweet. Attendance at the session was very low.

Halloween Promo

- The Library supplied candy to be handed out to Trick-or-Treaters on Halloween night at the homes of staff living in Bloomington. Each Fun Size bag of candy was attached to a promo piece which informed recipients that library cards are free and invites them to come in and get their card. Members of fraternities and sororities at Illinois Wesleyan University assembled our treats as a service project.

Promo Materials

- Seven different postcards – one for each new Bookmobile stop -- were designed, printed, and mailed to residents and businesses within the carrier routes located closest to each individual stop. Approximately 7,300 postcards were delivered.
- Digital artwork promoting our new text opt-in service was created for Facebook, Twitter, our plasma screen, the rotating bar on our website, and a page on the website.
- Created all new table tents (40+) for the Adult Services Department. The table tents in AS are now displayed in acrylic holders as are the table tents in CS (also a recent change). They look much more professional; don't get destroyed; don't have to be remade every few months; don't disappear, etc.
- November calendars were created and printed.

- Contacted PATH multiple times to remind them they'd reserved the Library's display case which is reserved for Community organizations.
- Set up a new Library display case; this one focuses on the December 5 Sports Memorabilia Appraisal program.
- Worked with the BCPA to organize a ticket giveaway for their Intergalactic Nemesis program. Display table included many graphic novels as well as materials promoting our Graphic Novelist Workshop and our upcoming Superheroes program.
- Created promotional materials for these programs:
 - o Rock Talk (program about buying engagement rings)
 - o Graphic Novelist Workshop
 - o Twin City Tailspinners Not So Spooky Stories
 - o DIY Centerpiece Arrangements Class
 - o Celebration of India
 - o History of Comics
 - o Halloween Parade and Story Time
 - o Superhero Training Academy
- Created ads for
 - o Sunday Pantagraph (4)
 - o Community Players' Legally Blonde playbill
 - o Pastelle magazine
- Fulfilled the following sign requests:
 - o No Shave November
 - o National Adoption Month
 - o NaNoWriMo (celebrates National Novel Writing Month)
 - o "Zap! Pow! Boom!" (Graphic Novels Collection)
 - o Giving Thanks
 - o November is National Diabetes Month
 - o Alter Egos
 - o Sorry my weekend is all BOOKED
 - o "True Crime Books have moved"
 - o Pantagraph shelf labels (for the shelves that hold our Pantagraph newspapers)

Out and About

- October 15 – Rhonda met with Joe Prosser to discuss a new online resource being offered by the Community Cancer Center. Prosser was asking for assistance in spreading the word about the resource.
- October 15 – Rhonda met with Adrian Barr and Lydia Jordan of Prairie State Legal Services. The pair was looking for assistance in promoting an upcoming Free Legal Fair.
- October 22-23 – Rhonda attended the Illinois Library Association Conference in Peoria
- October 29 – Rhonda and Carol Torrens met with Attorney Lydia Jordan, Public Benefits Education & Outreach Coordinator for Prairie State Legal Services, to begin to partner in developing and scheduling PSLS programming at the Library during the January-May season.

WebTeam

- The WebTeam has asked Jon and Kerrie to explore options for presenting programs on a more-functional website calendar.
- Kerrie and Dan Woodman of the Magic Blue Box (our text notification provider) will work to make it so people can sign up for text notifications from our website as well as from their phones.

Social Media

- The Marketing Department continues to promote the Library via Facebook and Twitter.
 - o During the past month, the Library added 140 Facebook fans (for a total of 3,854).
 - o During the past month, the Library added 23 Twitter followers (for a total of 1,323).
 - o During the past month, the Library added 18 Instagram followers (for a total of 90).
 - o During the past month, the Library added 9 Pinterest followers (for a total of 53).

Ongoing Promotion:

- The Library has contracted with Magic Blue Box, a text notification service. Patrons must opt in to receive texts about the Library or text reminders on the day of the Bookmobile stop.
- The Library has a 12-month advertising package with WMBD/CiProud/Fox 43 via their “Excellence in Education” promotion. This began airing in March 2015.
- Weekly ads run in the Sunday edition of the The Pantagraph at a severely reduced rate.
- The Library runs an ad in each Community Players playbill.
- Library programs continue to appear on the Library’s website and on the plasma television in the Library’s lobby.
- Programs appear on The Pantagraph’s online calendar.
- Non-recurring programs appear in the print edition of The Pantagraph’s Daily Calendar.
- Children’s programs appear on the monthly McDonalds’ trayliner calendar.
- Select programs appear in PATH’s bi-weekly e-newsletter.
- The Marketing Department continues to organize twice monthly radio spots on WJBC.

B Logistics

- Marketing continues to coordinate with B Logistics to dispose of donated materials which are not chosen as inventory for the Library’s used Book Shoppe. In the past, we would pay Midwest Fiber to recycle these materials. Through B Logistics, we receive \$.05 per pound for them. B Logistics solves two problems for the Library in that they reliably remove our overstock from the premises (we have no space to store overstock), and we no longer pay for recycling of these materials.
- From 10am-3pm on the second Saturday of each month, volunteers host a Donation Day in the Library’s Community Room. Collecting books once per month provides more than enough books to stock the Used Book Shoppe.

Support Services Monthly Report October 2015

Caprice Prochnow, Manager

- a. Caprice along with Laura G. attended “Substance Abuse: Training for DOT FMCSA Regulated Supervisors” seminar presented by Bensinger, DuPont & Associates that handle the Employee Assistance Program for City employees.
- b. The Safety Committee met on October 27, and discussed making short videos covering safety topics and a virtual tour of the Library showing where all the EXITS, pull stations, AEDS and fire extinguishers are located in the building to post on Share Point for new staff as well as a review for the veterans. Our next meeting will be on Tuesday, December 8.
- c. Ron Burke’s last day was October 25. He will be missed!
- d. Maddy was away from the Library for a time in October due to illness. In her absence, all of Support Services staff stepped up to make sure things were taken care of each day. Great Team work!
- e. Abby, Rick and Robert diligently worked on re-lamping the Adult Services perimeter area. Weber Electric will be here in the coming weeks to re-lamp the high fixtures in AS, along with a few repairs to the perimeter fixtures.
- f. Caprice is exploring the possibility of adding a “healthy food” vending machine in the lower lobby.
- g. Caprice is working on Performance Reviews for Custodial staff.
- h. Rick and Abby took care of a clogged drain in both the AS workroom and one of the staff restrooms. A mesh strainer was added to the AS sink to help prevent future clogs. Along with this, they adjusted and tightened all of the sink faucet handles in the building.
- i. Custodial staff removed all of the annual flowers, and shut down the patios for the season.
- j. Tri-County Irrigation shut down the irrigation system for the season.
- k. Together, Mid Illinois Mechanical and Alpha Controls worked on getting the temps regulated in the Digital Media Lab and Study Room.
- l. Clearly Windows performed the fall cleaning of both the interior and exterior windows of the Library.
- m. The elevator was down for a week with a starter that went bad. Library staff did a great job in moving carts around the building, along with assisting those folks that needed help reaching the upper level.
- n. Abby was able to repair both our Tornado fans rather than having to send them out for service.

Volunteer hours: 41

Training: 5

Technical Services Monthly Report – October 2015

Allison Schmid, Manager

- With the removal of the Reader's Corner section, TS assisted by discarding the unused materials and converting the items we kept to non-fiction.
- TS added numerous classic books to replace damaged or discarded items.
- TS put all of the adult Star Wars and Star Trek books together by their prospective call letters. They are now to be shelved within their designation by title.
- Theresa, Robbin, and Allison met to discuss the plan for the magazine sale in February. Most of the details will remain the same from last year.
- 10/6/15 – Met with children's services staff to train them on troubleshooting with the RFID pad and tagging software.
- 10/13/15 & 10/15/15 – Allison led a mini-morning session instructing staff on how to create a brief title and a quick overview of the more commonly used fields in a record.
- 10/14/15 – TS staff attended city training on the 4 new adopted policies.
- Training hours – 9
- 10/28/15 – Allison attended a Sirsi Webinar entitled "Linked Data 201: How It Works" webinar.

Volunteer hours – 8



Community Development Director



Tom Dabareiner

December 2015 Edition

Community Development

Permit Reports

	November 2015	November 2014	YTD 2015 ¹	YTD 2014
Construction Permits²	485	469	7,554	7,680
Building Permits³	132	148	2,649	3,067
New Homes Built	2	6	99	102
Multi Family Built	1 (70 units)	0	6 (84 units)	2
Construction Valuation: Total	\$7,819,888	\$3,973,256	\$105,425,981	\$81,218,395
Valuation: Single Family Homes	\$371,000	\$1,001,900	\$16,687,194	\$18,073,090
Permit Fees Collected	\$62,678	\$50,587	\$996,445	\$906,239

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

(2) Includes all permits issued

(3) Only Building Permits (Residential & Commercial)

Construction Projects \$1,000,000 or Higher

<u>Building/Project Description</u>	<u>Address</u>	<u>Value</u>
None		

Code Enforcement Division

The Code Enforcement division contains our complaint resolution, rental inspection, fire inspection and Community Development Block Grant (CDBG) activities. As needed, it also staffs the Property Maintenance Review Board. The following information is a brief representation of the staff's activities for the month of November.

Code enforcement saw 169 new complaints in December. This represents a small drop compared with November and is due to the holidays. Progress with Rental Housing inspections continued, with 48 completed in December, about even with November.

In December, a new Mobile Home Park Inspector started work. Rental inspection and code complaints were consolidated under a single Support Staff.

Planning Division

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. In December, Katie Simpson began work as the new City Planner. The following case summaries provide a synopsis of these activities for the month of November.

Historic Preservation Activity

The Historic Preservation Commission did not meet in December due to lack of caseload.

Planning Commission Activity

The Planning Commission did not meet in December due to lack of caseload.

Zoning Board of Appeals Activity

The ZBA did not meet in December due to lack of caseload.



City Clerk



Cherry L. Lawson

December 2015 Edition

City Clerk

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 December, the Clerk's Office processed 106 FOIA requests which equates to a total of 122 minutes shared across City Departments in processing those requests, completed and assembled four (4) packets for City Council, Special Session, Work Session, Committee of the Whole and Council Retreat scheduled meetings. Clerk's Office staff continue working to process a backlog of minutes, not previously prepared. 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. Staff has mailed approximately 500 license renewals in the following categories: Liquor License, Miscellaneous, and Amusement in preparation for the December 2015 renewal season. At the end December 2015, 69 liquor licenses were outstanding.

The Clerk's Office processed 28 procurement contracts of which had been approved by Council. Four Special Events permits were processed, as well as having processed eleven (11) Solicitor Permits. 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.

Compliments to the City

Perfectly Frank Post-Show Survey

Excellent performance by Sal and the orchestra! And great job by Tina and her staff!

He had a wonderful and powerful voice, loved the slideshow, a very personable entertainer.

He was EXCELLENT!!!! So glad Tina knew Sal!!!

Actually, EXCELLENT! I took my sister who is almost blind, and has been a Sinatra fan for many years to the show as her Christmas gift. My sister, my niece and I loved it!

Loved the show - it was fantastic!!

Sal is a great entertainer with an exceptional voice.

Great, great show

Excellent show

The birthday cake was very nice-made it fun!

It was just a delightful evening! We did not attend the pre-show because we had gone out to dinner and did not arrive soon enough. I am still humming the songs that were sung.

Outstanding show! Sal Viviano is an exceptional talent!

BCPA IS A GREAT ASSET IN OUR COMMUNITY.

Love the BCPA!

I wish there were season ticket options. I love the Bcpa

We enjoy the shows in a quiet, organized, and beautiful environment.

The entire experience was excellent.

I wish people (including city administrators) would give BCPA shows a chance. They are consistently less expensive and easier to access than concerts at other venues. Groups may not be well known or currently popular, but our experiences at BCPA have been nothing but good. We look forward to seeing each new season's schedule and picking out the shows that interest us. We would hate to lose this venue due to lack of foresight by our leaders. Keep up the good work!

I was very pleased to see so many people attending this event. The people from whom I have ordered tickets at the box office have always been so very helpful and accommodating.

What a beautiful place to see a show! A real tribute to the City of Bloomington. Thanks for seeing it through!

Always of high quality. ..and intimate

Love the BCPA.

Generally very good

Just thanks for doing a great job

Jingle Bell Rock Post-Show Survey

Wife and I both loved it. Great singing voices. Light comedy. Excellent Christmas spirit event!

very lively and entertaining

It was a very good time.

great show..you should try to get these people back each year

Everyone who has commented to me from my group thought it was a very entertaining show

A fun show – thanks

We really enjoyed it!!!!!!

Very professional, talented group. The small venue was perfect for the performance.

Great show. Our 10 year old daughter loved it. The treats during intermission were a nice surprise.

Thanks for a fun evening

I bought 20 tickets to share with family and friends so I value Family Friendly performances!
I hope you stay open forever. Great leaders and great programs.

I enjoy the smaller venue and getting to see the performers up and personal.

Excellent event. Beautiful building. Fantastic dinner in downtown Bloomington before the show. A wonderful evening!

We enjoyed our evening.

Always a pleasant atmosphere.

very good show

Thanks to Eric Veal for the hospitality

Christmas with the Nelsons Post-Show Survey

It was great.

Great show. My wife and I enjoyed very much.

enjoyed the performance very much and the option to meet them

Really a great show.

We also saw their show last year and enjoyed it .

We loved this show. We saw the Nelson's first show at BCPA and loved it - this was just as good!

These two are so believable--good, decent and caring performers

Love your venue. Everyone was so friendly and welcoming.

Enjoyable evening

I love the way they include videos of their family history

Show was not exactly what we expected but it was unique and fun! We would see them again!

Thoroughly enjoyed this program. The Nelson Twins were great and very personable. Great time

awesome show

Very Christmasy -- loved it

Enjoyed every minute of it. Loved the walk down memory lane.

I liked the presentation with the video

This show was excellent! I would love to see The Nelsons again!

Excellent show. Would love to see them again.

Loved the mix of photos, videos and songs. Great way to look back and remember the past.

Everyone was so nice and friendly.

Invited to Arts Partner Meet 'n Greet, which made the evening for us and our friends very special. Thank you!

We have yet to see a show at the BCPA that we didn't enjoy .

BCPA does a great job of sourcing good, clean entertainment at a modest price!!

Outstanding performance--had the personal touch and the closing song in darkness was super!!

Enjoyed them when they were here last year and they didn't disappoint this year

I had a ticket for the program of the Nelson's lat Feb., and we had a snowstorm and i could not make it, so this was like a bonus to still see them, even though I had to buy a second ticket.

Love everything about the BCPA; its a great addition to our community and wish for it's continuance the way it is.

It was a fabulous show! I love attending performances at BCPA! There is not a bad seat in the house, and the staff is always helpful and friendly. I look forward to enjoying another show soon!

loved the show and everyone was very nice at BCPA

Love the venue

We enjoy all of the shows at BCPA. We attend 4 or 5 a year and never seen a bad one yet. Our favorite place to go for entertainment!!

As always, seeing a performance at the BCPA is outstanding. We love the venue, and the variety of performers is great. We especially liked the Nelsons when we saw them a year ago, and their Christmas show was awesome. We love seeing the performances and hearing music from the early days of rock and roll. Always glad to see numerous acts of that nature on the yearly schedule. Thank you.

You still have the nicest, most attractive (lights, sinks) and cleanest ladies bathroom in town. Hats off to the cleaning staff there and the whole building. Whole place is a comfortable, friendly place to be. That always keeps us donating and coming back!

It's a beautiful theatre and we've introduced several other couples to shows there .

LOVE the fact you have so many washrooms!

Keep them coming. Better solicit new arts partners for more local support.

It was great to meet and greet the Nelson Twins after the event. They did a great job and really enjoyed the performance. Brings back memories.

Very much enjoy the beautiful harmonies of the Nelsons. Would love to have them back.

It was a wonderful evening out! Dinner prior at the Grand Cafe, followed by a delightful performance by The Nelsons, and a third row seat in a lovely venue all made for an unforgettable Christmas season event. Thank you!

Bible Bingo Post-Show Survey

It was very entertaining. We were impressed with her comic talents and ability to freeroll with the comments and participation of the various audience members. We felt bad for her that the turnout wasn't bigger, but it did not take away any of our enjoyment of her performance.

LOVED IT! It was hilarious.

Your volunteers and people in the ticket office are top notch. Always very polite, friendly, and helpful.

The play was well received by the guest we brought to it

Loved her humor.

Center staff went above and beyond to reserve parking and assist our guests

I usually purchase tickets for my 90 year old mother and myself. Everyone there is very helpful in finding us good seats (she's visually impaired) and in helping her get around the theatre. Thank you for your personal, kind service!

My mom and I had a wonderful time!

Great customer service!

the audience participation was fun with the bingo card