

# **The National Citizen Survey™**

## **Bloomington, MN**

Technical Appendices

2014

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## Appendix A: Complete Survey Responses

### Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in Bloomington:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Bloomington as a place to live	43%	N=499	51%	N=591	6%	N=69	1%	N=6	100%	N=1165
Your neighborhood as a place to live	42%	N=493	46%	N=531	11%	N=123	1%	N=16	100%	N=1163
Bloomington as a place to raise children	38%	N=376	51%	N=502	10%	N=96	1%	N=12	100%	N=986
Bloomington as a place to work	31%	N=252	53%	N=433	14%	N=112	2%	N=14	100%	N=811
Bloomington as a place to visit	29%	N=315	52%	N=567	18%	N=194	2%	N=24	100%	N=1100
Bloomington as a place to retire	28%	N=249	41%	N=373	23%	N=209	8%	N=68	100%	N=899
The overall quality of life in Bloomington	32%	N=376	56%	N=647	11%	N=127	1%	N=8	100%	N=1157

Table 2: Question 2

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Bloomington	29%	N=333	58%	N=682	12%	N=136	1%	N=17	100%	N=1167
Overall ease of getting to the places you usually have to visit	30%	N=352	51%	N=597	16%	N=185	2%	N=27	100%	N=1161
Quality of overall natural environment in Bloomington	35%	N=399	52%	N=596	12%	N=140	1%	N=8	100%	N=1143
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	20%	N=223	54%	N=615	23%	N=257	4%	N=46	100%	N=1142
Health and wellness opportunities in Bloomington	27%	N=280	54%	N=562	17%	N=174	2%	N=24	100%	N=1040
Overall opportunities for education and enrichment	30%	N=317	53%	N=554	14%	N=151	3%	N=27	100%	N=1049
Overall economic health of Bloomington	24%	N=240	59%	N=605	14%	N=142	3%	N=32	100%	N=1020
Sense of community	16%	N=170	49%	N=532	30%	N=326	6%	N=60	100%	N=1088
Overall image or reputation of Bloomington	21%	N=242	62%	N=703	15%	N=168	2%	N=24	100%	N=1137

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Bloomington to someone who asks	60%	N=683	33%	N=382	5%	N=57	2%	N=19	100%	N=1141
Remain in Bloomington for the next five years	62%	N=697	24%	N=264	9%	N=96	5%	N=60	100%	N=1117

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	78%	N=896	20%	N=225	2%	N=18	1%	N=13	0%	N=0	100%	N=1152
In Bloomington's shopping areas during the day	61%	N=695	32%	N=370	4%	N=50	2%	N=26	0%	N=2	100%	N=1143

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	11%	N=125	54%	N=621	26%	N=303	8%	N=95	100%	N=1145
Ease of travel by car in Bloomington	17%	N=193	59%	N=679	20%	N=228	4%	N=42	100%	N=1142
Ease of travel by public transportation in Bloomington	9%	N=58	38%	N=250	38%	N=252	15%	N=102	100%	N=661
Ease of travel by bicycle in Bloomington	14%	N=104	44%	N=328	33%	N=249	10%	N=73	100%	N=754
Ease of walking in Bloomington	21%	N=228	49%	N=541	25%	N=274	5%	N=55	100%	N=1099
Availability of paths and walking trails	30%	N=325	47%	N=509	19%	N=202	4%	N=41	100%	N=1076
Air quality	27%	N=299	60%	N=673	12%	N=135	1%	N=8	100%	N=1115
Cleanliness of Bloomington	23%	N=261	59%	N=679	17%	N=195	1%	N=17	100%	N=1151
Overall appearance of Bloomington	22%	N=254	60%	N=693	15%	N=177	3%	N=29	100%	N=1153
Public places where people want to spend time	20%	N=216	58%	N=647	19%	N=215	3%	N=30	100%	N=1108
Variety of housing options	20%	N=211	53%	N=549	22%	N=224	4%	N=46	100%	N=1030
Availability of affordable quality housing	14%	N=127	48%	N=429	27%	N=245	11%	N=95	100%	N=896
Fitness opportunities (including exercise classes and paths or trails, etc.)	29%	N=306	51%	N=546	17%	N=184	3%	N=30	100%	N=1066
Recreational opportunities	27%	N=283	51%	N=545	19%	N=197	3%	N=36	100%	N=1061
Availability of affordable quality food	22%	N=246	54%	N=610	20%	N=226	5%	N=52	100%	N=1134
Availability of affordable quality health care	22%	N=223	54%	N=552	21%	N=219	3%	N=32	100%	N=1026
Availability of preventive health services	21%	N=197	57%	N=543	19%	N=184	3%	N=27	100%	N=951
Availability of affordable quality mental health care	17%	N=90	45%	N=237	27%	N=141	12%	N=62	100%	N=530

Table 6: Question 6

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	19%	N=84	52%	N=227	23%	N=100	6%	N=25	100%	N=435
K-12 education	29%	N=203	53%	N=367	14%	N=98	4%	N=28	100%	N=696
Adult educational opportunities	20%	N=178	61%	N=528	17%	N=150	2%	N=16	100%	N=872
Opportunities to attend cultural/arts/music activities	20%	N=198	54%	N=527	21%	N=203	4%	N=40	100%	N=969
Employment opportunities	14%	N=105	49%	N=364	32%	N=237	5%	N=35	100%	N=739
Shopping opportunities	39%	N=435	49%	N=553	11%	N=122	1%	N=11	100%	N=1121
Cost of living in Bloomington	8%	N=90	51%	N=572	34%	N=379	7%	N=77	100%	N=1117
Overall quality of business and service establishments in Bloomington	15%	N=161	62%	N=669	22%	N=234	2%	N=21	100%	N=1085
Vibrant shopping areas	23%	N=254	47%	N=524	25%	N=278	5%	N=60	100%	N=1115
Overall quality of new development in Bloomington	14%	N=131	53%	N=497	28%	N=265	5%	N=51	100%	N=944
Opportunities to participate in social events and activities	14%	N=126	53%	N=496	28%	N=261	5%	N=49	100%	N=932
Opportunities to volunteer	22%	N=181	56%	N=466	20%	N=166	2%	N=14	100%	N=827
Opportunities to participate in community matters	16%	N=128	55%	N=436	26%	N=204	4%	N=30	100%	N=798
Openness and acceptance of the community toward people of diverse backgrounds	13%	N=120	52%	N=464	30%	N=266	5%	N=44	100%	N=894
Neighborliness of residents in Bloomington	14%	N=148	50%	N=543	32%	N=348	4%	N=45	100%	N=1083

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	23%	N=264	77%	N=879	100%	N=1144
Made efforts to make your home more energy efficient	26%	N=295	74%	N=838	100%	N=1133
Observed a code violation or other hazard in Bloomington	68%	N=769	32%	N=367	100%	N=1136
Household member was a victim of a crime in Bloomington	92%	N=1051	8%	N=87	100%	N=1139
Reported a crime to the police in Bloomington	86%	N=981	14%	N=160	100%	N=1141
Stocked supplies in preparation for an emergency	77%	N=873	23%	N=267	100%	N=1140
Campaigned or advocated for an issue, cause or candidate	82%	N=936	18%	N=202	100%	N=1137
Contacted the City of Bloomington (in-person, phone, email or web) for help or information	52%	N=594	48%	N=546	100%	N=1140
Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	85%	N=969	15%	N=170	100%	N=1140

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Bloomington?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Bloomington recreation centers or their services	9%	N=100	16%	N=187	33%	N=371	42%	N=476	100%	N=1135
Visited a neighborhood park or City park	18%	N=200	31%	N=357	35%	N=395	16%	N=188	100%	N=1140
Participated in religious or spiritual activities in Bloomington	13%	N=149	19%	N=219	17%	N=196	50%	N=571	100%	N=1134
Attended a City-sponsored event	2%	N=25	5%	N=56	36%	N=411	57%	N=639	100%	N=1130
Used bus, light rail or other public transportation instead of driving	9%	N=108	6%	N=71	25%	N=291	59%	N=677	100%	N=1146
Carpooled with other adults or children instead of driving alone	10%	N=116	14%	N=160	17%	N=193	59%	N=670	100%	N=1139
Walked or biked instead of driving	13%	N=150	15%	N=177	26%	N=292	46%	N=524	100%	N=1144
Volunteered your time to some group/activity in Bloomington	7%	N=80	10%	N=115	18%	N=208	65%	N=739	100%	N=1142
Participated in a club	6%	N=67	9%	N=98	10%	N=109	76%	N=865	100%	N=1138
Talked to or visited with your immediate neighbors	42%	N=478	30%	N=348	20%	N=229	8%	N=87	100%	N=1142
Done a favor for a neighbor	17%	N=194	25%	N=281	42%	N=478	17%	N=192	100%	N=1145

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=5	1%	N=7	13%	N=146	86%	N=978	100%	N=1137
Watched (online or on television) a local public meeting	1%	N=12	4%	N=44	19%	N=216	76%	N=864	100%	N=1136

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Table 10: Question 10

Please rate the quality of each of the following services in Bloomington:	Excellent		Good		Fair		Poor		Total	
Police services	42%	N=409	47%	N=458	7%	N=72	4%	N=36	100%	N=975
Fire services	50%	N=431	45%	N=390	5%	N=39	0%	N=1	100%	N=861
Ambulance or emergency medical services	47%	N=365	47%	N=365	6%	N=46	1%	N=6	100%	N=782
Crime prevention	27%	N=235	55%	N=473	15%	N=129	2%	N=20	100%	N=856
Fire prevention and education	32%	N=242	56%	N=421	12%	N=90	0%	N=2	100%	N=755
Traffic enforcement	18%	N=169	56%	N=539	19%	N=185	7%	N=63	100%	N=956
Street repair	6%	N=71	30%	N=325	39%	N=431	25%	N=274	100%	N=1101
Street cleaning	19%	N=209	51%	N=558	23%	N=256	7%	N=77	100%	N=1099
Street lighting	17%	N=185	52%	N=575	24%	N=264	7%	N=80	100%	N=1104
Snow removal	29%	N=327	48%	N=529	18%	N=197	5%	N=59	100%	N=1112
Sidewalk maintenance	14%	N=135	49%	N=479	29%	N=285	9%	N=84	100%	N=983
Traffic signal timing	11%	N=120	45%	N=488	30%	N=327	13%	N=138	100%	N=1074
Bus or transit services	13%	N=79	45%	N=283	31%	N=192	11%	N=70	100%	N=624
Garbage collection	32%	N=338	53%	N=561	12%	N=128	3%	N=29	100%	N=1056
Recycling	33%	N=358	53%	N=567	11%	N=116	3%	N=31	100%	N=1073
Yard waste pick-up	31%	N=277	52%	N=470	14%	N=123	3%	N=25	100%	N=896
Storm drainage	20%	N=195	58%	N=567	19%	N=181	3%	N=29	100%	N=971
Drinking water	47%	N=515	42%	N=461	10%	N=110	2%	N=17	100%	N=1103
Sewer services	32%	N=304	54%	N=518	12%	N=119	1%	N=11	100%	N=952
Utility billing	25%	N=256	55%	N=554	17%	N=175	2%	N=23	100%	N=1008
City parks	40%	N=417	47%	N=480	12%	N=126	1%	N=10	100%	N=1033
Recreation programs or classes	26%	N=179	57%	N=388	16%	N=111	1%	N=8	100%	N=686
Recreation centers or facilities	23%	N=171	58%	N=424	17%	N=121	2%	N=16	100%	N=733
Land use, planning and zoning	14%	N=101	55%	N=390	24%	N=171	7%	N=48	100%	N=710
Code enforcement (weeds, abandoned buildings, etc.)	15%	N=106	48%	N=337	28%	N=200	9%	N=60	100%	N=703
Animal control	18%	N=127	55%	N=391	22%	N=158	4%	N=29	100%	N=706
Economic development	19%	N=146	53%	N=411	24%	N=189	4%	N=32	100%	N=778
Health services	20%	N=161	62%	N=509	17%	N=140	1%	N=12	100%	N=822
Public information services	19%	N=159	59%	N=492	20%	N=167	2%	N=18	100%	N=837
Cable television	11%	N=93	43%	N=349	30%	N=242	16%	N=129	100%	N=814
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=128	56%	N=374	22%	N=149	3%	N=19	100%	N=670
Preservation of natural areas such as open space and greenbelts	28%	N=254	47%	N=418	21%	N=183	4%	N=38	100%	N=893
Bloomington open space	25%	N=223	48%	N=432	23%	N=204	4%	N=36	100%	N=895
City-sponsored special events	18%	N=140	57%	N=433	21%	N=161	3%	N=23	100%	N=757
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	27%	N=249	55%	N=503	16%	N=145	3%	N=23	100%	N=920

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Bloomington	27%	N=285	58%	N=610	13%	N=142	1%	N=15	100%	N=1052
The Federal Government	7%	N=63	34%	N=330	39%	N=381	20%	N=192	100%	N=965
The State Government	8%	N=77	43%	N=422	39%	N=386	9%	N=92	100%	N=976
Hennepin County Government	9%	N=86	47%	N=456	35%	N=338	9%	N=84	100%	N=963

Table 12: Question 12

Please rate the following categories of Bloomington government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Bloomington	14%	N=144	51%	N=526	28%	N=288	7%	N=68	100%	N=1026
The overall direction that Bloomington is taking	13%	N=131	60%	N=592	22%	N=214	5%	N=46	100%	N=982
The job Bloomington government does at welcoming citizen involvement	14%	N=105	46%	N=353	29%	N=221	12%	N=88	100%	N=768
Overall confidence in Bloomington government	13%	N=127	55%	N=549	25%	N=252	7%	N=66	100%	N=993
Generally acting in the best interest of the community	14%	N=142	58%	N=577	23%	N=228	5%	N=54	100%	N=1002
Being honest	17%	N=148	57%	N=506	20%	N=177	7%	N=58	100%	N=889
Treating all residents fairly	17%	N=145	53%	N=451	23%	N=193	7%	N=64	100%	N=853

Table 13: Question 13

Please rate how important, if at all, you think it is for the Bloomington community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Bloomington	56%	N=648	37%	N=421	7%	N=79	0%	N=5	100%	N=1152
Overall ease of getting to the places you usually have to visit	30%	N=347	51%	N=587	17%	N=194	1%	N=15	100%	N=1143
Quality of overall natural environment in Bloomington	33%	N=373	51%	N=578	16%	N=184	1%	N=9	100%	N=1144
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	24%	N=279	51%	N=588	22%	N=254	2%	N=23	100%	N=1144
Health and wellness opportunities in Bloomington	24%	N=270	45%	N=520	27%	N=306	4%	N=48	100%	N=1145
Overall opportunities for education and enrichment	33%	N=376	42%	N=480	22%	N=252	3%	N=39	100%	N=1146
Overall economic health of Bloomington	42%	N=477	47%	N=538	10%	N=116	1%	N=14	100%	N=1144
Sense of community	25%	N=286	49%	N=563	24%	N=269	2%	N=27	100%	N=1145

Table 14: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=34	3%	N=36	5%	N=52	16%	N=180	73%	N=799	100%	N=1101
Purchase goods or services from a business located in Bloomington	1%	N=11	2%	N=23	19%	N=209	57%	N=627	21%	N=236	100%	N=1106
Eat at least 5 portions of fruits and vegetables a day	3%	N=33	13%	N=145	40%	N=441	30%	N=330	13%	N=147	100%	N=1097
Participate in moderate or vigorous physical activity	3%	N=27	10%	N=107	31%	N=338	37%	N=408	19%	N=213	100%	N=1093
Read or watch local news (via television, paper, computer, etc.)	1%	N=10	9%	N=98	18%	N=198	29%	N=320	43%	N=478	100%	N=1104
Vote in local elections	7%	N=77	9%	N=95	12%	N=130	25%	N=276	48%	N=528	100%	N=1106

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Table 15: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=228
Very good	46%	N=507
Good	27%	N=301
Fair	6%	N=65
Poor	1%	N=9
Total	100%	N=1110

Table 16: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=71
Somewhat positive	23%	N=249
Neutral	50%	N=541
Somewhat negative	18%	N=196
Very negative	3%	N=35
Total	100%	N=1092

Table 17: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=638
Working part time for pay	12%	N=129
Unemployed, looking for paid work	3%	N=32
Unemployed, not looking for paid work	3%	N=31
Fully retired	24%	N=267
Total	100%	N=1097

Table 18: Question D5

Do you work inside the boundaries of Bloomington?	Percent	Number
Yes, outside the home	26%	N=275
Yes, from home	6%	N=62
No	68%	N=709
Total	100%	N=1046

Table 19: Question D6

How many years have you lived in Bloomington?	Percent	Number
Less than 2 years	15%	N=163
2 to 5 years	14%	N=156
6 to 10 years	15%	N=168
11 to 20 years	18%	N=199
More than 20 years	38%	N=417
Total	100%	N=1102

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Table 20: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=647
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=436
Mobile home	0%	N=4
Other	2%	N=19
Total	100%	N=1106

Table 21: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	29%	N=325
Owned	71%	N=778
Total	100%	N=1103

Table 22: Question D9

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	Number
Less than \$300 per month	3%	N=36
\$300 to \$599 per month	10%	N=109
\$600 to \$999 per month	28%	N=297
\$1,000 to \$1,499 per month	31%	N=328
\$1,500 to \$2,499 per month	20%	N=215
\$2,500 or more per month	7%	N=70
Total	100%	N=1056

Table 23: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=786
Yes	29%	N=322
Total	100%	N=1108

Table 24: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	70%	N=774
Yes	30%	N=334
Total	100%	N=1108

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Table 25: Question D12

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	Number
Less than \$25,000	12%	N=126
\$25,000 to \$49,999	26%	N=267
\$50,000 to \$99,999	34%	N=357
\$100,000 to \$149,999	17%	N=176
\$150,000 or more	11%	N=117
Total	100%	N=1043

Table 26: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=1059
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=28
Total	100%	N=1087

Table 27: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=15
Asian, Asian Indian or Pacific Islander	7%	N=75
Black or African American	6%	N=61
White	86%	N=938
Other	3%	N=37

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

Table 28: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=35
25 to 34 years	22%	N=237
35 to 44 years	15%	N=163
45 to 54 years	19%	N=203
55 to 64 years	15%	N=165
65 to 74 years	12%	N=135
75 years or older	14%	N=158
Total	100%	N=1097

Table 29: Question D16

What is your sex?	Percent	Number
Female	53%	N=585
Male	47%	N=512
Total	100%	N=1097

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Table 30: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	49%	N=541
Land line	32%	N=349
Both	19%	N=207
Total	100%	N=1097

## Responses including “don’t know”

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

Table 31: Question 1

Please rate each of the following aspects of quality of life in Bloomington:	Excellent		Good		Fair		Poor		Don't know		Total	
Bloomington as a place to live	43%	N=499	51%	N=591	6%	N=69	1%	N=6	0%	N=2	100%	N=1168
Your neighborhood as a place to live	42%	N=493	46%	N=531	11%	N=123	1%	N=16	0%	N=2	100%	N=1165
Bloomington as a place to raise children	32%	N=376	43%	N=502	8%	N=96	1%	N=12	15%	N=174	100%	N=1160
Bloomington as a place to work	22%	N=252	38%	N=433	10%	N=112	1%	N=14	30%	N=342	100%	N=1152
Bloomington as a place to visit	27%	N=315	49%	N=567	17%	N=194	2%	N=24	5%	N=59	100%	N=1159
Bloomington as a place to retire	22%	N=249	32%	N=373	18%	N=209	6%	N=68	22%	N=257	100%	N=1156
The overall quality of life in Bloomington	32%	N=376	56%	N=647	11%	N=127	1%	N=8	0%	N=6	100%	N=1163

Table 32: Question 2

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Bloomington	29%	N=333	58%	N=682	12%	N=136	1%	N=17	0%	N=0	100%	N=1167
Overall ease of getting to the places you usually have to visit	30%	N=352	51%	N=597	16%	N=185	2%	N=27	0%	N=2	100%	N=1163
Quality of overall natural environment in Bloomington	35%	N=399	52%	N=596	12%	N=140	1%	N=8	1%	N=11	100%	N=1154
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	19%	N=223	53%	N=615	22%	N=257	4%	N=46	1%	N=14	100%	N=1156
Health and wellness opportunities in Bloomington	24%	N=280	49%	N=562	15%	N=174	2%	N=24	10%	N=119	100%	N=1159
Overall opportunities for education and enrichment	27%	N=317	48%	N=554	13%	N=151	2%	N=27	9%	N=107	100%	N=1156
Overall economic health of Bloomington	21%	N=240	53%	N=605	12%	N=142	3%	N=32	11%	N=132	100%	N=1152
Sense of community	15%	N=170	46%	N=532	28%	N=326	5%	N=60	5%	N=59	100%	N=1148
Overall image or reputation of Bloomington	21%	N=242	61%	N=703	15%	N=168	2%	N=24	2%	N=22	100%	N=1158

Table 33: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Bloomington to someone who asks	59%	N=683	33%	N=382	5%	N=57	2%	N=19	1%	N=8	100%	N=1149
Remain in Bloomington for the next five years	61%	N=697	23%	N=264	8%	N=96	5%	N=60	3%	N=32	100%	N=1148

Table 34: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	78%	N=896	19%	N=225	2%	N=18	1%	N=13	0%	N=0	0%	N=3	100%	N=1155
In Bloomington's shopping areas during the day	60%	N=695	32%	N=370	4%	N=50	2%	N=26	0%	N=2	1%	N=9	100%	N=1152

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Table 35: Question 5

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	11%	N=125	54%	N=621	26%	N=303	8%	N=95	1%	N=9	100%	N=1155
Ease of travel by car in Bloomington	17%	N=193	59%	N=679	20%	N=228	4%	N=42	1%	N=14	100%	N=1156
Ease of travel by public transportation in Bloomington	5%	N=58	22%	N=250	22%	N=252	9%	N=102	42%	N=480	100%	N=1141
Ease of travel by bicycle in Bloomington	9%	N=104	29%	N=328	22%	N=249	6%	N=73	34%	N=388	100%	N=1142
Ease of walking in Bloomington	20%	N=228	47%	N=541	24%	N=274	5%	N=55	5%	N=55	100%	N=1154
Availability of paths and walking trails	28%	N=325	44%	N=509	17%	N=202	4%	N=41	7%	N=80	100%	N=1156
Air quality	26%	N=299	58%	N=673	12%	N=135	1%	N=8	4%	N=44	100%	N=1158
Cleanliness of Bloomington	23%	N=261	59%	N=679	17%	N=195	1%	N=17	1%	N=8	100%	N=1159
Overall appearance of Bloomington	22%	N=254	60%	N=693	15%	N=177	3%	N=29	1%	N=6	100%	N=1159
Public places where people want to spend time	19%	N=216	56%	N=647	18%	N=215	3%	N=30	5%	N=53	100%	N=1161
Variety of housing options	18%	N=211	47%	N=549	19%	N=224	4%	N=46	11%	N=131	100%	N=1161
Availability of affordable quality housing	11%	N=127	37%	N=429	21%	N=245	8%	N=95	22%	N=257	100%	N=1153
Fitness opportunities (including exercise classes and paths or trails, etc.)	26%	N=306	47%	N=546	16%	N=184	3%	N=30	8%	N=98	100%	N=1164
Recreational opportunities	25%	N=283	47%	N=545	17%	N=197	3%	N=36	8%	N=95	100%	N=1156
Availability of affordable quality food	21%	N=246	52%	N=610	19%	N=226	4%	N=52	2%	N=29	100%	N=1163
Availability of affordable quality health care	19%	N=223	48%	N=552	19%	N=219	3%	N=32	11%	N=133	100%	N=1159
Availability of preventive health services	17%	N=197	47%	N=543	16%	N=184	2%	N=27	18%	N=208	100%	N=1158
Availability of affordable quality mental health care	8%	N=90	21%	N=237	12%	N=141	5%	N=62	54%	N=622	100%	N=1152

Table 36: Question 6

Please rate each of the following characteristics as they relate to Bloomington as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	7%	N=84	20%	N=227	9%	N=100	2%	N=25	61%	N=693	100%	N=1128
K-12 education	18%	N=203	33%	N=367	9%	N=98	2%	N=28	38%	N=425	100%	N=1121
Adult educational opportunities	16%	N=178	47%	N=528	13%	N=150	1%	N=16	22%	N=252	100%	N=1124
Opportunities to attend cultural/arts/music activities	18%	N=198	47%	N=527	18%	N=203	4%	N=40	14%	N=152	100%	N=1121
Employment opportunities	9%	N=105	32%	N=364	21%	N=237	3%	N=35	35%	N=391	100%	N=1130
Shopping opportunities	38%	N=435	49%	N=553	11%	N=122	1%	N=11	1%	N=14	100%	N=1135
Cost of living in Bloomington	8%	N=90	50%	N=572	33%	N=379	7%	N=77	2%	N=18	100%	N=1135
Overall quality of business and service establishments in Bloomington	14%	N=161	59%	N=669	21%	N=234	2%	N=21	4%	N=49	100%	N=1134
Vibrant shopping areas	22%	N=254	46%	N=524	24%	N=278	5%	N=60	2%	N=24	100%	N=1139
Overall quality of new development in Bloomington	12%	N=131	44%	N=497	23%	N=265	5%	N=51	17%	N=187	100%	N=1131
Opportunities to participate in social events and activities	11%	N=126	44%	N=496	23%	N=261	4%	N=49	18%	N=206	100%	N=1139
Opportunities to volunteer	16%	N=181	41%	N=466	15%	N=166	1%	N=14	27%	N=306	100%	N=1134
Opportunities to participate in community matters	11%	N=128	39%	N=436	18%	N=204	3%	N=30	29%	N=333	100%	N=1132
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=120	41%	N=464	24%	N=266	4%	N=44	21%	N=239	100%	N=1133
Neighborliness of residents in Bloomington	13%	N=148	48%	N=543	31%	N=348	4%	N=45	5%	N=54	100%	N=1138

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Table 37: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	23%	N=264	77%	N=879	100%	N=1144
Made efforts to make your home more energy efficient	26%	N=295	74%	N=838	100%	N=1133
Observed a code violation or other hazard in Bloomington	68%	N=769	32%	N=367	100%	N=1136
Household member was a victim of a crime in Bloomington	92%	N=1051	8%	N=87	100%	N=1139
Reported a crime to the police in Bloomington	86%	N=981	14%	N=160	100%	N=1141
Stocked supplies in preparation for an emergency	77%	N=873	23%	N=267	100%	N=1140
Campaigned or advocated for an issue, cause or candidate	82%	N=936	18%	N=202	100%	N=1137
Contacted the City of Bloomington (in-person, phone, email or web) for help or information	52%	N=594	48%	N=546	100%	N=1140
Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	85%	N=969	15%	N=170	100%	N=1140

Table 38: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Bloomington?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Bloomington recreation centers or their services	9%	N=100	16%	N=187	33%	N=371	42%	N=476	100%	N=1135
Visited a neighborhood park or City park	18%	N=200	31%	N=357	35%	N=395	16%	N=188	100%	N=1140
Participated in religious or spiritual activities in Bloomington	13%	N=149	19%	N=219	17%	N=196	50%	N=571	100%	N=1134
Attended a City-sponsored event	2%	N=25	5%	N=56	36%	N=411	57%	N=639	100%	N=1130
Used bus, light rail or other public transportation instead of driving	9%	N=108	6%	N=71	25%	N=291	59%	N=677	100%	N=1146
Carpooled with other adults or children instead of driving alone	10%	N=116	14%	N=160	17%	N=193	59%	N=670	100%	N=1139
Walked or biked instead of driving	13%	N=150	15%	N=177	26%	N=292	46%	N=524	100%	N=1144
Volunteered your time to some group/activity in Bloomington	7%	N=80	10%	N=115	18%	N=208	65%	N=739	100%	N=1142
Participated in a club	6%	N=67	9%	N=98	10%	N=109	76%	N=865	100%	N=1138
Talked to or visited with your immediate neighbors	42%	N=478	30%	N=348	20%	N=229	8%	N=87	100%	N=1142
Done a favor for a neighbor	17%	N=194	25%	N=281	42%	N=478	17%	N=192	100%	N=1145

Table 39: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=5	1%	N=7	13%	N=146	86%	N=978	100%	N=1137
Watched (online or on television) a local public meeting	1%	N=12	4%	N=44	19%	N=216	76%	N=864	100%	N=1136

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Table 40: Question 10

Please rate the quality of each of the following services in Bloomington:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	37%	N=409	41%	N=458	6%	N=72	3%	N=36	13%	N=143	100%	N=1118
Fire services	38%	N=431	35%	N=390	4%	N=39	0%	N=1	23%	N=263	100%	N=1124
Ambulance or emergency medical services	32%	N=365	32%	N=365	4%	N=46	1%	N=6	31%	N=344	100%	N=1127
Crime prevention	21%	N=235	42%	N=473	12%	N=129	2%	N=20	23%	N=262	100%	N=1119
Fire prevention and education	22%	N=242	38%	N=421	8%	N=90	0%	N=2	33%	N=368	100%	N=1123
Traffic enforcement	15%	N=169	49%	N=539	17%	N=185	6%	N=63	14%	N=153	100%	N=1110
Street repair	6%	N=71	29%	N=325	38%	N=431	24%	N=274	2%	N=25	100%	N=1126
Street cleaning	19%	N=209	50%	N=558	23%	N=256	7%	N=77	2%	N=26	100%	N=1125
Street lighting	17%	N=185	51%	N=575	24%	N=264	7%	N=80	2%	N=19	100%	N=1123
Snow removal	29%	N=327	47%	N=529	17%	N=197	5%	N=59	2%	N=18	100%	N=1131
Sidewalk maintenance	12%	N=135	43%	N=479	25%	N=285	7%	N=84	12%	N=138	100%	N=1122
Traffic signal timing	11%	N=120	44%	N=488	29%	N=327	12%	N=138	3%	N=36	100%	N=1110
Bus or transit services	7%	N=79	26%	N=283	17%	N=192	6%	N=70	44%	N=483	100%	N=1106
Garbage collection	30%	N=338	50%	N=561	11%	N=128	3%	N=29	6%	N=63	100%	N=1120
Recycling	32%	N=358	51%	N=567	10%	N=116	3%	N=31	4%	N=50	100%	N=1123
Yard waste pick-up	25%	N=277	42%	N=470	11%	N=123	2%	N=25	19%	N=217	100%	N=1113
Storm drainage	17%	N=195	51%	N=567	16%	N=181	3%	N=29	13%	N=147	100%	N=1119
Drinking water	46%	N=515	41%	N=461	10%	N=110	2%	N=17	2%	N=19	100%	N=1121
Sewer services	27%	N=304	46%	N=518	11%	N=119	1%	N=11	15%	N=165	100%	N=1118
Utility billing	23%	N=256	50%	N=554	16%	N=175	2%	N=23	9%	N=104	100%	N=1112
City parks	37%	N=417	43%	N=480	11%	N=126	1%	N=10	8%	N=91	100%	N=1124
Recreation programs or classes	16%	N=179	35%	N=388	10%	N=111	1%	N=8	38%	N=421	100%	N=1107
Recreation centers or facilities	15%	N=171	38%	N=424	11%	N=121	1%	N=16	34%	N=378	100%	N=1111
Land use, planning and zoning	9%	N=101	35%	N=390	15%	N=171	4%	N=48	36%	N=403	100%	N=1113
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=106	30%	N=337	18%	N=200	5%	N=60	37%	N=411	100%	N=1114
Animal control	11%	N=127	35%	N=391	14%	N=158	3%	N=29	37%	N=417	100%	N=1123
Economic development	13%	N=146	37%	N=411	17%	N=189	3%	N=32	30%	N=335	100%	N=1113
Health services	15%	N=161	46%	N=509	13%	N=140	1%	N=12	26%	N=283	100%	N=1105
Public information services	14%	N=159	44%	N=492	15%	N=167	2%	N=18	25%	N=274	100%	N=1111
Cable television	8%	N=93	32%	N=349	22%	N=242	12%	N=129	27%	N=294	100%	N=1108
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	N=128	34%	N=374	13%	N=149	2%	N=19	40%	N=444	100%	N=1115
Preservation of natural areas such as open space and greenbelts	23%	N=254	38%	N=418	17%	N=183	3%	N=38	19%	N=211	100%	N=1105
Bloomington open space	20%	N=223	39%	N=432	18%	N=204	3%	N=36	20%	N=217	100%	N=1112
City-sponsored special events	13%	N=140	40%	N=433	15%	N=161	2%	N=23	31%	N=334	100%	N=1091
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	23%	N=249	47%	N=503	13%	N=145	2%	N=23	15%	N=159	100%	N=1079

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Table 41: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Bloomington	25%	N=285	54%	N=610	13%	N=142	1%	N=15	7%	N=74	100%	N=1127
The Federal Government	6%	N=63	29%	N=330	34%	N=381	17%	N=192	14%	N=157	100%	N=1123
The State Government	7%	N=77	38%	N=422	34%	N=386	8%	N=92	13%	N=145	100%	N=1122
Hennepin County Government	8%	N=86	41%	N=456	30%	N=338	7%	N=84	14%	N=157	100%	N=1121

Table 42: Question 12

Please rate the following categories of Bloomington government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Bloomington	13%	N=144	46%	N=526	25%	N=288	6%	N=68	10%	N=120	100%	N=1146
The overall direction that Bloomington is taking	11%	N=131	52%	N=592	19%	N=214	4%	N=46	14%	N=162	100%	N=1144
The job Bloomington government does at welcoming citizen involvement	9%	N=105	31%	N=353	19%	N=221	8%	N=88	33%	N=371	100%	N=1138
Overall confidence in Bloomington government	11%	N=127	48%	N=549	22%	N=252	6%	N=66	13%	N=152	100%	N=1144
Generally acting in the best interest of the community	12%	N=142	50%	N=577	20%	N=228	5%	N=54	13%	N=144	100%	N=1145
Being honest	13%	N=148	44%	N=506	15%	N=177	5%	N=58	22%	N=254	100%	N=1142
Treating all residents fairly	13%	N=145	40%	N=451	17%	N=193	6%	N=64	25%	N=289	100%	N=1142

Table 43: Question 13

Please rate how important, if at all, you think it is for the Bloomington community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Bloomington	56%	N=648	37%	N=421	7%	N=79	0%	N=5	100%	N=1152
Overall ease of getting to the places you usually have to visit	30%	N=347	51%	N=587	17%	N=194	1%	N=15	100%	N=1143
Quality of overall natural environment in Bloomington	33%	N=373	51%	N=578	16%	N=184	1%	N=9	100%	N=1144
Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	24%	N=279	51%	N=588	22%	N=254	2%	N=23	100%	N=1144
Health and wellness opportunities in Bloomington	24%	N=270	45%	N=520	27%	N=306	4%	N=48	100%	N=1145
Overall opportunities for education and enrichment	33%	N=376	42%	N=480	22%	N=252	3%	N=39	100%	N=1146
Overall economic health of Bloomington	42%	N=477	47%	N=538	10%	N=116	1%	N=14	100%	N=1144
Sense of community	25%	N=286	49%	N=563	24%	N=269	2%	N=27	100%	N=1145

Table 44: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=34	3%	N=36	5%	N=52	16%	N=180	73%	N=799	100%	N=1101
Purchase goods or services from a business located in Bloomington	1%	N=11	2%	N=23	19%	N=209	57%	N=627	21%	N=236	100%	N=1106
Eat at least 5 portions of fruits and vegetables a day	3%	N=33	13%	N=145	40%	N=441	30%	N=330	13%	N=147	100%	N=1097
Participate in moderate or vigorous physical activity	3%	N=27	10%	N=107	31%	N=338	37%	N=408	19%	N=213	100%	N=1093
Read or watch local news (via television, paper, computer, etc.)	1%	N=10	9%	N=98	18%	N=198	29%	N=320	43%	N=478	100%	N=1104
Vote in local elections	7%	N=77	9%	N=95	12%	N=130	25%	N=276	48%	N=528	100%	N=1106

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Table 45: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	21%	N=228
Very good	46%	N=507
Good	27%	N=301
Fair	6%	N=65
Poor	1%	N=9
Total	100%	N=1110

Table 46: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=71
Somewhat positive	23%	N=249
Neutral	50%	N=541
Somewhat negative	18%	N=196
Very negative	3%	N=35
Total	100%	N=1092

Table 47: Question D4

What is your employment status?	Percent	Number
Working full time for pay	58%	N=638
Working part time for pay	12%	N=129
Unemployed, looking for paid work	3%	N=32
Unemployed, not looking for paid work	3%	N=31
Fully retired	24%	N=267
Total	100%	N=1097

Table 48: Question D5

Do you work inside the boundaries of Bloomington?	Percent	Number
Yes, outside the home	26%	N=275
Yes, from home	6%	N=62
No	68%	N=709
Total	100%	N=1046

Table 49: Question D6

How many years have you lived in Bloomington?	Percent	Number
Less than 2 years	15%	N=163
2 to 5 years	14%	N=156
6 to 10 years	15%	N=168
11 to 20 years	18%	N=199
More than 20 years	38%	N=417
Total	100%	N=1102

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Table 50: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=647
Building with two or more homes (duplex, townhome, apartment or condominium)	39%	N=436
Mobile home	0%	N=4
Other	2%	N=19
Total	100%	N=1106

Table 51: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	29%	N=325
Owned	71%	N=778
Total	100%	N=1103

Table 52: Question D9

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	Number
Less than \$300 per month	3%	N=36
\$300 to \$599 per month	10%	N=109
\$600 to \$999 per month	28%	N=297
\$1,000 to \$1,499 per month	31%	N=328
\$1,500 to \$2,499 per month	20%	N=215
\$2,500 or more per month	7%	N=70
Total	100%	N=1056

Table 53: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	71%	N=786
Yes	29%	N=322
Total	100%	N=1108

Table 54: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	70%	N=774
Yes	30%	N=334
Total	100%	N=1108

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Table 55: Question D12

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	Number
Less than \$25,000	12%	N=126
\$25,000 to \$49,999	26%	N=267
\$50,000 to \$99,999	34%	N=357
\$100,000 to \$149,999	17%	N=176
\$150,000 or more	11%	N=117
Total	100%	N=1043

Table 56: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	97%	N=1059
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=28
Total	100%	N=1087

Table 57: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	1%	N=15
Asian, Asian Indian or Pacific Islander	7%	N=75
Black or African American	6%	N=61
White	86%	N=938
Other	3%	N=37

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

Table 58: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=35
25 to 34 years	22%	N=237
35 to 44 years	15%	N=163
45 to 54 years	19%	N=203
55 to 64 years	15%	N=165
65 to 74 years	12%	N=135
75 years or older	14%	N=158
Total	100%	N=1097

Table 59: Question D16

What is your sex?	Percent	Number
Female	53%	N=585
Male	47%	N=512
Total	100%	N=1097

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Table 60: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	49%	N=541
Land line	32%	N=349
Both	19%	N=207
Total	100%	N=1097

## Appendix B: Benchmark Comparisons

### Comparison Data

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 National Citizen 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. The City of Bloomington chose to have comparisons made to the entire database and a subset of similar jurisdictions from the database (21 hand-picked jurisdictions recommended by City of Bloomington staff).

### Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Bloomington’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. 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 Bloomington residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

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

## National Benchmark Comparisons

Table 61: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Bloomington	88%	132	368	Similar
Overall image or reputation of Bloomington	83%	103	281	Similar
Bloomington as a place to live	94%	106	309	Similar
Your neighborhood as a place to live	88%	72	247	Similar
Bloomington as a place to raise children	89%	116	307	Similar
Bloomington as a place to retire	69%	110	294	Similar
Overall appearance of Bloomington	82%	96	285	Similar

Table 62: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Overall feeling of safety in Bloomington	87%	63	133	Similar	
	In your neighborhood during the day	97%	66	283	Similar	
	In Bloomington's shopping areas during the day	93%	108	245	Similar	
Mobility	Overall ease of getting to the places you usually have to visit	82%	22	52	Similar	
	Availability of paths and walking trails	78%	52	223	Higher	
	Ease of walking in Bloomington	70%	96	238	Similar	
	Ease of travel by bicycle in Bloomington	57%	98	245	Similar	
	Ease of travel by public transportation in Bloomington	47%	39	76	Similar	
	Ease of travel by car in Bloomington	76%	63	242	Similar	
	Traffic flow on major streets	65%	55	278	Similar	
	Quality of overall natural environment in Bloomington	87%	45	227	Similar	
Natural Environment	Cleanliness of Bloomington	82%	93	223	Similar	
	Air quality	87%	46	208	Similar	
	Built Environment	Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	73%	16	49	Similar
Overall quality of new development in Bloomington		67%	73	230	Similar	
Availability of affordable quality housing		62%	45	251	Similar	
Variety of housing options		74%	34	216	Similar	
Public places where people want to spend time		78%	18	47	Similar	
Economy	Overall economic health of Bloomington	83%	19	52	Higher	
	Vibrant shopping areas	70%	7	46	Higher	
	Overall quality of business and service establishments in Bloomington	77%	56	214	Similar	
	Cost of living in Bloomington	59%	12	49	Similar	
	Shopping opportunities	88%	12	237	Much higher	
	Employment opportunities	63%	9	254	Higher	
	Bloomington as a place to visit	80%	16	61	Similar	
	Bloomington as a place to work	85%	32	283	Higher	
	Recreation and Wellness	Health and wellness opportunities in Bloomington	81%	18	49	Similar
		Availability of affordable quality mental health care	62%	17	47	Similar
Availability of preventive health services		78%	31	178	Similar	
Availability of affordable quality health care		76%	32	213	Higher	
Availability of affordable quality food		75%	40	178	Similar	
Recreational opportunities	78%	71	247	Similar		

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	16	49	Similar
Education and Enrichment	Opportunities to attend cultural/arts/music activities	75%	50	244	Higher
	Adult educational opportunities	81%	7	46	Higher
	K-12 education	82%	76	203	Similar
	Availability of affordable quality child care/preschool	71%	17	212	Higher
	Opportunities to participate in social events and activities	67%	89	204	Similar
Community Engagement	Neighborhoodness of Bloomington	64%	21	48	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	65%	111	236	Similar
	Opportunities to participate in community matters	71%	74	212	Similar
	Opportunities to volunteer	78%	90	216	Similar

Table 63: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Bloomington	85%	66	343	Similar
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	82%	142	294	Similar
Value of services for the taxes paid to Bloomington	65%	72	326	Similar
Overall direction that Bloomington is taking	74%	49	268	Similar
Job Bloomington government does at welcoming citizen involvement	60%	85	249	Similar
Overall confidence in Bloomington government	68%	13	51	Similar
Generally acting in the best interest of the community	72%	13	49	Similar
Being honest	74%	11	49	Higher
Treating all residents fairly	70%	14	49	Higher
Services provided by the Federal Government	41%	80	205	Similar

Table 64: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	89%	68	344	Similar
	Fire services	95%	73	290	Similar
	Ambulance or emergency medical services	93%	80	274	Similar
	Crime prevention	83%	58	282	Similar
	Fire prevention and education	88%	56	238	Similar
	Animal control	73%	66	263	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	50	237	Similar
	Traffic enforcement	74%	101	306	Similar
	Street repair	36%	257	351	Similar
	Street cleaning	70%	85	239	Similar
Mobility	Street lighting	69%	77	264	Similar
	Snow removal	77%	33	239	Higher
	Sidewalk maintenance	62%	80	244	Similar
	Traffic signal timing	57%	72	207	Similar
	Bus or transit services	58%	81	180	Similar
Natural Environment	Garbage collection	85%	163	282	Similar
	Recycling	86%	122	293	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Yard waste pick-up	83%	61	213	Similar
	Drinking water	88%	9	265	Higher
	Preservation of natural areas such as open space and greenbelts	75%	31	214	Higher
	Bloomington open space	73%	19	60	Similar
Built Environment	Storm drainage	78%	45	291	Similar
	Sewer services	86%	37	249	Similar
	Utility billing	80%	11	52	Similar
	Land use, planning and zoning	69%	23	240	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	63%	66	292	Similar
	Cable television	54%	104	162	Similar
	Economy	Economic development	72%	21	229
Recreation and Wellness	City parks	87%	77	262	Similar
	Recreation programs or classes	83%	88	268	Similar
	Recreation centers or facilities	81%	75	228	Similar
	Health services	81%	40	164	Similar
Education and Enrichment	City-sponsored special events	76%	19	52	Similar
Community Engagement	Public information services	78%	64	221	Similar

Table 65: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	128	249	Similar
Recommend living in Bloomington to someone who asks	93%	63	218	Similar
Remain in Bloomington for the next five years	86%	93	218	Similar
Contacted Bloomington (in-person, phone, email or web) for help or information	48%	129	246	Similar

Table 66: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	23%	41	46	Lower
	Did NOT report a crime to the police	86%	11	48	Similar
	Household member was NOT a victim of a crime	92%	46	222	Similar
Mobility	Used bus, light rail or other public transportation instead of driving	41%	12	43	Higher
	Carpooled with other adults or children instead of driving alone	41%	29	48	Similar
	Walked or biked instead of driving	54%	25	48	Similar
Natural Environment	Made efforts to conserve water	77%	35	47	Similar
	Made efforts to make your home more energy efficient	74%	38	47	Similar
	Recycle at home	94%	53	211	Similar
Built Environment	Did NOT observe a code violation or other hazard in Bloomington	68%	10	48	Higher
	NOT experiencing housing costs stress	70%	79	207	Similar
Economy	Purchase goods or services from a business located in Bloomington	97%	25	47	Similar
	Economy will have positive impact on income	29%	30	207	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Bloomington	32%	35	47	Lower
	Used Bloomington recreation centers or their services	58%	85	187	Similar
	Visited a neighborhood park or City park	84%	138	216	Similar
	Eat at least 5 portions of fruits and vegetables a day	84%	22	47	Similar
	Participate in moderate or vigorous physical activity	88%	13	47	Similar
	In very good to excellent health	66%	26	47	Similar
Education and Enrichment	Participated in religious or spiritual activities in Bloomington	50%	95	166	Similar
	Attended City-sponsored event	43%	37	47	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	37	47	Similar
	Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	15%	32	47	Similar
	Volunteered your time to some group/activity in Bloomington	35%	154	215	Similar
	Participated in a club	24%	136	190	Similar
	Talked to or visited with your immediate neighbors	92%	21	47	Similar
	Done a favor for a neighbor	83%	25	45	Similar
	Attended a local public meeting	14%	205	217	Lower
	Watched (online or on television) a local public meeting	24%	142	180	Lower
	Read or watch local news (via television, paper, computer, etc.)	90%	15	47	Similar
	Vote in local elections	84%	49	207	Similar

Communities included in national comparisons

The communities included in Bloomington’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844
Adams County, CO.....	441,603
Airway Heights city, WA.....	6,114
Albany city, OR.....	50,158
Albemarle County, VA.....	98,970
Albert Lea city, MN.....	18,016
Altoona city, IA.....	14,541
Ames city, IA.....	58,965
Andover CDP, MA.....	8,762
Ankeny city, IA.....	45,582
Ann Arbor city, MI.....	113,934
Annapolis city, MD.....	38,394
Apple Valley town, CA.....	69,135
Arlington city, TX.....	365,438
Arlington County, VA.....	207,627
Arvada city, CO.....	106,433
Ashland city, OR.....	20,078
Ashland town, VA.....	7,225
Aspen city, CO.....	6,658
Auburn city, AL.....	53,380
Auburn city, WA.....	70,180
Aurora city, CO.....	325,078
Austin city, TX.....	790,390
Bainbridge Island city, WA.....	23,025
Baltimore city, MD.....	620,961

Baltimore County, MD.....	805,029
Battle Creek city, MI.....	52,347
Bay City city, MI.....	34,932
Baytown city, TX.....	71,802
Bedford town, MA.....	13,320
Bellevue city, WA.....	122,363
Beltrami County, MN.....	44,442
Benbrook city, TX.....	21,234
Benicia city, CA.....	26,997
Bettendorf city, IA.....	33,217
Billings city, MT.....	104,170
Blaine city, MN.....	57,186
Bloomfield Hills city, MI.....	3,869
Bloomington city, IL.....	76,610
Bloomington city, MN.....	82,893
Blue Springs city, MO.....	52,575
Boise City city, ID.....	205,671
Boonville city, MO.....	8,319
Boulder city, CO.....	97,385
Boulder County, CO.....	294,567
Bowling Green city, KY.....	58,067
Bristol city, TN.....	26,702
Broken Arrow city, OK.....	98,850
Brookfield city, WI.....	37,920
Brookline CDP, MA.....	58,732

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Brookline town, NH.....	4,991	Dublin city, OH.....	41,751
Broomfield city, CO.....	55,889	Duluth city, MN.....	86,265
Brownsburg town, IN.....	21,285	Duncanville city, TX.....	38,524
Bryan city, TX.....	76,201	Durham city, NC.....	228,330
Burleson city, TX.....	36,690	East Grand Forks city, MN.....	8,601
Cabarrus County, NC.....	178,011	East Lansing city, MI.....	48,579
Cambridge city, MA.....	105,162	Eau Claire city, WI.....	65,883
Canton city, SD.....	3,057	Eden Prairie city, MN.....	60,797
Cape Coral city, FL.....	154,305	Edgerton city, KS.....	1,671
Cape Girardeau city, MO.....	37,941	Edina city, MN.....	47,941
Carlisle borough, PA.....	18,682	Edmonds city, WA.....	39,709
Carlsbad city, CA.....	105,328	El Cerrito city, CA.....	23,549
Cartersville city, GA.....	19,731	El Paso city, TX.....	649,121
Cary town, NC.....	135,234	Elk Grove city, CA.....	153,015
Casa Grande city, AZ.....	48,571	Elk River city, MN.....	22,974
Casper city, WY.....	55,316	Elko New Market city, MN.....	4,110
Castle Pines North city, CO.....	10,360	Elmhurst city, IL.....	44,121
Castle Rock town, CO.....	48,231	Encinitas city, CA.....	59,518
Cedar Falls city, IA.....	39,260	Englewood city, CO.....	30,255
Cedar Rapids city, IA.....	126,326	Erie town, CO.....	18,135
Centennial city, CO.....	100,377	Escambia County, FL.....	297,619
Centralia city, IL.....	13,032	Estes Park town, CO.....	5,858
Chambersburg borough, PA.....	20,268	Farmington Hills city, MI.....	79,740
Chandler city, AZ.....	236,123	Fayetteville city, NC.....	200,564
Chanhassen city, MN.....	22,952	Fishers town, IN.....	76,794
Chapel Hill town, NC.....	57,233	Flagstaff city, AZ.....	65,870
Charlotte city, NC.....	731,424	Flower Mound town, TX.....	64,669
Charlotte County, FL.....	159,978	Flushing city, MI.....	8,389
Charlottesville city, VA.....	43,475	Forest Grove city, OR.....	21,083
Chesterfield County, VA.....	316,236	Fort Collins city, CO.....	143,986
Chippewa Falls city, WI.....	13,661	Fort Smith city, AR.....	86,209
Citrus Heights city, CA.....	83,301	Fort Worth city, TX.....	741,206
Clayton city, MO.....	15,939	Fountain Hills town, AZ.....	22,489
Clive city, IA.....	15,447	Franklin city, TN.....	62,487
Clovis city, CA.....	95,631	Fredericksburg city, VA.....	24,286
College Park city, MD.....	30,413	Freeport CDP, ME.....	1,485
College Station city, TX.....	93,857	Freeport city, IL.....	25,638
Colleyville city, TX.....	22,807	Fremont city, CA.....	214,089
Collinsville city, IL.....	25,579	Friendswood city, TX.....	35,805
Columbia city, MO.....	108,500	Fruita city, CO.....	12,646
Columbus city, WI.....	4,991	Gainesville city, FL.....	124,354
Commerce City city, CO.....	45,913	Gaithersburg city, MD.....	59,933
Concord city, CA.....	122,067	Galveston city, TX.....	47,743
Concord town, MA.....	17,668	Garden City city, KS.....	26,658
Conyers city, GA.....	15,195	Gardner city, KS.....	19,123
Cookeville city, TN.....	30,435	Geneva city, NY.....	13,261
Coon Rapids city, MN.....	61,476	Georgetown city, TX.....	47,400
Cooper City city, FL.....	28,547	Gilbert town, AZ.....	208,453
Coronado city, CA.....	18,912	Gillette city, WY.....	29,087
Corvallis city, OR.....	54,462	Globe city, AZ.....	7,532
Cross Roads town, TX.....	1,563	Goodyear city, AZ.....	65,275
Crystal Lake city, IL.....	40,743	Grafton village, WI.....	11,459
Dade City city, FL.....	6,437	Grand Island city, NE.....	48,520
Dakota County, MN.....	398,552	Greeley city, CO.....	92,889
Dallas city, OR.....	14,583	Green Valley CDP, AZ.....	21,391
Dallas city, TX.....	1,197,816	Greenwood Village city, CO.....	13,925
Davenport city, IA.....	99,685	Greer city, SC.....	25,515
Davidson town, NC.....	10,944	Gunnison County, CO.....	15,324
Decatur city, GA.....	19,335	Hailey city, ID.....	7,960
Delray Beach city, FL.....	60,522	Haines Borough, AK.....	2,508
Denison city, TX.....	22,682	Hallandale Beach city, FL.....	37,113
Denver city, CO.....	600,158	Hamilton city, OH.....	62,477
Derby city, KS.....	22,158	Hampton city, VA.....	137,436
Des Moines city, IA.....	203,433	Hanover County, VA.....	99,863
Destin city, FL.....	12,305	Harrisonburg city, VA.....	48,914
Dewey-Humboldt town, AZ.....	3,894	Harrisonville city, MO.....	10,019
Dorchester County, MD.....	32,618	Hayward city, CA.....	144,186
Dothan city, AL.....	65,496	Henderson city, NV.....	257,729
Douglas County, CO.....	285,465	Hermiston city, OR.....	16,745
Dover city, NH.....	29,987	High Point city, NC.....	104,371

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Highland Park city, IL .....	29,763	McAllen city, TX .....	129,877
Highlands Ranch CDP, CO .....	96,713	McDonough city, GA.....	22,084
Hillsborough town, NC.....	6,087	McKinney city, TX.....	131,117
Holden town, MA .....	17,346	McMinnville city, OR .....	32,187
Holland city, MI.....	33,051	Mecklenburg County, NC .....	919,628
Honolulu County, HI.....	953,207	Medford city, OR.....	74,907
Hooksett town, NH.....	13,451	Menlo Park city, CA .....	32,026
Hopkins city, MN.....	17,591	Meridian charter township, MI .....	39,688
Hopkinton town, MA.....	14,925	Meridian city, ID .....	75,092
Hoquiam city, WA .....	8,726	Merriam city, KS.....	11,003
Houston city, TX .....	2,099,451	Merrill city, WI .....	9,661
Hudson city, OH.....	22,262	Mesa city, AZ.....	439,041
Hudson town, CO.....	2,356	Mesa County, CO .....	146,723
Hudsonville city, MI.....	7,116	Miami Beach city, FL .....	87,779
Huntersville town, NC.....	46,773	Miami city, FL .....	399,457
Hurst city, TX.....	37,337	Midland city, MI .....	41,863
Hutchinson city, MN .....	14,178	Milford city, DE .....	9,559
Hutto city, TX .....	14,698	Minneapolis city, MN .....	382,578
Hyattsville city, MD .....	17,557	Mission Viejo city, CA .....	93,305
Indian Trail town, NC .....	33,518	Modesto city, CA.....	201,165
Indianola city, IA .....	14,782	Monterey city, CA.....	27,810
Iowa City city, IA .....	67,862	Montgomery County, MD.....	971,777
Jackson County, MI.....	160,248	Montgomery County, VA.....	94,392
Jefferson City city, MO .....	43,079	Montpelier city, VT .....	7,855
Jefferson County, CO .....	534,543	Mooreville town, NC.....	32,711
Jerome city, ID .....	10,890	Morristown city, TN.....	29,137
Johnson City city, TN.....	63,152	Moscow city, ID .....	23,800
Johnson County, KS .....	544,179	Mountlake Terrace city, WA .....	19,909
Jupiter town, FL.....	55,156	Munster town, IN.....	23,603
Kalamazoo city, MI.....	74,262	Muscataine city, IA .....	22,886
Kansas City city, MO.....	459,787	Naperville city, IL.....	141,853
Kenmore city, WA .....	20,460	Needham CDP, MA.....	28,886
Kennett Square borough, PA.....	6,072	New Braunfels city, TX .....	57,740
Kirkland city, WA.....	48,787	New Brighton city, MN.....	21,456
La Mesa city, CA .....	57,065	New Orleans city, LA .....	343,829
La Plata town, MD.....	8,753	Newport Beach city, CA .....	85,186
La Porte city, TX.....	33,800	Newport city, RI.....	24,672
La Vista city, NE.....	15,758	Newport News city, VA.....	180,719
Lafayette city, CO .....	24,453	Newton city, IA.....	15,254
Laguna Beach city, CA.....	22,723	Noblesville city, IN .....	51,969
Laguna Hills city, CA.....	30,344	Nogales city, AZ.....	20,837
Lake Oswego city, OR .....	36,619	Norfolk city, VA.....	242,803
Lake Zurich village, IL .....	19,631	Norman city, OK .....	110,925
Lakeville city, MN .....	55,954	North Las Vegas city, NV .....	216,961
Lakewood city, CO .....	142,980	Northglenn city, CO.....	35,789
Lane County, OR.....	351,715	Novato city, CA .....	51,904
Larimer County, CO.....	299,630	Novi city, MI .....	55,224
Las Cruces city, NM.....	97,618	O'Fallon city, IL.....	28,281
Las Vegas city, NV .....	583,756	Oak Park village, IL .....	51,878
Lawrence city, KS.....	87,643	Oakland Park city, FL .....	41,363
League City city, TX .....	83,560	Ogdensburg city, NY .....	11,128
Lee County, FL.....	618,754	Oklahoma City city, OK.....	579,999
Lewiston city, ME .....	36,592	Olathe city, KS .....	125,872
Lincoln city, NE .....	258,379	Olmsted County, MN .....	144,248
Lindsborg city, KS .....	3,458	Orland Park village, IL .....	56,767
Littleton city, CO .....	41,737	Oshkosh city, WI.....	66,083
Livermore city, CA.....	80,968	Otsego County, MI.....	24,164
Lone Tree city, CO .....	10,218	Oviedo city, FL.....	33,342
Longmont city, CO .....	86,270	Paducah city, KY .....	25,024
Los Alamos County, NM.....	17,950	Palm Coast city, FL.....	75,180
Louisville city, CO.....	18,376	Palm Springs city, CA .....	44,552
Lynchburg city, VA.....	75,568	Palo Alto city, CA .....	64,403
Lynnwood city, WA .....	35,836	Panama City city, FL.....	36,484
Madison city, WI .....	233,209	Papillion city, NE .....	18,894
Mankato city, MN .....	39,309	Park City city, UT .....	7,558
Maple Grove city, MN .....	61,567	Parker town, CO .....	45,297
Maple Valley city, WA.....	22,684	Pasadena city, CA .....	137,122
Maricopa County, AZ .....	3,817,117	Pasco city, WA.....	59,781
Marin County, CA .....	252,409	Pasco County, FL .....	464,697
Maryland Heights city, MO.....	27,472	Peachtree City city, GA.....	34,364

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Pearland city, TX.....	91,252	Savannah city, GA.....	136,286
Peoria city, AZ.....	154,065	Scarborough CDP, ME.....	4,403
Peoria city, IL.....	115,007	Scott County, MN.....	129,928
Peoria County, IL.....	186,494	Scottsdale city, AZ.....	217,385
Peters township, PA.....	21,213	Seaside city, CA.....	33,025
Petoskey city, MI.....	5,670	SeaTac city, WA.....	26,909
Pflugerville city, TX.....	46,936	Sevierville city, TN.....	14,807
Phoenix city, AZ.....	1,445,632	Shawnee city, KS.....	62,209
Pinal County, AZ.....	375,770	Sheboygan city, WI.....	49,288
Pinehurst village, NC.....	13,124	Shorewood city, MN.....	7,307
Piqua city, OH.....	20,522	Sioux Falls city, SD.....	153,888
Platte City city, MO.....	4,691	Skokie village, IL.....	64,784
Plymouth city, MN.....	70,576	Snellville city, GA.....	18,242
Pocatello city, ID.....	54,255	South Lake Tahoe city, CA.....	21,403
Polk County, IA.....	430,640	South Portland city, ME.....	25,002
Port Huron city, MI.....	30,184	Southborough town, MA.....	9,767
Port Orange city, FL.....	56,048	Southlake city, TX.....	26,575
Port St. Lucie city, FL.....	164,603	Sparks city, NV.....	90,264
Portland city, OR.....	583,776	Spokane Valley city, WA.....	89,755
Post Falls city, ID.....	27,574	Springboro city, OH.....	17,409
Prince William County, VA.....	402,002	Springfield city, OR.....	59,403
Provo city, UT.....	112,488	Springville city, UT.....	29,466
Pueblo city, CO.....	106,595	St. Charles city, IL.....	32,974
Purcellville town, VA.....	7,727	St. Cloud city, MN.....	65,842
Queen Creek town, AZ.....	26,361	St. Joseph city, MO.....	76,780
Radford city, VA.....	16,408	St. Louis County, MN.....	200,226
Radnor township, PA.....	31,531	St. Louis Park city, MN.....	45,250
Rapid City city, SD.....	67,956	Stallings town, NC.....	13,831
Raymore city, MO.....	19,206	State College borough, PA.....	42,034
Redmond city, WA.....	54,144	Sterling Heights city, MI.....	129,699
Rehoboth Beach city, DE.....	1,327	Sugar Grove village, IL.....	8,997
Reno city, NV.....	225,221	Sugar Land city, TX.....	78,817
Reston CDP, VA.....	58,404	Summit city, NJ.....	21,457
Richmond city, CA.....	103,701	Sunnyvale city, CA.....	140,081
Richmond Heights city, MO.....	8,603	Surprise city, AZ.....	117,517
Rifle city, CO.....	9,172	Suwanee city, GA.....	15,355
River Falls city, WI.....	15,000	Tacoma city, WA.....	198,397
Riverdale city, UT.....	8,426	Takoma Park city, MD.....	16,715
Riverside city, CA.....	303,871	Temecula city, CA.....	100,097
Riverside city, MO.....	2,937	Tempe city, AZ.....	161,719
Rochester city, MI.....	12,711	Temple city, TX.....	66,102
Rochester Hills city, MI.....	70,995	The Woodlands CDP, TX.....	93,847
Rock Hill city, SC.....	66,154	Thornton city, CO.....	118,772
Rockford city, IL.....	152,871	Thousand Oaks city, CA.....	126,683
Rockville city, MD.....	61,209	Tualatin city, OR.....	26,054
Rolla city, MO.....	19,559	Tulsa city, OK.....	391,906
Roswell city, GA.....	88,346	Twin Falls city, ID.....	44,125
Round Rock city, TX.....	99,887	Tyler city, TX.....	96,900
Royal Oak city, MI.....	57,236	Umatilla city, OR.....	6,906
Saco city, ME.....	18,482	Upper Arlington city, OH.....	33,771
Sahuarita town, AZ.....	25,259	Urbandale city, IA.....	39,463
Salida city, CO.....	5,236	Vail town, CO.....	5,305
Salt Lake City city, UT.....	186,440	Vancouver city, WA.....	161,791
Sammamish city, WA.....	45,780	Ventura CCD, CA.....	111,889
San Antonio city, TX.....	1,327,407	Vestavia Hills city, AL.....	34,033
San Carlos city, CA.....	28,406	Virginia Beach city, VA.....	437,994
San Diego city, CA.....	1,307,402	Wake Forest town, NC.....	30,117
San Francisco city, CA.....	805,235	Walnut Creek city, CA.....	64,173
San Jose city, CA.....	945,942	Washington County, MN.....	238,136
San Juan County, NM.....	130,044	Washoe County, NV.....	421,407
San Marcos city, TX.....	44,894	Watauga city, TX.....	23,497
San Rafael city, CA.....	57,713	Wauwatosa city, WI.....	46,396
Sandy Springs city, GA.....	93,853	Waverly city, IA.....	9,874
Sanford city, FL.....	53,570	Weddington town, NC.....	9,459
Sangamon County, IL.....	197,465	Wentzville city, MO.....	29,070
Santa Clarita city, CA.....	176,320	West Carrollton city, OH.....	13,143
Santa Fe County, NM.....	144,170	West Chester borough, PA.....	18,461
Santa Monica city, CA.....	89,736	West Des Moines city, IA.....	56,609
Sarasota County, FL.....	379,448	West Richland city, WA.....	11,811
Savage city, MN.....	26,911	Westerville city, OH.....	36,120

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Westlake town, TX.....	992	Windsor town, CO.....	18,644
Westminster city, CO.....	106,114	Windsor town, CT.....	29,044
Weston town, MA.....	11,261	Winston-Salem city, NC.....	229,617
Wheat Ridge city, CO.....	30,166	Winter Garden city, FL.....	34,568
White House city, TN.....	10,255	Woodland city, CA.....	55,468
Whitewater township, MI.....	2,597	Woodland city, WA.....	5,509
Wichita city, KS.....	382,368	Wrentham town, MA.....	10,955
Williamsburg city, VA.....	14,068	Yakima city, WA.....	91,067
Wilmington city, NC.....	106,476	York County, VA.....	65,464
Wilsonville city, OR.....	19,509	Yuma city, AZ.....	93,064
Winchester city, VA.....	26,203		

**Selected Cities Benchmark Comparisons**

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Bloomington	88%	7	19	Similar
Overall image or reputation of Bloomington	83%	7	12	Similar
Bloomington as a place to live	94%	7	15	Similar
Your neighborhood as a place to live	88%	4	12	Similar
Bloomington as a place to raise children	89%	8	17	Similar
Bloomington as a place to retire	69%	5	16	Similar
Overall appearance of Bloomington	82%	6	12	Similar

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Bloomington	87%	NA	NA	NA
	In your neighborhood during the day	97%	2	17	Similar
	In Bloomington's shopping areas during the day	93%	6	12	Similar
Mobility	Overall ease of getting to the places you usually have to visit	82%	NA	NA	NA
	Availability of paths and walking trails	78%	4	9	Similar
	Ease of walking in Bloomington	70%	5	13	Similar
	Ease of travel by bicycle in Bloomington	57%	6	13	Similar
	Ease of travel by public transportation in Bloomington	47%	4	7	Similar
	Ease of travel by car in Bloomington	76%	5	13	Similar
	Traffic flow on major streets	65%	3	13	Similar
Natural Environment	Quality of overall natural environment in Bloomington	87%	3	11	Similar
	Cleanliness of Bloomington	82%	6	10	Similar
	Air quality	87%	1	10	Higher
Built Environment	Overall "built environment" of Bloomington (including overall design, buildings, parks and transportation systems)	73%	NA	NA	NA
	Overall quality of new development in Bloomington	67%	7	9	Similar
	Availability of affordable quality housing	62%	3	10	Similar
	Variety of housing options	74%	3	8	Similar
	Public places where people want to spend time	78%	NA	NA	NA
	Overall economic health of Bloomington	83%	NA	NA	NA
	Vibrant shopping areas	70%	NA	NA	NA
Economy	Overall quality of business and service establishments in Bloomington	77%	6	10	Similar
	Cost of living in Bloomington	59%	NA	NA	NA
	Shopping opportunities	88%	3	10	Similar
	Employment opportunities	63%	3	11	Higher
	Bloomington as a place to visit	80%	NA	NA	NA

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Bloomington as a place to work	85%	7	15	Similar
	Health and wellness opportunities in Bloomington	81%	NA	NA	NA
	Availability of affordable quality mental health care	62%	NA	NA	NA
	Availability of preventive health services	78%	3	6	Similar
	Availability of affordable quality health care	76%	2	7	Similar
	Availability of affordable quality food	75%	4	6	Similar
	Recreational opportunities	78%	4	11	Similar
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	80%	NA	NA	NA
	Opportunities to attend cultural/arts/music activities	75%	6	13	Similar
	Adult educational opportunities	81%	NA	NA	NA
	K-12 education	82%	3	12	Similar
Community Engagement	Availability of affordable quality child care/preschool	71%	1	8	Higher
	Opportunities to participate in social events and activities	67%	5	7	Similar
	Neighborhoodness of Bloomington	64%	NA	NA	NA
	Openness and acceptance of the community toward people of diverse backgrounds	65%	9	10	Similar
	Opportunities to participate in community matters	71%	5	9	Similar
	Opportunities to volunteer	78%	6	10	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Bloomington	85%	5	18	Similar
Overall customer service by Bloomington employees (police, receptionists, planners, etc.)	82%	11	15	Similar
Value of services for the taxes paid to Bloomington	65%	7	16	Similar
Overall direction that Bloomington is taking	74%	4	14	Similar
Job Bloomington government does at welcoming citizen involvement	60%	6	14	Similar
Overall confidence in Bloomington government	68%	NA	NA	NA
Generally acting in the best interest of the community	72%	NA	NA	NA
Being honest	74%	NA	NA	NA
Treating all residents fairly	70%	NA	NA	NA
Services provided by the Federal Government	41%	3	9	Similar

Table 70: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police services	89%	6	16	Similar
	Fire services	95%	5	10	Similar
	Ambulance or emergency medical services	93%	6	12	Similar
	Crime prevention	83%	3	14	Similar
	Fire prevention and education	88%	3	9	Similar
	Animal control	73%	6	14	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	3	12	Similar
Mobility	Traffic enforcement	74%	6	16	Similar
	Street repair	36%	17	18	Lower
	Street cleaning	70%	6	14	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Street lighting	69%	4	12	Similar
	Snow removal	77%	3	11	Similar
	Sidewalk maintenance	62%	7	14	Similar
	Traffic signal timing	57%	3	9	Similar
	Bus or transit services	58%	4	9	Similar
Natural Environment	Garbage collection	85%	11	15	Similar
	Recycling	86%	7	15	Similar
	Yard waste pick-up	83%	6	11	Similar
	Drinking water	88%	1	13	Higher
	Preservation of natural areas such as open space and greenbelts	75%	4	10	Similar
	Bloomington open space	73%	NA	NA	NA
Built Environment	Storm drainage	78%	3	12	Similar
	Sewer services	86%	3	13	Similar
	Utility billing	80%	NA	NA	NA
	Land use, planning and zoning	69%	3	13	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	63%	5	14	Similar
Economy	Cable television	54%	7	8	Similar
Recreation and Wellness	Economic development	72%	2	9	Similar
	City parks	87%	4	11	Similar
	Recreation programs or classes	83%	9	16	Similar
	Recreation centers or facilities	81%	9	12	Similar
	Health services	81%	3	5	Similar
Education and Enrichment	City-sponsored special events	76%	NA	NA	NA
Community Engagement	Public information services	78%	4	9	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	7	12	Similar
Recommend living in Bloomington to someone who asks	93%	4	9	Similar
Remain in Bloomington for the next five years	86%	6	9	Similar
Contacted Bloomington (in-person, phone, email or web) for help or information	48%	2	14	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	23%	NA	NA	NA
	Did NOT report a crime to the police	86%	NA	NA	NA
	Household member was NOT a victim of a crime	92%	2	10	Similar
Mobility	Used bus, light rail or other public transportation instead of driving	41%	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	41%	NA	NA	NA
	Walked or biked instead of driving	54%	NA	NA	NA
Natural Environment	Made efforts to conserve water	77%	NA	NA	NA
	Made efforts to make your home more energy efficient	74%	NA	NA	NA

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recycle at home	94%	4	9	Similar
Built Environment	Did NOT observe a code violation or other hazard in Bloomington	68%	NA	NA	NA
	NOT experiencing housing costs stress	70%	4	10	Similar
Economy	Purchase goods or services from a business located in Bloomington	97%	NA	NA	NA
	Economy will have positive impact on income	29%	3	10	Similar
	Work inside boundaries of Bloomington	32%	NA	NA	NA
Recreation and Wellness	Used Bloomington recreation centers or their services	58%	4	10	Similar
	Visited a neighborhood park or City park	84%	7	10	Similar
	Eat at least 5 portions of fruits and vegetables a day	84%	NA	NA	NA
	Participate in moderate or vigorous physical activity	88%	NA	NA	NA
	In very good to excellent health	66%	NA	NA	NA
Education and Enrichment	Participated in religious or spiritual activities in Bloomington	50%	1	6	Similar
	Attended City-sponsored event	43%	NA	NA	NA
Community Engagement	Campaigned or advocated for an issue, cause or candidate	18%	NA	NA	NA
	Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion	15%	NA	NA	NA
	Volunteered your time to some group/activity in Bloomington	35%	6	9	Similar
	Participated in a club	24%	5	7	Similar
	Talked to or visited with your immediate neighbors	92%	NA	NA	NA
	Done a favor for a neighbor	83%	NA	NA	NA
	Attended a local public meeting	14%	8	9	Similar
	Watched (online or on television) a local public meeting	24%	6	7	Lower
	Read or watch local news (via television, paper, computer, etc.)	90%	NA	NA	NA
	Vote in local elections	84%	1	8	Similar

Communities included in selected cities benchmark comparisons

The communities included in Bloomington’s custom comparisons are listed below along with their population according to the 2010 Census.

Arvada city, CO.....	106,433	Overland Park city, KS.....	173,372
Bellevue city, WA.....	122,363	Rancho Cordova city, CA.....	64,776
Bloomington city, MN.....	82,893	Rockville city, MD.....	61,209
Carlsbad city, CA.....	105,328	Sandy Springs city, GA.....	93,853
Centennial city, CO.....	100,377	Scottsdale city, AZ.....	217,385
Concord city, CA.....	122,067	Sunnyvale city, CA.....	140,081
Farmington Hills city, MI.....	79,740	Thornton city, CO.....	118,772
Lakewood city, CO.....	142,980	Walnut Creek city, CA.....	64,173
Livermore city, CA.....	80,968	Westminster city, CO.....	106,114
Mountain View city, CA.....	74,066	Worcester city, MA.....	181,045
Naperville city, IL.....	141,853		
Olathe city, KS.....	125,872		

## Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™) was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents.

### Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a

body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

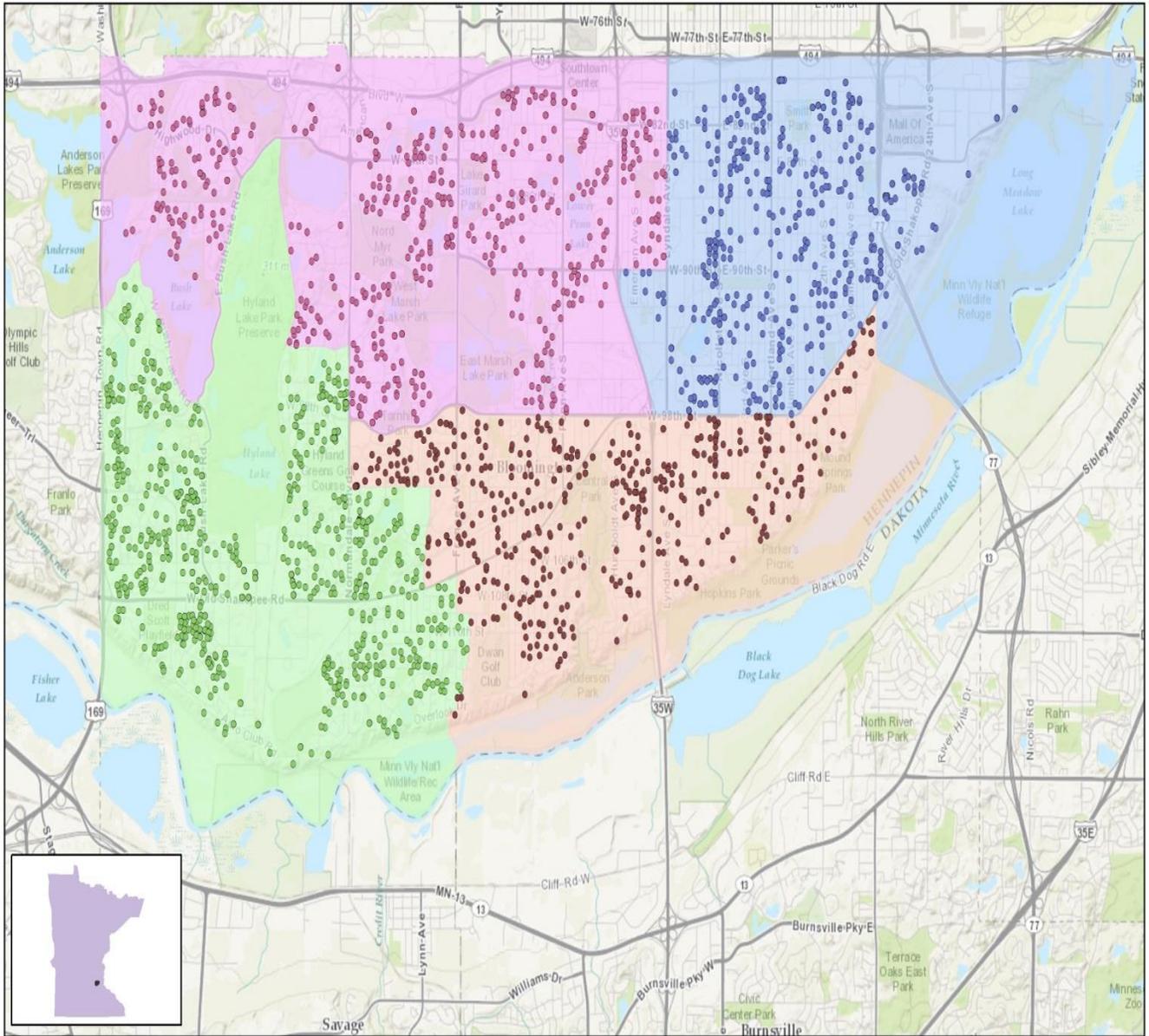
## Survey Sampling

"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Bloomington were eligible to participate in the survey. A list of all households was represented by a United States Postal Service listing of housing units within the zip codes serving Bloomington. Since some of the zip codes that serve the City of Bloomington households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Bloomington boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four Council Districts.

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 items is culled, selecting every *Nth* one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. 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 sampled at an actual rate that is slightly above or below that).

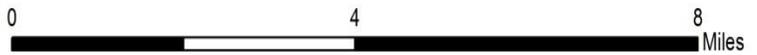
An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Figure 1: Location of Survey Recipients



**Survey Recipients in Bloomington, MN**

- In Council Dist I    District I
- In Council Dist II    District II
- In Council Dist III    District III
- In Council Dist IV    District IV



## Survey Administration and Response

Selected households received four mailings, one week apart, beginning in April 2014. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The third mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The fourth mailing was a reminder postcard, asking residents to complete the survey if they had not already done so. Respondents could opt to take the survey online instead in English or Spanish. Completed surveys were collected over the following seven weeks.

About 3% 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 remaining 2,902 households that received the survey, 1,171 completed the survey, providing an overall response rate of 40%; average response rates for a mailed resident survey range from 25% to 40%. Of the 1,171 completed surveys 77 were completed online; all 77 online surveys were completed in English. Additionally, responses were tracked Council District; response rates by Council District ranged from 31% to 46%.

Table 73: Survey Response Rates by Council District

	Number mailed	Undeliverable	Eligible	Returned	Response rate
District 1	704	16	688	253	37%
District 2	900	34	866	387	45%
District 3	768	20	748	345	46%
District 4	628	28	600	187	31%
<b>Overall</b>	<b>3,000</b>	<b>98</b>	<b>2,902</b>	<b>1,172</b>	<b>40%</b>

## Confidence Intervals

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). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.<sup>1</sup>

The margin of error for the City of Bloomington survey is no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,171 completed surveys).

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

## Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

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

## Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Bloomington. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics

<sup>1</sup> A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

The National Citizen Survey™

used for weighting were housing tenure, housing unit type, race and ethnicity, sex and age and Council District. The results of the weighting scheme are presented in the following table.

Table 74: Bloomington, MN 2014 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	31%	19%	29%
Own home	69%	81%	71%
Detached unit	58%	62%	59%
Attached unit	42%	38%	41%
<b>Race and Ethnicity</b>			
White	84%	90%	84%
Not white	16%	10%	16%
Not Hispanic	95%	98%	97%
Hispanic	5%	2%	3%
<b>Sex and Age</b>			
Female	52%	59%	53%
Male	48%	41%	47%
18-34 years of age	27%	9%	25%
35-54 years of age	34%	27%	33%
55+ years of age	40%	64%	42%
Females 18-34	13%	6%	13%
Females 35-54	17%	16%	17%
Females 55+	22%	36%	23%
Males 18-34	13%	3%	12%
Males 35-54	17%	11%	16%
Males 55+	18%	27%	19%
<b>District</b>			
District 1	13%	22%	13%
District 2	28%	33%	28%
District 3	35%	29%	36%
District 4	23%	16%	23%

### Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

## **Appendix D: Survey Materials**

Dear Bloomington Resident,

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

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

Thank you for helping create a better city!

Sincerely,



Gene Winstead  
Mayor

Dear Bloomington Resident,

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

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

Thank you for helping create a better city!

Sincerely,



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Mayor



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Boulder, CO  
Permit NO. 94



May 2014

Dear City of Bloomington Resident:

Please help us shape the future of Bloomington! You have been selected at random to participate in the 2014 Bloomington Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Bloomington make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**  
[www.n-r-c.com/survey/bloomington.htm](http://www.n-r-c.com/survey/bloomington.htm)
- **Puede devolver la encuesta por correo en el sobre pre-pagado adjunto, o puede completar la encuesta en línea en español.** Para la versión en español haga clic en “Español” en la esquina superior a mano derecha.

If you have any questions about the survey please call 952-563-8713.

Thank you for your time and participation!

Sincerely,

Gene Winstead  
Mayor



May 2014

Dear City of Bloomington Resident:

Here's a second chance if you haven't already responded to the 2014 Bloomington Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of Bloomington! You have been selected at random to participate in the 2014 Bloomington Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help Bloomington make decisions that affect our City.

**A few things to remember:**

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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[www.n-r-c.com/survey/bloomington2014.htm](http://www.n-r-c.com/survey/bloomington2014.htm)
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If you have any questions about the survey please call 952-563-8713.

Thank you for your time and participation!

Sincerely,

Gene Winstead  
Mayor

# The City of Bloomington 2014 Citizen 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. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

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

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

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

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

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

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

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day.....	1	2	3	4	5	6
In Bloomington's shopping areas during the day.....	1	2	3	4	5	6

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets .....	1	2	3	4	5
Ease of travel by car in Bloomington .....	1	2	3	4	5
Ease of travel by public transportation in Bloomington .....	1	2	3	4	5
Ease of travel by bicycle in Bloomington .....	1	2	3	4	5
Ease of walking in Bloomington.....	1	2	3	4	5
Availability of paths and walking trails .....	1	2	3	4	5
Air quality .....	1	2	3	4	5
Cleanliness of Bloomington .....	1	2	3	4	5
Overall appearance of Bloomington .....	1	2	3	4	5
Public places where people want to spend time .....	1	2	3	4	5
Variety of housing options .....	1	2	3	4	5
Availability of affordable quality housing .....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.) .....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care .....	1	2	3	4	5
Availability of preventive health services .....	1	2	3	4	5
Availability of affordable quality mental health care .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool .....	1	2	3	4	5
K-12 education .....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Bloomington .....	1	2	3	4	5
Overall quality of business and service establishments in Bloomington.....	1	2	3	4	5
Vibrant shopping areas.....	1	2	3	4	5
Overall quality of new development in Bloomington .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters .....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds .....	1	2	3	4	5
Neighborliness of residents in Bloomington.....	1	2	3	4	5

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

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water .....	1	2
Made efforts to make your home more energy efficient .....	1	2
Observed a code violation or other hazard in Bloomington (weeds, abandoned buildings, etc.) .....	1	2
Household member was a victim of a crime in Bloomington .....	1	2
Reported a crime to the police in Bloomington.....	1	2
Stocked supplies in preparation for an emergency .....	1	2
Campaigned or advocated for an issue, cause or candidate .....	1	2
Contacted the City of Bloomington (in-person, phone, email or web) for help or information.....	1	2
Contacted Bloomington elected officials (in-person, phone, email or web) to express your opinion .....	1	2

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

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Bloomington recreation centers or their services .....	1	2	3	4
Visited a neighborhood park or City park .....	1	2	3	4
Participated in religious or spiritual activities in Bloomington.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, light rail or other public transportation instead of driving .....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving .....	1	2	3	4
Volunteered your time to some group/activity in Bloomington.....	1	2	3	4
Participated in a club .....	1	2	3	4
Talked to or visited with your immediate neighbors .....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

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

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

# The City of Bloomington 2014 Citizen Survey

## 10. Please rate the quality of each of the following services in Bloomington:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services .....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services .....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement .....	1	2	3	4	5
Street repair .....	1	2	3	4	5
Street cleaning .....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal .....	1	2	3	4	5
Sidewalk maintenance .....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection .....	1	2	3	4	5
Recycling .....	1	2	3	4	5
Yard waste pick-up .....	1	2	3	4	5
Storm drainage .....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services .....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities .....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.) .....	1	2	3	4	5
Animal control .....	1	2	3	4	5
Economic development .....	1	2	3	4	5
Health services .....	1	2	3	4	5
Public information services .....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space and greenbelts .....	1	2	3	4	5
Bloomington open space.....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
Overall customer service by Bloomington employees (police, receptionists, planners, etc.) .....	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Bloomington.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5
The State Government .....	1	2	3	4	5
Hennepin County Government.....	1	2	3	4	5

**12. Please rate the following categories of Bloomington government performance:**

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

**13. Please rate how important, if at all, you think it is for the Bloomington community to focus on each of the following in the coming two years:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Bloomington.....	1	2	3	4
Overall ease of getting to the places you usually have to visit.....	1	2	3	4
Quality of overall natural environment in Bloomington.....	1	2	3	4
Overall “built environment” of Bloomington (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Bloomington .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Bloomington .....	1	2	3	4
Sense of community.....	1	2	3	4

**14. What types of services, activities or shopping opportunities not located in Bloomington would you like to see in Bloomington?**

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# The City of Bloomington 2014 Citizen Survey

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

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

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home .....	1	2	3	4	5
Purchase goods or services from a business located in Bloomington.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day .....	1	2	3	4	5
Participate in moderate or vigorous physical activity .....	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.) .....	1	2	3	4	5
Vote in local elections.....	1	2	3	4	5

**D2. Would you say that in general your health is:**

- Excellent     
  Very good     
  Good     
  Fair     
  Poor

**D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:**

- Very positive     
  Somewhat positive     
  Neutral     
  Somewhat negative     
  Very negative

**D4. 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

**D5. Do you work inside the boundaries of Bloomington?**

- Yes, outside the home  
 Yes, from home  
 No

**D6. How many years have you lived in Bloomington?**

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

**D7. 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

**D8. Is this house, apartment or mobile home...**

- Rented  
 Owned

**D9. 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

**D10. Do any children 17 or under live in your household?**

- No       Yes

**D11. Are you or any other members of your household aged 65 or older?**

- No       Yes

**D12. 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

**Please respond to both questions D13 and D14:**

**D13. Are you Spanish, Hispanic or Latino?**

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

**D14. 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

**D15. 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

**D16. What is your sex?**

- Female       Male

**D17. Do you consider a cell phone or land line your primary telephone number?**

- Cell       Land line       Both

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

Dear Bloomington Resident,

Just a reminder – if you have not yet completed Bloomington’s 2014 Community Survey, please do so.

Please complete the survey online at:

**[www.n-r-c.com/survey/bloomingtonmn.htm](http://www.n-r-c.com/survey/bloomingtonmn.htm)**

Thank you for helping to create a better city.

Sincerely,



Gene Winstead  
Mayor

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