City of Bloomington, IN

2021 Community Survey

Report of Results

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Executive Summary

Survey Background

The 2021 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 March 2021. A total of 527 surveys were completed, yielding a response rate of 19%. In addition to the random sample survey, a link to an online open participation survey was publicized by the City through various channels. The open participation survey was identical to the random sample survey and open to all Bloomington residents. A total of 235 open participation surveys were completed (for additional information on the open participation survey results, please see the *Bloomington Supplemental Web Report 2021* under separate cover).

Survey results were weighted so that respondent's housing tenure (rent or own), housing unit type (attached or detached), race/ethnicity, gender, age, and area 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 (527 completes).

Key Findings

Overall, Bloomington residents continue to have a positive quality of life.

- About 9 in 10 residents favorably reviewed Bloomington as a place to live, while 8 in 10 gave high marks to the overall quality of life and the community as a place to visit; the latter rating improved from 2019 to 2021.
- Three-quarters of respondents gave excellent or good marks to Bloomington as a place to raise children and their neighborhoods as a place to live; while this was on par with national and peer comparison communities, these ratings declined from 2019 to 2021.
- Residents remained loyal to Bloomington with 8 in 10 indicating they would recommend living in the community to someone who asked and 6 in 10 planning to remain in the city for the next five years.
- About 6 in 10 survey participants assigned positive reviews to the community making all residents feel welcome, attracting people from diverse backgrounds, and valuing/respecting residents from diverse backgrounds, which was similar to communities across the country.
- The second most common response when residents were asked what they liked most about living in Bloomington was the sense of community and small town feel (14%).

Government performance ratings declined in 2021, highlighting opportunities for improvements and better connections with residents.

- Similar to nationwide and peer comparison communities, three-quarters of residents assigned positive reviews to the overall quality of services provided by the City of Bloomington (73% excellent or good). While this rating was similar to 2019, it has been trending down since 2017.
- About two-thirds of residents appreciated the value of services for the taxes they paid and half praised the overall direction the City is taking, the job the government does at welcoming citizen involvement, and the City generally acting in the best interest of the community. Fewer than half gave high ratings to treating all residents fairly, overall confidence in the City government, informing residents about issues facing the community, being honest/transparent, treating all residents with respect, and listening to public concern. All of these ratings declined from 2019 to 2021, except the value of services for the taxes paid to the City, which remained stable.
- While most ratings were similar to the national and peer benchmarks, assessments of treating all residents with respect and treating all residents fairly were lower than the national averages.
- In line with 2019, about 4 in 10 had contacted City of Bloomington staff within the 12 months prior to taking the survey; yet ratings of their overall impression of the staff member and the staff member's knowledge, courteousness, and responsiveness declined in 2021.

Residents feel safe in the community overall, yet police interactions may be an area of focus.

- Community members feel safe in Bloomington, with 7 in 10 providing excellent or good ratings to the overall feeling of safety in Bloomington; although this rating declined from 2019 to 2021.
- Almost all residents felt safe in their neighborhood (94%) and Bloomington's downtown area (92%) during the day. Three-quarters felt safe in their neighborhood at night while 6 in 10 felt safe in the downtown area at night. Feelings of safety in different areas of the community remained stable over time.
- Additionally, a majority of residents reported feeling safe from fire, flood, or other national disaster (85%), from violent crime (74%), and from property crime (62%).
- When providing feedback on the quality of City services, residents were especially appreciative of safety services, including fire services (91%), ambulance or emergency medical services (87%) and fire prevention and education (76%).
- However, assessments of police services and crime prevention declined from 2019 to 2021 and lagged behind the national averages. Also fewer residents gave favorable evaluations to their interaction with the Bloomington Police Department in 2021; about 4 in 10 awarded excellent or good reviews while 8 in 10 indicated this was essential or very important for the community to focus on.

Residents have concerns about housing and affordability.

- Less than half of respondents praised the availability of affordable childcare/preschool, mental health care, health care, and housing options in Bloomington. Reviews of the availability of affordable quality health care and housing options were below the national benchmarks and assessments of the availability of affordable health care, mental health care, and preventive health services were lower than those in their peer group. About one-third gave excellent or good marks to well-planned residential growth, which lagged behind other communities nationwide.
- From 2019 to 2021, ratings for the variety of housing options, cost of living, the overall development of a variety of housing options in downtown, and the availability of affordable housing options, mental health care, and childcare/preschool declined. Some of these differences may be at least partially attributable to the COVID-19 pandemic.
- About 10% of respondents indicated that affordable housing was the thing they liked least about living in Bloomington.

Addressing homelessness is an increasing priority for residents.

- Only 3 in 10 residents gave excellent or good marks to the Bloomington community taking care of vulnerable residents (elderly, disabled, homeless, etc.), which was lower than the national benchmark.
- When residents were asked what their least favorite thing about Bloomington was, issues related to homelessness topped the list, with 29% mentioning this.
- About three-quarters of respondents stated that homelessness was a major challenge (an increase from 2019) and 22% said it was a moderate challenge.
- Similar to 2019, at least 9 in 10 Bloomington participants would strongly or somewhat support the City assisting with supportive housing for residents who are experiencing homelessness, which includes housing with services such as job training and substance abuse programs; 75% strongly supported this which was an increase from 2019 (63%).

Education, arts, and culture contribute to quality of life in Bloomington.

- Residents' assessments of the overall opportunities for education and enrichment and adult educational opportunities were exceptional and above average compared to communities across the country and in their peer group, with most respondents awarding favorable marks (92% and 83% respectively).
- About 12% of residents noted entertainment and cultural activities and 7% said access to educational opportunities as the thing they liked the most about living in Bloomington.
- Community support for the arts was the top rated community feature. About 9 in 10 assigned positive reviews, a rating that eclipsed communities across the nation.
- Roughly 8 in 10 respondents gave high marks to opportunities to attend cultural/arts/music activities; this rating was outstanding and higher than the national and peer benchmarks.

Survey Administration

Survey Purposes

The City of Bloomington contracted with Polco's National Research Center, Inc. (NRC) to conduct a community-wide survey. The 2021 survey was the third 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

In March 2021, a postcard was mailed to 3,000 Bloomington households, selected at random, notifying residents that they had been chosen to participate in the survey. The postcard include a URL so they could complete the survey online if they preferred. 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 included a URL to give residents the option to take the survey online. There were 527 survey respondents, including 255 surveys completed online, yielding a response rate of 19%. The margin of error is plus or minus four percentage points around any given percentage for all respondents (527).

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 can 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 (527). 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 third iteration of the community survey, the 2017 and 2019 results are presented when comparisons to 2021 were available. Where differences in ratings from 2019 to 2021 are six 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 resident 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 (communities that have a university and a similar median household income) 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.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to community benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2021 ratings compare to other communities' ratings from the past three to four years.

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 2019, 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, southwest, and northeast regions of the city gave higher evaluations to the overall quality of life in Bloomington than those who lived in the northwest 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, 2021

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

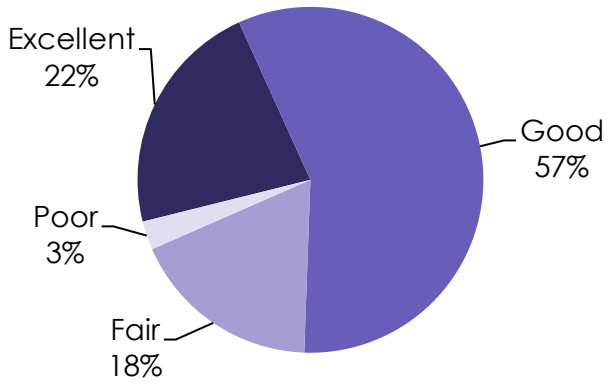
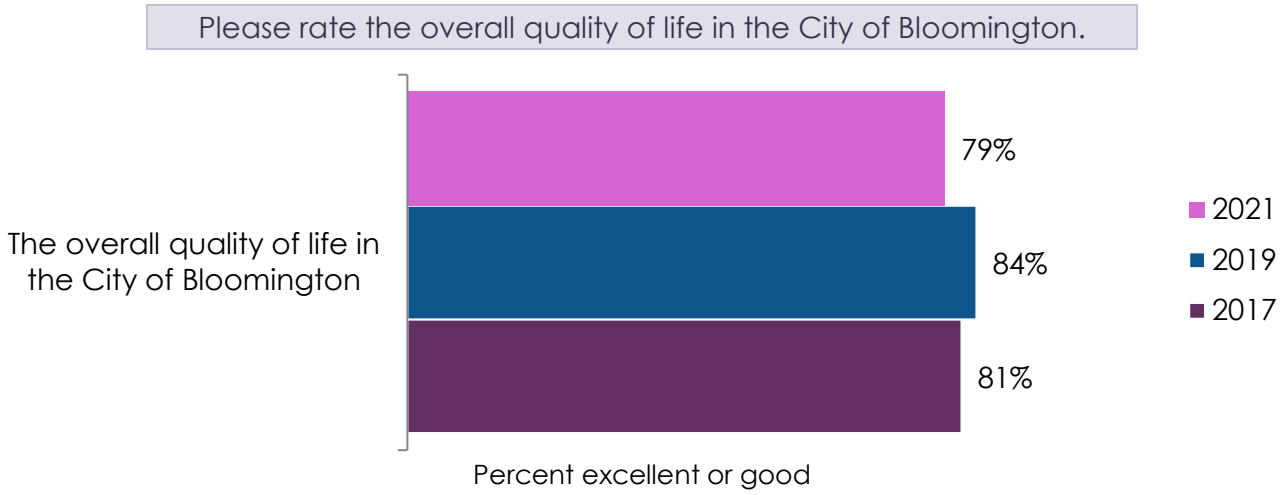


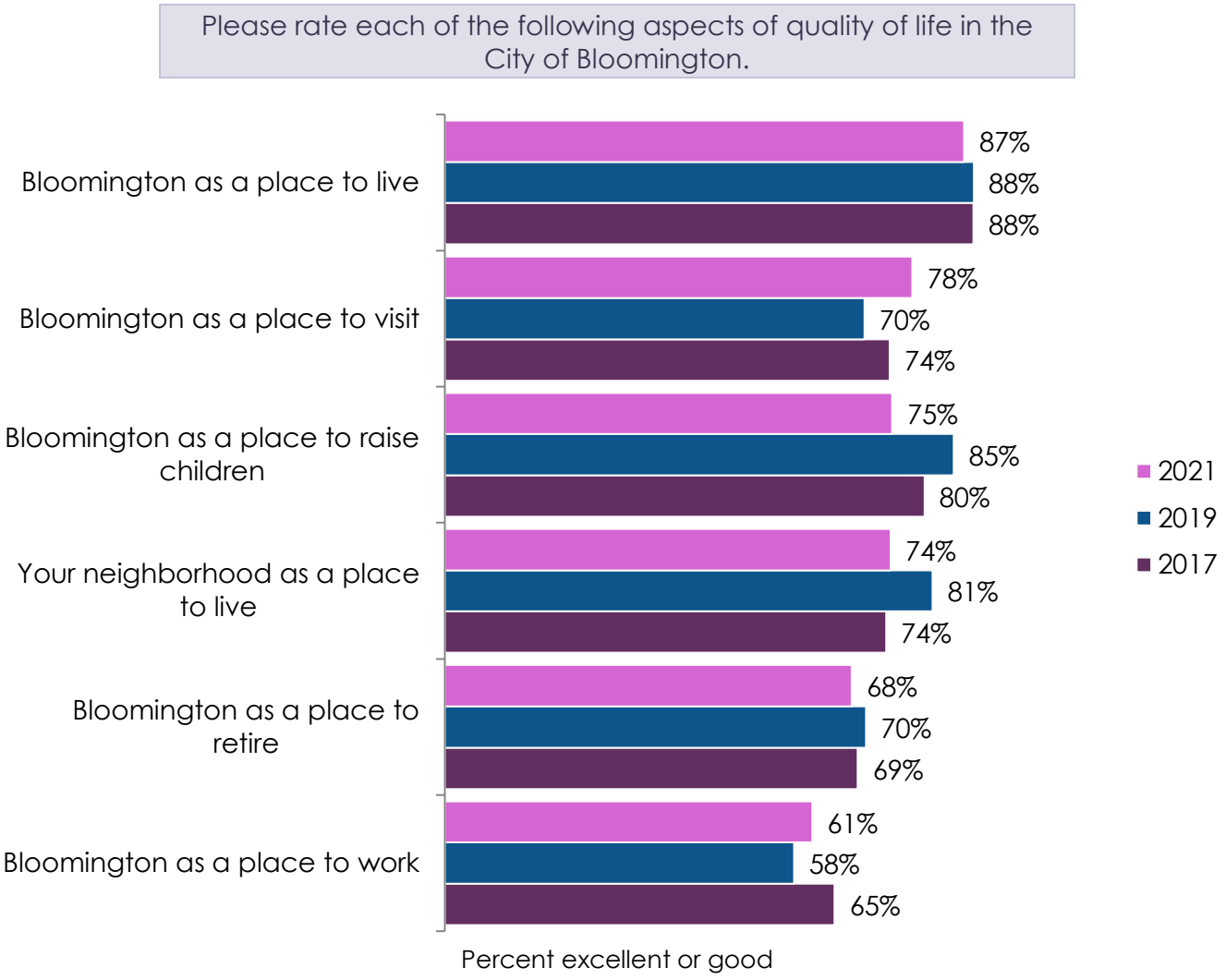
Figure 2: Quality of Life Compared by Year



For aspects that enhance quality of life, at least 7 in 10 praised Bloomington as a place to live, as a place to raise children, as a place to visit, and their neighborhoods as places to live. At least 6 in 10 awarded high marks to the community as a place to work and as a place to retire. Evaluations for Bloomington as a place to visit improved in 2021 compared to 2019, while residents were more critical of the city as a place to raise children and their neighborhoods as places to live 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 northern sections of the city felt more positively about Bloomington as a place to visit compared to those who lived in the southeast quadrant (for additional comparisons by respondent demographics, see *Appendix D: Responses to Select Questions by Respondent Characteristics.*)

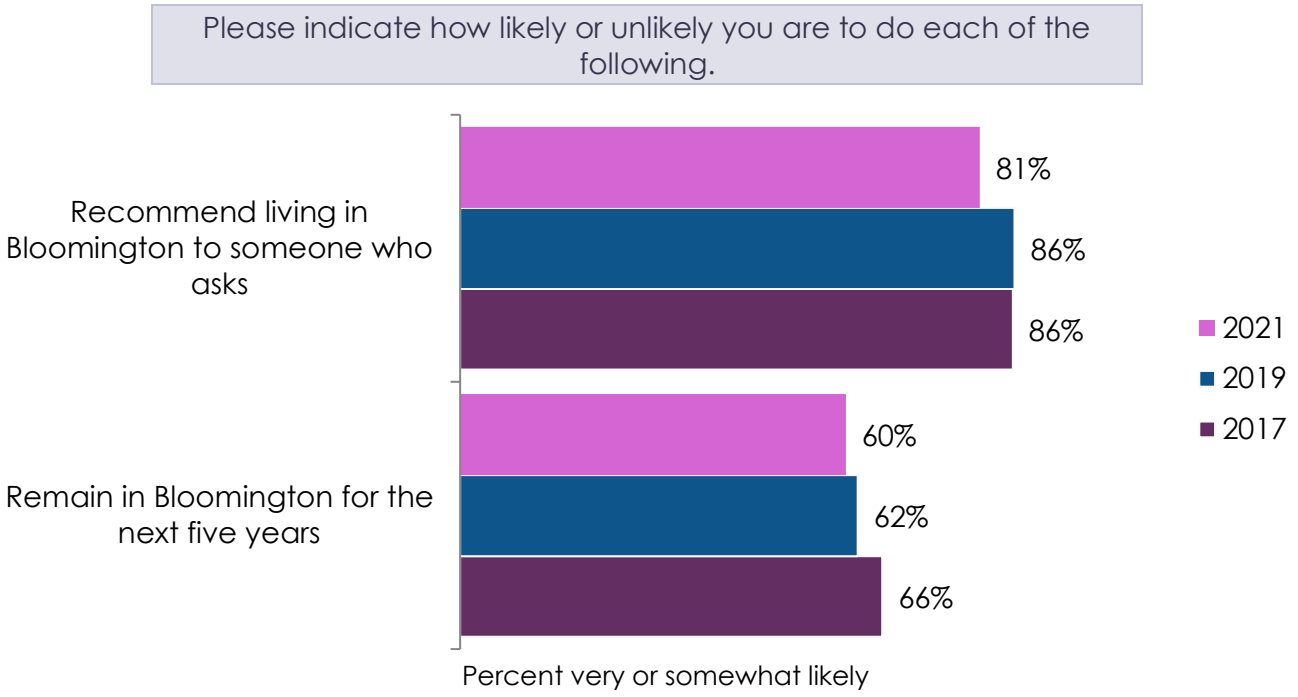
Figure 3: Aspects of Quality of Life Compared by Year



Residents remain loyal to Bloomington with 8 in 10 indicating they would recommend living in the community to someone who asked and about 6 in 10 stating they planned to remain in the community for the next five years, levels similar to 2019. While respondents were equally as likely to recommend their city compared to communities nationally and in other peer cities, they were less likely to plan to remain in the city (see *Appendix E: Benchmark Comparisons*).

Homeowners, females, non-students and those over age 25 were more likely to plan on living in the community for the next five years than their counterparts. Residents who lived in the northwest quadrant were more likely to recommend living in the city (see *Appendix D: Responses to Select Questions by Respondent Characteristics*). Additionally, residents in the northeast quadrant were less likely to plan to remain in Bloomington for the next five years compared to the other quadrants.

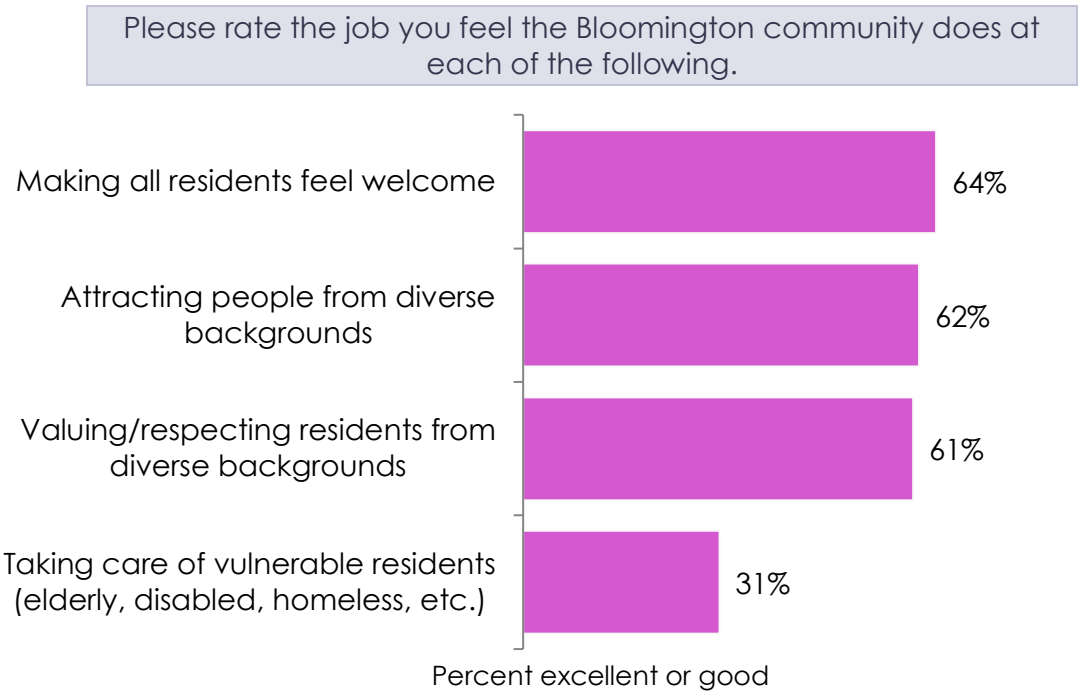
Figure 4: Resident Loyalty Compared by Year



About 6 in 10 residents positively rated the Bloomington community at making all residents feel welcome, attracting people from diverse backgrounds, and valuing/respecting residents from diverse backgrounds. Only 3 in 10 felt similarly about the community taking care of vulnerable residents, such as the elderly, disabled, and homeless. Respondents' assessments were similar to the national benchmarks, except for taking care of vulnerable residents, which was lower than the national (see *Appendix E: Benchmark Comparisons*).

Those who had lived in the community for more than 20 years, homeowners, non-students, and those over age 25 were more likely to give positive marks to the community taking care of vulnerable residents than their counterparts. Residents who lived in the northeast quadrant were more likely to give high ratings to the community making all residents feel welcome, attracting people from diverse backgrounds, and valuing/respecting residents from diverse backgrounds compared to residents who lived in the other quadrants (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 5: Community Care and Acceptance, 2021



Overall Community Characteristics

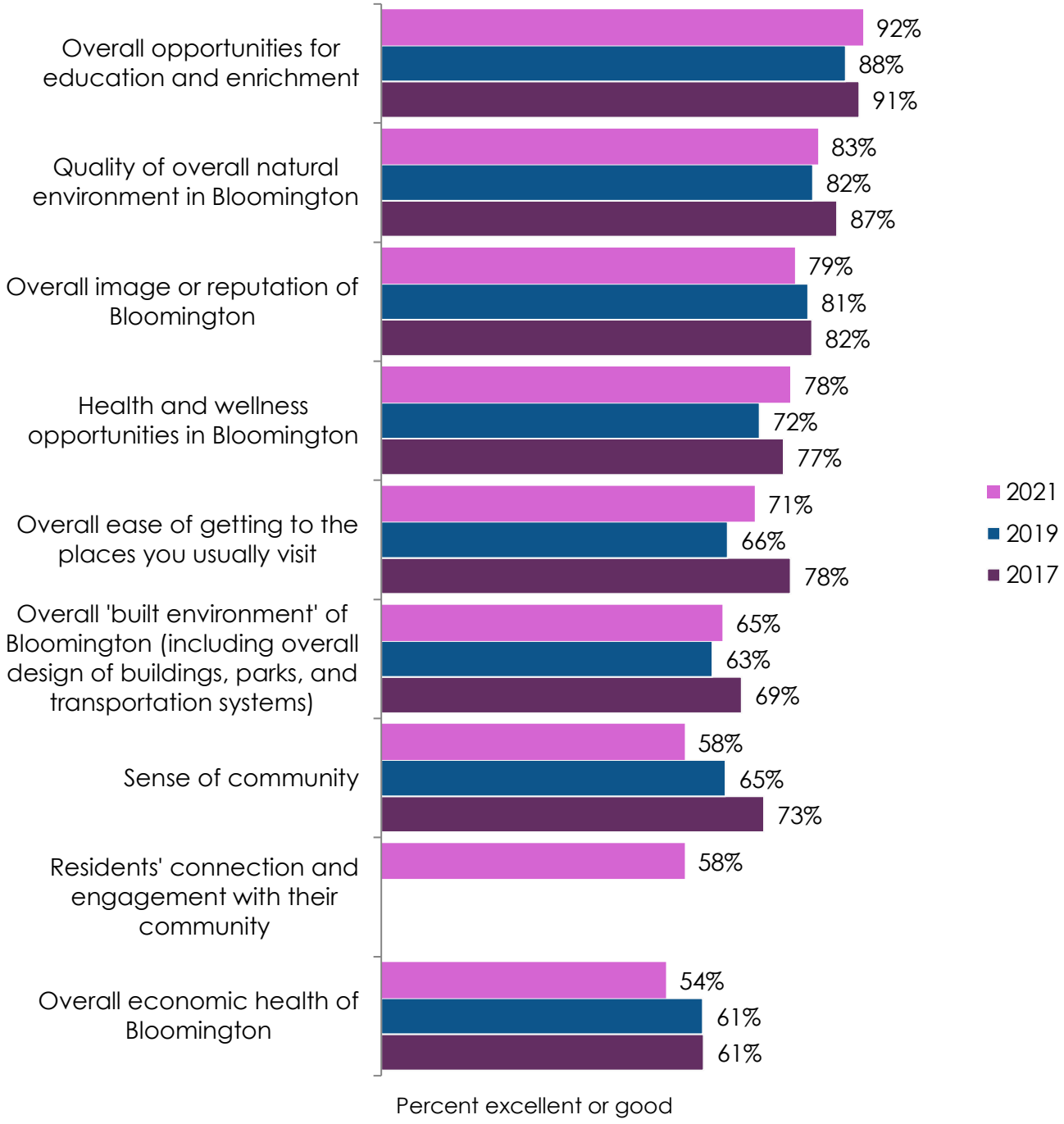
City leadership asked residents to provide their opinions on characteristics that define a community. Around 9 in 10 participants appreciated the overall opportunities for education and enrichment and about 8 in 10 praised the natural environment, the city's image or reputation, and health and wellness opportunities. Additionally, about 7 in 10 residents were pleased with the ease of navigating places they have to visit. Roughly 6 in 10 gave high marks to the sense of community in Bloomington, residents' connection and engagement with their community, and the overall built environment, while half positively reviewed the overall economic health of Bloomington. Ratings for health and wellness opportunities improved since 2019, while evaluations of sense of community and overall economic health declined over time.

Overall, most ratings of the overall characteristics of Bloomington were similar to the benchmark groups. However, evaluations of the overall opportunities for education and enrichment outpaced national and peer averages, while assessments of the overall ease of getting to the places you usually visit outpaced national averages (see *Appendix E: Benchmark Comparisons*).

Patterns of differences based on respondent demographics were difficult to discern; however, residents who had lived in Bloomington for more than 2 years were more likely to give favorable ratings to the overall economic health of the community than residents who had lived in the community for less than two years. Residents from the northwest portion of Bloomington were more critical of the overall quality of the natural environment, overall economic health, and residents' connection and engagement with their community than residents in other quadrants (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 6: 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 appreciative of community support for the arts (89% excellent or good), opportunities to volunteer (87%), and opportunities to attend cultural/arts/music activities (85%). Other high performing characteristics included adult educational opportunities, fitness opportunities, recreational opportunities, air quality, overall appearance of the city, and K-12 education, with 8 in 10 giving excellent or good reviews. Less than half of respondents felt positively about aspects related to affordability (e.g., cost of living and the availability of affordable housing and childcare/preschool options) and to housing and development items.

Residents' opinions of these community features generally remained stable over time; yet declines were observed in 2021 for ratings of opportunities to attend cultural/art/music activities, openness and acceptance of the community towards people of diverse backgrounds, variety of housing options, availability of affordable quality childcare/preschool and mental health care, cost of living, overall development of a variety of housing options in downtown, and the availability of affordable housing options. Some of these may be at least partially attributable to the COVID-19 pandemic.

Ratings for opportunities to attend cultural/arts/music activities and adult educational opportunities surpassed national and peer communities. Additionally, evaluations of community support for the arts, opportunities to volunteer, and vibrancy of the downtown/commercial area each exceeded ratings from cities across the country. Reviews for availability of affordable health care, affordable housing options, and affordable childcare/preschool, as well as well-planned residential growth tended to be lower than the national averages. Evaluations of the availability of affordable health care, mental health care, and preventive health services were also lower than peer communities. For more detailed information about these comparisons, see *Appendix E: Benchmark Comparisons*.

Comparisons by geography revealed that northwest survey respondents provided lower scores to the availability of affordable health care, mental health care, and preventive health services than residents in other regions. Residents between the ages of 18 and 24 gave higher marks to the overall appearance of the community and public places where people want to spend time than residents age 35 and older (Please see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional comparisons by respondent demographics).

Figure 7: Community Features Compared by Year

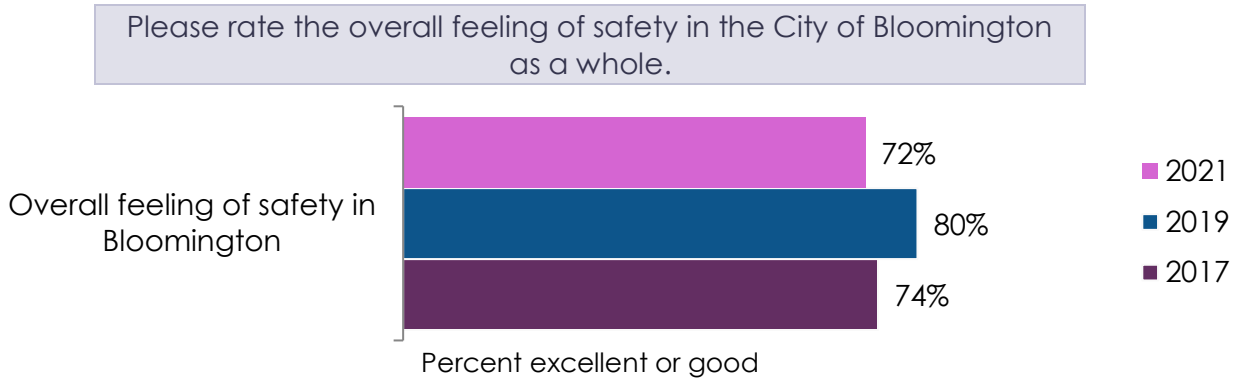
Please rate each of the following characteristics as they relate to the City of Bloomington as a whole. (Percent excellent or good)	2021	2019	2017
Community support for the arts	89%		
Opportunities to volunteer	87%	89%	88%
Opportunities to attend cultural/arts/music activities	85%	94%	94%
Adult educational opportunities	83%	82%	82%
Fitness opportunities	83%	78%	80%
Recreational opportunities	83%	79%	81%
Air quality	82%	84%	83%
Overall appearance	82%	78%	82%
K-12 education	80%	78%	76%
Overall quality of business and service establishments in Bloomington	77%	73%	75%
Public places where people want to spend time	76%	72%	70%
Vibrancy of downtown/commercial area	74%		
Availability of affordable food	74%	72%	72%
Sense of civic/community pride	71%		
Variety of business and service establishments in Bloomington	70%		
Entertainment downtown	69%	72%	75%
Cleanliness of the City	68%	69%	76%
Preservation of the historical or cultural character of the community	66%		
Openness and acceptance of the community toward people of diverse backgrounds	59%	81%	79%
Shopping opportunities outside downtown	59%	64%	66%
Shopping opportunities downtown	59%	59%	61%
Availability of preventive health services	52%		
Employment opportunities	50%	46%	43%
Availability of affordable health care	46%	50%	56%
Overall quality of new development in Bloomington	44%		
Entertainment outside downtown	44%	49%	51%
Variety of housing options	40%	48%	54%
Well-planned commercial growth	38%		
Availability of affordable childcare/preschool	35%	41%	37%
Availability of affordable mental health care	34%	44%	43%
Well-planned residential growth	34%		
Cost of living in Bloomington	33%	43%	44%
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	32%	44%	46%
Availability of affordable housing options	20%	27%	34%

Note: About 30% of respondents answered "don't know" when asked to rate well-planned commercial growth and the availability of preventive health services and mental health care. About 69% answered "don't know" when asked to rate the availability of affordable childcare/preschool and 55% when asked to rate K-12 education.

Safety

Residents felt safe in Bloomington, as about 7 in 10 awarded top marks to the overall feeling of safety in the community, yet this was lower than ratings in 2019 and on par with levels reported in 2017. When compared to other communities, Bloomington residents reported feelings of safety were similar (see *Appendix E: Benchmark Comparisons*).

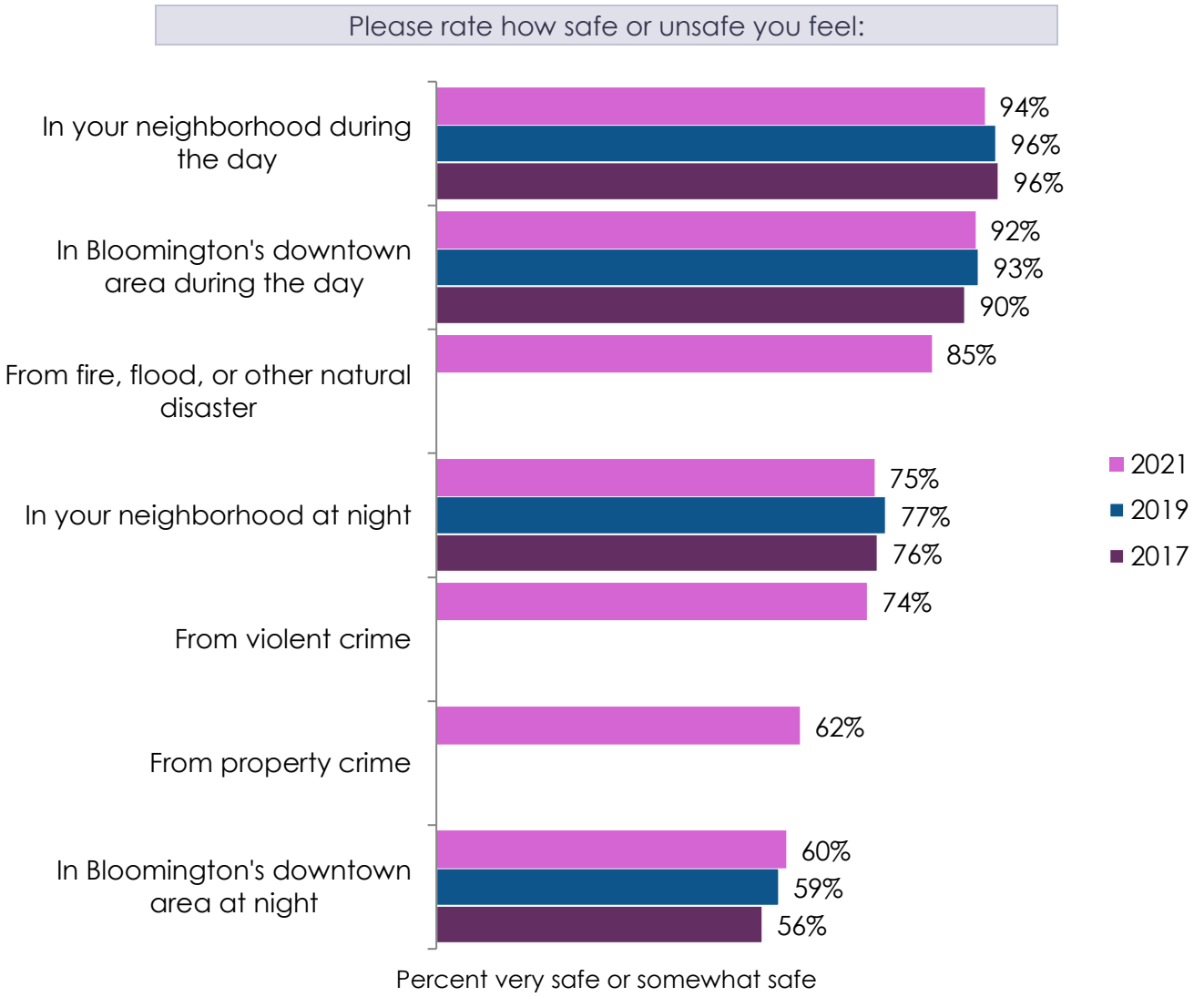
Figure 8: Overall Feeling of Safety in Bloomington Compared by Year



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 6 in 10 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*). Furthermore, a majority of residents felt safe from fire, flood, or other natural disaster (85%), from violent crime (74%), and from property crime (62%). These safety evaluations also were on par with the national average (comparisons to peers were not available).

Homeowners and males felt safer in their neighborhoods at night. When comparing based on geography, participants from the southeast felt less secure in Bloomington's downtown area at night compared to their peers (*Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 9: Feelings of Safety Compared by Year



Mobility

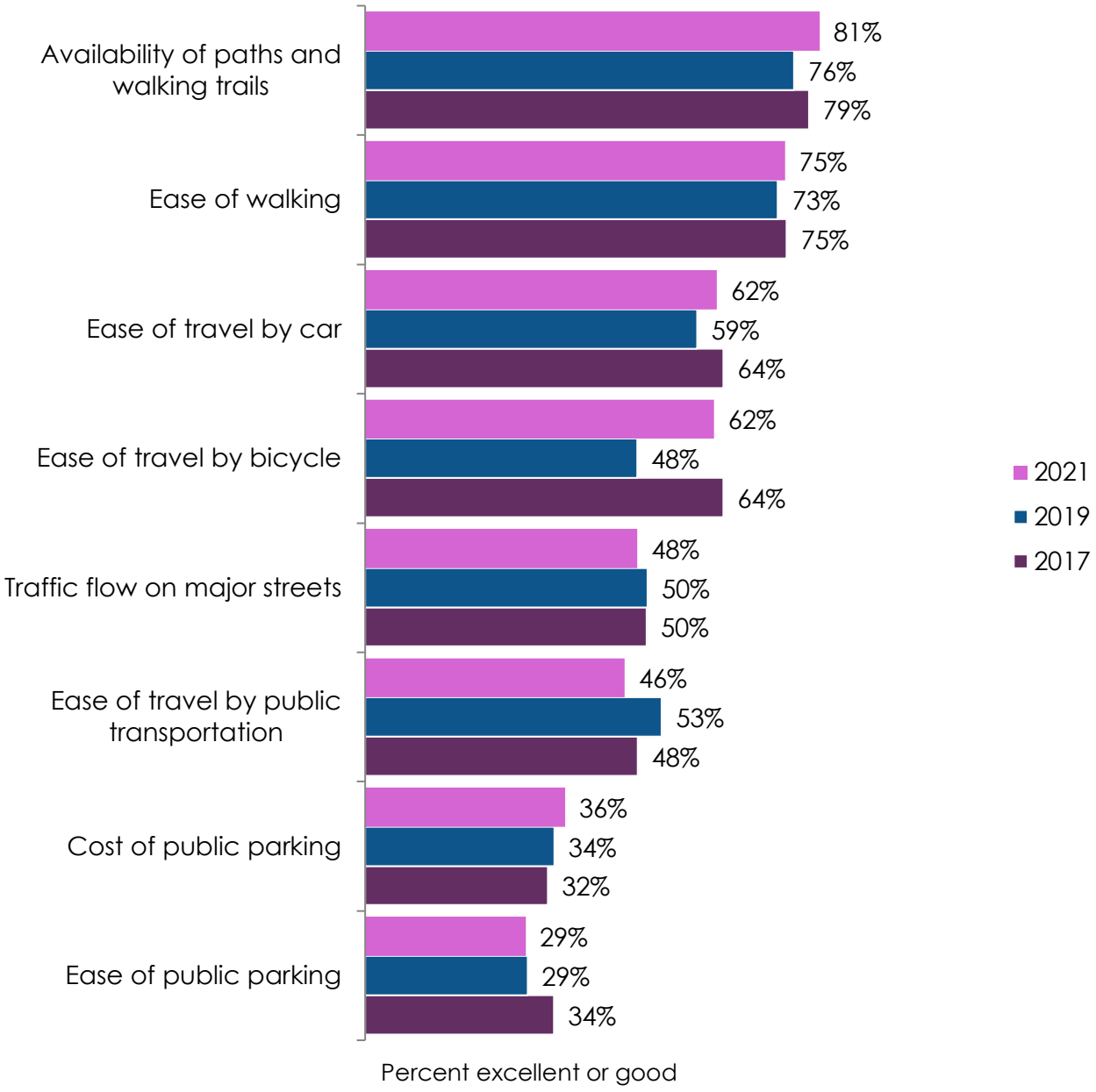
For measures related to the ease of navigating the city, residents were most pleased with pedestrian travel, including the availability of paths and walking trails (81% excellent or good) and ease of walking (75%). About 6 in 10 respondents enjoyed their ability to travel with ease via car and bicycle, with the latter rating increasing by 14% from 2019 to 2021. However, fewer residents positively rated the ease of travel by public transportation in 2021 (46%), which may be partially attributable to limitations due to COVID-19. One-third or less of respondents gave high marks to cost and ease of public parking.

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 more than six years were more positive about ease of travel by public transportation than those who had lived there for less than two years. Respondents from the eastern regions were more likely than respondents in the western regions to give high marks to ease of travel by public transportation (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for more information).

Figure 10: Mobility Community Features Compared by Year

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



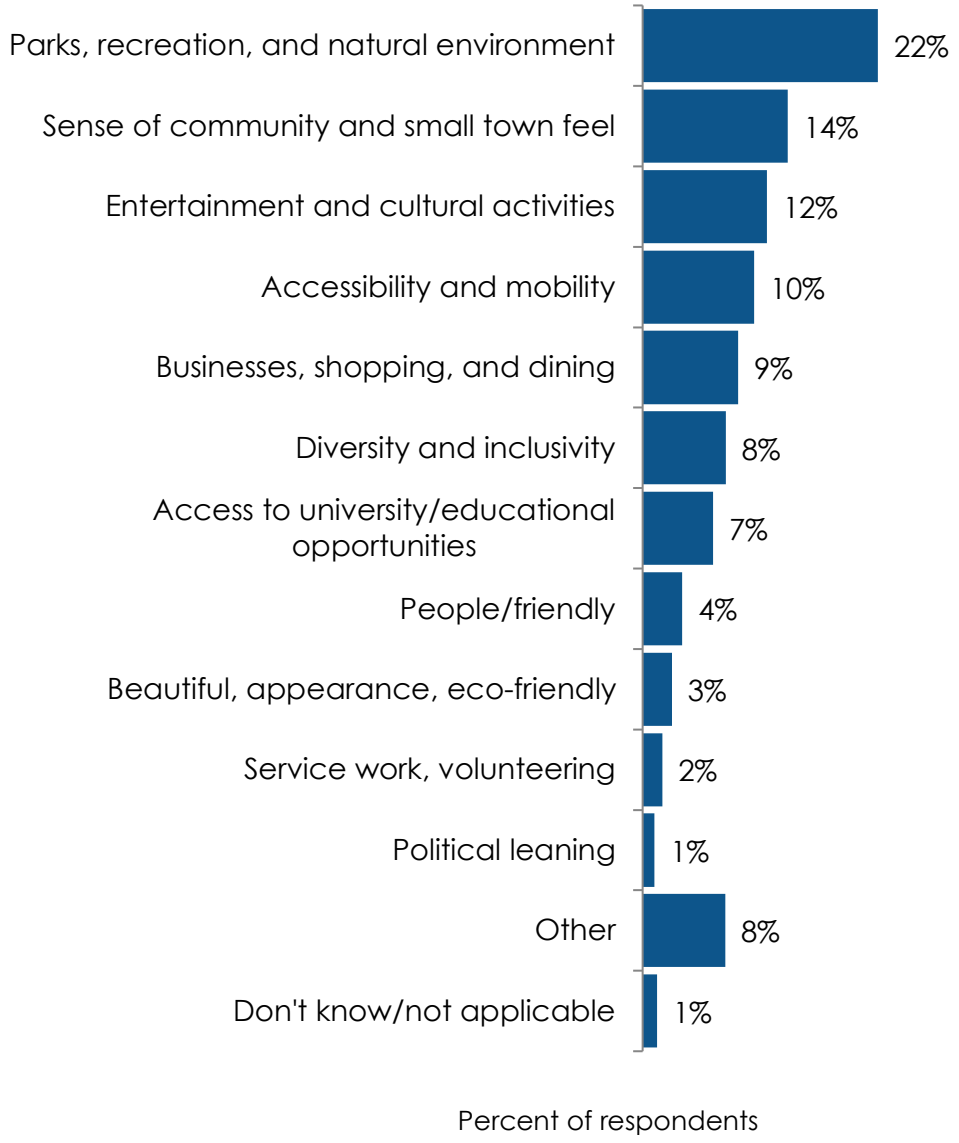
Note: About 31% of respondents answered "don't know" when asked to rate ease of travel by public transportation. About 30% answered "don't know" when asked to rate ease of travel by bicycle.

Living in Bloomington

When asked to choose their favorite thing about living in Bloomington, 472 of the 527 respondents provided an answer. Of these, 22% of individuals were delighted with parks, recreation, and the natural environment; 14% regarded the sense of community and small town feel as a win, and 12% were pleased with entertainment and cultural activities in Bloomington. About 10% of participants were grateful for the accessibility and mobility of the community; the businesses, shopping, and dining opportunities; and the diversity and inclusivity of the community. All written responses, including any "other" comments can be found in *Appendix C: Verbatim Responses*.

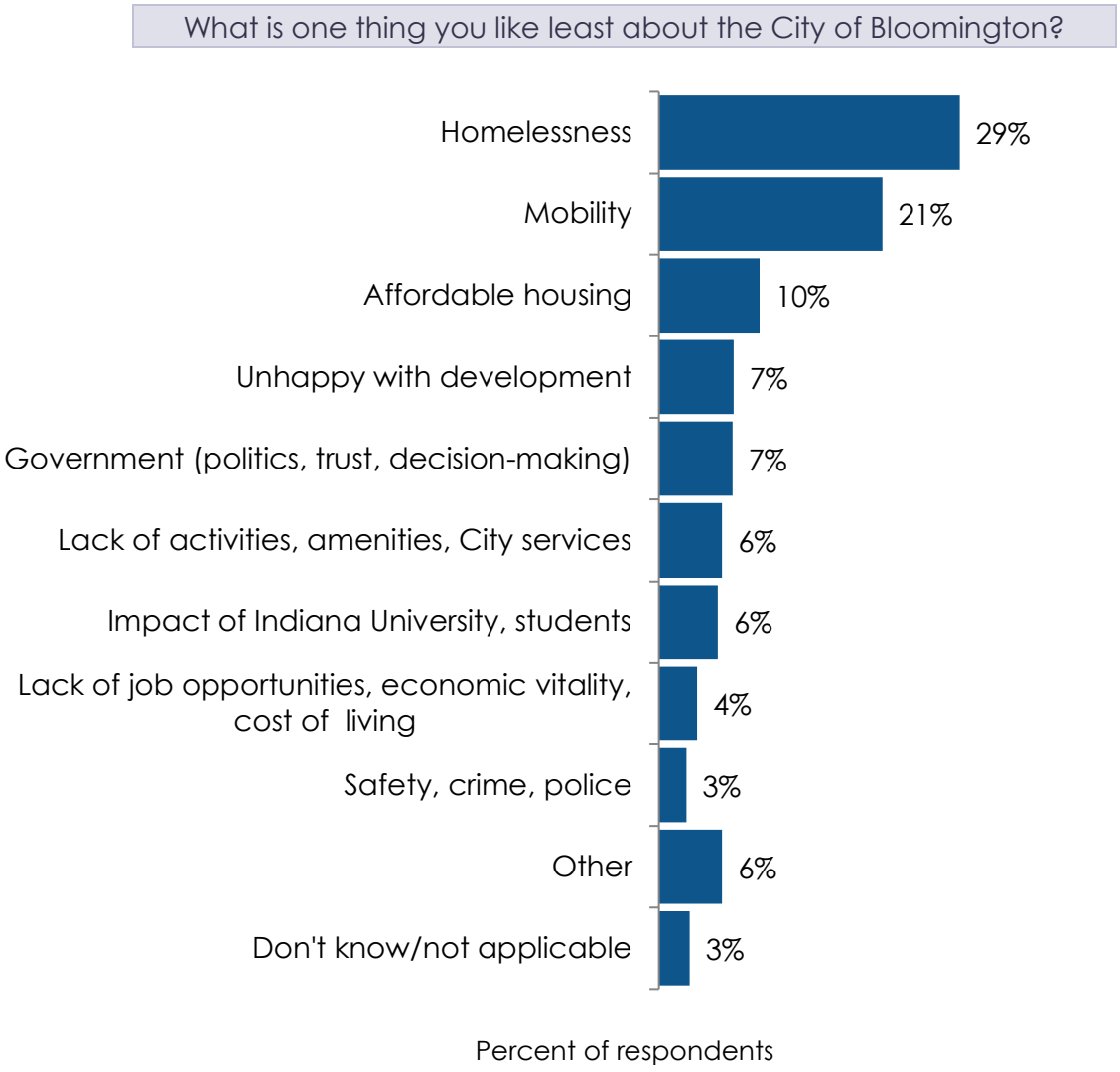
Figure 11: Like Most about Living in Bloomington, 2021

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



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 476 respondents that had written a response, about 3 in 10 identified an issue related to homelessness in the community. About 2 in 10 cited mobility issues (roads, traffic, public transportation or other issues) and 1 in 10 mentioned affordable housing. About 6-7% noted concerns with development, government, lack of activities/amenities/City services, and the impact of Indiana University and their students. The verbatim comments to this question, including the "other" responses, can be found in *Appendix C: Verbatim Responses*.

Figure 12: Like Least about Living in Bloomington, 2021

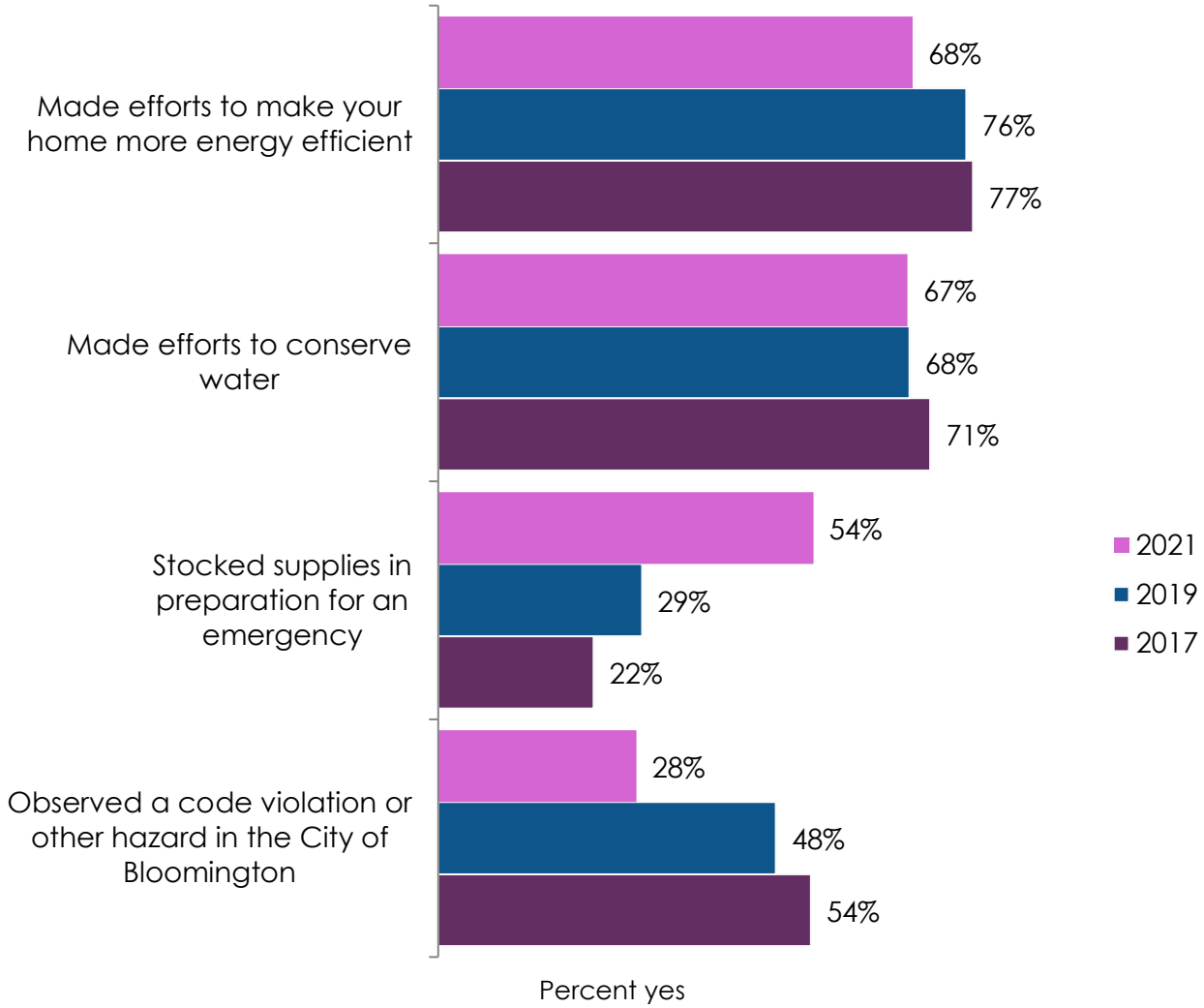


Community Participation

About two-thirds of Bloomington residents reported participating in green behaviors, such as making their homes energy efficient (declined from 2019) and conserving water. Around half reported they had stocked supplies in preparation for an emergency, which was a substantial increase from 2019 (likely due in part to COVID), and one-quarter observed a code violation, which was lower than rates in 2019.

Figure 13: Community Participation Compared by Year

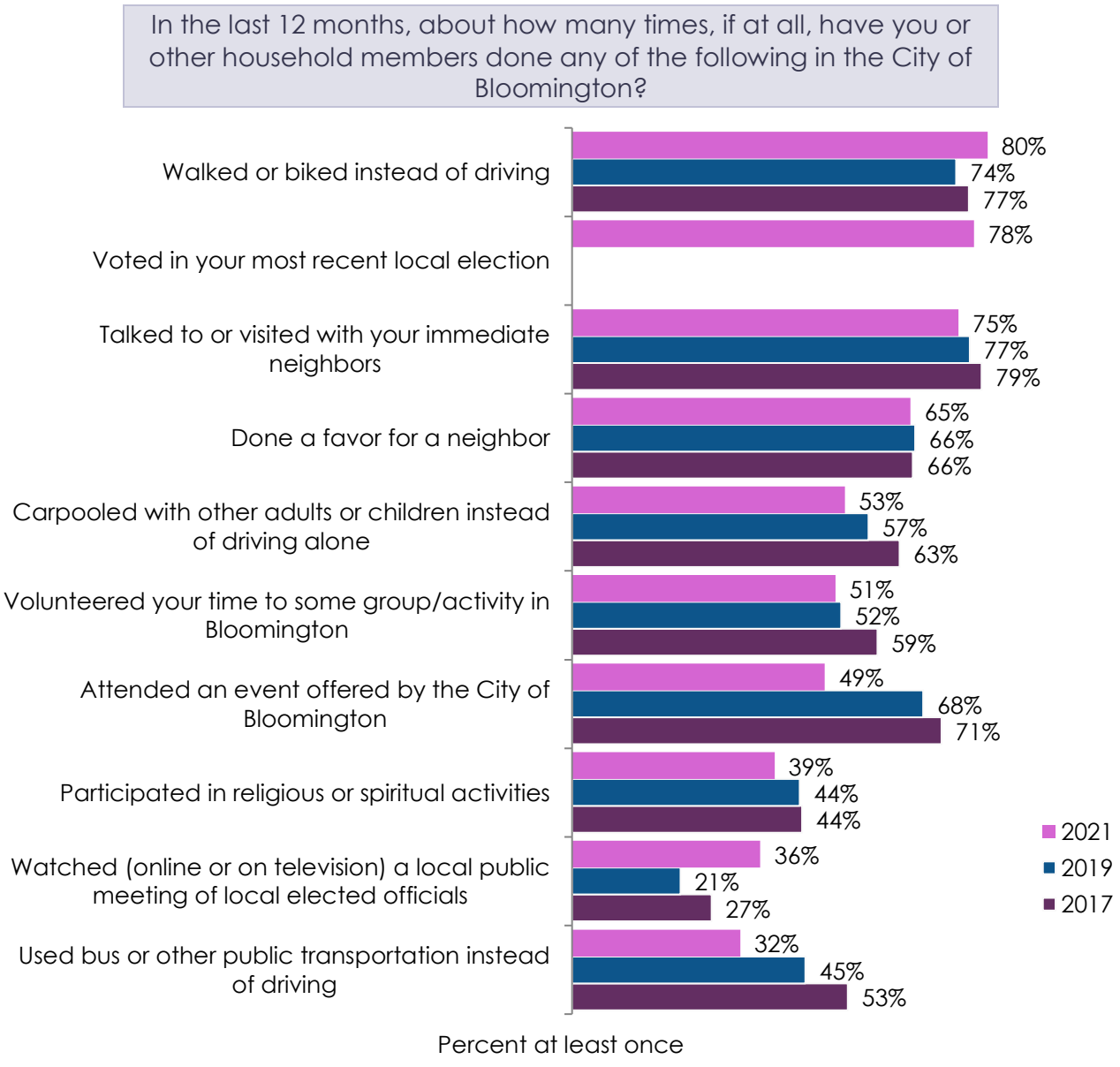
Please indicate whether or not you have done any of the following in the last 12 months.



About 8 in 10 respondents reported walking or biking instead of driving (increased since 2019), while half had carpooled and one-third had used public transportation (decreased since 2019). Three-quarters of residents had talked to or visited with their neighbors and two-thirds had done a favor for a neighbor. Half or fewer residents had volunteered their time, attended an event offered by the City (decreased since 2019), participated in religious or spiritual activities, or watched a local public meeting (increased since 2019). Some of these declines are likely attributable to closures and changes due to COVID-19.

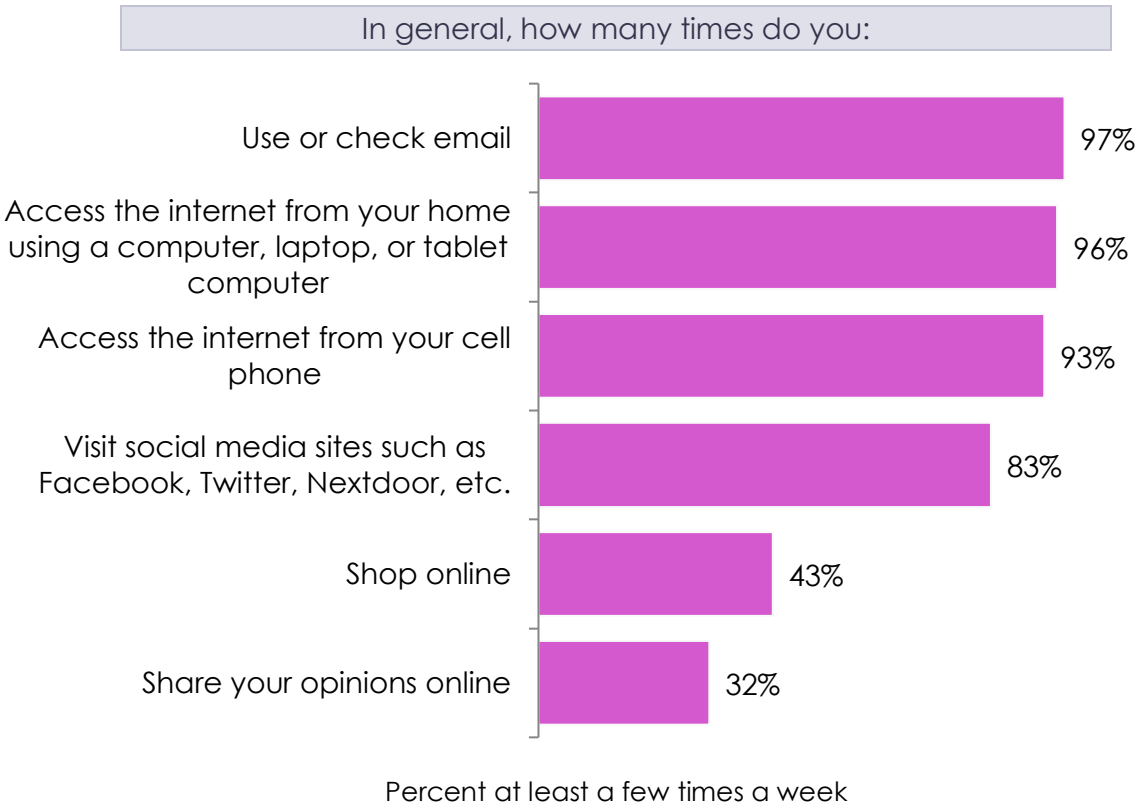
Residents in Bloomington reported higher rates of walking or biking instead of driving, carpooling, volunteering, and watching a local public meeting than residents in other communities across the country (see *Appendix E: Benchmark Comparisons* for additional comparisons). Overall, participation rates in Bloomington were similar to peer communities.

Figure 14: Frequency of Participation Compared by Year



Nearly all residents reported they had used or checked email or accessed the internet from home or their cell phone at least a few times a week. Around 8 in 10 survey participants stated they visited social media sites at least a few times a week, while less than half reported engagement at least a few times a week with shopping online (43%) and sharing their opinions online (32%). While most rates of engagement in Bloomington were similar to the nation, residents reported lower levels of shopping online than those seen across the nation (see *Appendix E: Benchmark Comparisons* for additional information, comparisons to peers were not available).

Figure 15: Frequency of Engagement, 2021



City Government

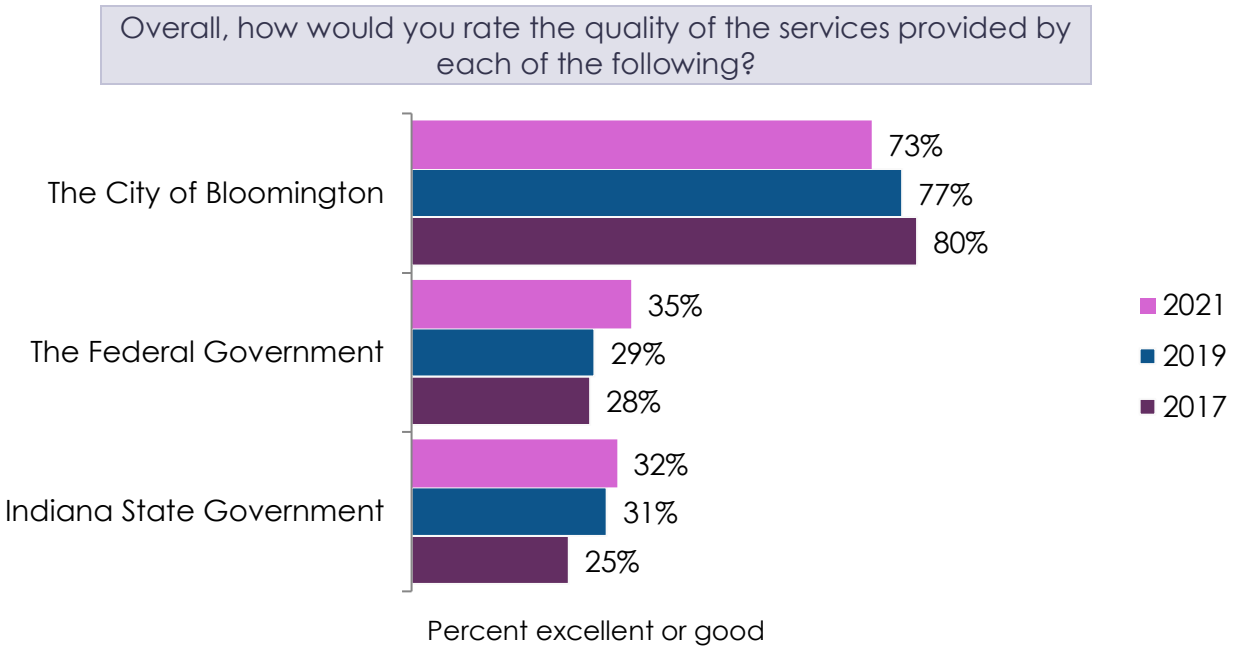
Service delivery is a key function of any local government and enhances residents' quality of life. The survey included several questions aimed at measuring government performance, the quality and importance of City services, and interactions with Bloomington employees.

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. Evaluations of City and State government were similar to past years while ratings of the Federal government improved from 2019. 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 lived in the northeast quadrant awarded higher marks to the services provided by the City of Bloomington than those who had lived in the other regions of the city (see *Appendix D: Responses to Select Questions by Respondent Characteristics*).

Figure 16: Quality of Government Services Compared by Year



Government Performance

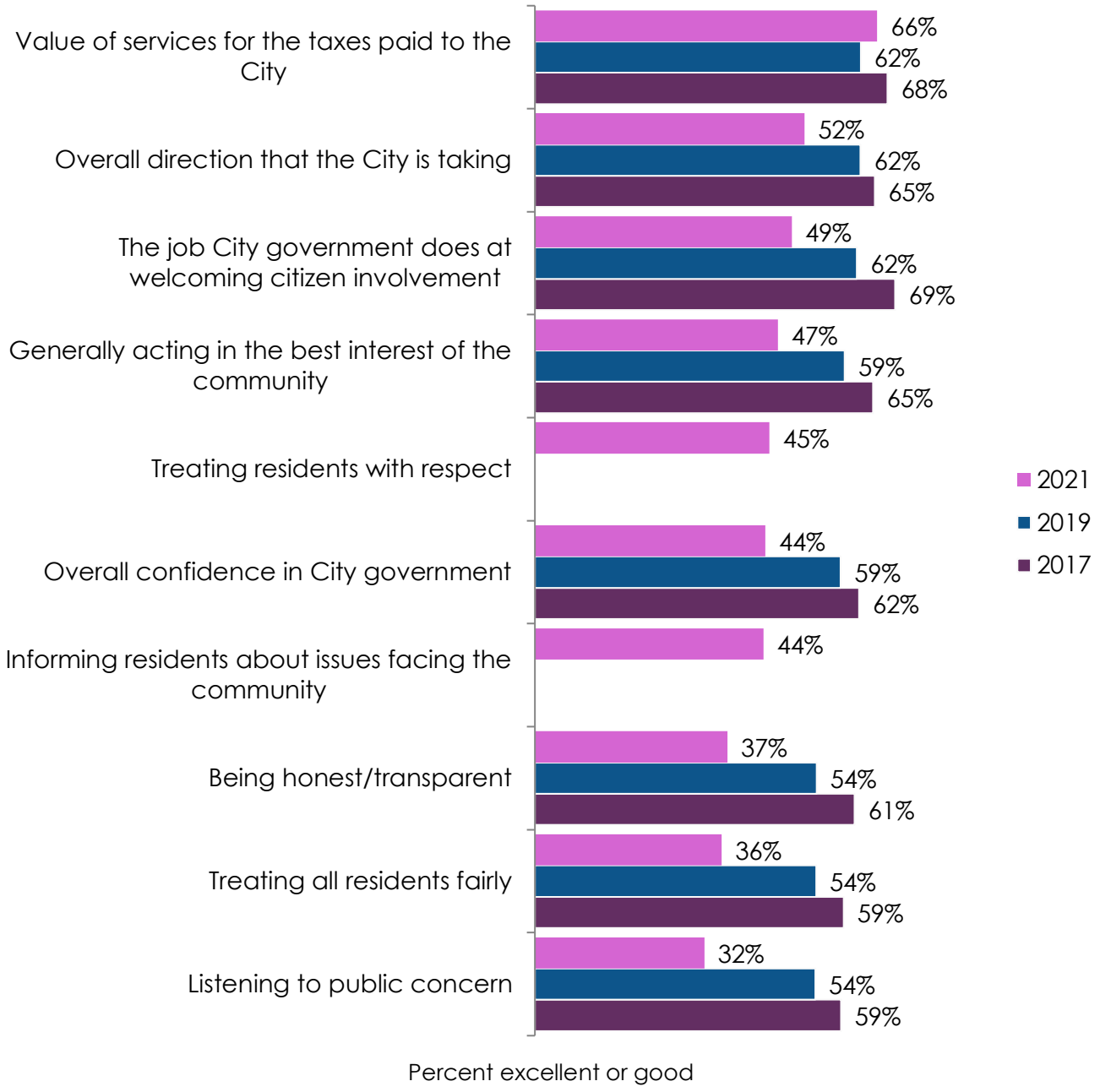
The survey included several questions about City leadership's relationship with their constituents. About two-thirds of residents appreciated the value of services for the taxes they paid and roughly half praised the overall direction the City is taking, the job the government does at welcoming citizen involvement, and the City generally acting in the best interest of the community (see Figure 17 on the next page). Fewer than half gave high ratings to treating all residents fairly, overall confidence in the City government, informing residents about issues facing the community, being honest/transparent, treating all residents with respect, and listening to public concern. All of these ratings declined from 2019 to 2021, except the value of services for the taxes paid to the City, which remained stable.

Most ratings were similar to the national and peer benchmarks, with the exception of treating all residents with respect and treating all residents fairly, which were lower than the national averages (see *Appendix E: Benchmark Comparisons*).

Residents from the northwest quadrant tended to provide less positive reviews than those in other quadrants to the value of services for the taxes paid to the City, overall confidence in the City government, being honest/transparent, and informing residents about issues facing the community. Residents who had lived in the community for less than two years gave higher ratings to the overall direction the City is taking than residents who had lived in the community for more than two years (see *Appendix D: Responses to Select Questions by Respondent Characteristics*.)

Figure 17: City of Bloomington Performance Compared by Year

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



City Service Quality and Importance

Survey participants also provided feedback on over 40 specific services provided by the City of Bloomington (see Figure 18 on the next page). Residents were especially appreciative of the quality of safety services (fire and ambulance or emergency medical services), as well as the Fourth Street Arts Fair, trails, public library services, parks, the Lotus Festival, and garbage collection; at least 8 in 10 awarded excellent or good scores to each service. Marks for the quality of open space, street lighting, and storm drainage improved from the last survey iteration. Conversely, residents felt less positively in 2021 about 13 City services: ambulance or emergency medical services, the Farmers market, recycling, animal care and control, police services, snow removal, the City website, small business support, crime prevention, economic development, sustainability efforts, resident interaction with the Bloomington Police Department, and land use, planning, and zoning.

Reviews for power (electric and/or gas) utility, police services, and crime prevention lagged behind U.S. levels; however, all other ratings were on par with national and peer comparison communities (see *Appendix E: Benchmark Comparisons*).

Services that were deemed a priority by at least 8 in 10 included preservation of natural areas, health services, small business support, and resident interaction with the Bloomington Police Department. Overall, the importance of most services declined from 2021 to 2019.

Survey participants from the southeast and northeast regions gave higher ratings to police services those respondents in the northwest. Additionally, respondents in the northwest gave lower ratings to resident interaction with the Bloomington Police Department than respondents in other regions (see *Appendix D: Responses to Select Questions by Respondent Characteristics* for additional geographic and demographic comparison information).

Figure 18: 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		
	2021	2019	2017	2021	2019	2017
Fire services	91%	96%	94%	72%	87%	86%
Ambulance or emergency medical services	87%	94%	89%	78%	88%	88%
Fourth Street Arts Fair	86%	85%	82%	38%	47%	51%
Trails	86%	84%	86%	74%	81%	78%
Public library services	86%	NA	NA	69%	NA	NA
Parks	85%	82%	83%	77%	84%	82%
Lotus Festival	84%	87%	82%	43%	49%	53%
Garbage collection	83%	84%	78%	59%	75%	71%
Fire prevention and education	76%	77%	76%	62%	74%	69%
Taste of Bloomington	76%	78%	74%	35%	47%	42%
Sewer services	76%	75%	74%	68%	83%	79%
Open space (green space)	75%	66%	69%	78%	84%	85%
Preservation of natural areas	74%	69%	73%	82%	88%	89%
Public art provided by the City	72%	67%	70%	34%	46%	43%
Overall customer service by City employees	72%	75%	74%	61%	76%	71%
Yard waste pick-up	72%	74%	69%	47%	57%	56%
Farmers market	71%	91%	90%	55%	70%	75%
Drinking water	66%	64%	59%	79%	92%	92%
Fall leaf pick-up	66%	NA	NA	40%	NA	NA
Bus or transit services	64%	66%	67%	70%	80%	75%
Recycling	63%	75%	62%	75%	87%	86%
Animal care and control	63%	74%	66%	49%	65%	58%
Power (electric and/or gas) utility	63%	NA	NA	70%	NA	NA
Public information services	62%	60%	61%	64%	70%	70%
Police services	60%	83%	78%	66%	83%	83%
Health services	60%	60%	63%	88%	93%	90%
Snow removal	60%	68%	70%	62%	80%	73%
City website	58%	65%	59%	45%	60%	63%
Traffic enforcement	57%	54%	64%	46%	61%	52%
Street cleaning	57%	60%	65%	47%	59%	47%
Neighborhood/residential parking	55%	50%	52%	39%	56%	53%
Street lighting	55%	49%	48%	54%	75%	70%
Storm drainage	54%	45%	55%	66%	80%	72%
Traffic signal timing	54%	55%	57%	40%	55%	54%
Small Business support	54%	68%	62%	81%	80%	84%
Crime prevention	54%	61%	54%	66%	89%	88%
Parking garages	52%	47%	64%	38%	61%	46%
Economic development	50%	57%	55%	63%	89%	86%
Sustainability efforts	50%	59%	59%	79%	88%	85%
Sidewalk maintenance	48%	47%	47%	60%	69%	66%
Code enforcement (weeds, trash, etc.)	43%	48%	50%	34%	55%	49%

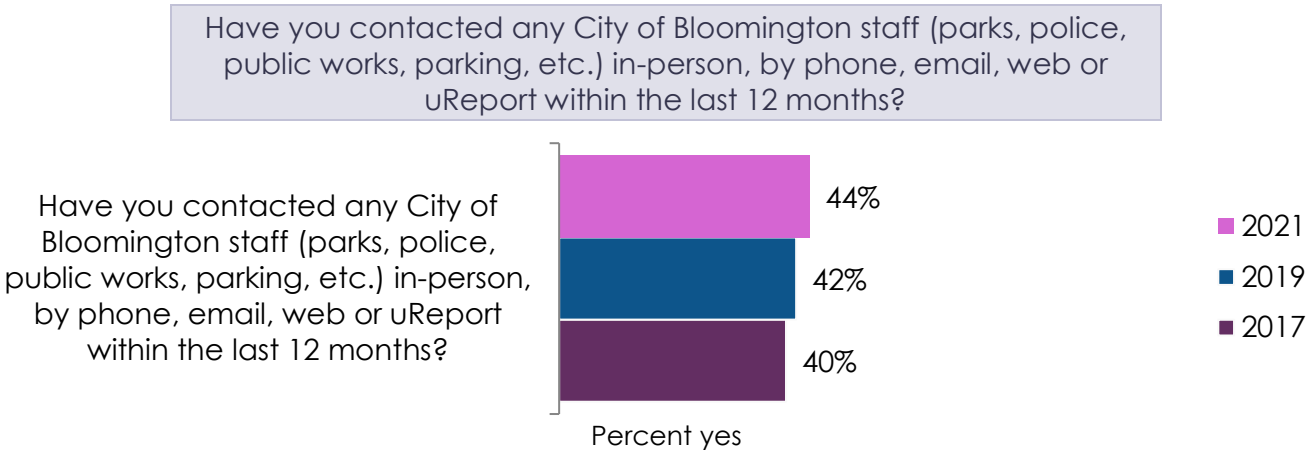
First, please rate the quality of each of the following in the City of Bloomington. Then, please rate how important, if at all, you think it is for the City of Bloomington community to focus on each of the following in the coming two years: (Percent positive, e.g., excellent/good, essential/very important)	Quality			Importance		
	2021	2019	2017	2021	2019	2017
Resident interaction with the Bloomington Police Department	42%	57%	54%	80%	78%	78%
Land use, planning, and zoning	39%	47%	50%	67%	77%	72%

Note: More than 30% of respondents answered "don't know" when asked to rate fire services (36%), ambulance or emergency medical services (37%), crime prevention (33%), fire prevention and education (50%), bus or transit services (38%), yard waste pick-up (47%), fall leaf pick-up (45%), land use, planning, and zoning (34%), code enforcement (47%), animal care and control (43%), economic development (34%), Taste of Bloomington (46%), Lotus Festival (48%), Fourth Street Arts Fair (42%), overall customer service by City employees (30%), City website (34%), resident interaction with the Bloomington Police Department (34%), and Small Business support (45%).

Contact with Bloomington Staff

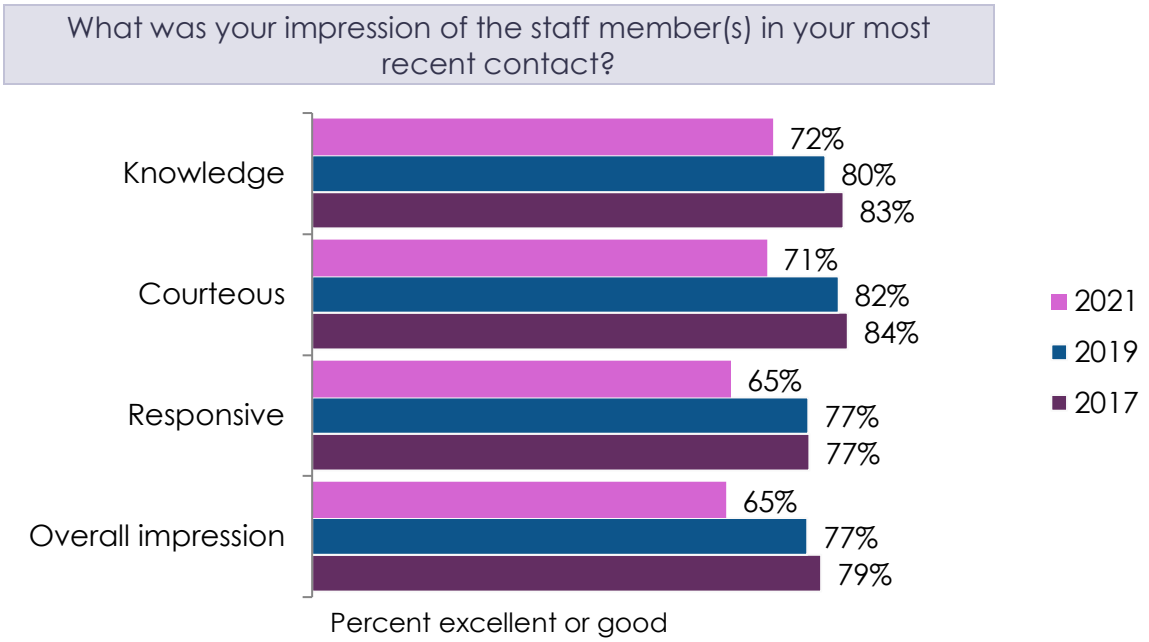
About 4 in 10 Bloomington residents indicated they had contacted a City employee in the 12 months prior to the survey, which was similar to 2019 and to national and peer comparison communities.

Figure 19: Contact with City of Bloomington Staff Compared by Year



Of those who had contacted the City, around 7 in 10 lauded the knowledge and courteousness of the employee and two-thirds gave high marks to how responsive the employee was, as well as their overall impressions of the contact. Residents' evaluations of each aspect of their impression of the staff member they had contact with declined from 2019 to 2021.

Figure 20: Impression of Contact with Staff Compared by Year



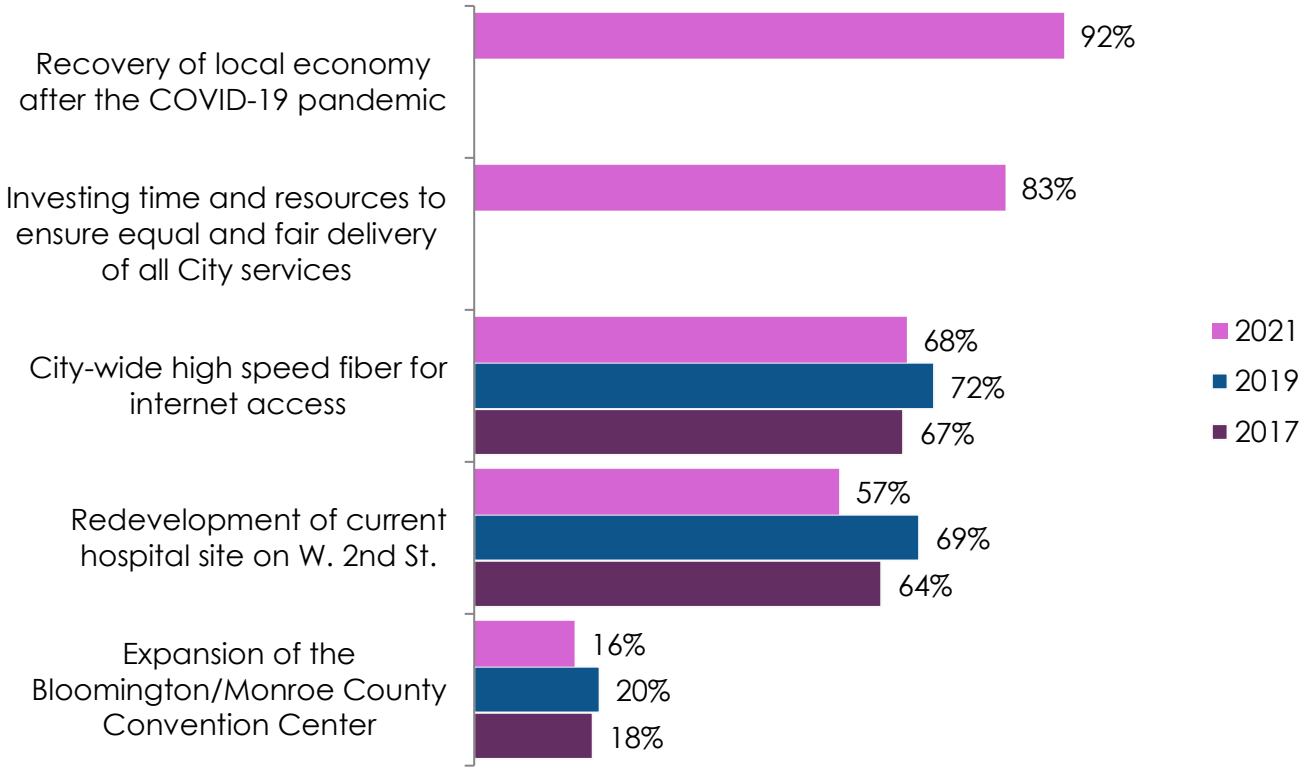
Priorities and Planning

Bloomington residents assessed the importance of several possible community focus areas for the City to emphasize in the next five years. Respondents prioritized recovery of the local economy after the COVID-19 pandemic (92% essential or very important) and investing time and resources to ensure equal and fair delivery of all City services (83%). About 7 in 10 indicated that city-wide high speed fiber for internet access was important and close to 6 in 10 felt similarly about the redevelopment of the current hospital site (a decline from 2019). Only 16% of survey participants felt it was essential or very important for the City to address the expansion of the Bloomington/Monroe County Convention Center.

Respondents from the northeast quadrant were more likely to think city-wide high speed fiber for internet access was essential or very important compared to those in other regions. Residents in the southwest were more likely to think investing time and resources to ensure equal and fair delivery of all City services was more important than their counterparts. Females were more likely than males to think recovery of the local economy after the COVID-19 pandemic was important (*Appendix D: Responses to Select Questions by Respondent Characteristics*).

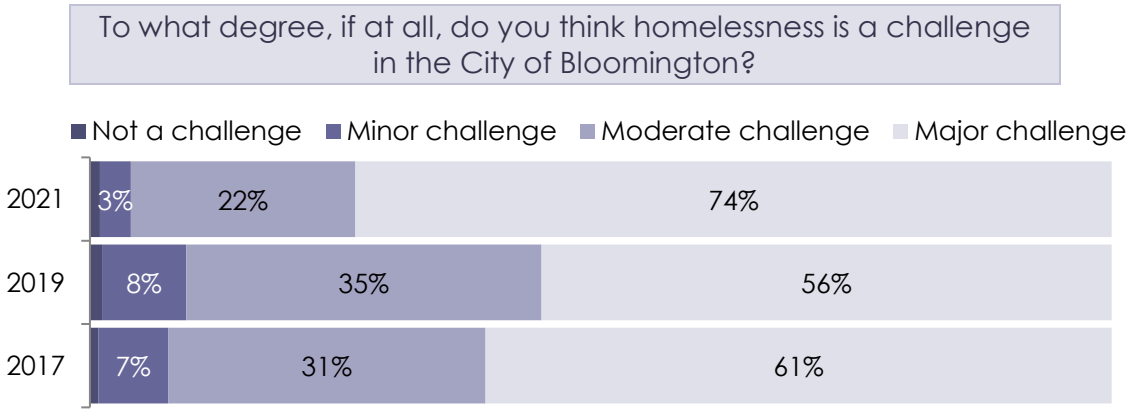
Figure 21: Projects or Issues in Bloomington Compared by Year

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.



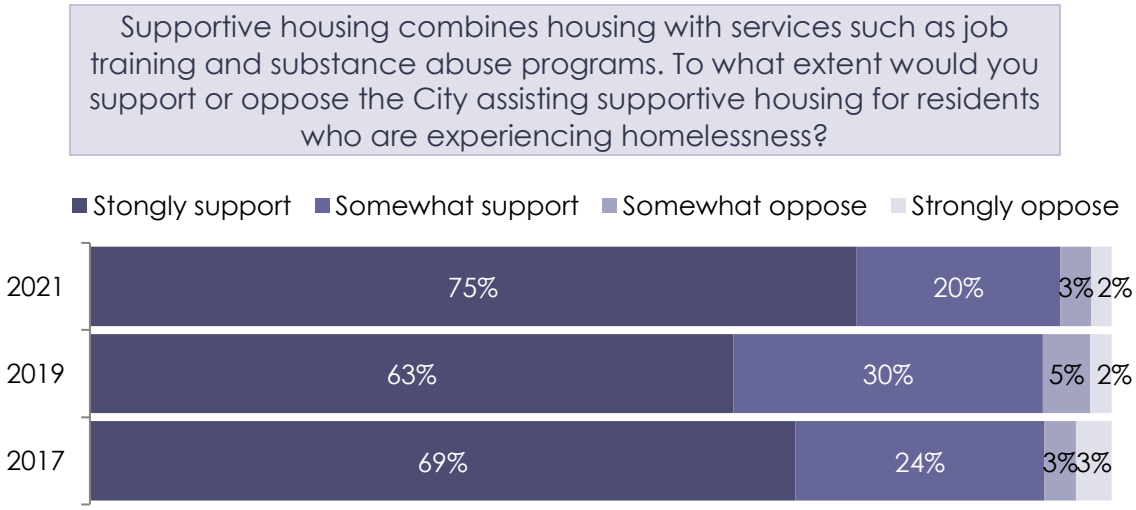
City leadership also asked survey participants to reveal their thoughts on whether homelessness is a challenge in Bloomington. Overall, residents felt strongly that this issue was a challenge, with 74% stating it was a major challenge and 22% indicating homelessness was a moderate challenge. About 3% felt it was a minor challenge and only 1% did not consider it an issue. More residents indicated this was a major challenge in 2021 compared to 2019.

Figure 22: 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, 75% strongly supported this action and 20% somewhat supported it. More residents strongly supported the City providing supportive housing in 2021 than in 2019.

Figure 23: Support for City Assisted Supportive Housing Compared by Year

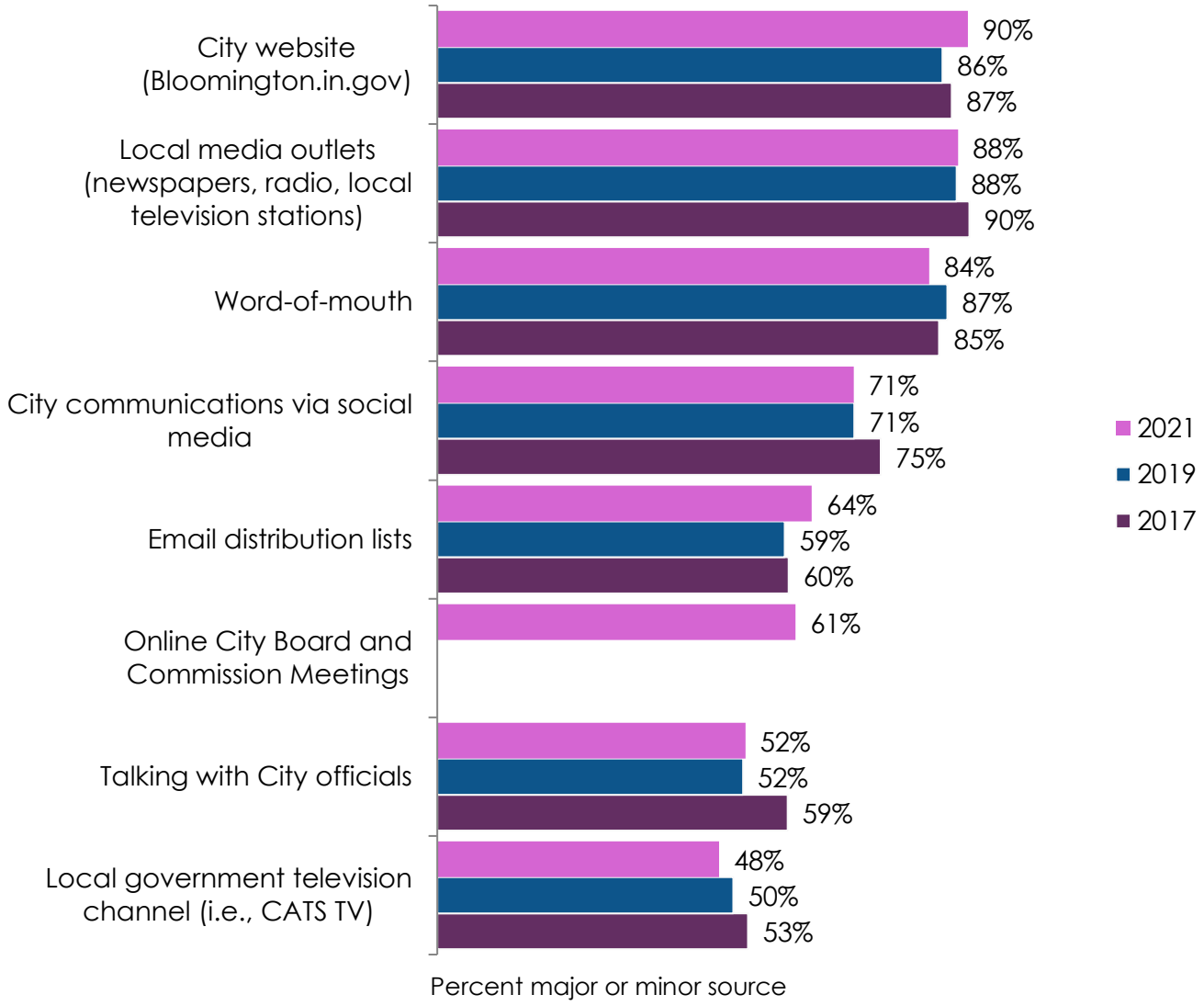


Information Sources

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 the City website, local media outlets, and word-of-mouth as a major or minor source. About 7 in 10 respondents were inclined to get their information from communications via social media and 6 in 10 from email distribution lists and online City Board and Commission Meetings. Around half indicated that talking with City officials and the local government television channel were major or minor sources. Use of information sources tended to be similar with rates reported in 2019.

Figure 24: Sources of Information Compared by Year

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



Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2021 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	52%	N=273
Working part time for pay	22%	N=112
Unemployed, looking for paid work	9%	N=47
Unemployed, not looking for paid work	5%	N=27
Fully retired	12%	N=62
Total	100%	N=521

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	34%	N=176
Somewhat agree	39%	N=204
Somewhat disagree	18%	N=92
Strongly disagree	9%	N=48
Total	100%	N=520

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	42%	N=214
Yes, from home	27%	N=137
No	31%	N=161
Don't know	0%	N=2
Total	100%	N=514

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	17%	N=88
2-5 years	37%	N=196
6-10 years	14%	N=71
11-20 years	12%	N=61
More than 20 years	20%	N=106
Total	100%	N=523

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	40%	N=208
Building with two or more homes (duplex, townhome, apartment, or condominium)	59%	N=309
Mobile home	0%	N=2
Other	0%	N=2
Total	100%	N=522

Table 6: Housing Tenure

Do you rent or own your home?	Percent of respondents	Number of respondents
Rent	65%	N=339
Own	35%	N=183
Total	100%	N=522

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	4%	N=19
$300 to $599 per month	15%	N=74
$600 to $999 per month	46%	N=233
$1,000 to $1,499 per month	23%	N=117
$1,500 to $2,499 per month	11%	N=58
$2,500 or more per month	2%	N=10
Total	100%	N=511

Table 8: Presence of Children in Household

Do any children 17 or under live in your household?	Percent of respondents	Number of respondents
No	85%	N=441
Yes	15%	N=79
Total	100%	N=520

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=436
Yes	16%	N=84
Total	100%	N=520

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	29%	N=148
$25,000 to $49,999	30%	N=154
$50,000 to $99,999	26%	N=135
$100,000 to $149,999	8%	N=41
$150,000 or more	6%	N=31
Total	100%	N=509

Table 11: Ethnicity

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	96%	N=489
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=23
Total	100%	N=512

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	1%	N=4
Asian, Asian Indian, or Pacific Islander	9%	N=47
Black or African American	3%	N=14
White	87%	N=446
Other	5%	N=24

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	27%	N=141
25-34	37%	N=193
35-44	11%	N=58
45-54	6%	N=32
55-64	4%	N=23
65-74	9%	N=45
75+	5%	N=28
Total	100%	N=520

Table 14: Respondent Gender

With what gender do you identify most closely?	Percent of respondents	Number of respondents
Female	49%	N=253
Male	48%	N=248
In another way	2%	N=12
Total	100%	N=513

Table 15: Student Status

Are you a student?	Percent of respondents	Number of respondents
Yes, part-time at Indiana University	4%	N=23
Yes, full-time at Indiana University	29%	N=151
Yes, part-time at Ivy Tech Community College	1%	N=4
Yes, full-time at Ivy Tech Community College	2%	N=12
Yes, other	3%	N=15
No	61%	N=315
Total	100%	N=521

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 16: 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	32%	N=169	54%	N=283	11%	N=58	2%	N=11	0%	N=0	100%	N=522
Your neighborhood as a place to live	33%	N=174	41%	N=215	21%	N=108	5%	N=25	0%	N=0	100%	N=523
Bloomington as a place to raise children	25%	N=128	31%	N=160	15%	N=81	3%	N=17	26%	N=136	100%	N=522
Bloomington as a place to work	19%	N=101	38%	N=200	28%	N=148	8%	N=42	6%	N=32	100%	N=523
Bloomington as a place to visit	31%	N=160	46%	N=239	18%	N=92	4%	N=21	2%	N=8	100%	N=519
Bloomington as a place to retire	24%	N=127	25%	N=128	13%	N=67	10%	N=54	28%	N=146	100%	N=522
The overall quality of life in the City of Bloomington	22%	N=114	57%	N=296	18%	N=92	3%	N=14	1%	N=7	100%	N=525

Table 17: 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	32%	N=169	54%	N=283	11%	N=58	2%	N=11	100%	N=522
Your neighborhood as a place to live	33%	N=174	41%	N=215	21%	N=108	5%	N=25	100%	N=523
Bloomington as a place to raise children	33%	N=128	41%	N=160	21%	N=81	4%	N=17	100%	N=386
Bloomington as a place to work	21%	N=101	41%	N=200	30%	N=148	9%	N=42	100%	N=490
Bloomington as a place to visit	31%	N=160	47%	N=239	18%	N=92	4%	N=21	100%	N=511
Bloomington as a place to retire	34%	N=127	34%	N=128	18%	N=67	14%	N=54	100%	N=376
The overall quality of life in the City of Bloomington	22%	N=114	57%	N=296	18%	N=92	3%	N=14	100%	N=517

Table 18: 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	18%	N=92	54%	N=283	22%	N=117	6%	N=32	0%	N=0	100%	N=525
Overall ease of getting to the places you usually visit	30%	N=155	41%	N=217	24%	N=127	5%	N=25	0%	N=0	100%	N=523
Quality of overall natural environment in Bloomington	42%	N=218	41%	N=214	15%	N=78	2%	N=10	1%	N=3	100%	N=524
Overall 'built environment' of Bloomington (including overall design of buildings, parks, and transportation systems)	14%	N=75	50%	N=261	29%	N=154	5%	N=28	1%	N=5	100%	N=524
Health and wellness opportunities in Bloomington	25%	N=133	48%	N=254	15%	N=80	6%	N=30	5%	N=26	100%	N=524
Overall opportunities for education and enrichment	46%	N=238	43%	N=227	6%	N=32	2%	N=11	3%	N=15	100%	N=523
Overall economic health of Bloomington	9%	N=45	39%	N=204	29%	N=153	11%	N=58	12%	N=63	100%	N=522
Residents' connection and engagement with their community	15%	N=80	37%	N=191	32%	N=163	7%	N=34	10%	N=50	100%	N=518
Sense of community	14%	N=72	41%	N=213	31%	N=162	9%	N=47	5%	N=27	100%	N=520
Overall image or reputation of Bloomington	22%	N=114	54%	N=281	18%	N=94	3%	N=13	3%	N=18	100%	N=520

Table 19: 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	18%	N=92	54%	N=283	22%	N=117	6%	N=32	100%	N=525
Overall ease of getting to the places you usually visit	30%	N=155	41%	N=217	24%	N=127	5%	N=25	100%	N=523
Quality of overall natural environment in Bloomington	42%	N=218	41%	N=214	15%	N=78	2%	N=10	100%	N=521
Overall 'built environment' of Bloomington (including overall design of buildings, parks, and transportation systems)	15%	N=75	50%	N=261	30%	N=154	5%	N=28	100%	N=519
Health and wellness opportunities in Bloomington	27%	N=133	51%	N=254	16%	N=80	6%	N=30	100%	N=498
Overall opportunities for education and enrichment	47%	N=238	45%	N=227	6%	N=32	2%	N=11	100%	N=508
Overall economic health of Bloomington	10%	N=45	44%	N=204	33%	N=153	13%	N=58	100%	N=459
Residents' connection and engagement with their community	17%	N=80	41%	N=191	35%	N=163	7%	N=34	100%	N=468
Sense of community	15%	N=72	43%	N=213	33%	N=162	9%	N=47	100%	N=493
Overall image or reputation of Bloomington	23%	N=114	56%	N=281	19%	N=94	3%	N=13	100%	N=502

Table 20: 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 Bloomington to someone who asks	34%	N=180	46%	N=242	14%	N=72	5%	N=27	0%	N=2	100%	N=523
Remain in Bloomington for the next five years	34%	N=177	24%	N=125	11%	N=57	27%	N=144	4%	N=22	100%	N=523

Table 21: 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 Bloomington to someone who asks	35%	N=180	47%	N=242	14%	N=72	5%	N=27	100%	N=521
Remain in Bloomington for the next five years	35%	N=177	25%	N=125	11%	N=57	29%	N=144	100%	N=502

Table 22: 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	75%	N=392	19%	N=99	4%	N=19	2%	N=9	1%	N=5	0%	N=0	100%	N=524
In your neighborhood at night	35%	N=181	40%	N=212	10%	N=53	12%	N=61	3%	N=17	0%	N=0	100%	N=523
In Bloomington's downtown area during the day	58%	N=305	32%	N=170	5%	N=26	2%	N=11	0%	N=3	2%	N=9	100%	N=524
In Bloomington's downtown area at night	19%	N=102	38%	N=197	16%	N=85	17%	N=89	5%	N=26	5%	N=25	100%	N=525
From property crime	21%	N=108	40%	N=210	14%	N=75	17%	N=89	5%	N=28	3%	N=14	100%	N=524
From violent crime	39%	N=203	33%	N=170	13%	N=69	10%	N=52	2%	N=12	2%	N=13	100%	N=519
From fire, flood, or other natural disaster	42%	N=223	40%	N=209	11%	N=58	3%	N=14	1%	N=5	3%	N=16	100%	N=525

Table 23: 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	75%	N=392	19%	N=99	4%	N=19	2%	N=9	1%	N=5	100%	N=524
In your neighborhood at night	35%	N=181	40%	N=212	10%	N=53	12%	N=61	3%	N=17	100%	N=523
In Bloomington's downtown area during the day	59%	N=305	33%	N=170	5%	N=26	2%	N=11	1%	N=3	100%	N=515
In Bloomington's downtown area at night	20%	N=102	39%	N=197	17%	N=85	18%	N=89	5%	N=26	100%	N=500
From property crime	21%	N=108	41%	N=210	15%	N=75	18%	N=89	5%	N=28	100%	N=510
From violent crime	40%	N=203	34%	N=170	14%	N=69	10%	N=52	2%	N=12	100%	N=506
From fire, flood, or other natural disaster	44%	N=223	41%	N=209	11%	N=58	3%	N=14	1%	N=5	100%	N=509

Table 24: Question 5 - Including Don't Know Responses

Please rate the job you feel the Bloomington community does at each of the following.	Excellent		Good		Fair		Poor		Don't know		Total	
Making all residents feel welcome	19%	N=100	42%	N=221	23%	N=122	11%	N=56	5%	N=26	100%	N=524
Attracting people from diverse backgrounds	23%	N=120	34%	N=180	22%	N=116	14%	N=71	7%	N=36	100%	N=523
Valuing/respecting residents from diverse backgrounds	20%	N=107	36%	N=190	25%	N=133	11%	N=58	7%	N=35	100%	N=522
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	7%	N=38	19%	N=98	23%	N=120	36%	N=189	15%	N=79	100%	N=523

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

Please rate the job you feel the Bloomington community does at each of the following.	Excellent		Good		Fair		Poor		Total	
Making all residents feel welcome	20%	N=100	44%	N=221	24%	N=122	11%	N=56	100%	N=498
Attracting people from diverse backgrounds	25%	N=120	37%	N=180	24%	N=116	15%	N=71	100%	N=486
Valuing/respecting residents from diverse backgrounds	22%	N=107	39%	N=190	27%	N=133	12%	N=58	100%	N=488
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	9%	N=38	22%	N=98	27%	N=120	42%	N=189	100%	N=445

Table 26: Question 6

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	33%	N=171	67%	N=353	100%	N=525
Made efforts to make your home more energy efficient	32%	N=167	68%	N=358	100%	N=525
Observed a code violation or other hazard in the City of Bloomington	72%	N=368	28%	N=146	100%	N=514
Stocked supplies in preparation for an emergency	46%	N=241	54%	N=282	100%	N=524

Table 27: Question 7 - 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	7%	N=38	41%	N=212	38%	N=199	13%	N=67	1%	N=4	100%	N=519
Ease of public parking	5%	N=26	22%	N=117	42%	N=222	26%	N=138	4%	N=19	100%	N=523
Cost of public parking	8%	N=44	26%	N=134	34%	N=178	28%	N=146	4%	N=20	100%	N=523

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	
Ease of travel by car	17%	N=86	45%	N=233	31%	N=161	6%	N=30	2%	N=9	100%	N=520
Ease of travel by public transportation	8%	N=41	24%	N=124	22%	N=116	15%	N=76	31%	N=161	100%	N=519
Ease of travel by bicycle	12%	N=62	32%	N=165	20%	N=103	7%	N=37	30%	N=154	100%	N=519
Ease of walking	23%	N=118	50%	N=259	18%	N=95	6%	N=33	2%	N=12	100%	N=518
Well-planned residential growth	5%	N=28	19%	N=101	27%	N=143	21%	N=112	26%	N=138	100%	N=520
Well-planned commercial growth	5%	N=24	22%	N=114	28%	N=145	15%	N=76	31%	N=160	100%	N=519
Availability of paths and walking trails	34%	N=175	45%	N=235	15%	N=80	4%	N=18	2%	N=12	100%	N=519
Air quality	28%	N=144	49%	N=257	14%	N=71	3%	N=16	6%	N=34	100%	N=522
Cleanliness of the City	17%	N=90	50%	N=261	24%	N=125	8%	N=40	0%	N=2	100%	N=519
Overall appearance	23%	N=119	59%	N=307	15%	N=79	3%	N=16	0%	N=2	100%	N=522
Public places where people want to spend time	25%	N=128	50%	N=259	20%	N=103	4%	N=20	2%	N=11	100%	N=521
Preservation of the historical or cultural character of the community	16%	N=84	40%	N=210	22%	N=112	8%	N=42	14%	N=72	100%	N=521
Variety of housing options	10%	N=51	28%	N=147	28%	N=147	29%	N=152	5%	N=24	100%	N=522
Availability of affordable housing options	5%	N=25	13%	N=68	28%	N=143	44%	N=228	10%	N=54	100%	N=518
Overall quality of new development in Bloomington	7%	N=35	30%	N=154	31%	N=159	16%	N=82	17%	N=89	100%	N=521
Fitness opportunities	25%	N=129	49%	N=254	12%	N=64	3%	N=13	12%	N=63	100%	N=523
Recreational opportunities	30%	N=158	49%	N=257	15%	N=76	2%	N=11	4%	N=20	100%	N=522
Availability of affordable food	20%	N=103	52%	N=272	19%	N=101	6%	N=31	3%	N=16	100%	N=523
Availability of affordable health care	10%	N=51	27%	N=141	23%	N=122	20%	N=104	20%	N=103	100%	N=521
Availability of affordable mental health care	8%	N=44	13%	N=70	17%	N=87	26%	N=136	35%	N=184	100%	N=521
Availability of preventive health services	9%	N=48	27%	N=139	19%	N=96	15%	N=77	31%	N=160	100%	N=519
Availability of affordable childcare/preschool	3%	N=14	8%	N=41	11%	N=55	9%	N=47	69%	N=356	100%	N=513
K-12 education	11%	N=57	25%	N=128	7%	N=36	2%	N=10	55%	N=287	100%	N=518
Adult educational opportunities	30%	N=156	37%	N=193	11%	N=55	3%	N=15	19%	N=97	100%	N=516
Opportunities to attend cultural/arts/music activities	46%	N=238	36%	N=188	13%	N=67	1%	N=7	4%	N=20	100%	N=520
Community support for the arts	38%	N=198	43%	N=226	7%	N=38	2%	N=11	9%	N=46	100%	N=519
Sense of civic/community pride	21%	N=107	45%	N=233	22%	N=115	4%	N=22	8%	N=42	100%	N=519
Employment opportunities	7%	N=36	35%	N=181	29%	N=150	13%	N=69	16%	N=83	100%	N=520
Shopping opportunities downtown	13%	N=68	44%	N=229	31%	N=162	9%	N=46	3%	N=14	100%	N=519

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	
Shopping opportunities outside downtown	11%	N=55	47%	N=241	31%	N=162	8%	N=42	3%	N=16	100%	N=515
Cost of living in Bloomington	5%	N=26	27%	N=139	36%	N=183	31%	N=159	1%	N=6	100%	N=513
Overall quality of business and service establishments in Bloomington	18%	N=91	57%	N=294	20%	N=103	2%	N=12	3%	N=18	100%	N=519
Variety of business and service establishments in Bloomington	20%	N=103	49%	N=250	24%	N=125	5%	N=24	2%	N=12	100%	N=515
Vibrancy of downtown/commercial area	24%	N=126	46%	N=237	21%	N=112	3%	N=15	6%	N=31	100%	N=520
Entertainment downtown	19%	N=99	43%	N=223	21%	N=111	6%	N=33	10%	N=52	100%	N=518
Entertainment outside downtown	7%	N=34	29%	N=148	33%	N=169	12%	N=63	19%	N=94	100%	N=508
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	6%	N=33	20%	N=104	29%	N=152	27%	N=139	17%	N=88	100%	N=517
Opportunities to volunteer	31%	N=160	39%	N=200	8%	N=43	2%	N=11	19%	N=98	100%	N=512
Openness and acceptance of the community toward people of diverse backgrounds	15%	N=79	39%	N=200	29%	N=147	8%	N=44	9%	N=45	100%	N=514

Table 28: Question 7 - 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	7%	N=38	41%	N=212	39%	N=199	13%	N=67	100%	N=515
Ease of public parking	5%	N=26	23%	N=117	44%	N=222	27%	N=138	100%	N=503
Cost of public parking	9%	N=44	27%	N=134	35%	N=178	29%	N=146	100%	N=503
Ease of travel by car	17%	N=86	46%	N=233	32%	N=161	6%	N=30	100%	N=511
Ease of travel by public transportation	11%	N=41	35%	N=124	33%	N=116	21%	N=76	100%	N=357
Ease of travel by bicycle	17%	N=62	45%	N=165	28%	N=103	10%	N=37	100%	N=366
Ease of walking	23%	N=118	51%	N=259	19%	N=95	7%	N=33	100%	N=506
Well-planned residential growth	7%	N=28	26%	N=101	37%	N=143	29%	N=112	100%	N=383
Well-planned commercial growth	7%	N=24	32%	N=114	40%	N=145	21%	N=76	100%	N=359
Availability of paths and walking trails	34%	N=175	46%	N=235	16%	N=80	4%	N=18	100%	N=508
Air quality	30%	N=144	53%	N=257	15%	N=71	3%	N=16	100%	N=488
Cleanliness of the City	17%	N=90	51%	N=261	24%	N=125	8%	N=40	100%	N=517
Overall appearance	23%	N=119	59%	N=307	15%	N=79	3%	N=16	100%	N=521

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole.	Excellent		Good		Fair		Poor		Total	
Public places where people want to spend time	25%	N=128	51%	N=259	20%	N=103	4%	N=20	100%	N=510
Preservation of the historical or cultural character of the community	19%	N=84	47%	N=210	25%	N=112	9%	N=42	100%	N=448
Variety of housing options	10%	N=51	30%	N=147	30%	N=147	30%	N=152	100%	N=498
Availability of affordable housing options	5%	N=25	15%	N=68	31%	N=143	49%	N=228	100%	N=464
Overall quality of new development in Bloomington	8%	N=35	36%	N=154	37%	N=159	19%	N=82	100%	N=432
Fitness opportunities	28%	N=129	55%	N=254	14%	N=64	3%	N=13	100%	N=460
Recreational opportunities	32%	N=158	51%	N=257	15%	N=76	2%	N=11	100%	N=502
Availability of affordable food	20%	N=103	54%	N=272	20%	N=101	6%	N=31	100%	N=507
Availability of affordable health care	12%	N=51	34%	N=141	29%	N=122	25%	N=104	100%	N=418
Availability of affordable mental health care	13%	N=44	21%	N=70	26%	N=87	40%	N=136	100%	N=337
Availability of preventive health services	13%	N=48	39%	N=139	27%	N=96	21%	N=77	100%	N=360
Availability of affordable childcare/preschool	9%	N=14	26%	N=41	35%	N=55	30%	N=47	100%	N=157
K-12 education	25%	N=57	55%	N=128	16%	N=36	4%	N=10	100%	N=231
Adult educational opportunities	37%	N=156	46%	N=193	13%	N=55	3%	N=15	100%	N=418
Opportunities to attend cultural/arts/music activities	48%	N=238	38%	N=188	13%	N=67	1%	N=7	100%	N=501
Community support for the arts	42%	N=198	48%	N=226	8%	N=38	2%	N=11	100%	N=474
Sense of civic/community pride	22%	N=107	49%	N=233	24%	N=115	5%	N=22	100%	N=477
Employment opportunities	8%	N=36	42%	N=181	34%	N=150	16%	N=69	100%	N=437
Shopping opportunities downtown	13%	N=68	45%	N=229	32%	N=162	9%	N=46	100%	N=505
Shopping opportunities outside downtown	11%	N=55	48%	N=241	32%	N=162	8%	N=42	100%	N=500
Cost of living in Bloomington	5%	N=26	27%	N=139	36%	N=183	31%	N=159	100%	N=507
Overall quality of business and service establishments in Bloomington	18%	N=91	59%	N=294	21%	N=103	2%	N=12	100%	N=501
Variety of business and service establishments in Bloomington	20%	N=103	50%	N=250	25%	N=125	5%	N=24	100%	N=502
Vibrancy of downtown/commercial area	26%	N=126	48%	N=237	23%	N=112	3%	N=15	100%	N=489
Entertainment downtown	21%	N=99	48%	N=223	24%	N=111	7%	N=33	100%	N=466
Entertainment outside downtown	8%	N=34	36%	N=148	41%	N=169	15%	N=63	100%	N=414
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	8%	N=33	24%	N=104	36%	N=152	32%	N=139	100%	N=429
Opportunities to volunteer	39%	N=160	48%	N=200	10%	N=43	3%	N=11	100%	N=414
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=79	43%	N=200	31%	N=147	9%	N=44	100%	N=469

Table 29: Question 8

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=41	17%	N=89	14%	N=72	61%	N=316	100%	N=518
Attended an event offered by the City of Bloomington	1%	N=6	6%	N=30	42%	N=216	51%	N=264	100%	N=516
Used bus or other public transportation instead of driving	9%	N=49	10%	N=52	13%	N=69	68%	N=352	100%	N=522
Carpooled with other adults or children instead of driving alone	16%	N=84	19%	N=100	17%	N=87	47%	N=243	100%	N=514
Walked or biked instead of driving	41%	N=213	22%	N=114	18%	N=91	20%	N=104	100%	N=522
Volunteered your time to some group/activity in Bloomington	10%	N=50	13%	N=69	28%	N=145	49%	N=256	100%	N=520
Talked to or visited with your immediate neighbors	29%	N=154	22%	N=117	23%	N=119	25%	N=133	100%	N=523
Done a favor for a neighbor	12%	N=62	21%	N=108	33%	N=169	35%	N=181	100%	N=520
Voted in your most recent local election	17%	N=88	3%	N=15	58%	N=295	22%	N=115	100%	N=513
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	3%	N=14	9%	N=46	25%	N=128	64%	N=330	100%	N=519

Table 30: Question 9 (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	14%	N=73	32%	N=165	21%	N=109	9%	N=49	23%	N=120	100%	N=516
Fire services	28%	N=144	30%	N=156	5%	N=26	0%	N=2	36%	N=188	100%	N=516
Ambulance or emergency medical services	26%	N=134	28%	N=147	8%	N=40	1%	N=3	37%	N=191	100%	N=516
Crime prevention	9%	N=45	27%	N=140	22%	N=116	9%	N=44	33%	N=169	100%	N=515
Fire prevention and education	14%	N=73	24%	N=122	10%	N=50	2%	N=11	50%	N=260	100%	N=516
Traffic enforcement	13%	N=66	30%	N=152	20%	N=102	13%	N=64	25%	N=128	100%	N=513
Street repair	5%	N=26	22%	N=112	43%	N=223	27%	N=139	4%	N=19	100%	N=519
Street cleaning	12%	N=63	40%	N=208	29%	N=151	11%	N=57	7%	N=37	100%	N=516
Street lighting	11%	N=55	43%	N=221	30%	N=154	14%	N=71	3%	N=14	100%	N=515
Snow removal	22%	N=112	36%	N=185	22%	N=112	17%	N=87	4%	N=20	100%	N=516
Sidewalk maintenance	9%	N=49	35%	N=181	33%	N=171	15%	N=80	7%	N=39	100%	N=519
Downtown parking	7%	N=36	28%	N=146	30%	N=154	27%	N=138	8%	N=40	100%	N=514
Neighborhood/residential parking	12%	N=64	39%	N=201	28%	N=144	14%	N=70	7%	N=38	100%	N=517
Parking garages	9%	N=46	31%	N=160	26%	N=132	11%	N=56	23%	N=119	100%	N=513
Traffic signal timing	10%	N=49	42%	N=218	34%	N=176	10%	N=51	4%	N=23	100%	N=517
Bus or transit services	8%	N=42	31%	N=160	16%	N=80	7%	N=35	38%	N=196	100%	N=514
Garbage collection	33%	N=169	41%	N=213	11%	N=58	3%	N=18	11%	N=56	100%	N=513
Recycling	24%	N=122	31%	N=163	16%	N=83	16%	N=82	13%	N=67	100%	N=516
Yard waste pick-up	13%	N=68	25%	N=128	10%	N=53	5%	N=25	47%	N=242	100%	N=516
Fall leaf pick-up	14%	N=70	22%	N=115	15%	N=77	4%	N=20	45%	N=234	100%	N=516
Storm drainage	10%	N=52	34%	N=173	25%	N=127	12%	N=61	20%	N=101	100%	N=514
Power (electric and/or gas) utility	13%	N=69	46%	N=236	25%	N=126	10%	N=51	6%	N=31	100%	N=513
Drinking water	19%	N=100	44%	N=227	23%	N=121	10%	N=50	4%	N=21	100%	N=518
Sewer services	17%	N=89	43%	N=218	16%	N=79	4%	N=19	21%	N=106	100%	N=511
Land use, planning, and zoning	5%	N=28	20%	N=104	24%	N=124	16%	N=81	34%	N=176	100%	N=513
Code enforcement (weeds, trash, etc.)	6%	N=28	17%	N=87	21%	N=108	9%	N=46	47%	N=238	100%	N=507
Animal care and control	12%	N=63	24%	N=123	16%	N=84	5%	N=24	43%	N=219	100%	N=513
Economic development	8%	N=39	26%	N=131	26%	N=133	7%	N=34	34%	N=173	100%	N=511
Sustainability efforts	8%	N=43	27%	N=138	26%	N=133	10%	N=52	29%	N=149	100%	N=514
Health services	8%	N=43	38%	N=194	21%	N=110	9%	N=48	23%	N=119	100%	N=513
Public information services	9%	N=44	36%	N=182	23%	N=118	4%	N=21	28%	N=143	100%	N=509

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
Public library services	37%	N=191	31%	N=159	10%	N=50	1%	N=7	21%	N=106	100%	N=514
Preservation of natural areas	22%	N=113	45%	N=230	20%	N=100	4%	N=19	10%	N=50	100%	N=513
Open space (green space)	24%	N=124	47%	N=241	20%	N=103	4%	N=22	5%	N=25	100%	N=515
Farmers market	25%	N=128	33%	N=167	14%	N=69	10%	N=52	18%	N=91	100%	N=507
Taste of Bloomington	19%	N=100	22%	N=111	11%	N=55	2%	N=12	46%	N=235	100%	N=513
Lotus Festival	22%	N=114	22%	N=111	6%	N=31	2%	N=10	48%	N=249	100%	N=515
Fourth Street Arts Fair	20%	N=101	30%	N=153	6%	N=32	1%	N=7	42%	N=213	100%	N=506
Overall customer service by City employees	13%	N=68	37%	N=188	15%	N=76	5%	N=25	30%	N=155	100%	N=511
City website	10%	N=49	29%	N=145	22%	N=112	5%	N=27	34%	N=175	100%	N=509
Affordable/workforce housing availability	3%	N=15	14%	N=73	21%	N=105	38%	N=191	25%	N=126	100%	N=510
Resident interaction with the Bloomington Police Department	9%	N=44	19%	N=97	22%	N=114	16%	N=84	34%	N=171	100%	N=511
Public art provided by the City	16%	N=81	39%	N=200	17%	N=87	4%	N=20	24%	N=123	100%	N=512
Small Business support	9%	N=47	21%	N=106	18%	N=92	8%	N=39	45%	N=228	100%	N=512
Parks	36%	N=184	47%	N=240	12%	N=62	2%	N=12	3%	N=18	100%	N=515
Trails	41%	N=210	42%	N=218	12%	N=62	1%	N=6	4%	N=19	100%	N=515

Table 31: Question 9 (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	19%	N=73	42%	N=165	27%	N=109	12%	N=49	100%	N=396
Fire services	44%	N=144	47%	N=156	8%	N=26	1%	N=2	100%	N=328
Ambulance or emergency medical services	41%	N=134	45%	N=147	12%	N=40	1%	N=3	100%	N=324
Crime prevention	13%	N=45	40%	N=140	34%	N=116	13%	N=44	100%	N=345
Fire prevention and education	29%	N=73	48%	N=122	20%	N=50	4%	N=11	100%	N=256
Traffic enforcement	17%	N=66	40%	N=152	27%	N=102	17%	N=64	100%	N=385
Street repair	5%	N=26	23%	N=112	45%	N=223	28%	N=139	100%	N=500
Street cleaning	13%	N=63	43%	N=208	31%	N=151	12%	N=57	100%	N=479
Street lighting	11%	N=55	44%	N=221	31%	N=154	14%	N=71	100%	N=501
Snow removal	23%	N=112	37%	N=185	23%	N=112	18%	N=87	100%	N=496
Sidewalk maintenance	10%	N=49	38%	N=181	36%	N=171	17%	N=80	100%	N=480
Downtown parking	8%	N=36	31%	N=146	33%	N=154	29%	N=138	100%	N=474

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Neighborhood/residential parking	13%	N=64	42%	N=201	30%	N=144	15%	N=70	100%	N=479
Parking garages	12%	N=46	41%	N=160	34%	N=132	14%	N=56	100%	N=394
Traffic signal timing	10%	N=49	44%	N=218	36%	N=176	10%	N=51	100%	N=494
Bus or transit services	13%	N=42	50%	N=160	25%	N=80	11%	N=35	100%	N=318
Garbage collection	37%	N=169	46%	N=213	13%	N=58	4%	N=18	100%	N=457
Recycling	27%	N=122	36%	N=163	18%	N=83	18%	N=82	100%	N=449
Yard waste pick-up	25%	N=68	47%	N=128	19%	N=53	9%	N=25	100%	N=274
Fall leaf pick-up	25%	N=70	41%	N=115	27%	N=77	7%	N=20	100%	N=282
Storm drainage	13%	N=52	42%	N=173	31%	N=127	15%	N=61	100%	N=413
Power (electric and/or gas) utility	14%	N=69	49%	N=236	26%	N=126	11%	N=51	100%	N=482
Drinking water	20%	N=100	46%	N=227	24%	N=121	10%	N=50	100%	N=498
Sewer services	22%	N=89	54%	N=218	20%	N=79	5%	N=19	100%	N=406
Land use, planning, and zoning	8%	N=28	31%	N=104	37%	N=124	24%	N=81	100%	N=337
Code enforcement (weeds, trash, etc.)	10%	N=28	32%	N=87	40%	N=108	17%	N=46	100%	N=270
Animal care and control	21%	N=63	42%	N=123	28%	N=84	8%	N=24	100%	N=294
Economic development	12%	N=39	39%	N=131	40%	N=133	10%	N=34	100%	N=338
Sustainability efforts	12%	N=43	38%	N=138	36%	N=133	14%	N=52	100%	N=365
Health services	11%	N=43	49%	N=194	28%	N=110	12%	N=48	100%	N=394
Public information services	12%	N=44	50%	N=182	32%	N=118	6%	N=21	100%	N=365
Public library services	47%	N=191	39%	N=159	12%	N=50	2%	N=7	100%	N=408
Preservation of natural areas	24%	N=113	50%	N=230	22%	N=100	4%	N=19	100%	N=463
Open space (green space)	25%	N=124	49%	N=241	21%	N=103	5%	N=22	100%	N=490
Farmers market	31%	N=128	40%	N=167	17%	N=69	13%	N=52	100%	N=416
Taste of Bloomington	36%	N=100	40%	N=111	20%	N=55	4%	N=12	100%	N=278
Lotus Festival	43%	N=114	42%	N=111	12%	N=31	4%	N=10	100%	N=266
Fourth Street Arts Fair	34%	N=101	52%	N=153	11%	N=32	2%	N=7	100%	N=293
Overall customer service by City employees	19%	N=68	53%	N=188	21%	N=76	7%	N=25	100%	N=356
City website	15%	N=49	43%	N=145	34%	N=112	8%	N=27	100%	N=334
Affordable/workforce housing availability	4%	N=15	19%	N=73	27%	N=105	50%	N=191	100%	N=383
Resident interaction with the Bloomington Police Department	13%	N=44	29%	N=97	34%	N=114	25%	N=84	100%	N=340
Public art provided by the City	21%	N=81	51%	N=200	23%	N=87	5%	N=20	100%	N=388
Small Business support	16%	N=47	37%	N=106	32%	N=92	14%	N=39	100%	N=283

Please rate the quality of each of the following in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
Parks	37%	N=184	48%	N=240	12%	N=62	2%	N=12	100%	N=497
Trails	42%	N=210	44%	N=218	12%	N=62	1%	N=6	100%	N=496

Table 32: Question 9 (Importance) - Including Don't Know Responses

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.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Police services	41%	N=197	21%	N=99	23%	N=110	9%	N=42	6%	N=30	100%	N=478
Fire services	41%	N=196	22%	N=105	24%	N=114	1%	N=5	12%	N=60	100%	N=481
Ambulance or emergency medical services	45%	N=217	25%	N=118	18%	N=87	1%	N=5	11%	N=54	100%	N=481
Crime prevention	36%	N=175	26%	N=125	28%	N=136	4%	N=18	6%	N=27	100%	N=482
Fire prevention and education	28%	N=135	26%	N=126	31%	N=150	2%	N=11	13%	N=61	100%	N=483
Traffic enforcement	16%	N=77	26%	N=124	36%	N=176	12%	N=58	10%	N=47	100%	N=482
Street repair	32%	N=154	41%	N=200	23%	N=112	2%	N=9	2%	N=10	100%	N=484
Street cleaning	12%	N=58	33%	N=160	45%	N=218	6%	N=28	4%	N=18	100%	N=483
Street lighting	20%	N=97	32%	N=155	35%	N=169	10%	N=46	3%	N=15	100%	N=482
Snow removal	30%	N=142	31%	N=149	31%	N=147	6%	N=27	3%	N=15	100%	N=480
Sidewalk maintenance	23%	N=109	35%	N=167	32%	N=153	7%	N=34	4%	N=20	100%	N=484
Downtown parking	21%	N=104	30%	N=145	30%	N=148	14%	N=66	5%	N=23	100%	N=485
Neighborhood/residential parking	14%	N=66	22%	N=105	37%	N=181	19%	N=90	9%	N=43	100%	N=485
Parking garages	11%	N=52	23%	N=113	39%	N=186	18%	N=87	9%	N=44	100%	N=481
Traffic signal timing	15%	N=72	22%	N=105	37%	N=173	18%	N=87	8%	N=37	100%	N=475
Bus or transit services	33%	N=158	30%	N=140	22%	N=106	5%	N=22	10%	N=49	100%	N=475
Garbage collection	29%	N=137	25%	N=118	26%	N=124	11%	N=50	10%	N=50	100%	N=480
Recycling	41%	N=195	29%	N=142	17%	N=81	6%	N=30	7%	N=34	100%	N=481
Yard waste pick-up	12%	N=60	22%	N=105	30%	N=142	9%	N=44	27%	N=127	100%	N=478
Fall leaf pick-up	11%	N=54	20%	N=94	29%	N=137	17%	N=82	23%	N=112	100%	N=479
Storm drainage	26%	N=124	30%	N=143	22%	N=104	7%	N=36	15%	N=73	100%	N=481
Power (electric and/or gas) utility	38%	N=184	26%	N=127	23%	N=108	5%	N=24	8%	N=38	100%	N=480
Drinking water	50%	N=242	26%	N=123	14%	N=68	6%	N=27	4%	N=22	100%	N=482
Sewer services	31%	N=147	28%	N=133	17%	N=80	11%	N=54	13%	N=62	100%	N=476

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.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Land use, planning, and zoning	25%	N=121	31%	N=148	24%	N=116	4%	N=17	16%	N=80	100%	N=483
Code enforcement (weeds, trash, etc.)	9%	N=41	19%	N=90	35%	N=167	18%	N=88	19%	N=93	100%	N=479
Animal care and control	14%	N=66	26%	N=126	34%	N=165	8%	N=39	18%	N=84	100%	N=482
Economic development	17%	N=84	35%	N=175	23%	N=118	6%	N=32	19%	N=93	100%	N=502
Sustainability efforts	49%	N=237	25%	N=119	18%	N=86	1%	N=6	7%	N=34	100%	N=482
Health services	51%	N=244	31%	N=150	10%	N=47	1%	N=4	7%	N=34	100%	N=480
Public information services	21%	N=101	33%	N=155	26%	N=125	4%	N=20	15%	N=73	100%	N=474
Public library services	31%	N=147	32%	N=153	24%	N=116	3%	N=16	10%	N=49	100%	N=481
Preservation of natural areas	45%	N=215	34%	N=166	15%	N=74	2%	N=7	4%	N=20	100%	N=482
Open space (green space)	37%	N=180	36%	N=173	19%	N=93	2%	N=9	6%	N=27	100%	N=482
Farmers market	20%	N=96	30%	N=145	31%	N=148	10%	N=49	9%	N=43	100%	N=480
Taste of Bloomington	8%	N=38	19%	N=91	33%	N=158	18%	N=85	22%	N=102	100%	N=474
Lotus Festival	10%	N=46	24%	N=116	31%	N=149	14%	N=66	21%	N=99	100%	N=475
Fourth Street Arts Fair	8%	N=38	23%	N=107	36%	N=173	13%	N=62	20%	N=96	100%	N=476
Overall customer service by City employees	16%	N=77	36%	N=171	24%	N=113	10%	N=48	14%	N=66	100%	N=475
City website	12%	N=57	26%	N=121	35%	N=167	11%	N=51	16%	N=78	100%	N=474
Affordable/workforce housing availability	52%	N=247	26%	N=125	12%	N=57	2%	N=9	8%	N=40	100%	N=478
Resident interaction with the Bloomington Police Department	40%	N=191	31%	N=149	15%	N=70	3%	N=15	11%	N=52	100%	N=477
Public art provided by the City	10%	N=50	20%	N=94	37%	N=177	21%	N=100	12%	N=56	100%	N=477
Small Business support	37%	N=174	32%	N=154	15%	N=73	1%	N=3	15%	N=71	100%	N=475
Parks	34%	N=165	42%	N=200	21%	N=99	2%	N=8	2%	N=8	100%	N=480
Trails	33%	N=158	40%	N=191	22%	N=107	3%	N=15	2%	N=10	100%	N=481

Table 33: Question 9 (Importance) - Excluding Don't Know Responses

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.	Essential		Very important		Somewhat important		Not at all important		Total	
Police services	44%	N=197	22%	N=99	25%	N=110	9%	N=42	100%	N=448
Fire services	47%	N=196	25%	N=105	27%	N=114	1%	N=5	100%	N=421

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.	Essential		Very important		Somewhat important		Not at all important		Total	
Ambulance or emergency medical services	51%	N=217	28%	N=118	20%	N=87	1%	N=5	100%	N=427
Crime prevention	39%	N=175	28%	N=125	30%	N=136	4%	N=18	100%	N=455
Fire prevention and education	32%	N=135	30%	N=126	36%	N=150	3%	N=11	100%	N=422
Traffic enforcement	18%	N=77	29%	N=124	40%	N=176	13%	N=58	100%	N=435
Street repair	32%	N=154	42%	N=200	24%	N=112	2%	N=9	100%	N=474
Street cleaning	12%	N=58	35%	N=160	47%	N=218	6%	N=28	100%	N=464
Street lighting	21%	N=97	33%	N=155	36%	N=169	10%	N=46	100%	N=467
Snow removal	30%	N=142	32%	N=149	32%	N=147	6%	N=27	100%	N=465
Sidewalk maintenance	24%	N=109	36%	N=167	33%	N=153	7%	N=34	100%	N=465
Downtown parking	22%	N=104	31%	N=145	32%	N=148	14%	N=66	100%	N=462
Neighborhood/residential parking	15%	N=66	24%	N=105	41%	N=181	20%	N=90	100%	N=442
Parking garages	12%	N=52	26%	N=113	43%	N=186	20%	N=87	100%	N=437
Traffic signal timing	17%	N=72	24%	N=105	40%	N=173	20%	N=87	100%	N=438
Bus or transit services	37%	N=158	33%	N=140	25%	N=106	5%	N=22	100%	N=426
Garbage collection	32%	N=137	27%	N=118	29%	N=124	12%	N=50	100%	N=429
Recycling	44%	N=195	32%	N=142	18%	N=81	7%	N=30	100%	N=447
Yard waste pick-up	17%	N=60	30%	N=105	40%	N=142	13%	N=44	100%	N=351
Fall leaf pick-up	15%	N=54	26%	N=94	37%	N=137	22%	N=82	100%	N=367
Storm drainage	30%	N=124	35%	N=143	26%	N=104	9%	N=36	100%	N=408
Power (electric and/or gas) utility	41%	N=184	29%	N=127	24%	N=108	5%	N=24	100%	N=442
Drinking water	53%	N=242	27%	N=123	15%	N=68	6%	N=27	100%	N=460
Sewer services	36%	N=147	32%	N=133	19%	N=80	13%	N=54	100%	N=414
Land use, planning, and zoning	30%	N=121	37%	N=148	29%	N=116	4%	N=17	100%	N=403
Code enforcement (weeds, trash, etc.)	11%	N=41	23%	N=90	43%	N=167	23%	N=88	100%	N=386
Animal care and control	17%	N=66	32%	N=126	42%	N=165	10%	N=39	100%	N=397
Economic development	20%	N=84	43%	N=175	29%	N=118	8%	N=32	100%	N=408
Sustainability efforts	53%	N=237	27%	N=119	19%	N=86	1%	N=6	100%	N=448
Health services	55%	N=244	34%	N=150	11%	N=47	1%	N=4	100%	N=446
Public information services	25%	N=101	39%	N=155	31%	N=125	5%	N=20	100%	N=401
Public library services	34%	N=147	35%	N=153	27%	N=116	4%	N=16	100%	N=432
Preservation of natural areas	47%	N=215	36%	N=166	16%	N=74	2%	N=7	100%	N=462
Open space (green space)	40%	N=180	38%	N=173	20%	N=93	2%	N=9	100%	N=455

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.	Essential		Very important		Somewhat important		Not at all important		Total	
Farmers market	22%	N=96	33%	N=145	34%	N=148	11%	N=49	100%	N=437
Taste of Bloomington	10%	N=38	25%	N=91	43%	N=158	23%	N=85	100%	N=372
Lotus Festival	12%	N=46	31%	N=116	40%	N=149	18%	N=66	100%	N=377
Fourth Street Arts Fair	10%	N=38	28%	N=107	46%	N=173	16%	N=62	100%	N=380
Overall customer service by City employees	19%	N=77	42%	N=171	28%	N=113	12%	N=48	100%	N=410
City website	14%	N=57	31%	N=121	42%	N=167	13%	N=51	100%	N=396
Affordable/workforce housing availability	56%	N=247	28%	N=125	13%	N=57	2%	N=9	100%	N=438
Resident interaction with the Bloomington Police Department	45%	N=191	35%	N=149	17%	N=70	3%	N=15	100%	N=424
Public art provided by the City	12%	N=50	22%	N=94	42%	N=177	24%	N=100	100%	N=420
Small Business support	43%	N=174	38%	N=154	18%	N=73	1%	N=3	100%	N=404
Parks	35%	N=165	42%	N=200	21%	N=99	2%	N=8	100%	N=472
Trails	33%	N=158	41%	N=191	23%	N=107	3%	N=15	100%	N=471

Table 34: Question 10 - Excluding Don't Know Responses

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	44%	N=226
No	56%	N=287
Total	100%	N=513

Table 35: Question 11 - Including Don't Know Responses

What was your impression of the staff member(s) in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	30%	N=70	38%	N=87	22%	N=50	5%	N=12	6%	N=13	100%	N=232
Responsive	32%	N=73	31%	N=70	14%	N=33	19%	N=44	3%	N=8	100%	N=228
Courteous	33%	N=75	35%	N=78	18%	N=40	10%	N=23	4%	N=10	100%	N=227
Overall impression	27%	N=62	35%	N=80	25%	N=58	9%	N=20	3%	N=7	100%	N=228

Table 36: Question 11 - Excluding Don't Know Responses

What was your impression of the staff member(s) in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	32%	N=70	40%	N=87	23%	N=50	5%	N=12	100%	N=219
Responsive	33%	N=73	32%	N=70	15%	N=33	20%	N=44	100%	N=220
Courteous	35%	N=75	36%	N=78	18%	N=40	11%	N=23	100%	N=217
Overall impression	28%	N=62	36%	N=80	26%	N=58	9%	N=20	100%	N=220

Table 37: Question 12 - 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	
Value of services for the taxes paid to the City	9%	N=48	46%	N=236	20%	N=102	9%	N=47	15%	N=78	100%	N=512
Overall direction that the City is taking	8%	N=41	37%	N=189	28%	N=145	13%	N=69	13%	N=68	100%	N=512
The job City government does at welcoming citizen involvement	8%	N=40	32%	N=165	28%	N=146	13%	N=65	19%	N=97	100%	N=513
Overall confidence in City government	8%	N=40	32%	N=164	32%	N=166	18%	N=92	10%	N=51	100%	N=513
Generally acting in the best interest of the community	8%	N=41	33%	N=170	31%	N=156	17%	N=86	11%	N=59	100%	N=511
Being honest/transparent	6%	N=29	24%	N=123	31%	N=160	20%	N=100	19%	N=98	100%	N=510
Informing residents about issues facing the community	6%	N=33	31%	N=160	31%	N=157	17%	N=89	14%	N=74	100%	N=513
Treating all residents fairly	7%	N=34	23%	N=116	28%	N=145	24%	N=124	18%	N=93	100%	N=513
Treating residents with respect	9%	N=44	29%	N=149	29%	N=148	17%	N=89	16%	N=83	100%	N=513
Listening to public concern	7%	N=37	18%	N=92	32%	N=165	20%	N=102	23%	N=117	100%	N=512

Table 38: Question 12 - Excluding Don't Know Responses

Please rate the performance of the City of Bloomington government in the following categories.	Excellent		Good		Fair		Poor		Total	
Value of services for the taxes paid to the City	11%	N=48	54%	N=236	24%	N=102	11%	N=47	100%	N=434
Overall direction that the City is taking	9%	N=41	43%	N=189	33%	N=145	16%	N=69	100%	N=444
The job City government does at welcoming citizen involvement	10%	N=40	40%	N=165	35%	N=146	16%	N=65	100%	N=416
Overall confidence in City government	9%	N=40	36%	N=164	36%	N=166	20%	N=92	100%	N=462
Generally acting in the best interest of the community	9%	N=41	37%	N=170	34%	N=156	19%	N=86	100%	N=453
Being honest/transparent	7%	N=29	30%	N=123	39%	N=160	24%	N=100	100%	N=413
Informing residents about issues facing the community	7%	N=33	36%	N=160	36%	N=157	20%	N=89	100%	N=438
Treating all residents fairly	8%	N=34	28%	N=116	35%	N=145	30%	N=124	100%	N=420
Treating residents with respect	10%	N=44	35%	N=149	34%	N=148	21%	N=89	100%	N=430
Listening to public concern	9%	N=37	23%	N=92	42%	N=165	26%	N=102	100%	N=396

Table 39: Question 13 - 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	13%	N=67	55%	N=284	20%	N=104	5%	N=28	7%	N=35	100%	N=518
Indiana State Government	3%	N=17	26%	N=133	39%	N=201	22%	N=112	11%	N=55	100%	N=519
The Federal Government	3%	N=17	29%	N=148	38%	N=195	22%	N=114	8%	N=43	100%	N=518

Table 40: Question 13 - 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	14%	N=67	59%	N=284	21%	N=104	6%	N=28	100%	N=483
Indiana State Government	4%	N=17	29%	N=133	43%	N=201	24%	N=112	100%	N=464
The Federal Government	4%	N=17	31%	N=148	41%	N=195	24%	N=114	100%	N=475

Table 41: 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	
Recovery of local economy after the COVID-19 pandemic	61%	N=315	30%	N=154	7%	N=35	1%	N=5	2%	N=8	100%	N=518
Expansion of the Bloomington/Monroe County Convention Center	4%	N=19	10%	N=53	29%	N=150	46%	N=239	11%	N=58	100%	N=518
City-wide high speed fiber for internet access	36%	N=186	30%	N=154	26%	N=134	6%	N=29	3%	N=14	100%	N=516
Redevelopment of current hospital site on W. 2nd St.	16%	N=85	35%	N=180	34%	N=175	5%	N=25	10%	N=53	100%	N=518
Investing time and resources to ensure equal and fair delivery of all City services	46%	N=237	35%	N=181	14%	N=73	2%	N=13	3%	N=14	100%	N=517

Table 42: 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	
Recovery of local economy after the COVID-19 pandemic	62%	N=315	30%	N=154	7%	N=35	1%	N=5	100%	N=510
Expansion of the Bloomington/Monroe County Convention Center	4%	N=19	12%	N=53	32%	N=150	52%	N=239	100%	N=461
City-wide high speed fiber for internet access	37%	N=186	31%	N=154	27%	N=134	6%	N=29	100%	N=502
Redevelopment of current hospital site on W. 2nd St.	18%	N=85	39%	N=180	38%	N=175	5%	N=25	100%	N=465
Investing time and resources to ensure equal and fair delivery of all City services	47%	N=237	36%	N=181	14%	N=73	3%	N=13	100%	N=503

Table 43: 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=6
Minor challenge	3%	N=17
Moderate challenge	21%	N=110
Major challenge	73%	N=378
Don't know	2%	N=10
Total	100%	N=522

Table 44: 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=6
Minor challenge	3%	N=17
Moderate challenge	22%	N=110
Major challenge	74%	N=378
Total	100%	N=512

Table 45: 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	73%	N=377
Somewhat support	20%	N=102
Somewhat oppose	3%	N=16
Strongly oppose	2%	N=10
Don't know	3%	N=13
Total	100%	N=519

Table 46: 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	75%	N=377
Somewhat support	20%	N=102
Somewhat oppose	3%	N=16
Strongly oppose	2%	N=10
Total	100%	N=505

Table 47: 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)	56%	N=285	35%	N=177	10%	N=51	100%	N=513
Local media outlets (newspapers, radio, local television stations)	50%	N=257	39%	N=199	12%	N=60	100%	N=516
Local government television channel (i.e., CATS TV)	14%	N=70	34%	N=176	52%	N=267	100%	N=513
Online City Board and Commission Meetings	19%	N=98	42%	N=214	39%	N=201	100%	N=513
Talking with City officials	17%	N=86	36%	N=183	48%	N=245	100%	N=514
City communications via social media	36%	N=186	34%	N=177	29%	N=151	100%	N=514
Word-of-mouth	49%	N=253	35%	N=179	16%	N=85	100%	N=517
Email distribution lists	22%	N=112	42%	N=215	36%	N=187	100%	N=514

Table 48: Question D1 - Including Don't Know Responses

In general, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Don't know		Total	
Access the internet from your home using a computer, laptop, or tablet computer	87%	N=455	5%	N=25	3%	N=18	1%	N=8	3%	N=15	0%	N=0	100%	N=521
Access the internet from your cell phone	88%	N=458	2%	N=10	3%	N=16	1%	N=4	6%	N=31	0%	N=1	100%	N=520
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	64%	N=332	11%	N=55	8%	N=43	2%	N=10	15%	N=75	0%	N=2	100%	N=517
Use or check email	83%	N=430	10%	N=51	4%	N=21	1%	N=5	2%	N=10	0%	N=0	100%	N=517
Share your opinions online	10%	N=50	7%	N=36	15%	N=76	22%	N=116	45%	N=236	1%	N=6	100%	N=520
Shop online	9%	N=44	5%	N=28	29%	N=150	46%	N=238	11%	N=55	0%	N=1	100%	N=517

Table 49: Question D1 - Excluding Don't Know Responses

In general, how many times do you:	Several times a day		Once a day		A few times a week		Every few weeks		Less often or never		Total	
Access the internet from your home using a computer, laptop, or tablet computer	87%	N=455	5%	N=25	3%	N=18	1%	N=8	3%	N=15	100%	N=521
Access the internet from your cell phone	88%	N=458	2%	N=10	3%	N=16	1%	N=4	6%	N=31	100%	N=520
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	64%	N=332	11%	N=55	8%	N=43	2%	N=10	15%	N=75	100%	N=515
Use or check email	83%	N=430	10%	N=51	4%	N=21	1%	N=5	2%	N=10	100%	N=517
Share your opinions online	10%	N=50	7%	N=36	15%	N=76	23%	N=116	46%	N=236	100%	N=515
Shop online	9%	N=44	5%	N=28	29%	N=150	46%	N=238	11%	N=55	100%	N=515

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?

Homelessness

- "Homeless" people living in public spaces i.e. the abandoned police station & switchyard park.
- Approach to homelessness and drug addiction/mental health
- Awful treatment of the homeless community
- CATERING TO NON-MONROE COUNTY HOMELESS.
- Continuing homeless issues- cost of housing.
- Crime from homeless, had house broken into during remodel twice.
- Difficulties coming up with a plan to deal with homelessness.
- Disregard for unhoused population; unprotected bike lanes.
- divisiveness of the issues of the city supporting our homeless population and increasing population density, mainly by NIMBYs
- Efforts to turn city parks into campgrounds for people experiencing being homeless.
- ENABLING HOMELESSNESS.
- Focus on homeless- too liberal ideology. Fox payers want their dollars to go to infrastructure not drug addicts or mentally challenged persons.
- growth in homeless population
- High level of homelessness per capita. Greatly need drug rehabilitations, job placement opportunities, and mental institution.
- Homeless a danger & health problem for all citizens - move them out - hard lift government.
- Homeless and drug-addicted infestation. Stop making Bloomington the destination of choice for drug-addicts.
- Homeless camping in park
- Homeless issues
- Homeless people deposited in community
- Homeless people on 2nd street!
- Homeless people sleeping the park in make-shift tents and leaving trash needles excrement and every other

masty thing leaving parks useless for tax paying residents.

- HOMELESS PEOPLE.
- Homeless people.
- HOMELESS PEOPLE/ NEW UDO/ DIRTY STREETS.
- Homeless population.
- homeless problem
- homeless situation
- Homeless/ litter.
- Homeless/ Panhandling.
- HOMELESS/ TRASH, ETC... HIGH RENT, ETC.
- Homelessness
- Homelessness
- Homelessness & high cost of housing!.
- Homelessness- bump them out of here!!!
- Homelessness detracting from Switchyard Park experience.
- Homelessness problem
- Homelessness too many student apts.
- Homelessness.
- Homelessness.
- HOMELESSNESS-TOO MANY.
- How homelessness is handled by the city.
- How our city dehumanizes people without homes and they built two parking garages that no data suggested we needed at all
- How the city cooperates with and treats people without homes. Forcing people from Seminary Park without providing alternative places to go for treatment is remarkably brutal - especially during the winter months. At least one person froze to death this year.
- I didn't appreciate the city's response to the homeless pitching tents in Seminary Park this winter.
- I don't know what's currently being done to help the homeless but from the sheer numbers I've seen in the city, it feels like not enough is being done to help them.
- I would like to see more support for homeless people but I'm not sure what to do
- Imported homeless clients.
- Inclusivity and concern for vulnerable populations such as homeless/housing insecurity and encouraging more resident education and awareness on Issues of social justice (the leadership of City and those associated with University seem to be aware however local residents, some agency leaders, and blue collar folk seem disconnected to the importance of diversity, equity, inclusion, sense of belonging and community among those who are different than them). Several agency leaders seem antiquated in their approaches to today's societal issues. Partnership with County officials and agencies that serve Bloomington residents.
- Increase in homeless population.
- Its profound lack of interest in sheltering/ supporting the homeless. And the ridiculous inflation of the police budget. Redirect these finds to stop people dying in the streets.

- Its treatment of the homeless and houseless population. You're responsible for people's deaths and stimatization through persecution, exposure, discriminatory collaboration with local businesses, police harassment, and negligence.
- Lack of low barrier shelter for the homeless
- Lack of support for homeless residents
- Lot of homeless, but you have to treat people with dignity so what is there to do?
- Myriad unresolved challenges associated with dealing with people facing homelessness
- Not enough housing choices for homeless and impoverished families.
- Not enough shelter for homeless population.
- Over development & homeless citizens taking over public spaces increase in crime due to homelessness, drugs, and available weapons on market. Why build apartments with stores on ground floor- they are all empty.
- Panhandling
- Parks and areas of city unsafe due to homeless.
- People not caring about the plight of the homeless and removing encampments
- Poor treatment of homeless population
- Presense of homeless people in the park. Not so many volleyball courts.
- Raising taxes To support homeless, Too many high rises downtown No green sp. cbu raises for usage.
- Response and handling of the homeless.
- Strident advocates get too much attention (and tend to be poorly informed) and prevent reasonable solutions (e.g., "homelessness")
- The City appears liberal and caring, but they don't take action on things residents care about most, especially reparations and housing for those experiencing homelessness. I wish our city truly took meaningful action instead of just writing nice, vague letters.
- The city needs to realize homelessness is real! Please provide more education/resources for them!
- The city's handling of the homeless. Stop chasing them out of parks. They're people, and they are struggling to survive as it is.
- The city's heavy-handed response to the homelessness problem in Seminary Park and elsewhere. I didn't like to see the park filled with vagrants every day but I think it's even worse to kick out those poor people who are down on their luck. I think the city should have done a better job communicating with the community about how to address this problem.
- The continuing problem of homelessness.
- The growing homelessness problem and that can costs are spiraling up with no compensatory benefits.

- The handling of the homeless population this last year.
- The homeless & garbage along the streets.
- The homeless issue downtown and around the beautiful Switchyard park makes it all but unusable for families. It is neither safe nor a pleasant place to be.
- The homeless population needs to be better managed.
- the homeless problem sucks and it just will get worse cuz we got all these agencies feeding them. Expect more. and more. Its terrible. I also dislike how I never see street sweepers. Grimes in the 700E block has trees growing. Walnut has 2 inches of dirt. And every year the city threatens to stop vacuuming up leaves. We pay more and more for water, trash, and taxes.... and we get less and less. Now R4 zoning and plexes are taking away our affordable homes that young people can afford. This administration has dropped the ball on so many issues.
- THE HOMELESS PROBLEM.
- The homeless problem.
- The homeless situation.
- The homelessness and the homeless from other communities coming in to Bloomington.
- The homelessness is out of control. I have lived in several cities throughout the U.S. and it is, by far, the worst here in Bloomington.
- The homelessness.
- The inability of wealthy, educated folks to address & solve problems like services of homeless affordable housing employment opportunities.
- The inability to use all of our public spaces because of the drugs, harassment, and unsanitary conditions the homeless population create.
- The lack of action to help the local homeless population and the increasing costs of housing due to new development
- The lack of response to address the plague of homeless encampments. Lack of response to open drug abuse, alcoholism, and violence among the homeless is unacceptable.
- The large homeless population.
- The number of homeless, city should do more to help them.
- The police treatment of our homeless population is abhorrent. I also feel the need to mention that it often feels as if the city prioritizes Indiana University over the rest of its residents.
- The problem of homelessness- it's very tough to see, especially just blocks from my own residence.
- The slow and somewhat unhelpful response to the increase of people experiencing poverty and homlessness in the city.
- The unfair treatment of the homeless and lack of resources to our giant population of homeless.
- The way it is treating the homeless.
- The way they treat the homeless and mentally ill.
- Time and time again it seems like the City of Bloomington does not

want to help or deal with the homelessness issues in our city. A huge source of this issue is that there is almost no affordable housing in Bloomington. We, as 2 fully employed adults, have struggled to find affordable places to rent. We continue to build luxury apartments meant for students that aren't affordable for the rest of the citizens of Bloomington. And the places for rent that are affordable are not nice places to live. This, by far, is the biggest concern I have as a Bloomington resident.

- Too many male homeless with criminal backgrounds/behaviors: Public intoxication, aggression, and vandalism. Residents and visitors are on guard.
- Transient Residents
- Treatment of people experiencing homelessness.
- Treatment of the homeless
- Treatment of the homeless population
- Treatment of the homeless population.
- Treatment of unhoused

Mobility (roads, traffic, difficulty navigating community, public transportation, parking)

- Attention to non-essential road repair- not fixing potholes.
- B- line trail. Don't Need.
- Bad drivers and driving.
- Bicycle infrastructure
- Bike lanes are always filthy. They need regular cleaning.
- Buses not running on sundays.
- Crossing town.
- Curbs, roundabouts, and unnecessary median strips.
- Deer, speeding & reckless driving on neighborhood streets, excessive use of salt in winter
- Demonstration Downtown on campus- traffic.
- downtown parking
- Geographic location - no nice walks to do from home.
- I dislike the congestion from traffic that has increased over the past 10 years. I also feel that most people do not respect driving rules (e.g., passing on the right at lights--so dangerous!) yet nothing is done to either fix the traffic light or enforce the rules.
- I don't have a car, so getting around is a pain. There are few local shops (within 5 mins walk).
- I wish there were more bike lanes and more connected sidewalks. Drivers do not always give me enough room on the road and it is terrifying to feel the wind of a passing car wobble your bike! There is less of a problem with connected sidewalks on IU's campus and the immediate surrounding areas, but I would like to be able to walk from campus to my apartment without walking along the street or in the grass.
- Increasing traffic flow
- Intersection of 10th and Pete Ellis/Discovery is an accident waiting to happen - people go straight to through the right turn lanes to avoid waiting on people

turning left. Needs to be a dedicated left turn lane and a straight/right lane, possibly with lighting/sensor control.
- Investments in new intersections have been poorly developed. Roundabouts and more efficient traffic designs should be invested in.
- Issue in me- regarding lines on streets to show direction.
- It claims to be a bike friendly city but lacks bike lanes on major bike routes.
- Lack of access to the downtown via trail
- Lack of bike lanes/sidewalks
- lack of public transport outside downtown, white supremacists in the farmer's market and elswhere
- Lack of traffic enforcement.
- Layout of roads
- Limited busing (routes combined with frequency makes or breaks the system usefulness), insufficient selection for shopping and especially basic needs (e.g. grocery store selection is almost nonexistent), access to external travel is quite bad (e.g. airport, train)
- Limited direct routes for driving (stops, etc.), very spread out (requires transportation to get out of local neighborhood).
- Making streets narrow with silly & dangerous Islands- Not Safe!.
- Many roads are bad
- Need wider roads with more lanes, more downtown parking
- No free parking options for downtown residents
- no train service to Indy or Chicago
- Not enough side walks!!
- Not listening to objections to [?] a closing road in Caracoles.
- Not walkable at all outside of the downtown area
- Parking
- Parking
- Parking
- parking downtown
- Parking downtown is stressful
- Parking downtown.
- Parking downtown.
- Parking fees.
- parking meters
- Parking meters.
- Parking-SMUE city council, Not very modern.
- POOR DOWNTOWN PARKING.
- Potholes everywhere that are never fixed, and useless expansion of walking trails instead of fixing the roads
- Public transportation
- public transportation, disconnected sidewalk, snows shoveled onto the sidewalk, internet quality, unstable power
- Public transportation.
- Road conditions & our refusal to support the homeless.
- Road Construction.
- road improvement projects - multiple at the same time, biggest concern is Sare & Moores Pike, what is going on? Once it opened and it rained the intersection was flooded. Why so much concrete?

Another is the incredibly narrow stretch of Sare road south of Renwick. Accidents always waiting to happen.

- Roads need repairing
- Roads! Fix potholes and pave!!!.
- Roads, Road construction, care and maintenance of roadways and conditions (pot holes, resurfacing, etc.), traffic
- Rough streets
- Screwing around with traffic patterns!!.
- Sidewalks in disrepair
- SNOW NOT CLEARED ON SIDEWALKS.
- Soooooo many potholes!!
- That so many people park on the street in residential neighborhoods.
- That the public transportation is not really accessible and does not work on Sundays.
- The city is very car-centric and sprawl-y, few neighborhoods are well connected with amenities.
- The difficult transit from West to East side of town/
- The number of bus routes - not enough
- The one thing i hate about Bloomington, scooters -The scooters are dangerous. Scooters are left in the middle of the street posing traffic issues. The scooters are left in the middle of the side walls. It effects people who are disabled. They are a danger to everyone.
- The poor planning of the street layout: lanes ending, lanes moving 3 feet over, etc. obvious zero planning and forethought.
- The push for more parking and creation of parking garages instead of constructing affordable housing downtown or expanding public transportation.
- The streets...removing turning lanes like at the intersection of Winslow Road and Allendale Drive, adding all the islands in the middle of the roads thus narrowing the roads
- The traffic is awful for a small town in a pandemic. Hint: awful infrastructure. Also, why isn't this survey offered in Spanish?
- The traffic light suck!! Traffic in general is awful.
- TOO LITTLE CONCERN FOR CARS, TRUCKS & MOST MOTORIZED VEHICLES/ TOO MUCH FOR BICYCLES!.
- Too much road work- takes too long.
- town is still too car-centric
- Traffic
- traffic
- Traffic & downtown parking.
- Traffic and Noise late in the evening
- Traffic is horrible for a city of Bloomington's size.
- Traffic patterns for make vehicles.
- Traffic slowing bumps - Park Ridge area especially.
- Transportation.
- TRAVELWAYS, ROADS ARE NOT KEPT IN BALANCE WITH THE RE-DEVELOPMENT OF THE CITY.

- Trying to get to one end of town to the other. With 69 and all the construction, takes a lot of time to do.

Affordable housing

- Affordable housing for retired & low income residents.
- Blooming is still not dealing effectively with the question of affordable housing.
- Cast housing lack of shopping facilities/stores.
- Cost of housing
- Cost of housing
- Cost of housing.
- Cost of housing/too many luxury apartments.
- Day today cost of housing & living.
- Expensive housing, city government making it hard to travel by car, lack of doctors. Mayor is not fiscally responsible.
- Expensive housing.
- Expensive housing.
- High housing prices compared to the cost of the state and most of midwest.
- Housing costs, having to renew a lease within a week because of demand
- Housing here is incredibly challenging. The cost of family homes is outrageously high and in short supply for the needs of the area. The amount of apartment/condo/townhome developments seem to deeply outstrip the need for affordable family homes .
- Housing is very expensive for a relatively small town in Indiana.
- How land lords rip you off
- I am displeased with the chronic scarcity of affordable, reasonable housing opportunities that hinders overall community diversity and equality and reduces economic development.
- Inavailability of affordable housing.
- Lack of [?] price housing.
- Lack of affordable housing
- lack of affordable housing
- Lack of affordable housing (both rental and ownership)
- Lack of affordable housing city promoting high priced apartment development.
- Lack of affordable housing for people who aren't extremely rich or paying with student loans.
- Lack of affordable housing.
- Lack of affordable housing.
- Lack of diverse housing options, extremely conservative council and government
- Not enough affordable housing.
- Not enough affordable housing.
- PRICE OF RENT.
- Untarred or too narrow residential roads & lack of sidewalks in some places.
- Using public transportation.
- Weak public transit outside of the downtown area

- Probably the ridiculously high and ever-rising cost of housing.
- Slum housing for residents.
- STUDENT APT. BLDG. EVERYWHERE- NO AFFORDABLE HOUSING.
- The cost of rent & lack of affordable housing options.
- The high cost of housing, both in rent and in buying.
- The housing options for those who make too much to receive help but still are poverty level. (Make too little to live on).
- Unaffordable housing ugly box apts. Too many students apts.
- You don't have apt. for low income families. It's not the only ppl. in this town.

Unhappy with development

- All these outside developers coming in and putting up these multi-story housing buildings that cover every square inch of ground from sidewalk to sidewalk overbuilding! and the mayor and city council and plan commission not listening to the public who don't want peoples put in single-family neighborhoods listen!!!.
- Apartments everywhere.
- Concerned about all the new high rise living; what will become of older buildings & houses?.
- Current upzoning efforts.
- Destruction of green areas by developers.
- Destruction of neighborhoods. Selling out to developers under the guise of fighting climate change and supposedly providing affordable housing.
- Development of luxury apartments with empty ground floor retail space!.
- Explained of tall, unsightly apartment buildings everywhere. Do we really need all these??.
- Gentrification
- Gentrification. All of the affordable housing options are being replaced by expensive luxury apartments. Soon potential students/employees from less privileged backgrounds will not even have the opportunity to move to Bloomington.
- GLUT OF APARTMENTS- CURRENT AND NEW DEVELOPMENT.
- How much it has changed!! Used to be a nice town. Downtown has been rushed with fearing down all the buildings and nothing anymore! Bloomington is ruined!!
- I am very concerned about the continued development of large apartment complexes. Real estate prices are increasing dramatically and home ownership is unobtainable for many. There is a missing piece of the puzzle in regard to increasing affordable housing. Home ownership and neighborhoods should be more of a concern. I am very disappointed in city planning. There is little concern for current home owners in certain neighborhoods.

- Increased apartment buildings- excessive for infrastructure.
- It is extremely liberal & not welcoming to new businesses. There are too many apartments being buit. The city is declaring certain buildings as historic that aren't historic! Such as the salvation carry builders & officer's home. This has caused hardship due to requirements move by the city.
- lack of protecting core neighborhoods with new zoning and homelessness issues
- Many proposed changes do not respect the existing character of the neighborhoods - no proposed change should go against the essence of a neighborhood (such as adding speed bumps)
- Multi-family zoning & making it harder to navigate serviceable intersections.
- Non stop building of expensive apartments, loss of town culture.
- Over developed and very expensive housing downtown, that changes our skyline and is inaccessible to many of the middle to low income residents.
- Over development of student apartment buildings no charm left awful.
- over development of student type housing
- Overdevelopment of downtown by outside corporate interests, wasted money on convention center, Switchyard park looks terrible & was unnecessary (why did we kill all of those trees again?), lack of affordable housingall recent development has been for luxury student housing, and how the heck did the parking garage construction get messed up so badly? All of these symptoms tie back to one central cause: city leadership is prioritizing building/property development over the needs of city residents. Please focus on the people who live here, not the people who want to exploit us for profit. We don't want a "Bigger" Bloomington. We chose to live here for what Bloomington wasa great balance between a small town feel and medium sized town convenience. We don't want to be another corporate cookie cutter town. We want a community that values its people over profits and economic exploitation.
- Poor support for small historical businesses (e.g rent control in courthouse sq.); prioritizing big enterprise over small historical business.
- Preferential treatment support of outside developers over residents.
- presumption that upzoning core neighborhoods will expand affordable housing whereas my personal experience over decades as a tenant in core neighborhoods is that it leads to out-of-town investors buying up owner-occupied houses and creating student ghettos
- Pushing through planning to appear developers while ruining neighborhoods.

- Rampant cheesy apartments popping up like weeds. Hideous. Ruining the look of our town.
- Rapid rate of development at a cost to natural areas and wildlife.
- Regaining to destroy existing neighborhoods.
- Seemingly single minded deference to outside real estate developers instead of local issues and acceptance of white supremacists
- Sprawl and overbuilding
- Student apartments going everywhere without regard to neighborhoods. I avoid downtown. I used to dine and shop there all the time.
- Student housing and building in center of town.
- The building of so many high rise student apartments, referring to the buildings by how many "beds" they "are"~
- THE CHANGE IN CHALLENGE OF DOWNTOWN FROM 30 YRS. AGO OVERBUILT UNIQUE SPECIAL CHARM ONE.
- The current 'up-zoning' (increased density) proposals for the core neighborhoods!
- The direction development is taking. The destruction of city park by the city.
- The effort by some to change the change the character of a neighborhood, for instance, by installing traffic calming devices where there are none.
- The gentrification I am seeing in the city
- The never-ending stream of "luxury student apartment living" that's going up all over the place, at the expense of Bloomington's character and historical structures, and at the expense of affordable housing for people of lower incomes. It is disgusting and it needs to STOP. It makes me ashamed of my city, of which I was once SO PROUD, to see luxury student apartment buildings popping up all over the city while tent cities are popping up in our parks. FIX IT. FIX IT NOW.
- The overwhelming sameness of new architecture. I fear it won't age well.
- THE PUSH FOR UPZONING WILL FORCE ME TO VOTE FOR AN OUTCOME IF YOU FORCING [?] AWFUL PLAN.
- The upzoning initiative that threatens to turn old inner-city areas into student ghettos.
- The visible inequality between sections of the city.
- There has been a shift where large investors are put before locals! We don't need more apartment.
- There seems to be a great deal of support regarding luxury condos and apartments but little for affordable housing for the general population or job opportunities. The city seems to slowly have transitioned to a false economy based on cheap service labor.
- THEY KEEP USING GREEN LAND TO FILL WITH APARTMENTS TO MANY APARTMENT BUILDINGS.

- This city allows anybody who wants to build anything they want to build anything they want. Look at Walnut Street. It looks like Third Avenue in NYC. Walls of buildings on both sides of the street. You are ruining our nice little town. Empty stores everywhere, the Square has empty stores all over the place. Go on the west side. Apartments with retail space on the first floor that is empty, COVID notwithstanding. Stop. Also, you are allowing about 300 homeless people to ruin this city. You cater to them, and forget about the rest of us who pay taxes and support this city (and you). We are both IU graduates, professionals, and are strongly considering moving from Bloomington because of the 'plexes' issue (please don't ruin our neighborhood) and the building of anything on any open piece of land. Do you really want to cater to lower income people and students, none of whom support this city, and lose people like us? Really?
- Too many apartment complexes, no recycle.
- too many apartments going up around town- there is a a limit and I feel we have reached it - also need better distribution of info on what is going on with our city and it's officials
- too rapid growth
- Trying to show "places" into established neighborhoods.
- Upzoning proposal.
- Upzoning.
- Woods and historical cultural aspects repeatedly voted in favor of more apartment.
- Worried about overdevelopment (so many new apartments) & loss of character.
- ZONING FOR PLEXES IN ESTABLISHED NEIGHBORHOODS.

Government (politics, trust, decision-making)

- Bloomington has a very one sided political world view, which lean towards a Socialist society and pushes back against Christians and love of Country.
- Bloomington is only "tolerant" of liberal viewpoints. It's very challenging to hold a conservative viewpoint and be treated with respect.
- BUREAUCRACY! All city offices work in silos & unwilling to work across departments.
- City council view on traffic & housing too.
- Class elitism of elected officials
- Communication.
- democratic control of spending and development of the city infrastructure .
- Does not seem that the major listens- just done his only will.
- efficient use of taxes for the general benefit of all its citizens

- Failure to listen to public opinion -- for example, the zoning for plexes in core neighborhoods
- Govt. insisting on pursuit of policies unwanted by a large of citizens.
- Honest citizens aren't treated fairly.
- Hypocrisy of our mayor & govt. and IU exploiting our city.
- I do not feel the government (local) represents the needs of the city, especially vulnerable populations.
- I least like my local government's complete disregard for the health, safety, equity, and quality of life for people of color, the LGBTQIA community and the homeless community in Bloomington. Tied closely to this, the city's blatant disregard of local residents who give tirelessly of their time and personal resources to contribute to the quality of life for these people who are passed over by their government. Meanwhile, the City of Bloomington instead chooses to highlight the fewer voices of privilege that seek to do anything to prevent increased resources for these communities, touting those few as the voice of our community; an embarrassment for our town that claims to care for it's residents.
- I would like to see more government-funded public services used in lieu of policing.
- It doesn't see its diversity issues as a problem. It needs to support communities of color and communities experiencing homelessness by listening to and representing their needs. These are not the only two communities to listen to and support but over the past year i have seen these communities expressing their needs and the (City council for the most part) not stepping in to represent.
- It seems decisions are already made before asking for public comment.
- It seems like sometimes the local government pushes things under the rug or makes bad moves while trying to maintain an image of inclusivity and diversity. An example would be the police forcing the homeless people out of seminary park when they had no where else to go and not providing them with another option.
- John Hamilton.
- Mayor acts without building coalition or consensus
- Mayor doesn't seem to listen to the wider community- pushes progressive agendas.
- Mayor John Hamilton
- Mayor John Hamilton: sneaky too many suits in city hall making mountains out of molehills, Mountains create problems where there wasn't any.
- Mayor not being transparent.
- Not enough info on everything.
- Not enough staff members.
- Opposition to proper management of State and National Forests.
- Our decision makers are mostly Democrats who seem to be influenced primarily by the other Democrats who are active in local politics rather than citizens. I think

the Bloomington community would benefit from a greater mixture of opinions and representation than we have now (and have had for many years).
- Overspending.
- Plan commission has an agenda that is out of sync with reality.
- Politics
- Public meetings going too long.
- Republicans (conservatives) are ostracized.
- Single party government
- Smug liberals one side of their mouth- black lives matters signs on lawn then opposing duplexes in core neighborhoods.
- Sometimes the city goes a liable off the deep end with liberal agents.
- SURROUNDED BY A REPUBLICAN STATE.
- Tensions between town/gown and lack of diversity
- That the city is located in such a conservative state.
- The citizens and city government are not as progressive, equitable, nor inclusive as they claim to be.
- The current administration, the mayor, and his push for growth.
- THE DOSMATIC IDEOLOGY OF CITY COUNCIL & SCHOOL BOARD & SCHOOL DISTRICTING.
- The Mayor John Hamilton. He has done a honorable job.
- The mayor man-splaining my feelings to me: lack of affordable housing.
- The Mayor thinks he's God.
- the mayors office
- The way the city spends money
- they get involved in too many activities and delude their ability to manage and oversee a balanced community
- Too left leaning politically.
- TOO MUCH GOVERNMENT. POOR TRAFFIC FLOW INCREASING CO2.
- Yuppies Aid our self-centered, rich halt-hearted (drunk on power) government officials and their fucking huge SUVs!

Impact of Indiana University, students

- Catering to tourism and college students.
- Caters to tourist/ college student, spike in gas prices for sports/ tourist attraction, land lord low favor land lords not tennants.
- COLLEGE STUDENTS RUNNING LOCAL DOWNTOWN.
- Depends entirely on IU or cook or catalent.
- Dominance/ influence of IU student needs.
- How the city is being taken over by IU and are abandoning the houseless population.
- I feel like neighborhoods that have lots of students struggle to form a strong sense of community whereas neighborhoods that are mostly long-term residents tend to do this very well. Needless to say, those also

tend to be neighborhoods filled with the highest earners in town. For middle-income longer-term residents, Bloomington can feel pretty isolating, or least much less neighborly that I think it does for wealthier people.

- Indiana University Greek Life
- It's not Bloomington anymore. It all about IU. Not cool.
- IU PARKING MANAGEMENT.
- Kids of international students in the school facing subtle (and at times no so subtle) discrimination
- Most things in B town are geared towards retirees or IU students.
- Off-campus IU student behavior.
- One party IU government.
- Self-absorption of citizens in res. university locale.
- So much students housing partying.
- That IU students are more important than seniors in this town.
- That the students are allow to vote. Being here here 30 days don't make you a resident. Who slipped that through?
- The arrogance and displayed sense of entitlement of some IU students.
- The city is to university involved.
- The focus seems to be on taking care of Indiana University & its students...Bloomington is more than IU. STOP BUILDING LUXURY APARTMENTS. What we do need are affordable, accessible rentals.

Lack of activities, amenities, City services

- Food dining & receptions.

We need things to do other than bars and walking trails. Our movie theatres are unclean and in need of updating. Bedford's theatres are much nicer.

- The students.
- THE TOTAL ECONOMIC & POLITICAL DEPENDENCE ON INDIANA UNIVERSITY.
- The two Bloomington's: persistence of the "town / gown" split contributing to misunderstanding and conflict between local working class / rural people and educated gentry / university people. The town can't function without contributions of all but the recent administrations of local government and the university have routinely moved unilaterally, deepening resentments and doing little to change this dynamic.
- The white collar and skilled labor market is overly depending on Indiana University. We need to expand our economic development to reduce our dependency on IU, which at the same time would provide many IU employees greater negotiating power and limit exploitation by the university.
- traffic during IU move-in,events, etd.
- Traffic from students.
- Trafic near IU! Town center looks OLD! and runs down.

- Frequent power outages in our neighborhood sometimes it is like a this-world country.

- Having to pay flat rate for trash & try to minimize.
- High utility rates and housing costs.
- I'm an international and almost every service requires us to show SSN but we don't have, so we couldn't get many services. Also, some of the offices don't have email address or contact form for written communication (e.g. BMV). They seem to prefer calling, but I want them to understand some residents are not good at speaking and listening English.
- IMAN ARTIST FINDING MATERIALS HERE IS IMPOSSIBLE.
- LACK OF ATTENTION TO IMPORTANT ENVIRONMENTAL ISSUES- OF TRASH & RECYCLING.
- Lack of sewer access anywhere within city limits
- Lack of shopping available.
- Limited and poor health care services, no options!
- Limited provision of recycling collection services to neighborhoods.
- missing yard waste collection
- Monopoly of some businesses/services - not enough variety to make a choice or have competition for some items
- No sewer in my neighborhood.
- Not as many shopping opportunities and formerly had.
- Public parks seem to see little use
- recreation place
- Shopping mall, especially not having department stores
- storm drain and sewer backup issues
- The farmer's market debade.
- The only issue I've faced is lack of available quality medical care (not enough appointments for # of people), had to go to Indianapolis to get on the schedule of a highly rated primary care doctor.
- There are not enough volleyball courts that are public- it's often a challenge to find a free one. Also traffic lights for people walking when they want to cross the street take so long to turn green and green lasts so little. Crossing 3rd street & at water ground IU campus is dangerous!!!!.
- There isn't a site for dumping yard waste.
- We no longer have a major bookstore. Barnes and Noble was my first stop for shopping and entertainment.

Lack of job opportunities, economic vitality, cost of living

- COST OF LIVING HIGH.
- Cost of living- including utility rates- is excessive for a town its size also recycling requirements are poorly communicated on the website.
- cost of living is high, especially rent!!
- Cost of living.
- cost of property tax
- Decrease in availability of locally owned businesses.
- High cost of living and low minimum wage
- High cost of living.
- High property tax. City tends to be too liberal-no balance.
- I am middle class highly educated severely fixed education (age). I cannot afford yearly rent increases. Freeze or limit % of yearly increases to cost of living safety.
- It is not very affordable.
- Job market.
- Lack of employment options.
- Lack of high-paying IT/Business jobs.
- Middle class job opportunities are in short demand
- My property taxes jumped almost 1,000 from last year to this year. One of the main reasons I moved from Maryland to here was the affordability. I can't sustain that type of increase on my income.
- Need higher paying jobs.
- Rising cost of living seems higher than many other areas of the country.
- The economic stagnation
- UNAFFORDABILITY.

Safety, crime, police

- Bloomington Police Department Sucks for emergency.
- Crime has gone up lately, lessening feeling of security outside my neighborhood.
- Crime in low income neighborhoods .
- Increase in crime, not feeling safe in parks, downtown.
- My partner and her friend were sexually harassed and verbally assaulted in the period where the city let violent and entitled men take over the downtown (a few years ago). I have first hand testimony from female students who say the same. I now have a 2 year old daughter and do not walk, hike, or go to certain areas of the city with her because of this element of our population.I have volunteered regularly at the inter-faith shelter. Out of 10 people, there were 5 who could not be helped due to mental illness; 4 who would not be helped due to defiance, belligerence, and entitlement, and one who had both the mental capacity and attitude that would allow for help. This means 1/10 people experiencing homelessness can actually be helped. This is sad and unfortunate, but squandering resources (human and monetary) on the 9 does not help the 9, hurts the 1, as well as the

rest of the community. The worst thing about Bloomington is that it always stands on a razor's edge of allowing what happened to my wife and students of becoming a regular occurrence because of a few loud voices, many of whom have never worked with the population they 'advocate' for and who most likely do not have children.

- Police corruption- brutality, false arrests, lying, not respecting peoples' rights, etc.
- Police need training!.
- seeing seryngues here and there.
- Some place are dirty, old, and scary.
- Street lighting is extremely inadequate!!!!!!! Very dangerous to pedestrians and motorists. Must update this. Also crime (property theft)
- The drug use and general feelings of unsafety especially, near seminary.
- There are no light on the streets in Sherwood trees.
- We're spending too much money on the police department.

Other

- Bad resources.
- being in the food service industry , the lack of restaurant support is depressing. The taste of Bloomington is a sad example of that support.
- dismissal of race-related issues
- I don't like how some people sometime throw packets and cigarettes on grasses.
- I don't think we should be the place that the prison system brings the newly released people. This is overtaxing the city and city resources. This should NOT be encouraged. Allowing the homeless to overtake Seminary Square is sad. I often don't feel safe going to the downtown Post Office. I have witnessed drug deals, people urinating and defecating in the park too. All health hazards and very dangerous.
- Infighting amongst local paver brokers; community.
- It is in Indiana.
- Lack of diversity.
- Lack of diversity.
- Lack of perspective- people just focus on problems most visible to them.
- lack of socioeconomic diversity
- Lack of tolerance & hostility toward law-abiding, Bible-believing Christians.
- Landlords incl CFC. Get away with everything. Never punished.
- Money spent on arts and entertainment
- Nanny State
- Neglect of needs of poor people.
- Not diverse
- Past Racism
- Planning * deciding cout asking hiding real motive.
- Racism- expensive city to live in.
- Roast locals.
- Sense of "we are special" gets in the way of problem solving.

- That it is in Indiana which is a state going backwards.
- That they do not treat people as equals.
- The fact that it is in Indiana.
- The pandemic!!
- The quality of food.
- The racist people
- The rental companies. Seriously the worst I've ever dealt with.
- The tents.
- There are some very inconsiderate citizens.
- Too many deer.
- Too many liquor stores; helps contribute to college drinking problem behaviors. Should reduce the number of liquor licenses if the city really wants to make a difference in college age problem drinking (alcoholism and binge drinking, not simply casual drinking).
- Virtue signally about "diversity at tolerance" while having neither for conservative or libertarian viewpoints.

Don't know/not applicable

- Nothing.
- What is not to like.
- Don't know. Cay should decriminalize Marijuana.
- None.
- Not sure.
- Nothing.
- There is nothing i dislike.
- Don't know.
- I must moved here at the beginning of 2021, so I'm not sure yet.
- NA
- NA
- NA
- NA
- NA
- NA
- NA
- There really isn't anything we dislike.

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

Parks, recreation and natural environment

- access to natural areas.
- Access to Parks/Trails
- Accessibility to nature.
- All the parks & greenery.
- Appearance & parks.
- Availability of parks, trails, and natural areas in and around.
- Availability of parks.
- Beautiful and accessible outdoor spaces
- Beautiful parks and trails.
- Bloomington is close to some great hiking.
- City parks and trails are amazing
- close proximity to forests and lakes
- Commitment to parks, green spaces, arts/culture, relationship with IU i.e. preserving what makes Bloomington special.
- Dedicating to preserving parks/natural areas.
- Emphasis on nature.
- Great parks & walking traits, use them often.
- Great parks.
- green space is wonderful
- Greenspaces/trails/bike paths.
- I like the natural beauty of the area.
- I love the availability of walking trails and parks. Switchyard Park is great and I love the Jackson Creek/Clear Creek trails.
- It's located near some of the better natural landscapes and recreational outdoor activities in the state.
- Its really a very nice city and place to live. Proximity to Lake Monroe a big plus. We love the woods.
- Lots of outdoor trails parks and very walkable
- Natural areas and commitment to environmental sustainability
- NATURAL BEAUTY AND GENERAL HUMAN DECENCY.
- Natural Resources/beauty
- nature
- Nature
- Nature (the trees, community gardens, parks.....).
- Nature.
- Nice parks & trails.
- Opportunities for outdoor recreation
- Opportunities to spend time outdoors
- Our parks and sustainable land development is second to none.
- Outdoor public spaces, parks, traits, landscaping, live music.
- Parks & local restaurants.
- Parks & trails, diversity, something for everyone.
- Parks & trails.
- Parks and access to nature.
- Parks and natural environment...large trees.
- Parks and recreation.
- Parks and trails
- Parks are awesome and I love riding my bike throughout the city

- Parks are numerous and well maintained.
- Parks trails.
- Parks, libraries, other public facilities
- Parks, trails & entertainment options.
- Parks.
- Parks.
- Parks.
- Parks/outdoor areas - keep that going!
- Parks/trails
- Parks/trails.
- Planting.
- proximity to griffy lake and lake monroe
- Proximity to nature & larger cities.
- PROXIMITY TO PARKS.
- Surrounding Environment
- Switch yard park turned out great.
- Switchyard dog park
- Terrain
- The availability of parks in and around the city for biking, walking, dogs, etc
- The availability of so many recreation and arts opportunities ~
- The beauty of the Green spaces.
- The campus, parks, lakes.
- The green spaces.
- The landscape
- The nature, public spaces.
- The opportunities for outdoor leisure activity.
- The outdoor spaces, parks & people are amazing.
- The outdoor spaces/lake monroe/trails/parks
- The park and trails.
- The parks and trails
- The parks and trails
- The parks department.
- The parks.
- The public in green spaces.
- The recarinal activities.
- The recreation opportunities.
- The things to do with my family that are offered by the city and general community is fantastic! (parks, Wonderlab, library, pools, etc..)
- The trees.
- Trails and family opportunities like switchyard & warehouse.
- Trails and recreation; walkability
- Trails, parks, trees, biking.
- Trails.

Sense of community and small town feel, quiet

- 1. SIZE OF THE TOWN AND VIABILITY OF DOWNTOWN (NEITHER TOO BIG OR TOO SMALL). 2. PRESENCE OF INDIANA UNIVERSITY.
- ambiance of neighborhoods, IU, downtown ambiance, IU Health
- BIG CITY AMENITIES IN A GREEN, SMALL, AUTHENTIC COMMUNITY.
- Big city amenities in a moderate size community
- Bloomington in general has a kind & gentle culture.
- Bryan Park Neighborhood.

- Community
- COMMUNITY // WALKABILITY.
- Coordinated efforts to create better supportive housing.
- Feeling of community (though that feeling has been fading in the recent years).
- Feeling of community. Everyone knows everyone else. This year has been atypical. I haven't ridden public transit all year, but in a normal year, I would have. There should have been some place to indicate that many of these questions would have normally had different answers.
- free big city spirit
- Good qualities of a big city, but personalized because it's small.
- I love the civic-mindedness of this town. One of my favorite things is how community-oriented everyone who lives here seems to be.
- It feels like home.
- it has small town feel with large city amenities .
- IT'S A SMALL CITY WITH EVERYTHING YOU NEED.
- It's home
- It's home.
- It's home...but it's losing its sense of community trying to appear "big city".
- Its relative smallness.
- Its relaxed.
- Liked the small time feel with some big source of entertainment. This is changing fast because of so many apt. complexes going up.
- Low crime rate.
- Most neighborhoods are quiet and pleasant, lots of nature in and around town.
- My home.
- My neighborhood (Elm Heights).
- My neighborhood.
- Neighborhood/and original funky vibe that made Bloomington, Bloomington!.
- Not crowded.
- our sense of community with friends and places (businesses and parks) within city limits
- pleasant atmosphere
- Quiet nights and peaceful environment
- Safe place
- Safe place to live need police!!!!
- Safety
- Safety
- Sense of community
- Sense of Community
- Sense of community
- Sense of community between residents
- Sense of Community.
- Size of town.
- Slower pace of life without sacrificing professional and personal success
- small town feel
- Small town feel and community
- Small town feel with lots of opportunities.
- Small town feel.
- Small town feeling with lots to offer
- Small town with a university

- Small town with good cultural amenities and natural.
- Strong sense of community.
- The "college town" atmosphere.
- The atmosphere.
- The community
- The community- our deserve for progressive action.
- The community, cost of living compared to a large city.
- The feel of a small town with many of the amineties of living in a city.
- The general progressive atmosphere and small town feel.
- The sense of small town community with the resources and services of a city
- There are a few places you can so and it still feels a little like the Bloomington. I use to know. (Not I.U. town).
- there are many unique communities to get involved with
- There's a lot here for the size of the town, and it's easy to get to. Good bike infrastructure
- Unity as a community
- Vibrant and has a strong sense of community
- Vibrant community where you can participate; make a difference.
- VIBRANT COMMUNITY, IU, ARTS, MUSIC, FOOD SHOPPING.
- Vibrant downtown and community activites.

Entertainment and cultural activities

- Activities and shops and restaurants.
- Acts festivals & downtown dining.
- All the cultural enrichment, educational, entertainment & diverse dining opportunities.
- Art and Culture, Theater Groups
- Arts & culture.
- Arts and culture.
- Arts and entertainment
- arts and food
- Arts.
- Arts.
- Availability of a world-class arts scene, including opera, ballet and contemporary dance, music galore and artisans aplenty. Love the library services too!
- Availability of cultural and sports activities.
- Availability of things do.
- Bloomington does attempt to be more culturally diverse and inclusive through events like the Lotus Festival and support for restaurants like on 4th Street. That being said, I perceive this support to have waned in the midst of the pandemic.
- Cultural & sports opportunities.
- Cultural activities.
- Cultural amenities; outdoor spaces
- Cultural and educational opportunities
- Cultural assets & variety of stores.
- Cultural attractions & music opportunities-- in a small town.
- Cultural opportunities
- Cultural opportunities (art, food, education)

- CULTURAL OPPORTUNITIES.
- Culture provided by IU.
- Diversity of cultural events
- Diversity/ and/ availability of art, music, free entertainment lots of things to love about Bloomington.
- Downtown entertainment.
- Dynamic arts community.
- Everything arts/outdoors related. Also the bus system is good.
- Festivals
- I like the variety of cultural activities and the access to good food and entertainment.
- I most appreciate the wealth of city festivals and activities that helps create a strong sense of place, identity, and public engagement.
- it has a wide variety of experiences while not being overwhelmingly large
- Lively environment
- Lots culture for small town.
- Many different cultural and outdoor activities
- More than one, but..Bloomington embraces the arts, has great schools and has nice public spaces for walking.
- Music & variety of food options! Delish.
- Music, square beacon.
- Public festivals, parks, and other spaces where people can gather (pre-pandemic)
- Seasonal events and gatherings.
- Size and availability of cultural activities.
- Street art and small businesses
- Support for the Arts
- Support for the arts & the people.
- Support of music & art.
- The arts, restaurants, parks, and community.
- The comedy Attie.
- The culture
- The diversity and entertainment options
- The many activities and culture the University brings to community
- the Monroe County Public Library
- The nightlife.
- The opportunities for volunteering and the cultural opportunities.
- The university and its cultural events: beautiful campus.
- The university and what it offers culturally.
- There are more arts, music, cultural opportunities than many cities this size, and being this size allows Bloomington to continue to be a more environmentally natural setting than many larger cities- best of both worlds.
- THINGS TO DO.
- University cultural events
- variety of community and cultural services and programs

Accessibility, mobility

- accessibility
- B Line area and trails
- B line trails.
- BEING ABLE TO TAKE A WALK.
- Bike paths!. greenways, etc.

- Bike paths, new parks, responsive city administration.
- B-line trail.
- City is good for walking and it is safe.
- Convenience- getting around.
- Ease of getting around
- Easy to get almost anywherer by car.
- Easy to get from the eastside to the westside.
- Easy to get ground and a shop for every specific need.
- Easy to walk and bike around the city.
- I like that the downtown area is walkable and generally accessible for those without cars. I think the B-Line Trail is a major asset to the community and I believe the city should continue to prioritize walkability infrastructure and green spaces in and near downtown.
- I love bike paths & bus service.
- It really is a walkable, "tree city", and the campus is superb.
- Lots of walking paths and ease of walking
- Not a lot of traffic if gone check what's going on.
- Not needing a car
- SIDEWALKS & TRAILS.
- Sidewalks and public bus routes
- Sidewalks and trails.
- Sidewalks, city maintenances.
- THE BIKE AND WALKING PATHS & TRAILS.
- The B-line- it's perfect for running, walking and biking on (although parts could use a bit of maintenance.
- The B-Line trail!
- The B-Line trail.
- The B-line.
- The way traffic flows, its library, the nice police offers, and then animal shelter mostly the animal shelter.
- Trail for walking & bicycling.
- transport option
- Walkability
- walkable downton/bline
- Walking trails
- You can get any where in 10-15 minutes.

Businesses, shopping, dining

- Availability of resources for day to day needs.
- Bars and restaurants downtown
- Dining
- Diverse food choices.
- Diversity of food options.
- Diversity of restaurants and abundance of outdoor activities (hiking trails, fishing, etc.)
- Downtown
- DOWNTOWN/ OUR LIBRARY/ OUR NEIGHBORHOOD ASSOCIATION.
- Easy access to necessary retail/grocery etc.
- Easy to get to anything. Small urban feel without the hassle of getting around.
- Food
- FOOD VENUES.
- Given our population, I think there's a wide array of eateries, breweries, festivals, and other activities to take advantage of--and most everything is affordable and accessible within a 15 minute drive.
- great food!
- I enjoy the variety of different food/shopping options.

- Local cuisine (small businesses-cloverleaf, trojan horse, Irish lion, etc).
- Lots of stuff to do for a young person.
- My neighborhood and locally owned restaurants.
- Restaurants
- Restaurants.
- Restaurants.
- selection of amenities within close range
- Shopping downtown.
- Shopping downtown.
- The diversity in food and shopping options.
- The ethnic food options
- The local restaurants
- The restaurants
- The variety and quality of food options
- Variety of shopping, eating places, & parks.

Diversity, inclusivity

- BEING AN OPEN MINDED COMMUNITY.
- Best city in Indiana to be LGBT or Vegan.
- blending of town and gown cultures
- Broad range of ethnic & artistic influences.
- College town allows for a diversity in people/sense of community with people my age
- Cultural diversity and inclusiveness.
- Cultural diversity.
- Cultural variety & acceptance.
- Cultural vibrancy and variety.
- Diverse ideas and backgrounds; progressive stance
- Diversity
- diversity
- Diversity
- Diversity of people.
- Diversity!
- Diversity.
- Diversity.
- Diversity.
- Diversity.
- Diversity/variety of population.
- Fairly open community
- I generally feel safe as a minority.
- I like the uniqueness of Bloomington, especially in the landscape of Indiana more generally. There's a lot of diversity here as well as self expression, creativity, and acceptance in the community.
- Inclusiveness of diverse people.
- Inclusivity
- Its diversity in many things- especially a city this size.
- Its diversity- the beauty-its location to larger cities.
- Open/accepting place to live for all.
- openness
- Openness. Developed but not big city. Need more support for police.
- Soft, diversity, respectful.
- The atmosphere of the city is a breath of fresh air. There is a rich cultural diversity and support for growth here in Bloomington. I know it will only continue to get better.
- The cultural diversity of the city when compared to neighboring towns and cities.
- The diversity and community acceptance in Bloomington is very comforting. I feel like there is a space and an opportunity for all types of people.
- The diversity of people, culture.

- The diversity.
- The sense of inclusion and progression.
- The town/gown intersection of vernacular culture & enlightened tolerance.
- Unusually open for the state

Access to university/educational opportunities

- An educated community.
- Can learn many skills here.
- College town
- Education and library systems
- Educational Resources.
- Educational, cultural, creative access and opportunities.
- Excellent college town.
- Great teachers!.
- Harmony School
- Having the university here.
- I like the educational opportunities, night life, and outdoor activities.
- Indiana University
- Indiana University
- Indiana University
- Indiana University
- Indiana University is here.
- INDIANA UNIVERSITY.
- Indiana University.
- Indiana University.
- IU
- IU
- IU and arts.
- IU campus
- IU campus activities.
- Location to Indiana University
- So many educational opportunities in a beautiful setting.
- that Indiana University is here
- The opportunities afforded by IU
- The presence of Indiana University, especially the Jacobs School of Music.
- The university has an important impact to the City of Bloomington. It is diverse. I am not sure that Bloomington would be the same with IU.
- The university.
- The value placed on education.
- Vibrancy of community due to students, university.
- Wsucarional opportunities.

People, friendly

- Child friendliness.
- Energy, optimism
- Friendly and safe environtment
- Friendly community. Easy to do things here. Performing arts.
- Friendly neighborhoods
- Friendly people.
- Friendly.
- Friendly.
- Good people; lots of green space; lots of entertainment/activity opportunities.
- Great people
- ITS AS FRIENDLY AS MAYBERRY!
- My family is all from here.
- My family.
- My friends/Church.

- My neighborhood near west side/ and my kind wonderful neighbors!.
- Nice people.
- PEOPLE & GREEN (UNLIKE 25 MILLON POLLAN PALO) REDUCED GREEN AT GREAT EXPENSE.
- People are friendly
- PEOPLE.
- People.
- Safe, peaceful and people are friendly
- The friendliness of the people & the beauty of natural surroundings.
- The friendly and generally welcoming atmosphere.
- The people
- The people and the diversity of the people.
- The people are generally nice and well meaning.
- The people.
- Youthful energy.

Beautiful/appearance/eco-friendly

- interest and support for environment,
- air quality
- Air quality, cost of living
- Attention to sustainability as a city, progressiveness of City leaders, those who are on Commissions are passionate, dedicated. Trust that those in leadership understand the issues of residents, however getting this sense of community concern for others has not translated fully to city and county residents.
- Beautiful city
- Beauty and concern for others
- BEAUTY OF THE CAMPUS.
- Change of seasons- clean- being a true Hoosier- sports.
- CLEAN AND BEAUTIFUL.
- Finally beautiful city - great place to live.
- I generally like the overall character of Midwestern college towns, and it is one. Too bad about the Indiana, though.
- It is a beautiful place. Let's keep the apt. bldg. low.
- It is beautiful & has a big 10 University.
- IT'S VERY PRETTY.
- Serene and green.
- Somewhat clean, safe and trails to walk.
- That sustainability is a priority for the local government and the community
- The beauty in surroundings.
- The beauty of the area, green spaces, diversity, liberalism.
- their interest in preserving green space
- UPKEEP, LOW CRIME, ACTIVITIES.
- Vibrancy
- yard waste pickup

Service work, volunteering

- Emphasis on service, nature, equity diversity and inclusion.
- Indiana humanity and all of its activities, enthusiasm and very

potential attitudes & the dynamic youth brings to the city.
- Its social justice focus. The fact that my child has friends from all over the world he met at school.
- Local non-profit's that do the work the city should be doing. City of Bloomington should look to Beacon, Inc., Bloomington Homesless Coalition, and Black Lives Matter Bloomington for inspiration and guidance on how to care for it's residents.
- The community is so active and cares so much, you feel that you're in a special place where good change will happen. I'm so thankful the city is listening to Federal Government officials in terms of COVID safety precautions, at least more than the state Government. I feel safe in Bloomington!
- Volunteer opportunities.
- Volunteer opportunities.
- Willingness of residents to work together for the common good, even when city government fails to do so.

Politics

- It is progressive.
- It's a liberal, blue, progressive city thanks to Indiana University being located here.
- It's the most liberal area in the state
- Liberal city!!!
- Liberal population and leadership.
- Liberal small city.
- Progressive government.
- That it is more progressive than the rest of Indiana.
- The overall more liberal mindset than most Indiana cities.

Other

- [?] IU has on the community.
- A nice place to live.
- Affordability.
- As to be a great place to live 30 years ago too much government.
- Bloomington Fire Department it's great they come when needed.
- Communications.
- costs of living
- Difficult to find anything I like about this town. I do not feel this will make any difference!!
- Everything except high housing cost.
- Great place to raise children.
- Great places to raise a family.
- Health services.
- Honestly, I'm so disgusted by the juxtaposition of luxury student apartments and homeless tent cities, that there's nothing I really love about living here anymore. We should be ashamed of ourselves, letting luxury development run rampant while people of lower incomes go homeless and ruin our parks and green spaces with tents (but where else are they to sleep???).
- Houses are cheap compared to other countries.

- How much everyone hates your people.
- I feel like it's pretty liveable in a day-to-day sense. It's certainly not the bargain it used to be, but one can still live here fairly well on a moderate income.
- I trust my current city government. The survey is too long.
- Ill. & the [?] shelter.
- Increased focus on economic development, covid recovery.
- IT CAN BE A PLEASANT PLACE TO LIVE.
- It is the only place in Indiana I would live
- IT'S A LIBERAL OASIS IN A CONSERVATIVE STATE.
- It's good & was Born 1 mile n of Bloomington.
- It's hard to find one anymore! Especially with a mayor that really doesn't listen to us anymore.
- living
- Mayor John Hamilton.
- My ADU
- Nice town
- Overall excellent place to reside.
- Pleasant place to live.
- Quality of living
- So far, the Mayor and the city council have let reason and long-term thinking govern the question of how much the city allows violent and harassing men take over the downtown and other areas where families need to go.
- Some employees are extremely helpful.
- Systemic bins at almost easy level of gov. & civil service (Racial,grades, [?],etc).
- The initiative to rezone to allow for more construction
- THE PROFESSIONAL, ONGOING WORK AT THE BLOOMINGTON HOUSING AUTHORITY.
- The summers
- THE ZONING AT [?].
- There is not one i like Bloomington its a tourist trop.
- weather
- Weather.
- What is left of the working class as if the IU government cared. Many questions not here. No essays here.

Don't know/not applicable

- NA
- NA
- NA
- NA
- Not sure about- Nothing.
- Nothing.
- Nothing.
- Nothing.
- Nothing

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

- Gender fluid
- Guess.
- I'm nonbinary
- No. binary.
- Nonbinary
- non-binary
- Non-binary
- Nonbinary, amab
- Transgender
- WHY.

Demographic question 16 (yes, other): Are you a student?

- All-but-degree grad student at IU
- Buddhism.
- Continuing education to expand skills and services for increased income
- Gap year from [?] college.
- I am a recent graduate of Indiana University
- IU2021.
- IUPUL.
- OF LIFE!!!
- Of life.
- Other/ Real Estate.
- out-of-state online program
- part-time online through San Diego
- Ph.D candidate 1st year.
- School of hard knocks.
- taking an adult education class at Broadview Learning Center
- UNIVERSITY HAS KNOW.

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 50 on the following page, 73% of residents who were 55 years or older (D) gave excellent or good ratings to the city as a place to work. This proportion of residents (D) were statistically higher than residents who were 25-34 years old (B), but were not statistically different from residents who were 18-24 (A) and 35-54 (C). Additionally, respondents who were homeowners (B) gave higher ratings to the city as a place to work compared to those who rented their homes (A).

Comparisons by Demographic Characteristics

Table 50: Question 1 Compared by Demographic 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)	(A)
Bloomington as a place to live	88%	85%	87%	88%	84%	91% A	87%	87%	89%	86%	83%	87%	88%	85%	87%
Your neighborhood as a place to live	77%	68%	73%	85% B C	67%	87% A	75%	73%	67%	73%	78%	83% A	72%	76%	74%
Bloomington as a place to raise children	75%	65%	80% B	84% B	66%	88% A	78%	71%	57%	78% A	83% A	83% A	68%	79% A	75%
Bloomington as a place to work	61%	61%	57%	67%	56%	70% A	60%	62%	62%	55%	59%	73% B	59%	62%	61%
Bloomington as a place to visit	63%	79% A	78% A	88% A	73%	88% A	78%	78%	80%	73%	78%	85% B	74%	80%	78%
Bloomington as a place to retire	71%	62%	57%	82% B C	58%	82% A	70%	65%	51%	71% A	69% A	79% A	58%	73% A	68%
The overall quality of life in the City of Bloomington	82%	79%	75%	83%	78%	82%	78%	81%	81%	79%	76%	80%	83%	77%	79%

Table 51: Question 2 Compared by Demographic Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
Overall feeling of safety in Bloomington	85% B C	65%	72%	73%	69%	77%	70%	75%	69%	73%	69%	77%	69%	73%	72%
Overall ease of getting to the places you usually visit	66%	71%	68%	78%	68%	77% A	74%	68%	75% B	64%	71%	80% B	70%	72%	71%
Quality of overall natural environment in Bloomington	87% C	87% C	75%	82%	81%	87%	82%	85%	78%	88% A	84%	80%	83%	83%	83%
Overall 'built environment' of Bloomington (including overall design of buildings, parks, and transportation systems)	75% C D	68% C	56%	60%	65%	64%	66%	63%	68%	67%	59%	61%	64%	65%	65%
Health and wellness opportunities in Bloomington	81%	76%	75%	82%	76%	81%	79%	77%	75%	80%	72%	81%	77%	78%	78%
Overall opportunities for education and enrichment	95%	93%	90%	89%	90%	94%	92%	93%	96% C D	93%	86%	88%	94%	91%	92%
Overall economic health of Bloomington	40%	55% A	56% A	58% A	49%	63% A	54%	54%	47%	55%	47%	68% A B C	51%	55%	54%

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)	(A)
Residents' connection and engagement with their community	50%	56%	56%	67% A	51%	68% A	63% B	52%	53%	55%	55%	71% A B C	54%	60%	58%
Sense of community	53%	56%	56%	64%	50%	71% A	64% B	51%	54%	55%	59%	65%	53%	61%	58%
Overall image or reputation of Bloomington	81%	75%	82%	79%	77%	81%	83% B	75%	78%	81%	73%	81%	78%	79%	79%

Table 52: Question 3 Compared by Demographic Characteristics

Percent rating positively (e.g., very likely/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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Recommend living in Bloomington to someone who asks	72%	81%	83%	85% A	76%	90% A	83%	80%	78%	80%	81%	86%	78%	83%	81%
Remain in Bloomington for the next five years	59% B	41%	66% B	89% A B C	46%	86% A	67% B	52%	34%	56% A	78% A B	88% A B	34%	77% A	60%

Table 53: Question 4 Compared by Demographic Characteristics

Percent rating positively (e.g., very safe/somewhat safe)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
In your neighborhood during the day	98%	92%	94%	92%	95%	93%	94%	95%	100% B C D	92%	90%	92%	96%	93%	94%
In your neighborhood at night	81% B	66%	81% B	78% B	71%	83% A	71%	81% A	70%	73%	80%	82% A	75%	75%	75%
In Bloomington's downtown area during the day	95%	93%	93%	88%	93%	91%	91%	94%	94% C	96% C	86%	89%	92%	93%	92%
In Bloomington's downtown area at night	67%	56%	61%	57%	57%	64%	54%	68% A	61%	59%	58%	60%	61%	59%	60%
From property crime	69%	61%	58%	64%	62%	63%	59%	67%	62%	66% C	50%	66% C	67%	60%	62%
From violent crime	74%	74%	71%	76%	72%	78%	66%	83% A	76%	74%	71%	74%	73%	75%	74%
From fire, flood, or other natural disaster	81%	86%	85%	84%	84%	86%	81%	90% A	87%	85%	85%	82%	86%	84%	85%

Table 54: Question 5 Compared by Demographic Characteristics

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
Making all residents feel welcome	66%	64%	63%	64%	64%	65%	62%	67%	71% B	57%	62%	70% B	68%	61%	64%
Attracting people from diverse backgrounds	70% B	55%	60%	68% B	60%	63%	58%	67%	60%	59%	63%	67%	60%	62%	62%
Valuing/respecting residents from diverse backgrounds	61%	58%	60%	66%	58%	65%	57%	66% A	61%	55%	62%	70% B	58%	62%	61%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	32%	22%	26%	47% A B C	23%	41% A	28%	33%	14%	31% A	34% A	48% A B C	22%	35% A	31%

Table 55: Question 6 Compared by Demographic Characteristics

Percent rating positively (e.g., yes)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
Made efforts to conserve water	59%	70%	66%	71%	67%	69%	65%	69%	69% B	57%	73% B	80% B	69%	67%	67%
Made efforts to make your home more energy efficient	61%	69%	66%	75% A	64%	75% A	69%	66%	58%	68%	80% A	71% A	61%	73% A	68%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Observed a code violation or other hazard in the City of Bloomington	19%	28%	36% A	28%	26%	33%	30%	26%	23%	29%	29%	36% A	26%	30%	28%
Stocked supplies in preparation for an emergency	56%	48%	60% B	55%	51%	59%	57%	49%	33%	64% A	61% A	58% A	48%	58% A	54%

Table 56: Question 7 Compared by Demographic 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)	(A)
Traffic flow on major streets	57% C	45%	37%	60% B C	44%	56% A	48%	47%	40%	49%	51%	56% A	48%	48%	48%
Ease of public parking	38% B	21%	26%	36% B	23%	38% A	31%	25%	21%	30%	31%	33% A	25%	31%	28%
Cost of public parking	48% B	29%	37%	34%	33%	39%	32%	38%	34%	38%	35%	31%	35%	35%	36%
Ease of travel by car	74% B	55%	61%	69% B	59%	70% A	66%	58%	53%	68% A	64%	67% A	57%	66% A	62%
Ease of travel by public transportation	30%	44%	55% A	49% A	46%	45%	42%	50%	51%	41%	44%	50%	45%	48%	46%
Ease of travel by bicycle	72% C	59%	53%	69% C	60%	63%	58%	66%	70% B	55%	63%	62%	61%	62%	62%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
Ease of walking	70%	72%	77%	80%	72%	79%	73%	76%	78%	69%	78%	76%	74%	75%	75%
Well-planned residential growth	47% C D	37%	26%	27%	35%	30%	34%	31%	38%	31%	30%	34%	35%	32%	34%
Well-planned commercial growth	45%	37%	37%	34%	39%	37%	40%	35%	37%	41%	34%	36%	37%	38%	38%
Availability of paths and walking trails	76%	80%	81%	86%	79%	84%	79%	83%	74%	82%	87% A	81%	75%	84% A	81%
Air quality	86% C	86% C	74%	81%	81%	84%	82%	83%	78%	85%	82%	82%	83%	82%	82%
Cleanliness of the City	74%	68%	64%	68%	67%	70%	69%	67%	61%	75% A C	60%	72%	69%	67%	68%
Overall appearance	87%	82%	80%	78%	83%	79%	84%	80%	86% C D	88% C D	69%	74%	85%	80%	82%
Public places where people want to spend time	72%	85% A C D	67%	72%	76%	76%	77%	75%	85% C D	76%	68%	67%	77%	75%	76%
Preservation of the historical or cultural character of the community	65%	72% C	60%	61%	67%	62%	64%	68%	61%	73% A C	60%	61%	60%	68%	66%
Variety of housing options	51% C	41% C	27%	43% C	38%	43%	36%	41%	44% C	37%	29%	47% C	43%	37%	40%
Availability of affordable housing options	28% C	20%	12%	21%	20%	18%	17%	22%	22%	17%	12%	26% C	24% B	16%	20%
Overall quality of new development in Bloomington	50%	51% C D	36%	37%	44%	42%	44%	45%	47%	44%	41%	40%	42%	45%	44%

Percent rating positively (e.g., excellent/good)	Length of Residency				Rent or Own Home		Gender		Age				Student Status		Overall
	Less than 2 years (A)	2-5 years (B)	6-20 years (C)	More than 20 years (D)	Rent (A)	Own (B)	Female (A)	Male (B)	18-24 (A)	25-34 (B)	35-54 (C)	55+ (D)	Yes (A)	No (B)	(A)
Fitness opportunities	83%	80%	81%	92% B C	79%	90% A	87% B	80%	78%	84%	86%	88%	81%	84%	83%
Recreational opportunities	72%	83% A	86% A	85% A	79%	90% A	83%	82%	83%	80%	83%	86%	80%	84%	83%
Availability of affordable food	73%	74%	72%	77%	73%	75%	68%	80% A	75%	73%	72%	75%	77%	72%	74%
Availability of affordable health care	50%	40%	44%	54% B	41%	53% A	41%	50%	47%	38%	49%	55% B	46%	46%	46%
Availability of affordable mental health care	36%	31%	29%	43%	32%	36%	27%	41% A	35%	27%	31%	48% B	35%	32%	34%
Availability of preventive health services	56%	42%	51%	63% B	48%	57%	51%	52%	45%	47%	55%	62% A B	47%	54%	52%
Availability of affordable childcare/preschool	32%	22%	30%	45% B	27%	40%	30%	37%	19%	17%	50% A B	45% A B	28%	36%	35%
K-12 education	72%	77%	85%	81%	74%	86% A	83%	76%	74%	83%	80%	79%	73%	83%	80%
Adult educational opportunities	84%	87% C	76%	85%	82%	86%	82%	85%	90% C	81%	78%	82%	85%	82%	83%
Opportunities to attend cultural/arts/music activities	57%	92% A	86% A	92% A	80%	94% A	86%	85%	92% B	79%	83%	89% B	85%	85%	85%
Community support for the arts	84%	90%	91%	91%	87%	94% A	92%	87%	94% B	87%	89%	88%	87%	91%	90%
Sense of civic/community pride	74%	67%	72%	75%	67%	77% A	76% B	67%	78% B	66%	65%	78% B	70%	72%	71%

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)	(A)
Employment opportunities	40%	61% A C D	40%	45%	52%	45%	43%	55% A	65% B C	39%	42%	53% B	52%	48%	50%
Shopping opportunities downtown	58%	66% C D	53%	54%	62% B	52%	60%	59%	68% C D	60% D	54%	46%	63%	56%	59%
Shopping opportunities outside downtown	66% C	62%	52%	57%	61%	56%	58%	61%	70% B C D	55%	55%	56%	61%	58%	59%
Cost of living in Bloomington	40% C	35%	25%	29%	31%	34%	27%	38% A	32%	31%	30%	39%	35%	30%	33%
Overall quality of business and service establishments in Bloomington	72%	79%	76%	78%	75%	79%	75%	78%	82%	77%	72%	73%	80%	75%	77%
Variety of business and service establishments in Bloomington	78% C	71%	61%	72%	70%	71%	69%	71%	82% B D	62%	70%	68%	73%	68%	70%
Vibrancy of downtown/commercial area	68%	81% A C	67%	75%	74%	74%	76%	74%	81% C D	74%	68%	66%	75%	73%	74%
Entertainment downtown	61%	73%	68%	70%	69%	70%	72%	68%	72%	71%	68%	61%	68%	70%	69%
Entertainment outside downtown	37%	47%	39%	49%	42%	48%	47%	42%	39%	42%	44%	55% A	44%	44%	44%
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	39%	28%	30%	36%	30%	35%	39% B	25%	25%	33%	31%	44% A	27%	36%	32%

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)	(A)
Opportunities to volunteer	84%	87%	85%	90%	84%	91% A	89%	86%	83%	91%	83%	87%	86%	88%	87%
Openness and acceptance of the community toward people of diverse backgrounds	65%	59%	55%	61%	58%	61%	53%	68% A	69% B	49%	57%	68% B	60%	59%	59%

Table 57: Question 8 Compared by Demographic 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)	(A)
Participated in religious or spiritual activities	46%	34%	35%	47% B	34%	48% A	44% B	35%	42%	33%	34%	50% B C	37%	40%	39%
Attended an event offered by the City of Bloomington	40%	55% A D	53% D	40%	47%	52%	48%	52%	59% D	49% D	48%	34%	59% B	42%	49%
Used bus or other public transportation instead of driving	43% C D	41% C D	27%	16%	41% B	17%	30%	36%	46% C D	38% C D	19%	14%	51% B	21%	32%
Carpooled with other adults or children instead of driving alone	52% D	61% D	53% D	36%	61% B	38%	55%	52%	75% B C D	54% D	44% D	25%	74% B	39%	53%

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)	(A)
Walked or biked instead of driving	83% D	87% D	78% D	68%	85% B	71%	72%	89% A	92% C D	90% C D	69% D	52%	96% B	70%	80%
Volunteered your time to some group/activity in Bloomington	34%	52% A	57% A	55% A	50%	53%	54%	48%	51%	52%	52%	47%	55%	48%	51%
Talked to or visited with your immediate neighbors	63%	68%	78% A B	92% A B C	63%	95% A	72%	78%	58%	72% A	90% A B	90% A B	64%	81% A	75%
Done a favor for a neighbor	50%	52%	78% A B	86% A B	53%	87% A	66%	64%	43%	64% A	83% A B	85% A B	54%	72% A	65%
Voted in your most recent local election	57%	73% A	91% A B	88% A B	69%	93% A	77%	78%	73%	72%	84% A B	92% A B	70%	83% A	78%
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	21%	31%	46% A B	48% A B	31%	47% A	37%	37%	27%	40% A	45% A	35%	34%	38%	36%

Table 58: Question 9 Compared by Demographic 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)	(A)
Police services	67% B	48%	53%	82% B C	49%	77% A	57%	65%	49%	51%	66% A B	83% A B C	52%	65% A	60%
Fire services	83%	89%	90%	99% A B C	89%	95%	90%	93%	90%	88%	96%	93%	89%	92%	91%
Ambulance or emergency medical services	85%	85%	83%	94% C	83%	92% A	83%	91% A	84%	83%	90%	91%	85%	88%	87%
Crime prevention	66% C	54% C	38%	63% C	48%	63% A	55%	54%	48%	50%	53%	70% A B C	52%	55%	54%
Fire prevention and education	48%	77% A	78% A	86% A	70%	84% A	79%	74%	71%	80%	78%	77%	69%	81% A	76%
Traffic enforcement	65%	54%	51%	65% C	53%	64% A	59%	56%	57%	53%	61%	61%	53%	60%	57%
Street repair	38% B C	23%	23%	35% B C	25%	32%	29%	26%	17%	28% A	31% A	37% A	26%	29%	28%
Street cleaning	66% B C	52%	51%	64%	53%	63% A	62% B	52%	46%	64% A	59%	54%	49%	61% A	57%
Street lighting	49%	56%	47%	69% A B C	54%	57%	50%	60% A	53%	55%	52%	60%	58%	53%	55%
Snow removal	56%	56%	50%	82% A B C	51%	74% A	61%	58%	44%	62% A	65% A	72% A	51%	65% A	60%
Sidewalk maintenance	58% C	45%	43%	51%	46%	51%	50%	47%	42%	55% A C	42%	47%	44%	51%	48%
Downtown parking	57% B C D	37%	29%	38%	37%	41%	38%	38%	40%	45% C D	31%	31%	42%	36%	38%

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)	(A)
Neighborhood/residential parking	61%	52%	50%	64% C	50%	64% A	55%	55%	52%	56%	64% D	49%	56%	55%	55%
Parking garages	59%	54%	47%	51%	51%	54%	51%	52%	58%	52%	48%	49%	56%	50%	52%
Traffic signal timing	57%	52%	50%	62%	52%	59%	56%	53%	40%	62% A	56% A	59% A	54%	54%	54%
Bus or transit services	52%	67%	62%	69%	64%	64%	64%	64%	62%	64%	65%	66%	64%	64%	64%
Garbage collection	78%	80%	86%	91% A B	79%	90% A	83%	84%	78%	83%	88%	87%	79%	87% A	83%
Recycling	56%	51%	64% B	87% A B C	50%	85% A	66%	59%	53%	53%	78% A B	81% A B	47%	74% A	63%
Yard waste pick-up	54%	62%	78% A B	85% A B	57%	86% A	71%	73%	45%	79% A	77% A	84% A	57%	80% A	72%
Fall leaf pick-up	60%	66%	66%	69%	60%	71%	67%	67%	51%	68% A	71% A	71% A	59%	69%	66%
Storm drainage	49%	62% C	46%	55%	53%	57%	55%	55%	57%	54%	51%	56%	52%	56%	54%
Power (electric and/or gas) utility	52%	60%	65%	77% A B	56%	75% A	63%	63%	48%	65% A	70% A	76% A	59%	66%	63%
Drinking water	62%	64%	62%	79% A B C	61%	76% A	63%	69%	65%	63%	64%	76% B	66%	66%	66%
Sewer services	70%	77%	72%	82%	73%	79%	72%	79%	68%	79%	75%	78%	74%	76%	76%
Land use, planning, and zoning	59% B C	30%	34%	47% B	37%	42%	40%	39%	33%	48% A D	41%	33%	33%	42%	39%
Code enforcement (weeds, trash, etc.)	50%	38%	39%	49%	39%	49%	43%	44%	24%	60% A D	46% A	39%	38%	45%	43%
Animal care and control	68%	53%	62%	75% B	57%	72% A	67%	59%	46%	68% A	69% A	70% A	56%	67%	63%

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)	(A)
Economic development	62% C	51%	44%	50%	48%	55%	48%	54%	47%	53%	45%	55%	49%	52%	50%
Sustainability efforts	44%	42%	48%	69% A B C	41%	64% A	56% B	44%	38%	50%	54% A	64% A	39%	57% A	50%
Health services	57%	51%	59%	77% A B C	54%	70% A	63%	56%	48%	55%	68% A	74% A B	58%	62%	60%
Public information services	60%	57%	64%	69%	60%	65%	63%	61%	55%	62%	68%	66%	55%	67% A	62%
Public library services	94% B	82%	85%	89%	85%	87%	89%	84%	82%	89%	85%	87%	83%	88%	86%
Preservation of natural areas	72%	78% C	67%	78%	72%	77%	73%	76%	66%	80% A	78%	71%	75%	73%	74%
Open space (green space)	73%	84% C	62%	74% C	74%	77%	69%	81% A	77%	77% D	77%	65%	75%	75%	74%
Farmers market	69%	77% C	60%	75% C	69%	73%	67%	77% A	74%	68%	69%	75%	64%	75% A	71%
Taste of Bloomington	58%	86% A C	69%	77% A	74%	78%	80%	73%	79%	75%	75%	74%	71%	79%	76%
Lotus Festival	61%	86% A	86% A	88% A	81%	89%	89%	81%	82%	86%	84%	84%	76%	89% A	85%
Fourth Street Arts Fair	58%	91% A	86% A	88% A	84%	89%	87%	87%	85%	88%	86%	86%	81%	89% A	86%
Overall customer service by City employees	55%	75% A	70%	79% A	69%	75%	70%	75%	68%	75%	74%	70%	71%	72%	72%
City website	54%	58%	58%	62%	56%	62%	65%	54%	48%	70% A C	50%	59%	52%	62%	58%

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)	(A)
Affordable/workforce housing availability	40% B C D	18%	16%	24%	23%	21%	24%	22%	34% B C	15%	20%	25%	30% B	18%	23%
Resident interaction with the Bloomington Police Department	42%	31%	38%	68% A B C	27%	68% A	41%	41%	30%	32%	49% A B	71% A B C	25%	52% A	42%
Public art provided by the City	58%	81% A	70%	70%	73%	71%	74%	71%	71%	81% C D	65%	66%	74%	72%	72%
Small Business support	59%	53%	53%	54%	52%	58%	59%	51%	54%	56%	54%	53%	52%	56%	54%
Parks	85%	88%	83%	82%	86%	84%	82%	89% A	82%	91% A D	84%	79%	84%	86%	85%
Trails	89%	87%	84%	86%	87%	85%	84%	90%	84%	90% D	89%	80%	85%	87%	86%

Table 59: Question 9 Compared by Demographic 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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Police services	50%	60%	74% A B	78% A B	61%	73% A	63%	68%	56%	59%	68%	93% A B C	56%	72% A	66%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Fire services	72%	67%	69%	82% B C	67%	79% A	77% B	65%	64%	67%	72%	89% A B C	60%	78% A	72%
Ambulance or emergency medical services	84% C	78%	70%	85% C	77%	80%	83% B	74%	72%	79%	76%	88% A	77%	79%	78%
Crime prevention	63%	57%	66%	84% A B C	59%	79% A	69%	63%	59%	56%	73% A B	90% A B C	54%	73% A	66%
Fire prevention and education	59%	61%	54%	75% A B C	58%	69% A	68% B	56%	61%	54%	60%	80% A B C	58%	64%	62%
Traffic enforcement	33%	41%	49% A	62% A B	42%	53% A	52% B	39%	37%	43%	40%	72% A B C	47%	46%	46%
Street repair	66%	70%	78%	85% A B	69%	85% A	73%	76%	69%	71%	78%	88% A B	66%	80% A	74%
Street cleaning	34%	39%	54% A B	64% A B	41%	59% A	53% B	40%	35%	47% A	49% A	67% A B C	44%	49%	47%
Street lighting	55%	48%	52%	67% B C	48%	66% A	60% B	48%	45%	48%	56%	81% A B C	47%	59% A	54%
Snow removal	62%	51%	66% B	80% A B C	56%	75% A	73% B	51%	50%	63% A	62%	82% A B C	56%	67% A	62%
Sidewalk maintenance	46%	54%	65% A	74% A B	53%	73% A	66% B	52%	48%	59% A	63% A	76% A B	54%	64% A	60%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Downtown parking	47%	52%	49%	69% A B C	51%	58%	59% B	48%	54% B	42%	58% B	75% A B C	50%	56%	54%
Neighborhood/residential parking	32%	37%	36%	51% A B C	37%	41%	45% B	31%	31%	36%	33%	63% A B C	36%	40%	39%
Parking garages	31%	30%	39%	55% A B C	35%	43%	40%	35%	33%	30%	33%	65% A B C	34%	40%	38%
Traffic signal timing	36%	36%	40%	53% A B	37%	46%	40%	40%	32%	34%	40%	67% A B C	31%	46% A	40%
Bus or transit services	59%	69%	73% A	77% A	69%	73%	77% B	64%	57%	75% A	78% A	71% A	70%	70%	70%
Garbage collection	50%	46%	63% B	86% A B C	48%	79% A	68% B	51%	32%	60% A	67% A	86% A B C	47%	66% A	59%
Recycling	61%	69%	82% A B	90% A B	71%	83% A	83% B	68%	63%	79% A	75% A	86% A	74%	76%	75%
Yard waste pick-up	38%	36%	49% B	67% A B C	38%	60% A	51%	42%	24%	52% A	43% A	72% A B C	43%	49%	47%
Fall leaf pick-up	22%	33%	42% A	61% A B C	30%	56% A	47% B	33%	18%	41% A	40% A	66% A B C	32%	45% A	40%
Storm drainage	40%	57% A	74% A B	87% A B C	54%	83% A	71% B	60%	45%	68% A	70% A	85% A B C	54%	73% A	66%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Power (electric and/or gas) utility	59%	65%	72%	87% A B C	64%	82% A	74%	66%	55%	72% A	70% A	91% A B C	64%	74% A	70%
Drinking water	60%	75% A	87% A B	93% A B	72%	92% A	83% B	75%	66%	77% A	86% A	97% A B	75%	82%	79%
Sewer services	43%	64% A	74% A	85% A B	57%	87% A	70%	66%	48%	67% A	75% A	92% A B C	60%	73% A	68%
Land use, planning, and zoning	59%	53%	75% A B	84% A B	58%	80% A	65%	68%	52%	60%	83% A B	84% A B	56%	73% A	67%
Code enforcement (weeds, trash, etc.)	24%	27%	38%	47% A B	28%	44% A	36%	31%	14%	29% A	38% A	65% A B C	29%	37%	34%
Animal care and control	38%	39%	51%	68% A B C	42%	60% A	56% B	39%	32%	49% A	52% A	66% A B	39%	54% A	49%
Economic development	58%	61%	67%	65%	59%	70% A	59%	69%	55%	68% A	63%	66%	56%	68% A	63%
Sustainability efforts	68%	81% A	84% A	81% A	80%	80%	83%	77%	79%	81%	82%	76%	83%	77%	79%
Health services	76%	89% A	91% A	95% A	87%	92%	91%	86%	85%	89%	87%	95% A	87%	89%	88%
Public information services	52%	58%	72% A B	73% A B	59%	74% A	72% B	55%	56%	63%	66%	75% A	64%	64%	64%
Public library services	62%	63%	72%	81% A B	64%	79% A	71%	68%	50%	75% A	76% A	80% A	62%	74% A	69%
Preservation of natural areas	77%	81%	86%	86%	83%	82%	86%	79%	79%	82%	87%	83%	84%	82%	82%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Open space (green space)	75%	74%	78%	85%	80%	74%	79%	77%	72%	80%	81%	79%	78%	78%	78%
Farmers market	49%	52%	51%	72% A B C	52%	62% A	63% B	49%	53%	51%	55%	69% A B	51%	58%	55%
Taste of Bloomington	43% C	42% C	23%	33%	38%	30%	33%	39%	48% B C	31%	25%	35%	41% B	31%	35%
Lotus Festival	50% C	45% C	32%	48% C	43%	43%	42%	46%	53% B	37%	38%	48%	48%	40%	43%
Fourth Street Arts Fair	46% C	40%	29%	43%	38%	37%	35%	42%	49% B	28%	35%	47% B	42%	35%	38%
Overall customer service by City employees	52%	50%	70% A B	74% A B	53%	74% A	62%	59%	47%	55%	66% A	86% A B C	51%	67% A	61%
City website	41%	36%	52% B	56% B	38%	58% A	47%	44%	39%	40%	46%	65% A B C	39%	49% A	45%
Affordable/workforce housing availability	95% B	79%	87%	85%	84%	86%	89% B	82%	80%	91% A D	88%	78%	83%	87%	85%
Resident interaction with the Bloomington Police Department	59%	84% A	85% A	81% A	78%	84%	82%	78%	76%	80%	78%	89% A	80%	80%	80%
Public art provided by the City	31%	37%	28%	38%	34%	35%	35%	34%	37%	30%	34%	37%	41% B	29%	34%
Small Business support	73%	82%	84%	85%	80%	83%	86% B	78%	73%	90% A C	76%	81%	83%	80%	81%
Parks	88% B	71%	76%	81%	79%	74%	82% B	72%	74%	82%	72%	78%	80%	76%	77%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Trails	82% B	68%	73%	81% B	74%	74%	76%	72%	74%	74%	73%	75%	77%	72%	74%

Table 60: Question 10 Compared by Demographic 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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
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?	22%	40% A	51% A	61% A B	36%	59% A	41%	47%	37%	37%	58% A B	57% A B	39%	47%	44%

Table 61: Question 11 Compared by Demographic 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)	(A)
Knowledge	71%	66%	65%	87% B C	63%	81% A	66%	78%	68%	57%	90% A B	78% B	57%	80% A	72%
Responsive	56%	61%	60%	79% B C	54%	78% A	60%	70%	69% B	39%	83% B	78% B	56%	70% A	65%
Courteous	60%	67%	66%	86% A B C	62%	82% A	64%	76%	65%	59%	85% A B	80% B	61%	76% A	71%
Overall impression	60%	52%	62%	85% A B C	51%	80% A	64%	65%	55%	50%	82% A B	77% A B	45%	75% A	65%

Table 62: Question 12 Compared by Demographic 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)	(A)
Value of services for the taxes paid to the City	76% B	60%	64%	69%	65%	67%	62%	71%	61%	68%	67%	66%	64%	67%	66%
Overall direction that the City is taking	75% B C D	49%	46%	46%	54%	49%	52%	53%	61% C D	53%	47%	43%	55%	50%	52%
The job City government does at welcoming citizen involvement	63% B C	43%	44%	57% B	45%	57% A	50%	50%	45%	49%	56%	50%	48%	50%	49%

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)	(A)
Overall confidence in City government	53% C	45%	36%	47%	43%	46%	43%	46%	46%	46%	41%	43%	46%	43%	44%
Generally acting in the best interest of the community	55%	44%	43%	50%	44%	50%	48%	46%	46%	49%	48%	43%	42%	50%	47%
Being honest/transparent	44%	31%	37%	42%	34%	42%	36%	38%	33%	37%	40%	38%	35%	38%	37%
Informing residents about issues facing the community	34%	37%	51% A B	51% A B	39%	51% A	43%	44%	33%	46% A	51% A	48% A	42%	45%	44%
Treating all residents fairly	29%	36%	32%	45% A C	32%	43% A	32%	41%	29%	35%	36%	49% A B	34%	37%	36%
Treating residents with respect	40%	38%	48%	57% A B	40%	54% A	44%	47%	36%	42%	52% A	59% A B	40%	48%	45%
Listening to public concern	33%	26%	29%	47% B C	25%	43% A	31%	34%	20%	30%	43% A B	41% A	20%	40% A	32%

Table 63: Question 13 Compared by Demographic 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)	(A)
The City of Bloomington	88% B C D	74%	67%	66%	77% B	65%	70%	77%	83%	71%	66%	68%	79% B	69%	73%

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)	(A)
									B C D						
Indiana State Government	57% B C D	26%	21%	42% B C	29%	38% A	33%	33%	17%	34% A	36% A	47% A B	27%	36%	32%
The Federal Government	51% B C	28%	25%	46% B C	32%	40%	32%	38%	26%	30%	42% A	49% A B	33%	35%	35%

Table 64: Question 14 Compared by Demographic 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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Recovery of local economy after the COVID-19 pandemic	93%	91%	93%	93%	92%	93%	95% B	90%	88%	95% A	92%	93%	89%	94% A	92%
Expansion of the Bloomington/Monroe County Convention Center	29% B C	10%	10%	22% B C	15%	17%	15%	18%	16%	13%	17%	20%	15%	16%	16%
City-wide high speed fiber for internet access	74% D	70% D	67%	57%	67%	68%	67%	69%	71%	65%	71%	65%	74% B	64%	68%
Redevelopment of current hospital site on W. 2nd St.	56%	54%	59%	61%	54%	62%	57%	56%	52%	58%	51%	69% A C	53%	59%	57%

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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Investing time and resources to ensure equal and fair delivery of all City services	85%	78%	90% B	81%	83%	83%	90% B	78%	81%	88%	79%	80%	82%	84%	83%

Table 65: Question 15 Compared by Demographic 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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	2%	0%	1%	3% B	1%	2%	1%	0%	1%	0%	1%	2%	1%	1%	1%

Table 66: Question 16 Compared by Demographic Characteristics

Percent rating positively (e.g., strongly support/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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	100% D	98% D	94% D	86%	99% B	88%	96%	95%	100% C D	98% C D	91%	87%	99% B	93%	95%

Table 67: Question 17 Compared by Demographic Characteristics

Percent rating positively (e.g., major source/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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
City website (Bloomington.in.gov)	93%	87%	93% B	90%	88%	94%	91%	89%	88%	92%	94% D	85%	88%	91%	90%
Local media outlets (newspapers, radio, local television stations)	84%	90%	88%	90%	87%	91%	91%	88%	90%	85%	93% B	88%	90%	87%	88%

Percent rating positively (e.g., major source/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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Local government television channel (i.e., CATS TV)	51% B	34%	57% B	60% B	44%	54% A	52%	46%	45%	43%	53%	60% A B	41%	52% A	48%
Online City Board and Commission Meetings	58%	49%	73% A B	71% A B	55%	72% A	65%	58%	52%	61%	67% A	69% A	50%	68% A	61%
Talking with City officials	45%	42%	62% A B	67% A B	45%	67% A	57% B	47%	42%	49%	58% A	71% A B	44%	58% A	52%
City communications via social media	81% B D	66%	74%	66%	70%	72%	79% B	64%	64%	80% A D	71%	61%	71%	71%	71%
Word-of-mouth	82%	87%	83%	79%	84%	82%	85%	83%	89% B D	81%	87%	77%	88% B	81%	84%
Email distribution lists	66%	60%	62%	71%	61%	69% A	67%	60%	57%	66%	66%	66%	64%	63%	64%

Table 68: Question D1 Compared by Demographic Characteristics

Percent rating positively (e.g., at least a few times a week)	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)	(A)
Access the internet from your home using a computer, laptop, or tablet computer	100% D	98% D	96% D	88%	96%	94%	95%	97%	99% D	99% D	94% D	87%	100% B	93%	96%
Access the internet from your cell phone	96% D	97% D	97% D	79%	95%	91%	94%	94%	98% D	98% D	96% D	75%	97% B	91%	93%

Percent rating positively (e.g., at least a few times a week)	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)	(A)
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	83% D	92% D	84% D	68%	86%	79%	87%	81%	96% B C D	89% D	81% D	57%	92% B	78%	83%
Use or check email	100% D	98% D	98% D	92%	97%	96%	96%	98%	100% D	98% D	97% D	90%	100% B	95%	97%
Share your opinions online	38% D	34% D	32%	22%	36% B	24%	34%	30%	42% B D	30% D	31%	18%	38% B	27%	32%
Shop online	49%	38%	48%	43%	41%	47%	45%	42%	43%	40%	53% B	41%	36%	48% A	43%

Table 69: Financial Security by Demographic Characteristics

Percent rating positively (e.g., strongly agree/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)	(B)	(C)	(D)	(A)	(B)	(A)	(B)	(A)	(B)	(C)	(D)	(A)	(B)	(A)
Financial security	56%	78% A	76% A	74% A	70%	79% A	74%	72%	79% B	67%	72%	79% B	71%	74%	73%

Comparisons by Geographic Areas

Table 70: Question 1 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Bloomington as a place to live	88%	88%	82%	87%	87%
Your neighborhood as a place to live	74%	71%	69%	81%	74%
Bloomington as a place to raise children	80% C D	82% C	63%	68%	75%
Bloomington as a place to work	67% B C	53%	47%	64% C	61%
Bloomington as a place to visit	74%	74%	85% A	85% A	78%
Bloomington as a place to retire	77% C D	70%	54%	56%	68%
The overall quality of life in the City of Bloomington	82% C	80% C	66%	82% C	79%

Table 71: Question 2 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Overall feeling of safety in Bloomington	70%	81%	68%	69%	72%
Overall ease of getting to the places you usually visit	72%	67%	75%	69%	71%
Quality of overall natural environment in Bloomington	87% C	85% C	68%	84% C	83%
Overall 'built environment' of Bloomington (including overall design of buildings, parks, and transportation systems)	69%	66%	57%	60%	65%
Health and wellness opportunities in Bloomington	79%	73%	77%	79%	78%
Overall opportunities for education and enrichment	90%	88%	95%	96% A B	92%
Overall economic health of Bloomington	57% C	55% C	37%	60% C	54%
Residents' connection and engagement with their community	58% C	58% C	40%	71% A C	58%
Sense of community	59% C	59%	43%	64% C	58%
Overall image or reputation of Bloomington	78%	72%	70%	90% A B C	79%

Table 72: Question 3 Compared by Area

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., very likely/somewhat likely)	(A)	(B)	(C)	(D)	(A)
Recommend living in Bloomington to someone who asks	80%	75%	92% A B D	81%	81%
Remain in Bloomington for the next five years	64% D	66% D	68% D	42%	60%

Table 73: Question 4 Compared by Area

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., very safe/somewhat safe)	(A)	(B)	(C)	(D)	(A)
In your neighborhood during the day	92%	96%	94%	96%	94%
In your neighborhood at night	69%	85% A	75%	81% A	75%
In Bloomington's downtown area during the day	92%	92%	96%	89%	92%
In Bloomington's downtown area at night	51%	69% A	72% A	65% A	60%
From property crime	62%	64%	49%	70% C	62%
From violent crime	72%	78%	75%	73%	74%
From fire, flood, or other natural disaster	84%	84%	83%	87%	85%

Table 74: Question 5 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Making all residents feel welcome	64%	55%	52%	79% A B C	64%
Attracting people from diverse backgrounds	60%	56%	55%	74% A B C	62%
Valuing/respecting residents from diverse backgrounds	61% B	47%	54%	74% A B C	61%
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	32%	33%	22%	33%	31%

Table 75: Question 6 Compared by Area

Percent rating positively (e.g., yes)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Made efforts to conserve water	68%	60%	70%	69%	67%
Made efforts to make your home more energy efficient	69%	69%	70%	63%	68%
Observed a code violation or other hazard in the City of Bloomington	30%	25%	32%	26%	28%
Stocked supplies in preparation for an emergency	54%	49%	61%	53%	54%

Table 76: Question 7 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Traffic flow on major streets	57% C D	48%	33%	40%	48%
Ease of public parking	27%	36%	24%	29%	28%
Cost of public parking	36%	38%	25%	39% C	36%
Ease of travel by car	63%	70%	56%	61%	62%
Ease of travel by public transportation	50% B C	31%	32%	57% B C	46%
Ease of travel by bicycle	62% C	78% A C	47%	65% C	62%
Ease of walking	74%	72%	73%	78%	75%
Well-planned residential growth	35% C	35% C	17%	41% C	34%
Well-planned commercial growth	39% C	37%	24%	51% C	38%
Availability of paths and walking trails	83% D	90% C D	73%	74%	81%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Air quality	86% C D	95% C D	68%	75%	82%
Cleanliness of the City	73% B C	56%	52%	77% B C	68%
Overall appearance	81% C	82%	70%	91% A C	82%
Public places where people want to spend time	77%	74%	77%	74%	76%
Preservation of the historical or cultural character of the community	72% C D	64%	58%	59%	66%
Variety of housing options	42% C	44% C	26%	42% C	40%
Availability of affordable housing options	25% C D	24% C	8%	15%	20%
Overall quality of new development in Bloomington	49% B	34%	41%	42%	44%
Fitness opportunities	86%	77%	88%	77%	83%
Recreational opportunities	82%	89%	82%	82%	83%
Availability of affordable food	74% C	73%	59%	84% C	74%
Availability of affordable health care	48% C	50% C	28%	51% C	46%
Availability of affordable mental health care	41% C	29% C	10%	39% C	34%
Availability of preventive health services	56% C	55% C	31%	58% C	52%
Availability of affordable childcare/preschool	44%	29%	26%	27%	35%
K-12 education	80%	82%	78%	81%	80%
Adult educational opportunities	83%	82%	82%	86%	83%
Opportunities to attend cultural/arts/music activities	89% B	74%	88% B	82%	85%
Community support for the arts	90%	88%	87%	91%	90%
Sense of civic/community pride	72% C	77% C	57%	75% C	71%
Employment opportunities	56% B C	39%	34%	55% C	50%
Shopping opportunities downtown	60% B	46%	57%	66% B	59%
Shopping opportunities outside downtown	62%	62%	53%	55%	59%
Cost of living in Bloomington	35% C	41% C	16%	33% C	33%
Overall quality of business and service establishments in Bloomington	78%	68%	76%	82% B	77%
Variety of business and service establishments in Bloomington	71%	67%	66%	74%	70%
Vibrancy of downtown/commercial area	74%	67%	75%	79%	74%
Entertainment downtown	69%	67%	70%	70%	69%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Entertainment outside downtown	51% C	45% C	28%	40%	44%
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	31%	34%	28%	36%	32%
Opportunities to volunteer	90%	85%	83%	83%	87%
Openness and acceptance of the community toward people of diverse backgrounds	64% B C	49%	33%	73% B C	59%

Table 77: Question 8 Compared by Area

Percent rating positively (e.g., at least once in the past 12 months)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Participated in religious or spiritual activities	37%	41%	47%	38%	39%
Attended an event offered by the City of Bloomington	46%	50%	61% A D	46%	49%
Used bus or other public transportation instead of driving	30%	24%	49% A B D	32%	32%
Carpooled with other adults or children instead of driving alone	49%	50%	54%	62% A	53%
Walked or biked instead of driving	81% B	68%	84% B	83% B	80%
Volunteered your time to some group/activity in Bloomington	51% B	38%	57% B	56% B	51%
Talked to or visited with your immediate neighbors	75%	75%	78%	71%	75%
Done a favor for a neighbor	65%	68%	70%	62%	65%
Voted in your most recent local election	83% D	75%	83% D	64%	78%
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	31%	42%	49% A D	35%	36%

Table 78: Question 9 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Police services	63% C	67% C	29%	73% C	60%
Fire services	89%	85%	94%	100% A B	91%
Ambulance or emergency medical services	85%	83%	87%	92%	87%
Crime prevention	61% C	54% C	28%	56% C	54%
Fire prevention and education	81%	71%	76%	72%	76%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Traffic enforcement	64% B C	48%	47%	54%	57%
Street repair	27%	22%	32%	31%	28%
Street cleaning	62% C	53%	45%	55%	57%
Street lighting	64% B C D	41%	47%	52%	55%
Snow removal	70% C D	60%	48%	47%	60%
Sidewalk maintenance	53% C D	59% C D	33%	38%	48%
Downtown parking	39%	43%	30%	39%	38%
Neighborhood/residential parking	57% C	62% C	39%	57% C	55%
Parking garages	54% C	46%	35%	69% A B C	52%
Traffic signal timing	56%	51%	48%	55%	54%
Bus or transit services	65% B	43%	64% B	71% B	64%
Garbage collection	82%	85%	80%	87%	83%
Recycling	64%	67%	66%	57%	63%
Yard waste pick-up	76%	64%	73%	63%	72%
Fall leaf pick-up	71%	64%	60%	56%	66%
Storm drainage	60% C	51%	46%	50%	54%
Power (electric and/or gas) utility	70% C D	69% C	48%	55%	63%
Drinking water	72% C	63%	55%	62%	66%
Sewer services	81% C	77%	64%	71%	76%
Land use, planning, and zoning	41%	38%	27%	46% C	39%
Code enforcement (weeds, trash, etc.)	52% C	46% C	16%	40% C	43%
Animal care and control	60%	72%	58%	68%	63%
Economic development	53% C	39%	32%	64% B C	50%
Sustainability efforts	55% C	40%	30%	58% B C	50%
Health services	66% B C	51%	46%	62% C	60%
Public information services	62%	66%	54%	64%	62%
Public library services	85%	84%	80%	95% A C	86%
Preservation of natural areas	79% C	70%	61%	74%	74%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Open space (green space)	76%	79%	67%	73%	74%
Farmers market	77% B C	63%	61%	70%	71%
Taste of Bloomington	83% C D	74%	68%	66%	76%
Lotus Festival	88%	82%	76%	87%	85%
Fourth Street Arts Fair	90% B	77%	80%	90%	86%
Overall customer service by City employees	74% B	59%	65%	83% B C	72%
City website	59%	56%	54%	63%	58%
Affordable/workforce housing availability	21%	28% C	10%	31% C	23%
Resident interaction with the Bloomington Police Department	44% C	46% C	20%	50% C	42%
Public art provided by the City	74% B	52%	81% B	77% B	72%
Small Business support	53%	46%	43%	69% A B C	54%
Parks	89% C D	89%	79%	80%	85%
Trails	89% C	95% C D	75%	82%	86%

Table 79: Question 9 Compared by Area

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Police services	69% C	59%	53%	72% C	66%
Fire services	77% C	65%	61%	71%	72%
Ambulance or emergency medical services	84% B	69%	73%	74%	78%
Crime prevention	67%	71%	65%	63%	66%
Fire prevention and education	66%	56%	59%	57%	62%
Traffic enforcement	47%	43%	42%	51%	46%
Street repair	75% C	76%	63%	79% C	74%
Street cleaning	43%	44%	57% A	51%	47%
Street lighting	54%	46%	45%	64% B C	54%
Snow removal	61%	57%	56%	74% A B C	62%

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Sidewalk maintenance	55%	51%	71% A B	67% A B	60%
Downtown parking	53%	48%	63%	54%	54%
Neighborhood/residential parking	41% B	25%	43% B	40% B	39%
Parking garages	35%	34%	40%	44%	38%
Traffic signal timing	41%	34%	43%	43%	40%
Bus or transit services	71%	71%	72%	65%	70%
Garbage collection	64% D	61%	57%	51%	59%
Recycling	79%	69%	74%	72%	75%
Yard waste pick-up	46%	39%	53%	50%	47%
Fall leaf pick-up	39%	32%	57% A B D	36%	40%
Storm drainage	67%	69%	60%	64%	66%
Power (electric and/or gas) utility	70%	73%	66%	71%	70%
Drinking water	78%	76%	81%	82%	79%
Sewer services	71%	68%	60%	66%	68%
Land use, planning, and zoning	72% C	72% C	52%	64%	67%
Code enforcement (weeds, trash, etc.)	38%	27%	30%	33%	34%
Animal care and control	50%	47%	51%	45%	49%
Economic development	65%	53%	63%	69% B	63%
Sustainability efforts	79%	78%	75%	85%	79%
Health services	89% C	91% C	74%	93% C	88%
Public information services	63%	71%	61%	63%	64%
Public library services	73% D	77% D	65%	59%	69%
Preservation of natural areas	86% B	74%	77%	83%	82%
Open space (green space)	81% B	66%	72%	81% B	78%
Farmers market	55%	56%	53%	55%	55%
Taste of Bloomington	35%	26%	36%	37%	35%
Lotus Festival	45%	35%	44%	42%	43%
Fourth Street Arts Fair	40%	36%	37%	38%	38%
Overall customer service by City employees	58%	59%	59%	68%	61%
City website	43%	48%	33%	56% A C	45%
Affordable/workforce housing availability	85%	93%	81%	83%	85%
Resident interaction with the Bloomington Police Department	83% C	90% C	64%	79% C	80%
Public art provided by the City	32%	38%	31%	37%	34%
Small Business support	81%	77%	77%	87%	81%

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Parks	80% C	79%	67%	78%	77%
Trails	73%	83% C	65%	77%	74%

Table 80: Question 10 Compared by Area

Percent rating positively (e.g., yes)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
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?	44%	41%	58% A B D	37%	44%

Table 81: Question 11 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Knowledge	76% C	68%	57%	80% C	72%
Responsive	72% C	65%	49%	66%	65%
Courteous	75%	74%	59%	71%	71%
Overall impression	71%	62%	55%	61%	65%

Table 82: Question 12 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Value of services for the taxes paid to the City	67% C	68% C	45%	74% C	66%
Overall direction that the City is taking	52%	43%	41%	66% A B C	52%
The job City government does at welcoming citizen involvement	55% C	46%	32%	51% C	49%
Overall confidence in City government	45% C	40% C	22%	59% A B C	44%
Generally acting in the best interest of the community	50% C	37%	32%	54% B C	47%
Being honest/transparent	40% C	46% C	14%	41% C	37%
Informing residents about issues facing the community	47% C	50% C	22%	47% C	44%
Treating all residents fairly	41% C D	45% C D	19%	29%	36%

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Treating residents with respect	48% C	51% C	33%	42%	45%
Listening to public concern	38% C	36% C	18%	27%	32%

Table 83: Question 13 Compared by Area

Percent rating positively (e.g., excellent/good)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
The City of Bloomington	73%	63%	64%	84% A B C	73%
Indiana State Government	37% C	36% C	20%	30%	32%
The Federal Government	39%	29%	27%	36%	35%

Table 84: Question 14 Compared by Area

Percent rating positively (e.g., essential/very important)	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Recovery of local economy after the COVID-19 pandemic	91%	91%	97%	93%	92%
Expansion of the Bloomington/Monroe County Convention Center	14%	14%	14%	21%	16%
City-wide high speed fiber for internet access	65%	64%	61%	81% A B C	68%
Redevelopment of current hospital site on W. 2nd St.	57%	57%	56%	59%	57%
Investing time and resources to ensure equal and fair delivery of all City services	81%	95% A C D	77%	81%	83%

Table 85: Question 15 Compared by Area

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

Table 86: Question 16 Compared by Area

Percent rating positively (e.g., strongly support/somewhat support)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
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?	93%	95%	95%	98%	95%

Table 87: Question 17 Compared by Area

Percent rating positively (e.g., major source/minor source)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
City website (Bloomington.in.gov)	89%	99% A C D	87%	88%	90%
Local media outlets (newspapers, radio, local television stations)	89%	85%	84%	94% C	88%
Local government television channel (i.e., CATS TV)	50%	43%	45%	49%	48%
Online City Board and Commission Meetings	58%	53%	66%	69% B	61%
Talking with City officials	53% B	39%	66% A B	52%	52%
City communications via social media	69%	74%	76%	70%	71%
Word-of-mouth	87% B	75%	82%	84%	84%
Email distribution lists	70% B	57%	57%	59%	64%

Table 88: Question d1 Compared by Area

Percent rating positively (e.g., at least a few times a week)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Access the internet from your home using a computer, laptop, or tablet computer	96%	91%	97%	97%	96%
Access the internet from your cell phone	92%	93%	97%	95%	93%
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	79%	87%	87%	88% A	83%
Use or check email	97%	96%	99%	97%	97%
Share your opinions online	31%	21%	40% B	34%	32%
Shop online	43%	37%	61% A B D	36%	43%

Table 89: Financial Security by Area

Percent rating positively (e.g., strongly agree/somewhat agree)	Geographic Quadrant SE (A)	SW (B)	NW (C)	NE (D)	Overall (A)
Financial security	73%	74%	74%	72%	73%

Appendix E: Benchmark Comparisons

Understanding the Benchmark Comparisons

NRC's 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 benchmark comparisons, as well as peer comparisons (including communities with similar median household income and communities with universities) 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 (communities with universities and similar median annual household incomes).

National Benchmarks

Table 90: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	87%	221	364	Similar
Your neighborhood as a place to live	74%	231	306	Similar
Bloomington as a place to raise children	75%	225	364	Similar
Bloomington as a place to work	61%	185	350	Similar
Bloomington as a place to visit	78%	81	294	Similar
Bloomington as a place to retire	68%	161	351	Similar
The overall quality of life in the City of Bloomington	79%	250	400	Similar

Table 91: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Bloomington	72%	256	347	Similar
Overall ease of getting to the places you usually visit	71%	9	74	Higher
Quality of overall natural environment in Bloomington	83%	84	284	Similar
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	65%	120	274	Similar
Health and wellness opportunities in Bloomington	78%	109	275	Similar
Overall opportunities for education and enrichment	92%	14	275	Higher
Overall economic health of Bloomington	54%	201	279	Similar
Residents' connection and engagement with their community	58%	29	75	Similar
Sense of community	58%	201	304	Similar
Overall image or reputation of Bloomington	79%	162	340	Similar

Table 92: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Bloomington to someone who asks	81%	214	289	Similar
Remain in Bloomington for the next five years	60%	281	283	Much lower

Table 93: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	94%	156	332	Similar
In Bloomington's downtown area during the day'	92%	155	312	Similar
From property crime	62%	74	85	Similar
From violent crime	74%	60	83	Similar
From fire, flood, or other natural disaster	85%	40	74	Similar

Table 94: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	64%	52	78	Similar
Attracting people from diverse backgrounds	62%	30	77	Similar
Valuing/respecting residents from diverse backgrounds	61%	45	76	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	31%	73	75	Much lower

Table 95: Question 7 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	48%	152	320	Similar
Ease of public parking	28%	223	246	Lower
Ease of travel by car	62%	182	307	Similar
Ease of travel by public transportation	46%	79	252	Similar
Ease of travel by bicycle	62%	107	308	Similar
Ease of walking	75%	113	308	Similar
Well-planned residential growth	34%	64	76	Lower
Well-planned commercial growth	38%	48	76	Similar
Availability of paths and walking trails	81%	78	303	Similar
Air quality	82%	128	261	Similar
Overall appearance	82%	143	335	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Public places where people want to spend time	76%	75	268	Similar
Preservation of the historical or cultural character of the community	66%	30	71	Similar
Variety of housing options	40%	229	284	Similar
Availability of affordable housing options	20%	248	303	Lower
Overall quality of new development in Bloomington	44%	238	295	Similar
Fitness opportunities	83%	70	264	Similar
Recreational opportunities	83%	60	293	Similar
Availability of affordable food	74%	95	259	Similar
Availability of affordable health care	46%	235	273	Lower
Availability of affordable mental health care	34%	196	251	Similar
Availability of preventive health services	52%	208	255	Similar
Availability of affordable childcare/preschool	35%	224	270	Lower
K-12 education	80%	124	270	Similar
Adult educational opportunities	83%	5	259	Higher
Opportunities to attend cultural/arts/music activities	85%	5	293	Much higher
Community support for the arts	90%	2	74	Much higher
Sense of civic/community pride	71%	21	74	Similar
Employment opportunities	50%	128	306	Similar
Cost of living in Bloomington	33%	215	276	Similar
Overall quality of business and service establishments in Bloomington	77%	73	280	Similar
Variety of business and service establishments in Bloomington	70%	24	74	Similar
Vibrancy of downtown/commercial area	74%	38	260	Higher
Opportunities to volunteer	87%	18	274	Higher
Openness and acceptance of the community toward people of diverse backgrounds	59%	145	300	Similar

Table 96: Question 8 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used bus or other public transportation instead of driving	32%	58	233	Similar
Carpooled with other adults or children instead of driving alone	53%	31	262	Higher
Walked or biked instead of driving	80%	20	268	Much higher

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Volunteered your time to some group/activity in Bloomington	51%	40	275	Higher
Voted in your most recent local election	78%	45	77	Similar
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	36%	27	246	Higher

Table 97: Question 9 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	60%	358	391	Lower
Fire services	91%	193	339	Similar
Ambulance or emergency medical services	87%	178	310	Similar
Crime prevention	54%	273	345	Lower
Fire prevention and education	76%	180	283	Similar
Traffic enforcement	57%	246	344	Similar
Street repair	28%	258	332	Similar
Street cleaning	57%	197	295	Similar
Street lighting	55%	219	325	Similar
Snow removal	60%	160	255	Similar
Sidewalk maintenance	48%	204	295	Similar
Traffic signal timing	54%	113	271	Similar
Bus or transit services	64%	70	244	Similar
Garbage collection	83%	151	322	Similar
Recycling	63%	275	329	Similar
Yard waste pick-up	72%	180	268	Similar
Storm drainage	54%	260	321	Similar
Power (electric and/or gas) utility	63%	193	205	Lower
Drinking water	66%	195	291	Similar
Sewer services	76%	192	294	Similar
Land use, planning, and zoning	39%	216	296	Similar
Code enforcement (weeds, trash, etc.)	43%	200	348	Similar
Animal care and control	63%	152	310	Similar
Economic development	50%	158	284	Similar
Health services	60%	180	239	Similar
Public information services	62%	208	284	Similar
Public library services	86%	108	304	Similar
Preservation of natural areas	74%	45	264	Similar
Open space (green space)	74%	51	254	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall customer service by City employees	72%	259	358	Similar
Parks	85%	130	304	Similar

Table 98: Question 10 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	44%	180	327	Similar

Table 99: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Value of services for the taxes paid to the City	66%	106	363	Similar
Overall direction that the City is taking	52%	224	316	Similar
The job City government does at welcoming citizen involvement	49%	195	317	Similar
Overall confidence in City government	44%	206	278	Similar
Generally acting in the best interest of the community	47%	216	281	Similar
Informing residents about issues facing the community	44%	60	81	Similar
Treating all residents fairly	36%	253	279	Lower
Treating residents with respect	45%	69	75	Lower

Table 100: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	73%	245	369	Similar
The Federal Government	35%	201	262	Similar

Table 101: Question D1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Access the internet from your home using a computer, laptop, or tablet computer	96%	32	74	Similar
Access the internet from your cell phone	93%	32	74	Similar
Visit social media sites such as Facebook, Twitter, Nextdoor, etc.	83%	12	73	Similar
Use or check email	97%	37	74	Similar
Share your opinions online	32%	43	74	Similar
Shop online	43%	64	74	Lower

Communities Included in the National Comparisons

Adams County, CO 487,850
Airway Heights city, WA..... 8,017
Albany city, OR..... 52,007
Albemarle County, VA 105,105
Albert Lea city, MN..... 17,716
Alexandria city, VA 154,710
Allegan County, MI 114,145
Ankeny city, IA..... 56,237
Ann Arbor city, MI..... 119,303
Apache Junction city, AZ... 38,452
Arapahoe County, CO..... 626,612
Arlington city, TX 388,225
Asheville city, NC..... 89,318
Ashland city, OR 20,733
Ashland town, MA..... 17,478
Ashland town, VA..... 7,554
Athens-Clarke County, GA, ... 122,292
Auburn city, AL 61,462
Aurora city, CO..... 357,323
Austin city, TX 916,906
Avon town, IN 16,479
Avondale city, AZ 81,590
Azusa city, CA..... 49,029
Bainbridge Island city, WA . 23,689
Baltimore County, MD 828,637
Basehor city, KS..... 5,401
Batavia city, IL..... 26,499
Battle Creek city, MI..... 51,505
Baytown city, TX..... 76,205
Beaumont city, CA..... 43,641
Bellingham city, WA 85,388
Bethlehem township, PA 23,800
Bettendorf city, IA..... 35,293
Billings city, MT..... 109,082
Bloomington city, IN..... 83,636
Bloomington city, MN 85,417
Boise City city, ID 220,859
Bonner Springs city, KS 7,644
Boulder city, CO 106,271
Bowling Green city, KY..... 64,302
Brookline CDP, MA 59,246
Brooklyn Center city, MN 30,885
Brooklyn city, OH..... 10,891
Broomfield city, CO 64,283
Brownsburg town, IN 24,625
Buffalo Grove village, IL..... 41,551
Burlingame city, CA 30,401
Cabarrus County, NC 196,716
Cambridge city, MA 110,893
Canandaigua city, NY..... 10,402
Cannon Beach city, OR..... 1,517
Cañon City city, CO..... 16,298
Cape Coral city, FL..... 173,679
Carlsbad city, CA..... 113,147
Cartersville city, GA..... 20,235
Cary town, NC 159,715
Cedar Hill city, TX 48,149
Cedar Park city, TX 70,010
Cedar Rapids city, IA 130,330
Centennial city, CO 108,448
Chandler city, TX..... 2,896
Chanhassen city, MN..... 25,108
Chapel Hill town, NC..... 59,234
Chardon city, OH 5,166
Charles County, MD..... 156,021
Charlotte County, FL 173,236
Charlottesville city, VA 46,487
Chattanooga city, TN 176,291
Chesterfield County, VA... 335,594
Clayton city, MO 16,214
Clearwater city, FL..... 112,794
Clive city, IA..... 17,134
Clovis city, CA..... 104,411
College Park city, MD 32,186
College Station city, TX 107,445
Colleyville city, TX 25,557
Collinsville city, IL..... 24,767
Columbia city, MO 118,620
Commerce City city, CO.... 52,905
Conshohocken borough, PA 7,985
Coolidge city, AZ 12,221
Coon Rapids city, MN 62,342
Coronado city, CA 24,053
Corvallis city, OR 56,224
Cottonwood Heights city, UT 34,214
Coventry Lake CDP, CT 2,932
Coventry town, CT..... 12,458
Cupertino city, CA..... 60,687
Dacono city, CO 4,929
Dakota County, MN 414,655
Dallas city, OR 15,413
Dallas city, TX..... 1,300,122
Danvers town, MA 27,527
Danville city, KY..... 16,657
Darien city, IL..... 22,206
Davidson town, NC 12,325
Dayton city, OH 140,939
Dayton town, WY..... 815
Dearborn city, MI 95,295
Decatur city, GA..... 22,022
DeLand city, FL..... 30,315
Denison city, TX 23,342
Denton city, TX 131,097
Denver city, CO 678,467
Des Moines city, IA..... 214,778
Des Peres city, MO..... 8,536
Destin city, FL..... 13,421
Dothan city, AL 67,784
Dover city, NH 30,901
Dublin city, OH 44,442
Durham city, NC 257,232
Durham County, NC..... 300,865
Dyer town, IN..... 16,077
Eagan city, MN 66,102
Eau Claire city, WI..... 67,945
Eden Prairie city, MN 63,660
Eden town, VT 1,254
Edina city, MN 50,603
Edmond city, OK..... 89,769
Edmonds city, WA..... 41,309
El Cerrito city, CA..... 24,982
El Paso de Robles (Paso Robles) city, CA 31,409

Elbert County, CO 24,553
Elgin city, IL 112,628
Elk Grove city, CA..... 166,228
Elmhurst city, IL..... 46,139
Englewood city, CO..... 33,155
Erie town, CO..... 22,019
Escambia County, FL 309,924
Estes Park town, CO 6,248
Euclid city, OH..... 47,698
Farmers Branch city, TX..... 33,808
Farmersville city, TX..... 3,440
Farmington Hills city, MI 81,235
Fate city, TX 10,339
Fayetteville city, GA..... 17,069
Fayetteville city, NC 210,324
Ferguson township, PA..... 18,837
Fernandina Beach city, FL.. 11,957
Flagstaff city, AZ 69,903
Flower Mound town, TX 71,575
Forest Grove city, OR 23,554
Fort Collins city, CO 159,150
Franklin city, TN 72,990
Frederick town, CO..... 11,397
Fremont city, CA..... 230,964
Frisco town, CO 2,977
Fruita city, CO 13,039
Gahanna city, OH..... 34,691
Gaithersburg city, MD..... 67,417
Galveston city, TX..... 49,706
Gardner city, KS..... 21,059
Gilbert town, AZ..... 232,176
Gillette city, WY..... 31,783
Glen Ellyn village, IL..... 27,983
Glendora city, CA 51,891
Golden city, CO 20,365
Golden Valley city, MN..... 21,208
Goodyear city, AZ..... 74,953
Grand Rapids city, MI 195,355
Grand Traverse County, MI..... 91,222
Greeley city, CO..... 100,760
Greenville city, NC 90,347
Greer city, SC..... 28,587
Gulf Breeze city, FL 6,251
Gunnison County, CO 16,215
Haltom City city, TX 44,059
Hamilton city, OH 62,216
Hamilton town, MA 7,991
Hampton city, VA..... 136,255
Hanover County, VA..... 103,218
Hastings city, MN 22,620
Henderson city, NV 284,817
High Point city, NC 109,849
Highland Park city, IL..... 29,796
Highlands Ranch CDP, CO..... 105,264
Homer Glen village, IL..... 24,403
Honolulu County, HI 990,060
Hopkinton town, MA 16,720
Horry County, SC 310,186
Huntley village, IL..... 26,265
Huntsville city, TX..... 40,727
Hutchinson city, MN 13,836
Hutto city, TX 22,644
Independence city, IA 6,013
Independence city, MO .. 117,369
Iowa City city, IA..... 73,415
Issaquah city, WA..... 35,629
Jackson city, MO..... 14,690
Jackson County, MI..... 158,989
Jefferson Parish, LA..... 437,038
Jerome city, ID..... 11,306
Johnson City city, TN 65,598
Johnston city, IA..... 20,172
Jupiter town, FL..... 62,373
Kalamazoo city, MI..... 75,833
Kansas City city, KS..... 151,042
Kansas City city, MO 476,974
Kent city, WA..... 126,561
Kerrville city, TX..... 22,931
King City city, CA..... 13,721
Kingman city, AZ..... 28,855
Kirkland city, WA..... 86,772
Kirkwood city, MO 27,659
La Mesa city, CA 59,479
La Plata town, MD..... 9,160
La Vista city, NE..... 17,062
Lake Forest city, IL..... 18,931
Lake Havasu City city, AZ ... 53,463
Lake in the Hills village, IL.... 28,908
Lake Zurich village, IL 19,983
Lakeville city, MN..... 61,056
Lakewood city, CO 151,411
Lakewood city, WA 59,102
Lancaster County, SC 86,544
Las Cruces city, NM..... 101,014
Las Vegas city, NV..... 621,662
Lawrenceville city, GA..... 29,287
Lehi city, UT..... 58,351
Lenexa city, KS 52,030
Lewisville city, TX 103,638
Lincolnwood village, IL..... 12,637
Lindsborg city, KS..... 3,313
Little Chute village, WI 11,006
Little Elm city, TX..... 39,471
Littleton city, CO..... 45,848
Livermore city, CA..... 88,232
Lombard village, IL..... 43,776
Lone Tree city, CO..... 13,430
Longmont city, CO..... 91,730
Los Alamos County, NM..... 18,031
Los Altos Hills town, CA..... 8,490
Loudoun County, VA 374,558
Louisville city, CO..... 20,319
Lower Merion township, PA..... 58,500
Lynchburg city, VA..... 79,237
Lynnwood city, WA 37,242
Manassas city, VA 41,379
Manhattan city, KS..... 55,427
Mankato city, MN..... 41,241
Maple Grove city, MN 68,362
Maplewood city, MN..... 40,127
Maricopa County, AZ 4,155,501
Marin County, CA..... 260,814
Marion city, IA 38,014
Mariposa County, CA..... 17,658
Marshalltown city, IA..... 27,440
Marshfield city, WI..... 18,326
Marysville city, WA..... 66,178
Maui County, HI 164,094
McKinney city, TX..... 164,760
McMinnville city, OR..... 33,211
Mecklenburg County, NC1,034,290
Mercer Island city, WA..... 24,768
Meridian charter township, MI 41,903
Mesa city, AZ 479,317
Mesquite city, TX 144,118
Miami city, FL..... 443,007
Middleton city, WI..... 18,951
Middletown town, RI 16,100
Milford city, DE..... 10,645
Milton city, GA..... 37,556
Minneapolis city, MN..... 411,452
Minnetrista city, MN 7,187
Missoula County, MT..... 114,231
Missouri City city, TX 72,688
Moline city, IL..... 42,644
Monroe city, MI 20,128
Montgomery city, MN 2,921
Montgomery County, MD1,039,198
Montrose city, CO..... 18,918
Moorpark city, CA 36,060
Moraga town, CA..... 17,231
Morristown city, TN 29,446
Morrisville town, NC 23,873
Morro Bay city, CA..... 10,568
Moscow city, ID..... 24,833
Mountlake Terrace city, WA..... 20,922
Naperville city, IL..... 146,431
Napoleon city, OH..... 8,646
Needham CDP, MA 30,429
Nevada City city, CA..... 3,112
Nevada County, CA 98,838
New Braunfels city, TX 70,317
New Brighton city, MN..... 22,440
New Concord village, OH 2,561
New Hope city, MN 20,909
Newport News city, VA 180,775
Newton city, IA..... 15,085
Niles village, IL 29,823
Noblesville city, IN..... 59,807
Norcross city, GA 16,474
Norfolk city, NE 24,352
North Mankato city, MN 13,583
North Port city, FL 62,542
North Yarmouth town, ME 3,714
Northglenn city, CO 38,473
Novi city, MI 58,835
O'Fallon city, IL 29,095
Oak Park village, IL 52,229
Oakdale city, MN..... 27,972
Oklahoma City city, OK 629,191
Olmsted County, MN..... 151,685
Orland Park village, IL..... 59,161
Orleans Parish, LA 388,182
Oshkosh city, WI 66,649
Oswego village, IL..... 33,759
Overland Park city, KS..... 186,147
Paducah city, KY 24,879
Palm Coast city, FL 82,356
Palo Alto city, CA..... 67,082
Palos Verdes Estates city, CA..... 13,591
Panama City Beach city, FL..... 12,461
Papillion city, NE..... 19,478
Paradise Valley town, AZ 13,961
Park City city, UT..... 8,167
Parker town, CO 51,125
Pasco city, WA 70,607

Pasco County, FL 498,136
Payette city, ID 7,366
Pearland city, TX 113,693
Peoria city, IL 115,424
Pflugerville city, TX 58,013
Philadelphia city, PA 1,569,657
Pinehurst village, NC 15,580
Pitkin County, CO 17,747
Plano city, TX 281,566
Pleasant Hill city, IA 9,608
Plymouth city, MN 76,258
Port Orange city, FL 60,315
Port St. Lucie city, FL 178,778
Portage city, MI 48,072
Powell city, OH 12,658
Powhatan County, VA 28,364
Prairie Village city, KS 21,932
Pueblo city, CO 109,122
Puyallup city, WA 39,637
Queen Creek town, AZ 33,298
Raleigh city, NC 449,477
Ramsey city, MN 25,853
Raymore city, MO 20,358
Redmond city, OR 28,492
Redmond city, WA 60,712
Reno city, NV 239,732
Richfield city, MN 35,993
Richmond city, CA 108,853
Richmond Heights city, MO 8,466
Rio Rancho city, NM 93,317
River Falls city, WI 15,256
Riverside city, CA 321,570
Roanoke County, VA 93,419
Rochester city, NY 209,463
Rock Hill city, SC 70,764
Rockville city, MD 66,420
Roeland Park city, KS 6,810
Rohnert Park city, CA 42,305
Rosemount city, MN 23,474
Rosenberg city, TX 35,867
Roseville city, CA 130,705
Roseville city, MN 35,624
Round Rock city, TX 116,369
Royal Palm Beach village, FL 37,665
Sacramento city, CA 489,650
Sammamish city, WA 62,877
San Carlos city, CA 29,954
San Diego city, CA 1,390,966
San Jose city, CA 1,023,031
Sangamon County, IL 198,134
Santa Fe city, NM 82,980
Santa Fe County, NM 147,514
Savage city, MN 30,011
Schaumburg village, IL 74,427
Schertz city, TX 38,199
Scott County, MN 141,463
Scottsdale city, AZ 239,283
Sedona city, AZ 10,246
Sevierville city, TN 16,387
Shakopee city, MN 40,024
Shawnee city, KS 64,840
Shawnee city, OK 30,974
Shoreline city, WA 55,431
Shorewood village, IL 16,809
Sierra Vista city, AZ 43,585
Silverton city, OR 9,757
Sioux Falls city, SD 170,401
Skokie village, IL 64,773
Snoqualmie city, WA 12,944
Snowmass Village town, CO 2,827
Somerset town, MA 18,257
South Bend city, IN 101,928
South Jordan city, UT 65,523
South Portland city, ME 25,431
Spearfish city, SD 11,300
Springville city, UT 32,319
St. Augustine city, FL 13,952
St. Charles city, IL 32,730
St. Cloud city, MN 67,093
St. Croix County, WI 87,142
St. Joseph city, MO 76,819
St. Louis County, MN 200,294
St. Lucie County, FL 298,763
State College borough, PA 42,224
Steamboat Springs city, CO 12,520
Sugar Land city, TX 86,886
Sunnyvale city, CA 151,565
Surprise city, AZ 129,534
Suwanee city, GA 18,655
Tacoma city, WA 207,280
Takoma Park city, MD 17,643
Tempe city, AZ 178,339
Temple city, TX 71,795
Texarkana city, TX 37,222
The Woodlands CDP, TX 109,608
Thousand Oaks city, CA 128,909
Tinley Park village, IL 57,107
Tracy city, CA 87,613
Trinidad CCD, CO 10,819
Tualatin city, OR 27,135
Tulsa city, OK 401,352
Tustin city, CA 80,007
Twin Falls city, ID 47,340
Unalaska city, AK 4,809
Urbandale city, IA 42,222
Vail town, CO 5,425
Vernon Hills village, IL 26,084
Victoria city, MN 8,679
Vienna town, VA 16,474
Walnut Creek city, CA 68,516
Warrensburg city, MO 19,890
Washington County, MN 250,979
Washoe County, NV 445,551
Waunakee village, WI 13,284
Wauwatosa city, WI 47,687
Wentzville city, MO 35,768
West Bend city, WI 31,656
West Chester township, OH 62,804
West Des Moines city, IA 62,999
Westerville city, OH 38,604
Westminster city, CO 111,895
Westminster city, MD 18,557
Wheat Ridge city, CO 31,162
White House city, TN 11,107
Wichita city, KS 389,054
Williamsburg city, VA 14,817
Wilmington city, NC 115,261
Wilsonville city, OR 22,789
Windsor town, CO 23,386
Winter Garden city, FL 40,799
Woodbury city, MN 67,648
Woodinville city, WA 11,675
Wyandotte County, KS 163,227
Wyoming city, MI 75,124
Yountville city, CA 2,978

Peer Communities Benchmarks

Table 102: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	87%	12	24	Similar
Your neighborhood as a place to live	74%	11	19	Similar
Bloomington as a place to raise children	75%	11	23	Similar
Bloomington as a place to work	61%	15	22	Similar
Bloomington as a place to visit	78%	6	17	Similar
Bloomington as a place to retire	68%	11	22	Similar
The overall quality of life in the City of Bloomington	79%	13	22	Similar

Table 103: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Bloomington	72%	13	21	Similar
Overall ease of getting to the places you usually visit	71%	NA	NA	NA
Quality of overall natural environment in Bloomington	83%	6	15	Similar
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	65%	6	14	Similar
Health and wellness opportunities in Bloomington	78%	6	14	Similar
Overall opportunities for education and enrichment	92%	5	14	Higher
Overall economic health of Bloomington	54%	10	14	Similar
Residents' connection and engagement with their community	58%	NA	NA	NA
Sense of community	58%	9	15	Similar
Overall image or reputation of Bloomington	79%	9	16	Similar

Table 104: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Bloomington to someone who asks	81%	9	15	Similar
Remain in Bloomington for the next five years	60%	15	16	Lower

Table 105: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	94%	9	20	Similar
In Bloomington's downtown area during the day	92%	8	20	Similar
From property crime	62%	NA	NA	NA
From violent crime	74%	NA	NA	NA
From fire, flood, or other natural disaster	85%	NA	NA	NA

Table 106: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Making all residents feel welcome	64%	NA	NA	NA
Attracting people from diverse backgrounds	62%	NA	NA	NA
Valuing/respecting residents from diverse backgrounds	61%	NA	NA	NA
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	31%	NA	NA	NA

Table 107: Question 7 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	48%	6	20	Similar
Ease of public parking	28%	13	16	Similar
Ease of travel by car	62%	5	17	Similar
Ease of travel by public transportation	46%	10	16	Similar
Ease of travel by bicycle	62%	5	17	Similar
Ease of walking	75%	9	18	Similar
Well-planned residential growth	34%	NA	NA	NA
Well-planned commercial growth	38%	NA	NA	NA
Availability of paths and walking trails	81%	5	17	Similar
Air quality	82%	8	16	Similar
Overall appearance	82%	8	18	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Public places where people want to spend time	76%	5	14	Similar
Preservation of the historical or cultural character of the community	66%	NA	NA	NA
Variety of housing options	40%	9	15	Similar
Availability of affordable housing options	20%	11	16	Similar
Overall quality of new development in Bloomington	44%	12	17	Similar
Fitness opportunities	83%	6	14	Similar
Recreational opportunities	83%	5	16	Similar
Availability of affordable food	74%	7	14	Similar
Availability of affordable health care	46%	14	15	Lower
Availability of affordable mental health care	34%	14	15	Lower
Availability of preventive health services	52%	13	14	Lower
Availability of affordable childcare/preschool	35%	11	15	Similar
K-12 education	80%	7	14	Similar
Adult educational opportunities	83%	5	14	Higher
Opportunities to attend cultural/arts/music activities	85%	3	15	Higher
Community support for the arts	90%	NA	NA	NA
Sense of civic/community pride	71%	NA	NA	NA
Employment opportunities	50%	11	16	Similar
Cost of living in Bloomington	33%	11	15	Similar
Overall quality of business and service establishments in Bloomington	77%	7	14	Similar
Variety of business and service establishments in Bloomington	70%	NA	NA	NA
Vibrancy of downtown/commercial area	74%	5	14	Similar
Opportunities to volunteer	87%	6	15	Similar
Openness and acceptance of the community toward people of diverse backgrounds	59%	5	16	Similar

Table 108: Question 8 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used bus or other public transportation instead of driving	32%	6	14	Similar
Carpooled with other adults or children instead of driving alone	53%	5	15	Similar
Walked or biked instead of driving	80%	4	14	Higher

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Volunteered your time to some group/activity in Bloomington	51%	11	15	Similar
Voted in your most recent local election	78%	NA	NA	NA
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	36%	2	14	Similar

Table 109: Question 9 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	60%	19	23	Similar
Fire services	91%	9	22	Similar
Ambulance or emergency medical services	87%	9	18	Similar
Crime prevention	54%	12	19	Similar
Fire prevention and education	76%	9	19	Similar
Traffic enforcement	57%	13	22	Similar
Street repair	28%	11	17	Similar
Street cleaning	57%	8	14	Similar
Street lighting	55%	11	17	Similar
Snow removal	60%	8	18	Similar
Sidewalk maintenance	48%	10	18	Similar
Traffic signal timing	54%	4	17	Similar
Bus or transit services	64%	6	14	Similar
Garbage collection	83%	7	19	Similar
Recycling	63%	16	18	Similar
Yard waste pick-up	72%	10	17	Similar
Storm drainage	54%	15	19	Similar
Power (electric and/or gas) utility	63%	10	12	Similar
Drinking water	66%	16	19	Similar
Sewer services	76%	10	16	Similar
Land use, planning, and zoning	39%	11	16	Similar
Code enforcement (weeds, trash, etc.)	43%	10	21	Similar
Animal care and control	63%	7	21	Similar
Economic development	50%	9	14	Similar
Health services	60%	12	13	Similar
Public information services	62%	13	15	Similar
Public library services	86%	7	17	Similar
Preservation of natural areas	74%	4	14	Similar
Open space (green space)	74%	5	14	Similar

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall customer service by City employees	72%	12	20	Similar
Parks	85%	8	17	Similar

Table 110: Question 10 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	44%	12	19	Similar

Table 111: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Value of services for the taxes paid to the City	66%	5	21	Similar
Overall direction that the City is taking	52%	14	19	Similar
The job City government does at welcoming citizen involvement	49%	10	17	Similar
Overall confidence in City government	44%	10	14	Similar
Generally acting in the best interest of the community	47%	11	14	Similar
Informing residents about issues facing the community	44%	3	5	Similar
Treating all residents fairly	36%	11	14	Similar
Treating residents with respect	45%	NA	NA	NA

Table 112: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	73%	12	22	Similar
The Federal Government	35%	9	14	Similar

Table 113: Question D1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Access the internet from your home using a computer, laptop, or tablet computer	96%	NA	NA	NA
Access the internet from your cell phone	93%	NA	NA	NA
Use or check email	97%	NA	NA	NA
Share your opinions online	32%	NA	NA	NA
Shop online	43%	NA	NA	NA

Communities Included in Peer Communities Comparison

Ann Arbor city, MI 119,303
Asheville city, NC 89,318
Austin city, TX 916,906
Battle Creek city, MI 51,505
Bloomington city, MN 85,417
Boulder city, CO 106,271
Bowling Green city, KY 64,302
Cedar Rapids city, IA 130,330
Chapel Hill town, NC 59,234
Chattanooga city, TN 176,291
College Station city, TX 107,445
Dayton city, OH 140,939
Des Moines city, IA 214,778
Estes Park town, CO 6,248
Fayetteville city, NC 210,324
Fort Collins city, CO 159,150
Grand Rapids city, MI 195,355
Independence city, IA 6,013
Iowa City city, IA 73,415
Kalamazoo city, MI 75,833
Lynchburg city, VA 79,237
Manhattan city, KS 55,427
Oshkosh city, WI 66,649
Overland Park city, KS 186,147
South Bend city, IN 101,928
St. Cloud city, MN 67,093
State College borough, PA 42,224

Appendix F: Survey Methodology

Developing the Questionnaire

The City of Bloomington conducted their first community survey in 2017, with the 2021 survey being the third iteration. 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 2021 survey instrument was developed by starting with the version from the previous implementation in 2019. 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 random sample survey, a link to an online open participation survey was publicized through various channels including the Bloomington website and social media. This open participation survey was identical to the random sample survey and open to all City residents (for additional information on the open participation survey results, please see the *Bloomington Supplemental Web Report 2021* under separate cover).

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 March 17, 2021. 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 and postcard 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. The online open participation survey became available to all residents on April 21, 2021 and remained open for two weeks.

The mailings were sent starting in March and completed surveys were collected over the following seven 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 2,812 households presumed to have received a survey, 527 completed the survey (including 255 online surveys), providing a response rate of 19%. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 13% to 24%. The response rate(s) were calculated using AAPOR's response rate #2[1] for mailed surveys of unnamed persons. Additionally, 235 residents completed the online open participation

survey and the results for this survey can be found under a separate cover (*Bloomington Supplemental Web Report*).

Table 114: Survey Response Rates by Geographic Area

	SE	SW	NW	NE	Overall
Total sample used	1,385	464	452	699	3,000
I=Complete Interviews	311	65	54	89	519
P=Partial Interviews	3	2	1	2	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	1,005	366	377	534	2,282
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	24%	15%	13%	15%	19%

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 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 Polco, an online public engagement tool designed primarily for local governments, to collect 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 2017 American Community Survey. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The variables used for weighting the household respondent data were gender, age, housing unit type (attached or detached), housing tenure (rent or own), race/ethnicity, and area of residence. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the following page.

Table 115: Bloomington, IN 2021 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	66%	40%	65%
Own home	34%	60%	35%
Detached unit	39%	58%	40%
Attached unit	61%	42%	60%
Race and Ethnicity			
White	83%	83%	83%
Not white	17%	17%	17%
Not Hispanic	96%	97%	96%
Hispanic	4%	3%	4%
Sex and Age			
Female	50%	55%	50%
Male	50%	45%	50%
18-34 years of age	65%	27%	64%
35-54 years of age	17%	24%	17%
55+ years of age	17%	50%	19%
Females 18-34	32%	16%	32%
Females 35-54	8%	12%	8%
Females 55+	10%	27%	10%
Males 18-34	33%	10%	33%
Males 35-54	9%	12%	9%
Males 55+	7%	23%	7%
Geographic Area			
Southeast	47%	60%	48%
Southwest	16%	13%	16%
Northwest	15%	10%	14%
Northeast	22%	17%	22%

*2010 U.S. Census and 2017 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. Ratings between 2021 and 2019 can be considered statistically significant if there are differences of six percentage points or more.

Appendix G: Survey Materials

The 2021 survey mailing materials appear on the following pages.

CITY OF BLOOMINGTON

YOUR INPUT SHAPES OUR FUTURE

CITY OF BLOOMINGTON 2021 COMMUNITY SURVEY

Dear Bloomington Resident,

Your household has been randomly selected to participate in Bloomington's 2021 Community Survey.

You can go online and complete the survey at:

Please do not share your survey link. This survey is for randomly selected households only. The City will conduct a separate survey that is open to all residents just a few weeks from now. You can also wait a few days for the paper survey to arrive in the mail.

If you have any questions about the survey, please call 812-349-3406. **It won't take much of your time to make a big difference!**

Thank you for helping create a better City!

Sincerely,

Mayor John Hamilton

Estimado residente de Bloomington:

Su hogar ha sido seleccionado al azar para participar en la Encuesta comunitaria 2021 de Bloomington. Puede conectarse y completar la encuesta en:

No comparta el enlace de su encuesta. Esta encuesta es solo para hogares seleccionados al azar. La Ciudad llevará a cabo una encuesta separada que está abierta a todos los residentes dentro de unas pocas semanas. También puede esperar unos días hasta que la encuesta llegue por correo. Si tiene alguna pregunta sobre la encuesta, llame al 812-349-3406.¡No le tomará mucho tiempo para hacer una gran diferencia!

¡Gracias por ayudar a crear una ciudad mejor!
Atentamente, alcalde John Hamilton

CITY OF BLOOMINGTON
401 N. MORTON ST. SUITE 210
BLOOMINGTON, IN 47404

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CITY OF BLOOMINGTON
OFFICE OF THE MAYOR

MAYOR JOHN HAMILTON

401 North Morton Street, Suite 210
Bloomington, Indiana 47404
812-349-3406 • mayor@bloomington.in.gov

March 2021

Dear City of Bloomington Resident,

You have been randomly selected to participate in the 2021 Bloomington Community Survey. Only a limited number of households have been selected to participate in the survey process, so your participation is greatly valued.

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

This is the third community-wide, scientific survey for the City of Bloomington. The first two surveys, conducted in 2017 and 2019, built a baseline understanding of residents' feelings about the quality and value of City services and revealed opinions about current conditions in our community. Local government and other organizations used those valuable results to inform important decisions. The 2021 survey results will be presented in a public meeting this spring and will reside alongside 2017 and 2019 results on our open data portal B-Clear.

A few things to remember:

- Your responses are confidential.
- The adult 18 years or older in your household who most recently had a birthday should complete this survey.
- You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:

http://polco.us/xxplaceholder

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

While the survey is offered in English, translation services will be available for those who wish to complete the survey in their preferred language. To access translation services, assistance completing the survey or general inquiries, please call 812-349-3406.

Thank you for your time and participation!

Sincerely,

John Hamilton
Mayor

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

CITY OF BLOOMINGTON
OFFICE OF THE MAYOR

MAYOR JOHN HAMILTON

401 North Morton Street, Suite 210
Bloomington, Indiana 47404
812-349-3406 • mayor@bloomington.in.gov

April 2021

Dear City of Bloomington Resident,

If you haven't already responded to the 2021 Bloomington Community Survey recently mailed to you, please do so today! **If you completed it online or already sent it back, I thank you for your time and ask you to kindly recycle this survey. Please do not respond twice.**

As a reminder, you have been randomly selected to participate in the 2021 Bloomington Community Survey. Only a limited number of households have been selected to participate in the survey process, so your participation is greatly valued.

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

This is the third community-wide, scientific survey for the City of Bloomington. The first two surveys, conducted in 2017 and 2019, built a baseline understanding of residents' feelings about the quality and value of City services and revealed opinions about current conditions in our community. Local government and other organizations used those valuable results to inform important decisions. The 2021 survey results will be presented in a public meeting this spring and will reside alongside 2017 and 2019 results on our open data portal B-Clear.

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Thank you for your time and participation!

Sincerely,

John Hamilton
Mayor

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

Bloomington 2021 Community Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are confidential and no identifying information will be shared.

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

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

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

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

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

	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know
Recommend living in Bloomington to someone who asks	1	2	3	4	5
Remain in Bloomington for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood at night	1	2	3	4	5	6
In Bloomington's downtown area during the day	1	2	3	4	5	6
In Bloomington's downtown area at night	1	2	3	4	5	6
From property crime	1	2	3	4	5	6
From violent crime	1	2	3	4	5	6
From fire, flood, or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Bloomington community does at each of the following.

	Excellent	Good	Fair	Poor	Don't know
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	1	2	3	4	5

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

	No	Yes
Made efforts to conserve water	1	2
Made efforts to make your home more energy efficient	1	2
Observed a code violation or other hazard in the City of Bloomington	1	2
Stocked supplies in preparation for an emergency	1	2

7. 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
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Cost of public parking	1	2	3	4	5
Ease of travel by car	1	2	3	4	5
Ease of travel by public transportation	1	2	3	4	5
Ease of travel by bicycle	1	2	3	4	5
Ease of walking	1	2	3	4	5
Well-planned residential growth	1	2	3	4	5
Well-planned commercial growth	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of the City	1	2	3	4	5
Overall appearance	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Preservation of the historical or cultural character of the community	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable housing options	1	2	3	4	5
Overall quality of new development in Bloomington	1	2	3	4	5
Fitness opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable food	1	2	3	4	5
Availability of affordable health care	1	2	3	4	5
Availability of affordable mental health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable child care/preschool	1	2	3	4	5
K-12 education	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Community support for the arts	1	2	3	4	5
Sense of civic/community pride	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities downtown	1	2	3	4	5
Shopping opportunities outside downtown	1	2	3	4	5
Cost of living in Bloomington	1	2	3	4	5
Overall quality of business and service establishments in Bloomington	1	2	3	4	5
Variety of business and service establishments in Bloomington	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Entertainment downtown	1	2	3	4	5
Entertainment outside downtown	1	2	3	4	5
Overall development of a variety of housing options in downtown (i.e., townhomes, apartments, etc.)	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5

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

	2 times a week or more	2-4 times a month	Once a month or less	Not at all
Participated in religious or spiritual activities	1	2	3	4
Attended an event offered by the City of Bloomington	1	2	3	4
Used bus or other public transportation instead of driving	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Volunteered your time to some group/activity in Bloomington	1	2	3	4
Talked to or visited with your immediate neighbors	1	2	3	4
Done a favor for a neighbor	1	2	3	4
Voted in your most recent local election	1	2	3	4
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	1	2	3	4

Bloomington 2021 Community Survey

9. 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.

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

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

❑ Yes → Go to question 11

❑ No → Skip to question 12

11. What was your impression of the staff member(s) in your most recent contact?

	Excellent	Good	Fair	Poor	Don't know
Knowledgeable	1	2	3	4	5
Responsive	1	2	3	4	5
Courteous	1	2	3	4	5
Overall impression	1	2	3	4	5

12. Please rate the performance of the City of Bloomington government in the following categories.

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

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

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

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

	Essential	Very important	Somewhat important	Not at all important	Don't know
Recovery of local economy after the COVID-19 pandemic	1	2	3	4	5
Expansion of the Bloomington/Monroe County Convention Center	1	2	3	4	5
City-wide high speed fiber for internet access	1	2	3	4	5
Redevelopment of current hospital site on W. 2nd St.	1	2	3	4	5
Investing time and resources to ensure equal and fair delivery of all City services	1	2	3	4	5

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

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

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

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

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

	Major source	Minor source	Not a source
City website (Bloomington.in.gov)	1	2	3
Local media outlets (newspapers, radio, local television stations)	1	2	3
Local government television channel (i.e., CATS TV)	1	2	3
Online City Board and Commission Meetings	1	2	3
Talking with City officials	1	2	3
City communications via social media	1	2	3
Word-of-mouth	1	2	3
Email distribution lists	1	2	3

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

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

Bloomington 2021 Community Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely confidential and no identifying information will be shared.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop, or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, Instagram, Nextdoor, etc.	1	2	3	4	5	6
Use or check email	1	2	3	4	5	6
Share your opinions online	1	2	3	4	5	6
Shop online	1	2	3	4	5	6

D2. What is your employment status?
- ❍ Working full time for pay
- ❍ Working part time for pay
- ❍ Unemployed, looking for paid work
- ❍ Unemployed, not looking for paid work
- ❍ Fully retired

D3. To what extent do you agree or disagree that your household is currently experiencing financial security?
- ❍ Strongly agree
- ❍ Somewhat agree
- ❍ Somewhat disagree
- ❍ Strongly disagree

D4. Do you work inside the boundaries of the City of Bloomington?
- ❍ Yes, outside the home
- ❍ Yes, from home
- ❍ No
- ❍ Don't know

D5. How many years have you lived in the City of Bloomington?
- ❍ Less than 2 years
- ❍ 2-5 years
- ❍ 6-10 years
- ❍ 11-20 years
- ❍ More than 20 years

D6. Which best describes the building you live in?
- ❍ One family house detached from any other houses
- ❍ Building with two or more homes (duplex, townhome, apartment or condominium)
- ❍ Mobile home
- ❍ Other

D7. Do you rent or own your home?
- ❍ Rent
- ❍ Own

D8. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?
- ❍ Less than $300 per month
- ❍ $300 to $599 per month
- ❍ $600 to $999 per month
- ❍ $1,000 to $1,499 per month
- ❍ $1,500 to $2,499 per month
- ❍ $2,500 or more per month

D9. Do any children 17 or under live in your household?
- ❍ No
- ❍ Yes

D10. Are you or any other members of your household aged 65 or older?
- ❍ No
- ❍ Yes

D11. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)
- ❍ Less than $25,000
- ❍ $25,000 to $49,999
- ❍ $50,000 to $99,999
- ❍ $100,000 to $149,999
- ❍ $150,000 or more

As the individual completing the survey, please respond to questions D12 through D16.

D12. Are you Spanish, Hispanic or Latino?
- ❍ No, not Spanish, Hispanic or Latino
- ❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D13. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
- ❍ American Indian or Alaskan Native
- ❍ Asian, Asian Indian, or Pacific Islander
- ❍ Black or African American
- ❍ White
- ❍ Other

D14. In which category is your age?
- ❍ 18-24 years
- ❍ 25-34 years
- ❍ 35-44 years
- ❍ 45-54 years
- ❍ 55-64 years
- ❍ 65-74 years
- ❍ 75 years or older

D15. With what gender do you identify most closely?
- ❍ Female ❍ Male ❍ In another way_____

D16. Are you a student?
- ❍ Yes, part-time at Indiana University
- ❍ Yes, full-time at Indiana University
- ❍ Yes, part-time at Ivy Tech Community College
- ❍ Yes, full-time at Ivy Tech Community College
- ❍ Yes, other _____
- ❍ No

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