City of Bloomington, IN
2023 Community Survey

Report of Results

May 2023

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Executive Summary

Survey Background

The 2023 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 2023. A total of 367 surveys were completed, yielding a response rate of 13%. 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 five percentage points around any given percentage point reported for all respondents (367 completes).

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 557 open participation surveys were completed. The open participation survey data were not collected through a random sample and it is unknown who in the community was aware of the survey; therefore, a level of confidence in the representativeness of the respondents cannot be estimated. However, to reduce bias where possible, these data were also statistically weighted to match the demographic characteristics estimates for all adults in the City of Bloomington.

Key Findings

Bloomington residents continue to have a positive quality of life.

- Three-quarters of respondents rated the overall quality of life in the City of Bloomington as excellent or good. Similarly, nearly the same proportion of residents viewed Bloomington favorably as a place to live, while 7 in 10 expressed satisfaction with the community as a place to raise children and as a place to visit. Despite these positive perceptions, several aspects of quality of life – including the respondent's neighborhood as a place to live, the city as a place to visit, and as a place to retire - declined from 2021 and 2023.

- Residents remained loyal to Bloomington, with three-quarters 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. These indexes were on par with national and peer comparison communities.

Overall opportunities for education contribute to the quality of life in Bloomington.

- When rating a set of eight community characteristics, 8 in 10 Bloomington residents commended overall opportunities for education and enrichment and the quality of the overall natural environment. Evaluations for overall opportunities for education and enrichment outpaced national and peer averages.

- When asked to select from a list the one thing they liked most about living in Bloomington, 18% of respondents were pleased with the access to educational opportunities, while 14% praised the small-town feel. The appearance of the city (13%), cultural activities (12%), and the friendliness of its people (12%) were other top choices.

Homelessness remains a City challenge.

- Among the least-liked aspects of Bloomington, approximately half of respondents mentioned the lack of affordable housing or homelessness.

- Two-thirds of respondents rated the City's efforts to address homelessness as poor, with the remaining one-third rating it as fair. Overall, residents felt strongly that homelessness is a major challenge for the City.

- Regarding the City's assistance in providing supportive housing for those experiencing homelessness, a majority of 74% strongly supported this action, while 19% somewhat supported it. These proportions were similar to those found in the 2021 survey, suggesting a consistently high level of support for addressing homelessness through supportive housing initiatives.

Some safety-related ratings have decreased since 2021.

- Most respondents felt very or somewhat safe during the day both in their neighborhoods (94%) and in the downtown area (86%). Also, about two-thirds of community members felt safe in their neighborhoods after dark (68%) while 4 in 10 felt safe at night in downtown Bloomington (44%). Feelings of safety downtown and in neighborhoods at night have decreased since 2021, although when comparisons could be made, ratings were similar to both the national and peer benchmark comparisons.

- Relatedly, ratings fell for the second survey iteration in a row for the quality of police services (46% excellent or good in 2023, compared to 60% in 2021 and 83% in 2019) and crime prevention (38% in 2023, down from 54% in 2021 and 61% in 2019). Both ratings in 2023 lagged behind national and peer community averages.

- On the other hand, residents were especially appreciative of emergency services, including fire services (92%), ambulance or EMS (85%) and fire prevention and education (68%).

Community engagement in Bloomington remains high.

- About 9 in 10 respondents reported having talked to their immediate neighbors in the last 12 months, which represents the highest value since 2017. Also, about two-thirds of residents had done a favor for a neighbor in the last year, while one half have volunteered their time to some group or activity in Bloomington in the same time frame.

City-wide high-speed internet access is a top priority.

- Bloomington residents assessed the importance of four possible community focus areas for the City to prioritize in the next five years. Respondents prioritized investing in city-wide high-speed fiber for internet access (68% essential or very important), developing the Hopewell Neighborhood at the legacy hospital site (65%) and developing the Trades District/certified tech park (62%) over the expansion of the Bloomington/Monroe County Convention Center (18%).

- Relatedly, three-quarters of respondents said taking steps to assure high speed internet access for all households in Bloomington, regardless of income, was very important or important.

While ratings for government performance have also declined since 2021, residents are highly satisfied with Bloomington City staff .

- About 6 in 10 residents positively rated the overall quality of services provided by the City of Bloomington. In contrast, only about half thought highly of the services provided by Monroe County, while less than 2 in 10 praised the services provided by the State of Indiana. Federal Government services were commended by about 3 in 10 residents.

- Evaluations for City, State, and Federal governments declined since 2021. Despite the current decline, City and State ratings were comparable to those provided in peer and national benchmark communities.

- The survey included several questions about City leadership's relationship with their constituents. Most of these ratings declined from 2021 to 2023 and were below the national benchmarks with the exception of the job City government does at welcoming citizen involvement, which was similar to the average.

- Of those who had contacted the City in the last 12 months, at least 8 in 10 lauded the courteousness, knowledge and responsiveness of its employees while three-quarters gave high marks on the overall impression of the contact. Further, residents' evaluations of Bloomington staff improved from 2021 to 2023.

Local online news and media outlets at the top of residents' sources of information

- Word-of-mouth was considered by 9 in 10 respondents as a major or minor source for obtaining information about City government and its activities, events and services. The next-most considered sources of information were local online news sources and local media outlets (local newspapers, radios, and television stations), with both being deemed as a source of information by about 8 in 10 respondents.

- The City website was the most mentioned official source (76%), followed by City communications via social media (71%) and City Council meetings (56%).

Survey Administration

Survey Purposes

The City of Bloomington contracted with Polco / National Research Center to conduct a community-wide survey. The 2023 survey was the fourth 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;
- 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 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 2023, 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 included a web link so they could complete the survey online if they preferred. A paper survey accompanied by a cover letter followed in the mail one week later. The cover letter was signed by the Mayor and also included a web link to give residents the option to take the survey online. On April 13, a final reminder postcard - that included the survey's web link - was sent to all 3,000 households. There were 367 survey respondents (including 216 surveys completed online and 151 on paper) that yielded an overall response rate of 13%. The margin of error is plus or minus five percentage points around any given percentage for all respondents (367). 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 give 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 5% around any given percent reported for all survey respondents (367). For comparisons among subgroups, the margin of error rises to approximately plus or minus 7% for subgroups of 200 and plus or minus 10% for subgroups of 100.

Comparisons of Results over Time

Because this survey was the fourth iteration of the community survey, the 2017, 2019 and 2021 results are presented when comparisons to 2023 were available. Where differences in ratings from 2021 to 2023 are statistically significant, they are marked with an upper-case letter.

Comparing Survey Results by Respondent Subgroups

Survey results were compared by length of residency, housing tenure (rent or own), gender, age, and student status (full and 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: Survey Results by Respondent Characteristics.* Where differences between subgroups are statistically significant, they are marked with an upper-case letter.

Comparing Survey Results to Other Communities

Polco's database of comparative resident opinion comprises resident perspectives gathered in resident surveys from over 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 350 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. National benchmark comparisons and peer community benchmark comparisons (communities that have a university and a similar median household income) 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 in the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

Survey Findings

Quality of Life and Community

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

Quality of Life

As in 2021, Bloomington residents were pleased with their overall quality of life, with about three-quarters giving high marks. The current 75% of residents who rated the overall quality of life in Bloomington as excellent or good is not statistically different from the 79% that did so in 2021. The current rating was on par with ratings given in national and peer benchmark communities (for detailed information on the benchmark comparisons see *Appendix F: Benchmark Comparisons*).

Figure 1: Overall Quality of Life in Bloomington, 2023

Please rate the overall quality of life in the City of Bloomington.
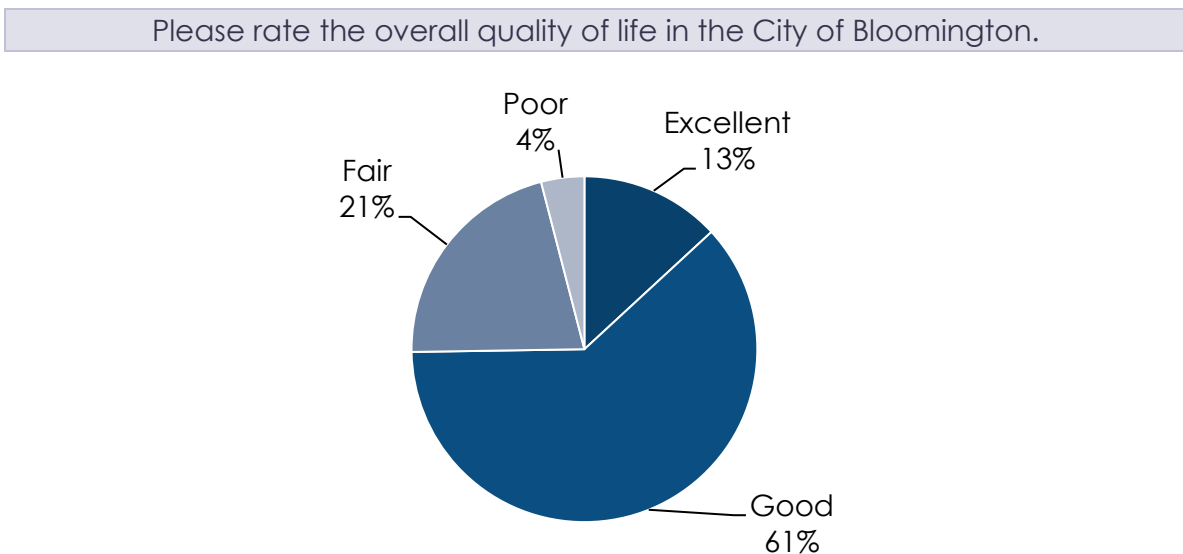
Figure 2: Quality of Life Compared by Year

Please rate the overall quality of life in the City of Bloomington.
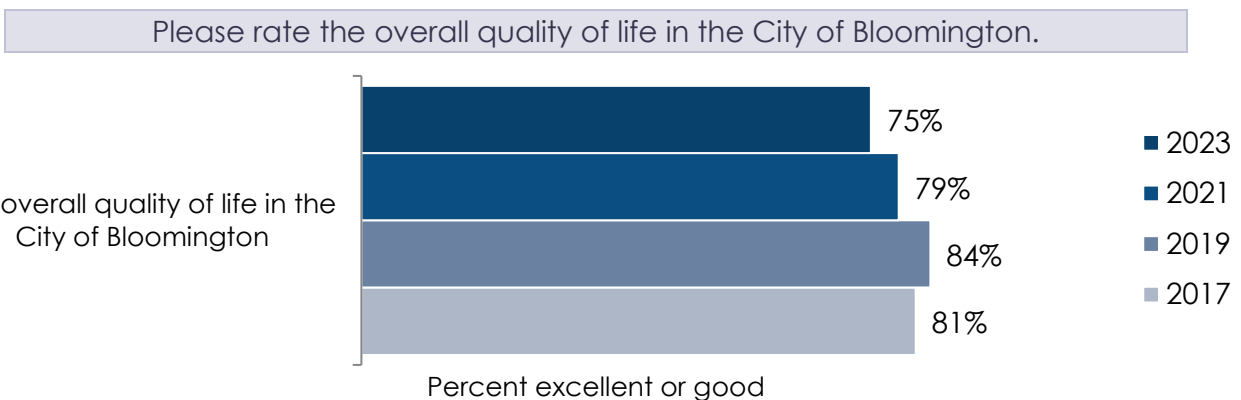
Survey participants who lived in Council Districts 3 and 5 gave higher evaluations to the overall quality of life in Bloomington than those who lived in District 2. Also, females and homeowners tended to give higher evaluations to the overall quality of life in Bloomington than males and renters (see *Appendix D: Survey Results by Respondent Characteristics*).

For aspects that enhance quality of life, 8 in 10 residents praised Bloomington as a place to live. Meanwhile, about 6 in 10 respondents or more commended Bloomington as a place to raise children (69%), as a place to visit (57%), and their neighborhood as a place to live (62%). At least half awarded high marks to the community as a place to work and as a place to retire, and 4 in 10 praised the City as a place to grow a business. Evaluations of their neighborhood as a place to live and Bloomington as a place to live, to visit and to retire declined in 2023 compared to 2021. Residents' ratings for all these items were on par with peer community averages.

When differences were significant, homeowners awarded higher marks than renters to aspects of quality of life, as did residents aged 55 and older, than younger respondents. Survey participants who lived in the southwestern area of the city tended to give higher ratings to Bloomington as a place to grow a business, while residents in District 5 gave more positive ratings to their neighborhoods as a place to live, than their counterparts.

Figure 3: Aspects of Quality of Life Compared by Year

Please rate each of the following aspects of quality of life in the City of Bloomington.
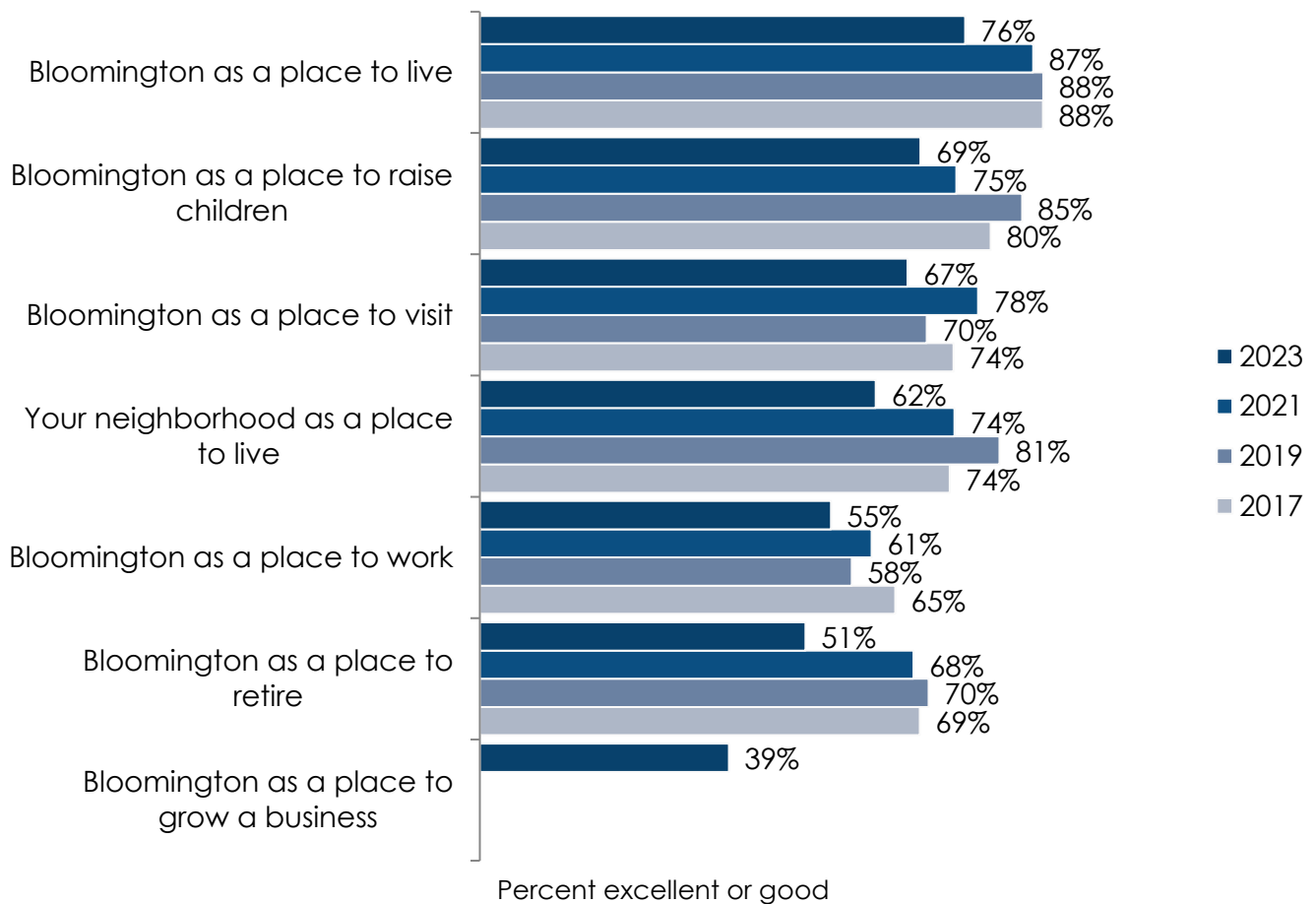
Note: More than 30% of respondents answered "don't know" when asked to rate "Bloomington as a place to retire" (32%) and "Bloomington as a place to grow a business" (45%).

Residents remain loyal to Bloomington, with three-quarters indicating they would recommend living in the community to someone who asked and about 6 in 10 indicating they planned to remain in the community for the next five years. Although mostly positive, the percentage of respondents recommending living in Bloomington was the lowest since 2017, but still similar to national and peer benchmarks.

Homeowners, non-students, those over age 35, and those who had lived in Bloomington for more than five years were more likely to plan on living in the community for the next five years than their counterparts. No statistically significant differences were found when analyzing the data by geographical areas (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 4: Resident Loyalty Compared by Year

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

Recommend living in Bloomington to someone who asks
- 2023: 74%
- 2021: 81%
- 2019: 86%
- 2017: 86%

Remain in Bloomington for the next five years
- 2023: 63%
- 2021: 60%
- 2019: 62%
- 2017: 66%

Percent very or somewhat likely
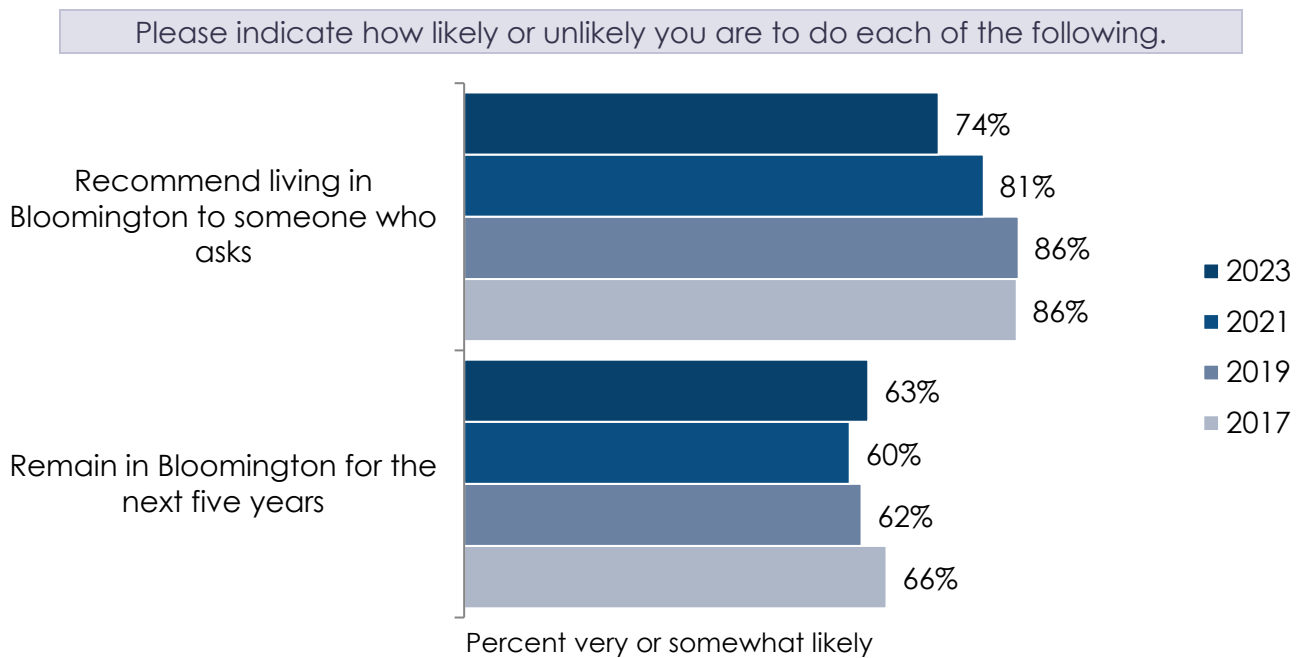
Overall Community Characteristics

City leadership asked residents to provide their opinions on a set of characteristics that define a community. Around 8 in 10 participants appreciated the overall opportunities for education and enrichment and the natural environment. About 7 in 10 praised the City's image or reputation while 6 in 10 stressed the health and wellness opportunities and the ease of navigating places they have to visit. Additionally, about half of residents were pleased with the sense of community in Bloomington, the overall built environment, and the overall economic health of Bloomington (see *Figure 5: Overall Community Characteristics Compared by Year* on the next page).

Ratings for health and wellness opportunities, ease of navigating the city, overall opportunities for education, overall image and reputation, and the overall "built environment" of Bloomington decreased since 2021, while evaluations for sense of community, overall economic health, and overall natural environment remained stable.

Overall, most ratings of the general characteristics of Bloomington were similar to the benchmark groups. However, evaluations of the overall opportunities for education and enrichment were higher than national and peer averages, while assessments of the economic health of Bloomington was below the national average.

Patterns of differences based on respondent demographics were difficult to discern; however, homeowners were more likely to give favorable ratings to the overall opportunities for education, overall natural environment, and overall image or reputation of Bloomington than renters. Residents from the southwestern portion of Bloomington were more critical of the overall opportunities for education and enrichment than residents in other quadrants (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 5: Overall Community Characteristics Compared by Year

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

Percent excellent or good
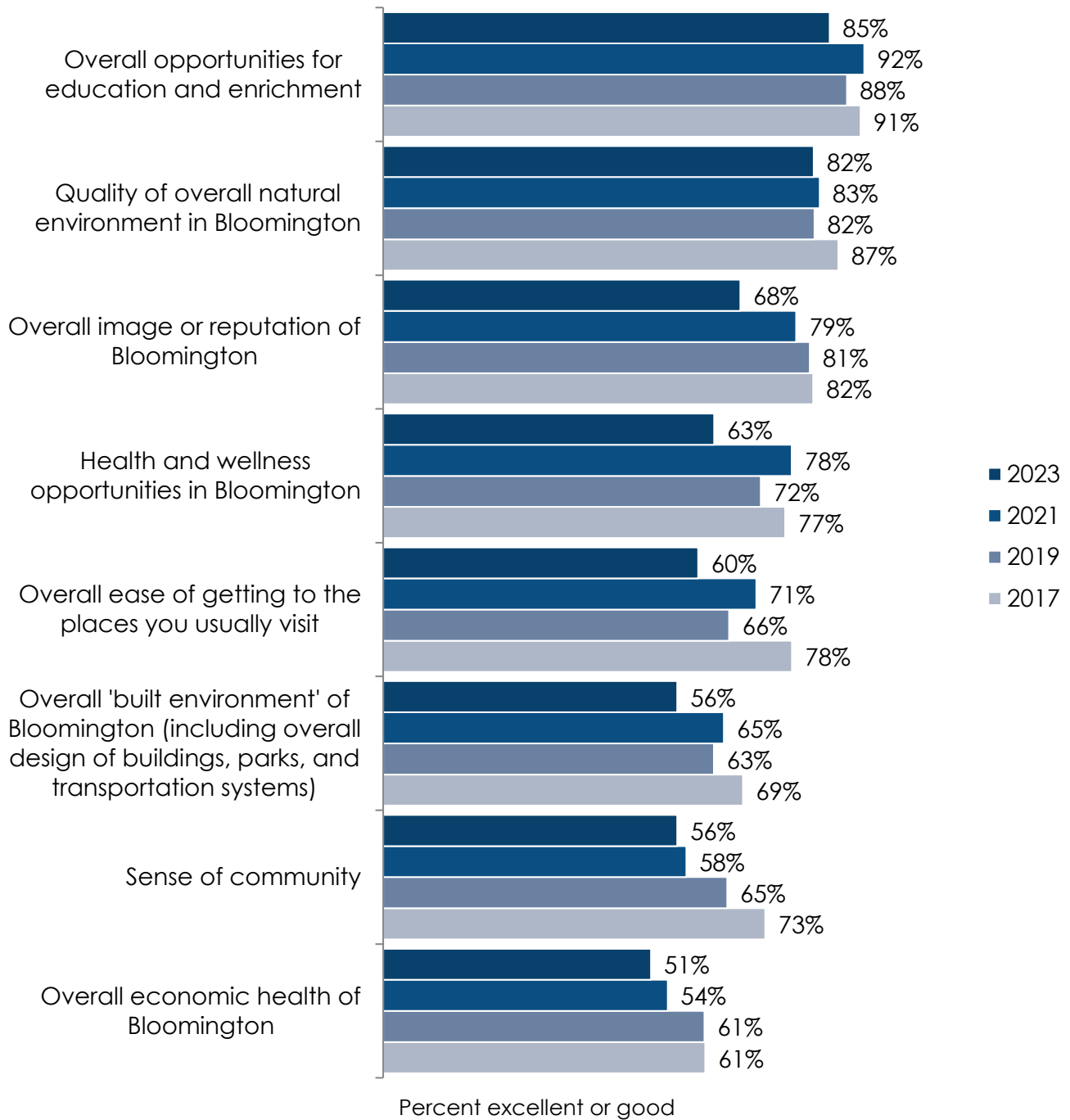
Community Features

Delving deeper into features that help shape the livability of a community, survey respondents rated a list of 28 aspects that contribute to quality of life. Residents were most appreciative of opportunities to attend cultural/arts/music activities (89% excellent or good), opportunities to volunteer (85%), opportunities to participate in religious or spiritual events (83%) and recreational opportunities (82%). Other high-performing characteristics included opportunities to participate in social events and activities, fitness opportunities, adult educational opportunities and the overall quality of business and service establishments, with three-quarters giving excellent or good reviews to each. Less than half of respondents felt positively about aspects related to affordability (e.g., cost of living and the availability of affordable housing, food, healthcare and childcare/preschool options), employment opportunities, and shopping and entertainment opportunities outside downtown, among other items.

When compared to 2021, 14 community features registered decreases, nine remained stable and five were not measured in the previous iterations. The variety of housing options (-18 pts), the availability of affordable quality health care (-19 pts) and the availability of affordable food (-32 pts) were the items registering the sharpest reductions (see *Figure 6: Community Features Compared by Year* on the next page).

For the 20 items that had national benchmark comparisons available, Bloomington surpassed the average in three areas (opportunities to attend cultural /arts /music activities, adult educational opportunities, and opportunities to volunteer); ratings for nine items were on par with the average, and ranked below average for eight items (availability of affordable child care/preschool, health care, mental health care, and housing, as well as the cleanliness of the city, variety of housing options, and cost of living).

For the 20 items that had peer benchmark comparisons available, Bloomington surpassed the benchmark in three areas (opportunities to attend cultural /arts /music activities, adult educational opportunities, and opportunities to volunteer); ratings for 10 items were similar to the average, and ranked lower than average for eight items (availability of affordable child care/preschool, health care, housing, food, and mental health care, as well as the variety of housing options, cost of living, and variety of housing options).

Comparisons by geography revealed that northwest survey respondents provided lower scores than those who lived elsewhere to the overall quality of business and service establishments in Bloomington, sustainability, opportunities to attend cultural activities, the overall appearance of the city, and openness and acceptance of the community toward people of diverse backgrounds. Residents of the southwestern quadrant tended to give lower scores to adult educational opportunities and shopping opportunities outside downtown than others (See *Appendix D: Survey Results by Respondent Characteristics* for additional comparisons by respondent demographics).

Figure 6: Community Features Compared by Year

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole. (Percent excellent or good)	2017	2019	2021	2023
Opportunities to attend cultural/arts/music activities	94%	94%	85%	89%
Opportunities to volunteer	88%	89%	87%	85%
Opportunities to participate in religious or spiritual events and activities	90%	90%	.	83%
Recreational opportunities	81%	79%	83%	82%
Opportunities to participate in social events and activities	80%	78%	.	78%
Fitness opportunities	80%	78%	83%	77%
Adult educational opportunities	82%	82%	83%	76%
Overall quality of business and service establishments in Bloomington	75%	73%	77%	75%
Air quality	83%	84%	82%	70%
K-12 education	76%	78%	80%	68%
Overall appearance	82%	78%	82%	68%
Entertainment downtown	75%	72%	69%	65%
Opportunities to participate in community matters	78%	78%	.	65%
Public places where people want to spend time	70%	72%	76%	64%
Openness and acceptance of the community toward people of diverse backgrounds	79%	81%	59%	61%
Neighborliness of residents in Bloomington	66%	65%	.	58%
Cleanliness of the City	76%	69%	68%	54%
Shopping opportunities downtown	61%	59%	59%	52%
Shopping opportunities outside downtown	66%	64%	59%	48%
Availability of affordable food	72%	72%	74%	42%
Entertainment outside downtown	51%	49%	44%	40%
Employment opportunities	43%	46%	50%	39%
Sustainability	.	.	.	38%
Availability of affordable health care	56%	50%	46%	27%
Cost of living in Bloomington	44%	43%	33%	22%
Variety of housing options	54%	48%	40%	22%
Availability of affordable child care/preschool	37%	41%	35%	19%
Availability of affordable housing	34%	27%	20%	7%

Note: More than 30% of respondents responded "don't know" when asked to rate "Availability of affordable mental health care" (33%), "Opportunities to participate in religious or spiritual events and activities" (36%), "K-12 education" (47%) and "Availability of affordable child care/preschool" (66%).

Safety

As in the 2021 survey, respondents felt safe in their neighborhoods (94%) and in the downtown area (86%) during the day. About two-thirds of community members also felt safe in their neighborhoods after dark, and 4 in 10 felt safe at night in downtown Bloomington (44%).

Feelings of safety in downtown and in their neighborhoods during the night have decreased since 2021, although when comparisons could be made, ratings were similar to both the national and peer benchmark comparisons (see *Appendix F: Benchmark Comparisons*).

When comparing based on geography, participants from the southeast quadrant of the city felt more secure in their neighborhoods at night compared to their peers (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 7: Feelings of Safety Compared by Year

Please rate how safe or unsafe you feel:

In your neighborhood during the day
- 94%
- 94%
- 96%
- 96%

In Bloomington's downtown area during the day
- 86%
- 92%
- 93%
- 90%

In your neighborhood at night
- 68%
- 75%
- 77%
- 76%

In Bloomington's downtown area at night
- 44%
- 60%
- 59%
- 56%

Legend: ■ 2023 ■ 2021 ■ 2019 ■ 2017

Percent very safe or somewhat safe
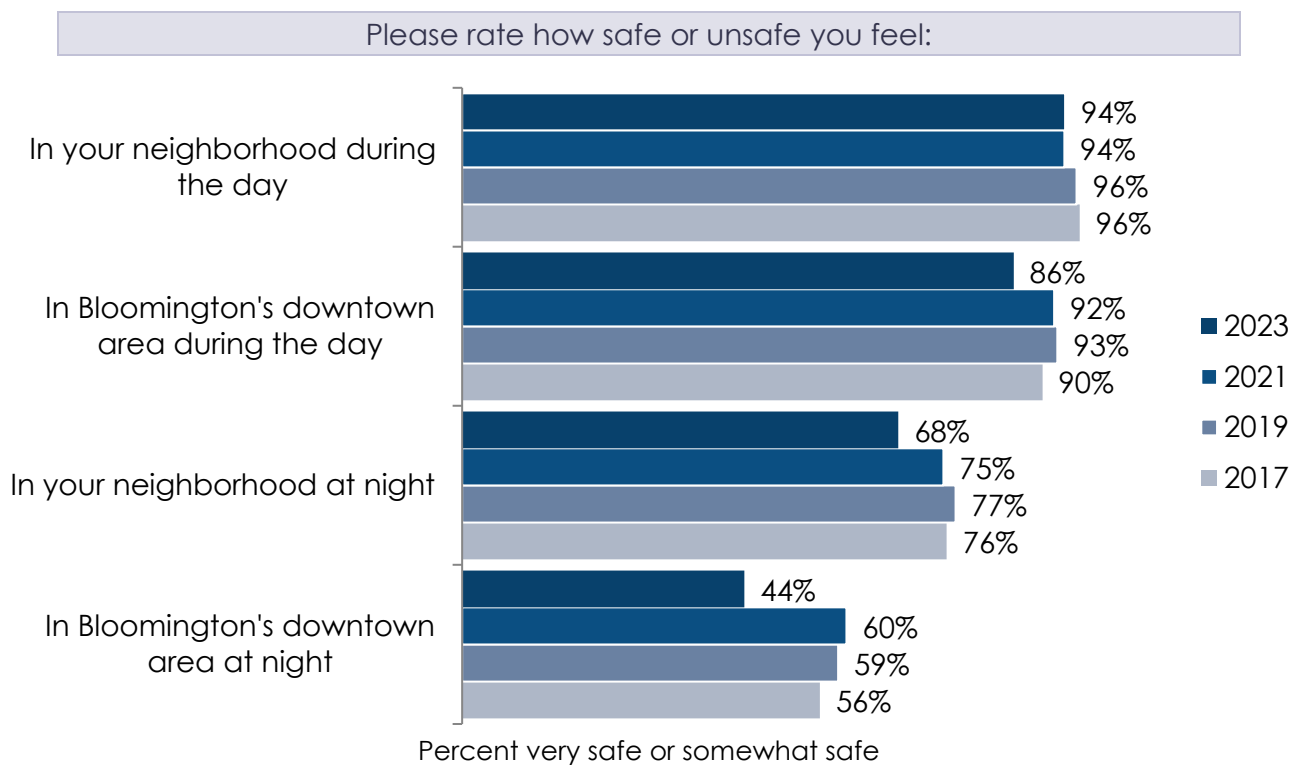
Mobility

For measures related to the ease of navigating the city, residents were most pleased with the availability of paths and walking trails (78% excellent or good) and ease of travel by car (68%). About 6 in 10 respondents positively rated their ability to travel with ease by walking. Conversely, fewer residents positively rated ease of travel by public transportation (40%), traffic flow on major streets (40%), the cost of public parking (41%) and the ease of public parking (33%). Compared to 2021, three items in 2023 showed statistically significant decreases (ease of walking, ease of travel by bicycle, and traffic flow on major streets) and five showed no changes.

Figure 8: Mobility 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
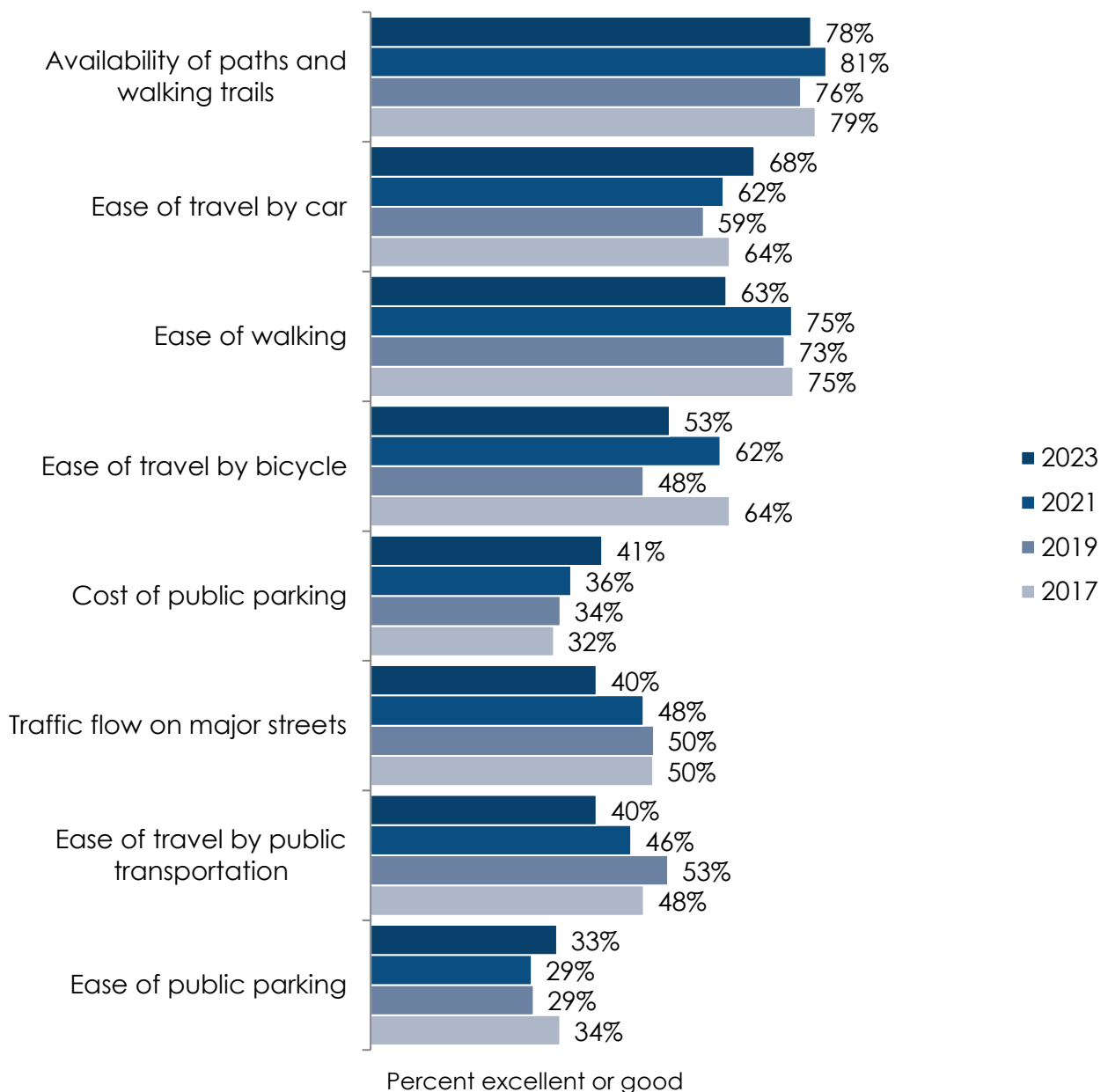
When comparisons could be made, assessments for most measures related to transportation were similar to those provided in other communities nationally and within peer cities (though ratings for ease of public parking lagged behind national averages).

Those aged 35 and older were more positive about the ease of walking than those aged 18 to 34. Students tended to more favorable rate the ease of travel by bicycle than their counterparts. Respondents from the northwest quadrant were less likely than respondents in the other regions to give high marks to ease of travel by public transportation, as were residents who had lived in the city for more than 20 years (see *Appendix D: Survey Results by Respondent Characteristics* for more information).

Living in Bloomington

When asked to choose their favorite thing about living in Bloomington, 18% of respondents selected the access to educational opportunities, while 14% praised the its sense of community and small-town feel. The appearance of the city (13%), cultural activities (12%) and the friendliness of its people (12%) were also frequently selected.

Residents who had lived in the city for less than two years highlighted businesses, shopping, and dining experiences more frequently than respondents that have lived in Bloomington for more time. Students and younger residents tended to more frequently mention the access to university and educational opportunities than their counterparts, while non-students were more likely to select the sense of community and the small-town feel (see *Appendix D: Survey Results by Respondent Characteristics* for more information).

Figure 9: Like Most about Living in Bloomington, 2023

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

Category	Percent
Access to university/educational opportunities	18%
Sense of community/small town feel	14%
Beautiful/appearance/eco-friendly	13%
Cultural activities and entertainment	12%
People/friendly	12%
Everything/great place to live	11%
Diversity/inclusivity	7%
Businesses/shopping/dining	5%
Accessibility/mobility	2%
Other	7%

Percent of respondents

In addition to considering what they like most about living in Bloomington, residents were asked what they liked least about living in the city. About one-quarter of respondents pointed to the lack of affordable housing as what they like least about the city, while a similar proportion mentioned homelessness. Roads, traffic and public transportation emerged as the third least desirable attribute of Bloomington, followed by undesirable development and local government.

Homeowners cited development and government more frequently as the least-liked attribute of Bloomington, while renters focused on affordable housing. When analyzed by area, residents of the northeast quadrant mentioned the lack of job opportunities in higher proportions than other residents, while residents in the northwestern part of the city tended to raise less concerns about roads, traffic and public transportation (see *Appendix D: Survey Results by Respondent Characteristics).*

Figure 10: Like Least about Living in Bloomington, 2023

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

Affordable housing	25%
Homelessness	22%
Roads / traffic / public transportation	16%
Unhappy with development	9%
Government (politics, trust, decision-making)	9%
Lack of activities/amenities/City services	6%
Feel unsafe	5%
Lack of job opportunities/economic vitality	3%
Other	4%

Percent of respondents
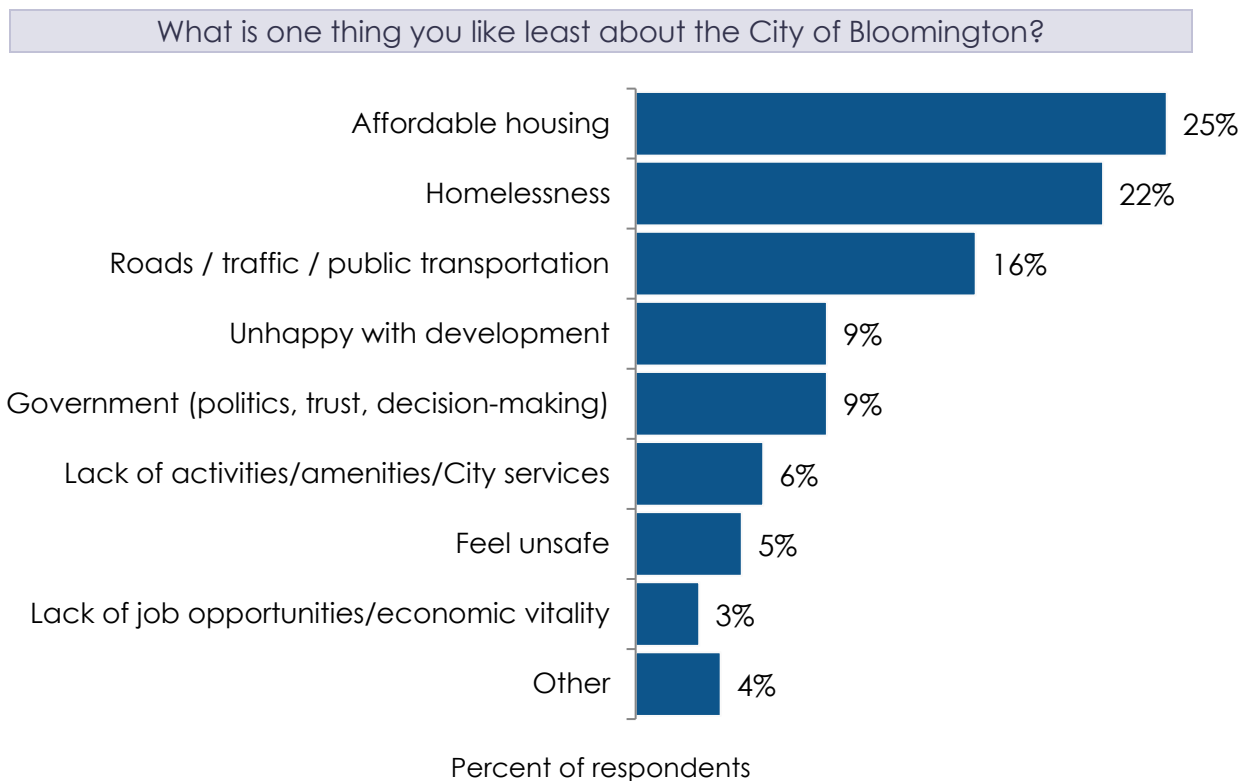
Community Participation

About two-thirds of Bloomington residents in 2023 reported participating in "green" behaviors, such as making their homes energy efficient (which represented a decline from 2021) and conserving water. Also, about one-half reported they had observed a code violation or other hazard in the City of Bloomington, which was a substantial increase from 2021. About 4 in 10 respondents reported stocking supplies for an emergency, trending down from 2021 and likely due to the perceived decrease of the threat of COVID-19.

Figure 11: Community Participation Compared by Year

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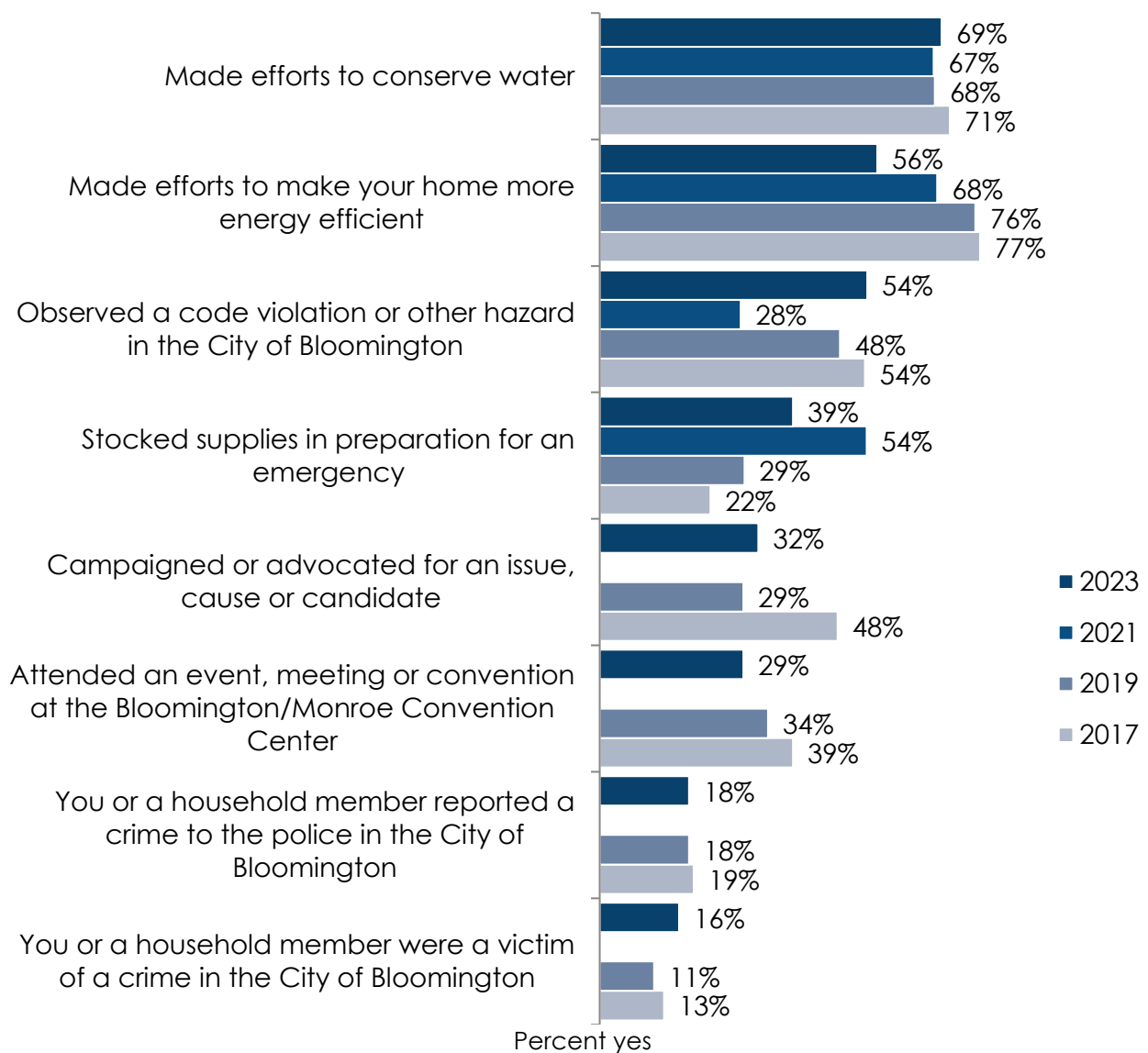
Percent yes

About 9 in 10 respondents reported having talked to their immediate neighbors in the last 12 months, which represented the highest value since 2017. Also, about three-quarters of respondents reported walking or biking instead of driving at least once in the past year, while two-thirds had done a favor for a neighbor. Six in 10 residents had carpooled with other adults or children instead of driving alone, and the same proportion had attended an event offered by the City of Bloomington; both of these proportions increased from 2021 to 2023.

Residents in Bloomington reported higher rates of walking or biking instead of driving, using public transportation instead of driving, carpooling and volunteering than residents in other communities across the country. Overall, participation rates in Bloomington were also higher than those observed in peer communities (see *Appendix F: Benchmark Comparisons*).

Figure 12: Frequency of Participation Compared by Year

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

Activity	2023	2021	2019	2017
Talked to or visited with your immediate neighbors	88%	75%	77%	79%
Walked or biked instead of driving	75%	80%	74%	77%
Done a favor for a neighbor	65%	65%	66%	66%
Carpooled with other adults or children instead of driving alone	61%	53%	57%	63%
Attended an event offered by the City of Bloomington	58%	49%	68%	71%
Volunteered your time to some group/activity in Bloomington	53%	51%	52%	59%
Used bus or other public transportation instead of driving	36%	32%	45%	53%
Participated in religious or spiritual activities	33%	39%	44%	44%
Watched (online or on television) a local public meeting of local elected officials	25%	36%	21%	27%

Percent at least once

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 6 in 10 residents commended the overall quality of services provided to them by the City of Bloomington. In contrast, only about half gave favorable scores to the services provided by Monroe County, while less than 2 in 10 praised the services provided by the State of Indiana. Federal Government services were commended by about 3 in 10 residents.

Evaluations of Federal, State and City government declined from 2021 to 2023. Monroe County's services weren't included in previous years, so no trends over time are available for these items. Despite the current declines, State and City ratings were similar to those provided in peer and national benchmark communities.

Survey participants who have lived for less than 20 years in Bloomington, homeowners, students, and residents age 25 or older tended to give higher ratings than their counterparts the quality of services provided by the City of Bloomington. Homeowners also tended to more positively evaluate the quality of services provided by the Indiana Government and the Federal Government than renters (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 13: Quality of Government Services Compared by Year

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

Percent excellent or good
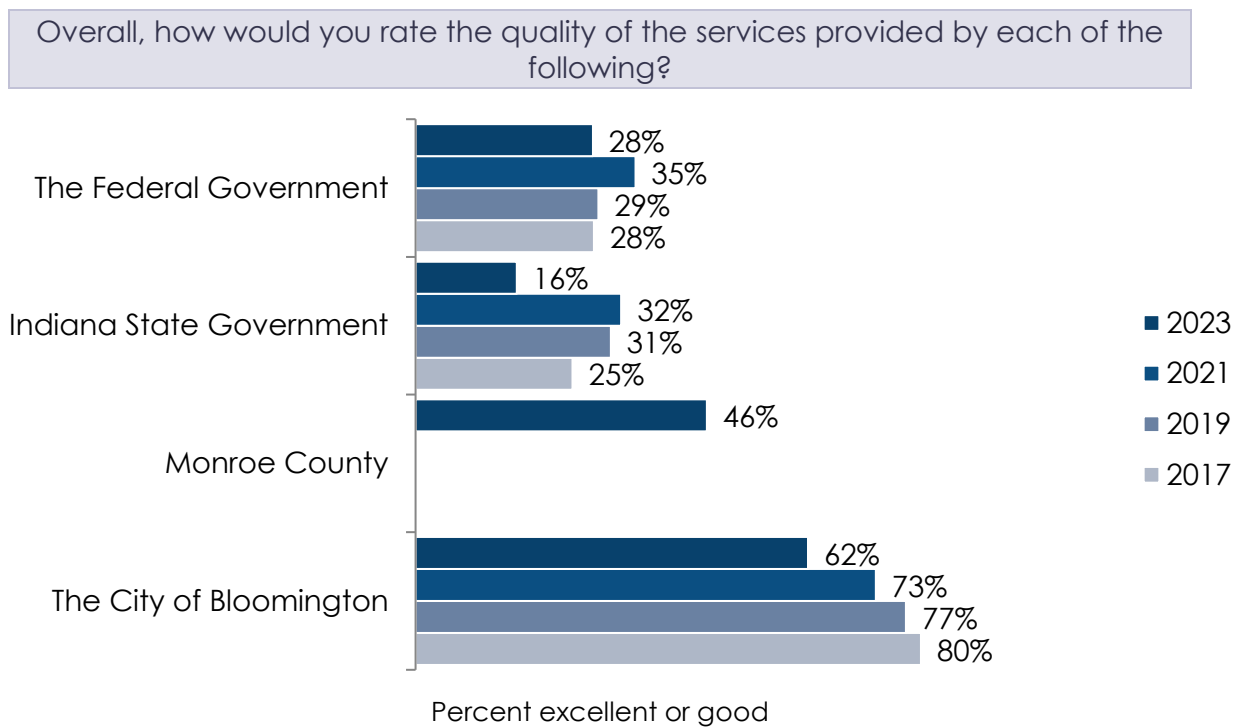
Note: 32% of respondents answered "don't know" when asked to rate "Monroe County Government".

Government Performance

The survey included several questions about City leadership's relationship with their constituents. About half of residents appreciated the job the City government does at welcoming citizen involvement, while about a third praised the value of services for the taxes they paid, generally acting in the best interest of the community, the overall direction the City is taking, the overall confidence in the City government and being honest/transparent. Finally, just one-quarter of respondents gave excellent or good ratings to treating all residents fairly and listening to public concern. Most of these ratings declined from 2019 to 2021, and again from 2021 to 2023 (see *Figure 14: City of Bloomington Performance Compared by Year* on page 24).

All ratings were lower to the national benchmarks except for the job the City government does at welcoming citizen involvement, which was on par with the average. When comparing with the peer benchmarks, most ratings were similar, although the overall direction of the City and treating all residents fairly scored below the average (see *Appendix F: Benchmark Comparisons*).

Residents from the northwest quadrant tended to provide less positive reviews than those in other quadrants to the overall direction that the City is taking, acting in the best interest of the community, and the overall confidence in City government. Residents in the southern half of the city tended to give more positive ratings to the value of services for the taxes paid to the City than their counterparts in the northern half.

Residents who had lived in the community for less than two years gave higher ratings to the City government generally acting in the best interest of the community than residents who had lived in the community for more than two years, while residents who have lived in the city for more than 20 years provide less positive reviews than others on the overall direction that the City is taking (see *Appendix D: Survey Results by Respondent Characteristics*.)

Figure 14: City of Bloomington Performance Compared by Year

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

The job City government does at welcoming citizen involvement
- 48%
- 49%
- 62%
- 69%

Value of services for the taxes paid to the City
- 39%
- 66%
- 62%
- 68%

Generally acting in the best interest of the community
- 37%
- 47%
- 59%
- 65%

Overall direction that the City is taking
- 34%
- 52%
- 62%
- 65%

Overall confidence in City government
- 32%
- 44%
- 59%
- 62%

Being honest/transparent
- 31%
- 37%
- 54%
- 61%

Treating all residents fairly
- 26%
- 36%
- 54%
- 59%

Listening to public concern
- 25%
- 32%
- 54%
- 59%

Legend:
- 2023
- 2021
- 2019
- 2017

Percent excellent or good

City Service Quality and Importance

Survey participants also provided feedback on over 40 specific services provided by the City of Bloomington (see Figure 15 on the next page). Residents were especially appreciative of the **quality** of emergency services (fire services and ambulance or emergency medical services), as well as the Lotus Festival, the Fourth Street Arts Fair, parks, trails and farmers market; at least 8 in 10 awarded excellent or good scores to each service.

Scores for the farmers market, animal care control, parking garages, and snow removal improved from the last survey iteration. Conversely, residents felt less positively in 2023 than in 2021 about 18 City services, including police services, crime prevention, traffic enforcement, neighborhood/residential parking, street lighting, garbage collection, recycling, yard waste pick-up, sidewalk maintenance, storm drainage, and drinking water, among others (see *Appendix E: 2023 Survey Results Compared to Previous Iterations*).

For the 29 services where national benchmarks were available, Bloomington scored on par with the average for 16 items and lagged behind in 13 (including police services, crime prevention, traffic enforcement, street repair, street lighting, and sidewalk maintenance, among others). Among peer communities, Bloomington scored similarly to the average for 24 items and lagged behind in five (police services, crime prevention, storm drainage, drinking water and health services).

Services that were deemed a **priority** by at least 8 in 10 respondents included affordable/workforce housing availability, drinking water, health services, sustainability efforts, recycling, preservation of natural areas, fire services, ambulance services, bus and transit services, and economic development. Overall, the importance ratings for most services rose from 2021 to 2023.

Survey participants from the southeast and northwest quadrants gave higher ratings to garbage collection and recycling than respondents who lived in the southwest quadrant. Additionally, respondents in the northwest quadrant gave lower ratings to drinking water, sidewalk maintenance, transit services and land use, planning, and zoning than respondents in other quadrants.

Among the many differences spotted when analyzing the results by the demographic characteristics of the respondents, homeowners rated the quality of many services (such garbage collection, recycling, crime prevention, police services, resident interaction with Bloomington Police Department, preservation of natural areas, open space, drinking water, snow removal, street cleaning, sustainability efforts, neighborhood parking and parking garages) more positively than renters.

Also, residents aged 55 or older were more likely than younger respondents to give favorable scores to police services, while those aged 35 or older tended to more positively rate resident interaction with the Bloomington Police Department when compared to their younger counterparts (see *Appendix D: Survey Results by Respondent Characteristics* for additional geographic and demographic comparison information).

Figure 15: Quality and Importance of City Services Compared by Year

	Quality				Importance			
	2023	2021	2019	2017	2023	2021	2019	2017
Fire services	92%	91%	96%	94%	82%	72%	87%	86%
Lotus Festival	88%	84%	87%	82%	34%	43%	49%	53%
Fourth Street Arts Fair	86%	86%	85%	82%	36%	38%	47%	51%
Ambulance or EMS	85%	87%	94%	89%	81%	78%	88%	88%
Parks	85%	85%	82%	83%	73%	77%	84%	82%
Trails	84%	86%	84%	86%	63%	74%	81%	78%
Farmers market	81%	71%	91%	90%	50%	55%	70%	75%
Garbage collection	76%	83%	84%	78%	72%	59%	75%	71%
Animal care and control	74%	63%	74%	66%	65%	49%	65%	58%
Sewer services	72%	76%	75%	74%	75%	68%	83%	79%
Fire prevention and education	68%	76%	77%	76%	61%	62%	74%	69%
Preservation of natural areas	68%	74%	69%	73%	82%	82%	88%	89%
Snow removal	68%	60%	68%	70%	70%	62%	80%	73%
Taste of Bloomington	66%	76%	78%	74%	31%	35%	47%	42%
Customer service by City employees	65%	72%	75%	74%	55%	61%	76%	71%
Parking garages	62%	52%	47%	64%	43%	38%	61%	46%
Public art provided by the City	61%	72%	67%	70%	37%	34%	46%	43%
Yard waste pick-up	61%	72%	74%	69%	53%	47%	57%	56%
Open space (green space)	60%	75%	66%	69%	70%	78%	84%	85%
Street cleaning	59%	57%	60%	65%	54%	47%	59%	47%
Public information services	58%	62%	60%	61%	56%	64%	70%	70%
Bus or transit services	53%	64%	66%	67%	81%	70%	80%	75%
Recycling	53%	63%	75%	62%	83%	75%	87%	86%
Traffic signal timing	51%	54%	55%	57%	47%	40%	55%	54%
Drinking water	50%	66%	64%	59%	89%	79%	92%	92%
City website	49%	58%	65%	59%	40%	45%	60%	63%
Sustainability efforts	48%	50%	59%	59%	84%	79%	88%	85%
Small Business support	47%	54%	68%	62%	75%	81%	80%	84%
Police services	46%	60%	83%	78%	67%	66%	83%	83%
Health services	44%	60%	60%	63%	86%	88%	93%	90%
Street lighting	43%	55%	49%	48%	58%	54%	75%	70%
Traffic enforcement	42%	57%	54%	64%	47%	46%	61%	52%
Neighborhood parking	42%	55%	50%	52%	45%	39%	56%	53%
Code enforcement	39%	43%	48%	50%	44%	34%	55%	49%
Crime prevention	38%	54%	61%	54%	79%	66%	89%	88%
Downtown parking	37%	38%	35%	36%	51%	54%	71%	65%
Resident interaction with Police	37%	42%	57%	54%	68%	80%	78%	78%
Economic development	36%	50%	57%	55%	80%	63%	89%	86%
Storm drainage	35%	54%	45%	55%	77%	66%	80%	72%
Sidewalk maintenance	35%	48%	47%	47%	71%	60%	69%	66%
Land use, planning, and zoning	27%	39%	47%	50%	69%	67%	77%	72%
Street repair	24%	28%	35%	36%	76%	75%	89%	82%
Affordable housing availability	5%	23%	28%	32%	90%	85%	92%	87%

Note: More than 30% of answered "don't know" when asked to rate the quality of economic development (30%), customer service by City employees (32%), ambulance or EMS (33%), code enforcement (35%), animal control (35%), Fourth Street Arts Fair (35%), public information services (36%), animal care and control (36%), fire services (37%), yard waste pick-up (41%), resident interaction with the Police (42%), taste of Bloomington (46%), Lotus Festival (47%), City website (47%), Small Business support (51%) and fire prevention (57%).

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 lower than the level of interaction seen in 2021, but similar to national and peer comparison communities.

Figure 16: Contact with City of Bloomington Staff Compared by Year
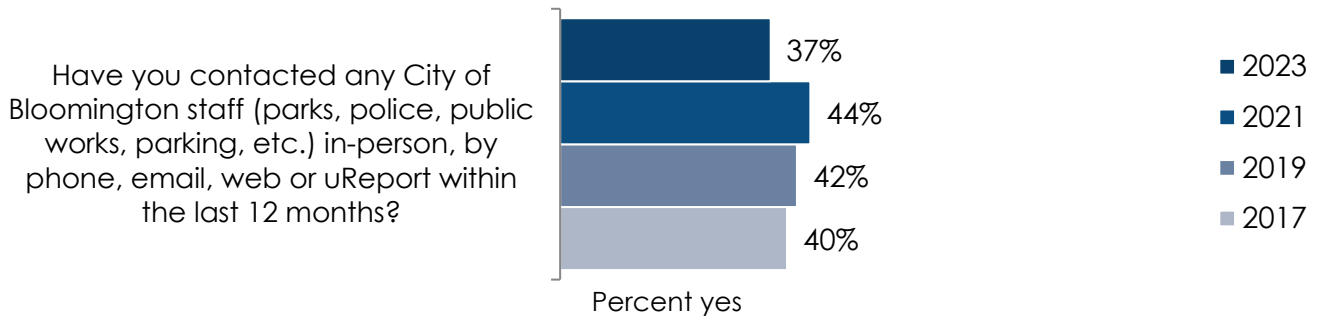
Of those who had contacted the City, at least 8 in 10 lauded the courteousness, knowledge and responsiveness of the employees, and three-quarters gave high marks on the overall impression of the contact. Residents' evaluations of all aspects of contacts with the staff members improved from 2021 to 2023.

Figure 17: Impression of Contact with Staff Compared by Year
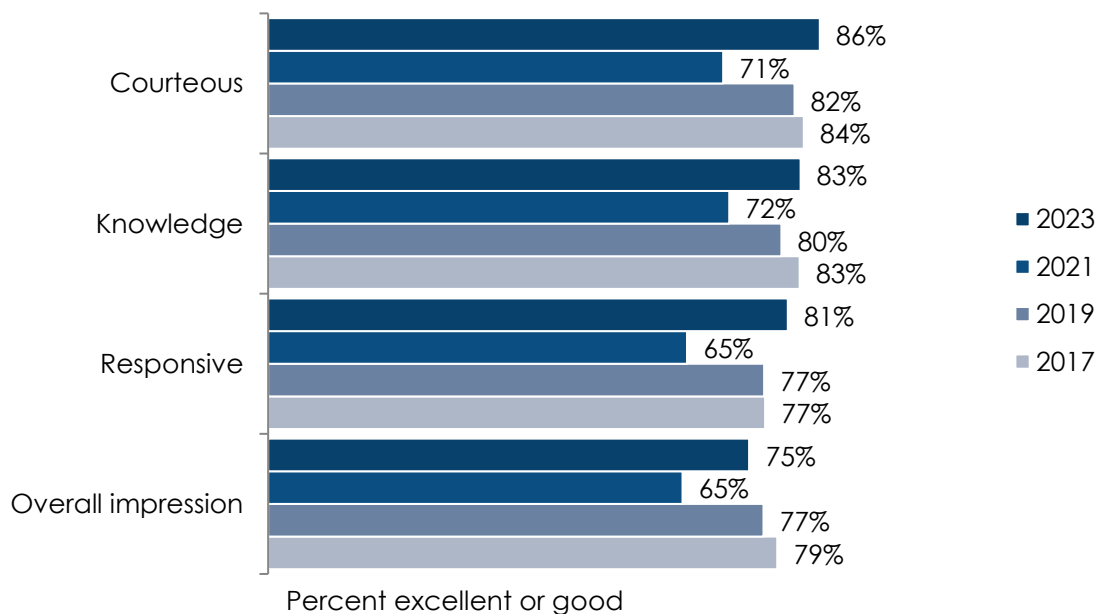
Priorities and Planning

Bloomington residents assessed the importance of four possible community focus areas for the City to prioritize in the next five years. Respondents most prioritized investing in City-wide high-speed fiber for internet access (68% essential or very important), developing the Hopewell Neighborhood at the legacy hospital site (65%), and developing the Trades district/certified tech park (62%) over the expansion of the Bloomington/Monroe County Convention Center (18%). The importance ratings assigned to the high-speed internet project and the expansion of the Convention Center have not changed since 2021, while the other two projects were included for the first time on the 2023 survey.

Respondents from the northeast quadrant were more likely to think the development/job creation in the Trades district/certified tech park was essential or very important compared to those in other quadrants. Residents 25 years or older and those who had lived in the city for more than two years were more likely than their counterparts to think that investing time and resources to ensure City-wide high-speed fiber for internet access was essential or very important. Finally, renters were more likely than homeowners to think the development of Hopewell Neighborhood was important (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 18: Projects Prioritization 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.

Percent essential or very important
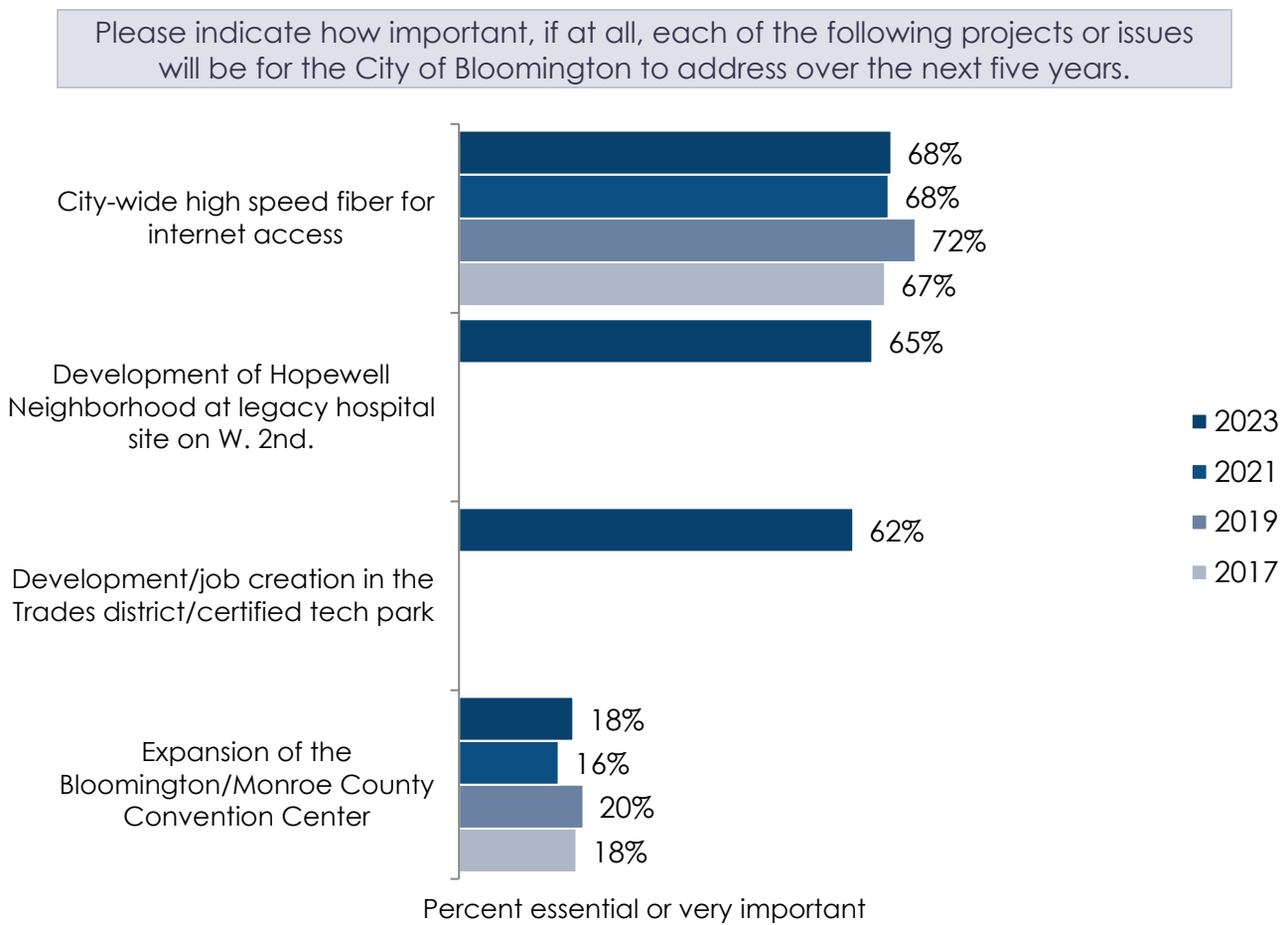
Green spaces, new single-family housing options, and walkability were the top three mentioned amenities that residents would likely take advantage of in the new Hopewell neighborhood. Residents in the eastern half of the city selected walkability at a higher rate than those who lived in the western quadrants.

Figure 19: Most Preferred Amenity for Hopewell Neighborhood, 2023

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?

Amenity	Percent
Green spaces and outdoor play spaces	19%
New single-family housing options	19%
Walkability	18%
New multi-family housing options	13%
Event space/Outdoor performance space	11%
Trails	9%
Open community gathering spaces	6%
Flexible public and private spaces	2%
Community gardens	2%
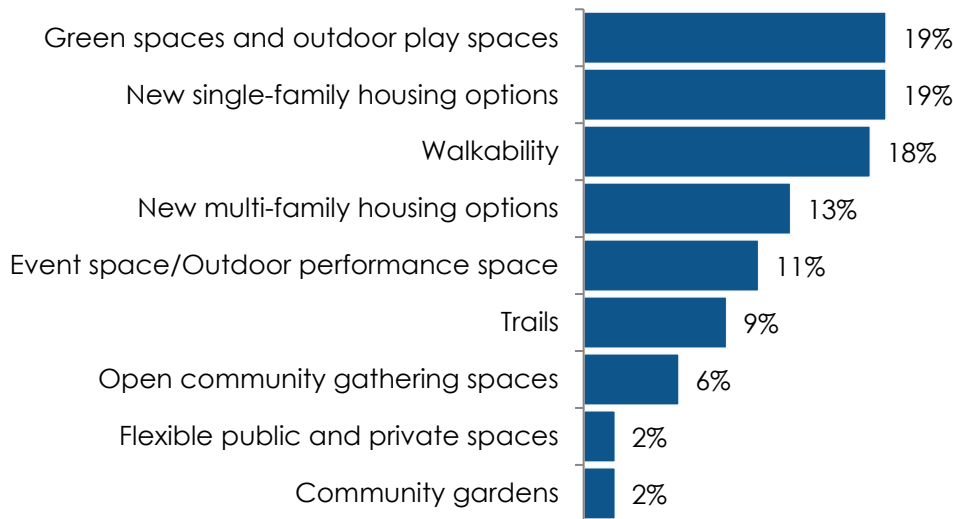
Percent of respondents

The survey asked residents where housing density should be increased in the city. About 4 in 10 respondents said it should be increased throughout Bloomington, while almost the same proportion felt that taller buildings should be allowed in appropriate areas. About 2 in 10 residents thought that housing density should only be increased in neighborhoods or areas that already have multiplexes. Almost one-quarter of respondents were against increasing housing density at all.

Figure 20: Housing Density Preferences, 2023

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.

Throughout Bloomington, including existing neighborhoods — 42%

We should allow taller buildings in appropriate areas — 38%

Only in neighborhoods or areas that already have multiplexes — 23%

Only in new neighborhoods — 16%

I don't think density should increase — 22%

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

Three-quarters of respondents said taking steps to assure high speed internet access for all households in Bloomington, regardless of income, was essential or very important. The high importance attributed to the project was homogeneous among all areas of the city, and particularly high among university students and those between 25 and 34 years old.

Figure 21: High Speed Internet Access, 2023

How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?

Not at all important 7%

Somewhat important 18%

Very important 46%

Important 29%
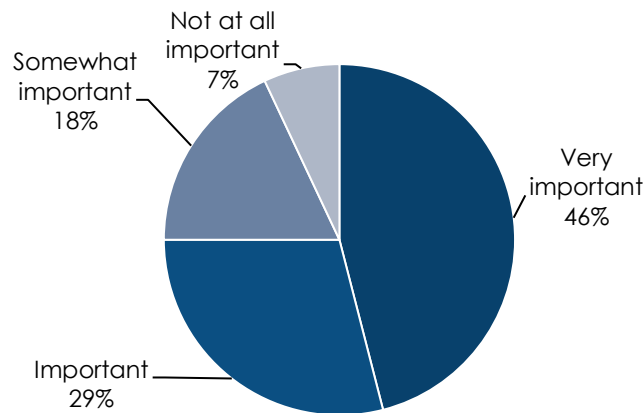
Respondents were asked if the City of Bloomington needed a new jail or additional preventive services. Almost two-thirds of respondents prioritized the need for new preventive services (as job placement, mental healthcare, or addiction services) over the need for a new jail, although about a quarter of respondents said both were needed.

Figure 22: Community Justice Preferences, 2023

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?
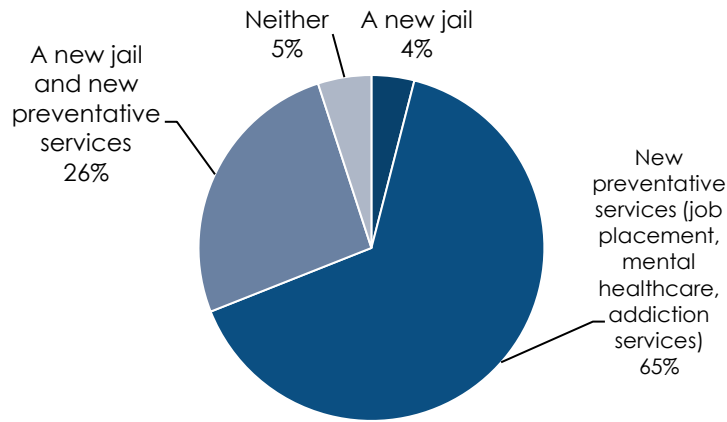
City leadership also asked survey participants to reveal their thoughts on whether homelessness is a challenge in Bloomington. Overall, residents felt strongly that this issue was a challenge, with 69% stating it was a major challenge and 26% indicating homelessness was a moderate challenge. About 5% felt it was a minor challenge. The proportion of residents indicating this was a major or moderate challenge has remained stable in 2023 compared to 2021.

Figure 23: Challenge posed by Homelessness Compared by Year
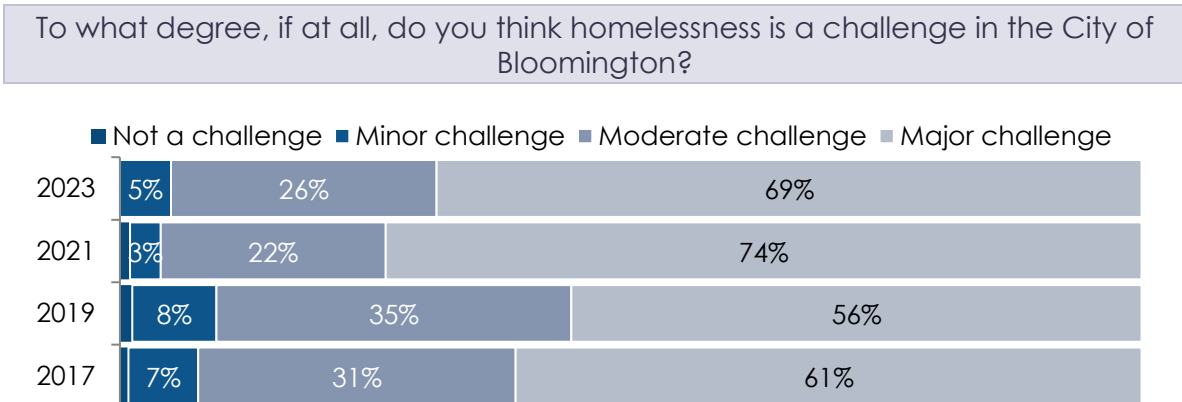
Further, about two-thirds of the respondents rated the job the City is doing to address homelessness as poor, while about one-third rated it as fair.

Figure 24: Success in Addressing Homelessness, 2023
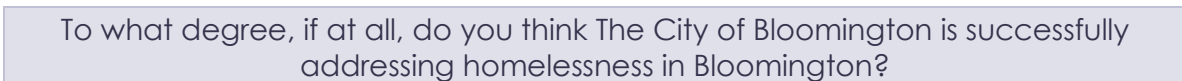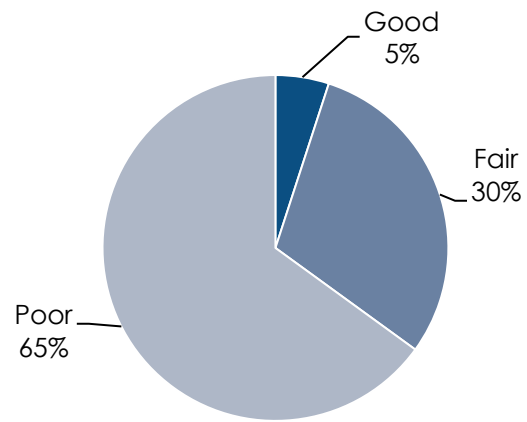
When asked for their opinions about their support for the City assisting with providing supportive housing for those suffering from homelessness, 74% strongly supported this action and 19% somewhat supported it, which was about the same proportion observed in the 2021 survey results.

Figure 25: Support for City Assisted Supportive Housing Compared by Year

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?
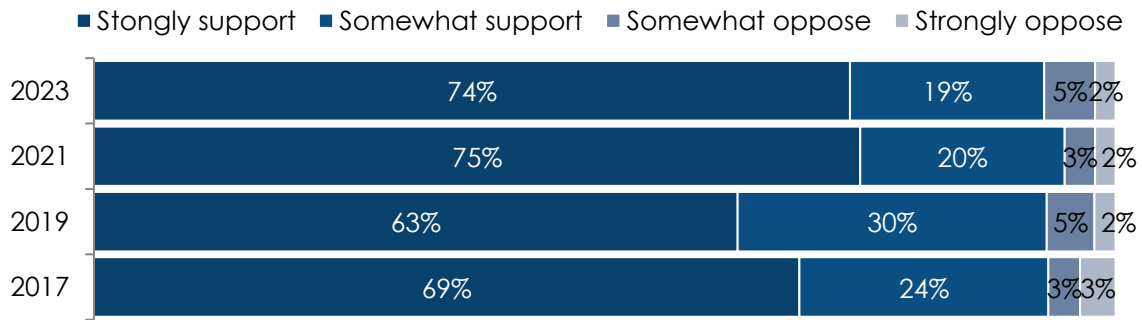
Opinions were divided among Bloomington's residents when asked about the use of automated speed control and/or red-light control. One one hand, 4 in 10 residents strongly or somewhat supported the idea, while about half were strongly or somewhat against it. Support was evenly distributed among all four quadrants of the city, but was higher among those who had lived in the city for less than two years.

Figure 26: Attitudes Towards Automated Speed/Red Light Control, 2023

Would you support, if allowed by state law, automated speed control and/or red-light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?
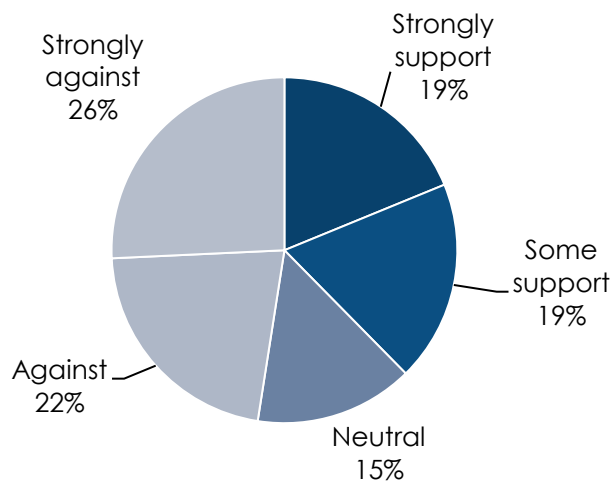
Four in 10 Bloomington residents indicated that they would like to see more separated bike lanes in the city, while 2 in 10 were satisfied with the current bike lane infrastructure. Also, about 1 in 10 respondents said they would like to see fewer separated bike lanes, while 3 in 10 had no opinion on the matter. Renters, males, those under 55 years-old, and those who had lived in the city for less than two years were more prone to say they would like to see more bike lanes than their counterparts (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 27: Satisfaction with Bike Lane Infrastructure, 2023

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?

I'm satisfied
17%

Neutral /
No opinion
31%

I would like
to see
more
separated
bike lanes
38%

I would like
to see
fewer
separated
bike lanes
14%
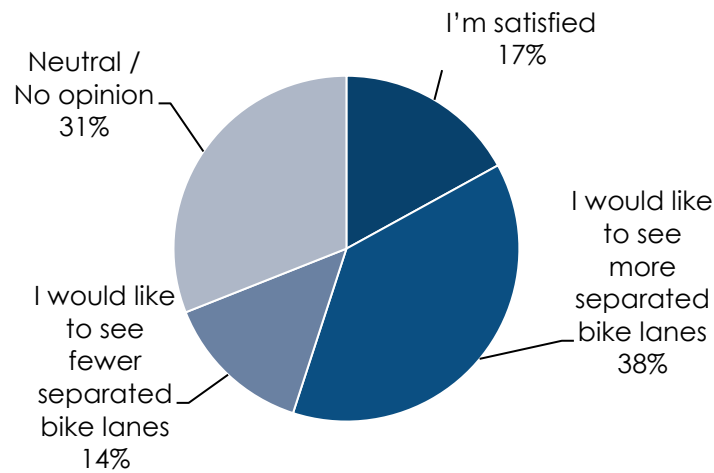
Information Sources

Word-of-mouth was considered as a source (major or minor) for obtaining information about the City government and its activities, events and services by 9 in 10 respondents. The second-most considered sources of information were the local online news sources and the local media outlets (local newspapers, radios, and television stations), with both considered a source of information by about 8 in 10 respondents. The City website was the most mentioned official source (76%), followed by City communications via social media (71%) and City Council meetings (56%). Email distribution lists, talking with City officials, and Community Access Television Services (CATs) were the least-mentioned sources, although between 4 and 5 residents out of 10 mentioned them as sources for obtaining information about the City.

Figure 28: 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.

Percent major or minor source

	2023	2021	2019	2017
Word-of-mouth	94%	84%	87%	85%
Local online news sources	86%			
Local media outlets (newspapers, radio, local television stations)	82%	88%	88%	90%
City website (Bloomington.in.gov)	76%	90%	86%	87%
City communications via social media	71%	71%	71%	75%
City Council meetings and other public meetings	56%	61%		
Email distribution lists	48%	64%	59%	60%
Talking with City officials	43%	52%	52%	59%
Community Access Television Services, CATs	40%	48%	50%	53%
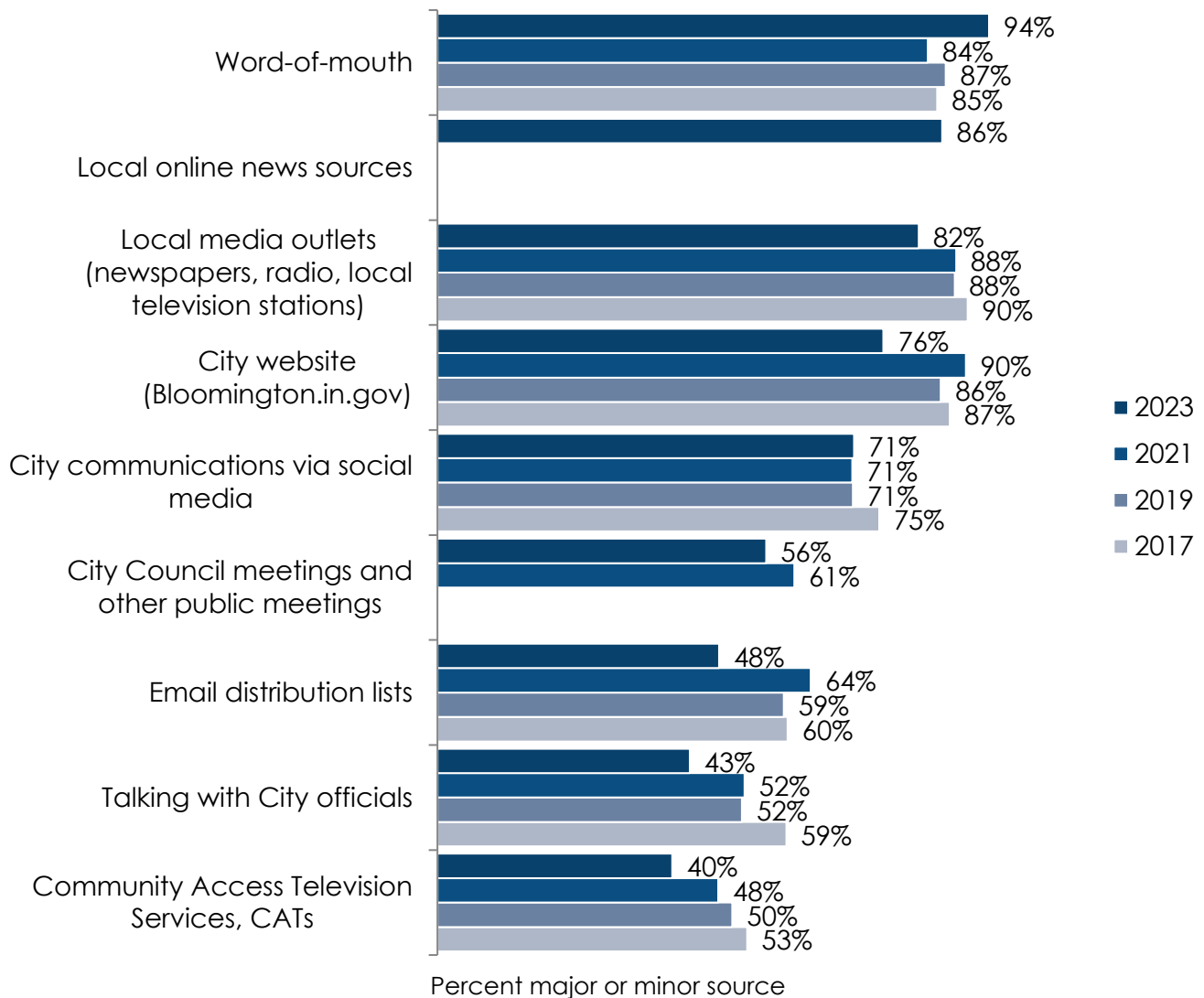
When indicating their preferences for receiving communications from the City of Bloomington, 4 in 10 residents selected email as their most-preferred method. The next most-preferred communication channel was social media (23%), followed by printed brochures and mailers (16%). The City of Bloomington website, text messages, and phone calls were the least preferred channels, with fewer than 1 in 10 respondents selecting each.

Email communication was more frequently preferred by residents aged 25 or older, while social media was more selected by residents aged 24 or younger (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 29: Preferred Channel of Communication with the City, 2023

What is your preferred method of receiving communication from the City of Bloomington?

Email — 44%
Social Media (Facebook / Instagram / Linkedin / Twitter — 23%
Printed brochures / materials / mailers — 16%
City of Bloomington Website — 8%
Text — 7%
Phone — 3%

Percent of respondents
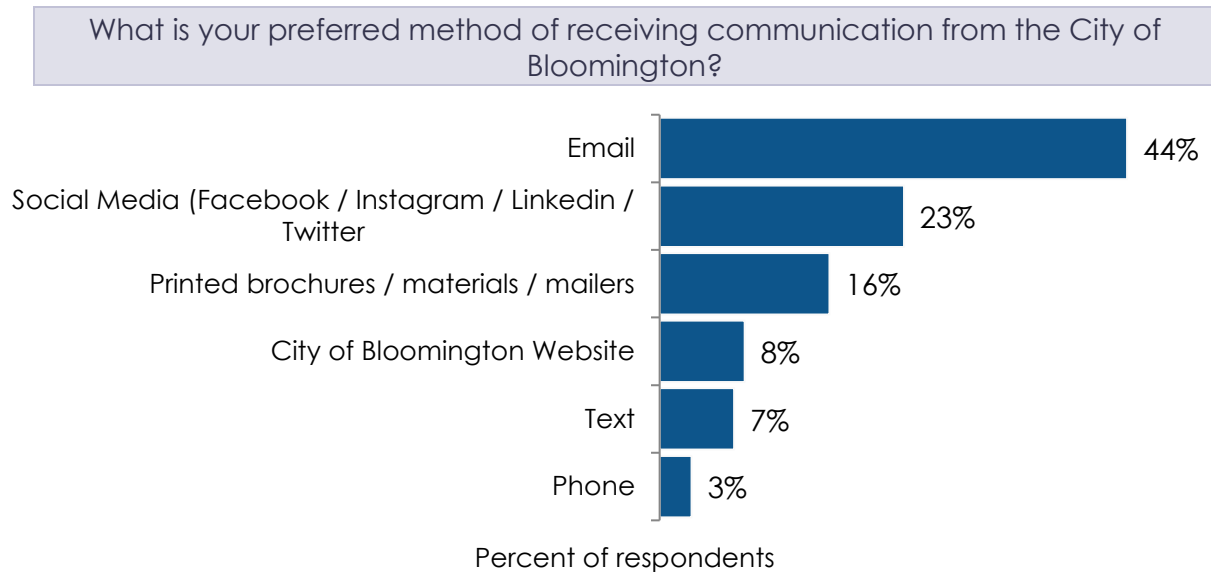
Appendix A: Respondent Characteristics

The following tables display the weighted demographic characteristics of those responding to the 2023 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	60%	N=215
Working part time for pay	17%	N=59
Unemployed, looking for paid work	1%	N=5
Unemployed, not looking for paid work	5%	N=16
Fully retired	15%	N=53
Unable to work and receiving disability or other assistance	2%	N=9
Total	100%	N=357

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	26%	N=91
Somewhat disagree	43%	N=151
Somewhat agree	21%	N=75
Strongly disagree	10%	N=37
Total	100%	N=354

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	60%	N=210
Yes, from home	16%	N=55
No	24%	N=83
Don't know	1%	N=2
Total	100%	N=350

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	18%	N=65
2-5 years	28%	N=101
6-10 years	16%	N=58
11-20 years	13%	N=46
More than 20 years	24%	N=87
Total	100%	N=358

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	36%	N=129
Building with two or more homes (duplex, townhome, apartment or condominium)	61%	N=220
Mobile home	1%	N=3
Other	2%	N=6
Total	100%	N=358

Table 6: Housing Tenure

Do you rent or own your home?	Percent of respondents	Number of respondents
Rent	64%	N=228
Own	36%	N=127
Total	100%	N=355

Table 7: Monthly Housing Cost

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance, and homeowners' association (HOA) fees)?	Percent of respondents	Number of respondents
Less than $300 per month	2%	N=8
$300 to $599 per month	11%	N=40
$600 to $999 per month	38%	N=132
$1,000 to $1,499 per month	30%	N=105
$1,500 to $2,499 per month	13%	N=47
$2,500 or more per month	4%	N=15
Total	100%	N=347

Table 8: Presence of Children in Household

Do any children 17 or under live in your household?	Percent of respondents	Number of respondents
No	87%	N=305
Yes	13%	N=47
Total	100%	N=351

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	80%	N=286
Yes	20%	N=70
Total	100%	N=356

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	23%	N=79
$25,000 to $49,999	27%	N=94
$50,000 to $99,999	30%	N=103
$100,000 to $149,999	13%	N=46
$150,000 or more	7%	N=23
Total	100%	N=345

Table 11: EthniCity

Are you Spanish, Hispanic, or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	96%	N=338
I consider myself to be Spanish, Hispanic or Latino	4%	N=14
Total	100%	N=352

Table 12: Respondent Race

What is your race or ethnicity? (Please check all that apply)	Percent of respondents	Number of respondents
American Indian or Alaskan Native	2%	N=7
Asian, Asian Indian, or Pacific Islander	9%	N=33
Black or African American	3%	N=11
White	87%	N=308
Other	4%	N=16

* 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 years	18%	N=65
25-34 years	43%	N=153
35-44 years	9%	N=32
45-54 years	7%	N=26
55-64 years	6%	N=20
65-74 years	8%	N=27
75 years or older	9%	N=33
Total	100%	N=356

Table 14: Respondent Gender

With what gender do you identify most closely?	Percent of respondents	Number of respondents
Female	50%	N=175
Male	48%	N=169
Identify another way	3%	N=9
Total	100%	N=354

Table 15: Student Status

Are you a student?	Percent of respondents	Number of respondents
Yes, part-time at Indiana University	1%	N=4
Yes, full-time at Indiana University	22%	N=78
Yes, part-time at Ivy Tech Community College	1%	N=4
Yes, full-time at Ivy Tech Community College	0%	N=0
Yes, other	2%	N=6
No	74%	N=265
Total	100%	N=358

Table 16: Telephone line

Do you consider a cell phone or land line your primary telephone number?	Percent of respondents	Number of respondents
Cell phone	93%	N=331
Land line	7%	N=25
Total	100%	N=356

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 include a "don't know" response option, two tables for that question are provided: the first includes the "don't know" responses and the second excludes the "don't know" responses.

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

Please rate each of the following aspects of quality of life in the City of Bloomington.	Excellent		Good		Fair		Poor		Don't know		Total	
The overall quality of life in the City of Bloomington	13%	N=48	61%	N=218	21%	N=74	4%	N=15	0%	N=1	100%	N=356
Bloomington as a place to live	19%	N=67	57%	N=204	18%	N=65	5%	N=19	0%	N=1	100%	N=357
Bloomington as a place to raise children	19%	N=67	31%	N=111	14%	N=51	8%	N=29	28%	N=99	100%	N=357
Bloomington as a place to visit	21%	N=74	41%	N=147	24%	N=85	7%	N=24	8%	N=28	100%	N=357
Your neighborhood as a place to live	24%	N=86	38%	N=135	26%	N=94	12%	N=42	0%	N=1	100%	N=358
Bloomington as a place to retire	12%	N=44	22%	N=79	16%	N=58	17%	N=60	32%	N=113	100%	N=354
Bloomington as a place to work	12%	N=41	40%	N=141	31%	N=108	11%	N=37	8%	N=27	100%	N=353
Bloomington as a place to grow a business	5%	N=18	16%	N=58	23%	N=83	10%	N=34	45%	N=161	100%	N=355

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

Please rate each of the following aspects of quality of life in the City of Bloomington.	Excellent		Good		Fair		Poor		Total	
The overall quality of life in the City of Bloomington	13%	N=48	61%	N=218	21%	N=74	4%	N=15	100%	N=355
Bloomington as a place to live	19%	N=67	57%	N=204	18%	N=65	5%	N=19	100%	N=355
Bloomington as a place to raise children	26%	N=67	43%	N=111	20%	N=51	11%	N=29	100%	N=258
Bloomington as a place to visit	22%	N=74	45%	N=147	26%	N=85	7%	N=24	100%	N=329
Your neighborhood as a place to live	24%	N=86	38%	N=135	26%	N=94	12%	N=42	100%	N=357
Bloomington as a place to retire	18%	N=44	33%	N=79	24%	N=58	25%	N=60	100%	N=240
Bloomington as a place to work	12%	N=41	43%	N=141	33%	N=108	11%	N=37	100%	N=327
Bloomington as a place to grow a business	9%	N=18	30%	N=58	43%	N=83	18%	N=34	100%	N=194

Table 19: Question 2 - 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	27%	N=96	47%	N=168	15%	N=52	11%	N=40	0%	N=0	100%	N=357
Remain in Bloomington for the next five years	36%	N=128	26%	N=91	13%	N=47	22%	N=79	3%	N=11	100%	N=356

Table 20: Question 2 - 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	27%	N=96	47%	N=168	15%	N=52	11%	N=40	100%	N=357
Remain in Bloomington for the next five years	37%	N=128	26%	N=91	14%	N=47	23%	N=79	100%	N=346

Table 21: Question 3 - 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 opportunities for education and enrichment	43%	N=153	40%	N=142	13%	N=46	1%	N=5	3%	N=12	100%	N=358
Quality of overall natural environment in Bloomington	30%	N=108	51%	N=182	10%	N=37	8%	N=28	0%	N=2	100%	N=357
Overall image or reputation of Bloomington	18%	N=63	50%	N=179	24%	N=87	7%	N=25	1%	N=5	100%	N=358
Health and wellness opportunities in Bloomington	14%	N=51	48%	N=172	24%	N=87	13%	N=45	1%	N=4	100%	N=358
Overall ease of getting to the places you usually visit	18%	N=66	42%	N=149	28%	N=99	12%	N=44	0%	N=0	100%	N=358
Sense of community	11%	N=41	44%	N=155	31%	N=111	12%	N=43	2%	N=7	100%	N=357
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	10%	N=35	45%	N=162	27%	N=96	16%	N=57	2%	N=8	100%	N=358

Table 22: Question 3 - 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 opportunities for education and enrichment	44%	N=153	41%	N=142	13%	N=46	1%	N=5	100%	N=346
Quality of overall natural environment in Bloomington	30%	N=108	51%	N=182	10%	N=37	8%	N=28	100%	N=355
Overall image or reputation of Bloomington	18%	N=63	51%	N=179	25%	N=87	7%	N=25	100%	N=353
Health and wellness opportunities in Bloomington	14%	N=51	48%	N=172	25%	N=87	13%	N=45	100%	N=354
Overall ease of getting to the places you usually visit	18%	N=66	42%	N=149	28%	N=99	12%	N=44	100%	N=358
Sense of community	12%	N=41	44%	N=155	32%	N=111	12%	N=43	100%	N=350
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	10%	N=35	46%	N=162	27%	N=96	16%	N=57	100%	N=350

Table 23: Question 4 - 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	
Opportunities to attend cultural/arts/music activities	53%	N=188	35%	N=126	8%	N=29	3%	N=10	1%	N=4	100%	N=356
Opportunities to participate in religious or spiritual events and activities	25%	N=90	28%	N=100	9%	N=31	2%	N=7	36%	N=128	100%	N=355
Opportunities to volunteer	38%	N=134	36%	N=129	12%	N=43	1%	N=4	13%	N=45	100%	N=355
Air quality	20%	N=72	44%	N=156	24%	N=85	3%	N=12	8%	N=29	100%	N=353
Adult educational opportunities	30%	N=106	29%	N=103	14%	N=50	4%	N=15	23%	N=81	100%	N=356
Openness and acceptance of the community toward people of diverse backgrounds	21%	N=75	37%	N=133	24%	N=86	13%	N=47	4%	N=15	100%	N=355
Recreational opportunities	24%	N=85	55%	N=196	16%	N=57	2%	N=6	3%	N=12	100%	N=356
Opportunities to participate in social events and activities	27%	N=95	49%	N=171	17%	N=59	4%	N=15	3%	N=10	100%	N=351
Fitness opportunities	26%	N=91	47%	N=166	20%	N=71	2%	N=8	5%	N=17	100%	N=354
Opportunities to participate in community matters	15%	N=52	42%	N=148	22%	N=76	9%	N=31	13%	N=44	100%	N=351
K-12 education	11%	N=39	26%	N=91	12%	N=44	4%	N=16	47%	N=166	100%	N=356
Overall appearance	13%	N=46	53%	N=187	24%	N=85	7%	N=25	2%	N=7	100%	N=351

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 quality of business and service establishments in Bloomington	15%	N=54	57%	N=198	21%	N=72	3%	N=11	4%	N=13	100%	N=347
Availability of affordable food	9%	N=32	33%	N=116	42%	N=148	16%	N=57	1%	N=2	100%	N=355
Entertainment downtown	19%	N=67	42%	N=150	24%	N=83	9%	N=33	6%	N=21	100%	N=354
Public places where people want to spend time	15%	N=51	47%	N=166	26%	N=92	9%	N=32	4%	N=14	100%	N=354
Cleanliness of the City	13%	N=47	40%	N=142	33%	N=115	13%	N=46	1%	N=4	100%	N=354
Neighborliness of residents in Bloomington	9%	N=31	47%	N=167	24%	N=86	16%	N=55	4%	N=13	100%	N=353
Shopping opportunities outside downtown	8%	N=27	38%	N=137	37%	N=131	14%	N=49	3%	N=12	100%	N=356
Shopping opportunities downtown	8%	N=28	41%	N=141	35%	N=124	10%	N=35	6%	N=20	100%	N=349
Availability of affordable health care	6%	N=23	18%	N=64	33%	N=119	31%	N=111	11%	N=39	100%	N=355
Entertainment outside downtown	3%	N=12	33%	N=115	34%	N=119	21%	N=72	10%	N=34	100%	N=352
Cost of living in Bloomington	1%	N=4	21%	N=74	30%	N=106	48%	N=172	1%	N=2	100%	N=358
Employment opportunities	4%	N=14	28%	N=100	35%	N=123	16%	N=56	17%	N=59	100%	N=352
Availability of affordable mental health care	1%	N=3	11%	N=37	24%	N=85	32%	N=112	33%	N=115	100%	N=352
Availability of affordable child care/preschool	1%	N=4	5%	N=18	11%	N=39	16%	N=58	66%	N=235	100%	N=354
Availability of affordable housing	1%	N=5	6%	N=20	29%	N=104	56%	N=198	8%	N=30	100%	N=357
Sustainability	8%	N=30	23%	N=82	35%	N=123	16%	N=56	17%	N=61	100%	N=352

<div align="center">Table 24: Question 4 - Excluding Don't Know Responses</div>

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Opportunities to attend cultural/arts/music activities	53%	N=188	36%	N=126	8%	N=29	3%	N=10	100%	N=353
Opportunities to participate in religious or spiritual events and activities	39%	N=90	44%	N=100	14%	N=31	3%	N=7	100%	N=228
Opportunities to volunteer	43%	N=134	42%	N=129	14%	N=43	1%	N=4	100%	N=310
Air quality	22%	N=72	48%	N=156	26%	N=85	4%	N=12	100%	N=324
Adult educational opportunities	39%	N=106	38%	N=103	18%	N=50	5%	N=15	100%	N=274
Openness and acceptance of the community toward people of diverse backgrounds	22%	N=75	39%	N=133	25%	N=86	14%	N=47	100%	N=340
Recreational opportunities	25%	N=85	57%	N=196	17%	N=57	2%	N=6	100%	N=344

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Opportunities to participate in social events and activities	28%	N=95	50%	N=171	17%	N=59	4%	N=15	100%	N=340
Fitness opportunities	27%	N=91	49%	N=166	21%	N=71	3%	N=8	100%	N=337
Opportunities to participate in community matters	17%	N=52	48%	N=148	25%	N=76	10%	N=31	100%	N=307
K-12 education	21%	N=39	48%	N=91	23%	N=44	8%	N=16	100%	N=190
Overall appearance	13%	N=46	55%	N=187	25%	N=85	7%	N=25	100%	N=344
Overall quality of business and service establishments in Bloomington	16%	N=54	59%	N=198	21%	N=72	3%	N=11	100%	N=334
Availability of affordable food	9%	N=32	33%	N=116	42%	N=148	16%	N=57	100%	N=353
Entertainment downtown	20%	N=67	45%	N=150	25%	N=83	10%	N=33	100%	N=333
Public places where people want to spend time	15%	N=51	49%	N=166	27%	N=92	9%	N=32	100%	N=341
Cleanliness of the City	13%	N=47	41%	N=142	33%	N=115	13%	N=46	100%	N=351
Neighborliness of residents in Bloomington	9%	N=31	49%	N=167	25%	N=86	16%	N=55	100%	N=340
Shopping opportunities outside downtown	8%	N=27	40%	N=137	38%	N=131	14%	N=49	100%	N=344
Shopping opportunities downtown	9%	N=28	43%	N=141	38%	N=124	11%	N=35	100%	N=329
Availability of affordable health care	7%	N=23	20%	N=64	38%	N=119	35%	N=111	100%	N=316
Entertainment outside downtown	4%	N=12	36%	N=115	37%	N=119	23%	N=72	100%	N=318
Cost of living in Bloomington	1%	N=4	21%	N=74	30%	N=106	48%	N=172	100%	N=356
Employment opportunities	5%	N=14	34%	N=100	42%	N=123	19%	N=56	100%	N=293
Availability of affordable mental health care	1%	N=3	16%	N=37	36%	N=85	47%	N=112	100%	N=238
Availability of affordable child care/preschool	4%	N=4	15%	N=18	33%	N=39	49%	N=58	100%	N=119
Availability of affordable housing	1%	N=5	6%	N=20	32%	N=104	61%	N=198	100%	N=327
Sustainability	10%	N=30	28%	N=82	42%	N=123	19%	N=56	100%	N=291

Table 25: Question 5 - 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	62%	N=219	32%	N=113	3%	N=11	2%	N=8	1%	N=4	0%	N=1	100%	N=356
In Bloomington's downtown area during the day	46%	N=165	39%	N=139	6%	N=22	7%	N=24	1%	N=5	1%	N=3	100%	N=359
In your neighborhood at night	31%	N=112	37%	N=132	10%	N=37	13%	N=48	8%	N=28	0%	N=2	100%	N=359
In Bloomington's downtown area at night	12%	N=44	30%	N=106	16%	N=56	24%	N=87	14%	N=49	5%	N=16	100%	N=359

Table 26: Question 5 - 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	62%	N=219	32%	N=113	3%	N=11	2%	N=8	1%	N=4	100%	N=354
In Bloomington's downtown area during the day	46%	N=165	39%	N=139	6%	N=22	7%	N=24	1%	N=5	100%	N=356
In your neighborhood at night	31%	N=112	37%	N=132	10%	N=37	13%	N=48	8%	N=28	100%	N=357
In Bloomington's downtown area at night	13%	N=44	31%	N=106	16%	N=56	26%	N=87	14%	N=49	100%	N=342

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

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of paths and walking trails	32%	N=114	45%	N=159	17%	N=60	5%	N=16	1%	N=5	100%	N=354
Ease of walking	25%	N=88	38%	N=137	24%	N=88	12%	N=43	1%	N=2	100%	N=358
Ease of travel by car	22%	N=79	45%	N=159	22%	N=80	9%	N=33	2%	N=7	100%	N=358
Ease of travel by bicycle	7%	N=24	34%	N=120	28%	N=100	8%	N=28	22%	N=78	100%	N=352
Traffic flow on major streets	7%	N=26	31%	N=112	32%	N=116	25%	N=91	4%	N=13	100%	N=358
Ease of travel by public transportation	4%	N=14	25%	N=88	27%	N=97	15%	N=55	29%	N=102	100%	N=355
Ease of public parking	8%	N=30	24%	N=85	36%	N=130	29%	N=103	3%	N=10	100%	N=358
Cost of public parking	12%	N=44	26%	N=94	26%	N=92	31%	N=110	5%	N=18	100%	N=358

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

Please rate each of the following characteristics as they relate to the City of Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of paths and walking trails	33%	N=114	46%	N=159	17%	N=60	5%	N=16	100%	N=349
Ease of walking	25%	N=88	39%	N=137	25%	N=88	12%	N=43	100%	N=356
Ease of travel by car	22%	N=79	45%	N=159	23%	N=80	9%	N=33	100%	N=351
Ease of travel by bicycle	9%	N=24	44%	N=120	37%	N=100	10%	N=28	100%	N=273
Traffic flow on major streets	8%	N=26	33%	N=112	34%	N=116	26%	N=91	100%	N=345
Ease of travel by public transportation	6%	N=14	35%	N=88	38%	N=97	22%	N=55	100%	N=254
Ease of public parking	9%	N=30	24%	N=85	37%	N=130	30%	N=103	100%	N=348
Cost of public parking	13%	N=44	28%	N=94	27%	N=92	32%	N=110	100%	N=340

Table 29: Question 7

What is one thing you like most about the City of Bloomington?	Percent of respondents	Number of respondents
Everything / great place to live	11%	N=37
Beautiful/ appearance / eco-friendly	13%	N=43
Accessibility / mobility	2%	N=6
People / friendly	12%	N=40
Diversity / inclusivity	7%	N=25
Access to university / educational opportunities	18%	N=63
Sense of community / small town feel	14%	N=46
Businesses / shopping / dining	5%	N=16
Cultural activities and entertainment	12%	N=39
Other	7%	N=25
Total	100%	N=340

Table 30: Question 8

What is one thing you like least about the City of Bloomington?	Percent of respondents	Number of respondents
Roads / traffic / public transportation	16%	N=56
Government (politics, trust, decision-making)	9%	N=31
Lack of activities / amenities / City services	6%	N=20
Unhappy with development	9%	N=31
Feel unsafe	5%	N=17
Homelessness	22%	N=76
Affordable housing	25%	N=85
Lack of job opportunities / economic vitality	3%	N=12
Other	4%	N=15
Total	100%	N=343

Table 31: Question 9

Please indicate whether or not you have done any of the following in the last 12 months.	Yes		No		Total	
Made efforts to make your home more energy efficient	56%	N=199	44%	N=159	100%	N=358
Made efforts to conserve water	69%	N=245	31%	N=112	100%	N=358
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	54%	N=191	46%	N=164	100%	N=355
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	29%	N=102	71%	N=254	100%	N=356
Stocked supplies in preparation for an emergency	39%	N=140	61%	N=217	100%	N=358
Campaigned or advocated for an issue, cause or candidate	32%	N=113	68%	N=244	100%	N=357
You or a household member reported a crime to the police in the City of Bloomington	18%	N=66	82%	N=289	100%	N=355
You or a household member were a victim of a crime in the City of Bloomington	16%	N=58	84%	N=297	100%	N=355

Table 32: Question 10

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	
Talked to or visited with your immediate neighbors	28%	N=98	23%	N=82	38%	N=134	12%	N=42	100%	N=356
Walked or biked instead of driving	37%	N=133	14%	N=52	24%	N=85	25%	N=90	100%	N=359
Attended an event offered by the City of Bloomington	3%	N=10	11%	N=38	45%	N=161	42%	N=148	100%	N=358
Done a favor for a neighbor	8%	N=29	17%	N=61	40%	N=143	35%	N=126	100%	N=359
Carpooled with other adults or children instead of driving alone	11%	N=38	24%	N=85	26%	N=94	39%	N=141	100%	N=358
Volunteered your time to some group/activity in Bloomington	8%	N=29	20%	N=73	24%	N=86	47%	N=169	100%	N=357
Used bus or other public transportation instead of driving	15%	N=53	7%	N=25	15%	N=53	64%	N=227	100%	N=357
Participated in religious or spiritual activities	13%	N=47	12%	N=43	8%	N=28	67%	N=238	100%	N=355
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%	N=4	2%	N=7	22%	N=77	75%	N=269	100%	N=358

Table 33: Question 11 - Including Don't Know Responses

Overall, how do 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	8%	N=27	48%	N=171	25%	N=92	9%	N=31	11%	N=39	100%	N=359
Monroe County Government	2%	N=7	30%	N=107	23%	N=84	13%	N=47	32%	N=115	100%	N=359
Indiana State Government	3%	N=11	11%	N=38	30%	N=106	41%	N=145	16%	N=57	100%	N=357
The Federal Government	2%	N=6	21%	N=76	31%	N=112	28%	N=101	18%	N=63	100%	N=358

Table 34: Question 11 - Excluding Don't Know Responses

Overall, how do you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Bloomington	9%	N=27	53%	N=171	29%	N=92	10%	N=31	100%	N=320
Monroe County Government	3%	N=7	44%	N=107	34%	N=84	19%	N=47	100%	N=245
Indiana State Government	4%	N=11	13%	N=38	35%	N=106	48%	N=145	100%	N=300
The Federal Government	2%	N=6	26%	N=76	38%	N=112	34%	N=101	100%	N=295

Table 35: Question 12 - 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	
The job City government does at welcoming citizen involvement	4%	N=15	30%	N=104	25%	N=86	13%	N=45	29%	N=101	100%	N=350
The value of services for the taxes paid to the City	2%	N=9	29%	N=102	28%	N=101	21%	N=76	20%	N=70	100%	N=357
The overall direction that the City is taking	2%	N=9	27%	N=96	30%	N=106	27%	N=97	14%	N=50	100%	N=358
Generally acting in the best interest of the community	3%	N=11	30%	N=108	30%	N=108	26%	N=95	10%	N=36	100%	N=359
Overall confidence in City government	4%	N=13	25%	N=88	34%	N=121	27%	N=99	11%	N=38	100%	N=359
Being honest/transparent	3%	N=9	23%	N=82	31%	N=110	27%	N=95	16%	N=56	100%	N=352
Treating all residents fairly	2%	N=7	21%	N=74	33%	N=116	32%	N=113	12%	N=44	100%	N=354
Listening to public concern	2%	N=9	18%	N=63	34%	N=120	29%	N=101	17%	N=61	100%	N=355

Table 36: Question 12 - 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	
The job City government does at welcoming citizen involvement	6%	N=15	42%	N=104	35%	N=86	18%	N=45	100%	N=250
The value of services for the taxes paid to the City	3%	N=9	36%	N=102	35%	N=101	26%	N=76	100%	N=287
The overall direction that the City is taking	3%	N=9	31%	N=96	34%	N=106	31%	N=97	100%	N=308
Generally acting in the best interest of the community	3%	N=11	34%	N=108	34%	N=108	29%	N=95	100%	N=323
Overall confidence in City government	4%	N=13	27%	N=88	38%	N=121	31%	N=99	100%	N=320
Being honest/transparent	3%	N=9	28%	N=82	37%	N=110	32%	N=95	100%	N=297
Treating all residents fairly	2%	N=7	24%	N=74	37%	N=116	36%	N=113	100%	N=310
Listening to public concern	3%	N=9	22%	N=63	41%	N=120	35%	N=101	100%	N=293

Table 37: Question 13 (Quality) - 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	
Fire services	24%	N=84	34%	N=120	4%	N=14	1%	N=3	37%	N=130	100%	N=352
Ambulance or emergency medical services	19%	N=68	37%	N=131	6%	N=22	4%	N=14	33%	N=115	100%	N=350
Farmers market	28%	N=100	40%	N=142	13%	N=45	3%	N=12	15%	N=55	100%	N=355
Lotus Festival	23%	N=80	23%	N=81	5%	N=17	2%	N=6	47%	N=166	100%	N=350
Fourth Street Arts Fair	29%	N=101	27%	N=94	8%	N=27	2%	N=6	35%	N=125	100%	N=353
Garbage collection	32%	N=114	39%	N=138	16%	N=57	6%	N=22	7%	N=23	100%	N=355
Trails	31%	N=110	46%	N=161	14%	N=49	1%	N=5	8%	N=29	100%	N=354
Police services	14%	N=49	23%	N=81	21%	N=74	21%	N=76	21%	N=75	100%	N=354
Parks	27%	N=96	53%	N=187	9%	N=33	4%	N=15	5%	N=19	100%	N=350
Taste of Bloomington	14%	N=49	21%	N=75	10%	N=35	8%	N=30	46%	N=162	100%	N=350
Fire prevention and education	7%	N=26	22%	N=78	10%	N=34	4%	N=14	57%	N=198	100%	N=350
Overall customer service by City Employees	10%	N=36	34%	N=120	20%	N=70	4%	N=15	32%	N=112	100%	N=352
Recycling	15%	N=55	33%	N=117	23%	N=81	19%	N=69	10%	N=37	100%	N=358
Sewer services	16%	N=57	29%	N=103	13%	N=46	5%	N=18	36%	N=128	100%	N=352
Animal care and control	14%	N=49	34%	N=119	13%	N=47	4%	N=13	35%	N=125	100%	N=352
Yard waste pick-up	10%	N=35	26%	N=91	10%	N=37	13%	N=45	41%	N=145	100%	N=352
Preservation of natural areas	11%	N=37	47%	N=166	21%	N=72	7%	N=23	14%	N=51	100%	N=350

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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	
Snow removal	16%	N=55	47%	N=165	19%	N=68	10%	N=36	8%	N=29	100%	N=353
Small Business support	7%	N=23	17%	N=58	18%	N=62	8%	N=30	51%	N=178	100%	N=350
Public art provided by the City	13%	N=45	32%	N=111	20%	N=70	8%	N=29	27%	N=94	100%	N=349
Bus or transit services	9%	N=32	29%	N=100	25%	N=87	9%	N=31	29%	N=100	100%	N=351
Open space (green space)	9%	N=31	44%	N=152	28%	N=96	8%	N=27	11%	N=37	100%	N=343
City website	2%	N=7	24%	N=83	20%	N=71	7%	N=23	47%	N=164	100%	N=348
Drinking water	12%	N=43	36%	N=126	31%	N=109	16%	N=57	5%	N=17	100%	N=352
Crime prevention	3%	N=11	28%	N=97	27%	N=96	22%	N=77	20%	N=68	100%	N=349
Public information services	4%	N=14	33%	N=115	21%	N=72	6%	N=21	36%	N=127	100%	N=350
Street cleaning	9%	N=31	43%	N=152	20%	N=71	16%	N=56	11%	N=40	100%	N=350
Health services	6%	N=22	29%	N=102	23%	N=80	22%	N=79	20%	N=69	100%	N=351
Sustainability efforts	5%	N=16	31%	N=110	29%	N=101	11%	N=38	24%	N=84	100%	N=349
Economic development	2%	N=7	23%	N=81	29%	N=102	15%	N=53	30%	N=106	100%	N=349
Resident interaction with the Bloomington Police Department	5%	N=19	16%	N=56	13%	N=45	24%	N=85	42%	N=147	100%	N=351
Traffic signal timing	6%	N=22	41%	N=146	27%	N=94	19%	N=67	7%	N=24	100%	N=352
Traffic enforcement	5%	N=18	28%	N=99	28%	N=96	19%	N=66	20%	N=68	100%	N=348
Neighborhood/residential parking	8%	N=29	32%	N=113	27%	N=95	20%	N=70	13%	N=44	100%	N=351
Street lighting	5%	N=18	36%	N=123	36%	N=126	18%	N=62	5%	N=17	100%	N=346
Code enforcement (weeds, trash, etc.)	2%	N=8	23%	N=80	22%	N=76	18%	N=63	35%	N=123	100%	N=350
Parking garages	12%	N=41	38%	N=131	23%	N=79	8%	N=27	20%	N=70	100%	N=348
Sidewalk maintenance	6%	N=21	28%	N=97	34%	N=120	28%	N=96	4%	N=15	100%	N=350
Land use, planning, and zoning	1%	N=4	19%	N=67	28%	N=98	25%	N=89	26%	N=92	100%	N=349
Storm drainage	5%	N=17	24%	N=82	29%	N=101	23%	N=78	19%	N=66	100%	N=344
Downtown parking	7%	N=23	29%	N=101	26%	N=90	33%	N=117	5%	N=19	100%	N=350
Street repair	3%	N=10	19%	N=67	44%	N=154	27%	N=96	6%	N=22	100%	N=351
Affordable/workforce housing availability	1%	N=3	3%	N=11	23%	N=80	58%	N=200	15%	N=52	100%	N=346

Table 38: Question 13 (Quality) - 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	
Fire services	38%	N=84	54%	N=120	6%	N=14	2%	N=3	100%	N=222
Ambulance or emergency medical services	29%	N=68	56%	N=131	9%	N=22	6%	N=14	100%	N=235
Farmers market	34%	N=100	47%	N=142	15%	N=45	4%	N=12	100%	N=300
Lotus Festival	44%	N=80	44%	N=81	9%	N=17	3%	N=6	100%	N=184
Fourth Street Arts Fair	44%	N=101	41%	N=94	12%	N=27	2%	N=6	100%	N=229
Garbage collection	35%	N=114	42%	N=138	17%	N=57	7%	N=22	100%	N=332
Trails	34%	N=110	50%	N=161	15%	N=49	1%	N=5	100%	N=325
Police services	17%	N=49	29%	N=81	26%	N=74	27%	N=76	100%	N=280
Parks	29%	N=96	56%	N=187	10%	N=33	5%	N=15	100%	N=331
Taste of Bloomington	26%	N=49	40%	N=75	19%	N=35	16%	N=30	100%	N=189
Fire prevention and education	17%	N=26	51%	N=78	23%	N=34	9%	N=14	100%	N=152
Overall customer service by City Employees	15%	N=36	50%	N=120	29%	N=70	6%	N=15	100%	N=240
Recycling	17%	N=55	36%	N=117	25%	N=81	21%	N=69	100%	N=321
Sewer services	26%	N=57	46%	N=103	20%	N=46	8%	N=18	100%	N=225
Animal care and control	21%	N=49	52%	N=119	20%	N=47	6%	N=13	100%	N=228
Yard waste pick-up	17%	N=35	44%	N=91	18%	N=37	22%	N=45	100%	N=207
Preservation of natural areas	13%	N=37	55%	N=166	24%	N=72	8%	N=23	100%	N=299
Snow removal	17%	N=55	51%	N=165	21%	N=68	11%	N=36	100%	N=325
Small Business support	13%	N=23	34%	N=58	36%	N=62	17%	N=30	100%	N=172
Public art provided by the City	18%	N=45	44%	N=111	27%	N=70	11%	N=29	100%	N=255
Bus or transit services	13%	N=32	40%	N=100	35%	N=87	12%	N=31	100%	N=251
Open space (green space)	10%	N=31	50%	N=152	31%	N=96	9%	N=27	100%	N=306
City website	4%	N=7	45%	N=83	39%	N=71	12%	N=23	100%	N=184
Drinking water	13%	N=43	38%	N=126	33%	N=109	17%	N=57	100%	N=335
Crime prevention	4%	N=11	35%	N=97	34%	N=96	27%	N=77	100%	N=280
Public information services	6%	N=14	52%	N=115	32%	N=72	10%	N=21	100%	N=223
Street cleaning	10%	N=31	49%	N=152	23%	N=71	18%	N=56	100%	N=310
Health services	8%	N=22	36%	N=102	28%	N=80	28%	N=79	100%	N=282
Sustainability efforts	6%	N=16	41%	N=110	38%	N=101	14%	N=38	100%	N=264
Economic development	3%	N=7	33%	N=81	42%	N=102	22%	N=53	100%	N=243
Resident interaction with the Bloomington Police Department	9%	N=19	27%	N=56	22%	N=45	41%	N=85	100%	N=205

Report of Results

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Please rate each of the following characteristics as they relate to the City of Bloomington as a whole.	Excellent		Good		Fair		Poor		Total	
Traffic signal timing	7%	N=22	44%	N=146	28%	N=94	20%	N=67	100%	N=328
Traffic enforcement	7%	N=18	35%	N=99	35%	N=96	24%	N=66	100%	N=279
Neighborhood/residential parking	9%	N=29	37%	N=113	31%	N=95	23%	N=70	100%	N=307
Street lighting	6%	N=18	38%	N=123	38%	N=126	19%	N=62	100%	N=329
Code enforcement (weeds, trash, etc.)	4%	N=8	35%	N=80	33%	N=76	28%	N=63	100%	N=227
Parking garages	15%	N=41	47%	N=131	28%	N=79	10%	N=27	100%	N=279
Sidewalk maintenance	6%	N=21	29%	N=97	36%	N=120	29%	N=96	100%	N=335
Land use, planning, and zoning	1%	N=4	26%	N=67	38%	N=98	35%	N=89	100%	N=258
Storm drainage	6%	N=17	29%	N=82	37%	N=101	28%	N=78	100%	N=278
Downtown parking	7%	N=23	30%	N=101	27%	N=90	35%	N=117	100%	N=331
Street repair	3%	N=10	20%	N=67	47%	N=154	29%	N=96	100%	N=328
Affordable/workforce housing availability	1%	N=3	4%	N=11	27%	N=80	68%	N=200	100%	N=294

Table 39: Question 13* (Importance) - Including Don't Know Responses

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	
Fire services	49%	N=161	25%	N=84	12%	N=41	4%	N=12	10%	N=34	100%	N=332
Ambulance or emergency medical services	49%	N=171	25%	N=87	15%	N=52	3%	N=9	9%	N=32	100%	N=350
Farmers market	11%	N=39	35%	N=123	35%	N=124	10%	N=35	8%	N=29	100%	N=350
Lotus Festival	7%	N=23	19%	N=66	31%	N=108	19%	N=65	24%	N=81	100%	N=342
Fourth Street Arts Fair	8%	N=26	22%	N=75	35%	N=120	16%	N=56	19%	N=64	100%	N=341
Garbage collection	46%	N=161	23%	N=78	22%	N=76	4%	N=15	5%	N=16	100%	N=347
Trails	23%	N=79	37%	N=129	30%	N=103	6%	N=19	4%	N=15	100%	N=345
Police services	42%	N=144	22%	N=76	16%	N=54	16%	N=55	5%	N=17	100%	N=346
Parks	28%	N=98	42%	N=146	23%	N=78	4%	N=14	3%	N=10	100%	N=346
Taste of Bloomington	8%	N=29	17%	N=58	32%	N=111	23%	N=80	19%	N=67	100%	N=344
Fire prevention and education	25%	N=86	30%	N=104	31%	N=107	5%	N=17	9%	N=31	100%	N=344
Overall customer service by City Employees	17%	N=60	31%	N=108	30%	N=104	9%	N=32	12%	N=42	100%	N=346
Recycling	47%	N=164	34%	N=118	14%	N=48	3%	N=12	2%	N=6	100%	N=348
Sewer services	44%	N=150	23%	N=80	17%	N=57	5%	N=19	11%	N=38	100%	N=343

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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	
Animal care and control	18%	N=64	40%	N=139	26%	N=90	5%	N=17	11%	N=37	100%	N=348
Yard waste pick-up	16%	N=56	31%	N=107	30%	N=103	13%	N=43	10%	N=34	100%	N=344
Preservation of natural areas	41%	N=141	40%	N=138	15%	N=53	2%	N=8	1%	N=4	100%	N=344
Snow removal	34%	N=116	34%	N=118	22%	N=76	7%	N=26	2%	N=9	100%	N=344
Small Business support	28%	N=97	37%	N=127	19%	N=64	3%	N=9	13%	N=44	100%	N=341
Public art provided by the City	9%	N=31	25%	N=86	39%	N=135	18%	N=62	9%	N=32	100%	N=346
Bus or transit services	46%	N=157	31%	N=105	13%	N=46	5%	N=16	6%	N=19	100%	N=343
Open space (green space)	30%	N=104	37%	N=129	25%	N=86	4%	N=13	5%	N=16	100%	N=347
City website	9%	N=30	25%	N=86	34%	N=115	17%	N=59	15%	N=51	100%	N=341
Drinking water	65%	N=224	21%	N=72	9%	N=30	2%	N=7	4%	N=13	100%	N=346
Crime prevention	46%	N=159	30%	N=103	16%	N=57	4%	N=14	4%	N=16	100%	N=348
Public information services	18%	N=62	32%	N=112	35%	N=119	5%	N=16	10%	N=36	100%	N=344
Street cleaning	18%	N=61	33%	N=114	37%	N=127	6%	N=21	6%	N=22	100%	N=345
Health services	52%	N=182	30%	N=105	9%	N=30	4%	N=15	5%	N=17	100%	N=349
Sustainability efforts	43%	N=149	37%	N=127	10%	N=36	5%	N=16	5%	N=17	100%	N=344
Economic development	31%	N=106	40%	N=137	15%	N=52	2%	N=8	11%	N=39	100%	N=342
Resident interaction with the Bloomington Police Department	24%	N=83	36%	N=124	21%	N=71	8%	N=26	11%	N=37	100%	N=341
Traffic signal timing	17%	N=57	28%	N=95	30%	N=104	20%	N=69	5%	N=19	100%	N=343
Traffic enforcement	14%	N=46	31%	N=104	37%	N=125	12%	N=42	7%	N=23	100%	N=340
Neighborhood/residential parking	12%	N=41	30%	N=103	33%	N=115	19%	N=64	6%	N=22	100%	N=345
Street lighting	22%	N=75	34%	N=118	35%	N=120	6%	N=21	3%	N=11	100%	N=345
Code enforcement (weeds, trash, etc.)	13%	N=44	29%	N=98	37%	N=127	16%	N=54	6%	N=20	100%	N=342
Parking garages	9%	N=30	30%	N=102	32%	N=108	20%	N=68	10%	N=34	100%	N=342
Sidewalk maintenance	31%	N=106	37%	N=126	25%	N=83	4%	N=14	3%	N=11	100%	N=340
Land use, planning, and zoning	26%	N=89	37%	N=128	24%	N=85	3%	N=11	10%	N=33	100%	N=346
Storm drainage	32%	N=111	38%	N=130	18%	N=61	4%	N=12	8%	N=29	100%	N=342
Downtown parking	16%	N=56	32%	N=110	33%	N=114	12%	N=42	7%	N=25	100%	N=346
Street repair	34%	N=116	41%	N=143	22%	N=74	2%	N=7	1%	N=4	100%	N=345
Affordable/workforce housing availability	61%	N=213	25%	N=88	8%	N=30	1%	N=5	4%	N=13	100%	N=349

Table 40: Question 13* (Importance) - Excluding Don't Know Responses

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	
Fire services	54%	N=161	28%	N=84	14%	N=41	4%	N=12	100%	N=298
Ambulance or emergency medical services	54%	N=171	27%	N=87	16%	N=52	3%	N=9	100%	N=319
Farmers market	12%	N=39	38%	N=123	39%	N=124	11%	N=35	100%	N=322
Lotus Festival	9%	N=23	25%	N=66	41%	N=108	25%	N=65	100%	N=262
Fourth Street Arts Fair	9%	N=26	27%	N=75	43%	N=120	20%	N=56	100%	N=276
Garbage collection	49%	N=161	24%	N=78	23%	N=76	5%	N=15	100%	N=330
Trails	24%	N=79	39%	N=129	31%	N=103	6%	N=19	100%	N=330
Police services	44%	N=144	23%	N=76	16%	N=54	17%	N=55	100%	N=329
Parks	29%	N=98	43%	N=146	23%	N=78	4%	N=14	100%	N=336
Taste of Bloomington	11%	N=29	21%	N=58	40%	N=111	29%	N=80	100%	N=277
Fire prevention and education	27%	N=86	33%	N=104	34%	N=107	5%	N=17	100%	N=313
Overall customer service by City Employees	20%	N=60	36%	N=108	34%	N=104	11%	N=32	100%	N=304
Recycling	48%	N=164	35%	N=118	14%	N=48	4%	N=12	100%	N=342
Sewer services	49%	N=150	26%	N=80	19%	N=57	6%	N=19	100%	N=305
Animal care and control	21%	N=64	45%	N=139	29%	N=90	5%	N=17	100%	N=310
Yard waste pick-up	18%	N=56	35%	N=107	33%	N=103	14%	N=43	100%	N=310
Preservation of natural areas	41%	N=141	41%	N=138	16%	N=53	2%	N=8	100%	N=341
Snow removal	35%	N=116	35%	N=118	23%	N=76	8%	N=26	100%	N=335
Small Business support	33%	N=97	43%	N=127	21%	N=64	3%	N=9	100%	N=297
Public art provided by the City	10%	N=31	28%	N=86	43%	N=135	20%	N=62	100%	N=314
Bus or transit services	48%	N=157	32%	N=105	14%	N=46	5%	N=16	100%	N=324
Open space (green space)	31%	N=104	39%	N=129	26%	N=86	4%	N=13	100%	N=332
City website	10%	N=30	30%	N=86	40%	N=115	20%	N=59	100%	N=290
Drinking water	67%	N=224	22%	N=72	9%	N=30	2%	N=7	100%	N=333
Crime prevention	48%	N=159	31%	N=103	17%	N=57	4%	N=14	100%	N=332
Public information services	20%	N=62	36%	N=112	39%	N=119	5%	N=16	100%	N=308
Street cleaning	19%	N=61	35%	N=114	39%	N=127	6%	N=21	100%	N=323
Health services	55%	N=182	32%	N=105	9%	N=30	5%	N=15	100%	N=331
Sustainability efforts	45%	N=149	39%	N=127	11%	N=36	5%	N=16	100%	N=327
Economic development	35%	N=106	45%	N=137	17%	N=52	3%	N=8	100%	N=303

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	
Resident interaction with the Bloomington Police Department	27%	N=83	41%	N=124	23%	N=71	9%	N=26	100%	N=305
Traffic signal timing	17%	N=57	29%	N=95	32%	N=104	21%	N=69	100%	N=324
Traffic enforcement	15%	N=46	33%	N=104	39%	N=125	13%	N=42	100%	N=317
Neighborhood/residential parking	13%	N=41	32%	N=103	36%	N=115	20%	N=64	100%	N=323
Street lighting	23%	N=75	35%	N=118	36%	N=120	6%	N=21	100%	N=334
Code enforcement (weeds, trash, etc.)	14%	N=44	30%	N=98	39%	N=127	17%	N=54	100%	N=322
Parking garages	10%	N=30	33%	N=102	35%	N=108	22%	N=68	100%	N=308
Sidewalk maintenance	32%	N=106	38%	N=126	25%	N=83	4%	N=14	100%	N=329
Land use, planning, and zoning	29%	N=89	41%	N=128	27%	N=85	3%	N=11	100%	N=312
Storm drainage	35%	N=111	42%	N=130	19%	N=61	4%	N=12	100%	N=314
Downtown parking	17%	N=56	34%	N=110	35%	N=114	13%	N=42	100%	N=321
Street repair	34%	N=116	42%	N=143	22%	N=74	2%	N=7	100%	N=341
Affordable/workforce housing availability	63%	N=213	26%	N=88	9%	N=30	2%	N=5	100%	N=336

Table 41: Question 14

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	37%	N=128
No	63%	N=219
Total	100%	N=347

Table 42: Question 15 - 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	
Courteous	51%	N=66	31%	N=40	10%	N=13	3%	N=4	4%	N=6	100%	N=130
Knowledgeable	42%	N=54	37%	N=49	12%	N=15	5%	N=6	5%	N=6	100%	N=131
Responsive	38%	N=50	40%	N=52	8%	N=11	10%	N=13	3%	N=4	100%	N=131
Overall impression	41%	N=53	34%	N=44	17%	N=23	7%	N=9	1%	N=1	100%	N=131

Table 43: Question 15 - Excluding Don't Know Responses

What was your impression of the staff member(s) in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Courteous	53%	N=66	33%	N=40	11%	N=13	3%	N=4	100%	N=124
Knowledgeable	44%	N=54	39%	N=49	12%	N=15	5%	N=6	100%	N=124
Responsive	40%	N=50	41%	N=52	9%	N=11	11%	N=13	100%	N=127
Overall impression	41%	N=53	34%	N=44	18%	N=23	7%	N=9	100%	N=129

Table 44: Question 16 - 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	
City-wide high-speed fiber for internet access	33%	N=117	33%	N=117	27%	N=96	4%	N=14	3%	N=10	100%	N=354
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	20%	N=69	32%	N=111	18%	N=63	9%	N=32	21%	N=75	100%	N=351
Development/job creation in the Trades district/certified tech park	21%	N=73	33%	N=115	26%	N=93	6%	N=21	14%	N=51	100%	N=352
Expansion of the Bloomington/Monroe County Convention Center	6%	N=21	9%	N=31	32%	N=113	36%	N=128	17%	N=60	100%	N=352

Table 45: Question 16 - 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	
City-wide high-speed fiber for internet access	34%	N=117	34%	N=117	28%	N=96	4%	N=14	100%	N=344
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	25%	N=69	40%	N=111	23%	N=63	12%	N=32	100%	N=275
Development/job creation in the Trades district/certified tech park	24%	N=73	38%	N=115	31%	N=93	7%	N=21	100%	N=302
Expansion of the Bloomington/Monroe County Convention Center	7%	N=21	10%	N=31	39%	N=113	44%	N=128	100%	N=292

Table 46: Question 17 - 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	0%	N=1
Minor challenge	4%	N=16
Moderate challenge	25%	N=91
Major challenge	68%	N=242
Don't know	2%	N=7
Total	100%	N=357

Table 47: Question 17 - 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	0%	N=1
Minor challenge	5%	N=16
Moderate challenge	26%	N=91
Major challenge	69%	N=242
Total	100%	N=350

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

To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	Percent of respondents	Number of respondents
Excellent	0%	N=1
Good	5%	N=17
Fair	27%	N=95
Poor	57%	N=205
Don't know	11%	N=39
Total	100%	N=357

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

To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	Percent of respondents	Number of respondents
Excellent	0%	N=1
Good	5%	N=17
Fair	30%	N=95
Poor	65%	N=205
Total	100%	N=318

Table 50: Question 19 - 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	71%	N=255
Somewhat support	18%	N=65
Somewhat oppose	5%	N=17
Strongly oppose	2%	N=8
Don't know	4%	N=13
Total	100%	N=358

Table 51: Question 19 - 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	74%	N=255
Somewhat support	19%	N=65
Somewhat oppose	5%	N=17
Strongly oppose	2%	N=8
Total	100%	N=345

Table 52: Question 20

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	
Local media outlets (newspapers, radio, local television stations)	43%	N=148	39%	N=137	18%	N=63	100%	N=347
Local online news sources	48%	N=168	37%	N=129	14%	N=50	100%	N=348
Word-of-mouth	50%	N=170	44%	N=152	6%	N=21	100%	N=343
City website (Bloomington.in.gov)	29%	N=102	47%	N=166	24%	N=84	100%	N=351
City communications via social media	38%	N=133	33%	N=116	29%	N=100	100%	N=350
Email distribution lists	21%	N=73	27%	N=95	52%	N=181	100%	N=349
City Council meetings and other public meetings	17%	N=60	39%	N=136	44%	N=153	100%	N=350
Talking with City officials	12%	N=43	30%	N=106	57%	N=200	100%	N=349
Community Access Television Services, CATs	11%	N=37	30%	N=104	60%	N=209	100%	N=349

Table 53: Question 21

What is your preferred method of receiving communication from the City of Bloomington?	Percent of respondents	Number of respondents
Phone	3%	N=11
Email	44%	N=158
Text	7%	N=24
Social Media (Facebook / Instagram / LinkedIn / Twitter	23%	N=82
City of Bloomington Website	8%	N=28
Printed brochures / materials / mailers	16%	N=57
Total	100%	N=360

Table 54: Question 22 - Including Don't Know Responses

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	Percent of respondents	Number of respondents
New single-family housing options	14%	N=49
New multi-family housing options	9%	N=34
Walkability	13%	N=47
Green spaces and outdoor play spaces	13%	N=48
Community gardens	2%	N=6
Open community gathering spaces	4%	N=14
Flexible public and private spaces	2%	N=6
Event space/Outdoor performance space	8%	N=29
Trails	7%	N=24
Don't know	28%	N=102
Total	100%	N=358

Table 55: Question 22 - Excluding Don't Know Responses

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	Percent of respondents	Number of respondents
New single-family housing options	19%	N=49
New multi-family housing options	13%	N=34
Walkability	18%	N=47
Green spaces and outdoor play spaces	19%	N=48
Community gardens	2%	N=6
Open community gathering spaces	6%	N=14
Flexible public and private spaces	2%	N=6
Event space/Outdoor performance space	11%	N=29
Trails	9%	N=24
Total	100%	N=256

Table 56: Question 23

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.	Percent of respondents	Number of respondents
Only in new neighborhoods	16%	N=57
Only in neighborhoods or areas that already have multiplexes	23%	N=83
Throughout Bloomington, including existing neighborhoods	42%	N=148
We should allow taller buildings in appropriate areas	38%	N=134
I don't think density should increase	22%	N=77

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

Table 57: Question 24

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most need	Percent of respondents	Number of respondents
A new jail	4%	N=13
New preventative services (e.g. job placement, mental healthcare, addiction services)	65%	N=227
A new jail and new preventative services	26%	N=91
Neither a new jail nor new preventative services	5%	N=19
Total	100%	N=350

Table 58: Question 25

How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?	Percent of respondents	Number of respondents
Very important	46%	N=164
Important	29%	N=103
Somewhat important	18%	N=66
Not at all important	7%	N=25
Total	100%	N=357

Table 59: Question 26

Would you support, if allowed by state law, automated speed control and/or red light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?	Percent of respondents	Number of respondents
Strongly support	19%	N=67
Some support	19%	N=66
Neutral	15%	N=52
Against	22%	N=77
Strongly against	26%	N=94
Total	100%	N=356

Table 60: Question 27

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure	Percent of respondents	Number of respondents
I'm satisfied	17%	N=60
I would like to see more separated bike lanes	38%	N=134
I would like to see fewer separated bike lanes	14%	N=51
Neutral / No opinion	31%	N=108
Total	100%	N=352

Appendix C: Verbatim Responses

Following are verbatim responses to the one open-ended question 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.

Demographic question D16 (Yes, other): Are you a student?

- **** off, I'm not tell you any more. Questions about race/sex and income are entirely inappropriate
- DON'T BUY SHOWERS! CIVILITY & COOPERATION! THE CITY SHOULD NOT BE RUN ONLY FOR TRANSIENTS/STUDENTS! VOTE FOR THE JAIL SITE. COOPERATION BETWEEN CITY & COUNTY NEEDED!.
- F2 visa.
- Grad student at Northwestern Online
- Husband is a student.
- Internet.
- Non-desiree seeking at IU.
- Purdue Global

Appendix D: Survey Results 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 61 on page 68, 80% of residents who were female (A) gave excellent or good ratings to the overall quality of life in the City of Bloomington. This proportion of residents is statistically higher than the rating gave by residents who were male (B), as denoted by the "B" found in the cell for respondents who are female.

In *Comparisons by Demographic Characteristics* (page 68), survey results are displayed for subgroups within five different characteristics (length of residency, rent or own home, gender, age and student status). The lettering of the columns begins again on the next characteristic. So, residents with less than two years of residency in Bloomington is noted in column A, residents with 2-5 years of residency is noted in column B, residents with 6-20 years of residency is noted in column C, and residents with more than 20 years of residency is noted in column D, while renters is column A again, and homeowners is column B again. The letters in the cells only refer to differences within that characteristic, not to differences within the other characteristics.

Comparisons by Demographic Characteristics

Table 61: 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)
The overall quality of life in the City of Bloomington	70%	77%	79%	69%	69%	84% A	80% B	69%	56%	82% A	70%	79% A	72%	76%	75%
Bloomington as a place to live	74%	68%	83% B	78%	71%	85% A	72%	80%	60%	83% A C	70%	81% A	65%	80% A	76%
Bloomington as a place to raise children	56%	55%	79% A B	77% A B	60%	81% A	69%	69%	50%	70% A	72% A	82% A	51%	75% A	69%
Bloomington as a place to visit	52%	75% A	71% A	61%	58%	80% A	68%	64%	46%	66% A	66% A	85% A B C	55%	71% A	67%
Your neighborhood as a place to live	31%	74% A	67% A	65% A	52%	80% A	68% B	57%	52%	55%	71% A B	79% A B	49%	67% A	62%
Bloomington as a place to retire	39%	35%	66% A B	60% A B	34%	72% A	57% B	44%	36%	40%	55%	70% A B	30%	59% A	51%
Bloomington as a place to work	68% C	57%	49%	52%	55%	56%	57%	56%	60%	54%	51%	60%	57%	55%	55%
Bloomington as a place to grow a business	41%	47%	38%	34%	40%	40%	43%	37%	34%	47%	39%	40%	50%	37%	39%

Table 62: Question 2 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	66%	75%	78%	73%	69%	82% A	72%	75%	67%	73%	78%	79%	64%	77% A	74%
Remain in Bloomington for the next five years	41%	35%	86% A B	84% A B	53%	82% A	65%	61%	44%	51%	85% A B	89% A B	44%	70% A	63%

Table 63: Question 3 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)
Overall opportunities for education and enrichment	78%	86%	88%	88%	82%	91% A	82%	89%	81%	88% C	76%	91% C	92%	83%	85%
Quality of overall natural environment in Bloomington	80%	82%	90% D	71%	77%	89% A	83%	80%	74%	82%	86%	84%	78%	83%	82%
Overall image or reputation of Bloomington	55%	64%	83% A B D	65%	62%	79% A	74% B	63%	37%	77% A	72% A	73% A	67%	69%	68%
Health and wellness opportunities in Bloomington	72% B	54%	65%	63%	60%	66%	65%	62%	67%	60%	60%	69%	72% B	60%	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)
Overall ease of getting to the places you usually visit	58%	57%	64%	59%	56%	66%	58%	61%	73% B	47%	71% B	68% B	63%	59%	60%
Sense of community	43%	67% A D	57%	50%	53%	60%	57%	54%	59%	52%	63%	57%	55%	56%	56%
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	60% D	67% C D	51%	43%	54%	59%	54%	59%	62%	59%	51%	48%	58%	55%	56%
Overall economic health of Bloomington	57% D	59% D	49%	39%	48%	54%	53%	50%	53%	53%	47%	49%	47%	52%	51%

Table 64: Question 4 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)
Opportunities to attend cultural/arts/music activities	85%	85%	92%	92%	88%	92%	87%	89%	84%	88%	90%	92%	92%	88%	89%
Opportunities to participate in religious or spiritual events and activities	82%	73%	87%	86%	80%	88%	95% B	70%	79%	82%	82%	88%	79%	84%	83%

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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	83%	81%	85%	89%	82%	91% A	84%	87%	73%	87% A	86%	91% A	79%	87%	85%
Air quality	70%	65%	68%	77%	62%	83% A	72%	68%	70%	63%	74%	80% B	63%	72%	70%
Adult educational opportunities	100% B C D	65%	70%	79% B	72%	82%	78%	75%	86% B	69%	71%	86% B	84%	73%	76%
Openness and acceptance of the community toward people of diverse backgrounds	42%	62% A	68% A	68% A	54%	73% A	60%	65%	57%	58%	62%	73% B	51%	65% A	61%
Recreational opportunities	80%	78%	85%	82%	79%	85%	81%	83%	73%	83%	78%	88% A	84%	80%	82%
Opportunities to participate in social events and activities	75%	82%	75%	78%	76%	81%	79%	77%	74%	81%	71%	81%	80%	77%	78%
Fitness opportunities	76%	70%	80%	79%	73%	83% A	83% B	70%	63%	77% A	77%	85% A	79%	75%	77%
Opportunities to participate in community matters	68%	63%	66%	60%	61%	70%	70%	60%	60%	65%	60%	69%	64%	64%	65%
K-12 education	49%	46%	77% A B	74% A B	62%	74%	71%	66%	45%	73% A	75% A	71% A	45%	73% A	68%
Overall appearance	57%	73% A D	76% A D	56%	64%	74%	69%	65%	51%	79% A C D	58%	65%	69%	67%	68%
Overall quality of business and service establishments in Bloomington	79%	77%	78% D	65%	77%	71%	74%	77%	79% C	83% C	58%	71%	73%	76%	75%

May 2023

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)
Availability of affordable food	50% B	33%	40%	44%	39%	43%	44%	39%	45%	37%	39%	48%	37%	42%	42%
Entertainment downtown	65%	62%	75% D	52%	66%	60%	65%	65%	53%	72% A	59%	64%	74% B	61%	65%
Public places where people want to spend time	55%	64%	74% A D	55%	62%	65%	66%	61%	49%	71% A	59%	63%	53%	67% A	64%
Cleanliness of the City	38%	59% A	60% A	51%	48%	61% A	55%	53%	29%	59% A	56% A	60% A	48%	55%	54%
Neighborliness of residents in Bloomington	44%	64% A	55%	65% A	53%	67% A	65% B	53%	53%	53%	64%	67%	45%	63% A	58%
Shopping opportunities outside downtown	56%	40%	49%	46%	51%	42%	48%	47%	59% B	42%	45%	52%	54%	45%	48%
Shopping opportunities downtown	52%	58% D	58% D	36%	53%	48%	50%	52%	51%	59% D	49%	42%	75% B	45%	52%
Availability of affordable health care	37% C	29%	21%	25%	24%	31%	27%	30%	11%	26%	24%	42% A B C	32%	26%	27%
Variety of housing options	27%	20%	18%	24%	18%	28% A	21%	24%	34% B C	13%	16%	35% B C	18%	23%	22%
Entertainment outside downtown	51% D	36%	45% D	28%	39%	41%	38%	44%	34%	44%	30%	45%	43%	39%	40%
Cost of living in Bloomington	19%	32% C D	17%	14%	18%	26%	27% B	16%	10%	21%	21%	31% A	25%	20%	22%
Employment opportunities	54% C D	43%	35%	32%	37%	42%	40%	41%	49% C	39%	29%	40%	43%	38%	39%
Cost of living in Bloomington	19%	32% C D	17%	14%	18%	26%	27% B	16%	10%	21%	21%	31% A	25%	20%	22%

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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)
Availability of affordable child care/preschool	0%	22%	17%	18%	10%	22%	18%	17%	13%	7%	20%	26% B	18%	17%	19%
Availability of affordable housing	10%	5%	8%	6%	5%	10%	7%	7%	9%	2%	10%	16% B	11%	6%	7%
Sustainability	42%	40%	39%	29%	37%	39%	36%	41%	41%	39%	29%	40%	38%	38%	38%

Table 65: Question 5 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	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)
In your neighborhood during the day	98%	91%	93%	95%	94%	94%	94%	94%	88%	97% A	94%	93%	90%	95%	94%
In Bloomington's downtown area during the day	98% B D	77%	87% B	83%	86%	83%	82%	89%	78%	90% A	86%	83%	87%	85%	86%
In your neighborhood at night	35%	67% A	81% A B	81% A B	57%	88% A	67%	70%	44%	71% A	74% A	80% A	46%	76% A	68%
In Bloomington's downtown area at night	29%	40%	52% A	48% A	39%	50% A	40%	47%	21%	49% A	44% A	53% A	35%	46%	44%

Table 66: Question 6 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)
Availability of paths and walking trails	89% C D	79%	74%	73%	72%	87% A	79%	78%	71%	73%	82%	91% A B	79%	78%	78%
Ease of walking	68%	67%	58%	60%	56%	75% A	60%	66%	49%	56%	71% A B	84% A B	65%	63%	63%
Ease of travel by car	56%	71%	79% A D	60%	68%	67%	73% B	62%	51%	81% A C D	57%	65%	68%	68%	68%
Ease of travel by bicycle	64% D	52%	52%	44%	51%	53%	60%	49%	62% B	42%	54%	70% B	71% B	46%	53%
Traffic flow on major streets	27%	33%	50% A B	44% A	36%	45%	45%	35%	33%	41%	36%	46%	31%	43%	40%
Ease of travel by public transportation	49% D	46% D	42% D	22%	41%	37%	47%	37%	50% C	42% C	23%	42%	47%	37%	40%
Ease of public parking	35%	29%	42% D	25%	31%	37%	27%	41% A	23%	39% A	33%	32%	25%	36% A	33%
Cost of public parking	42%	47% D	45% D	26%	40%	42%	42%	41%	32%	50% A D	42%	30%	41%	41%	41%

Table 67: Question 7 Compared by Demographic Characteristics

What is one thing you like most about the City of Bloomington?	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)
Everything / great place to live	6%	3%	19% A B	13% B	8%	15%	12%	9%	6%	7%	14%	20% A B	3%	13% A	11%
Beautiful/ appearance / eco-friendly	17% D	17% D	14% D	5%	15%	8%	10%	16%	10%	19% D	12%	5%	11%	13%	13%
Accessibility / mobility	0%	4%	1%	0%	2%	1%	2%	1%	3%	1%	2%	1%	3%	1%	2%
People / friendly	4%	15% A	12%	13%	12%	12%	14%	9%	11%	11%	12%	14%	14%	11%	12%
Diversity / inclusivity	0%	11%	6%	8%	8%	6%	9%	5%	10%	6%	10%	5%	8%	7%	7%
Access to university / educational opportunities	26% C	22% C	10%	20%	18%	21%	17%	21%	32% B C	14%	15%	19%	37% B	12%	18%
Sense of community / small town feel	12%	11%	13%	18%	13%	14%	16%	12%	13%	12%	17%	16%	5%	17% A	14%
Businesses / shopping / dining	17% B C D	2%	0%	6% C	5%	5%	5%	5%	5%	7%	1%	3%	5%	5%	5%
Cultural activities and entertainment	18% B	7%	15%	9%	14%	9%	10%	14%	10%	16%	9%	7%	10%	13%	12%
Other	1%	9% A	9% A	8%	6%	10%	5%	8%	0%	7%	8%	10%	4%	8%	7%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 68: Question 8 Compared by Demographic Characteristics

What is one thing you like least about the City of Bloomington?	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)
Roads / traffic / public transportation	10%	30% A C D	8%	13%	16%	15%	14%	18%	26% C D	16%	6%	12%	30% B	11%	16%
Government (politics, trust, decision-making)	9%	3%	6%	19% B C	6%	15% A	6%	12%	2%	6%	13% A	18% A B	3%	11% A	9%
Lack of activities / amenities / City services	13% C	6%	2%	6%	7%	4%	6%	7%	12% C	8%	2%	0%	3%	7%	6%
Unhappy with development	0%	2%	13% B	19% B	4%	19% A	9%	10%	0%	4%	11%	25% B C	5%	10%	9%
Feel unsafe	10% D	5%	5%	1%	7% B	1%	5%	6%	5%	8% C	1%	2%	14% B	2%	5%
Homelessness	28%	17%	21%	25%	19%	27%	22%	22%	34% B	14%	26% B	25% B	19%	23%	22%
Affordable housing	29% D	19%	38% B D	14%	33% B	12%	28%	21%	13%	36% A D	29% A D	13%	19%	27%	25%
Lack of job opportunities / economic vitality	0%	9% C	2%	2%	4%	3%	3%	4%	0%	4%	9%	2%	1%	4%	3%
Other	2%	9% D	5%	1%	5%	5%	7% B	1%	6%	5%	3%	4%	7%	4%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 69: Question 9 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 make your home more energy efficient	67% C	58%	47%	56%	53%	63%	51%	61%	61%	53%	58%	54%	62%	54%	56%
Made efforts to conserve water	81% B C	63%	65%	69%	65%	74%	66%	72%	58%	69%	67%	76% A	65%	70%	69%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	64% C	51%	48%	56%	51%	60%	55%	53%	59%	55%	53%	46%	65% B	50%	54%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	22%	26%	32%	33%	27%	33%	31%	27%	32%	26%	28%	34%	20%	32% A	29%
Stocked supplies in preparation for an emergency	46%	33%	45%	36%	41%	38%	38%	41%	23%	47% A	39%	38%	44%	38%	39%
Campaigned or advocated for an issue, cause or candidate	23%	43% A C	28%	31%	32%	32%	32%	32%	14%	38% A	31% A	36% A	37%	30%	32%
You or a household member reported a crime to the police in the City of Bloomington	19%	25% C	10%	22% C	22%	14%	21%	16%	21%	18%	21%	16%	22%	18%	18%
You or a household member were a victim of a crime in the City of Bloomington	31% C D	21% C	7%	12%	20% B	11%	12%	21% A	40% B C D	11%	17%	9%	24% B	14%	16%

Table 70: Question 10 Compared by Demographic Characteristics

Percent rating positively (e.g., at least once)	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)
Talked to or visited with your immediate neighbors	97% B C	86%	85%	89%	86%	94% A	85%	91%	72%	92% A	88% A	94% A	85%	89%	88%
Walked or biked instead of driving	87% C D	79% D	72%	64%	82% B	63%	68%	81% A	73% D	86% A C D	74% D	55%	93% B	69%	75%
Attended an event offered by the City of Bloomington	51%	58%	69% A D	53%	60%	59%	59%	60%	38%	72% A D	66% A D	47%	55%	61%	58%
Done a favor for a neighbor	51%	68% A	63%	73% A	55%	83% A	67%	62%	36%	63% A	69% A	88% A B C	65%	65%	65%
Carpooled with other adults or children instead of driving alone	65%	71% C D	54%	52%	67% B	49%	62%	58%	60% D	77% A C D	46%	40%	80% B	54%	61%
Volunteered your time to some group/activity in Bloomington	56%	50%	55%	51%	52%	54%	55%	50%	31%	62% A	53% A	52% A	59%	51%	53%
Used bus or other public transportation instead of driving	39% D	53% C D	40% D	12%	47% B	18%	34%	39%	43% D	47% C D	32% D	13%	59% B	29%	36%
Participated in religious or spiritual activities	40%	30%	30%	36%	30%	40%	35%	34%	32%	27%	32%	49% A B C	41%	31%	33%
Watched (online or on television) a local public meeting of local elected officials	7%	16%	38% A B	31% A B	23%	28%	21%	26%	6%	29% A	27% A	31% A	15%	28% A	25%

Table 71: 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 (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)
The City of Bloomington	74% D	65% D	63% D	48%	57%	70% A	64%	61%	42%	68% A	61% A	64% A	73% B	58%	62%
Monroe County Government	56%	46%	48%	37%	42%	52%	56% B	37%	34%	48%	41%	56% A	46%	46%	46%
Indiana State Government	13%	12%	14%	24% B	12%	23% A	19%	13%	19% B	5%	15%	33% A B C	10%	19%	16%
The Federal Government	31%	21%	27%	33%	20%	41% A	29%	29%	15%	20%	30%	52% A B C	19%	32% A	28%

Table 72: 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)
The job City government does at welcoming citizen involvement	79% B D	35%	58% B D	39%	45%	50%	45%	52%	57%	40%	51%	51%	46%	48%	48%
The value of services for the taxes paid to the City	39%	45% D	41%	30%	35%	44%	45%	33%	32%	42%	35%	44%	45%	37%	39%
The overall direction that the City is taking	42% D	35% D	42% D	18%	34%	33%	31%	37%	32%	39%	31%	29%	36%	34%	34%
Generally acting in the best interest of the community	54% B C D	32%	39%	26%	37%	36%	39%	37%	43%	37%	36%	34%	40%	36%	37%
Overall confidence in City government	39% D	31%	34%	23%	29%	34%	33%	30%	29%	29%	32%	36%	29%	32%	32%
Being honest/transparent	26%	31%	38%	25%	29%	32%	26%	36%	18%	31%	37% A	35% A	38%	28%	31%
Treating all residents fairly	16%	28%	35% A D	21%	19%	38% A	25%	29%	23%	18%	41% A B	35% B	20%	29%	26%
Listening to public concern	6%	23% A	35% A	27% A	19%	33% A	25%	24%	15%	23%	30%	31% A	10%	30% A	25%

Table 73: Question 13 (Quality) 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)
Fire services	87%	98% A	95%	89%	92%	94%	89%	98% A	96%	90%	92%	95%	91%	94%	92%
Ambulance or emergency medical services	89% D	98% C D	82%	74%	85%	84%	84%	88%	96% B C	80%	76%	91% B C	91%	83%	85%
Farmers market	89% B	74%	81%	80%	82%	80%	87% B	77%	82%	85%	77%	76%	88%	79%	81%
Lotus Festival	90%	90%	87%	86%	89%	87%	89%	89%	100% C	91%	82%	84%	94%	87%	88%
Fourth Street Arts Fair	93%	85%	84%	83%	86%	86%	87%	86%	100% C	87% C	74%	88% C	88%	85%	86%
Garbage collection	68%	67%	78%	90% A B	69%	88% A	79%	74%	69%	74%	80%	84%	66%	80% A	76%
Trails	88% D	84%	87% D	73%	79%	91% A	84%	85%	85%	84%	82%	84%	79%	85%	84%
Police services	44%	31%	49% B	61% B	33%	69% A	51%	45%	21%	34%	57% A B	80% ABC	35%	50% A	46%
Parks	87%	87%	89%	78%	85%	85%	85%	86%	79%	91% A	84%	82%	86%	85%	85%
Taste of Bloomington	67%	75% D	69%	53%	68%	58%	59%	72%	81%	65%	57%	66%	74%	64%	66%
Fire prevention and education	67%	71%	61%	73%	71%	62%	66%	73%	49%	72% A	69%	83% A	64%	71%	68%
Overall customer service by City Employees	66%	76% D	67%	53%	59%	72%	65%	65%	38%	74% A	62% A	67% A	69%	64%	65%
Recycling	38%	39%	60% A B	71% A B	42%	69% A	52%	55%	30%	47% A	67% A B	73% A B	29%	62% A	53%
Sewer services	69%	72%	80%	65%	72%	71%	69%	76%	72%	76%	65%	71%	74%	72%	72%

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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)
Animal care and control	88% B	55%	81% B	75% B	71%	79%	79%	69%	82%	71%	71%	76%	67%	76%	74%
Yard waste pick-up	65% B	32%	77% B	64% B	56%	64%	69% B	51%	84% B	46%	71% B	68% B	39%	69% A	61%
Preservation of natural areas	85% B D	56%	76% B D	58%	63%	75% A	74% B	63%	68%	69%	61%	71%	63%	69%	68%
Snow removal	69%	62%	69%	72%	63%	75% A	68%	71%	52%	71% A	68%	76% A	68%	68%	68%
Small Business support	59% D	47%	54%	34%	49%	43%	56% B	40%	60%	45%	38%	47%	50%	47%	47%
Public art provided by the City	81% C D	63%	53%	59%	60%	65%	65%	58%	58%	64%	53%	69%	67%	60%	61%
Bus or transit services	45%	60%	50%	53%	50%	58%	53%	55%	54%	52%	38%	69% C	55%	52%	53%
Open space (green space)	41%	72% A D	63% A	54%	54%	68% A	59%	62%	60%	58%	65%	61%	61%	60%	60%
City website	77% B D	43%	57% D	35%	50%	47%	56%	43%	46%	50%	44%	55%	70% B	45%	49%
Drinking water	30%	39%	60% A B	65% A B	41%	64% A	54%	46%	29%	51% A	54% A	66% A B	24%	60% A	50%
Crime prevention	19%	27%	44% A B	53% A	28%	55% A	39%	39%	11%	40% A	44% A	56% A B	13%	47% A	38%
Public information services	75% B D	55%	59%	50%	58%	59%	59%	60%	88% B C D	54%	61%	52%	63%	57%	58%
Street cleaning	63%	60%	58%	57%	54%	68% A	61%	58%	42%	65% A	63% A	62% A	54%	61%	59%
Health services	59% C D	47%	33%	40%	42%	44%	45%	43%	45%	40%	43%	50%	53%	41%	44%

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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)
Sustainability efforts	47%	37%	59% B	45%	43%	56% A	42%	53%	51%	40%	53%	57% B	37%	51%	48%
Economic development	34%	36%	36%	38%	32%	42%	42%	31%	49% B	28%	39%	39%	18%	42% A	36%
Resident interaction with Bloomington Police Dept.	22%	20%	41% B	51% A B	24%	55% A	37%	38%	15%	21%	56% A B	68% A B	17%	42% A	37%
Traffic signal timing	43%	46%	53%	60%	53%	45%	53%	50%	50%	56%	45%	47%	49%	52%	51%
Traffic enforcement	57% D	44%	42%	29%	39%	45%	46%	38%	36%	42%	47%	45%	43%	42%	42%
Neighborhood/residential parking	54% D	50%	46%	35%	41%	56% A	48%	44%	30%	51% A	52% A	48% A	47%	46%	46%
Street lighting	22%	47% A	40% A	55% A	40%	47%	42%	44%	31%	37%	51% A	58% A B	40%	44%	43%
Code enforcement (weeds, trash, etc.)	31%	40%	52% A D	31%	34%	46%	42%	37%	20%	42% A	49% A	45% A	40%	39%	39%
Parking garages	63%	68%	60%	58%	57%	72% A	58%	66%	53%	65%	61%	69%	63%	62%	62%
Sidewalk maintenance	43% D	41% D	33%	25%	32%	41%	46% B	26%	53% B	26%	37%	41% B	33%	37%	35%
Land use, planning, and zoning	54% B C D	29%	18%	16%	32% B	19%	27%	28%	49% B C D	25%	23%	21%	38% B	24%	27%
Storm drainage	49% C	32%	29%	36%	35%	35%	33%	40%	45% B	29%	37%	40%	32%	37%	35%
Downtown parking	43% B	27%	52% B D	28%	36%	40%	31%	43% A	18%	48% A D	39% A	33%	34%	39%	37%
Street repair	35% D	21%	25%	17%	22%	28%	25%	24%	21%	23%	27%	26%	23%	24%	24%
Affordable/workforce housing availability	6%	6%	3%	4%	3%	8%	5%	4%	4%	2%	8%	9% B	7%	4%	5%

Table 74: Question 13* (Importance) 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 (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)
Fire services	64%	90% A	84% A	84% A	79%	87%	83%	81%	73%	82%	77%	95% ABC	76%	84%	82%
Ambulance or emergency medical services	56%	87% A	87% A	84% A	77%	87% A	83%	79%	69%	79%	81%	95% ABC	80%	81%	81%
Farmers market	49%	77% A C D	42%	34%	53%	46%	50%	53%	61% C	51%	43%	45%	53%	50%	50%
Lotus Festival	37%	46% C D	28%	27%	35%	31%	28%	40%	37%	29%	34%	38%	34%	34%	34%
Fourth Street Arts Fair	43%	45% D	33%	27%	36%	35%	31%	40%	31%	36%	37%	42%	45%	33%	36%
Garbage collection	66%	73%	70%	79%	68%	79% A	71%	73%	62%	70%	67%	88% ABC	61%	76% A	72%
Trails	56%	68%	63%	60%	63%	61%	60%	67%	49%	72% A C	57%	60%	53%	66% A	63%
Police services	59%	64%	67%	76% A	58%	81%	72%	62%	68% B	49%	73% B	94% ABC	51%	72% A	67%
Parks	66%	80%	72%	68%	71%	73%	69%	77%	60%	78% A	70%	75%	59%	77% A	73%
Taste of Bloomington	45% C D	32%	27%	26%	34%	26%	28%	34%	22%	35%	29%	34%	42% B	27%	31%
Fire prevention and education	35%	63% A	65% A	71% A	53%	72% A	65%	55%	51%	49%	67% B	87% ABC	54%	62%	61%
Overall customer service by City Employees	37%	49%	60%	67% A B	42%	76% A	54%	57%	25%	45% A	68% A B	89% ABC	30%	64% A	55%
Recycling	86%	81%	82%	81%	81%	85%	84%	83%	80%	85%	75%	86%	82%	83%	83%

May 2023

Percent rating positively (e.g., essential / very important)	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)
Sewer services	59%	67%	84% A B	84% A B	66%	89% A	78%	71%	58%	71%	80% A	91% A B	63%	79% A	75%
Animal care and control	53%	60%	72% A	71% A	63%	68%	72% B	59%	65%	58%	74% B	74% B	59%	68%	65%
Yard waste pick-up	53%	56%	51%	51%	47%	62% A	57%	48%	48%	48%	48%	67% ABC	54%	52%	53%
Preservation of natural areas	65%	88% A	83% A	86% A	82%	81%	83%	81%	80%	82%	76%	89%	76%	84%	82%
Snow removal	46%	75% A	75% A	75% A	66%	76% A	78% B	62%	65%	63%	69%	89% ABC	69%	70%	70%
Small Business support	78%	76%	67%	84% C	76%	75%	77%	73%	84%	72%	69%	81%	76%	75%	75%
Public art provided by the City	37%	43%	37%	31%	40%	33%	30%	45% A	44%	35%	38%	37%	40%	37%	37%
Bus or transit services	66%	81% A	89% A	81% A	83%	75%	89% B	73%	76%	85%	74%	84%	82%	80%	81%
Open space (green space)	62%	64%	75%	76%	69%	71%	70%	70%	74%	68%	65%	75%	60%	73% A	70%
City website	37%	34%	44%	43%	33%	49% A	36%	42%	11%	45% A	32% A	59% A C	22%	45% A	40%
Drinking water	75%	91% A	92% A	91% A	88%	90%	92% B	84%	79%	89%	89%	96% A	82%	91% A	89%
Crime prevention	78%	77%	71%	90% B C	74%	85% A	80%	77%	90% B	63%	80% B	98% B C	77%	79%	79%
Public information services	44%	54%	56%	67% A	51%	63% A	55%	56%	47%	48%	58%	77% ABC	48%	59%	56%
Street cleaning	46%	53%	54%	61%	53%	54%	53%	53%	52%	50%	45%	69% B C	57%	53%	54%

May 2023

Percent rating positively (e.g., essential / very important)	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)
Health services	64%	93% A	93% A	88% A	87%	86%	87%	87%	83%	88%	81%	92%	83%	88%	86%
Sustainability efforts	81%	90% D	85%	77%	88% B	76%	85%	84%	80%	93% ACD	76%	77%	89%	83%	84%
Economic development	86%	78%	81%	78%	79%	82%	81%	79%	77%	82%	70%	86% C	75%	82%	80%
Resident interaction with the Bloomington Police Department	50%	69% A	63%	86% A B C	62%	77%A	72%	66%	66%	61%	69%	85% A B	53%	73% A	68%
Traffic signal timing	43%	41%	51%	51%	39%	60% A	54% B	40%	43%	36%	50%	69% ABC	40%	49%	47%
Traffic enforcement	49%	43%	40%	56% C	42%	54% A	50%	45%	49%	40%	39%	67% ABC	50%	46%	47%
Neighborhood/residential parking	43%	40%	45%	50%	43%	48%	50% B	38%	53% B	31%	44%	65% B C	42%	46%	45%
Street lighting	48%	50%	69% A B	62%	53%	67% A	60%	55%	37%	59% A	54%	76% ABC	58%	58%	58%
Code enforcement (weeds, trash, etc.)	40%	40%	40%	52%	36%	56% A	41%	45%	36%	36%	37%	66% ABC	38%	45%	44%
Parking garages	45%	41%	34%	53% C	41%	45%	41%	43%	50% C	35%	30%	59% B C	40%	43%	43%
Sidewalk maintenance	61%	73%	74%	70%	66%	80% A	70%	71%	54%	77% A C	58%	82% A C	67%	72%	71%
Land use, planning, and zoning	67%	69%	71%	70%	66%	76%	63%	76% A	51%	70% A	71% A	84% A B	72%	69%	69%
Storm drainage	69%	76%	79%	81%	74%	82%	73%	82%	75%	73%	72%	90% ABC	79%	76%	77%
Downtown parking	59% C	58% C	37%	58% C	47%	60% A	56%	46%	62% B C	41%	38%	70% B C	51%	52%	51%

Percent rating positively (e.g., essential / very important)	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)
Street repair	64%	81% A	76%	79% A	70%	87% A	80%	72%	75%	72%	73%	89% ABC	80%	74%	76%
Affordable/workforce housing availability	91%	90%	95% D	82%	92%	87%	92%	89%	83%	97% A D	91%	83%	96% B	88%	90%

Table 75: Question 14 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)
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?	14%	40% A	32% A	57% A B C	28%	54% A	39%	34%	25%	30%	50% A B	49% A B	33%	38%	37%

Table 76: Question 15 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)
Courteous	100%	93% D	87%	76%	84%	87%	90%	83%	69%	94% A	81%	89%	100% B	83%	86%
Knowledgeable	93%	86%	71%	86%	81%	84%	80%	90%	100% C	81%	72%	89%	87%	81%	83%
Responsive	96%	78%	73%	85%	79%	82%	79%	86%	100%	81%	80%	79%	71%	84%	81%
Overall impression	90%	81%	79%	65%	73%	78%	79%	74%	69%	79%	76%	77%	87%	73%	75%

Table 77: Question 16 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)
City-wide high-speed fiber for internet access	44%	81% A D	73% A	65% A	66%	71%	68%	67%	49%	78% A D	67% A	64% A	69%	68%	68%
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	65%	68%	73% D	55%	71% B	57%	61%	71%	53%	80% ACD	59%	55%	80%	61%	65%
Development/job creation in Trades district /certified tech park	61%	64%	66%	56%	61%	63%	65%	61%	68%	59%	60%	66%	66%	61%	62%
Expansion of the Bloomington/Monroe County Convention Center	13%	16%	13%	25% C	12%	25%	18%	17%	22% B	6%	18% B	34% B C	9%	20% A	18%

Table 78: Question 17 Compared by Demographic Characteristics

Percent rating positively (e.g., not a challenge / minor 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?	9% D	9% C D	3%	0%	6%	2%	4%	5%	5%	6%	4%	2%	15% B	1%	5%

Table 79: Question 18 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)
To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	4%	1%	9% B	6%	2%	11% A	7%	5%	0%	5%	7%	10% A	3%	7%	6%

Table 80: Question 19 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)
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?	89%	98% A D	97% D	85%	95%	89%	93%	94%	93%	97% D	94%	87%	98% B	91%	93%

Table 81: Question 20 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)
Local media outlets (newspapers, radio, local television stations)	91% B	75%	83%	80%	82%	80%	80%	84%	57%	90% A	81% A	86% A	83%	81%	82%
Local online news sources	91%	82%	87%	84%	91% B	77%	83%	86%	91%	83%	86%	84%	94% B	82%	86%
Word-of-mouth	98% D	94%	96% D	87%	96% B	91%	94%	93%	100% C D	98% C D	89%	84%	97%	93%	94%
City website (Bloomington.in.gov)	80%	70%	76%	80%	75%	77%	76%	79%	68%	77%	83%	78%	69%	79%	76%
City communications via social media	76% D	73%	76% D	60%	74%	68%	75%	69%	79%	69%	77%	67%	75%	70%	71%
Email distribution lists	16%	51% A	61% A	53% A	42%	57% A	54% B	42%	31%	41%	60% A B	67% A B	40%	51%	48%
City Council meetings and other public meetings	30%	53% A	70% A B	63% A	55%	56%	51%	61%	22%	57% A	69% A	73% A B	47%	59% A	56%
Talking with City officials	29%	34%	47% A	58% A B	38%	50% A	39%	46%	17%	35% A	58% A B	67% A B	31%	47% A	43%
Community Access Television Services, CATs	21%	32%	49% A B	54% A B	38%	43%	41%	40%	14%	38% A	50% A	60% A B	31%	44% A	40%

Table 82: Question 21 Compared by Demographic Characteristics

What is your preferred method of receiving communication from the City of Bloomington?	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)
Phone	0%	5%	2%	3%	1%	6% A	5%	1%	8% C	0%	1%	6%	6%	2%	3%
Email	31%	52% A	47% A	41%	45%	44%	39%	49%	21%	53% A	49% A	45% A	42%	45%	44%
Text	11%	5%	3%	9%	7%	4%	10% B	3%	10% B	3%	7%	10% B	7%	6%	7%
Social Media (Facebook/ Instagram/ LinkedIn /Twitter)	32% D	23%	23%	14%	29% B	11%	25%	21%	51% B C D	21% D	17% D	6%	30%	20%	23%
City of Bloomington Website	12% B	2%	10% B	8%	8%	8%	7%	9%	0%	11%	9%	9%	3%	10% A	8%
Printed brochures / materials / mailers	14%	12%	14%	25% B	10%	27% A	14%	17%	10%	12%	18%	24% A B	12%	17%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 83: Question 22 Compared by Demographic Characteristics

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	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)
New single-family housing options	17%	21%	18%	21%	23% B	9%	21%	17%	30% B	12%	23%	25%	10%	23% A	19%
New multi-family housing options	18% B	3%	22% B	12%	14%	12%	5%	22% A	10%	13%	17%	14%	11%	14%	13%
Walkability	28% D	22% D	15%	7%	21% B	10%	21%	14%	19%	20%	18%	11%	25%	15%	18%
Green spaces and outdoor play spaces	6%	21% A	20% A	23% A	14%	29% A	18%	21%	11%	24%	13%	17%	22%	17%	19%
Community gardens	7% B	0%	2%	3%	2%	3%	1%	3%	6% B	1%	1%	4%	4%	2%	2%
Open community gathering spaces	0%	7%	6%	9%	3%	13% A	7%	4%	8%	5%	7%	4%	4%	6%	6%
Flexible public and private spaces	1%	1%	6%	1%	2%	2%	1%	3%	0%	3%	1%	3%	6% B	1%	2%
Event space/Outdoor performance space	24% B C D	9%	9%	7%	9%	16%	13%	8%	11%	12%	12%	8%	9%	12%	11%
Trails	0%	17% C	3%	17% C	11%	7%	12%	7%	4%	11%	8%	13%	8%	10%	9%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 84: Question 23 Compared by Demographic Characteristics

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.	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)
Only in new neighborhoods	7%	10%	19%	25% A B	12%	23% A	21% B	11%	13%	9%	21%	27% B	5%	20% A	16%
Only in neighborhoods or areas that already have multiplexes	24%	20%	18%	33%	21%	25%	25%	22%	31%	17%	23%	30%	18%	25%	23%
Throughout Bloomington, including existing neighborhoods	35%	45%	55% D	27%	48% B	31%	41%	40%	38% D	54% D	50% D	17%	43%	41%	42%
We should allow taller buildings in appropriate areas	41%	46%	36%	28%	38%	36%	28%	49% A	36%	48% D	38%	19%	36%	38%	38%
I don't think density should increase	28%	15%	14%	33% B C	18%	27% A	23%	21%	24% B	6%	24% B	48% ABC	17%	24%	22%

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

Table 85: Question 24 Compared by Demographic Characteristics

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?	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)
A new jail	3%	3%	1%	7% C	2%	6%	3%	4%	6%	0%	3%	8%	4%	3%	4%
New preventative services (e.g. job placement, mental healthcare, addiction services)	72% D	74% D	71% D	43%	76% B	44%	71% B	59%	81% C D	78% C D	50%	37%	91% B	56%	65%
A new jail and new preventative services	17%	16%	25%	45% A B C	16%	45% A	24%	29%	12%	15%	40% A B	49% A B	6%	33% A	26%
Neither a new jail nor new preventative services	8%	7%	3%	5%	5%	5%	2%	8% A	0%	6%	8%	6%	0%	7%	5%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Table 86: Question 25 Compared by Demographic Characteristics

Percent rating positively (e.g., very important / 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)
How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?	59%	89% A D	78% A D	65%	77%	72%	77%	73%	61%	86% A C D	72%	67%	85% B	71%	75%

Table 87: Question 26 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)
Would you support, if allowed by state law, automated speed control and/or red-light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?	69% B C D	49%	49%	44%	54%	45%	47%	55%	40%	62% A C	36%	47%	53%	50%	51%

Table 88: Question 27 Compared by Demographic Characteristics

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?	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)
I'm satisfied	24%	14%	19%	13%	13%	25% A	16%	20%	27% B	12%	20%	17%	15%	18%	17%
I would like to see more separated bike lanes	48% D	40%	36%	30%	45% B	26%	31%	44% A	35% D	53% A C D	31% D	16%	45%	36%	38%
I would like to see fewer separated bike lanes	1%	10% A	15% A	30% A B C	9%	24% A	18% B	10%	7%	5%	21% A B	32% A B	7%	17% A	14%
Neutral / No opinion	28%	36%	31%	26%	33%	24%	35%	26%	31%	30%	28%	34%	33%	30%	31%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Geographic Areas under Analysis
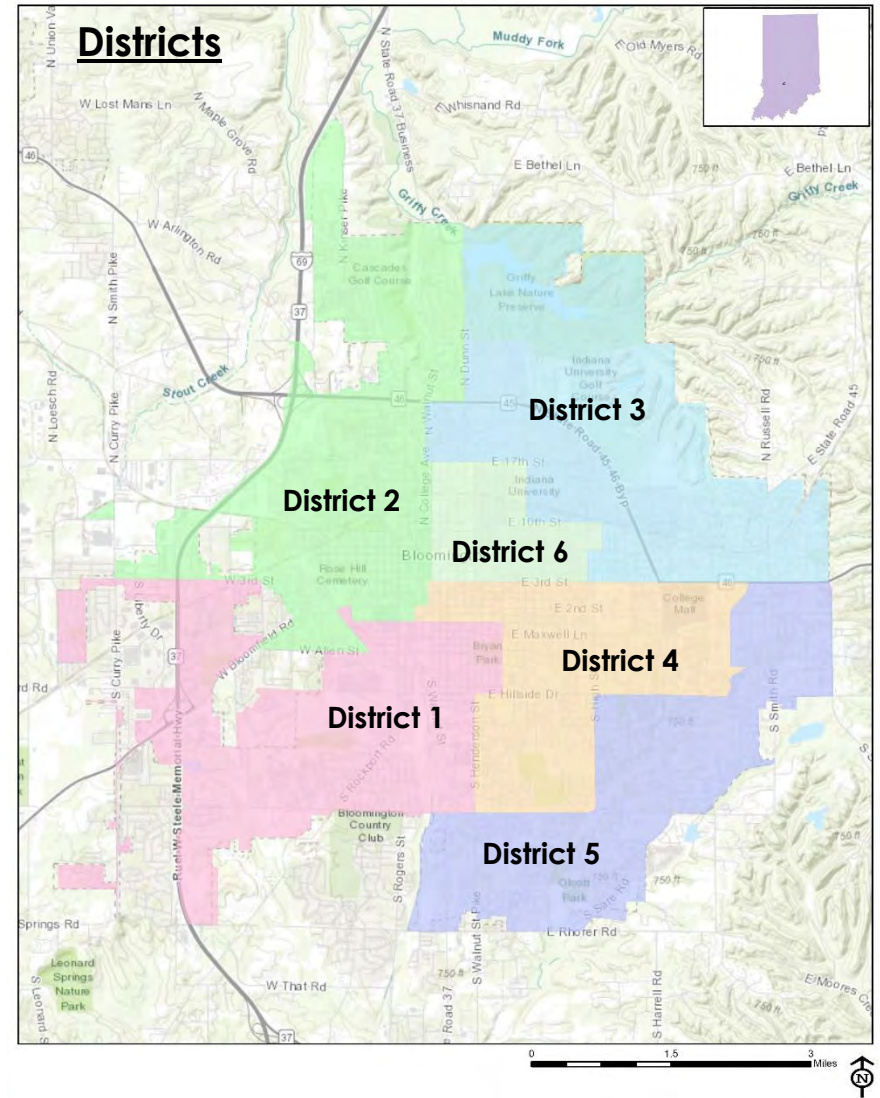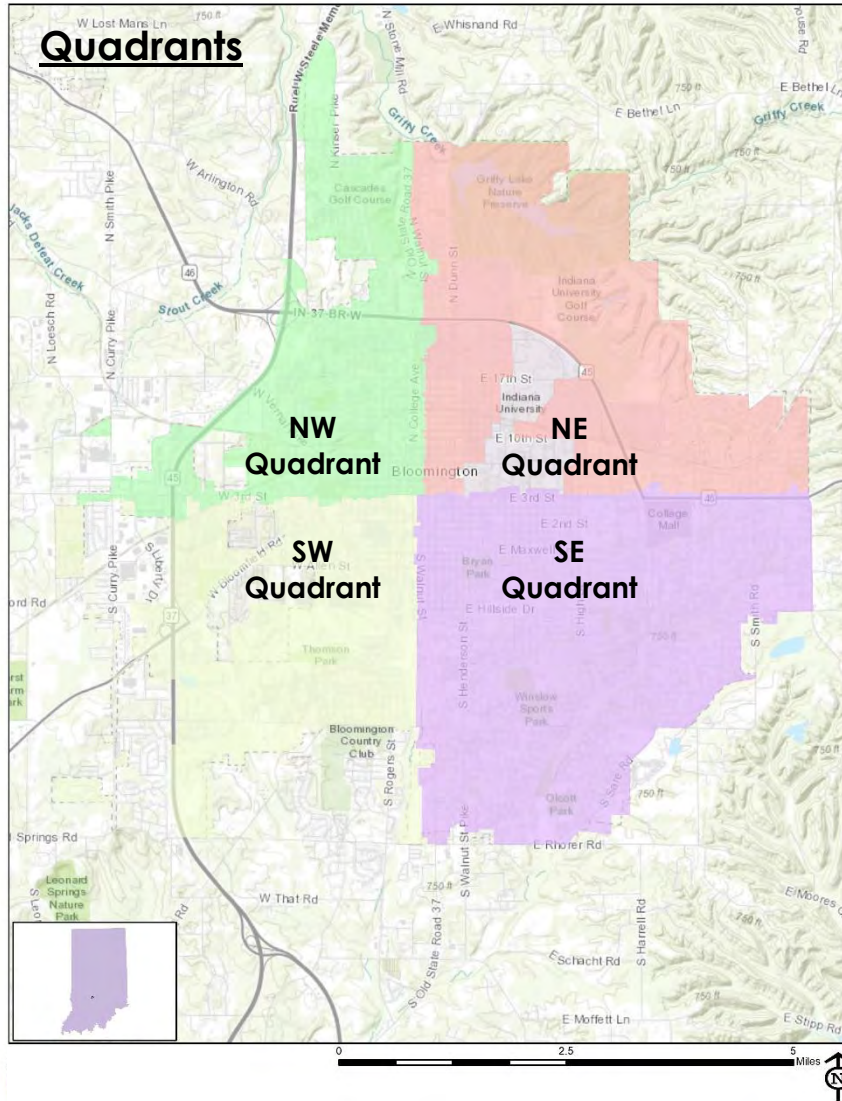
Comparisons by City Quadrants

Table 89: Question 1 Compared by Geographic Quadrant

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(A)
The overall quality of life in the City of Bloomington	81%	70%	70%	72%	75%
Bloomington as a place to live	79%	78%	75%	72%	76%
Bloomington as a place to raise children	73% B	54%	66%	73% B	69%
Bloomington as a place to visit	70%	66%	60%	68%	67%
Your neighborhood as a place to live	68% C	66% C	47%	59%	62%
Bloomington as a place to retire	50%	54%	40%	58%	51%
Bloomington as a place to work	51%	67% A	55%	55%	55%
Bloomington as a place to grow a business	40%	68% A C D	33%	28%	39%

Table 90: Question 2 Compared by Geographic Quadrant

	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	71%	79%	69%	79%	74%
Remain in Bloomington for the next five years	67%	63%	70%	54%	63%

Table 91: Question 3 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Overall opportunities for education and enrichment	90% B	72%	87% B	86% B	85%
Quality of overall natural environment in Bloomington	87% C	77%	70%	82%	82%
Overall image or reputation of Bloomington	69%	75%	73%	60%	68%
Health and wellness opportunities in Bloomington	68% B D	54%	74% B D	52%	63%
Overall ease of getting to the places you usually visit	64%	57%	57%	57%	60%
Sense of community	58%	55%	44%	62% C	56%
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	58%	58%	44%	60%	56%
Overall economic health of Bloomington	50%	59%	46%	47%	51%

Table 92: Question 4 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Opportunities to attend cultural/arts/music activities	93% C	92% C	77%	88% C	89%
Opportunities to participate in religious or spiritual events and activities	92% D	81%	80%	69%	83%
Opportunities to volunteer	88%	85%	79%	82%	85%
Air quality	78% C	68%	62%	65%	70%
Adult educational opportunities	80% B	56%	78% B	82% B	76%

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall May 2023
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Openness and acceptance of the community toward people of diverse backgrounds	68% C	63% C	44%	58%	61%
Recreational opportunities	88% C D	82%	70%	77%	82%
Opportunities to participate in social events and activities	81% C	78%	67%	81%	78%
Fitness opportunities	78%	77%	81%	71%	77%
Opportunities to participate in community matters	69%	56%	63%	66%	65%
K-12 education	73%	68%	64%	63%	68%
Overall appearance	73% C	71% C	54%	65%	68%
Overall quality of business and service establishments in Bloomington	75% C	80% C	60%	84% C	75%
Availability of affordable food	49% B	26%	40%	42%	42%
Entertainment downtown	70% D	73% D	59%	54%	65%
Public places where people want to spend time	67%	62%	58%	63%	64%
Cleanliness of the City	61% C	55%	41%	49%	54%
Neighborliness of residents in Bloomington	68% C D	58%	44%	53%	58%
Shopping opportunities outside downtown	50% B	34%	55% B	47%	48%
Shopping opportunities downtown	51%	61% D	56%	41%	52%
Availability of affordable health care	27%	24%	26%	34%	27%

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(A)
Variety of housing options	21%	25% C	10%	33% A C	22%
Entertainment outside downtown	40%	34%	34%	50%	40%
Cost of living in Bloomington	24%	30% C	12%	19%	22%
Employment opportunities	38%	47%	28%	44%	39%
Cost of living in Bloomington	24%	30% C	12%	19%	22%
Availability of affordable child care/preschool	23%	12%	21%	8%	19%
Availability of affordable housing	10%	7%	6%	5%	7%
Sustainability	40% C	48% C	13%	46% C	38%

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Table 93: Question 5 Compared by Geographic Quadrant

	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	91%	95%	95%	98% A	94%
In Bloomington's downtown area during the day	86%	85%	93% D	80%	86%
In your neighborhood at night	80% B C D	55%	62%	62%	68%
In Bloomington's downtown area at night	43%	53%	42%	38%	44%

Table 94: Question 6 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Availability of paths and walking trails	84% C	76%	61%	82% C	78%
Ease of walking	71% D	62%	56%	56%	63%
Ease of travel by car	65%	77%	68%	66%	68%
Ease of travel by bicycle	60% C	49%	42%	50%	53%
Traffic flow on major streets	40%	43%	34%	42%	40%
Ease of travel by public transportation	40% C	47% C	19%	49% C	40%
Ease of public parking	38% D	35%	33%	24%	33%
Cost of public parking	42% C	56% A C D	24%	38%	41%

Table 95: Question 7 Compared by Geographic Quadrant

What is one thing you like most about the City of Bloomington?	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Everything / great place to live	13%	6%	10%	12%	11%
Beautiful/ appearance / eco-friendly	14%	17%	9%	9%	13%
Accessibility / mobility	2%	3%	2%	0%	2%
People / friendly	9%	15%	11%	16%	12%
Diversity / inclusivity	4%	16% A	5%	7%	7%
Access to university / educational opportunities	22% B	10%	22%	16%	18%
Sense of community / small town feel	12% C	12% C	1%	25% A C	14%
Businesses / shopping / dining	5%	2%	15% A B D	1%	5%
Cultural activities and entertainment	14%	7%	16%	8%	12%
Other	5%	11%	9%	7%	7%
Total	100%	100%	100%	100%	100%

Table 96: Question 8 Compared by Geographic Quadrant

What is one thing you like least about the City of Bloomington?	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Roads / traffic / public transportation	18% C	24% C	4%	15% C	16%
Government (politics, trust, decision-making)	10% B	2%	18% B	7%	9%
Lack of activities / amenities / City services	7%	7%	0%	7%	6%
Unhappy with development	9%	2%	16% B	10%	9%
Feel unsafe	3%	4%	0%	12% A	5%
Homelessness	25% D	22%	29% D	12%	22%
Affordable housing	22%	30%	27%	24%	25%
Lack of job opportunities / economic vitality	1%	1%	5%	8% A B	3%
Other	4%	8%	1%	5%	4%
Total	100%	100%	100%	100%	100%

Table 97: Question 9 Compared by Geographic Quadrant

Percent rating positively (e.g., yes)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Made efforts to make your home more energy efficient	62% D	56%	58%	43%	56%
Made efforts to conserve water	66%	57%	79% B	74% B	69%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	49%	73% A D	70% A D	37%	54%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	25%	15%	31%	44% A B	29%
Stocked supplies in preparation for an emergency	43% D	30%	55% B D	30%	39%
Campaigned or advocated for an issue, cause or candidate	27%	50% A C D	32%	26%	32%
You or a household member reported a crime to the police in the City of Bloomington	8%	33% A	26% A	22% A	18%
You or a household member were a victim of a crime in the City of Bloomington	10%	12%	25% A B	25% A B	16%

Table 98: Question 10 Compared by Geographic Quadrant

Percent rating positively (e.g., at least once)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Talked to or visited with your immediate neighbors	91% D	86%	94% D	82%	88%
Walked or biked instead of driving	78%	66%	80%	72%	75%
Attended an event offered by the City of Bloomington	62%	61%	56%	52%	58%
Done a favor for a neighbor	72% D	64%	65%	54%	65%
Carpooled with other adults or children instead of driving alone	61%	67%	53%	59%	61%
Volunteered your time to some group/activity in Bloomington	54%	52%	50%	53%	53%
Used bus or other public transportation instead of driving	30%	40%	35%	46% A	36%
Participated in religious or spiritual activities	35%	34%	35%	29%	33%
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% D	19%	28%	16%	25%

Table 99: Question 11 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
The City of Bloomington	70% B D	53%	61%	54%	62%
Monroe County Government	46%	43%	53%	46%	46%
Indiana State Government	16%	12%	14%	23%	16%
The Federal Government	29%	20%	24%	38% B	28%

Table 100: Question 12 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
The job City government does at welcoming citizen involvement	53%	44%	43%	44%	48%
The value of services for the taxes paid to the City	44% D	45% D	32%	25%	39%
The overall direction that the City is taking	40% C	38% C	16%	34% C	34%
Generally acting in the best interest of the community	45% C	38% C	14%	39% C	37%
Overall confidence in City government	34% C	39% C	14%	33% C	32%
Being honest/transparent	33%	42% D	25%	22%	31%
Treating all residents fairly	34% C D	26%	20%	18%	26%
Listening to public concern	26%	25%	17%	28%	25%

Table 101: Question 13 (Quality) Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Fire services	94%	92%	86%	97% C	92%
Ambulance or emergency medical services	86%	88%	76%	89%	85%
Farmers market	75%	91% A	81%	82%	81%
Lotus Festival	85%	90%	85%	93%	88%
Fourth Street Arts Fair	87%	80%	80%	92%	86%
Garbage collection	82% B	61%	87% B D	72%	76%
Trails	83%	74%	87%	90% B	84%
Police services	53% D	49%	41%	36%	46%
Parks	88% B	76%	86%	87%	85%
Taste of Bloomington	64%	75%	55%	68%	66%
Fire prevention and education	74%	68%	79%	56%	68%
Overall customer service by City Employees	62%	76%	70%	58%	65%
Recycling	62% B D	38%	60% B	45%	53%
Sewer services	71%	76%	64%	79%	72%
Animal care and control	75%	65%	78%	77%	74%
Yard waste pick-up	73% B C	42%	50%	58%	61%
Preservation of natural areas	74%	63%	60%	68%	68%
Snow removal	68%	69%	77%	62%	68%
Small Business support	50%	65% C D	34%	37%	47%
Public art provided by the City	64%	54%	69%	58%	61%
Bus or transit services	60% C	54%	33%	53% C	53%

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
May 2023	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Open space (green space)	65%	52%	57%	58%	60%
City website	52%	51%	49%	42%	49%
Drinking water	55% C	56% C	32%	51% C	50%
Crime prevention	42%	32%	35%	40%	38%
Public information services	58%	44%	62%	69% B	58%
Street cleaning	63% B	46%	53%	65% B	59%
Health services	47%	46%	40%	39%	44%
Sustainability efforts	57% C D	46%	32%	40%	48%
Economic development	42% C	39%	22%	36%	36%
Resident interaction with the Bloomington Police Department	48% B D	29%	39%	25%	37%
Traffic signal timing	48%	54%	60%	49%	51%
Traffic enforcement	45%	42%	37%	41%	42%
Neighborhood/residential parking	42%	54%	62% A D	37%	46%
Street lighting	48% C	44%	32%	41%	43%
Code enforcement (weeds, trash, etc.)	43% C	55% C D	25%	28%	39%
Parking garages	66%	69%	60%	52%	62%
Sidewalk maintenance	38% C	40% C	17%	40% C	35%
Land use, planning, and zoning	30% C	30% C	6%	37% C	27%
Storm drainage	40% C	34%	23%	37%	35%
Downtown parking	40%	37%	44%	29%	37%

	Geographic Quadrant				Overall
					May 2023
	SE	SW	NW	NE	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(A)
Street repair	33% B C	15%	10%	24%	24%
Affordable/workforce housing availability	5%	9%	1%	3%	5%

Table 102: Question 13* (Importance) Compared by Geographic Quadrant

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., essential / very important)	(A)	(B)	(C)	(D)	(A)
Fire services	85%	82%	74%	83%	82%
Ambulance or emergency medical services	84% C	91% C	66%	77%	81%
Farmers market	50%	51%	45%	55%	50%
Lotus Festival	34%	42%	32%	28%	34%
Fourth Street Arts Fair	33%	49% A	33%	35%	36%
Garbage collection	73%	70%	62%	80% C	72%
Trails	62% C	72% C	44%	70% C	63%
Police services	72% B	52%	67%	69% B	67%
Parks	77% C	73% C	55%	78% C	73%
Taste of Bloomington	34% D	36% D	39% D	15%	31%
Fire prevention and education	59%	66%	57%	61%	61%
Overall customer service by City Employees	52%	55%	62%	56%	55%
Recycling	76%	90% A	84%	87% A	83%
Sewer services	79%	75%	77%	67%	75%
Animal care and control	62%	68%	65%	70%	65%

Percent rating positively (e.g., essential / very important)	Geographic Quadrant				May 2023 Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Yard waste pick-up	53%	48%	45%	64% C	53%
Preservation of natural areas	78%	84% C	70%	96% A C	82%
Snow removal	78% C D	72%	62%	61%	70%
Small Business support	77%	68%	77%	80%	75%
Public art provided by the City	37%	40%	30%	40%	37%
Bus or transit services	78%	92% A	77%	79%	81%
Open space (green space)	72%	60%	69%	75%	70%
City website	46% D	40%	43%	28%	40%
Drinking water	88%	90%	87%	91%	89%
Crime prevention	83%	72%	72%	82%	79%
Public information services	57%	51%	58%	59%	56%
Street cleaning	55%	54%	51%	55%	54%
Health services	88% C	93% C	75%	87% C	86%
Sustainability efforts	79%	84%	84%	92% A	84%
Economic development	78%	82%	80%	83%	80%
Resident interaction with the Bloomington Police Department	57%	65%	73% A	88% A B	68%
Traffic signal timing	44%	46%	45%	54%	47%
Traffic enforcement	45%	42%	54%	52%	47%
Neighborhood/residential parking	45%	43%	40%	49%	45%
Street lighting	63% C	55%	48%	58%	58%
Code enforcement (weeds, trash, etc.)	49%	39%	42%	40%	44%
Parking garages	43%	41%	34%	52% C	43%

May 2023

Percent rating positively (e.g., essential / very important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Sidewalk maintenance	71%	74%	67%	70%	71%
Land use, planning, and zoning	77%	63%	64%	67%	69%
Storm drainage	77%	68%	79%	85% B	77%
Downtown parking	53%	47%	45%	58%	51%
Street repair	77%	82%	68%	75%	76%
Affordable/workforce housing availability	88%	99% A D	98% A D	81%	90%

Table 103: Question 14 Compared by Geographic Quadrant

Percent rating positively (e.g., yes)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(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?	36%	41%	39%	35%	37%

Table 104: Question 15 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Courteous	93%	84%	79%	80%	86%
Knowledgeable	90% B	69%	76%	89% B	83%
Responsive	80%	89%	80%	75%	81%
Overall impression	80%	72%	67%	75%	75%

Table 105: Question 16 Compared by Geographic Quadrant

Percent rating positively (e.g., essential / very important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
City-wide high-speed fiber for internet access	60%	78% A	68%	74% A	68%
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	58%	82% A C	54%	73%	65%
Development/job creation in the Trades district/certified tech park	60%	57%	55%	76% A B C	62%
Expansion of the Bloomington/Monroe County Convention Center	20% B	7%	12%	30% B C	18%

Table 106: Question 17 Compared by Geographic Quadrant

Percent rating positively (e.g., not a challenge / minor challenge)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	8% B C	2%	0%	5%	5%

Table 107: Question 18 Compared by Geographic Quadrant

Percent rating positively (e.g., excellent / good)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	8%	4%	7%	3%	6%

Table 108: Question 19 Compared by Geographic Quadrant

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., strongly support / somewhat support)	(A)	(B)	(C)	(D)	(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?	90%	95%	95%	93%	93%

Table 109: Question 20 Compared by Geographic Quadrant

	Geographic Quadrant				Overall
	SE	SW	NW	NE	
Percent rating positively (e.g., major source / minor source)	(A)	(B)	(C)	(D)	(A)
Local media outlets (newspapers, radio, local television stations)	82%	85% D	93% D	72%	82%
Local online news sources	83%	83%	91%	87%	86%
Word-of-mouth	96%	92%	95%	91%	94%
City website (Bloomington.in.gov)	73%	63%	85% B	85% A B	76%
City communications via social media	67%	68%	71%	81% A	71%
Email distribution lists	47%	33%	59% B	53% B	48%
City Council meetings and other public meetings	58%	55%	59%	51%	56%
Talking with City officials	39%	39%	48%	49%	43%
Community Access Television Services, CATs	38%	35%	44%	45%	40%

Table 110: Question 21 Compared by Geographic Quadrant

What is your preferred method of receiving communication from the City of Bloomington?	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Phone	4%	1%	1%	4%	3%
Email	47%	38%	35%	49%	44%
Text	5%	13% D	8%	3%	7%
Social Media (Facebook / Instagram / LinkedIn / Twitter	20%	25%	23%	25%	23%
City of Bloomington Website	6%	12%	11%	6%	8%
Printed brochures / materials / mailers	18%	12%	22%	13%	16%
Total	100%	100%	100%	100%	100%

Table 111: Question 22 Compared by Geographic Quadrant

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
New single-family housing options	18%	24%	17%	18%	19%
New multi-family housing options	14%	20%	6%	10%	13%
Walkability	24% B C	9%	3%	24% B C	18%
Green spaces and outdoor play spaces	16%	29% A	13%	17%	19%
Community gardens	5%	0%	3%	1%	2%
Open community gathering spaces	3%	1%	16% A B	8% B	6%
Flexible public and private spaces	4%	2%	0%	1%	2%
Event space/Outdoor performance space	6%	11%	24% A	13%	11%
Trails	10%	5%	18% B	8%	9%
Total	100%	100%	100%	100%	100%

Table 112: Question 23 Compared by Geographic Quadrant

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
Only in new neighborhoods	15%	12%	20%	18%	16%
Only in neighborhoods or areas that already have multiplexes	16%	26%	29% A	30% A	23%
Throughout Bloomington, including existing neighborhoods	40%	41%	45%	42%	42%
We should allow taller buildings in appropriate areas	45% C D	43% C	24%	29%	38%
I don't think density should increase	21%	18%	30%	20%	22%

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

Table 113: Question 24 Compared by Geographic Quadrant

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?	Geographic Quadrant				Overall
	SE (A)	SW (B)	NW (C)	NE (D)	(A)
A new jail	6%	0%	2%	4%	4%
New preventative services (e.g. job placement, mental healthcare, addiction services)	61%	78% A	64%	63%	65%
A new jail and new preventative services	28%	20%	33%	23%	26%
Neither a new jail nor new preventative services	5%	2%	1%	11% B C	5%
Total	100%	100%	100%	100%	100%

Table 114: Question 25 Compared by Geographic Quadrant

Percent rating positively (e.g., very important / important)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?	75%	80%	68%	74%	75%

Table 115: Question 26 Compared by Geographic Quadrant

Percent rating positively (e.g., strongly support / somewhat support)	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
Would you support, if allowed by state law, automated speed control and/or red-light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?	55%	38%	40%	57%	51%

Table 116: Question 27 Compared by Geographic Quadrant

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?	Geographic Quadrant				Overall
	SE	SW	NW	NE	
	(A)	(B)	(C)	(D)	(A)
I'm satisfied	22% B	7%	23% B	13%	17%
I would like to see more separated bike lanes	32%	53% A C	32%	41%	38%
I would like to see fewer separated bike lanes	17% B	6%	18% B	14%	14%
Neutral / No opinion	29%	33%	28%	32%	31%
Total	100%	100%	100%	100%	100%

Comparisons by Council Districts

Table 117: Question 1 Compared by Council Districts

Percent rating positively (e.g., excellent / good)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
The overall quality of life in the City of Bloomington	70%	66%	83% B	74%	86% B	75%
Bloomington as a place to live	78%	71%	69%	83% C	79%	76%
Bloomington as a place to raise children	57%	63%	76% A	73%	71%	69%
Bloomington as a place to visit	68%	58%	77% B D	59%	79% B D	67%
Your neighborhood as a place to live	60%	51%	66%	56%	88% A B C D	62%
Bloomington as a place to retire	55%	41%	57%	52%	51%	51%
Bloomington as a place to work	57%	57%	58%	48%	63%	55%
Bloomington as a place to grow a business	61% B C D E	36%	37%	35%	31%	39%

Table 118: Question 2 Compared by Council Districts

Percent rating positively (e.g., very likely / somewhat likely)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Recommend living in Bloomington to someone who asks	78%	65%	78%	72%	79%	74%
Remain in Bloomington for the next five years	64%	68%	56%	65%	66%	63%

Table 119: Question 3 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
Overall opportunities for education and enrichment	76%	84%	92% A	87% A	90% A	85%
Quality of overall natural environment in Bloomington	76%	68%	87% B	90% A B	81%	82%
Overall image or reputation of Bloomington	66%	72%	70%	71%	62%	68%
Health and wellness opportunities in Bloomington	53%	73% A C	54%	66%	72% A C	63%
Overall ease of getting to the places you usually visit	56%	63%	49%	66% C	65%	60%
Sense of community	55%	47%	61%	57%	59%	56%
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	55%	42%	59% B	65% B	53%	56%
Overall economic health of Bloomington	56%	44%	52%	54%	45%	51%

Table 120: Question 4 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
Opportunities to attend cultural/arts/music activities	93% B	79%	86%	95% B	87%	89%
Opportunities to participate in religious or spiritual events and activities	78%	80%	75%	90% C	92% C	83%
Opportunities to volunteer	81%	83%	79%	92% C	84%	85%
Air quality	71%	68%	62%	74%	78%	70%
Adult educational opportunities	63%	79%	81% A	76%	83% A	76%
Openness and acceptance of the community toward people of diverse backgrounds	67% B	43%	61% B	70% B	58%	61%
Recreational opportunities	83%	75%	81%	83%	88%	82%
Opportunities to participate in social events and activities	78%	66%	87% B	78%	83% B	78%
Fitness opportunities	80% D	79% D	82% D	65%	82% D	77%
Opportunities to participate in community matters	57%	54%	73% B	70%	71%	65%
K-12 education	71%	63%	59%	75%	71%	68%
Overall appearance	71% B	50%	76% B	69% B	71% B	68%
Overall quality of business and service establishments in Bloomington	79% B	56%	84% B	80% B	73% B	75%
Availability of affordable food	27%	40%	40%	56% A B C	40%	42%
Entertainment downtown	77% B D	59%	63%	60%	68%	65%

| Percent rating positively (e.g., excellent / good) | Council District | | | | | Overall |
| | District 1 | District 2 | District 3 | Districts 4 & 6 | District 5 | |
	(A)	(B)	(C)	(D)	(E)	(A)
Public places where people want to spend time	74% B	49%	68% B	65% B	59%	64%
Cleanliness of the City	57%	46%	54%	56%	59%	54%
Neighborliness of residents in Bloomington	55%	44%	56%	68% B	70% B	58%
Shopping opportunities outside downtown	36%	47%	50%	56% A	45%	48%
Shopping opportunities downtown	60% E	50%	53% E	55% E	33%	52%
Availability of affordable health care	26%	29%	36% D	15%	38% D	27%
Variety of housing options	24%	13%	29% B	21%	25%	22%
Entertainment outside downtown	37%	33%	55% A B D	36%	42%	40%
Cost of living in Bloomington	28% B	14%	20%	18%	32% B	22%
Employment opportunities	41%	32%	40%	42%	38%	39%
Cost of living in Bloomington	28% B	14%	20%	18%	32% B	22%
Availability of affordable child care/preschool	13%	17%	11%	17%	30%	19%
Availability of affordable housing	7%	4%	5%	11%	10%	7%
Sustainability	50% B E	14%	45% B	46% B	29%	38%

Table 121: Question 5 Compared by Council Districts

Percent rating positively (e.g., very safe / somewhat safe)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
In your neighborhood during the day	94%	95%	98% D	90%	95%	94%
In Bloomington's downtown area during the day	81%	94% A C E	78%	93% A C E	77%	86%
In your neighborhood at night	64%	57%	64%	74% B	89% A B C	68%
In Bloomington's downtown area at night	54% B	34%	41%	44%	44%	44%

Table 122: Question 6 Compared by Council Districts

Percent rating positively (e.g., excellent / good)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Availability of paths and walking trails	73%	71%	74%	83%	93% A B C	78%
Ease of walking	58%	66%	51%	65%	81% A C	63%
Ease of travel by car	73%	69%	72%	63%	61%	68%
Ease of travel by bicycle	45%	39%	53%	63% A B	63% B	53%
Traffic flow on major streets	45%	31%	39%	45%	36%	40%
Ease of travel by public transportation	41%	24%	45% B	42% B	49% B	40%
Ease of public parking	32%	38% C	19%	39% C	38% C	33%
Cost of public parking	53% B C	26%	34%	47% B	39%	41%

Table 123: Question 7 Compared by Council Districts

What is one thing you like most about the City of Bloomington?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Everything / great place to live	8%	11%	12%	9%	18%	11%
Beautiful/ appearance / eco-friendly	18% E	9%	10%	17% E	2%	13%
Accessibility / mobility	3%	0%	0%	3%	1%	2%
People / friendly	14%	13%	16%	8%	8%	12%
Diversity / inclusivity	10%	10%	8%	4%	3%	7%
Access to university / educational opportunities	11%	22%	17%	22%	21%	18%
Sense of community / small town feel	11% B	2%	21% B	14% B	19% B	14%
Businesses / shopping / dining	2%	14% A C E	1%	6%	2%	5%
Cultural activities and entertainment	12%	11%	7%	15%	14%	12%
Other	11% D	9% D	8% D	1%	11% D	7%
Total	100%	100%	100%	100%	100%	100%

Table 124: Question 8 Compared by Council Districts

What is one thing you like least about the City of Bloomington?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Roads / traffic / public transportation	31% B C D E	3%	16% B	17% B	10%	16%
Government (politics, trust, decision-making)	3%	19% A C D	7%	7%	14% A	9%
Lack of activities / amenities / City services	4%	3%	1%	16% A B C E	2%	6%
Unhappy with development	4%	15% A	10%	6%	13%	9%
Feel unsafe	0%	5%	14% D	4%	0%	5%
Homelessness	21% C	27% C	5%	31% C	26% C	22%
Affordable housing	30% D	23%	32% D	16%	28%	25%
Lack of job opportunities / economic vitality	1%	4%	9% A D	1%	3%	3%
Other	6%	3%	5%	3%	5%	4%
Total	100%	100%	100%	100%	100%	100%

Table 125: Question 9 Compared by Council Districts

Percent rating positively (e.g., yes)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Made efforts to make your home more energy efficient	53%	64% C	38%	65% C	59% C	56%
Made efforts to conserve water	59%	82% A D	69%	64%	73%	69%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	65% C E	76% C D E	33%	54% C	39%	54%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	19%	26%	41% A B D	26%	35%	29%
Stocked supplies in preparation for an emergency	42%	45%	37%	37%	37%	39%
Campaigned or advocated for an issue, cause or candidate	47% C D	39% D	28%	17%	34% D	32%
You or a household member reported a crime to the police in the City of Bloomington	29% D E	31% D E	24% D E	5%	4%	18%
You or a household member were a victim of a crime in the City of Bloomington	8%	26% A E	22% A E	18% E	4%	16%

Table 126: Question 10 Compared by Council Districts

Percent rating positively (e.g., at least once)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Talked to or visited with your immediate neighbors	89% C	94% C	79%	86%	98% C D	88%
Walked or biked instead of driving	70%	79% E	71%	88% A C E	56%	75%
Attended an event offered by the City of Bloomington	62%	60%	54%	58%	60%	58%
Done a favor for a neighbor	65%	74% C D	56%	57%	81% C D	65%

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., at least once)	(A)	(B)	(C)	(D)	(E)	(A)
Carpooled with other adults or children instead of driving alone	61%	56%	54%	69% C	56%	61%
Volunteered your time to some group/activity in Bloomington	52%	61%	49%	47%	62%	53%
Used bus or other public transportation instead of driving	32%	29%	50% A B E	40%	25%	36%
Participated in religious or spiritual activities	29%	39%	29%	29%	47% D	33%
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	25%	30%	16%	28%	23%	25%

Table 127: Question 11 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
The City of Bloomington	52%	58%	67%	69% A	65%	62%
Monroe County Government	46%	46%	58%	42%	42%	46%
Indiana State Government	14%	14%	25% D	12%	20%	16%
The Federal Government	26%	23%	39%	23%	32%	28%

Table 128: Question 12 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
The job City government does at welcoming citizen involvement	47%	42%	38%	62% B C	45%	48%
The value of services for the taxes paid to the City	42%	36%	28%	41%	45%	39%
The overall direction that the City is taking	35%	22%	35%	45% B	29%	34%
Generally acting in the best interest of the community	36% B	19%	36%	54% A B C E	31%	37%
Overall confidence in City government	36% B	20%	35%	39% B E	21%	32%
Being honest/transparent	41% C E	27%	17%	41% C E	21%	31%
Treating all residents fairly	31%	18%	20%	35% B C	25%	26%
Listening to public concern	26%	20%	23%	31%	20%	25%

Table 129: Question 13 (Quality) Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
Fire services	96% B	81%	97% B	96% B	96% B	92%
Ambulance or emergency medical services	83%	72%	87%	91% B	90% B	85%
Farmers market	87% E	82%	89% D E	75%	70%	81%
Lotus Festival	77%	86%	91%	93% A	86%	88%
Fourth Street Arts Fair	76%	82%	90%	91% A	89%	86%

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
Garbage collection	67%	83% A	76%	76%	85% A	76%
Trails	79%	79%	89%	88%	78%	84%
Police services	55% C	43%	35%	40%	70% B C D	46%
Parks	83%	81%	93%	84%	83%	85%
Taste of Bloomington	68%	57%	70%	66%	65%	66%
Fire prevention and education	78%	69%	63%	71%	56%	68%
Overall customer service by City Employees	75% D	64%	72% D	51%	63%	65%
Recycling	45%	56%	46%	51%	79% A B C D	53%
Sewer services	79% B	58%	79% B	74%	66%	72%
Animal care and control	67%	79%	74%	83% A E	60%	74%
Yard waste pick-up	59%	42%	57%	73% B	72% B	61%
Preservation of natural areas	68%	53%	72% B	74% B	70%	68%
Snow removal	82% B C D	63%	65%	62%	66%	68%
Small Business support	70% B D E	36%	52%	45%	30%	47%
Public art provided by the City	56%	64%	72% D	53%	69%	61%
Bus or transit services	46%	39%	56%	58% B	67% B	53%
Open space (green space)	60%	53%	60%	66%	58%	60%
City website	59% E	45%	50%	54%	33%	49%
Drinking water	56%	41%	45%	51%	63% B	50%

Percent rating positively (e.g., excellent / good)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Crime prevention	41%	38%	34%	33%	56% C D	38%
Public information services	49%	59%	67%	59%	62%	58%
Street cleaning	50%	60%	63%	60%	66%	59%
Health services	48%	36%	41%	44%	53%	44%
Sustainability efforts	48%	38%	34%	61% B C	49%	48%
Economic development	39%	30%	29%	47%	29%	36%
Resident interaction with the Bloomington Police Department	39%	44% C	23%	31%	65% C D	37%
Traffic signal timing	56%	56%	45%	54%	41%	51%
Traffic enforcement	41%	35%	42%	43%	55%	42%
Neighborhood/residential parking	55% D	58% D	46% D	27%	62% D	46%
Street lighting	44%	39%	41%	44%	48%	43%
Code enforcement (weeds, trash, etc.)	60% B C D	28%	29%	37%	38%	39%
Parking garages	69% C	63%	45%	69% C	60%	62%
Sidewalk maintenance	42% B	20%	36% B	40% B	37%	35%
Land use, planning, and zoning	34% B	10%	37% B	32% B	23%	27%
Storm drainage	42%	26%	31%	38%	40%	35%
Downtown parking	40%	47% C	24%	41% C	34%	37%
Street repair	26% B	11%	27% B	20%	42% B D	24%
Affordable/workforce housing availability	9% B	1%	3%	5%	7%	5%

Table 130: Question 13* (Importance) Compared by Council Districts

Percent rating positively (e.g., essential / very important)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Fire services	85%	73%	89% B	78%	93% B D	82%
Ambulance or emergency medical services	93% B D	70%	85% B	74%	86% B	81%
Farmers market	48%	49%	52%	50%	55%	50%
Lotus Festival	39%	37%	22%	38%	28%	34%
Fourth Street Arts Fair	45%	40%	30%	36%	26%	36%
Garbage collection	71%	65%	85% B D	66%	80%	72%
Trails	74% B	49%	63%	65% B	56%	63%
Police services	60%	67%	74% D	56%	94% A B C D	67%
Parks	76% B	59%	71%	78% B	77% B	73%
Taste of Bloomington	33% C	46% C E	14%	35% C	20%	31%
Fire prevention and education	68%	59%	65%	52%	60%	61%
Overall customer service by City Employees	65% D	58% D	60% D	37%	64% D	55%
Recycling	88% D	86%	86% D	74%	81%	83%
Sewer services	83% D	71%	79%	66%	80%	75%
Animal care and control	69%	60%	73%	58%	66%	65%
Yard waste pick-up	51%	52%	63% D	45%	61%	53%
Preservation of natural areas	83%	74%	90% B	80%	82%	82%
Snow removal	72%	60%	70%	70%	82% B	70%

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	May 2023
Percent rating positively (e.g., essential / very important)	(A)	(B)	(C)	(D)	(E)	(A)
Small Business support	67%	74%	80%	80%	80%	75%
Public art provided by the City	45%	31%	31%	42%	33%	37%
Bus or transit services	90%	78%	78%	78%	79%	81%
Open space (green space)	65%	71%	68%	74%	72%	70%
City website	51% C D	41%	29%	28%	60% C D	40%
Drinking water	92% D	84%	98% B D	77%	99% B D	89%
Crime prevention	77%	73%	74%	80%	95% A B C	79%
Public information services	60%	53%	59%	52%	60%	56%
Street cleaning	54%	44%	59%	54%	64%	54%
Health services	92% B	75%	89% B	88% B	89% B	86%
Sustainability efforts	83%	84%	93% E	83%	72%	84%
Economic development	78%	79%	83%	76%	90%	80%
Resident interaction with the Bloomington Police Department	71% D	75% D	89% A D E	46%	69% D	68%
Traffic signal timing	47% D	47% D	58% D	30%	63% D	47%
Traffic enforcement	50% D	54% D	55% D	33%	48%	47%
Neighborhood/residential parking	44%	42%	47%	45%	47%	45%
Street lighting	52%	53%	63%	59%	63%	58%
Code enforcement (weeds, trash, etc.)	41%	43%	35%	44%	65% A B C D	44%
Parking garages	42%	36%	42%	45%	53%	43%
Sidewalk maintenance	74%	73%	68%	64%	85% D	71%
Land use, planning, and zoning	68%	68%	65%	71%	80%	69%

Percent rating positively (e.g., essential / very important)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Storm drainage	73%	74%	84%	76%	79%	77%
Downtown parking	49%	49%	57%	45%	66% D	51%
Street repair	79%	71%	74%	78%	79%	76%
Affordable/workforce housing availability	98% C D E	97% C D E	86%	86%	81%	90%

Table 131: Question 14 Compared by Council Districts

Percent rating positively (e.g., yes)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(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?	39%	45%	31%	32%	43%	37%

Table 132: Question 15 Compared by Council Districts

Percent rating positively (e.g., excellent / good)	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Courteous	90%	79%	93%	85%	84%	86%
Knowledgeable	67%	73%	89% A	98% A B	86%	83%
Responsive	83%	85%	68%	87%	75%	81%
Overall impression	64%	69%	87%	83%	75%	75%

Table 133: Question 16 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., essential / very important)	(A)	(B)	(C)	(D)	(E)	(A)
City-wide high-speed fiber for internet access	73% E	67% E	77% E	65%	49%	68%
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	77% B E	56%	73% E	73% B E	36%	65%
Development/job creation in the Trades district/certified tech park	55%	50%	77% A B	69% B	58%	62%
Expansion of the Bloomington/Monroe County Convention Center	10%	14%	22%	22% A	23%	18%

Table 134: Question 17 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., not a challenge / minor challenge)	(A)	(B)	(C)	(D)	(E)	(A)
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	1%	0%	6%	11% A B E	2%	5%

Table 135: Question 18 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)	(E)	(A)
To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	4%	6%	3%	6%	11%	6%

Table 136: Question 19 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., strongly support / somewhat support)	(A)	(B)	(C)	(D)	(E)	(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?	94% E	97% E	93% E	95% E	75%	93%

Table 137: Question 20 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., major source / minor source)	(A)	(B)	(C)	(D)	(E)	(A)
Local media outlets (newspapers, radio, local television stations)	83%	93% C D	75%	80%	79%	82%
Local online news sources	88%	89%	86%	80%	87%	86%
Word-of-mouth	93%	95%	90%	98% C	92%	94%
City website (Bloomington.in.gov)	70%	76%	85% A	74%	75%	76%
City communications via social media	65%	68%	80% A	69%	75%	71%
Email distribution lists	36%	51%	61% A D	40%	58% A D	48%
City Council meetings and other public meetings	60%	54%	60%	46%	67% D	56%
Talking with City officials	42%	46%	51% D	31%	52% D	43%
Community Access Television Services, CATs	39%	35%	54% B D	33%	43%	40%

Table 138: Question 21 Compared by Council Districts

What is your preferred method of receiving communication from the City of Bloomington?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Phone	1%	1%	5%	1%	11% A B D	3%
Email	42%	39%	53%	45%	38%	44%
Text	8%	10%	4%	6%	7%	7%
Social Media (Facebook / Instagram / LinkedIn / Twitter	27% E	18%	20% E	31% E	5%	23%
City of Bloomington Website	10%	11%	7%	4%	9%	8%
Printed brochures / materials / mailers	13%	22%	12%	12%	29% A C D	16%
Total	100%	100%	100%	100%	100%	100%

Table 139: Question 22 Compared by Council Districts

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
New single-family housing options	23%	16%	20%	12%	30% D	19%
New multi-family housing options	28% B C E	6%	3%	15% C	9%	13%
Walkability	12%	3%	27% A B	24% B	16%	18%
Green spaces and outdoor play spaces	20%	25%	12%	24%	9%	19%
Community gardens	0%	3%	2%	5%	3%	2%
Open community gathering spaces	1%	4%	15% A D	4%	1%	6%
Flexible public and private spaces	2%	0%	2%	6%	0%	2%
Event space/Outdoor performance space	9%	26% A D E	12%	8%	3%	11%
Trails	6%	17% D	8%	2%	28% A C D	9%
Total	100%	100%	100%	100%	100%	100%

Table 140: Question 23 Compared by Council Districts

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
Only in new neighborhoods	11%	22%	14%	17%	16%	16%
Only in neighborhoods or areas that already have multiplexes	17%	38% A C D	19%	23%	22%	23%
Throughout Bloomington, including existing neighborhoods	50% D	37%	52% D E	34%	32%	42%
We should allow taller buildings in appropriate areas	44% C E	31%	25%	54% B C E	20%	38%
I don't think density should increase	18%	28% D	21%	13%	41% A C D	22%

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

Table 141: Question 24 Compared by Council Districts

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
A new jail	2%	2%	4%	5%	7%	4%
New preventative services (e.g. job placement, mental healthcare, addiction services)	76% E	64% E	69% E	66% E	34%	65%
A new jail and new preventative services	20%	33% C	16%	27%	41% A C	26%
Neither a new jail nor new preventative services	2%	1%	11% A B D	1%	19% A B D	5%
Total	100%	100%	100%	100%	100%	100%

Table 142: Question 25 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., very important / important)	(A)	(B)	(C)	(D)	(E)	(A)
How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?	72%	69%	81%	79%	65%	75%

Table 143: Question 26 Compared by Council Districts

	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
Percent rating positively (e.g., strongly support / somewhat support)	(A)	(B)	(C)	(D)	(E)	(A)
Would you support, if allowed by state law, automated speed control and/or red-light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?	38%	36%	60% A B	61% A B	46%	51%

Table 144: Question 27 Compared by Council Districts

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?	Council District					Overall
	District 1	District 2	District 3	Districts 4 & 6	District 5	
	(A)	(B)	(C)	(D)	(E)	(A)
I'm satisfied	9%	20%	14%	21% A	25% A	17%
I would like to see more separated bike lanes	59% BCDE	32%	33%	38% E	17%	38%
I would like to see fewer separated bike lanes	7%	19% A	12%	14%	25% A	14%
Neutral / No opinion	25%	29%	40%	27%	33%	31%
Total	100%	100%	100%	100%	100%	100%

Appendix E: 2023 Survey Results Compared to Previous Iterations

The following tables display the 2023 survey results compared to the 2021, 2019 and 2017 surveys, when available.

Table 145: Question 1 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
The overall quality of life in the City of Bloomington	81% D	84% D	79%	75%
Bloomington as a place to live	88% D	88% D	87% D	76%
Bloomington as a place to raise children	80% D	85% C D	75%	69%
Bloomington as a place to visit	74% D	70%	78% B D	67%
Your neighborhood as a place to live	74% D	81% A C D	74% D	62%
Bloomington as a place to retire	69% D	70% D	68% D	51%
Bloomington as a place to work	65% B D	58%	61%	55%
Bloomington as a place to grow a business	.	.	.	39%

Table 146: Question 2 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., very likely / somewhat likely)	(A)	(B)	(C)	(D)
Recommend living in Bloomington to someone who asks	86% C D	86% C D	81% D	74%
Remain in Bloomington for the next five years	66%	62%	60%	63%

Table 147: Question 3 Compared by Year

Percent rating positively (e.g., excellent / good)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Overall opportunities for education and enrichment	91% D	88%	92% D	85%
Quality of overall natural environment in Bloomington	87% B D	82%	83%	82%
Overall image or reputation of Bloomington	82% D	81% D	79% D	68%
Health and wellness opportunities in Bloomington	77% D	72% D	78% B D	63%
Overall ease of getting to the places you usually visit	78% BCD	66%	71% D	60%
Sense of community	73% BCD	65% C D	58%	56%
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	69% B D	63% D	65% D	56%
Overall economic health of Bloomington	61% C D	61% C D	54%	51%

Table 148: Question 4 Compared by Year

Percent rating positively (e.g., excellent / good)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Opportunities to attend cultural/arts/music activities	94% C D	94% C D	85%	89%
Opportunities to participate in religious or spiritual events and activities	90% D	90% D	.	83%
Opportunities to volunteer	88%	89%	87%	85%
Air quality	83% D	84% D	82% D	70%
Adult educational opportunities	82% D	82% D	83% D	76%
Openness and acceptance of the community toward people of diverse backgrounds	79% C D	81% C D	59%	61%
Recreational opportunities	81%	79%	83%	82%
Opportunities to participate in social events and activities	80%	78%	.	78%
Fitness opportunities	80%	78%	83% B D	77%
Opportunities to participate in community matters	78% D	78% D	.	65%
K-12 education	76% D	78% D	80% D	68%

Percent rating positively (e.g., excellent / good)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Overall appearance	82% D	78% D	82% D	68%
Overall quality of business and service establishments in Bloomington	75%	73%	77%	75%
Availability of affordable food	72% D	72% D	74% D	42%
Entertainment downtown	75% D	72% D	69%	65%
Public places where people want to spend time	70% D	72% D	76% A D	64%
Cleanliness of the City	76% BCD	69% D	68% D	54%
Neighborliness of residents in Bloomington	66% D	65% D	.	58%
Shopping opportunities outside downtown	66% C D	64% D	59% D	48%
Shopping opportunities downtown	61% D	59% D	59% D	52%
Availability of affordable health care	56% BCD	50% D	46% D	27%
Variety of housing options	54% BCD	48% C D	40% D	22%
Entertainment outside downtown	51% C D	49% D	44%	40%
Cost of living in Bloomington	44% C D	43% C D	33% D	22%
Employment opportunities	43%	46% D	50% A D	39%
Cost of living in Bloomington	44% C D	43% C D	33% D	22%
Availability of affordable child care/preschool	37% D	41% D	35% D	19%
Availability of affordable housing	34% BCD	27% C D	20% D	7%
Sustainability	.	.	.	38%

Table 149: Question 5 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., very safe / somewhat safe)	(A)	(B)	(C)	(D)
In your neighborhood during the day	96%	96%	94%	94%
In Bloomington's downtown area during the day	90% D	93% D	92% D	86%
In your neighborhood at night	76% D	77% D	75% D	68%
In Bloomington's downtown area at night	56% D	59% D	60% D	44%

Table 150: Question 6 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
Availability of paths and walking trails	79%	76%	81%	78%
Ease of walking	75% D	73% D	75% D	63%
Ease of travel by car	64%	59%	62%	68% B
Ease of travel by bicycle	64% B D	48%	62% B D	53%
Traffic flow on major streets	50% D	50% D	48% D	40%
Ease of travel by public transportation	48% D	53% D	46%	40%
Ease of public parking	34%	29%	29%	33%
Cost of public parking	32%	34%	36%	41% A B

Table 151: Question 9 Compared by Year

| | Survey Year | | | |
| | 2017 | 2019 | 2021 | 2023 |
Percent rating positively (e.g., yes)	(A)	(B)	(C)	(D)
Made efforts to make your home more energy efficient	77% C D	76% C D	68% D	56%
Made efforts to conserve water	71%	68%	67%	69%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	54% C	48% C	28%	54% C
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	39% D	34%	.	29%
Stocked supplies in preparation for an emergency	22%	29% A	54% A B D	39% A B
Campaigned or advocated for an issue, cause or candidate	48% B D	29%	.	32%
You or a household member reported a crime to the police in the City of Bloomington	19%	18%	.	18%
You or a household member were a victim of a crime in the City of Bloomington	13%	11%	.	16% B

Table 152: Question 10 Compared by Year

| | Survey Year | | | |
| | 2017 | 2019 | 2021 | 2023 |
Percent rating positively (e.g., at least once)	(A)	(B)	(C)	(D)
Talked to or visited with your immediate neighbors	.	.	.	88%
Walked or biked instead of driving	77%	74%	80% B	75%
Attended an event offered by the City of Bloomington	71% C D	68% C D	49%	58% C
Done a favor for a neighbor	66%	66%	65%	65%
Carpooled with other adults or children instead of driving alone	63% B C	57%	53%	61% C
Volunteered your time to some group/activity in Bloomington	59% B C	52%	51%	53%
Used bus or other public transportation instead of driving	53% BCD	45% C D	32%	36%
Participated in religious or spiritual activities	44% D	44% D	39%	33%
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	27% B	21%	36% A B D	25%

Table 153: Question 11 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
The City of Bloomington	80% C D	77% D	73% D	62%
Monroe County Government	.	.	.	46%
Indiana State Government	25% D	31% A D	32% A D	16%
The Federal Government	28%	29%	35% A B D	28%

Table 154: Question 12 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
The job City government does at welcoming citizen involvement	69% B C D	62% C D	49%	48%
The value of services for the taxes paid to the City	68% D	62% D	66% D	39%
The overall direction that the City is taking	65% C D	62% C D	52% D	34%
Generally acting in the best interest of the community	65% C D	59% C D	47% D	37%
Overall confidence in City government	62% C D	59% C D	44% D	32%
Being honest/transparent	61% B C D	54% C D	37%	31%
Treating all residents fairly	59% C D	54% C D	36% D	26%
Listening to public concern	59% C D	54% C D	32% D	25%

Table 155: Question 13 (Quality) Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
Fire services	94%	96% C	91%	92%
Ambulance or emergency medical services	89%	94% C D	87%	85%
Farmers market	90% C D	91% C D	71%	81% C
Lotus Festival	82%	87%	84%	88%
Fourth Street Arts Fair	82%	85%	86%	86%

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
Garbage collection	78%	84% A D	83% A D	76%
Trails	86%	84%	86%	84%
Police services	78% C D	83% C D	60% D	46%
Parks	83%	82%	85%	85%
Taste of Bloomington	74% D	78% D	76% D	66%
Fire prevention and education	76%	77% D	76%	68%
Overall customer service by City Employees	74% D	75% D	72%	65%
Recycling	62% D	75% A C D	63% D	53%
Sewer services	74%	75%	76%	72%
Animal care and control	66%	74% A C	63%	74% A C
Yard waste pick-up	69% D	74% D	72% D	61%
Preservation of natural areas	73%	69%	74%	68%
Snow removal	70% C	68% C	60%	68% C
Small Business support	62% C D	68% C D	54%	47%
Public art provided by the City	70% D	67%	72% D	61%
Bus or transit services	67% D	66% D	64% D	53%
Open space (green space)	69% D	66%	75% B D	60%
City website	59% D	65% D	58% D	49%
Drinking water	59% D	64% D	66% A D	50%
Crime prevention	54% D	61% A C D	54% D	38%
Public information services	61%	60%	62%	58%
Street cleaning	65% C	60%	57%	59%
Health services	63% D	60% D	60% D	44%

Percent rating positively (e.g., excellent / good)	2017 (A)	2019 (B)	2021 (C)	2023 (D)
		Survey Year		
Sustainability efforts	59% C D	59% C D	50%	48%
Economic development	55% D	57% D	50% D	36%
Resident interaction with the Bloomington Police Department	54% C D	57% C D	42%	37%
Traffic signal timing	57%	55%	54%	51%
Traffic enforcement	64% B C D	54% D	57% D	42%
Neighborhood/residential parking	52%	50%	55% D	46%
Street lighting	48%	49%	55% A B D	43%
Code enforcement (weeds, trash, etc.)	50% D	48% D	43%	39%
Parking garages	64% B C	47%	52%	62% B C
Sidewalk maintenance	47% D	47% D	48% D	35%
Land use, planning, and zoning	50% C D	47% C D	39% D	27%
Storm drainage	55% B D	45% D	54% B D	35%
Downtown parking	36%	35%	38%	37%
Street repair	34% C D	30%	28%	24%
Affordable/workforce housing availability	32% C D	28% D	23% D	5%

Table 156: Question 13* (Importance) Compared by Year

Percent rating positively (e.g., essential / very important)	2017 (A)	2019 (B)	2021 (C)	2023 (D)
		Survey Year		
Fire services	86% C	87% C	72%	82% C
Ambulance or emergency medical services	88% C D	88% C D	78%	81%
Farmers market	75% C D	70% C D	55%	50%
Lotus Festival	53% C D	49% D	43% D	34%
Fourth Street Arts Fair	51% C D	47% C D	38%	36%
Garbage collection	71% C	75% C	59%	72% C

Percent rating positively (e.g., essential / very important)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Trails	78% D	81% C D	74% D	63%
Police services	83% C D	83% C D	66%	67%
Parks	82% C D	84% C D	77%	73%
Taste of Bloomington	42% C D	47% C D	35%	31%
Fire prevention and education	69% C D	74% C D	62%	61%
Overall customer service by City Employees	71% C D	76% C D	61%	55%
Recycling	86% C	87% C	75%	83% C
Sewer services	79% C	83% C D	68%	75% C
Animal care and control	58% C	65% C	49%	65% C
Yard waste pick-up	56% C	57% C	47%	53%
Preservation of natural areas	89% C D	88% C D	82%	82%
Snow removal	73% C	80% A C D	62%	70% C
Small Business support	84% D	80%	81%	75%
Public art provided by the City	43% C	46% C D	34%	37%
Bus or transit services	75%	80% A C	70%	81% A C
Open space (green space)	85% C D	84% C D	78% D	70%
City website	63% C D	60% C D	45%	40%
Drinking water	92% C	92% C	79%	89% C
Crime prevention	88% C D	89% C D	66%	79% C
Public information services	70% D	70% D	64% D	56%
Street cleaning	47%	59% A C	47%	54% A C
Health services	90%	93% C D	88%	86%
Sustainability efforts	85% C	88% C	79%	84%

Percent rating positively (e.g., essential / very important)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Economic development	86% C D	89% C D	63%	80% C
Resident interaction with the Bloomington Police Department	78% D	78% D	80% D	68%
Traffic signal timing	54% C D	55% C D	40%	47%
Traffic enforcement	52%	61% A C D	46%	47%
Neighborhood/residential parking	53% C D	56% C D	39%	45%
Street lighting	70% C D	75% A C D	54%	58%
Code enforcement (weeds, trash, etc.)	49% C	55% C D	34%	44% C
Parking garages	46% C	61% A C D	38%	43%
Sidewalk maintenance	66% C	69% C	60%	71% C
Land use, planning, and zoning	72%	77% C D	67%	69%
Storm drainage	72% C	80% A C	66%	77% C
Downtown parking	65% C D	71% C D	54%	51%
Street repair	82% C D	89% A C D	75%	76%
Affordable/workforce housing availability	87%	92% A C	85%	90% C

Table 157: Question 14 Compared by Year

Percent rating positively (e.g., yes)	Survey Year			
	2017 (A)	2019 (B)	2021 (C)	2023 (D)
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web, or uReport within the last 12 months?	40%	42%	44% D	37%

Table 158: Question 15 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., excellent / good)	(A)	(B)	(C)	(D)
Courteous	84% C	82% C	71%	86% C
Knowledgeable	83% C	80% C	72%	83% C
Responsive	77% C	77% C	65%	81% C
Overall impression	79% C	77% C	65%	75% C

Table 159: Question 16 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., essential / very important)	(A)	(B)	(C)	(D)
City-wide high-speed fiber for internet access	67%	72%	68%	68%
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	.	.	.	65%
Development/job creation in the Trades district/certified tech park	.	.	.	62%
Expansion of the Bloomington/Monroe County Convention Center	18%	20%	16%	18%

Table 160: Question 17 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., not a challenge / minor challenge)	(A)	(B)	(C)	(D)
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	8% C	9% C D	5%	5%

Table 161: Question 19 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., strongly support / somewhat support)	(A)	(B)	(C)	(D)
Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	93%	93%	95%	93%

Table 162: Question 20 Compared by Year

	Survey Year			
	2017	2019	2021	2023
Percent rating positively (e.g., major source / minor source)	(A)	(B)	(C)	(D)
Local media outlets (newspapers, radio, local television stations)	90% D	88% D	88% D	82%
Local online news sources	.	.	.	86%
Word-of-mouth	85%	87%	84%	94% A B C
City website (Bloomington.in.gov)	87% D	86% D	90% B D	76%
City communications via social media	75%	71%	71%	71%
Email distribution lists	60% D	59% D	64% D	48%
City Council meetings and other public meetings[1]	.	.	61%	56%
Talking with City officials	59% B C D	52% D	52% D	43%
Community Access Television Services, CATs[2]	53% D	50% D	48% D	40%

[1] Previous to 2023 it was worded as "Online City Board and Commission Meetings"
[2] Previous to 2023 it was worded as "Local government television channel (i.e., CATS TV)*

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 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 percentage of positive responses. The second column is the rank assigned to Bloomington's rating among communities where a similar question was asked. The third 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 163: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	76%	283	339	Similar
Your neighborhood as a place to live	62%	294	301	Lower
Bloomington as a place to raise children	69%	259	343	Similar
Bloomington as a place to work	55%	237	335	Similar
Bloomington as a place to visit	67%	130	299	Similar
Bloomington as a place to retire	51%	285	340	Lower
The overall quality of life in the City of Bloomington	75%	269	357	Similar

Table 164: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Bloomington to someone who asks	74%	234	293	Similar
Remain in Bloomington for the next five years	63%	287	291	Lower

Table 165: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall ease of getting to the places you usually visit	60%	70	226	Similar
Quality of overall natural environment in Bloomington	82%	145	295	Similar
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	56%	201	286	Similar
Health and wellness opportunities in Bloomington	63%	218	288	Similar
Overall opportunities for education and enrichment	85%	9	290	Higher
Overall economic health of Bloomington	51%	237	293	Lower
Sense of community	56%	232	308	Similar
Overall image or reputation of Bloomington	68%	197	334	Similar

Table 166: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Air quality	70%	207	281	Similar
Cleanliness of the City	54%	245	310	Lower
Overall appearance	68%	208	313	Similar
Public places where people want to spend time	64%	127	281	Similar
Variety of housing options	22%	271	293	Lower
Availability of affordable housing	7%	286	314	Lower
Fitness opportunities	77%	114	283	Similar
Recreational opportunities	82%	82	300	Similar
Availability of affordable food	42%	249	277	Lower
Availability of affordable health care	27%	276	286	Much Lower
Availability of affordable mental health care	17%	264	276	Lower
Availability of affordable child care/preschool	19%	278	286	Much Lower
K-12 education	68%	158	289	Similar
Adult educational opportunities	76%	8	280	Higher
Opportunities to attend cultural /arts /music activities	89%	3	295	Much Higher
Employment opportunities	39%	207	306	Similar
Cost of living in Bloomington	22%	258	286	Lower
Overall quality of business and service establishments in Bloomington	75%	131	295	Similar
Opportunities to volunteer	85%	6	286	Higher
Openness and acceptance of the community toward people of diverse backgrounds	61%	119	304	Similar

Table 167: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	94%	216	310	Similar
In Bloomington's downtown area during the day	86%	216	300	Similar

Table 168: Question 6 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	40%	224	309	Similar
Ease of public parking	33%	248	273	Lower
Ease of travel by car	68%	175	303	Similar
Ease of travel by public transportation	40%	105	277	Similar
Ease of travel by bicycle	53%	146	303	Similar
Ease of walking	63%	148	306	Similar
Availability of paths and walking trails	78%	107	306	Similar

Table 169: Question 10 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used bus or other public transportation instead of driving	36%	40	262	Higher
Carpooled with other adults or children instead of driving alone	61%	14	278	Higher
Walked or biked instead of driving	75%	31	280	Higher
Volunteered your time to some group/activity in Bloomington	53%	15	286	Much Higher
Watched (online or on television) a local public meeting	25%	127	271	Similar

Table 170: Question 11 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	62%	272	336	Similar
The Federal Government	28%	260	277	Similar

Table 171: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The value of services for the taxes paid to the City	39%	299	341	Lower
The overall direction that the City is taking	34%	305	320	Lower
The job City government does at welcoming citizen involvement	48%	211	316	Similar
Overall confidence in City government	32%	268	289	Lower
Generally acting in the best interest of the community	37%	271	293	Lower
Treating all residents fairly	26%	287	290	Much Lower

Table 172: Question 13 (Quality) Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	46%	341	350	Much Lower
Fire services	92%	206	316	Similar
Ambulance or emergency medical services	85%	234	297	Similar
Crime prevention	38%	307	327	Much Lower
Fire prevention and education	68%	252	291	Similar
Traffic enforcement	42%	302	328	Lower
Street repair	24%	267	328	Lower
Street cleaning	59%	217	295	Similar
Street lighting	43%	288	316	Lower
Snow removal	68%	133	241	Similar
Sidewalk maintenance	35%	272	296	Lower
Traffic signal timing	51%	203	286	Similar
Bus or transit services	53%	81	266	Similar
Garbage collection	76%	201	307	Similar
Recycling	53%	253	310	Lower
Yard waste pick-up	61%	219	272	Lower
Storm drainage	35%	298	300	Much Lower
Drinking water	50%	259	291	Lower
Sewer services	72%	212	289	Similar
Land use, planning, and zoning	27%	275	298	Lower
Code enforcement (weeds, trash, etc.)	39%	235	321	Similar
Animal care and control	74%	124	303	Similar
Economic development	36%	253	290	Lower
Health services	44%	251	267	Lower
Public information services	58%	245	294	Similar
Preservation of natural areas	68%	126	280	Similar
Open space (green space)	60%	172	277	Similar
Overall customer service by City Employees	65%	292	335	Similar
Parks	85%	153	306	Similar

Table 173: Question 14 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	37%	268	309	Similar

Peer Communities Benchmarks

Table 174: Question 1 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Bloomington as a place to live	76%	20	30	Similar
Your neighborhood as a place to live	62%	21	22	Similar
Bloomington as a place to raise children	69%	18	30	Similar
Bloomington as a place to work	55%	19	29	Similar
Bloomington as a place to visit	67%	10	25	Similar
Bloomington as a place to retire	51%	20	29	Similar
The overall quality of life in the City of Bloomington	75%	14	29	Similar

Table 175: Question 2 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Bloomington to someone who asks	74%	15	21	Similar
Remain in Bloomington for the next five years	63%	18	20	Lower

Table 176: Question 3 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall ease of getting to the places you usually visit	60%	2	16	Similar
Quality of overall natural environment in Bloomington	82%	9	20	Similar
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	56%	11	20	Similar
Health and wellness opportunities in Bloomington	63%	15	20	Similar
Overall opportunities for education and enrichment	85%	1	21	Higher
Overall economic health of Bloomington	51%	14	22	Similar
Sense of community	56%	14	20	Similar
Overall image or reputation of Bloomington	68%	10	28	Similar

Table 177: Question 4 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Air quality	70%	13	19	Similar
Cleanliness of the City	54%	14	23	Similar
Overall appearance	68%	11	25	Similar
Public places where people want to spend time	64%	8	20	Similar
Variety of housing options	22%	19	20	Lower
Availability of affordable housing	7%	21	23	Lower
Fitness opportunities	77%	8	20	Similar
Recreational opportunities	82%	7	21	Similar
Availability of affordable food	42%	18	20	Lower
Availability of affordable health care	27%	19	19	Lower
Availability of affordable mental health care	17%	20	20	Lower
Availability of affordable child care/preschool	19%	19	20	Lower
K-12 education	68%	7	19	Similar
Adult educational opportunities	76%	1	20	Higher
Opportunities to attend cultural /arts /music activities	89%	1	20	Much Higher
Employment opportunities	39%	16	21	Similar
Cost of living in Bloomington	22%	20	21	Lower
Overall quality of business and service establishments in Bloomington	75%	9	19	Similar
Opportunities to volunteer	85%	2	20	Higher
Openness and acceptance of the community toward people of diverse backgrounds	61%	2	20	Similar

Table 178: Question 5 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
In your neighborhood during the day	94%	14	22	Similar
In Bloomington's downtown area during the day	86%	13	23	Similar

Table 179: Question 6 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	40%	18	25	Similar
Ease of public parking	33%	16	21	Similar
Ease of travel by car	68%	10	21	Similar
Ease of travel by public transportation	40%	6	19	Similar
Ease of travel by bicycle	53%	4	21	Similar
Ease of walking	63%	6	21	Similar
Availability of paths and walking trails	78%	5	24	Similar

Table 180: Question 10 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Used bus or other public transportation instead of driving	36%	4	18	Higher
Carpooled with other adults or children instead of driving alone	61%	2	20	Higher
Walked or biked instead of driving	75%	3	20	Higher
Volunteered your time to some group/activity in Bloomington	53%	4	20	Similar
Watched (online or on television) a local public meeting	25%	17	20	Similar

Table 181: Question 11 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The City of Bloomington	62%	15	26	Similar
The Federal Government	28%	17	18	Similar

Table 182: Question 12 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The value of services for the taxes paid to the City	39%	24	30	Similar
The overall direction that the City is taking	34%	23	24	Lower
The job City government does at welcoming citizen involvement	48%	14	25	Similar
Overall confidence in City government	32%	19	21	Similar
Generally acting in the best interest of the community	37%	18	20	Similar
Treating all residents fairly	26%	20	20	Lower

Table 183: Question 13 Benchmarks

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	46%	27	29	Lower
Fire services	92%	10	25	Similar
Ambulance or emergency medical services	85%	12	22	Similar
Crime prevention	38%	24	27	Lower
Fire prevention and education	68%	18	23	Similar
Traffic enforcement	42%	22	25	Similar
Street repair	24%	16	26	Similar
Street cleaning	59%	12	20	Similar
Street lighting	43%	21	24	Similar
Snow removal	68%	10	20	Similar
Sidewalk maintenance	35%	19	22	Similar
Traffic signal timing	51%	13	24	Similar
Bus or transit services	53%	5	18	Similar
Garbage collection	76%	13	24	Similar
Recycling	53%	17	23	Similar
Yard waste pick-up	61%	18	22	Similar
Storm drainage	35%	22	22	Lower
Drinking water	50%	19	22	Lower
Sewer services	72%	14	22	Similar
Land use, planning, and zoning	27%	19	21	Similar
Code enforcement (weeds, trash, etc.)	39%	13	25	Similar
Animal care and control	74%	5	25	Similar
Economic development	36%	18	20	Similar
Health services	44%	19	19	Lower
Public information services	58%	17	22	Similar
Preservation of natural areas	68%	4	20	Similar
Open space (green space)	60%	7	18	Similar
Overall customer service by City Employees	65%	16	25	Similar
Parks	85%	8	22	Similar

Table 184: Question 14 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	37%	18	23	Similar

Communities Included in Peer Communities Comparison

Asheville, NC
Battle Creek, MI
Bloomington, IN
Bowling Green, KY
Cedar Rapids City, IA
Charlottesville, VA
Chattanooga, TN
Cleveland Heights, OH
City of Lawrence, KS
City of South Bend, IN
City of Winston Salem, NC

Collegedale City, TN
Estes Park town, CO
Fayetteville, NC
Grand Rapids City, MI
Greeley, CO
Huntsville, TX
Independence City, IA
Johnson City, TN
Kalamazoo City, MI
Kansas City, KS
Lynchburg, VA

Mankato City, MN
Mesquite, TX
Oshkosh City, WI
Pueblo, CO
Richmond City, VA
San Marcos City, TX
St. Louis County, MN
State College borough, PA
Wichita, KS

Appendix G: Survey Results from Address-Based Outreach versus Open-Participation Outreach

Table 185: Question 1 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
The overall quality of life in the City of Bloomington	75%	71%
Bloomington as a place to live	76% B	63%
Bloomington as a place to raise children	69%	67%
Bloomington as a place to visit	67%	69%
Your neighborhood as a place to live	62%	70% A
Bloomington as a place to retire	51%	52%
Bloomington as a place to work	55% B	43%
Bloomington as a place to grow a business	39% B	30%

Table 186: Question 2 Compared by Outreach Method

Percent rating positively (e.g., very likely / somewhat likely)	Address-based (A)	Open-participation (B)
Recommend living in Bloomington to someone who asks	74%	70%
Remain in Bloomington for the next five years	63%	69%

Table 187: Question 3 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Overall opportunities for education and enrichment	85%	83%
Quality of overall natural environment in Bloomington	82%	78%
Overall image or reputation of Bloomington	68% B	59%
Health and wellness opportunities in Bloomington	63% B	47%
Overall ease of getting to the places you usually visit	60% B	53%
Sense of community	56% B	48%
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	56% B	41%
Overall economic health of Bloomington	51% B	37%

Table 188: Question 4 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Opportunities to attend cultural/arts/music activities	89%	86%
Opportunities to participate in religious or spiritual events and activities	83%	85%
Opportunities to volunteer	85%	89%
Air quality	70%	74%
Adult educational opportunities	76%	71%
Openness and acceptance of the community toward people of diverse backgrounds	61%	55%
Recreational opportunities	82% B	73%
Opportunities to participate in social events and activities	78%	74%
Fitness opportunities	77%	78%
Opportunities to participate in community matters	65% B	57%
K-12 education	68% B	59%
Overall appearance	68% B	60%
Overall quality of business and service establishments in Bloomington	75% B	62%
Availability of affordable food	42% B	28%
Entertainment downtown	65% B	54%
Public places where people want to spend time	64% B	56%
Cleanliness of the City	54%	55%
Neighborliness of residents in Bloomington	58%	52%
Shopping opportunities outside downtown	48% B	41%
Shopping opportunities downtown	52%	46%
Availability of affordable health care	27% B	18%
Variety of housing options	22% B	9%
Entertainment outside downtown	40% B	24%

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Cost of living in Bloomington	22% B	9%
Employment opportunities	39% B	23%
Cost of living in Bloomington	22% B	9%
Availability of affordable child care/preschool	19% B	7%
Availability of affordable housing	7% B	2%
Sustainability	38%	32%

Table 189: Question 5 Compared by Outreach Method

Percent rating positively (e.g., very safe / somewhat safe)	Address-based (A)	Open-participation (B)
In your neighborhood during the day	94%	91%
In Bloomington's downtown area during the day	86%	86%
In your neighborhood at night	68%	73%
In Bloomington's downtown area at night	44%	50%

Table 190: Question 6 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Availability of paths and walking trails	78%	80%
Ease of walking	63%	66%
Ease of travel by car	68% B	57%
Ease of travel by bicycle	53%	46%
Traffic flow on major streets	40%	35%
Ease of travel by public transportation	40% B	30%
Ease of public parking	33%	39%
Cost of public parking	41%	40%

Table 191: Question 7 Compared by Outreach Method

What is one thing you like most about the City of Bloomington?	Address-based (A)	Open-participation (B)
Everything / great place to live	11% B	6%
Beautiful/ appearance / eco-friendly	13% B	8%
Accessibility / mobility	2%	5% A
People / friendly	12% B	6%
Diversity / inclusivity	7%	11%
Access to university / educational opportunities	18%	17%
Sense of community / small town feel	14%	15%
Businesses / shopping / dining	5%	5%
Cultural activities and entertainment	12%	18% A
Other	7%	10%
Total	100%	100%

Table 192: Question 8 Compared by Outreach Method

What is one thing you like least about the City of Bloomington?	Address-based (A)	Open-participation (B)
Roads / traffic / public transportation	16% B	9%
Government (politics, trust, decision-making)	9%	13%
Lack of activities / amenities / City services	6%	4%
Unhappy with development	9%	13%
Feel unsafe	5% B	1%
Homelessness	22% B	12%
Affordable housing	25%	34% A
Lack of job opportunities / economic vitality	3%	9% A
Other	4%	4%
Total	100%	100%

Table 193: Question 9 Compared by Outreach Method

	Address-based	Open-participation
Percent rating positively (e.g., yes)	(A)	(B)
Made efforts to make your home more energy efficient	56%	57%
Made efforts to conserve water	69%	65%
Observed a code violation or other hazard in the City of Bloomington (weeds, scattered trash, etc.)	54%	56%
Attended an event, meeting or convention at the Bloomington/Monroe Convention Center	29%	38% A
Stocked supplies in preparation for an emergency	39%	40%
Campaigned or advocated for an issue, cause or candidate	32%	43% A
You or a household member reported a crime to the police in the City of Bloomington	18%	28% A
You or a household member were a victim of a crime in the City of Bloomington	16%	16%

Table 194: Question 10 Compared by Outreach Method

	Address-based	Open-participation
Percent rating positively (e.g., at least once)	(A)	(B)
Talked to or visited with your immediate neighbors	88% B	83%
Walked or biked instead of driving	75%	71%
Attended an event offered by the City of Bloomington	58%	72% A
Done a favor for a neighbor	65%	72% A
Carpooled with other adults or children instead of driving alone	61%	57%
Volunteered your time to some group/activity in Bloomington	53%	65% A
Used bus or other public transportation instead of driving	36% B	27%
Participated in religious or spiritual activities	33%	34%
Watched (online or on television) a local public meeting of local elected officials (like City Council or County Commissioners, advisory boards, town halls, etc.)	25%	59% A

Table 195: Question 11 Compared by Outreach Method

	Address-based	Open-participation
Percent rating positively (e.g., excellent / good)	(A)	(B)
The City of Bloomington	62% B	53%
Monroe County Government	46% B	32%
Indiana State Government	16%	14%
The Federal Government	28%	28%

Table 196: Question 12 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
The job City government does at welcoming citizen involvement	48% B	35%
The value of services for the taxes paid to the City	39%	37%
The overall direction that the City is taking	34%	29%
Generally acting in the best interest of the community	37%	31%
Overall confidence in City government	32%	27%
Being honest/transparent	31%	26%
Treating all residents fairly	26%	22%
Listening to public concern	25%	22%

Table 197: Question 13 (Quality) Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Fire services	92%	87%
Ambulance or emergency medical services	85%	78%
Farmers market	81% B	65%
Lotus Festival	88% B	72%
Fourth Street Arts Fair	86% B	79%
Garbage collection	76%	76%
Trails	84%	82%
Police services	46%	47%
Parks	85% B	79%
Taste of Bloomington	66% B	52%
Fire prevention and education	68%	61%
Overall customer service by City Employees	65%	58%
Recycling	53%	57%
Sewer services	72%	70%
Animal care and control	74%	75%
Yard waste pick-up	61%	61%
Preservation of natural areas	68%	63%
Snow removal	68% B	59%
Small Business support	47% B	35%
Public art provided by the City	61% B	53%
Bus or transit services	53% B	42%

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Open space (green space)	60%	53%
City website	49%	48%
Drinking water	50%	47%
Crime prevention	38%	32%
Public information services	58% B	39%
Street cleaning	59%	52%
Health services	44% B	32%
Sustainability efforts	48%	49%
Economic development	36% B	28%
Resident interaction with the Bloomington Police Department	37%	41%
Traffic signal timing	51% B	36%
Traffic enforcement	42% B	32%
Neighborhood/residential parking	46% B	38%
Street lighting	43%	46%
Code enforcement (weeds, trash, etc.)	39%	38%
Parking garages	62%	63%
Sidewalk maintenance	35% B	25%
Land use, planning, and zoning	27% B	18%
Storm drainage	35%	35%
Downtown parking	37%	37%
Street repair	24%	21%
Affordable/workforce housing availability	5%	3%

(Header: May 2023)

Table 198: Question 13* (Importance) Compared by Outreach Method

Percent rating positively (e.g., essential / very important)	Address-based (A)	Open-participation (B)
Fire services	82% B	66%
Ambulance or emergency medical services	81% B	71%
Farmers market	50% B	24%
Lotus Festival	34% B	20%
Fourth Street Arts Fair	36% B	22%
Garbage collection	72% B	63%
Trails	63% B	54%
Police services	67%	70%
Parks	73% B	65%
Taste of Bloomington	31% B	15%
Fire prevention and education	61%	58%
Overall customer service by City Employees	55%	55%
Recycling	83% B	76%
Sewer services	75%	69%
Animal care and control	65% B	58%
Yard waste pick-up	53% B	41%
Preservation of natural areas	82%	78%
Snow removal	70%	64%
Small Business support	75%	78%
Public art provided by the City	37% B	28%
Bus or transit services	81%	83%
Open space (green space)	70%	66%
City website	40%	39%
Drinking water	89%	84%
Crime prevention	79% B	69%
Public information services	56%	61%
Street cleaning	54% B	43%
Health services	86%	86%
Sustainability efforts	84% B	68%

Percent rating positively (e.g., essential / very important)	Address-based (A)	Open-participation (B)
Economic development	80% B	71%
Resident interaction with the Bloomington Police Department	68%	72%
Traffic signal timing	47%	45%
Traffic enforcement	47%	44%
Neighborhood/residential parking	45% B	37%
Street lighting	58% B	51%
Code enforcement (weeds, trash, etc.)	44% B	27%
Parking garages	43% B	25%
Sidewalk maintenance	71%	66%
Land use, planning, and zoning	69%	74%
Storm drainage	77% B	69%
Downtown parking	51% B	43%
Street repair	76%	71%
Affordable/workforce housing availability	90%	91%

Table 199: Question 14 Compared by Outreach Method

Percent rating positively (e.g., yes)	Address-based (A)	Open-participation (B)
Have you contacted any City of Bloomington staff (parks, police, public works, parking, etc.) in-person, by phone, email, web, or uReport within the last 12 months?	37%	57% A

Table 200: Question 15 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
Courteous	86% B	76%
Knowledgeable	83% B	71%
Responsive	81% B	64%
Overall impression	75%	66%

Table 201: Question 16 Compared by Outreach Method

Percent rating positively (e.g., essential / very important)	Address-based (A)	Open-participation (B)
City-wide high-speed fiber for internet access	68% B	54%
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd.	65% B	57%
Development/job creation in the Trades district/certified tech park	62% B	51%
Expansion of the Bloomington/Monroe County Convention Center	18%	19%

Table 202: Question 17 Compared by Outreach Method

Percent rating positively (e.g., not a challenge / minor challenge)	Address-based (A)	Open-participation (B)
To what degree, if at all, do you think homelessness is a challenge in the City of Bloomington?	5% B	2%

Table 203: Question 18 Compared by Outreach Method

Percent rating positively (e.g., excellent / good)	Address-based (A)	Open-participation (B)
To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?	6%	4%

Table 204: Question 19 Compared by Outreach Method

Percent rating positively (e.g., strongly support / somewhat support)	Address-based (A)	Open-participation (B)
Supportive housing combines housing with services such as job training and substance abuse programs. To what extent would you support or oppose the City assisting supportive housing for residents who are experiencing homelessness?	93%	95%

Table 205: Question 20 Compared by Outreach Method

Percent rating positively (e.g., major source / minor source)	Address-based (A)	Open-participation (B)
Local media outlets (newspapers, radio, local television stations)	82%	80%
Local online news sources	86%	91% A
Word-of-mouth	94%	92%
City website (Bloomington.in.gov)	76%	77%
City communications via social media	71% B	64%
Email distribution lists	48%	64% A
City Council meetings and other public meetings	56%	68% A
Talking with City officials	43%	57% A
Community Access Television Services, CATs	40%	53% A

Table 206: Question 21 Compared by Outreach Method

What is your preferred method of receiving communication from the City of Bloomington?	Address-based (A)	Open-participation (B)
Phone	3%	1%
Email	44%	47%
Text	7%	7%
Social Media (Facebook / Instagram / Linkedin / Twitter	23%	26%
City of Bloomington Website	8%	13% A
Printed brochures / materials / mailers	16% B	6%
Total	100%	100%

Table 207: Question 22 Compared by Outreach Method

The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?	Address-based (A)	Open-participation (B)
New single-family housing options	19%	21%
New multi-family housing options	13%	20% A
Walkability	18% B	9%
Green spaces and outdoor play spaces	19% B	11%
Community gardens	2%	5%
Open community gathering spaces	6%	6%
Flexible public and private spaces	2%	6% A
Event space/Outdoor performance space	11%	11%
Trails	9%	11%
Total	100%	100%

Table 208: Question 23 Compared by Outreach Method

Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.	Address-based	Open-participation
Only in new neighborhoods	16%	17%
Only in neighborhoods or areas that already have multiplexes	23%	26%
Throughout Bloomington, including existing neighborhoods	42%	48%
We should allow taller buildings in appropriate areas	38%	35%
I don't think density should increase	22%	20%

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

Table 209: Question 24 Compared by Outreach Method

While our county government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?	Address-based (A)	Open-participation (B)
A new jail	4%	3%
New preventative services (e.g. job placement, mental healthcare, addiction services)	65% B	49%
A new jail and new preventative services	26%	46% A
Neither a new jail nor new preventative services	5% B	2%
Total	100%	100%

Table 210: Question 25 Compared by Outreach Method

	Address-based	Open-participation
Percent rating positively (e.g., very important / important)	(A)	(B)
How important is it for the City government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?	75%	70%

Table 211: Question 26 Compared by Outreach Method

	Address-based	Open-participation
Percent rating positively (e.g., strongly support / somewhat support)	(A)	(B)
Would you support, if allowed by state law, automated speed control and/or red light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?	51%	55%

Table 212: Question 27 Compared by Outreach Method

With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?	Address-based	Open-participation
	(A)	(B)
I'm satisfied	17%	13%
I would like to see more separated bike lanes	38%	42%
I would like to see fewer separated bike lanes	14%	24% A
Neutral / No opinion	31% B	21%
Total	100%	100%

Table 213: Open Participation Reach Out Method

How did you hear about this survey? (Select all that apply)	Percent of respondents
The City's website	5%
The City's social media (Facebook, Twitter, Instagram, etc.)	17%
Received an email from the City	32%
In a City's newsletter or utility bill	1%
Received a postcard or letter from the City	1%
Nextdoor	2%
In my Facebook feed	9%
Saw it on a video of a public meeting or at a meeting I attended	0%
Saw it on the City's cable channel	0%
Saw it in a newspaper article or ad (hard copy or online)	10%
Saw a flyer or poster about it	0%
Heard about it from a family member, friend or neighbor	13%
Heard about it from a business or social organization in my community	3%
Polco's weekly email	1%
Polco social media post	0%
On my Polco feed	0%
Other	17%

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

Appendix H: Survey Methodology

Developing the Questionnaire

The City of Bloomington conducted their first community survey in 2017, with the 2023 survey being the fourth 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 Deirdre Sheets at deirdre.sheets@bloomington.in.gov if you have any questions about the survey.

Developing the Questionnaire

The 2023 survey instrument was developed by starting with the version from the previous implementation in 2021. Few changes were made to the survey in order to maximize comparisons over time. In an iterative process between City staff and Polco/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. Polco 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. This open participation survey was identical to the random sample survey and open to all City residents.

Survey Administration and Response

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the City of Bloomington Community Survey was sent on March 20, 2023. 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 were written in English and Spanish and 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 Polco. Finally, each selected household received a reminder postcard during the third week of April. The survey was available in English. The online open-participation survey became available to all residents on April 17, 2023 and remained open for two weeks.

The mailings were sent starting in March and completed surveys were collected over the following six 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 2,824 households presumed to have received a survey, 367 completed the survey (including 216 online survey responses and 151 paper survey responses), providing an overall response rate of 13%. Additionally, responses were tracked by geographic area; response rates by quadrant ranged from 9% to 17%. Additionally, 557 residents completed the online open-participation survey.

Table 214: Survey Response Rates by Geographic Area

	SE	SW	NW	NE	Overall
Total sample used	1,229	532	482	757	3,000
NE=Not eligible	46	21	33	76	176
E= Eligible	1183	511	449	681	2824
I=Complete Interviews	199	50	54	64	367
Response rate:	17%	10%	12%	9%	19%

95% Confidence Intervals

The 95% confidence interval[1] (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 five percentage points of the result that would be found if everyone in the population of interest was surveyed. 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 five 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.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. 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; staff would choose randomly two of the three selected items to be coded in the dataset.

Once cleaned and numbered, all surveys were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

The online survey included data validation (e.g., respondents will be limited to choosing only one response on a "choose one" question), so less cleaning of these data was required. Data from the online survey were stored electronically in real-time, downloaded and integrated with data from the mailed survey.

Weighting the Data

The demographic characteristics of the survey respondents were compared to those found in the 2020 United States Census and 2021 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.

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[1] 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. Differences in question wording, order, translation and data entry, also can lead to somewhat varying results.

Table 215: Bloomington, IN 2023 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	65%	34%	64%
Own home	35%	66%	36%
Detached unit	37%	62%	37%
Attached unit	63%	38%	63%
Race and Ethnicity			
White	82%	87%	81%
Not white	18%	13%	19%
Not Hispanic	96%	97%	96%
Hispanic	4%	3%	4%
Sex and Age			
Female	50%	60%	51%
Male	50%	40%	49%
18-34 years of age	64%	23%	61%
35-54 years of age	17%	28%	16%
55+ years of age	19%	50%	22%
Females 18-34	31%	12%	30%
Females 35-54	8%	17%	8%
Females 55+	11%	30%	13%
Males 18-34	33%	9%	31%
Males 35-54	9%	11%	9%
Males 55+	9%	21%	10%
Geographic Area			
Southeast	41%	54%	43%
Southwest	18%	14%	18%
Northwest	16%	15%	16%
Northeast	25%	18%	24%

*2020 U.S. Census and 2021 American Community Survey 5-year estimates

Analyzing the Data

The electronic dataset was analyzed by Polco 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: Survey Results 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 2023 and 2021 can be considered statistically significant if there are differences of seven percentage points or more.

Appendix I: Survey Materials

The 2023 survey mailing materials appear on the following page.

Bloomington 2023 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
The overall quality of life in the City of Bloomington	1	2	3	4	5
Bloomington 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 visit	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Bloomington as a place to retire	1	2	3	4	5
Bloomington as a place to work	1	2	3	4	5
Bloomington as a place to grow a business	1	2	3	4	5

2. 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

3. 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 opportunities for education and enrichment	1	2	3	4	5
Quality of overall natural environment in Bloomington	1	2	3	4	5
Overall image or reputation of Bloomington	1	2	3	4	5
Health and wellness opportunities in Bloomington	1	2	3	4	5
Overall ease of getting to the places you usually visit	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall "built environment" of Bloomington (including overall design of buildings, parks, and transportation systems)	1	2	3	4	5
Overall economic health of Bloomington	1	2	3	4	5

4. 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
Opportunities to attend cultural/arts/music activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Air quality	1	2	3	4	5
Adult educational opportunities	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Fitness opportunities	1	2	3	4	5
Opportunities to participate in community matters	1	2	3	4	5
K-12 education	1	2	3	4	5
Overall appearance	1	2	3	4	5
Overall quality of business and service establishments in Bloomington	1	2	3	4	5
Availability of affordable food	1	2	3	4	5
Entertainment downtown	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Cleanliness of the City	1	2	3	4	5
Neighborliness of residents in Bloomington	1	2	3	4	5
Shopping opportunities outside downtown	1	2	3	4	5
Shopping opportunities downtown	1	2	3	4	5
Availability of affordable health care	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Entertainment outside downtown	1	2	3	4	5
Cost of living in Bloomington	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Availability of affordable mental health care	1	2	3	4	5
Availability of affordable child care/preschool	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Sustainability	1	2	3	4	5

5. 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 Bloomington's downtown area 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 at night	1	2	3	4	5	6

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

	Excellent	Good	Fair	Poor	Don't know
Availability of paths and walking trails	1	2	3	4	5
Ease of walking	1	2	3	4	5
Ease of travel by car	1	2	3	4	5
Ease of travel by bicycle	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Ease of travel by public transportation	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Cost of public parking	1	2	3	4	5

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

- o Everything/great place to live
- o Beautiful/appearance/eco-friendly
- o Accessibility/mobility
- o People/friendly
- o Diversity/inclusivity
- o Access to university/educational opportunities
- o Sense of community/small town feel
- o Businesses/shopping/dining
- o Cultural activities and entertainment
- o Other
- o Don't know/not applicable

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

- o Roads / traffic / public transportation
- o Government (politics, trust, decision-making)
- o Lack of activities/amenities/City services
- o Unhappy with development
- o Feel unsafe
- o Parking Homelessness
- o Affordable housing
- o Lack of job opportunities/economic vitality
- o Other
- o Don't know/not applicable

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

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

10. 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
Talked to or visited with your immediate neighbors	1	2	3	4
Walked or biked instead of driving	1	2	3	4
Attended an event offered by the City of Bloomington	1	2	3	4
Done a favor for a neighbor	1	2	3	4
Carpooled with other adults or children instead of driving alone	1	2	3	4
Volunteered your time to some group/activity in Bloomington	1	2	3	4
Used bus or other public transportation instead of driving	1	2	3	4
Participated in religious or spiritual activities	1	2	3	4
Watched (online or on television) a local public meeting	1	2	3	4
Voted in your most recent local election	1	2	3	4

11. 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
Monroe County Government	1	2	3	4	5
Indiana State Government	1	2	3	4	5
The Federal Government	1	2	3	4	5

Bloomington 2023 Community Survey

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

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

13. First, please rate the quality of each of the following in the City of Bloomington. Then, 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
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
Farmers market	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
Garbage collection	1	2	3	4	5	1	2	3	4	5
Trails	1	2	3	4	5	1	2	3	4	5
Police services	1	2	3	4	5	1	2	3	4	5
Parks	1	2	3	4	5	1	2	3	4	5
Taste of Bloomington	1	2	3	4	5	1	2	3	4	5
Fire prevention and education	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
Recycling	1	2	3	4	5	1	2	3	4	5
Sewer services	1	2	3	4	5	1	2	3	4	5
Animal care and control	1	2	3	4	5	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5	1	2	3	4	5
Preservation of natural areas	1	2	3	4	5	1	2	3	4	5
Snow removal	1	2	3	4	5	1	2	3	4	5
Small Business support	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
Bus or transit services	1	2	3	4	5	1	2	3	4	5
Open space (green space)	1	2	3	4	5	1	2	3	4	5
City website	1	2	3	4	5	1	2	3	4	5
Drinking water	1	2	3	4	5	1	2	3	4	5
Crime prevention	1	2	3	4	5	1	2	3	4	5
Public information services	1	2	3	4	5	1	2	3	4	5
Street cleaning	1	2	3	4	5	1	2	3	4	5
Health services	1	2	3	4	5	1	2	3	4	5
Sustainability efforts	1	2	3	4	5	1	2	3	4	5
Economic development	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
Traffic signal timing	1	2	3	4	5	1	2	3	4	5
Traffic enforcement	1	2	3	4	5	1	2	3	4	5
Neighborhood/residential parking	1	2	3	4	5	1	2	3	4	5
Street lighting	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
Parking garages	1	2	3	4	5	1	2	3	4	5
Sidewalk maintenance	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
Storm drainage	1	2	3	4	5	1	2	3	4	5
Downtown parking	1	2	3	4	5	1	2	3	4	5
Street repair	1	2	3	4	5	1	2	3	4	5
Affordable/workforce housing availability	1	2	3	4	5	1	2	3	4	5

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

    ❑ Yes → *Go to question 15.*   ❑ No → *Skip to question 16.*

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

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

16. **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
City-wide high speed fiber for internet access	1	2	3	4	5
Development of Hopewell Neighborhood at legacy hospital site on W. 2nd	1	2	3	4	5
Development/job creation in the Trades district/certified tech park	1	2	3	4	5
Expansion of the Bloomington/Monroe County Convention Center	1	2	3	4	5

17. **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

18. **To what degree, if at all, do you think The City of Bloomington is successfully addressing homelessness in Bloomington?**

    ❍ Excellent   ❍ Good   ❍ Fair   ❍ Poor   ❍ Don't know

19. **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

20. **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
Local media outlets (newspapers, radio, local television stations)	1	2	3
Local online news sources	1	2	3
Word-of-mouth	1	2	3
City website (Bloomington.in.gov)	1	2	3
City communications via social media	1	2	3
Email distribution lists	1	2	3
City Council meetings and other public meetings	1	2	3
Talking with City officials	1	2	3
Community Access Television Services, CATs	1	2	3

21. **What is your preferred method of receiving communication from the City of Bloomington?**

    o Phone
    o Email
    o Text
    o Social Media (Facebook/Instagram/LinkedIn/ Twitter)
    o City of Bloomington Website
    o Printed brochures/materials/ mailers

22. **The legacy hospital site SW of downtown Bloomington is becoming the new Hopewell neighborhood. Which amenities or opportunities are you likely to take advantage of?**

    o New single-family housing options
    o New multi-family housing options
    o Walkability
    o Greenspaces and outdoor play spaces
    o Community gardens
    o Open community gathering spaces
    o Flexible public and private spaces
    o Event space/Outdoor performance space
    o Trails
    o Don't know

23. **Increasing housing opportunities in Bloomington could mean increasing density and/or more multiplexes (e.g. duplexes or triplexes). Where or how do you think housing density can/should increase? Mark all that apply.**

    o Only in new neighborhoods
    o Only in neighborhoods or areas that already have multiplexes
    o Throughout Bloomington, including existing neighborhoods
    o We should allow taller buildings in appropriate areas
    o I don't think density should increase.

Bloomington 2023 Community Survey

24. While our County government is responsible for the 50-year-old Monroe County Jail, the City of Bloomington is also invested in community justice and interested in positive collaboration on solutions. Which of the following do you think our County most needs?

- o A new jail
- o New preventative services (e.g. job placement, , mental healthcare, addiction services)
- o A new jail and new preventative services
- o Neither a new jail nor new preventative services

25. How important is it for the city government to take steps to assure high speed internet access for all households in Bloomington, regardless of income?

❍ Very important   ❍ Important   ❍ Somewhat important   ❍ Not at all important

26. Would you support, if allowed by state law, automated speed control and/or red light control (automated ticketing by cameras rather than in-person police officers for excessive speeding or running red lights)?

❍ Strong support   ❍ Some support   ❍ Neutral   ❍ Against   ❍ Strongly against

27. With the addition of the 7-line, a separated bike lane on 7th street connecting IU's campus and the B-Line Trail, the City of Bloomington now has a nearly continuous loop of separated bike lanes. Are you satisfied with the current bike lane infrastructure in Bloomington, or would you like to see changes?

- o I'm satisfied
- o I would like to see more separated bike lanes
- o I would like to see fewer separated bike lanes
- o Neutral / No opinion

Our last questions are about you and your household. Again, all of your responses to this survey are completely confidential.

D1. 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
- ❍ Unable to work and receiving disability or other assistance

D2. To what extent do you agree or disagree that your household is currently experiencing financial security?
- ❍ Strongly agree   ❍ Somewhat disagree
- ❍ Somewhat agree   ❍ Strongly disagree

D3. Do you work inside the boundaries of the City of Bloomington?
- ❍ Yes, outside the home   ❍ No
- ❍ Yes, from home   ❍ Don't know

D4. How many years have you lived in the City of Bloomington?
- ❍ Less than 2 years   ❍ 11-20 years
- ❍ 2-5 years   ❍ More than 20 years
- ❍ 6-10 years

D5. 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

D6. Do you rent or own your home?
- ❍ Rent   ❍ Own

D7. 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

D8. Do any children 17 or under live in your household?
- ❍ No   ❍ Yes

D9. Are you or any other members of your household aged 65 or older?
- ❍ No   ❍ Yes

D10. 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

D11. Are you Spanish, Hispanic or Latino?
- ❍ No, not Spanish, Hispanic or Latino
- ❍ Yes, I consider myself to be Spanish, Hispanic or Latino

D12. 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

D13. In which category is your age?
- ❍ 18-24 years   ❍ 55-64 years
- ❍ 25-34 years   ❍ 65-74 years
- ❍ 35-44 years   ❍ 75 years or older
- ❍ 45-54 years

D14. With what gender do you identify most closely?
- ❍ Female   ❍ Male   ❍ In another way

D15. Do you consider a cell phone or land line your primary telephone number?
- ❍ Cell phone   ❍ Land line

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, NI 08502

Dear Bloomington Resident,

Your household has been randomly selected to participate in Bloomington's 2023 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,

John Hamilton

Mayor John Hamilton

CITY OF BLOOMINGTON

Estimado residente de Bloomington:

Su hogar ha sido seleccionado al azar para participar en la Encuesta comunitaria 2023 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!

CITY OF BLOOMINGTON
OFFICE OF THE MAYOR

March 2023

Dear City of Bloomington Resident,

You have been randomly selected to participate in the 2023 Bloomington Community Survey. A very 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 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 fourth community-wide scientific survey for the City of Bloomington. The first three surveys, conducted in 2017, 2019, and 2021, built a baseline understanding of residents' feelings about the quality and value of City services and revealed opinions about current conditions of our community. Your local government and partner organizations used those valuable results to inform important decisions.

A few things to remember:
- Your responses are confidential
- This survey should be completed by the adult (18 years of age or older) in your household who most recently had a birthday
- 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!

For assistance completing the survey or general inquiries, please call 812-349-3406.

Thank you for your time and participation!

Sincerely,

John Hamilton
Mayor

Marzo 2023

Estimado residente de la ciudad de Bloomington,

Ha sido seleccionado al azar para participar en la Encuesta de la comunidad de Bloomington de 2023. Se ha seleccionado un número muy limitado de hogares para participar en el proceso de la encuesta, por lo que su participación es muy valiosa.

El gobierno de su ciudad depende de información actualizada y precisa para tomar buenas decisiones. La encuesta adjunta es su oportunidad de ayudarnos a proporcionarnos a mí, a mi administración y a otras entidades gubernamentales locales y organizaciones comunitarias esa información vital: ayude a dar forma al futuro de Bloomington completando y devolviendo esta encuesta.

Esta es la cuarta encuesta científica comunitaria de la ciudad de Bloomington. Las primeras tres encuestas, realizadas en 2017, 2019 y 2021, generaron una comprensión básica de los sentimientos de los residentes sobre la calidad y el valor de los servicios de la Ciudad y revelaron opiniones sobre las condiciones actuales de nuestra comunidad. El gobierno local y las organizaciones asociadas utilizaron esos valiosos resultados para informar decisiones importantes.

Algunas cosas para recordar:
- Sus respuestas son confidenciales
- Esta encuesta debe ser completada por el adulto (mayor de 18 años) en su hogar que haya cumplido años más recientemente.
- Puede devolver la encuesta por correo en el sobre con franqueo pagado adjunto, o puede completar la encuesta en línea en: **http://polco.us/xxplaceholder**

Completar esta encuesta es una excelente manera de cumplir con su deber cívico. ¡Su participación activa y sus aportes son lo que ayuda a mantener su gobierno local transparente, efectivo y trabajando para usted!

Si bien la encuesta se ofrece en inglés, los servicios de traducción estarán disponibles para aquellos que deseen completar la encuesta en su idioma preferido. Para acceder a los servicios de traducción, asistencia para completar la encuesta o consultas generales, llame al 812-349-3406.

¡Gracias por su tiempo y participación!

Atentamente,

John Hamilt

John Hamilton, Alcalde

Dear Bloomington Resident,

Final reminder! If you have not yet completed Bloomington's 2023 Community Survey, please do so. If you have completed it, thank you. Please do not respond twice.

You can go online and complete the survey now 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 days from now.

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

Thank you for helping create a better City!

Sincerely,

John Hamilton

Mayor John Hamilton

CITY OF BLOOMINGTON

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

Estimado residente de Bloomington:

Su hogar ha sido seleccionado al azar para participar en la Encuesta comunitaria 2023 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 días. Si tiene alguna pregunta sobre la encuesta, llame al 812-349-3406.

¡Gracias por ayudar a crear una ciudad mejor!