



Report on Performance Measures for 2017 City of Bloomington

<u>General:</u>					
1.	Rating of the overall quality of services provided by your city Source: 2018 Citizen Survey, Question 11	Excellent 28%	Good 58%	Fair 11%	Poor 2%
2.	Percent change in the taxable property market value =	5.1% for 2017 payable year 2018			
3.	Citizen's rating of the overall appearance of the City Source: 2018 Citizen Survey, Question 5	Excellent 24%	Good 59%	Fair 17%	Poor 1%

<u>Police Services:</u>						
4.	Part I and II crime rates		Somewhat	Somewhat	Very	
OR	Citizens' rating of safety in their community Source: 2018 Citizen Survey, Question 4	Very Safe 75%	Safe 19%	Neither 4%	Unsafe 2%	Unsafe 0%
Output Measure: Police response time on top priority calls from dispatch to the first officer on scene=				4 min. 58 sec.		

<u>Fire Services:</u>					
5.	Insurance industry rating of fire services ISO 2				
OR	Citizens' rating of the quality of fire protection services Source: 2018 Citizen Survey, Question 10	Excellent 52%	Good 44%	Fair 4%	Poor 0%
Output Measure: Fire response time from dispatch to first unit on scene =				4 min. 14 sec.	

<u>Streets:</u>					
6.	Average City street pavement condition rating	79.2 rating on the Pavement Condition Index (PCI)			
OR	Citizens' rating of the road condition in their city Source: 2018 Citizen Survey, Question 10	Excellent 11%	Good 40%	Fair 35%	Poor 14%
7.	Citizen's rating the quality of snowplowing on City streets Source: 2018 Citizen Survey, Question 10	Excellent 34%	Good 42%	Fair 18%	Poor 6%

<u>Water:</u>					
8.	Citizens' rating of the dependability and quality of City water supply. Source: 2018 Citizen Survey, Question 10	Excellent 52%	Good 38%	Fair 9%	Poor 1%
Output Measure: Operating cost per 1,000,000 gallons of water pumped/produced (centrally-provided system) (Actual operating expense for water utility/total gallons pumped/1,000,000) = \$1,317/1,000,000 gal.					

<u>Sanitary Sewer</u>					
9.	Citizens' rating of the dependability and quality of City sanitary sewer service (centrally-provided system) Source: 2018 Citizen Survey, Question 10	Excellent 32%	Good 56%	Fair 10%	Poor 2%
Output Measure: Number of sewer blockages on City system per 100 connections (centrally-provided system) (Number of sewer blockages on City system reported by sewer utility/# of connections * 100 = 0.004/100 connections)					

<u>Parks & Recreation:</u>					
10.	Citizens' rating of the quality of City recreational programs and facilities (parks, trails, park buildings) Source: 2018 Citizen Survey, Question 10	Excellent 29%	Good 54%	Fair 15%	Poor 3%

Note: The results of the 2018 Citizen's Survey will be on the Bloomington website by September 1, 2018. ☐
Some responses will not add up to 100 due to rounding.