



## 2009 Citizen Survey Results

### Bloomington Police Department

In support of the Bloomington Police Department's three year strategic plan, our agency conducted a non scientific web-based citizen survey to solicit feedback from citizens regarding departmental performance as well as to identify specific crime concerns in various geographic areas of the City. The submission and processing of the survey responses was handled by an external contract service.

This informal citizen survey was activated for on-line response collection on November 24th, 2009 and closed on December 31, 2009. During the 37 day response window, a total of 572 subjects began the survey and 475 (83%) respondents completed the entire survey. We are very pleased with the number of responses and plan on deploying a similar informal survey each year in the years to come.

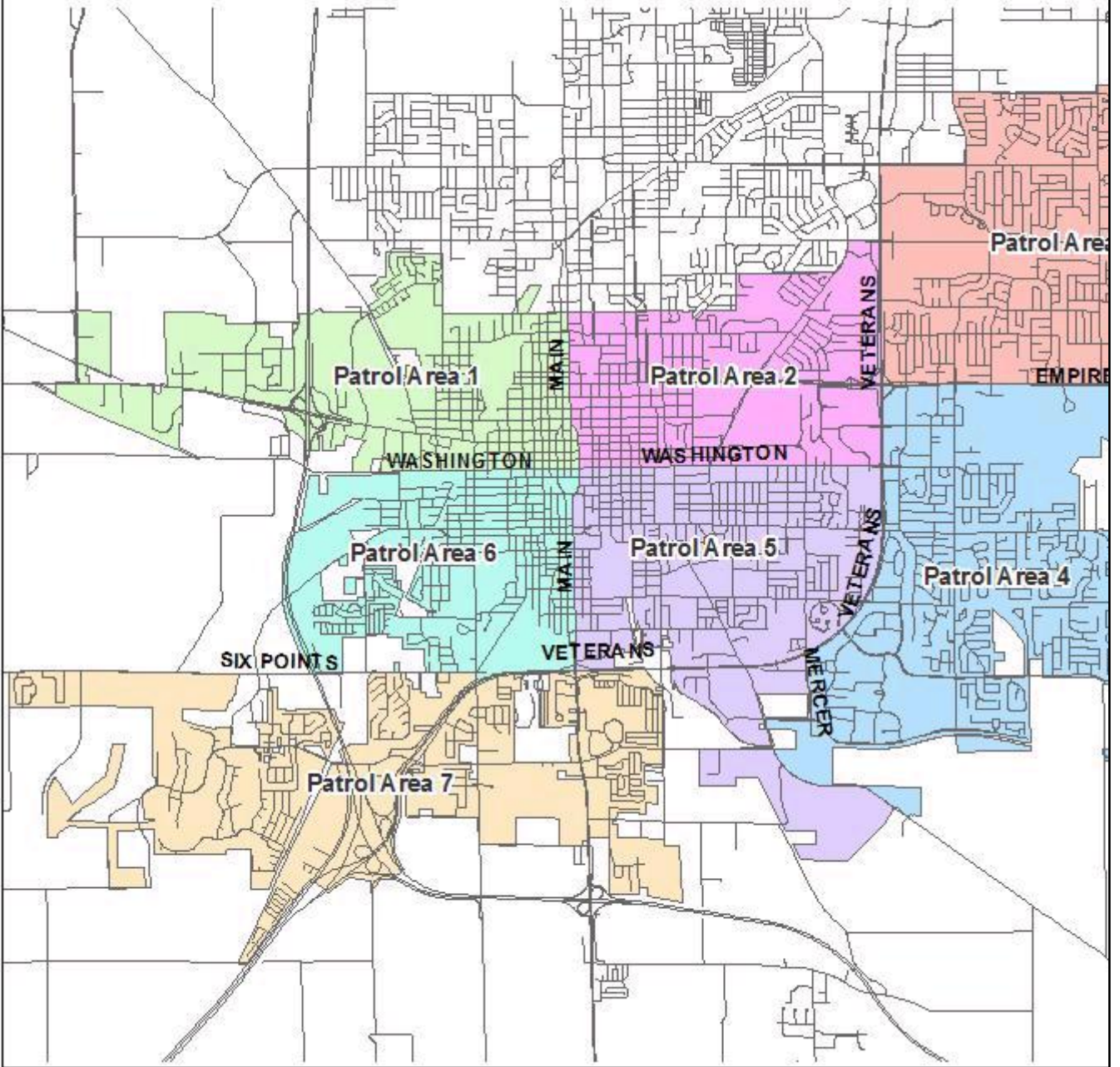
Data generated from this survey will be used to identify areas of concern that may require further citizen dialogue at our monthly citizen focus group meetings. The results of the citizen survey can be found on the next page.

Chief Randall McKinley  
Bloomington Police Department

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# Bloomington Police Department - Citizen Survey

## City of Bloomington Police Patrol Areas



# Bloomington Police Department - Citizen Survey

1. In what Bloomington Police patrol area do you reside or work?			
		Response Percent	Response Count
Area 1		12.2%	70
Area 2		12.4%	71
Area 3		14.7%	84
Area 4		14.7%	84
<b>Area 5</b>		<b>16.3%</b>	<b>93</b>
Area 6		9.1%	52
Area 7		12.1%	69
I don't know my patrol area		2.6%	15
I don't live or work in Bloomington		3.1%	18
Refused to Answer		2.8%	16
		<b>answered question</b>	<b>572</b>
		<b>skipped question</b>	<b>0</b>

2. How many years have you lived or worked in Bloomington?			
		Response Percent	Response Count
I do not live or work in Bloomington		0.2%	1
Less than 1 year		4.0%	19
More than 1 year but less than 5		12.1%	57
More than 5 years but less than 10		12.9%	61
<b>More than 10 years</b>		<b>70.8%</b>	<b>335</b>
		<b>answered question</b>	<b>473</b>
		<b>skipped question</b>	<b>99</b>

3. Over the past year, how would you rate the level of crime in your patrol area or neighborhood?			
		Response Percent	Response Count
It has lessened greatly		3.8%	18
It has lessened somewhat		12.2%	58
<b>It has stayed the same</b>		<b>39.4%</b>	<b>187</b>
It has increased somewhat		25.3%	120
It has increased greatly		8.0%	38
Don't know / Refuse to answer		11.4%	54
		<b>answered question</b>	<b>475</b>
		<b>skipped question</b>	<b>97</b>

4. Over the past year, how would you rate your personal fear of crime?			
		Response Percent	Response Count
It has lessened greatly		4.6%	22
It has lessened somewhat		8.4%	40
<b>It has stayed the same</b>		<b>48.7%</b>	<b>231</b>
It has increased somewhat		29.5%	140
It has increased greatly		7.2%	34
Don't know / Refuse to answer		1.5%	7
		<b>answered question</b>	<b>474</b>
		<b>skipped question</b>	<b>98</b>


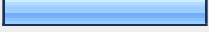
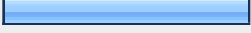
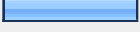

**5. Please check the appropriate box to indicate what you feel should be the priorities of the Bloomington Police Department in the area surrounding your residence.**

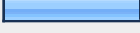
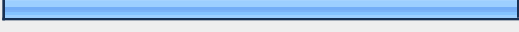
	Very High	High	Medium	Low	Very Low	No Opinion	Response Count
Provide more visible patrols	25.0% (114)	<b>33.3%</b> <b>(152)</b>	27.6% (126)	8.6% (39)	3.7% (17)	1.8% (8)	456
Responding to crimes in progress	<b>56.6%</b> <b>(256)</b>	27.7% (125)	7.3% (33)	2.7% (12)	1.5% (7)	4.2% (19)	452
Reduce violent crimes	<b>50.8%</b> <b>(227)</b>	25.5% (114)	11.2% (50)	4.9% (22)	3.4% (15)	4.3% (19)	447
Traffic accident deterrence and accident investigation	5.7% (26)	19.0% (86)	<b>42.6%</b> <b>(193)</b>	20.5% (93)	9.3% (42)	2.9% (13)	453
Vehicle speed enforcement	12.3% (56)	18.4% (84)	<b>33.6%</b> <b>(153)</b>	20.8% (95)	13.4% (61)	1.5% (7)	456
Investigation of robbery	24.2% (110)	<b>40.9%</b> <b>(186)</b>	24.2% (110)	5.1% (23)	1.5% (7)	4.2% (19)	455
Vehicle burglary	17.5% (79)	<b>35.5%</b> <b>(160)</b>	33.3% (150)	6.4% (29)	3.8% (17)	3.5% (16)	451
Cyber Crimes / Online Stalking / Online Child Predators	<b>33.3%</b> <b>(150)</b>	21.5% (97)	28.2% (127)	9.8% (44)	3.1% (14)	4.2% (19)	451
Burglary to homes	37.5% (171)	<b>41.0%</b> <b>(187)</b>	14.5% (66)	3.3% (15)	1.8% (8)	2.0% (9)	456
Property crimes (vandalism)	23.3% (105)	<b>35.7%</b> <b>(161)</b>	29.3% (132)	7.1% (32)	2.2% (10)	2.4% (11)	451
Reduction in street level youth crimes	<b>40.7%</b> <b>(185)</b>	30.2% (137)	17.0% (77)	5.5% (25)	3.5% (16)	3.1% (14)	454
Drunk driving enforcement	29.2% (132)	<b>32.7%</b> <b>(148)</b>	23.0% (104)	6.6% (30)	4.9% (22)	3.5% (16)	452
Investigation of illegal drug sales and use	<b>34.4%</b> <b>(157)</b>	28.2% (129)	20.4% (93)	7.0% (32)	7.4% (34)	2.6% (12)	457
Investigation of street level prostitution	14.8% (68)	18.1% (83)	<b>29.3%</b> <b>(134)</b>	15.3% (70)	17.5% (80)	5.0% (23)	458
Suppression of gang activity	<b>46.0%</b> <b>(210)</b>	28.0% (128)	12.3% (56)	5.3% (24)	5.3% (24)	3.3% (15)	457


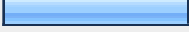
Domestic Violence / mediation of family disputes	21.8% (99)	<b>34.7%</b> <b>(158)</b>	24.6% (112)	11.0% (50)	4.6% (21)	3.3% (15)	455
<b>answered question</b>							<b>466</b>
<b>skipped question</b>							<b>106</b>





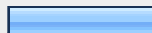


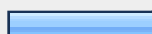

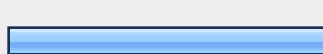


6. How do you feel about the Bloomington Police Department as a whole?			
		Response Percent	Response Count
Excellent		17.9%	84
<b>Good</b>		<b>49.9%</b>	<b>234</b>
Fair		19.6%	92
Poor		10.4%	49
Don't know / Refuse to answer		2.1%	10
<b>answered question</b>			<b>469</b>
<b>skipped question</b>			<b>103</b>

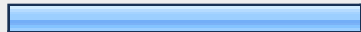
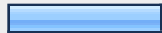


7. Over the past year, would you say that police - community relations in Bloomington, IL, have:			
		Response Percent	Response Count
Improved a lot		7.2%	34
Improved somewhat		27.2%	128
<b>Stayed the same</b>		<b>42.1%</b>	<b>198</b>
Gotten somewhat worse		8.3%	39
Gotten a lot worse		5.7%	27
Don't know / Refuse to answer		9.4%	44
<b>answered question</b>			<b>470</b>
<b>skipped question</b>			<b>102</b>

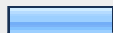
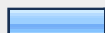
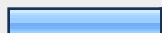
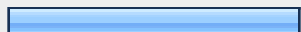

8. How do you rate the overall visibility of police in your neighborhood?			
		Response Percent	Response Count
Excellent		8.3%	39
Good		31.1%	146
Fair		37.5%	176
Poor		20.3%	95
Don't know / Refuse to answer		2.8%	13
		<i>answered question</i>	<b>469</b>
		<i>skipped question</i>	<b>103</b>

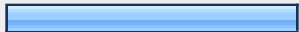
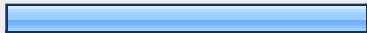
9. Are you acquainted with, or do you know, the officers that patrol your neighborhood?			
		Response Percent	Response Count
Yes		20.8%	96
No		79.2%	365
		<i>answered question</i>	<b>461</b>
		<i>skipped question</i>	<b>111</b>



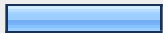
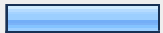
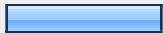
10. Over the past year, have you had contact with an officer or employee of the Bloomington Police Department either in person, by telephone or via email?			
		Response Percent	Response Count
Yes		71.9%	348
No		28.1%	136
		<i>answered question</i>	<b>484</b>
		<i>skipped question</i>	<b>88</b>

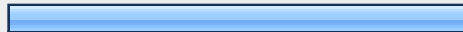
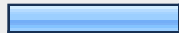



11. If yes, what was the nature of your most recent contact? (you may choose more than one answer)			
		Response Percent	Response Count
Stopped and frisked / questioned		2.9%	10
Stopped while driving a car		10.7%	37
Received traffic ticket / parking ticket		8.4%	29
Called for an emergency		13.0%	45
Reported a crime / witness		22.0%	76
Was a victim of a crime		10.4%	36
Was arrested		1.2%	4
Attended community or neighborhood meeting		22.0%	76
Filed a complaint against officer/department		1.7%	6
<b>Spoke to an officer or employee to ask a question</b>		<b>48.8%</b>	<b>169</b>
Involved in a traffic accident		6.1%	21
Provided information regarding a crime, incident or suspicious activity		31.5%	109
		<b><i>answered question</i></b>	<b>346</b>
		<b><i>skipped question</i></b>	<b>226</b>



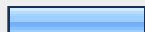
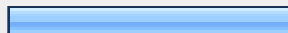
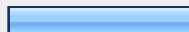
12. How satisfied were you with your interaction with the officer or employee?			
		Response Percent	Response Count
Very satisfied		54.2%	188
Somewhat satisfied		23.3%	81
Only somewhat satisfied		11.2%	39
Not satisfied		11.2%	39
		<b>answered question</b>	<b>347</b>
		<b>skipped question</b>	<b>225</b>

13. If you were not satisfied with the interaction, please indicate the reason.			
		Response Percent	Response Count
Slow response time		15.5%	16
Officer or employee did not follow up		14.6%	15
Officer or employee was rude		23.3%	24
<b>Officer or employee did not seem to care</b>		<b>44.7%</b>	<b>46</b>
Officer or employee did not have sufficient time to answer my questions		1.9%	2
		<b>answered question</b>	<b>103</b>
		<b>skipped question</b>	<b>469</b>

14. Are you male or female?			
		Response Percent	Response Count
Male		44.7%	209
Female		55.3%	259
		<i>answered question</i>	<b>468</b>
		<i>skipped question</i>	<b>104</b>

15. How old are you?			
		Response Percent	Response Count
18 to 25 years of age		6.6%	31
26 to 35 years of age		23.4%	110
36 to 45 years of age		23.4%	110
46 to 55 years of age		23.0%	108
Over 55 years of age		23.6%	111
		<i>answered question</i>	<b>470</b>
		<i>skipped question</i>	<b>102</b>

16. What is your race?			
		Response Percent	Response Count
White / Caucasian		70.4%	326
African American		26.1%	121
Native American		0.4%	2
Latino		2.8%	13
Asian		0.2%	1
Middle Eastern		0.0%	0
		<b>answered question</b>	<b>463</b>
		<b>skipped question</b>	<b>109</b>

17. What is the highest level of education you have completed?			
		Response Percent	Response Count
Did not complete high school		0.6%	3
Completed high school		8.1%	38
Some college		20.6%	97
College degree		43.0%	202
Advanced degree		27.7%	130
		<b>answered question</b>	<b>470</b>
		<b>skipped question</b>	<b>102</b>