

City of Bloomington, IN

2019 Community Survey

Report of Results

April 2019

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Executive Summary

Survey Background

The 2019 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 February 2019. A total of 610 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 132 opt-in surveys were completed (for additional information on the opt-in survey results, please see the *Bloomington Supplemental Web Report 2019* 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 percentage points around any given percentage point reported for all respondents (610 completes).

Key Findings

Parks, recreation and cultural opportunities contribute to the quality of life.

- The number one most frequently cited thing that residents like most about living in Bloomington was the parks, recreation and natural environment (19%) and the second favorite aspect of the city was the cultural activities and entertainment offerings (13%).
- Around 8 in 10 participants appreciated the overall opportunities for education and enrichment and the natural environment. Evaluations of the overall opportunities for education and enrichment outpaced national averages and were similar to 2017 ratings.
- For community features, residents were most appreciating of opportunities to attend cultural, arts and musical activities, with around 9 in 10 praising these opportunities. Other highly appreciated characteristics included adult education opportunities and recreational opportunities. Ratings for opportunities to attend cultural, arts and music activities; adult educational opportunities; the chance to participate in religious or spiritual activities and social events surpassed cities across the country. All of these ratings were comparable to those awarded in 2017.

- At least half of survey participants had attended a City-sponsored event, which eclipsed national averages and remained consistent with 2017 findings.
- Residents commended a number of events in Bloomington, including the Farmer's Market, Lotus Festival and 4th Street Arts Fair; at least 8 in 10 awarded excellent or good scores to each event.

Bloomington residents enjoy their community and its diversity.

- At least 8 in 10 praised Bloomington as a place to live, as a place to raise children and their neighborhoods as places to live (a rating that improved since the last survey iteration), which were on par with national and peer averages.
- Residents remained loyal to Bloomington with more than 8 in 10 indicating they would recommend living in the community to someone who might ask, a level similar to 2017.
- Close to 8 in 10 also thought highly of the open and accepting nature of the community toward residents from diverse backgrounds, which eclipsed ratings provided across the U.S. and were stable over time.
- When asked to choose their favorite thing about living in Bloomington in their own words, at least 7% of participants revealed they were grateful for the sense of community and small town feel, their fellow residents, and the diversity and inclusivity of the community.

Residents have some concerns about employment and affordability.

- Around half of respondents felt favorably about the city as a place to work, which was a decline noted from 2017 to 2019, but still similar to benchmark comparisons.
- Similar to 2017, about 6 in 10 awarded excellent or good marks to the overall economic health of Bloomington, which was comparable to municipalities nationwide.
- Less than half of respondents felt positively about aspects related to affordability (e.g., cost of living and the availability of affordable housing and child care/preschool options) and to housing and development items. In 2019, declines were seen for the availability of affordable housing. Additionally, only one-quarter of respondents were satisfied with the availability of affordable/workforce housing, but 9 in 10 viewed this service as essential or very important.
- The diversity of businesses, shopping and dining available to residents was the third most frequently cited positive aspect of living in Bloomington (12% of 522 responses), but 1 in 10 of residents were concerned with the lack of job opportunities or economic vitality of the city (out of 521 answers to the question).
- When asked about priorities for City leadership in the next five years, about 6 in 10 stated that development or job creation should be a priority, similar to 2017.

Alternative transportation is a highlight, but residents have some difficulty navigating via car.

- About two-thirds of community members favorably assessed their ease of navigating places they have to visit, which declined over time, from 78% excellent or good in 2017.
- For measures related to the ease of mobility, residents were most pleased with pedestrian travel, including the availability of paths and walking trails and ease of walking, with around three-quarters assigning excellent or good scores.
- About half of respondents enjoyed their ability to travel with ease via other modes of transportation (car, public transit and bicycle) and felt positively about traffic flow. However, fewer residents felt they could easily travel by bicycle in 2019 compared to 2017.
- Ratings for bus or transit services stood out as a highlight, outshining ratings awarded in national benchmark comparisons, but similar to their peers.
- Bloomington residents reported high rates of use of alternative modes of transportation over driving alone (walk or bike, carpool or public transit). While residents reported lower rates using public transportation instead of driving in 2019, these levels still exceeded those reported nationally and within peer communities.
- About one-third or less of survey participants awarded top marks to the cost or ease of public parking, which was similar to 2017; scores for ease of public parking lagged behind national averages.
- Reviews for street repair (30% excellent or good) lagged behind U.S. levels, but were on par with peer communities. Additionally, nearly 9 in 10 felt this service was essential or very important for the City to consider in the coming two years.

Residents feel safe.

- Residents felt safe in Bloomington, with about 8 in 10 awarding top marks to the overall feeling of safety in the community, which increased since 2017. Additionally, nearly all respondents indicated they felt very or somewhat safe in their neighborhoods and the downtown area during the day, which were levels similar to national and peer benchmark comparisons. About three-quarters of community members also felt safe in their neighborhoods after dark, and half felt safe at night in downtown Bloomington. Feelings of safety have remained stable over time.
- Moreover, when providing feedback on the quality of City services, residents were especially appreciative of safety services, including fire (96%), ambulance (94%) and police (83%). Additionally, evaluations of crime prevention improved since 2017.
- Of the 522 residents who explained what they liked least about living in the City only 7% mentioned feeling unsafe.

Community members would like to support housing for the homeless.

- Overall, residents felt strongly that homelessness was a challenge, with over half stating it was a major challenge and another one-third indicating homelessness was a moderate challenge; only 1% of community members did not consider it an issue. These levels were on par with 2017 levels.
- About 1 in 10 community members cited homelessness as their least favorite thing about living in Bloomington.
- As in 2017, at least 9 in 10 Bloomington participants would strongly or somewhat support the City assisting with supportive housing for residents who are experiencing homelessness, helping to provide not only shelter, but job training and substance abuse programs.

Survey Administration

Survey Purposes

The City of Bloomington contracted with National Research Center, Inc. (NRC) to conduct a community-wide survey. The 2019 survey was the second iteration of the survey 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 610 survey respondents, including 132 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 (610).

The results were weighted to reflect the demographic profile of all residents in the City of Bloomington.

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 (610). 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.

Comparisons of Results over Time

Because this survey was the second iteration of the citizen survey, the 2017 results are presented when comparisons to 2019 were available. Where differences in ratings from 2017 to 2019 are seven percentage points or greater, they can be considered significantly higher or lower.

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: Responses to Select Questions by Respondent Characteristics*. Where differences between subgroups are statistically significant, they are marked with an upper case letter.

Comparing Survey Results to Other Communities

NRC’s database of comparative resident opinion comprises resident perspectives gathered in citizen surveys from over 600 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 are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by of City residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Bloomington's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Bloomington's average rating was more than 20 points different when compared to the benchmark. 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

As in 2017, Bloomington residents were pleased with their overall quality of life, with about 8 in 10 giving high marks. This rating was on par with residents in national and peer benchmark communities (see *Appendix E: Benchmark Comparisons* for detailed information on the benchmark comparisons).

Survey results were compared by geographic location of residency and select respondent demographic characteristics. Survey participants who lived in the southeast and northeast region of the city gave higher evaluations to the overall quality of life in Bloomington than those who lived in the southwest quadrant. No differences were noted based on respondent demographics (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life in Bloomington, 2019

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

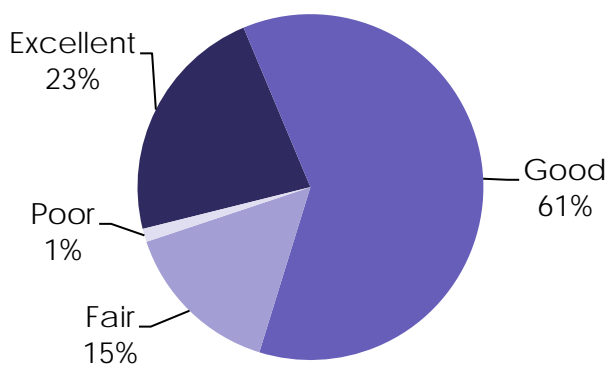
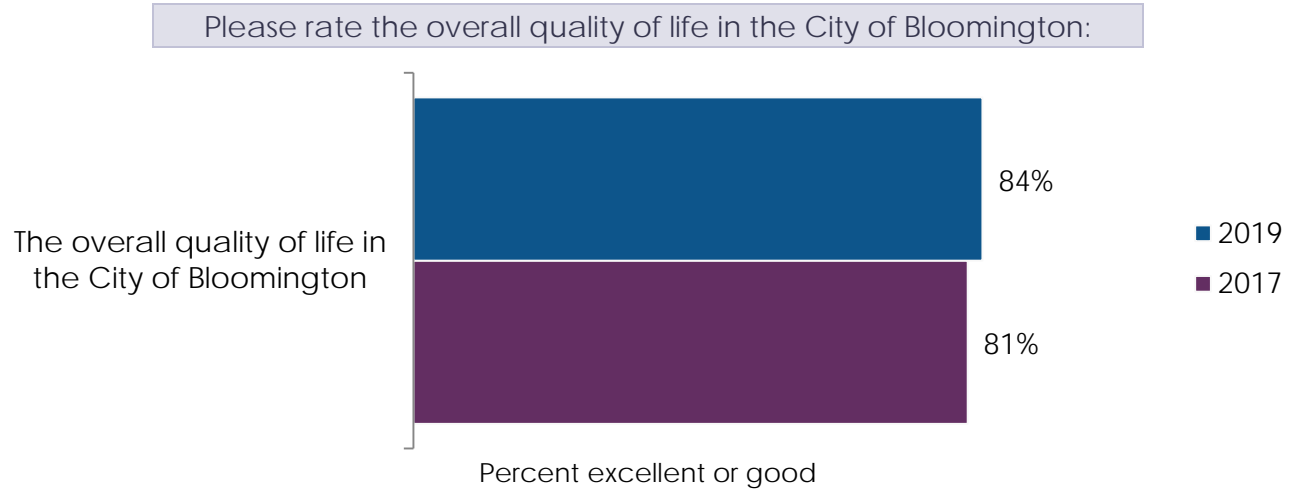


Figure 2: Quality of Life Compared by Year



For aspects that enhance quality of life, at least 8 in 10 praised Bloomington as a place to live, as a place to raise children and their neighborhoods as places to live. Around 7 in 10 awarded high marks to the community as a place to visit and as a place to retire, while around half felt favorably about the city as a place to work. Evaluations for neighborhoods as places to live improved in 2019 compared to 2017, while residents were more critical of the city as a place to work over time. Residents' ratings for all of these items were on par with national and peer averages (see *Appendix E: Benchmark Comparisons*).

When differences were significant, homeowners awarded higher marks than renters to aspects of quality of life. Survey participants who lived in the eastern sections of the city felt more positively about their neighborhoods as places to live compared to those who lived in the western quadrants. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Select Questions by Respondent Characteristics*.)

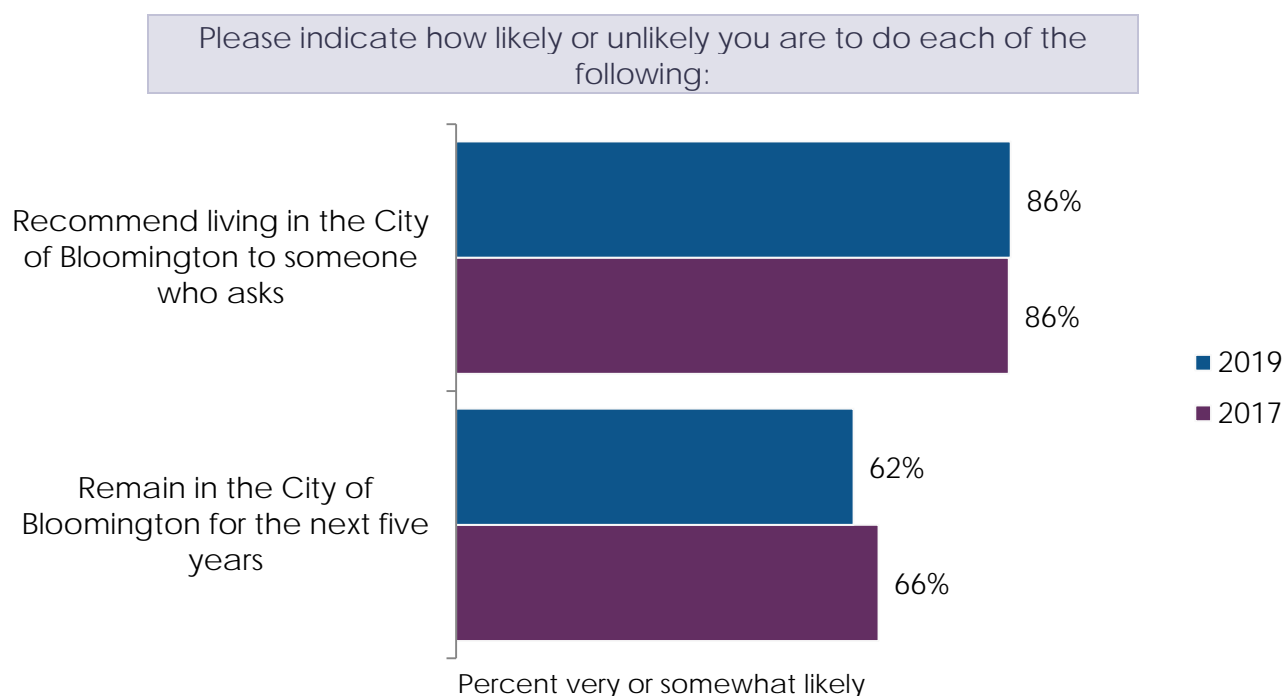
Figure 3: Aspects of Quality of Life Compared by Year



Residents remain loyal to Bloomington with more than 8 in 10 indicating they would recommend living in the community to someone who might ask and about 6 in 10 stating they planned to remain in the community for the next five years, levels similar to 2017. While respondents were equally as likely to recommend their community compared to their peers nationally and in other peer cities, they were less likely to remain in the city than rates seen elsewhere (see Appendix E: *Benchmark Comparisons*).

Those who had lived in the community for more than six years, homeowners, females, non-students and those over age 35 were more likely to plan on living in the community for the long-term than their counterparts. Residents who lived in the northwest quadrant were less likely to recommend living in the city (see Appendix D: *Responses to Select Questions by Respondent Characteristics*).

Figure 4: Resident Loyalty Compared by Year



Overall Community Characteristics

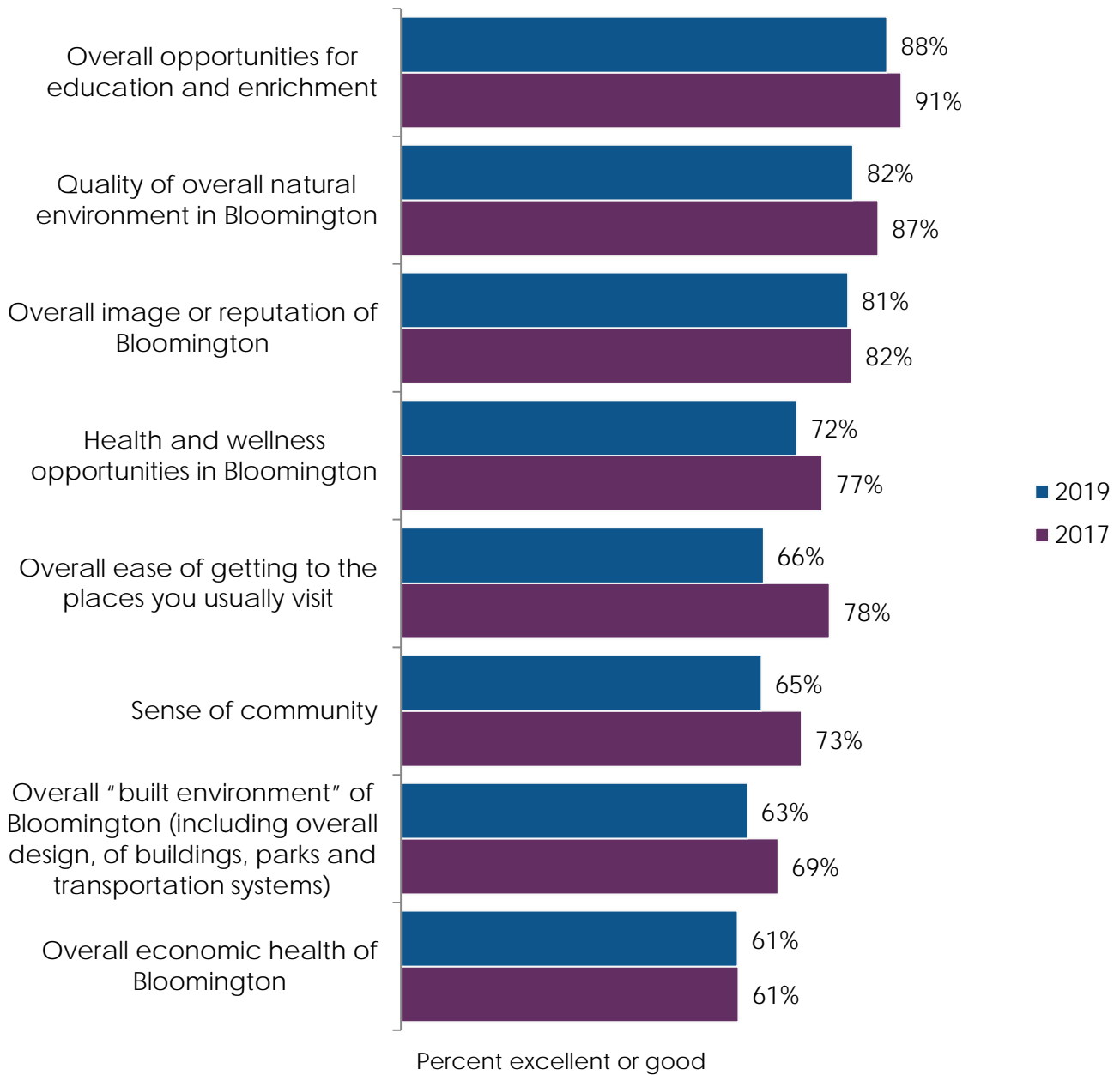
City leadership asked residents to provide their opinions on characteristics that define a community. Around 8 in 10 participants appreciated the overall opportunities for education and enrichment and the natural environment and a similar proportion felt that the city had an excellent or good image or reputation. Additionally, about 7 in 10 residents were pleased with the health and wellness opportunities and roughly two-thirds favorably assessed their ease of navigating places they have to visit, the sense of community in Bloomington and the overall built environment. Overall, ratings were similar to those provided in 2017, with the exception of the overall ease of getting to places and sense of community, where evaluations declined over time.

Evaluations of the overall opportunities for education and enrichment outpaced national averages, while all other aspects were similar to ratings in U.S. and peer cities (see *Appendix E: Benchmark Comparisons*).

Patterns of differences based on respondent demographics were difficult to discern; however, homeowners were more likely to commend health and wellness opportunities, overall economic health, sense of community and the overall image or reputation of the city. Residents from the southwest portion of Bloomington were more critical of the overall feeling of safety and ease of navigating the community, whereas southeast respondents provided higher marks to the sense of community (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 5: Overall Community Characteristics Compared by Year

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



Community Features

Delving deeper into features that help shape the livability of a community, survey respondents rated a list of more than 20 aspects which contribute to quality of life. Residents were most appreciating of opportunities to attend cultural, arts and musical activities, participate in religious or spiritual events and activities, and volunteer, with around 9 in 10 praising these opportunities. Other highly appreciated characteristics included the air quality of the city, adult education opportunities and recreational opportunities, and 8 in 10 participants also thought highly of the open and accepting nature of the community toward residents from diverse backgrounds. Less than half of respondents felt positively about aspects related to affordability (e.g., cost of living and the availability of affordable housing and child care/preschool options) and to housing and development items. Residents' opinions of these community features generally remained stable over time, but declines were seen for the cleanliness of the city and the availability of affordable housing in 2019.

Ratings for opportunities to attend cultural, arts and music activities; adult educational opportunities; the chance to participate in religious or spiritual activities, social events, volunteer and community matters; and the openness and acceptance of the community toward people of all backgrounds surpassed cities across the country, while reviews for other community features tended to be on par with their peer averages. For more detailed information about these comparisons, see *Appendix E: Benchmark Comparisons*.

Comparisons by geography revealed that southeast survey respondents provided higher scores to the cleanliness of the city, public places where people want to spend time, availability of affordable housing and affordable food. Regarding parking, residents between the ages of 25 and 54 were less critical of the ease and cost of public parking. (Please see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional comparisons by respondent demographics).

Figure 6: Community Features Compared by Year

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole: (Percent excellent or good)	2019	2017
Opportunities to attend cultural/arts/music activities	94%	94%
Opportunities to participate in religious or spiritual events and activities	90%	90%
Opportunities to volunteer	89%	88%
Air quality	84%	83%
Adult educational opportunities	82%	82%
Openness and acceptance of the community toward people of diverse backgrounds	81%	79%
Recreational opportunities	79%	81%
Opportunities to participate in social events and activities	78%	80%
Fitness opportunities	78%	80%
Opportunities to participate in community matters	78%	78%
K-12 education	78%	76%
Overall appearance	78%	82%
Overall quality of business and service establishments in Bloomington	73%	75%
Availability of affordable food	72%	72%
Entertainment downtown	72%	75%
Public places where people want to spend time	72%	70%
Cleanliness of the City	69%	76%
Neighborliness of residents in Bloomington	65%	66%
Shopping opportunities outside downtown	64%	66%
Shopping opportunities downtown	59%	61%
Availability of affordable health care	50%	56%
Entertainment outside downtown	49%	51%
Variety of housing options	48%	54%
Employment opportunities	46%	43%
Availability of affordable mental health care	44%	43%
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	44%	46%
Cost of living in Bloomington	43%	44%
Availability of affordable child care/preschool	41%	37%
Availability of affordable housing	27%	34%

Safety

Residents felt safe in Bloomington, as about 8 in 10 awarded top marks to the overall feeling of safety in the community, which was higher than levels seen in 2017. Respondents also felt safe in various areas around the city, with nearly all indicating they felt very or somewhat safe in their neighborhoods and the downtown area during the day. About three-quarters of community members also felt safe in their neighborhoods after dark and half felt safe at night in downtown Bloomington. These levels have remained steady since the last survey administration, and when comparisons could be made, were similar to both the national and peer benchmark comparisons (see *Appendix E: Benchmark Comparisons*).

Homeowners felt safer in their neighborhoods, regardless of the time of day, and in the downtown area at night compared to renters. When comparing based on geography, participants from the southeast and northwest felt more secure in their neighborhoods at night and in the downtown area during the day compared to their peers (*Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 7: Overall Feeling of Safety in Bloomington Compared by Year

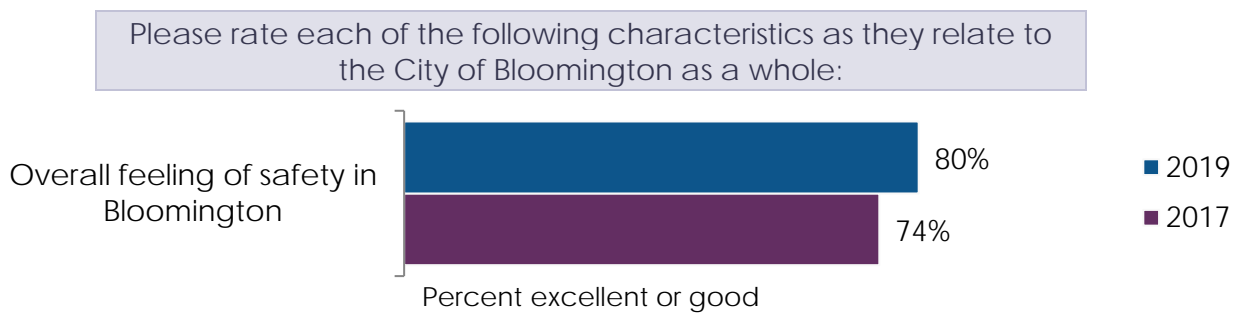
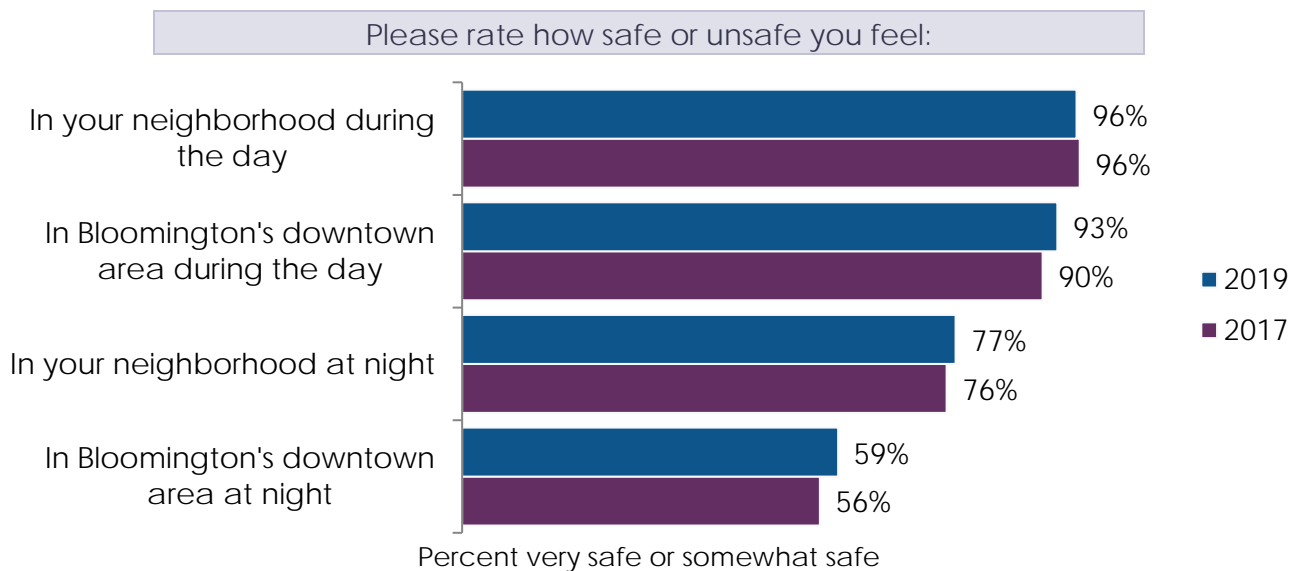


Figure 8: Feelings of Safety Compared by Year



Mobility

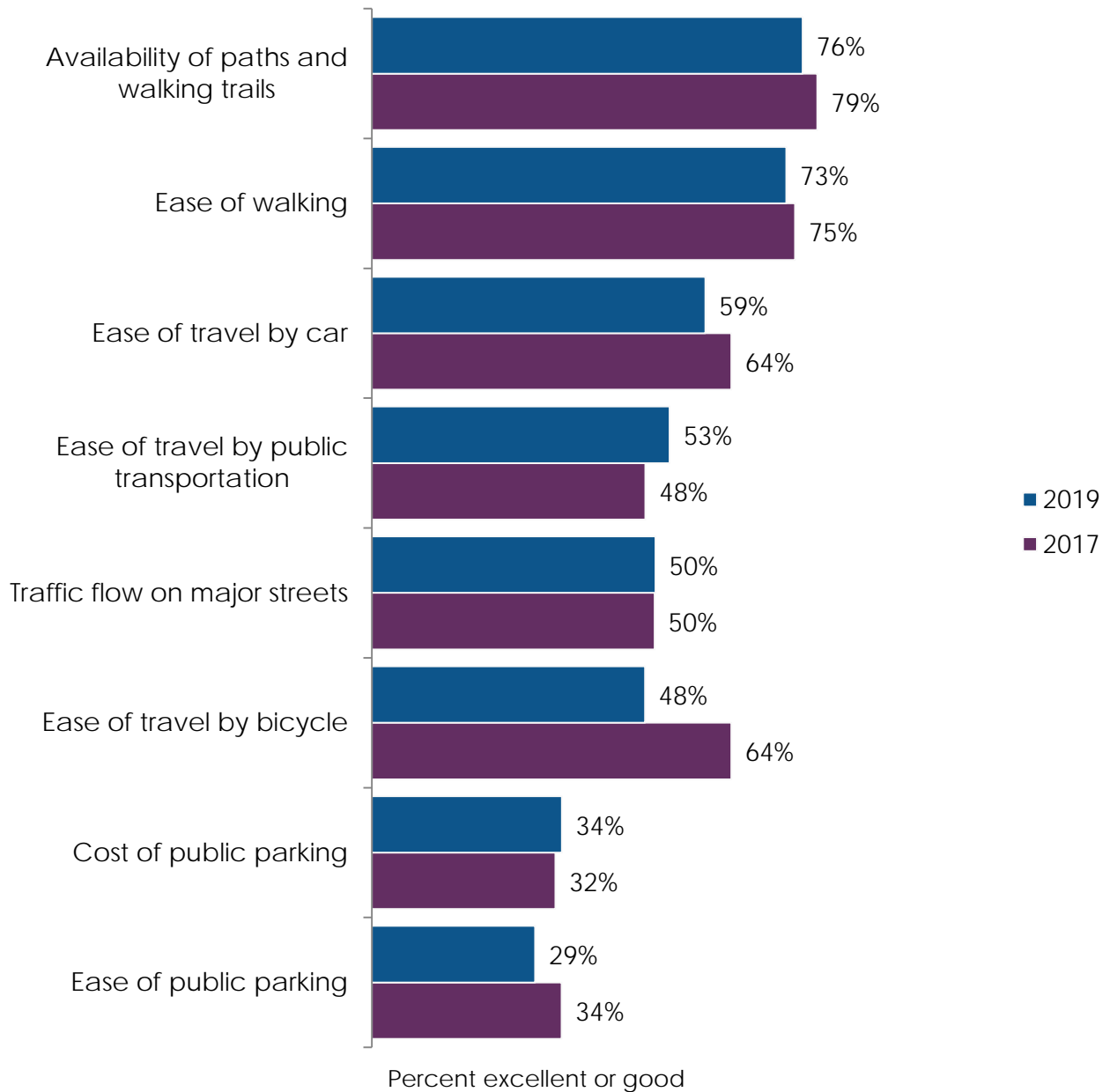
For measures related to the ease of navigating the city, residents were most pleased pedestrian travel, including the availability of paths and walking trails and ease of walking, with around three-quarters assigning excellent or good scores. About half of respondents enjoyed their ability to travel with ease via other modes of transportation (car, public transit and bicycle) and felt positively about traffic flow. However, fewer residents felt they could easily travel by bicycle in 2019 compared to 2017.

When comparisons could be made, assessments for most measures related to transportation were similar to those provided in other communities nationally and within peer cities, though ratings for ease of public parking lagged behind national averages (*Appendix E: Benchmark Comparisons*).

Few differences were seen among different demographic groups; however, those who had lived in the community for less than two years and those who had lived in the community for over 20 years were more positive about ease of travel by bicycle. Conversely, residents who lived in the southwest region felt less favorably about the ease of walking (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for more information).

Figure 9: Mobility Community Features Compared by Year

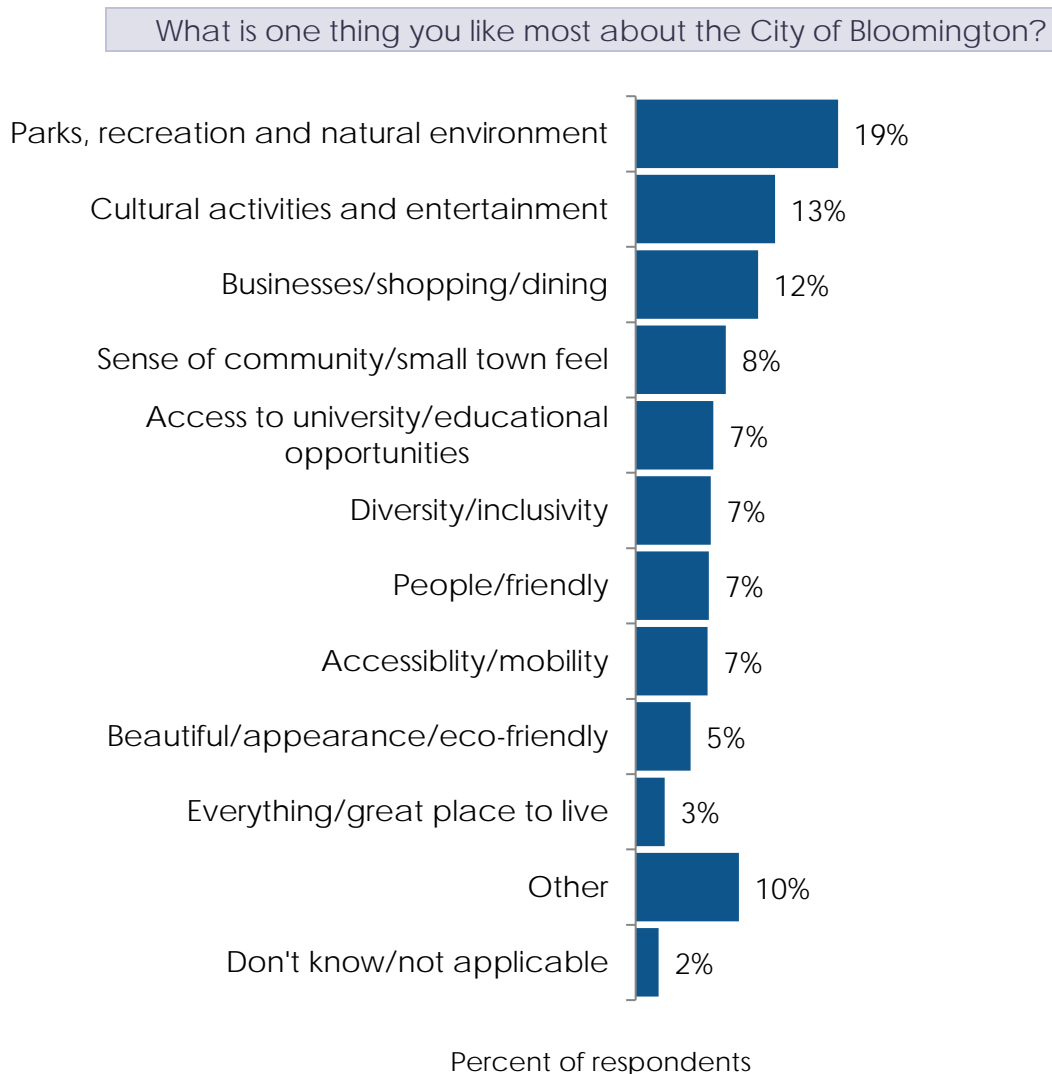
Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:



Living in Bloomington

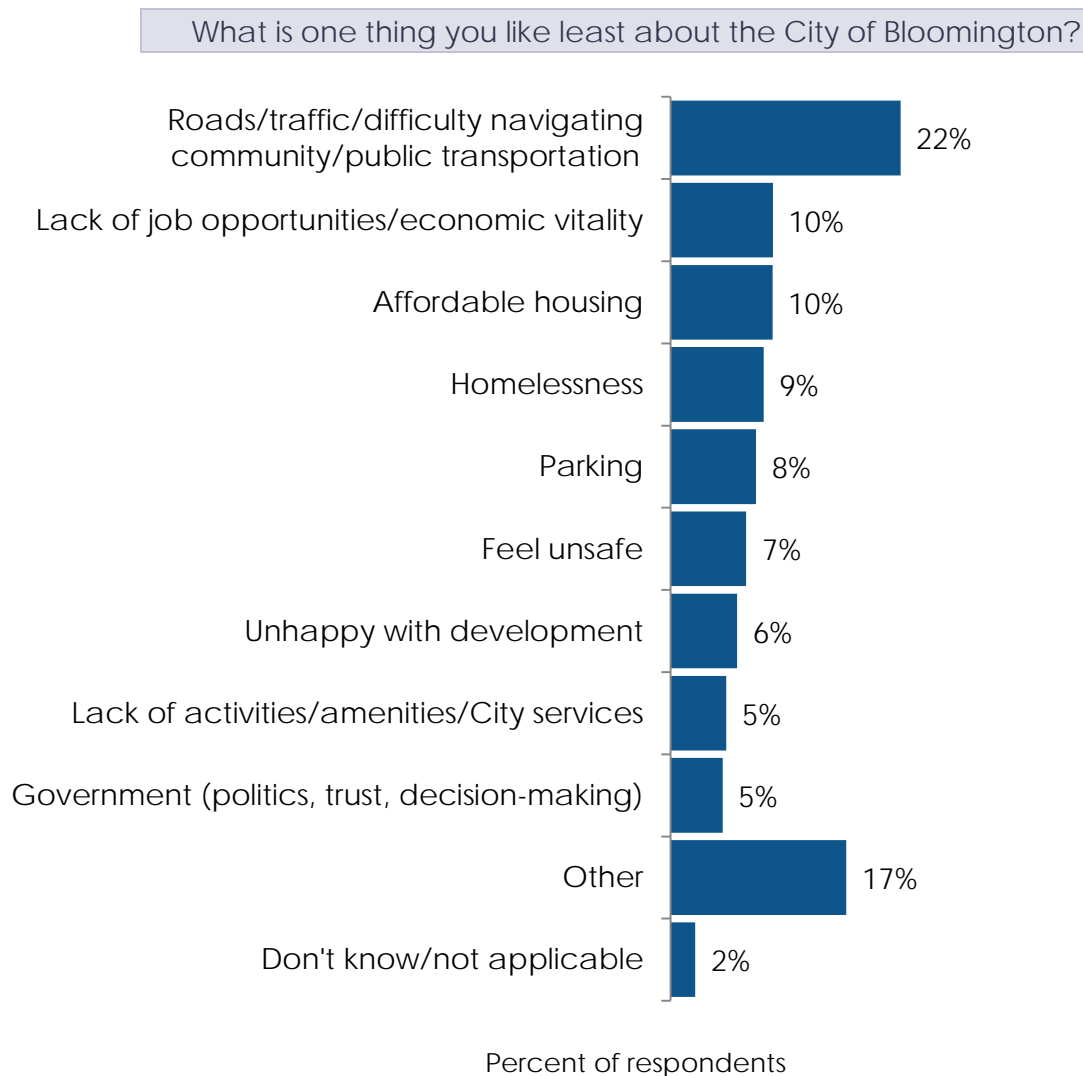
When asked to choose their favorite thing about living in Bloomington, 521 of the 610 respondents provided an answer. Of these, 19% of individuals were delighted with the parks, recreation and natural environment; 13% regarded the cultural activities and entertainment options as a win and 12% were pleased with the variety of businesses, shopping and dining in Bloomington. At least 7% of participants also were grateful for the sense of community and small town feel, access to the opportunities provided by the university, and accessibility and mobility offerings, as well as their fellow residents and the diversity and inclusivity of the community. All written responses, including any “other” comments can be found in *Appendix C: Verbatim Responses*.

Figure 10: Like Most about Living in Bloomington, 2019



In addition to considering what they like most about living in Bloomington, residents were asked what they liked least about living in the City. Of the 522 respondents that had written a response, about 2 in 10 identified an issue related to the roads, traffic, public transportation or other issues navigating the community and 1 in 10 cited the lack of job opportunities or economic vitality, lack of affordable housing and homelessness. The verbatim comments to this question, including the “other” responses, can be found in *Appendix C: Verbatim Responses*.

Figure 11: Like Least about Living in Bloomington, 2019

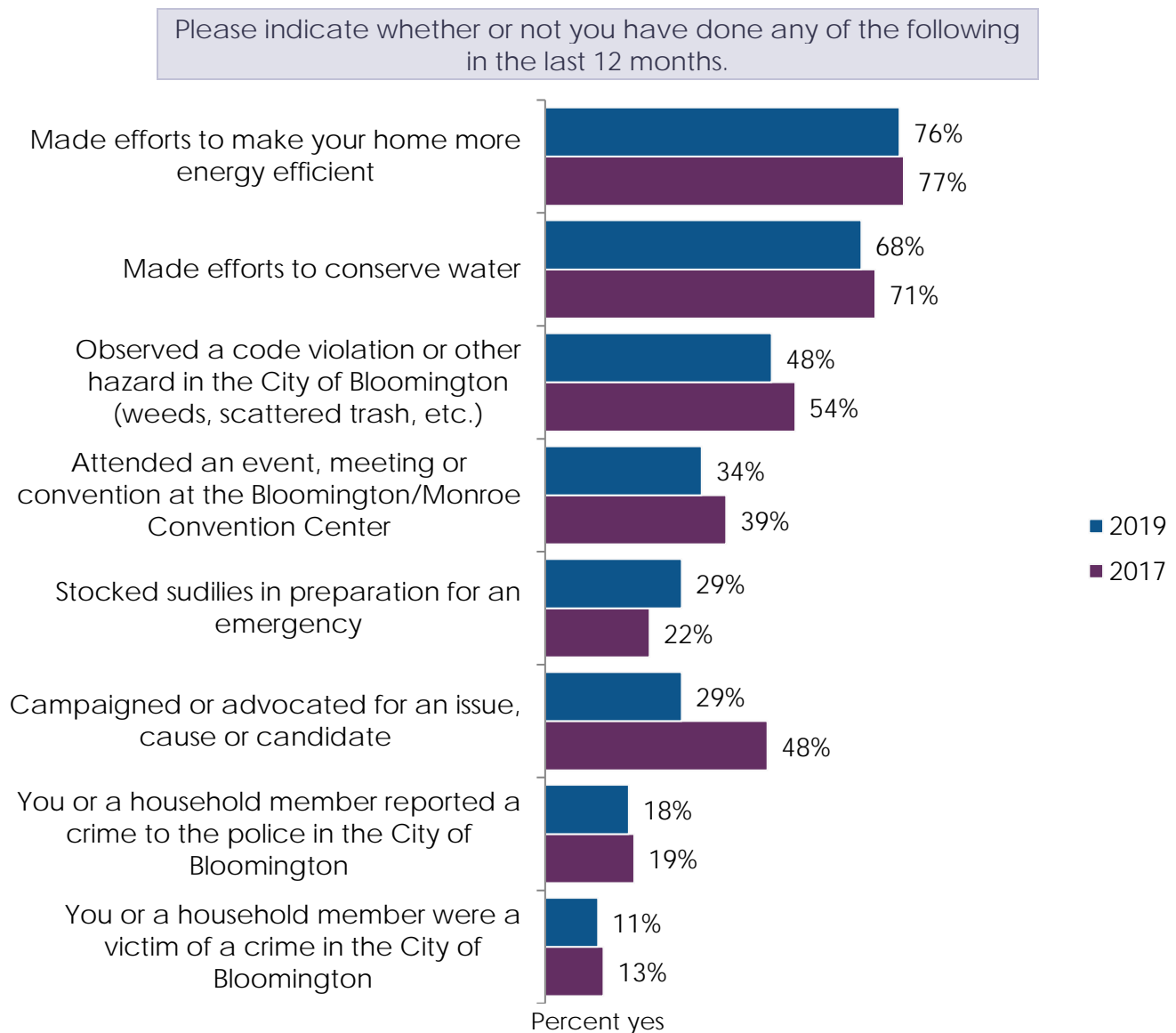


Community Engagement

At least two-thirds of Bloomington residents reported participating in green behaviors, such as making their homes energy efficient and conserving water. Around half reported they had observed a code violation, which was lower than rates in 2017. Additionally, about one-third of residents indicated they had attended an event, meeting or convention at the Bloomington/Monroe Convention Center, stocked supplies in the event of an emergency or had campaigned for an issue, cause or candidate (which was lower than 2017 levels).

With the exception of rates of water conservation, which was lower than national averages, all rates of participation were on par with comparison municipalities (*Appendix E: Benchmark Comparisons*).

Figure 12: Community Engagement Compared by Year

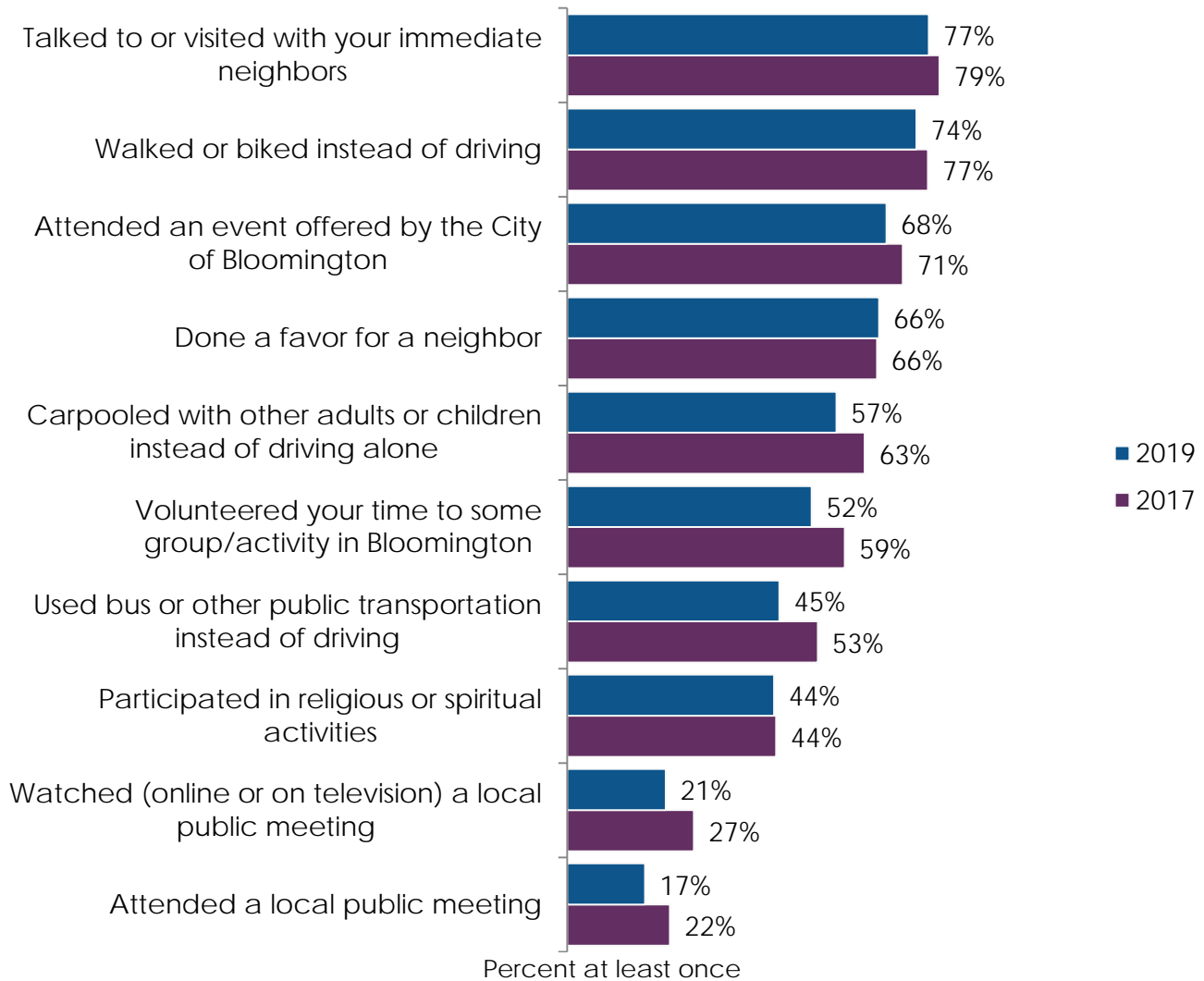


Bloomington residents reported high rates of neighborliness and use of alternative modes of transportation over driving alone (walk or bike, carpool or public transit) and at least half reported they had attended a City-sponsored event or volunteered their time. Respondents were less likely to have watched or attended a local public meeting.

In 2019, residents reported lower rates of volunteering or using public transportation instead of driving; however, both of these levels still exceeded those reported nationally. Further, rates for special event attendance and using the other modes of alternative transit also eclipsed national averages and were on par with peer communities. However, with these rate exception of rates of public transit and bicycle use, all rates of participation were on par with national and peer averages (see *Appendix E: Benchmark Comparisons* for additional comparisons).

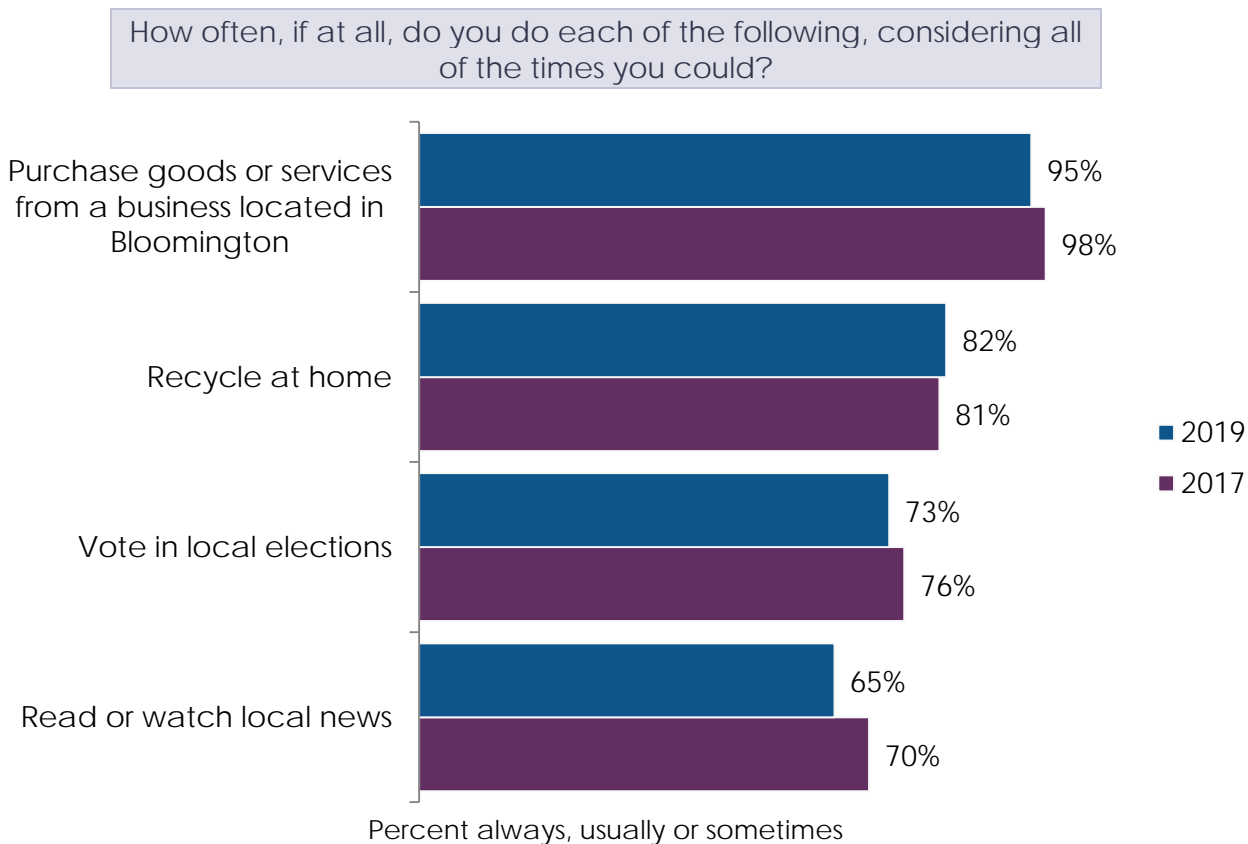
Figure 13: Frequency of Participation Compared by Year

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?



Nearly all residents reported they had purchased goods or services within Bloomington and 8 in 10 indicated they recycled. Around 7 in 10 survey participants stated they had voted in local elections, while two-thirds had read or watched the local news, which was lower than national and peer averages. Bloomington residents also reported lower levels of voting than those seen across the nation (see *Appendix E: Benchmark Comparisons* for additional information).

Figure 14: Frequency of Engagement Compared by Year



City Government

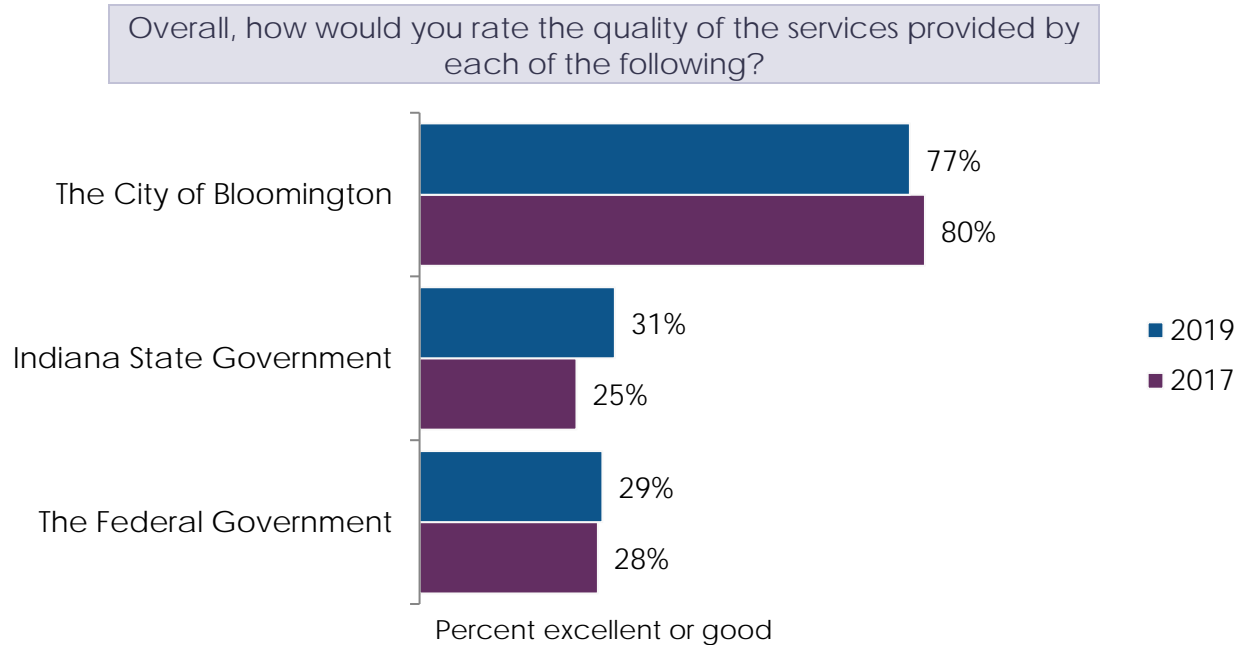
Service delivery is a key function of any local government and enhances residents’ quality of life. The survey included several questions aimed at measuring government performance, the quality and importance of City services and interactions with Bloomington employees.

Quality of City Government Services

About three-quarters of residents commended the overall quality of services provided to them by the City of Bloomington. In contrast, only about 3 in 10 thought highly of the services provided by the State of Indiana and the Federal Government. These ratings were comparable to those provided in peer and national benchmark communities (see *Appendix E: Benchmark Comparisons* for additional information about the benchmark comparisons).

Survey participants who had lived in the community less than two years awarded higher marks to the services provided by Bloomington than those who had lived in the city for two to five years (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 15: Quality of Government Services Compared by Year

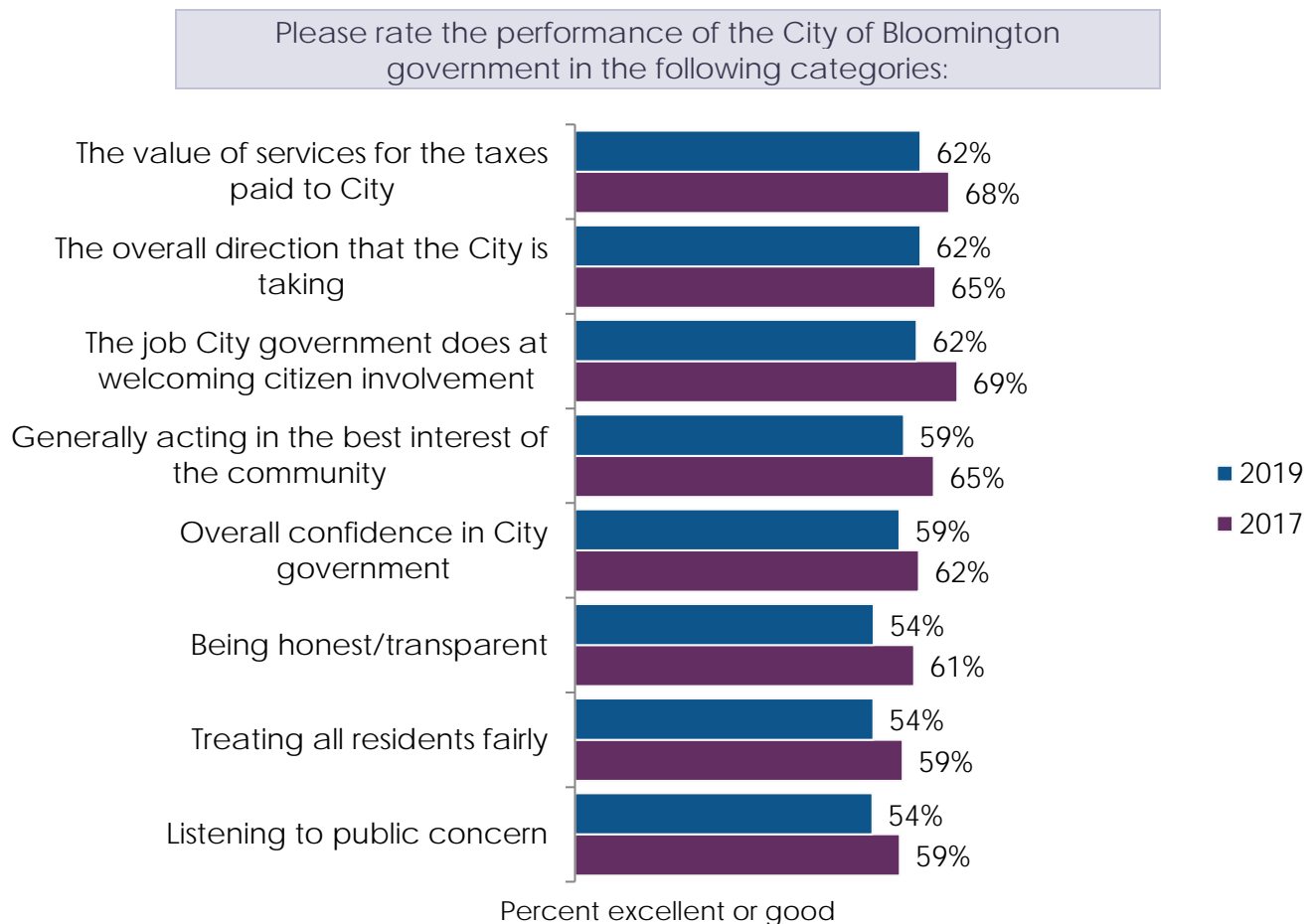


Government Performance

The survey included several questions about City leadership's relationship with their constituents. About 6 in 10 residents appreciated the value of services for the taxes they paid, the overall direction the City is taking, the job the government does at welcoming citizen involvement and their overall confidence in leadership. A majority of community members also felt the City did an excellent or good job of being honest and transparent, treating all residents fairly and listening to public concern. Most measures of government performance were similar to 2017, though residents were more critical of the government welcoming citizen involvement and being honest in 2019. However, all evaluations of Bloomington government were similar to peer and national municipality comparisons (see *Appendix E: Benchmark Comparisons*).

When differences were noted, residents from the eastern quadrants provided higher reviews to government performance than those from the western side of the city. Students felt more positively about several aspects than their non-student peers, including the government being honest, listening to public concern and the overall direction the City is taking (see *Appendix D: Responses to Select Questions by Respondent Characteristics*.)

Figure 16: City of Bloomington Performance Compared by Year



City Service Quality and Importance

Survey participants also provided feedback on over 40 specific services provided by the City of Bloomington (see Figure 17). Residents were especially appreciative of safety services, including fire, ambulance and police, as well as the Farmer's Market, Lotus Festival, 4th Street Arts Fair, garbage collection, trails and parks; at least 8 in 10 awarded excellent or good scores to each service. Marks for garbage collection, recycling, animal care and control and crime prevention improved from the last survey iteration. Further, about 7 in 10 respondents positively evaluated six services, including yard waste pick-up, fire prevention and education and overall customer services provided by City employees. Conversely, residents felt less positively about parking garages and storm drainage in 2019 compared to 2017.

Bus or transit services stood out as a highlight, outshining ratings awarded in national benchmark comparisons, but similar to their peers. Reviews for street repair and storm drainage lagged behind U.S. levels; however, ratings for street repair were on par with university communities (see *Appendix E: Benchmark Comparisons*).

Drinking water, health services and having affordable/workforce housing available were considered essential or very important by over 90% of respondents. Services that were deemed a priority by at least 8 in 10 included street repair, recycling, preservation of natural areas, economic development and sustainability efforts.

Patterns between respondents groups were non-emergent; however, when differences were significant, survey participants from the southeast region were more appreciative of a number of services compared to those who lived in the southwest quadrant, including crime and fire prevention, street repair and cleaning, code enforcement and recycling, among others (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional geographic and demographic comparison information).

Figure 17: Quality and Importance of City Services Compared by Year

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: (Percent positive, e.g., excellent/good, essential/very important)	Quality		Importance	
	2019	2017	2019	2017
Fire services	96%	94%	87%	86%
Ambulance or emergency medical service	94%	89%	88%	88%
Farmers' market	91%	90%	70%	75%
Lotus Festival	87%	82%	49%	53%
Fourth Street Arts Fair	85%	82%	47%	51%
Garbage collection	84%	78%	75%	71%
Trails	84%	86%	81%	78%
Police services	83%	78%	83%	83%
Parks	82%	83%	84%	82%
Taste of Bloomington	78%	74%	47%	42%
Fire prevention and education	77%	76%	74%	69%
Overall customer service by City Employees	75%	74%	76%	71%
Recycling	75%	62%	87%	86%
Sewer services	75%	74%	83%	79%
Yard waste pick-up	74%	69%	57%	56%
Animal care and control	74%	66%	65%	58%
Preservation of natural areas (i.e. forests)	69%	73%	88%	89%
Snow removal	68%	70%	80%	73%
Small Business support	68%	62%	80%	84%
Public art provided by the City	67%	70%	46%	43%
Bus or transit services	66%	67%	80%	75%
Open space (green space)	66%	69%	84%	85%
City website	65%	59%	60%	63%
Drinking water	64%	59%	92%	92%
Crime prevention	61%	54%	89%	88%
Public information services	60%	61%	70%	70%
Street cleaning	60%	65%	59%	47%
Health services	60%	63%	93%	90%
Sustainability efforts	59%	59%	88%	85%
Economic development	57%	55%	89%	86%
Resident interaction with the Bloomington Police Dept.	57%	54%	78%	78%
Traffic signal timing	55%	57%	55%	54%
Traffic enforcement	54%	64%	61%	52%
Neighborhood/residential parking	50%	52%	56%	53%

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: (Percent positive, e.g., excellent/good, essential/very important)	Quality		Importance	
	2019	2017	2019	2017
Street lighting	49%	48%	75%	70%
Code enforcement (weeds, trash, etc.)	48%	50%	55%	49%
Parking garages	47%	64%	61%	46%
Sidewalk maintenance	47%	47%	69%	66%
Land use, planning and zoning	47%	50%	77%	72%
Storm drainage	45%	55%	80%	72%
Downtown parking	35%	36%	71%	65%
Street repair	30%	34%	89%	82%
Affordable/workforce housing availability	28%	32%	92%	87%

Contact with Bloomington Staff

About 4 in 10 Bloomington residents indicated they had contacted a City employee at least once in the 12 months prior to the survey, which was similar to 2017 and to national and peer comparison communities.

Of those who had contacted the City, around 8 in 10 lauded the courteousness and knowledge of the employee and three-quarters gave high marks to how responsive the employee was, as well as their overall impressions of the contact. These levels were similar to national averages (comparisons to other university communities were not available; see *Appendix E: Benchmark Comparisons* for additional information).

Figure 18: Contact with City of Bloomington Staff Compared by Year

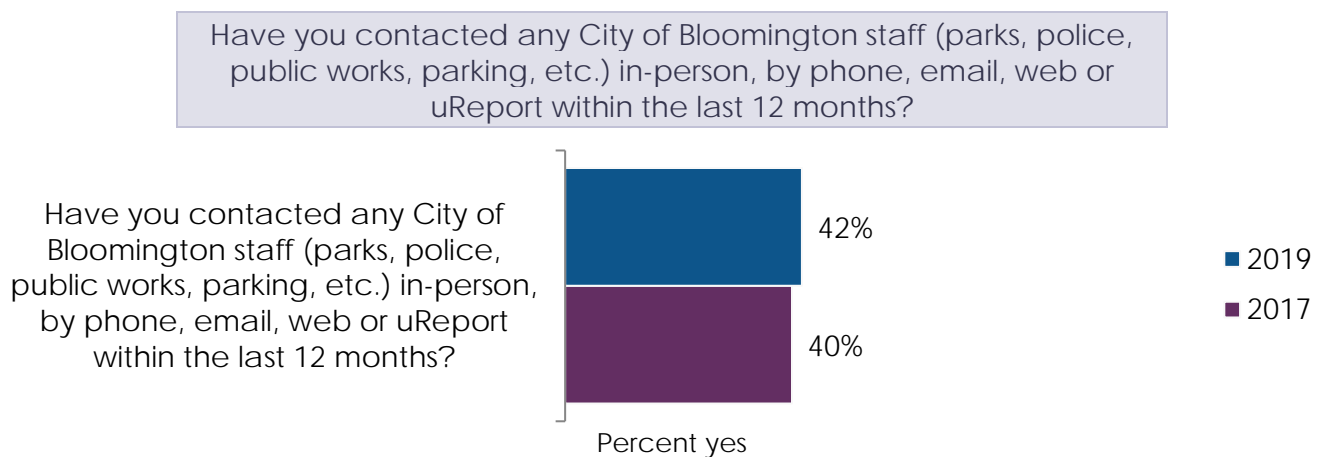
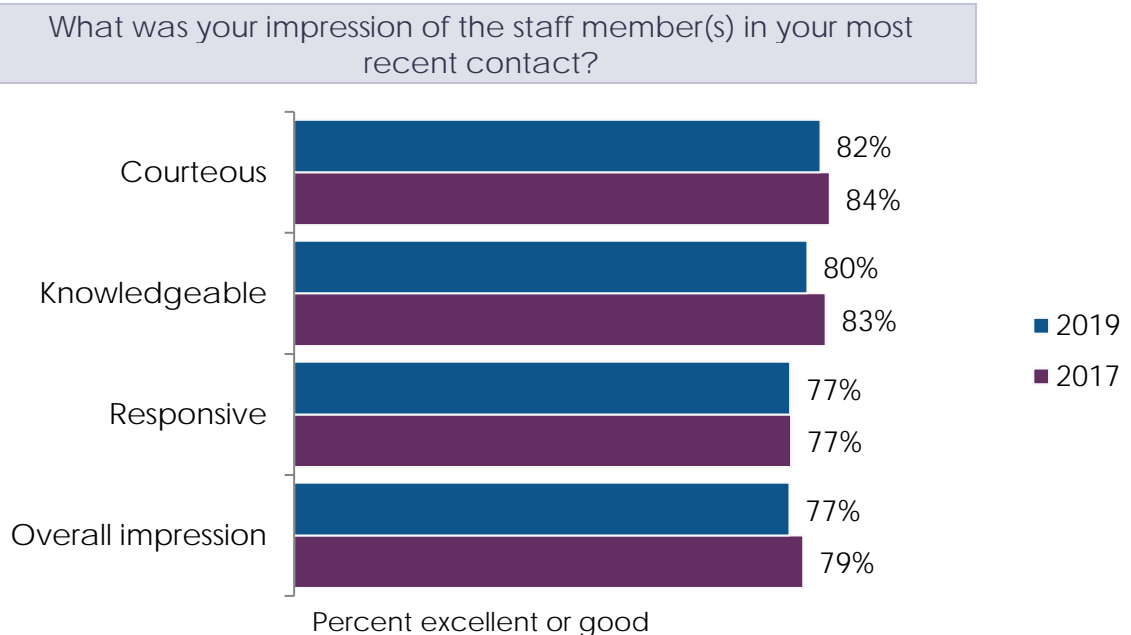


Figure 19: Impression of Contact with Staff Compared by Year

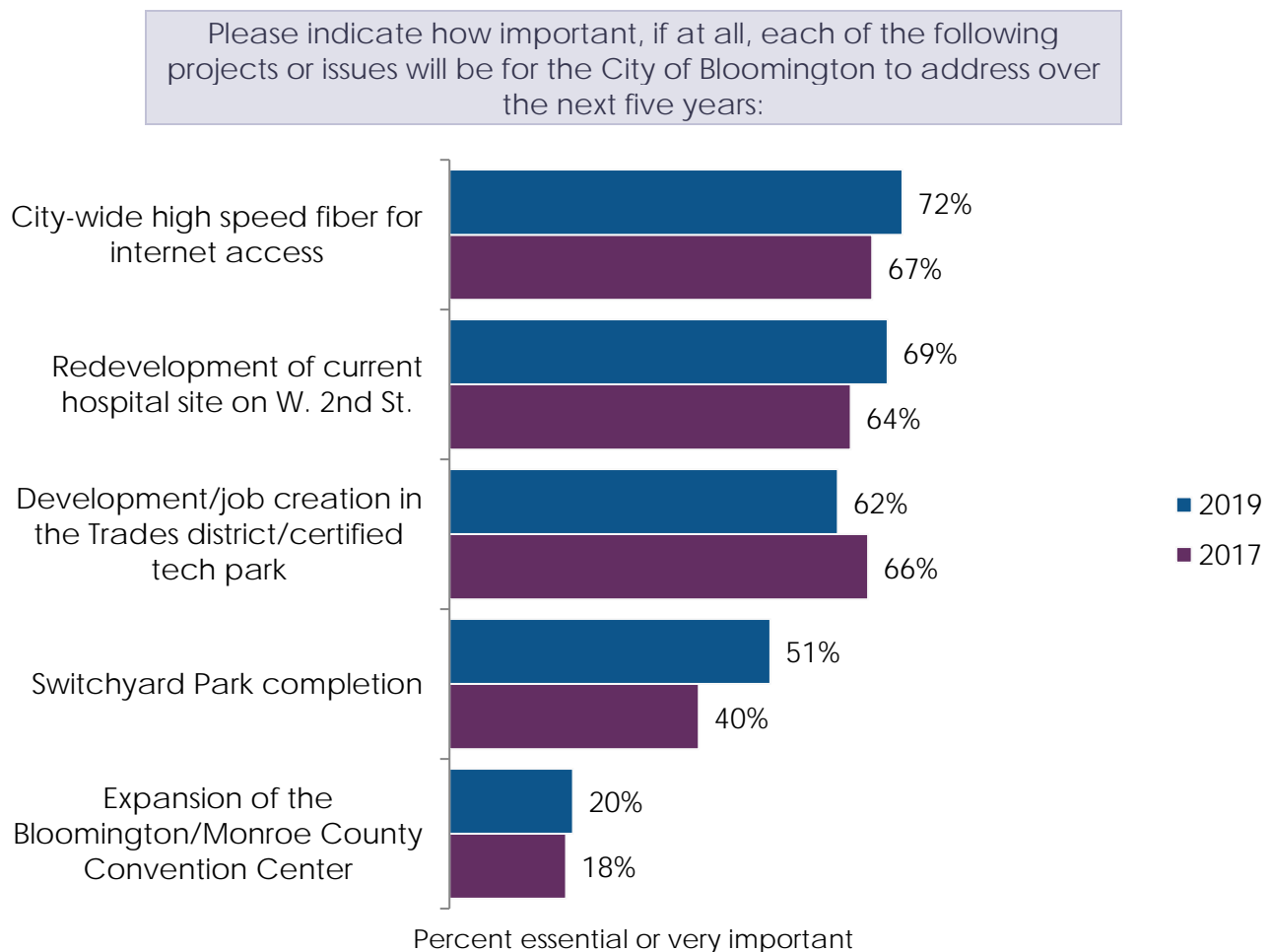


Priorities and Planning

Bloomington residents assessed the importance of several possible community focus areas for the City to emphasize in the next five years. In general, respondents prioritized City-wide high speed fiber for internet access and the redevelopment of the current hospital site, with around 7 in 10 stating these were essential or very important. Other areas that were important to participants were the development and job creation and completing Switchyard Park (62% and 51% respectively). More residents prioritized completing Switchyard Park in 2019 than in 2017. Only 2 in 10 survey respondents felt expanding the convention center was a priority.

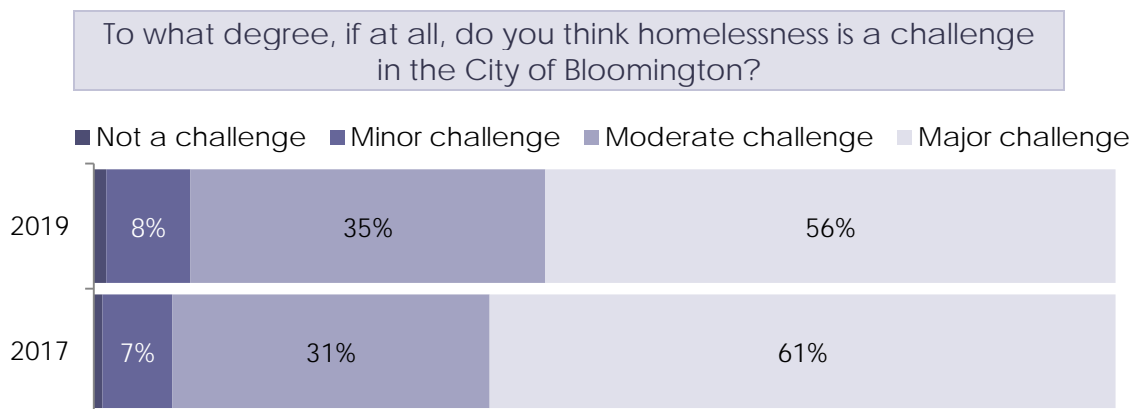
Respondents who had lived in Bloomington for six to 20 years were less likely to prioritize development and job creation than those who had lived in the community for other lengths of time, and respondents aged 25-34 placed higher importance on completing Switchyard Park than their counterparts (*Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 20: Projects or Issues in Bloomington Compared by Year



City leadership also asked survey participants to reveal their thoughts on whether homelessness is a challenge in Bloomington. Overall, residents felt strongly that this issue was a challenge, with over half stating it was a major challenge and another one-third indicating homelessness was a moderate challenge; only 1% of community members did not consider it an issue. These views remained unchanged since 2017.

Figure 21: Homelessness Compared by Year



When asked for their opinions about their support for the City assisting with providing supportive housing for those suffering from homelessness, at least 6 in 10 strongly supported this action and at least another one-quarter strongly supported this measure. These levels were consistent with findings in 2017.

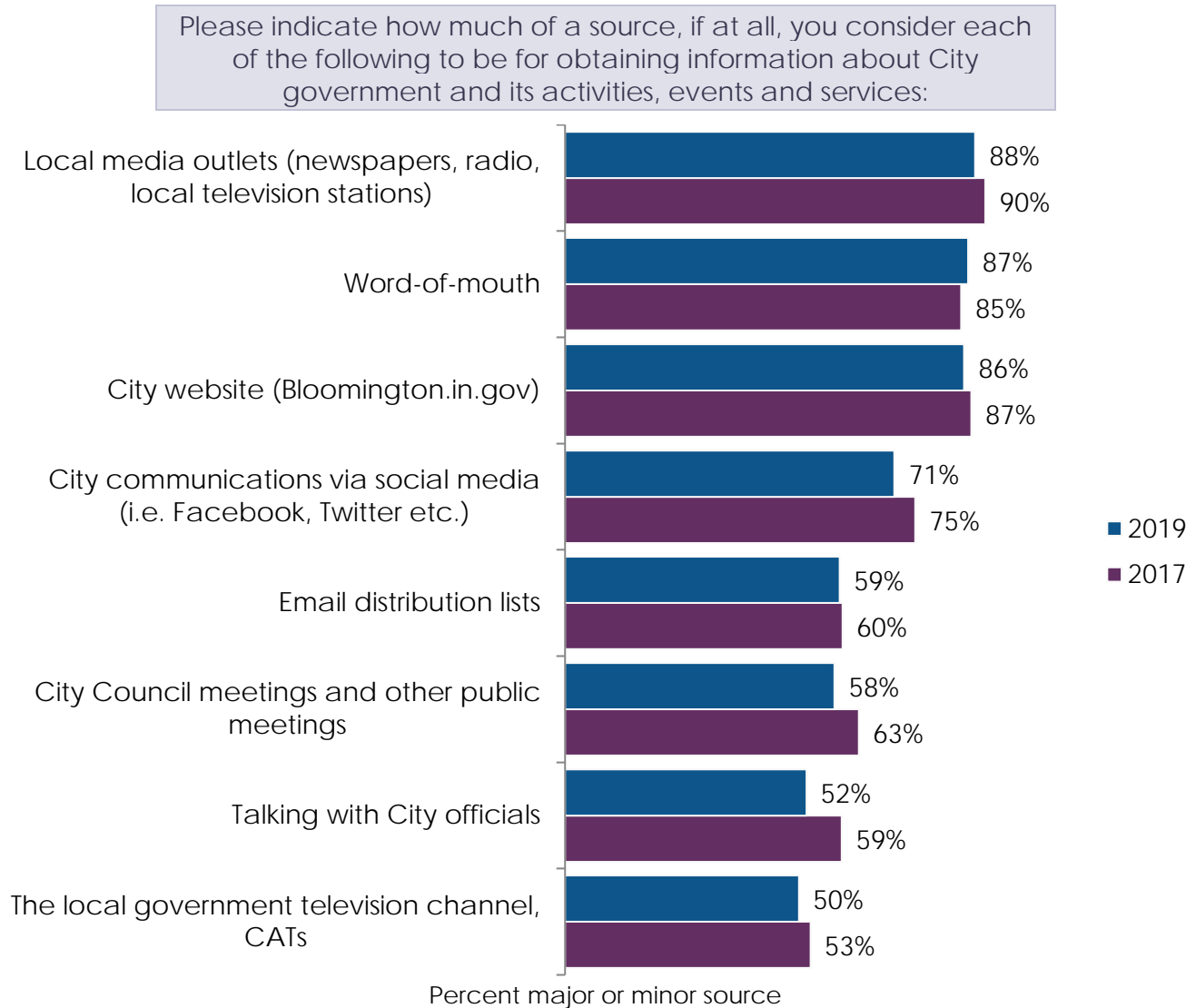
Figure 22: Support for City Assisted Supportive Housing Compared by Year



Information Sources

Regarding their reliance on several outlets for information about the City government and its activities, events and services, more than 8 in 10 residents reported utilizing local media outlets, word-of-mouth and the City website as a major or minor source. About 7 in 10 respondents were inclined to get their information from communications via social media. Use of information sources tended to be on par with rates reported in 2017; however, fewer residents reported talking with City officials to gain insight in 2019.

Figure 23: Sources of Information Compared by Year



Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2019 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	46%	N=273
Working part time for pay	24%	N=142
Unemployed, looking for paid work	6%	N=33
Unemployed, not looking for paid work	11%	N=62
Fully retired	13%	N=77
Total	100%	N=586

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	28%	N=166
Somewhat agree	41%	N=243
Somewhat disagree	17%	N=98
Strongly disagree	14%	N=81
Total	100%	N=588

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	58%	N=338
Yes, from home	7%	N=41
No	34%	N=197
Don't know	2%	N=10
Total	100%	N=585

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=138
2-5 years	29%	N=171
6-10 years	14%	N=81
11-20 years	12%	N=71
More than 20 years	23%	N=134
Total	100%	N=594

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	39%	N=232
Building with two or more homes (duplex, townhome, apartment, or condominium)	58%	N=347
Mobile home	1%	N=5
Other	2%	N=11
Total	100%	N=594

Table 6: Housing Tenure

Do you rent or own your home?	Percent of respondents	Number of respondents
Rent	66%	N=392
Own	34%	N=201
Total	100%	N=593

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	5%	N=27
\$300 to \$599 per month	19%	N=110
\$600 to \$999 per month	40%	N=233
\$1,000 to \$1,499 per month	22%	N=130
\$1,500 to \$2,499 per month	10%	N=57
\$2,500 or more per month	4%	N=26
Total	100%	N=583

Table 8: Presence of Children in Household

Do any children 17 or under live in your household?	Percent of respondents	Number of respondents
No	83%	N=491
Yes	17%	N=99
Total	100%	N=590

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	84%	N=498
Yes	16%	N=95
Total	100%	N=593

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	33%	N=187
\$25,000 to \$49,999	24%	N=139
\$50,000 to \$99,999	25%	N=144
\$100,000 to \$149,999	11%	N=61
\$150,000 or more	7%	N=40
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=559
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=25
Total	100%	N=584

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	0%	N=2
Asian, Asian Indian or Pacific Islander	10%	N=60
Black or African American	2%	N=13
White	87%	N=510
Other	2%	N=14

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	24%	N=144
25-34	35%	N=207
35-44	11%	N=65
45-54	9%	N=53
55-64	6%	N=37
65-74	8%	N=46
75+	6%	N=37
Total	100%	N=590

Table 14: Respondent Gender

With what gender do you identify most closely?	Percent of respondents	Number of respondents
Female	49%	N=280
Male	50%	N=288
In another way	2%	N=9
Total	100%	N=577

Table 15: Primary Phone

Do you consider a cell phone or land line your primary telephone number?	Percent of respondents	Number of respondents
Cell	89%	N=526
Land line	7%	N=40
Both	5%	N=28
Total	100%	N=594

Table 16: Student Status

Are you a student?	Percent of respondents	Number of respondents
Yes, part-time at Indiana University	2%	N=15
Yes, full-time at Indiana University	32%	N=191
Yes, part-time at Ivy Tech Community College	3%	N=21
Yes, full-time at Ivy Tech Community College	1%	N=5
Yes, other	1%	N=8
No	60%	N=355
Total	100%	N=595

Appendix B: Complete Set of Survey Responses

The following pages contain a complete set of responses to each question on the survey. For questions that included a “don’t know” response option, two tables for that question are provided: the first includes the “don’t know” responses and the second excludes the “don’t know” responses.

Table 17: Question 1 - Including Don't Know Responses

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	34%	N=205	54%	N=325	10%	N=63	1%	N=7	1%	N=6	100%	N=606
Your neighborhood as a place to live	29%	N=176	52%	N=316	15%	N=90	4%	N=23	0%	N=1	100%	N=605
Bloomington as a place to raise children	28%	N=168	34%	N=203	10%	N=59	1%	N=7	28%	N=166	100%	N=603
Bloomington as a place to work	19%	N=113	36%	N=216	31%	N=185	8%	N=51	7%	N=41	100%	N=605
Bloomington as a place to visit	29%	N=175	39%	N=237	24%	N=145	5%	N=32	2%	N=13	100%	N=602
Bloomington as a place to retire	23%	N=138	29%	N=172	16%	N=94	6%	N=37	26%	N=153	100%	N=594
The overall quality of life in the City of Bloomington	22%	N=135	61%	N=365	15%	N=90	1%	N=7	1%	N=5	100%	N=603

Table 18: Question 1 - Excluding Don't Know Responses

Please rate each of the following aspects of quality of life in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Bloomington as a place to live	34%	N=205	54%	N=325	11%	N=63	1%	N=7	100%	N=600
Your neighborhood as a place to live	29%	N=176	52%	N=316	15%	N=90	4%	N=23	100%	N=604
Bloomington as a place to raise children	38%	N=168	46%	N=203	13%	N=59	2%	N=7	100%	N=437
Bloomington as a place to work	20%	N=113	38%	N=216	33%	N=185	9%	N=51	100%	N=565
Bloomington as a place to visit	30%	N=175	40%	N=237	25%	N=145	5%	N=32	100%	N=589
Bloomington as a place to retire	31%	N=138	39%	N=172	21%	N=94	8%	N=37	100%	N=442
The overall quality of life in the City of Bloomington	23%	N=135	61%	N=365	15%	N=90	1%	N=7	100%	N=598

Table 19: Question 2 - Including Don't Know Responses

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	21%	N=125	59%	N=360	18%	N=107	2%	N=13	0%	N=1	100%	N=606
Overall ease of getting to the places you usually visit	22%	N=133	44%	N=267	25%	N=151	9%	N=56	0%	N=1	100%	N=607
Quality of overall natural environment in Bloomington	35%	N=209	47%	N=285	15%	N=91	3%	N=17	0%	N=2	100%	N=604
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems)	14%	N=85	48%	N=291	29%	N=174	8%	N=47	1%	N=8	100%	N=605
Health and wellness opportunities in Bloomington	19%	N=117	48%	N=290	22%	N=132	4%	N=27	7%	N=40	100%	N=605
Overall opportunities for education and enrichment	50%	N=300	37%	N=221	10%	N=60	1%	N=9	2%	N=13	100%	N=603
Overall economic health of Bloomington	10%	N=57	43%	N=259	27%	N=163	6%	N=38	14%	N=85	100%	N=603
Sense of community	20%	N=118	44%	N=267	28%	N=168	6%	N=34	3%	N=15	100%	N=603
Overall image or reputation of Bloomington	27%	N=165	53%	N=320	16%	N=96	3%	N=16	2%	N=9	100%	N=606

Table 20: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Bloomington	21%	N=125	59%	N=360	18%	N=107	2%	N=13	100%	N=605
Overall ease of getting to the places you usually visit	22%	N=133	44%	N=267	25%	N=151	9%	N=56	100%	N=606
Quality of overall natural environment in Bloomington	35%	N=209	47%	N=285	15%	N=91	3%	N=17	100%	N=602
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems)	14%	N=85	49%	N=291	29%	N=174	8%	N=47	100%	N=597
Health and wellness opportunities in Bloomington	21%	N=117	51%	N=290	23%	N=132	5%	N=27	100%	N=566
Overall opportunities for education and enrichment	51%	N=300	37%	N=221	10%	N=60	2%	N=9	100%	N=590
Overall economic health of Bloomington	11%	N=57	50%	N=259	31%	N=163	7%	N=38	100%	N=518
Sense of community	20%	N=118	45%	N=267	29%	N=168	6%	N=34	100%	N=588
Overall image or reputation of Bloomington	28%	N=165	54%	N=320	16%	N=96	3%	N=16	100%	N=597

Table 21: Question 3 - Including Don't Know Responses

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	42%	N=253	43%	N=262	8%	N=50	5%	N=30	2%	N=10	100%	N=606
Remain in the City of Bloomington for the next five years	34%	N=207	25%	N=148	16%	N=96	20%	N=122	5%	N=28	100%	N=601

Table 22: Question 3 - Excluding Don't Know Responses

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in the City of Bloomington to someone who asks	42%	N=253	44%	N=262	8%	N=50	5%	N=30	100%	N=596
Remain in the City of Bloomington for the next five years	36%	N=207	26%	N=148	17%	N=96	21%	N=122	100%	N=573

Table 23: Question 4 - Including Don't Know Responses

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	72%	N=439	23%	N=142	2%	N=11	2%	N=12	0%	N=3	0%	N=1	100%	N=607
In your neighborhood at night	34%	N=208	42%	N=257	12%	N=73	9%	N=53	2%	N=14	0%	N=2	100%	N=607
In Bloomington's downtown area during the day	64%	N=389	27%	N=163	5%	N=30	1%	N=8	1%	N=5	2%	N=11	100%	N=606
In Bloomington's downtown area at night	19%	N=114	37%	N=227	14%	N=88	21%	N=129	4%	N=24	4%	N=24	100%	N=606

Table 24: Question 4 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	72%	N=439	23%	N=142	2%	N=11	2%	N=12	0%	N=3	100%	N=606
In your neighborhood at night	34%	N=208	42%	N=257	12%	N=73	9%	N=53	2%	N=14	100%	N=605
In Bloomington's downtown area during the day	65%	N=389	27%	N=163	5%	N=30	1%	N=8	1%	N=5	100%	N=595
In Bloomington's downtown area at night	20%	N=114	39%	N=227	15%	N=88	22%	N=129	4%	N=24	100%	N=582

Table 25: Question 5 - Including Don't Know Responses

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	6%	N=37	43%	N=263	35%	N=210	14%	N=88	1%	N=7	100%	N=605
Ease of public parking	5%	N=32	23%	N=140	36%	N=215	34%	N=209	2%	N=10	100%	N=605
Cost of public parking	7%	N=44	25%	N=149	37%	N=224	26%	N=157	5%	N=28	100%	N=603
Ease of travel by car	14%	N=84	44%	N=264	32%	N=191	8%	N=51	2%	N=14	100%	N=604
Ease of travel by public transportation	9%	N=57	27%	N=162	23%	N=139	9%	N=57	32%	N=190	100%	N=605
Ease of travel by bicycle	10%	N=61	23%	N=140	27%	N=164	8%	N=50	31%	N=189	100%	N=603
Ease of walking	25%	N=152	46%	N=279	22%	N=131	4%	N=26	3%	N=16	100%	N=604
Availability of paths and walking trails	28%	N=170	44%	N=263	19%	N=117	3%	N=18	6%	N=35	100%	N=604
Air quality	32%	N=191	47%	N=283	12%	N=73	2%	N=14	7%	N=41	100%	N=602
Cleanliness of the City	18%	N=106	51%	N=309	26%	N=155	5%	N=28	1%	N=7	100%	N=606
Overall appearance	25%	N=152	52%	N=315	20%	N=120	3%	N=15	0%	N=1	100%	N=604
Public places where people want to spend time	18%	N=106	52%	N=313	22%	N=133	5%	N=32	3%	N=19	100%	N=603
Variety of housing options	12%	N=70	33%	N=200	29%	N=177	19%	N=115	7%	N=43	100%	N=604
Availability of affordable housing	6%	N=35	19%	N=113	27%	N=166	39%	N=233	9%	N=57	100%	N=604
Fitness opportunities	28%	N=169	44%	N=263	17%	N=105	3%	N=15	9%	N=52	100%	N=605
Recreational opportunities	28%	N=171	47%	N=284	17%	N=101	3%	N=20	4%	N=26	100%	N=603
Availability of affordable food	20%	N=124	50%	N=304	21%	N=125	7%	N=40	2%	N=12	100%	N=605
Availability of affordable health care	8%	N=50	31%	N=186	26%	N=156	14%	N=84	21%	N=126	100%	N=603
Availability of affordable mental health care	4%	N=27	22%	N=131	19%	N=114	14%	N=85	41%	N=248	100%	N=605

Table 26: Question 5 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	6%	N=37	44%	N=263	35%	N=210	15%	N=88	100%	N=598
Ease of public parking	5%	N=32	23%	N=140	36%	N=215	35%	N=209	100%	N=596
Cost of public parking	8%	N=44	26%	N=149	39%	N=224	27%	N=157	100%	N=575
Ease of travel by car	14%	N=84	45%	N=264	32%	N=191	9%	N=51	100%	N=590
Ease of travel by public transportation	14%	N=57	39%	N=162	34%	N=139	14%	N=57	100%	N=414
Ease of travel by bicycle	15%	N=61	34%	N=140	40%	N=164	12%	N=50	100%	N=415
Ease of walking	26%	N=152	47%	N=279	22%	N=131	4%	N=26	100%	N=588
Availability of paths and walking trails	30%	N=170	46%	N=263	21%	N=117	3%	N=18	100%	N=568
Air quality	34%	N=191	50%	N=283	13%	N=73	2%	N=14	100%	N=561
Cleanliness of the City	18%	N=106	52%	N=309	26%	N=155	5%	N=28	100%	N=599
Overall appearance	25%	N=152	52%	N=315	20%	N=120	3%	N=15	100%	N=603
Public places where people want to spend time	18%	N=106	54%	N=313	23%	N=133	5%	N=32	100%	N=584
Variety of housing options	12%	N=70	36%	N=200	32%	N=177	21%	N=115	100%	N=562
Availability of affordable housing	6%	N=35	21%	N=113	30%	N=166	43%	N=233	100%	N=547
Fitness opportunities	31%	N=169	48%	N=263	19%	N=105	3%	N=15	100%	N=553
Recreational opportunities	30%	N=171	49%	N=284	17%	N=101	3%	N=20	100%	N=576
Availability of affordable food	21%	N=124	51%	N=304	21%	N=125	7%	N=40	100%	N=592
Availability of affordable health care	11%	N=50	39%	N=186	33%	N=156	18%	N=84	100%	N=477
Availability of affordable mental health care	7%	N=27	37%	N=131	32%	N=114	24%	N=85	100%	N=357

Table 27: Question 6 - Including Don't Know Responses

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	3%	N=17	9%	N=56	9%	N=55	9%	N=51	70%	N=421	100%	N=601
K-12 education	14%	N=82	21%	N=127	9%	N=56	1%	N=5	55%	N=330	100%	N=599
Adult educational opportunities	32%	N=193	33%	N=198	12%	N=72	2%	N=11	21%	N=128	100%	N=602
Opportunities to attend cultural/arts/music activities	57%	N=342	30%	N=183	4%	N=25	2%	N=10	6%	N=39	100%	N=599
Opportunities to participate in religious or spiritual events and activities	34%	N=205	27%	N=162	6%	N=37	0%	N=2	32%	N=194	100%	N=599
Employment opportunities	9%	N=54	29%	N=175	32%	N=194	12%	N=73	18%	N=106	100%	N=601
Shopping opportunities downtown	15%	N=92	41%	N=245	28%	N=167	11%	N=68	5%	N=28	100%	N=600
Shopping opportunities outside downtown	18%	N=110	42%	N=252	27%	N=163	7%	N=44	5%	N=31	100%	N=600
Cost of living in Bloomington	10%	N=59	32%	N=195	36%	N=216	20%	N=123	1%	N=9	100%	N=601
Overall quality of business and service establishments in Bloomington	18%	N=108	53%	N=318	24%	N=144	2%	N=13	3%	N=19	100%	N=603
Entertainment downtown	22%	N=130	44%	N=266	21%	N=124	5%	N=30	8%	N=51	100%	N=601
Entertainment outside downtown	13%	N=75	28%	N=163	29%	N=174	12%	N=72	18%	N=107	100%	N=590
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	7%	N=40	29%	N=173	24%	N=145	21%	N=126	19%	N=114	100%	N=598

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	
Opportunities to participate in social events and activities	28%	N=170	44%	N=262	18%	N=107	2%	N=12	8%	N=50	100%	N=600
Opportunities to volunteer	38%	N=231	36%	N=218	9%	N=52	1%	N=4	16%	N=97	100%	N=601
Opportunities to participate in community matters	25%	N=148	36%	N=215	15%	N=88	3%	N=15	22%	N=134	100%	N=600
Openness and acceptance of the community toward people of diverse backgrounds	31%	N=187	44%	N=265	15%	N=91	3%	N=17	7%	N=42	100%	N=602
Neighborliness of residents in Bloomington	21%	N=125	43%	N=255	26%	N=156	7%	N=45	3%	N=19	100%	N=599

Table 28: Question 6 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable child care/preschool	10%	N=17	31%	N=56	31%	N=55	29%	N=51	100%	N=179
K-12 education	30%	N=82	47%	N=127	21%	N=56	2%	N=5	100%	N=269
Adult educational opportunities	41%	N=193	42%	N=198	15%	N=72	2%	N=11	100%	N=474
Opportunities to attend cultural/arts/music activities	61%	N=342	33%	N=183	5%	N=25	2%	N=10	100%	N=560
Opportunities to participate in religious or spiritual events and activities	51%	N=205	40%	N=162	9%	N=37	0%	N=2	100%	N=405
Employment opportunities	11%	N=54	35%	N=175	39%	N=194	15%	N=73	100%	N=496
Shopping opportunities downtown	16%	N=92	43%	N=245	29%	N=167	12%	N=68	100%	N=572

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Shopping opportunities outside downtown	19%	N=110	44%	N=252	29%	N=163	8%	N=44	100%	N=569
Cost of living in Bloomington	10%	N=59	33%	N=195	36%	N=216	21%	N=123	100%	N=592
Overall quality of business and service establishments in Bloomington	19%	N=108	54%	N=318	25%	N=144	2%	N=13	100%	N=584
Entertainment downtown	24%	N=130	48%	N=266	23%	N=124	5%	N=30	100%	N=550
Entertainment outside downtown	15%	N=75	34%	N=163	36%	N=174	15%	N=72	100%	N=484
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	8%	N=40	36%	N=173	30%	N=145	26%	N=126	100%	N=484
Opportunities to participate in social events and activities	31%	N=170	48%	N=262	19%	N=107	2%	N=12	100%	N=550
Opportunities to volunteer	46%	N=231	43%	N=218	10%	N=52	1%	N=4	100%	N=504
Opportunities to participate in community matters	32%	N=148	46%	N=215	19%	N=88	3%	N=15	100%	N=466
Openness and acceptance of the community toward people of diverse backgrounds	33%	N=187	47%	N=265	16%	N=91	3%	N=17	100%	N=560
Neighborliness of residents in Bloomington	21%	N=125	44%	N=255	27%	N=156	8%	N=45	100%	N=580

Table 29: Question 7

Please indicate whether or not you have done any of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	32%	N=194	68%	N=405	100%	N=599
Made efforts to make your home more energy efficient	24%	N=144	76%	N=453	100%	N=597
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	52%	N=307	48%	N=289	100%	N=595
You or a household member were a victim of a crime in the City of Bloomington	89%	N=529	11%	N=68	100%	N=597
You or a household member reported a crime to the police in the City of Bloomington	82%	N=493	18%	N=107	100%	N=600
Stocked supplies in preparation for an emergency	71%	N=423	29%	N=175	100%	N=598
Campaigned or advocated for an issue, cause or candidate	71%	N=424	29%	N=175	100%	N=599
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	66%	N=399	34%	N=201	100%	N=600

Table 30: 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	42%	N=250
No	58%	N=350
Total	100%	N=600

Table 31: Question 9 - Including Don't Know Responses

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	
Knowledgeable	34%	N=85	40%	N=100	14%	N=35	5%	N=12	7%	N=16	100%	N=248
Responsive	41%	N=101	35%	N=86	11%	N=27	11%	N=28	3%	N=7	100%	N=248
Courteous	46%	N=113	33%	N=81	10%	N=24	7%	N=18	4%	N=10	100%	N=246
Overall impression	36%	N=91	38%	N=95	12%	N=31	10%	N=24	3%	N=8	100%	N=248

Table 32: Question 9 - Excluding Don't Know Responses

What was your impression of the staff member(s) in your most recent contact? (Rate each characteristic)	Excellent		Good		Fair		Poor		Total	
Knowledgeable	37%	N=85	43%	N=100	15%	N=35	5%	N=12	100%	N=232
Responsive	42%	N=101	36%	N=86	11%	N=27	11%	N=28	100%	N=241
Courteous	48%	N=113	34%	N=81	10%	N=24	8%	N=18	100%	N=236
Overall impression	38%	N=91	40%	N=95	13%	N=31	10%	N=24	100%	N=241

Table 33: 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=1	2%	N=13	14%	N=82	83%	N=484	100%	N=580
Watched (online or on television) a local public meeting	0%	N=3	3%	N=19	17%	N=100	79%	N=460	100%	N=582

Table 34: 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=50	17%	N=104	18%	N=107	56%	N=333	100%	N=594
Attended an event offered by the City of Bloomington	2%	N=11	9%	N=53	57%	N=336	32%	N=190	100%	N=590
Used bus or other public transportation instead of driving	24%	N=143	6%	N=36	15%	N=87	55%	N=324	100%	N=590
Carpooled with other adults or children instead of driving alone	21%	N=126	20%	N=121	16%	N=92	43%	N=254	100%	N=593
Walked or biked instead of driving	36%	N=212	18%	N=109	20%	N=118	26%	N=154	100%	N=593
Volunteered your time to some group/activity in Bloomington	9%	N=53	16%	N=95	27%	N=157	48%	N=283	100%	N=588
Talked to or visited with your immediate neighbors	20%	N=117	28%	N=165	29%	N=174	23%	N=138	100%	N=594
Done a favor for a neighbor	8%	N=46	17%	N=99	42%	N=247	34%	N=201	100%	N=594

Table 35: Question 12 - Including Don't Know Responses

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Bloomington	18%	N=108	52%	N=309	18%	N=104	3%	N=17	9%	N=55	100%	N=593
Indiana State Government	3%	N=20	22%	N=128	39%	N=232	17%	N=99	19%	N=114	100%	N=592
The Federal Government	4%	N=23	20%	N=120	34%	N=203	25%	N=148	17%	N=98	100%	N=592

Table 36: Question 12 - Excluding Don't Know Responses

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	20%	N=108	57%	N=309	19%	N=104	3%	N=17	100%	N=538
Indiana State Government	4%	N=20	27%	N=128	48%	N=232	21%	N=99	100%	N=478
The Federal Government	5%	N=23	24%	N=120	41%	N=203	30%	N=148	100%	N=494

Table 37: Question 13 - Including Don't Know Responses

Please rate the performance of the City of Bloomington government in the following categories:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to City	10%	N=60	39%	N=233	25%	N=146	5%	N=30	21%	N=123	100%	N=592
The overall direction that the City is taking	9%	N=53	44%	N=257	23%	N=138	8%	N=49	16%	N=94	100%	N=591
The job City government does at welcoming citizen involvement	11%	N=66	34%	N=199	22%	N=127	6%	N=37	27%	N=162	100%	N=592
Overall confidence in City government	10%	N=58	37%	N=221	26%	N=155	7%	N=41	20%	N=116	100%	N=592
Generally acting in the best interest of the community	14%	N=81	36%	N=214	26%	N=154	8%	N=47	16%	N=94	100%	N=589
Being honest/transparent	9%	N=56	30%	N=179	26%	N=152	8%	N=47	27%	N=159	100%	N=593
Treating all residents fairly	12%	N=70	30%	N=179	24%	N=144	12%	N=69	22%	N=131	100%	N=593
Listening to public concern	9%	N=56	31%	N=181	26%	N=154	8%	N=50	26%	N=151	100%	N=592

Table 38: Question 13 - Excluding Don't Know Responses

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	13%	N=60	50%	N=233	31%	N=146	6%	N=30	100%	N=468
The overall direction that the City is taking	11%	N=53	52%	N=257	28%	N=138	10%	N=49	100%	N=497
The job City government does at welcoming citizen involvement	15%	N=66	46%	N=199	30%	N=127	9%	N=37	100%	N=430
Overall confidence in City government	12%	N=58	46%	N=221	33%	N=155	9%	N=41	100%	N=476
Generally acting in the best interest of the community	16%	N=81	43%	N=214	31%	N=154	9%	N=47	100%	N=496
Being honest/transparent	13%	N=56	41%	N=179	35%	N=152	11%	N=47	100%	N=434
Treating all residents fairly	15%	N=70	39%	N=179	31%	N=144	15%	N=69	100%	N=462
Listening to public concern	13%	N=56	41%	N=181	35%	N=154	11%	N=50	100%	N=441

Table 39: Question 14 - Including Don't Know Responses

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	11%	N=66	27%	N=157	28%	N=167	8%	N=49	25%	N=150	100%	N=590
Development/job creation in the Trades District/certified tech park	13%	N=78	36%	N=210	24%	N=142	6%	N=37	21%	N=123	100%	N=590
Expansion of the Bloomington/Monroe County Convention Center	3%	N=20	13%	N=76	41%	N=240	26%	N=154	17%	N=97	100%	N=588
Redevelopment of current hospital site on W. 2nd St.	23%	N=137	38%	N=224	22%	N=127	5%	N=31	12%	N=71	100%	N=591
City-wide high speed fiber for internet access	34%	N=199	32%	N=189	20%	N=121	5%	N=32	8%	N=50	100%	N=590

Table 40: Question 14 - Excluding Don't Know Responses

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	15%	N=66	36%	N=157	38%	N=167	11%	N=49	100%	N=440
Development/job creation in the Trades District/certified tech park	17%	N=78	45%	N=210	30%	N=142	8%	N=37	100%	N=468
Expansion of the Bloomington/Monroe County Convention Center	4%	N=20	15%	N=76	49%	N=240	31%	N=154	100%	N=491
Redevelopment of current hospital site on W. 2nd St.	26%	N=137	43%	N=224	24%	N=127	6%	N=31	100%	N=520
City-wide high speed fiber for internet access	37%	N=199	35%	N=189	22%	N=121	6%	N=32	100%	N=541

Table 41: Question 15 - Including Don't Know Responses

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=7
Minor challenge	8%	N=47
Moderate challenge	33%	N=197
Major challenge	53%	N=316
Don't know	4%	N=25
Total	100%	N=591

Table 42: Question 15 - Excluding Don't Know Responses

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=7
Minor challenge	8%	N=47
Moderate challenge	35%	N=197
Major challenge	56%	N=316
Total	100%	N=566

Table 43: Question 16 - Including Don't Know Responses

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	60%	N=355
Somewhat support	29%	N=171
Somewhat oppose	4%	N=26
Strongly oppose	2%	N=12
Don't know	5%	N=28
Total	100%	N=592

Table 44: Question 16 - Excluding Don't Know Responses

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	63%	N=355
Somewhat support	30%	N=171
Somewhat oppose	5%	N=26
Strongly oppose	2%	N=12
Total	100%	N=564

Table 45: 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)	59%	N=344	27%	N=158	14%	N=83	100%	N=585
Local media outlets (newspapers, radio, local television stations)	56%	N=329	32%	N=189	12%	N=70	100%	N=588
The local government television channel, CATs	10%	N=58	40%	N=237	50%	N=292	100%	N=586
City Council meetings and other public meetings	19%	N=114	39%	N=226	42%	N=247	100%	N=587
Talking with City officials	19%	N=110	33%	N=194	48%	N=282	100%	N=586
City communications via social media (i.e. Facebook, Twitter etc.)	39%	N=230	32%	N=184	29%	N=171	100%	N=584
Word-of-mouth	39%	N=227	48%	N=283	13%	N=79	100%	N=589
Email distribution lists	18%	N=104	41%	N=241	41%	N=240	100%	N=585

Table 46: Question 18 (Quality) - Including Don't Know Responses

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	23%	N=136	45%	N=262	10%	N=59	4%	N=24	18%	N=106	100%	N=587
Fire services	31%	N=181	35%	N=205	2%	N=14	0%	N=3	31%	N=183	100%	N=586
Ambulance or emergency medical service	25%	N=149	36%	N=214	4%	N=22	1%	N=3	34%	N=199	100%	N=587
Crime prevention	14%	N=79	32%	N=187	25%	N=145	4%	N=25	25%	N=148	100%	N=584
Fire prevention and education	15%	N=87	29%	N=170	12%	N=68	2%	N=9	43%	N=248	100%	N=582
Traffic enforcement	12%	N=68	33%	N=190	26%	N=150	12%	N=69	17%	N=101	100%	N=578
Street repair	7%	N=40	22%	N=127	37%	N=216	31%	N=184	4%	N=21	100%	N=589
Street cleaning	11%	N=65	43%	N=254	26%	N=154	10%	N=57	9%	N=54	100%	N=584
Street lighting	11%	N=64	36%	N=209	31%	N=180	19%	N=109	4%	N=26	100%	N=588
Snow removal	18%	N=103	49%	N=287	22%	N=127	10%	N=57	2%	N=13	100%	N=586
Sidewalk maintenance	8%	N=45	36%	N=212	33%	N=193	17%	N=100	6%	N=38	100%	N=588
Downtown parking	6%	N=34	28%	N=162	30%	N=178	33%	N=193	3%	N=20	100%	N=586
Neighborhood/residential parking	10%	N=61	36%	N=212	32%	N=188	14%	N=80	8%	N=45	100%	N=586
Parking garages	9%	N=52	33%	N=193	31%	N=183	16%	N=93	11%	N=64	100%	N=584
Traffic signal timing	12%	N=73	40%	N=233	29%	N=168	14%	N=84	5%	N=29	100%	N=587
Bus or transit services	17%	N=96	30%	N=174	20%	N=116	4%	N=26	29%	N=171	100%	N=583
Garbage collection	32%	N=187	40%	N=234	11%	N=63	3%	N=15	15%	N=90	100%	N=589
Recycling	30%	N=177	36%	N=209	10%	N=58	12%	N=71	12%	N=71	100%	N=586
Yard waste pick-up	16%	N=94	27%	N=157	11%	N=66	4%	N=21	42%	N=246	100%	N=584
Storm drainage	10%	N=60	27%	N=156	26%	N=151	20%	N=117	17%	N=99	100%	N=584
Drinking water	20%	N=115	42%	N=247	21%	N=126	14%	N=80	3%	N=20	100%	N=587
Sewer services	17%	N=101	39%	N=229	16%	N=94	3%	N=18	24%	N=140	100%	N=583

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	6%	N=35	26%	N=154	24%	N=141	13%	N=76	30%	N=178	100%	N=584
Code enforcement (weeds, trash, etc.)	6%	N=33	29%	N=169	24%	N=138	14%	N=84	27%	N=159	100%	N=582
Animal care and control	15%	N=89	34%	N=199	15%	N=86	3%	N=18	33%	N=189	100%	N=581
Economic development	9%	N=56	32%	N=187	23%	N=136	8%	N=46	28%	N=163	100%	N=588
Sustainability efforts	10%	N=60	33%	N=194	23%	N=136	6%	N=37	27%	N=158	100%	N=584
Health services	11%	N=66	38%	N=219	26%	N=152	7%	N=42	18%	N=104	100%	N=583
Public information services	9%	N=50	34%	N=201	21%	N=123	7%	N=42	29%	N=166	100%	N=583
Preservation of natural areas (i.e. forests)	21%	N=124	40%	N=230	22%	N=128	5%	N=29	12%	N=70	100%	N=581
Open space (green space)	20%	N=117	39%	N=227	24%	N=142	7%	N=39	10%	N=59	100%	N=584
Farmers' market	46%	N=269	32%	N=186	7%	N=39	1%	N=6	14%	N=83	100%	N=584
Taste of Bloomington	24%	N=136	24%	N=138	11%	N=64	2%	N=13	39%	N=226	100%	N=577
Lotus Festival	31%	N=181	22%	N=130	6%	N=33	2%	N=12	39%	N=226	100%	N=582
Fourth Street Arts Fair	27%	N=157	30%	N=175	8%	N=47	2%	N=10	33%	N=194	100%	N=583
Overall customer service by City Employees	16%	N=94	39%	N=224	15%	N=89	3%	N=17	26%	N=153	100%	N=577
City website	9%	N=53	32%	N=183	18%	N=105	4%	N=25	35%	N=202	100%	N=569
Affordable/workforce housing availability	5%	N=27	17%	N=100	30%	N=174	25%	N=147	22%	N=130	100%	N=577
Resident interaction with the Bloomington Police Department	10%	N=56	27%	N=155	21%	N=122	6%	N=37	37%	N=212	100%	N=582
Public art provided by the City	17%	N=101	35%	N=202	20%	N=118	5%	N=29	23%	N=133	100%	N=583
Small Business support	10%	N=58	27%	N=156	13%	N=77	4%	N=25	45%	N=262	100%	N=579

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Parks	32%	N=185	47%	N=272	14%	N=80	3%	N=18	5%	N=28	100%	N=584
Trails	32%	N=185	45%	N=261	13%	N=76	2%	N=12	9%	N=50	100%	N=584

Table 47: Question 18 (Quality) - Excluding Don't Know Responses

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Police services	28%	N=136	54%	N=262	12%	N=59	5%	N=24	100%	N=481
Fire services	45%	N=181	51%	N=205	3%	N=14	1%	N=3	100%	N=402
Ambulance or emergency medical service	38%	N=149	55%	N=214	6%	N=22	1%	N=3	100%	N=388
Crime prevention	18%	N=79	43%	N=187	33%	N=145	6%	N=25	100%	N=436
Fire prevention and education	26%	N=87	51%	N=170	20%	N=68	3%	N=9	100%	N=334
Traffic enforcement	14%	N=68	40%	N=190	31%	N=150	15%	N=69	100%	N=477
Street repair	7%	N=40	22%	N=127	38%	N=216	32%	N=184	100%	N=568
Street cleaning	12%	N=65	48%	N=254	29%	N=154	11%	N=57	100%	N=529
Street lighting	11%	N=64	37%	N=209	32%	N=180	19%	N=109	100%	N=563
Snow removal	18%	N=103	50%	N=287	22%	N=127	10%	N=57	100%	N=574
Sidewalk maintenance	8%	N=45	39%	N=212	35%	N=193	18%	N=100	100%	N=550
Downtown parking	6%	N=34	29%	N=162	31%	N=178	34%	N=193	100%	N=566
Neighborhood/residential parking	11%	N=61	39%	N=212	35%	N=188	15%	N=80	100%	N=542
Parking garages	10%	N=52	37%	N=193	35%	N=183	18%	N=93	100%	N=521
Traffic signal timing	13%	N=73	42%	N=233	30%	N=168	15%	N=84	100%	N=558
Bus or transit services	23%	N=96	42%	N=174	28%	N=116	6%	N=26	100%	N=412
Garbage collection	37%	N=187	47%	N=234	13%	N=63	3%	N=15	100%	N=499
Recycling	34%	N=177	40%	N=209	11%	N=58	14%	N=71	100%	N=515
Yard waste pick-up	28%	N=94	46%	N=157	20%	N=66	6%	N=21	100%	N=338

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Storm drainage	12%	N=60	32%	N=156	31%	N=151	24%	N=117	100%	N=484
Drinking water	20%	N=115	44%	N=247	22%	N=126	14%	N=80	100%	N=567
Sewer services	23%	N=101	52%	N=229	21%	N=94	4%	N=18	100%	N=443
Land use, planning and zoning	9%	N=35	38%	N=154	35%	N=141	19%	N=76	100%	N=406
Code enforcement (weeds, trash, etc.)	8%	N=33	40%	N=169	33%	N=138	20%	N=84	100%	N=423
Animal care and control	23%	N=89	51%	N=199	22%	N=86	5%	N=18	100%	N=392
Economic development	13%	N=56	44%	N=187	32%	N=136	11%	N=46	100%	N=425
Sustainability efforts	14%	N=60	45%	N=194	32%	N=136	9%	N=37	100%	N=427
Health services	14%	N=66	46%	N=219	32%	N=152	9%	N=42	100%	N=479
Public information services	12%	N=50	48%	N=201	30%	N=123	10%	N=42	100%	N=416
Preservation of natural areas (i.e. forests)	24%	N=124	45%	N=230	25%	N=128	6%	N=29	100%	N=511
Open space (green space)	22%	N=117	43%	N=227	27%	N=142	7%	N=39	100%	N=525
Farmers' market	54%	N=269	37%	N=186	8%	N=39	1%	N=6	100%	N=500
Taste of Bloomington	39%	N=136	39%	N=138	18%	N=64	4%	N=13	100%	N=351
Lotus Festival	51%	N=181	37%	N=130	9%	N=33	3%	N=12	100%	N=356
Fourth Street Arts Fair	40%	N=157	45%	N=175	12%	N=47	2%	N=10	100%	N=389
Overall customer service by City Employees	22%	N=94	53%	N=224	21%	N=89	4%	N=17	100%	N=424
City website	15%	N=53	50%	N=183	29%	N=105	7%	N=25	100%	N=367
Affordable/workforce housing availability	6%	N=27	22%	N=100	39%	N=174	33%	N=147	100%	N=448
Resident interaction with the Bloomington Police Department	15%	N=56	42%	N=155	33%	N=122	10%	N=37	100%	N=369
Public art provided by the City	22%	N=101	45%	N=202	26%	N=118	6%	N=29	100%	N=450
Small Business support	18%	N=58	49%	N=156	24%	N=77	8%	N=25	100%	N=317
Parks	33%	N=185	49%	N=272	14%	N=80	3%	N=18	100%	N=555
Trails	35%	N=185	49%	N=261	14%	N=76	2%	N=12	100%	N=534

Table 48: Question 18 (Importance) - Including Don't Know Responses

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	56%	N=307	24%	N=130	15%	N=82	2%	N=9	5%	N=26	100%	N=553
Fire services	60%	N=328	22%	N=123	11%	N=63	1%	N=5	6%	N=32	100%	N=551
Ambulance or emergency medical service	59%	N=326	22%	N=122	10%	N=56	1%	N=7	7%	N=39	100%	N=550
Crime prevention	58%	N=322	27%	N=151	9%	N=49	2%	N=12	3%	N=18	100%	N=552
Fire prevention and education	36%	N=195	32%	N=173	22%	N=121	2%	N=10	8%	N=45	100%	N=545
Traffic enforcement	24%	N=128	34%	N=185	30%	N=163	7%	N=37	5%	N=27	100%	N=540
Street repair	47%	N=253	41%	N=223	11%	N=60	0%	N=1	1%	N=5	100%	N=541
Street cleaning	19%	N=103	37%	N=199	34%	N=183	5%	N=27	4%	N=22	100%	N=535
Street lighting	33%	N=178	40%	N=216	19%	N=104	5%	N=24	3%	N=15	100%	N=538
Snow removal	37%	N=197	42%	N=224	19%	N=102	1%	N=5	2%	N=10	100%	N=538
Sidewalk maintenance	28%	N=148	39%	N=211	28%	N=147	2%	N=11	3%	N=18	100%	N=535
Downtown parking	35%	N=190	33%	N=177	25%	N=134	3%	N=16	4%	N=23	100%	N=539
Neighborhood/residential parking	19%	N=102	34%	N=179	34%	N=180	7%	N=39	6%	N=32	100%	N=531
Parking garages	20%	N=106	37%	N=198	31%	N=166	5%	N=27	7%	N=37	100%	N=533
Traffic signal timing	20%	N=109	32%	N=175	30%	N=164	13%	N=69	4%	N=22	100%	N=539
Bus or transit services	37%	N=195	35%	N=184	16%	N=85	1%	N=8	11%	N=58	100%	N=531
Garbage collection	42%	N=224	27%	N=145	20%	N=106	4%	N=19	7%	N=39	100%	N=532
Recycling	55%	N=293	28%	N=150	11%	N=57	2%	N=10	4%	N=24	100%	N=533
Yard waste pick-up	19%	N=100	27%	N=141	29%	N=153	6%	N=32	19%	N=99	100%	N=524
Storm drainage	39%	N=207	34%	N=183	18%	N=97	0%	N=2	8%	N=44	100%	N=534
Drinking water	68%	N=360	23%	N=123	6%	N=33	1%	N=7	2%	N=10	100%	N=533
Sewer services	46%	N=242	28%	N=150	13%	N=70	2%	N=9	11%	N=57	100%	N=528

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	
Land use, planning and zoning	30%	N=157	37%	N=195	18%	N=93	2%	N=9	14%	N=72	100%	N=526
Code enforcement (weeds, trash, etc.)	19%	N=101	31%	N=165	35%	N=189	5%	N=28	9%	N=51	100%	N=534
Animal care and control	18%	N=98	37%	N=197	28%	N=149	2%	N=13	15%	N=77	100%	N=533
Economic development	41%	N=224	38%	N=205	9%	N=47	2%	N=8	11%	N=57	100%	N=540
Sustainability efforts	50%	N=268	31%	N=166	8%	N=46	2%	N=12	9%	N=48	100%	N=541
Health services	56%	N=300	31%	N=166	6%	N=31	0%	N=2	7%	N=37	100%	N=536
Public information services	21%	N=113	39%	N=207	23%	N=121	3%	N=15	15%	N=79	100%	N=535
Preservation of natural areas (i.e. forests)	53%	N=283	31%	N=166	10%	N=56	1%	N=6	5%	N=25	100%	N=536
Open space (green space)	47%	N=255	34%	N=183	15%	N=79	1%	N=5	3%	N=19	100%	N=541
Farmers' market	31%	N=167	35%	N=185	23%	N=126	5%	N=25	6%	N=33	100%	N=536
Taste of Bloomington	13%	N=71	25%	N=132	30%	N=163	12%	N=62	20%	N=108	100%	N=536
Lotus Festival	16%	N=84	22%	N=120	30%	N=162	9%	N=47	23%	N=124	100%	N=537
Fourth Street Arts Fair	12%	N=67	24%	N=130	34%	N=179	8%	N=43	22%	N=115	100%	N=533
Overall customer service by City Employees	25%	N=132	43%	N=229	18%	N=94	3%	N=18	12%	N=64	100%	N=536
City website	17%	N=91	34%	N=177	29%	N=154	5%	N=24	15%	N=81	100%	N=528
Affordable/workforce housing availability	47%	N=249	36%	N=195	6%	N=33	1%	N=7	10%	N=51	100%	N=535
Resident interaction with the Bloomington Police Department	31%	N=169	37%	N=200	19%	N=100	1%	N=7	12%	N=62	100%	N=537
Public art provided by the City	12%	N=62	30%	N=160	31%	N=165	18%	N=94	10%	N=54	100%	N=535
Small Business support	31%	N=163	36%	N=189	16%	N=86	1%	N=3	17%	N=90	100%	N=532

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	
Parks	41%	N=217	41%	N=221	14%	N=75	1%	N=7	3%	N=16	100%	N=536
Trails	38%	N=202	40%	N=214	16%	N=87	3%	N=14	4%	N=23	100%	N=539

Table 49: Question 18 (Importance) - Excluding Don't Know Responses

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	58%	N=307	25%	N=130	16%	N=82	2%	N=9	100%	N=528
Fire services	63%	N=328	24%	N=123	12%	N=63	1%	N=5	100%	N=519
Ambulance or emergency medical service	64%	N=326	24%	N=122	11%	N=56	1%	N=7	100%	N=511
Crime prevention	60%	N=322	28%	N=151	9%	N=49	2%	N=12	100%	N=534
Fire prevention and education	39%	N=195	35%	N=173	24%	N=121	2%	N=10	100%	N=500
Traffic enforcement	25%	N=128	36%	N=185	32%	N=163	7%	N=37	100%	N=513
Street repair	47%	N=253	42%	N=223	11%	N=60	0%	N=1	100%	N=536
Street cleaning	20%	N=103	39%	N=199	36%	N=183	5%	N=27	100%	N=512
Street lighting	34%	N=178	41%	N=216	20%	N=104	5%	N=24	100%	N=524
Snow removal	37%	N=197	42%	N=224	19%	N=102	1%	N=5	100%	N=529
Sidewalk maintenance	29%	N=148	41%	N=211	28%	N=147	2%	N=11	100%	N=517
Downtown parking	37%	N=190	34%	N=177	26%	N=134	3%	N=16	100%	N=515
Neighborhood/residential parking	20%	N=102	36%	N=179	36%	N=180	8%	N=39	100%	N=499
Parking garages	21%	N=106	40%	N=198	34%	N=166	5%	N=27	100%	N=497
Traffic signal timing	21%	N=109	34%	N=175	32%	N=164	13%	N=69	100%	N=517
Bus or transit services	41%	N=195	39%	N=184	18%	N=85	2%	N=8	100%	N=473
Garbage collection	45%	N=224	29%	N=145	21%	N=106	4%	N=19	100%	N=493
Recycling	57%	N=293	29%	N=150	11%	N=57	2%	N=10	100%	N=509

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Total	
Yard waste pick-up	24%	N=100	33%	N=141	36%	N=153	7%	N=32	100%	N=426
Storm drainage	42%	N=207	37%	N=183	20%	N=97	0%	N=2	100%	N=490
Drinking water	69%	N=360	23%	N=123	6%	N=33	1%	N=7	100%	N=523
Sewer services	51%	N=242	32%	N=150	15%	N=70	2%	N=9	100%	N=471
Land use, planning and zoning	35%	N=157	43%	N=195	21%	N=93	2%	N=9	100%	N=454
Code enforcement (weeds, trash, etc.)	21%	N=101	34%	N=165	39%	N=189	6%	N=28	100%	N=483
Animal care and control	21%	N=98	43%	N=197	33%	N=149	3%	N=13	100%	N=456
Economic development	46%	N=224	42%	N=205	10%	N=47	2%	N=8	100%	N=483
Sustainability efforts	54%	N=268	34%	N=166	9%	N=46	2%	N=12	100%	N=493
Health services	60%	N=300	33%	N=166	6%	N=31	0%	N=2	100%	N=499
Public information services	25%	N=113	45%	N=207	27%	N=121	3%	N=15	100%	N=456
Preservation of natural areas (i.e. forests)	55%	N=283	32%	N=166	11%	N=56	1%	N=6	100%	N=511
Open space (green space)	49%	N=255	35%	N=183	15%	N=79	1%	N=5	100%	N=522
Farmers' market	33%	N=167	37%	N=185	25%	N=126	5%	N=25	100%	N=503
Taste of Bloomington	17%	N=71	31%	N=132	38%	N=163	15%	N=62	100%	N=429
Lotus Festival	20%	N=84	29%	N=120	39%	N=162	11%	N=47	100%	N=413
Fourth Street Arts Fair	16%	N=67	31%	N=130	43%	N=179	10%	N=43	100%	N=418
Overall customer service by City Employees	28%	N=132	48%	N=229	20%	N=94	4%	N=18	100%	N=473
City website	20%	N=91	40%	N=177	34%	N=154	5%	N=24	100%	N=447
Affordable/workforce housing availability	52%	N=249	40%	N=195	7%	N=33	1%	N=7	100%	N=484
Resident interaction with the Bloomington Police Department	36%	N=169	42%	N=200	21%	N=100	1%	N=7	100%	N=475
Public art provided by the City	13%	N=62	33%	N=160	34%	N=165	20%	N=94	100%	N=481
Small Business support	37%	N=163	43%	N=189	19%	N=86	1%	N=3	100%	N=441
Parks	42%	N=217	42%	N=221	14%	N=75	1%	N=7	100%	N=520

Please rate the quality of each of the following in the City of Bloomington.	Essential		Very important		Somewhat important		Not at all important		Total	
Trails	39%	N=202	41%	N=214	17%	N=87	3%	N=14	100%	N=517

Table 50: Question 19 - Including Don't Know Responses

What is the one thing you like least about the City of Bloomington?	Percent of respondents	Number of respondents
Homelessness	9%	N=47
Affordable housing	10%	N=51
Roads/traffic/difficulty navigating community/public transportation	22%	N=116
Lack of job opportunities/economic vitality	10%	N=51
Parking	8%	N=43
Feel unsafe	7%	N=38
Government (politics, trust, decision-making)	5%	N=26
Unhappy with development	6%	N=34
Lack of activities/amenities/City services	5%	N=28
Other	17%	N=88
Don't know/not applicable	2%	N=12
Total	100%	N=535

Table 51: Question 19 - Excluding Don't Know Responses

What is the one thing you like least about the City of Bloomington?	Percent of respondents	Number of respondents
Homelessness	9%	N=47
Affordable housing	10%	N=51
Roads/traffic/difficulty navigating community/public transportation	22%	N=116
Lack of job opportunities/economic vitality	10%	N=51
Parking	8%	N=43
Feel unsafe	7%	N=38
Government (politics, trust, decision-making)	5%	N=26
Unhappy with development	6%	N=34
Lack of activities/amenities/City services	5%	N=28
Other	17%	N=88
Total	100%	N=522

Table 52: Question 20 - Including Don't Know Responses

What is the one thing you like most about the City of Bloomington?	Percent of respondents	Number of respondents
Cultural activities and entertainment	13%	N=70
Parks, recreation and natural environment	19%	N=101
Sense of community/small town feel	8%	N=45
Diversity/inclusivity	7%	N=38
Beautiful/appearance/eco-friendly	5%	N=28
Accessibility/mobility	7%	N=36
Access to university/educational opportunities	7%	N=39
People/friendly	7%	N=37
Businesses/shopping/dining	12%	N=61
Everything/great place to live	3%	N=14
Other	10%	N=52
Don't know/not applicable	2%	N=12
Total	100%	N=532

Table 53: Question 20 - Excluding Don't Know Responses

What is the one thing you like most about the City of Bloomington?	Percent of respondents	Number of respondents
Cultural activities and entertainment	13%	N=70
Parks, recreation and natural environment	19%	N=101
Sense of community/small town feel	9%	N=45
Diversity/inclusivity	7%	N=38
Beautiful/appearance/eco-friendly	5%	N=28
Accessibility/mobility	7%	N=36
Access to university/educational opportunities	7%	N=39
People/friendly	7%	N=37
Businesses/shopping/dining	12%	N=61
Everything/great place to live	3%	N=14
Other	10%	N=52
Total	100%	N=521

Table 54: Question 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		Total	
Recycle at home	12%	N=70	6%	N=36	7%	N=41	13%	N=78	62%	N=370	100%	N=595
Purchase goods or services from a business located in Bloomington	1%	N=9	3%	N=18	19%	N=116	50%	N=295	26%	N=157	100%	N=594
Read or watch local news (via television, paper, computer, etc.)	14%	N=84	21%	N=125	27%	N=160	17%	N=103	20%	N=121	100%	N=593
Vote in local elections	20%	N=118	7%	N=40	6%	N=34	19%	N=111	49%	N=290	100%	N=594

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?

Roads/traffic/difficulty navigating community/public transportation

- All bike lanes need regular cleaning.
- All the ongoing, long time work on roads.
- Allowing the scooters into Bloomington especially on any sidewalk.
- Bad traffic and gridlock streets.
- Bikes and scooters on the sidewalks. It is becoming less and less safe to walk anywhere.
- Bloomington could be better at snow removal.
- Bloomington is far too car-oriented in its design.
- Bus routes don't cover all of city.
- City not doing its fair share of sidewalk repair and shoveling.
- Constant road construction.
- CONSTANT ROAD REPAIR IN THE SUMMER.
- Crowded streets.
- difficulty accessing downtown businesses and services
- Difficulty to travel to Chicago; wish there was a train.
- Driving. The layout of the streets is stupid, the lighting is terrible and there is no reflective paint, so when it rains it is really hard to tell where the lanes are. Also everyone follows to closely and honks for no good reason.
- Horrible traffic, one-way streets, difficult/expensive parking, not reliable bus system
- I certainly would not support switching Walnut St and College Ave to two-way streets. Downtown traffic would worsen significantly, and it would be an impediment to many residents to visit it.
- I dislike it taking 30 minutes to 2 hours to drive somewhere that is only 15-20 minutes from my house.
- I dislike that bicycles don't follow Street laws while sharing the road.
- I hate how everything is so far apart.
- In short, the City of Bloomington seems to be hesitant about committing to make strides toward

a greener/more accessible Bloomington through not fully developing alternative modes of transportation like transit, bike lanes, and walking. Bloomington has limited options for safe biking and I would love to see more protected bike lanes. It is unclear to me how committed the city is to improving its citizens' contributions to making Indiana greener. Would love to see city-wide composting, efforts to make solar panels accessible/affordable for all, and fewer cars.

- It is not so Bicycle Friendly.
- It is prohibitively difficult, expensive, and somewhat unsafe (to the vehicle) to own a vehicle in downtown Bloomington.
- Lack of dedicated bicycle facilities
- Lack of major E-W connector roads. Traffic is abysmal & city refuses to do anything about it. Just wait until the hospital is built & an ambulance tries to get through traffic in a football or basketball game day!
- Lack of sidewalk/ trail on N. Dunn St.
- Light timing on college Mall Boulevard.
- Many roads in the city are in bad condition.
- NO EASY EAST TO WEST THOROUGHFARE.
- NO TRAINS- AIRPLANE OR BUS SERVICE- TO LEAVE TOWN NOW ONLY MOTOR VEHICLE.
- NOT MUCH ASSISTANCE FOR INDIGENT PEOPLE NOR POOR PEOPLE.
- ONE WAY STREETS.
- Over the last year or so the amount of road work- mainly on west side.
- People on scooters.
- POOR ROAD PLANNING, EXECUTION, IMPROVEMENTS.
- POOR TRAFFIC/ CONGESTION.
- Pot holes right now!
- Potholes & lack of recycling in apartment complexes & parking downtown.
- Potholes on busy streets.
- Public transportation is infrequent enough to be mostly unusable and biking is scary here. Parking in my neighborhood is terrible and the city's zoning that removed more parking made it even worse. I think being able to park in our neighborhoods is much more important than even downtown if we had better public transport options.
- Quality of roads/ sidewalks- no audio on APS systems???
- Reduction schedule of bus operating on the weekend and holiday
- Repair planning of streets, traffic flow pattern.
- Right now, potholes in summer, algae taste in water.
- Road closures- seems like a project started and then stopped, and then

started & stopped again. Finish one project before starting another!!

- Road maintenance, the roads are appalling
- Road maintenance.
- Road planning and upkeep is terrible. Intersection at 3rd and the Bypass is frequently backed up due to poor light timing and odd placement of the median. No sidewalks or proper crossing points on several major roads, and street lighting is frequently flickering or completely off on streets just outside Kirkwood.
- Road repairs- no home improvement store on the east side.
- Road work takes forever to start and complete.
- Roads and access to other cities. Bloomington feels like an island in a sea of red.
- Roads.
- Roads. Traffic getting bad east to west.
- Roundabout on W. 7th 6th 1025 W7th area also 6th.
- rush hour traffic
- Scooters - they're dangerous to pedestrians and look like litter. Get rid of them.
- Scooters & parking meters.
- Scooters downtown.
- Scooters everywhere at the moron & who utilize from!!
- Scooters like skateboards on sidewalks where I need to walk & riders who remain independent of this "law" & of courtesy.

- Sidewalk and road conditions are poor.
- Sidewalk maintenance. So many that are in terrible shape.
- Some buses are not available on Sundays.
- South side road work.
- Street repair & poor water management from trains.
- Streets have 4 different names for short distance.
- Stunk problem near Bryan Park, still car-centric.
- The one way streets/ traffic patterns don't seem well planned.
- The one-way streets are very confusing for someone just moving here.
- The structure in the center of the roundabout at Winslow Rd. & high St. It blocks the driver's view.
- The timing of the street lights.
- The traffic quality when IU is in session.
- there are so any small holes on roads.
- Tiny crack-laden sidewalks
- Too difficult to get around and get things done without a car.
- Too many one way streets.
- Too much traffic on the East side.
- TRAFFIC & ALSO MISUSE OF FUNDS - 3RD STREET CONCRETE FLOWER BOXES BY PROSPECT NIL! DANGEROUS RIDICULOUS BANNERS ON LINCOLN AND 10TH STREET.
- TRAFFIC & PARKING DOWNTOWN.

- Traffic and ease of access getting from one end of town to the other.
- Traffic and road conditions
- Traffic at some intersections, especially 3rd & 45, 10th and Range, & 10th in front of Kelley.
- Traffic congestion.
- Traffic during IU sporting events, move-in weekend, etc.
- Traffic- east side to west side/ bypass.
- Traffic enforcement (for example; illegal stopping for deliveries, etc., too many people run red lights).
- Traffic especially difficulty of getting to the west side.
- Traffic from one end of city to the other: north/south, east/west.
- Traffic light at 3rd & By Pass or 10th & Range Road.
- TRAFFIC LIGHT NOT FLASHING FROM MIDNIGHT TO 5 AM.
- Traffic lights are always out.
- Traffic lights at 10th St. 45/46 needs to be fixed.
- Traffic management--intersections are redone with no apparent thought to the future.
- Traffic noise.
- Traffic obstructions downtown from delivery trucks.
- Traffic on campus
- Traffic patterns/ traffic signals/ downtown parking- need garages.
- Traffic snarls & the number of people running red lights.
- Traffic violations are not enforced with any regularity, leading to an unsafe driving/biking situation. The

same lack of enforcement of traffic laws applies to the new scooters, as well, making Bloomington an unpleasant place to navigate with any form of vehicle.

- traffic, ability to get east to west easily
- Traffic.
- TRAFFIC.
- Traffic/ Roads.
- Transportation.
- UNAVAILABLE PUBLIC TRANSIT ON SUNDAYS.
- Walking & biking.
- WEST SIDE & I69.
- YOU CAN'T DRIVE EAST/ WEST.
- You can't drive end to end in less than 25 mins.
- 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 is in session.
- Underdeveloped public transport, designated bike/walking routes.
- Untimed lights through town.

Lack of job opportunities/economic vitality

- Bloomington is too small- we need the infrastructure to attract more people. (Also, there is no bus that goes from the South to North of town- we need a Walnut Express year round!)
- Business Red Tape.
- disappointing grocery store options, bad roads, dirty downtown
- economicx
- I wish there were more grocery store options - namely Whole Foods or Trader Joes.
- Income disparity, which inflates prices (housing).
- Income inequality.
- INCOME INEQUALITY.
- Job opportunities & wages.
- Lack of COSTCO.
- Lack of economic diversity/ job opportunities. Needs more good employers.
- Lack of Fortune 500 businesses
- Lack of good paying jobs
- Lack of job diversity
- Lack of job opportunities for skilled millennials.
- LACK OF JOB OPPORTUNITIES THAT INCLUDE BENEFITS- IU SPLITS FULL TIME JOBS INTO 2-4 HOURLY POSITIONS.

- Walking and bicycle paths catering to in students.
- Wasting so much money on roundabouts through several streets!

- LACK OF JOBS.
- Lack of living wage jobs or upward mobility.
- Lack of opportunities/activities/businesses geared towards young professionals. This city is the epitome of a college town. Everything caters to the students at IU and the families of the professors there, but there's very little for late 20s/early 30s people without families who live and work in this city
- Lack of opportunity outside IU (Lack of development).
- Lack of professional job opportunities outside IU.
- Lack of retail shopping. More community events outside of college students. Young professional community.
- Learning about the "extreme" turnover rate in Bloomington companies- i.e. East Side Goodwill Center- What is Bloomington Gov. doing to stop this widespread in its city?
- Minimal job opportunities outside of a couple major employers.
- No good paying jobs factory, had to work in Dndy.
- No young professionals.

- Not enough jobs, rent rates for residents vs. students.
- Over reliance on few large employer drives wages down.
- Poor selection of places to shop (clothing).
- Poor shopping
- Small town hours for dining.
- That it is hard to find a job here that pays a living wage.
- The challenge of allowing chains/businesses frequently found in other metropolitan areas to enter the business community here.
- The clothes shopping is horrible... Their are NO decent stores in the mall, especially for women in their 30's and 40's.
- The job market is very skewed , the jobs available tend to have excessive requirements for much lower pay then even Indianapolis. With Bloomington's excessive cost of

living I see and have been in the group that leaves town to find work. It's sad that the job requirements for IU and Cook Inc are grossly inconsistent with the talent in the area but they offer of compensation is grossly understated. I see the same jobs in Indy for 30-40+% more pay and Chicago area is double to triple the pay. You can work in Chicago and buy a second home their for the salaries in that area.

- The lack of restaurants and grocery stores such as Dunkin Donuts, Whole Foods, Trader Joes, Edible Arrangements.
- There is no city of Bloomington job/ work resource other than job fairs. Indiana career connect isn't enough.
- We need more shopping opportunities.

Affordable housing

- \$1,000 for 700 sq. ft. home is not affordable.
- AFFORDABLE HOUSING FOR ELDERLY.
- Affordable housing is non existent
- By not having enough affordable housing at below poverty level- on a budget- on disability.
- Cost of Rent/ Streets Potholes, Poor traffic/ Road construction projects.
- Economic segregation of neighborhoods.
- Expensive housing

- Expensive student housing and bars downtown- It's all there is.
- High cost of housing in decent areas.
- High cost of housing.
- High cost of housing.
- High cost of rental housing, panhandlers & loitering downtown.
- High cost of rental property.
- Housing affordability.
- Housing is catered towards affluent students with loans, housing is so expensive!
- Housing is so EXPENSIVE.
- Inaffordable housing.

- Lack of affordable housing and childcare.
- Lack of affordable housing for retirees and low wages.
- Lack of affordable housing in city limits. City and builders do not have any housing development for boomers who will be retiring and can not afford a half million dollar hom.
- lack of affordable housing, difficulty parking downtown
- Lack of affordable housing.
- Lack of affordable housing.
- Lack of affordable housing.
- Lack of new, affordable housing for retirees.
- More and more high-priced housing development, rising housing prices forcing community members out of Bloomington.
- Need more affordable housing for people in the city
- No affordable housing - all new apartment complexes are 'luxury' with 2 bedrooms starting at over \$1000 a month in rent. That is not feasible for the majority of people who work and live in Bloomington. That is for the rich students that come to bloomington during the school year and have parents pay for their rent. Those students will eventually leave or be responsible for their own rent and those luxury apartments will go unleased.
- NOT ENOUGH AFFORDABLE HOUSING.
- Not enough affordable housing. Development has pushed low-income residents out of the city
- Not enough housing for low income people.
- Placating out of state business investors that drive up rent and produce unattractive housing unaffordable.
- Rent is too expensive.
- Rent is too high, landlords are shady.
- Rent keeps increasing. Affordable housing is just gone. (And I'm salaried with two jobs).
- Rental prices!!! Out of control rent for everyone! No matter how much you make!!!
- Senior housing.
- The cost of housing is expensive particularly compared to other Indiana Cities.
- The difficulty of finding housing.
- the lack of affordable housing for young , single adults. how about we stop catering to the IU students and atart helping those who live and work in bloomington
- The lack of affordable housing.
- The lack of housing. It took my husband and I four day-of-listing, over-asking offers before finally we were able to purchase, for a premium, a not-great house on a not-great plot in a not-great neighborhood. Two of my colleagues are still renting, unable to find homes. My sister and brother-in-law, who moved here over a year ago, have also been trying without

success to find a home to purchase, and will most likely not renew their rental agreement, and instead move to another city. Add to that the fact that the nearest airport is fifty miles away, and it's difficult to see how this city will be able to entice

enough people to make its tech-park vision a successful reality.

- The rising cost of housing because of downtown luxury apartments and slow repair of potholes during winter

Homelessness

- (1) Homelessness. These people need help. (2) Storm water management is terrible. Construction groups violate BMPs all the time. (3) Bus services. Need more buses move often, 6 bus problem- people crowd the 6 route with short-distance travelers when its purpose is as a shuttle to off campus housing.
- A lot of homeless population.
- Aggressive homeless people & addicts. It's gotten better though.
- Amount of homeless makes me uncomfortable. Mental health issues from deformation.
- Continued homelessness presence.
- Downtown is flooded with aggressive homeless and it makes me feel unsafe in the area whenever I go there.
- Homeless (help only man rise city residence). Panhandlers yesterday there was one on 3 corners in a row on 3rd.
- Homeless Issue
- Homeless people are a lot.
- Homeless people bothering, touching, not taking no for an answer.
- Homeless people downtown.
- Homeless population roaming my neighborhood. Seems the same Pan handler on 3rd street exit for 6 yrs.
- Homeless population, poor road maintenance & heavy construction.
- Homeless.
- Homelessness issue
- Homelessness.
- Homelessness.
- Homelessness.
- Homelessness/ begging.
- I have to put three things: vagrancy, failure to enforce traffic laws (running red lights), and sidewalks that just end at unexpected places.
- I see plenty of homeless people, or a few people living out of their vehicles. Is there a way we can serve them better so they aren't forced to beg on the streets to survive?
- I think the city could do more to reduce the pressure of homelessness. As well as the cost of living for apartments near campus, I think rental costs should be capped. I do not agree with the city allowing any business especially rental agencies to ascribe to a dog breed ban list. Breed ban lists are unethical and poorly informed forms of stereotyping

- Importing homeless!
- Pan handlers
- PANHANDLERS.
- Panhandling at corners of streets.
- Panhandling.
- Schizophrenics downtown- beggars on corners.
- The amount of homeless. Could offer more work opportunities for them.
- The homeless epidemic.
- The homeless situation. Seems to be more & more.
- The lack of plan for the homeless.
- The number of homeless individuals.

Parking

- Availability of parking downtown/ unfair housing prices.
- City Downtown Parking.
- City parking.
- COST OF PARKING.
- downtown parking
- downtown parking
- Downtown parking crisis- worse with closing of 4th street.
- DOWNTOWN PARKING.
- Downtown parking.
- DOWNTOWN PARKING: AVAILABILITY & COST.
- Hard to find parking downtown during the day.
- Lack of parking availability everywhere.
- Neighborhood parking near campus, the roads are too thin and it's hard to drive past parked cars with going in opposite directions.

- The way the homeless do whatever they like.
- TOLERANCE OF PANHANDLING.
- Too many desperate homeless people despite good city efforts.
- TOO MANY HOMELESS AND RECOVERY CLINICS.
- Transient population sprawl. I now feel unsafe living in Sherwood Oaks because of homeless people knocking on my door for money.
- Vagrants- standing/smoking on sidewalks & parks- begging at traffic stops.

Also, it's hard see when turning onto a street with parking.

- NOW HAVING TO PAY FOR METER PARKING IN/ NEAR DOWNTOWN.
- Parallel parking or more trying to find Parking downtown.
- Park. I hope there can be a park, people can walk, run, chat with others, there are also flowers, trees and place to eat.
- Parking downtown area
- Parking downtown- I stopped going since 1/19.
- Parking downtown it mainly for IU & City & County Employees.
- Parking downtown- lack of availability.
- PARKING DOWNTOWN SUCKS.
- Parking downtown.
- Parking downtown.

- Parking downtown.
- Parking downtown.
- PARKING FEES / NCL METERS.
- Parking garages with incomprehensible hours/ rates and meters that don't take coins.
- Parking meters downtown.
- Parking meters.
- Parking options- downtown- and help from hand employees with neighborhood users.
- Parking!! Not enough, expensive, ticket people are ruthless!
- Parking.
- Parking.
- Parking.
- Parking.
- PARKING.
- Parking.
- Parking.
- Parking.
- Poor parking options.
- Removing the free parking from downtown and a tax directed at students for takeout food
- The availability and cost of parking in downtown discourages me from

going downtown for shopping and dining experiences. The same can be said for going to campus. Being ticketed for parking is something that is anxiety inducing in Bloomington.

- The lack of and high price of parking downtown.
- The parking downtown is very expensive and prevents me from visiting local businesses. In general, this is a town for the financially stable & comfortable only.
- There was no problem parking downtown until the parking-meter fiasco, which continues. When there was a two-hour limit to free parking, there was turnover. Now people simply use the streets as a pay parking lot, very often parking in one place for many hours, if not the entire day. The neighborhood parking zones are also utterly unnecessary in many areas, .e.g., University between Lincoln and Henderson, where the street is almost empty of cars, all day, every day.

Feel unsafe

- (1) Dark road. (2) No recycling in some neighborhoods. (3) Less job opportunities in technology.
- Animal control officer refusing to assist.
- Been harassed at home at night by stranger at door.
- Corrupt police officers.
- Crime! Drugs!

- Drug activities.
- Drug addicts, violent crime.
- drugs, homelessness, and associated crime/issues
- Fear of racial/ethnic discrimination (due to an incident in the past & news).
- Feeling unsafe at night.
- few crimes

- Free license for those IU students who drink to excess and commit crimes or participate in unsafe public displays.
- Heroin addictions, homelessness.
- I think that Bloomington is more dangerous than people tend to think it is. I love running on the B-line, but there are some parts of it (more south) where I feel very unsafe running alone.
- Inconsistent qualities from neighborhood to neighborhood. We moved from an area when we regularly heard gunshots, there was garbage everywhere & roads were poorly maintained moved a few miles around & it's great.
- Lack of enforcement of alcohol laws!!!
- Lack of street lighting in residential areas and poor sidewalks. Also lack of recycling.
- Lack of STREET LIGHTS !
- Not feeling safe downtown & on trails late in evening and night.
- People always running red lights. Rent is too damn high.
- Police officers & administration: Treat all fair. What applies to one applies to all. DO NOT ABUSE your job authority. City of Bloomington caters to IU & those

who have more income. Monroe county Sheriff Department & Great! Need more officers

- Rails to trail are unsafe.
- Sometimes I feel unsafe walking by myself at night.
- Street lighting is still very poor/ unsafe on many streets off of 3rd. MAIL SERVICE IS POOR.
- The Bearcat! We don't need a militarized city.
- The people who invade the parks while intoxicated. That makes you feel insecure.
- The Police not stop a man from stalking my mom and me.
- The profiling - not seeking the truth about matter of the law.
- The uneasy feeling I feel walking to/ from downtown due to substance abuse population/ transient folks.
- The war on drugs.
- Too aggressive about making the world better place at the expense of our public environment early bagging on numerous canals some times for years. We have a right to a safe public environment. I have several female friends who can't even use the trails. They are harassed & are frightened.

Unhappy with development

- Addition of many apartments downtown.
- All of the high rise apartments downtown looks like any town, USA.
- All the apartments- reuse unused buildings/ spaces.
- All the construction!
- All the multi-storied apartments devoted to students and more being proposed.

- All the ugly modular housing sites popping up everywhere- hideous architecture// DEER! and... the lack of address to homeless peoples, and, the drugs- all major issue.
- Apartments everywhere/ Homeless people on every corner & taking over Seminary Square.
- As an independent contractor who takes pride in my work - I'm appalled at what passes for rental housing. One example is a poorly constructed complex such as the Dillon (A lot of disposable structures are being built that won't last 20 years). Another concern is the number of landlords/companies (some of which have never even set foot in Bloomington) that buy up property to milk for profit without doing routine maintenance or repair.
- Away from downtown, businesses seem to sprawl and take up a lot of space. I wouldn't want this to continue, since it takes more time to drive or walk between businesses, and would take up open space and forests that are currently nice to have for recreation.
- Chipping away at downtown's character thru zoning exceptions.
- Construction.
- Crowded in city.
- Current building trends & styles.
- Development too fast.
- Downtown development.
- DOWNTOWN HAS NOT CHANGED MUCH IN 40 YEARS.
- Downtown poor design.
- Entrance to Bloomington is terrible, unsightly, awful. Apartment's downtown- changing face of Bloomington.
- Generic architecture style of new buildings.
- High density housing downtown.
- High density of student apartment housing downtown.
- I like the town least now that it is surrounded by apts. & you cannot feel the Hometown & see the beauty as before.
- Large expensive apartment buildings reshaping the downtown area.
- New Apartments! Traffic.
- New development is making us look like a subway stop city in Arlington, VA.
- Over building downtown of huge student housing / parking.
- Overgrowth.
- Plan Dept., and all the ugly student housing & apt. buildings !!!
- Planning commission.
- Plethora of apartments. Parking meters.
- RESTRICTIONS AT BUILDING IN BLOOMINGTON LIMITING CREATIVE SOLUTIONS.
- Rich people developing tall building with hundreds of bedroom downtown.
- Some parts of town feel underdeveloped and it causes a lack of cohesion in the city's feel.
- Sprawl to the West side.

- That student apartment complexes are taking over and changing the character of the city
- The # of downtown student housing; downtown parking challenges; homelessness; cost of living. No longer attend IU events, theatre, mac, anti-town, art museum, etc. due to parking challenges. No "A" sticker.
- The annexation and high property tax rates.
- The constant construction projects.
- The destruction of our beautiful downtown through ugly tall buildings, parking meters on sidewalks instead of curbs, endless sports bars it's heartbreaking.
- The Development that has taken away the charm.
- The disgusting gentrification and urbanization due to an overpopulation of college students, that have taken away the beauty and historical aspects of the town, leading Bloomington down the path toward becoming another filthy, large, and unsafe city, such as Indianapolis, and taking away the overall home town appeal the city had for so many years until recently.

Lack of activities/amenities/City services

- Child friendly activities, shopping.
- CLOSING OF RETAIL ESTABLISHMENTS (LACK OF BOOK STORES, ETC.).
- Difficulty of finding healthcare resources now that IU Health is the Big Dog.
- Fewer health provider options.

Time for new city government officials who appreciate what Bloomington once was! It is not longer Bloomington to me, so I will be forced to leave here soon. Thanks BS-town...

- The high-end housing downtown (the amount of it) takes away from the charm that is Bloomington.
- The new buildings seem unoriginal & tasteless.
- The new high rise residential buildings.
- The number of very large & expensive apartment building that have taken over the downtown area.
- The over building of apartment complexes- everywhere.
- The overbuilding of generic student apartment's downtown.
- The proliferation of college student apartments in common city areas all over the city. The city belongs to the people, not the students.
- Too many apartment buildings being built! Too many in downtown & high property taxes.
- Too much high rising development in downtown..

- I don't like the new Hospital & the dog park needs SERIOUS TLC.
- I have heard that the mental care system here is not at a high enough level.
- Isolation & lack of entertainment and leisure activities.

- It does not have a proper Senior Center.
- It is a little boring - nothing fun to do!
- It is very hard to get to know anyone. I received no information about living here when I moved four years ago. I had to figure it out by myself.
- Lack of a Senior Center like, Endwright in Ellettsville, that is easily accessible by bus.
- Lack of barristers at curbs, sidewalks etc. Lack of more & closely spaced benches contributes to isolation. I am older; many more folks reaching older age & needing things list in #19.
- Lack of educational programs for adults, except out of the session events.
- Lack of effective services for poor, homeless, those impacted by substance abuse
- lack of places to go have fun. 0 shopping places. college mall isn't good at all.
- Lack of recycling and caring for the environment.
- Lack of recycling for residential/business properties.
- Lack of yard waste pickup via vacuum in our neighborhood when

the surrounding neighborhoods have it!

- MENTAL HEALTH SERVICES & TOO FEW DOCTORS.
- Need for a czar of loneliness for adults, many lonely adults in B town (as a new widow very difficult to engage in activities by oneself, more social events early afternoon for adults).
- Needs to improve recovery, addiction and homelessness services.
- No decent gay bar for a supposedly gay-friendly city.
- No Senior Center.
- Not enough CINEMA choices.
- Not enough community adult education opportunities.
- Shalom Community Center.
- Some services (ex. Mediation clinic/ Family court) need a major review.
- There is no significant art work around to designate our city as being artistic. Statues homage to famous people, bike shapes, etc.
- We aren't doing enough to support low income and homeless population.
- Would like to see curbside composting pickup.

Government (politics, trust, decision-making)

- A little too liberal in approach to satisfying community needs. (I am a democrat, but Bloomington government seems to be a little too left.)
- Administration & City Council that leveraged all available funds.
- All improvements seem to be based on being economically secure (upper middle class) rather than things that would help/ improve life

for the rest of us, the aging and the poor.

- At times you're not allowed to have an opinion or state what you think.
- Attitude of the bureaucrats running HAND.
- Back room politics. The unwillingness to enforce codes as they are written e.g. favors to movers/ shakers.
- Biased community- against conservative.
- BLOOMINGTON IS A ANTI RESIDENT TOWN.
- BUILDING APPROVAL TOO LATE. Current Mayor; downtown not as interesting as in the past, traffic.
- Criticism towards conservative-minded residents.
- DISHONESTY OF MAYOR.
- Food and Bev. Tax -
- Hold public meetings where majority of public is against an issue but City Council does what they want.
- Interaction with the city when no notification was given for my property taxes and it was past due with no notice. Also i am upset about the small window given for exchanging trash stickers back for cash and was out of town and was told there was nothing i can do. Dislike the excessive constructions and road closures. Too inefficient.
- It caters to rich east coast college kids and lets permanent citizens live in poverty.

- It is too liberal & is out of touch w/ rest of state. It's one way or no way!
- Lack of political diversity.
- Lack of transparency and micromanagement by the mayor
- LIBERAL POLITICS.
- MAYOR PORKELTON.
- Most effort & resources directed to least important responsibilities of the city.
- Not enough Diversity politically-residents.
- One sidedness of Mayor & Council.
- Our city council person i\has not been very responsive to issues we have raised and not attentive at City Council Meetings.
- Our mayor seems to dictate everything. We SEEM to want affordable housing yet to get anything done around Bloomington is one effort after another and the only thing enriched is time and attorneys. I absolutely hate that we are stacking units so close to the road. WHAT BOZO thought it was ok to allow the construction of a C store at the SE corner of Country Club and Rogers!!!!
- Overemphasis on the recreational preferences of IUB undergraduate students.
- Overly liberal in many situations & disrespecting in other values.
- Progressive groups & agendas politicized/ highlighted.
- Real disconnect between "city government" and needs & problems of lower income residents- oligarchy of elitists out of touch with true

nature of life and problems of those with disadvantages (either temporary or permanent) LIP service to solving problems- official buffered layers of bureaucracy and indifference.

- Spending too much time/ money on special projects while not adequately maintaining essential city services.
- The agenda that puts tax payers 2nd to everyone else.
- The control of it by one party and the spending of money we don't have.
- The direction the city is taking with the convention center expansion. I think this will eliminate vital commercial space and will not result in the speculated additional economic development.
- The grandstanding city council with their pontificating on world issues, like something going on in Syria- not City's Govt's role- rather than

making their concerns more vital local issues: streets safety, etc.

- The lack of transparency of city government in how they make decisions.
- THE MAYOR.
- The way students have a disproportionate influence on politics & life style.
- Too far left, my house was declared historical because of age.
- TOO LIBERAL ON CITY COUNCIL AND FREE MARKET ADVERSE. NOT BUSINESS SAVVY.
- Too liberal.
- Too much student influence.
- TOP DOWN POLICY GOVERNMENT & LACK OF INFRASTRUCTURE.
- Totally dominated by Democratic Party- no point in even voting in local elections.
- Trying to extend city limits...

Other

- "OLD OY NETWORK."
- (1) DEER IN EAST SIDE NEIGHBORHOODS; (2) BROKEN PARKING METERS; (3) TRASH AND RECYCLING BINS LEFT ON SIDEWALK BY STUDENTS, OBSTRUCTING PASSAGE.
- Affordability
- All the 'eyesores' (abandoned buildings) or businesses left empty for years. And all these apartment complexes going up everywhere you

look, taking away the history and natural habitat.

- All the students.
- Apartment.
- Cigarette butts- people who don't play after their dogs.
- City website.
- Continuous growth of deer population in neighborhoods! And scooter's danger!
- cost of living
- Cost of living increases disproportionate to raises/ income.
- Cost of living is too high.

- Cost of living.
- Dirty neighborhoods.
- Everything is expensive.
- Excessive garbage/ litter in yards/ streets.
- Excessive use of road salt is the first thing that comes to mind. Seems like a problem for the environment long-term. There is not "ONE" thing.
- Failing schools. Fairview Elementary
- HAND.
- High Taxes.
- How muddy Ferguson Dog Park gets.
- I think the city is too small, could use larger year-round population!
- It can be fairly crowded in certain areas/shops at certain times but it is not a major problem
- It does not feel like a tight-knit community.
- It's location.
- It's so Bloomington.
- IU.
- Lack of diversity.
- Lack of diversity.
- LACK OF EFFORT BY STUDENTS TO BE RESPONSIBLE CITIZENS.
- LACK OF ETHNIC DIVERSITY.
- Local bigots.
- Lotus festival.
- midwest weather and the air quality
- More students than permanent resident. Changing landscape downtown- high rise.
- -Need more actions for sustainability; solar panels alone are not enough -Lack of protected biking lanes and trails -Way too much development especially relocation of hospital; closures of too many longstanding businesses
- Need to improve cleanliness in Hospital on 2nd street.
- No river, (hard to come up with).
- Our newspaper has nothing in it, no TV channel for info.
- Overall customer service.
- Poor storm drainage in some areas.
- Property taxes far too high!!
- Property taxes.
- Quality of drinking water.
- SLOW/ NO DEVELOPMENT OF BRINGING FIBER INTERNET TO HOMES.
- Socially and culturally homogenous
- Sometimes people are racist toward POC.
- Sometimes, it seems like well-meaning attempts to regulate aspects of community/neighborhood life have unintended consequences. For example, the Historic Preservation Committee, while important, adds significant barriers (in terms of time and money) to residents who need to make updates to their homes. In some cases, this leads people to just avoid or put off necessary repairs. Also, I'm annoyed that I have to pay \$45/year (with annual increases!) just to park in front of my house... I am not that close to campus/downtown either.

- Storm drainage.
- Students (IU).
- Students high rises & scooters.
- Students walking blithely into traffic
- Students.
- STUDENTS.
- switchyard park. should have left it all trees
- Tatoo Parlours & Pandering on street corners everywhere.
- TAXES ON PROPERTY TOO HIGH (HOMES).
- That the value of my property has increased only 25% over 25+ years, which has made it a poor investment compared to properties in other locations.
- THE AMOUNT OF NOISE FROM BUSINESSES, LOCALS DRIVING, VERY DISRUPTIVE- I AM IN A LOW-INCOME AREA W/ COMMERCIAL ZONING.
- The campus culture.
- The culture of the students, complete inability to park during terms.
- The fumes and noise emitted by the Car, Cycle plant.
- the graduate hotel on kirkwood
- The high cost of everything from food to Housing/Apartments

Don't know/not applicable

- Clearly, based on our survey answers, there is no "least" dislike for us.
- I like Bloomington!
- I really can't think of anything.
- I'm not really sure. I'm still fairly new to town.

- THE NORTH COLLEGE CANYON.
- The number of crows that visit the East Side of town- noise & poop.
- The students being rowdy.
- The working efficiency of city utility department.
- TOO DOMINATED BY IU & STUDENTS.
- Too many allergies.
- Too many chicken coop apt.
- TRAILER PARKS.
- TRASH FILLED STREETS.
- Trash on roads.
- Trash on sidewalks, alleys, etc.
- TRASH.
- Ubiquity of alcohol
- Walnut Grove Apt. bookkeeping price gouging (lots of Hoodlums).
- Weather in winter, lack of shopping places.
- Weather!
- Weather.
- When it snows the trucks aren't out till later in the day, the roads are scarcely salted, and the sidewalks are rarely clean.
- When the leaves & fall debris are on side of road for too long & Bock storm drainage. Also the homeless population.

- I'm quite satisfied with the life in B-town.
- N/A
- NO OPINION.
- None.

- Nothing- I am satisfied with the whole city!
- Nothing really.
- NOTHING.
- Nothing.
- Unknown

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

Parks, recreation and natural environment

- Access to parks, public spaces.
- Access to trails & food & beer.
- Accessibility to state parks and other next things in Southern Indiana.
- All of the parks and hiking trails in and around the city.
- Areas of undeveloped parks/ green space. Forests.
- Availability to Nature!
- Available parks, hiking trails.
- b-line
- B-LINE.
- B-LINE/ BRYAN PARK.
- Bloomington B line.
- Bloomington Speedway.
- Cascades.
- Close to Hoosier NF.
- Enjoy the parks and walking trails.
- Environment is very nice/ clean. Lots of parks/ open space.
- ENVIRONMENT.
- green everywhere, small signage, utilities underground
- Green space, natural setting.
- Green Space.
- Green spaces
- Green spaces.
- Hills, hippies, and trees; also the underground music scene is great!
- Historic preservation and parks
- How close it is to nature such as hiking trails, walking/biking trails, proximity to Lake Monroe.
- I am a life long resident - 67 years - love the city parks, the B-Line, the older neighborhoods
- I appreciate that it's a priority to develop new community spaces such as Switchyard Park and the B-Line Trail.
- I love all of the green spaces and natural landscapes that Bloomington has!
- I really enjoy the accessibility to the park near my town and how it feels safe to walk around even at night.
- Lots of green, nice looking place to live.
- Multi-use green spaces, parks, etc.
- Natural Parks, trails, affordability
- natural sources and places
- nature
- Nature and environmental emphasis.
- Parks & trails for running/ biking.
- Parks and Art events.
- Parks and food.
- Parks and recreational areas
- Parks and trails
- Parks and trails.

- Parks and trails.
- Parks, green space.
- Parks, trails, & green spaces for active living.
- Parks, trails, and the amount of preserved natural areas.
- parks, trails, festivals and events. vibrant downtown
- PARKS, TRAILS.
- PARKS.
- Parks.
- PARKS.
- Parks.
- Public beauty and culture
- Public parks, trails, public library, amount of small businesses, availability of fitness/wellness opportunities at reasonable rates.
- RECREATION.
- Recreational opportunities.
- Riding my bike on the trail system.
- so full of nature/beauty
- Surrounded by nature.
- Switchyard & walking trails.
- System of trails connecting different areas.
- The air condition and environment
- The amazing natural spots.
- The area around Bryan Park for walking- lovely!

Cultural activities and entertainment options

- A lot of opportunities for cultural experiences.
- Access to community events/ Indiana Univ. events/ identify as a College town keeps Bloomington current to world and digital activity.

- the environment and facilities support for a student like me
- The green space, parks and trails
- The green spaces.
- The green- trees w/ flowers.
- The parks & bike trails.
- The parks & events for families.
- The parks and green space.
- The Parks Department.
- The parks- they are well maintained and staffed.
- The parks, arts, and music.
Bloomington is a great place to live & raise a family. The local restaurants & businesses & IU make Bloomington great!
- The parks/ local business/ diversity.
- The parks; Farmer's market.
- The public parks in Bloomington are some of the best in the world and there is a clear focus on the public's quality of life.
- Trails & parks.
- trails and outdoor spaces
- Trails and parks.
- TRAILS/ PARK SYSTEM.
- Trees; most people; not a large indifferent city; relatively close traveling anywhere outside Bloomington.

- Access to the Arts & Culture provided by Indiana University.
- Activities - Entertainment - Concerts, theatre, etc.
- activities and farmers market
- Activities!
- Activities.

- All the opportunities for cultural exposure and activities for young families.
- Artistic events/festivals
- Arts & Entertainment- ease of accessibility & affordability.
- ARTS & MUSIC.
- arts and entertainment options
- Arts availability in town and at IU.
- Arts community.
- Arts programs especially as available through Indiana University but also privately throughout the city. Also the small cityh feel and a vital downtown.
- ATTENTION TO THE ARTS-VISUAL ARTS, MUSIC, DANCE, THEATRE.
- Availability of activities in the community.
- availability of cultural events and global interest
- Big city amenities with small town feel.
- Big city entertainment and things to do in a small town environment.
- Broad array of things to do, friendly neighbors.
- Comedy attic.
- Commitment to quality of life: arts, culture, trails, parks, food, sports, entertainment.
- Community events.
- Cultural & sporting event offerings.
- Cultural Advantages- Great Restaurants and Shops.
- Cultural attractions.
- Cultural events in a small city-friendliness.
- Cultural opportunities (especially musical).
- CULTURAL OPPORTUNITIES-FILMS, CONCERTS, THEATER.
- CULTURAL OPPORTUNITIES.
- Cultural, Rural atmosphere.
- Culture
- Culture (theater, music, etc.).
- Culture.
- Culture.
- EASE OF ACCESS TO FACILITIES & EVENTS.
- Entertainment opportunities.
- Entertainment options and restaurant variety.
- GOOD LIBRARY.
- Great amenities and culture in a friendly small town.
- Great, affordable entertainment.
- Honestly at this time I can't, oh wonder lab.
- I like having access to a wide variety of culture.
- Ice Arena.
- Its cultural, lots of activities and happenings.
- Lighting of the square the day after thanksgiving!
- Lively and diverse cultural activities.
- Lots of cultural activities & active community.
- Lots to do.
- Lotus Festival.
- Monroe County Public Library.
- Music at IU.
- Music opportunities offered by the IU music school.
- Musical events/ opportunities.

- Opportunities to participate in cultural events.
- Opportunity for entertainment downtown.
- Plenty of things to do to keep active, small town character.
- Size & variety of activities in all areas.
- So many entertainment, art, and outdoor activities so close/convenient
- Strong arts communities.
- Stuff to do.
- Taste of Bloomington.
- The arts.
- The availabilities of the arts- many free.
- The culture and availability of products and services.
- The culture.

- The emphasis placed on art within the community.
- The farmer's market.
- The library is great. Good parks and trails.
- The library. It's fabulous. Also, the Buskirk-Chumley.
- The many free community events.
- The public arts and four festivals i.e. The Garlic Fest.
- The public library.
- The sophisticated environment, due to IU, for a town this size.
- The variety of cultural opportunities and small businesses!
- The vast quantity of musical & artistic events offered, many of them free.
- There are many cultural events/ things to do.
- Variety of cultural & educational opportunities.

Businesses/shoppin/dining

- A lot of excellent restaurants, bars, and grocery stores in easy walking distance.
- All of the businesses within the city.
- Beer.
- Different restaurants & its home.
- DIVERSITY IN SHOPPING & ENTERTAINMENT.
- Diversity of restaurants, business & festivals.
- downtown businesses
- Downtown.
- Downtown.
- Fabulous dining, parks and trails
- Farmers' Market!!!

- Farmer's market.
- Farmer's Market.
- Farmer's Market.
- Farmer's market.
- Farmers market/ Bryan Park/ Creation Switchyard.
- Food & entertainment options.
- Great ethnic food.
- It's got a lovely business district with local businesses, very tolerant atmosphere.
- Luckies Market.
- Quaint shops/ restaurants downtown.
- restaurant options, walking/biking trails

- RESTAURANT OPTIONS.
- Restaurant scene, parks.
- Restaurants- so many choices of foods and drinks.
- Restaurants.
- SHOPPING CENTERS.
- Sustaining our downtown.
- The character of small businesses and public events that make this town unique.
- The focus on building a nice downtown and the commitment to build nice parks and more green spaces. I love our forested trails and want to make sure they stay.

Sense of community/small town feel

- Activism and community building.
- Atmosphere, friendly neighbors, dedication to support one's passion.
- ATMOSPHERE/ VIBRANCY.
- CIVIC PRIDE.
- Civic spirit & creative people finding good venues for their arts.
- Civic-mindedness- from the neighborhood associations to the Council and the Mayor's office.
- Community efforts, volunteer opportunities
- community involvement, parks, and trails, downtown shopping, community events.
- COMMUNITY.
- Community.
- Downtown still has "small town" atmosphere.
- Effort the city & citizens put into things that matter for their

- The local businesses such as restaurants and shops. The walkability of the community. The proximity to natural areas
- The restaurants.
- The visibility of Native even downtown.
- The wide range of restaurant and activities that can be found for the City.
- The wide variety of businesses.
- There is so much to do- restaurants, athletic participation, attendance, parks, etc.
- Variety of small businesses & food/ restaurant options.
- Vibrant downtown.

community (water, sustainability, art, small business, etc.).

- Has most of big cities in small scale.
- HAVING PRIDE/ COMFORT KNOWING THAT IT'S MY HOME.
- I appreciate community involvement efforts and progressive-minded change.
- I enjoy the sense of community that is a result of lots of different people who interact with each other on a daily basis
- I love Bloomington's Sense of Community.
- I'm a part of strong communities
- It's a very hometown city, feel safe living here.
- Its modest size- low buildings, downtown parties.
- Neighborhood.

- Our household has no family here and neither do many of our friends. Many of us are transplants, but we have found our community and family within our friend group. Bloomington has such wonderful, supportive people in the community and I think together we can start small to make big changes happen!
- PRIDE.
- Sense of community- small town feel with big city amenities with the exception that you did not allow neighbors the option to share containers and reduce visual clutter. According to two of my 'flooded' properly friends.
- Sense of community.
- Small home town feeling.
- Small town appeal with large city culture.
- Small town atmosphere- IU.
- SMALL TOWN ATMOSPHERE.
- Small town charm.
- Small town feel, but with a variety of activities like theater & opera & musical variety.
- Small town feel.
- Small town with lots of diversity/ cultural opportunity.
- small town with university and all of the benefits that come with IU --

Access to university/educational opportunities

- Access to the university & to Ivy tech. Because it is so unsafe for walking in Bloomington my friends & I only go downtown for emergency matters. (These are not often) instead we go out to eat in restaurants (every Thursday) to restaurants not in downtown

the students, activities, higher level of intelligence in population

- Small town, cozy feel.
- the community and its members. (This was a difficult decision...there were many others.)
- The community as a whole, an oasis in the state of Indiana,
- The community feel.
- The community is great!
- The feeling of community.
- The sense of community and city pride.
- The sense of community created by events like lotus or the taste of Blgtn. & weekly things like the farmer's market.
- The sense of community, friendliness, and overall quality of life.
- The sense of community.
- The small town feel along with having everything you could possibly need.
- The small town feel.
- to be small and quiet
- Trying to improve things locally.
- Very caring and giving community. Citizens very supportive of numerous non-profits.
- VOLUNTEER CULTURE.

Bloomington. The library (MCPL) is not on our outings much- more either.

- All things we have because of the students (IU).
- Amenities thru I. U.
- BEAUTY AND ARCHITECTURE OF INDIANA UNIVERSITY.

- Campus & Community connection - bike/ walk/ user friendliness of town w/ many parks & common areas.
- Education, natural environment, kind peoples.
- Educational Opportunities! (and people!) I must mention the police are very professional in Bloomington!
- Educational/ recreational opportunities.
- Elementary schools.
- Having a good paying job at Indiana University.
- I do like the young people.
- I. U. Campus.
- I.U.
- Indiana university and all that it offers.
- Indiana University and its relation to the city. Liberal lean of the city. We love Bloomington!!!
- Indiana University- Bloomington.
- Indiana University.
- INDIANA UNIVERSITY.
- Indiana University.
- Indiana Univ's role in cultural activities and in intellectual leadership and stimulus.
- IU & EAST SIDE.

Diversity/inclusivity

- A lot of diversity in a relatively small city.
- ACCEPTANCE OF PEOPLES FROM DIFFERENT BACKGROUNDS.
- CIVILITY IN DIVERSITY; EDUCATED, LITERATE, CULTURED PEOPLE.
- CULTURAL DIVERSITY.
- Culture of openness.
- DIVERSE AND INTERESTING PEOPLE & CULTURE.
- Diverse interests outside of IU focus.

- IU Campus- library & music department.
- IU CAMPUS.
- IU CULTURE.
- IU Music School.
- IU.
- Learning opportunities.
- LOTS OF EDUCATION & ENTERTAINMENT OPTIONS.
- Offerings of I.U., restaurants.
- Opportunities available at I.U. (entertainment, civic, education).
- Relationship with IU.
- That IU is located here; otherwise Bloomington wouldn't be Bloomington.
- The university & educational opportunities.
- The university and all it provides to the community.
- The University and great events (music & sports) it provides.
- The University Jacobs School of Music.
- The University, & relatively safe, clean air & water- I hope I trust.
- The university.
- University influence.
- Youthful Vibe.

- Diverse, vibrant cultural opportunities.
- Diversity and acceptance.
- Diversity of culture.
- Diversity of people, events & resources.
- Diversity of things to do- openness to differences.
- Diversity, IU Campus.
- Diversity, size, culture.
- Diversity.
- Diversity.
- DIVERSITY.
- Diversity.

- Diversity.
- DIVERSITY.
- Diversity.
- Diversity.
- Diversity.
- Diversity. IU brings a lot of diversity and culture.
- Diversity/ availability of small businesses/ restaurants (esp. downtown).
- Diversity/ Food choices.
- Diversity/ general upbeat and happy vibe.
- Embracing diversity.
- For a place in Indiana, it feels welcoming for LGBTQ people.
- Inclusion.
- Inclusivity/ diversity.
- It's commitment to support marginalized people and groups.
- IT'S INTENT FOR INCLUSIVENESS AND DIVERSITY WITHIN IT'S CURRENT FLOWCHART OF SERVICE TO THE RESIDENTS OF THE CITY.
- It's so welcoming to all people. The best place in the state to me.
- More diverse

People/friendly

- Being closer to our grandchildren.
- For the most part most people are friendly & plenty of places to get food so nobody goes hungry and I think that's wonderful.
- Friendliness - variety of dining options - tress.
- Friendliness & helpfulness.
- Friendliness of city staff.

- Open and accepting community
- Openness, welcoming atmosphere, tight knit community.
- Opportunities for broadening perspectives, from concerts to ethnic food to interacting with people from around the world.
- So many things- diversity in residents and events.
- The acceptance of different groups of people.
- The cultural diversity of the city, much of which is related to IU's presence here, of course.
- The cultural/ diversity aspect.
- The diverse cultures.
- The diversity & variety.
- The diversity and accessibility to culture: festivals, shopping, ethnic restaurants, theater, art, etc.
- The diversity of our community and the eclectic opportunities available here.
- The openness of the community.
- The rainbow of diversity and culture with its resulting arts and foods.
- The sheer diversity in Bloomington.
- Tolerance

- Friendliness of most residents.
- Friendliness of people.
- Friendliness of residents.
- Friendliness.
- Friendly & easy to get around.
- Friendly neighbors.
- friendly people

- Friendly people (which is true of Indiana, in general). I also like the snow plowing / salting and cleaning, which is excellent.
- Friendly people and enjoy the downtown area
- Friendly people.
- Friendly.
- GREAT COMMUNITY- GREAT PEOPLE.
- Great people & great trail.
- It's congeniality :)
- Love the people and level of kindness.
- My grandchildren live here and 2 of my 3 children.
- Overall friendly environment.
- PEOPLE FROM ALL OVER COME HERE FOR SCHOOL & ENRICH THE OVERALL FEEL OF THE CITY.
- People in general, pretty much nice, respectful, helping one another.
- PEOPLE.

Accessibility/mobility

- Accessibility.
- Bus or transit service.
- Bus service.
- Can get around to anywhere in 15 min.
- Can quickly get anywhere
- Cheap public parking.
- Convenience.
- Driving or walking in a Hometown- not trying to make it appear to be Indy or NY comfortable, attractive, entertains but quiet (My Home Town).

- People; Landscaping.
- The friendliness & welcoming of the people since just moving here.
- The friendliness of the people and the willingness to join together to address issues and problems.
- The people - diversity - friendly - feel safe & accepted.
- The people & natural beauty.
- The people are open and friendly. Allowing others into traffic, picking up litter, teaching children to be good citizens & library.
- The people I have met here!
- The people.
- The people.
- The supportive and enthusiastic community.
- There residents- always helpful.
- Very friendly and clean and mostly safe.
- What Blgmt has the most- The people- The events- Sports- IU.

- EASE OF GETTING AROUND TOWN.
- Ease of mobility- easy to get most places fairly quickly.
- Easy to travel through town.
- Everything I need is close by; I don't have to go too far from home.
- Good public transportation.
- Grid layout of downtown and core neighborhoods
- I like how easy it is to get around Bloomington - it doesn't take too long to get anywhere.

- It has everything that a big city has yet it is easy to get to...excepting parking and paid parking at that.
- It is easy to walk or ride a bus to places.
- It is very bikeable/walkable, even if drivers are often unaware of how to behave around cyclists and cyclists are unaware of their responsibility to obey traffic laws.
- It's a nice city to walk in, and there are some decent hiking trails around.
- It's compact and easily navigated.
- Less traffic than on East Coast.
- My location convenient to medical facilities and shopping
- Places I go to are close to home.

- Public transport and bike trails/routes.
- Short driving distance for desired distances.
- The easy flow of traffic with the one-way streets.
- Walk-ability easy to access many amenities downtown and from nearby neighborhoods.
- Walkability, entertainment, lots of grocery stores & restaurants.
- Walkability.
- Walkability.
- Walkability.
- Walkability.
- Walkable downtown (extends beyond core).
- WALKABLE.
- Walking trails.

Beautiful/appearance/eco-friendly

- Beautification & Camaraderie.
- Beautiful town with all amenities, activities, restaurants, nature, stores, local businesses, education opportunities.
- Beautiful, clean city with plenty of activities.
- caring about green issues
- Commitment to sustainable/ eco. living & nature preservation.
- Diverse programs in support of alternative energy sources... and for Music & Art.
- Eco-friendly (easy to walk & ride bike in the city instead of drive, good recycling) and very clean streets!
- emphasis on sustainability
- Environment

- Historic features- beauty (trees, flowers).
- INCREASING COMMITMENT TO SUSTAINABILITY PRACTICES.
- Interest in environment.
- It is an active, well-rounded community that values its natural resources.
- It's a beautiful and convenient city to live in.
- It's peaceful and beautiful.
- Recycling.
- Summer landscaping downtown, small businesses.
- Sustainability efforts.
- The attractiveness and vitality of the downtown area and B-Line.

- The downtown area is beautiful, walkable, and full of fun restaurants

Everything/great place to live

- 99% ALL.
- All it has to offer for a town its size (sports, arts, entertainment, I.U., safe, cost of living).
- Bloomington has changed in many positive ways over the past ten years. I feel optimistic about the future.
- Bloomington is a wonderful place to find a community
- Everything.
- Family friendly
- Family oriented.
- Good place to raise kids.
- Great place to raise children; VIM; Culture.
- High degree of variety of various opportunities (food, recreation, education) for a city of Bloomington's size.
- In my current situation of income, health, etc. Bloomington is so easy & comfortable to live in.
- It has something for everyone.

Other

- A BLUE ISLAND IN A SEA OF RED.
- Affordability
- Affordability, arts, parks.
- Although there is a bit of danger. You feel safe, thanks to police services.
- An activist, progressive mayor.
- Being a "special island" in Indiana!
- CHOICES!

and shops.

- IT'S A GOOD PLACE TO LIVE.
- It's a great city to live and work in. Easy ways to get to places. (Bus, walking, especially to work, church & grocery stores).
- IT'S HOME.
- Livability.
- Living here in our wonderful neighborhood & also the amazing Fairview School.
- Many of the perks of living in a big city without the size of a big city.
- NICE PLACE TO LIVE.
- Quality of life- friends, things to do, activities, farmer's market summer & winter.
- Quality of life.
- Quality of life.
- Some bigger city feel (stores, restaurants, hopefully better entertainment options coming) with a smaller city hospitality.
- Cost of living
- Cost of living and friendly people!
- Cost of living.
- Ease of living here
- Enjoying the 4 seasons, IU students leaving in Spring & returning in the Fall.
- FIRST RESPONDERS.
- How welcome my son feels at school- there's no bullying.

- I love that it is progressive and seems to fit my values of culture, preservation, nature, tolerance, community, support of others/local businesses.
- It is the most progressive community within reasonable driving distance of where I work.
- It's a liberal city.
- It's a lot more progressive than the rest of the state.
- It's in Indiana.
- Its size, relative to larger cities.
- It's very quiet and the summers are mild.
- Jack Morrison Birthplace.
- Keeping core neighborhoods intact.
- Located in a conservative (overall) state.
- Low transaction costs of day-to-day life.
- Neighborhood safety- beauty of IU campus.
- Not for profit agencies devoted to making B-town a better place to live for all.
- Old neighborhoods.
- Over all affordability of the city and development of new housing and other business/ retail development.
- Preservation efforts for old building while finding new uses.
- Progressive mindset.
- Quiet places.
- Resources and opportunities.
- Responsiveness to public.

Don't know/not applicable

- ?
- Don't know.

- Safe place for a mostly homogeneous population of white, relatively wealthy people
- Safe.
- Snow removal.
- Snow removal.
- Some not- stupid people to talk to.
- Somewhat progressive ideas and policies
- Strong support for small/local business
- Students spending money
- STUDENTS!
- Support for small businesses.
- That my children are safe.
- The historical buildings and trees that have not yet been torn or cut down, in order to urbanize the city, cater to students, and take away those historical components.
- The liberal mind set. Bloomington is the ONLY city in Indiana that I will even consider living in but the job market makes me rethink that decision almost daily.
- The local newspaper (H-T) is excellent.
- The new Trash-pickup system... works great!
- The public transport is incredible.
- Trash & recycle collectors - They do a great job & underpaid I am sure.
- Trash recycle & snow removal.
- Trash services, trails.

- DON'T.

- Having trouble with this one.
Christmas lights all white parade not a good one bring more to downtown for everyone!! Please no desire to go these anymore not just us.
- I don't like Bloomington.
- I used to like living here, but now?
- It used to be the downtown area but you have ruined it with all the large apt. & hotel building!! Fire all the Plan Dept.!!
- It won't be here FOREVER.
- N/A.
- NO OPINION.
- Not access.
- NOT ONE THING.
- Nothing special!
- NOTHING.
- ONE DAY IT WILL BE RUBBLE.

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

- Non-Binary.
- Transgender.
- Neither.
- Both- no difference.
- The asshole.
- In another way
- Gender Queer
- Nonbinary

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

- Part time (Law School).
- PhD candidate Adler University online.
- Private music and language lessons.
- I take frequent community classes & day tech classes & would take a community class all for fun!
- ADULT EDUCATION ON (PART TIME) IVY TECH/
- WALDRON INDIANA UNIVERSITY.
- Classes in Business & Real Estate.
- Lifelong learning.
- Human Nature. LOL.
- Online Boston University part-time.
- full-time at Indiana University East

Appendix D: Responses to Select Questions by Respondent Characteristics

The subgroup comparison tables contain the cross tabulations of selected survey questions by respondent characteristics. Chi-square or ANOVA tests of significance were applied to these breakdowns of 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.

For each pair of subgroups that has a statistically significant difference, an upper case letter denoting significance is shown in the category with the larger column proportion. The letter denotes the category with the smaller column proportion from which it is statistically different. Differences were marked as statistically significant if the probability that the differences were due to chance alone were less than 5%. Categories were not used in comparisons when a column proportion was equal to zero or one.

Items that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 55 on the following page, 91% of residents who had lived in Bloomington for more than 20 years (D) gave excellent or good ratings to the city as a place to live. This proportion of residents (D) were statistically higher than residents who had lived in the community for less than two year (A), but were not statistically different from residents who had lived in Bloomington for two to five year (B) or for six to 20 years (C). In another example in this table, respondents who were homeowners (B) gave higher ratings to their neighborhoods as places to live and the city as a place to raise children, to work, to visit and to retire than those who rented their homes (A).

Comparisons by Demographic Characteristics

Table 55: Question 1 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Bloomington as a place to live	83%	90%	88%	91% A	87%	91%	88%	89%	89%	88%	90%	87%	87%	88%	88%
Your neighborhood as a place to live	84%	77%	77%	89% B C	77%	89% A	81%	82%	83%	76%	81%	89% B	82%	81%	81%
Bloomington as a place to raise children	84%	82%	84%	88%	81%	91% A	85%	85%	76%	88% A	91% A	83%	80%	87%	85%
Bloomington as a place to work	55%	58%	54%	64%	55%	65% A	65% B	51%	54%	51%	67% A B	65% B	51%	62% A	58%
Bloomington as a place to visit	61%	62%	82% A B	75% A B	66%	77% A	75% B	64%	65%	64%	74%	81% A B	64%	74% A	70%
Bloomington as a place to retire	64%	67%	73%	74%	67%	77% A	71%	70%	70%	63%	77% B	73%	69%	70%	70%
The overall quality of life in the City of Bloomington	85%	82%	82%	86%	82%	88%	86%	81%	88%	81%	84%	83%	82%	84%	84%

Table 56: Question 2 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Overall feeling of safety in Bloomington	85% B	74%	82%	81%	78%	84%	74%	87% A	79%	79%	83%	82%	75%	83% A	80%
Overall ease of getting to the places you usually visit	65%	71% C	60%	67%	64%	70%	68%	66%	61%	63%	71%	71%	60%	70% A	66%
Quality of overall natural environment in Bloomington	84%	79%	86%	79%	80%	85%	83%	82%	76%	86% A	86% A	80%	79%	84%	82%
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems)	73% B D	55%	68% B	57%	62%	64%	63%	62%	61%	63%	73% A D	56%	60%	64%	63%
Health and wellness opportunities in Bloomington	67%	68%	76%	74%	68%	78% A	72%	71%	75%	68%	73%	72%	67%	75% A	72%
Overall opportunities for education and enrichment	82%	90% A	91% A	90% A	88%	91%	89%	89%	89%	89%	88%	88%	88%	89%	88%
Overall economic health of Bloomington	66%	59%	58%	67%	58%	68% A	61%	62%	55%	62%	62%	68% A	58%	63%	61%
Sense of community	61%	63%	65%	72%	60%	75% A	72% B	59%	55%	62%	76% A B	73% A	59%	69% A	65%
Overall image or reputation of Bloomington	86% C	78%	77%	85%	79%	86% A	84%	78%	78%	84%	80%	82%	78%	83%	81%

Table 57: Question 3 Compared by Respondent Characteristics

Percent rating positively (e.g., very/somewhat likely)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Recommend living in the City of Bloomington to someone who asks	86%	85%	85%	89%	85%	90%	85%	88%	89%	83%	88%	88%	84%	87%	86%
Remain in the City of Bloomington for the next five years	42%	41%	85% A B	83% A B	50%	85% A	70% B	54%	45%	44%	85% A B	91% A B	37%	79% A	62%

Table 58: Question 4 Compared by Respondent Characteristics

Percent rating positively (e.g., very/somewhat safe)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
In your neighborhood during the day	94%	98% C	93%	97%	94%	98% A	95%	97%	96%	96%	95%	95%	99% B	93%	96%
In your neighborhood at night	73%	74%	79%	81%	71%	86% A	75%	78%	70%	72%	86% A B	81% A	73%	79%	77%
In Bloomington's downtown area during the day	96%	94%	91%	90%	93%	92%	93%	95%	93% D	97% D	93% D	86%	96% B	90%	93%
In Bloomington's downtown area at night	55%	51%	67% B	61%	53%	69% A	50%	68% A	42%	64% A	70% A D	56% A	49%	65% A	59%

Table 59: Question 5 Compared by Zip Code

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Traffic flow on major streets	55%	51%	47%	48%	47%	56% A	49%	53%	42%	52%	54%	53%	47%	52%	50%
Ease of public parking	34%	28%	31%	24%	25%	37% A	26%	32%	16%	34% A D	44% A D	23%	25%	32%	29%
Cost of public parking	33%	39% D	39% D	23%	33%	36%	29%	39% A	27%	41% A D	42% A D	24%	36%	33%	34%
Ease of travel by car	62%	63%	57%	52%	57%	64%	57%	62%	56%	61%	63%	55%	55%	62%	59%
Ease of travel by public transportation	52%	61% D	52%	42%	59% B	37%	51%	55%	72% B C D	46%	41%	48%	61% B	45%	53%
Ease of travel by bicycle	32%	49% A	59% A	47%	44%	54%	49%	47%	41%	47%	56% A	48%	49%	46%	48%
Ease of walking	77% B	66%	79% B	74%	73%	75%	72%	75%	78%	71%	75%	70%	76%	71%	73%
Availability of paths and walking trails	78%	73%	78%	77%	74%	81%	75%	78%	78%	73%	76%	80%	77%	76%	76%
Air quality	95% B C D	84%	80%	80%	83%	86%	82%	87%	92% B C	83%	78%	84%	85%	83%	84%
Cleanliness of the City	73%	64%	71%	70%	65%	77% A	75% B	61%	68%	65%	75% B	73%	64%	72% A	69%
Overall appearance	75%	80%	80%	75%	77%	79%	80%	75%	81%	77%	78%	74%	80%	75%	78%
Public places where people want to spend time	86% B C D	65%	69%	66%	69%	76%	74%	71%	73%	67%	74%	74%	73%	70%	72%
Variety of housing options	52% D	52% D	48%	39%	49%	46%	43%	55% A	53% D	51%	46%	39%	53% B	44%	48%
Availability of affordable housing	40% C D	35% C D	15%	17%	31% B	21%	25%	31%	27%	35% C D	19%	22%	32% B	23%	27%
Fitness opportunities	75%	76%	81%	80%	75%	83% A	79%	77%	77%	74%	84% B	80%	69%	84% A	78%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Recreational opportunities	78%	80%	78%	80%	76%	85% A	79%	79%	76%	78%	82%	82%	76%	81%	79%
Availability of affordable food	83% B C D	72%	68%	66%	73%	71%	70%	75%	67%	81% A C D	69%	68%	71%	73%	72%
Availability of affordable health care	46%	54% D	58% D	40%	51%	49%	51%	50%	64% B C D	47%	44%	50%	52%	48%	50%
Availability of affordable mental health care	56% D	50% D	41%	29%	47%	36%	39%	49%	58% B C D	43%	40%	34%	51% B	40%	44%

Table 60: Question 6 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Availability of affordable child care/preschool	27%	61% A C D	41%	28%	43%	38%	33%	53% A	36%	36%	45%	35%	38%	41%	41%
K-12 education	80%	68%	81%	78%	72%	82%	74%	81%	68%	76%	79%	81%	74%	78%	78%
Adult educational opportunities	90% C	83%	75%	84%	83%	81%	80%	85%	93% B C	78%	77%	84%	88% B	79%	82%
Opportunities to attend cultural/arts/music activities	96%	92%	93%	95%	92%	96%	93%	95%	91%	96%	95%	92%	93%	94%	94%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Opportunities to participate in religious or spiritual events and activities	94% B	85%	91%	93%	88%	95% A	91%	92%	86%	97% A	90%	91%	90%	90%	90%
Employment opportunities	51%	46%	39%	50%	48%	44%	52% B	42%	55% B	40%	43%	49%	47%	45%	46%
Shopping opportunities downtown	65% D	62% D	58%	49%	62% B	53%	57%	61%	70% B D	58% D	61% D	43%	64% B	54%	59%
Shopping opportunities outside downtown	62%	65%	66%	61%	66%	60%	57%	69% A	69%	62%	62%	61%	66%	62%	64%
Cost of living in Bloomington	54% C D	54% C D	31%	30%	44%	41%	38%	49% A	44%	50% C D	36%	37%	48% B	39%	43%
Overall quality of business and service establishments in Bloomington	74%	75%	69%	74%	74%	71%	72%	75%	83% B C D	70%	71%	68%	76%	71%	73%
Entertainment downtown	69%	72%	76%	70%	71%	74%	72%	70%	77% D	71%	74%	64%	72%	72%	72%
Entertainment outside downtown	54%	43%	53%	51%	48%	52%	47%	51%	45%	48%	51%	57%	49%	50%	49%
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	47%	57% C D	37%	35%	47%	39%	43%	46%	58% B C D	39%	43%	37%	49%	41%	44%
Opportunities to participate in social events and activities	68%	88% A C D	76%	78%	76%	83%	83% B	75%	83% B	74%	83%	76%	83% B	75%	78%
Opportunities to volunteer	83%	90%	89%	91%	86%	93% A	92%	86%	88%	89%	88%	90%	92%	87%	89%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Opportunities to participate in community matters	85%	79%	73%	77%	75%	82%	85% B	69%	80%	75%	81%	75%	83% B	74%	78%
Openness and acceptance of the community toward people of diverse backgrounds	84%	78%	85%	76%	81%	81%	76%	86% A	83%	83%	80%	77%	84%	78%	81%
Neighborliness of residents in Bloomington	52%	70% A	62%	75% A C	59%	76% A	70%	62%	59%	60%	73% A B	72% A B	61%	67%	65%

Table 61: Question 7 Compared by Respondent Characteristics

Percent rating positively (e.g., yes)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Made efforts to conserve water	57%	70% A	70% A	72% A	62%	78% A	77% B	57%	63%	61%	73% B	79% A B	66%	69%	68%
Made efforts to make your home more energy efficient	70%	73%	84% A B	75%	72%	83% A	76%	75%	64%	79% A	83% A	77% A	72%	79%	76%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	39%	45%	58% A B	52% A	46%	54%	50%	47%	40%	54% A	53% A	46%	50%	48%	48%
You or a household member were a victim of a crime in the City of Bloomington	8%	11%	16% A	10%	12%	10%	11%	12%	14%	10%	17% D	6%	12%	10%	11%
You or a household member reported a crime to the police in the City of Bloomington	6%	16% A	27% A B	24% A	18%	18%	17%	20%	14%	20%	27% A D	12%	18%	18%	18%
Stocked supplies in preparation for an emergency	21%	26%	37% A B	33% A	27%	34%	31%	26%	24%	27%	28%	41% A B C	20%	35% A	29%
Campaigned or advocated for an issue, cause or candidate	15%	32% A	34% A	35% A	26%	36% A	32%	25%	22%	23%	39% A B	39% A B	26%	31%	29%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	21%	33% A	34% A	45% A B	26%	47% A	36%	31%	31%	25%	38% B	44% A B	29%	37%	34%

Table 62: Question 8 Compared by Respondent Characteristics

Percent rating positively (e.g., yes)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
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?	31%	42%	43% A	51% A	36%	53% A	40%	44%	32%	41%	50% A	46% A	40%	43%	42%

Table 63: Question 9 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Knowledgeable	89% B	71%	85%	77%	78%	82%	82%	76%	78%	78%	82%	82%	79%	80%	80%
Responsive	89% B D	72%	81%	71%	78%	76%	77%	77%	80%	74%	82%	76%	75%	78%	77%
Courteous	85%	82%	79%	82%	82%	81%	82%	81%	88%	75%	82%	87%	78%	84%	82%
Overall impression	89%	76%	75%	73%	79%	74%	76%	77%	85%	70%	82%	77%	77%	77%	77%

Table 64: 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				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Attended a local public meeting	11%	10%	17%	31% A B C	11%	27% A	18%	13%	11%	15%	20%	24% A B	12%	20% A	17%
Watched (online or on television) a local public meeting	10%	16%	27% A B	32% A B	18%	27% A	25% B	17%	18%	16%	25%	30% A B	17%	24%	21%

Table 65: 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				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Participated in religious or spiritual activities	39%	46%	44%	45%	42%	48%	47%	42%	42%	34%	56% A B	53% B	39%	47%	44%
Attended an event offered by the City of Bloomington	61%	72% A	75% A D	62%	65%	75% A	76% B	60%	63%	71% D	77% A D	60%	62%	72% A	68%
Used bus or other public transportation instead of driving	54% C D	64% C D	33%	24%	56% B	23%	43%	47%	76% B C D	42% D	35% D	21%	66% B	30%	45%
Carpooled with other adults or children instead of driving alone	63%	54%	56%	56%	59%	54%	63% B	51%	71% B C D	60% D	54% D	37%	60%	55%	57%

Percent rating positively (e.g., at least once in the past 12 months)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Walked or biked instead of driving	83% D	80% D	76% D	55%	80% B	63%	71%	79% A	89% C D	81% D	74% D	45%	84% B	67%	74%
Volunteered your time to some group/activity in Bloomington	48%	57%	53%	47%	49%	57%	60% B	44%	67% B D	39%	60% B	48%	57% B	48%	52%
Talked to or visited with your immediate neighbors	62%	65%	86% A B	97% A B C	68%	93% A	73%	81% A	61%	69% A	95% A B	91% A B	63%	86% A	77%
Done a favor for a neighbor	44%	63% A	77% A B	82% A B	57%	83% A	67%	66%	54%	56%	82% A B	83% A B	55%	73% A	66%

Table 66: Question 12 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
The City of Bloomington	84% B	73%	75%	79%	75%	82%	80%	75%	79%	75%	78%	78%	78%	77%	77%
Indiana State Government	40% C	29%	22%	35% C	31%	32%	33%	30%	34% B	22%	36% B	37% B	31%	30%	31%
The Federal Government	35% C	28%	17%	38% C	26%	34%	28%	31%	27%	22%	31%	40% A B	33%	26%	29%

Table 67: Question 13 Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
The value of services for the taxes paid to City	65%	62%	62%	63%	61%	65%	61%	63%	59%	64%	64%	64%	64%	61%	62%
The overall direction that the City is taking	69% C D	70% C D	55%	55%	66% B	56%	64%	62%	67% D	70% C D	57%	52%	73% B	56%	62%
The job City government does at welcoming citizen involvement	57%	68%	58%	63%	59%	66%	63%	60%	66%	61%	64%	58%	63%	61%	62%
Overall confidence in City government	56%	68% C	51%	56%	60%	56%	59%	57%	61%	64% D	56%	51%	66% B	53%	59%
Generally acting in the best interest of the community	53%	67% A C	53%	62%	60%	58%	62%	56%	62%	61%	59%	55%	66% B	55%	59%
Being honest/transparent	41%	72% A C D	49%	48%	57%	50%	52%	57%	60%	61% C	47%	48%	66% B	47%	54%
Treating all residents fairly	51%	64% C	43%	58% C	51%	59%	49%	59% A	57%	52%	51%	58%	55%	53%	54%
Listening to public concern	52%	65% C D	47%	50%	53%	56%	52%	57%	54%	61%	48%	53%	60% B	50%	54%

Table 68: Question 14 Compared by Respondent Characteristics

Percent rating positively (e.g., essential/very important)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Switchyard Park completion	48%	47%	61% B D	47%	45%	60% A	48%	55%	44%	63% A C D	51%	38%	47%	53%	51%
Development/job creation in the Trades District/certified tech park	70% C	65% C	50%	64% C	64%	58%	60%	64%	66%	63%	58%	59%	64%	59%	62%
Expansion of the Bloomington/Monroe County Convention Center	21%	13%	22%	24% B	17%	24%	22%	17%	20%	11%	27% B	25% B	15%	22% A	20%
Redevelopment of current hospital site on W. 2nd St.	61%	81% A C	62%	71%	68%	72%	77% B	63%	72%	72%	63%	71%	74%	67%	69%
City-wide high speed fiber for internet access	69%	76%	73%	67%	74%	67%	65%	78% A	76% D	74% D	74%	63%	70%	73%	72%

Table 69: Question 15 Compared by Respondent Characteristics

Percent rating positively (e.g., not a challenge)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	0%	2%	2%	0%	2%	0%	2%	0%	2%	2%	0%	0%	2%	1%	1%

Table 70: Question 16 Compared by Respondent Characteristics

Percent rating positively (e.g., strongly/somewhat support)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
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?	95% D	94%	95% D	89%	96% B	88%	95%	92%	98% D	94% D	93%	88%	96% B	91%	93%

Table 71: Question 17 Compared by Respondent Characteristics

Percent rating positively (e.g., major/minor source)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
City website (Bloomington.in.gov)	86%	84%	87%	86%	85%	88%	86%	86%	87%	85%	92% D	80%	87%	85%	86%
Local media outlets (newspapers, radio, local television stations)	92% B	79%	89% B	95% B	86%	93% A	89%	87%	87%	85%	91%	93% B	88%	88%	88%
The local government television channel, CATs	50%	41%	51%	61% B	50%	50%	54%	48%	50%	45%	52%	56%	50%	50%	50%
City Council meetings and other public meetings	58%	48%	56%	72% A B C	57%	60%	62%	54%	53%	55%	62%	66% A B	59%	57%	58%
Talking with City officials	49%	43%	52%	66% A B C	50%	56%	53%	50%	54% B	40%	60% B	62% B	52%	52%	52%
City communications via social media (i.e. Facebook, Twitter etc.)	82% C D	79% C D	63%	57%	77% B	58%	82% B	62%	89% B C D	71% D	72% D	46%	84% B	62%	71%
Word-of-mouth	88%	83%	88%	88%	85%	88%	89%	85%	91% D	86%	87%	82%	88%	86%	87%
Email distribution lists	74% B C D	52%	56%	55%	60%	58%	62%	56%	54%	63%	62%	53%	63%	56%	59%

Table 72: Question 18: Quality Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		Overall
	Less than 2 years	2-5 years	6-20 years	More than 20 years											
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Police services	95% C D	85%	79%	79%	80%	88% A	84%	83%	85%	79%	81%	88%	78%	86% A	83%
Fire services	99%	97%	94%	96%	95%	98%	95%	98%	100% B	95%	95%	96%	96%	96%	96%
Ambulance or emergency medical service	99% C	97% C	90%	93%	94%	95%	91%	98% A	100% C	95% C	84%	95% C	97% B	92%	94%
Crime prevention	67%	57%	59%	65%	56%	70% A	62%	61%	55%	59%	61%	72% A B	53%	65% A	61%
Fire prevention and education	86% B	69%	75%	82% B	75%	81%	76%	77%	74%	76%	74%	84%	76%	77%	77%
Traffic enforcement	73% B C D	51%	48%	50%	52%	58%	56%	53%	54%	49%	58%	59%	54%	53%	54%
Street repair	36% C	28%	25%	30%	30%	28%	28%	31%	37% B	23%	28%	33%	35% B	26%	30%
Street cleaning	59%	61%	63%	59%	61%	60%	61%	60%	66%	57%	65%	55%	62%	58%	60%
Street lighting	44%	47%	55%	48%	44%	57% A	43%	54% A	41%	47%	54% A	55% A	43%	52%	49%
Snow removal	68%	65%	70%	71%	63%	78% A	67%	68%	64%	64%	75% B	73%	62%	71% A	68%
Sidewalk maintenance	42%	53% D	49%	41%	49%	43%	44%	48%	49%	51% D	46%	37%	47%	46%	47%
Downtown parking	39% D	44% C D	32%	21%	36%	32%	30%	38%	35%	42% D	34%	23%	42% B	30%	35%
Neighborhood/residential parking	39%	57% A	54% A	50%	48%	56%	46%	55% A	48%	49%	58%	50%	49%	51%	50%
Parking garages	50%	56% C D	43%	38%	49%	44%	43%	52% A	46%	53% D	48%	37%	55% B	41%	47%
Traffic signal timing	63% C D	58%	50%	49%	56%	54%	55%	58%	62%	55%	50%	53%	59%	52%	55%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Bus or transit services	65%	66%	65%	67%	68%	60%	62%	69%	79% B C	60%	53%	72% C	71% B	61%	66%
Garbage collection	70%	90% A	90% A	84% A	81%	90% A	82%	88% A	85%	83%	86%	86%	83%	85%	84%
Recycling	62%	66%	86% A B	85% A B	68%	87% A	76%	76%	72%	66%	86% A B	84% A B	69%	79% A	75%
Yard waste pick-up	75%	71%	79%	73%	74%	75%	71%	80%	78%	78%	71%	74%	73%	75%	74%
Storm drainage	53%	41%	42%	44%	43%	48%	39%	51% A	47%	45%	42%	46%	44%	45%	45%
Drinking water	68% B	55%	58%	77% B C	58%	76% A	63%	65%	63%	59%	64%	72% B	58%	67% A	64%
Sewer services	79%	74%	70%	79%	71%	81% A	73%	77%	81%	73%	69%	78%	74%	75%	75%
Land use, planning and zoning	54% C	57% C	35%	45%	49%	44%	47%	45%	53% D	49%	45%	38%	59% B	39%	47%
Code enforcement (weeds, trash, etc.)	48%	53%	46%	42%	48%	47%	49%	46%	56%	44%	48%	44%	47%	47%	48%
Animal care and control	74%	85% C D	71%	66%	74%	73%	71%	78%	85% D	74%	73%	63%	82% B	69%	74%
Economic development	52%	56%	58%	61%	56%	60%	60%	55%	64%	53%	58%	57%	59%	55%	57%
Sustainability efforts	59%	58%	62%	59%	57%	64%	55%	64%	59%	54%	65%	63%	60%	59%	59%
Health services	57%	56%	58%	68%	56%	67% A	58%	62%	60%	53%	61%	69% B	55%	63%	60%
Public information services	58%	55%	67%	63%	57%	67%	60%	62%	53%	58%	67%	66%	60%	60%	60%
Preservation of natural areas (i.e. forests)	76%	69%	69%	64%	68%	71%	72%	67%	72%	72%	66%	66%	73%	67%	69%
Open space (green space)	70%	65%	66%	61%	64%	69%	60%	72% A	62%	69%	67%	64%	66%	65%	66%
Farmers' market	88%	92%	93%	91%	91%	92%	93%	89%	93%	90%	90%	93%	92%	90%	91%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Taste of Bloomington	85% D	86% D	75%	70%	81%	74%	75%	81%	89% B C	75%	75%	78%	81%	76%	78%
Lotus Festival	74%	90% A	93% A	85%	87%	88%	88%	87%	90%	89%	88%	82%	84%	89%	87%
Fourth Street Arts Fair	87%	86%	85%	85%	86%	85%	86%	86%	90%	85%	83%	86%	84%	86%	85%
Overall customer service by City Employees	70%	81%	74%	75%	71%	82% A	75%	74%	81%	70%	76%	77%	70%	77%	75%
City website	63%	75% C D	62%	58%	67%	61%	62%	70%	65%	68%	62%	64%	67%	63%	65%
Affordable/workforce housing availability	37% D	34% D	26%	17%	32% B	22%	23%	36% A	38% C D	32%	21%	21%	30%	27%	28%
Resident interaction with the Bloomington Police Department	62%	58%	51%	61%	52%	66% A	55%	57%	43%	54%	61% A	76% A B	45%	64% A	57%
Public art provided by the City	71%	68%	65%	68%	68%	67%	69%	67%	71%	69%	67%	61%	73% B	63%	67%
Small Business support	78% D	81% C D	63%	53%	74% B	56%	70%	65%	84% C D	75% C D	55%	54%	82% B	59%	68%
Parks	77%	81%	84%	88% A	80%	88% A	87% B	80%	84%	78%	90% B	84%	81%	83%	82%
Trails	80%	82%	87%	86%	82%	87%	84%	85%	80%	86%	87%	84%	83%	84%	84%

Table 73: Question 18: Importance Compared by Respondent Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Police services	80%	80%	81%	92% A B C	79%	90% A	83%	84%	77%	78%	89% A B	94% A B	79%	85%	83%
Fire services	85%	82%	87%	94% B	85%	91% A	89%	86%	81%	85%	91% A	95% A B	84%	89%	87%
Ambulance or emergency medical service	85%	87%	88%	91%	86%	90%	87%	89%	84%	86%	90%	95% A B	87%	88%	88%
Crime prevention	82%	93% A	87%	93% A	88%	91%	88%	91%	91% B	84%	90%	95% B	87%	90%	89%
Fire prevention and education	68%	71%	81% A	75%	73%	76%	80% B	69%	60%	75% A	78% A	87% A B	66%	78% A	74%
Traffic enforcement	49%	65% A	67% A	64% A	57%	70% A	67% B	55%	57%	53%	62%	81% A B C	58%	63%	61%
Street repair	83%	94% A	88%	89%	88%	90%	89%	89%	91%	85%	89%	94% B	84%	91% A	89%
Street cleaning	64% C	62% C	50%	59%	60%	58%	60%	59%	56%	55%	58%	71% A B	62%	57%	59%
Street lighting	76%	78%	75%	72%	76%	74%	80% B	71%	82% B	69%	73%	80% B	79%	72%	75%
Snow removal	83%	82%	75%	79%	80%	80%	84% B	76%	80%	79%	77%	84%	84% B	76%	80%
Sidewalk maintenance	74% C	75% C	61%	68%	70%	69%	74% B	66%	71%	64%	72%	75%	71%	69%	69%
Downtown parking	76%	66%	68%	75%	71%	71%	73%	69%	73% B	62%	74% B	81% B	69%	72%	71%
Neighborhood/residential parking	61% C	65% C	41%	57% C	59%	52%	58%	54%	63% B C	48%	47%	71% B C	59%	54%	56%
Parking garages	62%	59%	55%	69% C	60%	64%	65% B	55%	54%	55%	65%	78% A B	54%	66% A	61%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Traffic signal timing	49%	56%	51%	65% A C	52%	61% A	54%	54%	44%	53%	57% A	71% A B C	51%	58%	55%
Bus or transit services	86% C D	85% C D	75%	74%	81%	79%	81%	80%	93% B C D	76%	74%	79%	88% B	75%	80%
Garbage collection	67%	75%	78% A	79% A	71%	83% A	75%	74%	62%	73% A	83% A	86% A B	66%	80% A	75%
Recycling	87%	86%	87%	89%	86%	88%	88%	86%	87%	85%	90%	88%	86%	87%	87%
Yard waste pick-up	43%	57% A	58% A	69% A	52%	65% A	58%	55%	38%	56% A	57% A	78% A B C	47%	62% A	57%
Storm drainage	78%	71%	84% B	89% A B	77%	85% A	82%	77%	76%	77%	81%	91% A B	73%	84% A	80%
Drinking water	90%	93%	90%	97% C	93%	93%	94%	91%	99% B	88%	92%	93%	95%	90%	92%
Sewer services	72%	89% A	84% A	90% A	82%	85%	83%	84%	80%	82%	83%	91% A	79%	85%	83%
Land use, planning and zoning	78% C	79% C	67%	88% C	74%	83% A	75%	80%	71%	76%	78%	88% A B	75%	79%	77%
Code enforcement (weeds, trash, etc.)	53%	61% C	47%	60% C	52%	60%	54%	56%	49%	48%	56%	75% A B C	55%	55%	55%
Animal care and control	57%	74% A C	60%	68%	64%	66%	69%	60%	72% B	57%	61%	75% B C	62%	65%	65%
Economic development	88%	89%	87%	91%	88%	90%	90%	87%	94% C	87%	85%	89%	92%	86%	89%
Sustainability efforts	93%	89%	85%	86%	90%	85%	90%	86%	94% C D	90%	85%	83%	90%	87%	88%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Health services	97%	94%	92%	91%	94%	92%	95%	92%	93%	95%	93%	93%	96% B	91%	93%
Public information services	70%	70%	71%	71%	71%	70%	74%	67%	77% B	62%	68%	78% B	73%	68%	70%
Preservation of natural areas (i.e. forests)	81%	98% A C D	86%	86%	89%	87%	91%	85%	93%	87%	86%	87%	91%	86%	88%
Open space (green space)	81%	86%	85%	83%	83%	87%	85%	83%	82%	87%	83%	83%	83%	85%	84%
Farmers' market	66%	75%	72%	67%	71%	69%	77% B	64%	72%	71%	66%	70%	73%	67%	70%
Taste of Bloomington	48%	58% D	46%	35%	53% B	37%	54% B	42%	53% D	52% D	44%	38%	55% B	43%	47%
Lotus Festival	47%	48%	52%	50%	51%	47%	56% B	42%	46%	52%	49%	49%	53%	47%	49%
Fourth Street Arts Fair	46%	49%	47%	46%	50%	42%	54% B	39%	43%	48%	47%	49%	48%	46%	47%
Overall customer service by City Employees	75%	76%	74%	80%	74%	81%	79%	74%	75%	71%	77%	87% B	77%	75%	76%
City website	63%	61%	59%	58%	58%	65%	62%	59%	57%	57%	62%	71% B	53%	65% A	60%
Affordable/workforce housing availability	92%	98% C D	87%	89%	95% B	85%	93%	91%	93% D	96% D	91%	83%	95% B	89%	92%
Resident interaction with the Bloomington Police Department	64%	82% A	83% A	80% A	76%	81%	79%	75%	64%	83% A	77% A	90% A C	72%	81% A	78%
Public art provided by the City	53%	42%	42%	50%	49%	41%	49%	42%	49%	44%	47%	46%	54% B	41%	46%
Small Business support	81%	76%	80%	83%	80%	80%	85% B	75%	74%	85% A	79%	81%	77%	81%	80%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Parks	78%	87% A	89% A	82%	83%	87%	88% B	81%	82%	86%	85%	84%	82%	85%	84%
Trails	78%	83%	84%	78%	80%	81%	86% B	75%	80%	83%	83%	76%	80%	81%	81%

Table 74: Community Participation Compared by Respondent Characteristics

Percent rating positively (e.g., always/sometimes)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Recycle at home	69%	79% A	89% A B	94% A B	75%	97% A	85%	79%	73%	79%	90% A B	91% A B	81%	83%	82%
Purchase goods or services from a business located in Bloomington	95%	94%	95%	100% B C	94%	98% A	96%	95%	92%	95%	98% A	98% A	92%	98% A	95%
Read or watch local news (via television, paper, computer, etc.)	47%	51%	76% A B	87% A B	56%	82% A	74% B	54%	56%	48%	79% A B	91% A B C	51%	74% A	65%
Vote in local elections	53%	65% A	81% A B	96% A B C	64%	91% A	74%	71%	53%	69% A	85% A B	94% A B	57%	84% A	73%

Table 75: Financial Security by Respondent Characteristics

Percent rating positively (e.g., strongly/somewhat agree)	Length of Residency				Rent or own home		Gender		Age				Student status		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	(A)
	(A)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	
Financial security	68%	67%	68%	77%	62%	84% A	66%	73%	62%	69%	72%	77% A	63%	75% A	70%

Comparisons by Geographic Areas

Table 76: Question 1 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Bloomington as a place to live	90% C	84%	79%	93% B C	88%
Your neighborhood as a place to live	89% B C	67%	65%	87% B C	81%
Bloomington as a place to raise children	88% B	76%	83%	86%	85%
Bloomington as a place to work	62% B	45%	59%	60% B	58%
Bloomington as a place to visit	69%	69%	73%	70%	70%
Bloomington as a place to retire	65%	71%	65%	84% A C	70%
The overall quality of life in the City of Bloomington	86% B	76%	79%	88% B	84%

Table 77: Question 2 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Overall feeling of safety in Bloomington	83% B	69%	85% B	80% B	80%
Overall ease of getting to the places you usually visit	69% B	57%	65%	65%	66%
Quality of overall natural environment in Bloomington	87% B	66%	82% B	84% B	82%
Overall “built environment” of Bloomington (including overall design, of buildings, parks and transportation systems)	67% D	60%	65%	55%	63%
Health and wellness opportunities in Bloomington	74% B	60%	69%	77% B	72%
Overall opportunities for education and enrichment	92% D	86%	87%	83%	88%
Overall economic health of Bloomington	66% B	50%	53%	62%	61%
Sense of community	74% B C D	55%	61%	58%	65%
Overall image or reputation of Bloomington	87% B C	73%	71%	80%	81%

Table 78: Question 3 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Recommend living in the City of Bloomington to someone who asks	88% C	86% C	73%	92% C	86%
Remain in the City of Bloomington for the next five years	60%	77% A D	64%	54%	62%

Table 79: Question 4 Compared by Area

Percent rating positively (e.g., very/somewhat safe)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
In your neighborhood during the day	96%	92%	93%	99% B C	96%
In your neighborhood at night	85% B D	64%	78% B	69%	77%
In Bloomington's downtown area during the day	94% B	87%	96% B	93%	93%
In Bloomington's downtown area at night	65% D	59%	58%	46%	59%

Table 80: Question 5 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Traffic flow on major streets	55% B	37%	53% B	47%	50%
Ease of public parking	30%	21%	30%	30%	29%
Cost of public parking	36% B	25%	32%	36%	34%
Ease of travel by car	63% B	48%	59%	58%	59%
Ease of travel by public transportation	52%	37%	48%	65% A B C	53%
Ease of travel by bicycle	51%	46%	49%	44%	48%
Ease of walking	74% B	59%	88% A B D	73% B	73%
Availability of paths and walking trails	79%	72%	71%	76%	76%
Air quality	88% B C	78%	74%	87% C	84%
Cleanliness of the City	80% B C D	51%	56%	69% B C	69%
Overall appearance	84% B	56%	76% B	81% B	78%
Public places where people want to spend time	79% B C D	59%	64%	69%	72%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Variety of housing options	51% C	47%	37%	48%	48%
Availability of affordable housing	37% B C D	19% C	5%	27% C	27%
Fitness opportunities	85% B D	66%	76%	74%	78%
Recreational opportunities	83% C	76%	65%	82% C	79%
Availability of affordable food	81% B C D	58%	61%	71% B	72%
Availability of affordable health care	51%	40%	47%	57% B	50%
Availability of affordable mental health care	47%	34%	40%	46%	44%

Table 81: Question 6 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Availability of affordable child care/preschool	40%	50%	32%	45%	41%
K-12 education	84% B C	64%	63%	83% B C	78%
Adult educational opportunities	83% B	71%	77%	94% A B C	82%
Opportunities to attend cultural/arts/music activities	95%	91%	92%	94%	94%
Opportunities to participate in religious or spiritual events and activities	91%	88%	93%	90%	90%
Employment opportunities	50% C	43%	34%	47%	46%
Shopping opportunities downtown	57%	57%	60%	64%	59%
Shopping opportunities outside downtown	62%	63%	60%	69%	64%
Cost of living in Bloomington	52% B C D	26%	38%	37%	43%
Overall quality of business and service establishments in Bloomington	78% B C	62%	59%	78% B C	73%
Entertainment downtown	73% C	74% C	58%	77% C	72%
Entertainment outside downtown	55% C	45%	36%	46%	49%
Overall development of a variety of housing options in downtown (i.e. townhomes, apartments, etc.)	47% C	37%	27%	54% B C	44%
Opportunities to participate in social events and activities	76%	74%	74%	88% A B C	78%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Opportunities to volunteer	86%	90%	87%	95% A	89%
Opportunities to participate in community matters	78%	76%	74%	81%	78%
Openness and acceptance of the community toward people of diverse backgrounds	83% B	70%	83% B	81% B	81%
Neighborhoodliness of residents in Bloomington	75% B D	47%	64% B	59%	65%

Table 82: Question 7 Compared by Area

Percent rating positively (e.g., yes)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Made efforts to conserve water	65%	68%	72%	71%	68%
Made efforts to make your home more energy efficient	73%	80%	82%	76%	76%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	50%	52%	53%	41%	48%
You or a household member were a victim of a crime in the City of Bloomington	9%	19% A C	7%	13%	11%
You or a household member reported a crime to the police in the City of Bloomington	12%	33% A C D	22% A	17%	18%
Stocked supplies in preparation for an emergency	30%	21%	37% B	29%	29%
Campaigned or advocated for an issue, cause or candidate	32% C	25%	20%	32% C	29%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	34%	32%	32%	34%	34%

Table 83: Question 8 Compared by Area

Percent rating positively (e.g., yes)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
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?	43%	43%	39%	40%	42%

Table 84: Question 9 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Knowledgeable	83% D	72%	92% D	70%	80%
Responsive	77%	69%	82%	81%	77%
Courteous	84%	75%	91%	77%	82%
Overall impression	79%	66%	88% B	74%	77%

Table 85: Question 10 Compared by Area

Percent rating positively (e.g., at least once in the past 12 months)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Attended a local public meeting	17%	15%	16%	18%	17%
Watched (online or on television) a local public meeting	18%	22%	20%	28% A	21%

Table 86: Question 11 Compared by Area

Percent rating positively (e.g., at least once in the past 12 months)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Participated in religious or spiritual activities	43%	39%	39%	51%	44%
Attended an event offered by the City of Bloomington	68%	74% D	72%	60%	68%
Used bus or other public transportation instead of driving	41%	31%	46% B	63% A B C	45%
Carpooled with other adults or children instead of driving alone	55%	56%	70% A D	53%	57%
Walked or biked instead of driving	73%	71%	70%	82% A C	74%
Volunteered your time to some group/activity in Bloomington	51%	47%	50%	57%	52%
Talked to or visited with your immediate neighbors	79% C	74%	69%	79%	77%
Done a favor for a neighbor	65%	58%	64%	76% A B	66%

Table 87: Question 12 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
The City of Bloomington	81% B	69%	72%	79%	77%
Indiana State Government	32%	31%	34%	28%	31%
The Federal Government	33% B	16%	23%	33% B	29%

Table 88: Question 13 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
The value of services for the taxes paid to City	64%	55%	51%	72% B C	62%
The overall direction that the City is taking	63% C	55%	46%	76% A B C	62%
The job City government does at welcoming citizen involvement	66% B C	40%	51%	76% B C	62%
Overall confidence in City government	64% B C	38%	46%	70% B C	59%
Generally acting in the best interest of the community	64% B C	41%	47%	72% B C	59%
Being honest/transparent	59% B C	36%	43%	63% B C	54%
Treating all residents fairly	61% B C	39%	39%	57% B C	54%
Listening to public concern	62% B C	44%	34%	54% C	54%

Table 89: Question 14 Compared by Area

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Switchyard Park completion	53%	50%	44%	49%	51%
Development/job creation in the Trades District/certified tech park	64%	58%	59%	62%	62%
Expansion of the Bloomington/Monroe County Convention Center	26% B D	12%	18%	13%	20%
Redevelopment of current hospital site on W. 2nd St.	68%	65%	67%	76%	69%
City-wide high speed fiber for internet access	71%	83% A D	70%	67%	72%

Table 90: Question 15 Compared by Area

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

Table 91: Question 16 Compared by Area

Percent rating positively (e.g., strongly/somewhat support)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
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%	92%	91%	98% A C	93%

Table 92: Question 17 Compared by Area

Percent rating positively (e.g., major/minor source)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
City website (Bloomington.in.gov)	87%	86%	83%	85%	86%
Local media outlets (newspapers, radio, local television stations)	88%	97% A D	87%	84%	88%
The local government television channel, CATs	47%	49%	52%	57%	50%
City Council meetings and other public meetings	52%	62%	67% A	61%	58%
Talking with City officials	48%	61% A	53%	53%	52%
City communications via social media (i.e. Facebook, Twitter etc.)	67%	74%	66%	79% A C	71%
Word-of-mouth	86%	93% D	88%	82%	87%
Email distribution lists	59% C	69% C	46%	60% C	59%

Table 93: Question 18 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Police services	84%	85%	81%	79%	83%
Fire services	97%	95%	93%	97%	96%
Ambulance or emergency medical service	92%	91%	89%	99% A B C	94%
Crime prevention	68% B D	48%	61%	55%	61%
Fire prevention and education	81% C	73%	66%	77%	77%
Traffic enforcement	56% B	41%	54%	59% B	54%
Street repair	28% B	17%	28%	43% A B C	30%
Street cleaning	62% B	49%	62%	64% B	60%
Street lighting	52%	42%	47%	47%	49%
Snow removal	76% B C	58%	56%	67%	68%
Sidewalk maintenance	48% B	34%	45%	56% B	47%
Downtown parking	33%	27%	42% B	39%	35%
Neighborhood/residential parking	51%	47%	54%	51%	50%
Parking garages	48%	41%	46%	49%	47%
Traffic signal timing	59% B	36%	48%	65% B C	55%
Bus or transit services	71% B	43%	58%	73% B C	66%
Garbage collection	85%	76%	84%	87% B	84%
Recycling	79% B	62%	79% B	72%	75%
Yard waste pick-up	77%	66%	74%	73%	74%
Storm drainage	43%	38%	41%	56% A B	45%
Drinking water	66%	58%	56%	68%	64%
Sewer services	78% C	67%	63%	80% C	75%
Land use, planning and zoning	50% B C	27%	32%	62% A B C	47%
Code enforcement (weeds, trash, etc.)	50% B	35%	42%	53% B	48%
Animal care and control	77% B	50%	73% B	84% B	74%
Economic development	54%	61%	53%	64%	57%
Sustainability efforts	58%	45%	62%	71% A B	59%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Health services	58%	52%	54%	71% A B C	60%
Public information services	58%	56%	59%	68%	60%
Preservation of natural areas (i.e. forests)	71% B	57%	79% B	67%	69%
Open space (green space)	70% B	57%	61%	65%	66%
Farmers' market	90%	90%	95%	91%	91%
Taste of Bloomington	77%	78%	71%	84%	78%
Lotus Festival	86%	84%	96% A	86%	87%
Fourth Street Arts Fair	86%	82%	86%	85%	85%
Overall customer service by City Employees	79% B	65%	77%	73%	75%
City website	67% B	53%	64%	68%	65%
Affordable/workforce housing availability	32%	32%	20%	24%	28%
Resident interaction with the Bloomington Police Department	65% C D	57%	45%	52%	57%
Public art provided by the City	64%	60%	70%	78% A B	67%
Small Business support	66%	63%	67%	77%	68%
Parks	87% B D	75%	88% B D	74%	82%
Trails	86% B	75%	89% B	81%	84%

Table 94: Question 18: Importance Compared by Respondent Characteristics

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Police services	84% C	82% C	70%	90% C	83%
Fire services	90% C	83%	76%	91% C	87%
Ambulance or emergency medical service	90% C	82%	81%	91%	88%
Crime prevention	88%	87%	86%	94%	89%
Fire prevention and education	75%	73%	72%	72%	74%
Traffic enforcement	59%	56%	59%	71% A B	61%
Street repair	87%	84%	93%	92%	89%
Street cleaning	58%	55%	58%	66%	59%
Street lighting	78% B	64%	70%	82% B	75%
Snow removal	78%	85%	76%	81%	80%
Sidewalk maintenance	68%	66%	70%	75%	69%
Downtown parking	71%	76%	68%	69%	71%
Neighborhood/residential parking	57%	50%	51%	64%	56%
Parking garages	65%	59%	57%	57%	61%
Traffic signal timing	54%	53%	50%	62%	55%
Bus or transit services	78%	77%	85%	84%	80%
Garbage collection	75%	69%	76%	78%	75%
Recycling	83%	83%	94% A B	91% A	87%
Yard waste pick-up	57%	47%	59%	62%	57%
Storm drainage	79%	80%	79%	84%	80%
Drinking water	91%	85%	97% B	98% A B	92%
Sewer services	83%	77%	83%	87%	83%
Land use, planning and zoning	78% B	67%	74%	86% B	77%
Code enforcement (weeds, trash, etc.)	56% B	37%	57% B	66% B	55%
Animal care and control	66%	62%	70%	61%	65%
Economic development	87%	89%	90%	91%	89%
Sustainability efforts	89% B	79%	92% B	91% B	88%
Health services	94%	94%	98% D	89%	93%
Public information services	71% B	56%	90% A B D	68%	70%
Preservation of natural areas (i.e. forests)	86%	82%	92%	94% A B	88%
Open space (green space)	84%	77%	89% B	85%	84%

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Farmers' market	67%	67%	73%	78% A	70%
Taste of Bloomington	49%	41%	42%	51%	47%
Lotus Festival	50%	40%	55%	49%	49%
Fourth Street Arts Fair	52%	44%	44%	39%	47%
Overall customer service by City Employees	83% B C	57%	63%	85% B C	76%
City website	63%	59%	57%	58%	60%
Affordable/workforce housing availability	91%	91%	95%	91%	92%
Resident interaction with the Bloomington Police Department	81%	76%	74%	75%	78%
Public art provided by the City	49% B	34%	47%	48%	46%
Small Business support	82%	78%	83%	75%	80%
Parks	84%	82%	83%	88%	84%
Trails	80%	80%	87%	78%	81%

Table 95: Question d1 Compared by Area

Percent rating positively (e.g., always/sometimes)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Recycle at home	84% B	73%	94% A B D	77%	82%
Purchase goods or services from a business located in Bloomington	96%	96%	92%	96%	95%
Read or watch local news (via television, paper, computer, etc.)	67%	57%	64%	65%	65%
Vote in local elections	76% D	85% D	80% D	55%	73%

Table 96: Financial Security by Area

Percent rating positively (e.g., strongly/somewhat agree)	Geographic Quadrant				Overall
	SE	SW	NW	NE	(A)
	(A)	(B)	(C)	(D)	
Financial security	76% C D	70% C	57%	64%	70%

Appendix E: Benchmark Comparisons

Understanding the Benchmark Comparisons

National Research Center, Inc.'s (NRC) database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on the Bloomington Community Survey. The comparison evaluations are from the most recent survey completed in each community; 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 communities in the database represent a wide geographic and population range. National comparisons as well as peer communities with similar population size, similar median household income and communities with universities, benchmark comparisons have been provided when similar questions on the Bloomington Community Survey are included in NRC's database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, three columns are provided in the table. The first column is the rank assigned to Bloomington's rating among communities where a similar question was asked. The second column is the number of communities that asked a similar question. The final column shows the comparison of Bloomington's rating to the benchmark.

In that final column, Bloomington's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by of City residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as "higher" or "lower" than the benchmark means that Bloomington's average rating for a particular item was more than 10 points different than the benchmark. If a rating was "much higher" or "much lower," then Bloomington's average rating was more than 20 points different when compared to the benchmark.

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 97: Question 1 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Bloomington as a place to live	88%	207	393	Similar
Your neighborhood as a place to live	81%	208	316	Similar
Bloomington as a place to raise children	85%	165	382	Similar
Bloomington as a place to work	58%	193	363	Similar
Bloomington as a place to visit	70%	99	277	Similar
Bloomington as a place to retire	70%	118	357	Similar
The overall quality of life in the City of Bloomington	84%	238	455	Similar

Table 98: Question 2 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall feeling of safety in Bloomington	80%	233	351	Similar
Overall ease of getting to the places you usually visit	66%	195	267	Similar
Quality of overall natural environment in Bloomington	82%	110	280	Similar
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems	63%	124	257	Similar
Health and wellness opportunities in Bloomington	72%	134	258	Similar
Overall opportunities for education and enrichment	88%	17	260	Higher

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Overall economic health of Bloomington	61%	157	264	Similar
Sense of community	65%	126	314	Similar
Overall image or reputation of Bloomington	81%	124	351	Similar

Table 99: Question 3 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recommend living in the City of Bloomington to someone who asks	86%	162	290	Similar
Remain in the City of Bloomington for the next five years	62%	280	283	Much lower

Table 100: Question 4 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
In your neighborhood during the day	96%	156	358	Similar
In Bloomington's downtown area during the day	93%	132	319	Similar

Table 101: Question 5 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Traffic flow on major streets	50%	156	343	Similar
Ease of public parking	29%	207	226	Lower
Ease of travel by car	59%	194	307	Similar
Ease of travel by public transportation	53%	40	227	Higher
Ease of travel by bicycle	48%	159	308	Similar
Ease of walking	73%	91	308	Similar
Availability of paths and walking trails	76%	79	320	Similar
Air quality	84%	87	249	Similar
Cleanliness of the City	69%	185	287	Similar
Overall appearance	78%	149	359	Similar
Public places where people want to spend time	72%	111	250	Similar
Variety of housing options	48%	178	282	Similar
Availability of affordable housing	27%	237	305	Similar
Fitness opportunities	78%	64	248	Similar
Recreational opportunities	79%	70	300	Similar
Availability of affordable food	72%	91	247	Similar
Availability of affordable health care	50%	204	262	Similar
Availability of affordable mental health care	44%	142	227	Similar

Table 102: Question 6 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Availability of affordable child care/preschool	41%	209	260	Similar
K-12 education	78%	118	276	Similar
Adult educational opportunities	82%	4	237	Higher
Opportunities to attend cultural/arts/music activities	94%	2	298	Much higher
Opportunities to participate in religious or spiritual events and activities	90%	6	209	Higher
Employment opportunities	46%	116	313	Similar
Cost of living in Bloomington	43%	137	260	Similar
Overall quality of business and service establishments in Bloomington	73%	69	276	Similar
Opportunities to participate in social events and activities	78%	26	267	Higher
Opportunities to volunteer	89%	4	268	Higher
Opportunities to participate in community matters	78%	19	278	Higher
Openness and acceptance of the community toward people of diverse backgrounds	81%	10	296	Higher
Neighborliness of residents in Bloomington	65%	96	252	Similar

Table 103: Question 7 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Made efforts to conserve water	68%	233	236	Lower
Made efforts to make your home more energy efficient	76%	121	238	Similar
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	52%	141	245	Similar
You or a household member were a victim of a crime in the City of Bloomington	89%	159	276	Similar
You or a household member reported a crime to the police in the City of Bloomington	82%	100	255	Similar
Stocked supplies in preparation for an emergency	29%	150	229	Similar
Campaigned or advocated for an issue, cause or candidate	29%	56	232	Similar

Table 104: Question 8 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email	42%	207	326	Similar

Table 105: Question 9 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Knowledgeable	80%	33	45	Similar
Responsive	77%	30	46	Similar
Courteous	82%	21	37	Similar

Table 106: Question 10 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Attended a local public meeting	17%	213	266	Similar
Watched (online or on television) a local public meeting	21%	130	233	Similar

Table 107: Question 11 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Participated in religious or spiritual activities	44%	106	207	Similar
Attended an event offered by the City of Bloomington	68%	37	250	Higher
Used bus or other public transportation instead of driving	45%	37	207	Higher
Carpooled with other adults or children instead of driving alone	57%	16	242	Higher
Walked or biked instead of driving	74%	36	251	Higher
Volunteered your time to some group/activity in Bloomington	52%	50	268	Higher
Talked to or visited with your immediate neighbors	77%	242	246	Lower
Done a favor for a neighbor	66%	237	241	Lower

Table 108: Question 12 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The City of Bloomington	77%	187	431	Similar
Indiana State Government	31%	13	15	Similar
The Federal Government	29%	240	254	Similar

Table 109: Question 13 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
The value of services for the taxes paid to City	62%	99	405	Similar
The overall direction that the City is taking	62%	141	320	Similar
The job City government does at welcoming citizen involvement	62%	67	325	Similar
Overall confidence in City government	59%	96	264	Similar
Generally acting in the best interest of the community	59%	93	263	Similar
Being honest/transparent	54%	144	255	Similar
Treating all residents fairly	54%	142	261	Similar

Table 110: Question 18 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Police services	83%	252	463	Similar
Fire services	96%	164	390	Similar
Ambulance or emergency medical service	94%	182	350	Similar
Crime prevention	61%	234	365	Similar
Fire prevention and education	77%	176	287	Similar
Traffic enforcement	54%	289	373	Similar
Street repair	30%	309	390	Lower
Street cleaning	60%	199	325	Similar
Street lighting	49%	260	329	Similar
Snow removal	68%	135	288	Similar
Sidewalk maintenance	47%	222	325	Similar
Traffic signal timing	55%	104	267	Similar
Bus or transit services	66%	38	233	Higher
Garbage collection	84%	152	358	Similar
Recycling	75%	240	362	Similar

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Yard waste pick-up	74%	151	272	Similar
Storm drainage	45%	311	355	Lower
Drinking water	64%	219	317	Similar
Sewer services	75%	181	323	Similar
Land use, planning and zoning	47%	165	304	Similar
Code enforcement (weeds, trash, etc.)	48%	231	393	Similar
Animal care and control	74%	70	344	Similar
Economic development	57%	124	288	Similar
Health services	60%	157	223	Similar
Public information services	60%	222	290	Similar
Preservation of natural areas (i.e. forests)	69%	54	260	Similar
Open space (green space)	66%	74	237	Similar
Overall customer service by City Employees	75%	205	382	Similar
City website	65%	12	19	Similar
Parks	82%	147	328	Similar

Table 111: Question D1 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Recycled	82%	197	262	Similar
Purchase goods or services from a business located in Bloomington	95%	181	248	Similar
Read or watch local news (via television, paper, computer, etc.)	65%	244	249	Lower
Vote in local elections	73%	239	262	Lower

Table 112: Question D4 Benchmarks

	Percent positive	Rank	Number of jurisdictions for comparison	Comparison to benchmark
Do you work inside the boundaries of the City of Bloomington?	65%	34	249	Much higher

Communities Included in the National Comparisons

Adams County, CO	441,603	Broken Arrow city, OK.....	98,850	Corvallis city, OR	54,462
Airway Heights city, WA	6,114	Brookline CDP, MA	58,732	Cottonwood Heights city,	
Albany city, OR.....	50,158	Brooklyn Center city, MN	30,104	UT.....	33,433
Albemarle County, VA	98,970	Brooklyn city, OH	11,169	Coventry Lake CDP, CT	2,990
Albert Lea city, MN	18,016	Broomfield city, CO	55,889	Creve Coeur city, MO.....	17,833
Alexandria city, VA	139,966	Brownsburg town, IN.....	21,285	Cupertino city, CA.....	58,302
Algonquin village, IL.....	30,046	Buffalo Grove village, IL	41,496	Dacono city, CO	4,152
Aliso Viejo city, CA	47,823	Burlingame city, CA.....	28,806	Dakota County, MN	398,552
American Canyon city,		Cabarrus County, NC.....	178,011	Dallas city, OR	14,583
CA.....	19,454	Cambridge city, MA.....	105,162	Dallas city, TX.....	1,197,816
Ames city, IA	58,965	Canandaigua city, NY	10,545	Danville city, KY.....	16,218
Ankeny city, IA	45,582	Cannon Beach city, OR.....	1,690	Dardenne Prairie city, MO..	11,494
Ann Arbor city, MI.....	113,934	Cañon City city, CO	16,400	Darien city, IL	22,086
Apache Junction city, AZ	35,840	Canton city, SD	3,057	Davenport city, FL.....	2,888
Arapahoe County, CO	572,003	Cape Coral city, FL.....	154,305	Davidson town, NC	10,944
Arkansas City city, AR	366	Carlisle borough, PA.....	18,682	Dayton city, OH	141,527
Arlington city, TX	365,438	Carlsbad city, CA.....	105,328	Dayton town, WY	757
Arvada city, CO	106,433	Carroll city, IA	10,103	Dearborn city, MI.....	98,153
Asheville city, NC.....	83,393	Cartersville city, GA	19,731	Decatur city, GA.....	19,335
Ashland city, OR.....	20,078	Cary town, NC.....	135,234	Del Mar city, CA.....	4,161
Ashland town, MA.....	16,593	Castine town, ME	1,366	Deland city, FL.....	27,031
Ashland town, VA.....	7,225	Castle Rock town, CO.....	48,231	Delaware city, OH	34,753
Aspen city, CO	6,658	Cedar Hill city, TX.....	45,028	Denison city, TX	22,682
Athens-Clarke County,		Cedar Rapids city, IA.....	126,326	Denton city, TX	113,383
GA.....	115,452	Celina city, TX	6,028	Denver city, CO	600,158
Auburn city, AL	53,380	Centennial city, CO.....	100,377	Des Moines city, IA.....	203,433
Augusta CCD, GA.....	134,777	Chandler city, AZ	236,123	Des Peres city, MO.....	8,373
Aurora city, CO.....	325,078	Chandler city, TX	2,734	Destin city, FL	12,305
Austin city, TX.....	790,390	Chanhassen city, MN	22,952	Dover city, NH	29,987
Avon town, CO.....	6,447	Chapel Hill town, NC.....	57,233	Dublin city, CA	46,036
Avon town, IN	12,446	Chardon city, OH	5,148	Dublin city, OH	41,751
Avondale city, AZ.....	76,238	Charles County, MD	146,551	Duluth city, MN.....	86,265
Azusa city, CA.....	46,361	Charlotte city, NC	731,424	Durham city, NC	228,330
Bainbridge Island city, WA	23,025	Charlotte County, FL	159,978	Durham County, NC	267,587
Baltimore city, MD	620,961	Charlottesville city, VA	43,475	Dyer town, IN.....	16,390
Baltimore County, MD	805,029	Chattanooga city, TN	167,674	Eagan city, MN	64,206
Bartonville town, TX	1,469	Chautauqua town, NY.....	4,464	Eagle Mountain city, UT.....	21,415
Battle Creek city, MI.....	52,347	Chesterfield County, VA	316,236	Eagle town, CO	6,508
Bay City city, MI.....	34,932	Clackamas County, OR.....	375,992	Eau Claire city, WI.....	65,883
Bay Village city, OH	15,651	Clarendon Hills village, IL	8,427	Eden Prairie city, MN	60,797
Baytown city, TX.....	71,802	Clayton city, MO.....	15,939	Eden town, VT	1,323
Bedford city, TX.....	46,979	Clearwater city, FL.....	107,685	Edgerton city, KS.....	1,671
Bedford town, MA.....	13,320	Cleveland Heights city,		Edgewater city, CO	5,170
Bellevue city, WA.....	122,363	OH	46,121	Edina city, MN	47,941
Bellingham city, WA.....	80,885	Clinton city, SC	8,490	Edmond city, OK.....	81,405
Benbrook city, TX	21,234	Clive city, IA	15,447	Edmonds city, WA	39,709
Bend city, OR	76,639	Clovis city, CA.....	95,631	El Cerrito city, CA.....	23,549
Bethlehem township, PA	23,730	College Park city, MD.....	30,413	El Dorado County, CA	181,058
Bettendorf city, IA.....	33,217	College Station city, TX	93,857	El Paso de Robles (Paso	
Billings city, MT.....	104,170	Colleyville city, TX.....	22,807	Robles) city, CA.....	29,793
Bloomington city, IN	80,405	Collinsville city, IL	25,579	Elk Grove city, CA.....	153,015
Bloomington city, MN	82,893	Columbia city, MO	108,500	Elko New Market city, MN	4,110
Blue Springs city, MO	52,575	Columbia city, SC	129,272	Elmhurst city, IL	44,121
Boise City city, ID	205,671	Columbia Falls city, MT.....	4,688	Englewood city, CO	30,255
Bonner Springs city, KS.....	7,314	Commerce City city, CO.....	45,913	Erie town, CO	18,135
Boone County, KY	118,811	Concord city, CA.....	122,067	Escambia County, FL	297,619
Boulder city, CO	97,385	Concord town, MA.....	17,668	Estes Park town, CO	5,858
Bowling Green city, KY	58,067	Conshohocken borough,		Euclid city, OH	48,920
Bozeman city, MT	37,280	PA	7,833	Fairview town, TX	7,248
Brentwood city, MO.....	8,055	Coolidge city, AZ	11,825	Farmers Branch city, TX	28,616
Brentwood city, TN	37,060	Coon Rapids city, MN	61,476	Farmersville city, TX.....	3,301
Brighton city, CO	33,352	Copperas Cove city, TX	32,032	Farmington Hills city, MI.....	79,740
Brighton city, MI	7,444	Coral Springs city, FL.....	121,096	Farmington town, CT.....	25,340
Bristol city, TN.....	26,702	Coronado city, CA	18,912	Fayetteville city, GA	15,945

Fayetteville city, NC	200,564	Indio city, CA	76,036	Lower Merion township, PA	57,825
Fernandina Beach city, FL ..	11,487	Iowa City city, IA	67,862	Lynchburg city, VA	75,568
Flagstaff city, AZ	65,870	Irving city, TX	216,290	Lynnwood city, WA	35,836
Flower Mound town, TX	64,669	Issaquah city, WA	30,434	Macomb County, MI	840,978
Forest Grove city, OR	21,083	Jackson city, MO	13,758	Manassas city, VA	37,821
Fort Collins city, CO	143,986	Jackson County, MI	160,248	Manhattan Beach city, CA	35,135
Franklin city, TN	62,487	James City County, VA	67,009	Manhattan city, KS	52,281
Frederick town, CO	8,679	Jefferson County, NY	116,229	Mankato city, MN	39,309
Fremont city, CA	214,089	Jefferson Parish, LA	432,552	Maple Grove city, MN	61,567
Friendswood city, TX	35,805	Johnson City city, TN	63,152	Maplewood city, MN	38,018
Fruita city, CO	12,646	Johnston city, IA	17,278	Maricopa County, AZ ...	3,817,117
Gahanna city, OH	33,248	Jupiter town, FL	55,156	Marin County, CA	252,409
Gaithersburg city, MD	59,933	Kalamazoo city, MI	74,262	Marion city, IA	34,768
Galveston city, TX	47,743	Kansas City city, KS	145,786	Mariposa County, CA	18,251
Gardner city, KS	19,123	Kansas City city, MO	459,787	Marshfield city, WI	19,118
Georgetown city, TX	47,400	Keizer city, OR	36,478	Martinez city, CA	35,824
Germantown city, TN	38,844	Kenmore city, WA	20,460	Marysville city, WA	60,020
Gilbert town, AZ	208,453	Kennedale city, TX	6,763	Matthews town, NC	27,198
Gillette city, WY	29,087	Kent city, WA	92,411	Maui County, HI	154,834
Glen Ellyn village, IL	27,450	Kerrville city, TX	22,347	McAllen city, TX	129,877
Glendora city, CA	50,073	Kettering city, OH	56,163	McKinney city, TX	131,117
Glenview village, IL	44,692	Key West city, FL	24,649	McMinnville city, OR	32,187
Golden city, CO	18,867	King City city, CA	12,874	Mecklenburg County, NC	919,628
Golden Valley city, MN	20,371	Kingman city, AZ	28,068	Menlo Park city, CA	32,026
Goodyear city, AZ	65,275	Kirkland city, WA	48,787	Menomonee Falls village, WI	35,626
Grafton village, WI	11,459	Kirkwood city, MO	27,540	Mercer Island city, WA	22,699
Grand Blanc city, MI	8,276	Knoxville city, IA	7,313	Meridian charter township, MI	39,688
Grants Pass city, OR	34,533	La Plata town, MD	8,753	Meridian city, ID	75,092
Grass Valley city, CA	12,860	La Vista city, NE	15,758	Merriam city, KS	11,003
Greeley city, CO	92,889	Laguna Niguel city, CA	62,979	Mesa city, AZ	439,041
Greenville city, NC	84,554	Lake Forest city, IL	19,375	Mesa County, CO	146,723
Greenwich town, CT	61,171	Lake in the Hills village, IL ..	28,965	Miami Beach city, FL	87,779
Greenwood Village city, CO ..	13,925	Lake Stevens city, WA	28,069	Miami city, FL	399,457
Greer city, SC	25,515	Lake Worth city, FL	34,910	Middleton city, WI	17,442
Gunnison County, CO	15,324	Lake Zurich village, IL	19,631	Midland city, MI	41,863
Haltom City city, TX	42,409	Lakeville city, MN	55,954	Milford city, DE	9,559
Hamilton city, OH	62,477	Lakewood city, CO	142,980	Milton city, GA	32,661
Hamilton town, MA	7,764	Lakewood city, WA	58,163	Minneapolis city, MN	382,578
Hampton city, VA	137,436	Lancaster County, SC	76,652	Minnetrissa city, MN	6,384
Hanover County, VA	99,863	Lane County, OR	351,715	Missouri City city, TX	67,358
Harrisburg city, SD	4,089	Lansing city, MI	114,297	Modesto city, CA	201,165
Harrisonburg city, VA	48,914	Laramie city, WY	30,816	Moline city, IL	43,483
Harrisonville city, MO	10,019	Larimer County, CO	299,630	Monroe city, MI	20,733
Hastings city, MN	22,172	Las Cruces city, NM	97,618	Monterey city, CA	27,810
Hayward city, CA	144,186	Las Vegas city, NM	13,753	Montgomery city, MN	2,956
Henderson city, NV	257,729	Lawrence city, KS	87,643	Montgomery County, MD	971,777
Herndon town, VA	23,292	Lawrenceville city, GA	28,546	Monticello city, UT	1,972
High Point city, NC	104,371	Lee's Summit city, MO	91,364	Montrose city, CO	19,132
Highland Park city, IL	29,763	Lehi city, UT	47,407	Monument town, CO	5,530
Highlands Ranch CDP, CO	96,713	Lenexa city, KS	48,190	Moraga town, CA	16,016
Homer Glen village, IL	24,220	Lewisville city, TX	95,290	Morristown city, TN	29,137
Honolulu County, HI	953,207	Lewisville town, NC	12,639	Morrisville town, NC	18,576
Hooksett town, NH	13,451	Libertyville village, IL	20,315	Morro Bay city, CA	10,234
Hopkins city, MN	17,591	Lincolnwood village, IL	12,590	Mountain Village town, CO	1,320
Hopkinton town, MA	14,925	Lindsborg city, KS	3,458	Mountlake Terrace city, WA	19,909
Hoquiam city, WA	8,726	Little Chute village, WI	10,449	Murphy city, TX	17,708
Horry County, SC	269,291	Littleton city, CO	41,737	Naperville city, IL	141,853
Howard village, WI	17,399	Livermore city, CA	80,968	Napoleon city, OH	8,749
Hudson town, CO	2,356	Lombard village, IL	43,165	Nederland city, TX	17,547
Huntley village, IL	24,291	Lone Tree city, CO	10,218	Needham CDP, MA	28,886
Huntsville city, TX	38,548	Long Grove village, IL	8,043	Nevada City city, CA	3,068
Hurst city, TX	37,337	Longmont city, CO	86,270	Nevada County, CA	98,764
Hutchinson city, MN	14,178	Longview city, TX	80,455		
Hutto city, TX	14,698	Lonsdale city, MN	3,674		
Independence city, MO ...	116,830	Los Alamos County, NM	17,950		
Indianola city, IA	14,782	Los Altos Hills town, CA	7,922		
		Loudoun County, VA	312,311		
		Louisville city, CO	18,376		

New Braunfels city, TX 57,740
 New Brighton city, MN 21,456
 New Concord village, OH 2,491
 New Hope city, MN 20,339
 New Orleans city, LA 343,829
 New Smyrna Beach city,
 FL 22,464
 New Ulm city, MN 13,522
 Newberg city, OR 22,068
 Newport city, RI 24,672
 Newport News city, VA 180,719
 Newton city, IA 15,254
 Noblesville city, IN 51,969
 Norcross city, GA 9,116
 Norfolk city, NE 24,210
 Norfolk city, VA 242,803
 North Mankato city, MN 13,394
 North Port city, FL 57,357
 North Richland Hills city,
 TX 63,343
 North Yarmouth town, ME 3,565
 Novato city, CA 51,904
 Novi city, MI 55,224
 O'Fallon city, IL 28,281
 O'Fallon city, MO 79,329
 Oak Park village, IL 51,878
 Oakland city, CA 390,724
 Oakley city, CA 35,432
 Oklahoma City city, OK 579,999
 Olathe city, KS 125,872
 Old Town city, ME 7,840
 Olmsted County, MN 144,248
 Olympia city, WA 46,478
 Orange village, OH 3,323
 Orland Park village, IL 56,767
 Oshkosh city, WI 66,083
 Oshtemo charter
 township, MI 21,705
 Oswego village, IL 30,355
 Ottawa County, MI 263,801
 Overland Park city, KS 173,372
 Paducah city, KY 25,024
 Palm Beach Gardens city,
 FL 48,452
 Palm Coast city, FL 75,180
 Palo Alto city, CA 64,403
 Palos Verdes Estates city,
 CA 13,438
 Papillion city, NE 18,894
 Paradise Valley town, AZ 12,820
 Park City city, UT 7,558
 Parker town, CO 45,297
 Parkland city, FL 23,962
 Pasco city, WA 59,781
 Pasco County, FL 464,697
 Payette city, ID 7,433
 Pearland city, TX 91,252
 Peoria city, AZ 154,065
 Peoria city, IL 115,007
 Pflugerville city, TX 46,936
 Pinehurst village, NC 13,124
 Piqua city, OH 20,522
 Pitkin County, CO 17,148
 Plano city, TX 259,841
 Platte City city, MO 4,691
 Pleasant Hill city, IA 8,785
 Pleasanton city, CA 70,285
 Polk County, IA 430,640

Pompano Beach city, FL 99,845
 Port Orange city, FL 56,048
 Port St. Lucie city, FL 164,603
 Portland city, OR 583,776
 Powell city, OH 11,500
 Powhatan County, VA 28,046
 Prince William County, VA 402,002
 Prior Lake city, MN 22,796
 Pueblo city, CO 106,595
 Purcellville town, VA 7,727
 Queen Creek town, AZ 26,361
 Raleigh city, NC 403,892
 Ramsey city, MN 23,668
 Raymond town, ME 4,436
 Raymore city, MO 19,206
 Redmond city, OR 26,215
 Redmond city, WA 54,144
 Redwood City city, CA 76,815
 Reno city, NV 225,221
 Reston CDP, VA 58,404
 Richland city, WA 48,058
 Richmond city, CA 103,701
 Richmond Heights city,
 MO 8,603
 Rio Rancho city, NM 87,521
 River Falls city, WI 15,000
 Riverside city, CA 303,871
 Roanoke city, VA 97,032
 Roanoke County, VA 92,376
 Rochester city, NY 210,565
 Rochester Hills city, MI 70,995
 Rock Hill city, SC 66,154
 Rockville city, MD 61,209
 Roeland Park city, KS 6,731
 Rogers city, MN 8,597
 Rohnert Park city, CA 40,971
 Rolla city, MO 19,559
 Roselle village, IL 22,763
 Rosemount city, MN 21,874
 Rosenberg city, TX 30,618
 Roseville city, MN 33,660
 Round Rock city, TX 99,887
 Royal Oak city, MI 57,236
 Royal Palm Beach village,
 FL 34,140
 Sacramento city, CA 466,488
 Sahuarita town, AZ 25,259
 Sammamish city, WA 45,780
 San Anselmo town, CA 12,336
 San Diego city, CA 1,307,402
 San Francisco city, CA 805,235
 San Jose city, CA 945,942
 San Marcos city, CA 83,781
 San Marcos city, TX 44,894
 San Rafael city, CA 57,713
 Sangamon County, IL 197,465
 Santa Fe city, NM 67,947
 Santa Fe County, NM 144,170
 Santa Monica city, CA 89,736
 Sarasota County, FL 379,448
 Savage city, MN 26,911
 Schaumburg village, IL 74,227
 Schertz city, TX 31,465
 Scott County, MN 129,928
 Scottsdale city, AZ 217,385
 Sedona city, AZ 10,031
 Sevierville city, TN 14,807
 Shakopee city, MN 37,076

Sharonville city, OH 13,560
 Shawnee city, KS 62,209
 Shawnee city, OK 29,857
 Sherborn town, MA 4,119
 Shoreline city, WA 53,007
 Shoreview city, MN 25,043
 Shorewood village, IL 15,615
 Shorewood village, WI 13,162
 Sierra Vista city, AZ 43,888
 Silverton city, OR 9,222
 Sioux Center city, IA 7,048
 Sioux Falls city, SD 153,888
 Skokie village, IL 64,784
 Snoqualmie city, WA 10,670
 Snowmass Village town,
 CO 2,826
 Somerset town, MA 18,165
 South Jordan city, UT 50,418
 South Lake Tahoe city,
 CA 21,403
 Southlake city, TX 26,575
 Spearfish city, SD 10,494
 Spring Hill city, KS 5,437
 Springfield city, MO 159,498
 Springville city, UT 29,466
 St. Augustine city, FL 12,975
 St. Charles city, IL 32,974
 St. Cloud city, FL 35,183
 St. Joseph city, MO 76,780
 St. Joseph town, WI 3,842
 St. Louis County, MN 200,226
 State College borough,
 PA 42,034
 Steamboat Springs city,
 CO 12,088
 Sugar Grove village, IL 8,997
 Sugar Land city, TX 78,817
 Suisun City city, CA 28,111
 Summit County, UT 36,324
 Summit village, IL 11,054
 Sunnyvale city, CA 140,081
 Surprise city, AZ 117,517
 Suwanee city, GA 15,355
 Tacoma city, WA 198,397
 Takoma Park city, MD 16,715
 Tamarac city, FL 60,427
 Temecula city, CA 100,097
 Tempe city, AZ 161,719
 Temple city, TX 66,102
 Texarkana city, TX 36,411
 The Woodlands CDP, TX 93,847
 Thousand Oaks city, CA 126,683
 Tigard city, OR 48,035
 Tracy city, CA 82,922
 Trinidad CCD, CO 12,017
 Tualatin city, OR 26,054
 Tulsa city, OK 391,906
 Tustin city, CA 75,540
 Twin Falls city, ID 44,125
 Unalaska city, AK 4,376
 University Heights city, OH 13,539
 University Park city, TX 23,068
 Upper Arlington city, OH 33,771
 Urbandale city, IA 39,463
 Vail town, CO 5,305
 Ventura CCD, CA 111,889
 Vernon Hills village, IL 25,113
 Vestavia Hills city, AL 34,033

Victoria city, MN 7,345
 Vienna town, VA 15,687
 Virginia Beach city, VA..... 437,994
 Walnut Creek city, CA 64,173
 Warrensburg city, MO 18,838
 Washington County, MN ... 238,136
 Washington town, NH 1,123
 Washoe County, NV 421,407
 Washougal city, WA 14,095
 Wauwatosa city, WI 46,396
 Waverly city, IA 9,874
 Wentzville city, MO 29,070
 West Carrollton city, OH 13,143

Western Springs village, IL... 12,975
 Westerville city, OH 36,120
 Westlake town, TX 992
 Westminster city, CO 106,114
 Weston town, MA 11,261
 Wheat Ridge city, CO 30,166
 White House city, TN 10,255
 Wichita city, KS 382,368
 Williamsburg city, VA 14,068
 Willowbrook village, IL 8,540
 Wilmington city, NC 106,476
 Wilsonville city, OR 19,509
 Windsor town, CO 18,644

Windsor town, CT 29,044
 Winnetka village, IL 12,187
 Winter Garden city, FL 34,568
 Woodbury city, MN 61,961
 Woodinville city, WA 10,938
 Woodland city, CA 55,468
 Wyandotte County, KS 157,505
 Yakima city, WA 91,067
 York County, VA 65,464
 Yorktown town, IN 9,405
 Yorkville city, IL 16,921
 Yountville city, CA 2,933

Peer Communities Benchmarks

Table 113: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	88%	10	24	Similar
Your neighborhood as a place to live	81%	13	20	Similar
Bloomington as a place to raise children	85%	7	21	Similar
Bloomington as a place to work	58%	14	20	Similar
Bloomington as a place to visit	70%	6	15	Similar
Bloomington as a place to retire	70%	7	18	Similar
The overall quality of life in the City of Bloomington	84%	9	22	Similar

Table 114: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Bloomington	80%	9	17	Similar
Overall ease of getting to the places you usually visit	66%	9	14	Similar
Quality of overall natural environment in Bloomington	82%	6	15	Similar
Overall "built environment" of Bloomington (including overall design, of buildings, parks and transportation systems	63%	8	13	Similar
Health and wellness opportunities in Bloomington	72%	10	13	Similar
Overall opportunities for education and enrichment	88%	5	13	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall economic health of Bloomington	61%	8	13	Similar
Sense of community	65%	6	15	Similar
Overall image or reputation of Bloomington	81%	6	16	Similar

Table 115: 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%	8	16	Similar
Remain in the City of Bloomington for the next five years	62%	15	16	Lower

Table 116: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	96%	8	26	Similar
In Bloomington's downtown area during the day	93%	6	22	Similar

Table 117: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	50%	6	18	Similar
Ease of public parking	29%	15	16	Similar
Ease of travel by car	59%	8	15	Similar
Ease of travel by public transportation	53%	5	13	Similar
Ease of travel by bicycle	48%	9	15	Similar
Ease of walking	73%	5	16	Similar
Availability of paths and walking trails	76%	5	16	Similar
Air quality	84%	5	16	Similar
Cleanliness of the City	69%	8	14	Similar
Overall appearance	78%	9	18	Similar
Public places where people want to spend time	72%	8	13	Similar
Variety of housing options	48%	8	15	Similar
Availability of affordable housing	27%	10	15	Similar
Fitness opportunities	78%	7	13	Similar
Recreational opportunities	79%	8	17	Similar
Availability of affordable food	72%	8	13	Similar
Availability of affordable health care	50%	14	14	Lower
Availability of affordable mental health care	44%	11	13	Similar

Table 118: Question 6 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Availability of affordable child care/preschool	41%	12	13	Similar
K-12 education	78%	9	13	Similar
Adult educational opportunities	82%	3	11	Similar
Opportunities to attend cultural/arts/music activities	94%	2	15	Higher
Opportunities to participate in religious or spiritual events and activities	90%	2	12	Similar
Employment opportunities	46%	11	16	Similar
Cost of living in Bloomington	43%	8	14	Similar
Overall quality of business and service establishments in Bloomington	73%	7	14	Similar
Opportunities to participate in social events and activities	78%	5	14	Similar
Opportunities to volunteer	89%	2	14	Similar
Opportunities to participate in community matters	78%	3	15	Similar
Openness and acceptance of the community toward people of diverse backgrounds	81%	2	17	Higher
Neighborliness of residents in Bloomington	65%	5	13	Similar

Table 119: Question 7 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Made efforts to conserve water	68%	12	12	Similar
Made efforts to make your home more energy efficient	76%	6	12	Similar
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	52%	8	12	Similar
You or a household member were a victim of a crime in the City of Bloomington	89%	8	16	Similar
You or a household member reported a crime to the police in the City of Bloomington	82%	4	14	Similar
Stocked supplies in preparation for an emergency	29%	6	11	Similar
Campaigned or advocated for an issue, cause or candidate	29%	9	12	Similar

Table 120: 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	42%	7	16	Similar

Table 121: Question 10 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Attended a local public meeting	17%	14	14	Similar
Watched (online or on television) a local public meeting	21%	10	13	Similar

Table 122: Question 11 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Participated in religious or spiritual activities	44%	7	12	Similar
Attended an event offered by the City of Bloomington	68%	4	12	Similar
Used bus or other public transportation instead of driving	45%	4	12	Higher
Carpooled with other adults or children instead of driving alone	57%	2	13	Similar
Walked or biked instead of driving	74%	5	13	Similar
Volunteered your time to some group/activity in Bloomington	52%	11	15	Similar
Talked to or visited with your immediate neighbors	77%	13	14	Similar
Done a favor for a neighbor	66%	12	13	Similar

Table 123: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	77%	10	23	Similar
The Federal Government	29%	14	14	Similar

Table 124: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The value of services for the taxes paid to City	62%	5	19	Similar
The overall direction that the City is taking	62%	10	17	Similar
The job City government does at welcoming citizen involvement	62%	5	15	Similar
Overall confidence in City government	59%	5	13	Similar
Generally acting in the best interest of the community	59%	5	13	Similar
Being honest/transparent	54%	7	12	Similar
Treating all residents fairly	54%	5	13	Similar

Table 125: Question 18 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	83%	6	21	Similar
Fire services	96%	8	22	Similar
Ambulance or emergency medical service	94%	9	16	Similar
Crime prevention	61%	8	18	Similar
Fire prevention and education	77%	9	18	Similar
Traffic enforcement	54%	13	20	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Street repair	30%	9	16	Similar
Street cleaning	60%	7	16	Similar
Street lighting	49%	13	17	Similar
Snow removal	68%	6	16	Similar
Sidewalk maintenance	47%	9	15	Similar
Traffic signal timing	55%	4	15	Similar
Bus or transit services	66%	4	12	Similar
Garbage collection	84%	7	16	Similar
Recycling	75%	10	16	Similar
Yard waste pick-up	74%	7	15	Similar
Storm drainage	45%	17	19	Lower
Drinking water	64%	18	19	Similar
Sewer services	75%	12	19	Similar
Land use, planning and zoning	47%	10	16	Similar
Code enforcement (weeds, trash, etc.)	48%	9	20	Similar
Animal care and control	74%	5	20	Similar
Economic development	57%	9	14	Similar
Health services	60%	11	12	Similar
Public information services	60%	12	14	Similar
Preservation of natural areas (i.e. forests)	69%	3	14	Similar
Open space (green space)	66%	6	14	Similar
Overall customer service by City Employees	75%	8	19	Similar
Parks	82%	9	18	Similar

Table 126: Question D1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recycled	82%	9	15	Similar
Purchase goods or services from a business located in Bloomington	95%	12	13	Similar
Read or watch local news (via television, paper, computer, etc.)	65%	12	13	Lower
Vote in local elections	73%	12	14	Similar

Table 127: 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?	65%	8	13	Similar

Communities Included in Peer Communities Comparison

Ames city, IA58,965
 Ann Arbor city, MI.....113,934
 Asheville city, NC.....83,393
 Austin city, TX.....790,390
 Bloomington city, IN.....80,405
 Boulder city, CO97,385
 Bowling Green city, KY58,067
 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, MN86,265
 East Lansing city, MI.....48,579
 Fishers town, IN76,794
 Fort Collins city, CO.....143,986
 Independence city, MO...116,830
 Iowa City city, IA67,862
 Kettering city, OH.....56,163

Lawrence city, KS87,643
 Lynchburg city, VA75,568
 Manhattan city, KS.....52,281
 Oshkosh city, WI66,083
 Portland city, OR.....583,776
 Springfield city, MO159,498
 St. Cloud city, MN65,842
 State College borough, PA.....42,034

Appendix F: Survey Methodology

Developing the Questionnaire

The City of Bloomington conducted their first community survey in 2017. 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 opinions on policy issues facing the city and their assessment of city service delivery. The City of Bloomington funded this research. Please contact Mary Catherine Carmichael at carmichm@bloomington.in.gov if you have any questions about the survey.

Developing the Questionnaire

The 2019 survey instrument was developed by starting with the version from the previous implementation in 2017. Few changes were made to the survey in order to maximize comparisons overtime. 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. A list of all households within the zip codes serving Bloomington was purchased from Go-Dog Direct based on updated listings from the United States Postal Service, updated every three months, providing the best representation of all households in a specific geographic location. NRC used the USPS data to select the survey recipients.

A larger list than needed was pulled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside Bloomington’s boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within Bloomington. All addresses determined to be outside the study boundaries were eliminated from the list of potential households. Each address identified as being within city boundaries was further identified as being within one of the four quadrants. A random selection was made of the remaining addresses to create a mailing list of 3,000 addresses.

To choose the 3,000 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in

selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” 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.

In addition to the scientific, random sample, a link to an online “opt-in” survey was publicized through various channels including the Bloomington website and social media. This opt-in survey was identical to the scientific survey and open to all City residents.

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 February 1st, 2019. 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 online “opt-in” survey became available to all residents on March 15th, 2019 and remained open for four weeks.

The mailings were sent starting in February and completed surveys were collected over the following eight weeks. About 6% 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 2,825 households presumed to have received a survey, 610 completed the survey (including 138 online surveys), providing a response rate of 21%. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 17% to 26%. The response rate(s) were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 132 residents completed the online “opt-in” online survey and the results for this survey can be found under a separate cover (*Bloomington Supplemental Web Report*).

Table 128: Survey Response Rates by Geographic Area

	SE	SW	NW	NE	Overall
Total sample used	1,432	474	467	627	3,000
I=Complete Interviews	365	87	63	87	602
P=Partial Interviews	4	1	0	3	8
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	983	368	367	497	2,215
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.² 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.

¹ 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

² 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)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, 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 respondents were compared to those found in the 2010 United States Census and 2015 American Community Survey. Survey results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the survey respondents were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting the household respondent data were gender, age, housing unit type, housing tenure (rent or own) and area of residence. No adjustments were made for design effects. 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. The results of the weighting scheme are presented in the table on the following page.

Table 129: Bloomington, IN 2019 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	67%	35%	66%
Own home	33%	65%	34%
Detached unit	39%	62%	40%
Attached unit	61%	38%	60%
Race and Ethnicity			
White	85%	88%	85%
Not white	15%	12%	15%
Not Hispanic	97%	97%	96%
Hispanic	3%	3%	4%
Sex and Age			
Female	50%	58%	49%
Male	50%	42%	51%
18-34 years of age	61%	27%	60%
35-54 years of age	20%	24%	20%
55+ years of age	20%	50%	20%
Females 18-34	28%	16%	28%
Females 35-54	10%	14%	10%
Females 55+	11%	29%	11%
Males 18-34	32%	11%	32%
Males 35-54	10%	10%	10%
Males 55+	8%	21%	8%
Geographic Area			
Southeast	47%	60%	47%
Southwest	16%	14%	16%
Northwest	15%	10%	15%
Northeast	22%	15%	22%

*2010 U.S. Census and 2015 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 denoted with an uppercase letter.

For reporting comparability, the “don’t know” responses from 2017 were removed in order to match the reporting of the 2017 and 2019 data which shows the percentages without “don’t know” to focus on the results from those who had an opinion about a particular service or activity. Ratings between 2019 and 2017 can be considered statistically significant if there are differences of seven percentage points or more.

Appendix G: Survey Materials

The 2019 survey mailing materials appear on the following pages.