

# Town of Normal

150

*years*

NORMAL, ILLINOIS

*2015*

*Annual Report*

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February 22, 2016

The Honorable Mayor and Council  
Town of Normal  
11 Uptown Circle  
Normal, Illinois 61761

Dear Mayor and Council:

I am pleased to present the following annual report for the 2015 calendar year. The Annual Report provides an overview of the functions and a comprehensive summary of activities for each of the Town's operating departments throughout the 2015 calendar year.

A review of this report will illustrate that our organization has experienced a very busy year and our departments continue to provide a comprehensive array of quality services to all residents in an efficient and effective manner

I hope that you will find the information in the 2015 Annual Report useful.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark R. Peterson", with a long horizontal flourish extending to the right.

Mark R. Peterson  
City Manager

MRP/saf

# OPERATING DEPARTMENTS

# CITY CLERK

# 2015 ANNUAL REPORT TOWN CLERK

## OFFICE PERSONNEL

The Office of the Town Clerk is an appointive office by the City Manager. Both the Town Clerk and the Deputy Clerk are sworn officers of the Town of Normal. The Receptionists for the Town are also part of the Clerk's Office.

## DUTIES

### RECEPTIONIST

The Receptionist is the first person to greet customers to City Hall, as well as the first voice a citizen gets when calling the City Hall phone line. The Town continues to have two outstanding receptionists, with each individual working one-half day. In addition to greeting customers both in person and on the phone, the receptionists field questions and direct citizens to the correct departments as needed. Since the move to Uptown Station, the Receptionists keep busy directing visitors on the use of the elevators to the Uptown Station parking deck. The receptionists also keep an extensive scrapbook of articles from The Pantagraph and the Vidette which pertain to the Town. In addition to their receptionist duties, the receptionists also assist other departments needing additional help from time-to-time with various projects, which includes the folding and stuffing of the bi-weekly paychecks and paystubs.

### CLERK AND DEPUTY

The duties of the Town Clerk's Office are set forth in the ILCS, local Ordinances, and as directed by the City Manager. As Recording Officer of the Town, the Clerk has custody of all documents, books, records, and papers pertaining to the Town which are not specifically assigned to another officer or department.

One of the duties of the Clerk is to act as the Freedom of Information Officer of the Town. Effective in 2010, the State of Illinois, through the Attorney General's office, required the Freedom of Information Officer to take an on-line class and obtain a Certificate of Completion for both Freedom of Information Act and Open Meetings Act training. Both the Clerk and Deputy took the class and obtained certifications in both areas. Freedom of Information requests keep the Clerk's Office busy with the high volume of requests processed annually. The Clerk's Office is also responsible for

**informing all members of Town Boards and Commissions of their requirement to comply with the State’s Open Meeting Act training.**

**Additional Duties of the Clerk include, but are not limited to, the following:**

- **Clerk all Council Meetings**
- **Keep the Official Minutes of the Council Meetings**
- **Act as Secretary of the Liquor Commission**
- **Prepare Legal Notices for the Planning Commission, Zoning Board of Appeals, Council, and Uptown Design Review Commission, etc.**
- **Maintain Permanent Records of the Town - Ordinances, Resolutions, Agreements, Contracts, Subdivision Plans and Plats, Planned Unit Development Plans, Liens, Easements, and Rights-of-Way, etc.**
- **Title and License all Municipal Vehicles, Including Covert Police Vehicles**
- **Issue Miscellaneous Licenses**
- **Maintain Business Licenses**
- **Administer Oath of Office to Police, Fire, and members of various Boards and Commissions**
- **Supervise Receptionist/Information Desk**
- **Serve as Local Election Official**

**In addition, the Office of the Town Clerk is also responsible for numerous supplemental duties and activities. Some of these include Records Preservation, Records Retention and Records Destruction for all departments; Economic Interest Listing filed with McLean County Clerk; coordination of all document preservation for the Town; publication of the Zoning Map; publication and certification of all Ordinances approved by the Council; and maintenance of Indices for all Town Documents - just to name a few.**

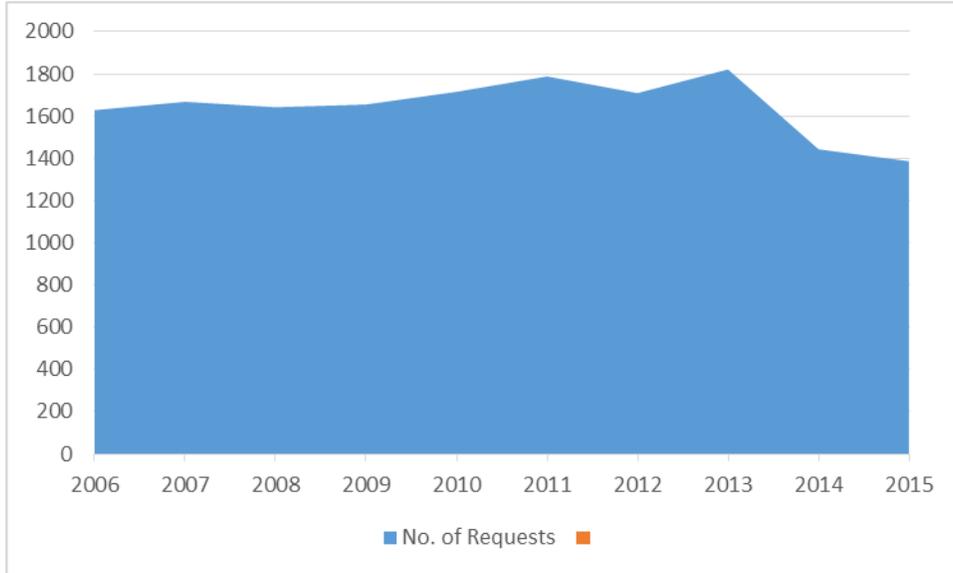
**It is also the responsibility of the Clerk’s Office to photocopy the Council Packet prior to all Council meetings, as well as to copy the information filed for the Planning Commission, Zoning Board, and Uptown Design Review Commission.**

## **SUMMARY OF ACTIVITIES**

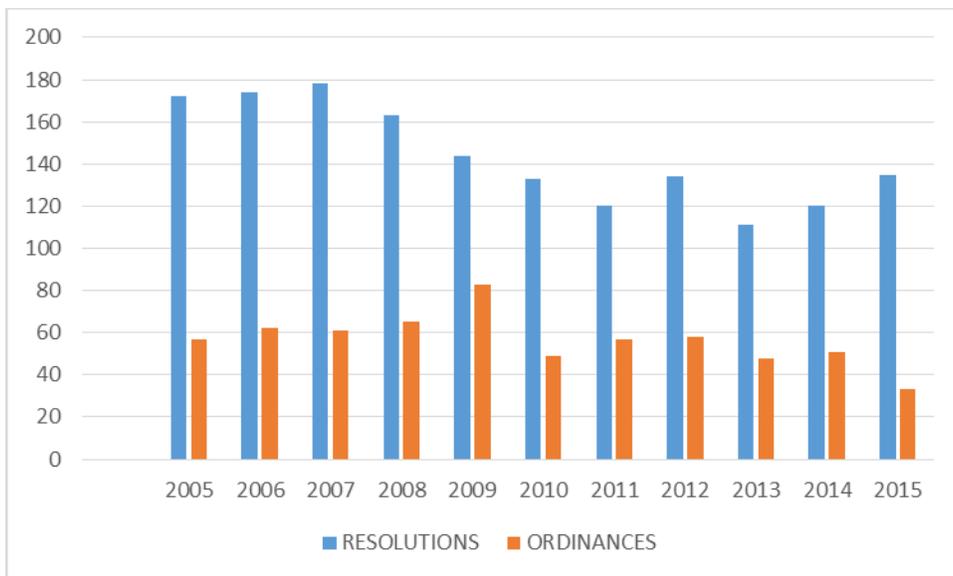
<b>1009</b>	<b>Business Registration Renewal Letters Mailed and Processed</b>
<b>64</b>	<b>New Business Registration Packets Mailed and Processed</b>
<b>1,386</b>	<b>Freedom of Information Act Requests Received and Processed</b>
<b>135</b>	<b>Resolutions Adopted by the Council</b>
<b>33</b>	<b>Ordinances Approved by the Council</b>
<b>46</b>	<b>Documents Recorded with the McLean County Recorder of Deeds</b>
<b>15</b>	<b>Legal Notices Prepared and Published for the Zoning Board of Appeals</b>
<b>7</b>	<b>Legal Notices Prepared and Published for the Planning Commission</b>

- 2      **Legal Notices Prepared and Published for the Uptown Design Review Commission**
- 37     **Bid Notices Published and Bids Opened (Includes RFP's & RFQ's)**
- 19     **Proclamations Prepared for Mayor**
- 24     **Regular Council Meetings Attended**
- 6      **Sets of Municipal Code Revisions Prepared and Mailed**
- 5      **Council Public Hearings**

## FREEDOM OF INFORMATION REQUESTS



## ORDINANCES AND RESOLUTIONS APPROVED BY COUNCIL



# **CORPORATION COUNSEL**

# **CORPORATION COUNSEL 2015 ANNUAL REPORT**



**BRIAN DAY – CORPORATION COUNSEL**

**WAYNE KARPLUS- DEPUTY CORPORATION COUNSEL**

**CHRIS LEESE – OFFICE ASSOCIATE**

## I.

### **PURPOSE AND FUNCTION**

- ❖ The purpose and functions of the Legal Department are set forth in the Town Code, Section 2.3-33 through Section 2.3-37. These sections provide that all legal activities of the Town are assigned to the Legal Department.
- ❖ The Legal Department consists of the Corporation Counsel, the Deputy Corporation Counsel, and the Office Associate. The Corporation Counsel is the responsible head of the Department, with full authority to direct the carrying on of its activities.
- ❖ The Legal Department renders advice on all legal questions affecting the Town whenever requested to do so by a Town Official.
- ❖ The Legal Department is responsible for prosecuting or defending any and all suits or actions at law or equity to which the Town may be a party or in which it may have an interest. Outside counsel may be hired to assist with litigation matters, and such counsel is routinely hired in matters covered by the Town liability insurance coverages provided by the Municipal Insurance Cooperative Agency (MICA).
- ❖ The Legal Department performs the following functions.
  - Advises and assist in the drafting of Town Ordinances, Orders, Resolutions, Regulations, Agreements and Contracts to which the Town is expected to become a party.
  - Approve Contracts and Agreements before they are signed by the proper officials.
  - Assumes responsibility for the handling of any and all legal affairs of the Town.
  - Assumes responsibility for the prosecution of violations of the Town Ordinances, and performs other functions duties as are assigned from time to time.
  - Administers the Administrative Adjudication System of the Town to hear and decide certain ordinance-violation cases.
  - Assists in the collection of accounts receivables.

## II.

### POSITIONS AND PERSONNEL

- ❖ In 2015, the positions within the Legal Department were held by:
  - **Brian Day** – Corporation Counsel
  - **Wayne Karplus** – Deputy Corporation Counsel
  - **Chris Leese** – Office Associate

### III.

## **SUMMARY OF ACTIVITIES**

### *A. General overview of Department Activities*

<b>Activity</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Ordinances and Resolutions Presented to Town Council	192	159	171	168
Citizen Inquiries Addressed	403	473	379	388
Staff Inquiries Addressed	882	1041	872	889
Initiated Legal Activity	861	1041	889	906
Real Estate Matters	1	0	3	13
Matters submitted to MICA Insurance Pool	17	5	3	1

- Ordinances and Resolutions are those legislative documents drafted by the Legal Department for consideration by the Board of Trustees of the Town of Normal.
- Citizen inquiries are inquiries received by the Legal Department from individuals who are not Town of Normal Staff.
- Staff Inquiries are inquiries received by the Legal Department from Town of Normal Staff.
- Initiated Legal Activity means any formal action taken by the Legal Department. This may include drafting and reviewing contracts or other legal documents, research memoranda, negotiations, formal correspondence, or similar activities.
- Real Estate matters are transactions to buy or sell real estate along with related activities such as granting or obtaining easements.
- Matters submitted to MICA are lawsuits filed against the Town that have been submitted to the Insurance Pool for coverage.

*B. Litigation Matters (Non-Prosecution)*

**1. Town as Defendant:**

No new lawsuits were brought against the Town of Normal in 2015. The Town was named as a necessary party in a case involving insurance coverage under the Town’s policy with MICA.

**2. Town as Plaintiff:**

The Town of Normal filed 175 cases in small claims court to collect debts owed to the Town. These debts may be due from ambulance services, delinquent taxes, judgments, service fees or similar debts.

*C. Litigation Matters (Prosecution)*

In 2015, the Town of Normal filed 1,478 ordinance-violation cases in the circuit court of McLean County. In addition to the cases filed in court, many cases are settled when the defendant pays the fine before the case is filed.

The following is the amount of fines collected from ordinance violations:

<b>YEAR</b>	<b>PAID AT CITY HALL</b>	<b>COURT IMPOSED</b>	<b>TOTAL</b>
<b>2015</b>	<b>\$643,250</b>	<b>\$18,525</b>	<b>\$661,775</b>
<b>2014</b>	<b>\$466,375</b>	<b>\$34,025</b>	<b>\$500,400</b>
<b>2013</b>	<b>\$618,100</b>	<b>\$29,400</b>	<b>\$647,500</b>
<b>2012</b>	<b>\$466,474</b>	<b>\$27,350</b>	<b>\$493,824</b>

*D. Administrative Adjudications*

The Town of Normal handles three types of cases through its Administrative Adjudication System:

- Vehicle impoundments
- Property maintenance violations
- Parking-ticket appeals.

Vehicle impoundments are held in accordance with Section 11-208.7 of the Illinois Vehicle Code. That State statute authorizes the impoundment of a vehicle that is used in the commission of certain criminal offenses. If a vehicle is impounded, the Town may impose a fee for the vehicles release. When the fee is imposed, the vehicle's owner must be afforded the opportunity for a hearing in front of the administrative hearing officer for a determination of whether probable cause existed to impound the vehicle. In 2015, there were 683 impoundment cases, 626 (94%) of those were default judgments, where the vehicle owner did not appear to contest the impoundment. Of the 43 cases where a hearing was held, 36 (84%) were found to be proper impoundments and the fee was refunded in the remaining seven cases.

Property maintenance violations are violations concerning the Town's ordinances with respect to the upkeep and maintenance of property. The Town may issue citations for these violations and have the case heard in administrative adjudication. In 2015, the Town brought 26 cases against property owners. Of those, 21 were dismissed after the property owner brought the property into compliance with the law; two cases were settled with a settlement; one case resulted in a finding against the property owner; and the remaining two cases went to a default judgment, where the property owner did not appear.

Parking-ticket cases are brought to administrative adjudication if an individual contests his or her parking ticket. Additionally, the Town may schedule parking ticket cases for hearing where an individual has three or more unpaid tickets. In 2015, 62 parking-ticket cases were set for hearing; 17 people (27%) appeared for the hearing, and the remainder went to default judgment, where the individual did not appear for the hearing. Of the cases that went to hearing, 13 tickets were found to be valid and four were found to be invalid.

#### *E. Liquor Commission Actions*

In 2015, there were seven liquor license violations brought before the Liquor Commissioner. This amount is down markedly from prior years, which were 36 in 2014 and 71 in 2013.

#### *F. Public Access Counselor*

The Legal Department responds to cases brought by the Public Access Counselor in the Attorney General's Office. These cases are requests for review for the PAC to determine whether the Town violated either the Open Meetings Act or the Freedom of Information Act in response to a complaint. In 2015, the PAC filed six

requests for review with the Town, one concerning an alleged violation of the Open Meetings Act and five concerning alleged violations of FOIA. Of those cases, the Attorney General issued two nonbinding opinions, holding that the Town acted properly and did not violate the Open Meetings Act or FOIA. In the remaining four cases, the Attorney General has not issued any decision within the statutory time limit to issue a binding decision. There have been no findings that the Town violated either the Open Meetings Act or FOIA.

# ENGINEERING

# TOWN OF NORMAL ENGINEERING ANNUAL REPORT 2015





# ENGINEERING DEPARTMENT

Engineering was established in 1988 as Division of the Public Works Department. In April of 2010 Engineering was recognized as a separate department. The Department consists of ten individuals whose primary mission is to effectively organize, direct, implement and monitor the planning, designing, contracting and inspecting of all public works and private development projects, and storm water management responsibilities for and within the Town of Normal.

## GENERAL BUSINESS OPERATIONS

The Engineering Department provides the following services as part of general business operations:

- Issues permits for work performed in the public right-of-way
- Administers the Town of Normal Flood Plain Ordinance
- Provides technical assistance and information to local residents and other Town Departments
- Performs bridge and culvert inspections on the 32 structures under the Town's jurisdiction

- Coordinates with outside agencies regarding transportation systems and other engineering issues
- Prepares various official and informational maps

Total engineering expense for the Town in 2015 was approximately \$1,290,500. This does not include engineering work for parks and recreation or water related projects. To supplement the work performed by the Engineering Department, the Town has engineering service contracts with the Farnsworth Group; Lewis, Yockey and Brown, Inc.; Clark-Dietz; and Crawford, Murphy and Tilley, Inc. The Town also has an agreement with Ramsey Geotechnical Engineering, Inc. for material testing and geotechnical engineering services.

Approximately 85% or \$1,100,000 of the \$1,290,500 was attributed to the Engineering Department staff, with the remaining 15% or \$194,000 going to the private engineering consultants.

## STAFF

<b>GENE BROWN, P.E.</b> <b>TOWN ENGINEER</b>	<b>30</b>
<b>RACHELLE LEUTY</b> <b>OFFICE ASSOCIATE</b>	<b>1</b>
<b>FRED ZBINDEN, P.E.</b> <b>PROJECT ENGINEER II</b>	<b>16</b>
<b>ERIC HERBST, P.E.</b> <b>PROJECT ENGINEER II</b>	<b>14</b>
<b>WAYNE HOPPER</b> <b>TRAFFIC TECHNICIAN</b>	<b>24</b>
<b>TERRY WHALEN</b> <b>ENGINEERING TECHNICIAN II</b>	<b>15</b>
<b>BRACH HUSCHEN</b> <b>ENGINEERING TECHNICIAN I</b>	<b>3</b>
<b>TIM GILLENWATER</b> <b>CONSTRUCTION TECHNICIAN</b>	<b>14</b>
<b>DARRYL BARRON</b> <b>UTILITY PERMIT TECH</b>	<b>8</b>
<b>JULIE WEGER</b> <b>STORM WATER</b> <b>ENGINEERING TECHNICIAN</b>	<b>7</b>

# ENGINEERING TIME ALLOCATION

	2010	2011	2012	2013	2014	2015
General Business Operations	10%	15%	10%	10%	10%	5%
Data Operations	5%	5%	5%	5%	5%	10%
Capital Projects	50%	55%	55%	65%	55%	50%
Private Development	15%	10%	5%	10%	10%	15%
Traffic Management	15%	10%	15%	5%	10%	10%
Special Projects	5%	5%	10%	5%	10%	10%



## SOCIAL MEDIA

The Engineering Department's Facebook (Town of Normal Engineering Department) and Twitter (TON\_Construct) accounts went live in February of 2015. Both bring the latest on construction projects around the Town of Normal, road closures, lane closures, no parking areas and the progress of projects. Posts and Tweets have included photos of on-going projects and citizens enjoying Town amenities, links to important information on the Town's website, and shares or retweets from the Town's other social media accounts. Social media has been a valuable tool for engaging and communicating with citizens.



/NORMALUNDERCONSTRUCTION



@TON\_CONSTRUCT



## CAPITAL IMPROVEMENT PROGRAM

The Engineering Department is involved in all phases of capital improvement projects including conceptual planning, budgeting, design, contract bidding/management, and construction supervision and inspection. Staff members and/or consultants completed design work on these projects depending on the size of the project and workload of the staff. All project management and construction inspection on capital projects was completed by in-house staff in 2015. The contract values for the above projects totaled approximately 2.5 million dollars.

Capital improvement projects completed or under construction in 2015 included:

**ANNUAL STREET RESURFACING PROGRAM**

**ANNUAL SUMP PUMP PROJECT**

**ANNUAL SIDEWALK PROGRAM**

**UNIVERSITY STREET BRIDGE**

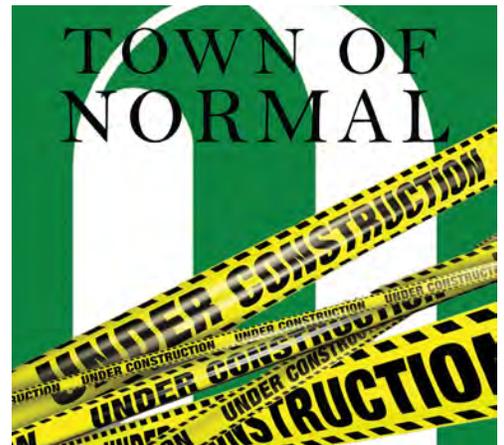
**NORTH BRANCH SUGAR CREEK**

**CONCRETE PAVEMENT PATCHING**

**CHAMPION FIELDS PARKING LOT EXPANSION**

**CHURCH STREET SANITARY SEWER EXTENSION**

photos from the North Branch Sugar Creek Stabilization Project



Facebook and Twitter profile photo



above: University Street Bridge

below: Annual Street Resurfacing Program



# PRIVATE DEVELOPMENT

The Engineering Department is responsible for assuring that public improvements associated with private developments are designed and constructed in accordance with Town Code. Construction plans for subdivisions, and site plans for commercial and multi-family developments, are reviewed and approved by Engineering. All public sewer and street improvements are inspected and approved by engineering prior to acceptance by the Town Council.

In 2014 the Engineering Department was involved with review and inspection of public improvements in the subdivisions and development projects: Trails at Sunset Lakes, Vineyards, South Cottage Village, Heather Ridge.

# TRAFFIC OPERATIONS

The Engineering Department manages all traffic operations in the Town including:

- Operation and maintenance of 43 traffic signal installations and 22 flasher installations
- Regulation of street signing, pavement marking and other traffic control devices
- Administration of the traffic maintenance program

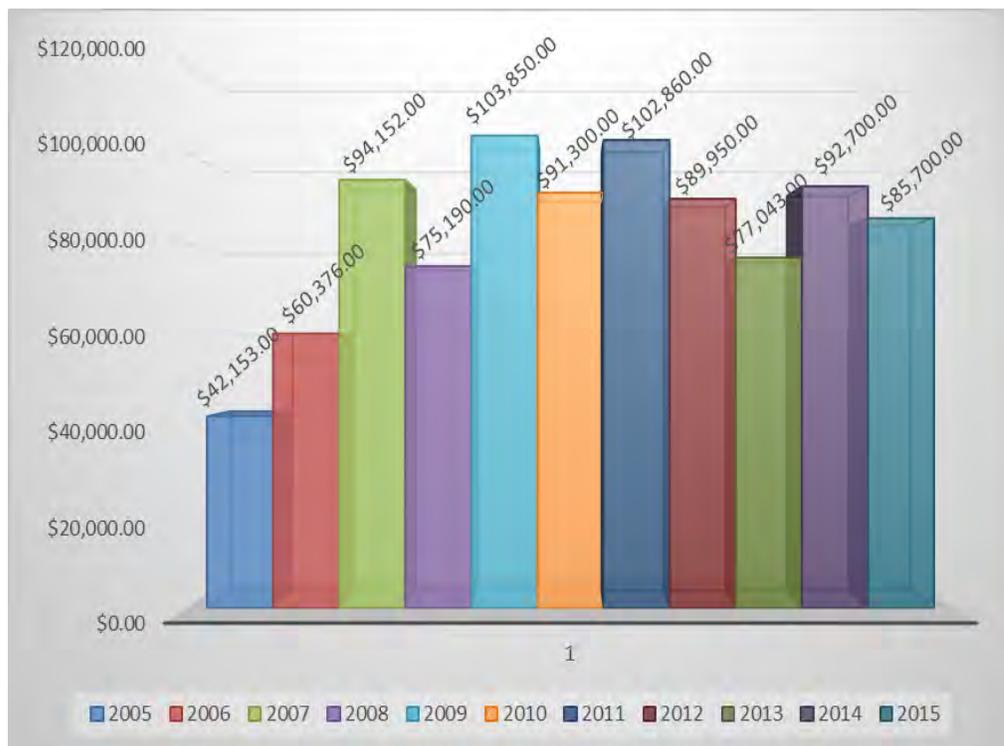
Engineering conducts various traffic studies concerning traffic counts, site distance studies, delay, speed studies,

parking analysis, intersection design and capacity analysis, roadway capacity analysis and other citizen requests and concerns.

The Traffic Engineering Technician reviewed and approved bills submitted by our traffic signal maintenance contractor which totaled approximately \$85,700 in 2015. Bills are reviewed per the approved annual maintenance agreement and approved or sent back to the contractor for further information or revisions as required. The table below illustrates those costs since 2005.

The Traffic Engineering Technician spent significant man hours in the field in 2015 on several projects including layout of traffic markings on the Street Resurfacing projects as well as assisting the Street Maintenance Division pavement marking personnel as required.

The Traffic Engineering Technician also has been working with IDOT and the City of Bloomington on Intelligent Transportation System upgrades on the Veteran's Parkway corridor.



above: Siemens M50 Traffic Controller

# STORM WATER MANAGEMENT

The erosion control inspection and permitting program was implemented in 2009. The Storm Water Technician, Julie Weger, issued erosion control permits and performed required routine inspections for various development projects in 2015. She also completed routine inspections of installed erosion control measures after all significant rainfall events on all private and public construction projects.

The Storm Water Engineering Technician is also responsible for completing our annual report to the Illinois

Environmental Protection Agency as required as a condition of our MS-4 Storm Water Permit. Julie serves as our first contact with IEPA on storm water related issues.

The Storm Water Engineering Technician is also responsible for updating all new additions and changes in impervious area calculations required to determine storm water utility charges for properties in the town.

The Storm Water Engineering Technician has also assumed some duties performed in the past by the Engi-

neering Technical Specialist including data gathering and mapping of storm and sanitary sewers, archiving of design and as-built plans, and assists with computer drafting as time allows.

The Storm Water Engineering Technician also provided project management and field inspection services for the North Branch Sugar Creek Stabilization project.

## JULIE

The Town of Normal is member of JULIE (Joint Utility Locating Information for Excavators). JULIE is a not-for-profit corporation that provides homeowners and professional excavators with a one call center for underground utility locating services. In 2015, the Utility Permit Technician, Darryl Barron, handled ap-

proximately 7,647 JULIEs. This is up from 2014 by 473, probably due to the Railroad projects.

The Utility Permit Technician also issued numerous permits for road closures, sidewalk closures, sidewalk cafés, and vehicle overweight and width permits.

The Utility Permit Technician has also begun completing some conduit and cable locating for traffic signal installations using equipment borrowed from the Water Department.



**Know what's below.  
Call before you dig.**

## SPECIAL PROJECTS

The Town Engineer spent significant man hours in 2015 representing the Town as a member of the project study groups on the East Side Highway Environmental Assessment Proj-

ect along with the Town Planner and Director of Public Works, and staff members from the City of Bloomington, McLean County, IDOT and the FHWA.

Proposed East Side Highway



# **FACILITY MANAGEMENT**



*Annual Report - 2015*

Submitted By: Mark Clinch  
Director of Facilities and Energy Management  
[mclinch@normal.org](mailto:mclinch@normal.org)

## Staff

**Director:** Mark Clinch

**Supervisor:** John Schoenbrun

### **Maintenance**

**Specialists:** Ladeen Finley  
Dave Witt  
Eric Hawkey

### **Office**

**Associate:** Jodi Sides

### **Custodians:**

Randy Hoover  
Gwen DeWispelaere  
Randy Koch  
Alif Portee  
Galen Engel  
Chad Phillippe  
Junior Nziango  
Sarah McCullough  
Alpha Shotshe

### **Part Time Custodians:**

Reagan Hopkins  
George Archie  
Randy Tomera  
John Babaka  
Mike Holley  
John Beck  
Kelsey Anderson

## Mission

*This department is responsible for completion of all custodial and routine interior and exterior property maintenance responsibilities for: 102 North Street, 104 North Street, Broadview Mansion, Children's Discovery Museum, City Hall Annex, Community Activity Center, Engineering, Fire Department Headquarters, Fire Station II, Fire Station III, Hewitt House (EAC), University Galleries at Uptown Station, Normal Theater, South Amtrak Depot, Beaufort Street Parking Deck, College Avenue Parking Deck, Uptown Station Parking Deck, Police Department, Police Sub-station, Normal Pubic Library, Uptown Station, and multiple Uptown properties.*

*This department provides support to all departments as requested. This department also evaluates condition, performance, and supervises construction, renovation, and maintenance activities at all Town-owned facilities.*

## Accomplishments

- Replaced carpet on first floor of the Children's Discovery Museum
- Completed repairs to the Normal Theater exterior historic stucco and masonry
- Implemented predictive maintenance with thermal imaging
- Replaced Community Activity Center theater and garage area roof



Community Activity Center Roof



Normal Theater

- Relocated Facilities Management Shop
- Remodeled 108 E. Beaufort Street into business incubator space supporting economic development
- Completed emergency generator and transfer switch maintenance at nine essential facilities



Broadview Mansion

## Accomplishments (continued)

- Updated fire suppression systems at multiple locations
- Assisted building a “warm” Emergency Operation Center at Fire Headquarters
- Provided custodial and maintenance services for the Library, Broadview Mansion, and ISU Galleries
- Provided snow removal services to Uptown Normal
- Completed a multitude of facility repairs and improvements



108 E. Beaufort Street

## Goals

- Implementation of Master Plan initiatives
- Increase professional and technical skills within the department
- Develop Predictive and Preventive Maintenance Program
- Demolition of Facilities Management Shop located at 207 S. Linden Street
- Continue Town property assessments and master planning
- Normal Theater roof replacement and HVAC upgrade project
- Identify and implement energy conservation opportunities
- Continue carpet replacement at Children’s Discovery Museum
- Identify and remove achievable accessibility barriers



Children’s Discovery Museum

## Data

*Equipment Inventory by Class*

Mechanical	252
Electrical	165
Plumbing	66
Misc. Items	175

*Work Order Count By Status*

Received	2002
Completed	1860
In Progress	42
Other	100

*Locations and Square Footage*

102 W. North St.	2,800	Hewitt House	2,665	Public Works	43,500
104 W. North St.	3,100	ISU Gallery	7,500	Unity Center	4,500
Broadview Mansion	8,000	Normal Theater	5,635	108 E. Beaufort St.	1,650
Children's Museum	29,517	Amtrak Depot	2,600	Uptown Station	68,000
City Hall Annex	16,760	Parking Deck (College)	222,876	Water Distribution	1,500
Activity Center	23,478	Parking Deck (Marriot)	168,611	Water Treatment Plant	1,500
Engineering	8,540	Parking Deck (Uptown Station)	193,196	Normal Public Library	44,000
Facilities Shop	5,800	Police Department	25,140	<b>2015 Total</b>	<b>922,164 SF</b>
Fire Department I	13,852	Police Sub-Station	1,000	Uptown Sidewalks (Snow Removal)	2900 Feet
Fire Department II	8,244				
Fire Department III	8,200				



Uptown Station

# FINANCE

# 2015 ANNUAL REPORT

## DEPARTMENT OF FINANCE

### PURPOSE AND FUNCTION

*The Finance Department is responsible for managing the Town's accounting, budgeting and financial reporting systems as well as supporting the City Manager's office with special financial analysis. Additionally, the Department oversees the Town's debt obligations, cash and investments and multiple financial transaction processes such as payroll, cash receipting, accounts payable and accounts receivable.*

### MESSAGE FROM THE DIRECTOR

*It is my hope that this report provides the reader with a meaningful overview of the Town's financial information and the operations and activities of the Finance Department.*

Sincerely,

Andrew Huhn, Finance Director

### DEPARTMENT STAFFING

**FINANCE DIRECTOR:** Andrew Huhn, CPA

**FINANCE MANAGERS:** Karen Killingsworth, CPA  
Mike Steele, CPA

**FISCAL SUPERVISOR:** Linda Fischer

**ACCOUNTANTS:** Nan Jia  
Deanna Mocchi, CPA  
Felicia Rice  
Sue Wang, CPA

**OFFICE ASSOCIATES:** Jen Carmack  
Becky Strack

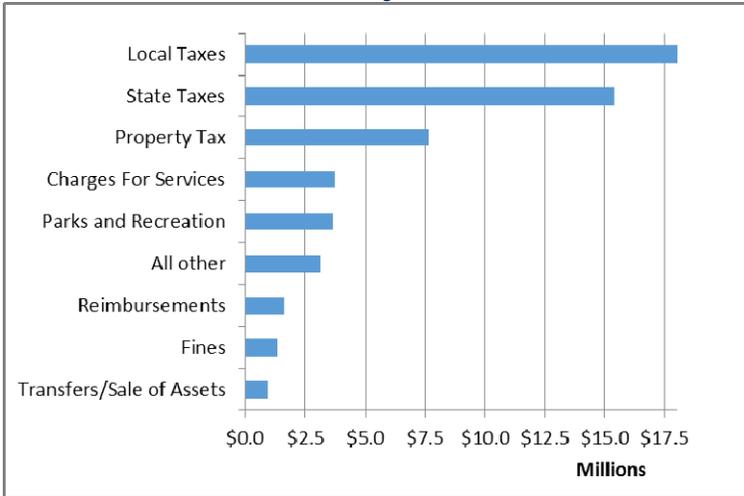
**FISCAL CLERKS:** Laura Gibbons  
Jillian Moritz

# TOWN FINANCIAL OVERVIEW

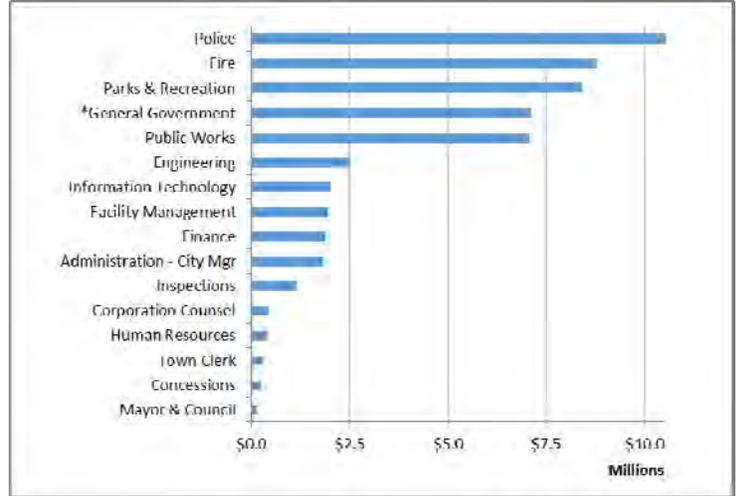
(FY2014-15 Audit)

Total Assets: \$268 million  
Total Liabilities: \$126 million

General Fund Revenues by Line Item: \$56.1 million



General Fund Expenses by Department: \$56.0 million



\*The "General Government Department" is where the Town accounts for its spending on contract agreements, major capital programs, liability insurance and debt service payments. These expenses are more Town wide and not directly related to a specific department's operation.

## Major Activities

### Preparation of the Annual Budget

The Town of Normal's annual budget document for the year ending March 31, 2015 received the Government Finance Officers Association's "Distinguished Budget Presentation Award", and fully expects to receive the award for its most recent budget (FY 2015-16). The Government Finance Officers Association (GFOA) is a non-profit professional association serving over 18,000 government finance professionals throughout North America. The annual budget serves as the Town's fiscal planning document for all departments and operations. It projects the Town's operating and capital spending plans for a rolling five year period, as well as all Town revenue sources.

### Preparation of the Annual Financial Statements

The Town of Normal received the "Certificate of Achievement for Excellence in Financial Reporting" from GFOA for the year ending 3/31/14 and fully expects to receive the award for its most recent financial statements (FY 2014-15).

### Preparation of the Financial Trends Report

This report (presented to Council in September 2015) focused on six categories of indicators that provide a glimpse into the financial stability of Normal, with a particular emphasis on the General Fund. Overall, there are 38 indicators analyzed in this report. Each indicator was described according to its impact on the financial health of the Town. In order for trends to be illustrated, a historical perspective on each indicator is provided. Finally, each indicator is given a rating of (P)ositive, (N)egative or (U)nclassified.

### Preparation of the Monthly Financial Report

The report illustrates the Town's revenue, expense and fund balances by account for each month-end period.

**General Accounting Activity**

DESCRIPTION	2012	2013	2014	2015
Revenue transactions processed	147,150	149,889	147,210	148,701
Expenditure transactions processed	28,589	29,926	30,651	32,831

**Local Tax Collection**

The Finance Department collects Local Use Tax on all titled items for the Town of Normal and City of Bloomington.

**Debt Management**

As part of the Town's successful Uptown redevelopment, \$89.8 million in GO Bonds have been issued. The Town has a credit rating of "Aa1" from Moody's, "AA" from S&P and "AAA" from Fitch. Below is a schedule of these bond issues:

ISSUE	TERMS	RATE	AMOUNT
2006 GO Bonds - Fixed Rate	30 Years	4.36%	\$10,000,000
2007 GO Bonds - Fixed Rate	30 Years	4.56%	\$24,700,000
2008 GO Bonds - Fixed Rate	30 Years	4.67%	\$10,000,000
2009A GO Bonds - Fixed Rate - Build America Bonds*	30 Years	3.94%	\$5,900,000
2009 GO Bonds - Fixed Rate Refunding of 2003 Issue	20 Years	3.52%	\$9,490,000
2010 GO Bonds - Fixed Rate - Recovery Zone*	30 Years	3.50%	\$1,855,000
2012 GO Bonds - Fixed Rate Refunding of 2004	15 Years	2.34%	\$9,610,000
2013 GO Bonds - Fixed Rate Refunding of 2005	16 Years	3.26%	\$9,105,000
2014 GO Bonds - Fixed Rate	20 Years	3.12%	\$9,155,000
<b>TOTAL</b>			<b>\$89,815,000</b>

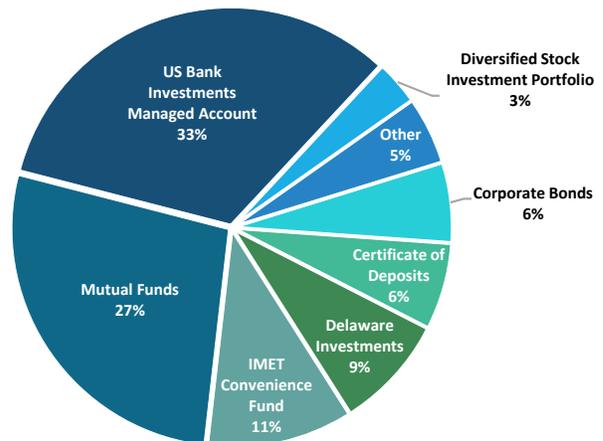
\*Bond issues that had significantly lower interest costs due to a Federal subsidy program.

**Cash and Investment Management**

The Finance department maintains the Town's eight bank accounts. These accounts are constantly reviewed and reconciled to ensure all activity is monitored and controlled.

The Investment by Type pie chart illustrates how the Town Funds, Police Pension Fund, and Fire Pension Fund are invested.

**Investment by Type**



### **Cash Receipt Processing**

*The Finance Department manages all incoming cash to the Town. This can include wire transfers or ACH payments from the State or Banks and other financial institutions to the Town's automated electronic utility bill payment system. We also accept Internet payments for water bills, Ordinance Violations and Parking Tickets. In addition to payments received over the counter, online and through the mail, payments are also accepted by the use of a drive-up drop box in front of the City Hall Annex. The Town also has "lockbox" processing for utility bill payments. This process allows for a more secure and faster cash deposit of payments.*

### **Payroll Reporting**

*Finance is responsible for the bi-weekly processing of payroll for all Town employees, as well as, reporting quarterly and yearly payroll information to the Social Security Administration and Internal Revenue Service. Finance is also responsible for calculating the pension benefits for Police and Fire retirees and processing their monthly retirement checks. Approximately 600 payroll checks are processed every two weeks. This increases to around 900 checks during the summer months. Over 75% of all Town employees receive their pay check using electronic direct deposit. Just over 1,200 W-2 federal tax forms were processed this year.*

### **Accounts Payable**

*Finance also manages the Town's weekly accounts payable process. The process begins with the purchase of goods or services within each Town department. All invoices are approved by the department head, with additional approvals obtained depending on the dollar value and/or type of purchase. Once the department approval is complete, the payable process becomes centralized within the Department of Finance. In Finance all approvals are verified and expenditure codes and budget authority is confirmed. All supporting documentation is reviewed for appropriateness and scanned/maintained by Finance. Checks are processed, printed and delivered weekly, with an average amount every week of \$900,000. For a single calendar year, the Department may process about 10,000 checks to over 2,000 vendors.*

### **Other Activities of the Department Include the Following:**

- o Provide support to the Town Council and Administration for their policy decisions
- o Assist departments with budget planning and fiscal matters
- o Conduct and support various financial analysis
- o Send past due and legal notices and process violation complaints
- o Process accounts receivable invoices on a weekly basis, with follow up monthly statements
- o Monitor 2,153 fixed assets worth over \$294 million on a monthly basis and compile all information at fiscal year-end for reporting purposes
- o Maintain financial systems and source documents

## **Finance Involvement with Professional Organizations**

*The Finance Director and Finance Managers are members of the National GFOA. These three along with all Town Accountants are members of the Illinois Chapter of the GFOA (IGFOA).*

# **FIRE**

2015

# Annual Report

NORMAL FIRE DEPARTMENT

Fire Chief, Mick Humer

1300 E College Avenue  
Normal, IL 61761  
309.454.9689



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## A MESSAGE FROM THE CHIEF

On behalf of the entire Normal Fire Department, it is my pleasure to present the 2015 Normal Fire Department Annual Report.

It has truly been a year for the record books. From an emergency response standpoint, Normal Fire Department had the busiest year in its history with 6,166 calls for service. Despite the increase in call volume, our fire loss numbers were just a fraction of any year in the past decade.

Aside from emergency response, our training hours also increased 8% over last year. The increase in training helps our personnel retain and practice a wide variety of skill sets and solidifies our commitment to providing excellent service to our community.

In addition to skills, our firefighters have made a commitment to increasing their overall wellness through a physician-monitored physical fitness program. This program is an ongoing partnership with the area hospitals and the firefighters with the ultimate goal of increasing wellness and reducing cardiac risks.

With 2015 in the books, 2016 shows no signs of slowing down.

One major project will be coming to life in the coming months. We have finalized a deal for the land swap with Illinois State University for the property at the corner of Main and Dale Streets which will be the new home of our Headquarters Fire Station. The station is set to open in the summer of 2017 and will serve the citizens of Normal for the next 50 years.

Our training calendar continues to be full of opportunities for our personnel to expand on their skills. We have a very talented group of firefighters and our training program would not be possible without them.

In closing, I would like to thank the dedicated members of the Normal Fire Department and their families. But none of what we hope to accomplish would be possible without the support of the Town Administration and the Town Council. We feel very fortunate to have an administration and Town Council that supports our mission to deliver a high quality of service to the citizens of the Town of Normal.

Sincerely,



**Mick Humer**

Fire Chief  
Normal Fire Department



## MISSION STATEMENT

It is the mission of the Normal Fire Department to ...

- protect the lives and property of the citizens and visitors of the Town of Normal during all emergencies and disasters;
- promote a safe community through public education, fire prevention, fire investigation, and code enforcement;
- maintain a high standard of training and education for our employees in order to maintain a high degree of operational capability;
- encourage our employees to serve as role models and participate in the community;
- utilize all available resources in an efficient and fiscally-responsible manner.



## GOALS

- To mitigate hazards and emergencies by rapidly responding to all requests for service with professional skills.
- To provide public safety education and awareness and Fire Code compliance and enforcement.
- To provide employee development that enhances proficiency and professionalism.



## IN MEMORY OF...



Firefighter Rob Aper

September 7, 1970 – January 24, 2015



## PERSONNEL ACTIONS

### Retirements:

- Engineer Gary Knuth retired with 28 years of service on 10/31/2015.



Engineer Gary Knuth

### Promotions:

- Firefighter Randy Gleason was promoted to Engineer on 11/06/2015.



FF Randy Gleason

### New Hires:

- Firefighter-Paramedic Cody Carpenter was hired 06/01/2015.
- Firefighter-Paramedic Michael Stevenson was hired 07/07/2015.

## FIRE PREVENTION BUREAU

In 2015, the Prevention Bureau seemed to level out after a couple years of change. The work load evened out and the two inspectors were able to manage and distribute the work load better. The use of the iPads for doing occupancy inspections had a great deal fewer bugs and also seemed to fit better into the monthly inspection routine. We continued to stay busy with construction activities as well as with plan reviews.

With the help of both Assistant Chiefs, we were able to get the new Uptown Hyatt Place Hotel commissioned and assisted the Building Department with getting the hotel their occupancy certificate. With construction, fire sprinkler, fire pump, elevator, fire alarm, area of rescue assistance, and other life safety items, the testing and commissioning of the Hyatt Place took quite a bit of the Prevention Bureau's time this year. Other projects included the West Wing Apartments with the Buffalo Wild Wings restaurant on the first floor, additions to Eastview Christian Church, construction of the Red Robin and Chick-fil-A restaurants, and the completion of the addition to the Community Cancer Center, just to name a few.



We also spent a significant amount of time and work on reviewing and submitting changes for the adoption of the updated Prevention Code. We made changes to assist the Suppression Division by requiring standpipes in new buildings that are three or more stories, provided for a safety margin in new fire sprinkler plan calculations, along with requiring alarm monitoring of all fire sprinkler systems. We also included a requirement for fire service mains to be installed from the city main all the way to the interior of a new building by a single contractor. The Division reviewed the proposed 2015 NFPA 1 Fire Prevention Code for changes in text or amendments which were presented to the Town Building Board and were eventually adopted by the City Council.

This is the first full year of having only two inspectors so the number of inspections and reinspections will not directly correlate with the previous year. However, from this year forward, we should be able to once again be able to see more accurate trends in our inspection cycles.

In 2014, we completed 1,624 primary inspections, in 2015 we performed 1,024 primary or first time inspections which is 600 fewer primary inspections. In 2014, we performed 661 reinspections or follow-up inspections for violation correction. In 2015, we completed 670 reinspections, which is 9 more inspections than the previous year. This comes to a total of 2,285 combined inspections in 2014 and 1,694 combined inspections in 2015, or 591 fewer total inspections in 2015. The decline in total numbers is the result of this being the first full year of only inspecting occupancies on an annual schedule rather than the semi-annual inspection cycle that was taking place with three inspectors in the Division. However, it also shows a startling trend, while we performed a significant fewer amount of primary inspections, our number of reinspections actually increased. While conventional thought would be that both numbers should decline, that has not been the case. We are finding that since we are inspecting occupancies once a year, we find more violations and it takes the occupants longer to repair the violations which leads to additional reinspections.



While our inspections numbers declined this year due to the annual occupancy schedule now in full use, our construction and special activities remained strong. Our field construction inspections remained consistent. These tests include witnessing testing of sprinkler systems, underground fire sprinkler supply lines, hood system extinguishing systems, fire pumps and other life safety systems. While most of the construction related or “special activities” continue to be done by a single person, there are some activities that require a second person. We ended up tracking 278 Special Activities this year for a little over 500 man hours.

As stated above, we saw several projects reach occupancy while others remain under construction. The number of plans reviewed was nearly static between 2014 and 2015. We did 90 plan reviews in 2014 and 88 in 2015, showing only a two review change. The steady number of reviews is encouraging for the amount of construction being the same or even increasing for the upcoming year.

We look forward to the 2016 year in the Prevention Bureau. Our time will be spent balancing between inspections and construction related activities and working in some public education activities whenever possible. We understand that public education is still an important part of our work and will try to do as much of that as possible. We look forward to working with Administration as the construction of the new Headquarters Fire Station gets under way in the upcoming year.

We continue to be very proud of the work we do. As always we look forward to serving the Town and keeping all of its occupants safe from fire.

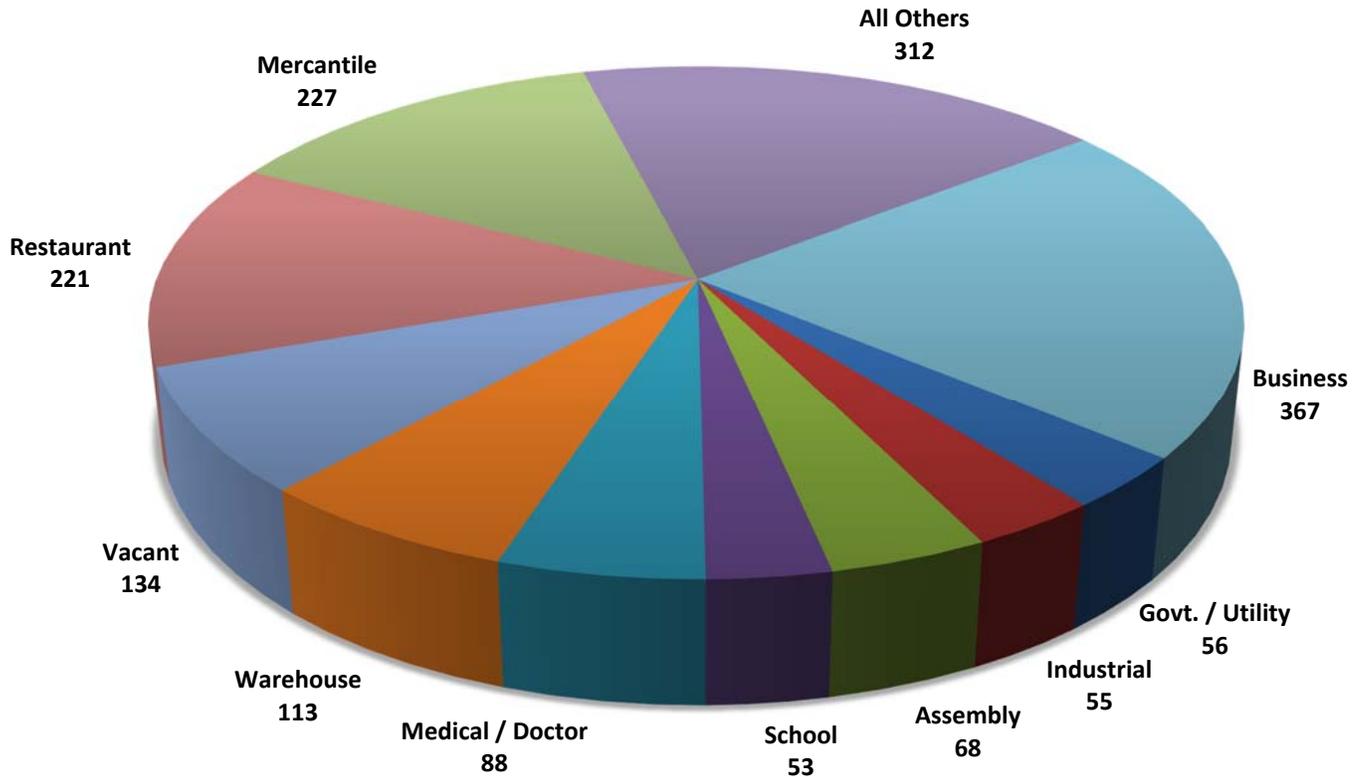
Respectfully submitted,

**Glenn Rosecrans**  
 Fire Prevention Supervisor  
 Normal Fire Department



# FIRE PREVENTION BUREAU ACTIVITY REPORT

## 2015 Inspections by Occupancy Class 1,694 Total Inspections



Month	Alarm Test		Underground Flush / Hydro		Sprinkler Hydro-test		Dry System		Hood System Test		Safety Inspection		Final Occupancy		Plan Review		* Miscellaneous Testing/Education		Totals	
	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs	#	Hrs
Jan.	4	8.0	1	2.0	1	2.0					5	6.0	4	3.0	8	22.0	3	9.5	26	52.5
Feb.	1	2.0	1	0.5							3	4.0	2	2.0	9	24.0	3	4.0	19	36.5
Mar.	1	2.0	1	2.0					1	1.0	1	2.0	4	6.0	7	19.5	7	7.5	22	40.0
Apr.	2	3.0	3	4.0							3	4.0	2	2.0	11	26.0	3	4.0	24	43.0
May	6	10.5	1	2.0	2	4.0			3	3.0	1	1.0	3	3.0	7	21.3	2	2.0	25	46.8
Jun.			1	1.0							3	5.0	3	3.0	19	45.0	2	2.0	28	56.0
Jul.	2	9.0	1	2.0	1	2.0					3	4.0	1	1.0	3	5.0	11	21.5	22	44.5
Aug.	9	23.5	1	2.0	4	8.0			1	2.0	2	2.0	9	12.5	4	7.0	3	4.5	33	61.5
Sep.	1	1.0			1	2.0					3	4.0	2	2.0	3	4.0	13	13.0	23	26.0
Oct.	1	1.0									1	1.0	1	1.0	9	25.0	3	4.0	15	32.0
Nov.	1	2.0	2	3.0	1	2.0			3	4.0	2	2.0	1	1.0	4	9.0	4	8.0	18	31.0
Dec.	1	1.0	1	2.0	1	2.0					3	4.0	5	6.0	5	11.0	7	9.0	23	35.0
<b>Totals</b>	<b>29</b>	<b>63.0</b>	<b>13</b>	<b>20.5</b>	<b>11</b>	<b>22.0</b>	<b>0</b>	<b>0.0</b>	<b>8</b>	<b>10.0</b>	<b>30</b>	<b>39.0</b>	<b>37</b>	<b>42.5</b>	<b>89</b>	<b>218.8</b>	<b>61</b>	<b>89.0</b>	<b>278</b>	<b>504.8</b>

\*Miscellaneous Testing / Education Includes: Occupant Load Checks, Classes given other than by Public Educator, such as Blood-bourn, Alarms, Ext Demos. Testing includes: Fire Pumps, Elevator, Flushes, Static / Residual Flows.

## PUBLIC EDUCATION

Despite having no staff member dedicated specifically to public education, the calendar was full of activities all year.

The firefighters handled the majority of Fire Prevention Month activities during October. They visited most of the Unit 5 elementary schools within Normal, Epiphany Grade School, and Calvary Christian Academy and taught 1st-2nd grade children how to escape from a fire in their home using the Survive Alive House trailer. Our preschool program, "Pluggie the Fire Plug" and the 3-5th grade program "Hazard House Simulator" were still suspended this year until staffing allows. The total number of students that participated in the Survive Alive House was approximately 1,240.

Normal Fire Department continues to have a positive outreach to the businesses in our community and to our neighbors at Illinois State University. Fire prevention, extinguisher use, and realistic smoke-filled escape training for staff and students remains a high priority.

NFD maintained a strong partnership with the Illinois Department of Transportation and the Child Care Resource and Referral Network to host two Car Seat Safety Check events per month at Normal Fire Department Station #3. In 2014, over 350 child passenger seats were inspected and checked by trained technicians. We are excited to report that Bloomington Fire Department has joined with NFD to host one of the two scheduled check events per month in 2016.



Normal Fire Department also continues to utilize major social networking sites, Facebook and Twitter, as a means of connecting our citizens to fire prevention messages and real-time incident information. The system also gives us the ability to instantly broadcast emergency information to mobile phones via text message alerts.

In conclusion, despite not having a dedicated staff member assigned to public education, it remains of the utmost importance to the Prevention Division. It is my sincere hope that in the coming years we will be able to staff a dedicated member to the Public Education Specialist position again so that we can expand our efforts to teach the citizens of Normal about the hazards facing them in their daily lives.

If we fail to give quality education, the fire service becomes a reactive agency, responding after the emergency has already taken place, rather than a proactive agency that works to eliminate the preventable fires and injuries that occur within our community.

Respectfully submitted,

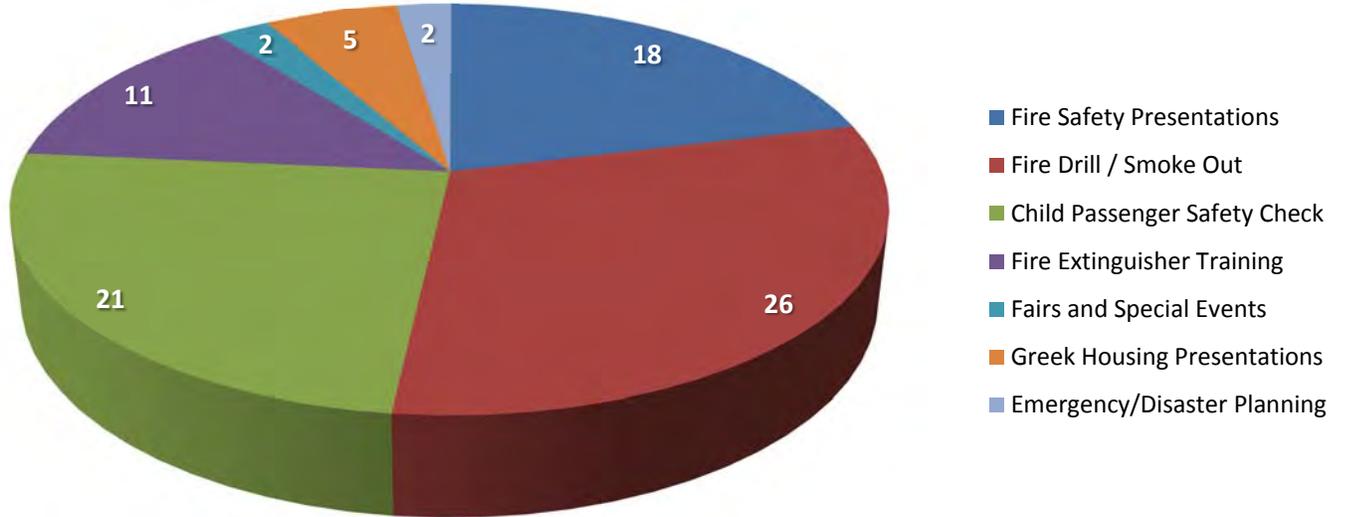
A handwritten signature in black ink, appearing to read "Matthew Swaney". The signature is written in a cursive style and is positioned above the printed name.

**Matthew Swaney**

Fire Inspector / Public Information Officer  
Normal Fire Department

# PUBLIC EDUCATION ACTIVITY REPORT

## Breakdown of All Public Education Events



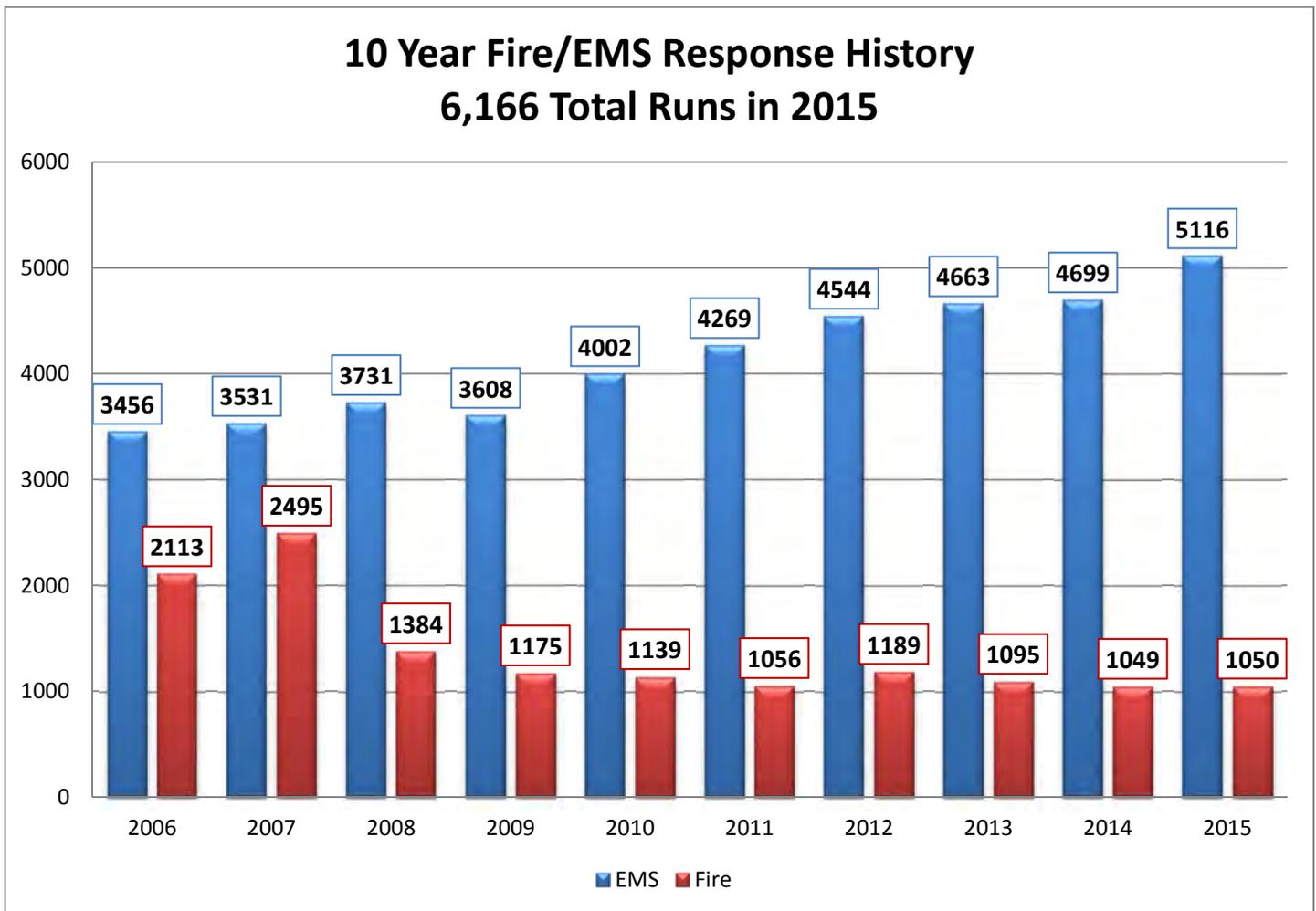
# FIRE / EMS ACTIVITY REPORT

**Total Number of Runs in 2015: 6,166**

- Total Fire Runs: 1,050
- Total EMS Runs: 5,116

Average response time for Fire/EMS: 4:31

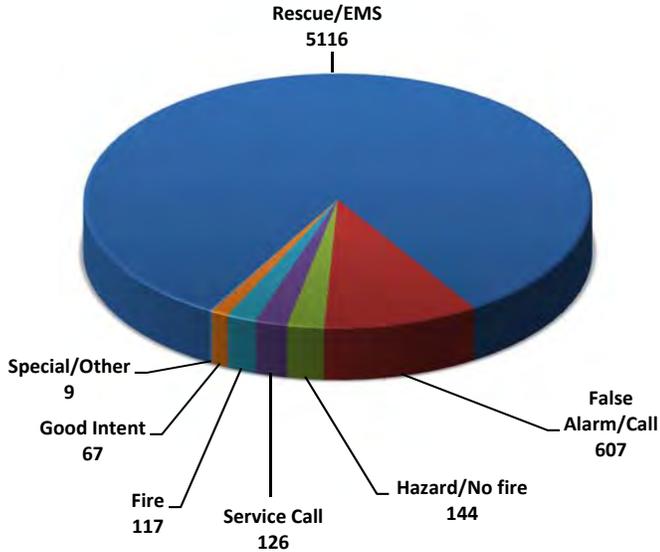
83% of all responses were EMS related. The average patient was age 50.



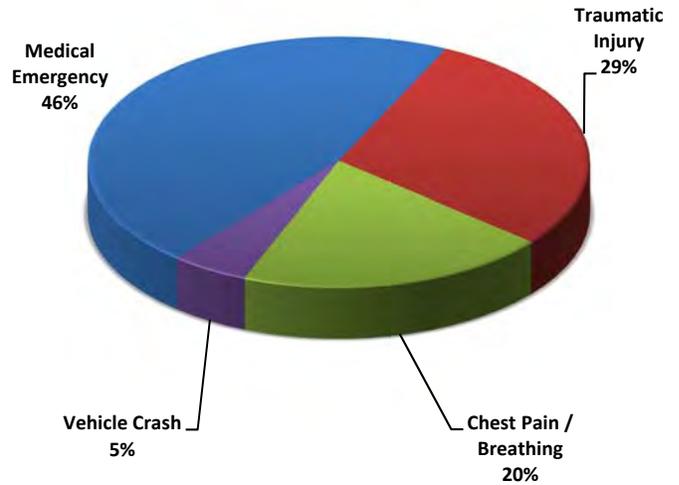
Note: Prior to 2008, EMS runs assisted by an engine company were categorized as a Fire run also. In 2008, the criteria were changed and the data reflects dedicated Fire and EMS data independently. Many ambulance calls require the assistance of an engine company; however, we do not classify that as a Fire run, only EMS.

## Runs by Call Type / Nature

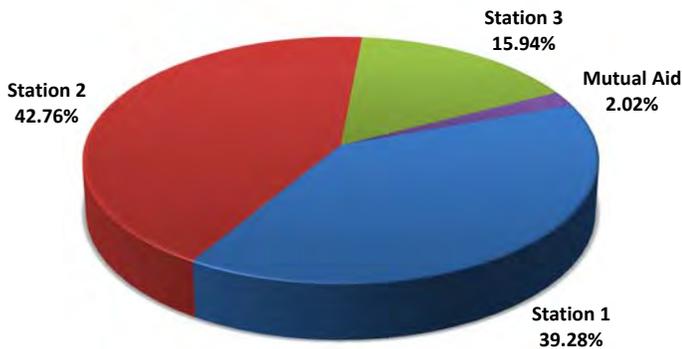
Note: Some Rescue/EMS are also counted on the Fire run numbers



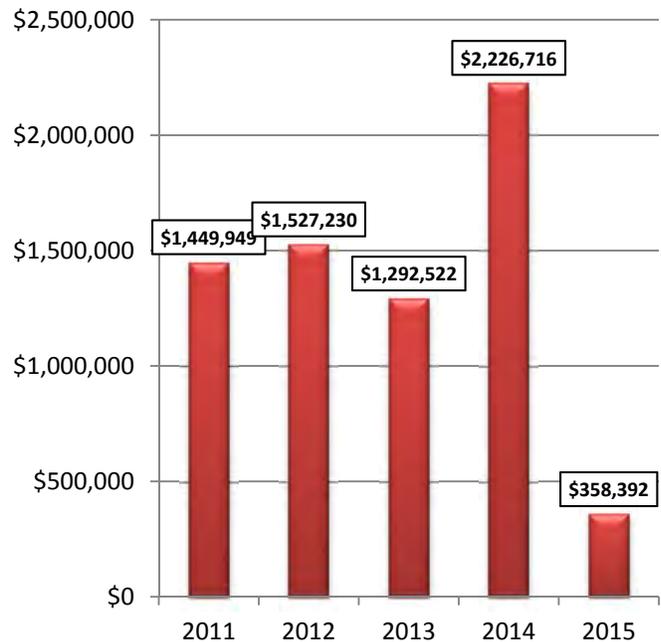
## EMS Calls by Nature



## Runs by Station

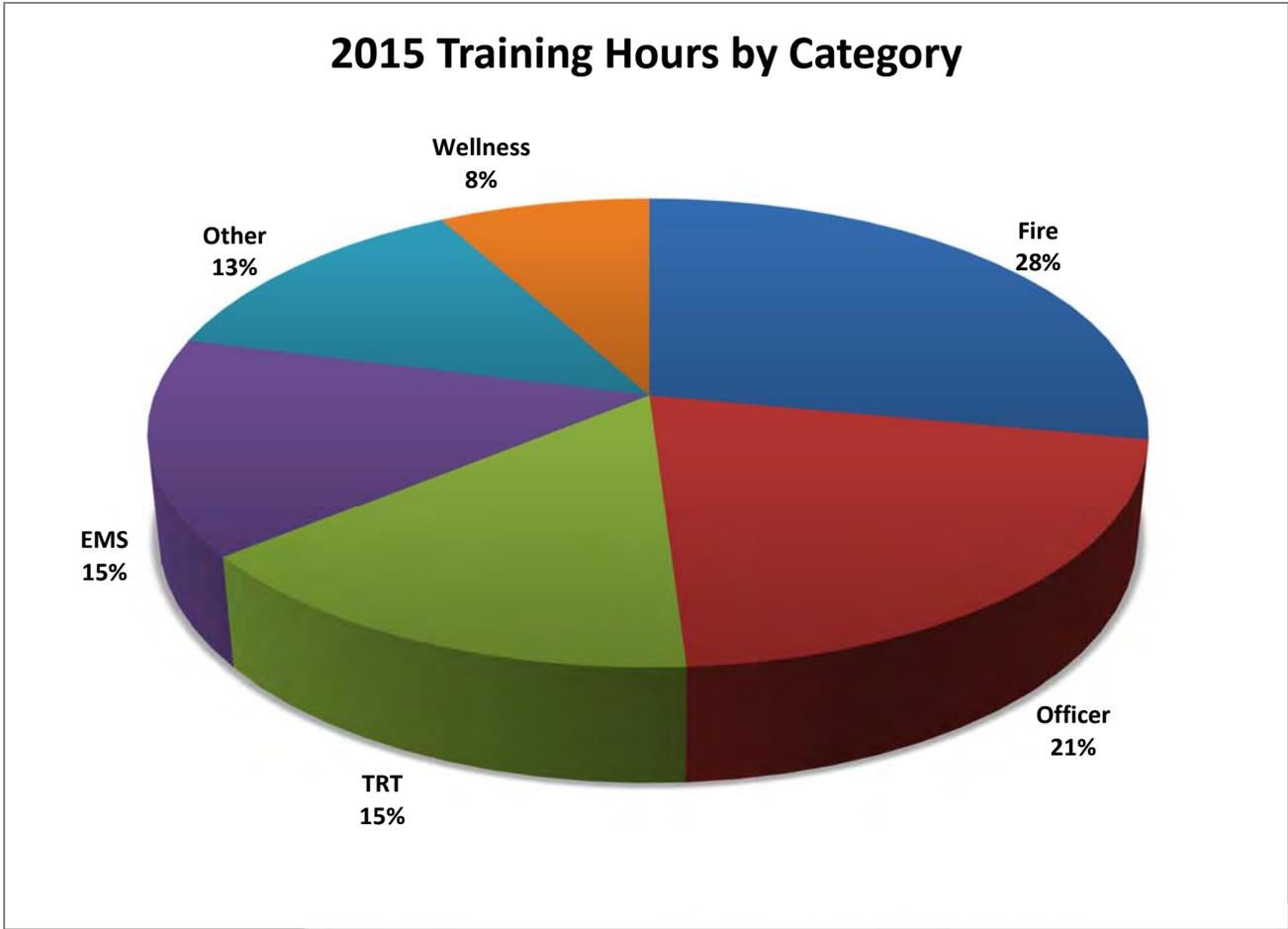


## Annual Fire Losses

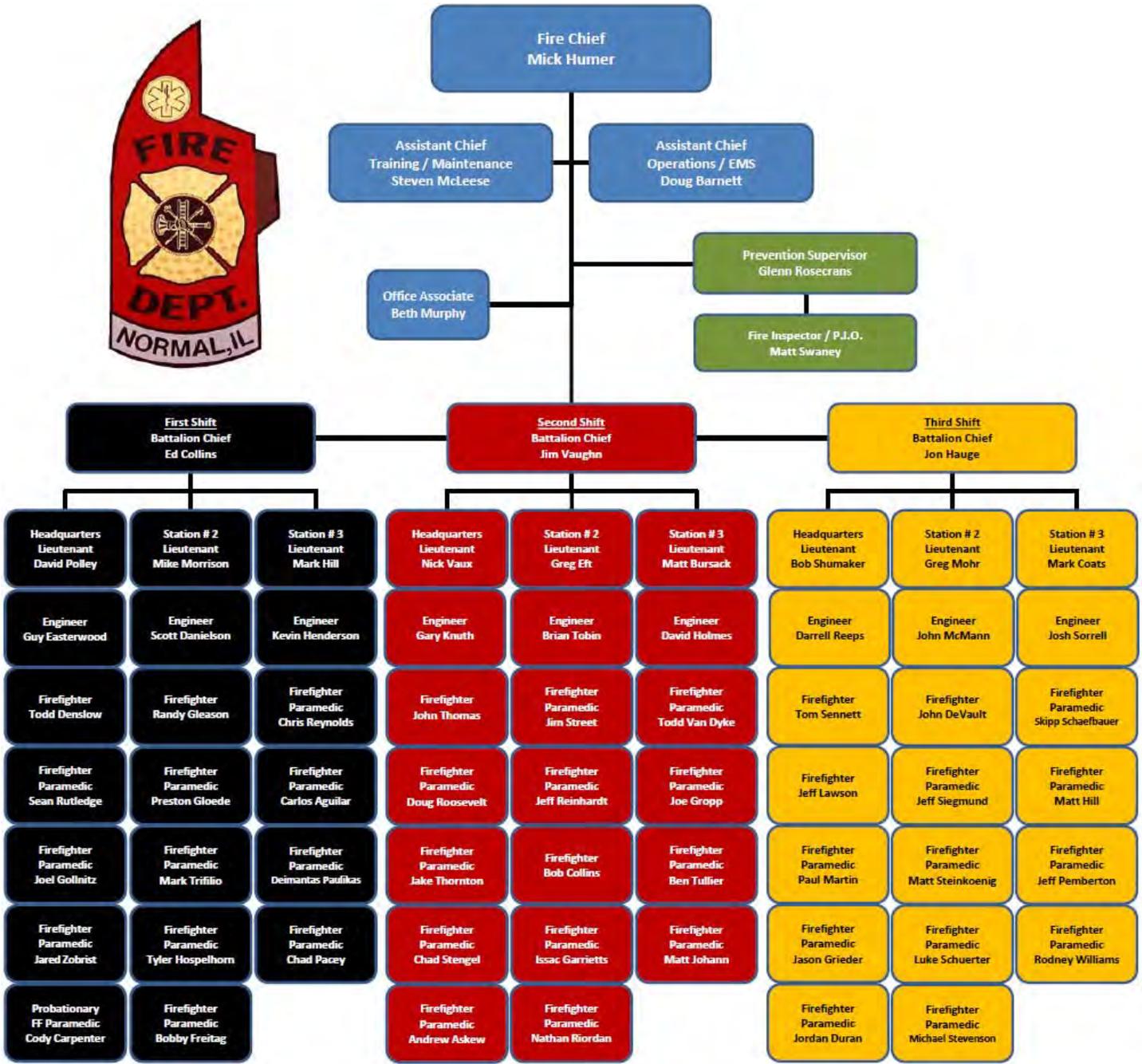


# TRAINING ACTIVITY REPORT

Normal Fire Department personnel trained for a total of 22,273 man-hours in 2015. That is an average of 29.46 hours per firefighter per month and an increase of 8% over 2014.



# FIRE DEPARTMENT ORGANIZATION



2015 Annual Report  
 Prepared by M Swaney | Public Information Officer  
 Normal Fire Department

# **HUMAN RESOURCES**



# Human Resources 2015 Annual Report



The Human Resources Department had another very busy year! The Department faced numerous challenges associated with improving and enhancing employee benefits while maintaining the highest level of customer service. During the 2015 year, the Department experienced the retirement of an Office Associate and the hiring of a new Office Associate through an internal recruitment process. The new Human Resources team has continued to support the organization in a variety of ways each and every day, striving to successfully achieve the Department goals: to serve as advocates for employees and retirees, to provide a positive, healthy work environment and to assist all department in recruiting and retaining successful employees.

In 2015, the Department achieved the expansion of the Employee Group Insurance program from one PPO health plan to three options, including the traditional plan, a PPO with slightly higher deductible and a high deductible health plan/HSA plan. Transition to a three plan system affords employees the opportunity to select a health plan that best meets their needs. When implementing these plan design options, the Department, with the support and consent of the City Council, also introduced a benefit administration system. The implementation of online benefit enrollment was achieved with the assistance of the Town's Information Technology Department and our insurance broker, The Horton Group. We believe these changes to the employee benefit system demonstrates our ability to adapt to changes, implement system improvements and set the Town up as an employer of choice.

Additionally, as in recent years, significant attention was dedicated to recruitment. The Town continues to be a preferred employer, regularly receiving hundreds of applications for many posted positions. We are very proud of our employee group and know that our reputation for excellence in customer service and professionalism in our employees plays a key factor in our recruitment efforts.

In regard to wellness, the Department again supported the hugely successful Health Risk Appraisal process. We have been extremely proud of the Town's participation rates, achieving over 98% participation by all eligible employees, retirees and spouses since 2013. Both 2014 and 2015 participation were over 99%! This program is successful in large part due to our partnership with Advocate BroMenn and Wellness Specialist Krista White.

<b>Personnel Status</b>	
<b>2015</b>	<b>372 Regular Full Time Employees</b>
2014	369 Regular Full Time Employees
2013	366 Regular Full Time Employees
2012	366 Regular Full Time Employees
2011	363 Regular Full Time Employees
2010	356 Regular Full Time Employees

<b>Regular Positions Filled in 2015</b>	
Accountant	Maintenance Specialist I (Public Works-3)
Administrative Secretary	Maintenance Supervisor (Parks & Rec)
Aquatics & Special Events Supervisor	Office Associate (Facilities Management)
Asst. Director of Parks & Rec of Business Operations	Office Associate (Human Resources)
Asst. Director of Parks & Rec Maint. Operations	Office Associate (Police Department)
Assistant Water Distribution Supervisor	Office Associate (Water Department)
Building Maintenance Specialist (3)	Part-time Police Service Rep
Database & Systems Administrator	Plant Operator
Director of Parks & Recreation	Police Officers (6)
Education Manager	Recreation Supervisor
Firefighters (2)	Theater/Civic Arts Manager
Fiscal Clerk (2)	Treatment Plant Supervisor
IT Support Technician (1)	Utility Worker (3)
Maintenance Specialist I (Parks & Rec)	



# Human Resources 2015 Annual Report



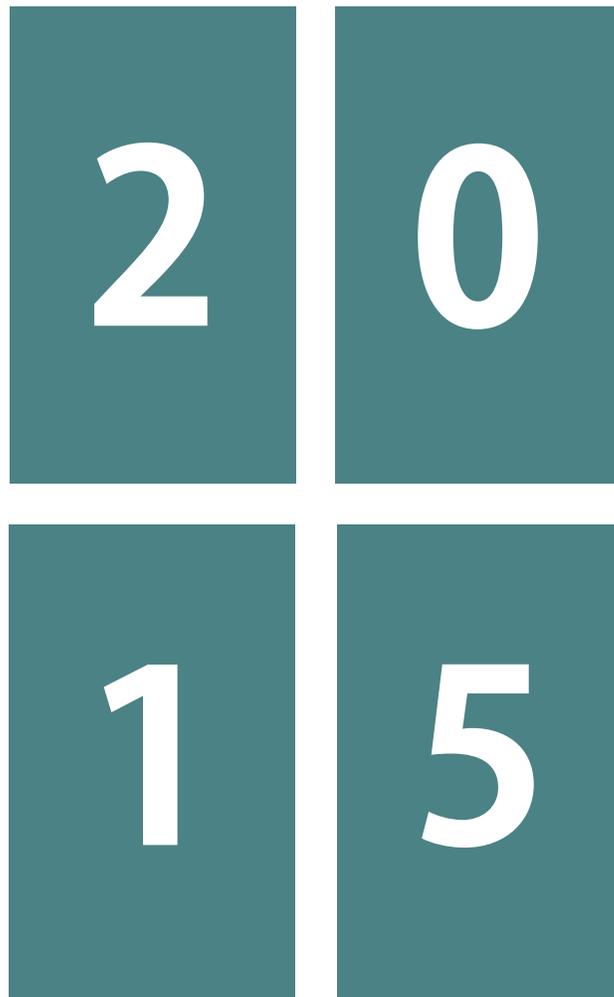
<b>New Hires</b> (regular full/part-time employees only)				
Year	Sworn Police	Sworn Fire	Regular Classified	Total
<b>2015</b>	<b>6</b>	<b>2</b>	<b>29</b>	<b>37</b>
2014	8	5	14	27
2013	3	0	17	20
2012	11	1	20	32
2011	2	1	13	16
2010	2	1	10	13

<b>Health / Dental Enrollment</b>	
Description	2015
Employees in Group Health Insurance Program	<b>369</b>
Employees in Group Dental Insurance Program	<b>362</b>
Retirees in Group Health Insurance Program	<b>118</b>
Total Covered Lives in Group Health Program	<b>859</b>
Total Covered Lives in Group Dental Program	<b>819</b>

	Sworn Police	Sworn Fire	Regular Classified
<b>2015 Employment Applications Received</b>	<b>300</b>	<b>0</b>	<b>1281</b>
2014 Employment Applications Received	329	111	781
2013 Employment Applications Received	148	0	571
2012 Employment Applications Received	253	83	995
2011 Employment Applications Received	127	0	680
2010 Employment Applications Received	200	44	753
<b>2015 # of Recruitment Processes</b>	<b>1</b>	<b>0</b>	<b>26</b>
2014 # of Recruitment Processes	1	1	15
2013 # of Recruitment Processes	1	0	13
2012 # of Recruitment Processes	2	1	14
2011 # of Recruitment Processes	1	0	11
2010 # of Recruitment Processes	1	1	10

# **INFORMATION TECHNOLOGY**

TOWN OF NORMAL  
**INFORMATION  
TECHNOLOGY**



ANNUAL REPORT

# Mission

The mission of the Information Technology Department is to provide secure, stable, operational and responsive information and communication systems for the Town of Normal. With the combination of current IT resources and GIS capabilities, it is our goal to streamline internal and external services in a manner that will improve organizational efficiency and service delivery to the public.

With this Mission in mind, IT has primarily functioned as an internal service department, focused on enabling employees to deliver services to the public efficiently and effectively, under the following guiding principles:

Robust, scalable, secure and reliable network environment.



Advanced, integrated and cost-effective technology solutions.



Pervasive, easy-to-use access to information.



Strategic planning, project management and user training.



Responsive, responsible and respectful customer service.



Modern and integrated communications services.



# 2015 Accomplishments

These guiding principles have provided the foundation for the following major accomplishments in 2015:

Robust, scalable, secure and reliable network environment.



## Server Upgrades

Replaced general government and finance software primary production server and improved backup processes.

## Network Upgrades

Replaced Storage Area Network increasing the Town's onsite data storage capacity, improving replication capability and reducing duplicity.

## Mobile Security

MaaS360, a mobile device management tool, was deployed to 179 mobile devices. This software allows those enrolled to securely access Town networks and the Intranet from a mobile phone or tablet.

## Security Scans and Tests

Performed network security scan and email phishing tests.



Advanced, integrated and cost-effective technology solutions.

## EDI Connectivity

Assisted with integration of a new online employee benefits enrollment and management software. New system communicates directly with organization's enterprise software improving efficiency and eliminating much of the manual data entry for Human Resources.

## Administrative Adjudication

In conjunction with Legal, Inspections and others, developed the Administrative Adjudication process for parking ticket and ordinance violations.

## CDM Education

Configured and delivered Smartboard with four (4) new laptops for CDM education.



## Electronic Filing Standards

Updated electronic filing standards for submission of development-related plans and plats. New standards provide uniform criteria for digital data submission and allow for more efficient upload into Town's

Pervasive, easy-to-use access to information.



## Mobile Applications

Acquired new mobile applications for work order processing and code enforcement activities so that employees may open, update, and resolve issues in the field.

## Automatic Vehicle Location

Acquired AVL technology and coordinated installation on 95 vehicles enabling vehicle and driver management, diagnostic reporting, asset tracking, dashboarding and more.



## Evaluation

Initiated general government and financial software evaluation and review of current workflow processes in an effort to enhance functionality and gain efficiencies (Inspections building permit process and code enforcement: business licensing).

## Regional GIS

Conducted evaluation and identified opportunities to enhance the use and delivery of regional GIS.

## Economic Development

Expanded the CIRBN fiber network in Uptown Normal to enhance the development potential of the area.

## IT Employee Orientation

Developed and implemented a new employee orientation program designed to introduce our users to the organization's IT resources.

# Emergency Management Strategic Planning

**The Town committed significant resources toward emergency management. The IT Department:**

- Designed, equipped and operationalized the training room at Fire Headquarters as a “warm” Emergency Operations Center (EOC).
- Acquired new inter-agency communications platform for emergency response and recovery phases. Enrolled users and provided introductory training.
- Led development of a joint agreement with ISU to provide for joint use of EOC facilities and equipment.
- Developed emergency management response and recovery plans for the department; coordinated update of Town's Emergency Preparedness Plan.
- Enabled emergency mass messaging (eMAG) and priority calling capabilities (GETS/WEPS).



Responsive, responsible and respectful customer service.



## Training

Enabled ability to take credit card payments at the Normal Theater. Assisted with RecTrac training for Theater staff to begin using the software for ticket and concession sales, as well as inventory.



## Touchscreen Monitors

Programmed and installed touchscreen monitors at the pools and concession stands to help streamline product and ticket sales.

## CDM Technology Lab Setup

Setup a temporary computer lab at the Children's Discovery Museum for a "Coding for Kids" class. The lab accommodated 30 kids, which allowed CDM staff to expose children to multiple code-based learning apps and programs.

Modern and integrated communications services.

## Upgraded Public Wi-Fi

Expanded and upgraded (public) Normal Wi-Fi. Network is free to the public and is available in Uptown Station and outdoors in Uptown.



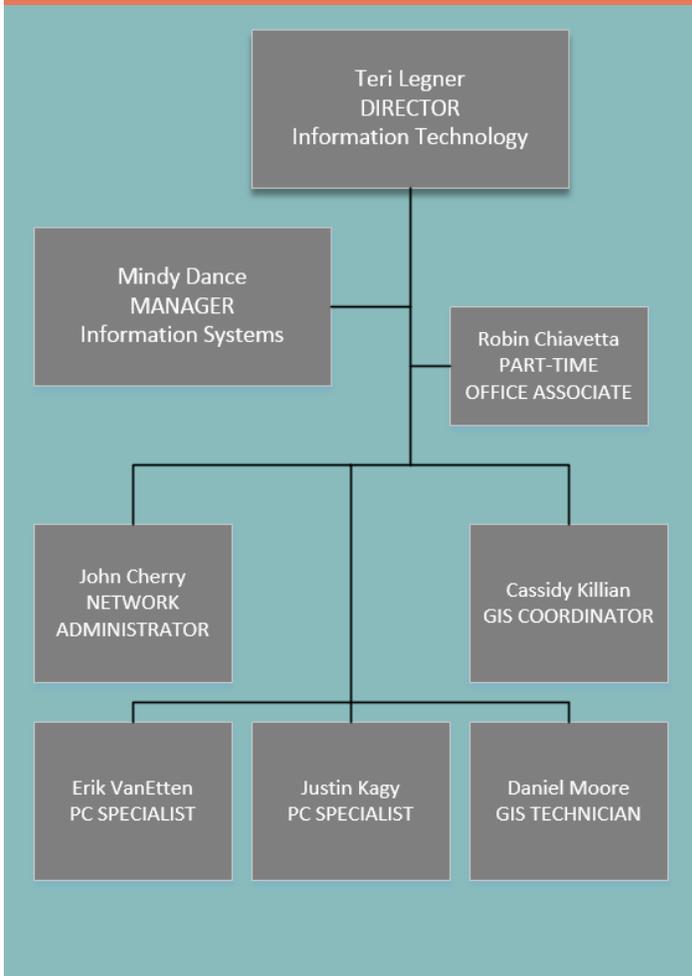
## VoIP Phone Upgrade

Upgraded the Town's VoIP (phone) system.

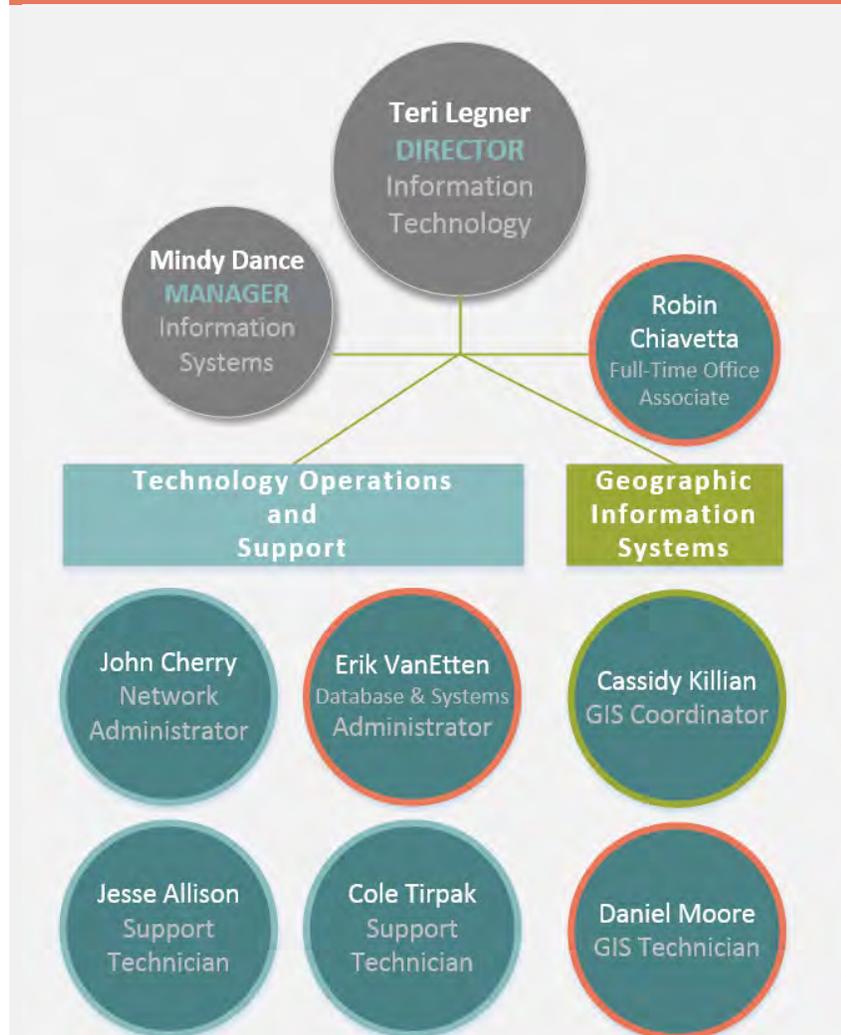
# Staffing & Reorganization

Utilizing the same guiding principles, Information Technology reorganized in 2015 to better address our known and planned priorities, including the growth of GIS, data development, mobility, and network security. The reorganization will also help us to align our resources so that we might deliver enhanced services to the public, as well as our internal customers.

## Before April 1, 2015



## After November 23, 2015



# GIS

## Geographic Information Systems What is GIS?

A Geographic information system (GIS)...

“is an organized collection of computer hardware, software, geographic data and personnel designed to efficiently capture store, update, manipulate, analyze and display all forms of geographically-referenced information.”

-- ESRI

IT provides the primary administration, development, and maintenance responsibilities for the Town’s Geographic Information System (GIS), including:

- the Town’s Land File,
- digital infrastructure data files,
- applications that allow access and data sharing across Town departments, and
- the software tools to analyze datasets and inform decision-making

**2015 was a “breakout” year for GIS at the Town of Normal.**

Information Technology added a GIS Technician to assist with data maintenance and to develop data layers and applications.

Updated existing and acquired new software to integrate with GIS to enhance functionality (property ownership updates, sanitary sewer video, ratings, AVL)

Entered into a new licensing structure with the Town’s software provider, ESRI, to optimize our technical capabilities, improve systems integration, grow the use of GIS in the organization, and to provide public access to GIS-based information.

# GIS Tools

## Intranet Map Gallery

A collection of maps and applications designed for internal use at the Town of Normal.



## Intranet Gallery

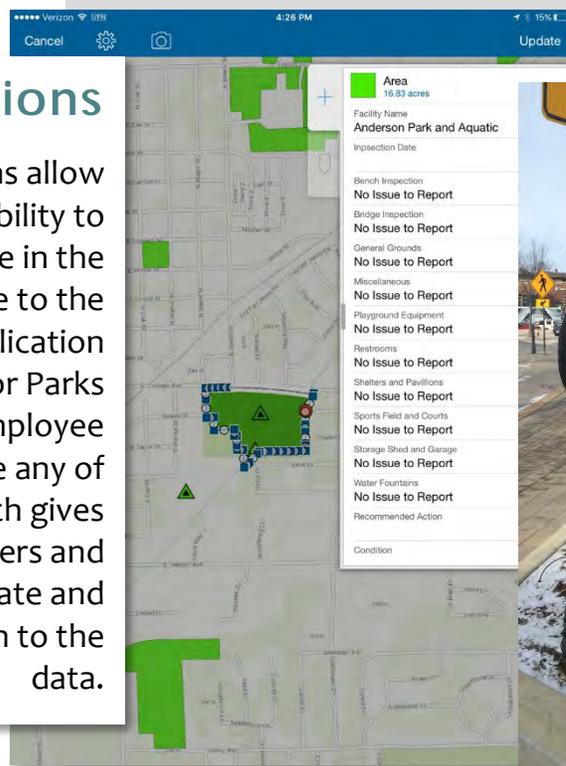
Our GIS team developed a GIS map gallery for Town employees to access via the Intranet. This gallery gives users immediate access to geographically-based data.

## Sanitary Sewer Map

Development of the Sanitary Sewer map was a major project in 2015. The GIS Coordinator led the organization's efforts to upgrade and acquire new software that integrates with GIS. Crews can televise and rate sewers and then review the data, by location, in GIS.

## Applications

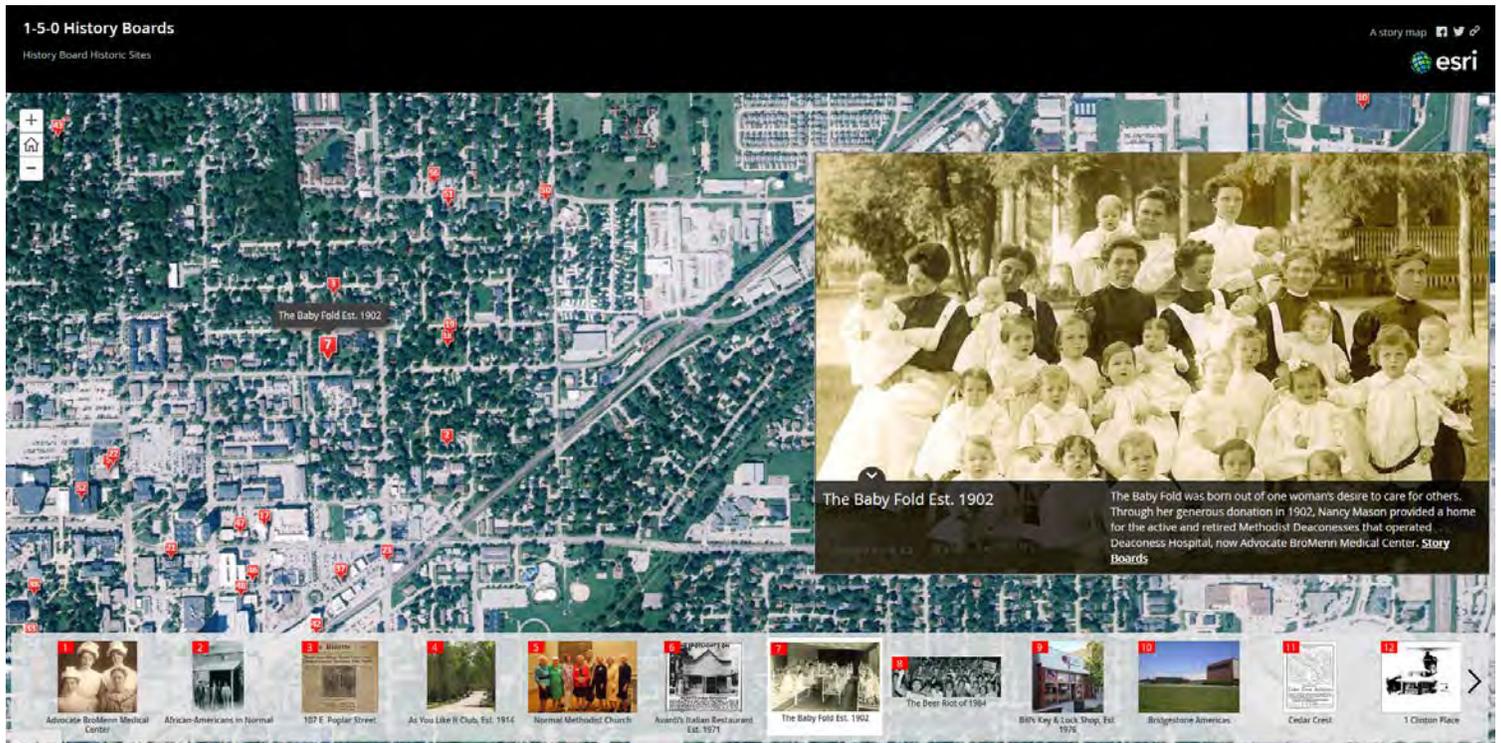
New applications allow employees the ability to easily add data while in the field. This example to the right is the application interface for Parks Maintenance. An employee in the field can update any of the categories, which gives other workers and supervisors immediate and accurate information to the data.



# GIS Tools

## Story Maps

Story maps are a combination of descriptive text, images and multi-media content that tell an interactive story.



## 2015 GIS Layer Stats

- 21,170 Address Points
- 13,650 Parcels
- 2,621 Street Centerlines
- 2,785 Hydrants
- 3,892 Sewer Lines
- 3,792 Manholes
- 4,039 Pavement Polygons

## 1-5-0 History Boards

Our Town GIS Technician designed the interactive Story Map (above) from “1-5-0 History Boards” for the Town’s 150<sup>th</sup> celebration. Each red “pin” denotes a story – history that has shaped our community.

# Performance Measures

2014 to 2015 Comparison

↓ 2.9%

455 User Accounts



↑ 6.6%

309 Mobile Phones  
and Devices



↑ .92%

329 Computers



↑ 2.9%

70 Printers



↑ 5.9%

392 VOIP  
Desktop Phones



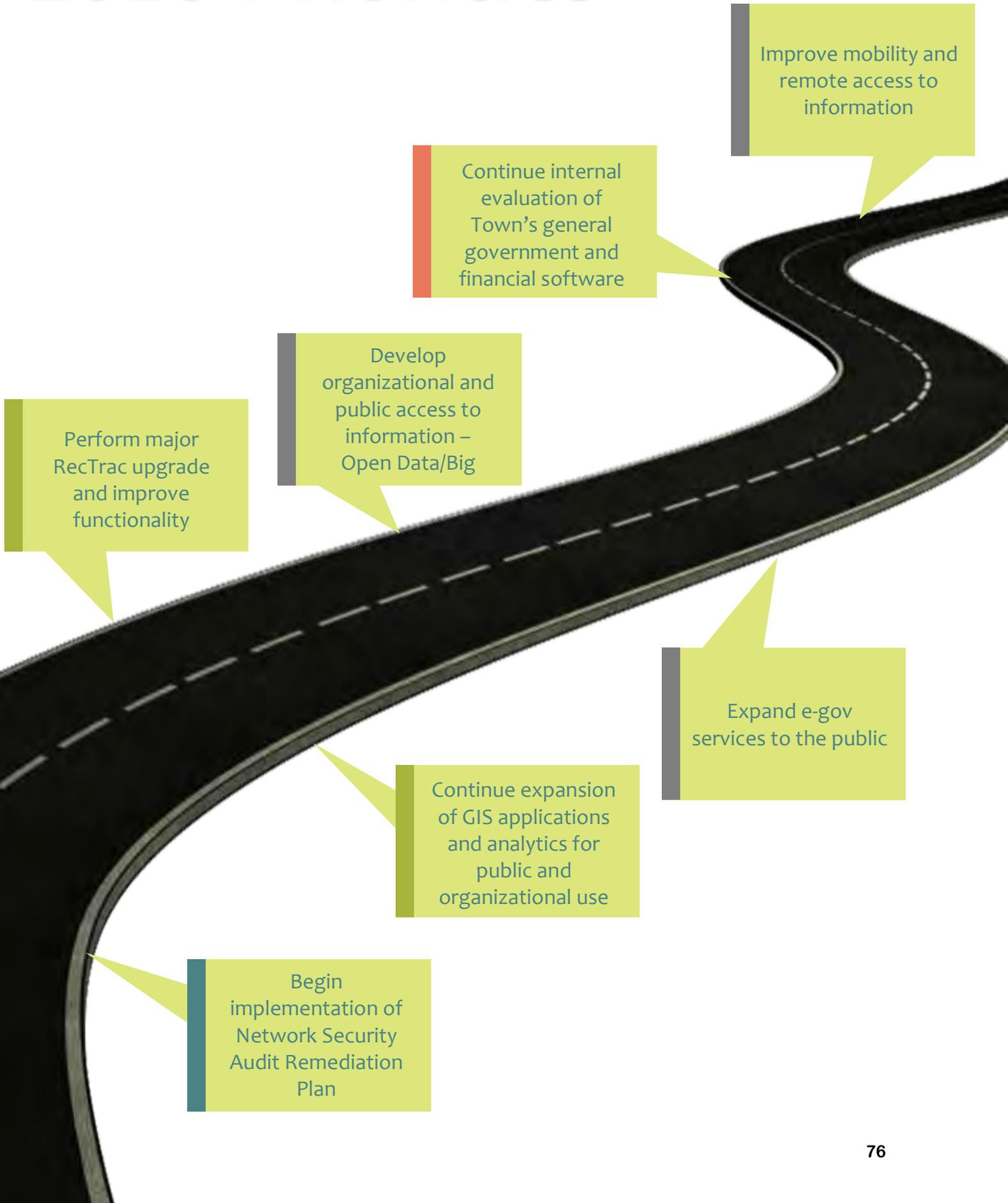
↑ 4.8%  
240 Software  
Subscriptions & Programs

↑ 15%  
69 Network  
File Servers

↑ 29%  
355 Phone  
Lines Supported

↑ 100%  
2  
Smartboards

# 2016 Priorities



# INSPECTIONS

# INSPECTION DEPARTMENT ANNUAL REPORT - 2015

The Inspection Department is responsible for the administration and enforcement of the Town's zoning, construction and property maintenance codes. These codes govern our community's property use, new and remodeled construction, existing rental property, and general exterior property maintenance. The department has 10 full-time employees that include Planning, Zoning, Building, Housing and Code Enforcement staff. All are professionally licensed or certified in their various disciplines.

The Building Division has five inspectors who are responsible for plan review, permit issuance and field inspection services for all types of residential and commercial construction. The Housing-Code Enforcement Division has two inspectors who annually inspect all rental properties accounting for over 1,200 buildings and 8,800 units. This division also proactively monitors the community for exterior property maintenance code compliance. Located within the department is the Town Planner who is responsible for coordinating the orderly growth and development in the community. The Town Planner prepares several reports under separate cover. Below are the basic responsibilities of the Inspection Department.

- Receive and distribute construction plans to the Fire, Water and Engineering departments for plan review and coordinate the distribution of the reviews to designers, contractors and owners. The office also provides field inspections during construction.
- Implements development conditions associated with project approvals. These approvals run with the life of a property and the department is responsible to ensure they are installed and maintained as approved.
- Provides complete plan reviews for all new construction as well as all commercial and multifamily remodeling. Inspectors issue the associated construction permits and provide all associated field inspections during construction through building occupancy.
- Annually inspect all rental properties for life safety hazards using the International Property Maintenance Code. Inspectors proactively regulate the exterior of commercial and residential properties year round through the enforcement of the property maintenance and zoning codes.

## **Town of Normal Adopted Building Codes**

International Building Code	International Property Maintenance Code
International Residential Code	International Energy Conservation Code
International Mechanical Code	Illinois Plumbing Code
International Fuel Gas Code	National Electric Code
International Fire Code	Illinois Accessibility Code
Municipal Zoning Code	International Existing Buildings Code

# HIGHLIGHTS

Issued 2,365 Building & M.E.P. Permits

Issued (68) 1&2 Family New Construction Permits

703 Residential Remodeling Permits

4 New Apartment Buildings adding 44 Units

Issued 74 Commercial Permits totaling \$16,434,238.00

Total Construction Valuation of \$33,795,499.00

Collected \$692,408.00 in Total Revenues

Inspected 1,235 Rental Buildings (8,838 units)

Performed 5,494 Code Enforcement Inspections

Adopted (8) 2015 International Codes

## **Inspection Department Staffing—Tenure**

Greg Troemel, Director—30 years

Sheila Elgin, Office Associate—25 Years

Scot Williams, Assistant Director—19 years

Mike Beavers, HVAC Inspector—19 years

Troy Sondgeroth, Building Inspector—16 years

Rand Veerman, Electrical Inspector—16 years

Randy Schoolcraft, Plumbing Inspector—16 years

Mercy Davison, Town Planner—15 Years

Charlie Lyden, Code Enforcement Officer—5 years

Eric Heggie, Housing Inspector—3 Years

# RESIDENTIAL

## New Construction

As anticipated we finished with a relatively light 68 new 1&2 family starts for the year. Based on late year trends and limited platting activity, developers and builders are indicating a cautious year and we anticipate another similar year in 2016 starts. Normal remains suited for future development with an ample lot inventory across nearly a dozen different subdivisions offering varying price points.

The typical home includes around 2,200 sq/ft, generally 4 bedrooms, 2.5 to 3 bathrooms, 2 or 3 car garages and finished basements. Home square footages range from 1,500 sq/ft on the smaller end to 5,000 sq/ft on the high end. While permits were issued across a variety of subdivisions, the most active addition was the Vineyards with a fairly even mix of starts across the remaining additions. Below is the 2015 breakdown of starts by subdivision addition.

<b>Building Permits</b>	<b>2014</b>	<b>2015</b>	<b>Valuation</b>
Single-Family Detached	71	57	\$5,982,000.00
Single-Family Attached	11	11	\$735,000.00
Residential Remodel	1172	703	\$4,618,549.00

### Permit Breakdown By Subdivision

Blackstone Trails	7	Collie Ridge	1
Vineyards	14	Park West	2
Greystone Fields	6	Villas at Mercy Creek	0
Northbridge	4	Wintergreen	2
North Fields	0	Franklin Heights	0
Heather Ridge	11	Silver Oak Estates	1
Trails on Sunset Lake	6	Evergreen Villas	3
Prairie Gardens	0	Kelley Glen	0
Pheasant Ridge	7	Others	4

## Remodeling Returns to Typical Numbers

With new construction maintaining modest numbers, remodel activity tends to increase. Remodeling numbers returned to the more typical percentage coming off a record year in 2014. Recall the late year storm in November 2013 prompted over 800 roof repairs during 2014. Overall 703 permits issued were issued for single-family remodels accounting for a more typical 67% of the total. Remodel permits tallied \$4.6 million dollars in construction value and on average each improvement was valued at \$6,800.00. The basic improvements generally include roofing, windows, decks, siding and room additions. We expect remodel numbers to remain strong in 2016.

# COMMERCIAL

## Commercial Construction Remains Steady

Total building valuation dipped to \$33 million dollars corresponding directly with reduced activity in new commercial permits, and remodeling. Locally the recovery remains slow and continues to influence commercial activity and developers are still finding it difficult and time consuming to secure financing for larger projects. Several new projects that should materialize in the new year include the second phase of the **Uptown One (Hyatt Place) project, the Radisson Hotel remodel on Trader's Circle, and** continued re-development of the College and Veterans Parkway property. The Main Street corridor near campus will likely see a couple smaller residential developments occur targeting student housing and the construction of a new Fire Station Headquarters building at 600 S. Main Street. Below summarizes the 2014/15 numbers in the commercial sector.

<b>Commercial Summary</b>	<b>2014</b>	<b>2015</b>	<b>Valuation</b>
Commercial New	9	5	\$5,337,795.00
Commercial Lease	7	2	\$682,000.00
Commercial Remodel	240	207	\$11,505,438.00
New Multi-Family	1/6	4/44	\$4,434,295.00
Non-Building Projects	23	32	\$500,4220.00

Commercial construction highlights from 2015 included the completion of the Hyatt Hotel in Uptown, Restaurants Red Robin, Chick-Fil-A, **Jimmy John's, and the Buffalo Wild Wings** projects. A new Dollar General on South Cottage Avenue began construction in late fall and should open to the public in March, 2016.

Remodeling tallied 207 permits and a construction valuation of \$11.5 million dollars. Multiple family remodeling remains strong and continues to be driven by off-campus housing needs, and the demands of the modern college student. During 2015 multi-family remodel permits tallied 140. Most remodels are aimed at unit amenity upgrades and building envelope improvements.

With new projects continuing to battle financing, commercial remodeling remains the alternative for existing business where the economics of building new may not be an option. 67 permits were issued for commercial remodels with a construction valuation of just over \$10 million dollars. **Significant remodel projects included the Jeffrey Alan's store, Township Senior Center, Riverside Restaurant, O'Reilly Auto Parts, and several** lease space buildouts focused on gaming. Remodeling will remain steady in 2016.

### Major Permits or Remodels (N—New, R— Remodel, A— Addition)

<i>Chick-Fil-A (N)</i>	<i>602 S. Fell 16-unit (N)</i>	<i>910—12 Hovey 12-Units (N)</i>
<i>Blaze Pizza (N)</i>	<i>Chipotle Restaurant (N)</i>	<i>O'Reilly Auto Parts (R)</i>
<i>Aqua Express (N)</i>	<i>1612 Bryan St 4-unit (N)</i>	<i>Jeffrey Alans (R)</i>
<i>Starbucks Coffee (N)</i>	<i>Beer Nuts Store (N)</i>	<i>Dollar General (N)</i>
<i>Buffalo Wild Wings (N)</i>	<i>Riverside Restaurant (R)</i>	<i>Marie's Place Gaming (R)</i>
<i>Nussbaum Offices (N)</i>	<i>Maries Place Gaming (R)</i>	<i>Wings Express Gaming (R)</i>

# HOUSING

Housing Inspection is responsible for the annual inspection of all rental Single-Family, Duplex, Apartment, Rooming House, and Multi-Use occupancies. This accounts for over 1,200 buildings and close to 8,900 total units. Properties are inspected at least once per year and select properties on multiple occasions. The inspection assures tenants, owners, and property managers that life safety elements are operational and in sound condition. Inspectors work with property managers and neighborhood organizations to help maintain a reasonable balance between the student population and permanent residents. Town and ISU staff meet on a monthly basis to discuss off-campus matters and address specific tenants or properties in a proactive manner.

The town has seen a modest resurgence of new apartment construction near the campus. The past two years the incoming ISU classes have been quite large and there is speculation the university housing will not accommodate the numbers. Four new projects began construction in 2015 that will add 44 units. These units will be ready for an August 2016 occupancy.

## Housing Inspection Summary

Classification	Buildings/Units
Apartments	963/8107
Duplex	91
Multi-Use	38/478
Rooming House	88
Single Family	51
<b>Totals</b>	<b>1,231/8821</b>

**Code Enforcement**—Responded to 2,639 cases and performed 5,494 total inspections in addressing exterior property maintenance issues this past year.

Inspectors proactively monitor exterior property maintenance issues that include weed growth, trash or debris, inoperable or unlicensed vehicles, outdoor upholstered furniture, recreational, trailer and motor vehicle parking practices, animal control matters, and illegally placed signs.

The Town remains committed to enhancing community aesthetics with the ability to address concerns in a prompt manner.



*As desired, we continue to see the redevelopment of older properties close to campus. New construction at 602 S. Fell replaces a dated building with higher density and modern amenities. Occupancy Fall 2016.*

CEO Summary	Responses
Illegal Signs	901
Trash and Debris	441
Weed Growth	316
Inoperable Vehicles	104
All Others Combined	877
Combined Responses	2639
<b>Total Inspections</b>	<b>5,494</b>

# ODDS & ENDS

**Residential Emergency Repair Program**—In cooperation with PATH (Providing Access To Help) the department administers an emergency repair program for income qualified homeowners to make emergency home repairs. In general these include furnace or water heater failures, leaking roofs, sewer blockages, handicap accessibility improvements, and temporary housing. Normal is fortunate to have a limited stock of housing in need of substantial repair so requests are generally accommodated. The Town funds the program at \$30,000 per year and individual requests are capped at a maximum of \$10,000. This past year the town provided assistance to seventeen properties that included a mix of improvements.

**Historic Non-Conforming Properties Acquired**—The Town Council exercised a unique opportunity to purchase three non-conforming homes in the Old North Normal Historic District during 2015. While the practice of acquiring non-conforming homes has been idle for several years, the three chronically problematic homes became available for sale and the Town took advantage of this opportunity to terminate the non-conforming occupant load status. Two of the homes are now on the open market with sale conditions designed to promote re-investment and owner occupancy. The third property will be offered through a Request for Proposal process early in the new year. The department was involved in the process to acquire the properties and will remain involved through the eventual sales and RFP process. The ONN district has expressed its appreciation citing this as a very positive impact on the neighborhood.

## **Partnership with Habitat for Humanity**

The Town is always looking for opportunities to facilitate affordable housing in the community and Habitat for Humanity has always been a great partner. A non-conforming parking lot along Church St. and Franklin Ave. had been sitting undeveloped for the past several years and the Town took the opportunity to negotiate a purchase and subdivide the property into two buildable home lots for Habitat. Construction commenced on one of the lots last summer and the project is being done in a partnership with the ISU and IWU student chapters. Construction on the second lot will begin in the fall of 2016, and again the student chapters will participate in the construction process. Both homes will be owner occupied by Habitat for Humanity approved families.



# FEE DETAILS

<b>Fees Comparison</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>
Building Permit Fees	\$183,657	\$159,903	\$183,368	\$184,210	\$136,346
Building Permits	978	1078	1146	1530	1023
Const. Water Fees	\$2,513	\$2,101	\$2,788	\$2,089	\$1,982
Electrical Fees	\$51,983	\$37,785	\$48,324	\$43,745	\$38,358
Electrical Permits	324	347	409	448	378
Fire Alarm Permit Fees	\$1,050	\$500	\$550	\$550	\$600
Fire Alarm Permit	21	12	11	11	15
HVAC Fees	\$42,593	\$46,283	\$56,971	\$43,971	\$48,069
HVAC Permits	331	401	451	427	469
Plumbing Fees	\$79,559	\$52,409	\$68,488	\$73,021	\$43,312
Plumbing Permits	475	545	564	551	488
Reinspection Fees	\$0	\$0	\$0	\$0	\$0
Sign Permit Fees	\$6,534	\$9,134	\$4,981	\$7,678	\$4,778
Sign Permits	48	50	50	62	49
Contractor License Fees	\$29,100	\$31,750	\$31,400	\$29,600	\$25,650
Housing License Fees	\$118,960	\$146,062	\$126,361	\$127,825	\$131,177
Adjudication Fees	N/A	N/A	N/A	N/A	\$350

## Building Permits Issued

<b>Type of Construction</b>	<b>No. of Permits</b>	<b>Valuation</b>
Single Family Detached	57	\$5,982,000
Single-Family Attached	11	\$735,000
Residential Remodel	703	\$4,618,549
Multi-Family Apartments	4	\$4,094,295
Multi-Use (Commercial/Apartments)	0	\$0
Commercial	7	\$6,019,795
Commercial Remodel	207	\$11,505,035
Foundations	2	\$340,000
Demolition	16	\$4,500
Pool Construction	10	\$233,425
Mobile Home	2	\$2,000
Structures Non-Buildings	4	\$260,900
Total	1,023	\$33,795,499

# COMPARISONS

Category	2011	2012	2013	2014	2015
Total Construction	\$57,612,949	\$58,650,717	\$58,366,925	\$56,990,584	\$33,795,499
Total Permits	978	1,078	1,146	1,530	1,023
Single-family Const.	\$4,348,000	\$7,590,645	\$8,562,800	\$6,912,830	\$5,982,000
Single-family Permits	37	72	78	68	57
S.F. Attached Const.	\$1,232,000	\$1,123,000	\$2,574,000	\$879,000	\$735,000
S.F. Attached Permits	12	12	34	12	11
Res. Remodel Const.	\$4,616,163	\$4,886,090	\$5,350,151	\$8,751,119	\$4,618,549
Res. Remodel Permits	703	793	812	1168	703
Accessory Structure Const.	\$78,356	\$0	\$4,500	\$0	\$0
Accessory Structure Permits	5	0	2	0	0
Apartment Const.	\$16,687,160	\$5,511,950	\$858,000	\$314,904	\$4,094,295
Apartment Permits	12	5	1	1	4
Apartment Units	236	99	7	6	44
Multi-Use (Com/Apts) Const.	\$4,645,300	\$0	\$12,900,000	\$2,495,973	\$0
Multi-Use (Com/Apts) Permits	1	0	1	1	0
Multi-Use Apt. Units	22	0	102	27	0
Commercial Const.	\$14,815,440	\$18,475,295	\$1,657,337	\$21,647,731	\$6,019,795
Commercial Permits	18	12	11	16	7
Comm. Remodel Const.	\$10,747,461	\$15,394,030	\$25,397,149	\$15,548,527	\$11,505,035
Comm. Remodel Permits	156	154	170	240	207
Demolition	\$236,349	\$3,500	\$7,000	\$5,000	\$4,500
Demolition Permits	21	10	14	12	16
Pool Construction	\$179,920	\$471,800	\$100,300	\$116,500	\$233,425
Pool Permits	10	16	7	9	10
Foundation Const.	\$0	0	765000	9000	340000
Foundation Permits	0	0	2	1	2
Move Building	0	0	0	0	0
Mobile Homes	\$1,000	\$2,000	\$3,000	\$0	\$2,000
Mobile Home Permits	1	2	3	0	2
Structures Non-Buildings	\$25,800	\$5,192,407	\$187,688	\$310,000	\$260,900
Other Structure Permits	2	2	11	2	4

## 5-Year Statistical Averages (2011–15)

1151 Annual Building Permits  
 \$53 Million Total Annual Construction Valuation  
 78 New One & Two Family Permits  
 835 Residential Remodeling Permits  
 13 New Commercial Construction Permits at \$950,000.00 per project  
 185 Commercial Remodeling Permits at \$85,000.00 per project  
 5 New Apartment Buildings—78 Units per year

# REVENUES

## Income Report 2015

Building Permits	\$136,346
Electrical Permits	\$38,358
Plumbing Permits	\$43,312
HVAC Permits	\$48,069
Sign Permits	\$4,778
Fire Alarm Permit	\$600
Plan Check Fees	\$28,886
Contractor License Fees	\$25,650
Housing License Fees	\$131,177
Fireplace Fees	\$1,260
Adjudication Fees	\$350
<b>Total Inspection Dept. Income</b>	<b>\$458,786</b>
BNWRD Fees	\$200,175
Water Meters	\$25,860
Construction Water	\$1,982
Curb Cuts	\$660
Fire Suppression Fees	\$2,600
Erosion Control Fees	\$2,345
<b>Total</b>	<b>\$233,622</b>
<b>Grand Total</b>	<b>\$692,408</b>

Permit Type	Permits 2014	Permits 2015	% + or -	Income 2014	Income 2015	% + or -
Building	1530	1023	-33.14%	\$184,210	\$136,346	-25.98%
Electrical	448	378	-15.63%	\$43,745	\$38,358	-12.31%
Plumbing	551	488	-11.43%	\$73,021	\$43,312	-40.69%
HVAC	427	469	9.84%	\$43,971	\$48,069	9.32%
Fire Alarm	11	15	36.36%	\$550	\$600	9.09%
Signs	62	49	-20.97%	\$7,678	\$4,778	-37.77%
Housing Licenses	1055	1066	1.04%	\$127,825	\$131,177	2.62%
Adjudication	0	3	100.00%	\$0	\$350	100.00%
Contractor Licenses	612	668	9.15%	\$29,600	\$25,650	-13.34%
Total	4696	4159	-11.44%	\$510,600	\$428,640	-16.05%

# INSPECTIONS

## Field Building Inspections Performed in 2015

### Building Inspections

Site	63
Footings	107
Foundations	97
Framing	432
General	81
Insulation	65
Mobile Homes	4
Occupancy	366

### Plumbing Inspections

Water Service	80
Sewer Service	149
Underground Piping	149
Rough-Ins	263
Water Heaters	33
General	8
Occupancy	212

### Electrical Inspections

Rough-Ins	324
Service Meters	177
General	21
Sign Installations	6
Occupancy	261

### Heating/Cooling Inspections

Rough-Ins	172
Gas Piping	112
General	5
Unit Replacement	128
Occupancy	152

Total Combined Inspections—3,489



# SUMMARY

Building permits returned to the more typical 5-year average with 1,023 with a good majority of these being residential remodeling. New residential dipped by 17% and we expect a year in the range of 60 to 70 starts for new 1&2 family construction in 2016. Homeowners will continue to reinvest in their existing properties, and remodeling will again account for the majority of permits issued in the new year although we anticipate total building permits to again eclipse the 1,000 mark.

Student housing needs have again sparked a bit and we continue to discuss off-campus housing demands with local developers heading into the new year. While ISU enrollment remains steady between 20-21,000 students, the trend the past two years has seen larger freshman and transfer classes. The university has acquired some additional housing near campus but will likely rely on more private development to provide housing for the incoming classes.

Overall commercial activity (new starts, lease space build-outs, and remodeling) held steady, although the more substantial projects continue to battle financing difficulties. Significant projects included several new restaurants (Chick-Fil-A, Blaze Pizza, Chipotle, Riverside Inn) the remodeled Township Senior Center, Aqua Express **Carwash, Jeffrey Alans remodel, Nussbaum Office Building, O'Reilly Auto Parts, and a new Dollar General.** While total construction valuation dipped to \$33 million, Normal is fortunate to maintain reasonably steady activity across the residential and commercial sectors.

**What To Expect in 2016**—While national recovery trends have improved, other local factors continue to create hurdles for the development community. Clearly the loss of Mitsubishi and a few associated businesses will impact the local economy. Looking ahead we again anticipate new construction on the Veterans Parkway and Main Street areas. We remain hopeful the 8 Traders Circle, Uptown One Phase II, Fire Station HQ, and Constitution Trail Center projects will commence early in the new year. Based on yearend discussions with the homebuilding community we expect another modest year and anticipate new starts in the range of 60-70.

Property maintenance is always a priority for the Town Council and code enforcement will continue efforts to keep Normal an attractive place to live, work or visit. Town Administration continues to monitor staffing demands and budgetary impacts. The past five years have had an impact on commercial and residential properties that often lead to maintenance issues and this remains a priority for the department. While the affected properties tend to be moving targets, town staff will continue efforts to address code issues as they arise.

The Planning, Building, Housing and Code Enforcement staff continue efforts to secure high quality well planned development, and that it is maintained in an attractive manner for the benefit of our residents and visitors.

# **LIBRARY**



normal public  
**library**<sup>™</sup>

2015 Annual Report

# Highlights of 2015



- Board of Trustees continued exploration of facility planning with Town Council
- Two record breaking used book sales and an enhanced Ongoing Book Sale
- Enhanced technology event and instruction for customers of all ages
- Future NPL facility project featured as a design challenge at the Library Journal Design Institute
- Successful Giving Tuesday campaign to fund Teen Mobile Makerspace
- New Children's Tech Playground offers emerging technologies to children and families
- Normal Public Library Foundation created endowment to fund future initiatives
- New NPL Foundation website ([nplfoundation.org](http://nplfoundation.org))
- Updated Community Room walls and flooring
- Added online resources Lynda.com, Hoopla, IndieFlix, and Naxos
- Introduced 3D printing events and service
- Modernization of original elevator
- NPL selected as a finalist for the McLean County Chamber of Commerce Non Profit Business Excellence Award

# What to Expect in 2016

Popular children's author  
Suzanne Slade at NPL on  
April 9<sup>th</sup>, 2016

Tacky the Penguin will  
help us celebrate  
Children's Book Week  
May 2<sup>nd</sup>–6<sup>th</sup>, 2016

"Read for the Win!"  
Summer Reading Event  
begins June 1<sup>st</sup>, 2016

The Illinois Shakespeare  
Festival will present a preview  
of "Peter and the Starcatchers"

Continued exploration of  
best possible solution for  
future library development

Implementation  
of Teen Mobile  
Makerspace





# Children's Services

## What's New

Thanks to the Normal Public Library Foundation and Giving Tuesday 2014 donors, the Tech Playground became a reality and opened in 2015! The Tech Playground features iPads and fun educational apps available every day. "iSurprise" times offer opportunities to test out cool tech toys such as Osmo, Sphero Balls, Ozobots and more with staff interaction!

## Summer Reading

Activities and reading incentives donated by the library, the Normal Public Library Foundation and local merchants kept children and families reading all summer long during Read to the Rhythm, the 2015 Summer Reading Event! Total enrollment for all preschoolers through sixth graders and adults participating in A.R.K.S. reached 4,567.

## Partners in Reading

This event offers weekly 45-minute sessions of reading activities to students in elementary school on a one-on-one basis with a college student. This year, 438 volunteers from Illinois State University, Illinois Wesleyan University, and Heartland Community College worked with 455 elementary students. The

total attendance for orientations and sessions was 4,004!

## Story Hours

Children's Services offers many registered story hour options for children from birth to age five and their families. In 2015, 6,077 children and families enjoyed the 302 registered story hours presented at the library.

## On-Site Events

We offer a wide variety of events. These events included Lego Club, an author visit by Alice McGinty, a Frozen party, tech events like MaKey MaKey, Lego WeDo Robotics, and Ozobots, puppet shows, a performance by the Illinois State Drumline, and much more!

## Off-Site Events

In order to reach out to more people in the community, we offer off-site activities. Most of these are storytelling sessions, story hour classes, informational events, and activity tables at special events. During 2015, 164 events were presented with a total participation of 10,467!

## Event Totals for 2015

The Children's staff planned and presented 617 events for children and families in our community with a combined attendance of 28,960!

## Discovery Room

The Discovery Room continues to be a favorite destination for children, families, play groups, and tour groups visiting the library. This room features a "Crooked House," an infant/toddler "tot spot," whisper tubes, a puppet theater with an extensive puppet collection, a velcro wall, and more!

## Book Nook

The Book Nook remains a popular place for library events, visiting classes, and patrons looking for a fun area to sit and enjoy books.

## Community Partners

Children's Services is proud to partner with many local organizations such as Bloomington Public Library, the Children's Discovery Museum, Head Start, Illinois State University, McLean County Arts Center, Mid-State Reading Council, Miller Park Zoo, Prairie Fire Theatre, Unit 5, and the YWCA to benefit the children and families in our community. The library benefited from two Town

of Normal Harmon Arts Grants this year. The first grant allowed the McLean County Arts Center to offer a variety of free art workshops at the library for families and teens. With the second grant, the Prairie Fire Theatre presented a free children's operetta for library patrons.

### Hooray for Volunteers

In 2015, volunteers completed approximately 2,110 hours of service helping with events and collection maintenance. THANK YOU!

### What's ahead in 2016

Events planned for this year include Pages & Paws, a visit from popular children's author Suzanne Slade, Tacky the Penguin at the library for a variety of events, the Illinois Shakespeare Festival's preview of "Peter and the Starcatchers." And staff is already starting to gear up for Summer Reading Event 2016: Read-For The Win!



# Young Adult Services



## In Brief

Summer Reading had a total of 521 teens signed up with nearly 8200 hours of reading. Special events offered were several music-themed events, including making upcycled art and jewelry from old CDs and records, crafting guitar pick jewelry, decorating ear buds, and a Lip Sync Battle. Other popular events included Fandemonium (a celebration of different movie, book, and TV fandoms each month) and Duct Tape DIY.

Events continuing from past years included the Manga Anime Club, Teen Advisory Council, Writers' Workshop, and Teen Game Days. Outreach events to students in local schools as well as the Juvenile Detention Center continued, with Books and Bites held during the lunch hours at all four Unit 5 middle schools, and monthly booktalks at the Juvenile Detention Center. Total attendance at all teen events in 2015, both on and off site, was 3,602, a slight increase from last year.

## Summer Reading Event

Smaller prize drawings were done this year. Teens could enter each time they finished a five-hour reading log. This allowed teens that weren't able to complete the full 25 hours of reading a chance to win something larger in a drawing. It also gave readers up to five entries—one

for each log they completed—and allowed them to choose between several prize drawings.

Prize drawing options included two \$25 Barnes and Noble gift cards, two gift boxes from D.P. Dough, two \$20 gift cards from the Garlic Press, four free day climbing passes at

Upper Limits gym, and two Normal Public Library book gift bags. All teens who completed the 25 hours still received a gift certificate and thank-you letter in the mail.



## Teen Advisory Council

Twice a month, the Teen Advisory Council gets together after school for an event involving eight to ten teens each time. Events range from book discussions to game days. Council members also help the Young Adult Services Librarian choose new books for the collection, plan upcoming teen events, and help with tasks as needed in the teen area.

## Manga and Anime Club

As always, we hold several special events throughout the year, including a summer cosplay picnic (short for “costume play”) at Anderson Park, in which members dress up as their favorite anime characters, play games, and eat Japanese-themed snacks. We also hold an anime movie marathon each year in June,

showing several full-length anime at an event to which members can invite their families and friends.

## Game Days

Teen Game Days, held on the second Wednesday of each month, continued in 2015. We play games on the library's Wii and Playstation consoles and also enjoy lots of board games.

## Teen Writers' Workshop

The Teen Writers' Workshop continued to meet once a month in 2015. The summer sessions were especially engaging as we wrote a group story together, focusing on beginnings, middles, and ends.

## Outreach Events

Once a month, an event is conducted at the McLean County Juvenile

Detention Center. Each visit consists of a short game or discussion, followed by book talks featuring eight to ten interesting new books from the library, which are checked out to the Juvenile Detention Center for two months for the teens to read.

## Community Partners

Once a month, visits are also made to the Chiddix, Kingsley, Parkside and Evans Junior High Schools. Over the four lunch periods at each school, the school librarian and the young adult librarians from Bloomington and Normal public libraries do book talks while the students have lunch. Starting in the fall of 2015, we were also able to visit the Unit 5 high schools and University High School. Over the course of the past school year, we reached 1,994 students!



## Adult Services

### In Brief

There were 160 adult events held at the Normal Public Library, including Movie Matinéés, well-attended craft classes, live entertainment, book clubs, 3D printing classes, and daily technology help. The Winter Reading Event included 352 participants. We began showing Bollywood films on specific weekends. Lunchtime Yoga is now offered weekly on Tuesday afternoons throughout the year, with a cumulative attendance of over 300.

Librarians offered regular delivery of books and other materials to 15 homebound residents, and served more on an as-needed basis. Deposit collections were maintained at five Normal residence centers, with titles refreshed every 6-8 weeks. Library staff greeted numerous senior citizens at the Young At Heart Day at the McLean County Fair. Librarians also participated in the Calvert & Metzler Memorial Home's Senior Expo held at the Bone Student Center. We offered gardening events, Money Smart Week events, and held a popular What's It Worth event with Mark Moran. Over 400 patrons visited the library for the annual Model Railroad Show in November.

### What's New

Services added in 2015 included free 3D printing for all patrons including several events that acclimated patrons to 3D design. We also began our specialty podcast, Check It Out, which has already garnered over 40 listeners and subscribers in the short time it has been featured.

Event partners in 2015 have included University of Illinois Extension serving Livingston, McLean and Woodford Counties, Health Alliance Medical Plans, Beer Nuts, Busey Bank, Unit 5 Schools, Bloomington Public Library, Calvert and Metzler Memorial Home, Sonja Reece, F3E Foundation for Financial Freedom, McLean County 4-H Fair, Be Content at Home Expo, and Normal Township, just to name a few.

### Off-Site Events

On the first and third Tuesday morning of each month, the Books on the Go event at the Normal Senior Center allows seniors to register for a library card, and check out, return, and place holds on materials. In the summer, we began adding eContent information and tech help to our visits.

### Thank You, Volunteers!

Adult Services and Circulation is pleased to welcome numerous volunteers over the course of the year to assist with special projects, shelving, book sales, and more. Our volunteers in 2015 contributed a total of 1,112 valuable hours!

# normal public library

## DEPARTMENTAL ACTIVITY INDICATORS - 2015

Description	2011	2012	2013	2014	2015
Summer Reading Event Enrollment	4,432	4,603	4,466	4,645	4,567
Number of Summer Reading Activities (Including Summer Story Hours)	51	64	55	69	65
Attendance at Summer Reading Activities (Including Summer Story Hours)	3,628	4,323	5,315	5,091	3,717
Partners in Reading Volunteers	446	380	386	398	438
Partners in Reading - Children Served	446	390	398	419	455
Partners in Reading Participation	3,523	4,036	3,547	3,623	4,004
Story Hours - Participation (Excludes Summer Story Hours)	5,984	6,844	7,519	7,136	6,077
Number of Off-Site Event	194	197	154	182	164
Off-Site Event Participation	16,938	13,835	13,822	11,962	10,467
Tours/Educational Events - Participation	497	804	547	355	468
Seasonal Activities Participation	2,452	2,962	2,828	2,561	4,227
Total Participation in Children's Events	33,022	32,804	33,578	30,728	28,960
Circulation of Library Materials	601,278	610,256	620,716	656,851	653,991
Community Room Usage - Meetings Held	743	603	570	418	819

# **PARKS AND RECREATION**



# Parks & Recreation Annual Report 2015



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# ADMINISTRATION

The Administrative Division of the Town of Normal Parks and Recreation Department is responsible for overseeing all aspects of the provision of recreational services and facilities to our residents. Facilities that are administered by the Department include the Anderson and Fairview Aquatic Centers, Champion Fields Softball Complex, Children’s Discovery Museum, Ironwood Golf Course, Maxwell and Shepard Dog Parks, Normal Theater, Community Activity Center, the Connie Link Amphitheatre and the always popular Constitution Trail.



The Department employs 37 full-time employees, and over 500 part-time employees throughout the year.

**2015 ACCOMPLISHMENTS**

- Numerous capital construction projects occurred in 2015 within the community that provided improved recreational facilities to residents. These include the construction of an umpire shelter at Champion Fields, new shelter and bathrooms at Maxwell Park, parking lot expansion at Champion Fields, initial construction of Ironwood Tennis Courts re-build, and an outdoor fitness pad at Carden Park.
- Seven new staff members joined the Parks and Recreation team this year, including: Adam Fox as Normal Theater Manager, Angela Malone as Aquatics and Special Events Supervisor, Chris Cotten as Director of Parks and Recreation, Rachel Carpenter as Education Manager at the Children’s Discovery Museum, Tony Axelson as Youth Sports and Teens Supervisor, James Wayne as Assistant Director of Business and Recreation Operations, and Gene Kotlinski as Assistant Director of Park Maintenance Operations.
- Approval of the Town of Normal Parks and Recreation comprehensive master plan update which includes future development of a soccer complex and recreation center.

# MARKETING

The Marketing Division is responsible for providing timely information to the Bloomington-Normal community through delivery of integrated marketing and public relations activities that promote high quality programs and services. A variety of communication vehicles are used to disseminate information in an accurate and timely manner. These vehicles include:

- Broadcast Media: Radio & TV
- Print Media: Newspapers and Magazines
- Social Media: Facebook and Twitter
- Websites: Intranet and Internet
- Official Department Publications:
  - Program Guides (2/year); CDM Newsletter (4/year); CDM Camps Guide; CDM Educator Guide; CDM Annual Report
- Print Materials: Brochures, flyers, posters
- Video: Department Commercial and Zombie Fest Promotion
- Community Outreach

The Marketing Division’s goals are to help position the department favorably against its competitors, continue to grow program and event attendance, and ensure the community has multiple avenues to obtain information about the Department.

## 2015 ACCOMPLISHMENTS & HIGHLIGHTS

- Developed new newsletter concept for the quarterly CDM publication with a local designer.
- Coordinated the production of an updated design for the fall/winter/spring and summer program guides.
- Sent regular e-blasts to CDM and Parks & Recreation listserv subscribers.
- Developed collateral materials and provided support for special events.
- Delivered timely information to the media resulting in approximately 20 Pantagraph articles and 10 TV news segments.
- Worked with the CornBelts Professional Baseball Team and Thunder Jr. Hockey program to develop signage, PA announcements, and integrated program promotions.
- Creation of promotional videos for Parks and Recreation, ASA National slow-pitch softball bid, Ladies Luncheon and Style Show, and Adults Night: Zombie Fest.
- Launched inaugural #GivingTuesday campaign for the CDM Foundation.
- New website is being created on the Civic Plus platform for the Children’s Discovery Museum.

# PARK MAINTENANCE

The Park Maintenance Division is managed by the Assistant Director of Parks & Recreation/Maintenance Operations, with three Park Supervisors directing daily practices and procedures in horticultural, facility, and general park maintenance operations. The Park Maintenance field staff is comprised of sixteen full-time employees, six 9-month part-time employees, six 8-month part-time employees, and 27 seasonal employees. Essential responsibilities include providing comprehensive maintenance to the Town's eighteen parks covering approximately 402 acres along with over 14.25 linear miles of the Constitution Trail. Staff provides maintenance to all park facilities including restrooms, picnic shelters, playgrounds, irrigation and lighting systems, drinking fountains, and trash receptacles. Specialized care is provided to the Uptown landscape beds, the David S. Anderson Aquatic Facility, the Fairview Family Aquatic Center, the Connie Link Amphitheatre, the Fairview Skate Park, and the Champion Fields and Maxwell South softball complex, including the many other athletic fields, tennis and basketball courts and the in-line hockey rink located at One Normal Plaza. Maintenance is also provided by staff to over 250 acres of roadways, creek banks and well sites, and to numerous other Town facilities and properties, including two community gardens and two off-leash dog parks.



The Park Maintenance staff provides support to the Children's Discovery Museum, Normal Theater, Community Activity Center, Ironwood Golf Course, Normal Public Library, Uptown Station, and City Hall Annex. Maintenance staff also provides support for recreation, athletic and aquatic programs, Uptown festivals and special events, and for other projects and events within the community. Staff is responsible for snow and ice removal at various Town parking lots and park properties, including the plowing/sweeping of snow from the Constitution Trail. During the off-season, staff provides preventative maintenance and repairs to pool mechanical equipment and pumps. The cold winter months also permit staff to perform a complete inventory of preventative maintenance and repair needs to the entire fleet of mowers, trucks, tractors, utility vehicles, trailers and other park maintenance equipment.

The Park Maintenance staff continues to emphasize urban beautification, landscape improvements, and professional tree and plant care within the Town. Horticulture crews designed, planted and maintained more than one hundred landscape beds all over the community including throughout the Uptown area. During 2015, Forestry crews pruned over 1,100 trees in Town while removing 490 others, almost two hundred of these were trees damaged by the Emerald Ash Borer. During the spring and fall months, staff planted 470 trees in Town parks and along right-of-way areas.



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**2015 ACCOMPLISHMENTS & HIGHLIGHTS**

- The ball field at Fairview Park was dedicated as “Blemler Field” in honor of former Parks & Recreation Director, Ron Blemler.
- A bench and plaque were installed and dedicated outside of the Fairview Aquatic Facility fence in honor of Tom Cherry upon his retirement after many years of service as the Park Supervisor.
- Forestry crews installed banners and festival lighting throughout Uptown. Crews also installed holiday decorations and lighting in Fell Park.
- Upgrades were completed to the interior of the Linden Street Barn. The break room was expanded and a computer area was created. The restroom facilities were remodeled, doubling the capacity. Construction began on an office space for the horticulture and forestry staff.
- A small brick patio area was constructed near the Ron Allers Shelter at the Connie Link Amphitheatre and new dedication benches were installed along the Constitution Trail.
- The construction of a new picnic shelter and restroom building was completed at Maxwell Park.
- The parking lot at Champion Fields was expanded adding needed new spaces for patrons. New scoreboards were installed on Fields #2 and #4. Park Maintenance staff began on the construction of a shelter building that will provide a lounge, restroom, and changing area for umpires.
- Forestry crews finished eliminating EAB infested ash trees from Town right-of-way and park areas, and began the removal process at the Ironwood Golf Course.
- The Town received a \$2500 grant from the Ameren Right Tree, Right Place Program to plant additional trees throughout the community.
- A swamp white oak was planted outside of the City Hall Annex, dedicated as part of the Arbor Day festivities.
- Park Maintenance staff fabricated a decorative wall around the stage extension at the Normal Theater.
- The installation of swing sets completed the new Game Time playground equipment project at Martin Luther King Park, including the installation of new border timbers and playground wood fiber. Staff added additional wood fiber and swing mats to other park playgrounds.
- Park Maintenance staff applied a fresh coat of paint to the basketball courts at Fell Park, Savannah Park and Carden Park.
- Park Maintenance staff erected new Town of Normal Park Rule signs at all park areas.
- Park Maintenance staff assisted with many special events during the year, including the St. Patrick’s Day Parade, Sustainability Expo, Rock the Block in the Uptown Plaza, ISU Special Olympics, 4th of July celebration at Fairview Park, Sugar Creek Arts Festival, Sweet Corn Blues Festival, Fell Fest, Medici Craft Beer and Jazz Festival, and the Haunted Trail.
- New pool liners were installed in both the dive and lap pools at the Anderson Aquatic Facility and the leak in the zero-depth pool was repaired. The sand volleyball pit was removed at the Fairview Family Aquatic Facility.
- The One Normal Plaza in-line hockey rink bench area was rebuilt with new raised seating. The sideline boards and gates were repaired and painted.
- Fitness America exercise equipment was installed in Carden Park through a joint effort with the Unit-Five School District.
- Park Maintenance staff removed the nets, fencing and some base rock in preparation for the installation of a new asphalt playing surface at the Ironwood Park tennis courts.
- Barton Electric and Musco Lighting installed a field lighting system to the two ball fields at Shepard Park. New scoreboards were also installed on both fields. New concrete sidewalks were placed to the baseball batting cages and storage buildings. Park Maintenance staff mounted a yellow fence cap on the perimeter fence and installed new warning tracks to the two ball fields.
- The foot bridge deck to the tennis courts at Anderson Park was replaced with new treated planks.
- A new landscape planter was completed around the park sign in Fell Park.
- The old playground at One Normal Plaza, east of the Community Activity Center, was removed in preparation of the spring installation of a new unit.

# IRONWOOD GOLF COURSE

The Golf Course Division is responsible for the administration of all operations related to Ironwood Golf Course, a Roger Packard Design which utilizes large areas of fescue grasses and maturing trees to shape the course. Specifically, these operations include; a concessions area, a driving range, a golf cart fleet of seventy 2014 E-Z-Go Golf Cars, clubhouse rentals, golf tournaments, golf outings, host course for high school and university golf teams, nine golf leagues, and all of the maintenance of the golf course.

The Division employs three full time positions including a Manager/Golf Pro, a Golf Course Superintendent, and a Maintenance Technician. Approximately 25 part time seasonal staff works at either the pro shop or performs maintenance on the course.



## 2015 ACCOMPLISHMENTS & HIGHLIGHTS

- Revenues gained at Ironwood Golf Course in CY2015 reached \$739,000. A majority of these revenues were funded by green fees and cart rental fees. As area golf courses adjusted prices, Ironwood continued to offer great prices on rates, season pass options and frequent player cards.
- Junior Golf participation at Ironwood Golf Course reached a new pinnacle with a total of 297 juniors for 2015. These juniors participated in one or more of the programs offered, from junior high golf, junior golf clinics, to intro to junior golf.
- The 2015 golf season was hampered by spring rains. Spring rounds were effected by April rains, although the summer was mild and above average temperatures for the late fall extended the season for rounds at Ironwood Golf Course to reach approximately 23,000.
- Ironwood Golf Course has been selected as one of the 'Best Places to Play' by voters, according to local media outlets. These high standards have led to Ironwood Golf Course being awarded with a USGA qualifier location for USGA Pub-Links Championship and C.D.G.A. qualifiers for Illinois State Amateur and Mid – Amateur.
- Ironwood was host to several local fundraisers, including the MARC Center, Central Catholic, Pam Can and Golf for a Cure. In all, Ironwood played host to a total of 49 golf outings and tournaments this past year.
- In 2015, Ironwood continued with the junior high golf league for Bloomington/Normal. A total of 8 junior highs participated in the 5 week spring season. Ironwood also hosted all 8 golf teams from Unit 5, and both the men's and women's golf teams from Illinois Wesleyan University.

# IRONWOOD GOLF COURSE MAINTENANCE



The 2015 golf season was another great season for Ironwood Golf Course Maintenance. Golf course staff includes Golf Course Superintendent, Tyler Bain and David Cosenza, Equipment Technician. In addition to the two full time employees, we depend on 1 regular temporary employee and 8 seasonal staff for nine months of the season. The golf course staff is responsible for daily mowing and grooming of 120 acres. Greens are maintained between .110 and .135 of an inch and also rolled 3-4 times per



week, tees and fairways are maintained at 1/2", and primary roughs are mowed at 2 1/2". Ironwood Golf Course is surrounded by an additional 80 acres of native fescue grass. The native grass areas have added a challenge for the golfers while providing a distinct character to the golf course. From an agronomical perspective, these areas require less pesticides and less mowing to the steep mounding around the greens and tees. Ironwood Golf Course has continued to improve its overall condition over the past years and that trend will continue well into the future. With these

improvements and the other daily maintenance practices that staff implemented this season, Ironwood and the Town of Normal will continue to provide great playing conditions every day.

The 2015 golf season started off very wet, during the latter part of May and through June we had near record rainfall. Thanks to the newly added cart paths on the back nine of the course, play continued even with the heavy rainfall. While rain is much needed for turf grass, that much in the early part of the season caused the turf to have short root systems. With the root systems being so short, the turf needed extra water during the summer and that is reflected in these water usage charts. The golf course made it through the season in great shape even with the difficult weather conditions. The heavy rains caused delays in mowing and other common practices, but the golf course staff was able to keep up the great playing conditions despite the weather.

2015 Golf Season	Water usage in gallons
March	0
April	680,233
May	1,929,831
June	299,473
July	2,427,689
August	5,983,992
September	4,567,138
October	2,954,665

Annual Water Usage	Gallons of Irrigation Water
2013	23,776,498
2014	18,110,857
2015	19,225,162

Due to the Emerald Ash Borer, many of the Ash trees on the golf course have been or will be removed. To help counteract that, golf course staff planted over 100 new trees throughout the golf course in 2015. Many different species of trees were used, including many maples, oaks, and new varieties of elm. Over the course of the next 3 years, the golf course plans to plant between 300 and 400 new trees. Many of these trees will be along the property lines of the golf course, where most of the ash trees are currently.

Core aerification is an essential process that we conduct yearly. It is typically completed in a two day time period so we can allow at least nine holes to be open at all times. In 2015, we completed core aerification in the Spring before much of the rain came. The process was completed without any issues and the greens recovered within 4-6 days providing some of the best conditions all year. Golf course staff will continue with the practice of “venting” the greens. This is a process that will allow us to get some of the benefits from aerification, with far less recovery time. Venting is not a replacement for aerification, but rather a helpful tool to use in conjunction with aerification to provide healthy, firm, and fast playing conditions.



Ironwood staff has also been working on improving the course playability by constructing a new tee on the 5<sup>th</sup> hole as well as lengthening some of the fairways to create a more enjoyable round for the younger and even older players. Staff incorporated new distance markers this year to help the playability of the golf course.

With the current economic situation, many golfers are looking for more affordable golf, yet they do not want to sacrifice the quality of course they are accustomed to playing. This is a good thing for Ironwood Golf Course in the fact that we are affordable and the conditions are that of other much higher priced golf courses in this area. As we continue to keep conditions at the high level that golfers have become familiar with and we consistently add new and improved practices to the golf course we will get the attention of the golfing community. The goals that we have set at Ironwood continue to push the maintenance staff to provided better golf conditions every year. With the new carts, irrigation system upgrade, and the overall health and playability of the golf course, Ironwood is becoming one of the desired courses to play in the B/N area.

**2015 ACCOMPLISHMENTS/STATISTICS**

- Ironwood staff selected Applied Ecological Services to address the erosion issues on the ponds at Ironwood golf course. Work started in the Spring of 2014 and was completed mid-summer. AES continued to work with golf course staff in 2015 to make sure the prairie plants are well established and performing in the fashion that is desired. The plants are doing very well and should provide some needed height and color around the ponds.
- Ironwood Golf Course has two tunnels on the golf course that allow for access under Towanda Ave. The boards in the tunnels had rotted and caused some issues for travel between holes. In 2015 those boards were replaced and they provide a safe and reliable path for carts under Towanda Avenue.
- Ironwood maintenance staff also planted over 100 trees on the golf course in 2015. Most trees were planted in replacement of Ash trees that have been removed or that will be removed due to the Emerald Ash Borer infestation.
- Ironwood successfully hosted many golf outings this year including Bloomington-Normal Match Play tournament. Even with heavy rains threatening play, the tournament was completed with no issues. Ironwood was able to showcase its golf course to the Bloomington-Normal community and the golf course was in great shape and was a great test for all competitors.
- Ironwood staff also started to change the layout of a few hole on the golf course. Staff completed a new championship tee on the 5<sup>th</sup> hole to make for a more challenging tee shot. As well as tees the maintenance staff started to extend fairways on holes 2, 6, 7, 9, and 18, to help accommodate some of our younger and older golfers.

# AQUATICS

The Aquatics Division provides visitors opportunities to experience outstanding aquatic facilities at Fairview Family Aquatic Center and Anderson Aquatic Center. The facilities offer recreational swimming, a swim team, water aerobics, swim lessons, private rentals, and birthday parties during the summer months, as well as a strong swim lesson program for the winter months.



The Fairview Family Aquatic Center is one of the premier aquatic facilities in Central Illinois and features four pool areas and a total of six slides. For the younger children, the facility has a fantastic spray toy area with over a dozen spray features. The Anderson Aquatic Center includes a large pool with a diving board, a pool featuring two thrilling water slides, and a third pool offers shallow water with a variety of exhilarating spray toys and two small slides for the younger patrons.

The Aquatics Division also certifies lifeguard candidates who will be employed with the Normal Parks and Recreation Department as well as many of the surrounding area swimming facilities. The Aquatics Division certified approximately 125 lifeguards during the 2015 season.

## 2015 ACCOMPLISHMENTS/STATISTICS

- Fairview Family Aquatic Center was host to 67,107 visitors during the 2015 season, while Anderson Aquatic Center was host to 24,212 visitors. Fairview showed a 10% increase in attendance compared to the 2014 season while Anderson saw a decline in pool attendance for the third season in a row.
- Swim lessons were offered at Fairview and Anderson Aquatic Centers, and at Normal Community West and Normal Community High Schools. Over 2,300 individuals participated in our swim programs.
- Aquacise classes and Early Bird Lap Swimming were offered again for the 2015 season. The Aquacise classes were held at the Fairview Family Aquatic Center and had almost 450 participants throughout the season. Early Bird Lap Swim had just over 120 participants throughout the season.
- The Normal Parks Swimmin' Sharks hosted seven home swim meets throughout the summer at Anderson Aquatic Center. All seven meets were a great success, with the Sharks ending the 2015 season UNDEFEATED for the seventh consecutive season! The swim team also won the Conference Championship meet for the sixth season in a row.
- Lifeguard certification courses were held at Normal Community High School in March, April, and June. Lifeguard re-certification courses were also held at Normal Community High School, and were very successful with 66% of the 2014 staff being rehired and employed for the 2015 summer season.
- The 2015 season experienced an issue with a shattered impeller in the slide pump at Fairview Family Aquatic Center. Maintenance staff were able to temporarily replace the inoperable pump with the splash pad's functioning pump until a new impeller could be fabricated and therefore minimized the time the slides needed to be closed.

# CHILDREN'S DISCOVERY MUSEUM

In 2015, the Children's Discovery Museum celebrated its eleventh anniversary as part of the Town of Normal. The CDM welcomes visitors from Central Illinois, the Midwest, and beyond. Hands-on experiences and exhibits at this 3-story site are designed for families with infants to pre-teens, with special emphasis on "inspiring the love of learning through the power of play." Ten professional full-time staff, 30 trained, part-time seasonal staff and many volunteers and interns ensure programs and activities are developmentally-appropriate, fun and engaging.



## 2015 By the Numbers:

- Total visitors – 138,674
- Paid Admissions – 47,161
- Free Admissions – 9,478
- Member visits – 35,663
- Field Trips and Classes – 17,817
- Offsite Classes – 9,064
- Birthdays/Rentals – 5,906
- Memberships – 1,791
- Volunteer Hours – 10,018

## 2015 ACCOMPLISHMENTS & HIGHLIGHTS

- IDNR funding currently on hold for renovation of *ImagineAir* exhibit in 2015.
- Awarded free venue of traveling exhibit *Hello from Japan*, coming June-September 2016.
- Held three fundraising events benefitting the CDM including Ladies Luncheon and Style Show, Doctors in Concert, and Medici Craft Beer and Jazz Festival.
- Received State Farm funding to continue *Innovation Institute/STEM* programming with UNITY.
- Hosted Bloomington-Normal's 9th Annual *Worldwide Day of Play*.
- Utilized Pizza Hut funding for 2015 Family Fun Nights.
- Offered dozens of on-site and outreach educational classes, camps and programs for kids and families in McLean County and beyond.
- Continued the PNC-funded "Growing Up Great Through the Power of Play," learning opportunities in art, math and science for preschoolers.
- Hosted 2<sup>nd</sup> annual Member Appreciation Day event on November 19<sup>th</sup>, resulting in a record membership drive and Discover More Store sales.
- Hosted first CDM Nights at both the Normal Cornbelters and Bloomington Thunder.
- Collaborated with the Normal Theater to feature "Museum and a Movie" nights.
- Hosted inaugural Low Sensory Night at the CDM for families with special needs.

# NORMAL THEATER

The Normal Theater is in its twenty first year of offering the community a meeting place that features alternative film offerings for children, adults and seniors. The theater shows family favorites, silver screen classics, modern classics, independent films, documentaries, and world cinema Thursdays through Sundays, weekly, all year long. Additional special film presentations are also programmed throughout the year through Friends of the Normal Theater and Beyond Normal Films support organizations, as well as other partnerships & rentals with area businesses and organizations. The Normal Theater is also in the early stages of expansion to offer live-event programming, with the initial focus on comedy and music performances.



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## 2015 ACCOMPLISHMENTS & HIGHLIGHTS

- This year the theater introduced the Tuesday Night Classics series, dedicated to showing popular favorites and forgotten gems from the golden age of cinema. Free admission to this series took the place of the Secret Cinema program as a membership benefit for Friends of the Normal Theater. The series has opened up a lot more classic film programming for the public.
- Community partnerships have continued to be a focus of the theater. Sugar Mama Bakery now offers their product at concessions, which patrons have loved. WJBC and WBNQ presented films each month in celebration of their anniversaries. AsiaConnect hosted the first Asian Film Festival at the theater in April, with a follow-up event scheduled in 2016. Local filmmaker RC Raycraft premiered the new digital restoration and new edit of his film INCIDENT AT KICKAPOO CREEK at the theater in May. The Prairie Pride Coalition once again co-sponsored the LGBT Film Festival in October. And Beyond Normal Films continued in their advisory role to the theater, offering title suggestions throughout the year and hosting their annual showcase, now re-named the Farlee Film Festival and split into two two-week sessions, one in March (beginning 2016) and one in September.
- The theater was a host venue for the Normal 1-5-0 celebration in September, showing the film THE GREATEST SHOW ON EARTH as the kickoff to that weekend's festivities as well as hosting a series of historical re-enactments on Sunday.
- Illinois State University's Theatre of Ted co-sponsored the theater's first-ever run of THE ROCKY HORROR PICTURE SHOW in October, with a full shadow cast performance each night. It was a great success, and will now become an annual Halloween tradition.
- The theater hosted the first annual TedX Normal event, partnering with Illinois State University to bring this conference to the community. The event was simulcast online, with a full video production team involved in its execution. The event will return in the fall of 2016.

# BEFORE/AFTER SCHOOL PROGRAM

The Before and After School program continues to be a popular program for participants. The program was offered again at eight Unit 5 elementary school sites in Normal. The school sites



include, Colene Hoose, Fairview, Glenn, Grove, Oakdale, Parkside, Prairieland, and Sugar Creek. This year, there were 3,698 students registered in the Before and After School Program. This was a slight increase over last year's participant numbers. The Recreation Supervisor, Assistant Recreation Supervisor, and 70 part-time staff oversee the program.

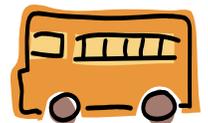
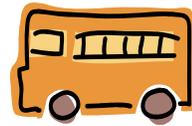
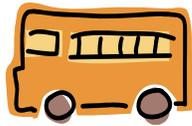
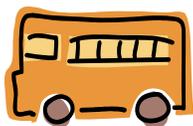
The program provides students with recreational, educational, and social opportunities in a safe environment. Students enjoy playground and gym time, recreation activities, games, crafts, and have the opportunity to work on homework. The Before School Program is run from 6:45 a.m. to 8:30 a.m., and the After School Program is run from 3:30 p.m. to 5:30 p.m. The program meets in each school site's gym/multi-purpose room.



The Before and After School program continues to partner with other groups in the community. On-site program visits occurred from the Children's Discovery Museum and the Ecology Action Center. These groups provided learning opportunities for the students, and allowed them to experience something exciting, and new.

We had several volunteers work with the program again this year. We worked with Illinois State University's Kinesiology and Recreation Department by hosting student volunteers, and student led group projects. We also hosted volunteers from ISU's Education Department, and Normal Community High School's Business Club.

The Time Out Program and Spring Break Program were also offered throughout the school year. The Time Out Programs were offered on seven days that Unit 5 was not in session. The Spring Break Program was offered during Unit 5's spring break week. The Time Out and Spring Break Programs increased in participant numbers from last year's programs. Field trips included skating, bowling, laser tag, gymnastics, a children's museum, the zoo, and the movies.



# YOUTH PROGRAMS/CULTURAL ARTS

The Community Activity Center continues to be a very popular place for youth programs during the fall and winter months but also during the summer months as well. During the summer months, Children’s Theatre utilizes all three of the classrooms on the west side of the building during the morning hours. Hoopin’ It, which is the hula hooping class, Zumba Kids/Jr. and youth dance usually find some time to sneak into the classrooms for their summer programming. The SOAR program has been catering to their clients that live in Normal by using some of the classroom space for their summer programs during the afternoon hours. Youth dance, High School Summer Theatre and Hoopin’ It utilize the classroom and social room space during the evening hours.



We have begun working with CirqueMania, Inc and are developing circus art classes and also circus themed birthday parties. The social room at the CAC is now equipped with apparatuses hung from the ceiling to help accommodate the circus classes and circus themed birthday parties.



The adult social dance program, Let’s Bring Back Dance, has developed quite a following and they continue to meet on Tuesday nights at the CAC with dance lessons. There are also social dances each month either at the CAC or the Lafayette Club.



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Safety Town continues to entertain local preschools, day care centers and individual birthdays. The decision to hire part-time staff to help with summer rentals and birthday parties turned out to be very successful. The spring and fall rentals still remain the supervisor's responsibility. Visits to the Fire Station #3 as well as the visit from Police Officers Dobson and Bock continue to be a big hit with the children.



The Tiny Tumblers program still remains to be a popular program having a winter and fall session as well as a summer session that has 4 full classes that meet on either a weekday or Saturday morning. The weekday classes meet at a Unit 5 elementary school and the Saturday class meets at the CAC activity room. All sessions total number of participants were 70, 3-5 years of age.

The new format of the Children's Theatre program has continued to be a success and both of the sessions offered in the summer saw their maximum number of 30 participants with some remaining on the waitlist. The shows in 2015 were High School Musical and The Wizard of Oz. The first two weeks of the sessions were once again held indoors at the CAC and the last two weeks of the sessions were held at the Amphitheatre. The group performed for one of the Thrilling Thursdays and used it nicely as a dress rehearsal. There were also performances held in the evening that were very well attended.



The summer day camps as well as the other outdoor summer programs have become a bigger challenge for the supervisor due to the recent changes in weather patterns over the last few summers. Most of the day camps have an alternate indoor space secured but those have become increasingly more difficult to obtain due to space issues and Unit 5 needing the space for their own programs.

The 3 day camps traveled to a Peoria Chiefs baseball game this summer and will hope to continue to attend in future summers. CirqueMania, Inc. also visited the camps and allowed them to try out some circus skills. The camps also attended a free opera performance at the ISU Performing Arts building and it was more geared towards youth than it was last year and more enjoyable. The summer gymnastics program is still seeing promising participation numbers and using two Unit 5 gymnasiums remains to be a good working relationship. We are happy to continue working with Mickey Lower (aka, The Zoo Lady) by offering our summer Art Camp. We are never sure where we will be seeing the participants' art in the Town.

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The Youth Dance program continues to thrive with most of the classes seeing the maximum number along with a waitlist of people wanting to participate. There is a fall, winter and summer session of the program as well as a few week long camps during the summer. At the end of each session there is a family open house where the participants and the instructor get to show off all their hard work and talents. Refreshments are a must and enjoyed by all those attending. We were not able to offer a fall session since we were in between dance instructors. Participation numbers in each class: Creative Movement-24, Pre-Ballet-24, Ballet 1-18, Ballet 2-8.



The Musikgarten program has a very passionate and dedicated instructor who continues to find ways to get families enrolled. There are classes all year round; fall, winter and shortened sessions during the spring and summer. Zumba Jr. for kids under 8 years old and Zumba Kids for those 8 years and older will still be offered during the summer months. Hoopin' It was a new program that was offered during the summer months and there were hopes that the program would continue into the fall. Hula hooping is becoming rather popular in the community and our department is lucky to have found an instructor who is interested in teaching classes and seeing the program grow.



The Connie Link Amphitheatre continues to be a very much appreciated facility and stays pretty busy during the season. The High School Summer Theatre continued with a two show summer and the shows were **Godspell** and **The Addams Family**. 14 of the 16 shows took place due to weather issues. Almost 3,000 people came out to the Connie Link Amphitheatre to be entertained by this talented group of local high school students. The new paved parking lot at 611 S. Linden was so helpful and much appreciated by all. The dream is still alive for a

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permanent parking lot to replace the temporary grass lot at Underwood Park and will also have access to the trail and so people won't have to try and walk across busy Linden Street. We are waiting for State grant dollars to come through. The permanent restroom/storage area facility continues to be a welcomed addition.



The Thrilling Thursdays program at the Connie Link Amphitheatre continues to draw a big audience. A lot of preschools, home day cares and young families are able to come to a one hour long, free performance throughout the summer. We have begun partnering with Cirquemanía for programming and they performed for one of our Thrilling Thursdays. Julie K is always a must have on the schedule, there was a magician from Philip & Henry and Miller Park brought some of their friends to visit. The Children's Theatre program held a dress rehearsal for one of their shows the last Thursday in July and that was well liked and well attended. We will try to continue to provide this in the future as long as both schedules allow. The Twin City Tale Spinners provided stories, crafts and snacks on Tuesdays during the month of June this summer. In the future, we will try to be consistent with our morning programming at the Amphitheatre.



Great news for the Dress Up Movies program, all of the scheduled movies were shown including the three that had been rescheduled from the previous summer. The summer Concert series is very popular from a performer's perspective as there are more groups that would like to perform than the facility can schedule. This is a good problem to have and new groups continue to rave about the facility and are thankful for the opportunity to perform. Some of the new groups that performed this summer were Sweetwater, Bone-a-fide, Pearl Handle Band and The Old Men Boys. The indoor Dress Up movies saw numbers around 200 for a couple of the movies, November and December.



# SPECIAL EVENTS PROGRAMMING

Saturday, March 28, 2015 marked the Town of Normal Easter Egg Hunt. This was the fourth year holding the event at the Cornbelter's Corn Crib. Special Event staff was prepared for a large group of participants by stuffing over 20,000 eggs. Despite the weather being very chilly and windy albeit sunny and clear, almost 3,500 participants arrived to partake in the festivities. The large venue with its expansive parking capacity and layout designed for smooth foot traffic flow with controlled entry & exit has been outstanding and will continue to be utilized in future years.



Fourth of July activities were hosted at both Fairview Family Aquatic Center and Anderson Aquatic Center. Over 1,700 partons visited the two facilites and participated in games and activities throughout the day. A local artist donated her time and talent free of charge to create large chalk murals at AAC saluting men & women of the Armed Forces for their service.

On June 12 & 13, 2015 the Illinois Special Olympics were in town. Athletes, coaches, and their families were welcomed to Fairview Family Aquatic Center to swim all day, free of charge. The change from previous years offering only 1 hour of fee swimming was greatly appreciated by all of the more than 500 athletes, coaches, and mentors who took advantage of the event.



Department staff began preparations for the 2015 Haunted Trail in mid-August. The event ran on October 22, 23, 24, 30 & 31. Unfortunately, this season's event was plagued with poor weather. Cold, rainy, windy conditions resulted in the department needing to cancel the event on two of the five scheduled evenings. The non-scary weekend was open two of the three scheduled dates and saw 3,011 participants. The scary weekend hosted 1,862 participants with the event opening late and closing early on the second night due to inclement weather. As always, canned goods were accepted in lieu

of admission fees for the first weekend, and were donated to the local Salvation Army. A total of 1,820 canned goods were donated as a result. Overall, the 2015 Haunted Trail saw 4,873 visitors over the 2 weekends it was in operation. Phone Calls from Santa were held on Monday, December 7 and Wednesday, December 9. This event was again offered free of charge to residents. Local volunteers from the YWCA and Knights of Columbus were utilized to help make phone calls to children. Almost 70 children received a call from Santa.

Breakfast with Santa was held on December 12<sup>th</sup>, 13<sup>th</sup>, and 19<sup>th</sup> at the Community Activity Center. A new caterer, Times Past Inn, was used for the event this year and we had excellent feedback from those in attendance. In total, 132 participants attended the three breakfasts.



# TEEN/YOUTH SPORT PROGRAMS



The Youth Basketball program for boys and girls in 1st – 5th grades had over 150 players participating. Leagues were divided as follows; 1st grade, 2nd-3rd grade and 4th-5th grade.

Pee Wee Sports, a program for 3-5 year olds offered 8 sessions this year. Throughout 2015 we had over 100 participants. The little ones experienced baseball, soccer, hockey, track and field, basketball, and football.

Wee Ball, T-ball, and Pre Ball programs were offered for children ages 4-7, with over 225 youths taking advantage of the programs.



Youth Tennis was taught at four different levels this summer. Tennis participation had a total of 101 participants.

C.O.B.R.A. (Children Outside Being Really Active), for boys and girls in 2nd-5th grades, gave kids the chance to get out from their home and be active for 2 ½ hours twice a week during the summer. This summer we had over 70 participants in this program.

The Parks and Recreation Department offered a six week Jr. High Basketball program to 6th-8th grade boys this fall. The league was started in the winter with 40 boys participating.

The Parks and Recreation Department offered an 8 week Youth Volleyball program this fall for grades 4th-8th. The program was divided into a 4th-5th grade league and a 6th-8th grade league. Volleyball had 72 participants this year.

The Parks and Recreation Department once again offered its popular Bidy Basketball Program to Kindergarten and 1st graders this fall. This eight week instructional clinic had 46 participants this year.



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Lacrosse 101 was a new program introduced in the fall of 2015. The program runs for 6 weeks and is an introduction to the sport of lacrosse. Lacrosse 101 had over 30 participants ages 5-15.



For the seventh year in a row, the Parks and Recreation Department offered a full day summer camp for teenagers. Teen Camp was offered to students entering 7th-9th grades. The camp was divided into three three-week sessions, and this year allowed 30 teens per session. A total of 90 teens participated in teen camp.

On February 16, 27 teens took part in a ski trip to Ski Snowstar in Andalusia, Illinois. This trip was offered to all students in 6th-12th grade.



The Babysitter's Certification Course was offered 6 times during the 2015 year. This course teaches babysitting skills to students 11-15 years old. A total of 30 students participated in the program this year.

On March 27, 21 teens made the trip up to Joliet to visit Challenge Park Xtreme.



# ADULT SPORTS/ADULT FITNESS

**Softball** leagues are offered in the summer and fall. Summer leagues include; men's recreation, co-ed and church leagues. This past year 75 teams participated in 11 leagues. Fall leagues consist of men's recreation and co-rec. Fall leagues began after Labor Day and continued through early October. There were 46 teams playing in the fall season.

**Basketball** leagues for men are conducted in the winter months (November – March). Games are played Monday nights at Chiddix Jr. High School. Five teams are participating this year.

**Winter Drop-in basketball** is held November – March three nights a week; Monday at Chiddix Jr. High School, Wednesdays at Sugar Creek and Thursdays at Kingsley Jr. High. Participants pay \$2.00 per night to play pick-up games of basketball. Average attendance per night is 12.

**Fitness Classes** are offered throughout the year at the Community Activity Center. Classes include; **Step Aerobics, Core Training, Body Shaping, Zumba and Stretch & Tone.** Stretch & Tone has the highest participation numbers with over 30. Core Training and Body Shaping average around 12 participants while Step Class and Zumba are averaging 20 or more.



**Champion Fields** continued to be very busy during the spring, summer and early fall. Champion Fields played host to 12 weekend tournaments. The larger tournaments included BNGSA Class B - 82 teams, BNGSA Firecracker – 86 teams, BNGSA Memorial Day Tourney – 66 teams, ASA 10A State – 44 teams and IESA State - 16 teams, (5,000 spectators). The highlight of the summer was hosting another ASA National Championship. The 10U age group provided far less teams than the older divisions of play but was still a great event for Normal and the community.

**Champion Fields Concessions** also experienced a busy and profitable year. The stands were open mid-May through early October and had over \$110,000 in sales. A total of 30 part-time staff worked throughout the summer.

Three baseball trips were offered this past year. On Saturday, May 30 a group of 50 traveled down to St. Louis for an afternoon game between the Cardinals and Dodgers. It was a rainy day that had fans sit through two lengthy rain delays. Cardinal fans drove back to Normal disappointed after a Cardinal loss. Saturday, June 27 was a game up to Chicago's Wrigley Field for the big rivalry game, Cardinals vs Cubs. Three buses carrying 160 fans got to experience this great baseball venue and a Cubs win. The final trip of the summer was once again up to Chicago's Wrigley Field to see the other rival of the Cubs - Chicago White Sox. Two buses taking 100 fans made this trip. The weather was far from ideal as the first four innings were played under a constant drizzle but the group had cover from the deck above and there were no rain delays. The flag with the big blue W was not flying after this game.



# PLANNING

# PLANNING DEPARTMENT

## ANNUAL REPORT 2015

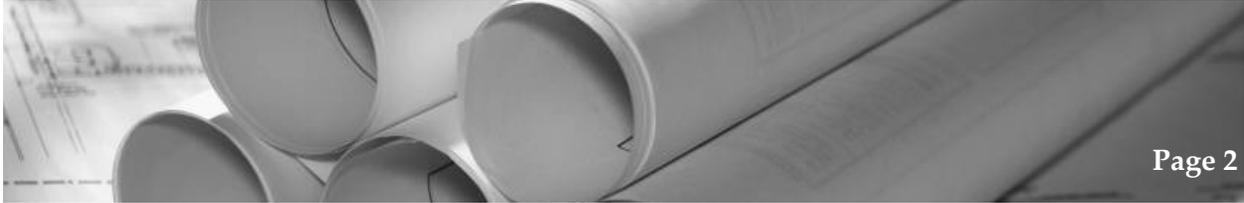
**T**he Planning Department Annual Report is an accounting of the most significant planning issues of 2015. Additional details on growth and zoning matters are provided in separate reports pertaining to the Planning Commission, Zoning Board of Appeals, Uptown Design Review Commission, and Historic Preservation Commission.

### PHYSICAL GROWTH & ANNEXATION

In 2015 the Town did not annex any land into the corporate limits, nor did it enter into any new pre-annexation agreements. The table on the following page provides a list of all unannexed property currently subject to a pre-annexation agreement with the Town. The total number of acres subject to pre-annexation agreement in 2015 was 513.

*The Town Planner is responsible for the coordination of orderly growth and development in Normal through the enforcement of the zoning and subdivision codes. In order to accomplish these goals, the Town Planner acts as the staff liaison to the Planning Commission, Zoning Board of Appeals, Uptown Design Review Commission, and the McLean County Regional Planning Commission.*

*In order to best coordinate development, a staff development committee meets once a week to discuss development issues. The committee is composed of representatives from all of the departments involved with development. This staff-level review is intended to help developers better understand the requirements a project would have to meet if formally submitted as a Planned Unit Development (PUD), variance or special use request, redevelopment agreement, or other construction project. Development committee review provides the information necessary to prepare a complete application with all the appropriate Town staff at one time. The committee also reviews formal submissions and makes recommendations to the assigned hearing bodies on Town staff's positions regarding projects under review.*



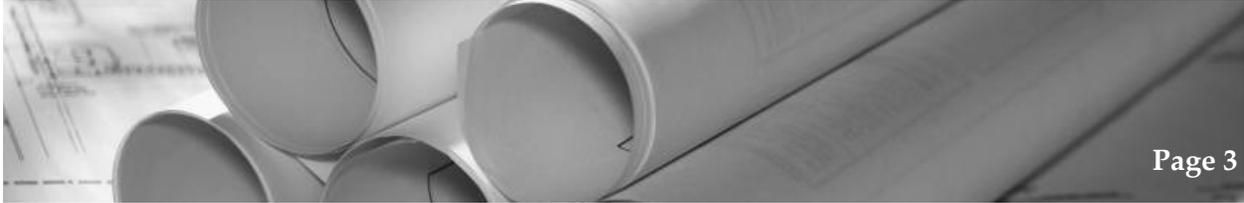
**LAND SUBJECT TO A PRE-ANNEXATION AGREEMENT**

<b>Property Owner</b>	<b>Location</b>	<b>Acres</b>	<b>Agreement Expiration</b>	<b>Planned Use</b>
Bates, Paul	Southeast corner of Towanda Avenue and County Rd 2000 North	84	2025	Residential/Agriculture
Bates, Paul	South of 2000 North Road, east of I-39, west of 1425 East Road (old Route 51), and north of Ziebarth Road	20	2028	Nussbaum Trucking
Carden	North of Raab, South of I-55, West of Towanda	64*	2020	Nursing Home, Commercial, Residential
Corn Belt	E. Raab Road	3		Utility
Country Acres	North of Ft. Jesse, South of Shepard Road, West of Airport	100	2020	Residential, Commercial
Kelley	Kelley Glen (NE corner)	28	2022	Residential, Commercial
Koe	Northwest corner of Ft. Jesse and Towanda Barnes	160	2021	Residential, Commercial
Miller	Between I-39 and N. Main and between Kerrick and Ziebarth	49	2022	Commercial
Taylor	3307 E. Raab	5	2024	Residential

**Total acres subject to pre-annexation agreement: 513**

\* The Carden agreement pertains to the entire 64 acres; however, 23 acres of the Carden property were annexed in June 2006 (1.32 acres directly north of Carden Park 15.13 acres NE of Prairieland Elementary, 5 acres for MCAL directly east of Prairieland Elementary) and 4.74 acres were annexed in Sept. 2009 at the NE corner of Raab and Towanda.





## **BICYCLE & PEDESTRIAN MASTER PLAN IMPLEMENTATION**

Progress continues with the implementation of various aspects of the master plan. Major categories in bicycle planning include the 5 E's: Engineering, Evaluation, Enforcement, Encouragement, and Education. In 2015 the Town continued popular activities that hit on Encouragement and Education, including the bike rodeo, bike to school day (Metcalf Elementary), Light the Night bike light giveaway, and the winter bike movie.

Also in 2015, the Town added bike lanes to Blair between College and Ft Jesse as part of a resurfacing project and completed a Constitution Trail extension north to Ziebarth and east from the main trail to the North Bridge Subdivision. These trail extensions connected hundreds of homes to the trail system, with a resulting total trail mileage of almost 15 miles in Normal. These extensions were also included in an updated and reprinted Constitution Trail map, which was funded in large part by the Friends of the Constitution Trail. The Friends also funded the design and implementation of a comprehensive trail way-finding system. All of the wayfinding signs were installed throughout Normal and Bloomington in 2015 with the exception of the Collegiate Branch, which will be installed in 2016.

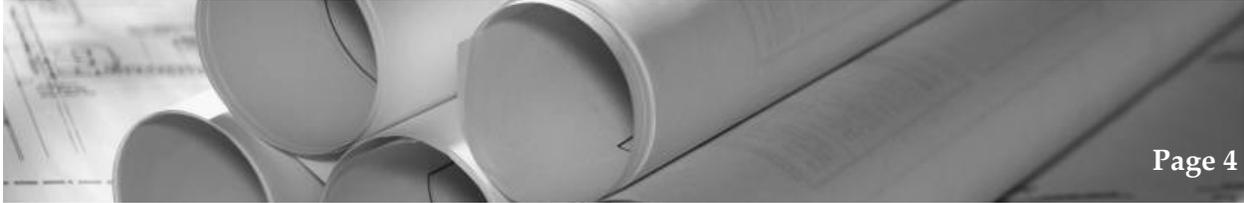
Heading into 2016, a committee has formed to update the Bicycle & Pedestrian Master Plan. Members include representatives from Public Works, Engineering, Police, the Friends of the Constitution Trail, the McLean County Wheelers, and Bike BloNo. Ed Barsotti, executive director of Ride Illinois, is providing technical support for the update.

## **UPTOWN 2.0: AN UPDATE TO THE UPTOWN REDEVELOPMENT PLAN**

Under the direction of Farr Associates, the Town updated the Uptown Redevelopment plan (adopted in 2000) with a new plan called "Uptown 2.0." The process included extensive public involvement through presentations and design workshops, and culminated in a plan that both re-examines the Uptown properties north of the railroad tracks and proposes a detailed new plan for the Town-owned property south of the tracks. Highlights of the Uptown 2.0 plan include the following:

1. Construction of an underpass to connect the north and south side of the railroad tracks rather than the previously planned overpass designed to serve only Amtrak customers
2. Relocation of the Normal Public Library to the area southwest of Linden and Parkinson
3. Comprehensive pedestrian and bicycle improvements along Linden, Vernon, and College
4. Conversion of College and Mulberry from one-way traffic to two-way traffic
5. Greatly enhanced sustainable design through the Living Communities Challenge
6. Renewed call for a grocery store in Uptown, preferably on the north side of the railroad tracks





## COMPREHENSIVE PLAN

The current Town of Normal Comprehensive Plan was last comprehensively updated in 2005, with minor changes adopted in 2008 and 2013. In late 2015 the McLean County Regional Planning Commission began the process of creating a new Comprehensive Plan for Normal, called “PlanIt Normal.” Initial steps included key stakeholder interviews and extensive outreach through presentations and surveys. By the end of 2015 the commission was also wrapping up the existing conditions analysis, which includes community demographics and population projections. Initial findings will be presented publicly starting in early 2016.



# POLICE

★ Honor ★ Service ★ Collaboration ★ Innovation ★



# Normal Police Department 2015 Annual Report

*Rick Bleichner, Chief of Police*

## **Normal Police Department Mission**

*“The Normal Police Department provides exceptional **service**, by embracing **innovation** and progressive techniques that make the Town of Normal a safe place to live, work and visit.*

*We build positive relationships through **collaboration** and we **honor** our profession by being accountable for our personal and professional conduct.”*

### **Core values**

**Service** – Customer service is our highest priority. We provide excellent police services in a caring and professional manner.

**Innovation** – We are committed to the development of new ideas. We improve our professional law enforcement services through the use of technology and progressive crime fighting techniques.

**Collaboration** – We work closely with the community to build positive relationships through open communication, commitment and action. All members of the organization work as a team to enrich our department, increase our effectiveness and improve the services we provide.

**Honor** – We conduct ourselves in the highest ethical manner in all relationships with peers, superiors and subordinates. We are honest, truthful and respectful in our dealings with each other, and with those we serve.



## Chief's Message



Chief Rick Bleichner

To: Mark Peterson, City Manager  
 Chris Koos, Mayor  
 Normal Town Council  
 Residents of the Town of Normal

On behalf of the staff of the Normal Police Department, I am pleased to present our 2015 annual report. During the past year the department saw several changes, including the implementation of our Problem Oriented Policing Unit to look at crime and other calls for service and come up with creative strategies to reduce them. We also celebrated the promotion of three command staff members and the retirement of three individuals with a combined total of 76 years of service to the residents of Normal.

2015 remained a very challenging year for law enforcement across Illinois and throughout the country. Although incidents continued to divide communities such as New York and Baltimore, we saw unification through collaboration with groups like Not in Our Town, the Minority and Police Partnership and outreach programs such as the Law Enforcement Summit, Coffee with a Cop and the Summer Youth Program. The department also reached milestones in fundraising for the Illinois Torch Run for Special Olympics, which was only possible through the hard work by department and town staff.

I would like to thank the Mayor, Council and Town Administration for the unwavering support we receive each year toward accomplishing our mission. I am thankful to have such professional and dedicated staff who work tirelessly throughout the year to provide such a high level of service to the community.

If after reviewing the report you have additional questions please contact me at (309) 454-9526.

*Sincerely,*  
**Rick Bleichner**  
 Chief of Police  
 Town of Normal

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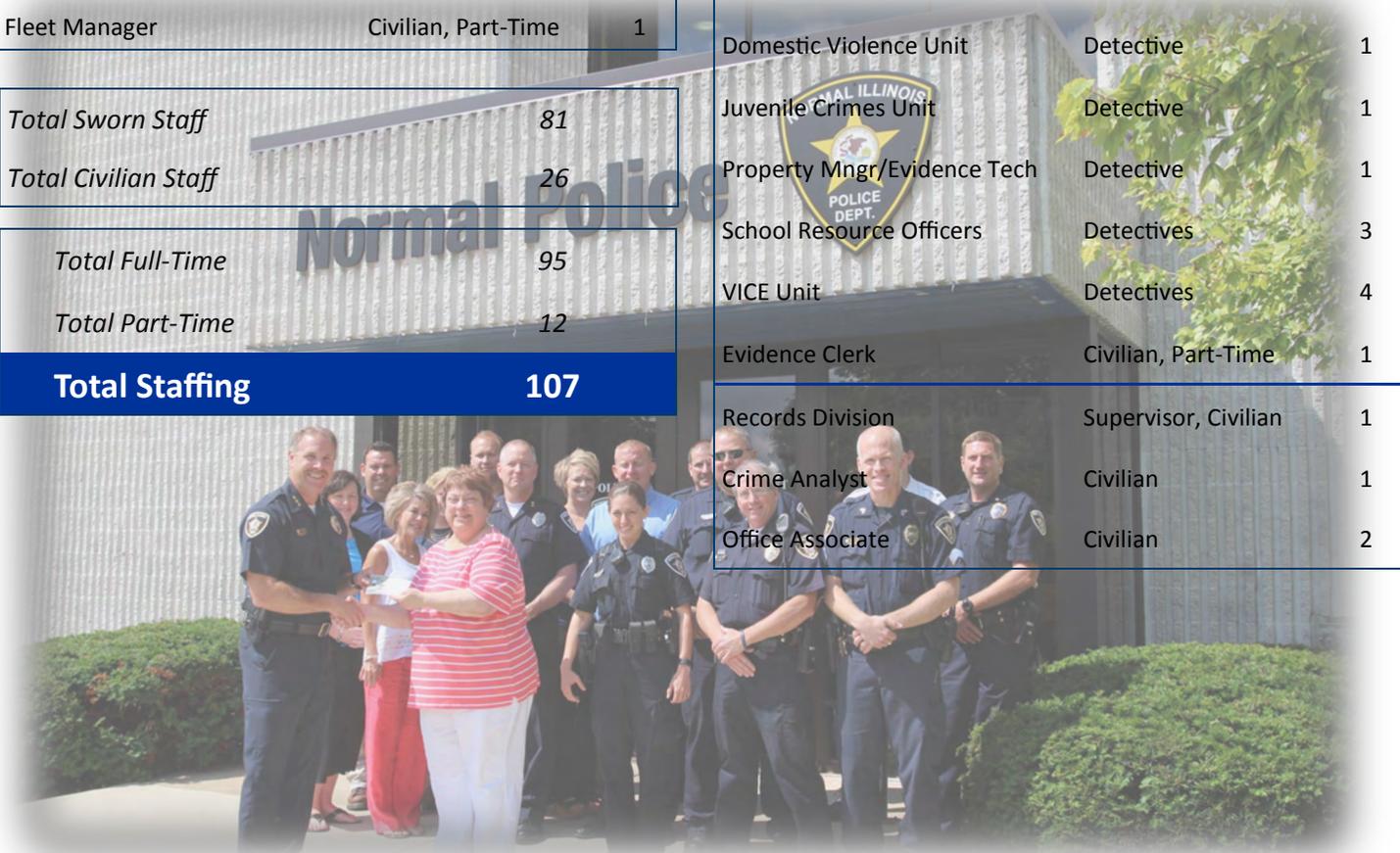
# Staffing

Office of the Chief	Chief Bleichner	5
	Assistant Chiefs	2
Office Associates	Civilian	2

Operations Division	Asst. Chief Petrilli	66
Patrol Division	Lieutenants	3
	Sergeants	7
	Officers	40
K-9 Unit	Officers	2
Problem Oriented Policing Unit	Officers	4
Traffic Unit	Officers	2
Police Service Representative	Civilians	5
Parking Enforcement	Civilian	1
Vehicle Maintenance	Civilian, Part-Time	1
Fleet Manager	Civilian, Part-Time	1

Support Services	Asst. Chief Klingele	36
Community Services Officer	Officer	1
Accreditation Manager	Civilian	1
Youth Intervention Specialist	Civilian	1
School Crossing Guards	Civilian, Part-Time	9
Investigations	Lieutenant	1
	Sergeants	2
	Detectives	5
Domestic Violence Unit	Detective	1
Juvenile Crimes Unit	Detective	1
Property Mngr/Evidence Tech	Detective	1
School Resource Officers	Detectives	3
VICE Unit	Detectives	4
Evidence Clerk	Civilian, Part-Time	1
Records Division	Supervisor, Civilian	1
Crime Analyst	Civilian	1
Office Associate	Civilian	2

Total Sworn Staff	81
Total Civilian Staff	26
Total Full-Time	95
Total Part-Time	12
<b>Total Staffing</b>	<b>107</b>



## Personnel Changes

### *Retirements*



Asst. Chief Kirk Ijams  
Service Dates  
3/25/85 to 4/8/15



Ofc. Greg Passini  
Service Dates  
3/13/89 to 4/17/15



Ofc. Michael Dowd  
Service Dates  
09/09/91 to 12/31/15

### *Promotions*



Asst. Chief Steve Petrilli



Lt. Nick Thacker



Sgt. Jake Hoeniges

### *New Faces*



Ofc. Jason Hollenkamp



Ofc. Tyler VanWynsburg



Ofc. Ryan Thomas



Ofc. Landon Richmond



Ofc. Donovan Carlson



## Patrol Division

The Patrol Division is the Department’s largest and most visible unit. It is made up of three primary and two supplemental shifts. Patrol officers collaborate with the community to solve issues of mutual concern and employ proven tactics in attempts to reduce crime. The patrol shifts focus on community safety, while building positive relationships through daily contacts with citizens, community leaders, business owners and our schools.

### 7am-3pm Shift

The 7am-3pm shift is frequently called upon by other divisions to help out with criminal investigations, search warrants and various other tasks. In 2015 officers on the shift made enforcing distracted driving and traffic laws in school zones a priority. Overall the shift made 5,953 enforcement contacts. These efforts had a positive impact on the driving public and made our school zones safer for students. Day shift officers also made 220 criminal arrests and 7 DUI arrests in 2015.

Officers on the shift also made community policing a priority by making 9,072 community contacts. These contacts consisted of business checks, liquor checks, walking beats and extra patrols.

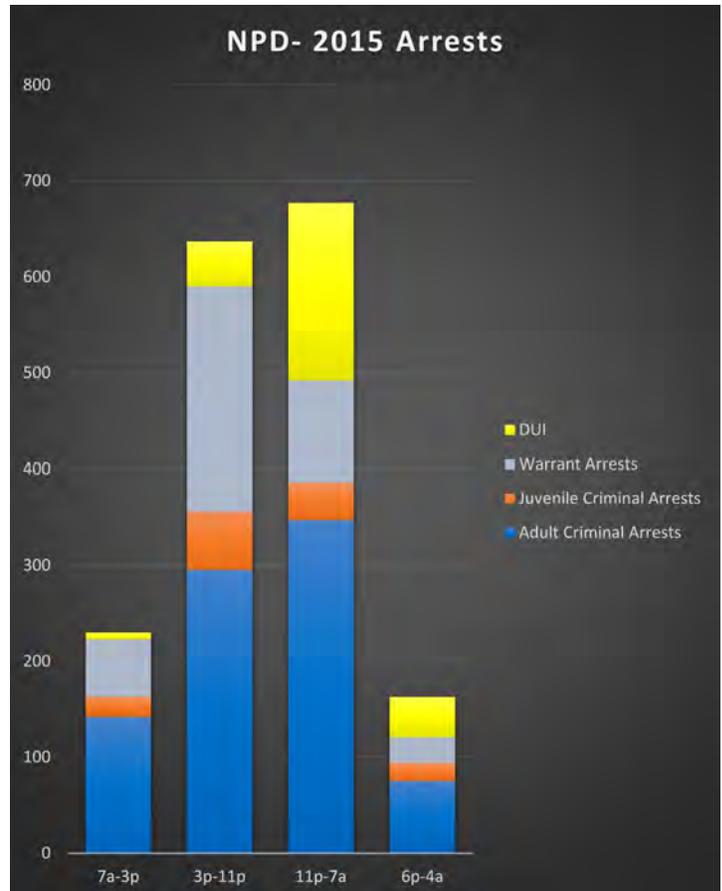
### 3pm-11pm Shift

The 3pm-11pm shift responded to the highest number of calls for service of any shift in 2015. Officers assigned to the shift engage the public to develop a partnership with the residents of the Town of Normal. This community partnership allows the shift to effectively deal with the concerns of the public. Officers on 2<sup>nd</sup> shift also proactively engage in law enforcement initiatives by seeking out individuals who violate criminal law and traffic laws, as well as enforcing local ordinances. 2<sup>nd</sup> Shift has an officer assigned to patrol the uptown area. The officer is responsible for meeting with the business owners to ensure their needs are being met and dealing with any problem incidents that may occur in Uptown.

### 11pm-7am Shift

The 11am– 7pm shift responds to a variety of calls for service during the overnight hours. Our officers use various techniques, such as bike patrols, walking beats, and undercover details, to address specific needs within the Town.

Alcohol and drug related offenses continue to be one of the main priorities for the shift. Many of our late night calls involve subjects who are under the influence of alcohol or drugs. Strict enforcement of local and state alcohol laws help to reduce the number of fights, criminal damage, and disorderly conduct reports our officers respond to. This shift also assigns officers to patrol the Uptown Normal district to ensure a safe atmosphere for those visiting our food and liquor establishments. Foot patrols, business checks, and bike patrols are frequently utilized in this area for increased visibility.



The campus community creates special challenges, as many residents leave for extended durations during holiday breaks. Our officers diligently patrol these areas watching for suspicious activity and unsecured property.

### 6pm-4am Shift

The 6pm-4am shift focuses on the aggressive enforcement of alcohol, tobacco and noise violations throughout the Town. The shift completed over 200 liquor and tobacco audits in 2015.

The 6pm-4am shift also conducted numerous “party patrols” during the year focused on underage drinking and student party areas that cause issues with fighting, noise and litter. In a proactive effort to assist local businesses, the shift also conducted several Cops and Shops details, providing officers to assist store personnel with monitoring individuals purchasing alcohol.

The 6pm-4am Sergeant continues to be an active member of the Bloomington-Normal Community Campus Committee, a not for profit organization who’s mission is reducing high-risk drinking and related consequences in McLean County, as well as B/N Parents, an organization focused on preventing substance abuse in teens.



## K9 Unit

The Normal Police Department K-9 Unit was established in 1994. The K-9 unit currently consists of two full service, strong and social Belgian Malinois. The two Normal Police Department K-9's are trained in narcotics detection, suspect tracking, suspect apprehension, building searches, area searches and article searches.

Officer Shane Bachman and his 11 year old K-9 partner, "Gunner," completed 7 ½ years of service as a K-9 team. Officer Jon Cleveland and his 6 year old K-9 partner, "Barrett," completed 3 ½ years of service as a K-9 team.

The primary use of the K-9 Unit is to assist the patrol division with free-air sniffs of vehicles during traffic stops. The K-9 Unit conducted almost 850 vehicle searches during the year resulting in 177 arrests and \$11,012 in U.S. Currency seized.

The K-9 Unit also serves as a liaison between the department and the community.

### 2015 K-9 Unit Activities

- ◆ 25 Community K9 Demonstrations
- ◆ 16 School Searches
- ◆ Over 70 assists to other agencies

#### Notable Arrests

- ◆ Seizure of 4 grams of Heroin and \$25,000 of stolen merchandise
- ◆ Arrest of a felon in possession of a firearm and the seizure of 45 grams of cannabis



*K-9 Barrett and Gunner with their new vests*

## Problem Oriented Policing Unit

In October of 2015, the Normal Police Department implemented the Problem Oriented Policing Unit. Officer's Jon McCauley , Will Konovsky, Jason Parmenter, and Beth Seeley, (l-r) make up the Problem Oriented Police Unit. The department adopted this unit as an innovative way to deal with problems within the Town of Normal. The Problem Oriented Police Unit's approach requires the officers to be proactive in identifying the underlying problems which can be targeted to reduce crime and disorder at their roots. Officers of this Unit place emphasis on research and analysis, crime prevention, community and private interaction to cause a reduction in calls for service.

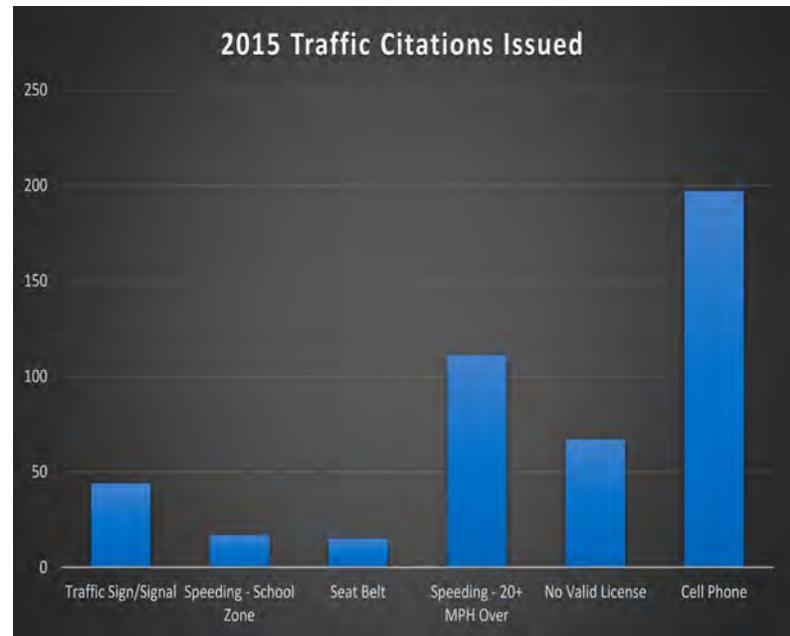


L-R: Ofc. J. McCauley, Ofc. W. Konovsky, Ofc. J. Parmenter, Ofc. E. Seeley.



## Traffic Unit

In 2015 the Traffic Unit was comprised of two officers, Ofc. Chad Bock and Ofc. Warren Dobson, who focused their efforts on reducing accidents and assisting with public traffic concerns through the enforcement of traffic laws. The Unit addresses traffic related concerns by remaining highly visible, conducting seat belt enforcement details, running radar and placing the speed trailer in problem areas. In addition the traffic unit speaks to children at Safety Town and other groups throughout the year. Ofc. Bock also utilized his skills as a Traffic Crash Investigator when called upon and Ofc. Dobson conducted Radar Training multiple times with new officers. The Traffic Unit issued a total of 2765 citations during 2015.



## Emergency Response Unit



*NPD Emergency Response Unit training on bus assaults*

The Normal Police Department, Emergency Response Unit is currently comprised of sixteen members, which includes one lieutenant, two Sergeants, two sniper/ten operators, and one officer from the Illinois State University Police Department. All members of the unit have received specialized training to deal with the occurrence of critical incidents. The day to day operations are coordinated by ERU team leader, Sergeant James Ferguson and Assistant Team Leader Sergeant Jeremy Melville. Sergeants Ferguson and Melville are responsible

for organizing monthly training for the unit as well as preparing operation plans for ERU callouts. The monthly training consists of training in high risk entry, hostage and barricaded subjects, and other critical incidents that may involve rapid deployment tactics at a school or business. ERU members receive advanced firearm training and are expected to be highly proficient in the use of firearms and less lethal weapons deployed by the unit. All members of the unit are expected to be in good physical health and must pass quarterly physical testing. The Unit welcomed five new members to the team in 2015. During 2015, NPD ERU had two call-outs. In 2015, the unit participated in a large scale multi-jurisdictional response event at Illinois State University.

# Crash Analysis

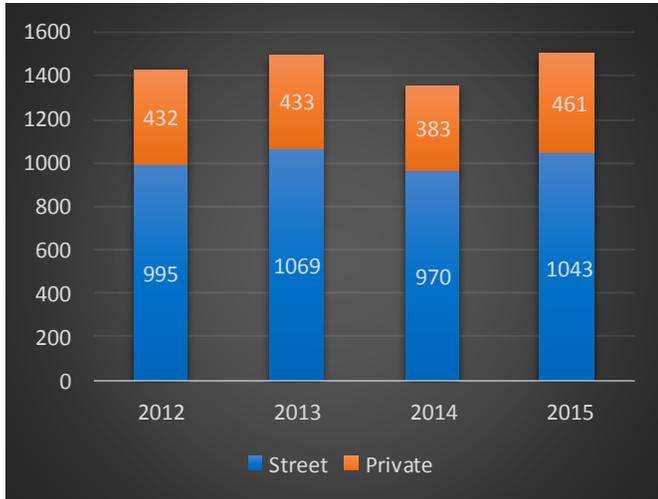
The Department continues to make traffic safety education and awareness a priority. Our Traffic Unit, along with other patrol officers, provide presentations to community groups and local schools on a variety of traffic safety topics. Some of the presentations include bicycle and pedestrian safety, alcohol – DUI laws, child occupant restraint laws and the graduated drivers’ license system.



Traffic crash in the intersection of Locust and Main

There was one fatal traffic crash in 2015, and a single vehicle accident involving one vehicle which struck a pedestrian. The total traffic crashes involving personal injuries increased in 2015, with 194 reported compared to 150 in 2014.

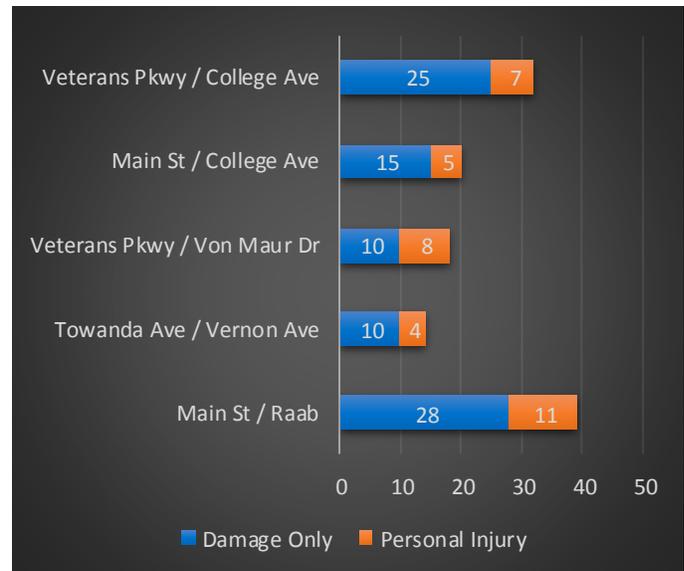
There were 21 crashes involving pedestrians in 2015. Sixteen of those were street accidents and five were on private property, an increase of 50% in pedestrian related crashes.



Traffic accidents increased in 2015 with a total of 1,504 traffic reported compared to 1,353 in 2014. Of the total, 1,043 occurred on the street and 461 were on private property. The street accident total increased by 73 from the 2014 total (970), while the private property accident total increased by 78 from the 2014 total (383).

## 2015 Top Crash Intersections

Main St/Raab.....	39
Veterans Pkwy/College .....	32
Veterans Pkwy/Ft. Jesse .....	23
Main St/College.....	20
Veterans Pkwy/Von Maur .....	17
Towanda/Vernon .....	17
University/College.....	16
Veterans Pkwy/Parkway Plaza .....	15
Main St / Osage St.....	13



The Normal Police Department monitors areas where traffic crashes may be more likely to occur. The chart above lists the intersections with the most injury crashes reported. Intersections along primary routes historically experience more traffic crashes than other intersections as they are among the most heavily travelled intersections in Town .

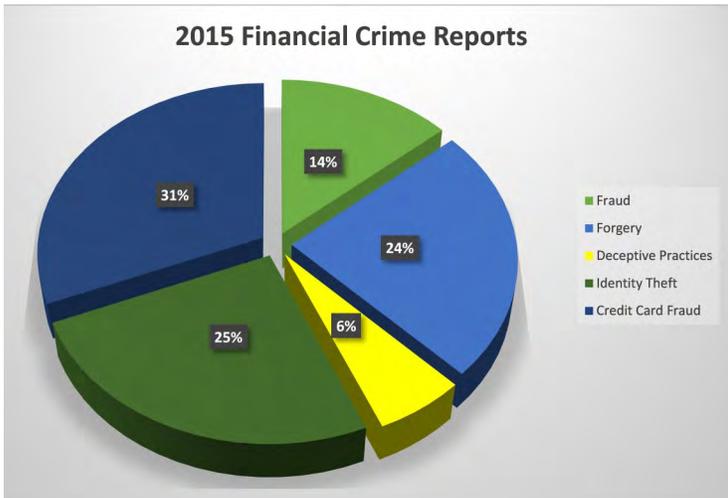


## Investigations Division

The Investigations Division consists of multiple units including criminal and vice crimes investigations, evidence management, crime scene officers as well as school resource officers. The Investigations Division consists of one lieutenant, two sergeants, eleven detectives, two evidence/crime scene personnel and three school resource officers. The division has responsibility for all investigations within the Department. Investigations personnel are on call at all times and assist Patrol Division as needed.

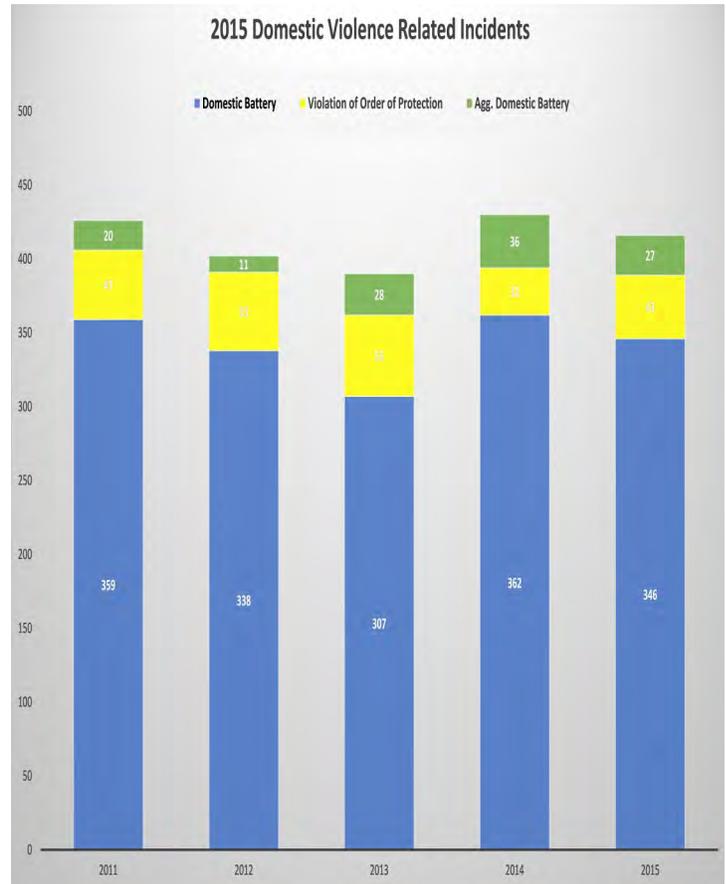
### Criminal Investigations Division (CID)

The Criminal Investigations Unit performs follow-up investigations on reported crimes, gathers evidence, prepares criminal cases, collects intelligence information, and apprehends suspects who are responsible for committing criminal acts. Conducting these investigations often requires the detectives to work closely with numerous federal, state and local law enforcement agencies, as well as private industries, in order to prepare prosecutable cases. Three detectives are assigned to general investigations, which encompass crimes from simple theft to homicide. Two detectives work financial crimes involving forgery, credit card fraud, and identity theft. The domestic violence detective provides follow-up and support to individuals experiencing domestic violence. One juvenile detective investigates offenses which involve a suspect or a victim under the age of 18.



#### Financial Crimes

The two Financial Crimes Detectives are members of the International Association of Financial Crimes Investigators and the McLean County Financial Institution Security Association. In addition to investigating financial crimes, these detectives spend considerable time assisting victims and financial institutions with restoring credit histories. They also work closely with outside agencies including the U.S. Secret Service, U.S. Marshalls Office, Internal Revenue Service, U.S. Postal Service, and the Federal Bureau of Investigations.



#### Domestic Violence Crimes

The Domestic Violence Detective offers several services including criminal investigation, safety planning for the victim, domestic violence education, and coordinating shelter and counseling for victims.

In 2015, the unit worked with Corporate Alliance to End Partner Violence and plan the Domestic Awareness month, held in October. The domestic violence detective worked closely with Mid Central Community Action INC. Domestic Violence Advocate in the first seven months of the year to assist victims and conduct investigations into Domestic Violence.



### Juvenile Crimes

The Juvenile Detective investigates delinquent acts committed by youth within the Town of Normal. The juvenile detective is also responsible for investigating sexual offenses involving minors as victims or offenders. The detective serves on a multidisciplinary team known as the Children's Advocacy Center (C.A.C.). As a member of C.A.C., the detective coordinates cases to properly investigate reports of child neglect or abuse. The Juvenile Detective works in collaboration with the McLean County State's Attorney's Office, School Resource Officers, NPD Youth Intervention Specialist, and the Department of Children and Family Services, to protect and provide services to area youth.

### Property and Evidence

The Property and Evidence Unit is responsible for the storage and maintenance of all items recovered and/or seized by the Department. The Unit has one sworn officer who acts as the custodian of all evidence and property and one part-time civilian to assist with storing and processing evidence. Each item of evidence is logged and classified using a barcode tracking system.

### Crime Scene Unit

The Crime Scene Unit is responsible for processing crime scenes and identifying physical evidence. The Unit is comprised of one full time Detective and two shift level officers and a detective responsible for running our AFIX Tracker finger print identification program. The Department trained two additional crime scene technicians in 2015 to respond on a part-time basis and assist shift commanders with processing evidence during their shifts. The Unit offers certified expertise in evidence identification, collection, preservation and documentation.



Photo from the Pantagraph

Crime Scene Investigator Steve Koscielak processes evidence.

### 2015 CID Year in Review

*The following are a sample of significant cases that CID investigated in 2015.*

- On January 27<sup>th</sup>, Detective Bruno investigated a case of child abduction in conjunction with law enforcement from Virginia involving Normal resident Donald Quisenberry who stole a car and a credit card and traveled from Normal to Virginia to meet a 16 year old female. Quisenberry and the juvenile were later located in Arkansas where he was arrested. He pled guilty to these crimes and is awaiting sentencing.
- On April 6<sup>th</sup>, Detective Underwood arrested Willie Evans for Home Invasion, Aggravated Domestic Battery, Aggravated Assault with a Firearm, and Unlawful Restraint after he drove from Springfield to Normal and took a victim at gunpoint back to Springfield. NPD Detectives, along with Springfield PD officers, served a warrant at Evans' residence in Springfield, where the weapons used (handgun and bat) were recovered. He was found guilty and is currently pending sentencing.
- On June 18<sup>th</sup>, Detective Zabukovec investigated a burglary at Midwest Equipment during which a truck, trailer, and 2 high value mowers (approx. \$30,000 total) were stolen. The truck and trailer were recovered in the Bartonville area. One suspect was arrested and the investigation is ongoing.
- On November 9<sup>th</sup>, Detective Wolters investigated a burglary at the Subway on West College Avenue in Normal. The subsequent investigation led to three arrests, including two employees of the business. All suspects are pending trial at this time.



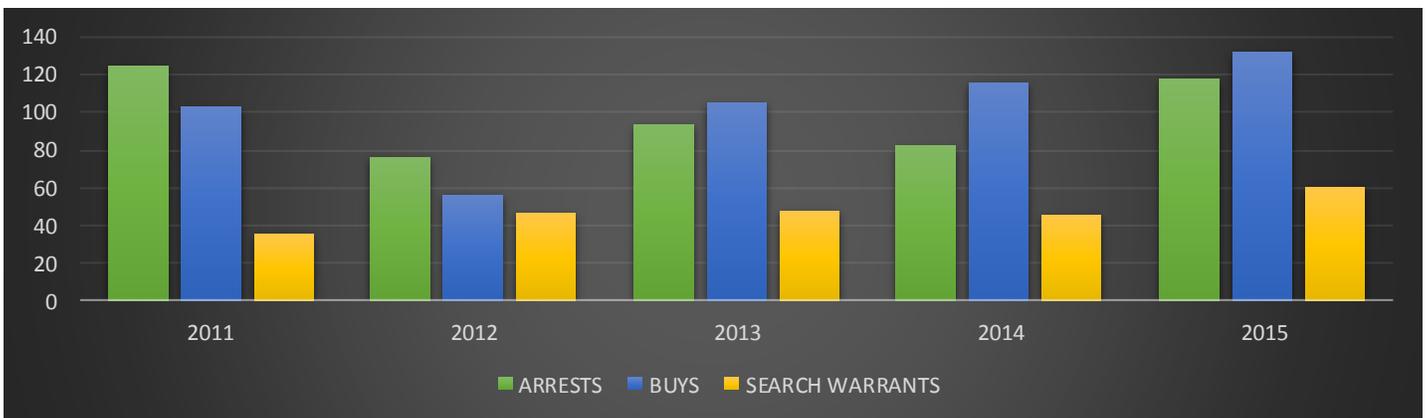
## Vice Crimes Unit

The Drug/Vice Unit addresses crimes such as illegal gambling and prostitution with a primary focus on narcotic sales. The Unit works closely with Local, State and Federal agencies. In 2010, the NPD Vice Crimes Unit joined the FBI Peoria Area Safe Streets Task Force. One NPD Vice Crimes Detective assigned to the Safe Streets Task Force has authority to further federal investigations and enforce federal laws.



Guns, Drugs and Money confiscated from a warrant served by

The Vice Crimes Unit served and executed 60 search warrants during 2015 resulting in 118 criminal arrests and 132 drug buys. The Unit seized nearly \$80,000.00 in US Currency, other miscellaneous property with a value of over \$30,000.00 and illegal narcotics with a street value in excess of \$500,000.00.



## School Resource Officers

The School Resource Officer Program completed the sixteenth year of a successful and positive relationship with the Unit 5 School District. Police Officers assigned full-time to the high schools and junior high schools provide support to school administrators and staff as well as maintain a police presence inside the schools. These same officers work with all elementary schools in Unit 5 and all private schools on their emergency plans on an annual basis.

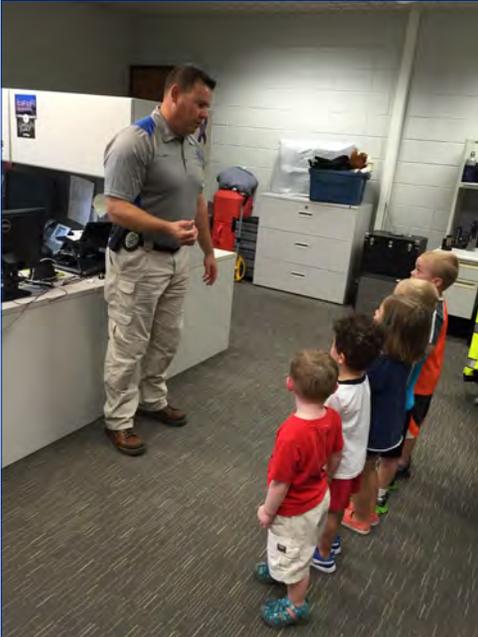
The three officers assigned as SRO's assist school staff with law enforcement related issues and conduct classroom presentations on various law related topics. They work with school administrators to investigate potential criminal activity and with the department's Youth Intervention Specialist to offer services to juveniles and their families who may benefit from or are in need of services.

The School Resource Officers have received high praise from the school district for their contributions and efforts in keeping the schools safe and secure.



SRO R. Ritter speaking with the principal at Chiddix.

## Community Services



Ofc. Leipold providing a tour for some children in the community.

### Community Services Unit

The Community Services Unit is responsible for responding to citizen requests for services outside of daily patrol operations. These requests include presentations to community groups, addressing neighborhood concerns, and providing education about various law enforcement topics and activities. The Community Services Unit logged over 287 presentations to the community in 2015. Additionally, the Community Services Unit is responsible for: organizing the Neighborhood Watch Program; coordinating the Summer Youth Program; organizing recruitment efforts; acting as a point of contact for landlord-tenant relations; coordinating the Citizen Police Academy; and responding to other community-related issues as they arise. The CSO is a main point of contact for the Student Conduct and Conflict Resolution and Dean of Students offices at Illinois State University. The relationship has proven very effective when working with student-related concerns such as neighbor disputes and large student parties. The CSO also serves on multiple community outreach organizations which assist community members with basic services.

The CSO is also responsible for maintaining all of NPD's social media websites such as Facebook, Twitter and Nextdoor.

### Summer Youth Program

Each year the Department sponsors a week-long summer camp with the goal of strengthening relationships between the Department and youth in the community. The program focuses on boosting self-confidence and self-esteem, learning the value of a team, leadership skills and building community pride. There were 57 participants in the 2015 Program, varying in age from 9 to 13. Activities included team building challenges, rock climbing at Upper Limits, and educational "missions" at the Challenger Learning Center.



### Neighborhood Watch

Neighborhood Watch is a crime prevention program that enlists the active participation of residents to reduce crime, solve problems, and improve the quality of life in residential areas. Some basic principles of the program include helping participants identify criminal and other suspicious activity, and working with police personnel to reduce crime in their area. The initial coordination and implementation of new Neighborhood Watch groups is the responsibility of the Community Services Officer. Information is distributed quarterly to all Watch Group Block Captains through a newsletter. The Community Services Officer also provides a point of contact within the Department for over 50 active Neighborhood Watch groups.

In 2015, two Watch Groups were very active near the campus area where student housing mixes and creates challenges for Town residents. In cooperation with representatives from ISU, the CSO worked with block captains to resolve ongoing complaints resulting from student parties being held in established neighborhoods.

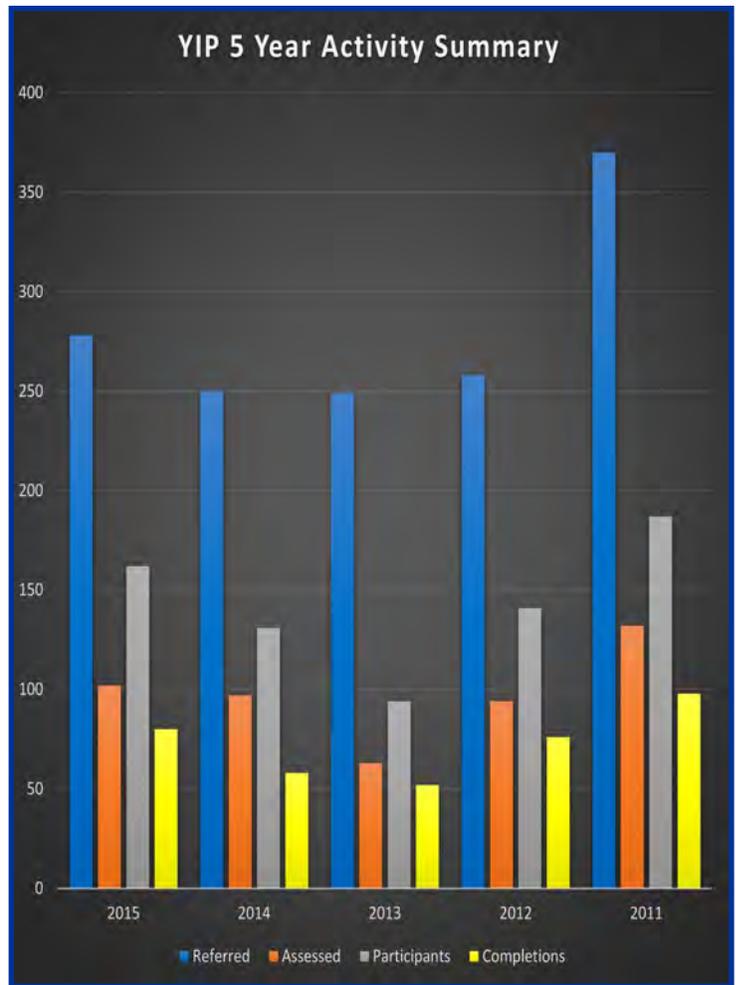


## Youth Intervention

The Normal Police Department Youth Intervention Program began in August 2008. It was designed to provide services to youth who are at risk of becoming involved with law enforcement or the Juvenile Court System. The program was created to promote youth accountability for delinquent behavior and reduce the likelihood of juvenile delinquency. By obtaining needed services for youth and holding youth accountable for their behavior, the YIP strives to assist youth in becoming law-abiding citizens with a promising future. The YIP goals are to address delinquent behaviors, refer to appropriate services, and provide support to youth and families. Overall, the goal is to eliminate future criminal behavior.

The Youth Intervention Specialist screens referred youth, assess appropriate cases, offers service referrals, and provides continual support to at-risk youth and families. Youth are held accountable for their choices and behaviors while parents/guardians are required to be active participants in the program. Services are free to all who choose to participate in the program and are available to those who reside in the Town of Normal or attend a Unit 5 school.

Between January 1, 2015 and December 31, 2015, 278 youth were referred and 102 agreed to complete an assessment. There were a total of 162 participants in 2015 (some youth began in 2014), and 80 successful completions. Also, the YIS provided individual counseling to students one day a week at NCHS, two days a week at NCWHS, and on an as-needed basis at Chiddix Junior High School.



## Crime Analysis

The Criminal Intelligence Analyst is a civilian position whose primary function is to collect, analyze and disseminate relevant information related to criminal activity and officer safety. Tactical and strategic analysis are provided to law enforcement officers in effort to identify criminal suspects and crime trends. Provided information is used to meet the goal of crime suppression and criminal suspect apprehension.

Working as a support person for the detective units, the analyst provides intelligence products that are used to further focus investigations. Additionally, the analyst provides intelligence for prosecutions and assists in decision making.

The analyst not only maintains numerous contacts at the State and National level but works to cultivate and grow those contacts in order to disseminate and receive intelligence information. The analyst works with local, state and federal agencies and any information received is analyzed to determine relevance and disseminated when appropriate.

# Training

Training for Law Enforcement Officers is a vital part of delivering quality and professional police services to the community and continues to be a priority of the Normal Police Department. As the community and police department grows, the training demands also increase. In order to fulfill those demands, training goals are established to provide the highest level of education and training for all department employees.

In addition to providing training in core classes such as Law Update, Search and Seizure, Hazardous Materials, First Aid, Control Tactics and Emergency Vehicle Operations, the department recognizes the need for additional, specialized training. Some of those topics include Drug Related Training, Investigating Cyber Crimes, Police/Community Relations, Dealing with the Mentally Ill, Diversity Training, Police Stress, Ethics, Police Cyclist Training and School Threat Preparedness.

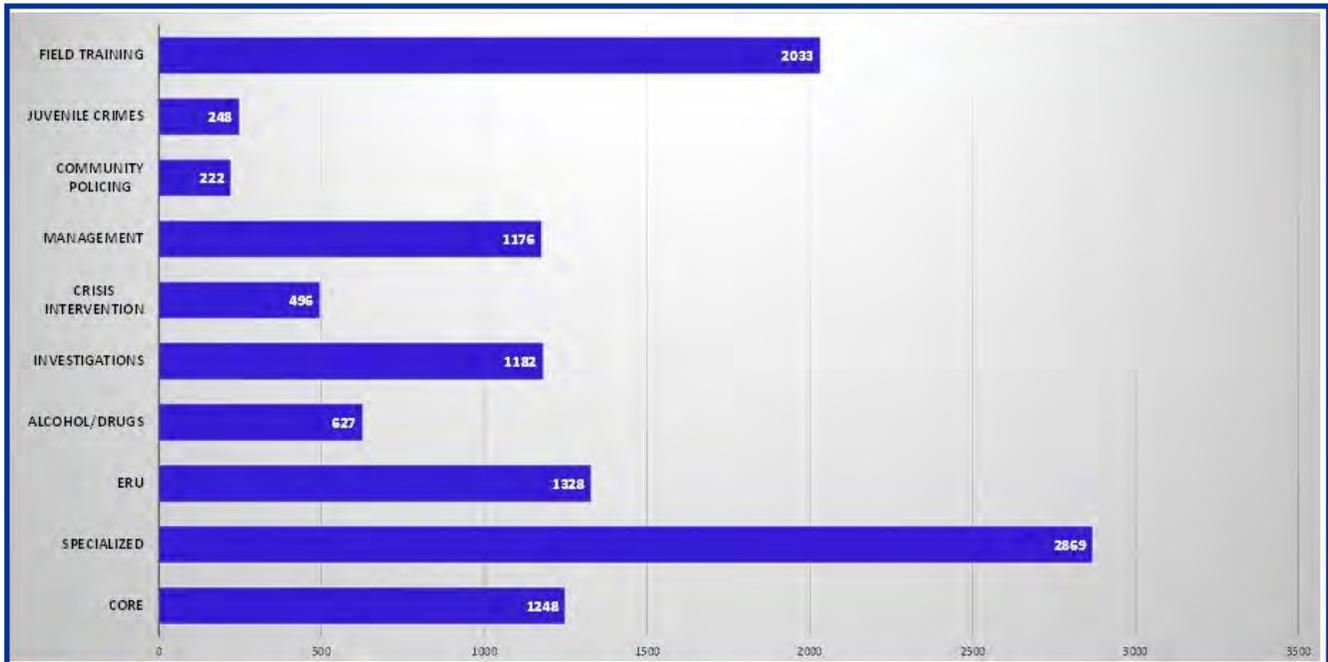


Law Enforcement Training Summit

The department provided a total of 11,421 hours of training to officers in 2015. Supervisors and Police Administration attended 2405 hours of training in which 990 of those hours were management related training.

The Normal Police Department is committed to maintaining well trained and professional police officers through quality and continual training and education.

## 2015 Training Hours by Category



Categories not included in chart: *Weapons and Tactics* - 2032 Hours  
*Basic Training* - 3840 Hours



## Department Awards

The Department's Award Program promotes positive discipline and recognizes officers for extraordinary performance in their duties. All award recommendations are reviewed by the Department's Award Committee. The committee is made up of a Lieutenant, Sergeant, an Officer and is chaired by an Assistant Chief. Officers serve on the committee for a year. The committee conducts interviews and submits a written recommendation to the Chief of Police. The Chief reviews the committee's recommendations and renders a final decision on the type of award to be given. There are a variety of awards the department may present to an employee for specific acts.

### Award for Saving a Human Life

The **Award for Saving a Human Life** may be awarded for saving someone from fire, drowning, stoppage of breath or any other hazardous condition.

On July 19, 2015, Officers Jonathan McCauley and Aaron Rowe responded to 808 S. Linden for a call of a male subject who was found in a swimming pool and was unresponsive. Officers McCauley and Rowe located the victim, assessed he was in cardiac arrest and performed CPR lifesaving procedures. The victim was transported to the hospital by ambulance where he later stabilized. Officers McCauley and Rowe's quick thinking and prompt actions were crucial to saving this man's life. Their response exemplifies the departments core values and is worthy of special recognition.



Ofc. Aaron Rowe and Ofc. Jon McCauley



Ofc. Matt Badalamenti



On December 17, 2015, Officer Badalamenti was dispatched to 2150 N. Main St, Estes Trucking, for a call of a male employee who had collapsed and was unresponsive. Upon Arrival, Officer Badalamenti located the victim, determined he was in cardiac arrest and immediately began administering CPR. This lifesaving procedure was continued until paramedics from the Normal Fire Department arrived and took over. The victim was transported to a local hospital by ambulance where he was stabilized and recovered from this event. Officer Badalamenti's quick thinking and prompt actions were a crucial part to saving this man's life. Officer Badalamenti's response exemplifies the department's core values and is worthy of special recognition.

### MADD and AAIM Recognition

Officers Ron Stoll and Cory McNicol were both nominated and recognized by these groups for their lifesaving efforts through DUI enforcement. In addition, AAIM recognized Officers Andrew Rippy and Joseph Benner. In 2015 these officers were recognized by Mothers Against Drunk Driving (MADD) as "Heroes of the Highway" and by the Alliance Against Intoxicated Motorist (AAIM) through a "Certificate of Appreciation".



Ofc. Ron Stoll



Ofc. Cory McNicol



Ofc. Andrew Rippy



Ofc. Joseph Benner



## Good Conduct Award

The **Police Good Conduct Award** may be awarded for five years of continuous police service to the Town while showing special faithfulness and attention to duty and a positive attitude. (Det. Jen Garcia is not included in this illustration, but received her 1st Award.)



Sgt. Jeremy Melville



Ofc. Jeff Caugron



Denotes  
4th Award



Ofc. Greg Leipold



Ofc. Brian Hoskins



SRO. Ryan Ritter



Det. Jake Zabukovec



Denotes  
3rd Award



Ofc. Amanda Street



Ofc. Warren Dobson



SRO Jeremy Flood



Ofc. Luke Scaglione



Denotes  
2nd Award



Ofc. Jon McCauley



Ofc. Eric Sage



## MAPP



The Minority and Police Partnership was formed in 2001 as a result of meetings between the local minority organization leadership and police administrators. Since that time the group has met on a regular basis to share information and educate each other about issues important to both law enforcement and the community.

In 2015 the department utilized MAPP members to share information about employment opportunities available within the department to increase the number of qualified minority applicants. MAPP also partnered with the Not in Our Town Committee to begin the planning of several educational forums to be held in 2015. The department continues to be actively involved in MAPP, takes every opportunity to improve the understanding of Law Enforcement practices and the perception of our department within the community.

## Citizen Complaint Summary

The Normal Police Department promptly and thoroughly investigates all allegations of misconduct by its members, regardless of the source. All internal investigations are conducted fairly and impartially. A single investigation may involve more than one complaint and may include more than one alleged violation of departmental rules, regulations, policies or procedures. In 2015, a total of eight citizen complaint forms were received and involved 13 allegations. At the conclusion of the investigation each complaint is found to be either proper conduct, improper conduct, unfounded or insufficient evidence.

Nature of Complaint	2013	2014	2015	Disposition of 2015 Complaints
Use of Force/ Excessive Force	2	2	3	2-Proper Conduct 1-Unfounded
False Arrest	1	0	1	1-Improper Conduct
Rudeness / Offensive Behavior	3	4	1	1-Unfounded
Search & Seizure	0	1	4	3-Proper Conduct 1-Unfounded
Racism / Prejudice	3	0	5	2-Proper Conduct 3-Unfounded
Harassment	1	0	0	--
Officer Conduct (Other)	7	2	9	5-Proper Conduct 4-Unfounded
Violation of Rights	3	2	2	1- Proper Conduct 1-Unfounded

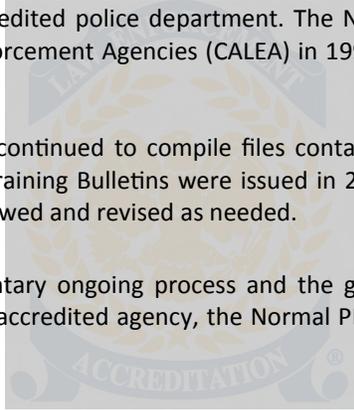


## Accreditation

The Normal Police Department is an accredited police department. The NPD received its initial accreditation from the Commission on Accreditation for Law Enforcement Agencies (CALEA) in 1994 and was reaccredited in 1999, 2002, 2005, 2008, 2011 and 2014.

Throughout 2015, the accreditation unit continued to compile files containing documentation verifying compliance to applicable CALEA standards. Seven new Training Bulletins were issued in 2015 and all Directives, Training Bulletins, and Standard Operating Procedures were reviewed and revised as needed.

Law enforcement accreditation is a voluntary ongoing process and the goal of the Normal PD is to obtain its eighth accreditation award in 2017. As a CALEA accredited agency, the Normal PD is dedicated to the highest standards in law enforcement.



## Special Olympics

The Normal Police Department is one of the most active departments in the state with Special Olympics. In 2015 NPD collected \$23,383.59 in donations, obtaining the “Gold” standard. NPD participated in the Polar Plunge in February as the “Frozen 50” and received the best costume award. June was a busy month with, Dunkin Donuts Cop on a Rooftop, Chili’s Tip a Cop, and the Torch Run from Gibson City to Double-Tree in Bloomington, the longest leg of the Torch Run. In October, Red Robin hosted a Tip a Cop and with both Tip a Cops, Normal Police Department was one of the top fundraising agencies.

Det. N. Bruno ran in the Unified Relay in Bellville IL. She represented Heartland Area 6 and her efforts assisted in the delivery of the torch to Los Angeles.



NPD Officers Raising Money for Special Olympics

## PB&PA Unit #22

The Police Benevolent and Protective Association Unit #22 is comprised of 81 sworn Officers. Every year, our members participate in several activities throughout our community and within the state to raise funds for various organizations. Some of those organizations include: Special Olympics, Concerns of Police Survivors (C.O.P.S.), Big Brother Big Sister, Arthritis Foundation, St. Jude, and our own community programs such as Thanksgiving Baskets and Shop with a Cop. Unit #22 is committed to making a difference in our community and throughout the Town of Normal.

This year the Unit provided 100 Thanksgiving baskets to needy families throughout Normal and took 40 children between the ages of 5 and 12 shopping at Target and after shopping they went to Tobin’s Pizza for a pizza party.



2015 Shop with a Cop Event



<b>Crime Trends</b>	<b>2014</b>	<b>2015</b>	<b>5 Year Avg</b>	<b>2015 Arrests</b>
Murder	0	0	0	0
Sex Crimes	43	53	52	25
Robbery	25	19	27	6
Assault	73	61	60	31
<i>Aggravated Assault</i>	36	28		
<i>Simple Assault</i>	37	33		
Battery	262	257	293	142
<i>Aggravated Battery</i>	103	103		
<i>Simple Battery</i>	159	154		
Domestic Battery	362	372	348	176
Violation of Order of Protection	32	39	45	12
Burglary	196	226	264	67
Vehicle Burglary	204	249	237	--
Home Invasion	7	8	10	--
Theft	713	742	781	241
Vehicle Theft	28	40	30	5
Arson	5	1	5	0
Drugs (Possession/Production/Delivery/Other)	424	490	420	438
Drug Paraphernalia / Equipment	221	253	226	185
Weapons	25	28	27	25
Total Criminal Arrests (non-traffic)	2238	1326	1969	1326
Driving Under the Influence	271	292	283	292
Zero Tolerance	15	14	15	14
Total Traffic Tickets (including DUIs)	14,160	9,928	13,000	9928
Accidents - Total on Street	970	1043	1023	
<i>Property Damage</i>	830	861	850	
<i>Personal Injury</i>	140	181	172	
<i>Fatal</i>	0	1	1	
Ordinance Violations	2,219	2,924	2,540	
<i>Local Noise Ordinance Violations</i>	57	57	84	
Consumption/Possession by Minor (Arrest & OV)	1529	2207	1807	
Furnishing Alcohol to a Minor (Arrest & OV)	33	31	28	
Misrepresentation of Age by Minor (Arrest & OV)	1	3	2	
Unlawful Sale of Alcohol (Arrest & OV)	13	10	14	
Possess Open Alcohol in Public (Arrest & OV)	139	108	109	
Sale/Possession of Tobacco / Minor	13	15	23	
Warrant Arrests	406	468	432	468



## Community Feedback

Throughout the year, the Department received numerous thank-you cards, letters and emails from citizens expressing their appreciation for the assistance officers provided them. Below are just a few examples of the responses.

"Yesterday, our 16 year old son unfortunately had a minor traffic accident where he struck another vehicle while pulling out of his school parking lot on his way to work at McDonalds. My son felt the other vehicle was driving quite fast which is quite likely but could not be proven and he was assigned the ticket. As traumatic as this was for our son, the whole experience was made much more tolerable by the wonderful work done by your officer Isaiah Williamson. Simply put, he could not have handled things any better. He was appropriately firm yet also very fair, patient and importantly for my son compassionate and understanding. Officer Williamson could not have been any better in a difficult situation and we wanted to share that with you." **Ofc. Isaiah Williamson**

"I went on a ride along with Annie on Friday night and it was awesome! It is hard to believe how much goes on in Normal that I am unaware of. I learned a lot. Annie was so professional and I could tell she is great at her job; she explained things to me as we went along; I've always thought Normal PD was great but now I realize how fortunate we are." **Ofc. Anne Frye**

"This morning we had a patient attempting to get to the Community Health Care Clinic because she was in terrible pain. She was in so much pain, she was struggling to get into her vehicle outside her house. Officer Weir stopped and not only helped her, he put her in his squad car and drove her to the Clinic for her appointment. Officer Weir left his card and asked her to call when she was done so he could drive her back home. Our patient was seen by our nurse practitioner, provided medications she needed to relieve her pain and called Officer Weir for a ride home. Officer Zabukovec responded and ended up taking our patient home so she could rest. Normal PD, thank you so much for going above and beyond not only showcasing the amazing work you do everyday, but for helping her get the medical care she needed. She was in tears from your thoughtfulness and concern." **Ofc. Todd Weir, Ofc. Melissa Zabukovec**

So, on our way back from our friends' house tonight, when I was pulled over by an Officer Seeley. She stopped me to warn me that one of my headlights, and a plate light were out. I told her I knew about the plate light, but I had no idea the headlight was out. She was looking out for me and my family, which I very much appreciate. And as she came back with my license she brought my daughter a puppy dog Beanie Baby. Which she held onto the rest of the ride home, and passed out on the way. This was her when we got home. Thank you Officer Seeley, we appreciate the line of duty you're in and the possible dangers you have to face to keep the community safe. **Ofc. Beth Seeley**

- While I was out of town my 17 year old son was hit head-on by another car while driving a friend home. The NPD arrived in minutes, assessed the situation, treated my son, his passenger, and the other driver with care and compassion.
- The officer responding to my vehicle being broken into was polite, informative and genuinely cared.
- Saw officers shaking hands & talking w/ people at a few tailgates, very respectful & professional
- Every Officer that I have come in contact with always handles themselves in a professional manner
- I am glad to see that the Normal PD is able to assist with the "Shop with a Cop" program. Many children look forward to this event every year.
- I feel safe in town and find that crimes that I hear about are often solved quickly
- I leave work at 1-2 am every day and always see a car or 2 on my walk home. I like their presence & feel very safe w/them.
- I called about someone suspicious in my neighborhood which is near a school. I have had extra police presence since I called.
- I feel the NPD does a good job of posting things in social media, as well as putting word out about fraud, criminal action, and things to watch for.
- Thank you for all you do for our town! It's a thankless job but please know you are appreciated!
- Keep up the good work with taking drugs and drug dealers out of our community!
- All the Officers that I have been in contact with have been very professional. They do a very dangerous job well.
- I appreciate the way NPD officers show children how friendly and approachable police officers are. We have a four year old son and we have had nothing but pleasant interactions with officers that we meet in public areas.
- I feel extremely safe in my neighborhood and my community and I see regular patrol cars often all over town. Thank you for all the department does for this community!

The above comments were received from surveys by the NPD.





**Normal Police Department**

Rick Bleichner, Chief of Police  
100 E. Phoenix Avenue  
Normal, IL 61761

Business Line 309/454-9535  
FAX 309/454-9709



# **PUBLIC WORKS**

# 2015 Annual Report Public Works Department



Public Works Employees with Awards at the Annual APWA  
Snow Rodeo



# Overview

The Public Works Department provides a diverse range of services through Public Works Administration and four operating divisions. Public Works responsibilities are primarily related to public infrastructure and environmental services. A brief description of the function of each Public Works division is provided below:

## Administration

This division provides organization, direction and coordination of the four operating divisions of the Department including policies and procedures, personnel management, planning programs, budgeting, the management of records and reports, and emergency preparedness. This division is responsible for departmental communications including public and media relations. Administration also coordinates activities with other governmental and community organizations.

## Waste Removal

This division performs the weekly curbside collection and disposal of residential household and bulk solid waste and weekly curbside recycling collection, as well as the daily collection of recyclable materials from 10 drop off recycle centers. In addition to basic services, this Division also collects solid waste from Town owned facilities and from trash containers in Uptown; manages the electronics recycling program; handles special waste generated by Town operations and works with the Ecology Action Center to provide educational programs. This division also collects landscape waste curbside nine months out of the year.

## Fleet Maintenance

This division coordinates the routine maintenance and repair of the Town's entire vehicle fleet and all major specialized equipment to ensure that all departments have safe, reliable equipment to perform their duties in a cost effective manner. Technical assistance is provided in the preparation of equipment specifications and evaluation proposals for the purchase and replacement of vehicles and equipment. The Fleet Maintenance Division also manages the fuel supplies for the Town vehicles

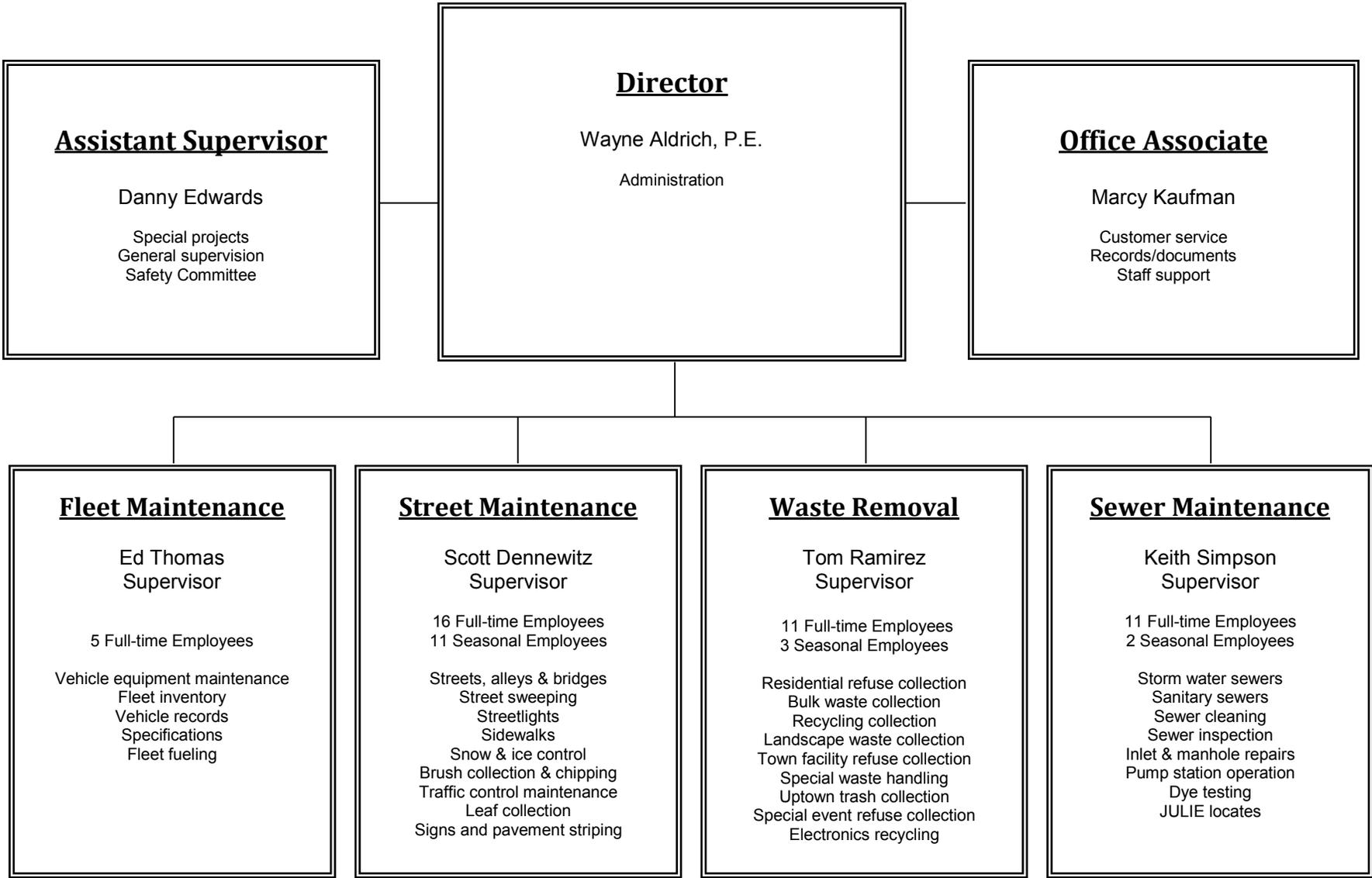
## Street Maintenance

This division is responsible for the maintenance of streets, bridges and traffic control systems. Work includes road repair, snow and ice control, sweeping, traffic markings and signs. In addition to these basic maintenance items, this division also collects and chips residential brush, hauls bulky waste to the transfer station and each fall collects leaves to haul to the ISU Farm. Landscape waste is also hauled to the ISU Farm by the Streets Division. Personnel in this division assist other Departments with Uptown events and maintenance.

## Sewer Maintenance

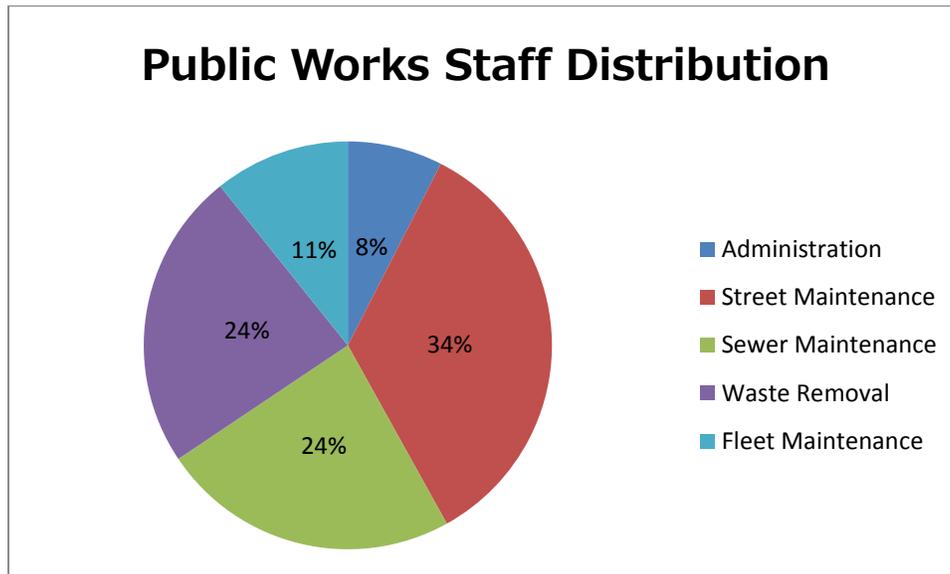
The sewer division maintains and repairs all public storm and sanitary sewer systems including operation, testing, cleaning and inspection of pipes, inlets, manholes, lift stations and pump stations. This division also performs JULIE locates for Town sewer lines.

# Public Works Departmental Organization



## Staff

The Department's current staffing level is 46.5 full-time employees (Utility Permit Technician is shared with Engineering) and 16 seasonal employees. The following breakdown reflects the total annual full time staff utilization by division for 2015:



## Intergovernmental Coordination

Numerous functions performed by the Public Works Department are coordinated with other departments, governments and entities including: Connect Transit, Bloomington/Normal Water Reclamation District, Ecology Action Center, Illinois State University, McLean County, the City of Bloomington, McLean County Regional Planning Commission, Normal Township, McLean Solid Waste Technical Committee, McLean County Soil and Water Conservation District, McGIS Consortium, and Unit Five.

Below is a list of activities which are routinely coordinated through Public Works:

- Snow removal and ice control
- Traffic and bikeway markings
- Traffic signal coordination and maintenance
- Temporary equipment backup and utilization
- Transportation planning
- Services coordination associated with development
- Signage and street lights
- Road closures
- Educational programs
- Special events

# Waste Removal Division

## Household Waste Program



Household waste is currently collected on a five-day weekly schedule from about 10,819 single-family homes and duplexes throughout the Town of Normal.

The total amount of waste hauled to the landfill has remained relatively stable over the past several years. It is the Town's goal to reduce the amount of waste hauled to the landfill and the resulting tipping fees paid to the landfill operator.

**McLean County Solid Waste Management Plan** -Town staff continues to work with the McLean County Solid

Waste Technical Committee to find alternate methods to minimize the quantity of waste currently being deposited in the landfill. The goals adopted by the McLean County Solid Waste Technical Committee are:

**Goal 1** – *Significantly reduce the amount of solid waste requiring disposal through increasing source reduction, reusing, recycling, and composting.*

**Goal 2** – *Manage the remaining solid waste disposal in an efficient, equitable, and environmentally protective manner, consistent with the solid waste hierarchy.*

**Goal 3** – *Adopt secure, long-term funding mechanisms that provide sufficient revenue for all local waste program needs while providing incentives for increased waste reduction and diversion.*

The Town staff is currently working on a committee with the City of Bloomington, McLean County and other community partners on a new McLean County Solid Waste Management Plan which will be required to be submitted in 2017. This effort is led by the Ecology Action Center in their capacity as the chair of the McLean County Solid Waste Technical Committee. The goal of the Solid Waste Management Plan is to better manage municipal solid waste in a responsible and cost-effective manner and to develop a 20-year progressive plan for waste reduction, recycling, composting, and disposal.



### Bulky Waste Collection

Bulky waste is collected by the Waste Removal Division and then hauled by the Street Division to the transfer station on the west side of Bloomington. The amount of bulky waste collected in 2015 increased by 8%.

### Landscape Waste Collection Program

The Waste Removal Division collects residential landscape waste (other than grass) curbside from April 1<sup>st</sup> to December 31<sup>st</sup>. The landscape waste is delivered to the Illinois State University farm for composting. Although the Town does not collect grass clippings, sod or dirt curbside, residents may dispose of these items at the Public Works facility in the landscape waste disposal area. These items are also delivered by Public Works to ISU for composting.

## Special Waste Handling Program

The Waste Removal Division is responsible for the removal of “special wastes” generated from Town owned facilities. The Town does not provide this service to residents and businesses. The Division documents and temporarily stores the materials prior to removal and contracts with a licensed handler for removal.

Examples of special wastes managed by the Division are herbicides and cleaning chemicals generated by the Parks & Recreation Department and old car batteries and used engine oil collected at the Public Works facility.

**Household Hazardous Waste (HHW)** – In 2014 The Town of Normal, the City of Bloomington, McLean County and the Ecology Action Center entered into a contract to fund a public HHW collection event every other year. The 2015 Household Hazardous Waste collection was held on October 17, 2015.

2015 HHW event collected a record-breaking  
**27,366** gallons of hazardous waste

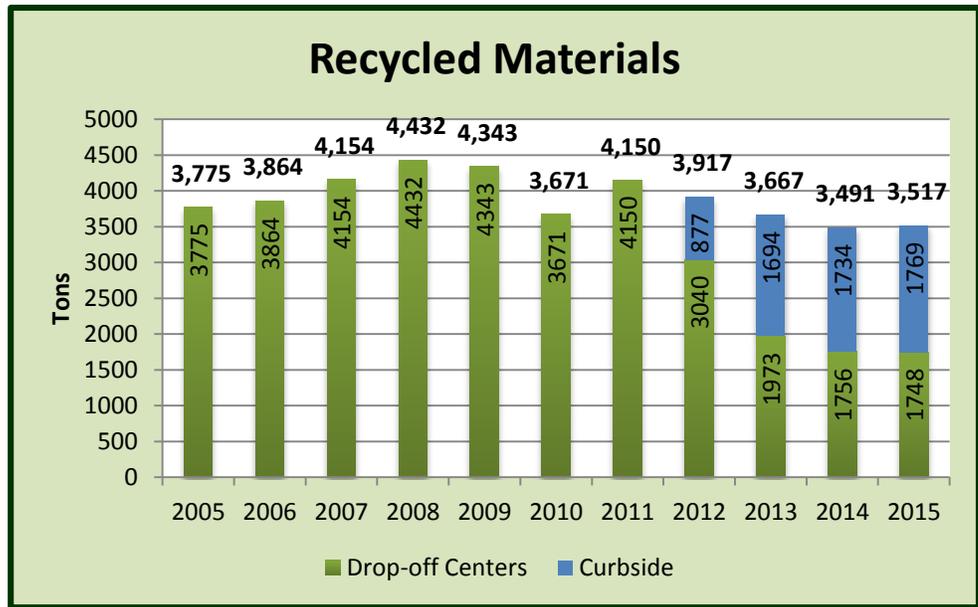


2015 Household Hazardous Waste Event

## Recycling Program

The Town of Normal collects recycled materials from 8 drop-off sites and the single-stream curbside recycling program.

Household participation in the curbside program reached 61% in 2015. The Ecology Action Center estimates 37.7% of the total amount of solid waste generated in McLean County is currently recycled. The Town as well as the City of Bloomington and other community partners are discussing other efforts to increase participation in recycling programs to reach the county-wide goal of a 40% recycle rate.



New Yellow-Lid Recycle Cart being emptied

## Electronics Recycling

Effective January 1, 2012 the recycling of certain electronic waste, including televisions and computer components, is required by state law.

In 2014, disposal methods for Cathode Ray Tube (CRT) televisions and monitors resulted in changes in the electronics recycling industry. This resulted in increased costs and quantity of electronics waste being deposited at the Normal collection facility.



# E-Cycle!

Reduce your electronic waste.

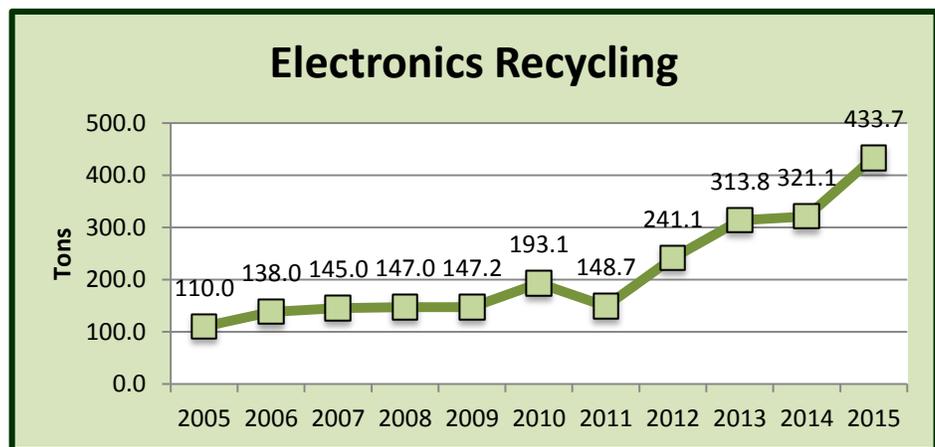
Modifications to the Illinois Electronics Products Recycling and Reuse Act passed in July of 2015 were intended to sustain a healthy recycling market for electronics waste. It is not yet clear whether these changes have effected the market in a positive way.

Although the program costs have increased, the Town was able to secure a new contract with an electronics recycler for calendar year 2015 and continues to collect electronics waste for residents in McLean County. The staff is committed to working with other governmental agencies, businesses and not-for-profit groups in the community to assure electronics waste items are not disposed of improperly.

The Town of Normal provides a self-service drop-off collection site for electronics recycling at the Public Works facility located at 1301 Warriner Street. Electronic recycling hours are Monday – Friday, 7 a.m. – 2:30 p.m. and 8:00 a.m. – Noon the first Saturday of each month.



*A stockpile of Cathode Ray Tube (CRT) monitors*



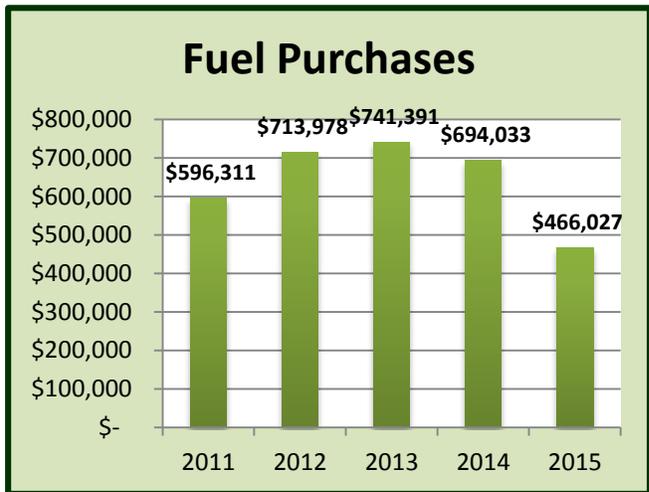
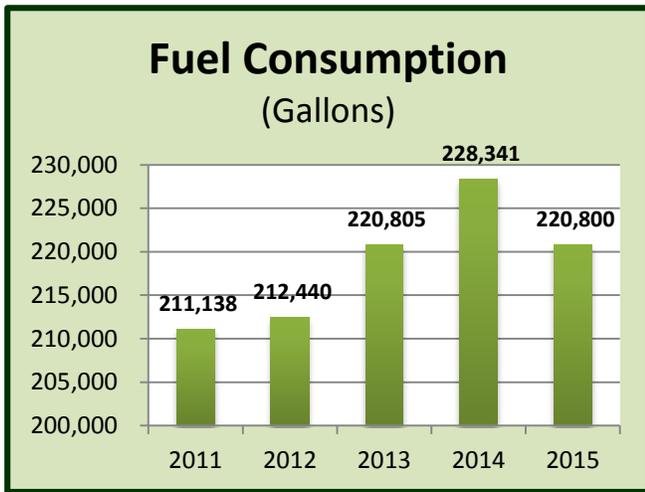
Since January 1, 2012  
Electronic recycling has increased **192%**

# Fleet Maintenance

In the past year the Fleet Maintenance Division performed repairs and routine maintenance on the Town's fleet of 328 vehicles and pieces of major equipment. The fleet maintenance division also manages the Town's supply of gas and bio-diesel fuel.

## Fleet Fueling

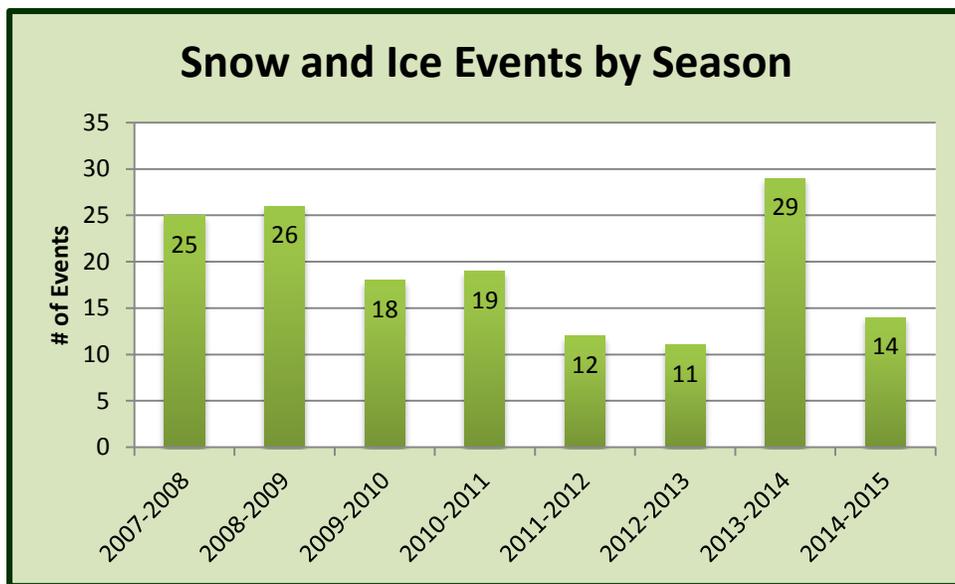
The cost of fuel in 2015 totaled \$466,027; down 33% from 2014. Fuel consumption decreased by 3% primarily due to decreased snow removal operations in 2015.



# Street Maintenance

The work activities of the Street Division are impacted by seasonal weather conditions. While the winter of 2013-2014 had a record number of 29 winter weather events, the winter of 2014-2015 was relatively mild with 14 winter weather events. The mild fall of 2015 allowed the Street Division to perform additional street maintenance activities.

## Snow Removal & Ice Control



A total of **3045** tons of salt were used to keep streets safe during inclement weather.

## Roadway Repair & Maintenance

As the roadway pavements in Normal increase in age, maintenance efforts by the Public Works Department also increase. The Public Works Department works closely with the Engineering Department to determine appropriate maintenance procedures. The Town currently maintains 431 lane miles of streets.

In 2015 Public Works crews doubled the amount of concrete used for street and sidewalk repairs. The Public Works Department continues to look for new and efficient ways to perform maintenance repairs to extend the life of the Town's roadway infrastructure.



Joint sealing on Airport Road

Used **1182** cubic yards of  
concrete for pavement patching



Normal crews removing concrete for a pavement patch on College Avenue



Retaining wall on Division Street built by Public Works employees

## Traffic Maintenance

A total of 4030 gallons of specialized paint was applied to roadways to refresh traffic markings on existing streets. The division also applied traffic markings to new pavements constructed by the Town including Northtown Road and Franklin Avenue. The Traffic Maintenance Division continues to apply signage and markings in accordance with the Town Bike and Pedestrian Master Plan.



New "Redbird" signs installed on Main and Kingsley Streets

During 2015, traffic maintenance crews replaced or installed 610 signs meeting new standards for sign reflectivity and letter sizes. The Traffic Maintenance Division also provided road closures and traffic control for 30 special events.



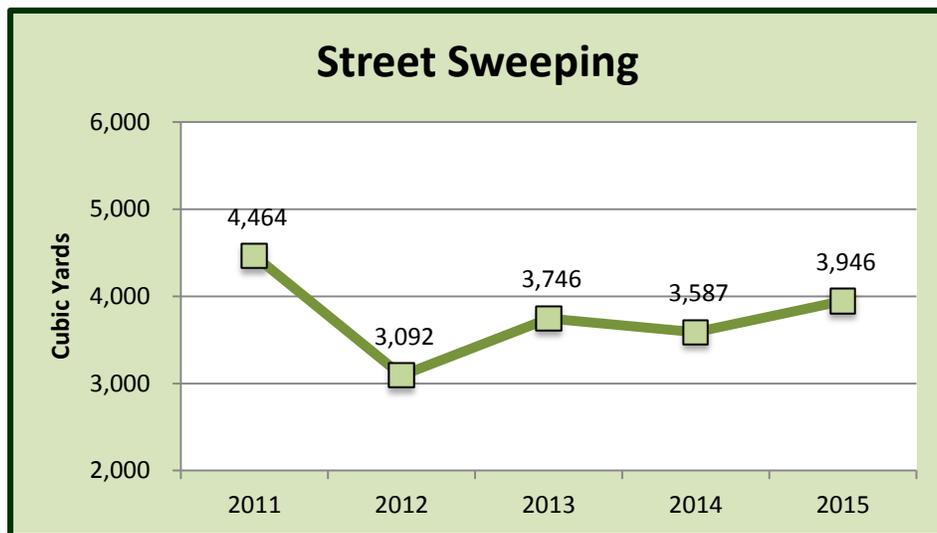
New Constitution Trail Stencil

## Street Sweeping

The division continues to seasonally sweep streets using two street sweepers. This activity yielded 3946 cubic yards of dirt and debris which improved the appearance of our community and improved water quality from storm water runoff. The largest variable for the amount of street sweeping completed is the weather. When compared to 2014 the amount of dirt/debris collected increased by 10% primarily due to the relatively mild winter which allowed continued street sweeping activities.



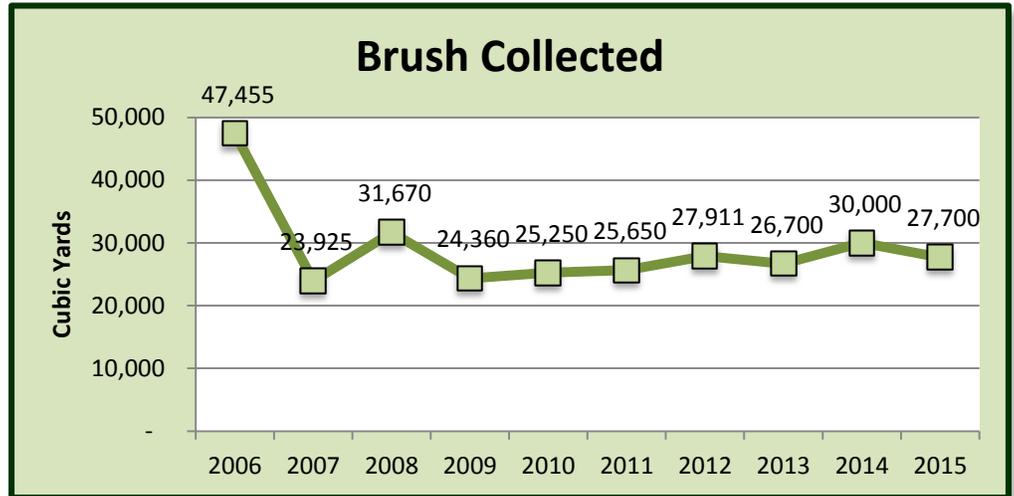
The Town operates 2 street sweepers. Pictured above are employees John Filter and Dave Locke with a truck-chassis street sweeper.



## Brush Collection and Chipping

The Streets division utilizes three knuckleboom type vehicles to collect brush. An industrial drum-type wood chipper processes the brush into mulch. The free mulch is utilized by residents and landscapers throughout the county. Although the cubic yards of brush collected appears relatively steady, the tonnage of brush

collected is greater due to trees removed as an effect of the Emerald Ash Borer infestation. Instead of collecting “trimmings” and smaller branches, crews are collecting larger tree sections which amount to more tonnage per load of brush.



Brush crews picked up large amounts of brush After the December 28<sup>th</sup> ice storm



Brush crews loading a dump truck after the December 28th storm

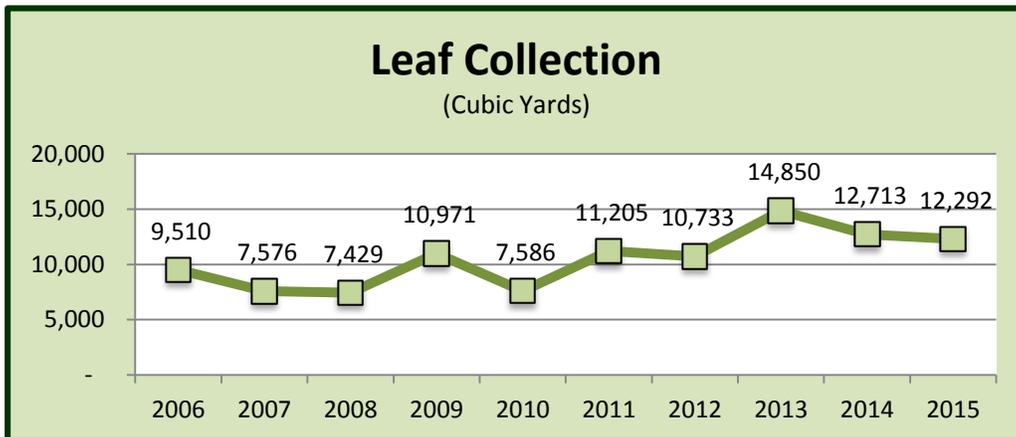
## Leaf Collection & Composting

In the fall, the Street Division collects leaves raked to the curb by residents. By agreement, these leaves are transported to the Illinois State University farm in Lexington and processed into compost.

New leaf boxes increase  
load capacity by **33%**



Leaf collection crew in north Normal



# Sewer Maintenance

## Lift Station Operations

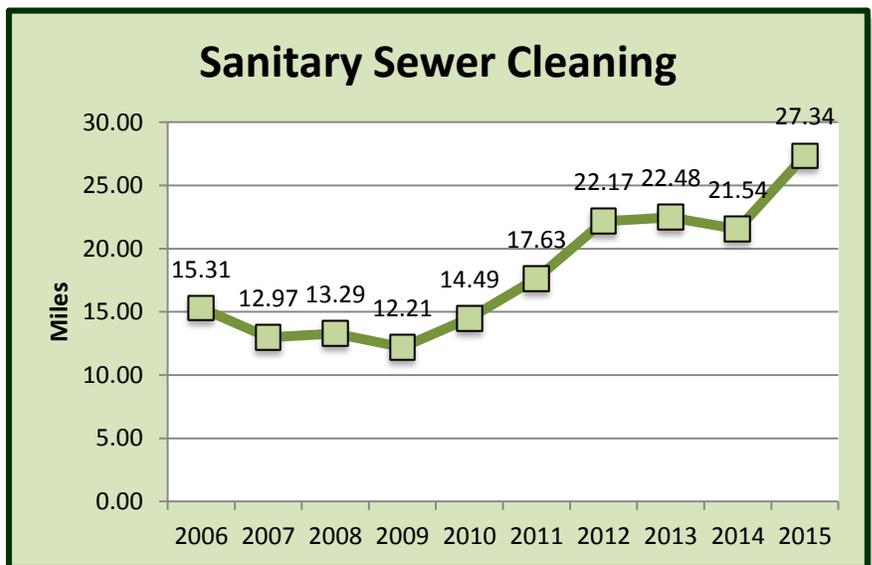
Sanitary sewer pumping stations are inspected daily. The Town operates six sanitary sewer pumping stations (Northtown Road, Ironwood, North Bridge, Franklin Heights, Trails at Sunset Lake and Airport Road) and one storm water lift station (Vernon Avenue underpass). In 2015 two new enclosure buildings were procured for the pumping stations at Mercy Creek and Trails at Sunset Lake. These enclosures will ensure the station equipment is protected from the weather and other damaging elements.



New Sanitary Sewer Pump Station enclosure building at Mercy Creek

## Sewer Maintenance and Repair

In order to minimize and prevent sewer backups, this division is responsible for a preventive maintenance program that includes routine television inspection and cleaning of the sanitary sewer system. There are approximately 174 miles of sanitary sewers in Normal. A total of 144,377 feet (27.34 miles) of sewer was cleaned with the vector truck.



As a part of the Sanitary Sewer Master Plan initiated in 2015, the Sewer Division will continue to increase the amount of sewer cleaned and televised. New software purchased in 2015 will allow sewer ratings and videos to be automatically uploaded to the Town's GIS System.



Sewer Division employees using a mobile by-pass pump

In addition to routine sewer work, these items were also completed in 2015:

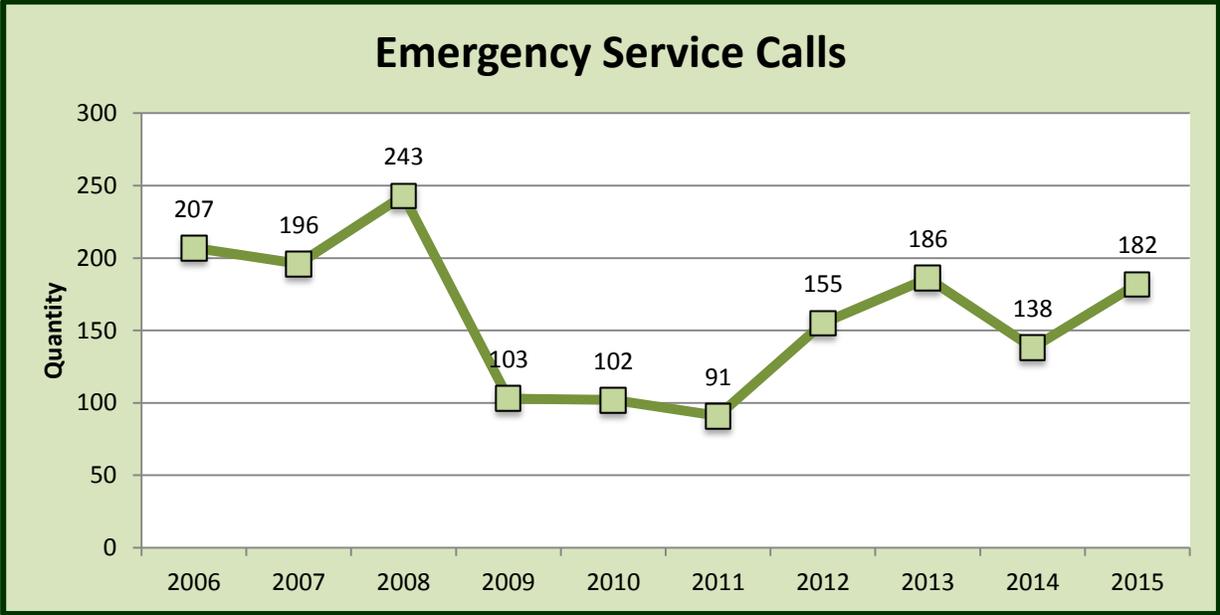
- Treated 6685 ft. or 1.3 miles of back yard sanitary mains to control tree roots. Crews used an E.P.A. approved foaming herbicide treatment to kill the intruding tree roots in problem areas.
- Worked with the High Speed Rail team on sewer / railroad designs.
- Performed major repairs to 6 storm sewer lines and 11 sanitary sewer main lines.
- Replaced 46 inlet castings.
- Responded to 41 residential sewer back-ups (14 were due to blocked sanitary main lines and 27 were not due to main line blockages).
- Performed 59 dye tests.



Students from Pepper Ridge Elementary School inspecting the sewer camera

# Emergency Service

In 2015 the division responded to 182 emergency sewer service calls consisting of 34 lift station alarms, 97 after hours JULIE locates, 32 calls related to sanitary and storm sewer problems and 19 miscellaneous callout emergencies.



Sewer Division responded to

**3975** locate requests

# Special Projects

## Coal City Clean-up Response

On Monday, June 22, 2015 at approximately 10:00 pm an EF-3 tornado hit the town of Coal City, Illinois. Coal City is located 16 miles north of Dwight, Illinois on Interstate 55 with a population of roughly 5600 people. The tornado path was estimated to be a quarter mile wide. As many as three tornados may have been involved in this storm. The storm traveled northwest to southeast severely damaging 13 different neighborhoods. The Town of Normal Public Works Department was contacted by the Illinois Public Works Mutual Aid Network (IPWMAN) on Thursday, June 25th with a request for grapple trucks and operators to help with the cleanup.



Coal City Tornado Cleanup

Town of Normal Public Works Crews worked along with 16 other communities and the Illinois Department of Transportation to clean-up the area. By Thursday July 3<sup>rd</sup> all the debris was removed and the streets were swept by street sweepers.



**Coal City Cleanup Crew:** Pictured from left to right: Ryan Larkin, Chris Scott, Ed Fleming, Justin Sweeney, Bruce Auer, Chad Moody, Conrad Riordan, Dallas Woodworth, Kris Starkey and Charles Barlow. Tom Ramirez, Waste Supervisor, in front. Not pictured: Nick Huskins, Ed Williamson, Jeff Miller, Dave Locke and John Filter.

## Uptown Development



Hyatt Place Hotel in Uptown

Public Works administration staff assists with project management activities in Uptown Normal. In 2015, this included participation with the developer and contractor on the Hyatt Place Hotel project.

## High Speed Rail Project

Public Works administration helps coordinate work being performed on the High Speed Rail project. In 2015, considerable work was performed on retaining walls in Normal. Rail, fencing, road crossing and signal work is anticipated in 2016.



Retaining Wall work being performed as a part of the High Speed Rail project

# TRAINING

Training opportunities for Public Works Employees in 2015 included training through the Illinois Public Service Institute (IPSI), American Public Works Association (APWA), Pipeline Assessment Certification Program (PACP) and in-house training in Traffic Control, Electric Utility safety and Natural Gas Utility safety.



Three Public Works employees graduated from the IPSI Training in 2015. Pictured from left to right: Matt Bode, Chris Scott and Cody Friedlein



Jake Stone displaying the award for Best-Dressed Plow at the APWA Snow Rodeo



Live Electric Service training by Corn Belt Energy

# **UPTOWN DEVELOPMENT**

U P T O W N  
**NORMAL**  
*Changing the definition!*

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**Annual Report 2015**





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*View of Uptown from 102 W. North St.*

Uptown Normal experienced another year of fantastic progress in 2015. Solid business performance, low retail turnover and new developments all contributed to the ever increasing perception that Uptown Normal is the place to be for businesses, travelers and citizens.

A positive year for the many independent and locally owned shops and businesses in Uptown, 2015 saw reports of sales increasing or remaining satisfactory from previous years. Several businesses cited fluctuations in the nature of holiday shopping, noting that the season seemed to be extended, perhaps partially due to the mild weather. Multiple businesses also reported stronger performances during the summer than in years past, especially those businesses that rely primarily on student traffic. Shopkeepers noted that increased activity from events and activities, as well as a prolonged decrease in intrusive construction, is likely the source of the uptick in summer business.

rates lower, but was offset somewhat by a resurgence of State Farm project consultant bookings.

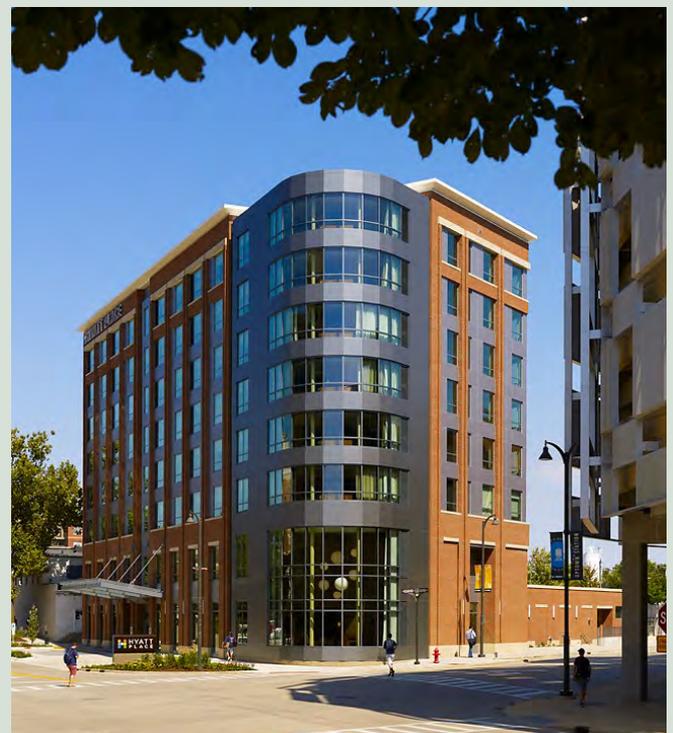
The neighborhood was further energized by the final construction and opening of the Hyatt Place Hotel. The new 8 story 114 room limited service hotel not only represents the long awaited development of a partially completed project that had been stalled for some years, it also pushes Uptown to the forefront of destinations in McLean County for visitors to stop and visit while on business or pleasure. Staff at the Hyatt Place have worked closely with the Marriott since before the property's opening to utilize both properties in seeking out larger groups and convention business. The hotel held a soft opening in late August, followed by a grand opening ceremony in September to much fanfare.



*Customers learning about new products at the Garlic Press*

The Marriott Hotel and Carol A. Reitan Conference Center continues to be an engine of economic activity in Uptown drawing recreational and business travelers to the area. After weathering a market correction in 2014 due to a draw down in room nights from State Farm consultants, the Marriott maintained revenue expectations for the year. The new supply added by the opening of an adjacent hotel property pushed

*Hyatt Place Hotel*





*Merlin Kennedy with NAACP volunteers at Santa's Station*

## Festivals & Events

Festivals and events continue to be a primary mode of marketing Uptown Normal as a destination to shop, dine and play while simultaneously building community and enhancing quality of life. A "place making" strategy has been utilized to put Uptown at the center of activity for community events keeping the area fresh in the minds of citizens and visitors. The approach helps engrain the idea that the center of Town is a social and cultural hub of the community. With this concept in mind, staff accepts all requests for new events and accommodates those requests whenever possible, provided they will bring value to the neighborhood and community.

The two premiere events of the season, the Sweet Corn & Blues Festival and the Sugar Creek Arts Festival both enjoyed another successful season. Community partnerships allow Uptown to host two large scale events, drawing literally tens of thousands of visitors each summer.

Many of the events that have swelled the calendar in recent years saw no major changes to their programming, only minor refinements and additions. Several notable exceptions include the expansion of the Loungeabout the Roundabout calendar. Staff experimented with smaller offerings on more dates in an attempt to activate performance space in Uptown Circle during as much of the limited Illinois summer as possible. Additionally, Rock the Block returned, but in a springtime version. Co-sponsored by the United Way, the event incorporated a relatively new tradition along with its lineup of live musicians, the annual Windy City Wieners Hot Dog Eating Contest. In spite of the volatile April weather, the event enjoyed mild temperatures and sunshine, helping to make it a smashing success.

Uptown also extended a hand to the Special Olympics, hosting a street party in front of the Normal Theater for athletes during the games. Several thousand grateful Special Olympics athletes and families gathered in the street to create a party atmosphere not often seen in Uptown, likely ushering in a new yearly event for the neighborhood.

Santa's Station continues to be a time consuming, yet rewarding endeavor. Attendance and participation was excellent again in 2015 and several important partnerships were developed. The utilization of volunteers continues to be the lifeblood of the effort, and the season offered many learning expe-

riences in that arena. A highlight of Santa's visit came in the form a partnership with the NAACP to sponsor several days of Santa's Station. NAACP volunteers filled all key positions and arranged for a visit from Merlin Kennedy, a local civil rights figure of note that was arrested for attempting to enter a Christmas parade as black Santa in the late 60's.

Uptown Normal also played a large role in the Town's celebration of its sesquicentennial. Branded Normal 1-5-0, the event combined history, entertainment and the arts into a year-long celebration of the Town's history and culture. Uptown staff were heavily involved in the planning and implementation of many aspects of the celebration and Uptown Normal served as host for the celebration's signature event on September 11<sup>th</sup>-13<sup>th</sup>. The weekend featured many excellent events and included headlining performers the Flying Wallendas, culminating with a high wire walk over Uptown Circle.

While many of Uptown's stalwart events enjoyed continued success, the Pooch Parade & Pet Fair fell victim to an outbreak of canine flu, forcing the cancellation of the event as a safety precaution. The tough decision was greeted by respectful thanks from those in the animal loving community for putting the good of the animals first.

*Special Olympics Street Dance*



## New Retail

As businesses begin to reap the rewards of Uptown's redevelopment, turnover in leasable space has decreased indicating that business is strong for most shopkeepers. Four new small businesses opened their doors, and while they are a welcomed addition, all four occupy either Town owned incubation space or sub premium retail space that had been previously underutilized. East Beaufort Street saw the opening of Uptown's second tattoo parlor in a space previously used for private music lessons, and It's Poppin' into a small space next to the Coffeehouse & Deli, while Linden Street saw a small retail space converted into a trendy thrift shop. The one retail closing of the year, That's So Sweet, in a tiny Town owned incubation space on North Street gave way to Ohmfit Activewear, an excellent addition with offerings in a desirable product category.



*Heather Young (right) owner of OhmFit Activewear*

## Other Projects

The previously mentioned Hyatt Place Hotel represented another victory for the neighborhood. Occupying a long vacant parcel sitting partially developed after the 2008 financial crisis, the hotel began construction in 2014 and completed in the fall of 2015. The grand opening capitalized on the Town's Celebration of Normal 1-5-0 and featured an appearance by Tino Wallenda. Even prior to opening, management at the Hyatt Place worked closely with the Marriott to attract larger scale bookings that were previously unsupportable by the number of rooms offered at the Marriott. The completion of the hotel also paved the way for development of the second half of the property with upscale market rate apartments, set to begin construction in 2016.

The final version of the Uptown Plan Update, or Uptown 2.0 as it was dubbed, was also completed. Executed by Farr & Associates, the plan called for dramatic redevelopment of the area south of Uptown bisected by railroad tracks. A number of interesting recommendations were made including the placement of a new library, reconfiguration of traffic patterns, and the development of alternative types of housing not currently available in our market. Garnering the most headlines, however, was the strong urging to postpone imminent plans to construct a pedestrian overpass connecting Uptown Station to the south side of the tracks in favor of a much nicer, but more complicated underpass. The substantial plan paints a bright picture of the future potential for Uptown Normal.

*The Flying Wallendas*



## Uptown Partners

Uptown Partners continues to serve as a conduit for businesses to become involved in the promotion and marketing of Uptown Normal. While a core group of businesses continually offer input and some energy, engagement is an ongoing struggle. The majority of members are content that their needs are being met and many cite a desire to become involved but a coinciding lack of resource to do so. The organization was helpful in providing input to Farr & Associates during the Uptown 2.0 plan development, but otherwise no major advocacy or policy issues have been of recent concern.



*Doug Farr oversees public input for Uptown 2.0*

Uptown Partners maintains a thriving internship program that not only offers experiential and educational opportunities to twelve students each year, but also serves as the lifeblood of the communication and staffing endeavors undertaken on an ongoing basis. Interns help run, staff and manage the extensive event calendar as well as distribute media and other forms of communication.

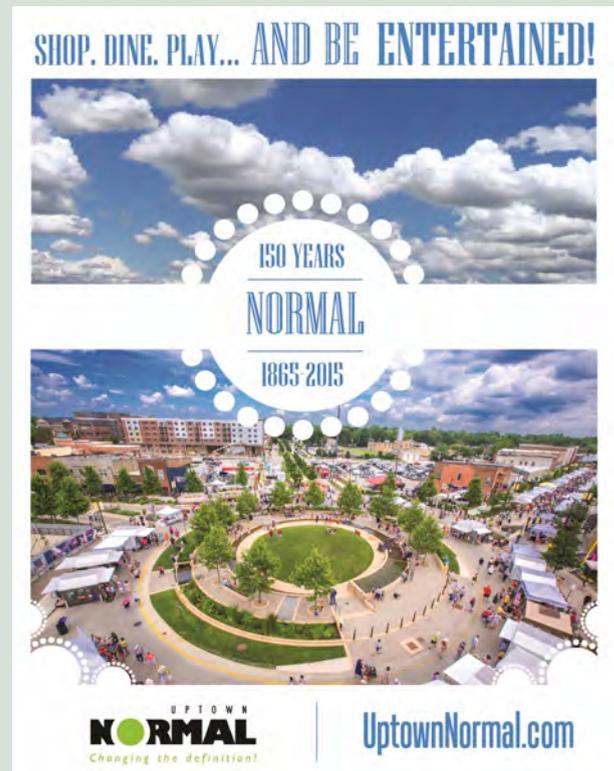


*Uptown interns hard at work*

## Marketing

Marketing efforts in Uptown were divided between event promotion and cooperative advertising arrangements with member businesses. Several local and regional branding pieces were purchased to promote the brand of Uptown in various markets. Based on input from businesses, these efforts were imaged based, highlighting the beautiful streetscape and Uptown Circle.

The combination of Uptown's diverse target audience and an ever fragmenting media landscape, make precision marketing complicated for most promotions. Social media advertising drew an increasing share of budget dollars, while print media, especially local newspapers, drew less. Radio advertising remained a major promotion medium. Based on input from businesses, a larger share of advertising budget was spent on promotions during the fall and holiday seasons capitalizing on the return of ISU students and the traditional holiday shopping season.

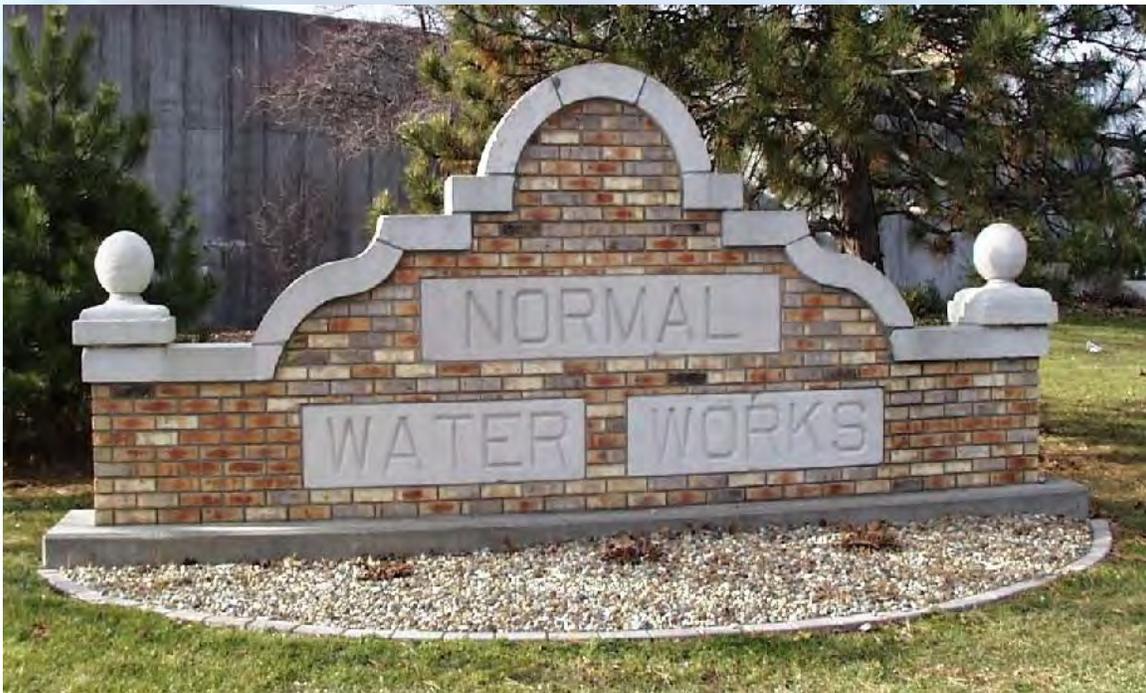


Submitted by: Joe Tulley  
Uptown Manager

# WATER



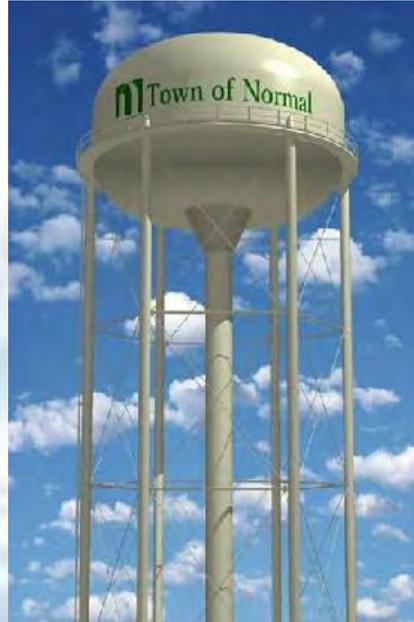
# **WATER DEPARTMENT ANNUAL REPORT 2015**



# WATER DEPARTMENT OVERVIEW

The Water Department is responsible for providing a safe and reliable supply of water for the citizens of the Town of Normal. In addition, adequate pressure and volume must be maintained for fire protection purposes. The Department has three main divisions: Treatment, Distribution, and Administration/Billing.

The Treatment Division's responsibilities include the operation and maintenance of fifteen wells, a lime softening treatment plant, three booster pump stations, four elevated tanks, and one ground storage reservoir. Activities of this division include the operation of the Water Treatment Plant on a 24 hour per day, 7 day per week basis, as well as the repair and maintenance of all wells, treatment plant equipment, elevated tanks, booster pump stations, and telemetry equipment. Also included in the Treatment Division is the Laboratory, which performs the sampling and testing required by the Illinois Environmental Protection Agency and provides quality control and quality assurance testing. During 2015, over 1.3 billion gallons of water were pumped to the citizens of Normal.



The Distribution Division is charged with operating and maintaining more than 200 miles of water mains, reading and maintaining more than 17,366 services and meters, and providing customer service. These activities include the maintenance and repair of water mains, valves and hydrants on a 24/7 basis, as well as the installation and repair of services and curb stops, installation and repair of all water meters and reading devices, hydrant flushing, various customer service activities, and the supervision of the installation of new water mains. New meter installations for 2015 totaled 115. A total of 16,523 work orders and service requests were completed during 2015. Additionally, a total of 7,656 JULIE requests were received, and JULIE locates totaled 3,773.

The Administrative/Billing Division performs the billing and collection functions for water, sewer, garbage, bulky waste collection, storm water, and sewage treatment (performed by the Bloomington/Normal Water Reclamation District). This division also provides support services for the Water Department. Over 107,698 bills were prepared and mailed, 4,606 electronic bills were prepared and sent, and 3,640 finals and special readings were processed in 2015.



The Water Department is regulated by the Illinois Environmental Protection Agency (IEPA) and the United States Environmental Protection Agency (USEPA). The Water Department will continue to face new and changing water quality standards proposed by regulators. Regulations covering issues such as disinfectant levels, additional contaminant monitoring, and source protection will be taking effect soon.

The Water Department provides service with a skilled and dedicated staff of 32 full time employees who are committed to providing a continuous supply of the highest quality drinking water possible to the citizens of the Town of Normal.

## THE YEAR 2015 IN REVIEW

The Water Department continued its growth trend in 2015 in terms of area served. Water use trends remained relatively stable, with a decrease in consumption of 4.8 percent for the past year. Figure 1 illustrates the monthly water use for 2015 and Figure 2 illustrates the comparisons to previous years.

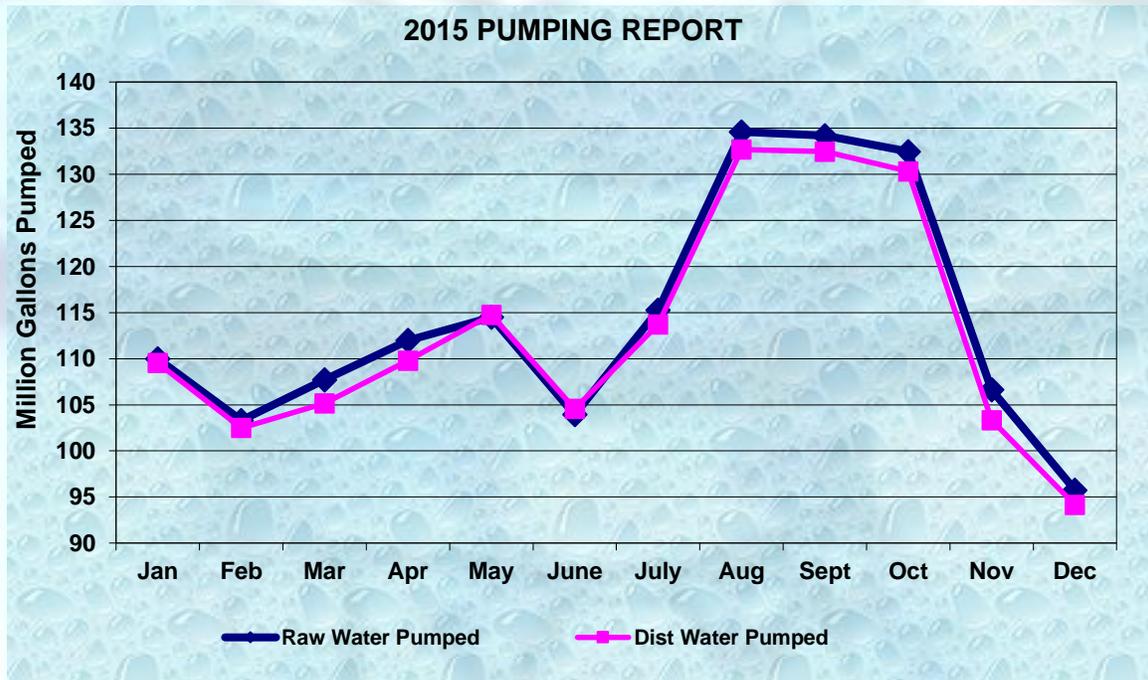


Figure 1

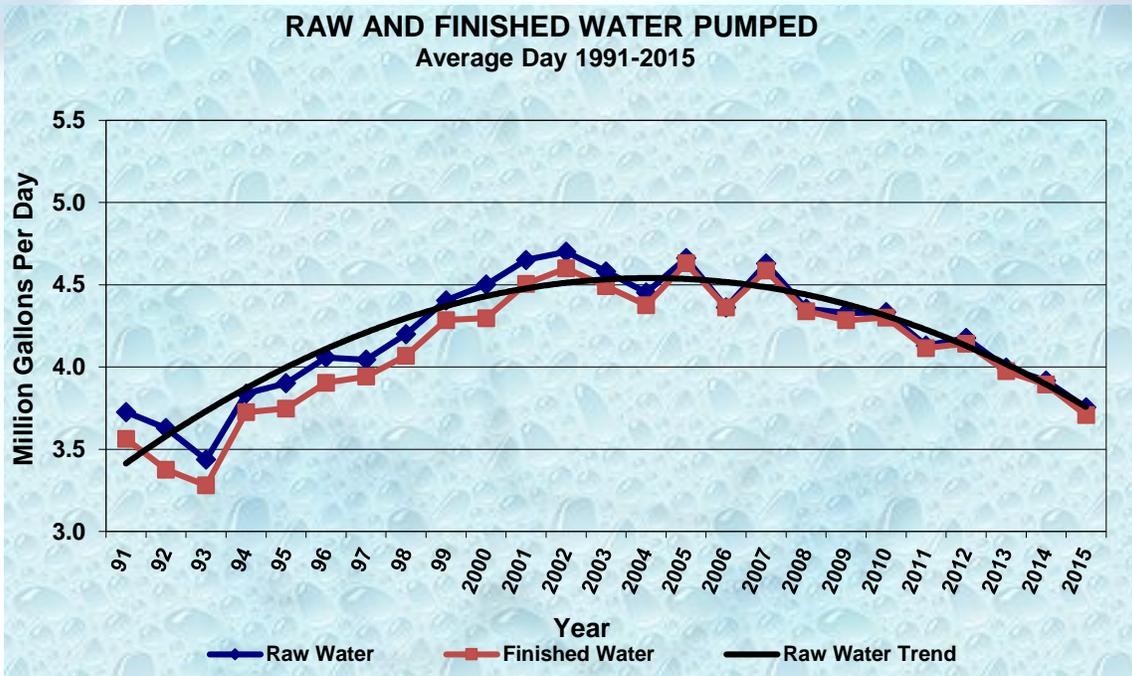


Figure 2

The highest recorded daily consumption in 2015 was 5.37 million gallons, which is the lowest maximum day since 1993. On campus water use by Illinois State University increased 2.2 percent in 2015. Figures 3 and 4 illustrate the water consumption by Illinois State University.

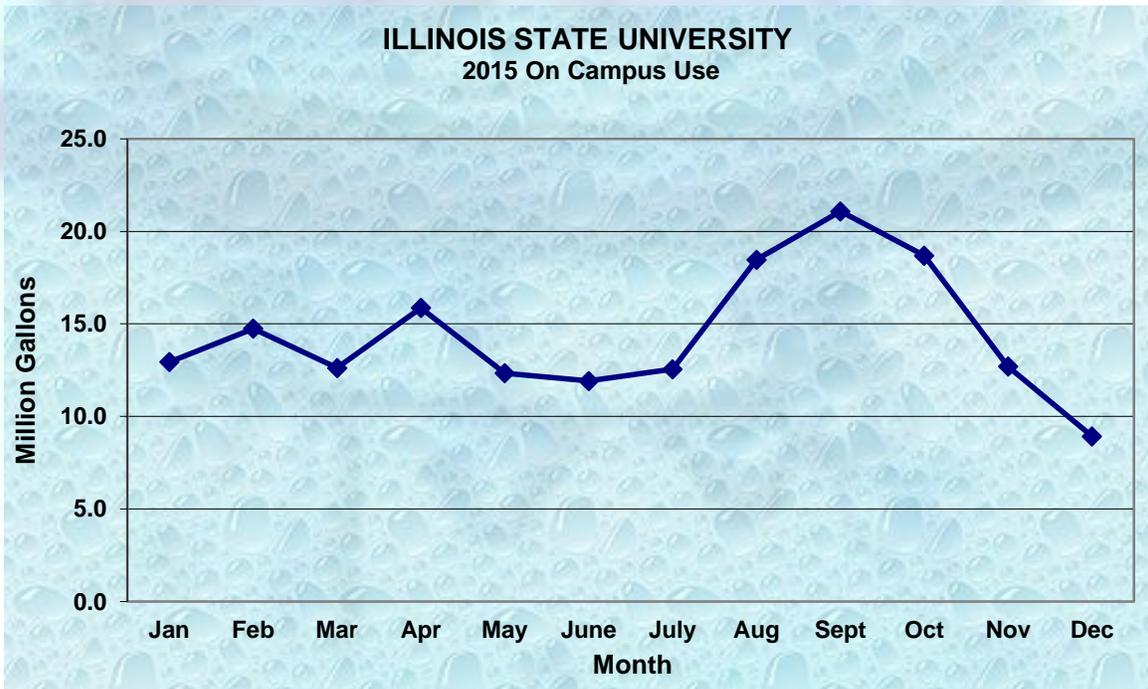


Figure 3

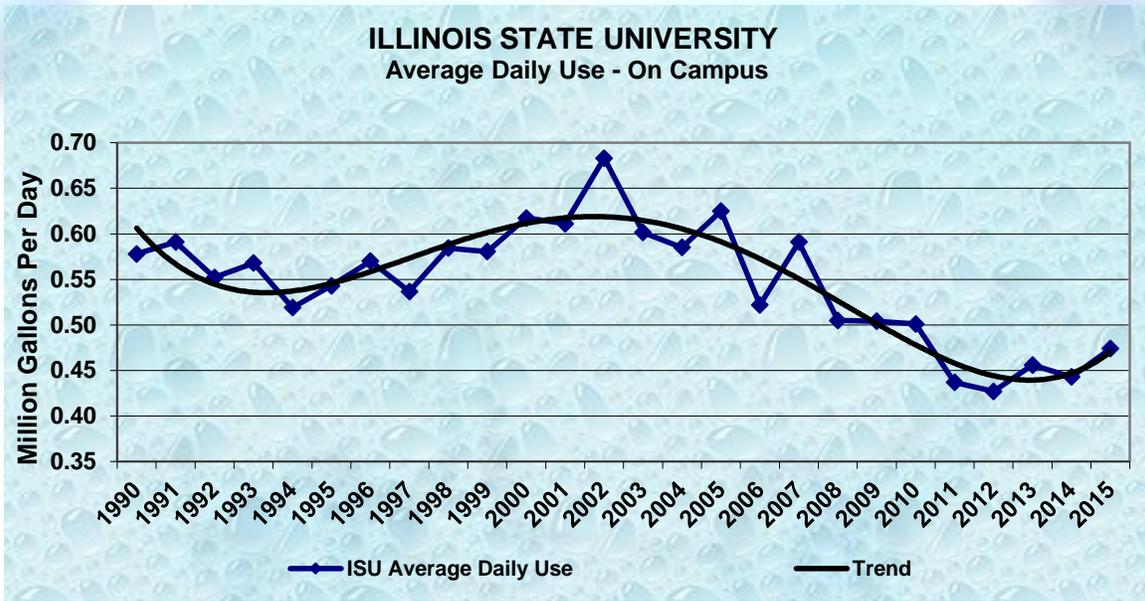


Figure 4

The Water Treatment Plant has a design rate of 9.6 million gallons per day. The source of supply for the short term is capable of producing 11.0 million gallons per day. Treatment and well capacities are sufficient for our average daily water use for more than 30 years according to statistical analysis; however, growth projections can significantly impact the analysis. The growth trends and projections in water consumption are further illustrated in Figure 5.

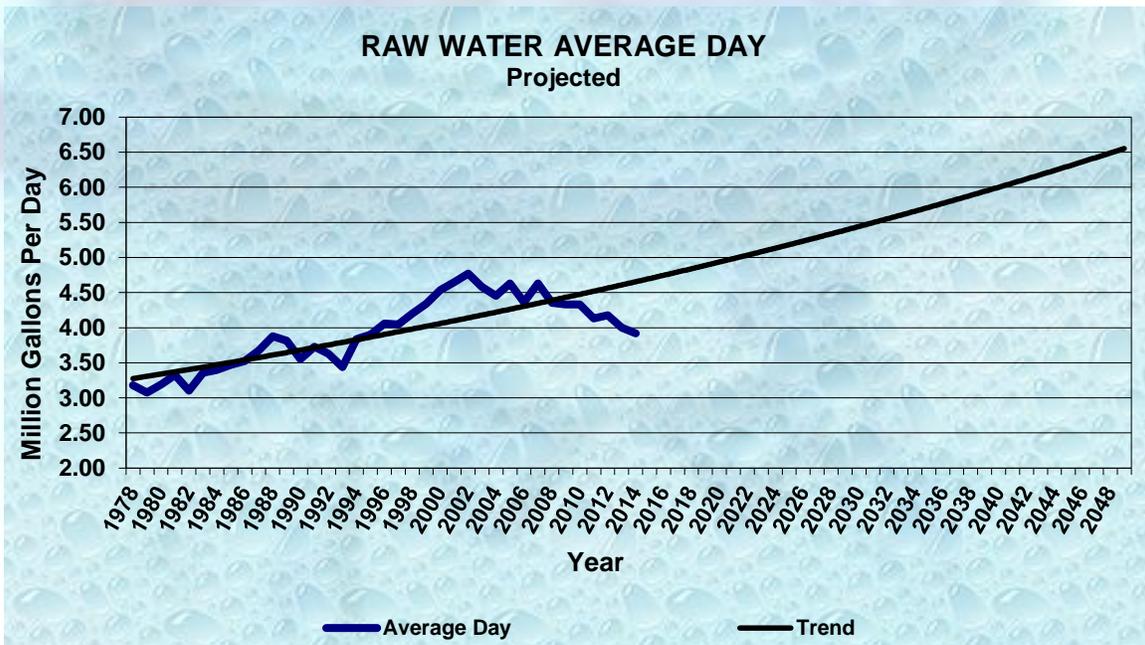


Figure 5

The projected maximum day figures indicate that maximum day demands should not exceed our current well and treatment plant production abilities for many years. However, these projections can be significantly impacted by growth rate forecasts and the addition of any new industrial users requiring significant amounts of water. Current growth in consumption projections have been greatly influenced by five previous years of decreased consumption. Higher growth rates coupled with drier climatic conditions could cause demand to exceed supply much sooner than projected. The Town of Normal continues to be involved in discussions regarding a regional water supply, which would supply ground water to several local governmental agencies. Figure 6 illustrates maximum day projections.

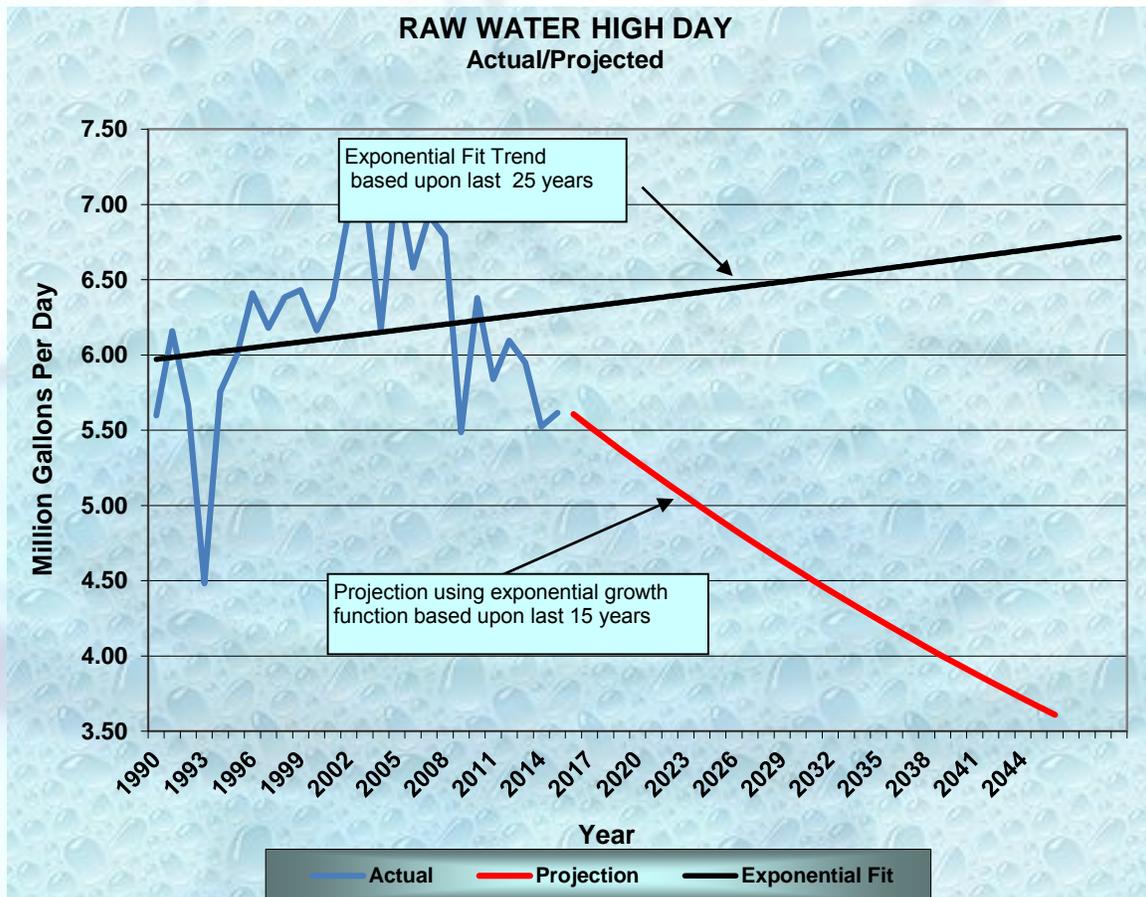


Figure 6

Well rehabilitation efforts continued in 2015 with work on Well #16 and Well #100. Further rehabilitation on other wells will continue annually in an effort to maintain or improve current production levels.

This year, 115 new accounts were added and 1,756 meters were replaced. Figure 7 illustrates the comparison of this year's meter activity with previous years, as well as the growth in the number of metered accounts since 1990.

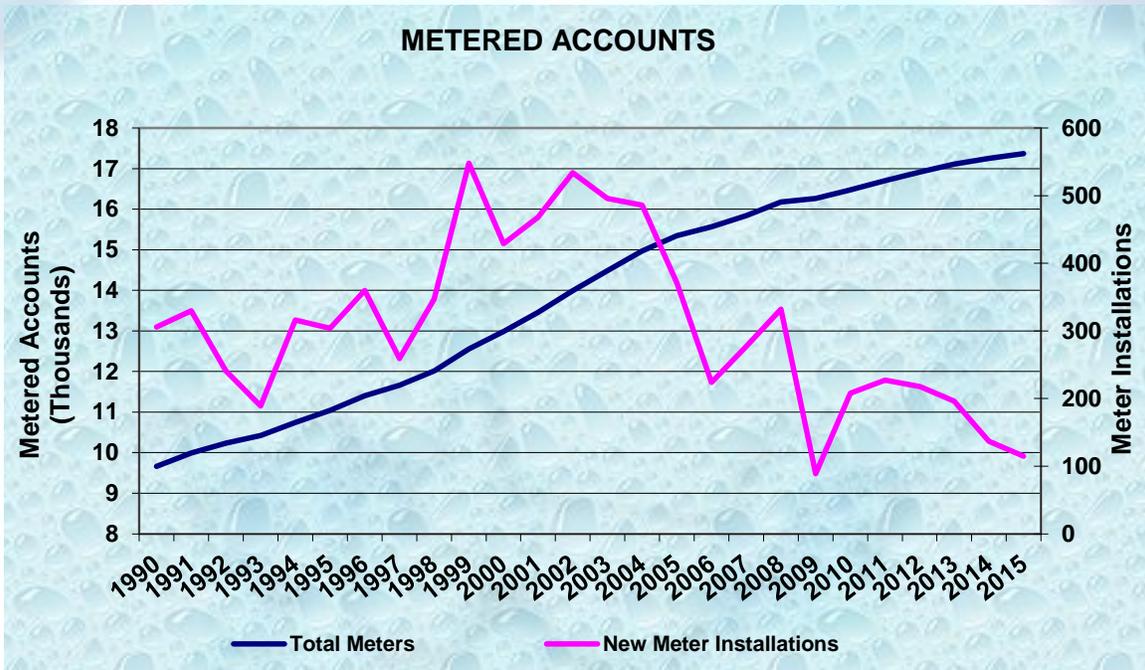


Figure 7

Figure 8 illustrates the relative number of metered accounts by type and Figure 9 illustrates the number of gallons sold by type.

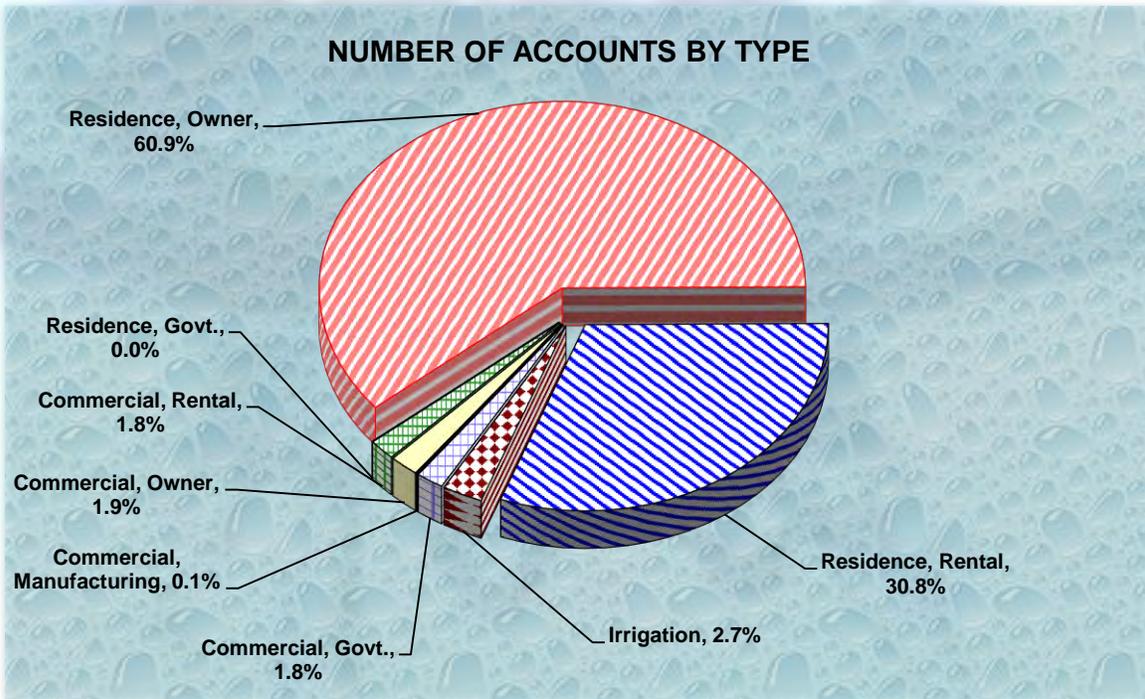


Figure 8

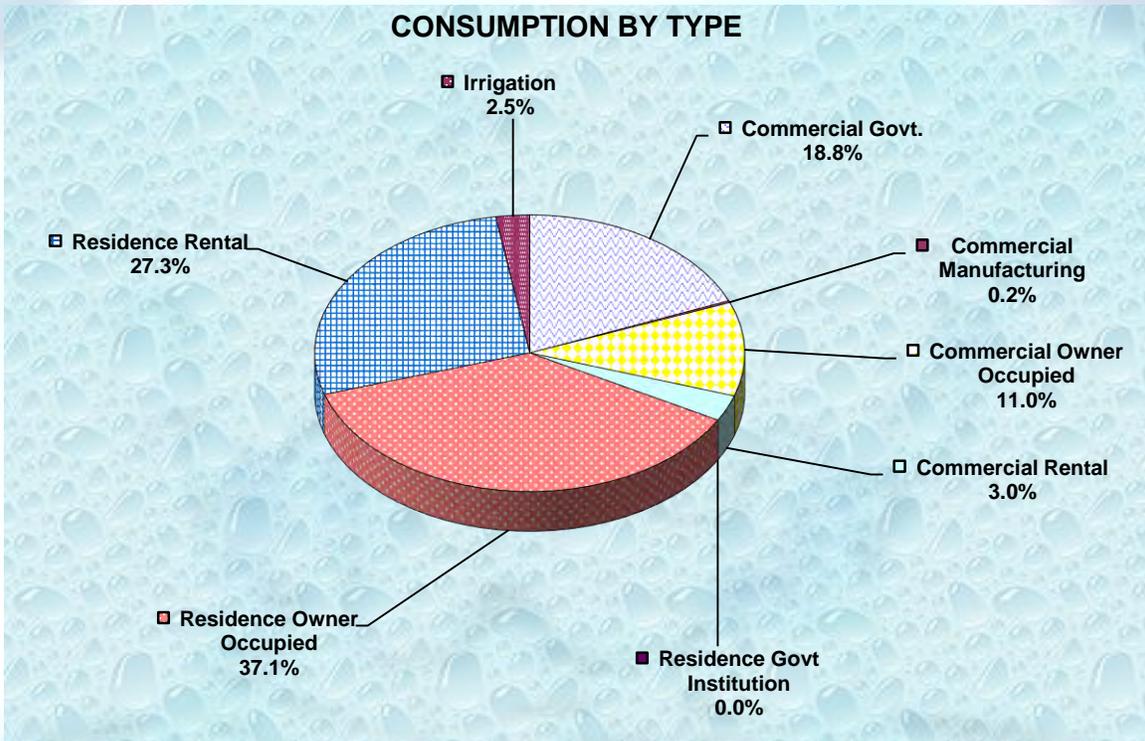


Figure 9

Figure 10 depicts the number of meters by size for the period of 1988 to 2015.

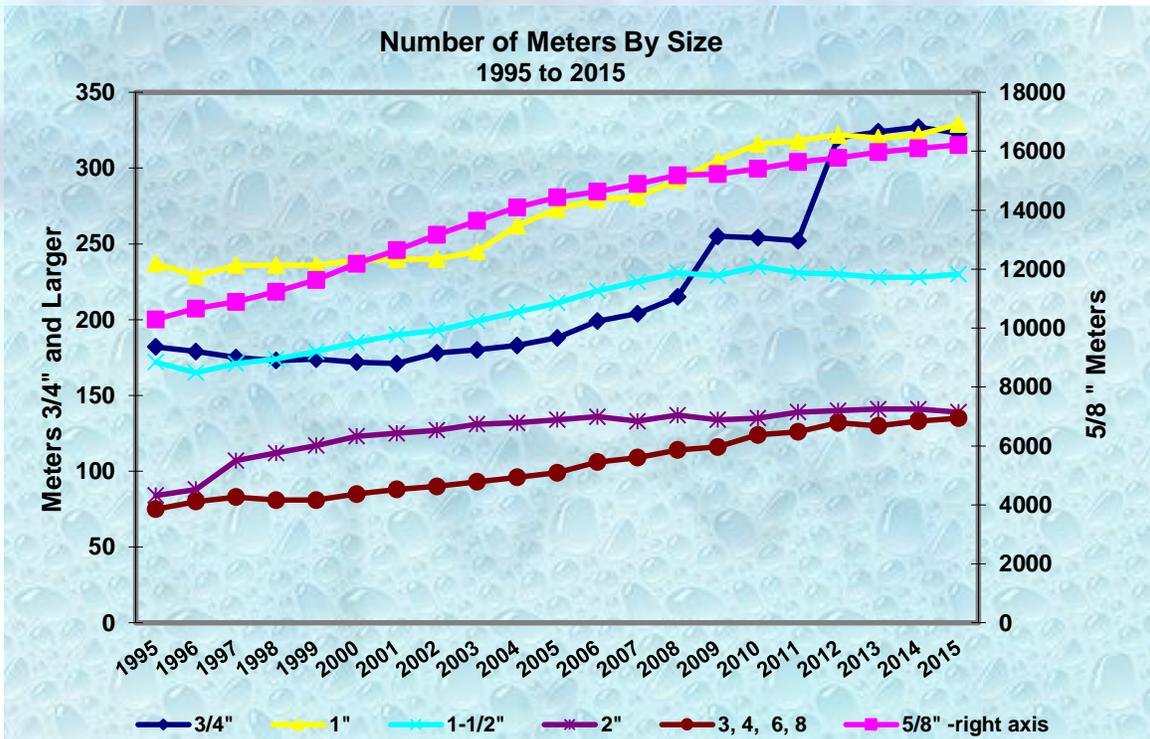


Figure 10

A net total of 1775 feet (0.3 miles) of new water main was added to the distribution system in 2015. Figure 11 illustrates the total number of miles of water main in the system over the last 20 years and Figure 12 illustrates the total number of feet added each year over the last 20 years.

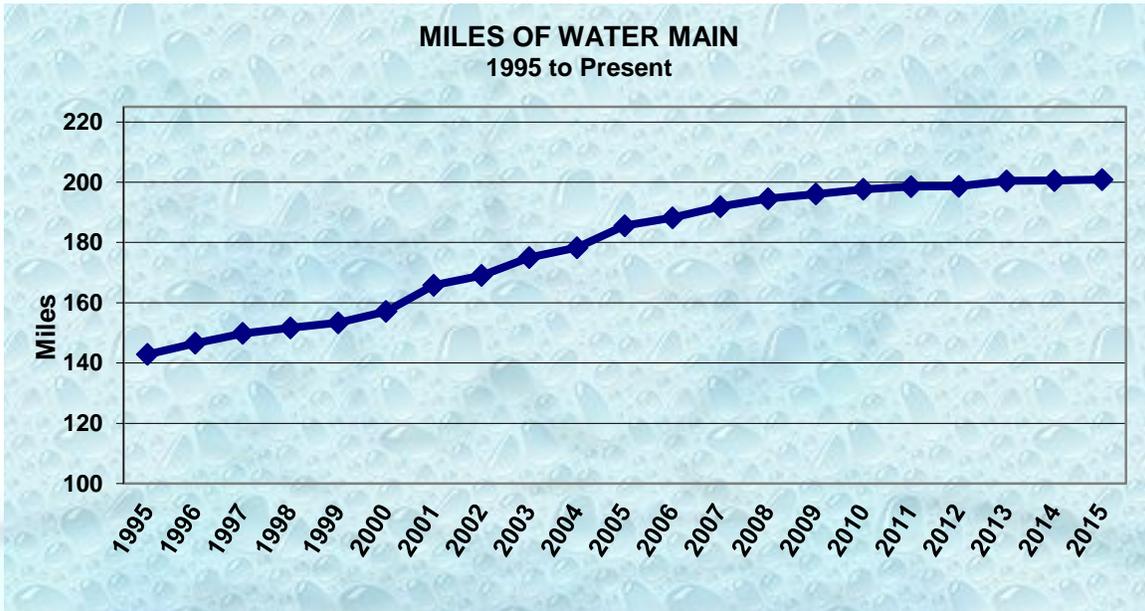


Figure 11

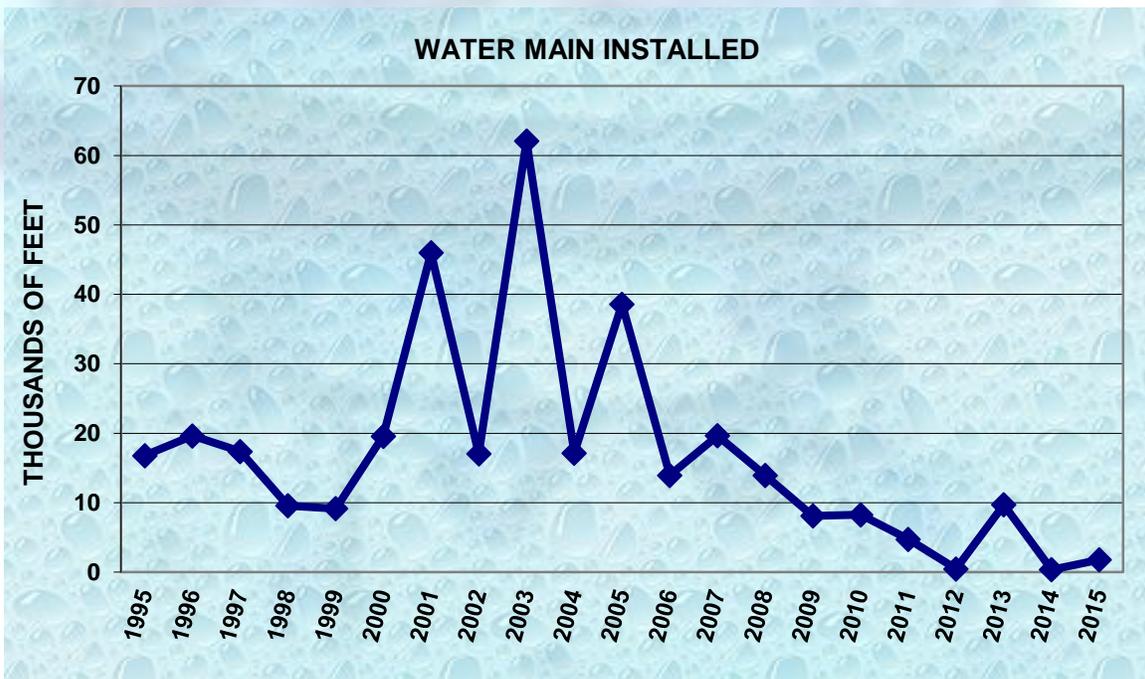


Figure 12

Figure 13 illustrates the chemical and electrical costs per million gallons for the last 12 years.

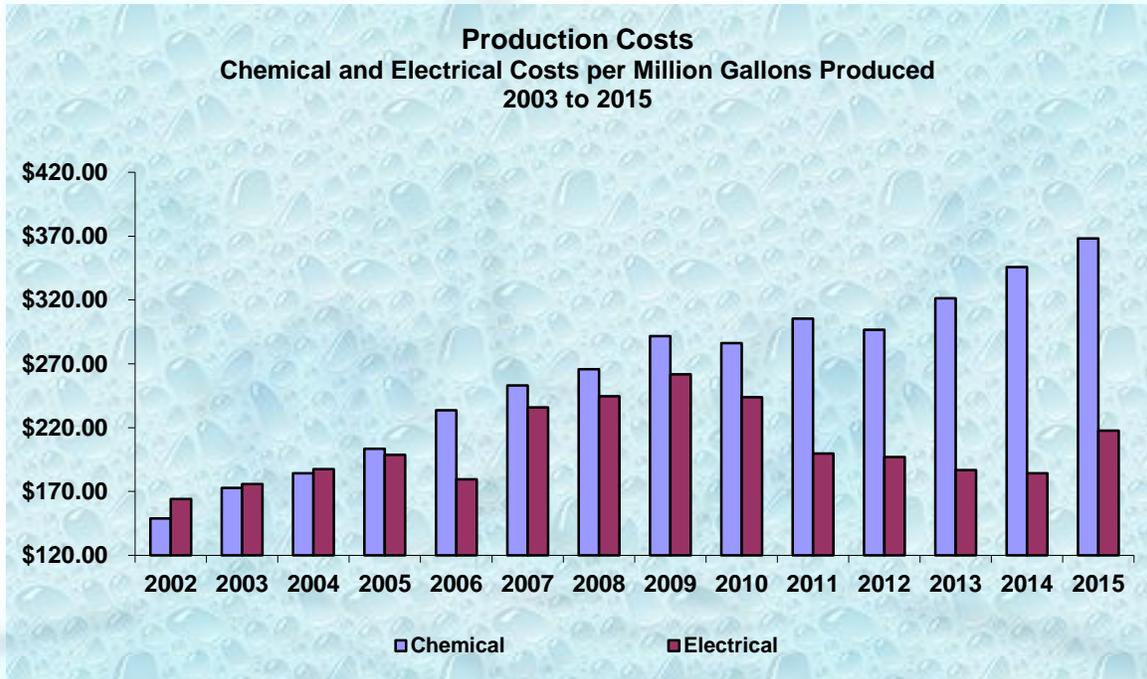


Figure 13

# DISTRIBUTION REPORT

## ROUTINE WORK ORDERS

Check for leaks	67
Check low usage	141
Check reads	57
Code Compliance	12
Curb box repair	96
Excavation site restore	138
Final reads	3483
Flow test service line	1
Frozen meter	27
Initial read	3475
Initial read and turn on	-
Install replacement meter	77
Install replacement meter & MTU	2
Install replacement meter & MIU	1664
Leaking meter – replace?	9
Meter stuck?	871
Miscellaneous	228
Meter install and get CBL	119
Noisy meter - replace?	-
Notify customer of high use	1447
Post notice for non-pay	-
Prewire for new install	0
Pressure test at meter	13
Put meter back in - meter ok	-
Remove meter and turn off	21
Replace/Change MTU	955
Replace/Cange MIU	418
Replace register	50
Reprogram MTU	743
Test meter	43
Verify after final and read	32
Verify still off	365
Verify New Key	3

**Category Total** 14,556

## IMMEDIATE WORK ORDERS

Acct # doesn't come up	-
Check/Repair MTU	1
Check for service leak	4
Check for hydrant leak	-
Dashes in rdg/repair	-
Fix meter error	48
Fix wiring error	174
Gate frozen	-
Install MTU	1
Install MIU	-
Lock frozen	-
Misc. ARB repair	-
Move ARB/MTU	22
Possible Main Break	-
Post Notice for Non Pay	89
Re-read meter no access	-
Re-read meter mean dog	-
Re-read/blocked	-
Re-read/can't find	-
Re-read/fence	-
Re-read/locked	-
Re-read/ need key	-
Re-read/obstacle	-
Re-read/key doesn't work	-
Repair cable	-
Repair / Replace lid	-
Replace ARB box	-
Shut off at customer request	53
Shut off – Legal	5
Shut off/Non-Pay	787
Shut off Need new name	3
Turn on paid	730
Turn H <sub>2</sub> O on at customer req.	17
Water quality complaint	33

**Category Total** 1,967

## HYDRANTS

Hydrants Exercised	110
Hydrants flushed	2,488
Hydrants flow tested	2
Hydrants repaired	159
Hydrants painted	8
Hydrants replaced	33



# OPERATIONS REPORT

	<b>THIS YEAR</b>	<b>ONE YEAR AGO</b>	<b>FIVE YEARS AGO</b>
<b>TOTAL WATER TREATED/MG</b>	<b>1370.477</b>	<b>1459.880</b>	<b>1581.966</b>
Average Water Treated Daily	3.755	3.917	4.334
Maximum Water Treated Daily	5.616	5.525	6.380
Minimum Water Treated Daily	2.480	2.006	2.280
 <b>TOTAL DISTRIBUTION WATER PUMPED</b>	 <b>1353.438</b>	 <b>1421.483</b>	 <b>1570.646</b>
Average Water Pumped Daily	3.708	3.894	4.303
Maximum Water Pumped Daily	5.373	5.585	6.480
Minimum Water Pumped Daily	2.105	2.097	2.360
Maximum Hour on Maximum Day	8.290	6.620	7.990
 <b>TOTAL PLANT USE</b>	 <b>27.833</b>	 <b>25.215</b>	 <b>37.598</b>
Filter Wash	13.539	12.955	21.143
Plant Service	14.294	12.260	16.255
 <b>TOTAL COMBINED WELL OUTPUT FOR YEAR – 2015</b>			 <b><u>1,362,922,000</u></b>

	<b>GALLONS BILLED</b>	<b>AMOUNT BILLED</b>
TOTAL METERED SALES	1,257,202,569	\$8,811,207.92
I.S.U. USAGE	154,173,460	\$1,008,307.57

<b>WEATHER</b>			
<b>TEMPERATURE</b>		<b>PRECIPITATION</b>	
Average (degrees F)	55	Days	111108
High (degrees F)	98	High (in.)	2.90
Low (degrees F)	-8	Total (in.)	49.05

	UNITS	COST THIS YEAR	COST/MG
<b>ELECTRICAL (KWH)</b>			
Pumping & Power	1,910,600	\$159,534.84	\$116.41
Lighting	62,010	\$5,544.90	\$4.05
Wells	1,681,348	\$132,035.54	\$96.34
Total	3,653,958	\$297,115.28	\$216.80

<b>NATURAL GAS (cu. ft.)</b>			
Plant	8,700	\$6,029.35	\$4.40
Other	8,369	\$3,977.10	\$2.90
Total	17,069	\$10,006.45	\$7.30

<b>PROPANE (gals)</b>			
West Wells	705	\$979.50	\$0.71

<b>CHEMICAL USE AND COST</b>			
Lime	4,621,536	\$354,564.24	\$258.72
Alum	135,046	\$14,990.11	\$10.94
Chlorine	142,300	\$27,853.42	\$20.32
Fluoride	50,162	\$11,179.51	\$8.19
CO2	546,513	\$23,131.88	\$16.87
Polyphosphate	8,094	\$4,608.69	\$3.36
Phosphate blend	22,911	\$11,269.27	\$8.22
Sodium Chlorite solution	47,888	\$46,140.77	\$33.6
<b>TOTAL CHEMICAL</b>	<b>5,574,450</b>	<b>\$493,719.88</b>	<b>\$360.25</b>

Electrical (KWH) Cost Per MG Treated in 2015	\$216.80
Natural Gas (Cu. Ft.) Cost Per MG Treated in 2015	\$7.30
Propane (gals) Cost Per MG Treated in 2015	\$0.71
Chemical Cost Per MG Treated in 2015	\$360.25

	<u>2015</u>	<u>2014</u>	<u>2013</u>
Average Hardness of Raw Water	431	429	421
Average Hardness of Tap Water	123	119	117
Average Alkalinity of Raw Water	412	417	423
Average Alkalinity of Tap Water	78	79	80
Average pH of Tap Water	9.21	9.21	9.30
Softening Efficiency	93%	94%	97%

# NORMAL WATER DEPARTMENT

## 2015 ACCOMPLISHMENTS

Added 115 new water accounts and processed a total of 112,304 utility bills.

Received 7,656 JULIE locate requests and performed 3,773 locates.



Supervised the installation of over 2,234 feet of new water main for the Ninth Addition to the Vineyards and the Tenth Addition to the Vineyards

Installed a total of 7,583 feet of replacement water main on Coolidge Street, Hoover Drive, Truman Drive, Cherry Street, and Maple Street



Completed 16,523 work orders and service requests.

Repaired 30 water main breaks and leaks.

Completed a SCADA software upgrade.

Rehabilitated Well #16 and Well #100.



Completed large meter testing.

Continued to install replacement meters and upgrade of meter reading equipment.

Exercised 327 valves.

Completed the rehabilitation of Elevated Tank #2.



## 2016 GOALS

- Continue the well rehabilitation program.
- Continue the large meter testing and repair program.
- Complete a leak detection survey.
- Complete construction of water main replacements on Jacobsen Drive, Johnson Drive, Taft Drive, and University Street.



- Continue meter reading equipment updates.
- Complete the railroad casing pipe extensions for the High Speed Rail Project.
- Complete water main crossing replacements for the High Speed Rail Project.
- Continue the fire hydrant replacement program.
- Complete the North Normal TIF water main construction.
- Replace air release valves on the West Wellfield Transmission main.
- Replace the Treatment Plant standby generator.
- Sandblast and paint the interior of the West Reservoir.



**BOARDS**  
**COMMISSIONS**  
**COMMITTEES**

**ALCOHOL &  
CONTROLLED  
SUBSTANCE MISUSE,  
PREVENTION & TESTING  
PROGRAM**

# **2015 Town of Normal Annual Report**

## **Alcohol & Controlled Substances Misuse, Prevention & Testing Program**

**This report includes information summarizing the results of the Town of Normal's Alcohol & Controlled Substances Misuse, Prevention & Testing Program for calendar year 2015. The Town of Normal Human Resources Department believes that this is an accurate and thorough report of the alcohol and substance testing conducted by the Town in order to comply with U.S. DOT regulations concerning employees holding a commercial drivers license (CDL). To that end, the following information is reported in accordance with guidelines published in Drug and Alcohol Testing for Local Government Transportation Employees: The Public Employer's Guide.**

## GENERAL SELECTION AND TESTING PROCEDURES

The method of assembling the selection pool of CDL drivers for random testing begins each year with the Town submitting to our drug & alcohol collection site (DACS) an updated list of the names and Town ID number of all CDL drivers on the Town's payroll. During the course of the year, HR submits additions and deletions to this list on an as needed basis to ensure an updated and accurate pool of CDL drivers.

The DACS enters the name and ID number into a specialized computer data base then uses special computer software designed to randomly select CDL drivers every quarter for the required number of alcohol and drug screens. From this, the DACS generates and submits individually written notices to the HR department of CDL drivers that need to submit to random testing. HR submits these confidential notices to the supervisors of the randomly selected CDL drivers. Upon receipt, and at the first opportunity that a covered CDL driver meets a safety sensitive activity, the supervisors inform the CDL drivers of the random test requirement, provide them with their written notice received from HR, and take them to the DACS for specimen collection.

Advocate Medical Group Immediate Care a division of the Advocate Health Care System serves as the Town's DACS and MRO. Advocate Medical Group Immediate Care is located at 3024 E. Empire Street, Bloomington. During hours that Advocate Medical Group Immediate Care is not open the emergency room at Advocate BroMenn Medical Center is available to collect specimen. The ER is located at the intersection of Virginia and Franklin Avenues in Normal.

The reporting of test results from DACS is done in several ways. First, for negative drug or alcohol screens, the DACS sends an email to the HR department then mails the Town's copy of the completed specimen collection/chain of custody form to HR. For positive screens, the DACS staff will immediately place a telephone call to the HR staff once a positive is confirmed and the CDL driver has been notified. They will then follow up with the completed specimen collection/chain of custody form via mail to HR. Upon request, the DACS will fax to the HR department a completed specimen collection/chain of custody form. In the event of special circumstances such as difficulty with a CDL driver, or a refusal to provide the specimen, the HR department will normally be notified by telephone.

## TRAINING

Number of covered supervisors who have received the required alcohol and controlled substances and Town CDL drug & alcohol policy training or refresher training	5
Number of covered CDL drivers who have received the required alcohol and controlled substances and Town CDL drug & alcohol policy training or refresher training	42

## ALCOHOL MISUSE PREVENTION PROGRAM RESULTS

For purposes of this report, the number of employees covered by the alcohol misuse program of the U.S. DOT to which this report is being prepared is 69.

Parks & Recreation Department  Type of Test	Total number of screening test results	Screening tests with results below 0.02	Screening tests with results 0.02 or greater	Number of confirmation tests results	Confirmation tests with results 0.02 through 0.039	Confirmation tests with results 0.04 or greater	Refusal Results		Cancelled results
							"Shy Lung" ~ with no medical explanation	Other refusals to submit to testing	
Pre-Employment	3	3	0	0	0	0	0	0	0
Random	2	2	0	0	0	0	0	0	0
Post-Accident	0	0	0	0	0	0	0	0	0
Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0
Return-to-Duty	0	0	0	0	0	0	0	0	0
Follow-Up	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Public Works Department  Type of Test	Total number of screening test results	Screening tests with results below 0.02	Screening tests with results 0.02 or greater	Number of confirmation tests results	Confirmation tests with results 0.02 through 0.039	Confirmation tests with results 0.04 or greater	Refusal Results		Cancelled results
							"Shy Lung" ~ with no medical explanation	Other refusals to submit to testing	
Pre-Employment	3	3	0	0	0	0	0	0	0
Random	5	5	0	0	0	0	0	0	0
Post-Accident	0	0	0	0	0	0	0	0	0
Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0
Return-to-Duty	0	0	0	0	0	0	0	0	0
Follow-Up	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Water Department  Type of Test	Total number of screening test results	Screening tests with results below 0.02	Screening tests with results 0.02 or greater	Number of confirmation tests results	Confirmation tests with results 0.02 through 0.039	Confirmation tests with results 0.04 or greater	Refusal Results		Cancelled results
							"Shy Lung" ~ with no medical explanation	Other refusals to submit to testing	
Pre-Employment	0	0	0	0	0	0	0	0	0
Random	1	1	0	0	0	0	0	0	0
Post-Accident	0	0	0	0	0	0	0	0	0
Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0
Return-to-Duty	0	0	0	0	0	0	0	0	0
Follow-Up	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## CONTROLLED SUBSTANCES TESTING PROGRAM RESULTS

For purposes of this report, the number of employees covered by the controlled substance testing program, mandated by the U.S. DOT to which this report is being prepared is 69.

Parks & Recreation Department	Type of Test	Total number of test results	Verified negative results	Verified positive results ~ for one or more drugs	Positive for marijuana	Positive for cocaine	Positive for PCP	Positive for opiates	Positive for amphetamines	Refusal Results				Cancelled results
										Adulterated	Substituted	"Shy Bladder" ~ with no medical explanation	Other refusals to submit to testing	
	Pre-Employment	3	3	0	0	0	0	0	0	0	0	0	0	0
	Random	10	10	0	0	0	0	0	0	0	0	0	0	0
	Post-Accident	0	0	0	0	0	0	0	0	0	0	0	0	0
	Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0	0	0	0	0
	Return-to-Duty	0	0	0	0	0	0	0	0	0	0	0	0	0
	Follow-Up	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL</b>	<b>13</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Public Works Department	Type of Test	Total number of test results	Verified negative results	Verified positive results ~ for one or more drugs	Positive for marijuana	Positive for cocaine	Positive for PCP	Positive for opiates	Positive for amphetamines	Refusal Results				Cancelled results
										Adulterated	Substituted	"Shy Bladder" ~ with no medical explanation	Other refusals to submit to testing	
	Pre-Employment	3	3	0	0	0	0	0	0	0	0	0	0	0
	Random	18	18	0	0	0	0	0	0	0	0	0	0	0
	Post-Accident	0	0	0	0	0	0	0	0	0	0	0	0	0
	Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0	0	0	0	0
	Return-to-Duty	0	0	0	0	0	0	0	0	0	0	0	0	0
	Follow-Up	1	1	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL</b>	<b>21</b>	<b>21</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

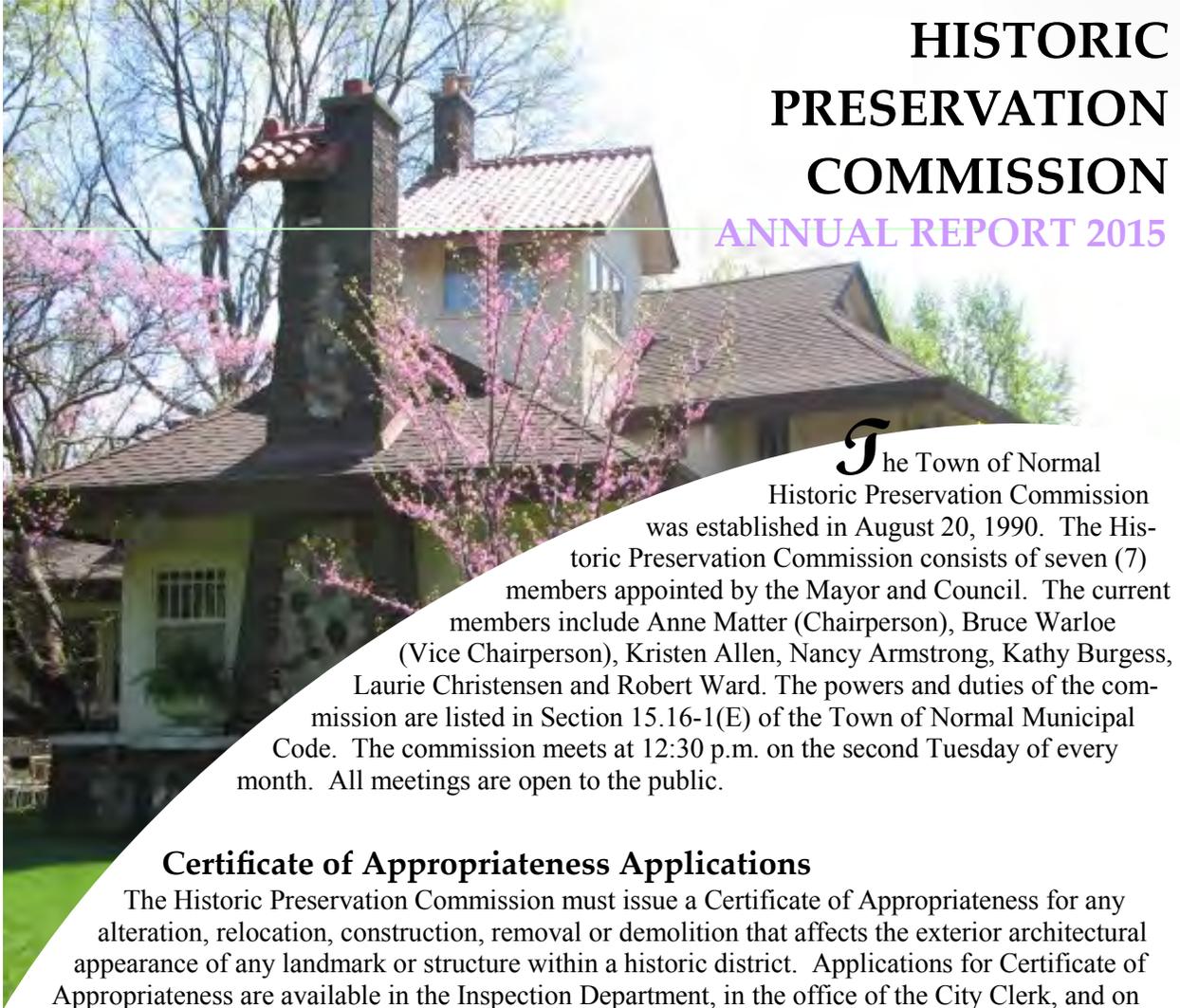
Water Department	Type of Test	Total number of test results	Verified negative results	Verified positive results ~ for one or more drugs	Positive for marijuana	Positive for cocaine	Positive for PCP	Positive for opiates	Positive for amphetamines	Refusal Results				Cancelled results
										Adulterated	Substituted	"Shy Bladder" ~ with no medical explanation	Other refusals to submit to testing	
	Pre-Employment	1	1	0	0	0	0	0	0	0	0	0	0	0
	Random	10	10	0	0	0	0	0	0	0	0	0	0	0
	Post-Accident	0	0	0	0	0	0	0	0	0	0	0	0	0
	Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0	0	0	0	0
	Return-to-Duty	0	0	0	0	0	0	0	0	0	0	0	0	0
	Follow-Up	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>TOTAL</b>	<b>11</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## 2015 PROGRAM TOTALS

Alcohol Misuse Prevention Program	Total number of screening test results	Screening tests with results below 0.02	Screening tests with results 0.02 or greater	Number of confirmation tests results	Confirmation tests with results 0.02 through 0.039	Confirmation tests with results 0.04 or greater	Refusal Results		Cancelled results
							"Shy Lung" ~ with no medical explanation	Other refusals to submit to testing	
Type of Test									
Pre-Employment	6	6	0	0	0	0	0	0	0
Random	8	8	0	0	0	0	0	0	0
Post-Accident	0	0	0	0	0	0	0	0	0
Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0
Return-to-Duty	0	0	0	0	0	0	0	0	0
Follow-Up	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>14</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Controlled Substances Testing Program	Total number of test results	Verified negative results	Verified positive results ~ for one or more drugs	Positive for marijuana	Positive for cocaine	Positive for PCP	Positive for opiates	Positive for amphetamines	Refusal Results				Cancelled results
									Adulterated	Substituted	"Shy Bladder" ~ with no medical explanation	Other refusals to submit to testing	
Type of Test													
Pre-Employment	7	7	0	0	0	0	0	0	0	0	0	0	0
Random	38	38	0	0	0	0	0	0	0	0	0	0	0
Post-Accident	0	0	0	0	0	0	0	0	0	0	0	0	0
Reasonable Susp./Cause	0	0	0	0	0	0	0	0	0	0	0	0	0
Return-to-Duty	0	0	0	0	0	0	0	0	0	0	0	0	0
Follow-Up	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>45</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**HISTORIC  
PRESERVATION  
COMMISSION**



# HISTORIC PRESERVATION COMMISSION ANNUAL REPORT 2015

The Town of Normal Historic Preservation Commission was established in August 20, 1990. The Historic Preservation Commission consists of seven (7) members appointed by the Mayor and Council. The current members include Anne Matter (Chairperson), Bruce Warloe (Vice Chairperson), Kristen Allen, Nancy Armstrong, Kathy Burgess, Laurie Christensen and Robert Ward. The powers and duties of the commission are listed in Section 15.16-1(E) of the Town of Normal Municipal Code. The commission meets at 12:30 p.m. on the second Tuesday of every month. All meetings are open to the public.

## **Certificate of Appropriateness Applications**

The Historic Preservation Commission must issue a Certificate of Appropriateness for any alteration, relocation, construction, removal or demolition that affects the exterior architectural appearance of any landmark or structure within a historic district. Applications for Certificate of Appropriateness are available in the Inspection Department, in the office of the City Clerk, and on the Town website at [www.normal.org](http://www.normal.org).

The Commission reviewed and approved 40 applications for Certificate of Appropriateness in 2015, of which 19 underwent expedited review. In addition, the commission reviewed and denied 2 demolition permits. Table 1 provides a summary of the applications.

## **Landmark, Historic District, or National Register Designations**

In August of 2015, the Town designated 1301 S. Fell as a local historic landmark. The property is owned by the Immanuel Bible Foundation. The designation protects the house and all attached structures, the bell tower, the brick wall with implanted iron railing, and the open space. The property was also nominated for National Register status, which will be reviewed in February 2016.

## **Revisions to the Historic Preservation Code**

There were no revisions to the code in 2015.





**Table 1: CERTIFICATE OF APPROPRIATENESS APPLICATIONS**

*“E” denotes Expedited Review*

<b>Certificate No.</b>	<b>Address</b>	<b>Project Description</b>	<b>Decision</b>
CA-15-02-01E	615 N. School	Roof repair (slate)	Approved
CA-15-03-02	17 Clinton Pl	New garage door	Approved
CA-15-03-03	17 Clinton Pl	New rear door	Approved
CA-15-04-04	611 Normal	Fence	Approved
CA-15-04-05	707 N School	New construction (house)	Approved
CA-15-04-06E	618 N School	Re-side garage (replace masonite with cement board)	Approved
CA-15-04-07E	304 Gregory	Replace concrete steps with same	Approved
CA-15-04-08E	209 North	Façade repair (stucco, tuckpoint, black glass)	Approved
CA-15-04-09	311 W. Virginia	Fence	
CA-15-04-10E	722 Normal	Fence (replace wood privacy fence with same)	Approved
CA-15-04-11	601 Normal	New fence (powder coated aluminum)	Approved
CA-15-04-12	303 Gregory	New fence (wood picket)	Approved
CA-15-04-13	305 Gregory	New fence (wood picket)	Approved
CA-15-04-14E	14 Broadway Pl	Replace metal garage door with same	Approved
CA-15-05-15	303 Gregory	Roof repair (copper addition) and vent addition	Approved
CA-15-05-16	303 Gregory	Addition of louvres to attic vents	Approved
LD-15-05-17	1303 S. Fell	Landmark designation	Approved
CA-15-06-18	17 Clinton Pl	Brick repair (front porch)	Approved
CA-15-06-19E	504 Normal	New asphalt shingles on roof	Approved
CA-15-07-20	811 N. School	Window replacement (vinyl)	Approved
CA-15-07-21E	1107 S. Fell	Aluminum gutter replacement	Approved
CA-15-07-22E	509 N School	Re-roof (asphalt)	Approved

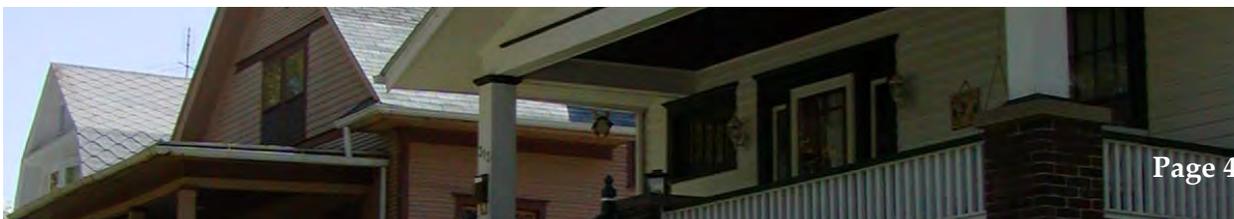




**CERTIFICATE OF APPROPRIATENESS APPLICATIONS cont'd**

<b>Certificate No.</b>	<b>Address</b>	<b>Project Description</b>	<b>Decision</b>
CA-15-07-23E	3 Clinton Place	Re-roof (asphalt)	Approved
CA-15-07-24	706 N. School	Window restoration*	Approved
CA-15-08-25E	620 N. School	Re-roof (asphalt)	Approved
CA-15-08-26E	2 Clinton Place	New garage doors	Approved
CA-15-08-27E	811 N. School	New sliding doors	Approved
CA-15-08-28E	811 N. School	New vinyl siding	Approved
CA-15-08-29E	2 Clinton Place	Replace rotten wood siding on detached garage	Approved
CA-15-09-30	2 Clinton Place	Add door to side of detached garage	Approved
CA-15-09-31	2 Clinton Place	Repair rear steps; replace wood railing and column	Approved
CA-15-09-32	2 Clinton Place	Repair wood soffit and remove upper floor shutter	Approved
CA-15-09-33	17 Clinton Place	Chimney tuckpointing	Approved
CA-15-09-34E	819 Normal	Re-roof (asphalt)	Approved
CA-15-09-35E	1 Clinton Place	Re-roof (asphalt)	Approved
CA-15-09-36E	712 Normal	Replace wood steps and iron railings with same	Approved
DP-15-10-37	1300 Franklin, Advocate BroMenn	Demolition of Mecherle Hall and 1913 Wing	Approved 1913 Wing Denied Mecherle
CA-15-10-38E	412 Virginia	Repair soffit with matching materials	Approved
CA-15-10-39E	502 N School	Re-roof (asphalt)	Approved
DP-15-11-40	501 Broadway	Demolition of single family residential structure	Denied
CA-15-12-41	507 N School	New front door	Approved
CA-15-12-42	620 N. School	Addition of rear deck	Approved





### Dr. Robert G. Bone Program

The Normal Town Council created the Robert G. Bone Historic Preservation Grant Program in April of 1991. The program provides financial assistance to the owners of designated landmarks and properties or structures located within an historic district for the restoration and preservation of such properties. Bone Grants may fund up to 50% of the total cost of qualified exterior restoration or preservation projects with a maximum of \$5,000.00 per project. An applicant may receive no more than two (2) Bone Grants per fiscal year (April 1 – March 31) and a grant will apply only to the year in which it was initially approved. The total amount approved for restoration projects in calendar year 2015 was \$4,211.85. In 2015, the Town also paid out \$2,973 for grants approved in 2014. The table below provides a summary.

Bone Grant No.	Address	Project Description	Decision	Amount Approved	Amount Paid
BG-14-10-02	305 W. Virginia	Replace vinyl windows with wood	Approved	\$3,553.50	\$2,973
BG-15-03-01	17 Clinton Pl	New garage door	Approved	\$789.50	\$773.00
BG-15-06-02	17 Clinton Pl	Brick repair (front porch)	Approved	\$1,280.35	\$1280.35
BG-15-07-03	706 N. School	Window restoration	Approved	\$1,642	
BG-15-09-04	17 Clinton Pl	Chimney tuckpointing	Approved	\$500	\$500

### Education and Outreach

In February 2015 Town staff presented information about historic preservation to the Old North Normal Neighborhood Association. In November, Town staff fulfilled the request of the Payne Place neighborhood group to have a presentation on the process of having Payne Place designated as a historic district. The meeting was well attended, and the neighborhood leaders will continue to work with Town staff on the potential designation based on neighborhood interest.

Also in 2015, the Town celebrated its 150th anniversary with many events, including a history lecture series in which local historians gave presentations on the overall history of Normal and its history of transportation (notably Route 66 and the railroads), the Illinois Soldiers and Sailors Children’s Home, and racial segregation. Two panel discussions covered the period of growth between 1957 and the present. The 1-5-0 celebration also included a commemorative stamp cancellation event and the creation of history boards honoring the story of Normal’s families, institutions, businesses, and more.





## Demolition Permits

All demolition permits issued within the Town of Normal are subject to approval by the Historic Preservation Commission. In 2015 the chairperson determined that two demolition permits warranted review by the whole commission rather than her sole sign-off. Both demolition permits were denied by the commission — one for the former single-family residence at 501 Broadway and one for the Mecherle Hall building at Advocate BroMenn. The Town Council did not take action to protect either structure.



501 Broadway



Mecherle Hall

## Also in 2015 ...

In late 2015 the Town Council purchased three properties within the Old North Normal historic district: 509, 513, and 614 N. School Street. All three had been operated as nonconforming rooming houses or multi-family structures for many decades. The houses were increasingly deteriorating under the strain of university student residents and marginal landlord upkeep. In addition, the properties were the source of significant complaints from the neighborhood in regard to exterior property maintenance and disruptive resident behavior. The goal of the Town Council was to sell the homes to individuals who would rehabilitate them and return them to single-family use. In the course of putting the homes up for sale, Town staff and local experts determined that 614 N. School was likely built in the 1860s or 1870s, thus making it one of the oldest homes in Normal.



# **HUMAN RELATIONS COMMISSION**

## *Annual Report for Human Relations Commission*

The Normal Human Relations Commission is responsible for enforcing the Town's Human Rights Ordinance through education and mediation. The Commission consists of seven appointed volunteer members including a representative of the Student Government Association of Illinois State University. HRC members are of diverse backgrounds and life experience. The Commission works with other social service and human relations organizations in the Bloomington Normal Community to extend its educational reach and bolster efforts to assure compliance with the Town's Human Rights Code prohibiting discrimination in employment, public accommodation, housing and financing on the basis of race, color, religion, gender, marital status, ancestry, national origin, age, disability, matriculation or sexual orientation.



Normal Human Relations Commission Members (from left) front, Chairman Mandava Rao, Sandra Harmon; back, Alberto Espinosa, Quincy Cummings, Vice-Chairman William "Terry" Brown

## Staff

The Assistant to the City Manager is responsible for staffing the Human Relations Commission. The Assistant City Manager receives informal discrimination complaints from residents or employees within the community and serves as the Commission's facilitator. With advice and assistance from Town legal staff, efforts are made to resolve complaints through conciliation. The Assistant City Manager assists the Commission in educational outreach efforts, recognition events including the annual Dr. Martin Luther King Jr. Luncheon, and informational booths at public events such as the Sweet Corn Blues Festival in Normal.

## 2015 Accomplishments

- Two informal complaints (inquiries) were received. Neither was pursued by the complainant through the Town of Normal Human Rights Commission.
- The HRC cosponsored, with Bloomington's Human Relations Commission, the 39<sup>th</sup> annual Dr. Martin Luther King Jr. Awards Luncheon. Applications were solicited, and two Normal citizens were chosen to receive awards for volunteer activities reflecting the legacy of Dr. King.
- The HRC held three meetings with the Bloomington Human Relations Commission to discuss issues of common interest.
- The HRC participated in the Town's annual Sweet Corn Blues Festival.
- The HRC joined the community-wide *Not In Our Town* anti-discrimination effort.
- Commissioners sponsored and/or attended events organized by entities who share a similar mission.

## Key Performance Indicators

Year	Complaints	Inquiries	Conciliations	Public Hearings	MLK Attendance
2015	0	2	0	0	635
2014	0	4	0	0	526
2013	0	5	0	0	253
2012	2	6	0	0	500
2011	0	12	0	0	600
2010	2	28	1	0	625

# **LIQUOR COMMISSION**

# 2015 ANNUAL REPORT NORMAL LOCAL LIQUOR COMMISSION

The Normal Local Liquor Commission is comprised of the Mayor, Commissioner Chris Koos, and members of the Normal Town Council, which act in an advisory capacity to the Commissioner. The Commission meets regularly four times a year. In addition, six special meetings were held in 2015.

There were 67 active location-specific liquor licenses as of December 31, 2015. A breakdown of the activity is as follows:

- ✚ 73 Liquor Licenses issued
- ✚ 6 Liquor Licenses returned for cancellation

The current classification breakdown for the licenses is as follows:

- ✚ 31 - Class A - Packaged Liquor
- ✚ 1 - Class B - Beer Only - On Premises
- ✚ 7 - Class C - Beer and Wine Only - On Premises
- ✚ 17 - Class D - Full Line of Liquor - On Premises
- ✚ 3 - Class E - Hotels
- ✚ 1 - Class M - Brewpub
- ✚ 1 - Class N - Stadium License
- ✚ 6 - Class O - Limited Hours

2015 was a very active year for the non-location specific liquor licenses, i.e. Catering Licenses, Wine Tasting Licenses, etc. The breakdown on these licenses is as follows:

- ✚ 7 - Class F - Catering Licenses
- ✚ 15 - Class G - Secondary Premises Licenses
- ✚ 6 - Class H - Outdoor Gardens Licenses
- ✚ 12 - Class I - Wine Tasting Licenses
- ✚ 1 - Class L - Pari-Mutuel Betting Parlor
- ✚ 2 - Class J - Extension of Premises License
- ✚ 9 - Entertainment Permits
- ✚ 11 - Gaming Licenses

## NEW LICENSE HOLDERS IN 2015

- ✚ BAPS12, LLC, d/b/a Amigo's Express, 616 Raab Road, Unit D - surrendered license after six months
- ✚ Eleven Putt, Inc., d/b/a Buffalo Wild Wings, 603 S. Main Street
- ✚ Highland Management Group, LLC, d/b/a Diamonds, 616 W. Raab, Unit 1B
- ✚ Blackhawk Restaurant Group, LLC, Series CTNormal, d/b/a Emma's, 1720 Bradford Lane, Unit B
- ✚ Blackhawk Restaurant Group, LLC, Series 1700PPNormal, d/b/a Emma's, 1700 Parkway Plaza Drive
- ✚ ISTH, Inc., d/b/a Fast Stop, 817 W. College Avenue
- ✚ Freedom Oil Company, d/b/a Freedom Oil, 1617 N. Main Street
- ✚ Uptown Circle LLC, d/b/a Hyatt Place Hotel, 200 Broadway Avenue
- ✚ 35 Years LLC, Patriot Center, d/b/a Marie's Place, 115 Susan Drive\*
- ✚ 35 Years LLC, Landmark, d/b/a Marie's Place, 1520 E. College Avenue\*
- ✚ 35 Years LLC, University Park, d/b/a Marie's Place, 1702 W. College Avenue\*
- ✚ NPB Concessions, LLC, d/b/a Normal Professional Baseball, LLC, 1000 W. Raab Road
- ✚ Red Robin International, Inc., d/b/a Red Robin Gourmet Burgers and Brews, 107 S. Veterans Parkway
- ✚ Pan Huang, LLC, d/b/a Wing Express, 1540 E. College Avenue\*
- ✚ Pan Huang, LLC, d/b/a Wing Express, 616 W. Raab Road, Unit B - didn't open for business

\*not yet opened for business

## VIOLATIONS

Seven Complaints and Citations were filed against liquor establishments in 2015. Resolutions of the Complaints and Citations allotted the Town fines in the amount of \$4,250 and no suspensions were served.



# PLANNING COMMISSION

# PLANNING COMMISSION

## ANNUAL REPORT 2015

The Town of Normal Planning Commission consists of seven (7) members appointed by the Mayor and Council. In 2015, commission members included include Rick Boser (Chairperson), Robert Bradley (resigned in December), Joe Cleary (appointed mid-year), Arlene Hosea (appointed mid-year), Kathleen Lorenz (resigned upon her election to the Town Council), Mike Matejka, R.C. McBride (resigned upon his election to the Town Council), Michael McFarland (Vice Chair), and A.J. Zimmerman.

The powers and duties of the Commission are set forth in Section 15.12-1(D)(2) of the Town of Normal Municipal Code. The Commission meets at 5:00 p.m. on the first Thursday following the first Monday of each month for its regularly scheduled meetings. All of the meetings are open to the public. Members of the Commission are also offered the opportunity to attend various workshops and training sessions organized by the American Planning Association and local planners.

There were 8 cases scheduled for public hearing before the Planning Commission in 2015. The table below contains a summary of the Planning Commission's recommendation and Town Council action on the cases that came before the Planning Commission for public hearing. Additional details about the most significant actions above are included in the Planning Department annual report.

Case #	Description	Action	Town Council Action
15-03-01-PC	Amended Final Development Plan with Special Use Permit, University Center PUD (1101 N. Main)	Approved 4-0	<b>Approved 6-1</b>
15-05-02-PC	Amended Site Plan, 1430 Ft Jesse Road (Grossinger's)	Approved 5-2	<b>Approved 7-0</b>
15-05-03-PC	Amended Final Development Plan, South Cottage Village, South of and Including 1000 S. Cottage	Approved 7-0	<b>Approved 6-1</b>
15-05-04-PC	Zoning Map Amendment, South of 1000 S. Cottage and East of Cottage Ave	Approved 7-0	<b>Approved 6-1</b>



**PUBLIC HEARINGS (CONT'D)**

<b>Case #</b>	<b>Description</b>	<b>Action</b>	<b>Town Council Action</b>
15-08-05-PC	Acceptance of Report and Recommendation from the Historic Preservation Commission (Landmark Designation, 1301 S. Fell)	Approved 7-0	N/A
15-08-06-PC	Zoning Map Amendment, 1301 S. Fell (S-3 Historic Overlay)	Approved 7-0	<b>Approved 7-0</b>
15-08-07-PC	Site Plan, 1100 S. Cottage Ave (Dollar General)	Approved 7-0	<b>Approved 7-0</b>
15-11-08-PC	Amended Site Plan, 1304 Franklin & 403 W. Virginia (Advocate BroMenn)	Approved 6-0	<b>Approved 6-0</b>



At its August 2015 meeting, the Planning Commission voted unanimously to rezone the Van Leer Mansion at 1301 S. Fell to S-3 Historic District in order to protect the property as a local landmark.



# **UPTOWN DESIGN REVIEW COMMISSION**

# UPTOWN DESIGN REVIEW COMMISSION

## ANNUAL REPORT 2015



The Town of Normal Uptown Design Review Commission was established by the Town Council in 2002 and consists of seven (7) members appointed by the Mayor and Council. At the end of 2015, commissioners included Rick Kentzler (Chairperson), Dennis French (Vice Chairperson), Dave Burnison, Barbie Fuller, and Chuck McGuire. Commissioner Sarah Kathro resigned mid-year. The Commission meets at 4:00 p.m. on the second Monday of every month at Uptown Station for its regularly scheduled meetings. All meetings are open to the public.

### **PURPOSE OF THE COMMISSION**

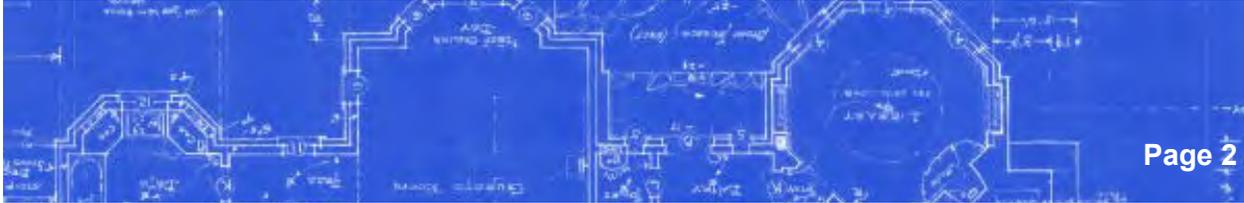
The Uptown Design Review Commission applies design guidelines in the B-2 Central Business District in a manner that will foster and promote high quality, attractive development and rehabilitation of structures within the District. The powers and duties of the Commission are listed in Section 15.17-1(E) of the Town of Normal Municipal Code.

### **APPLICATION FOR CERTIFICATE OF COMPLIANCE**

The Uptown Design Ordinance applies to all exterior building renovation, new construction or other exterior alterations to property located within the B-2 Central Business District that requires a permit from the Town. The UDRC issues a Certificate of Compliance to indicate that such renovation, construction or alteration complies with the design guidelines set forth in the Uptown Design Ordinance.

Applications for Certificate of Compliance go through the public hearing process unless the projects qualify for expedited review, which is available for projects costing less than \$3,000.00, for the replacement of like materials that comply with the ordinance, and for emergency situations. When a public hearing is required, notice must be published. If the commission denies a Certificate of Compliance, the applicant may appeal to the Town Council. Applications for Certificates of Compliance are available in the Inspection Department, in the office of the City Clerk, and on the Town website at [www.normal.org](http://www.normal.org).

The Commission reviewed 7 applications for Certificate of Compliance in 2015, of which 5 underwent expedited review. All but one of the applications were approved. Table 1 provides a summary.



**Table 1: Certificates of Compliance (2015)**

Case No.	Address	Project Description	Decision
CC-15-03-01E	305 W Beaufort	Signs (directional and wall) (Crepe Geeks)	Approved
CC-15-03-02E	108 E Beaufort	Sign (Slingshot Co-Work)	Approved
CC-15-03-03E	112 E Beaufort	Sign (Anand India)	Approved
CC-15-06-04E	104 S. Linden	Sign (Twin City Trade)	Approved
CC-15-08-05	11 Uptown Circle	Sign (Parking Informational Sign)	Approved
CC-15-08-06	101 W. Mulberry	Sign (Digital Informational Sign)	Denied
CC-15-08-07E	102 W North	Sign (Projecting)	Approved

Items that require a code variance must also go before the Town Council for final approval. The signs proposed for the Uptown Station parking deck (11 Uptown Circle) were approved by the Town Council on September 8, 2015 in a 6-0 vote. At that same meeting, the Council expressed concern with various aspects of the digital sign proposed for the College Avenue Parking Deck (101 W. Mulberry), and the item was withdrawn.



# **ZONING BOARD OF APPEALS**

# ZONING BOARD OF APPEALS

## ANNUAL REPORT 2015

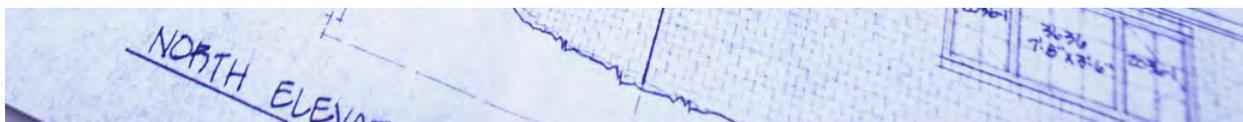
The Town of Normal Zoning Board of Appeals consists of seven (7) members appointed by the Mayor and Council. Members include Todd Anderson (Chairman), Corrine Brand, Gary Blakney, Janet Hood (Vice Chair), Keith Palmgren, Tony Penn, and Randy Schaab.

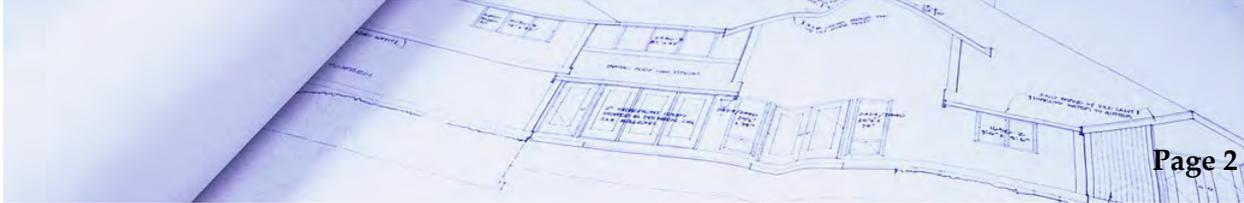
The powers and duties of the Board are set forth in Sections 10.4 and 15.12 of the Town of Normal Municipal Code. The Board meets at 5:00 p.m. on the third Thursday of each month for its regularly scheduled meetings. All of the meetings are open to the public.

There were 15 cases scheduled for public hearing before the Zoning Board of Appeals in 2015. The table below contains the summary of the Zoning Board's rulings and recommendations to the Town Council in 2015 along with any necessary Town Council action.

### PUBLIC HEARINGS

Case #	Description	Action	Town Council Action
15-02-01-V	Parking Variance, 208 W. Irving	Approved 6-0	
15-03-02-V	Variances for Lot Square Footage, Front Yard Setback, and Rear Yard Setback, 1101 Franklin	Approved 6-0	
15-03-03-V	Parking and Green Space Variance, 1601 E. College	Approved 6-0	
15-05-04-V	Variance for Size of Detached Structure, 1303 Stephens	Approved 5-0	
15-06-05-V	Variance for Parking, 100 S. Fell	Approved 7-0	
15-06-06-V	Variance for Size of Accessory Structure, 707 N. School	Approved 6-0	





**PUBLIC HEARINGS (CONT'D)**

<b>Case #</b>	<b>Description</b>	<b>Action</b>	<b>Town Council Action</b>
15-06-07-V	Variance for Size of Accessory Structure, 605 N. Linden	Approved 6-0	
15-06-08-V	Variance for Building Height, 602 S. Fell	Approved 6-0	
15-07-09-V	Variance for Off-Premise Sign, 101 S. Veterans Parkway	Approved 6-0	
15-07-10-V	Variance for Off-Premise Sign, 1601 E. College	Approved 6-0	
15-08-11-V	Variance for Rear Yard Setback, 205 Rebecca Lane	Approved 7-0	
15-08-12-V	Variance for Rear Yard Setback, 11 Thomas Drive	Approved 7-0	
15-08-13-V	Variance for Front Yard Setback, 214 S. Linden	Approved 7-0	
15-10-14-V	Special Use Permit, 1324 Ft. Jesse (Cell Tower)	Approved 6-0	<b>Approved 7-0</b>
15-11-15-V	Variance for Side Yard Setback, 309 Daisy Lane	Approved 4-0	

