



CITY OF BLOOMINGTON, MN
2012



2955 Valmont Road, Suite 300
Boulder, CO 80301
www.n-r-c.com • 303-444-7863



777 North Capitol Street NE, Suite 500
Washington, DC 20002
www.icma.org • 202-289-ICMA

Question 13: Service Quality					
Please rate the quality of each of the following services in Bloomington:	Excellent	Good	Fair	Poor	Total
Police services	47%	42%	8%	3%	100%
Fire services	56%	40%	5%	0%	100%
Ambulance or emergency medical services	53%	42%	5%	0%	100%
Crime prevention	31%	54%	13%	2%	100%
Fire prevention and education	36%	51%	12%	1%	100%
Traffic enforcement	26%	51%	19%	4%	100%
Street repair	14%	42%	35%	9%	100%
Street cleaning	22%	54%	21%	3%	100%
Street lighting	19%	51%	24%	5%	100%
Snow removal	29%	49%	17%	5%	100%
Sidewalk maintenance	18%	50%	26%	6%	100%
Traffic signal timing	12%	47%	30%	11%	100%
Bus or transit services	21%	46%	25%	9%	100%
Garbage collection	38%	51%	9%	2%	100%
Recycling	43%	45%	10%	1%	100%
Yard waste pick-up	40%	45%	13%	2%	100%
Storm drainage	26%	55%	17%	3%	100%
Drinking water	47%	42%	8%	2%	100%
Sewer services	35%	53%	12%	1%	100%
City parks	44%	46%	8%	1%	100%
Recreation programs or classes	28%	57%	13%	2%	100%
Recreation centers or facilities	25%	58%	14%	3%	100%
Land use, planning and zoning	19%	49%	26%	6%	100%
Code enforcement (weeds, abandoned buildings, etc.)	14%	45%	30%	11%	100%
Animal control	23%	55%	18%	4%	100%
Economic development	17%	52%	26%	4%	100%
Health services	22%	58%	19%	2%	100%
Services to seniors	27%	55%	16%	3%	100%
Services to youth	21%	55%	20%	4%	100%
Services to low-income people	20%	46%	22%	11%	100%
Public information services	18%	57%	23%	2%	100%
Public schools	31%	51%	14%	4%	100%
Cable television	15%	46%	27%	11%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	55%	22%	4%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	29%	49%	19%	3%	100%

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	23%	244
Several times a week	29%	298
Several times a month	21%	222
Less than several times a month	27%	276
Total	100%	1,039

Question 13: Service Quality												
Please rate the quality of each of the following services in Bloomington:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count
Police services	41%	436	38%	396	7%	76	2%	24	11%	121	100%	1,053
Fire services	43%	452	31%	321	3%	37	0%	0	23%	240	100%	1,049
Ambulance or emergency medical services	37%	384	29%	307	3%	37	0%	2	30%	319	100%	1,049
Crime prevention	24%	254	42%	444	11%	112	2%	18	21%	217	100%	1,045
Fire prevention and education	25%	257	35%	366	9%	89	1%	9	31%	316	100%	1,037
Traffic enforcement	23%	243	45%	470	17%	179	3%	34	11%	117	100%	1,043
Street repair	14%	141	41%	426	34%	355	9%	92	3%	28	100%	1,042
Street cleaning	22%	226	53%	551	21%	216	2%	26	3%	29	100%	1,049
Street lighting	19%	200	50%	525	24%	250	5%	53	2%	21	100%	1,048
Snow removal	28%	294	47%	495	17%	175	5%	52	3%	31	100%	1,047
Sidewalk maintenance	16%	164	44%	457	23%	237	5%	56	12%	127	100%	1,040
Traffic signal timing	12%	122	46%	470	29%	297	11%	114	3%	29	100%	1,032
Bus or transit services	12%	121	27%	272	14%	144	5%	50	43%	437	100%	1,024
Garbage collection	36%	379	48%	499	9%	92	1%	16	5%	54	100%	1,040
Recycling	41%	428	43%	448	10%	101	1%	12	5%	56	100%	1,045
Yard waste pick-up	31%	325	36%	373	10%	106	2%	17	21%	220	100%	1,040

Question 13: Service Quality												
Please rate the quality of each of the following services in Bloomington:	Excellent		Good		Fair		Poor		Don't know		Total	
Storm drainage	22%	229	47%	487	14%	150	3%	26	14%	145	100%	1,037
Drinking water	46%	487	42%	436	8%	85	2%	18	2%	23	100%	1,047
Sewer services	30%	314	45%	470	10%	105	1%	6	14%	140	100%	1,035
City parks	42%	433	44%	457	8%	83	1%	10	6%	59	100%	1,042
Recreation programs or classes	17%	180	36%	370	8%	85	1%	12	37%	383	100%	1,030
Recreation centers or facilities	18%	184	41%	424	10%	101	2%	20	29%	299	100%	1,028
Land use, planning and zoning	13%	130	33%	339	18%	184	4%	45	32%	329	100%	1,026
Code enforcement (weeds, abandoned buildings, etc.)	10%	100	31%	324	21%	216	8%	79	31%	316	100%	1,034
Animal control	16%	170	38%	400	12%	129	3%	31	30%	310	100%	1,039
Economic development	12%	125	37%	383	18%	191	3%	32	30%	306	100%	1,037
Health services	16%	165	43%	440	14%	143	2%	16	26%	268	100%	1,032
Services to seniors	15%	152	30%	316	9%	90	1%	14	45%	467	100%	1,040
Services to youth	11%	115	29%	303	11%	112	2%	24	46%	475	100%	1,029
Services to low-income people	9%	93	21%	215	10%	104	5%	52	55%	568	100%	1,032
Public information services	14%	140	42%	432	17%	173	2%	16	26%	273	100%	1,034
Public schools	23%	236	37%	382	10%	106	3%	27	28%	286	100%	1,036
Cable television	12%	121	35%	365	21%	215	9%	89	24%	246	100%	1,036
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	13%	131	37%	379	14%	148	3%	26	33%	343	100%	1,027
Preservation of natural areas such as open space, farmlands and greenbelts	24%	249	41%	418	16%	159	2%	24	17%	174	100%	1,024