

# City of Bloomington, IN

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## 2017 Community Survey

Report of Results

April 2017

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# Contents

Executive Summary .....	3
Survey Administration .....	5
Survey Findings .....	7
Quality of Life and Community .....	7
Quality of Life .....	7
Overall Community Characteristics .....	10
Community Features.....	12
Safety.....	14
Mobility .....	16
Living in Bloomington.....	17
Community Engagement.....	19
City Government .....	22
Quality of City Government Services .....	22
Government Performance .....	24
City Service Quality and Importance .....	25
Balancing Quality and Importance .....	29
Contact with Bloomington Staff.....	35
Priorities and Planning .....	37
Information Sources .....	39
Appendix A: Respondent Characteristics .....	40
Appendix B: Complete Set of Survey Responses.....	44
Appendix C: Verbatim Responses .....	63
Appendix D: Responses to Select Questions by Respondent Characteristics.....	81
Appendix E: Benchmark Comparisons .....	100
Appendix F: Survey Methodology .....	115
Appendix G: Survey Instrument.....	119

# Figures

Figure 1: Overall Quality of Life in Bloomington.....	7
Figure 2: Aspects of Quality of Life.....	8
Figure 3: Resident Loyalty .....	9
Figure 4: Overall Community Characteristics .....	11
Figure 5: Community Features .....	13
Figure 6: Overall Feeling of Safety in Bloomington .....	14
Figure 7: Feelings of Safety in Bloomington .....	15
Figure 8: Mobility.....	16
Figure 9: Like Most About Living in Bloomington.....	17
Figure 10: Like Least About Living in Bloomington.....	18
Figure 11: Community Engagement.....	19
Figure 12: Frequency of Participation .....	20
Figure 13: Frequency of Engagement.....	21
Figure 14: Overall Quality of City Services .....	22
Figure 15: State and Federal Government Service Quality.....	23
Figure 16: Government Performance .....	24
Figure 17: Quality of City Services* .....	26
Figure 18: Importance of City Services* .....	28
Figure 19: Comparison of Quality and Importance Ratings.....	30
Figure 20: Services Rated Higher in Importance and Lower in Quality .....	31
Figure 21: Services Rated Higher in Importance and Higher in Quality .....	32
Figure 22: Services Rated Lower in Importance and Lower in Quality .....	33
Figure 23: Services Rated Lower in Importance and Higher in Quality .....	34
Figure 24: Contact with City Staff.....	35
Figure 25: Impression of Contact with Staff .....	36
Figure 26: Projects or Issues in Bloomington .....	37
Figure 27: Homelessness.....	38
Figure 28: Support for the City Assisting with Supportive Housing.....	38
Figure 29: Information Sources .....	39

## Executive Summary

### Survey Background

The 2017 City of Bloomington Community Survey provided residents the opportunity to rate the quality of life in the City of Bloomington, as well as the quality of service delivery and overall performance of local government. The survey also permitted residents to provide feedback on what is working well and what is not, and to share their view of priorities related to projects or issues facing the City.

Surveys were mailed to 3,000 randomly selected resident households starting in January 2017. A total of 595 surveys were completed, yielding a response rate of 21%. In addition to the scientific random sample, a link to an online “opt-in” survey was publicized by the City through various channels. The opt-in survey was identical to the scientific survey and open to all Bloomington residents. A total of 1,435 opt-in surveys were completed (for additional information on the opt-in survey results, please see the *Bloomington Supplemental Web Report 2017* under separate cover).

Survey results were weighted so that respondent’s tenure (rent or own), housing unit type (attached or detached), gender and age were presented in proportions reflective of the entire city. The margin of error is four points around any given percentage point reported for all respondents (595 completes).

### Key Findings

#### **Bloomington residents enjoy a high quality of life.**

- In the first iteration of the survey, 82% of respondents rated their overall quality of life in Bloomington as excellent or good. These ratings were similar to what was seen in both the national comparison as well as the City’s hand-selected peer group comparison.
- Ratings for aspects of quality of life were positive with nearly 9 in 10 residents giving excellent or good ratings to Bloomington as a place to live. Additionally 80% of respondents were pleased with the City as a place to raise children and only slightly fewer (74%) positively rated Bloomington as a place to visit and their neighborhoods as places to live. These ratings were similar across the nation and compared to their peers.
- More than four in five respondents reported they were somewhat or very likely to recommend living in the City to someone who asked.
- When asked to indicate what they liked most about living in the City, most residents cited the numerous cultural activities and entertainment offered, which was mirrored in the high evaluations given to opportunities in the city to attend cultural, arts and music activities (94% rated this as excellent or good). Additionally, 16% reported the City has an excellent sense of community which was also viewed favorably by 73% of respondents.

#### **Certain aspects of mobility are appreciated in Bloomington, but residents support transportation improvements.**

- Around 8 in 10 respondents were pleased with the availability of paths and walking trails in the City which was higher in Bloomington compared to other communities across the nation. Additionally, about half of respondents rated ease of travel by public transportation as excellent or good which was also higher than the national benchmark.
- Ease of travel by bicycle was rated excellent or good by about two-thirds of respondents and received ratings that were higher than in the peer group comparison.
- Conversely, aspects of mobility related to parking received positive ratings from only about one-third of respondents and ease of public parking was rated lower in Bloomington than in other

communities across the country. Additionally, downtown parking was among the lowest rated services (36% excellent or good) as was street repair (34%). Downtown parking could not be compared to the benchmarks, however; street repair was given ratings similar to those given in both sets of benchmarks.

- When asked about the one thing they liked least about living in Bloomington, the most cited issue related to traffic, mobility and parking (22%).

### **A majority of Bloomington residents commend the job city government is doing and are pleased with the quality of most city-provided services.**

- Eighty percent of Bloomington's denizens favorably rated the overall quality of service provided by the City. This rating was similar when compared to both benchmark sets and was substantially higher than resident ratings of State Government (25% excellent or good) and Federal Government (28%) provided services.
- At least 6 in 10 participants considered the various aspects of City government performance to be excellent or good. Furthermore, about 7 in 10 positively rated the job City government does at welcoming citizen involvement and the values of services for the taxes paid, both of which were higher in Bloomington than in communities across the country.
- Around two-thirds of respondents applauded the city government's job of generally acting in the best interest of the community, for which Bloomington ranked number one in the peer communities' comparisons.
- A majority of respondents gave higher marks to 38 of the 43 city services awarding fire services, the farmer's market, and ambulance or EMS services the most favorable ratings. Almost all services were similar in both benchmark sets.

### **Respondents are concerned about the homeless and demonstrate overwhelming support for the City assisting supportive housing.**

- In the open-ended question asking residents the one thing they like least about living in Bloomington, issues related to homelessness was the second-most cited concern.
- Nearly all residents (99%) reported that homelessness in the City of Bloomington was at least a minor challenge; 61% said that it was a major challenge.
- When asked about the level of support they would have of the City assisting supportive housing for residents experiencing homelessness, nearly 7 in 10 showed strong support of the measure. About one-quarter of residents said they somewhat supported this measure and only 6% showed opposition to it.

# Survey Administration

## Survey Purposes

The City of Bloomington contracted with National Research Center, Inc. (NRC) to conduct a community-wide survey. The 2017 survey was the first iteration and the baseline study of this type in the City of Bloomington. The primary goal of the survey was to assess the attitudes and opinions of residents by:

- determining general perceptions of the quality of life in the city,
- evaluating City programs and services,
- identifying projects or issues facing the city and
- setting benchmarks for future surveys.

The City of Bloomington Community Survey serves as a consumer report card for Bloomington by providing residents the opportunity to rate many aspects of life in the city. Focus on the quality of service delivery of services can help council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Bloomington City government, helping to assure maximum service quality over time.

Not only does this survey work to understand overall quality of life, but it also gets at the key services that local government control to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

## Survey Administration

A postcard was mailed to 3,000 Bloomington households, selected at random, notifying residents that they had been chosen to participate in the survey. A survey followed in the mail after one week and another survey packet was mailed a week later. The cover letter was signed by the Mayor and participants were provided a URL where they could complete the survey online, if preferred. There were 595 survey respondents, including 97 surveys completed online, yielding a response rate of 21%. The margin of error is plus or minus four percentage points around any given percentage for all respondents (595).

The results were weighted to reflect the demographic profile of all residents in the City of Bloomington. Reported responses are for those who had an opinion – “don’t know” responses were removed from the analyses.

## How the Results are Reported

For the most part, frequency distributions and the “percent positive” are presented in the body of the report. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “strongly agree” and “somewhat agree”).

On many of the questions in the survey, respondents gave an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Set of Survey Responses* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding values to the nearest whole number.

## Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The 95 percent confidence interval for this survey is generally no greater than plus or minus 4% around any given percent reported for all survey respondents (595). For comparisons among subgroups, the margin of error rises to approximately plus or minus 5% for subgroups of 400 to plus or minus 10% for subgroups of 100.

## Comparing Survey Results by Respondent Subgroups

Select survey results were compared by length of residency, housing tenure (rent or own), gender, age and student status (full- or part-time students or not a student) of survey respondents as well as the geographic location of respondent households. These comparisons are discussed throughout the body of the report, when applicable. These crosstabulations are summarized and presented in tabular form in *Appendix D: Comparisons of Select Questions by Respondent Characteristics*. Where differences were statistically significant, the results in the tables were shaded grey.

## Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans.

Communities to which Bloomington is compared can be found in *Appendix E: Benchmark Comparisons*. National benchmark comparisons and peer community (similar population size, similar median household income and communities with universities) benchmark comparisons have been provided when similar questions on the Bloomington survey are included in NRC’s database and there are at least five jurisdictions in which the question was asked.

When comparisons for quality ratings were available, Bloomington’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much”, (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Bloomington’s rating to the benchmark where a rating is considered “similar” if it is within the standard margin of error (10 points or less on the 100-point scale); “higher” or “lower” if the difference between Bloomington’s rating and the benchmark is greater than but less than twice the standard margin of error (greater than 10 points but 20 points or less); and “much higher” or “much lower” if the difference between Bloomington’s rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

# Survey Findings

## Quality of Life and Community

The City of Bloomington Community Survey contained a set of questions related to quality of community life in the city ranging from the overall quality of life to Bloomington as a place to work, visit and retire. Survey respondents were also asked to indicate how likely they would be to remain in the community and recommend it to others.

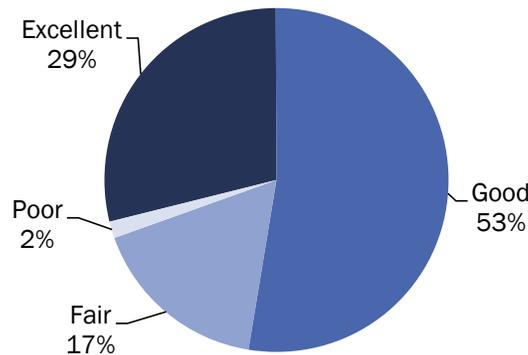
### Quality of Life

Bloomington residents gave favorable ratings to the overall quality of life in the City with around 8 in 10 awarding excellent or good ratings in 2017. When compared to communities nationally and to the peer communities, Bloomington's rating for overall quality of life was similar (see Appendix E: *Benchmark Comparisons* for detailed information on the benchmark comparisons).

Ratings for quality of life were compared by respondent demographic characteristics as well as the area of the city in which the respondent lived. When residents' rating of quality of life was compared by geographic location, residents living in the southeast and northwest quadrants tended to rate their quality of life higher than those living in the other areas. Residents who had longer tenure in the City (six years or more) tended to rate quality of life higher than those who had lived in the community for a shorter time (see Appendix D: *Responses to Select Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life in Bloomington

Please rate the overall quality of life in the City of Bloomington:

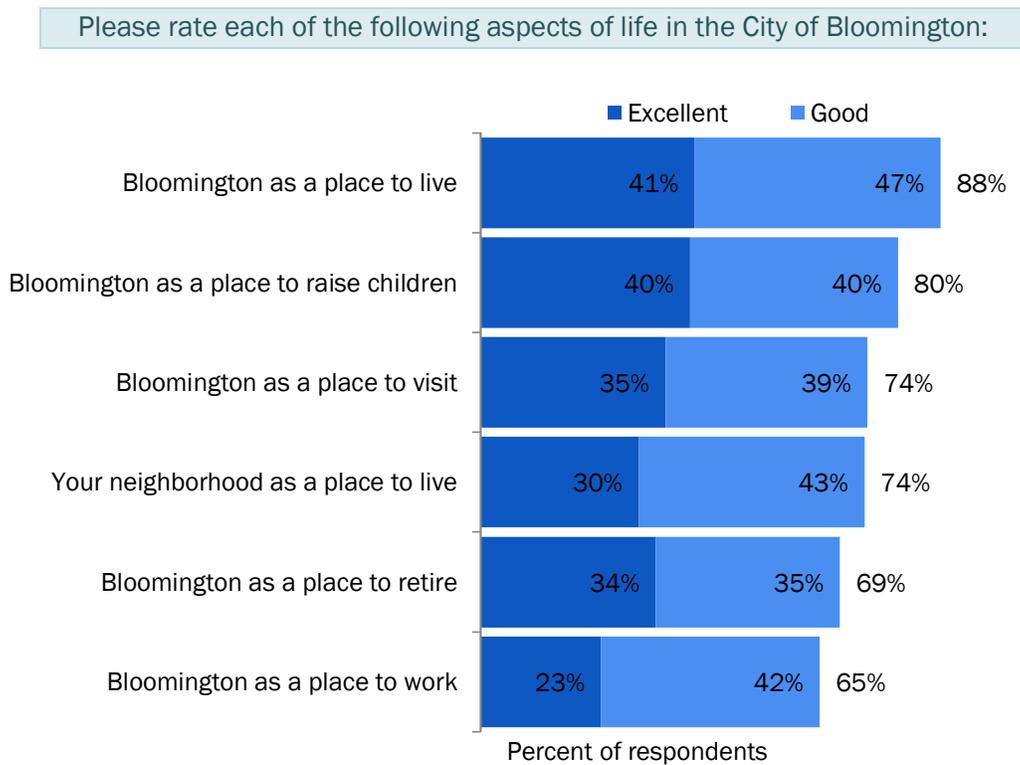


Residents were asked to rate six aspects of quality of life in Bloomington. Nearly 9 in 10 gave positive ratings to Bloomington as a place to live, with slightly fewer (80%) awarding high marks to Bloomington as a place to raise children. Around three-quarters of respondents rated Bloomington as a place to visit and their neighborhoods as places to live as excellent or good. Additionally, around two-thirds of residents positively evaluated Bloomington as a place to retire and as a place to work.

Bloomington’s ratings of aspects of quality of life were compared to those across the nation and to the peer group. For Bloomington, ratings tended to be similar to compared to ratings in both of these comparison groups (see *Appendix E: Benchmark Comparisons* for additional benchmark comparison information).

Residents living in the southeast quadrant gave significantly higher ratings to Bloomington as a place to live, their neighborhoods as places to live and Bloomington as a place to retire compared to the other areas. Where significance was noted, homeowners tended to give higher ratings to these aspects of quality of life than those who rented their home. Also, older residents (55+) tended to rate their neighborhoods more favorably than younger residents, but residents between the ages of 25-54 tended to rate the City as a place to raise children higher than their counterparts. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Select Questions by Respondent Characteristics*.)

Figure 2: Aspects of Quality of Life

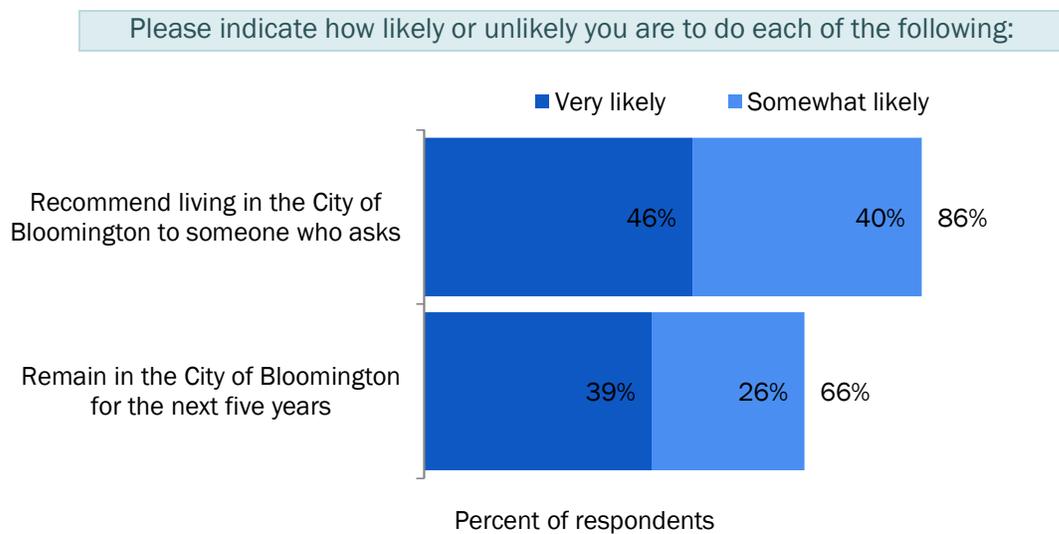


In addition to quality of life ratings, resident’s perceptions of their community can be measured in their loyalty to the community. More than four in five residents reported that they were likely to recommend living the City to someone who asks. Around two-thirds of respondents reported that they planned on remaining in the City for the next five years.

Compared to national and peer communities, a similar proportion of residents reported they would recommend living in the City while fewer Bloomington residents reported that they planned to remain in the City for the next five years (see Appendix E: *Benchmark Comparisons* for detailed information on the benchmark comparisons).

Respondents living in the northeast quadrant tended to be less likely to report that they would recommend living in the City or that they planned to remain in Bloomington for the next five years than those living in other areas. Additionally, survey respondents who were students were far less likely to report that they planned on remaining in the City than those who were not students (see Appendix D: *Responses to Select Questions by Respondent Characteristics*).

Figure 3: Resident Loyalty



## Overall Community Characteristics

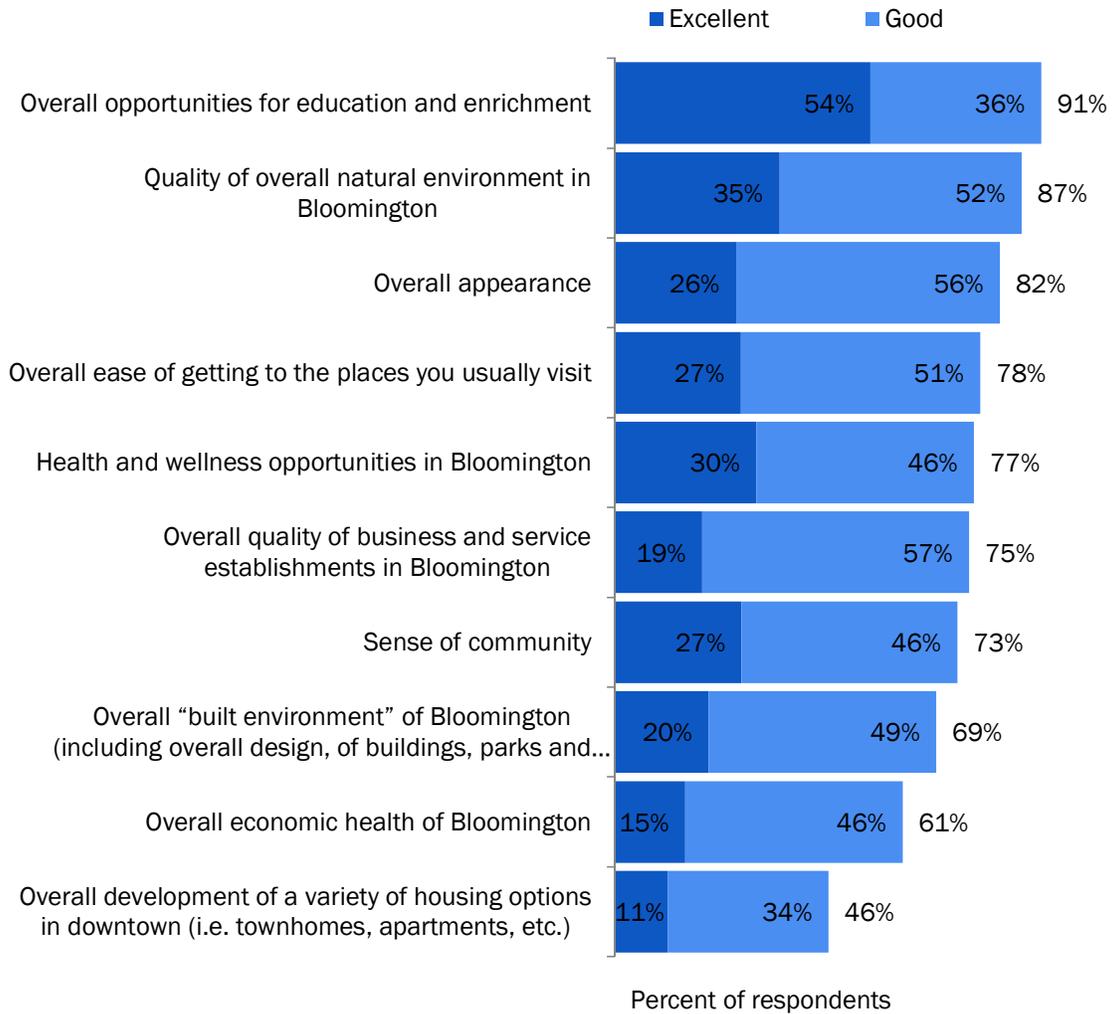
Bloomington residents completing the questionnaire were asked to rate the quality of various, overall community characteristics. A majority of respondents evaluated eight of the nine characteristics favorably. About 9 in 10 residents gave high marks to the overall opportunities for education and enrichment and the quality of overall natural environment in Bloomington. Around 8 in 10 respondents gave excellent or good ratings to Bloomington's overall appearance, the overall ease of getting to the places you usually visit and to the health and wellness opportunities in the City. Three-quarters of residents positively viewed the overall quality of business and service establishments in Bloomington. Around 7 in 10 or fewer gave positive ratings to the overall built environment in Bloomington and to the overall economic health of the City. Overall development of a variety of housing options in downtown received a relatively lower quality rating, with 46% indicating it was excellent or good.

In general, ratings for the overall community characteristics were similar in Bloomington when compared to communities around the country; however, resident ratings of the overall opportunities for education and enrichment and the overall image and reputation of the City were higher in Bloomington than elsewhere. In the peer benchmark comparison, Bloomington received higher marks for overall opportunities for education and enrichment while ratings for the other characteristics were similar (see *Appendix E: Benchmark Comparisons* for detailed information on the benchmark comparisons).

Ratings of the overall community characteristics were compared by respondent place of residence and demographics. Southeast quadrant residents tended to rate overall community characteristics of Bloomington higher than those living in other areas, except for the overall economic health which was rated more favorably by residents living in the northeast quadrant of the city. Residents who lived in Bloomington between 6-20 years tended to give higher ratings to the overall feeling of safety, overall ease of travel and overall image or reputation of Bloomington compared to their counterparts. Younger residents tended to give lower ratings to the overall feeling of safety, ease of travel and health and wellness opportunities in Bloomington compared to older residents (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional comparisons by respondent characteristics).

Figure 4: Overall Community Characteristics

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:



## Community Features

Delving deeper into community characteristics, respondents were given a list of more than 20 aspects which contribute to quality of life. Among the highest rated characteristics contributing to a good quality of life in Bloomington were: opportunities to attend cultural/arts/music activities, opportunities to participate in religious or spiritual events and activities and opportunities to volunteer. All of these items were given excellent or good ratings by around 9 in 10 residents. A majority of residents favorably rated most of the remaining aspects. Among the lowest rated characteristics, which received positive ratings from fewer than half of residents, were the cost of living, employment opportunities, availability of affordable mental health care and child care/preschool and availability of affordable housing.

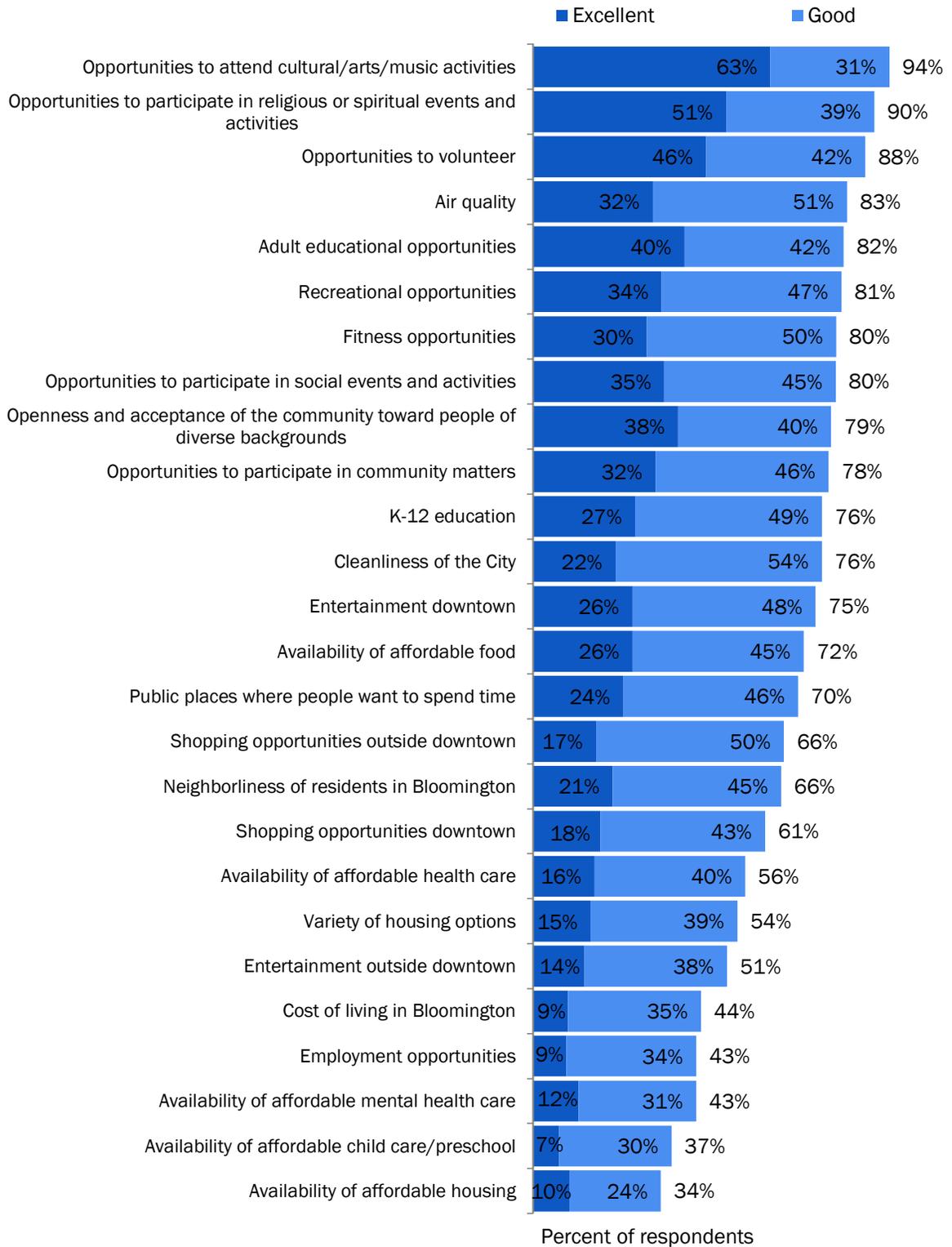
Most of the characteristics rated in 2017 could be compared to communities across the nation and to the peer benchmark group. Of the 21 items that could be compared to the national benchmarks, most ratings were similar or higher in Bloomington, including adult educational opportunities, opportunities to participate in religious or spiritual events and activities, and openness and acceptance of the community toward people of diverse backgrounds, to name a few. Opportunities to attend cultural/arts/music activities were much higher in Bloomington than in nationwide communities. Of the 21 peer community comparisons available, results were mixed; however opportunities to attend cultural/arts/music activities and openness and acceptance of the community towards diverse backgrounds were higher in Bloomington than in the peer communities. Comparison ratings could not be made for shopping opportunities downtown and outside downtown, entertainment downtown and outside downtown or the overall development of a variety of housing options in downtown. For more detailed information about these comparisons, see *Appendix E: Benchmark Comparisons*.

When comparing ratings of these characteristics by geography, ratings were mixed. Recreational opportunities tended to be rated more positively by residents living in the southeast quadrant than those living in the other areas of the city. Northeast quadrant residents tended to rate employment opportunities higher than their counterparts. Residents who lived in the community for more than 20 years were less likely to give positive ratings to the variety of housing options in the city. Residents that lived in the community for less than two years, students or those between the ages of 18-24 tended to give more positive ratings to the availability of affordable housing compared to residents with a longer tenure, those who were older or those who were not students. (Please see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional comparisons by respondent demographics).

At least 30% of respondents said “don’t know” when rating the availability of affordable mental health care, availability of affordable child care/preschool and K-12 education. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Set of Survey Responses*.

Figure 5: Community Features

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:

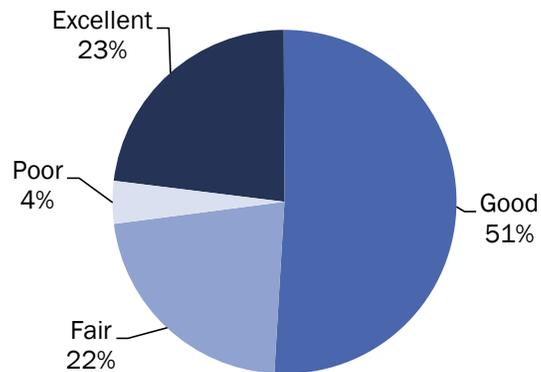


## Safety

The City of Bloomington sought to learn how safe residents felt in the community. Through a series of questions, residents were asked to indicate their feeling of safety overall as well as in different areas of the community. Overall, 74% of residents reported an excellent or good feeling of safety in the city. This rating was similar to both the national and peer benchmark comparisons (see *Appendix E: Benchmark Comparisons*).

Figure 6: Overall Feeling of Safety in Bloomington

Please rate the overall feeling of safety in the City of Bloomington:

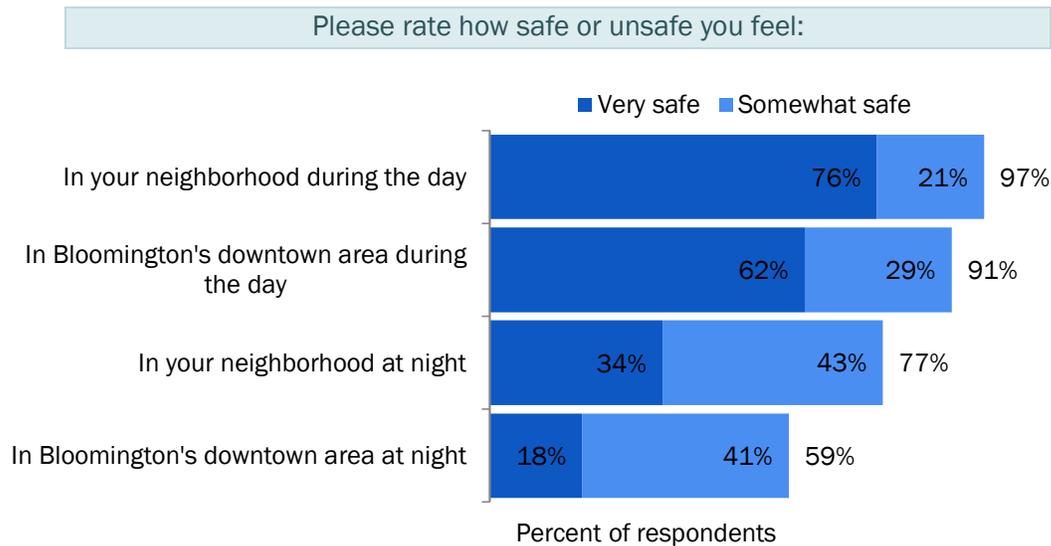


Nearly all residents reported feeling safe in their neighborhood during the day and only slightly fewer reported feeling safe in Bloomington’s downtown/commercial area during the day. Three-quarters reported feeling safe in their neighborhood at night, while about 6 in 10 reported feeling safe in Bloomington’s downtown area at night.

When compared to both national and peer communities, resident feeling of safety in neighborhoods and in the downtown area during the day were similar. Benchmarks for these two areas at night were not available. For additional information about these comparisons, please see *Appendix E: Benchmark Comparisons*.

Although most residents reported feeling very or somewhat safe in their neighborhood during the day, residents living in the southwest quadrant felt less so compared to their counterparts. Southeast quadrant residents felt most safe in their neighborhood at night while northwest quadrant residents were least likely to feel safe in their neighborhood at night (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for more information).

Figure 7: Feelings of Safety in Bloomington



## Mobility

Eight questions on the 2017 survey asked about accessibility and mobility of the City of Bloomington. A majority of respondents were pleased with the availability of paths and walking trails and ease of walking in the City (79% excellent or good and 75%, respectively). Around two-thirds of residents favorably rated ease of travel by car and by bicycle in the city. Around half of participants or fewer gave positive ratings to traffic flow, ease of travel by public transportation, ease of public parking and cost of public parking.

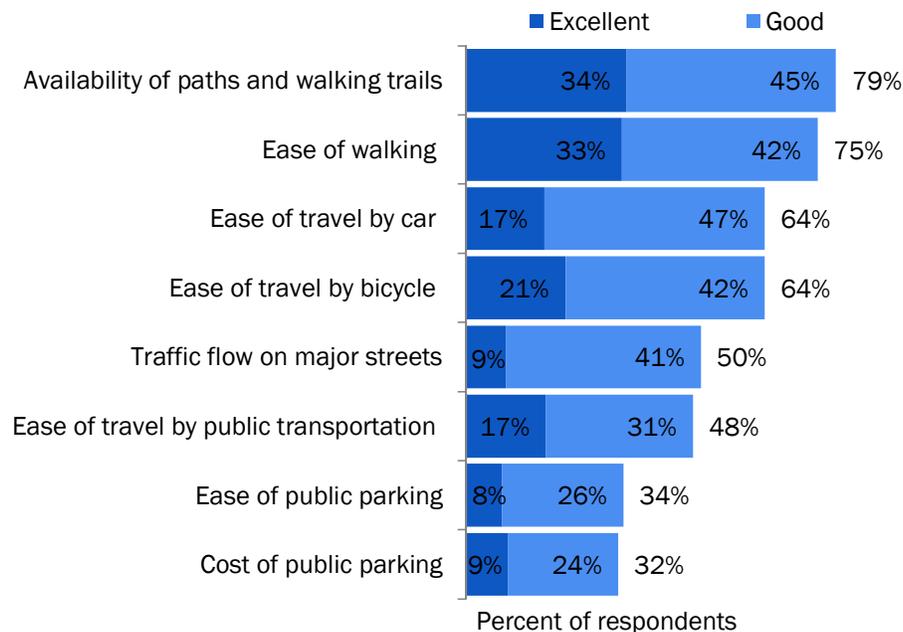
When compared to the national benchmark, mobility ratings varied. Ease of travel by public transportation and availability of paths and walking trails were higher in Bloomington than in the national comparison, but ease of public parking was evaluated lower in Bloomington. When compared to the peer community group, most mobility ratings were similar with the exception of ease of travel by bicycle which was higher in Bloomington. Comparisons were not available in either benchmark set for cost of public parking. For additional information about these comparisons, please see *Appendix E: Benchmark Comparisons*.

Few differences were seen among different demographic groups; however, female residents and those who were 25 years or older tended to rate traffic flow more positively than male residents and those who were under age 25 (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for more information).

At least 30% of respondents said “don’t know” when rating the ease of travel by public transportation and by bicycle. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Set of Survey Responses*.

Figure 8: Mobility

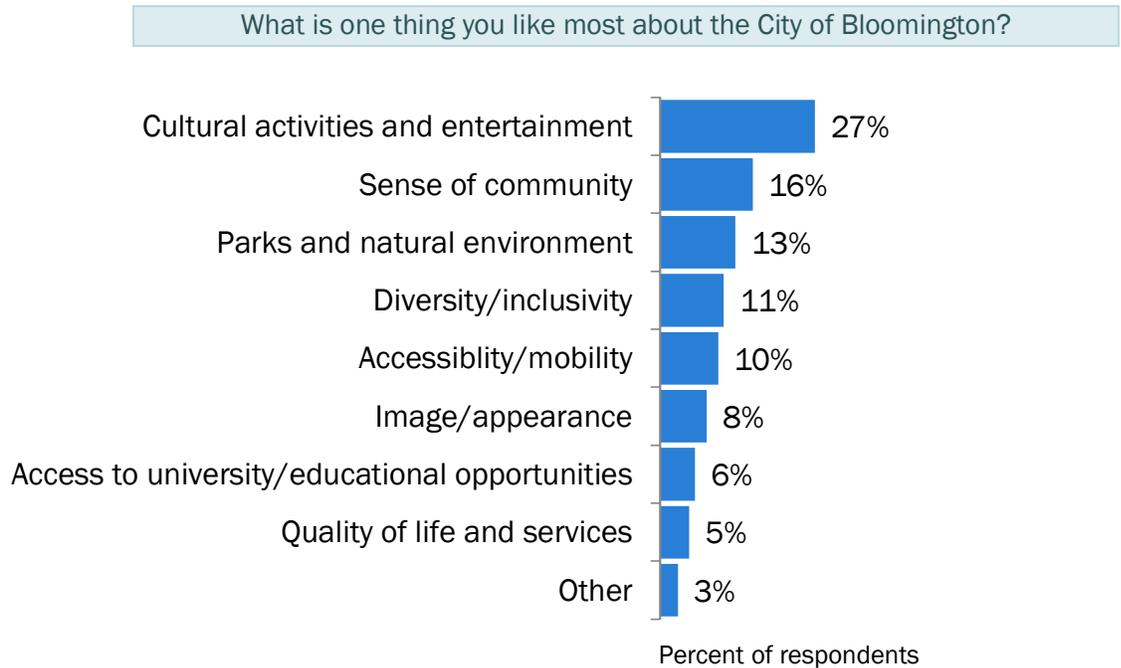
Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:



## Living in Bloomington

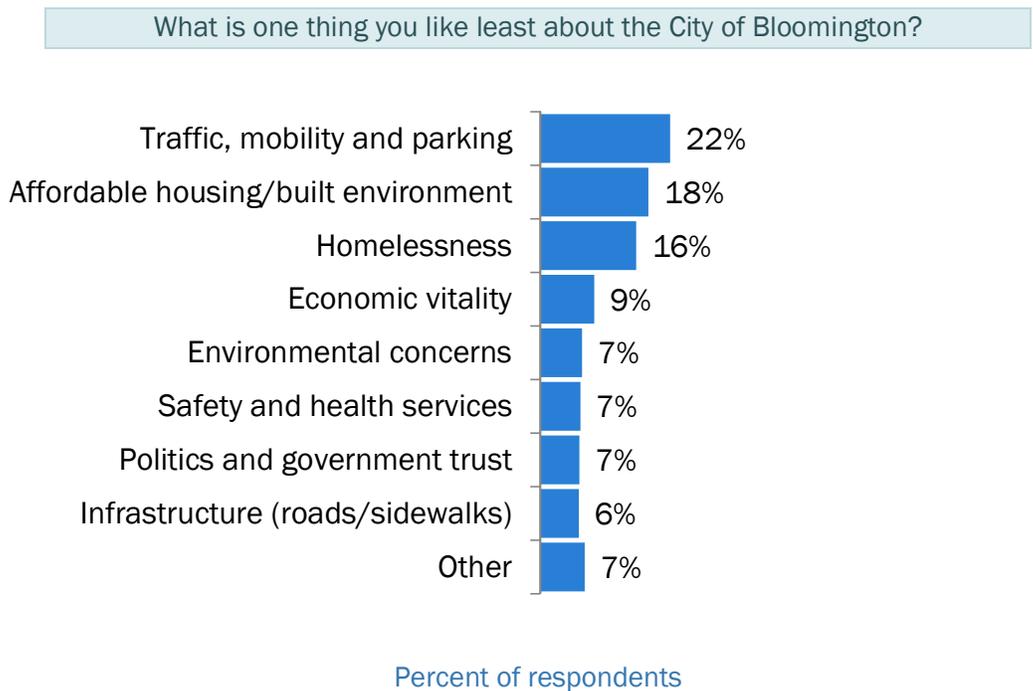
On the 2017 survey, respondents were asked to write in their own words what they liked most about living in Bloomington. Participants' comments were reviewed and grouped into categories by theme. Of the 504 respondents who had written a response, 27% wrote comments related to cultural activities and entertainment. Between 10% and 16% cited sense of community, parks and natural environment, diversity and inclusivity and accessibility and mobility as items they liked most about living in the City. All written responses, including any "other" comments can be found in *Appendix C: Verbatim Responses*.

Figure 9: Like Most About Living in Bloomington



In addition to considering what they like most about living in Bloomington, residents were asked what they like least about living in the City. These responses were also reviewed and grouped into categories by theme. Of the 501 respondents that had written a response, nearly a quarter cited issues related to traffic, mobility and parking. Another large percent cited challenges with homelessness and affordable housing and the built environment as things they disliked about the City of Bloomington. Due to the number of varied responses, an “other” category was also created. (For a full index of written responses, see *Appendix C: Verbatim Responses*.)

Figure 10: Like Least About Living in Bloomington

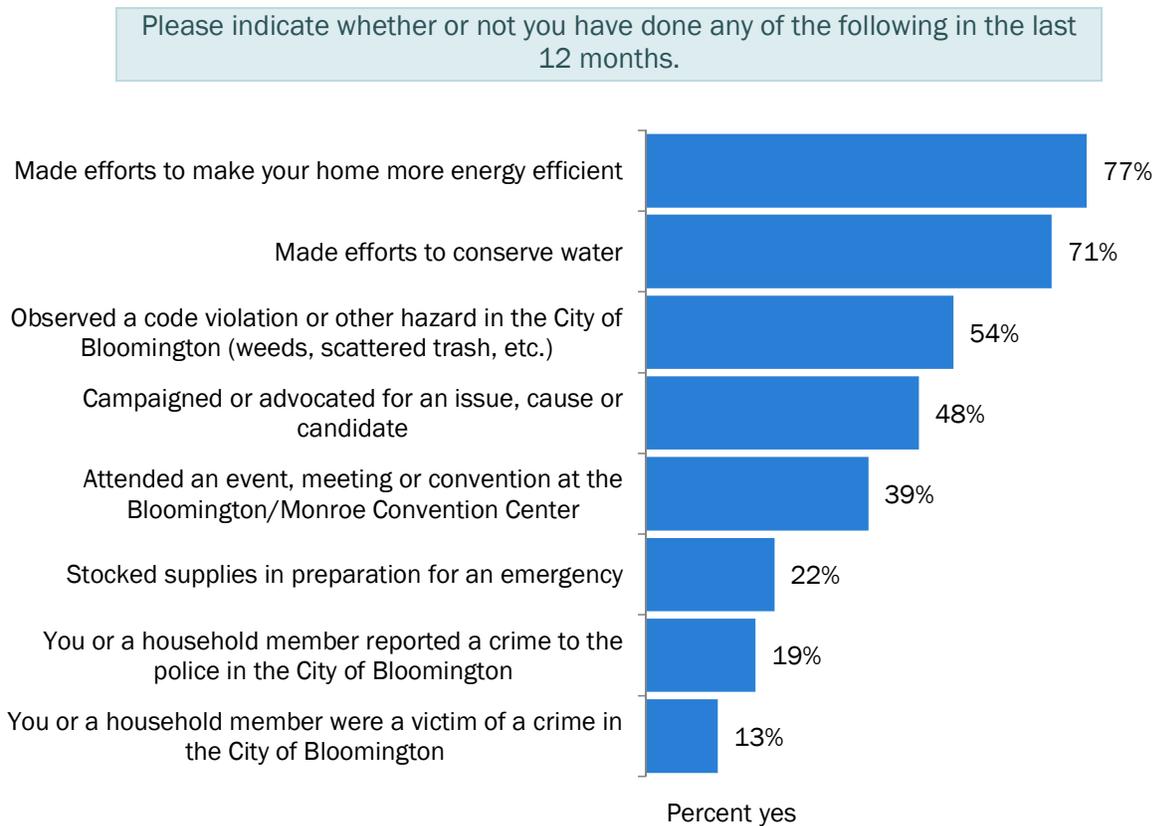


## Community Engagement

The 2017 Community Survey also sought to understand if residents were engaging in certain behaviors and how frequently residents were participating in City events and activities. Residents were asked to indicate whether they had participated in a list of eight behaviors in the last 12 months. At least 7 in 10 reported they had made efforts to make their home more energy efficient and to conserve water in the 12 months prior to the survey. Around half of participants reported observing a code violation and campaigning or advocating for an issue, cause or candidate. Nineteen percent or less of residents said that they had reported a crime to the police or were the victim of a crime.

When comparing Bloomington's ratings to those in the national benchmark, ratings tended to be similar, though there were a few exceptions. Many more residents in Bloomington reported campaigning or advocating for an issue than those in communities across the nation while fewer respondents reported making an effort to conserve water or stocking supplies in preparation for an emergency than their national counterparts. Among Bloomington's peer communities, most community engagement ratings were similar. Two exceptions were that many more Bloomington residents reported campaigning in Bloomington and fewer reported observing a code violation than in the peer communities. (Please see *Appendix E: Benchmark Comparisons* for additional comparison information).

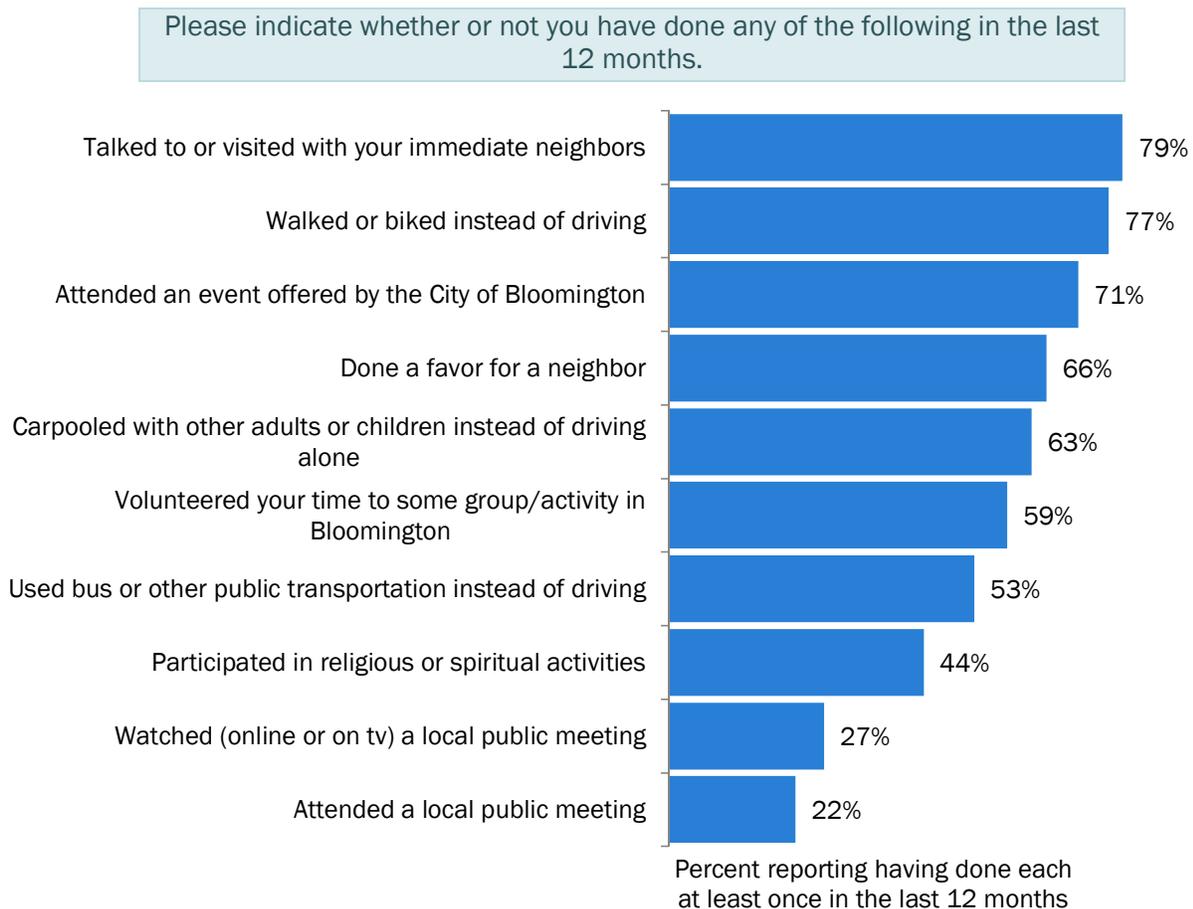
Figure 11: Community Engagement



Bloomington residents also were asked the frequency of participating in certain events and activities. Around 8 in 10 respondents reported talking to or visiting with their neighbors and walking or biking instead of driving at least once in the last 12 months. A majority reported attending an event offered by the City, doing a favor for a neighbor, carpooling instead of driving and volunteering their time. Less than half of respondents reported participating in religious or spiritual events activities, watching or attending a local public meeting.

Fewer Bloomington residents reported talking to or visiting with their neighbors or doing a favor for their neighbor compared to residents in communities across the nation. Alternatively, more Bloomington residents reported attending an event offered by the City, using bus or other public transportation, carpooling instead of driving alone, walking or biking instead of driving and volunteering their time than did residents in the national benchmark. A similar pattern as seen when comparing levels of participation in Bloomington to its peer group; fewer Bloomington residents said they had done a favor for a neighbor, but more residents in the City had attended an event offered by the City, used bus or other public transportation, carpooling or walked or biked instead of driving (see *Appendix E: Benchmark Comparisons* for additional comparisons).

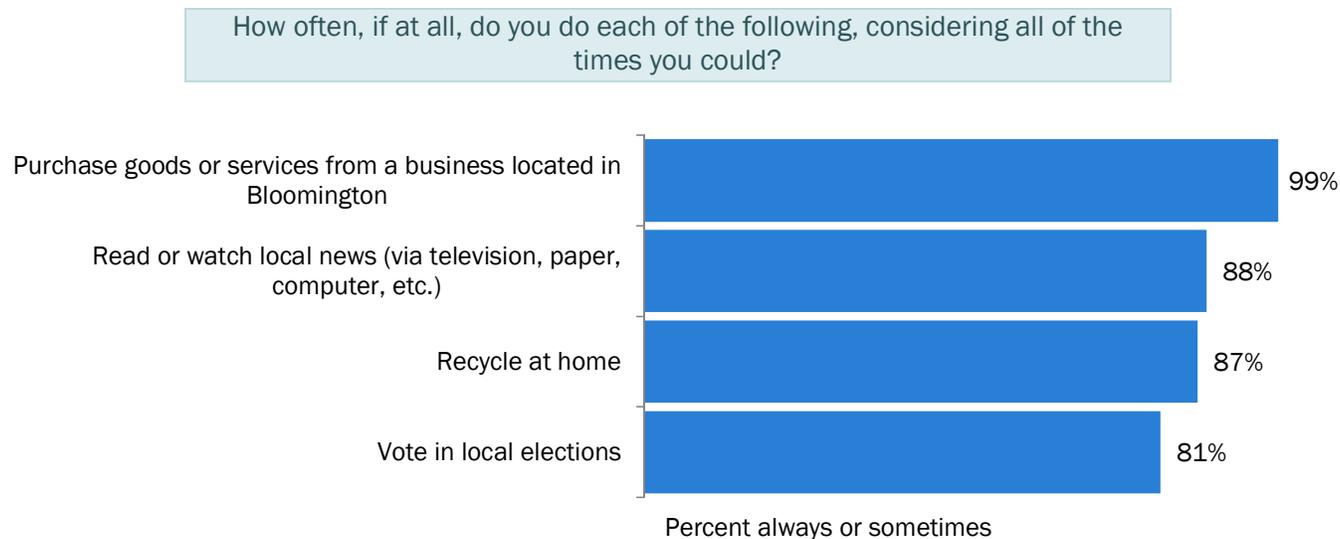
Figure 12: Frequency of Participation



In another community engagement question, participants were asked how frequently they engaged in certain activities considering all of the times they could. Nearly all residents reported purchasing goods or services in Bloomington. Most residents (88% always or sometimes) reported reading or watching local news and a similar percentage (87%) said they recycled at home. Only slightly fewer (81%) reported they voted in local elections.

Bloomington residents were engaging in these activities at similar levels compared to both the national benchmark and the hand-selected peer benchmark, with the exception of reading or watching local news which was done less frequently in Bloomington than elsewhere (see *Appendix E: Benchmark Comparisons* for additional information ).

Figure 13: Frequency of Engagement



## City Government

Service delivery is a key function of any local government and enhances residents' quality of life. The 2017 Bloomington Community Survey contained a variety of questions related to City government ranging from the quality and value of City services to impressions of contact with City staff.

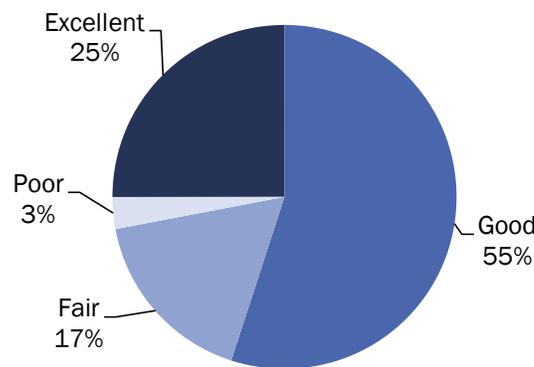
### Quality of City Government Services

Around 8 in 10 respondents positively rated the overall quality of services provide by the City of Bloomington. This rating was similar to the both the national benchmark as well as the peer benchmark comparison (see *Appendix E: Benchmark Comparisons* for additional information about the benchmark comparisons).

Southwest quadrant residents tended to give lower ratings to the overall quality of services compared to those living in other areas of the city. Respondents between the ages of 25-34 tended to rate service quality higher than those in either the younger or older age groups (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 14: Overall Quality of City Services

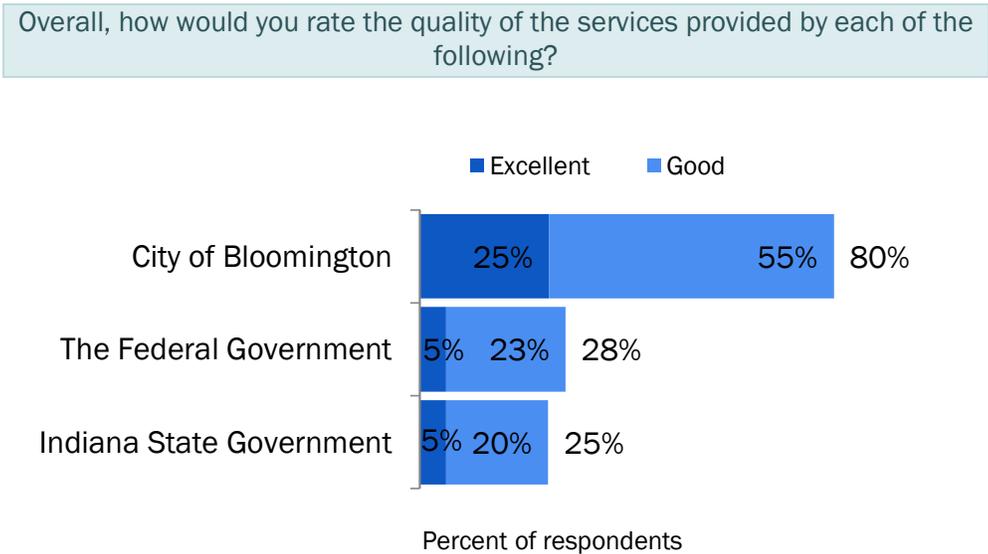
Please rate the overall quality of services provided by City of Bloomington:



Respondents also rated the quality of the state and federal government. Ratings for the quality of service provided by the Bloomington City Government were significantly higher than ratings given for either the Federal Government (28% excellent or good) or the Indiana State Government.

When comparing service quality provided by the State Government to the national benchmark, Bloomington residents tended to rate it lower. The overall quality of services provided by the Federal Government received ratings from Bloomington residents that were similar to the national benchmark. Evaluations of the State Government were not available for the peer community benchmark; however Bloomington respondents tended to rate service quality provided by the Federal government lower than their peers (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for detailed information on the benchmark comparisons).

Figure 15: State and Federal Government Service Quality



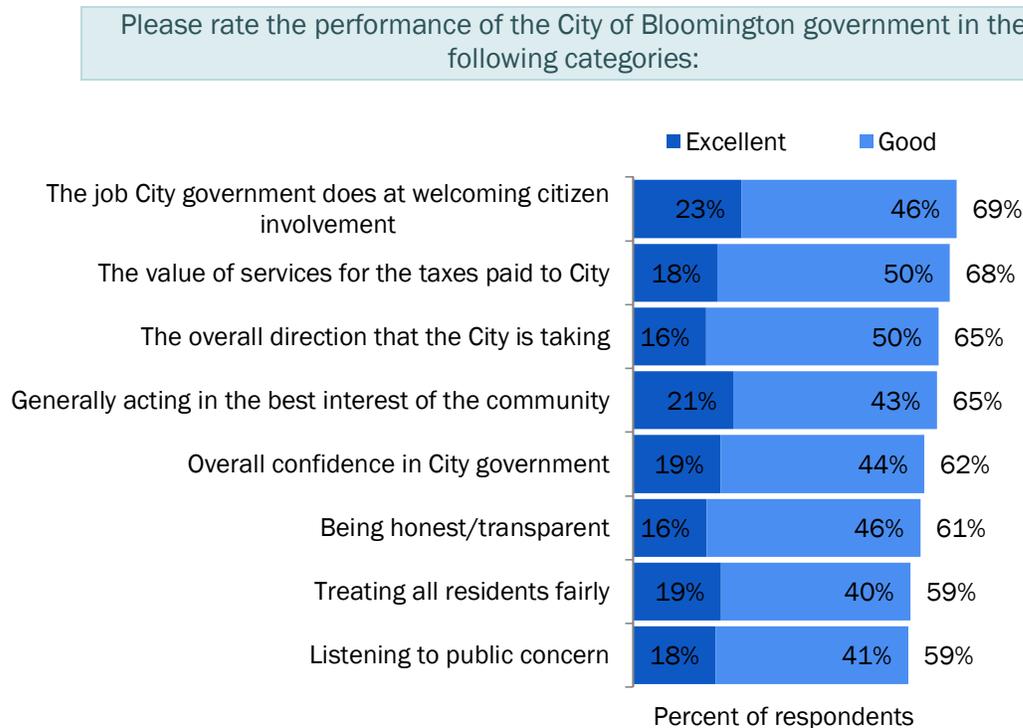
## Government Performance

Residents also had the opportunity to rate eight categories of City Government performance including items such as the value of services for taxes paid and treating residents fairly. A majority rated all eight aspects as excellent or good, with nearly 7 in 10 giving positive ratings to the job Bloomington City government does at welcoming citizen involvement and the value of services for the taxes paid.

Seven of the eight government performance ratings could be compared to the national and peer group communities. When compared to nationwide communities, Bloomington ratings were mostly similar with the exception of the value of services for taxes paid and the job City government does at welcoming citizen involvement which were higher in Bloomington than elsewhere. When compared to the hand-selected peer group, Bloomington’s ratings also were similar with two exceptions; rated higher in Bloomington were the value of services for taxes paid and the City generally acting in the best interest of the community (for which Bloomington ranked number one in compared to its peers). For additional information regarding Bloomington’s benchmark comparisons, see *Appendix E: Benchmark Comparisons*.

In general, southwest quadrant residents tended to rate aspects of government performance lower than those living in other areas of the city. There were a few notable differences emerged when comparing government performance ratings by demographics. Residents who lived in Bloomington more than 20 years or residents who were older tended to give lower ratings to the overall direction the City is taking than shorter-term residents and those who were younger. Additionally, female residents tended to rate most aspects of government performance higher than their male counterparts. For detailed information by respondent demographics, see *Appendix D: Responses to Select Questions by Respondent Characteristics*.

Figure 16: Government Performance



## City Service Quality and Importance

Survey respondents were asked to evaluate the quality and importance of more than 40 services provided by the City of Bloomington. A majority of residents gave high marks to most of these services. Fire services, the farmer's market and ambulance/EMS services were the top three most favorably rated services. Around 8 in 10 or more residents rated trails, parks, the Lotus Festival, Fourth Street Arts Fair, garbage collection and police services as excellent or good. Among the lowest rated services were downtown parking, street repair and availability of affordable or workforce housing which was rated excellent or good by fewer than two in five respondents (see Figure 17 on the following page).

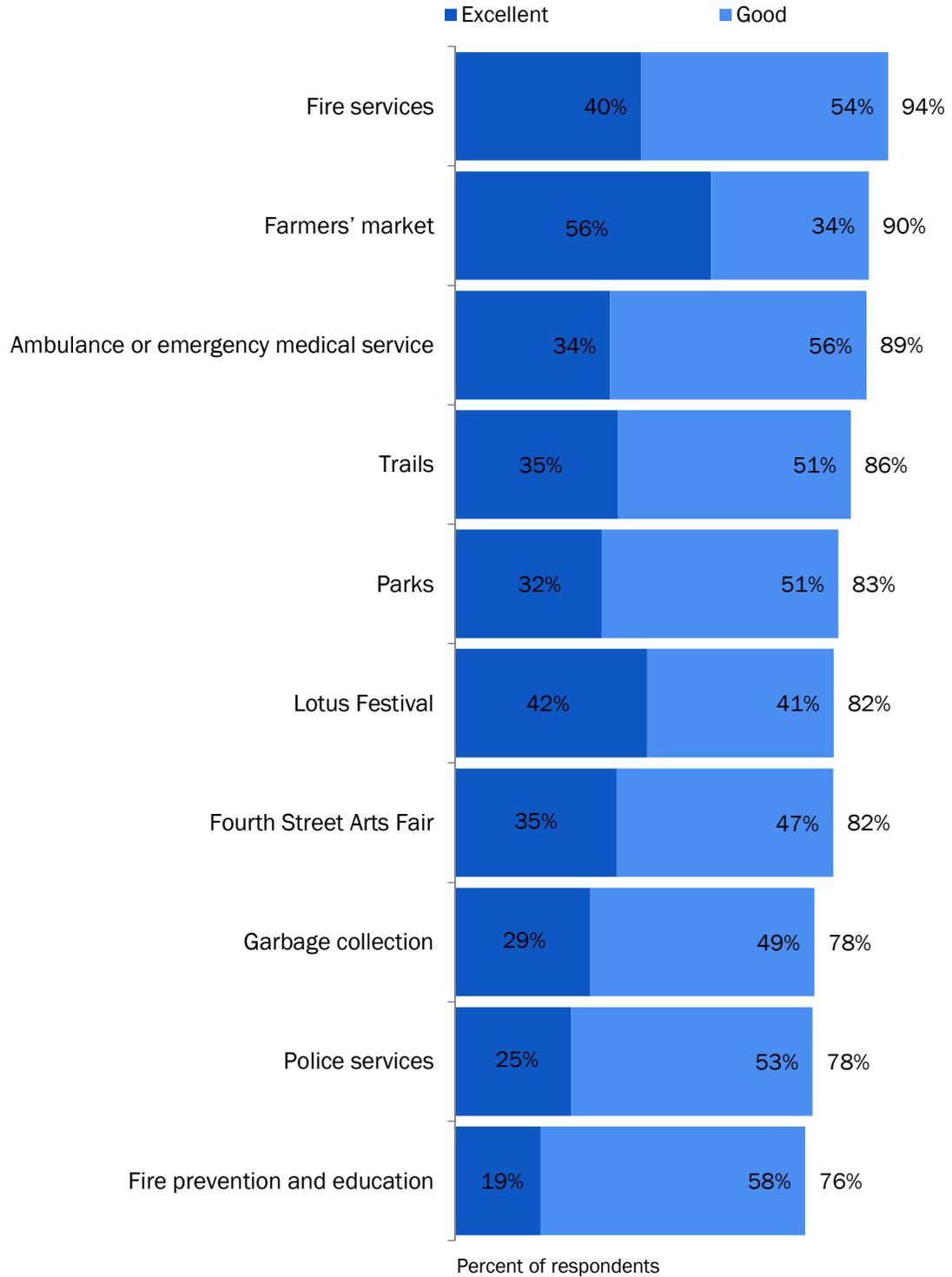
Of the 43 services for which quality ratings were provided, 30 could be compared to the national benchmark. Most services that could be compared were similar; however, bus or transit service rating was higher in Bloomington when compared nationally and recycling services was lower. Twenty-nine of the 43 services could be compared between Bloomington and the hand-selected peer communities; the vast majority of services were rated similar, but recycling and drinking water were rated lower in Bloomington compared to its peers (see *Appendix E: Benchmark Comparisons*).

At least 30% of respondents said "don't know" when rating the following services: fire prevention and education, yard waste pick-up, land use, planning and zoning, code enforcement, animal control, Taste of Bloomington, Lotus Festival, City website and small business support. The full set of responses, including "don't know" can be found in *Appendix B: Complete Set of Survey Responses*.

Few differences emerged when comparing service quality ratings in different areas of the City. Police services, fire services, bus or transit services, health services and open space (green space) were more positively assessed by southeast and northeast quadrant residents than those living in the other two quadrants. Those residing in the southeast quadrant viewed fire prevention and education and recycling services more favorably than their counterparts. Ratings varied greatly when compared by respondent demographic characteristics. Where significance was noted, overall, homeowners tended to rate service quality higher than those who rented their homes; however, renters rated sidewalk maintenance and code enforcement higher than homeowners. Older residents tended to rate the quality of individual services provided by the City higher than younger residents; the exceptions were respondents between the ages of 18-24 viewed land use, planning and zoning more positively than did their older counterparts (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional geographic and demographic comparison information).

Figure 17: Quality of City Services\*

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:

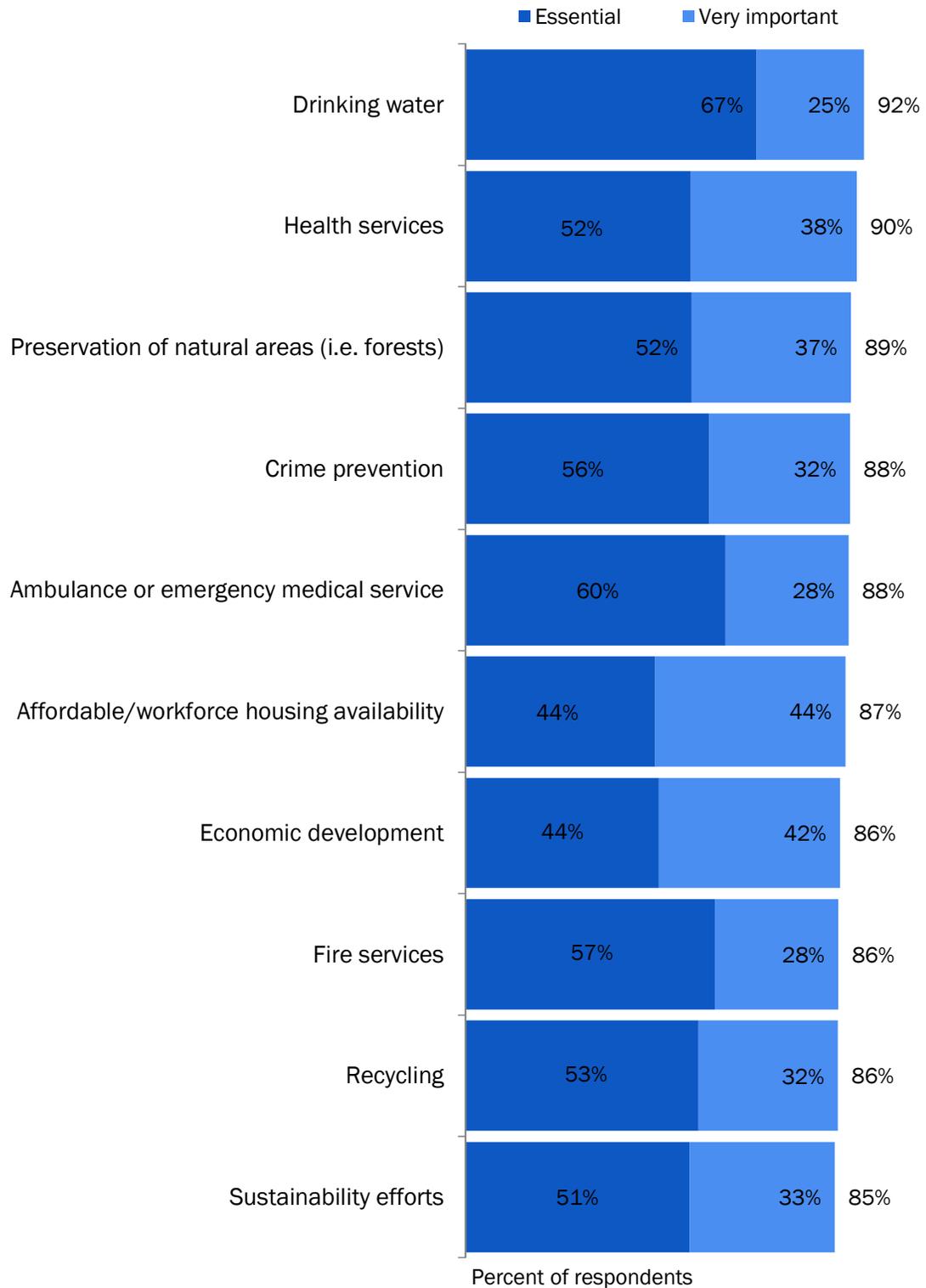


\* Due to the large number of services rated, this chart shows only the top 10 most positively rated services. For ratings of all services, please see *Appendix B: Complete Set of Survey Responses*.

When assessing the importance of the same services, around 9 in 10 respondents selected drinking water, health services, preservation of natural areas, crime prevention, ambulance/EMS services and availability of affordable or workforce housing as being very important or essential. At least four in five participants evaluated economic development, fire services, recycling, sustainability efforts, open space, small business support, police services, parks and street repair as at least very important services. Most of the remaining services were rated as very important or essential by around half of residents or more; however, street cleaning, parking garages, public art provided by the City and the Taste of Bloomington event were seen as very important by 47% or less of respondents (see Figure 18 on the following page for full service important ratings).

Figure 18: Importance of City Services\*

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:



\* Due to the large number of services rated, this chart shows only the top 10 most positively rated services. For ratings of all services, please see *Appendix B: Complete Set of Survey Responses*.

## Balancing Quality and Importance

Ratings of importance were compared to ratings of quality to help guide city staff and officials with decisions on future resource allocation. Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first.

To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lower perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list, but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Ratings of importance were compared to ratings of quality for all services. Services were classified as “more important” if they were rated as essential or very important by 73% or more of respondents. Services were rated as “less important” if they received a rating of 72% or less. Services receiving quality ratings of excellent or good by 65% or more of respondents were considered “high quality” and those with ratings 64% or less positive (at least good) were considered of “lower quality.” This classification created four quadrants based on the ratings of quality and importance for each service. The services falling into each quadrant area listed in Figure 19 on page 30. The four figures that follow display the services in each quadrant and show the relative placement of each service within the quadrant.

Typically, services that are rated relatively higher in importance, lower in quality and are lower than the benchmarks represent potential areas of improvement for the city. In 2017, these included: recycling, health services, drinking water, sustainability efforts, interaction with the police department, crime prevention, economic development, street repair, availability of affordable or workforce housing and small business support (Figure 20). Most of these services for which benchmarks could be provided were similar to both national communities as well as the peer benchmark with the exception of recycling which was lower than both sets of benchmarks and drinking water which was lower in the peer group comparison but similar to the national comparison.

Higher importance and higher quality services (Figure 21) included: fire services, ambulance/EMS, farmer's market, trails, parks, police services, sewer services, snow removal, preservation of natural areas, green space and bus or transit services. Most of these services were again similar to both the national and peer group benchmarks; however, bus or transit services was rated higher in Bloomington than in other communities nationally.

Lower importance and lower quality services (Figure 22) include: parking garages, public information services, city website, traffic signal timing, storm drainage, neighborhood/residential parking, traffic enforcement, land use, planning and zoning, code enforcement, sidewalk maintenance street lighting and downtown parking. All of these services were similar to national and peer group communities.

Lower importance and higher quality services (Figure 23) include: the Fourth Streets Arts Fair, Lotus Festival, garage collection, fire prevention and education, overall customer service by City employees, Taste of Bloomington, public art, yard waste pick-up, animal control and street cleaning. All of these services were also similar to both sets of benchmarks.

Figure 19: Comparison of Quality and Importance Ratings

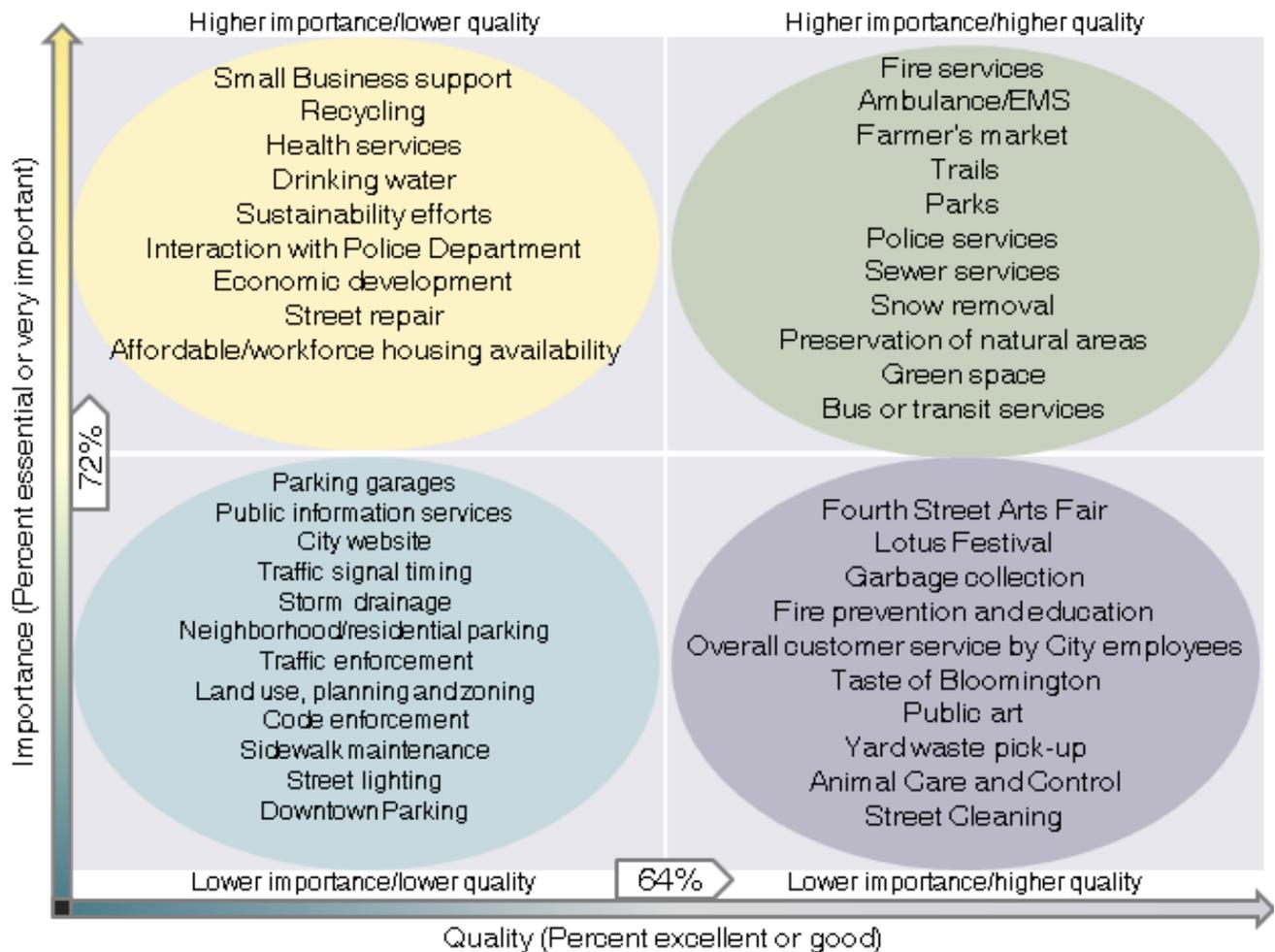


Figure 20: Services Rated Higher in Importance and Lower in Quality

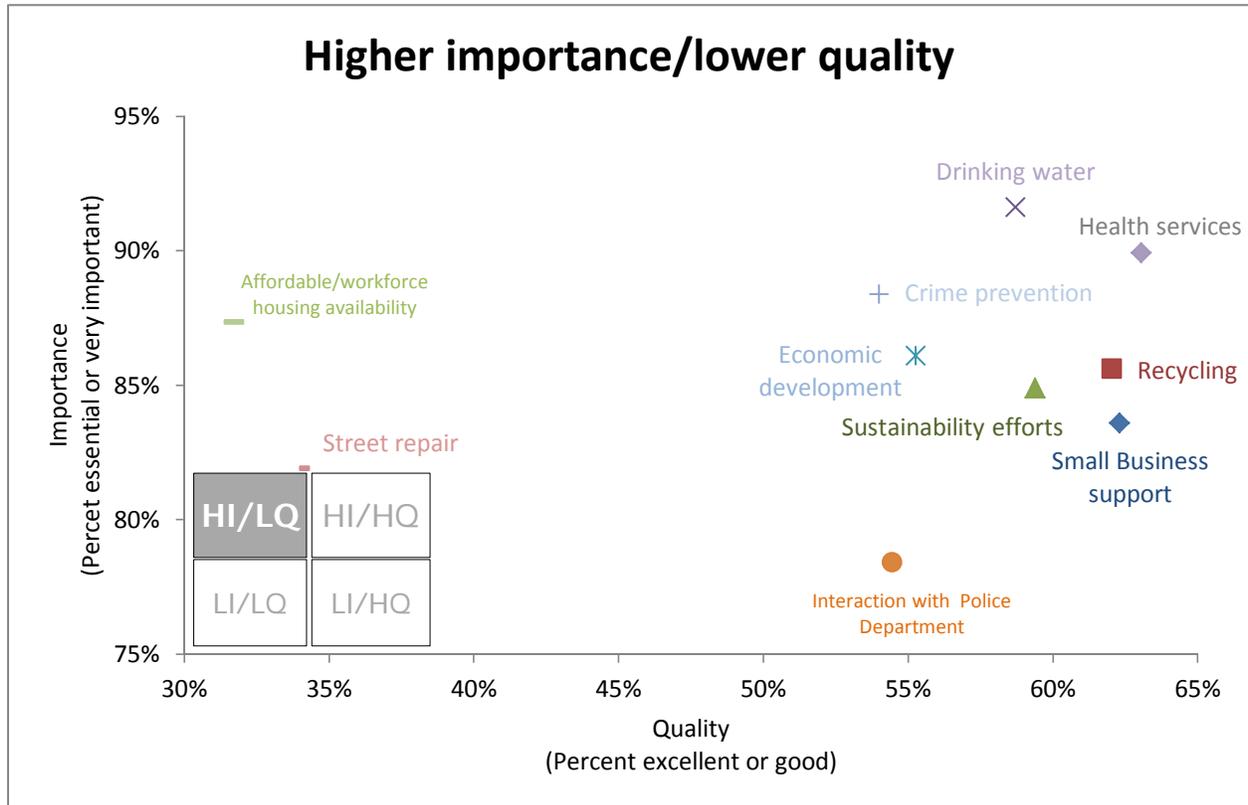


Figure 21: Services Rated Higher in Importance and Higher in Quality

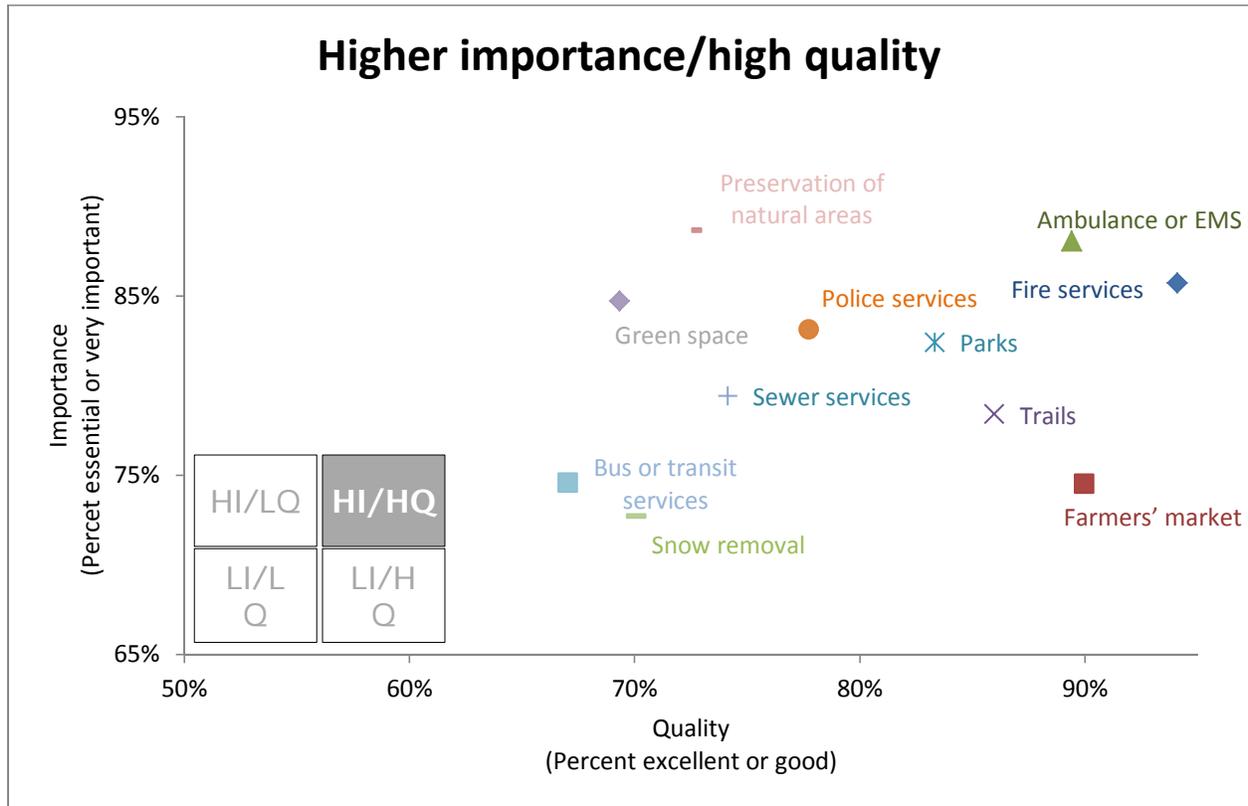


Figure 22: Services Rated Lower in Importance and Lower in Quality

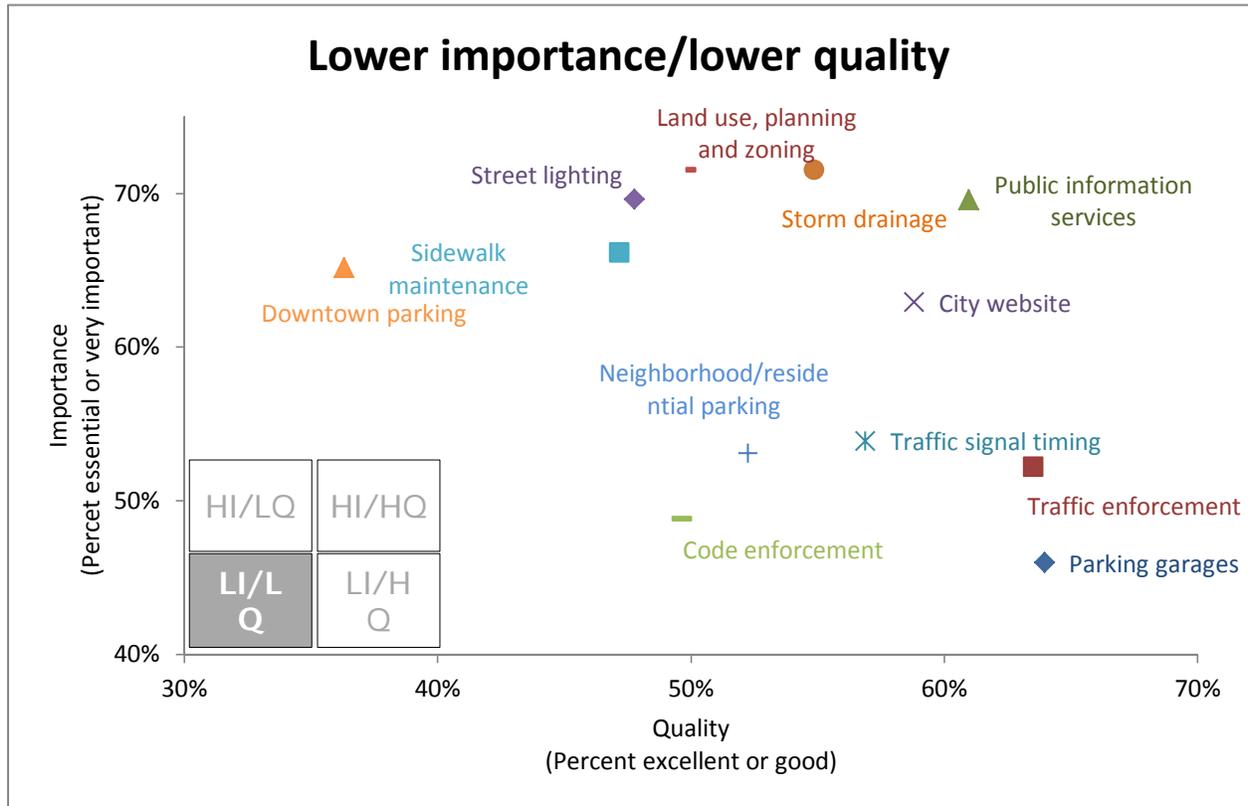
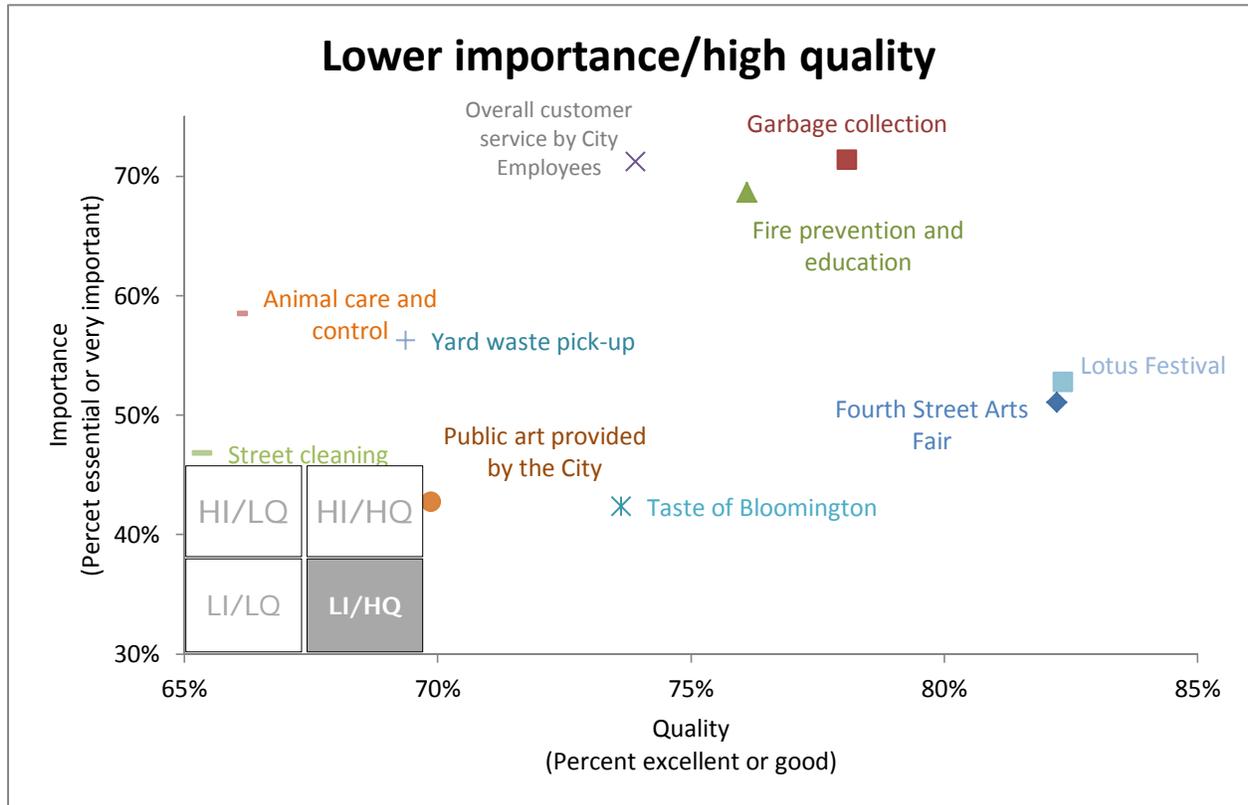


Figure 23: Services Rated Lower in Importance and Higher in Quality

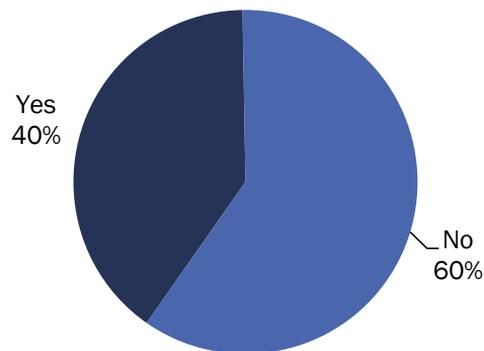


## Contact with Bloomington Staff

In the 12 months prior to the survey 40% of survey respondents reported having had contact with City of Bloomington staff either by phone, email, web or uReport. This amount of contact with City staff was similar in Bloomington to what was seen in national and peer comparison communities.

Figure 24: Contact with City Staff

Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?



The 40% of survey respondents who reported having contacted City staff were then asked to rate their overall impression of the City employee(s) as well as their courtesy, knowledge and responsiveness. A majority (77% or more) rated all aspects of the contact as excellent or good, reporting that the staff member or members with whom they had contact were courteous, knowledgeable and responsive. Residents' overall impressions of their contact with City staff were also rated positively by about 8 in 10 respondents.

When compared to resident impression ratings in other communities, Bloomington's were similar for staff knowledge, responsiveness and courtesy. Comparisons of resident impression of City staff to the peer communities were not available (see *Appendix E: Benchmark Comparisons* for additional information).

Figure 25: Impression of Contact with Staff

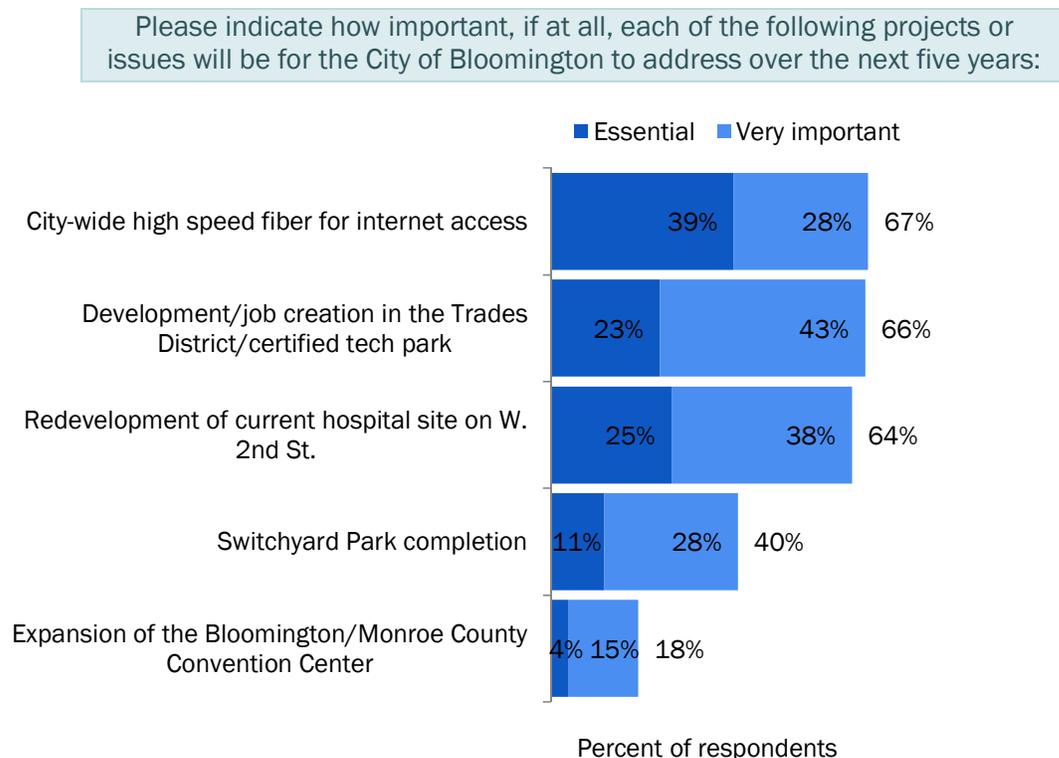


## Priorities and Planning

A series of questions on the 2017 Community Survey measured resident feelings about priorities for their community. Residents were asked to indicate the level of importance they thought each of five city projects were for Bloomington to address in the next five years. Around two-thirds of residents perceived City-wide high speed fiber internet, development and job creation in the Trades District and redevelopment of the current hospital site as very important or essential in the coming five years. Still, 4 in 10 participants felt that completion of Switchyard Park was at least very important, while around 2 in 10 said the expansion of the Bloomington/Monroe County Convention Center was very important or essential.

Thirty-five percent of respondents said “don’t know” when asked about the importance of completing Switchyard Park (please see *Appendix B: Complete Set of Survey Responses* for the full set of responses including “don’t know”).

Figure 26: Projects or Issues in Bloomington



Another set of questions asked residents the degree to which they felt homelessness was a challenge in the community and to what degree they supported the City assisting with supportive housing for residents experiencing homelessness. Six in 10 respondents felt that homelessness in Bloomington was a major challenge and 3 in 10 said it was a moderate challenge. Seven percent said it was a minor challenge and only a 1% felt it was not a problem. At the same time, 93% of survey participants supported the City assisting with supportive housing for those experiencing homelessness, with 69% strongly supporting this idea and 24% somewhat supporting it. Only 6% reported opposition to the measure.

Views of homelessness as a challenge were not significantly different between different areas of the City or when compared by demographic characteristics. Support of the City assisting with supportive housing for those experiencing homelessness was also not significantly different between geographic areas of Bloomington; however, residents who had lived in the City for less than 2 years, who rented their homes, who were younger than 55 or who were students demonstrated stronger support for this measure than their counterparts.

Figure 27: Homelessness

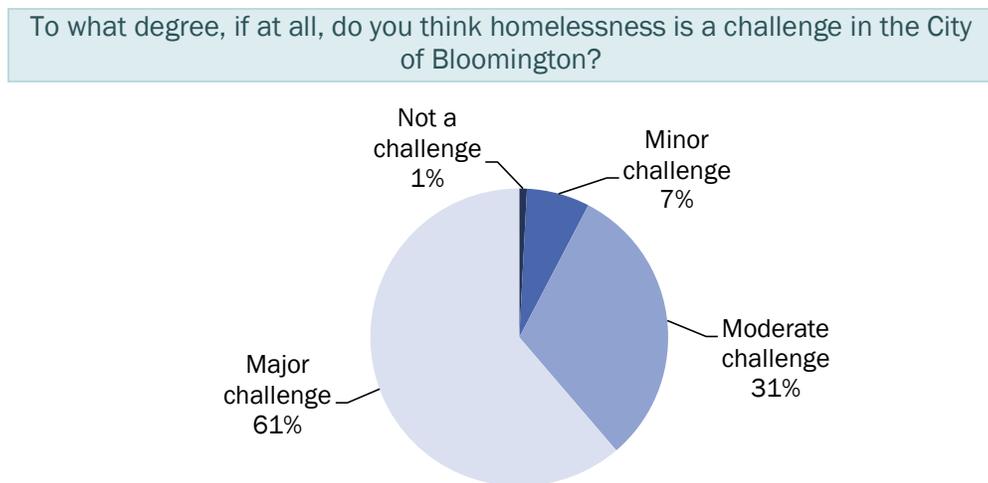
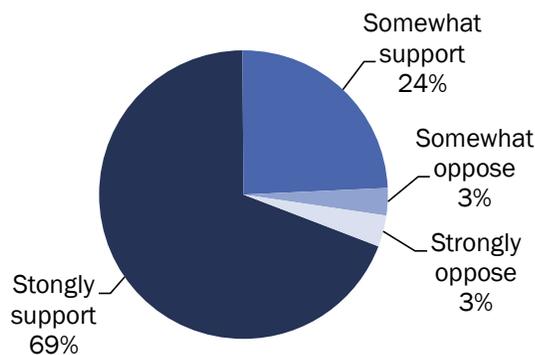


Figure 28: Support for the City Assisting with Supportive Housing

Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?

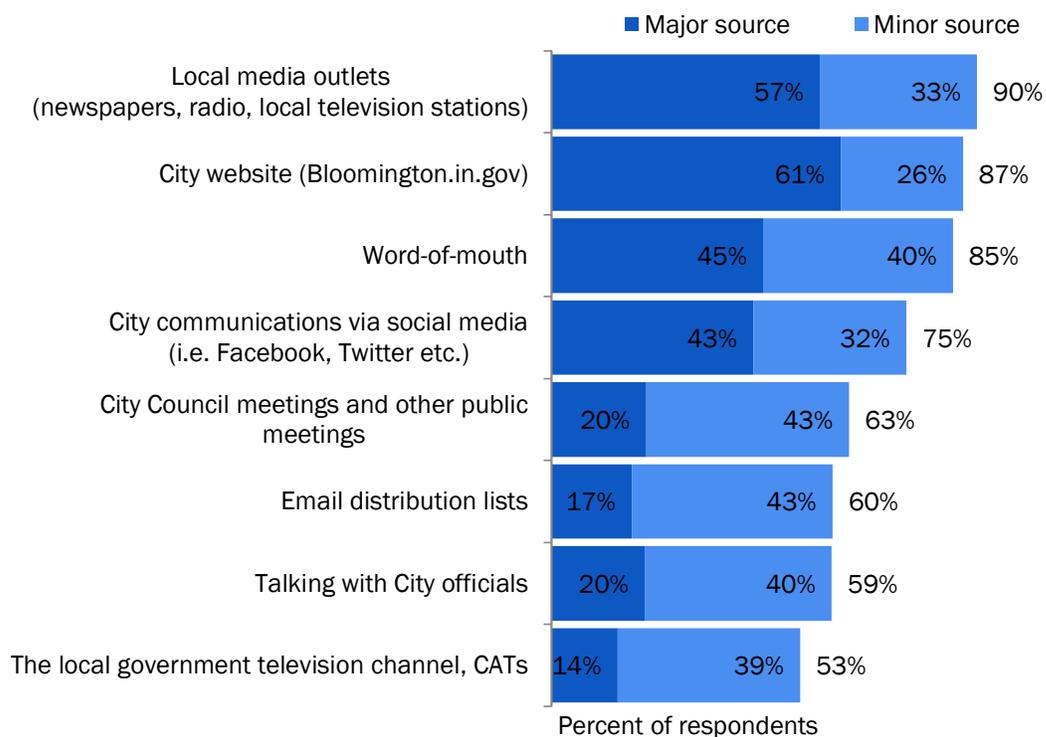


## Information Sources

Bloomington residents were given a list of eight potential sources for receiving information about the City government and its activities, events and services. Most residents (90%) reported using local media outlets as at least a minor source of information and only slightly fewer (87%) utilized the City website as a minor or major source. A majority of residents also reported using word-of-mouth and city communications via social media to find out City information. The least utilized source, though still utilized by about half as at least a minor source, was the local government television channels.

Figure 29: Information Sources

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about City government and its activities, events and services:



## Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2017 Community Survey including frequency and the number of respondents.

Table 1: Employment Status

What is your employment status?	Percent of respondents	Number of respondents
Working full time for pay	47%	N=274
Working part time for pay	28%	N=162
Unemployed, looking for paid work	4%	N=25
Unemployed, not looking for paid work	7%	N=42
Fully retired	13%	N=74
Total	100%	N=577

Table 2: Financial Security

To what extent do you agree or disagree that your household is currently experiencing financial security?	Percent of respondents	Number of respondents
Strongly agree	29%	N=167
Somewhat agree	45%	N=260
Somewhat disagree	16%	N=92
Strongly disagree	10%	N=58
Total	100%	N=577

Table 3: Work in Bloomington

Do you work inside the boundaries of the City of Bloomington?	Percent of respondents	Number of respondents
Yes, outside the home	63%	N=358
Yes, from home	6%	N=35
No	29%	N=167
Don't know	2%	N=11
Total	100%	N=570

Table 4: Length of Residency

How many years have you lived in the City of Bloomington?	Percent of respondents	Number of respondents
Less than 2 years	23%	N=135
2-5 years	27%	N=156
6-10 years	16%	N=95
11-20 years	11%	N=66
More than 20 years	22%	N=127
Total	100%	N=579

Table 5: Housing Unit Type

Which best describes the building you live in?	Percent of respondents	Number of respondents
One family house detached from any other houses	38%	N=222
Building with two or more homes (duplex, townhome, apartment, or condominium)	60%	N=345
Mobile home	1%	N=5
Other	1%	N=5
Total	100%	N=577

Table 6: Housing Tenure

Do you rent or own your home?	Percent of respondents	Number of respondents
Rent	66%	N=385
Own	34%	N=194
Total	100%	N=579

Table 7: Monthly Housing Cost

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents	Number of respondents
Less than \$300 per month	2%	N=14
\$300 to \$599 per month	26%	N=148
\$600 to \$999 per month	44%	N=250
\$1,000 to \$1,499 per month	17%	N=97
\$1,500 to \$2,499 per month	9%	N=52
\$2,500 or more per month	2%	N=12
Total	100%	N=573

Table 8: Presence of Children in Household

Do any children 17 or under live in your household?	Percent of respondents	Number of respondents
No	79%	N=458
Yes	21%	N=122
Total	100%	N=579

Table 9: Presence of Older Adults in Household

Are you or any other members of your household aged 65 or older?	Percent of respondents	Number of respondents
No	85%	N=493
Yes	15%	N=86
Total	100%	N=579

Table 10: Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Number of respondents
Less than \$25,000	36%	N=202
\$25,000 to \$49,999	26%	N=147
\$50,000 to \$99,999	24%	N=136
\$100,000 to \$149,999	9%	N=52
\$150,000 or more	6%	N=33
Total	100%	N=570

Table 11: Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	96%	N=549
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=24
Total	100%	N=573

Table 12: Respondent Race

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Number of respondents
American Indian or Alaskan Native	2%	N=11
Asian, Asian Indian or Pacific Islander	6%	N=36
Black or African American	2%	N=12
White	89%	N=509
Other	4%	N=25

Total may exceed 100% as respondents could select more than one option.

Table 13: Respondent Age

In which category is your age?	Percent of respondents	Number of respondents
18-24	22%	N=127
25-34	38%	N=218
35-44	11%	N=66
45-54	9%	N=51
55-64	7%	N=42
65-74	7%	N=38
75+	6%	N=36
Total	100%	N=578

Table 14: Respondent Gender

With what gender do you identify most closely?	Percent of respondents	Number of respondents
Female	49%	N=282
Male	50%	N=288
In another way	1%	N=3
Total	100%	N=573

Table 15: Primary Phone

Do you consider a cell phone or land line your primary telephone number?	Percent of respondents	Number of respondents
Cell	86%	N=497
Land line	8%	N=47
Both	6%	N=35
Total	100%	N=578

Table 16: Student Status

Are you a student?	Percent of respondents	Number of respondents
Yes, part-time at Indiana University	3%	N=16
Yes, full-time at Indiana University	30%	N=174
Yes, part-time at Ivy Tech Community College	2%	N=9
Yes, full-time at Ivy Tech Community College	1%	N=5
Yes, other	2%	N=12
No	63%	N=364
Total	100%	N=579

## Appendix B: Complete Set of Survey Responses

### Complete Set of Frequencies Excluding “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

Table 17: Question 1

Please rate each of the following aspects of quality of life in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Bloomington as a place to live	41%	N=244	47%	N=280	11%	N=63	1%	N=7	100%	N=594
Your neighborhood as a place to live	30%	N=180	43%	N=256	22%	N=128	5%	N=28	100%	N=592
Bloomington as a place to raise children	40%	N=185	40%	N=184	16%	N=73	4%	N=19	100%	N=462
Bloomington as a place to work	23%	N=129	42%	N=233	27%	N=149	8%	N=45	100%	N=556
Bloomington as a place to visit	35%	N=204	39%	N=223	20%	N=117	5%	N=31	100%	N=575
Bloomington as a place to retire	34%	N=147	35%	N=154	21%	N=93	10%	N=43	100%	N=436
The overall quality of life in the City of Bloomington	29%	N=170	53%	N=311	17%	N=100	2%	N=9	100%	N=591

Table 18: Question 2

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Bloomington	23%	N=136	51%	N=299	22%	N=130	4%	N=23	100%	N=588
Overall ease of getting to the places you usually visit	27%	N=157	51%	N=299	18%	N=104	4%	N=26	100%	N=586
Quality of overall natural environment in Bloomington	35%	N=203	52%	N=299	12%	N=70	1%	N=7	100%	N=580
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	20%	N=117	49%	N=283	26%	N=151	6%	N=32	100%	N=583
Health and wellness opportunities in Bloomington	30%	N=173	46%	N=266	21%	N=120	3%	N=15	100%	N=574
Overall opportunities for education and enrichment	54%	N=313	36%	N=210	8%	N=46	1%	N=7	100%	N=575
Overall economic health of Bloomington	15%	N=81	46%	N=250	32%	N=170	7%	N=39	100%	N=540
Sense of community	27%	N=156	46%	N=262	22%	N=125	5%	N=31	100%	N=575
Overall image or reputation of Bloomington	36%	N=207	46%	N=267	16%	N=94	2%	N=11	100%	N=579

Table 19: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in the City of Bloomington to someone who asks	46%	N=270	40%	N=230	10%	N=56	4%	N=25	100%	N=580
Remain in the City of Bloomington for the next five years	39%	N=222	26%	N=149	11%	N=63	23%	N=129	100%	N=562

Table 20: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	75%	N=444	21%	N=122	2%	N=9	1%	N=8	1%	N=5	100%	N=589
In your neighborhood at night	33%	N=195	42%	N=248	10%	N=57	13%	N=73	2%	N=13	100%	N=586
In Bloomington's downtown area during the day	62%	N=356	29%	N=166	6%	N=33	3%	N=20	0%	N=2	100%	N=577
In Bloomington's downtown area at night	17%	N=97	39%	N=217	16%	N=88	23%	N=132	5%	N=29	100%	N=564

Table 21: Question 5

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	9%	N=50	41%	N=240	36%	N=206	14%	N=84	100%	N=580
Ease of public parking	8%	N=44	26%	N=149	41%	N=236	25%	N=145	100%	N=574
Cost of public parking	9%	N=50	24%	N=132	39%	N=219	28%	N=159	100%	N=561
Ease of travel by car	17%	N=96	47%	N=272	29%	N=167	7%	N=43	100%	N=579
Ease of travel by public transportation	17%	N=70	31%	N=128	38%	N=155	14%	N=57	100%	N=410
Ease of travel by bicycle	21%	N=86	42%	N=173	29%	N=119	7%	N=29	100%	N=407
Ease of walking	33%	N=189	42%	N=237	22%	N=123	3%	N=20	100%	N=569
Availability of paths and walking trails	34%	N=193	45%	N=252	19%	N=108	2%	N=11	100%	N=565
Air quality	32%	N=180	51%	N=292	15%	N=85	2%	N=12	100%	N=570
Cleanliness of the City	22%	N=128	54%	N=319	21%	N=122	3%	N=18	100%	N=586
Overall appearance	26%	N=151	56%	N=329	17%	N=98	1%	N=7	100%	N=585
Public places where people want to spend time	24%	N=135	46%	N=261	25%	N=140	5%	N=30	100%	N=566
Variety of housing options	15%	N=85	39%	N=216	29%	N=161	17%	N=96	100%	N=558
Availability of affordable housing	10%	N=52	24%	N=130	32%	N=171	35%	N=186	100%	N=538
Fitness opportunities	30%	N=167	50%	N=278	17%	N=94	3%	N=17	100%	N=555
Recreational opportunities	34%	N=193	47%	N=270	16%	N=88	3%	N=17	100%	N=568
Availability of affordable food	26%	N=153	45%	N=263	25%	N=148	3%	N=18	100%	N=581
Availability of affordable health care	16%	N=80	40%	N=196	32%	N=156	12%	N=60	100%	N=493
Availability of affordable mental health care	12%	N=40	31%	N=103	28%	N=93	29%	N=95	100%	N=330

Table 22: Question 6

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable child care/preschool	7%	N=13	30%	N=57	42%	N=82	21%	N=41	100%	N=193
K-12 education	27%	N=74	49%	N=135	20%	N=55	3%	N=10	100%	N=274
Adult educational opportunities	40%	N=192	42%	N=202	15%	N=75	2%	N=12	100%	N=481
Opportunities to attend cultural/arts/music activities	63%	N=353	31%	N=177	5%	N=26	1%	N=7	100%	N=563
Opportunities to participate in religious or spiritual events and activities	51%	N=214	39%	N=164	9%	N=36	1%	N=5	100%	N=420
Employment opportunities	9%	N=42	34%	N=166	40%	N=193	17%	N=82	100%	N=484
Shopping opportunities downtown	18%	N=101	43%	N=247	31%	N=177	8%	N=43	100%	N=569
Shopping opportunities outside downtown	17%	N=95	50%	N=282	28%	N=161	5%	N=31	100%	N=568
Cost of living in Bloomington	9%	N=54	35%	N=204	39%	N=224	17%	N=99	100%	N=581
Overall quality of business and service establishments in Bloomington	19%	N=106	57%	N=323	22%	N=125	3%	N=14	100%	N=568
Entertainment downtown	26%	N=144	48%	N=265	22%	N=121	3%	N=18	100%	N=548
Entertainment outside downtown	14%	N=69	38%	N=190	36%	N=179	13%	N=66	100%	N=504
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	11%	N=53	34%	N=163	34%	N=162	20%	N=97	100%	N=476
Opportunities to participate in social events and activities	35%	N=191	45%	N=249	19%	N=104	1%	N=6	100%	N=550
Opportunities to volunteer	46%	N=233	42%	N=214	12%	N=60	1%	N=3	100%	N=509
Opportunities to participate in community matters	32%	N=155	46%	N=220	18%	N=89	4%	N=17	100%	N=481
Openness and acceptance of the community toward people of diverse backgrounds	38%	N=211	40%	N=223	16%	N=90	5%	N=27	100%	N=552
Neighborliness of residents in Bloomington	21%	N=116	45%	N=246	30%	N=165	5%	N=26	100%	N=553

Table 23: Question 7

Please indicate whether or not you have done any of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	29%	N=172	71%	N=414	100%	N=586
Made efforts to make your home more energy efficient	23%	N=136	77%	N=449	100%	N=584
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	46%	N=269	54%	N=310	100%	N=580
You or a household member were a victim of a crime in the City of Bloomington	87%	N=511	13%	N=73	100%	N=584
You or a household member reported a crime to the police in the City of Bloomington	81%	N=473	19%	N=112	100%	N=585
Stocked supplies in preparation for an emergency	78%	N=455	22%	N=131	100%	N=586
Campaigned or advocated for an issue, cause or candidate	52%	N=307	48%	N=278	100%	N=585
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	61%	N=359	39%	N=227	100%	N=586

Table 24: Question 8

Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	Percent of respondents	Number of respondents
Yes	40%	N=230
No	60%	N=346
Total	100%	N=576

Table 25: Question 9

What was your impression of the staff member(s) in your most recent contact? (Rate each characteristic)	Excellent		Good		Fair		Poor		Total	
Knowledgeable	40%	N=91	43%	N=96	10%	N=22	7%	N=17	100%	N=226
Responsive	44%	N=100	34%	N=77	11%	N=26	11%	N=25	100%	N=228
Courteous	48%	N=110	36%	N=82	11%	N=25	6%	N=13	100%	N=229
Overall impression	38%	N=87	41%	N=95	10%	N=23	11%	N=24	100%	N=230

Asked only of those who had contact with a City employee in the 12 months prior to the survey.

Table 26: Question 10

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=2	3%	N=17	19%	N=109	78%	N=456	100%	N=583
Watched (online or on television) a local public meeting	1%	N=3	3%	N=17	23%	N=136	73%	N=424	100%	N=581

Table 27: Question 11

In the last 12 months, about how many times, if at all, have you or other household members done any of the following in the City of Bloomington?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Participated in religious or spiritual activities	8%	N=48	17%	N=98	19%	N=108	56%	N=320	100%	N=575
Attended an event offered by the City of Bloomington	2%	N=13	12%	N=70	57%	N=323	29%	N=164	100%	N=570
Used bus or other public transportation instead of driving	25%	N=145	9%	N=50	19%	N=108	47%	N=267	100%	N=569
Carpooled with other adults or children instead of driving alone	23%	N=132	21%	N=121	19%	N=109	37%	N=212	100%	N=574
Walked or biked instead of driving	40%	N=230	18%	N=103	19%	N=107	23%	N=135	100%	N=575
Volunteered your time to some group/activity in Bloomington	10%	N=55	18%	N=100	32%	N=180	41%	N=234	100%	N=570
Talked to or visited with your immediate neighbors	23%	N=129	27%	N=152	30%	N=172	21%	N=121	100%	N=574
Done a favor for a neighbor	12%	N=67	16%	N=90	38%	N=222	34%	N=198	100%	N=577

Table 28: Question 12

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Bloomington	25%	N=131	55%	N=287	17%	N=91	3%	N=15	100%	N=524
Indiana State Government	5%	N=25	20%	N=95	43%	N=209	32%	N=153	100%	N=481
The Federal Government	5%	N=24	23%	N=112	45%	N=219	27%	N=128	100%	N=483

Table 29: Question 13

Please rate the performance of the City of Bloomington government in the following categories:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to City	18%	N=78	50%	N=214	27%	N=115	6%	N=25	100%	N=431
The overall direction that the City is taking	16%	N=76	50%	N=240	26%	N=124	9%	N=45	100%	N=485
The job City government does at welcoming citizen involvement	23%	N=102	46%	N=202	24%	N=106	7%	N=30	100%	N=439
Overall confidence in City government	19%	N=90	44%	N=210	27%	N=132	11%	N=51	100%	N=483
Generally acting in the best interest of the community	21%	N=104	43%	N=211	27%	N=131	8%	N=39	100%	N=485
Being honest/transparent	16%	N=64	46%	N=188	31%	N=129	7%	N=31	100%	N=412
Treating all residents fairly	19%	N=86	40%	N=185	28%	N=128	13%	N=59	100%	N=458
Listening to public concern	18%	N=78	41%	N=180	31%	N=136	10%	N=45	100%	N=440

Table 30: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City of Bloomington to address over the next five years:	Essential		Very important		Somewhat important		Not at all important		Total	
Switchyard Park completion	11%	N=42	28%	N=104	43%	N=158	18%	N=65	100%	N=369
Development/job creation in the Trades District/certified tech park	23%	N=99	43%	N=187	27%	N=116	7%	N=30	100%	N=432
Expansion of the Bloomington/Monroe County Convention Center	4%	N=16	15%	N=64	49%	N=215	32%	N=140	100%	N=435
Redevelopment of current hospital site on W. 2nd St.	25%	N=120	38%	N=180	27%	N=127	9%	N=44	100%	N=471
City-wide high speed fiber for internet access	39%	N=205	28%	N=151	26%	N=137	7%	N=39	100%	N=531

Table 31: Question 15

To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	Percent of respondents	Number of respondents
Not a challenge	1%	N=5
Minor challenge	7%	N=39
Moderate challenge	31%	N=175
Major challenge	61%	N=346
Total	100%	N=565

Table 32: Question 16

Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	Percent of respondents	Number of respondents
Strongly support	69%	N=388
Somewhat support	24%	N=137
Somewhat oppose	3%	N=17
Strongly oppose	3%	N=20
Total	100%	N=562

Table 33: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City website (Bloomington.in.gov)	61%	N=347	26%	N=146	13%	N=72	100%	N=565
Local media outlets (newspapers, radio, local television stations)	57%	N=324	33%	N=190	10%	N=55	100%	N=569
The local government television channel, CATs	14%	N=79	39%	N=220	47%	N=268	100%	N=567
City Council meetings and other public meetings	20%	N=114	43%	N=243	37%	N=209	100%	N=566
Talking with City officials	20%	N=112	40%	N=225	41%	N=230	100%	N=566
City communications via social media (i.e. Facebook, Twitter etc.)	43%	N=244	32%	N=185	25%	N=141	100%	N=569
Word-of-mouth	45%	N=256	40%	N=229	15%	N=84	100%	N=569
Email distribution lists	17%	N=97	43%	N=241	40%	N=228	100%	N=566

Table 34: Question 18 - Quality

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Police services	25%	N=126	53%	N=263	17%	N=84	6%	N=28	100%	N=501
Fire services	40%	N=165	54%	N=219	5%	N=20	1%	N=4	100%	N=409
Ambulance or emergency medical service	34%	N=140	56%	N=232	8%	N=32	3%	N=12	100%	N=416
Crime prevention	14%	N=64	40%	N=188	36%	N=166	10%	N=48	100%	N=465
Fire prevention and education	19%	N=65	58%	N=200	19%	N=67	5%	N=16	100%	N=348
Traffic enforcement	13%	N=66	50%	N=244	25%	N=120	12%	N=58	100%	N=487
Street repair	5%	N=29	29%	N=156	43%	N=233	23%	N=126	100%	N=544
Street cleaning	14%	N=77	51%	N=272	28%	N=147	7%	N=38	100%	N=533
Street lighting	10%	N=57	37%	N=207	36%	N=200	16%	N=90	100%	N=554
Snow removal	23%	N=124	47%	N=253	25%	N=134	5%	N=27	100%	N=538
Sidewalk maintenance	10%	N=55	37%	N=203	36%	N=198	17%	N=91	100%	N=547
Downtown parking	8%	N=45	28%	N=154	39%	N=213	25%	N=136	100%	N=548
Neighborhood/residential parking	13%	N=68	39%	N=208	33%	N=177	14%	N=75	100%	N=528
Parking garages	15%	N=77	49%	N=246	28%	N=140	8%	N=42	100%	N=505

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Traffic signal timing	13%	N=71	44%	N=235	29%	N=155	14%	N=77	100%	N=539
Bus or transit services	20%	N=83	47%	N=193	26%	N=107	7%	N=29	100%	N=412
Garbage collection	29%	N=145	49%	N=242	17%	N=86	5%	N=23	100%	N=496
Recycling	26%	N=135	36%	N=186	19%	N=97	19%	N=99	100%	N=516
Yard waste pick-up	18%	N=64	51%	N=178	25%	N=87	6%	N=20	100%	N=350
Storm drainage	8%	N=32	47%	N=195	31%	N=130	14%	N=57	100%	N=413
Drinking water	17%	N=90	42%	N=225	26%	N=138	15%	N=83	100%	N=536
Sewer services	14%	N=57	60%	N=244	23%	N=93	3%	N=12	100%	N=407
Land use, planning and zoning	8%	N=29	42%	N=155	37%	N=136	13%	N=50	100%	N=370
Code enforcement (weeds, trash, etc.)	4%	N=16	45%	N=175	35%	N=133	16%	N=61	100%	N=386
Animal care and control	15%	N=56	51%	N=192	28%	N=105	6%	N=22	100%	N=375
Economic development	9%	N=38	47%	N=203	35%	N=151	10%	N=44	100%	N=436
Sustainability efforts	13%	N=58	46%	N=205	33%	N=144	8%	N=36	100%	N=443
Health services	14%	N=71	49%	N=241	31%	N=155	6%	N=28	100%	N=495
Public information services	14%	N=62	47%	N=202	35%	N=153	4%	N=16	100%	N=433
Preservation of natural areas (i.e. forests)	23%	N=118	49%	N=247	23%	N=116	4%	N=22	100%	N=502
Open space (green space)	18%	N=98	51%	N=271	26%	N=139	4%	N=24	100%	N=532
Farmers' market	56%	N=288	34%	N=178	10%	N=49	1%	N=3	100%	N=517
Taste of Bloomington	32%	N=126	42%	N=164	23%	N=91	3%	N=13	100%	N=395
Lotus Festival	42%	N=163	41%	N=158	15%	N=59	2%	N=9	100%	N=390
Fourth Street Arts Fair	35%	N=149	47%	N=200	17%	N=70	1%	N=5	100%	N=424
Overall customer service by City Employees	17%	N=70	57%	N=234	21%	N=85	6%	N=23	100%	N=412
City website	10%	N=38	49%	N=192	32%	N=126	9%	N=35	100%	N=391
Affordable/workforce housing availability	5%	N=21	27%	N=112	39%	N=165	29%	N=123	100%	N=421
Resident interaction with the Bloomington Police Department	14%	N=57	40%	N=159	35%	N=138	11%	N=43	100%	N=397
Public art provided by the City	19%	N=89	50%	N=229	26%	N=117	4%	N=20	100%	N=455
Small Business support	17%	N=56	45%	N=146	30%	N=99	7%	N=24	100%	N=325
Parks	32%	N=171	51%	N=277	14%	N=77	2%	N=13	100%	N=538
Trails	35%	N=181	51%	N=260	12%	N=62	2%	N=10	100%	N=513

Table 35: Question 18 - Importance

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Total	
Police services	55%	N=285	28%	N=142	14%	N=72	3%	N=15	100%	N=514
Fire services	57%	N=278	28%	N=138	13%	N=65	1%	N=4	100%	N=486
Ambulance or emergency medical service	60%	N=296	28%	N=141	10%	N=49	2%	N=10	100%	N=497
Crime prevention	56%	N=282	32%	N=163	10%	N=51	2%	N=8	100%	N=503
Fire prevention and education	32%	N=156	37%	N=180	27%	N=132	4%	N=22	100%	N=489
Traffic enforcement	22%	N=110	30%	N=149	37%	N=186	11%	N=53	100%	N=498
Street repair	36%	N=185	46%	N=240	17%	N=90	1%	N=4	100%	N=520
Street cleaning	15%	N=75	32%	N=161	48%	N=243	5%	N=27	100%	N=506
Street lighting	32%	N=167	37%	N=194	27%	N=139	4%	N=19	100%	N=520
Snow removal	28%	N=145	45%	N=230	24%	N=123	3%	N=18	100%	N=516
Sidewalk maintenance	19%	N=100	47%	N=242	31%	N=158	3%	N=17	100%	N=517
Downtown parking	22%	N=113	43%	N=218	29%	N=148	6%	N=30	100%	N=509
Neighborhood/residential parking	17%	N=84	36%	N=183	35%	N=177	12%	N=59	100%	N=503
Parking garages	15%	N=70	31%	N=151	42%	N=200	12%	N=59	100%	N=479
Traffic signal timing	19%	N=94	35%	N=168	33%	N=160	13%	N=63	100%	N=485
Bus or transit services	37%	N=169	38%	N=174	20%	N=93	5%	N=24	100%	N=460
Garbage collection	33%	N=163	38%	N=185	22%	N=108	6%	N=32	100%	N=488
Recycling	53%	N=267	32%	N=160	11%	N=54	4%	N=18	100%	N=499
Yard waste pick-up	21%	N=87	35%	N=143	36%	N=146	8%	N=32	100%	N=407
Storm drainage	31%	N=139	41%	N=184	24%	N=106	5%	N=22	100%	N=451
Drinking water	67%	N=338	25%	N=125	7%	N=35	1%	N=7	100%	N=505
Sewer services	44%	N=192	36%	N=158	18%	N=80	2%	N=11	100%	N=440
Land use, planning and zoning	29%	N=126	42%	N=182	24%	N=105	4%	N=18	100%	N=430
Code enforcement (weeds, trash, etc.)	13%	N=59	35%	N=157	40%	N=175	12%	N=52	100%	N=443
Animal care and control	19%	N=86	39%	N=179	35%	N=160	6%	N=28	100%	N=453
Economic development	44%	N=212	42%	N=198	13%	N=63	1%	N=3	100%	N=476
Sustainability efforts	51%	N=248	33%	N=161	12%	N=58	3%	N=15	100%	N=482
Health services	52%	N=255	38%	N=188	9%	N=42	1%	N=7	100%	N=493
Public information services	21%	N=98	48%	N=222	27%	N=122	4%	N=18	100%	N=460
Preservation of natural areas (i.e. forests)	52%	N=263	37%	N=186	10%	N=50	1%	N=7	100%	N=507
Open space (green space)	47%	N=238	38%	N=193	13%	N=67	2%	N=11	100%	N=509
Farmers' market	35%	N=173	40%	N=198	19%	N=97	6%	N=30	100%	N=497
Taste of Bloomington	16%	N=72	26%	N=115	41%	N=180	17%	N=74	100%	N=441
Lotus Festival	23%	N=103	29%	N=129	34%	N=150	13%	N=59	100%	N=441

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Total	
Fourth Street Arts Fair	21%	N=93	30%	N=136	36%	N=159	13%	N=60	100%	N=448
Overall customer service by City Employees	27%	N=126	44%	N=203	26%	N=120	3%	N=14	100%	N=463
City website	23%	N=101	40%	N=173	32%	N=139	5%	N=23	100%	N=435
Affordable/workforce housing availability	44%	N=203	44%	N=204	11%	N=51	2%	N=8	100%	N=466
Resident interaction with the Bloomington Police Department	37%	N=177	41%	N=194	17%	N=83	4%	N=20	100%	N=474
Public art provided by the City	16%	N=75	27%	N=125	40%	N=185	18%	N=83	100%	N=468
Small Business support	44%	N=197	39%	N=176	15%	N=65	2%	N=8	100%	N=447
Parks	42%	N=214	41%	N=210	16%	N=84	1%	N=7	100%	N=515
Trails	40%	N=202	38%	N=193	19%	N=95	3%	N=14	100%	N=504

Table 36: Question 19

What is the one thing you like least about the City of Bloomington?	Percent of respondents	Number of respondents
Homelessness	18%	N=92
Affordable housing/built environment	16%	N=79
Infrastructure (roads/sidewalks)	7%	N=32
Economic vitality	8%	N=41
Traffic, mobility and parking	22%	N=109
Safety and health services	7%	N=34
Politics and government trust	7%	N=33
Environmental concerns	8%	N=41
Other	7%	N=37
Total	100%	N=498

Table 37: Question 20

What is the one thing you like most about the City of Bloomington?	Percent of respondents	Number of respondents
Cultural activities and entertainment	27%	N=136
Parks and natural environment	13%	N=67
Sense of community	16%	N=82
Diversity/inclusivity	11%	N=56
Image/appearance	8%	N=38
Accessibility/mobility	10%	N=50
Access to university/educational opportunities	6%	N=32
Quality of life and services	5%	N=28
Other	3%	N=16
Total	100%	N=506

## Complete Set of Frequencies Including “Don’t Know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

Table 38: Question 1

Please rate each of the following aspects of quality of life in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Bloomington as a place to live	41%	N=244	47%	N=280	11%	N=63	1%	N=7	0%	N=0	100%	N=594
Your neighborhood as a place to live	30%	N=180	43%	N=256	22%	N=128	5%	N=28	0%	N=0	100%	N=592
Bloomington as a place to raise children	32%	N=185	31%	N=184	12%	N=73	3%	N=19	22%	N=127	100%	N=589
Bloomington as a place to work	22%	N=129	40%	N=233	25%	N=149	8%	N=45	6%	N=33	100%	N=589
Bloomington as a place to visit	34%	N=204	38%	N=223	20%	N=117	5%	N=31	3%	N=16	100%	N=591
Bloomington as a place to retire	25%	N=147	26%	N=154	16%	N=93	7%	N=43	26%	N=151	100%	N=587
The overall quality of life in the City of Bloomington	29%	N=170	53%	N=311	17%	N=100	2%	N=9	0%	N=1	100%	N=592

Table 39: Question 2

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Bloomington	23%	N=136	51%	N=299	22%	N=130	4%	N=23	0%	N=2	100%	N=589
Overall ease of getting to the places you usually visit	27%	N=157	51%	N=299	18%	N=104	4%	N=26	0%	N=2	100%	N=588
Quality of overall natural environment in Bloomington	35%	N=203	51%	N=299	12%	N=70	1%	N=7	1%	N=3	100%	N=583
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	20%	N=117	48%	N=283	26%	N=151	5%	N=32	1%	N=6	100%	N=589
Health and wellness opportunities in Bloomington	29%	N=173	45%	N=266	20%	N=120	3%	N=15	3%	N=16	100%	N=590
Overall opportunities for education and enrichment	53%	N=313	36%	N=210	8%	N=46	1%	N=7	2%	N=12	100%	N=588
Overall economic health of Bloomington	14%	N=81	43%	N=250	29%	N=170	7%	N=39	8%	N=48	100%	N=588
Sense of community	27%	N=156	45%	N=262	21%	N=125	5%	N=31	2%	N=12	100%	N=587
Overall image or reputation of Bloomington	35%	N=207	46%	N=267	16%	N=94	2%	N=11	1%	N=9	100%	N=588

Table 40: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in the City of Bloomington to someone who asks	46%	N=270	39%	N=230	9%	N=56	4%	N=25	1%	N=9	100%	N=589
Remain in the City of Bloomington for the next five years	38%	N=222	25%	N=149	11%	N=63	22%	N=129	5%	N=27	100%	N=589

Table 41: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	75%	N=444	21%	N=122	2%	N=9	1%	N=8	1%	N=5	0%	N=1	100%	N=590
In your neighborhood at night	33%	N=195	42%	N=248	10%	N=57	13%	N=73	2%	N=13	0%	N=1	100%	N=587
In Bloomington's downtown area during the day	61%	N=356	28%	N=166	6%	N=33	3%	N=20	0%	N=2	2%	N=11	100%	N=588
In Bloomington's downtown area at night	17%	N=97	37%	N=217	15%	N=88	23%	N=132	5%	N=29	4%	N=23	100%	N=587

Table 42: Question 5

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	8%	N=50	41%	N=240	35%	N=206	14%	N=84	2%	N=9	100%	N=589
Ease of public parking	7%	N=44	25%	N=149	40%	N=236	25%	N=145	3%	N=15	100%	N=589
Cost of public parking	9%	N=50	22%	N=132	37%	N=219	27%	N=159	5%	N=29	100%	N=589
Ease of travel by car	16%	N=96	46%	N=272	29%	N=167	7%	N=43	1%	N=7	100%	N=586
Ease of travel by public transportation	12%	N=70	22%	N=128	27%	N=155	10%	N=57	30%	N=173	100%	N=583
Ease of travel by bicycle	15%	N=86	29%	N=173	20%	N=119	5%	N=29	31%	N=181	100%	N=588
Ease of walking	32%	N=189	40%	N=237	21%	N=123	3%	N=20	3%	N=18	100%	N=587
Availability of paths and walking trails	33%	N=193	43%	N=252	18%	N=108	2%	N=11	4%	N=23	100%	N=588
Air quality	31%	N=180	50%	N=292	14%	N=85	2%	N=12	3%	N=18	100%	N=587
Cleanliness of the City	22%	N=128	54%	N=319	21%	N=122	3%	N=18	0%	N=2	100%	N=589
Overall appearance	26%	N=151	56%	N=329	17%	N=98	1%	N=7	0%	N=1	100%	N=586
Public places where people want to spend time	23%	N=135	44%	N=261	24%	N=140	5%	N=30	4%	N=21	100%	N=587
Variety of housing options	15%	N=85	37%	N=216	27%	N=161	16%	N=96	5%	N=27	100%	N=585
Availability of affordable housing	9%	N=52	22%	N=130	29%	N=171	32%	N=186	8%	N=45	100%	N=583
Fitness opportunities	28%	N=167	47%	N=278	16%	N=94	3%	N=17	6%	N=33	100%	N=588
Recreational opportunities	33%	N=193	46%	N=270	15%	N=88	3%	N=17	3%	N=18	100%	N=586
Availability of affordable food	26%	N=153	45%	N=263	25%	N=148	3%	N=18	1%	N=8	100%	N=589

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable health care	14%	N=80	33%	N=196	27%	N=156	10%	N=60	16%	N=94	100%	N=587
Availability of affordable mental health care	7%	N=40	17%	N=103	16%	N=93	16%	N=95	44%	N=257	100%	N=588

Table 43: Question 6

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable child care/preschool	2%	N=13	10%	N=57	14%	N=82	7%	N=41	67%	N=392	100%	N=585
K-12 education	13%	N=74	23%	N=135	9%	N=55	2%	N=10	53%	N=311	100%	N=585
Adult educational opportunities	33%	N=192	35%	N=202	13%	N=75	2%	N=12	18%	N=102	100%	N=584
Opportunities to attend cultural/arts/music activities	60%	N=353	30%	N=177	4%	N=26	1%	N=7	3%	N=20	100%	N=583
Opportunities to participate in religious or spiritual events and activities	37%	N=214	28%	N=164	6%	N=36	1%	N=5	28%	N=163	100%	N=582
Employment opportunities	7%	N=42	29%	N=166	33%	N=193	14%	N=82	17%	N=98	100%	N=582
Shopping opportunities downtown	17%	N=101	42%	N=247	30%	N=177	7%	N=43	3%	N=17	100%	N=586
Shopping opportunities outside downtown	16%	N=95	48%	N=282	28%	N=161	5%	N=31	2%	N=14	100%	N=583
Cost of living in Bloomington	9%	N=54	35%	N=204	38%	N=224	17%	N=99	1%	N=5	100%	N=586
Overall quality of business and service establishments in Bloomington	18%	N=106	55%	N=323	21%	N=125	2%	N=14	3%	N=16	100%	N=585
Entertainment downtown	25%	N=144	46%	N=265	21%	N=121	3%	N=18	5%	N=31	100%	N=579
Entertainment outside downtown	12%	N=69	33%	N=190	31%	N=179	12%	N=66	12%	N=72	100%	N=576
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	9%	N=53	28%	N=163	28%	N=162	17%	N=97	18%	N=108	100%	N=584
Opportunities to participate in social events and activities	33%	N=191	43%	N=249	18%	N=104	1%	N=6	5%	N=28	100%	N=578
Opportunities to volunteer	40%	N=233	37%	N=214	10%	N=60	1%	N=3	12%	N=71	100%	N=580
Opportunities to participate in community matters	27%	N=155	38%	N=220	15%	N=89	3%	N=17	17%	N=99	100%	N=580
Openness and acceptance of the community toward people of diverse backgrounds	36%	N=211	38%	N=223	15%	N=90	5%	N=27	5%	N=29	100%	N=582
Neighborliness of residents in Bloomington	20%	N=116	42%	N=246	28%	N=165	4%	N=26	5%	N=31	100%	N=585

Table 44: Question 7

Please indicate whether or not you have done any of the following in the last 12 months.	No		Yes		Total	
	Percentage	N	Percentage	N	Percentage	N
Made efforts to conserve water	29%	N=172	71%	N=414	100%	N=586
Made efforts to make your home more energy efficient	23%	N=136	77%	N=449	100%	N=584
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	46%	N=269	54%	N=310	100%	N=580
You or a household member were a victim of a crime in the City of Bloomington	87%	N=511	13%	N=73	100%	N=584
You or a household member reported a crime to the police in the City of Bloomington	81%	N=473	19%	N=112	100%	N=585
Stocked supplies in preparation for an emergency	78%	N=455	22%	N=131	100%	N=586
Campaigned or advocated for an issue, cause or candidate	52%	N=307	48%	N=278	100%	N=585
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	61%	N=359	39%	N=227	100%	N=586

Table 45: Question 8

Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	Percent of respondents	Number of respondents
Yes	40%	N=230
No	60%	N=346
Total	100%	N=576

Table 46: Question 9

What was your impression of the staff member(s) in your most recent contact? (Rate each characteristic)	Excellent		Good		Fair		Poor		Don't know		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Knowledgeable	39%	N=91	41%	N=96	9%	N=22	7%	N=17	3%	N=8	100%	N=234
Responsive	43%	N=100	33%	N=77	11%	N=26	11%	N=25	2%	N=5	100%	N=233
Courteous	47%	N=110	35%	N=82	11%	N=25	5%	N=13	2%	N=5	100%	N=234
Overall impression	37%	N=87	41%	N=95	10%	N=23	10%	N=24	1%	N=3	100%	N=233

Asked only of those who had contact with a City employee in the 12 months prior to the survey.

Table 47: Question 10

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	Percentage	N	Percentage	N	Percentage	N	Percentage	N	Percentage	N
Attended a local public meeting	0%	N=2	3%	N=17	19%	N=109	78%	N=456	100%	N=583
Watched (online or on television) a local public meeting	1%	N=3	3%	N=17	23%	N=136	73%	N=424	100%	N=581

Table 48: Question 11

In the last 12 months, about how many times, if at all, have you or other household members done any of the following in the City of Bloomington?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Participated in religious or spiritual activities	8%	N=48	17%	N=98	19%	N=108	56%	N=320	100%	N=575
Attended an event offered by the City of Bloomington	2%	N=13	12%	N=70	57%	N=323	29%	N=164	100%	N=570
Used bus or other public transportation instead of driving	25%	N=145	9%	N=50	19%	N=108	47%	N=267	100%	N=569
Carpooled with other adults or children instead of driving alone	23%	N=132	21%	N=121	19%	N=109	37%	N=212	100%	N=574
Walked or biked instead of driving	40%	N=230	18%	N=103	19%	N=107	23%	N=135	100%	N=575
Volunteered your time to some group/activity in Bloomington	10%	N=55	18%	N=100	32%	N=180	41%	N=234	100%	N=570
Talked to or visited with your immediate neighbors	23%	N=129	27%	N=152	30%	N=172	21%	N=121	100%	N=574
Done a favor for a neighbor	12%	N=67	16%	N=90	38%	N=222	34%	N=198	100%	N=577

Table 49: Question 12

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The City of Bloomington	23%	N=131	50%	N=287	16%	N=91	3%	N=15	9%	N=51	100%	N=574
Indiana State Government	4%	N=25	17%	N=95	36%	N=209	27%	N=153	16%	N=92	100%	N=573
The Federal Government	4%	N=24	20%	N=112	38%	N=219	22%	N=128	16%	N=89	100%	N=572

Table 50: Question 13

Please rate the performance of the City of Bloomington government in the following categories:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The value of services for the taxes paid to City	14%	N=78	38%	N=214	20%	N=115	4%	N=25	24%	N=136	100%	N=567
The overall direction that the City is taking	13%	N=76	42%	N=240	22%	N=124	8%	N=45	15%	N=86	100%	N=571
The job City government does at welcoming citizen involvement	18%	N=102	35%	N=202	19%	N=106	5%	N=30	23%	N=130	100%	N=569
Overall confidence in City government	16%	N=90	37%	N=210	23%	N=132	9%	N=51	15%	N=86	100%	N=569
Generally acting in the best interest of the community	18%	N=104	37%	N=211	23%	N=131	7%	N=39	15%	N=85	100%	N=570
Being honest/transparent	11%	N=64	33%	N=188	23%	N=129	5%	N=31	28%	N=158	100%	N=570
Treating all residents fairly	15%	N=86	32%	N=185	22%	N=128	10%	N=59	20%	N=112	100%	N=570
Listening to public concern	14%	N=78	32%	N=180	24%	N=136	8%	N=45	23%	N=130	100%	N=570

Table 51: Question 14

Please indicate how important, if at all, each of the following projects or issues will be for the City of Bloomington to address over the next five years:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Switchyard Park completion	7%	N=42	18%	N=104	28%	N=158	11%	N=65	35%	N=200	100%	N=569
Development/job creation in the Trades District/certified tech park	17%	N=99	33%	N=187	20%	N=116	5%	N=30	24%	N=139	100%	N=571
Expansion of the Bloomington/Monroe County Convention Center	3%	N=16	11%	N=64	38%	N=215	25%	N=140	23%	N=132	100%	N=567
Redevelopment of current hospital site on W. 2nd St.	21%	N=120	31%	N=180	22%	N=127	8%	N=44	18%	N=101	100%	N=572
City-wide high speed fiber for internet access	36%	N=205	26%	N=151	24%	N=137	7%	N=39	7%	N=43	100%	N=574

Table 52: Question 15

To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	Percent of respondents	Number of respondents
Not a challenge	1%	N=5
Minor challenge	7%	N=39
Moderate challenge	31%	N=175
Major challenge	60%	N=346
Don't know	2%	N=10
Total	100%	N=575

Table 53: Question 16

Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	Percent of respondents	Number of respondents
Strongly support	67%	N=388
Somewhat support	24%	N=137
Somewhat oppose	3%	N=17
Strongly oppose	3%	N=20
Don't know	2%	N=14
Total	100%	N=576

Table 54: Question 17

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City website (Bloomington.in.gov)	61%	N=347	26%	N=146	13%	N=72	100%	N=565
Local media outlets (newspapers, radio, local television stations)	57%	N=324	33%	N=190	10%	N=55	100%	N=569
The local government television channel, CATs	14%	N=79	39%	N=220	47%	N=268	100%	N=567
City Council meetings and other public meetings	20%	N=114	43%	N=243	37%	N=209	100%	N=566
Talking with City officials	20%	N=112	40%	N=225	41%	N=230	100%	N=566
City communications via social media (i.e. Facebook, Twitter etc.)	43%	N=244	32%	N=185	25%	N=141	100%	N=569
Word-of-mouth	45%	N=256	40%	N=229	15%	N=84	100%	N=569
Email distribution lists	17%	N=97	43%	N=241	40%	N=228	100%	N=566

Table 55: Question 18 - Quality

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	22%	N=126	46%	N=263	15%	N=84	5%	N=28	12%	N=70	100%	N=571
Fire services	29%	N=165	38%	N=219	4%	N=20	1%	N=4	28%	N=161	100%	N=570
Ambulance or emergency medical service	25%	N=140	41%	N=232	6%	N=32	2%	N=12	27%	N=150	100%	N=566
Crime prevention	11%	N=64	33%	N=188	29%	N=166	8%	N=48	18%	N=101	100%	N=566
Fire prevention and education	11%	N=65	36%	N=200	12%	N=67	3%	N=16	38%	N=216	100%	N=564
Traffic enforcement	12%	N=66	43%	N=244	21%	N=120	10%	N=58	14%	N=82	100%	N=569
Street repair	5%	N=29	28%	N=156	41%	N=233	22%	N=126	4%	N=23	100%	N=567
Street cleaning	14%	N=77	48%	N=272	26%	N=147	7%	N=38	6%	N=33	100%	N=566
Street lighting	10%	N=57	36%	N=207	35%	N=200	16%	N=90	3%	N=15	100%	N=569
Snow removal	22%	N=124	44%	N=253	23%	N=134	5%	N=27	6%	N=32	100%	N=570
Sidewalk maintenance	10%	N=55	36%	N=203	35%	N=198	16%	N=91	4%	N=21	100%	N=568
Downtown parking	8%	N=45	27%	N=154	38%	N=213	24%	N=136	3%	N=19	100%	N=567
Neighborhood/residential parking	12%	N=68	37%	N=208	31%	N=177	13%	N=75	7%	N=38	100%	N=567
Parking garages	13%	N=77	43%	N=246	25%	N=140	7%	N=42	11%	N=65	100%	N=569
Traffic signal timing	13%	N=71	42%	N=235	28%	N=155	14%	N=77	4%	N=25	100%	N=564
Bus or transit services	15%	N=83	34%	N=193	19%	N=107	5%	N=29	27%	N=155	100%	N=566
Garbage collection	26%	N=145	43%	N=242	15%	N=86	4%	N=23	12%	N=70	100%	N=566
Recycling	24%	N=135	33%	N=186	17%	N=97	17%	N=99	9%	N=53	100%	N=569
Yard waste pick-up	11%	N=64	31%	N=178	15%	N=87	3%	N=20	38%	N=218	100%	N=568
Storm drainage	6%	N=32	34%	N=195	23%	N=130	10%	N=57	27%	N=153	100%	N=566
Drinking water	16%	N=90	40%	N=225	24%	N=138	15%	N=83	5%	N=30	100%	N=566
Sewer services	10%	N=57	43%	N=244	17%	N=93	2%	N=12	28%	N=155	100%	N=562

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Land use, planning and zoning	5%	N=29	27%	N=155	24%	N=136	9%	N=50	35%	N=196	100%	N=565
Code enforcement (weeds, trash, etc.)	3%	N=16	31%	N=175	24%	N=133	11%	N=61	32%	N=178	100%	N=564
Animal care and control	10%	N=56	34%	N=192	19%	N=105	4%	N=22	34%	N=192	100%	N=567
Economic development	7%	N=38	36%	N=203	27%	N=151	8%	N=44	22%	N=126	100%	N=562
Sustainability efforts	10%	N=58	36%	N=205	26%	N=144	6%	N=36	22%	N=121	100%	N=564
Health services	13%	N=71	43%	N=241	27%	N=155	5%	N=28	12%	N=70	100%	N=565
Public information services	11%	N=62	36%	N=202	27%	N=153	3%	N=16	23%	N=127	100%	N=560
Preservation of natural areas (i.e. forests)	21%	N=118	44%	N=247	21%	N=116	4%	N=22	11%	N=62	100%	N=564
Open space (green space)	17%	N=98	48%	N=271	25%	N=139	4%	N=24	6%	N=34	100%	N=566
Farmers' market	50%	N=288	31%	N=178	9%	N=49	0%	N=3	9%	N=53	100%	N=570
Taste of Bloomington	22%	N=126	29%	N=164	16%	N=91	2%	N=13	30%	N=172	100%	N=566
Lotus Festival	29%	N=163	28%	N=158	10%	N=59	2%	N=9	31%	N=177	100%	N=567
Fourth Street Arts Fair	26%	N=149	35%	N=200	12%	N=70	1%	N=5	25%	N=144	100%	N=567
Overall customer service by City Employees	12%	N=70	42%	N=234	15%	N=85	4%	N=23	27%	N=152	100%	N=564
City website	7%	N=38	34%	N=192	23%	N=126	6%	N=35	30%	N=165	100%	N=556
Affordable/workforce housing availability	4%	N=21	20%	N=112	29%	N=165	22%	N=123	25%	N=137	100%	N=558
Resident interaction with the Bloomington Police Department	10%	N=57	28%	N=159	24%	N=138	8%	N=43	29%	N=165	100%	N=562
Public art provided by the City	16%	N=89	41%	N=229	21%	N=117	4%	N=20	18%	N=103	100%	N=558
Small business support	10%	N=56	26%	N=146	18%	N=99	4%	N=24	42%	N=238	100%	N=563
Parks	30%	N=171	49%	N=277	14%	N=77	2%	N=13	5%	N=27	100%	N=565
Trails	32%	N=181	46%	N=260	11%	N=62	2%	N=10	8%	N=46	100%	N=560

Table 56: Question 18 - Importance

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Police services	54%	N=285	27%	N=142	13%	N=72	3%	N=15	3%	N=18	100%	N=532
Fire services	53%	N=278	26%	N=138	12%	N=65	1%	N=4	7%	N=39	100%	N=525
Ambulance or emergency medical service	56%	N=296	27%	N=141	9%	N=49	2%	N=10	5%	N=28	100%	N=525
Crime prevention	54%	N=282	31%	N=163	10%	N=51	1%	N=8	4%	N=19	100%	N=523
Fire prevention and education	30%	N=156	34%	N=180	25%	N=132	4%	N=22	7%	N=35	100%	N=524
Traffic enforcement	21%	N=110	29%	N=149	35%	N=186	10%	N=53	5%	N=25	100%	N=523
Street repair	35%	N=185	46%	N=240	17%	N=90	1%	N=4	1%	N=6	100%	N=526
Street cleaning	14%	N=75	31%	N=161	47%	N=243	5%	N=27	3%	N=16	100%	N=522
Street lighting	32%	N=167	37%	N=194	26%	N=139	4%	N=19	2%	N=9	100%	N=529

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Snow removal	27%	N=145	44%	N=230	23%	N=123	3%	N=18	2%	N=12	100%	N=528
Sidewalk maintenance	19%	N=100	46%	N=242	30%	N=158	3%	N=17	1%	N=7	100%	N=524
Downtown parking	22%	N=113	42%	N=218	28%	N=148	6%	N=30	3%	N=15	100%	N=524
Neighborhood/residential parking	16%	N=84	35%	N=183	34%	N=177	11%	N=59	4%	N=20	100%	N=524
Parking garages	13%	N=70	29%	N=151	39%	N=200	11%	N=59	8%	N=39	100%	N=518
Traffic signal timing	18%	N=94	32%	N=168	31%	N=160	12%	N=63	6%	N=31	100%	N=516
Bus or transit services	33%	N=169	34%	N=174	18%	N=93	5%	N=24	11%	N=59	100%	N=518
Garbage collection	31%	N=163	35%	N=185	21%	N=108	6%	N=32	7%	N=39	100%	N=527
Recycling	51%	N=267	30%	N=160	10%	N=54	3%	N=18	6%	N=29	100%	N=528
Yard waste pick-up	17%	N=87	27%	N=143	28%	N=146	6%	N=32	21%	N=111	100%	N=519
Storm drainage	27%	N=139	36%	N=184	21%	N=106	4%	N=22	13%	N=66	100%	N=517
Drinking water	64%	N=338	24%	N=125	7%	N=35	1%	N=7	4%	N=20	100%	N=525
Sewer services	37%	N=192	31%	N=158	15%	N=80	2%	N=11	15%	N=77	100%	N=517
Land use, planning and zoning	24%	N=126	35%	N=182	20%	N=105	3%	N=18	17%	N=91	100%	N=522
Code enforcement (weeds, trash, etc.)	11%	N=59	30%	N=157	34%	N=175	10%	N=52	15%	N=79	100%	N=522
Animal care and control	17%	N=86	34%	N=179	31%	N=160	5%	N=28	13%	N=68	100%	N=521
Economic development	41%	N=212	38%	N=198	12%	N=63	1%	N=3	9%	N=45	100%	N=521
Sustainability efforts	47%	N=248	31%	N=161	11%	N=58	3%	N=15	8%	N=41	100%	N=522
Health services	49%	N=255	36%	N=188	8%	N=42	1%	N=7	5%	N=26	100%	N=518
Public information services	19%	N=98	43%	N=222	24%	N=122	3%	N=18	10%	N=51	100%	N=512
Preservation of natural areas (i.e. forests)	51%	N=263	36%	N=186	10%	N=50	1%	N=7	3%	N=14	100%	N=521
Open space (green space)	46%	N=238	37%	N=193	13%	N=67	2%	N=11	3%	N=13	100%	N=523
Farmers' market	33%	N=173	37%	N=198	18%	N=97	6%	N=30	6%	N=31	100%	N=528
Taste of Bloomington	14%	N=72	22%	N=115	35%	N=180	14%	N=74	15%	N=78	100%	N=519
Lotus Festival	20%	N=103	25%	N=129	29%	N=150	11%	N=59	16%	N=83	100%	N=523
Fourth Street Arts Fair	18%	N=93	26%	N=136	30%	N=159	11%	N=60	15%	N=79	100%	N=526
Overall customer service by City Employees	24%	N=126	39%	N=203	23%	N=120	3%	N=14	11%	N=57	100%	N=520
City website	20%	N=101	34%	N=173	27%	N=139	4%	N=23	15%	N=74	100%	N=510
Affordable/workforce housing availability	39%	N=203	40%	N=204	10%	N=51	2%	N=8	9%	N=49	100%	N=514
Resident interaction with the Bloomington Police Department	34%	N=177	38%	N=194	16%	N=83	4%	N=20	8%	N=40	100%	N=513
Public art provided by the City	14%	N=75	24%	N=125	36%	N=185	16%	N=83	10%	N=51	100%	N=519
Small Business support	38%	N=197	34%	N=176	13%	N=65	2%	N=8	14%	N=71	100%	N=518
Parks	41%	N=214	40%	N=210	16%	N=84	1%	N=7	2%	N=9	100%	N=524
Trails	39%	N=202	37%	N=193	18%	N=95	3%	N=14	4%	N=20	100%	N=524

Table 57: Question 19

What is the one thing you like least about the City of Bloomington?	Percent of respondents	Number of respondents
Homelessness	18%	N=92
Affordable housing/built environment	16%	N=79
Infrastructure (roads/sidewalks)	6%	N=32
Economic vitality	8%	N=41
Traffic, mobility and parking	22%	N=109
Safety and health services	7%	N=34
Politics and government trust	7%	N=33
Environmental concerns	8%	N=41
Other	7%	N=37
Don't know/not applicable	1%	N=6
Total	100%	N=504

Table 58: Question 20

What is the one thing you like most about the City of Bloomington?	Percent of respondents	Number of respondents
Cultural activities and entertainment	27%	N=136
Parks and natural environment	13%	N=67
Sense of community	16%	N=82
Diversity/inclusivity	11%	N=56
Image/appearance	7%	N=38
Accessibility/mobility	10%	N=50
Access to university/educational opportunities	6%	N=32
Quality of life and services	5%	N=28
Other	3%	N=16
Don't know/not applicable	1%	N=3
Total	100%	N=509

## Appendix C: Verbatim Responses

Following are verbatim responses to the open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

Each open-ended question asked for a single response. Because some comments from residents covered more than a single topic, those verbatim response are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

### *Question 19: What one thing do you like least about the City of Bloomington?*

#### *Traffic, mobility and parking*

- Access to city via highway (I-69 construction mostly).
- Addition of paid parking downtown.
- August - When all the students bring their cars back & try to drive & park! & not take bus or walk.
- Bad drivers.
- Beginning of IU school year traffic.
- Bloomington is a very handicap unfriendly town!
- Cars for paid parking (garages & meters until 9pm M- Sat).
- Cost of parking.
- Dangerous streets for bikes.
- Decreasing traffic.
- Dense traffic on 1 lane streets.
- Difficulty find available parking downtown.
- Difficulty finding a parking space.
- Downtown parking meters. Overbuilding ugly apartment buildings downtown.
- Downtown parking towers.
- Downtown parking.
- Downtown Parking.
- Drivers Tailgating.
- Driving & parking.
- Driving, parking, high rise apto.
- East to West traffic flow / travel.
- Handicap accessibility.
- How inaccessible it is to people w/ wheelchairs & or walkers.
- I bike or walk to commute. I don't always feel safe walking or biking- make sidewalk of bike paths better- more accessible (so they all connect).
- I wish the city buses ran more often/ had more buses per route.
- I-69
- Inadequate east-west traffic control.
- Lack of free parking downtown during business hour.
- Lack of parking
- Lack Of parking at the public library.
- Lack of parking.
- Lack of public transportation.
- Lack of unadequate east west thoroughfare.
- Metered parking.
- Multiple names for one street.
- No parking near university; police during basketball games aren't trained in directing traffic.
- No roundabouts, homeless; bridge over 10th street by Kelby.
- No way to get from east to west sides of town easily.
- On a personal level, it is often very difficult to get around in a wheelchair.
- Paid parking meters downtown.
- parking
- Parking @ twin lakes sports center.
- Parking and driving in and around Downtown.
- Parking and/ getting around.
- Parking- cost & finding a spot- very frustrating.
- Parking down town for a short transaction or Theodore/ Denver.
- Parking Downtown.
- Parking downtown.
- Parking expense.
- Parking meter downtown, though I understand they're necessary.
- Parking meters & inadequate parking at the library, also no alternative newspaper.
- Parking meters downtown, but I know we need the revenue.
- Parking meters downtown.
- Parking meters Downtown.
- Parking meters has caused less usage of downtown merchant's services.
- Parking meters- trying to force Christians to go against Jesus.

- Parking meters unsafe trails.
- Parking meters!
- Parking meters, high rises being built mend the square.
- Parking meters, islands in streets.
- Parking meters.
- Parking meters.
- Parking meters.
- Parking near Kirkwood st.
- Parking poverty lack of good paying jobs.
- Parking.
- Parking.
- Paying for parking.
- People who totally disregard a red light.
- Public parking.
- Public transportation is poor, not efficient.
- Public transportation routes and times outside downtown.
- Separation of east and west sides/amount of travel time to get from one side to the other.
- Some of the traffic lights are terribly programmed.
- Some streets are impossible to see oncoming traffic b/c of obstructions (buildings, plants, etc).
- Terrible water & lack of bike lanes.
- The bus system routes of 1 bus per hour, no sense sun, service that stops at 6 pm sat.
- The city does not deal well with snow/ ice. Too much purple salt not enough use of the means to prevent ice.
- The distance to other cities
- The extended hours of parking meters making visiting restaurants & lingering after a meal costly!
- The lack of fast/ affordable/ public transportation to airport/ Indianapolis.
- The lack of major bus/ train services to large cities ie. Chicago, Ann Arbor etc.
- The parking headache that is downtown. It is simply ridiculous the amount of parking meters,

there is barely ANY free parking, it is horrible! There is also A LOT of trash everywhere, the frat and sororities need to be held responsible for all the trash outside of their residences, it's disgusting.

- The parking meters downtown.
- The traffic hurdles and street/lane closures on IU game days - they make it difficult for me to get home or pass them on my way elsewhere.
- The traffic on 10th street, going through the University.
- Those stupid direction arrows painted or payment that wear out in 2-3 months.
- Too much traffic and confusing one- way streets.
- Traffic
- Traffic & cost of living vs income.
- Traffic can be a pain. Sometimes student loud.
- traffic flow
- Traffic flow and enforcement of stops
- Traffic flow around the university
- Traffic flow.
- Traffic flow.
- Traffic signal timings causing blocks to intersections due to backup.
- Traffic situation in and around campus.
- Traffic, Rush hour has grown from 3 to 6 pm daily.
- Traffic/ poor drivers.
- Transportation out of the city.
- Transportation.
- Traveling options to the west side of town.
- Trying to park around campus when IU will be in session.
- Underdeveloped public transport, designated bike/walking routes.
- Untimed lights through town.
- Walking and bicycle paths catering to in students.
- Wasting so much money on roundabouts through several streets!

### *Homelessness*

- A lot of homelessness/ begging.
- Aggressive homeless people at people's park. Makes me feel very unsafe.
- Allowing homeless to panhandler. We avoid downtown at night due to this.
- At night here are often people loitering outside my apartment, and homeless people sleep in my parking lot.
- Beggars- Too much litter in streets, too many vagrants, bad out- of date signage.
- Being bothered by panhandlers downtown.
- City is overrun by homeless population!
- City providing new housing for homeless while many older rental homes available & working families in poverty can't find good housing.
- City refuses to do anything about vagrancy issues downtown.
- Dealing with homelessness in parks.
- Growing presence of homeless people.
- Harassment by panhandlers/Homeless people.
- Homeless aggressive panhandling esp downtown.
- Homeless are disenfranchised.
- Homeless gathering in Lincoln & 6th St Parking lot. Bad lighting in lot unsafe.

- Homeless in downtown areas.
- Homeless in the parks, specifically by the IU campus.
- Homeless informant of library.
- Homeless- No affordable housing for seniors.
- Homeless people especially under bridge near Walnut and 14th old empty buildings and new apartments and don't have business in the first level. Why empty?
- Homeless population and the problems that come with that
- Homeless population can be threatening downtown & other places.
- Homeless Population, especially in public library.
- Homeless population.
- Homeless problem, crime.
- Homeless Problem.
- Homeless problem.
- Homeless/panhandling.
- Homelessness
- homelessness
- Homelessness - many times homeless men have followed me around/into restaurants asking for money.
- Homelessness & all that brings (crime, drugs trash on streets, aggressive panhandlers).
- Homelessness and drinking water is poor.
- Homelessness is not a crime. Stop treating it like one.
- Homelessness seems to be an issue.
- Homelessness.
- Homelessness/ crime.
- How the homeless are treated/ parking enforcement.
- I do not like the way that the the homeless community is treated differently then normal human beings.
- I think the problem of homelessness should be solved some way or another. Honestly, I don't always feel safe in walking down Kirkwood st. or 2nd and College.
- Increasing population of derelicts/ homeless downtown.
- Lack of resources for homeless & econ. disadvantaged.
- Need more shelters, treatment, training for homeless.
- Pan handling big student apts.
- Pan handling.
- Pan handling.
- Panhandlers, especially on Kirkwood.
- Panhandling & parking motors downtown (and st corners).
- Panhandling by homeless downtown.
- Panhandling.
- Prevalence of homelessness.
- Problems downtown w/ people experiencing homelessness.
- Quantity of homeless.
- Seeing all the homeless at all the investors wanting money.
- Taking the homeless and caring people off the street.
- That the city has reduce on policing and surveillance to address homelessness rather than find an care oriented solution.
- The homeless people and panhandlers along Kirkwood, in the parks, and downtown. I've been harassed by them and it tears down the city's image. I actually feel embarrassed walking down Kirkwood when I have out of town guests.
- The homeless people hanging out Downtown Bloomington.
- The homeless problem.
- The homeless situation.
- The homeless.
- The homeless/ panhandling need to be addressed professionally and wisely- not putting up signs.
- The increased homelessness especially downtown and pan handlers throughout city.
- The intolerance toward the homeless population.
- The lack of resources for individuals experiencing homelessness.
- The lack of support for the homeless.
- The large homelessness issue along Kirkwood.
- The mentally ill (homeless) hanging around the library!- Remove the chairs at the computers replace with standing work stations! To stand while at your desk is healthier anyway! Get them out of Seminary Park - move along.. Don't hang all day!
- The number of homeless out in public areas.
- The protected homeless class-drugs, crime etc. right in front of B.P.D's eyes and they don't do anything about it.
- The size of the homeless/underemployed population
- There are parks all over, that Homeless yell and Scare off Families.
- Too too too many homeless population stop encouraging them to stay homeless and to come here.
- Treatment of the homeless.
- Unfortunately, the homeless population on Kirkwood.
- Vagrants and homeless, curbside begging.
- Very large homeless population
- When the homeless here are targeted or demonized.

- Winter climate (not much you can do about that) homelessness.

### *Affordable housing/built environment*

- 1)All of the new apartments & buildings. 2) Panhandling downtown.
- Affordable housing (not enough).
- Affordable housing and the lack of low income housing.
- Affordable housing for retirees lacking.
- Affordable safe living space, affordable health care.
- Air quality and poor architectural pattern/ Design of downtown.
- All the 3 - 5 story apartments being built
- All the apartment buildings downtown.
- All the building of apartments home just clogged the landscape and home become an eyesore and planned annexation - am sure the people it would all [?] have lived where they are so they.
- All the new develop downtown.
- Building apartments all over the place.
- Catering to student housing and not permanent residents.
- Catering to the students downtown (mainly apartment & bars).
- Conceal carry rules for IU campus with no definitive boundary of IU campus.
- Connected people get away with violations.
- Constant overbuilding of "student housing" Downtown. Turning into a student Disneyland.
- Cost of living - lack of affordable housing.
- Cost of living (particularly housing) does not match the average wages earned. It's pricey to live here, but there are not enough jobs that will support living here.
- Cost of living/affordable housing
- Development of downtown high rises, demolition of previous businesses/ buildings.
- Everywhere one turns there seems to be new apartments being built. Bloomington is getting too big, it's losing it's charm.
- Expense of living here; food, housing, low pay
- Expensive housing & apartments.
- Expensive housing especially for low income people.
- Expensive housing.
- Growing too fast.
- H.A.N.D. over- reach/ historic declaration limiting homeowner's options during renovation/ remodeling/ rental prop.
- He is becoming unaffordable to many who live and work here.

- Your generous policy towards the homeless has caused their #'s to sky rocket as many come from out of town & stay here.

- High end apartment option proliferate can we build some economy options downtown?
- Housing cost.
- Housing costs.
- Housing expending is poor quality of construction few [?] communication.
- Housing for rentals-for Bloomington residents is really high because of student.
- Housing, housing prices and availability seem dictated by students parent's ability to pay. Low income defined by poverty level. Either too high or too low threshold.
- Housing.
- Incredibly overpriced housing market & low quality of much housing stock.
- Inflated expensive housing market.
- It seems like population growth outpaces development (parking, healthcare, etc).
- It's becoming more & more compact- losing green space! so many apartments.
- It's hard to find an affordable place to live if you're not a student but in a lower paying job. It's difficult to find and compare housing options, and finding a house to rent seems almost impossible if you aren't from around here. Also, there's not a lo of good jobs available for people who want to make more than \$7-10 an hour.
- Lack of affordable housing options for purchasing a home or condo.
- Lack of affordable housing/ homelessness.
- Lack of affordable, safe/decent apartments. As a grad student without roommates, it is difficult to find a pet-friendly apartment in my small budget.
- Lack of decent affordable/Middle class housing near city center.
- Lack of desirable and affordable housing.
- Lack of downtown housing for financially independent older people. Loss of unique local businesses within the city.
- Lack of good, affordable housing.
- Lack of rental housing options for non-students
- Limited choice of high end rental Property.
- Luxury apartments catering to only rich students not sustainable on typical Bloomington Job wages.
- Noise when living in student housing neighborhoods. Crossing Rogers st. when there is no stop sign
- Not enough affordable housing options

- Not enough affordable housing- too many luxury apartments/ condos. Also parking could be better, but its not the worst.
- Not enough affordable housing, low paying jobs.
- Over-saturation of student housing downtown: the city feels like a dorm.
- Proliferation of large apartment building/ complexes.
- Rapidly rising home costs
- See the apt building made w/outside money.
- Social cliques and cleanliness of residential properties.
- Suburban sprawl for example too much building on s Sore and pieces like that.
- Tearing down history in Downtown! replacing with hotels, restaurant apartments! not my town I grew up in!
- That it's not feeling like a small town anymore.
- The amazing amount of student apts. appearing. I'm 64 let's get more senior housing apt's going!
- The architecture, Downtown is becoming monotonous.
- The cost of housing for non - IU students who do not want to live near loud student populations or large population of homeless.
- The cost of living, particularly with housing, does not match the job market in terms of availability and salaries. Well paying jobs are few and far between, yet housing is expensive compared to other markets in the state and region.
- The cost of renting or buying a place to live.
- The difference in quality between downtown & outer parts of city.
- The divide between the "locals" and in students/ Cost of living.
- The downtown housing is only geared toward wealthy upper class students that are not invested in our community.
- The high housing prices/ lack of affordable housing units for the homeless/ post incarceration.
- The high price of housing (due to college campus).
- The horrible development downtown, gentrification.
- The huge, ugly new apartment buildings that rained downtown.
- The lack of affordable housing options downtown.
- The lack of affordable housing.
- The lack of knowledge and fairness of some police personnel.
- The lack of sense of community - rudeness of residents and terrible driving.
- The new high rise, expensive apartment buildings.
- The student housing downtown - too much.
- There seems to always be construction.
- Too many apartments Downtown.
- Too many apartments.
- Too many high-end/ expensive apartment buildings.
- Too many people.
- Too many student - oriented apartment complexes being built/what about diversity?
- Too many tall apartment buildings.
- Too much building, too fast, they all seem to look alike.
- Too much buildings moving hospitals.
- Uninteresting downtown skyline/ lack of tall buildings.
- Upkeep of rental properties (Trash, Couches, Weed, for rent signs)
- Vacant building in main areas.
- We have enough parks & think they would turn the city into a park.
- When filing a complaint with local law enforcement, you're told to contact your landlord if renting!

### *Environmental concerns*

- 2 weeks is too long between recycling (pick up) services.
- Business don't have free recycling services.
- Closure of the downtown recycling center makes recycling impractical for hundreds of apt residents - an unexpectedly clumsy mistake.
- Cold gray days in the winter.
- Garbage & recycling pickup unreliable, too picky. Recycling not picked up often enough - being allowed only one SMALL container is a terrible sustainability effort.
- I hate the way the city looks in the winter - plant more evergreens, more public art, charge zoning regulations.
- I have never lived anywhere that makes it SO difficult to recycle. My apartment complex does not offer recycling services (I have no idea why), and the recycling center closest to me closed recently, so I have to drive 15-20 minutes away to recycle -- PLU, the center is only open at very inconvenient hours and not at times when I'd actually be able to recycle (e.g. Sundays). I am extremely surprised given how progressive

Bloomington appears to be that it seems to do everything it can to actively discourag people from recycling.

- Lack of public recycling centers, especially after the downtown location closed.
- Leaf collection
- Many dogs not being in leashes/ failure of owners to clean up pet waste.
- No recycling pick-up (non-curb-side) for apartments 4 units.
- No recycling service for apartment residents.
- Not many locations to recycle cars/ bottles.
- Proposed change to garbage pickup hurts those of us who only put out 3-6 bags per gear. Where is the motivation to reduce reuse recycle? Keep the sticker system but raise the price!
- Raising costs for trash removal stupid! Better optional available. No new tucks or trash containers.
- Recycling
- Recycling is not widely available.
- Rules don't seem to apply to drunk college students along Kirkwood and to those who live in the downtown area. As someone who lives downtown, I'm tired of waking up and going outside every weekend to see trashed yards, broken glass, and waste in the strets.

### *Economic Vitality*

- Availability of jobs for young professionals, replace the long trees you tear down.
- Availability of long term career mid level jobs.
- Being non-supportive toward local small businesses!!!
- Downtown areas in need of rehabilitation.
- Feels isolated from metropolitan areas.
- Hate to see empty store fronts.
- I found it hard to find work when I needed it (now retired).
- Job market need more jobs!
- Job opportunities.
- Job opportunities/higher wages are limited sometimes due to college students.
- Lack of economic opportunity, not enough quality jobs.
- Lack of employment opportunities outside IU (and probably Cook). During the last three years, several good friends of mine had to move to other cities because their significant others couldn't find matching jobs here.
- Lack of job opportunities.
- Limited shopping.
- Losing land mark businesses.
- Low wages in college town- with high prices.

- That it is not clean student areas allowed to be trash filled.
- The difficulty to recycle ( I live in an apartment & don't have a car).
- The flower pots & dividers to get around.
- The junk in the streets. Flower beds with weeds.
- The taste of public water - it tastes chlorinated.
- The trash/ recycling crew load trucks usually- not safe, should be modernized recycling every 2 weeks.
- The water tastes terrible! This needs to be fixed.
- There is a lot of trash left around the city.
- There is no recycling program for apartment complexes.
- There is no rhyme or reason to city green ordinances. They seem to be @ the whim of whoever is in charge. (Green on new property spaces).
- There's no recycling pick-up at my apartment complex
- They don't pick up recycling at my house.
- Undergraduate students - throw trash everywhere, harass me (and others like me), loud, extremely drunk at night (this is an unfair generalization but this is a problem).
- Unwillingness to deal with deer over population.
- Water quality.
- Winter weather

- Low wages.
- Most gobs pay little to cover the very high cost of housing in Bloomington.
- No employment for highly educated outside of IU.
- No shopping or grocery stores within walking distance from our home even though we live in the city limits (south Sare Road area).
- No trader Joe's on fresh Market.
- Not enough activities.
- Not many higher wage tech jobs - must travel to Indy.
- Not many shopping place.
- Not much to do/ no light ( not enough ) at night on the street too dark & more green space needed.
- Not very many great restaurant.
- Pay is too low, rent/ mortgages too high, need more diverse ( full time) jobs!!!!
- Poor employment opportunities outside of IU.
- Separateness of various communities.
- Shopping availability - Quality dept stores.
- Still many stores not in Bloomington, have to go to Indianapolis

- The closest shopping area is in Indianapolis, makes it difficult to buy clothes and other things I need
- The downtown has lost a variety of retail stores to draw non-students.
- The employment opportunities w/ the city for minorities.
- The lack of a centralized pedestrian only commercial area - a plaza or street without cars but with cafes, restaurants, shops, etc.
- The stores you do not have for a city this size Harbor freight, home Depot bass pro.
- There are not a lot of high paying jobs and long-term options for career growth.
- There are not a lot of opportunities for people who are in their mid to late 20s. There is a lot for

college students and then for adults in there 30s and up.

- There is a lot to do but there isn't a whole lot of variety from year to year. The same events repeat and it would be nice to see new, innovative things happening.
- There is only one Wal- mart need more for a college town.
- Too far from a larger city & Airport.
- Too many minimum wage jobs instead of higher paying jobs.
- Wal-mart.
- Zoning, annexation and lack of support for small business.

### *Safety and health services*

- Alcohol binge-drinking by IU students.
- Crime.
- Difficulty in finding an in-network doctor without significant wait times. Limited psychiatry access.
- Don't feel safe on B-line.
- Don't really feel safe as a female walking at night.
- Far too many incidents of sexual assault in places one would expect to feel safe (like the Clear Creek Trail or IU campus).
- Health care- IU health has taken over, I hate the new proposed location, they lack quality mental health services, and IU health SIP does not pay nurses fairly.
- Health care services.
- Heroin.
- Heroin.
- I find that downtown/Kirkwood area can feel unsafe at times, especially during peak night hours with lots of students going to and from the bars. The student areas feel a bit disconnected from the community at large. Additionally, I think the city needs to do more to address the transient persons population. I am not bothered by panhandling, but I wish there were some more support for these individuals. Oftentimes, it seems that the entire length of Kirkwood is often a gauntlet of people asking for money. don't think they should be moved or pushed out of downtown, just helped.
- I'm now more afraid than I used to be to venture out alone on the Clear Creek Trail because of the incident at 7:30pm on a Thursday. I used to run there often and now am less certain of my safety there.
- Increasing crime activity particularly at parks and trails.

- Intolerance and bullying those of the Christian faith.
- It is beginning to feel unsafe, especially at night. Young men and women are targeted often. There is a lot of homelessness as well.
- It is very hard to find psychiatric care and I have to go to Indy for gender therapy and hormones.
- It seems like too often...there are bothersome numbers of people hanging out in centrally-located parks (or areas, streets) whose presence seems a bit threatening to passers-by...who yell, do odd things, yell meam/obscene things at each other, at the polie, or at different people.
- IU health pays EMS poorly. Emergency medical services are not unionized and have too high of turnover. IU fires employees who try to unionize.
- Loitering.
- Loud boom cars driving through at all hours of the day; and night impossible to complain to the police.
- Number of sexual assault related crimes.
- One thing I like the least about the City of Bloomington is that I don't feel safe while walking downtown.
- That the police do not enforce the laws when all student are involved.
- That we lost control of our hospital. The new location is good for IU but bad for the citizens of Bloomington. It's even worse than the proposed location on the far west side.
- The L.U. health (hospital) emergency room and ambulance.
- The lack of doctors and medical care.
- The terrible rape problem, especially on campus, teach men not to rape.
- The "park" entering Bloomington on north side. The whole city is too dark at night, not good lighting & feel danger & crime.

- Threats, insults from low income people & nights on[?] the hill.
- Unsafe feeling.
- Unsafe trails - Crime on the increase! I won't use them!
- Very poor lighting along sidewalks south of IU campus

### *Politics and government trust*

- Always telling me how to live.
- Changing name of holiday & barriers / Planters in street.
- City government "speaking for citizens" without our voice. (ex. changing name of 2 holidays, supporting refugees, etc).
- City government that wants to enact a "Nanny[?] Society" with too much regulation.
- Disrespect toward disabled persons (by government officials) and lack of handicapped accessibility.
- I don't like the Mayor's selection of a foreign-based, Swiss-owned internet company for the city's fiber initiative when there is a locally-owned internet company already providing high-speed fiber internet to parts of the city (i.e. Blue Ridge), most surrounding neighborhoods, and most of our large employers (i.e. IU Health, Cook, MCCSC, Baxter, etc.). The foreign internet company is owned by a Swiss private equity firm with no connections to the community. The locally-based company has decades of support and donations for many local not-for-profits. The local company employs many people who's jobs could be jeopardized by the Mayor's support of a foreign company taking over local fiber internet. The foreign company's "open network" in Canadian towns is only used by other providers to sell TV and phone services, but is priced so that other internet providers can't use it. I really dislike the Mayor's statements that the foreign company's introduction will benefit the local internet provider. Please support local businesses and not-for-profits, and buy local.
- Indiana university and the influence it has on the town.
- It's very student oriented- please care about locals too.
- Lack of focus on government essential services. Too much focus on social issues.
- Liberal politics is the only view Acceptable.
- Marijuana legality/availability
- Most people living here are liberal democrats who are intolerant of views that are different

### *Infrastructure (roads/sidewalks)*

- I-69 construction.
- Constant road/ building construction.

- We need support groups for parents with mentally ill children.
- Welcoming criminals for the D.O.C and homeless/ lazy.
- When crimes committed, relatively a peaceful town!

from theirs. Many people feel entitled to free or subsidized government services.

- No assistance from Elected leaders.
- No assistance from Elected officials.
- Not a city that welcomes change.
- Not as progressive public policy as could be. It could be on more progressive place.
- One sided political environment.
- Political agendas.
- Politics
- Politics.
- Poor interactions of some police with minorities- need better training & more follow through on water related crimes.
- Propensity of elected officials to embrace every idea to spend more money.
- Public officials & office holders stealing money from taxpayers. B'ton needs a checking system to catch this misbehavior more quickly.
- Slowness in responding to a complaint or report. Lack of knowledge of employees inept. I stopped going to city for those reasons.
- Some of the people and public officials and sheriffs dept. The Sheriffs dept does not seem to be trustworthy.
- The council for Prospect Hill is inadequate. Please replace members who do not understand. that this is a mid class neighborhood.
- The extreme liberal culture.
- The pettiness & small-mindedness of the mayor in renaming Christmas Day & Good Friday, giving them meaningless secular names.
- The social struggle in public schools due to conservative/religious usually rural influence.
- The tax money we spent on the Kirkwood bells. Justin stealing our taxes.
- Too Liberal - LGBT community is too prominent.
- Too liberal, too much LGBTQ/minorities.
- Too many in fragments on Property Rights.
- Trouble makers/ bad managers.
- Use of city tax dollars for art projects.

- Difficulty walking when there is ice or snow on ground.

- Gap between stated goal to provide transportation alternatives to cars and the reality of poorly maintained sidewalks intersections unsafe for pedestrians, and under-funding of bike/ped. infrastructure.
- I currently avoid 37/ West side shopping due to construction.
- Lack of roundabouts and traffic innovation.
- Lack of street light over crosswalk signal on SW corner of 10th/bypass.
- Lack of street lights.
- Lots of potholes in the roads- also not educated in sharing road w/ pedestrians & cyclists.
- Meadien in local streets.
- Money going to trails, Streets are falling apart!
- Narrow streets, doctor do not accept new patients.
- Never ending summer construction/ traffic W 3rd.
- Peligroso! - Fractura curbs; curbs too high! Crumbling sidewalks & pot holes.
- Poor lighting on non-major streets, women feel very unsafe.
- Poor sidewalk and street repair.
- Road quality & traffic control.
- road quality and poor lighting like in third world countries
- "Roads are dirty and not kept up. There are a lot of pot holes that put a lot of wear on your vehicle.
- Draining of rain water is a challenge in bloomington, and streets become dangerous to drive on.
- Neighborhood streets and parking are atrocious. Landlrds do not keep up their houses, yards, waste management, or offer ease accessible parking for residents.
- Traffic on 10th street is a huge challenge during the school day. There are too many cars and pedestrians are at risk to get hit.
- There are not enough shopping opportunities. I would love to have bigger name brands here in Bloomington such as Nordstrom rack. Shopping is sparse.
- Not enough local grocery stores."
- Several problems. Road maintenance required. Better bus system.
- Side walks need better up keep.
- Stop sign.
- Street lighting is poor especially in some IU areas, and throughout Bloomington.
- street lighting.
- Street planning: Never straight for more than a couple blocks.
- Street repair and/ or traffic at rush periods.
- The lack of attention to streets (pot holes) & parking lots.
- The lack of sidewalk on some very busy streets (such as the section on Henderson where it Ts with Mitchell).
- Too many crazy roundabouts - erratic use of roundabouts! By many drivers

### Other

- As a single woman in my thirties and a woman of color it is hard to meet a significant partner since it is a such a transient community. Other than that, Bloomington is an excellent place to live in
- City of Bloomington is strongly thought to be in personal busing.
- Drunk college students (I live on campus & work on campus).
- Educational opportunity.
- Everyone is an expert.
- Everything is catered to the students.
- Gap between rich & poor.
- Gap between the rich and poor
- How the bus drivers treat their passengers (some are extremely rude).
- I'm used to big cities and can't always find what I want.
- It's a small city.
- It's not new any metropolitan area.
- Its website-while lots of information is available, it's very user unfriendly.
- Lack of ethnic/ cultural diversity beyond university.
- Love life.
- Need Rising Town.
- Neglect of the needs of elderly and low income people.
- No friends.
- Not enough emphasis on retired people/senior citizen.
- Not enough for the African American Community to do.
- People's "I'm better & smarter than you attitudes".
- That it is in Indiana.
- that it is unfortunately in the horrible state of indiana.
- That the students seem to have no respect for the people who live here
- The feeling that I am invisible as a black person when in they public.
- The fraternities.

- The seemingly exclusive nature of people, places, and events. It does not seem that the community at large is always as inclusive as it may seem to be.
- The surrounding area.
- There would be no Bloomington without the students, but it feels like everything here is focused on them. There should be more development and focus on Bloomington as a community.

*Don't know/not applicable*

- Can't think of anything.
- Don't know.
- No one thing.
- Not sure.
- Nothing, Btown is great!

- Too many pets, not enough responsible owners nor oversight.
- Too much to do about arts etc. Most entertainment geared for upper class.
- Trying to be everything for every body.
- Uneven population of city & student population.
- We taught ourselves as open-minded & welcoming but over all have problems with those that are different or may need more support.
- What I think don't matter because the people here don't see me.

- There is nothing that we dislike about Bloomington.
- There is nothing.

## Question 20: What one thing do you like most about the City of Bloomington?

### Cultural activities and entertainment

- Access to Arts and musics of IU.
- Access to cultural programs; parks; walk ability.
- Activities/attractions.
- Affordable events
- All the festivals & ethnic food choices.
- All the wonderful events B'ton has to offer.
- Always something to do.
- Always somethings to do every night.
- Appreciation of art & culture.
- Art/ community events.
- Arts and entertainment, ability to grow food in my yard, and more people need the encouragement to do this.
- Arts events.
- Arts, education, youthful energy.
- Arts, entertainment, friendly atmosphere education opportunities.
- Availability of local programming through both city and other organizations like MCPL.
- Availability of music & cultural events.
- Bigger city amenities but still small town feel.
- Bloomingfoods a farmers market-for fresh, whole locally grown food I this is more important to my health than the medical community.
- "Bloomington is a huge cultural hub. So many different people from different walks of life.
- There is affordable housing here, especially for students."
- Booming artistic community.
- Can't pick between cultural events & the trails.
- City events.
- Commitment to arts & public transformation.
- Community support for cultural/ health related events (farmer's market, festivals, etc).
- Compact downtown adjacent to IU with many cultural, dining, entertainment options.
- Countless activities.
- Cultural activities for small town.
- Cultural activities.
- Cultural events
- Cultural oasis.
- Cultural opportunities.
- Culture & Ice - a lot of things to do for size of Blgtn.
- Culture & the arts, free concerts at IU school of music.
- Culture (art, music ,food)are a huge part of Bloomington.
- Culture.
- Culture.
- Culture.
- Culture.
- Culture.
- Different hang out spots/ restaurants.
- Diverse offering & experiences.
- Diversity of cultural events.
- Diversity of good quality activities.
- Diversity, Bryan Park, 7 minutes to get anywhere (sorry that's three!).
- Downtown, always something to do & sometimes even wonderful free events.
- Easy access to activities.
- Educational & cultural opportunities.
- Entertainment available though out the cost of tickets to a great deal of it.
- Events, arts & festivals, local, business, farmers markets, co-ops, trails.
- Farmer's market
- Farmers market - walking trails - city parks.
- Farmers market!!!
- Farmers market, festivals - parks & rec.
- Farmers market.
- Farmers market.
- Festivals.
- Food choice.
- Food options.
- Food variety.
- Food/drink venues.
- Good food.
- Great amount of amenities, accessibility of high quality low cost food.
- Historic preservation of buildings.
- I like the market and art fairs. Also the B- line is fantastic.
- I like the vibrant artistic and cultural community that Bloomington has come to embrace. The ease of travel by bicycle is also a major perk to life in Bloomington.
- I love the farmer's market, fourth street arts festival, and the food on 4th street. I think Bloomington is a diverse and welcoming city that values its community and the events that bring people together.
- I love the strong presence of music and art in the community and the performances and events that are available on almost a daily basis.
- I will never lack a good place to eat! Downtown, 4th street, 10 s campus- all very good.
- International Flavor.
- International, vibrant Downtown & campus.
- It has the cultural and educational opportunities of a large city, but with a small town feel.

- It is culturally and intellectually vibrant - much of it free or low-cost.
- Its art colorful, coffee shops; "homey-appearance! "Mi casa esta su cara" este hogar. Peligros con lagrimas!
- It's artistic and cultural diversity that the university brings
- Its culture.
- IU culture availability.
- Large number & range of high- quality cultural/ artistic programs.
- Live downtown and can walk to lotus festival, shops, Friday landlord is phenomenal! gallery walk, etc. I am so lucky to live where I live above "spahh".
- Living close to businesses, etc.
- Local establishments/culture
- Lots of amenities for a city of its size.
- Lots of amenities for a relatively small city.
- Lots of culture, great food variety.
- Lots of events/ for all ages activities.
- Lots of opportunities for entertainments, things to do, especially for families.
- Lots of things to do. closes to Cindy.
- Lots to do and lots of opportunities.
- Lots to do in city, rural and university settings.
- Many restaurants & activities.
- Multi-cultural/ International atmosphere.
- Music events, esp. Lotus. (more please).
- Opportunities for entertainment and education
- Opportunity to hear great classical music.
- Our arts community.
- Outdoor events.
- Overall cultural opportunities/diversity.
- People, cultural events, sports & rec, Too many to name only one.
- Raising children here there is a lot to do!
- Range of cultural, Bay & food options & Variety of cultural opportunities.
- Restaurants Selection.
- Rush cultural environment.
- Shop local - global gifts - markets, diversity.
- Size, ease of transit, free cultural offerings.
- Small business/ ethnic cuisine.
- Small town but endless opportunities w 24.
- Stores stay open late and there is always something to do.
- Support for the arts.
- The amount of activities.
- The arts. Also, intolerance toward those of a conservative political persuasion, Also no cost or home depot.
- The Bishop Bar
- The city has several enjoyable festivals/events throughout the year and several nice parks for recreation.
- The cultural & educational opportunities readily available.
- The cultural life.
- The entertainment.
- The farmers' market
- The food
- The local arts, music, and dining scene.
- The many options to be entertained.
- The number of cultural events that are easily accessible - theater, ballets, films, music etc especially considering the size of the city.
- The number of small businesses who thrive.
- The overall culture.
- The place the arts seems to have in this community.
- The variety & inclusiveness in the arts scene.
- The variety of business, activities and events happening all year.
- The variety of cultural activities.
- The variety of people and things to do and see.
- There are so many wonderful places to shop, dine, go for entertainment, or socialize...including the downtown area (although it is so difficult tp park there and thus be customers of local establishments.)
- Things to do.
- Variety & the arts.
- Variety of activities- trails,arts,IU productions.
- Variety of activities.
- Variety of Art & Entertainment available.
- Variety of arts, cultural & recreational opportunities - but you need \$ for a lot of them.
- Variety of dining opportunities, especially downtown.
- Variety of entertainment, opportunities, people are nice.
- Variety of food.
- Variety of local restaurants
- Very balanced daily living options.

## *Sense of community*

- "Homey" community
- A caring community.
- An honest town w/ a true sense of trying to be diverse.
- Artistic town supports local farmers and artists.
- Aspect of community a police officers.
- Big city fear while maintaining the small town feel.
- Charitable attitude and behavior of Bloomington citizen.
- Civic activity and involvement.
- Close to family.
- Committed people!
- Community and uniqueness.
- Community engagement and civic participation.
- Community.
- Diversity of community, number of internationals.
- DOB. 04/15/1956 Always lived here, born and raised here it's home.
- Eclectic/ College town Feel.
- Farmers market & IV
- Feeling of community.
- For being a college town, it is very safe.
- Friendliness.
- Friendly people, cultural activities.Note: New resident of Bloomington since July 2017 moved here from Minneapolis, MN.
- Friendly people.
- Friendly people. Nice parks.
- Hometown.
- It has a unique personality & charm (friendly, smart people w/ cool ideas & opportunities to learn & experience things that other cities don't have).
- It's diversity and inclusiveness!
- It's home.
- Its hometown friendly environment.
- It's safe, people are involved. Good sense of community.
- Living close to my children so they can help me with projects.
- Neighbors.
- Old friends.
- Overall aura- people's attitudes & kindness & the natural feel in the city.
- Overall, current vibe with where the city is heading. Like the new administration and where its going.
- People are friendly, like what current mayor is doing making bloomington proud again after the nightmare kruzan caused. The beautiful environment in town & county.
- People are friendly.
- People.
- People.
- Pleasant atmosphere and charm, (Local businesses!).
- Safety Friendliness.
- Sense of community & diversity.
- Sense of community / Diversity / Festivals.
- Sense of community and embracing diversity!
- Sense of community identity
- Sense of community.
- Sense of community.
- Sense of community.
- Sense of community/attitude.
- Sense of vitality & community.
- Small town atmosphere.
- Small- town feel, local shops. Good effort to help homeless population so far.
- Spirit of community through Lotus & farmers market.
- Still a small town feeling.
- Summer Farmer's Market.
- The church that I attend.
- The community
- The community.
- The Feeling of community.
- The feeling of community.
- The focus on local (in farmers market, small businesses, community).
- The friendliness in my neighborhood and the whole city.
- The friendliness of civilians and civil servants.
- The friendliness of the town.
- The friendliness.
- The openness of the community acceptance of minorities & LGBT people.
- The people and its "home"!
- The people who lives in my neighborhood.
- The people.
- The people.
- The progressive leadership, sense of community and opportunities for recreation.
- The sense of community and the diversity.
- The sense of community.
- The sense of community.
- The sense of community/ overall friendliness.
- The small town feel & green spaces.
- The unique small businesses that create a sense of community.
- The wonderful residents - vibrancy & sense of community.
- There is a very real sense of community in Bloomington even though a huge majority of the residents come and go as students.

- This is my town.
- Variety of thing to do to keep the community active, ie b-line trail, bike lanes.
- Very Strong sense of community including lots of diversity.
- Volunteer.

### *Parks and natural environment*

- All of the Parks.
- All the parks & trails.
- amount of green space/parks and the trail system
- Availability of parks/outdoor areas and the variety of culture/entertainment opportunities.
- Availability of recreational activities.
- Bike trails.
- Biking all over.
- Cleanliness
- Close to lake access.
- Culture of care for the environment and others
- Definitely the parks and the proximity to places like Lake Griffy, Lake Monroe, and Hoosier National Forrest.
- Despite some questionable safety issues with problems like lingering homeless people, the availability of free recreation such as parks is quite good. There are also a lot of events in town, many of which are free or inexpensive.
- Diversity nice trails and parks.
- Great built environment.
- Great walking availability, trains, public transportation, things to do!
- Green scenery.
- Green space & lime stone building.
- Green space inside & outside the city.
- Green space, cleanliness, recycling.
- Green space, cultural events.
- Green space, small-town feel but still has lots to offer.
- Green-ness
- I enjoy the amount of local businesses and the efforts to be more environmentally friendly.
- I like the Monroe County Library, and the parks.
- I love Ferguson Dog Park. I think it's a great area, and safe I might add, for dogs to run and play.
- Lake Griffy Indiana university.
- Lots of parks & historic homes.
- Lots of parks, easy to access.
- Lots of parks.
- Natural environment.
- Natural landscape

- Volunteering opportunities.
- Wonderful Farmers Market and great community.
- Wonderful neighborhoods.

- nature and architecture
- Park & trails.
- Parks and restaurants.
- Parks, Festivals, overall culture and great local restaurant.
- Parks, playgrounds, trails.
- Parks, public spaces.
- Parks.
- Parks.
- Parks/Rec and ample opportunities for sports entertain & education.
- Proximity to woods and protected forests. Protect our trees!
- Public spaces (Parks, Downtown, etc.)
- Recreation & entertainment options.
- Recreational opportunities.
- Safe drinking water.
- Spaces for culture and recreation.
- The green spaces tree city! I love the convention center for all their events. Too many apts being built also.
- The natural beauty of parks and blooming trees and flowers.
- The overall lovely environment.
- The parks and trails! I am a runner and avid dog walker and I really appreciate how clean, well-lit, and overall safe feeling I have when I am using the various parks and trails. Keep up the great work!
- The parks, woods, and trails.
- The parks/lakes trails.
- The recreation & entertainment.
- Trails - great places to run.
- Trails (& parks).
- Trails, green, space, outdoor living.
- Trails, trees to help the people to leave the so-called IU people disrespect them, it's not always their fault.
- Trails.
- Trails.
- Trails.
- Very green.

## Diversity/inclusivity

- Bloomington is inclusive welcoming and planning a sustainable future.
- By doing this survey, you want our opinion & help in making decisions.
- Cultural diversity.
- Cultural diversity.
- Cultural diversity.
- Culture and diversity
- Culture and diversity
- Diversity
- Diversity & Quality of life.
- Diversity & respect for other cultures.
- Diversity and inclusive feeling of community.
- Diversity of cultural and arts/entertainment availability
- Diversity of cultures.
- Diversity of food and shopping options.
- Diversity of it's humans.
- Diversity of people and shopping.
- Diversity of population.
- Diversity of population.
- Diversity size, interesting people, beautiful environment.
- Diversity, inclusiveness, the university, does to forests/ lakes.
- Diversity.
- Diversity.
- Diversity.
- Diversity.
- Diversity.
- Eclectic population.
- General acceptance of others' differences.
- How kind & accepting people generally are to other people & animals.
- How welcoming & safe for diverse people- especially LGBT.
- I feel safe and welcome as an LGBT & member.
- I like the openness and acceptance in the community for diversity. I love that this is a place that a place like The Back Door can exist and thrive. I like the bar and food options, because there's always something to do.
- I love the cultural diversity of Bloomington- from the people, to the events and the food. Its all great.
- I love the integration between downtown Bloomington and the campus area, and I like the openmindedness of people living here. Artistic-wise and entertainment-wise, Bloomington is very active, there are a lot of events to take part in, many different places where to hang out and recreational activities to do. For being a small city in Indiana, Bloomington is a little island of freedom and happiness.
- Inclusive community.
- It is a melting pot and home to many great minds.
- It's a melting pot.
- Open and inclusiveness.
- Our diversity! Race / Woman's Rights/Gay Right... etc.
- Progressiveness, diversity and cultural richness of the town.
- Safe. It's a diverse bubble. (Also support locally).
- The culture of the town and the availability of things to do/visit.
- The diversity & acts I.U.
- The diversity and access to cultural expansion/ understanding.
- The diversity and welcome-ness of the city.
- The diversity of cultural activities driven by creative citizens.
- The diversity of the community.
- The diversity.
- The diversity.
- The multiculturalism and how comfortable it is to live here.
- Vibrancy/ diversity / arts.
- With the university, we have a diverse community with world-class students, educators, arts, athletics, and more, in a town that's small enough to be "user-friendly" for its community members. For example, few towns this size are visited by the sitting Secretary of State, as we were recently. We have all of this in a location that allows ready access to Chicago, St Louis, Cincinnati, Louisville, and Indianapolis too. A great place to live!

## Accessibility/mobility

- Ability to get around city.
- Affordability.
- Affordable cost of living
- Bicycle accessibility.
- Bike friendliness, support of LGBTQt community other democratic matters.
- B-line and rails to trails, resident very pleased with ambience of the city-were all grateful to live here and are amazed at all there it to do. Great quality of life.
- Bus system is pretty good.
- Compact size, friendliness.
- Compact urban form around campus & downtown.
- Convenience of transportation and variety of food
- Ease of getting around.
- Easy access to most necessary things.
- Easy to get everywhere and park.
- Everything I need is not far from everything else.
- Everything is very accessible, and people are generally friendly and neighborly.
- General convenience and availability of arts performance and exhibit.
- Generally, a decent bus system.
- Hospital Close.
- How long it takes to get across town.
- I can use my bicycle to get anywhere I want, even in the winter.
- I like the ease of getting around the city-- everything is super close, traffic is never bad, and parking is a breeze.
- I love the B-line trail, the community events, and Lotus.
- It is very bike friendly.
- It's manageable size.
- Its walk-ability.
- Just the right size to be accommodating.
- Parking meters downtown - keep people moving for businesses.
- Roads clear after a snow.
- Size and beauty- presence of Indiana Univ.
- Size.
- Small is beautiful.
- Small size of town, but lots to do!
- Small town with an educated population.
- Small.
- That I can ride my bike or walk to almost anything I want to do
- The ability to feel big and small.
- The public transit system, while not ideal, is pretty good.
- The vibrant small business scene and the B-Line corridor.
- The widely available public transit.
- Transportation.
- Usually pretty easy to find parking.
- Vibrant and walkable downtown core and neighborhoods.
- Walk ability, the greenery, the inclusiveness & the entertainment/ arts/ food. Hard to pick one thing. I love it here.
- Walk ability/ bike ability.
- Walkability green spaces & outdoor culture library!!
- Walkability.
- Walkability.

## Image/appearance

- A liberal oasis in a far right state.
- Atmosphere.
- Beautiful It should not be all about IU!!
- Beautiful place to live.
- Beautiful place with lots of things to do.
- Beauty & great public transportation.
- Beauty of the downtown/IU.
- Beauty, university, easy access.
- Campus. All the green space.
- City landscaper is beginning to plant native tree & shrub species.
- Clean street and buildings.
- Cleanliness, small company support.
- Cleanliness.
- Community of liberal & inclusive people.
- Everything - area is beautiful, people are friendly/welcoming & accepting so many things to do, taste so many cultures (in every way). Love it.
- Island of rationality floating in a sea of Trump supporters
- It beauty with the parks & friendly community.
- It is a beautiful city.
- It is a liberal, tolerant, diverse, welcoming community.
- It is a progressive place to live and work
- It's a liberal oasis in a red state. We wouldn't/couldn't live anywhere else in the state of Indiana.
- It's beautiful, vibrant. Air is clean.
- It's blueness.
- It's liberal.
- It's the most naturally beautiful city in Indiana.
- Progressive political atmosphere.

- Quiet, Beautiful.
- Run by democrats.
- Sustainability efforts progressiveness, focus on technology careers.
- The city government is better than most other officials in the entire state.
- The greenness of everything. All of the trees, garden and park areas.
- The land, the setting - hills & valleys, trees, farm fields, in short unpaved areas.

### *Access to university/educational opportunities*

- Ability to interact with university.
- Almost everything. IU, WonderLab, and the neighborhoods all stand out.
- Educated population.
- Education
- Education availability.
- Great schools and great public safety departments
- I like the opportunity to try new skills and discover what is important. Bloomington is the only place I've ever lived that provided such opportunities.
- I.U. Jacobs
- I.U., liberal minded people.
- Indiana University
- Indiana University.
- IU
- IU
- IU and jobs there.
- IU and the Indiana University campus and cultural events
- IU arts.
- IU!

### *Quality of life and services*

- Affordable.
- Fairly affordable and safe city. Good schools & churches.
- Feeling of safety, variety of places to eat/ shop.
- Focus of quality of life (walking, arts, local, food, etc).
- Free recycling of trash pick-up that charges by the amount of trash picked up each time rather than charging an automatic fee or tax.
- Good basic/ essentials services except for police services.
- Great place to raise children.
- Integrity.

- The open-mindedness & progressivity in an otherwise backwards & intolerant state.
- The overall spirit and civility of the city.
- The progressiveness - the B-line trail, community activities, sustainability efforts, and support of small businesses
- The city's sustainability efforts, animal care and control (The animal shelter is great!) and the arts- Lotus, Arts Fairs, etc. great for the economy!

- Library
- Located close to IU, Lake Monroe & Inoy.
- Many offerings of IU.
- Music performances at I.U.
- Quiet- has UI.
- The integration of the university with the downtown area allows for small-business opportunities.
- The IU campus is beautiful, and the academic community is favorable.
- The presence of Indiana University. This was the major reason that we retired in Bloomington. The cultural events that the city offers is incomparable as well as the beauty of the city and its location in Indiana.
- The public school options are excellent for a young family.
- The university influences.
- The university.
- The wonderful life of its town & campus (marriage made in heaven).
- There are so many options for learning, growing, exploring, and just being entertained. The diversity and quantity of quality cultural, arts, sports, and educational opportunities is amazing.
- University & all of the amenities & activities & associated with University.

- Service for single parent families.
- Some of the people. The bloomington Police dept. does a very good job.
- Support for families with children.
- Sustainability, however could be better with roundabouts.
- The gov't planning.
- The many social service providers.

- The quality of life in a small city
- The quality of life of a small town, while also having the cultural culinary, artistic and entertainment offerings of a big city.
- Undeveloped 'govt farm' park and Jackson creek trail.
- Water - waste - snow removal.

### *Other*

- Around the square- friendly- fun.
- Base salary skewell by the influx of employment of the university.
- Bloomington.
- Everything
- I have no voice me and a 100 other people think like this you know why because of my skin . It don't matter here to you all and that's sad.
- I have the choice to stay away from Downtown!
- I love love love the Christmas lights in the winter.
- It is a great place to raise children.

- Love life.
- Meadowood.
- Quiet.
- That its not Indianapolis.
- The Mayor is terrific!
- The mild weather in the winter.
- The people!
- The pretty college girls.
- This Survey!!!
- Yes.

### *Don't know/not applicable*

- Don't know.
- No one thing.
- Nothing.

- Nothing.

### *Demographic question 15 (in another way): With what gender do you identify most closely with?*

- 2
- Both.
- NON-BINARY
- There is no other way god created male & female Jesus rules.

### *Demographic question 17 (yes, other): Are you a student?*

- Beauty school.
- Certification Program Part- time.
- Full-time graduate student at IUPUI but I live in Bloomington.
- Graduate of IU.
- I will.
- Indian Wesleyan online MBA.
- IWU
- Mini univ. & life long learning classes.
- My husband is at IU MBA.
- Of life y los artes muy hermosas! Buena suerte!
- Parent of full- time student.
- Previously in, hopefully graduated at in soon.
- Survey way to long!

## Appendix D: Responses to Select Questions by Respondent Characteristics

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who used public transportation more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

### Comparisons by Demographic Characteristics

Table 59: Question 1 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part- time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18- 24	25- 34	35- 54	55+	Yes	No	
Bloomington as a place to live	79%	88%	95%	91%	86%	93%	90%	86%	89%	88%	89%	87%	85%	90%	88%
Your neighborhood as a place to live	66%	63%	80%	86%	65%	89%	77%	69%	68%	67%	79%	86%	68%	77%	74%
Bloomington as a place to raise children	65%	75%	88%	89%	75%	89%	83%	77%	60%	87%	89%	80%	69%	86%	80%
Bloomington as a place to work	67%	65%	66%	62%	65%	64%	69%	61%	67%	67%	61%	63%	67%	64%	65%
Bloomington as a place to visit	64%	74%	82%	78%	71%	81%	81%	69%	70%	75%	71%	83%	73%	76%	74%
Bloomington as a place to retire	63%	55%	77%	80%	65%	76%	71%	68%	63%	68%	71%	76%	61%	74%	69%
The overall quality of life in the City of Bloomington	75%	77%	88%	85%	78%	87%	84%	78%	80%	81%	83%	83%	79%	83%	81%

Table 60: Question 2 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Overall feeling of safety in Bloomington	75%	60%	83%	78%	69%	83%	73%	74%	58%	78%	79%	78%	70%	76%	74%
Overall ease of getting to the places you usually visit	81%	70%	85%	75%	77%	80%	81%	75%	65%	88%	74%	78%	72%	81%	78%
Quality of overall natural environment in Bloomington	86%	86%	90%	84%	87%	87%	88%	85%	91%	86%	85%	85%	86%	87%	87%
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	67%	66%	74%	68%	71%	64%	73%	65%	66%	75%	64%	64%	71%	67%	69%
Health and wellness opportunities in Bloomington	77%	75%	80%	74%	75%	81%	78%	76%	64%	84%	77%	75%	75%	78%	77%
Overall opportunities for education and enrichment	93%	91%	91%	89%	89%	93%	93%	89%	86%	94%	92%	89%	93%	90%	91%
Overall economic health of Bloomington	68%	55%	62%	60%	60%	61%	64%	58%	60%	63%	58%	62%	63%	60%	61%
Sense of community	74%	66%	79%	72%	71%	76%	76%	70%	68%	79%	73%	66%	75%	71%	73%
Overall image or reputation of Bloomington	77%	78%	90%	83%	80%	85%	88%	77%	76%	85%	84%	80%	80%	83%	82%

Table 61: Question 3 Compared by Respondent Characteristics

Percent rating positively (e.g., very/somewhat likely)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Recommend living in the City of Bloomington to someone who asks	74%	84%	94%	91%	83%	91%	89%	83%	79%	88%	88%	89%	80%	90%	86%
Remain in the City of Bloomington for the next five years	46%	50%	78%	93%	53%	93%	68%	65%	41%	60%	84%	91%	43%	80%	66%

Table 62: Question 4 Compared by Respondent Characteristics

Percent rating positively (e.g., very/somewhat safe)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
In your neighborhood during the day	100%	93%	96%	97%	97%	96%	97%	97%	96%	98%	96%	94%	97%	97%	96%
In your neighborhood at night	75%	64%	79%	86%	70%	86%	71%	80%	68%	74%	80%	82%	70%	79%	76%
In Bloomington's downtown area during the day	94%	91%	89%	88%	92%	87%	92%	89%	93%	91%	90%	87%	91%	90%	90%
In Bloomington's downtown area at night	59%	50%	60%	52%	54%	58%	49%	61%	45%	57%	60%	57%	50%	58%	56%

Table 63: Question 5 Compared by Geographic area

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Traffic flow on major streets	52%	47%	52%	48%	48%	53%	55%	45%	31%	55%	54%	57%	45%	53%	50%
Ease of public parking	35%	28%	35%	36%	32%	37%	32%	35%	14%	40%	42%	35%	29%	36%	34%
Cost of public parking	39%	28%	35%	28%	33%	32%	33%	32%	27%	38%	35%	27%	36%	31%	32%
Ease of travel by car	61%	60%	70%	60%	61%	67%	69%	59%	49%	73%	65%	60%	61%	65%	64%
Ease of travel by public transportation	40%	51%	51%	50%	50%	44%	51%	45%	43%	53%	43%	55%	49%	47%	48%
Ease of travel by bicycle	67%	64%	62%	61%	63%	63%	60%	67%	57%	71%	64%	57%	64%	63%	64%
Ease of walking	78%	80%	73%	65%	76%	72%	76%	74%	80%	75%	69%	71%	79%	72%	75%
Availability of paths and walking trails	76%	80%	76%	83%	76%	83%	83%	74%	78%	77%	78%	83%	75%	80%	79%
Air quality	82%	81%	84%	84%	81%	86%	83%	83%	78%	87%	82%	81%	83%	83%	83%
Cleanliness of the City	84%	68%	78%	77%	76%	76%	81%	72%	76%	79%	78%	70%	79%	75%	76%
Overall appearance	88%	78%	81%	80%	83%	79%	85%	80%	85%	85%	78%	77%	86%	79%	82%
Public places where people want to spend	66%	73%	71%	68%	69%	72%	75%	66%	68%	72%	73%	64%	70%	70%	70%

Percent rating positively (e.g., excellent/good) time	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Variety of housing options	58%	57%	55%	42%	53%	54%	58%	50%	66%	50%	46%	54%	61%	49%	54%
Availability of affordable housing	41%	37%	27%	24%	35%	28%	38%	29%	41%	34%	27%	26%	40%	28%	34%
Fitness opportunities	69%	85%	80%	84%	77%	84%	83%	77%	80%	79%	80%	81%	81%	79%	80%
Recreational opportunities	79%	78%	83%	84%	78%	87%	85%	77%	80%	83%	77%	83%	81%	81%	81%
Availability of affordable food	71%	75%	73%	64%	71%	72%	74%	68%	70%	76%	68%	67%	73%	70%	72%
Availability of affordable health care	52%	61%	58%	50%	55%	59%	54%	59%	51%	61%	52%	55%	56%	56%	56%
Availability of affordable mental health care	37%	52%	43%	36%	46%	36%	40%	44%	50%	41%	36%	42%	51%	38%	43%

Table 64: Question 6 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Availability of affordable child care/preschool	28%	36%	34%	40%	34%	37%	33%	39%	40%	22%	39%	45%	32%	37%	37%
K-12 education	78%	64%	82%	76%	75%	78%	79%	73%	67%	81%	80%	73%	72%	77%	76%
Adult educational opportunities	81%	84%	83%	79%	80%	86%	87%	77%	74%	85%	84%	83%	85%	80%	82%
Opportunities to attend cultural/arts/music activities	95%	96%	95%	90%	93%	96%	94%	94%	93%	97%	93%	92%	96%	93%	94%
Opportunities to participate in religious or spiritual events and activities	97%	87%	94%	84%	88%	94%	91%	90%	93%	90%	90%	87%	95%	88%	90%
Employment opportunities	60%	47%	36%	30%	47%	33%	42%	44%	65%	41%	34%	30%	59%	34%	43%
Shopping opportunities downtown	64%	63%	61%	55%	64%	54%	61%	60%	69%	65%	58%	47%	66%	58%	61%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Shopping opportunities outside downtown	70%	62%	68%	66%	68%	63%	66%	67%	68%	70%	60%	64%	69%	65%	66%
Cost of living in Bloomington	54%	44%	47%	29%	46%	41%	45%	44%	41%	50%	41%	39%	49%	41%	44%
Overall quality of business and service establishments in Bloomington	79%	71%	79%	72%	73%	81%	80%	72%	79%	77%	78%	66%	78%	74%	75%
Entertainment downtown	70%	75%	82%	70%	74%	75%	80%	70%	78%	80%	68%	66%	78%	72%	75%
Entertainment outside downtown	49%	54%	53%	49%	51%	52%	54%	50%	57%	51%	43%	56%	58%	47%	51%
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	55%	54%	36%	39%	47%	42%	49%	43%	60%	44%	37%	39%	53%	40%	46%
Opportunities to participate in social events and activities	77%	80%	85%	76%	78%	84%	85%	74%	80%	81%	78%	79%	83%	78%	80%
Opportunities to volunteer	85%	88%	90%	87%	87%	89%	90%	85%	86%	92%	85%	85%	90%	87%	88%
Opportunities to participate in community matters	75%	78%	80%	76%	78%	77%	82%	74%	73%	82%	75%	78%	82%	76%	78%
Openness and acceptance of the community toward people of diverse backgrounds	72%	79%	80%	82%	76%	83%	79%	79%	78%	80%	78%	76%	77%	79%	79%
Neighborliness of residents in Bloomington	65%	54%	75%	67%	59%	77%	67%	63%	61%	64%	72%	66%	62%	67%	66%

Table 65: Question 7 Compared by Respondent Characteristics

Percent rating positively (e.g., yes)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Made efforts to conserve water	71%	65%	73%	73%	67%	78%	75%	66%	62%	69%	74%	80%	69%	71%	71%
Made efforts to make your home more energy efficient	79%	70%	80%	79%	73%	83%	75%	78%	78%	74%	81%	74%	77%	76%	77%

Percent rating positively (e.g., yes)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	48%	59%	52%	54%	54%	53%	46%	60%	53%	53%	56%	52%	55%	52%	54%
You or a household member were a victim of a crime in the City of Bloomington	6%	16%	14%	14%	13%	12%	13%	12%	12%	12%	16%	11%	13%	12%	13%
You or a household member reported a crime to the police in the City of Bloomington	8%	29%	20%	20%	19%	20%	17%	21%	23%	17%	20%	18%	18%	20%	19%
Stocked supplies in preparation for an emergency	21%	20%	25%	23%	20%	26%	23%	22%	15%	19%	27%	32%	18%	25%	22%
Campaigned or advocated for an issue, cause or candidate	34%	50%	60%	44%	44%	55%	49%	47%	43%	49%	52%	47%	42%	51%	48%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	26%	39%	46%	42%	33%	50%	41%	37%	30%	38%	46%	42%	34%	42%	39%

Table 66: Question 8 Compared by Respondent Characteristics

Percent rating positively (e.g., yes)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	28%	43%	37%	54%	35%	49%	37%	42%	36%	34%	49%	46%	33%	44%	40%

Table 67: Question 9 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Knowledgeable	83%	72%	89%	88%	79%	90%	83%	84%	77%	80%	90%	86%	83%	84%	83%
Responsive	79%	66%	84%	80%	72%	84%	79%	76%	66%	76%	82%	82%	71%	80%	77%
Courteous	94%	70%	84%	91%	79%	91%	81%	86%	76%	81%	90%	87%	81%	85%	84%
Overall impression	79%	74%	83%	82%	76%	85%	78%	81%	73%	80%	81%	83%	80%	79%	79%

Asked only of those who had contact with a City employee in the 12 months prior to the survey.

Table 68: Question 10 Compared by Respondent Characteristics

Percent rating positively (e.g., at least once in the past 12 months)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Attended a local public meeting	15%	18%	26%	30%	16%	33%	20%	24%	18%	19%	28%	27%	16%	25%	22%
Watched (online or on television) a local public meeting	15%	18%	35%	39%	20%	40%	23%	30%	19%	18%	38%	43%	18%	32%	27%

Table 69: Question 11 Compared by Respondent Characteristics

Percent rating positively (e.g., at least once in the past 12 months)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Participated in religious or spiritual activities	41%	32%	47%	60%	38%	56%	48%	40%	32%	37%	57%	60%	37%	49%	44%
Attended an event offered by the City of Bloomington	61%	70%	84%	69%	71%	73%	74%	69%	66%	77%	82%	57%	71%	72%	71%
Used bus or other public transportation instead of driving	67%	62%	48%	32%	66%	27%	49%	57%	81%	55%	44%	26%	79%	37%	53%
Carpooled with other adults or children instead of	64%	64%	64%	57%	66%	57%	68%	57%	80%	64%	59%	44%	71%	58%	63%

Percent rating positively (e.g., at least once in the past 12 months)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
driving alone															
Walked or biked instead of driving	85%	80%	76%	61%	83%	63%	72%	80%	92%	77%	76%	56%	88%	69%	77%
Volunteered your time to some group/activity in Bloomington	50%	61%	62%	64%	59%	60%	62%	56%	68%	50%	68%	57%	58%	60%	59%
Talked to or visited with your immediate neighbors	60%	73%	89%	96%	71%	96%	81%	77%	66%	72%	95%	92%	62%	89%	79%
Done a favor for a neighbor	45%	57%	75%	87%	56%	86%	66%	64%	46%	56%	86%	87%	45%	79%	66%

Table 70: Question 12 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
The City of Bloomington	84%	75%	81%	80%	79%	81%	82%	78%	74%	87%	79%	74%	83%	78%	80%
Indiana State Government	27%	25%	22%	26%	24%	25%	26%	23%	29%	18%	26%	32%	26%	24%	25%
The Federal Government	34%	18%	25%	38%	26%	31%	29%	28%	18%	22%	33%	44%	27%	29%	28%

Table 71: Question 13 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
The value of services for the taxes paid to City	77%	62%	66%	67%	66%	69%	70%	67%	65%	72%	70%	59%	68%	67%	68%
The overall direction that the City is taking	78%	63%	64%	57%	69%	57%	64%	65%	74%	70%	60%	52%	74%	60%	65%
The job City government does at welcoming citizen involvement	66%	69%	73%	67%	69%	70%	76%	63%	72%	71%	65%	68%	71%	68%	69%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Overall confidence in City government	63%	59%	67%	59%	62%	62%	69%	57%	67%	65%	58%	57%	67%	59%	62%
Generally acting in the best interest of the community	69%	61%	66%	62%	62%	68%	71%	60%	69%	64%	67%	58%	68%	62%	65%
Being honest/transparent	66%	60%	60%	59%	60%	62%	64%	58%	56%	65%	65%	56%	57%	63%	61%
Treating all residents fairly	61%	57%	62%	55%	56%	62%	64%	55%	50%	63%	57%	62%	57%	60%	59%
Listening to public concern	61%	49%	67%	56%	53%	66%	67%	51%	46%	63%	64%	58%	52%	62%	59%

Table 72: Question 14 Compared by Respondent Characteristics

Percent rating positively (e.g., essential/very important)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Switchyard Park completion	46%	37%	40%	36%	43%	34%	35%	43%	46%	45%	36%	30%	45%	37%	40%
Development/job creation in the Trades District/certified tech park	61%	65%	71%	67%	66%	67%	63%	70%	68%	67%	67%	61%	65%	67%	66%
Expansion of the Bloomington/Monroe County Convention Center	18%	17%	18%	20%	17%	21%	19%	19%	14%	19%	14%	27%	16%	19%	18%
Redevelopment of current hospital site on W. 2nd St.	68%	58%	62%	68%	59%	70%	71%	57%	64%	53%	74%	70%	58%	66%	64%
City-wide high speed fiber for internet access	69%	71%	61%	68%	69%	64%	63%	71%	80%	67%	58%	62%	72%	64%	67%

Table 73: Question 15 Compared by Respondent Characteristics

Percent rating positively (e.g., not a challenge)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	0%	2%	1%	0%	1%	1%	1%	1%	0%	1%	1%	2%	0%	1%	1%

Table 74: Question 16 Compared by Respondent Characteristics

Percent rating positively (e.g., strongly/somewhat support)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	100%	90%	93%	90%	96%	87%	95%	92%	95%	97%	91%	87%	97%	91%	93%

Table 75: Question 17 Compared by Respondent Characteristics

Percent rating positively (e.g., major/minor source)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
City website (Bloomington.in.gov)	89%	84%	91%	89%	88%	89%	93%	83%	89%	89%	91%	80%	92%	86%	87%
Local media outlets (newspapers, radio, local television stations)	81%	88%	96%	98%	89%	94%	89%	91%	87%	89%	95%	94%	88%	92%	90%
The local government television channel, CATs	40%	50%	60%	59%	52%	53%	57%	49%	55%	48%	52%	60%	51%	53%	53%
City Council meetings and	57%	55%	68%	73%	61%	67%	65%	60%	61%	59%	63%	72%	61%	64%	63%

Percent rating positively (e.g., major/minor source)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
other public meetings															
Talking with City officials	55%	53%	61%	69%	57%	62%	58%	59%	56%	58%	59%	65%	60%	58%	59%
City communications via social media (i.e. Facebook, Twitter etc.)	77%	80%	79%	65%	81%	65%	80%	72%	86%	83%	76%	49%	83%	71%	75%
Word-of-mouth	82%	87%	90%	81%	86%	84%	86%	83%	86%	86%	89%	77%	86%	84%	85%
Email distribution lists	62%	55%	65%	56%	57%	64%	63%	55%	57%	61%	59%	60%	62%	58%	60%

Table 76: Question 18 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Police services	79%	74%	74%	87%	73%	86%	78%	77%	71%	73%	82%	88%	75%	79%	78%
Fire services	93%	88%	96%	97%	92%	97%	95%	93%	89%	94%	95%	98%	92%	95%	94%
Ambulance or emergency medical service	92%	85%	95%	86%	89%	90%	88%	90%	89%	90%	86%	93%	89%	90%	89%
Crime prevention	59%	48%	57%	51%	51%	58%	51%	56%	44%	53%	60%	60%	49%	56%	54%
Fire prevention and education	70%	70%	86%	76%	75%	77%	74%	77%	63%	82%	75%	82%	67%	81%	76%
Traffic enforcement	63%	61%	70%	59%	65%	60%	64%	64%	64%	62%	72%	57%	64%	63%	64%
Street repair	42%	24%	32%	41%	31%	38%	34%	35%	25%	30%	44%	40%	33%	34%	34%
Street cleaning	65%	64%	71%	60%	64%	68%	69%	63%	59%	71%	70%	57%	71%	63%	65%
Street lighting	49%	40%	44%	60%	46%	50%	48%	48%	44%	46%	53%	51%	44%	50%	48%
Snow removal	72%	66%	67%	78%	66%	78%	68%	72%	60%	72%	70%	79%	68%	71%	70%
Sidewalk maintenance	60%	42%	45%	44%	51%	40%	50%	45%	47%	54%	43%	39%	50%	45%	47%
Downtown parking	37%	29%	41%	38%	35%	37%	36%	38%	19%	41%	45%	37%	34%	38%	36%
Neighborhood/residential parking	55%	46%	53%	54%	50%	56%	53%	52%	39%	58%	57%	48%	50%	53%	52%
Parking garages	54%	62%	69%	68%	60%	70%	69%	60%	54%	67%	67%	65%	54%	69%	64%
Traffic signal timing	60%	50%	59%	59%	56%	57%	63%	50%	42%	65%	56%	58%	58%	56%	57%
Bus or transit services	56%	68%	71%	72%	68%	64%	74%	60%	60%	68%	66%	75%	66%	68%	67%
Garbage collection	77%	69%	80%	86%	75%	83%	81%	74%	71%	74%	85%	87%	76%	79%	78%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Recycling	40%	44%	76%	83%	49%	84%	66%	57%	36%	54%	77%	86%	42%	73%	62%
Yard waste pick-up	72%	60%	73%	73%	66%	74%	71%	68%	50%	76%	72%	78%	63%	73%	69%
Storm drainage	56%	40%	61%	61%	51%	61%	53%	57%	50%	54%	59%	58%	51%	57%	55%
Drinking water	56%	58%	57%	62%	56%	62%	58%	59%	52%	60%	57%	64%	52%	62%	59%
Sewer services	81%	59%	76%	80%	71%	78%	77%	71%	77%	71%	73%	76%	72%	75%	74%
Land use, planning and zoning	55%	53%	49%	43%	51%	48%	52%	48%	63%	52%	42%	44%	56%	46%	50%
Code enforcement (weeds, trash, etc.)	53%	45%	59%	41%	53%	43%	51%	48%	51%	58%	47%	40%	52%	48%	50%
Animal care and control	58%	53%	77%	71%	60%	74%	74%	57%	56%	70%	68%	66%	66%	66%	66%
Economic development	54%	50%	65%	50%	56%	54%	57%	53%	49%	60%	54%	53%	55%	55%	55%
Sustainability efforts	58%	44%	71%	64%	54%	70%	59%	59%	43%	59%	71%	64%	51%	64%	59%
Health services	51%	60%	70%	68%	59%	69%	64%	62%	47%	66%	67%	68%	58%	66%	63%
Public information services	58%	62%	66%	56%	61%	60%	64%	59%	51%	66%	62%	61%	58%	62%	61%
Preservation of natural areas (i.e. forests)	77%	74%	73%	67%	73%	71%	71%	74%	70%	76%	72%	70%	71%	73%	73%
Open space (green space)	65%	72%	71%	67%	68%	72%	69%	69%	64%	72%	75%	66%	68%	70%	69%
Farmers' market	92%	87%	91%	90%	90%	90%	90%	91%	92%	91%	90%	86%	91%	90%	90%
Taste of Bloomington	79%	75%	73%	69%	77%	66%	75%	73%	84%	74%	72%	62%	82%	69%	74%
Lotus Festival	77%	84%	83%	83%	85%	78%	86%	80%	95%	81%	86%	69%	92%	78%	82%
Fourth Street Arts Fair	80%	80%	82%	86%	83%	81%	82%	82%	84%	84%	80%	79%	84%	81%	82%
Overall customer service by City Employees	84%	62%	77%	74%	71%	77%	79%	69%	70%	73%	75%	79%	71%	75%	74%
City website	58%	56%	57%	63%	58%	60%	64%	52%	48%	62%	59%	65%	57%	60%	59%
Affordable/workforce housing availability	37%	37%	27%	25%	34%	25%	31%	33%	31%	36%	28%	27%	32%	31%	32%
Resident interaction with the Bloomington Police Department	59%	41%	51%	68%	46%	68%	52%	55%	38%	52%	60%	71%	46%	59%	54%
Public art provided by the City	66%	69%	74%	68%	69%	71%	76%	65%	70%	75%	71%	59%	71%	69%	70%
Small Business support	73%	59%	67%	51%	65%	57%	68%	58%	70%	65%	58%	54%	74%	56%	62%
Parks	82%	72%	93%	86%	79%	91%	86%	82%	73%	87%	88%	85%	77%	87%	83%
Trails	90%	85%	86%	85%	86%	86%	86%	87%	88%	88%	84%	83%	88%	85%	86%

Table 77: Question D1 Compared by Respondent Characteristics

Percent rating positively (e.g., always/sometimes)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Recycle at home	69%	75%	91%	90%	74%	96%	83%	79%	64%	82%	89%	92%	73%	86%	81%
Purchase goods or services from a business located in Bloomington	98%	96%	99%	98%	97%	99%	97%	99%	96%	98%	98%	99%	97%	98%	98%
Read or watch local news (via television, paper, computer, etc.)	54%	58%	81%	88%	62%	85%	73%	67%	47%	64%	82%	94%	59%	77%	70%
Vote in local elections	55%	67%	86%	95%	66%	95%	76%	76%	57%	73%	86%	90%	60%	85%	76%

Table 78: Question D3 by Respondent Characteristics

Percent rating positively (e.g., strongly/somewhat agree)	Length of Residency				Rent or own home		Gender		Age				Full- or part-time student		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years	Rent	Own	Female	Male	18-24	25-34	35-54	55+	Yes	No	
Financial security	79%	70%	70%	78%	69%	85%	73%	75%	77%	71%	72%	79%	69%	77%	74%

## Comparisons by Geographic Areas

Table 79: Question 1 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Bloomington as a place to live	97%	80%	90%	83%	88%
Your neighborhood as a place to live	89%	62%	55%	72%	74%
Bloomington as a place to raise children	83%	71%	78%	83%	80%
Bloomington as a place to work	69%	57%	71%	62%	65%
Bloomington as a place to visit	80%	74%	73%	69%	74%
Bloomington as a place to retire	80%	60%	57%	69%	69%
The overall quality of life in the City of Bloomington	86%	71%	87%	79%	81%

Table 80: Question 2 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Overall feeling of safety in Bloomington	77%	68%	73%	75%	74%
Overall ease of getting to the places you usually visit	86%	70%	79%	74%	78%
Quality of overall natural environment in Bloomington	89%	82%	84%	88%	87%
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	71%	64%	76%	65%	69%
Health and wellness opportunities in Bloomington	82%	61%	69%	82%	77%
Overall opportunities for education and enrichment	95%	83%	88%	92%	91%
Overall economic health of Bloomington	64%	45%	57%	70%	61%
Sense of community	78%	66%	67%	74%	73%
Overall image or reputation of Bloomington	89%	71%	78%	82%	82%

Table 81: Question 3 Compared by Area

Percent rating positively (e.g., very/somewhat likely)	Geographic Area				Overall
	SE	SW	NW	NE	
Recommend living in the City of Bloomington to someone who asks	93%	84%	88%	80%	86%
Remain in the City of Bloomington for the next five years	73%	72%	68%	53%	66%

Table 82: Question 4 Compared by Area

Percent rating positively (e.g., very/somewhat safe)	Geographic area				Overall
	SE	SW	NW	NE	
In your neighborhood during the day	99%	92%	95%	97%	96%
In your neighborhood at night	84%	68%	59%	78%	76%
In Bloomington's downtown area during the day	92%	92%	89%	89%	90%
In Bloomington's downtown area at night	59%	55%	48%	56%	56%

Table 83: Question 5 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Traffic flow on major streets	49%	49%	58%	48%	50%
Ease of public parking	38%	28%	26%	36%	34%
Cost of public parking	32%	22%	28%	41%	32%
Ease of travel by car	69%	50%	70%	62%	64%
Ease of travel by public transportation	55%	44%	38%	49%	48%

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Ease of travel by bicycle	65%	64%	58%	65%	64%
Ease of walking	77%	75%	72%	73%	75%
Availability of paths and walking trails	84%	76%	79%	74%	79%
Air quality	90%	76%	73%	84%	83%
Cleanliness of the City	82%	72%	71%	75%	76%
Overall appearance	87%	68%	86%	83%	82%
Public places where people want to spend time	74%	56%	72%	73%	70%
Variety of housing options	56%	47%	41%	62%	54%
Availability of affordable housing	35%	27%	32%	37%	34%
Fitness opportunities	84%	77%	70%	82%	80%
Recreational opportunities	90%	76%	77%	77%	81%
Availability of affordable food	73%	60%	69%	77%	72%
Availability of affordable health care	60%	49%	47%	60%	56%
Availability of affordable mental health care	38%	36%	37%	57%	43%

Table 84: Question 6 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Availability of affordable child care/preschool	46%	19%	24%	42%	37%
K-12 education	82%	64%	63%	84%	76%
Adult educational opportunities	90%	71%	76%	83%	82%
Opportunities to attend cultural/arts/music activities	98%	89%	92%	94%	94%
Opportunities to participate in religious or spiritual events and activities	93%	86%	81%	93%	90%
Employment opportunities	36%	38%	41%	54%	43%
Shopping opportunities downtown	60%	55%	68%	63%	61%
Shopping opportunities outside downtown	66%	61%	65%	70%	66%
Cost of living in Bloomington	45%	38%	38%	51%	44%
Overall quality of business and service establishments in Bloomington	79%	68%	77%	75%	75%
Entertainment downtown	73%	73%	74%	77%	75%
Entertainment outside downtown	53%	48%	33%	60%	51%
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	45%	36%	41%	53%	46%
Opportunities to participate in social events and activities	84%	72%	76%	81%	80%
Opportunities to volunteer	92%	83%	79%	90%	88%
Opportunities to participate in community matters	81%	69%	71%	82%	78%
Openness and acceptance of the community toward people of diverse backgrounds	81%	77%	69%	83%	79%
Neighborliness of residents in Bloomington	73%	66%	54%	62%	66%

Table 85: Question 7 Compared by Area

Percent rating positively (e.g., yes)	Geographic area				Overall
	SE	SW	NW	NE	
Made efforts to conserve water	72%	71%	63%	72%	71%
Made efforts to make your home more energy efficient	77%	83%	75%	73%	77%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	55%	64%	52%	47%	54%
You or a household member were a victim of a crime in the City of Bloomington	7%	23%	17%	11%	13%

Percent rating positively (e.g., yes)	Geographic area				Overall
	SE	SW	NW	NE	
You or a household member reported a crime to the police in the City of Bloomington	16%	24%	27%	16%	19%
Stocked supplies in preparation for an emergency	21%	29%	17%	22%	22%
Campaigned or advocated for an issue, cause or candidate	55%	44%	46%	43%	48%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	44%	38%	40%	33%	39%

Table 86: Question 8 Compared by Area

Percent rating positively (e.g., yes)	Geographic area				Overall
	SE	SW	NW	NE	
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	46%	38%	51%	29%	40%

Table 87: Question 9 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Knowledgeable	88%	61%	85%	89%	83%
Responsive	78%	66%	78%	85%	77%
Courteous	89%	72%	84%	83%	84%
Overall impression	83%	63%	83%	83%	79%

Asked only of those who had contact with a City employee in the 12 months prior to the survey.

Table 88: Question 10 Compared by Area

Percent rating positively (e.g., at least once in the past 12 months)	Geographic area				Overall
	SE	SW	NW	NE	
Attended a local public meeting	25%	22%	21%	20%	22%
Watched (online or on television) a local public meeting	23%	32%	27%	29%	27%

Table 89: Question 11 Compared by Area

Percent rating positively (e.g., at least once in the past 12 months)	Geographic area				Overall
	SE	SW	NW	NE	
Participated in religious or spiritual activities	49%	50%	31%	42%	44%
Attended an event offered by the City of Bloomington	77%	71%	69%	66%	71%
Used bus or other public transportation instead of driving	42%	44%	48%	73%	53%
Carpooled with other adults or children instead of driving alone	66%	69%	54%	61%	63%
Walked or biked instead of driving	73%	74%	75%	82%	77%
Volunteered your time to some group/activity in Bloomington	62%	60%	53%	58%	59%
Talked to or visited with your immediate neighbors	86%	89%	77%	67%	79%
Done a favor for a neighbor	72%	75%	58%	57%	66%

Table 90: Question 12 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
The City of Bloomington	85%	68%	79%	82%	80%
Indiana State Government	24%	33%	13%	28%	25%
The Federal Government	26%	29%	22%	34%	28%

Table 91: Question 13 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
The value of services for the taxes paid to City	73%	56%	62%	70%	68%
The overall direction that the City is taking	69%	52%	64%	68%	65%
The job City government does at welcoming citizen involvement	70%	61%	70%	72%	69%
Overall confidence in City government	66%	51%	63%	63%	62%
Generally acting in the best interest of the community	71%	52%	64%	65%	65%
Being honest/transparent	67%	45%	57%	66%	61%
Treating all residents fairly	63%	41%	65%	62%	59%
Listening to public concern	64%	51%	61%	55%	59%

Table 92: Question 14 Compared by Area

Percent rating positively (e.g., essential/very important)	Geographic area				Overall
	SE	SW	NW	NE	
Switchyard Park completion	37%	43%	49%	35%	40%
Development/job creation in the Trades District/certified tech park	73%	55%	53%	73%	66%
Expansion of the Bloomington/Monroe County Convention Center	20%	12%	23%	18%	18%
Redevelopment of current hospital site on W. 2nd St.	73%	52%	62%	60%	64%
City-wide high speed fiber for internet access	66%	73%	72%	63%	67%

Table 93: Question 15 Compared by Area

Percent rating positively (e.g., not a challenge)	Geographic area				Overall
	SE	SW	NW	NE	
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	1%	0%	2%	1%	1%

Table 94: Question 16 Compared by Area

Percent rating positively (e.g., strongly/somewhat support)	Geographic area				Overall
	SE	SW	NW	NE	
Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	92%	95%	95%	94%	93%

Table 95: Question 17 Compared by Area

Percent rating positively (e.g., major/minor source)	Geographic area				Overall
	SE	SW	NW	NE	
City website (Bloomington.in.gov)	92%	83%	84%	85%	87%
Local media outlets (newspapers, radio, local television stations)	93%	88%	89%	89%	90%
The local government television channel, CATs	49%	56%	50%	56%	53%
City Council meetings and other public meetings	62%	63%	67%	62%	63%
Talking with City officials	64%	52%	59%	59%	59%
City communications via social media (i.e. Facebook, Twitter etc.)	71%	76%	80%	78%	75%
Word-of-mouth	86%	90%	82%	83%	85%
Email distribution lists	63%	60%	53%	59%	60%

Table 96: Question 18 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic area				Overall
	SE	SW	NW	NE	
Police services	84%	70%	70%	80%	78%
Fire services	98%	90%	87%	95%	94%
Ambulance or emergency medical service	92%	87%	81%	92%	89%
Crime prevention	57%	45%	46%	59%	54%
Fire prevention and education	83%	75%	61%	77%	76%
Traffic enforcement	61%	66%	60%	66%	64%
Street repair	33%	30%	39%	35%	34%
Street cleaning	66%	66%	59%	68%	65%
Street lighting	45%	58%	46%	45%	48%
Snow removal	69%	71%	75%	68%	70%
Sidewalk maintenance	44%	48%	46%	51%	47%
Downtown parking	36%	36%	33%	38%	36%
Neighborhood/residential parking	53%	56%	47%	52%	52%
Parking garages	69%	63%	53%	65%	64%
Traffic signal timing	56%	57%	55%	58%	57%
Bus or transit services	71%	52%	62%	73%	67%
Garbage collection	81%	68%	78%	80%	78%
Recycling	73%	65%	59%	49%	62%
Yard waste pick-up	77%	61%	71%	64%	69%
Storm drainage	56%	44%	61%	56%	55%
Drinking water	63%	51%	60%	58%	59%
Sewer services	80%	67%	73%	72%	74%
Land use, planning and zoning	47%	49%	53%	52%	50%
Code enforcement (weeds, trash, etc.)	49%	45%	48%	54%	50%
Animal care and control	70%	65%	67%	62%	66%
Economic development	51%	59%	61%	55%	55%
Sustainability efforts	66%	58%	59%	52%	59%
Health services	67%	55%	54%	68%	63%
Public information services	65%	55%	51%	65%	61%
Preservation of natural areas (i.e. forests)	78%	67%	63%	74%	73%
Open space (green space)	75%	67%	56%	71%	69%
Farmers' market	92%	88%	90%	89%	90%
Taste of Bloomington	72%	68%	66%	82%	74%
Lotus Festival	81%	77%	79%	88%	82%
Fourth Street Arts Fair	84%	76%	78%	85%	82%
Overall customer service by City Employees	79%	71%	72%	71%	74%
City website	59%	55%	62%	59%	59%
Affordable/workforce housing availability	31%	32%	30%	33%	32%
Resident interaction with the Bloomington Police Department	58%	50%	53%	55%	54%
Public art provided by the City	71%	72%	66%	69%	70%
Small Business support	58%	66%	62%	64%	62%
Parks	85%	84%	84%	81%	83%
Trails	88%	81%	86%	87%	86%

Table 97: Question D1 Compared by Area

Percent rating positively (e.g., always/sometimes)	Geographic area				Overall
	SE	SW	NW	NE	
Recycle at home	92%	79%	73%	74%	81%
Purchase goods or services from a business located in Bloomington	100%	98%	99%	95%	98%
Read or watch local news (via television, paper, computer, etc.)	74%	67%	72%	67%	70%
Vote in local elections	85%	80%	74%	63%	76%

Table 98: Question D3 Compared by Area

Percent rating positively (e.g., strongly/somewhat agree)	Geographic area				Overall
	SE	SW	NW	NE	
Financial security	77%	61%	83%	74%	74%

## Appendix E: Benchmark Comparisons

### Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents’ ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the community rate police services lower than ratings given by residents in other cities with objectively “worse” departments. Benchmark data can help that police department – or any department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

### Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work.<sup>1,2</sup> The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in NRC’s proprietary databases.

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all communities in the database or to a subset. Despite the differences in characteristics across communities, all are in the business of providing services to residents. Though individual community circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any community, like SAT scores in any teen household, bring pride and a sense of accomplishment.

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from approximately 700 communities whose residents evaluated local government services and

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<sup>1</sup> Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

<sup>2</sup> Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The City of Bloomington chose to have comparisons made to the entire database as well as to peer communities that had a similar population, median household income and university towns.

### Interpreting the Results

Average ratings are compared when questions similar to those asked in the Bloomington survey are included in NRC’s database, and there are at least five jurisdictions in which the question was asked.

Where comparisons for quality ratings were available, the City of Bloomington’s results were noted as being “higher” the benchmark, “lower” the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much lower” or “much higher”). These labels come from a statistical comparison of Bloomington’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “higher” or “lower” if the difference between Bloomington’s rating and the benchmark is greater the margin of error; and “much higher” or “much lower” if the difference between Bloomington’s rating and the benchmark is more than twice the margin of error.

Comparisons are provided at the national level and to peer communities hand-selected by the City.

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

## National Benchmarks

Table 99: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	88%	169	387	Similar
Your neighborhood as a place to live	74%	227	302	Similar
Bloomington as a place to raise children	80%	176	373	Similar
Bloomington as a place to work	65%	147	348	Similar
Bloomington as a place to visit	74%	64	217	Similar
Bloomington as a place to retire	69%	115	347	Similar
The overall quality of life in the City of Bloomington	81%	218	453	Similar

Table 100: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Bloomington	74%	201	300	Similar
Overall ease of getting to the places you usually visit	78%	90	208	Similar
Quality of overall natural environment in Bloomington	87%	75	264	Similar
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	69%	65	198	Similar
Health and wellness opportunities in Bloomington	77%	66	200	Similar
Overall opportunities for education and enrichment	91%	9	200	Higher
Overall economic health of Bloomington	61%	110	203	Similar
Sense of community	73%	70	302	Similar
Overall image or reputation of Bloomington	82%	93	337	Higher

Table 101: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in the City of Bloomington to someone who asks	86%	159	272	Similar
Remain in the City of Bloomington for the next five years	66%	258	266	Lower

Table 102: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	96%	120	348	Similar
In Bloomington's downtown area during the day	90%	150	300	Similar

Table 103: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	50%	148	342	Similar
Ease of public parking	34%	145	173	Lower
Ease of travel by car	64%	157	290	Similar
Ease of travel by public transportation	48%	37	176	Higher
Ease of travel by bicycle	64%	71	287	Similar
Ease of walking	75%	65	285	Similar
Availability of paths and walking trails	79%	57	302	Higher
Air quality	83%	86	238	Similar
Cleanliness of the City	76%	146	272	Similar
Overall appearance	82%	120	349	Similar
Public places where people want to spend time	70%	79	191	Similar
Variety of housing options	54%	156	267	Similar
Availability of affordable housing	34%	217	297	Similar
Fitness opportunities	80%	50	192	Similar
Recreational opportunities	81%	48	294	Higher
Availability of affordable food	72%	63	226	Similar
Availability of affordable health care	56%	153	251	Similar
Availability of affordable mental health care	43%	113	174	Similar

Table 104: Question 6 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Availability of affordable child care/preschool	37%	201	245	Similar
K-12 education	76%	121	258	Similar
Adult educational opportunities	82%	5	180	Higher
Opportunities to attend cultural/arts/music activities	94%	1	285	Much higher
Opportunities to participate in religious or spiritual events and activities	90%	6	194	Higher
Employment opportunities	43%	116	304	Similar
Cost of living in Bloomington	44%	108	201	Similar
Overall quality of business and service establishments in Bloomington	75%	58	263	Similar
Opportunities to participate in social events and activities	80%	19	248	Higher
Opportunities to volunteer	88%	4	255	Higher
Opportunities to participate in community matters	78%	13	262	Higher
Openness and acceptance of the community toward people of diverse backgrounds	79%	7	282	Higher
Neighborliness of residents in Bloomington	66%	63	194	Similar

Table 105: Question 7 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Made efforts to conserve water	71%	174	181	Lower
Made efforts to make your home more energy efficient	77%	82	181	Similar
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	46%	132	187	Similar
You or a household member were a victim of a crime in the City of Bloomington	87%	167	265	Similar
You or a household member reported a crime to the police in the City of Bloomington	81%	86	197	Similar
Stocked supplies in preparation for an emergency	22%	156	174	Lower
Campaigned or advocated for an issue, cause or candidate	48%	2	173	Much higher

Table 106: Question 8 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	40%	220	304	Similar

Table 107: Question 9 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledgeable	83%	57	98	Similar
Responsive	77%	55	96	Similar
Courteous	84%	36	84	Similar

Table 108: Question 10 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Attended a local public meeting	22%	114	254	Similar
Watched (online or on television) a local public meeting	27%	85	217	Similar

Table 109: Question 11 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Participated in religious or spiritual activities	44%	113	193	Similar
Attended an event offered by the City of Bloomington	71%	21	192	Higher
Used bus or other public transportation instead of driving	53%	24	162	Much higher
Carpooled with other adults or children instead of driving alone	63%	6	187	Higher
Walked or biked instead of driving	77%	25	193	Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Volunteered your time to some group/activity in Bloomington	59%	21	253	Higher
Talked to or visited with your immediate neighbors	79%	184	188	Lower
Done a favor for a neighbor	66%	181	183	Lower

Table 110: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	80%	139	426	Similar
Indiana State Government	25%	54	57	Lower
The Federal Government	28%	210	240	Similar

Table 111: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The value of services for the taxes paid to City	68%	45	389	Higher
The overall direction that the City is taking	65%	111	309	Similar
The job City government does at welcoming citizen involvement	69%	20	308	Higher
Overall confidence in City government	62%	48	201	Similar
Generally acting in the best interest of the community	65%	38	201	Similar
Being honest/transparent	61%	75	194	Similar
Treating all residents fairly	59%	82	199	Similar

Table 112: Question 18 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	78%	285	452	Similar
Fire services	94%	181	375	Similar
Ambulance or emergency medical service	89%	229	343	Similar
Crime prevention	54%	268	347	Similar
Fire prevention and education	76%	200	274	Similar
Traffic enforcement	64%	227	365	Similar
Street repair	34%	296	405	Similar
Street cleaning	65%	150	311	Similar
Street lighting	48%	250	312	Similar
Snow removal	70%	86	291	Similar
Sidewalk maintenance	47%	200	318	Similar
Traffic signal timing	57%	77	248	Similar
Bus or transit services	67%	43	209	Higher
Garbage collection	78%	260	349	Similar
Recycling	62%	308	352	Lower
Yard waste pick-up	69%	182	265	Similar
Storm drainage	55%	270	349	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Drinking water	59%	247	318	Similar
Sewer services	74%	220	316	Similar
Land use, planning and zoning	50%	138	294	Similar
Code enforcement (weeds, trash, etc.)	50%	208	373	Similar
Animal care and control	66%	137	334	Similar
Economic development	55%	137	277	Similar
Health services	63%	126	201	Similar
Public information services	61%	169	275	Similar
Preservation of natural areas (i.e. forests)	73%	50	249	Similar
Open space (green space)	69%	54	185	Similar
Overall customer service by City Employees	74%	234	364	Similar
City website	59%	27	35	Similar
Parks	83%	148	322	Similar

Table 113: Question D1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recycled	81%	177	247	Similar
Purchase goods or services from a business located in Bloomington	98%	74	190	Similar
Read or watch local news (via television, paper, computer, etc.)	70%	186	191	Lower
Vote in local elections	76%	198	246	Similar

Table 114: Question D4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Do you work inside the boundaries of the City of Bloomington?	69%	15	189	Much higher

## Communities Included in the National Comparisons

Adams County, CO.....	441,603	Burlingame city, CA.....	28,806	Decatur city, GA.....	19,335
Airway Heights city, WA.....	6,114	Cabarrus County, NC.....	178,011	Del Mar city, CA.....	4,161
Albany city, OR.....	50,158	Cambridge city, MA.....	105,162	DeLand city, FL.....	27,031
Albemarle County, VA.....	98,970	Cannon Beach city, OR.....	1,690	Delaware city, OH.....	34,753
Albert Lea city, MN.....	18,016	Cañon City city, CO.....	16,400	Delray Beach city, FL.....	60,522
Alexandria city, VA.....	139,966	Canton city, SD.....	3,057	Denison city, TX.....	22,682
Algonquin village, IL.....	30,046	Cape Coral city, FL.....	154,305	Denton city, TX.....	113,383
Aliso Viejo city, CA.....	47,823	Cape Girardeau city, MO.....	37,941	Denver city, CO.....	600,158
Altoona city, IA.....	14,541	Carlisle borough, PA.....	18,682	Derby city, KS.....	22,158
American Canyon city, CA.....	19,454	Carlsbad city, CA.....	105,328	Des Moines city, IA.....	203,433
Ames city, IA.....	58,965	Carroll city, IA.....	10,103	Des Peres city, MO.....	8,373
Andover CDP, MA.....	8,762	Cartersville city, GA.....	19,731	Destin city, FL.....	12,305
Ankeny city, IA.....	45,582	Cary town, NC.....	135,234	Dothan city, AL.....	65,496
Ann Arbor city, MI.....	113,934	Casper city, WY.....	55,316	Douglas County, CO.....	285,465
Annapolis city, MD.....	38,394	Castine town, ME.....	1,366	Dover city, NH.....	29,987
Apache Junction city, AZ.....	35,840	Castle Pines North city, CO.....	10,360	Dublin city, CA.....	46,036
Apple Valley town, CA.....	69,135	Castle Rock town, CO.....	48,231	Dublin city, OH.....	41,751
Arapahoe County, CO.....	572,003	Cedar Hill city, TX.....	45,028	Duluth city, MN.....	86,265
Arkansas City city, AR.....	366	Cedar Rapids city, IA.....	126,326	Duncanville city, TX.....	38,524
Arlington County, VA.....	207,627	Celina city, TX.....	6,028	Durham city, NC.....	228,330
Arvada city, CO.....	106,433	Centennial city, CO.....	100,377	Durham County, NC.....	267,587
Asheville city, NC.....	83,393	Chambersburg borough, PA.....	20,268	Eagan city, MN.....	64,206
Ashland city, OR.....	20,078	Chandler city, AZ.....	236,123	Eagle Mountain city, UT.....	21,415
Ashland town, MA.....	16,593	Chandler city, TX.....	2,734	Eagle town, CO.....	6,508
Ashland town, VA.....	7,225	Chanhassen city, MN.....	22,952	East Baton Rouge Parish, LA.....	440,171
Aspen city, CO.....	6,658	Chapel Hill town, NC.....	57,233	East Grand Forks city, MN.....	8,601
Athens-Clarke County, GA.....	115,452	Charles County, MD.....	146,551	East Lansing city, MI.....	48,579
Auburn city, AL.....	53,380	Charlotte city, NC.....	731,424	Eau Claire city, WI.....	65,883
Auburn city, WA.....	70,180	Charlotte County, FL.....	159,978	Eden Prairie city, MN.....	60,797
Augusta CCD, GA.....	134,777	Charlottesville city, VA.....	43,475	Edgerton city, KS.....	1,671
Aurora city, CO.....	325,078	Chattanooga city, TN.....	167,674	Edgewater city, CO.....	5,170
Austin city, TX.....	790,390	Chesterfield County, VA.....	316,236	Edina city, MN.....	47,941
Avon town, CO.....	6,447	Chippewa Falls city, WI.....	13,661	Edmond city, OK.....	81,405
Avondale city, AZ.....	76,238	Citrus Heights city, CA.....	83,301	Edmonds city, WA.....	39,709
Azusa city, CA.....	46,361	Clackamas County, OR.....	375,992	El Cerrito city, CA.....	23,549
Bainbridge Island city, WA.....	23,025	Clarendon Hills village, IL.....	8,427	El Dorado County, CA.....	181,058
Baltimore city, MD.....	620,961	Clayton city, MO.....	15,939	El Paso city, TX.....	649,121
Bartonville town, TX.....	1,469	Clearwater city, FL.....	107,685	Elk Grove city, CA.....	153,015
Battle Creek city, MI.....	52,347	Cleveland Heights city, OH.....	46,121	Elk River city, MN.....	22,974
Bay City city, MI.....	34,932	Clinton city, SC.....	8,490	Elko New Market city, MN.....	4,110
Baytown city, TX.....	71,802	Clive city, IA.....	15,447	Elmhurst city, IL.....	44,121
Bedford city, TX.....	46,979	Clovis city, CA.....	95,631	Encinitas city, CA.....	59,518
Bedford town, MA.....	13,320	College Park city, MD.....	30,413	Englewood city, CO.....	30,255
Bellevue city, WA.....	122,363	College Station city, TX.....	93,857	Erie town, CO.....	18,135
Bellingham city, WA.....	80,885	Colleyville city, TX.....	22,807	Escambia County, FL.....	297,619
Beltrami County, MN.....	44,442	Collinsville city, IL.....	25,579	Estes Park town, CO.....	5,858
Benbrook city, TX.....	21,234	Columbia city, SC.....	129,272	Euclid city, OH.....	48,920
Bend city, OR.....	76,639	Columbia Falls city, MT.....	4,688	Fairview town, TX.....	7,248
Bettendorf city, IA.....	33,217	Columbus city, WI.....	4,991	Farmersville city, TX.....	3,301
Billings city, MT.....	104,170	Commerce City city, CO.....	45,913	Farmington Hills city, MI.....	79,740
Blaine city, MN.....	57,186	Concord city, CA.....	122,067	Fayetteville city, NC.....	200,564
Bloomfield Hills city, MI.....	3,869	Concord town, MA.....	17,668	Fishers town, IN.....	76,794
Bloomington city, IN.....	80,405	Coon Rapids city, MN.....	61,476	Flower Mound town, TX.....	64,669
Bloomington city, MN.....	82,893	Copperas Cove city, TX.....	32,032	Forest Grove city, OR.....	21,083
Blue Springs city, MO.....	52,575	Coral Springs city, FL.....	121,096	Fort Collins city, CO.....	143,986
Boise City city, ID.....	205,671	Coronado city, CA.....	18,912	Fort Lauderdale city, FL.....	165,521
Boone County, KY.....	118,811	Corvallis city, OR.....	54,462	Fort Smith city, AR.....	86,209
Boulder city, CO.....	97,385	Cottonwood Heights city, UT.....	33,433	Fort Worth city, TX.....	741,206
Bowling Green city, KY.....	58,067	Creve Coeur city, MO.....	17,833	Fountain Hills town, AZ.....	22,489
Bozeman city, MT.....	37,280	Cross Roads town, TX.....	1,563	Franklin city, TN.....	62,487
Brentwood city, MO.....	8,055	Dacono city, CO.....	4,152	Fredericksburg city, VA.....	24,286
Brentwood city, TN.....	37,060	Dade City city, FL.....	6,437	Fremont city, CA.....	214,089
Brighton city, CO.....	33,352	Dakota County, MN.....	398,552	Friendswood city, TX.....	35,805
Brighton city, MI.....	7,444	Dallas city, OR.....	14,583	Fruita city, CO.....	12,646
Bristol city, TN.....	26,702	Dallas city, TX.....	1,197,816	Gahanna city, OH.....	33,248
Broken Arrow city, OK.....	98,850	Danville city, KY.....	16,218	Gaithersburg city, MD.....	59,933
Brookfield city, WI.....	37,920	Dardenne Prairie city, MO.....	11,494	Galveston city, TX.....	47,743
Brookline CDP, MA.....	58,732	Darien city, IL.....	22,086	Gardner city, KS.....	19,123
Brooklyn Center city, MN.....	30,104	Davenport city, FL.....	2,888	Geneva city, NY.....	13,261
Broomfield city, CO.....	55,889	Davenport city, IA.....	99,685	Georgetown city, TX.....	47,400
Brownsburg town, IN.....	21,285	Davidson town, NC.....	10,944	Germantown city, TN.....	38,844
Burien city, WA.....	33,313	Dayton city, OH.....	141,527	Gilbert town, AZ.....	208,453
Burleson city, TX.....	36,690	Dayton town, WY.....	757	Gillette city, WY.....	29,087

Glendora city, CA.....	50,073	King City city, CA.....	12,874	Mesa city, AZ.....	439,041
Glenview village, IL.....	44,692	King County, WA.....	1,931,249	Mesa County, CO.....	146,723
Globe city, AZ.....	7,532	Kirkland city, WA.....	48,787	Miami Beach city, FL.....	87,779
Golden city, CO.....	18,867	Kirkwood city, MO.....	27,540	Miami city, FL.....	399,457
Golden Valley city, MN.....	20,371	Knoxville city, IA.....	7,313	Middleton city, WI.....	17,442
Goodyear city, AZ.....	65,275	La Mesa city, CA.....	57,065	Midland city, MI.....	41,863
Grafton village, WI.....	11,459	La Plata town, MD.....	8,753	Milford city, DE.....	9,559
Grand Blanc city, MI.....	8,276	La Porte city, TX.....	33,800	Milton city, GA.....	32,661
Grand Island city, NE.....	48,520	La Vista city, NE.....	15,758	Minneapolis city, MN.....	382,578
Grants Pass city, OR.....	34,533	Lafayette city, CO.....	24,453	Mission Viejo city, CA.....	93,305
Grass Valley city, CA.....	12,860	Laguna Beach city, CA.....	22,723	Missouri City city, TX.....	67,358
Greenville city, NC.....	84,554	Laguna Hills city, CA.....	30,344	Modesto city, CA.....	201,165
Greenwich town, CT.....	61,171	Laguna Niguel city, CA.....	62,979	Monterey city, CA.....	27,810
Greenwood Village city, CO.....	13,925	Lake Forest city, IL.....	19,375	Montgomery County, VA.....	94,392
Greer city, SC.....	25,515	Lake Oswego city, OR.....	36,619	Monticello city, UT.....	1,972
Guilford County, NC.....	488,406	Lake Stevens city, WA.....	28,069	Montrose city, CO.....	19,132
Gunnison County, CO.....	15,324	Lake Worth city, FL.....	34,910	Monument town, CO.....	5,530
Hailey city, ID.....	7,960	Lake Zurich village, IL.....	19,631	Mooreville town, NC.....	32,711
Haines Borough, AK.....	2,508	Lakeville city, MN.....	55,954	Moraga town, CA.....	16,016
Hallandale Beach city, FL.....	37,113	Lakewood city, CO.....	142,980	Morrisstown city, TN.....	29,137
Hamilton city, OH.....	62,477	Lakewood city, WA.....	58,163	Morrisville town, NC.....	18,576
Hamilton town, MA.....	7,764	Lane County, OR.....	351,715	Morro Bay city, CA.....	10,234
Hanover County, VA.....	99,863	Lansing city, MI.....	114,297	Mountain Village town, CO.....	1,320
Harrisburg city, SD.....	4,089	Laramie city, WY.....	30,816	Mountlake Terrace city, WA.....	19,909
Harrisonburg city, VA.....	48,914	Larimer County, CO.....	299,630	Murphy city, TX.....	17,708
Harrisonville city, MO.....	10,019	Las Vegas city, NV.....	583,756	Naperville city, IL.....	141,853
Hayward city, CA.....	144,186	Lawrence city, KS.....	87,643	Napoleon city, OH.....	8,749
Henderson city, NV.....	257,729	Lawrenceville city, GA.....	28,546	Needham CDP, MA.....	28,886
Herndon town, VA.....	23,292	Lee's Summit city, MO.....	91,364	Nevada City city, CA.....	3,068
High Point city, NC.....	104,371	Lehi city, UT.....	47,407	New Braunfels city, TX.....	57,740
Highland Park city, IL.....	29,763	Lenexa city, KS.....	48,190	New Brighton city, MN.....	21,456
Highlands Ranch CDP, CO.....	96,713	Lewis County, NY.....	27,087	New Hanover County, NC.....	202,667
Holland city, MI.....	33,051	Lewiston city, ID.....	31,894	New Orleans city, LA.....	343,829
Honolulu County, HI.....	953,207	Lewisville city, TX.....	95,290	New Port Richey city, FL.....	14,911
Hooksett town, NH.....	13,451	Lewisville town, NC.....	12,639	New Smyrna Beach city, FL.....	22,464
Hopkins city, MN.....	17,591	Libertyville village, IL.....	20,315	New Ulm city, MN.....	13,522
Hopkinton town, MA.....	14,925	Lincoln city, NE.....	258,379	Newberg city, OR.....	22,068
Hoquiam city, WA.....	8,726	Lindsborg city, KS.....	3,458	Newport city, RI.....	24,672
Horry County, SC.....	269,291	Little Chute village, WI.....	10,449	Newport News city, VA.....	180,719
Howard village, WI.....	17,399	Littleton city, CO.....	41,737	Newton city, IA.....	15,254
Hudson city, OH.....	22,262	Livermore city, CA.....	80,968	Noblesville city, IN.....	51,969
Hudson town, CO.....	2,356	Lombard village, IL.....	43,165	Nogales city, AZ.....	20,837
Hudsonville city, MI.....	7,116	Lone Tree city, CO.....	10,218	Norcross city, GA.....	9,116
Huntersville town, NC.....	46,773	Long Grove village, IL.....	8,043	Norfolk city, VA.....	242,803
Huntley village, IL.....	24,291	Longmont city, CO.....	86,270	North Port city, FL.....	57,357
Hurst city, TX.....	37,337	Longview city, TX.....	80,455	North Richland Hills city, TX.....	63,343
Hutchinson city, MN.....	14,178	Lonsdale city, MN.....	3,674	Northglenn city, CO.....	35,789
Hutto city, TX.....	14,698	Los Alamos County, NM.....	17,950	Novato city, CA.....	51,904
Hyattsville city, MD.....	17,557	Los Altos Hills town, CA.....	7,922	Novi city, MI.....	55,224
Independence city, MO.....	116,830	Louisville city, CO.....	18,376	O'Fallon city, IL.....	28,281
Indian Trail town, NC.....	33,518	Lower Merion township, PA.....	57,825	O'Fallon city, MO.....	79,329
Indianola city, IA.....	14,782	Lynchburg city, VA.....	75,568	Oak Park village, IL.....	51,878
Indio city, CA.....	76,036	Lynnwood city, WA.....	35,836	Oakland city, CA.....	390,724
Iowa City city, IA.....	67,862	Macomb County, MI.....	840,978	Oakley city, CA.....	35,432
Irving city, TX.....	216,290	Manassas city, VA.....	37,821	Ogdensburg city, NY.....	11,128
Issaquah city, WA.....	30,434	Manhattan Beach city, CA.....	35,135	Oklahoma City city, OK.....	579,999
Jackson County, MI.....	160,248	Manhattan city, KS.....	52,281	Olathe city, KS.....	125,872
James City County, VA.....	67,009	Mankato city, MN.....	39,309	Old Town city, ME.....	7,840
Jefferson County, CO.....	534,543	Maple Grove city, MN.....	61,567	Olmsted County, MN.....	144,248
Jefferson County, NY.....	116,229	Maricopa County, AZ.....	3,817,117	Olympia city, WA.....	46,478
Jefferson Parish, LA.....	432,552	Marshfield city, WI.....	19,118	Orland Park village, IL.....	56,767
Johnson City city, TN.....	63,152	Martinez city, CA.....	35,824	Oshkosh city, WI.....	66,083
Johnston city, IA.....	17,278	Marysville city, WA.....	60,020	Oshtemo charter township, MI.....	21,705
Jupiter town, FL.....	55,156	Mathews town, NC.....	27,198	Oswego village, IL.....	30,355
Kansas City city, KS.....	145,786	McAllen city, TX.....	129,877	Otsego County, MI.....	24,164
Kansas City city, MO.....	459,787	McDonough city, GA.....	22,084	Ottawa County, MI.....	263,801
Keizer city, OR.....	36,478	McKinney city, TX.....	131,117	Oviedo city, FL.....	33,342
Kenmore city, WA.....	20,460	McMinnville city, OR.....	32,187	Paducah city, KY.....	25,024
Kennedale city, TX.....	6,763	Menlo Park city, CA.....	32,026	Palm Beach Gardens city, FL.....	48,452
Kennett Square borough, PA.....	6,072	Mercer Island city, WA.....	22,699	Palm Coast city, FL.....	75,180
Kent city, WA.....	92,411	Meridian charter township, MI.....	39,688	Palo Alto city, CA.....	64,403
Kerrville city, TX.....	22,347	Meridian city, ID.....	75,092	Palos Verdes Estates city, CA.....	13,438
Kettering city, OH.....	56,163	Merriam city, KS.....	11,003	Papillion city, NE.....	18,894
Key West city, FL.....	24,649				

Paradise Valley town, AZ.....	12,820	San Anselmo town, CA.....	12,336	Takoma Park city, MD.....	16,715
Park City city, UT.....	7,558	San Antonio city, TX.....	1,327,407	Tamarac city, FL.....	60,427
Parker town, CO.....	45,297	San Carlos city, CA.....	28,406	Temecula city, CA.....	100,097
Parkland city, FL.....	23,962	San Diego city, CA.....	1,307,402	Tempe city, AZ.....	161,719
Pasadena city, CA.....	137,122	San Francisco city, CA.....	805,235	Texarkana city, TX.....	36,411
Pasco city, WA.....	59,781	San Jose city, CA.....	945,942	The Woodlands CDP, TX.....	93,847
Pasco County, FL.....	464,697	San Juan County, NM.....	130,044	Thornton city, CO.....	118,772
Payette city, ID.....	7,433	San Marcos city, CA.....	83,781	Thousand Oaks city, CA.....	126,683
Pearland city, TX.....	91,252	San Marcos city, TX.....	44,894	Tigard city, OR.....	48,035
Peoria city, AZ.....	154,065	San Rafael city, CA.....	57,713	Tracy city, CA.....	82,922
Peoria city, IL.....	115,007	Sanford city, FL.....	53,570	Trinidad CCD, CO.....	12,017
Peoria County, IL.....	186,494	Sangamon County, IL.....	197,465	Tualatin city, OR.....	26,054
Pflugerville city, TX.....	46,936	Santa Clarita city, CA.....	176,320	Tulsa city, OK.....	391,906
Phoenix city, AZ.....	1,445,632	Santa Fe city, NM.....	67,947	Twin Falls city, ID.....	44,125
Pinehurst village, NC.....	13,124	Santa Fe County, NM.....	144,170	Tyler city, TX.....	96,900
Piqua city, OH.....	20,522	Santa Monica city, CA.....	89,736	Umatilla city, OR.....	6,906
Pitkin County, CO.....	17,148	Sarasota County, FL.....	379,448	University Heights city, OH.....	13,539
Plano city, TX.....	259,841	Savage city, MN.....	26,911	University Park city, TX.....	23,068
Platte City city, MO.....	4,691	Schaumburg village, IL.....	74,227	Upper Arlington city, OH.....	33,771
Pleasanton city, CA.....	70,285	Scott County, MN.....	129,928	Urbandale city, IA.....	39,463
Plymouth city, MN.....	70,576	Scottsdale city, AZ.....	217,385	Vail town, CO.....	5,305
Pocatello city, ID.....	54,255	Seaside city, CA.....	33,025	Vancouver city, WA.....	161,791
Polk County, IA.....	430,640	Sevierville city, TN.....	14,807	Ventura CCD, CA.....	111,889
Pompano Beach city, FL.....	99,845	Shakopee city, MN.....	37,076	Vernon Hills village, IL.....	25,113
Port Orange city, FL.....	56,048	Sharonville city, OH.....	13,560	Vestavia Hills city, AL.....	34,033
Portland city, OR.....	583,776	Shawnee city, KS.....	62,209	Victoria city, MN.....	7,345
Post Falls city, ID.....	27,574	Shawnee city, OK.....	29,857	Vienna town, VA.....	15,687
Powell city, OH.....	11,500	Sheboygan city, WI.....	49,288	Virginia Beach city, VA.....	437,994
Prince William County, VA.....	402,002	Sherborn town, MA.....	4,119	Wake Forest town, NC.....	30,117
Prior Lake city, MN.....	22,796	Shoreview city, MN.....	25,043	Walnut Creek city, CA.....	64,173
Pueblo city, CO.....	106,595	Shorewood city, MN.....	7,307	Washington County, MN.....	238,136
Purcellville town, VA.....	7,727	Shorewood village, IL.....	15,615	Washington town, NH.....	1,123
Queen Creek town, AZ.....	26,361	Shorewood village, WI.....	13,162	Washougal city, WA.....	14,095
Radnor township, PA.....	31,531	Sierra Vista city, AZ.....	43,888	Watauga city, TX.....	23,497
Ramsey city, MN.....	23,668	Sioux Center city, IA.....	7,048	Wauwatosa city, WI.....	46,396
Raymond town, ME.....	4,436	Sioux Falls city, SD.....	153,888	Waverly city, IA.....	9,874
Raymore city, MO.....	19,206	Skokie village, IL.....	64,784	Weddington town, NC.....	9,459
Redmond city, OR.....	26,215	Snellville city, GA.....	18,242	Westerville city, MO.....	29,070
Redmond city, WA.....	54,144	South Lake Tahoe city, CA.....	21,403	West Carrollton city, OH.....	13,143
Rehoboth Beach city, DE.....	1,327	Southborough town, MA.....	9,767	West Chester borough, PA.....	18,461
Reno city, NV.....	225,221	Southlake city, TX.....	26,575	West Des Moines city, IA.....	56,609
Reston CDP, VA.....	58,404	Spokane Valley city, WA.....	89,755	Western Springs village, IL.....	12,975
Richmond city, CA.....	103,701	Spring Hill city, KS.....	5,437	Westerville city, OH.....	36,120
Richmond Heights city, MO.....	8,603	Springboro city, OH.....	17,409	Westlake town, TX.....	992
Rifle city, CO.....	9,172	Springfield city, MO.....	159,498	Westminster city, CO.....	106,114
Rio Rancho city, NM.....	87,521	Springville city, UT.....	29,466	Weston town, MA.....	11,261
River Falls city, WI.....	15,000	St. Augustine city, FL.....	12,975	Wheat Ridge city, CO.....	30,166
Riverside city, CA.....	303,871	St. Charles city, IL.....	32,974	White House city, TN.....	10,255
Riverside city, MO.....	2,937	St. Cloud city, FL.....	35,183	Wichita city, KS.....	382,368
Roanoke County, VA.....	92,376	St. Cloud city, MN.....	65,842	Williamsburg city, VA.....	14,068
Rochester Hills city, MI.....	70,995	St. Joseph city, MO.....	76,780	Willowbrook village, IL.....	8,540
Rock Hill city, SC.....	66,154	St. Louis County, MN.....	200,226	Wilmington city, NC.....	106,476
Rockville city, MD.....	61,209	St. Louis Park city, MN.....	45,250	Wilsonville city, OR.....	19,509
Roeland Park city, KS.....	6,731	Stallings town, NC.....	13,831	Winchester city, VA.....	26,203
Rogers city, MN.....	8,597	State College borough, PA.....	42,034	Windsor town, CO.....	18,644
Rohnert Park city, CA.....	40,971	Steamboat Springs city, CO.....	12,088	Windsor town, CT.....	29,044
Rolla city, MO.....	19,559	Sterling Heights city, MI.....	129,699	Winnetka village, IL.....	12,187
Roselle village, IL.....	22,763	Sugar Grove village, IL.....	8,997	Winston-Salem city, NC.....	229,617
Rosemount city, MN.....	21,874	Sugar Land city, TX.....	78,817	Winter Garden city, FL.....	34,568
Rosenberg city, TX.....	30,618	Suisun City city, CA.....	28,111	Woodbury city, MN.....	61,961
Roseville city, MN.....	33,660	Summit city, NJ.....	21,457	Woodland city, CA.....	55,468
Round Rock city, TX.....	99,887	Summit County, UT.....	36,324	Wrentham town, MA.....	10,955
Royal Oak city, MI.....	57,236	Summit village, IL.....	11,054	Wyandotte County, KS.....	157,505
Saco city, ME.....	18,482	Sunnyvale city, CA.....	140,081	Yakima city, WA.....	91,067
Sahuarita town, AZ.....	25,259	Surprise city, AZ.....	117,517	York County, VA.....	65,464
Salida city, CO.....	5,236	Suwanee city, GA.....	15,355	Yorktown town, IN.....	9,405
Sammamish city, WA.....	45,780	Tacoma city, WA.....	198,397	Yountville city, CA.....	2,933

## Peer Communities Benchmarks

Table 115: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Bloomington as a place to live	88%	9	22	Similar
Your neighborhood as a place to live	74%	13	18	Similar
Bloomington as a place to raise children	80%	8	20	Similar
Bloomington as a place to work	65%	11	19	Similar
Bloomington as a place to visit	74%	5	12	Similar
Bloomington as a place to retire	69%	8	17	Similar
The overall quality of life in the City of Bloomington	81%	9	21	Similar

Table 116: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Overall feeling of safety in Bloomington	74%	10	14	Similar
Overall ease of getting to the places you usually visit	78%	2	11	Similar
Quality of overall natural environment in Bloomington	87%	5	13	Similar
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	69%	3	10	Similar
Health and wellness opportunities in Bloomington	77%	5	10	Similar
Overall opportunities for education and enrichment	91%	4	10	Higher
Overall economic health of Bloomington	61%	5	10	Similar
Sense of community	73%	3	13	Similar
Overall image or reputation of Bloomington	82%	5	15	Similar

Table 117: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Recommend living in the City of Bloomington to someone who asks	86%	7	13	Similar
Remain in the City of Bloomington for the next five years	66%	10	13	Lower

Table 118: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
In your neighborhood during the day	96%	7	25	Similar
In Bloomington's downtown area during the day	90%	7	22	Similar

Table 119: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Traffic flow on major streets	50%	6	17	Similar
Ease of public parking	34%	9	13	Similar
Ease of travel by car	64%	4	13	Similar
Ease of travel by public transportation	48%	5	11	Similar
Ease of travel by bicycle	64%	4	13	Higher
Ease of walking	75%	4	13	Similar
Availability of paths and walking trails	79%	4	15	Higher
Air quality	83%	6	12	Similar
Cleanliness of the City	76%	6	13	Similar
Overall appearance	82%	7	16	Similar
Public places where people want to spend time	70%	6	10	Similar
Variety of housing options	54%	6	12	Similar
Availability of affordable housing	34%	7	13	Similar
Fitness opportunities	80%	5	10	Similar
Recreational opportunities	81%	6	15	Similar
Availability of affordable food	72%	5	10	Similar
Availability of affordable health care	56%	12	12	Lower
Availability of affordable mental health care	43%	9	10	Similar

Table 120: Question 6 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Availability of affordable child care/preschool	37%	9	10	Lower
K-12 education	76%	8	11	Similar
Adult educational opportunities	82%	4	8	Similar
Opportunities to attend cultural/arts/music activities	94%	1	13	Higher
Opportunities to participate in religious or spiritual events and activities	90%	2	10	Similar
Employment opportunities	43%	9	14	Similar
Cost of living in Bloomington	44%	6	11	Similar
Overall quality of business and service establishments in Bloomington	75%	5	12	Similar
Opportunities to participate in social events and activities	80%	4	12	Similar
Opportunities to volunteer	88%	2	11	Similar
Opportunities to participate in community matters	78%	1	13	Similar
Openness and acceptance of the community toward people of diverse backgrounds	79%	1	15	Higher
Neighborliness of residents in Bloomington	66%	3	10	Similar

Table 121: Question 7 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Made efforts to conserve water	71%	8	9	Similar
Made efforts to make your home more energy efficient	77%	2	9	Similar
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	46%	8	9	Lower
You or a household member were a victim of a crime in the City of Bloomington	87%	9	14	Similar
You or a household member reported a crime to the police in the City of Bloomington	81%	4	11	Similar
Stocked supplies in preparation for an emergency	22%	5	8	Similar
Campaigned or advocated for an issue, cause or candidate	48%	1	9	Much higher

Table 122: Question 8 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?	40%	8	14	Similar

Table 123: Question 10 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Attended a local public meeting	22%	4	12	Similar
Watched (online or on television) a local public meeting	27%	6	12	Similar

Table 124: Question 11 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Participated in religious or spiritual activities	44%	7	10	Similar
Attended an event offered by the City of Bloomington	71%	2	9	Higher
Used bus or other public transportation instead of driving	53%	4	9	Higher
Carpooled with other adults or children instead of driving alone	63%	2	9	Higher
Walked or biked instead of driving	77%	4	10	Higher
Volunteered your time to some group/activity in Bloomington	59%	5	12	Similar
Talked to or visited with your immediate neighbors	79%	9	10	Similar
Done a favor for a neighbor	66%	8	9	Lower

Table 125: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
The City of Bloomington	80%	8	22	Similar
The Federal Government	28%	12	12	Lower

Table 126: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
The value of services for the taxes paid to City	68%	2	18	Higher
The overall direction that the City is taking	65%	5	16	Similar
The job City government does at welcoming citizen involvement	69%	3	15	Similar
Overall confidence in City government	62%	2	10	Similar
Generally acting in the best interest of the community	65%	1	10	Higher
Being honest/transparent	61%	4	9	Similar
Treating all residents fairly	59%	3	10	Similar

Table 127: Question 18 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Police services	78%	8	20	Similar
Fire services	94%	9	19	Similar
Ambulance or emergency medical service	89%	9	12	Similar
Crime prevention	54%	11	16	Similar
Fire prevention and education	76%	12	15	Similar
Traffic enforcement	64%	7	17	Similar
Street repair	34%	8	15	Similar
Street cleaning	65%	5	14	Similar
Street lighting	48%	12	14	Similar
Snow removal	70%	2	14	Similar
Sidewalk maintenance	47%	7	12	Similar
Traffic signal timing	57%	3	13	Similar
Bus or transit services	67%	6	10	Similar
Garbage collection	78%	12	14	Similar
Recycling	62%	11	13	Lower
Yard waste pick-up	69%	10	13	Similar
Storm drainage	55%	13	19	Similar
Drinking water	59%	17	17	Lower
Sewer services	74%	12	19	Similar
Land use, planning and zoning	50%	6	12	Similar
Code enforcement (weeds, trash, etc.)	50%	8	16	Similar
Animal care and control	66%	6	18	Similar
Economic development	55%	6	12	Similar
Health services	63%	8	10	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Public information services	61%	9	13	Similar
Preservation of natural areas (i.e. forests)	73%	3	12	Similar
Open space (green space)	69%	7	11	Similar
Overall customer service by City Employees	74%	8	18	Similar
Parks	83%	8	16	Similar

Table 128: Question D1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Recycled	81%	8	12	Similar
Purchase goods or services from a business located in Bloomington	98%	8	10	Similar
Read or watch local news (via television, paper, computer, etc.)	70%	9	10	Lower
Vote in local elections	76%	10	12	Similar

Table 129: Question D4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to peer benchmark
Do you work inside the boundaries of the City of Bloomington?	69%	3	10	Similar

## Communities Included in Peer Communities Comparison

Ames city, IA ..... 58,965  
Ann Arbor city, MI ..... 113,934  
Asheville city, NC ..... 83,393  
Austin city, TX ..... 790,390  
Bloomington city, IN ..... 80,405  
Boulder city, CO ..... 97,385  
Bowling Green city, KY ..... 58,067  
Cedar Rapids city, IA ..... 126,326  
Chattanooga city, TN ..... 167,674  
Columbia city, SC ..... 129,272  
Davenport city, IA ..... 99,685  
Dayton city, OH ..... 141,527  
Des Moines city, IA ..... 203,433  
Duluth city, MN ..... 86,265  
East Lansing city, MI ..... 48,579  
Fishers town, IN ..... 76,794  
Fort Collins city, CO ..... 143,986  
Independence city, MO ..... 116,830  
Iowa City city, IA ..... 67,862  
Kettering city, OH ..... 56,163  
Lawrence city, KS ..... 87,643  
Lynchburg city, VA ..... 75,568  
Manhattan city, KS ..... 52,281  
Oshkosh city, WI ..... 66,083  
Portland city, OR ..... 583,776  
Springfield city, MO ..... 159,498  
St. Cloud city, MN ..... 65,842  
State College borough, PA ..... 42,034

## Appendix F: Survey Methodology

### Developing the Questionnaire

The 2017 Community Survey was the first of its kind in Bloomington. General community surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The survey instrument for the City of Bloomington was developed by working closely with City staff. A list of questions was generated which would maximize the number of benchmarks available to the City of Bloomington using questions from NRC's database of citizen surveys; topics and questions were modified to find those that were the best fit for the 2017 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

### Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in city boundaries were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data (provided by Go-Dog Direct) to randomly select the list of households. A larger list than needed was selected so that the process of “geocoding” could be used to eliminate addresses from the list that were outside the city's boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as being inside or outside the desired boundaries; in this case, within the City of Bloomington. All addresses determined to be outside the study boundaries were eliminated from the list. To permit comparisons of the survey results by geographic area of resident, each address identified as being within city boundaries was further identified as being within one of the four quadrants. Students living on campus at Indiana University were not eligible to complete the survey. A random selection was made of the remaining addresses to create a mailing list of 3,000 addresses. Attached units were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate.

To ensure that participants within the household were selected without bias, an individual within each household was selected using the birthday method. The birthday method selects a random person within the household by asking the adult in the household, age 18 years or older, who most recently had a birthday to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

### Survey Administration and Response

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the City of Bloomington Community Survey was sent on January 23<sup>rd</sup>, 2017. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by Mayor Hamilton enlisting participation. The cover letter included a URL where respondents could go to complete the survey online, if desired. The packet also contained a pre-addressed, postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive one week after the first survey, was the final contact. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain

from turning in another survey and also included the URL for the online response option. The survey was available in English; however, City staff offered to translate the survey into Spanish for respondents who wished to complete the survey in their language of preference.

The mailings were sent starting in January and concluding in February, 2017. Completed surveys were collected over the following seven weeks. About 5% of the 3,000 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 2,838 households presumed to have received a survey, 595 completed the survey (including 97 online surveys), providing a response rate of 21%. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 16% to 25%. The response rate(s) were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons.

**Table 130: Survey Response Rates by Geographic Area**

	Area 1	Area2	Area 3	Area 4	Overall
Total sample used	967	573	550	910	3000
I=Complete Interviews	240	96	85	160	581
P=Partial Interviews	3	1	2	8	14
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	674	451	416	702	2243
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	26%	18%	17%	19%	21%

## 95% Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within four percentage points of the result that would be found if everyone in the population of interest was surveyed.<sup>2</sup> The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample; results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

<sup>1</sup> See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

<sup>2</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

## Survey Processing (Data Entry)

Mailed surveys were returned via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey is reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset is subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

## Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2010 United States Census. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the town. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age housing tenure (rent or own) and housing unit type (attached or detached). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

Several different weighting “schemes” are tested to ensure the best fit for the data. No adjustments were made for design effects.

The results of the weighting scheme are presented in the table below.

**Table 131: Bloomington, IN 2017 Weighting Table**

Characteristic	2010 Census	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	67%	50%	66%
Own home	33%	50%	34%
Detached unit	39%	50%	39%
Attached unit	61%	50%	61%
<b>Race and Ethnicity</b>			
White	85%	88%	85%
Not white	15%	12%	15%
Not Hispanic	97%	97%	96%
Hispanic	3%	3%	4%
<b>Sex and Age</b>			
Female	50%	62%	49%
Male	50%	38%	51%
18-34 years of age	61%	36%	60%
35-54 years of age	20%	23%	20%
55+ years of age	20%	41%	20%
Females 18-34	28%	22%	28%
Females 35-54	10%	13%	10%
Females 55+	11%	26%	11%
Males 18-34	32%	14%	32%
Males 35-54	10%	9%	10%
Males 55+	8%	15%	8%
<b>Geographic Area</b>			
Southeast	35%	41%	35%
Southwest	20%	16%	18%
Northwest	18%	15%	15%
Northeast	27%	28%	32%

\*2010 U.S. Census and 2014 American Community Survey 5-year estimates

## Analyzing the Data

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Set of Survey Responses*.

Also included are results by respondent characteristics (*Appendix D: Responses to Select Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

## Appendix G: Survey Instrument

The 2017 survey instrument appears on the following pages.

Dear Bloomington Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



John Hamilton  
Mayor

Dear Bloomington Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



John Hamilton  
Mayor

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Thank you for helping create a better city!

Sincerely,



John Hamilton  
Mayor



City of Bloomington  
401 N Morton St. Suite 210  
Bloomington, IN 47404

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CITY OF BLOOMINGTON



**JOHN HAMILTON  
MAYOR**

CITY OF BLOOMINGTON  
401 N Morton St, Suite 210  
Bloomington, IN 47404

OFFICE OF THE MAYOR  
812.349.3406  
mayor@bloomington.in.gov

January 2017

Dear City of Bloomington Resident,

You have been randomly selected to participate in the 2017 Bloomington Resident Survey. Only a limited number of households have been selected to participate in the survey process, so your participation is greatly valued.

Your local government depends on current, accurate information upon which to make good decisions. The enclosed survey is your opportunity to help provide me, my administration and other local governmental entities and community organizations with that vital information. **Please help shape the future of Bloomington by completing and returning this survey.**

This is particularly important and exciting because it is the first ever community-wide, scientific survey for the City of Bloomington. The survey will help establish a baseline understanding of how residents feel about the quality and value of City services and reveal opinions about current conditions in our community. This data will be shared in a report to the community, on our open data portal B-Clear, and will be used to inform many decisions about the future of Bloomington.

A few things to remember:

- Your responses are completely anonymous.
- The adult 18 years or older in your household who most recently had a birthday should complete this survey.
- You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at: <http://bit.ly/2jKcz7w>.

Completing this survey is a great way to do your civic duty. Your active participation and input is what helps keep your local government transparent, effective and working for you!

If you have any questions about the survey, or would like assistance completing it, please call 812-349-3406.

Thank you for your time and participation!

Sincerely,

John Hamilton  
Mayor

P.S. Remember, we're counting on your response. Please respond today!



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CITY OF BLOOMINGTON



**JOHN HAMILTON  
MAYOR**

CITY OF BLOOMINGTON  
401 N Morton St, Suite 210  
Bloomington, IN 47404

OFFICE OF THE MAYOR  
812.349.3406  
mayor@bloomington.in.gov

February 2017

Dear City of Bloomington Resident,

You were randomly selected to participate in the 2017 Bloomington Resident Survey.

If you haven't already responded to the 2017 Bloomington Resident Survey recently mailed to you, please do so today! **(If you completed it online or already sent it back, I thank you for your time and ask you to kindly recycle this survey. Please do not respond twice.)**

Your local government depends on current, accurate information upon which to make good decisions. The enclosed survey is your opportunity to help provide me, my administration and other local governmental entities and community organizations with that vital information. **Please help shape the future of Bloomington by completing and returning this survey.**

This is particularly important and exciting because it is the first ever community-wide, scientific survey for the City of Bloomington. The survey will help establish a baseline understanding of how residents feel about the quality and importance of City services and the current conditions of our community. This data will be shared in a report to the community, on our open data portal B-Clear, and will be used to inform many decisions about the future of Bloomington.

A few things to remember:

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Completing this survey is a great way to do your civic duty. Your active participation and input is what helps keep your local government transparent, effective and working for you!

If you have any questions about the survey, or need assistance completing the survey, please call 812-349-3406.

Thank you for your time and participation!

Sincerely,

John Hamilton  
Mayor

P.S. We really need your response!



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CITY OF BLOOMINGTON

# Bloomington 2017 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only.

**1. Please rate each of the following aspects of life in the City of Bloomington:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Bloomington as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Bloomington as a place to raise children .....	1	2	3	4	5
Bloomington as a place to work.....	1	2	3	4	5
Bloomington as a place to visit.....	1	2	3	4	5
Bloomington as a place to retire.....	1	2	3	4	5
The overall quality of life in the City of Bloomington.....	1	2	3	4	5

**2. Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall feeling of safety in Bloomington .....	1	2	3	4	5
Overall ease of getting to the places you usually visit.....	1	2	3	4	5
Quality of overall natural environment in Bloomington.....	1	2	3	4	5
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Bloomington.....	1	2	3	4	5
Overall opportunities for education and enrichment .....	1	2	3	4	5
Overall economic health of Bloomington.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Bloomington.....	1	2	3	4	5

**3. Please indicate how likely or unlikely you are to do each of the following:**

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in the City of Bloomington to someone who asks ...	1	2	3	4	5
Remain in the City of Bloomington for the next five years.....	1	2	3	4	5

**4. Please rate how safe or unsafe you feel:**

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day .....	1	2	3	4	5	6
In your neighborhood at night.....	1	2	3	4	5	6
In Bloomington's downtown area during the day .....	1	2	3	4	5	6
In Bloomington's downtown area at night.....	1	2	3	4	5	6

**5. Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking .....	1	2	3	4	5
Cost of public parking .....	1	2	3	4	5
Ease of travel by car .....	1	2	3	4	5
Ease of travel by public transportation .....	1	2	3	4	5
Ease of travel by bicycle .....	1	2	3	4	5
Ease of walking .....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of the City .....	1	2	3	4	5
Overall appearance .....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable housing.....	1	2	3	4	5
Fitness opportunities .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable food .....	1	2	3	4	5
Availability of affordable health care .....	1	2	3	4	5
Availability of affordable mental health care.....	1	2	3	4	5

# Bloomington 2017 Community Survey

**6. Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:**

	Excellent	Good	Fair	Poor	Don't know
Availability of affordable child care/preschool .....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities .....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities downtown.....	1	2	3	4	5
Shopping opportunities outside downtown .....	1	2	3	4	5
Cost of living in Bloomington .....	1	2	3	4	5
Overall quality of business and service establishments in Bloomington .....	1	2	3	4	5
Entertainment downtown.....	1	2	3	4	5
Entertainment outside downtown.....	1	2	3	4	5
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.).....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Neighborhoodliness of residents in Bloomington .....	1	2	3	4	5

**7. Please indicate whether or not you have done any of the following in the last 12 months.**

	No	Yes
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient .....	1	2
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.).....	1	2
You or a household member were a victim of a crime in the City of Bloomington .....	1	2
You or a household member reported a crime to the police in the City of Bloomington.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center .....	1	2

**8. Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web or uReport within the last 12 months?**

Yes → Go to question 9       No → Skip to question 10

**9. What was your impression of the staff member(s) in your most recent contact? (Rate each characteristic)**

	Excellent	Good	Fair	Poor	Don't know
Knowledgeable.....	1	2	3	4	5
Responsive .....	1	2	3	4	5
Courteous.....	1	2	3	4	5
<b>Overall impression .....</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**10. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?**

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
<u>Attended</u> a local public meeting .....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# Bloomington 2017 Community Survey

**11. In the last 12 months, about how many times, if at all, have you or other household members done any of the following in the City of Bloomington?**

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Participated in religious or spiritual activities .....	1	2	3	4
Attended an event offered by the City of Bloomington.....	1	2	3	4
Used bus or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Bloomington.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor .....	1	2	3	4

**12. Overall, how would you rate the quality of the services provided by each of the following?**

	Excellent	Good	Fair	Poor	Don't know
The City of Bloomington .....	1	2	3	4	5
Indiana State Government.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

**13. Please rate the performance of the City of Bloomington government in the following categories:**

	Excellent	Good	Fair	Poor	Don't know
The value of services for the taxes paid to City .....	1	2	3	4	5
The overall direction that the City is taking .....	1	2	3	4	5
The job City government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in City government .....	1	2	3	4	5
Generally acting in the best interest of the community .....	1	2	3	4	5
Being honest/transparent.....	1	2	3	4	5
Treating all residents fairly .....	1	2	3	4	5
Listening to public concern .....	1	2	3	4	5

**14. Please indicate how important, if at all, each of the following projects or issues will be for the City of Bloomington to address over the next five years:**

	Essential	Very important	Somewhat important	Not at all important	Don't know
Switchyard Park completion .....	1	2	3	4	5
Development/job creation in the Trades District/certified tech park ....	1	2	3	4	5
Expansion of the Bloomington/Monroe County Convention Center.....	1	2	3	4	5
Redevelopment of current hospital site on W. 2 <sup>nd</sup> St.....	1	2	3	4	5
City-wide high speed fiber for internet access.....	1	2	3	4	5

**15. To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?**

- Not a challenge    
  Minor challenge    
  Moderate challenge    
  Major challenge    
  Don't know

**16. Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?**

- Strongly support    
  Somewhat support    
  Somewhat oppose    
  Strongly oppose    
  Don't know

**17. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about City government and its activities, events and services:**

	Major source	Minor source	Not a source
City website (Bloomington.in.gov) .....	1	2	3
Local media outlets (newspapers, radio, local television stations).....	1	2	3
The local government television channel, CATs.....	1	2	3
City Council meetings and other public meetings .....	1	2	3
Talking with City officials.....	1	2	3
City communications via social media (i.e. Facebook, Twitter etc.).....	1	2	3
Word-of-mouth.....	1	2	3
Email distribution lists.....	1	2	3

# Bloomington 2017 Community Survey

**18. First, please rate the quality of each of the following in the City of Bloomington. Then, please rate how important, if at all, you think it is for the City of Bloomington community to focus on each of the following in the coming two years:**

	<u>Quality</u>					<u>Importance for future</u>				
	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Police services.....	1	2	3	4	5	1	2	3	4	5
Fire services.....	1	2	3	4	5	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5	1	2	3	4	5
Crime prevention.....	1	2	3	4	5	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5	1	2	3	4	5
Street repair.....	1	2	3	4	5	1	2	3	4	5
Street cleaning.....	1	2	3	4	5	1	2	3	4	5
Street lighting.....	1	2	3	4	5	1	2	3	4	5
Snow removal.....	1	2	3	4	5	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5	1	2	3	4	5
Downtown parking.....	1	2	3	4	5	1	2	3	4	5
Neighborhood/residential parking.....	1	2	3	4	5	1	2	3	4	5
Parking garages.....	1	2	3	4	5	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5	1	2	3	4	5
Garbage collection.....	1	2	3	4	5	1	2	3	4	5
Recycling.....	1	2	3	4	5	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5	1	2	3	4	5
Storm drainage.....	1	2	3	4	5	1	2	3	4	5
Drinking water.....	1	2	3	4	5	1	2	3	4	5
Sewer services.....	1	2	3	4	5	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5	1	2	3	4	5
Code enforcement (weeds, trash, etc.).....	1	2	3	4	5	1	2	3	4	5
Animal care and control.....	1	2	3	4	5	1	2	3	4	5
Economic development.....	1	2	3	4	5	1	2	3	4	5
Sustainability efforts.....	1	2	3	4	5	1	2	3	4	5
Health services.....	1	2	3	4	5	1	2	3	4	5
Public information services.....	1	2	3	4	5	1	2	3	4	5
Preservation of natural areas (i.e. forests).....	1	2	3	4	5	1	2	3	4	5
Open space (green space).....	1	2	3	4	5	1	2	3	4	5
Farmers' market.....	1	2	3	4	5	1	2	3	4	5
Taste of Bloomington.....	1	2	3	4	5	1	2	3	4	5
Lotus Festival.....	1	2	3	4	5	1	2	3	4	5
Fourth Street Arts Fair.....	1	2	3	4	5	1	2	3	4	5
Overall customer service by City										
Employees.....	1	2	3	4	5	1	2	3	4	5
City website.....	1	2	3	4	5	1	2	3	4	5
Affordable/workforce housing availability.....	1	2	3	4	5	1	2	3	4	5
Resident interaction with the Bloomington										
Police Department.....	1	2	3	4	5	1	2	3	4	5
Public art provided by the City.....	1	2	3	4	5	1	2	3	4	5
Small Business support.....	1	2	3	4	5	1	2	3	4	5
Parks.....	1	2	3	4	5	1	2	3	4	5
Trails.....	1	2	3	4	5	1	2	3	4	5

**19. What is the one thing you like least about the City of Bloomington?**

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**20. What is the one thing you like most about the City of Bloomington?**

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# Bloomington 2017 Community Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

**D1. How often, if at all, do you do each of the following, considering all of the times you could?**

	Never	Rarely	Sometimes	Usually	Always
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Bloomington.....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.).....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. What is your employment status?**

- Working full time for pay
- Working part time for pay
- Unemployed, looking for paid work
- Unemployed, not looking for paid work
- Fully retired

**D3. To what extent do you agree or disagree that your household is currently experiencing financial security?**

- Strongly agree
- Somewhat agree
- Somewhat disagree
- Strongly disagree

**D4. Do you work inside the boundaries of the City of Bloomington?**

- Yes, outside the home
- Yes, from home
- No
- Don't know

**D5. How many years have you lived in the City of Bloomington?**

- Less than 2 years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years

**D6. Which best describes the building you live in?**

- One family house detached from any other houses
- Building with two or more homes (duplex, townhome, apartment or condominium)
- Mobile home
- Other

**D7. Is this house, apartment or mobile home...**

- Rented
- Owned

**D8. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?**

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

**D9. Do any children 17 or under live in your household?**

- No
- Yes

**D10. Are you or any other members of your household aged 65 or older?**

- No
- Yes

**D11. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)**

- Less than \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

**As the individual completing the survey, please respond to questions D12 through D17:**

**D12. Are you Spanish, Hispanic or Latino?**

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

**D13. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)**

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

**D14. In which category is your age?**

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65-74 years
- 75 years or older

**D15. With what gender do you identify most closely?**

- Female
- Male
- In another way \_\_\_\_\_

**D16. Do you consider a cell phone or land line your primary telephone number?**

- Cell
- Land line
- Both

**D17. Are you a student?**

- Yes, part-time at Indiana University
- Yes, full-time at Indiana University
- Yes, part-time at Ivy Tech Community College
- Yes, full-time at Ivy Tech Community College
- Yes, other \_\_\_\_\_
- No

Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:  
National Research Center, Inc.,  
PO Box 549, Belle Mead, NJ 08502



**CITY OF BLOOMINGTON**

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