



# **Minneapolis, MN**

**Resident Survey**

**Report of Results**

**August 2008**

Prepared by:



# Acknowledgements

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# Summary of Results

## Survey Background and Purpose

- The City of Minneapolis contracted with National Research Center, Inc. (NRC) to conduct a citywide resident survey. The Minneapolis Resident Survey provides residents the opportunity to rate the quality of life in the city, as well as service delivery and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and share their priorities for community planning and resource allocation.
- Resident perspectives are key in providing context that will be used by the City of Minneapolis to assess trends in its performance.
- This is the fourth iteration of the Minneapolis Resident Survey since the baseline study conducted in 2001. This is the second iteration conducted by NRC.

## Methods

- The 2008 Minneapolis Resident Survey was administered by phone to a representative sample of Minneapolis residents from May 19, 2008 to July 11, 2008. A total of 1,258 surveys were completed. About a quarter of the interviews were completed with people of color and at least 96 interviews were completed with respondents in each of the 11 community planning districts. Twenty-seven interviews were completed in a language other than English. The overall response rate was 23%.
- Survey results were weighted so that respondent age, gender, ethnicity, ownership status (rent vs. own) and location of residence (community planning district) were represented as closely as possible to the proportions reflective of the entire city. (For more information see *Appendix IV: Detailed Survey Methodology*.) The margin of error is plus or minus three percentage points around any given percent.
- For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point.

## Summary of Findings

### City Life

Minneapolis residents gave positive ratings when asked to rate various aspects of quality of life in the city and in their neighborhoods. Phillips, Near North and Camden residents tended to give lower ratings to quality of life in their neighborhoods and in the city as a whole. They were less likely to think their neighborhoods were clean and safe and were more likely to disagree that people in their neighborhoods look out for one another. Powderhorn residents were less likely to think that street lighting was adequate in their neighborhoods. Also, younger residents, residents of color, Latino/Hispanic residents, renters and lower income residents were less likely to have a positive image of their neighborhoods. Quality of life ratings were below average when compared with jurisdictions in National Research Center's database and when compared to select cities<sup>1</sup> identified by Minneapolis staff.

Public safety, transportation related issues, education, economic development and housing topped the list of challenges residents think Minneapolis will face in the next five years.

### City Employees

A majority of respondents who reported having contact with a City employee in 2008 rated a variety of employee characteristics as good or very good. The proportion of respondents giving "fair" ratings for the ease

<sup>1</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

of getting in touch with an employee decreased from 2005 and the proportion giving “very good” ratings has increased from 2005. Ratings of City employees were similar to or below the national average and when compared to select cities<sup>2</sup>.

Police contact was down by six percentage points from 2005, while contact of 911 operators and the Fire Department was similar to 2005. Those respondents who reported having contact with each emergency service in the past two years were asked to rate their satisfaction with the professionalism shown by the staff with which they had contact. Nearly all respondents reported that they were satisfied or very satisfied with the professionalism shown by Fire Department staff (99%) and 311 agents (96%). About 9 in 10 respondents (88%) reported satisfaction with 911 operators and 8 in 10 (81%) were satisfied with professionalism shown by Police Department staff with which they had contact.

## City Services

Survey participants were asked to rate their satisfaction with a variety of City services. At least half of all respondents said that they were satisfied or very satisfied with each service, with fire protection and sewer services receiving the most positive ratings. Phillips, Near North and Camden residents tended to give lower satisfaction ratings than respondents living in other districts. People of color, respondents of Latino/Hispanic origin and low income residents were less likely to give high marks to City services when asked to rate their satisfaction with each service.

Eleven of 18 services were compared to National Research Center’s national database. Three services received ratings that were higher than the national average (keeping streets clean, animal control services, affordable housing development), four were similar to the national benchmark (providing park and recreation services, providing quality drinking water, providing sewer services, cleaning up graffiti) and four were below the national average (garbage collection and recycling programs, fire protection and emergency medical response, police services, repairing streets and alleys).

When compared to select cities in the database, 5 of 18 services were compared to select cities from the database. Four services (repairing streets and alleys, animal control services, keeping streets clean and affordable housing development) received ratings above the “select cities” benchmark and ratings for police services were similar to ratings given by jurisdictions included in the “select cities” benchmark comparison.

Five services received higher ratings in 2008 than in 2005 (affordable housing development, preparing for disasters, police services, protecting health and well-being of residents and protecting the environment) and four services received lower ratings in 2008 than in 2005 (animal control services, dealing with problem businesses and unkempt properties, revitalizing neighborhoods and repairing streets and alleys). Ratings for affordable housing have increased steadily over time (from 40% in 2001 to 65% in 2008), while street and alley repair has declined since 2003 (from 83% in 2003 to 57% in 2008).

When asked to rate the importance of each service, at least a quarter of respondents felt that each service was extremely important. Fewer than 10% of respondents rated each service as “not at all important.” Respondents to the 2008 survey were more likely to rate street and alley repair, preparing for disasters and cleaning up graffiti as important than 2005 survey respondents, averaging about a 4% increase from 2005 to 2008. Importance ratings for cleaning up graffiti have increased over time (40% in 2001 and 56% in 2008).

Services that were rated higher in importance and lower in satisfaction were: police services, protecting the environment and Revitalizing neighborhoods.

<sup>2</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

## Property Taxes

When asked specifically about increasing property taxes or fees to maintain or improve City services, responses were mixed. There also has been a steady decline in support for this idea over time. Powderhorn and Southwest residents were more likely to agree that property taxes should be increased to maintain or improve City services, while Nokomis and Camden residents were least likely to agree with this statement. Older residents (age 55 and older), those reporting a longer length of residency (20 years or more) and respondents who own their homes were less likely to agree that property taxes should be increased to maintain or improve City services.

## Community Engagement

When asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about, about 7 in 10 respondents (70%) reported that they would be somewhat or very likely to attend a community meeting. Two-thirds mentioned that they would be likely to contact a neighborhood group, an elected official or City staff (66%, 65% and 63%, respectively). Fewer respondents reported that they would be at least somewhat likely to work with a group not affiliated with the City (50%) or join a City advisory group (36%).

The proportion of respondents reporting that they would be likely to contact an elected official, City staff or work with a group not affiliated with the city was lower in 2008 than in 2005.

## City Government Performance

Minneapolis residents gave fair ratings to City government performance, yielding a below average rating compared to the nation and to select cities<sup>3</sup>. About 6 in 10 respondents felt that the overall direction the City was taking was at least good, that the City does a good job of informing its residents on major issues and that the City provides meaningful opportunities for citizens to give input on important issues. Longfellow, Camden and Near North residents tended to give lower ratings for City government performance than their counterparts. Residents of color and those who rent their homes also were less likely to give positive ratings for City government performance. Residents reporting an annual income of \$100,000 or more tended to give higher ratings to Minneapolis City government than did other respondents.

Compared to 2005, City government ratings generally were similar, except for “representing and providing for the needs of all its citizens,” which received higher quality ratings in 2008 than in 2005.

## Discrimination

Nearly one in five respondents (17%) reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years. Responses were generally similar to 2005 reports of discrimination, however, reports of discrimination due to gender, economic status and social status decreased from 2005 to 2008.

Of the 20 respondents who reported experiencing discrimination “in dealing with the City,” 11 respondents said that police were involved, 3 mentioned Public Works and 2 mentioned Community Planning. The relative order of City departments mentioned as being responsible for discrimination changed from 2008 to 2005, however Police remains at the top of the list since 2003.

<sup>3</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

# Survey Background

## Survey Purpose

The City of Minneapolis contracted with National Research Center, Inc. (NRC) to conduct a citywide resident survey. The Minneapolis Resident Survey serves as a consumer report card for Minneapolis by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps council, staff and the public to set priorities for decisions and lays the groundwork for tracking community opinions about the core responsibilities of Minneapolis City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the fourth iteration of the Minneapolis Resident Survey since the baseline study conducted in 2001. This is the second iteration conducted by NRC.

## Methods

Interviewing Service of America, a company specializing in telephone survey services which conducted the interviewing under direction of NRC staff, purchased a random digit dial sample (RDD) where part of the sample was geocoded using reverse directory look-up to help determine in which Community Planning District potential respondents lived. Phone numbers of Minneapolis residents were randomly selected for interviewing. Phone calls were made from May 19, 2008 to July 11, 2008. A majority of the interviews was completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least eight times before replacing with another number, with at least one of the attempts on either a weekend or weekday evening.

Once interviews were completed using the RDD list, respondent address information were geocoded to determine in which of 11 community planning districts a respondent resided. Community planning districts were chosen as the geographic unit of analysis below the City level. The districts were the geographic unit selected for prior surveys. Datasets are available for a wide variety of demographics based upon the community planning districts. To complete the minimum number of responses for each community (96), a set of numbers was pre-coded for location and called to fill the quota for each community planning district. An additional quota system based on racial groups was used to ensure that a representative number of these populations participated in the survey. Telephone numbers associated with cellular phone lines were not included in the sample.

Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; 22 surveys were conducted in Spanish, two in Hmong and three in Somali. While interviewers were available to conduct the survey in Vietnamese, Lao and Oromo, no interviews were completed in these languages. The overall response rate was 23%.

# Understanding the Results

## “Don’t Know” Responses and Rounding

On many of the questions in the survey, respondents could answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix III: Complete Set of Frequencies*. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. This approach to presenting data is used in order to allow the most “fair” comparison across items.

Though a somewhat small percentage of respondents offer “don’t know” for most items, inevitably some items have a larger “don’t know” percentage. Comparing responses to a set of items on the same scale can be misleading when the “don’t know” responses have been left in. If two items have disparate “don’t know” percentages (2% vs. 15%, for example), any apparent similarities or differences across the remaining response options may disappear once the “don’t know” responses are removed.

Resident survey reports prior to 2005 for the City of Minneapolis have included “don’t know” responses in the report bodies. In this report, comparisons to previous data omit the “don’t know” responses.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

## “Resident” and “Respondent”

As the results of the survey are intended to reflect the City of Minneapolis population as a whole, the terms “resident” and “respondent” are used interchangeably throughout this report.

## Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,258 completed interviews). For each community planning district from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 96 (in smallest) to plus or minus 9% for 115 completed surveys (in largest). (For comparisons made across community planning districts, the margin of error is equivalent to that for the smallest group.) Where estimates are given for subgroups, they are less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to 10 percentage points for samples as small as 100.

## Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in Minneapolis, but from Minneapolis services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Minneapolis service evaluations.

## Comparison of Results Over Time

Because this survey was the fourth iteration of the resident survey, the 2008 results are presented along with past ratings when available. Differences that surfaced may or may not be meaningful, as wording changes between survey versions may account, at least in part, for any shift in ratings.

Finally, selected results for all Minneapolis residents were compared to results from subgroups of the population (community planning district and sociodemographics) in Minneapolis and are presented *Appendix II: Crosstabulations of Select Survey Questions*.

### Normative Database

National comparisons and comparisons to select cities<sup>4</sup> also have been included in the report when available (jurisdictions to which Minneapolis was compared can be found in *Appendix V: Jurisdictions Included in the Database*). NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on resident surveying. In *Resident surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, “In Search of Standards,” and argued for norms. “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in resident surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. We have described our integration methods thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management* and in our first book on conducting and using resident surveys. Scholars who specialize in the analysis of resident surveys regularly have relied on our work (e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341). The method described in those publications is refined regularly and statistically tested on a growing number of resident surveys in our proprietary databases.

NRC’s work on calculating national norms for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

### The Role of Comparisons

Normative comparisons are used for benchmarking. Jurisdictions use the comparative information to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. We don’t know what is small or large without comparing. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, we need to know how others rate their services to understand if “good” is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. We need to ask more important and harder questions. We need to know how residents’ ratings of fire service compare to opinions about fire service in other communities.

A Police Department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the county it intends to protect believe services are not very good compared to ratings given by residents in other counties to their own objectively “worse” departments.

<sup>4</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

The normative data can help that Police Department – or any City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the normative database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions (within a given region or population category such as jurisdictions in the Minnesota region). Most commonly comparisons are made to all jurisdictions. In this report, comparisons were made to all jurisdictions in the database except counties (unless the county was also a city). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

### **Comparison of Minneapolis to the Normative Database**

In this report, comparisons are made both to the entire database (“National Database”) and a portion of the database (“Select Cities”)<sup>5</sup>, featuring communities identified by Minneapolis, when available. Normative comparisons have been provided when similar questions on the Minneapolis survey are included in NRC’s database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country. Where comparisons are available, Minneapolis results are noted as being “above” the norm, “below” the norm or “similar to” the norm. This evaluation of “above,” “below” or “similar to” comes from a statistical comparison of Minneapolis’s rating to the average rating from all the comparison jurisdictions where a similar question was asked. Differences of three or more points on a 100-point scale between Minneapolis’s ratings and the average based on the appropriate comparisons from the database are considered “statistically significant,” and thus are marked as “above” or “below” the average. When differences between Minneapolis’s ratings and the national average or select cities average are less than two points, they are marked as “similar to” the average.

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<sup>5</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

# Report of Results

## Quality of Life and Community

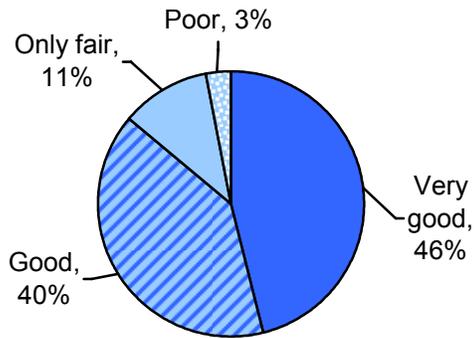
Minneapolis residents were asked to rate different aspects of quality of life. When survey respondents were asked to rate Minneapolis and their neighborhood as places to live, at least four in five respondents rated each as good or very good, with at least two in five rating each as very good. These ratings were similar to ratings given by Minneapolis residents in previous survey years.

When compared to cities across the nation and to select cities<sup>6</sup> from National Research Center's database, quality of life ratings given by Minneapolis respondents were below average.

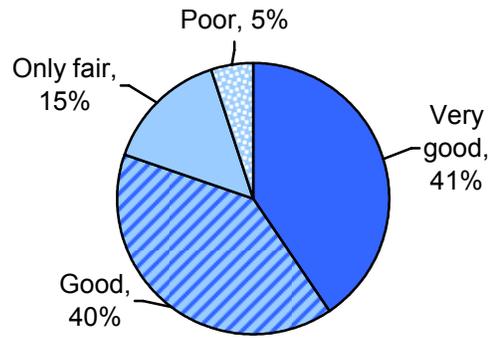
Respondents who reported living in the Phillips, Near North and Camden community planning districts were less likely to give positive quality of life ratings than other residents. Younger respondents, residents of color, those of Latino/Hispanic origin, renters and lower income residents also tended to give lower quality of life ratings. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

<sup>6</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

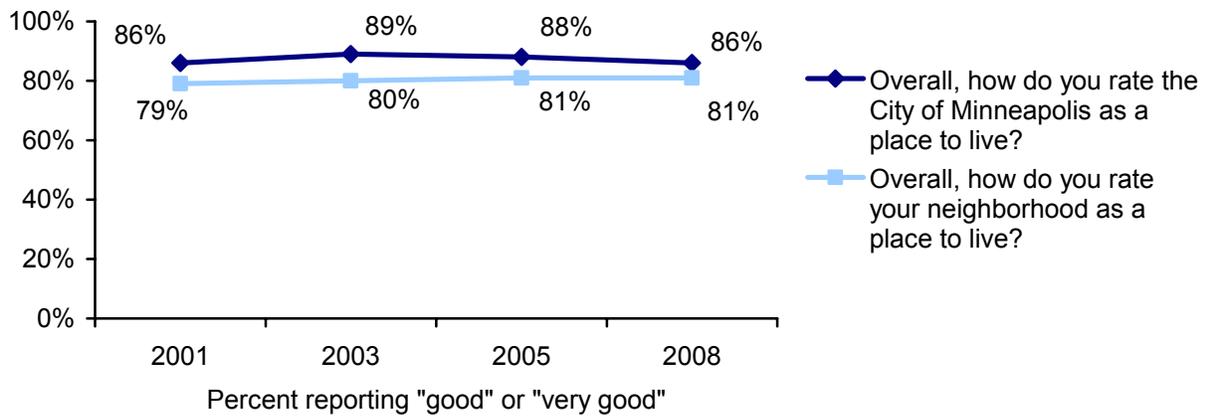
**Figure 1: Minneapolis as a Place to Live**



**Figure 2: Neighborhood as a Place to Live**



**Figure 3: Minneapolis as a Place to Live Compared Over Time**

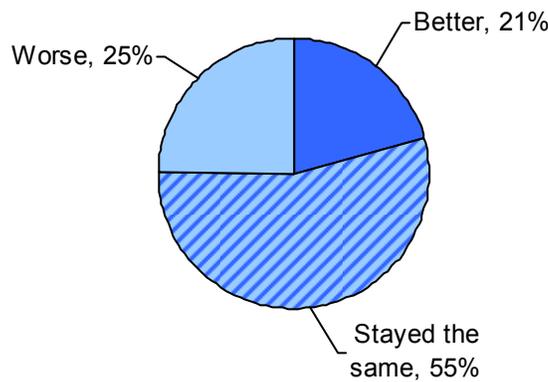


Minneapolis residents responding to the survey were asked if they thought the City had gotten better, worse or stayed about the same as a place to live in the past two years. About half (55%) felt that it had stayed about the same as a place to live, about a quarter of respondents (25%) felt the City had gotten worse and about one in five (21%) said it had gotten better.

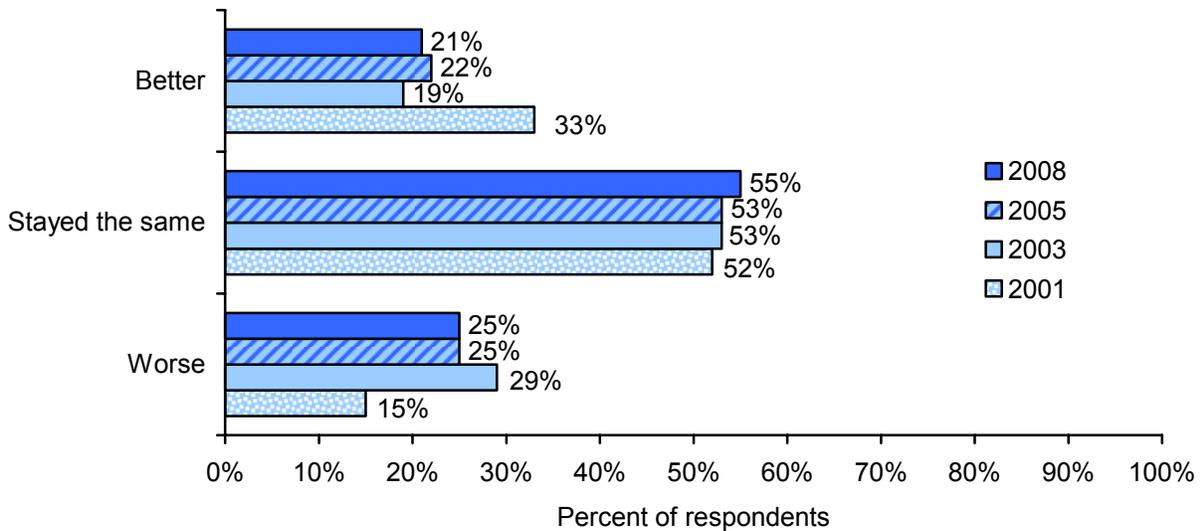
Generally, these ratings have remained stable over time. However, a higher proportion of 2001 respondents felt the City had gotten better and a smaller proportion of 2001 respondents felt it had gotten worse than did respondents in other survey years. Please note that the 2001 questionnaire asked respondents to rate the change in livability over the past *three* years and the more recent surveys asked to rate the past *two* years.

Survey participants residing in Near North and Camden were more likely to think that Minneapolis has gotten worse as a place to live in the last two years than those living in other community planning districts. Older residents (age 55 or older) and people of color were more likely to think Minneapolis has gotten worse as a place to live in the last two years. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Figure 4: Perceived Change in City Livability**



**Figure 5: Perceived Change in City Livability Compared Over Time**



The 2001 questionnaire asked respondents to rate changes in livability over the past three years versus the past two years as in 2003, 2005 and 2008.

## Challenges Facing the City

Survey respondents provided unprompted responses to a question about the three biggest challenges Minneapolis will face in the next five years. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; interviewers selected the one category that best fit each respondent's stated issue. Many respondents mentioned "other" items that could not be coded into a specific category. Please note that maintaining public infrastructure (including bridge and road maintenance) and foreclosures were added to the list of potential response categories in 2008. This question was added after the collapse of the I-35W Bridge in 2007.

The top five unprompted answers given by 2008 respondents were public safety (44%), transportation related issues (37%), education (29%), economic development (26%) and housing (26%). Maintaining public infrastructure (including bridge and road maintenance) and foreclosures were mentioned by 16% and 7% of respondents, respectively.

When compared to previous years, most of the items mentioned were stated by a similar proportion of respondents in 2008 as in 2005. The proportion of respondents mentioning education-related topics declined in 2008 after an increase in 2005.

Please note that respondents were allowed three responses to this question, identifying the first, second and third biggest challenges that they saw facing Minneapolis. For the purpose of comparing to previous years' data, the responses for each category have been summed into a single number. Changes in response wording between survey years are as follows: "managing City government" in 2001 and 2003 versus "City government" in 2005 and 2008; "economic development – job creation/unemployment" in 2001 versus "economic development" in 2003, 2005 and 2008.

Figure 6: Three Biggest Challenges Minneapolis Will Face in the Next Five Years –

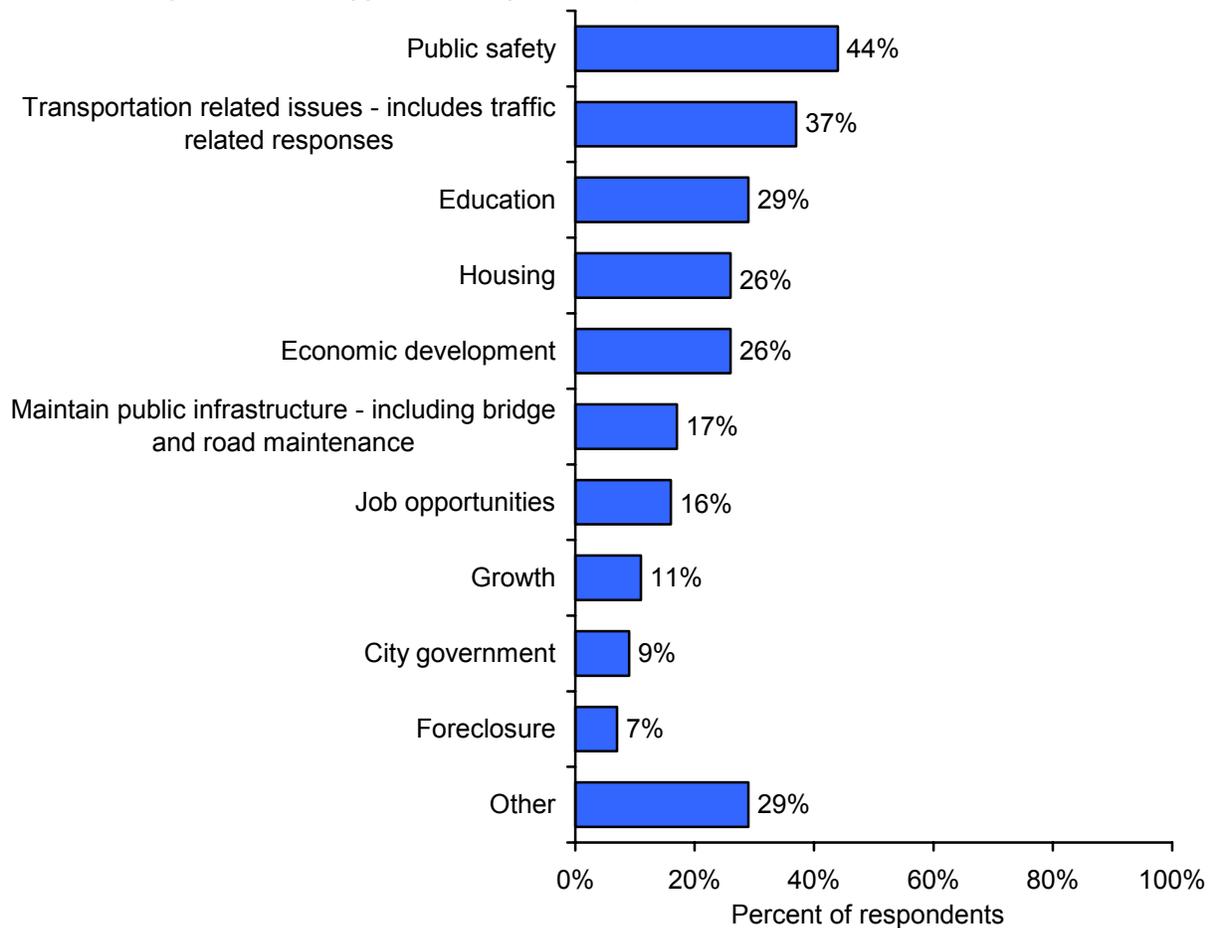


Table 1: Biggest Challenges Minneapolis Will Face Compared Over Time

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	2008	2005	2003	2001
Public safety	44%	44%	42%	37%
Transportation related issues - includes traffic related responses	37%	35%	32%	30%
Education	29%	38%	29%	30%
Housing	26%	30%	24%	47%
Economic development	26%	21%	24%	22%
Maintain public infrastructure - including bridge and road maintenance	16%	0%	0%	0%
Job opportunities	17%	17%	0%	0%
Growth	11%	10%	9%	8%
City government	9%	10%	38%	0%
Foreclosure	7%	0%	0%	0%
Other	29%	43%	22%	30%

Total may exceed 100% as respondents were able to choose more than one response. "Other" responses were not recorded and not available for analysis.

## Neighborhood Perception & Image

Minneapolis residents responding to the survey were asked the extent to which they agreed or disagreed with various statements about their neighborhood. A majority of respondents said they agreed or strongly agreed with each statement, with at least one in five in strong agreement. Few respondents strongly disagreed with each statement. The proportion of respondents agreeing that street lighting in their neighborhood is adequate increased from 2005 (79%) to 2008 (84%). These ratings have steadily increase or remained stable over time.

When compared to jurisdictions across the nation, perception of neighborhood safety was below average. National comparisons for other neighborhood qualities were not available. Comparisons to select cities<sup>7</sup> from the database also were not available.

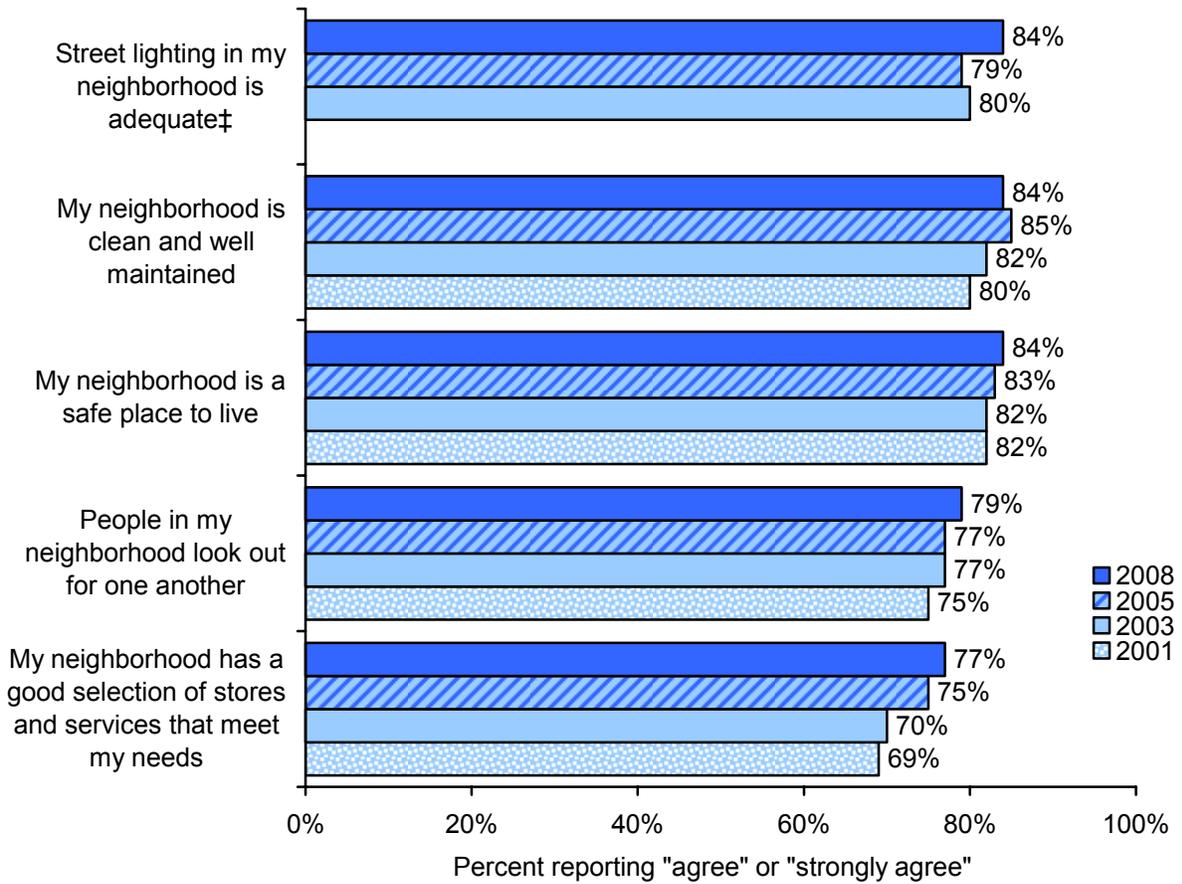
Phillips residents were less likely to agree that their neighborhood is a safe place to live or that people in their neighborhood look out for one another than residents living in other districts; these residents also tended to disagree that their neighborhood was clean and well maintained. Those living in the Near North area were less likely to think that their neighborhood had a good selection of stores and services and Powderhorn residents did not agree that street lighting was adequate in their neighborhood. Younger residents, residents of color, Latino/Hispanic residents, renters and low income residents were less likely to agree with each statement, while respondents who reported living in Minneapolis for more than 20 years were more likely to agree with each statement. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Table 2: Neighborhood Perceptions and Image**

Now I'm going to read some statements. For each, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Total	National comparison	Select cities comparison
Street lighting in my neighborhood is adequate	21%	63%	13%	3%	100%	Not available	Not available
My neighborhood is clean and well maintained	25%	59%	14%	2%	100%	Not available	Not available
My neighborhood is a safe place to live	19%	65%	13%	2%	100%	Below the norm	Not available
People in my neighborhood look out for one another	22%	58%	17%	3%	100%	Not available	Not available
My neighborhood has a good selection of stores and services that meet my needs	26%	51%	19%	5%	100%	Not available	Not available

<sup>7</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

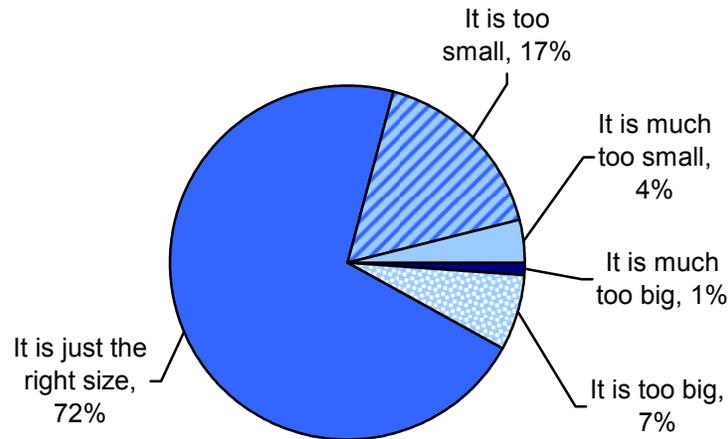
Figure 7: Neighborhood Perceptions and Image



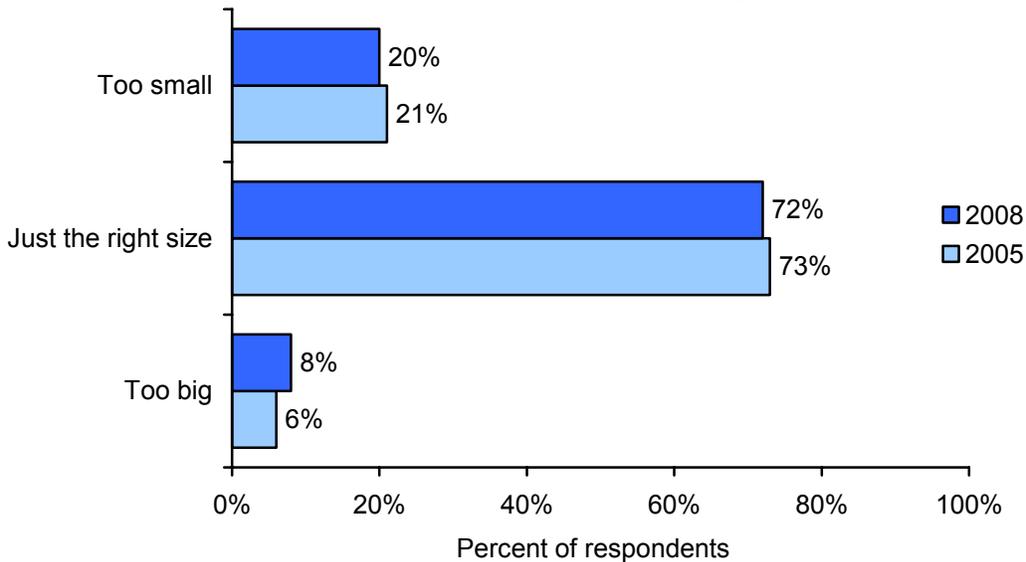
†Notes statistically significant differences between 2008 and 2005. (Significant at  $p < .05$ .)  
 "Street lighting in my neighborhood is adequate" was not asked in 2001.

Survey respondents were asked how they felt about the size of their current place of residence based on their household’s needs. About three quarters of respondents (72%) felt that their current residence was just the right size, about one in five (21%) said it was too small and 8% said it was too big. Responses to this question have remained stable over time.

**Figure 8: Size of Current Residence**



**Figure 9: Size of Current Residence Compared Over Time**



*This question was not asked in 2003 or 2001.*

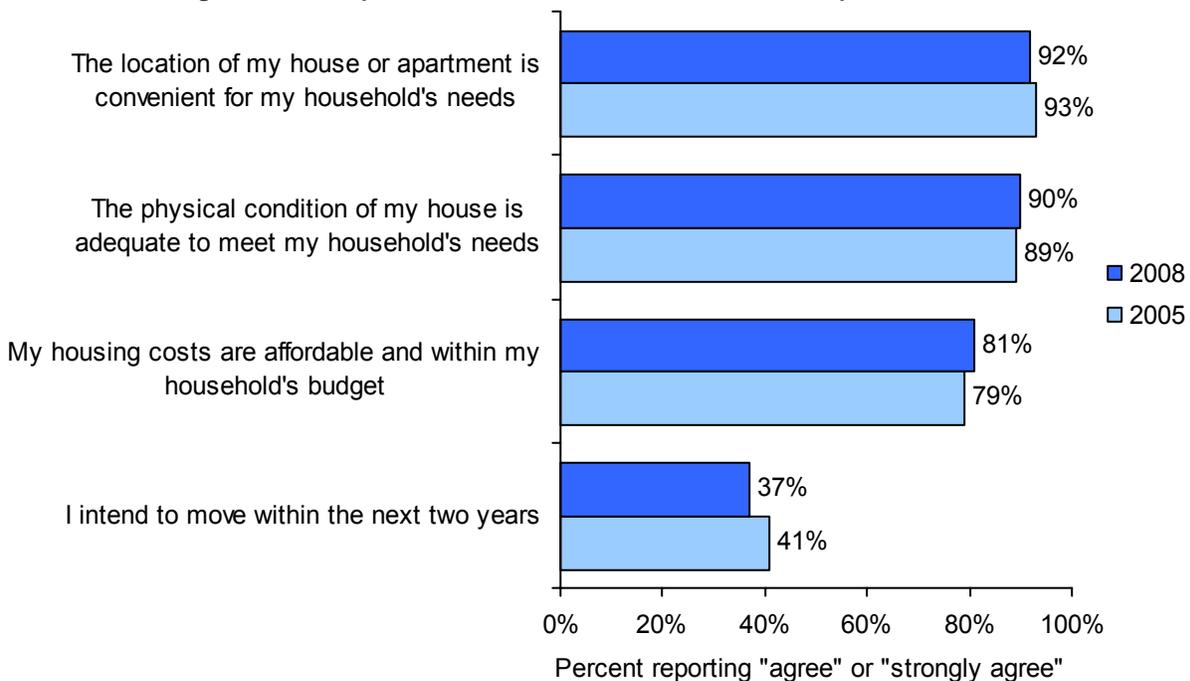
A related question asked Minneapolis residents the extent to which they agreed or disagreed with statements about their current place of residence. At least four in five respondents “agreed” or “strongly agreed” that the location, physical condition and housing costs were adequate to meet their needs. Fewer respondents (37%) agreed that they planned to move within the next two years. Responses to this question were similar in 2005.

Camden, Near North and Phillips residents were less likely than other residents to agree that their housing costs were affordable or that the location of their home was convenient for their needs and Powderhorn and Near North residents were less likely to agree that the physical condition of their homes was adequate. Residents who reported living in the Central community planning district were more likely to report that they intend to move within the next two years than did residents living in other districts. When compared by sociodemographics, respondents of color, lower income residents and those who rent their homes were less likely to agree that the location, physical condition and cost of housing were adequate and were more likely to agree that they intend to move in the next two years. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Table 3: Perceptions of Current Place of Residence**

<b>Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree, or strongly disagree.</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Total</b>
The location of my house or apartment is convenient for my household's needs	38%	55%	7%	1%	100%
The physical condition of my house is adequate to meet my household's needs	28%	61%	8%	2%	100%
My housing costs are affordable and within my household's budget	19%	62%	15%	3%	100%
I intend to move within the next two years	14%	23%	34%	29%	100%

**Figure 10: Perceptions of Current Place of Residence Compared Over Time**

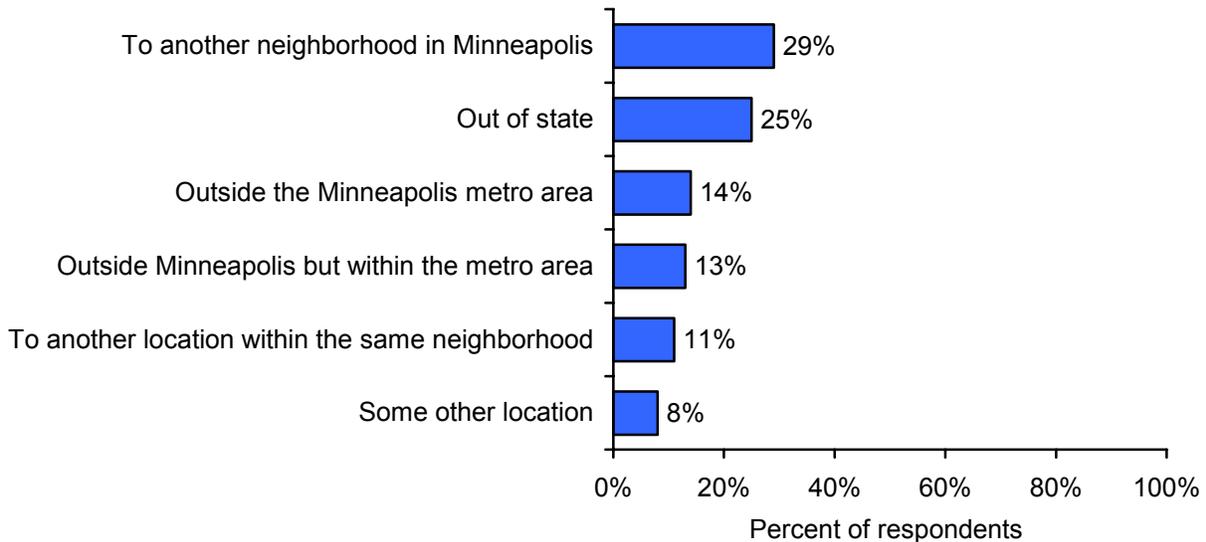


*This question was not asked in 2003 or 2001.*

For the first time in 2008, the questionnaire asked follow-up questions of those respondents who said they intend to move within the next two years. Of the 14% of respondents who strongly agreed that they intend to move within the next two years, about a quarter said they would either move to another neighborhood in Minneapolis (29%) or out of state (25%).

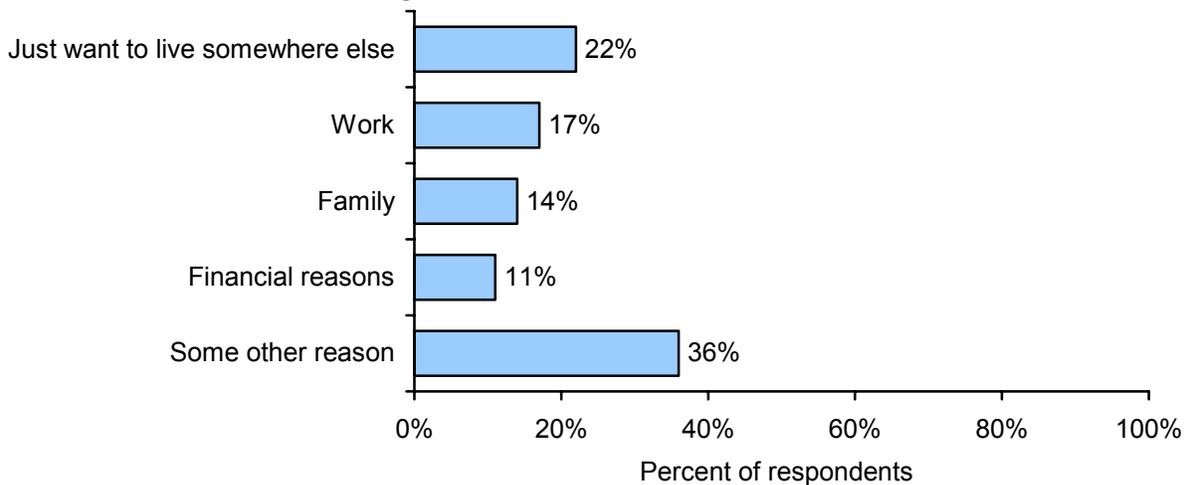
When asked why they intend to move, about one in five mentioned work (17%) or just wanting to live elsewhere (22%) and 36% reported that the move was for some other reason.

**Figure 11: Intended Location of Move**



*This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years.*  
 N=124

**Figure 12: Reason for Intended Move**



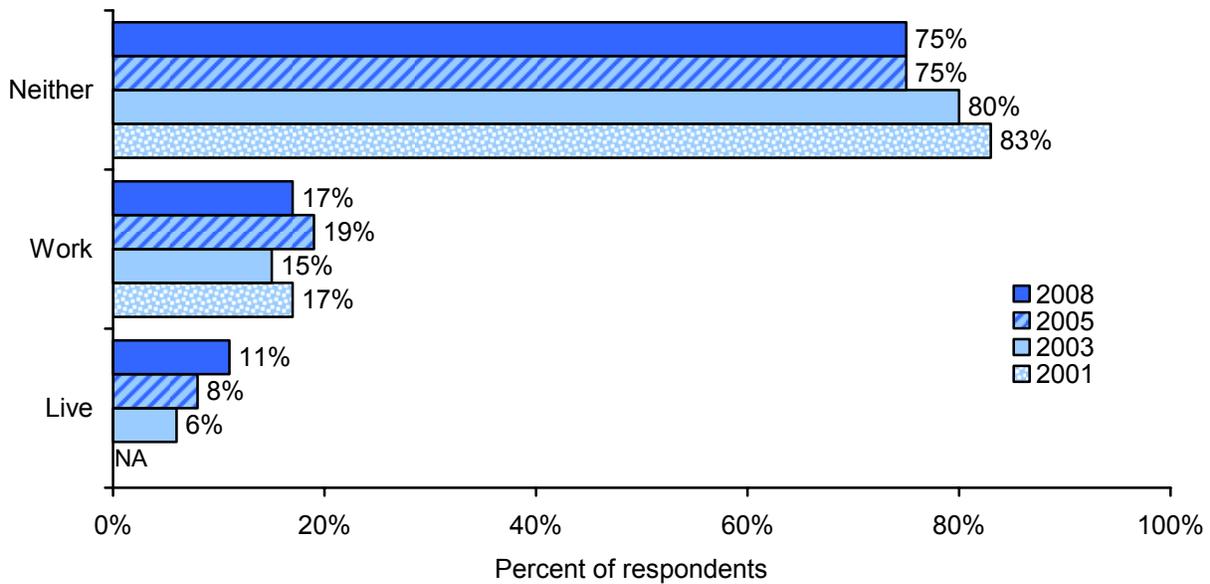
*This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years.*  
 N=124

# Downtown Usage & Image

## Downtown Use

The survey instrument asked a series of questions about residents' use and perceptions of Downtown Minneapolis. A majority of respondents (75%) reported they neither live nor work in Downtown Minneapolis, similar to 2005 (75%). A similar proportion of respondents to the 2008 survey reported living and working in Downtown Minneapolis when compared to 2005 results.

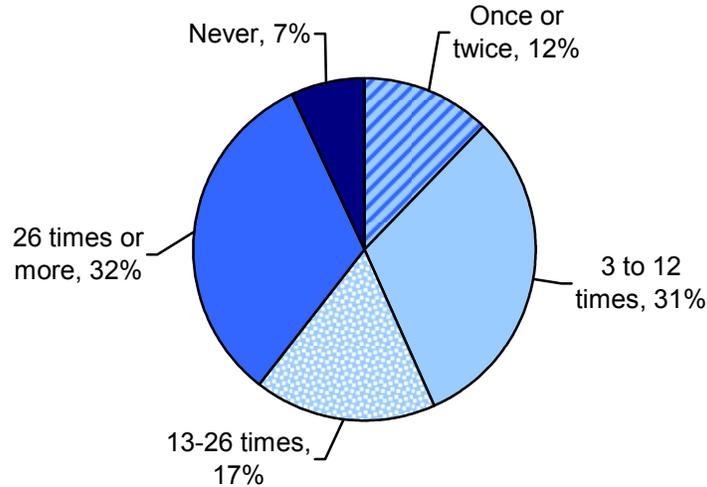
**Figure 13: Living and Working in Downtown Minneapolis Compared Over Time**



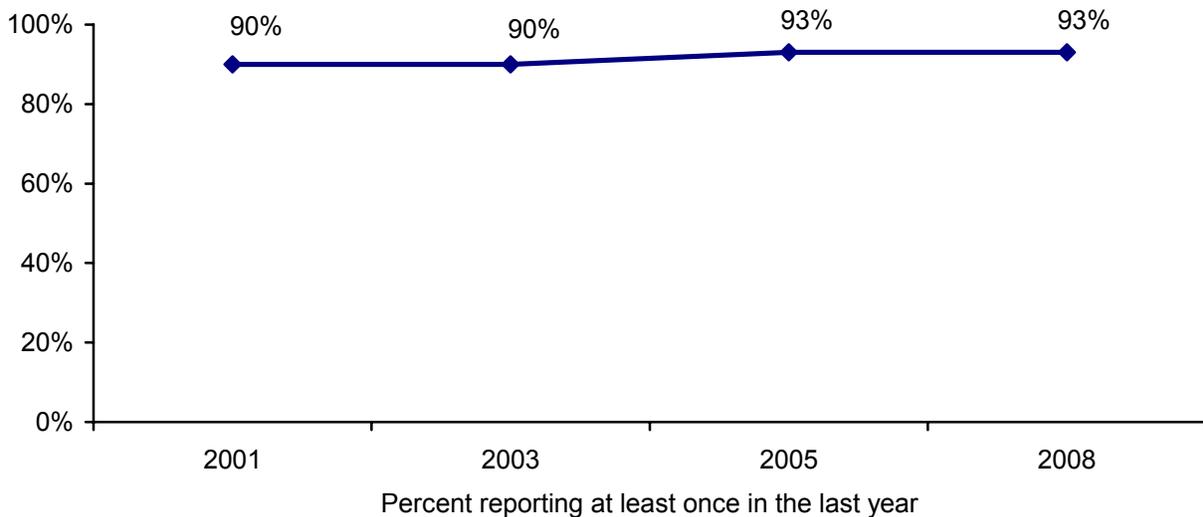
*In 2001, respondents were only asked if they work Downtown. In this instance, "no" is equivalent to "neither." If respondents reported that they did not live or work Downtown, they were asked how frequently they visited the area in the last year. About 9 in 10 respondents (89%) said they had visited the Downtown area at least once in the last year. About 3 in 10 (28%) reported visiting 26 times or more and a similar proportion (31%) reported visiting three to 12 times in the last year. Fifteen percent said they had visited 13 to 26 times, 15% reported visiting once or twice and 11% said they never visited Downtown Minneapolis in the past year. The percentage of respondents who have visited Downtown Minneapolis has remained stable over time.*

Respondents who said they do not live or work Downtown (N=985) were asked how often, if ever, they visited the Downtown area in the last year. About 9 in 10 respondents reported visiting Downtown Minneapolis at least once in the past year, similar to previous years, with about a third (32%) reporting they had visited at least 26 times. Seven percent reported never visiting the area in the last year.

**Figure 14: Frequency of Visiting Downtown Minneapolis in the Last Year**



**Figure 15: Frequency of Visiting Downtown Minneapolis in the Last Year Compared Over Time**

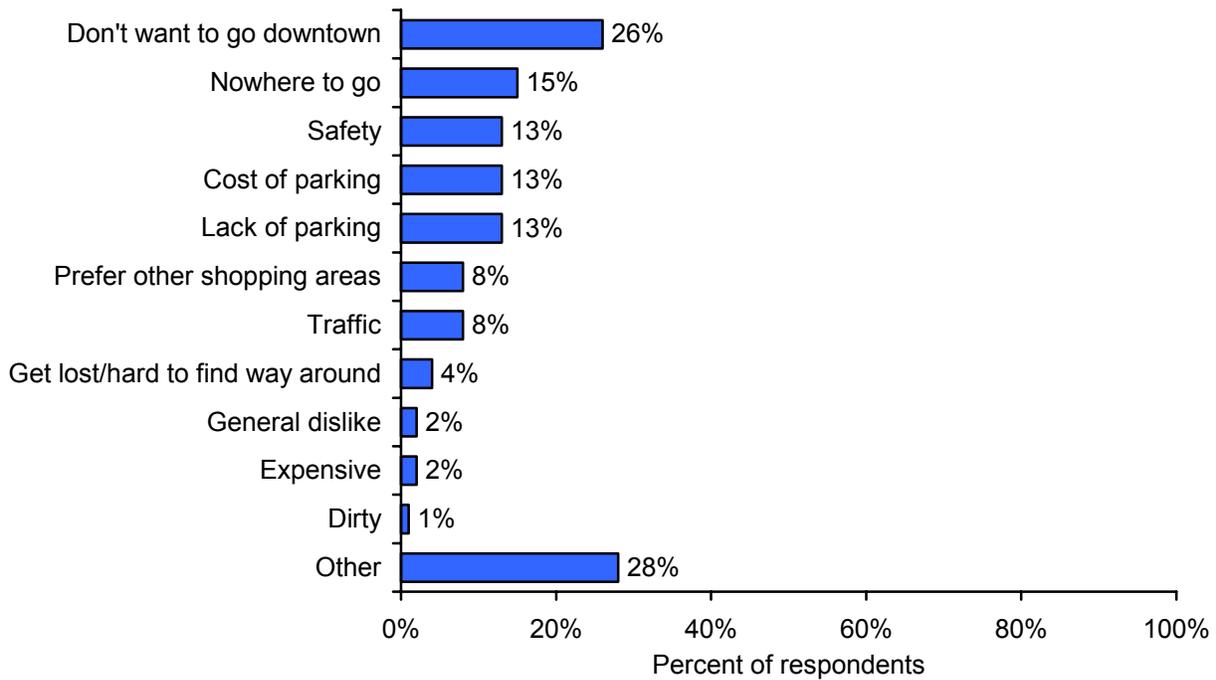


*The 2008, 2005 and 2003 questionnaire asked this question of only those people who did not live or work Downtown. The 2001 questionnaire asked this question only of people who did work Downtown. The 2001 and 2003 questionnaires contained more response options than the 2005 and the 2008 surveys.*

The 19% of respondents (N=258) who reported never going Downtown or only going once or twice in the last year were asked to give major reasons that kept them from spending more time in the Downtown area. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent’s stated issue. Many respondents mentioned “other” items that could not be coded into a specific category. In addition to the 26% of respondents stating that they “just don’t want to go Downtown,” other common answers were related to having nowhere to go (15%), safety (13%), cost of parking (13%) and a lack of parking (13%).

Comparisons to answers given to this question in previous years appear in the table on the following page. Some categories were combined in previous survey years or not recorded by interviewers in previous years. Cost and lack of parking appeared to be less of a deterrent in 2008 compared to 2005.

**Figure 16: Reasons for Avoiding Downtown Minneapolis**



*Total may exceed 100% as respondents were able to choose more than one response.  
 This question was asked only of those who reported going Downtown twice or less in the last year.  
 “Other” responses were not recorded and not available for analysis.*

**Table 4: Reasons for Avoiding Downtown Minneapolis Compared Over Time**

<b>What are the major reasons that keep you from spending more time Downtown?</b>	<b>2008</b>	<b>2005</b>	<b>2003</b>	<b>2001</b>
Don't want to go Downtown	26%	14%	0%	0%
Nowhere to go	15%	7%	16%	26%
Lack of parking	13%	20%	36%	29%
Cost of parking	13%	16%	0%	0%
Safety	13%	10%	7%	0%
Traffic (congestion/one-way grid/construction, etc.)	8%	7%	13%	15%
Prefer other shopping areas	8%	10%	17%	20%
Get lost/hard to find way around	4%	2%	0%	0%
Expensive	2%	5%	11%	6%
General dislike	2%	3%	2%	4%
Dirty	1%	0%	1%	0%
Other	28%	30%	30%	33%

*Total may exceed 100% as respondents were able to choose more than one response.*

*This question was asked only of those who reported going Downtown twice or less in the last year.*

*"Other" responses were not recorded and not available for analysis.*

*Some categories were combined or categorized slightly differently in 2003 and 2001. Comparisons are of the closest matches to data from those years.*

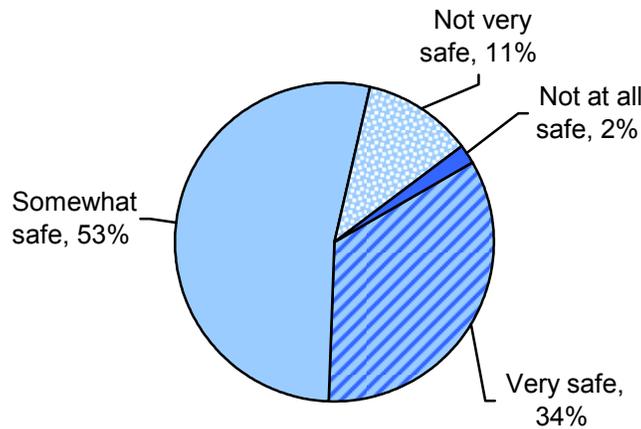
### Downtown Safety

Residents responding to the survey were asked to rate how safe they felt in Downtown Minneapolis, in general. A majority of respondents (87%) reported that that they felt somewhat or very safe in Downtown Minneapolis, 11% said “not very safe” and 2% said “not at all safe.” These positive ratings were higher than the national average for perception of Downtown safety.

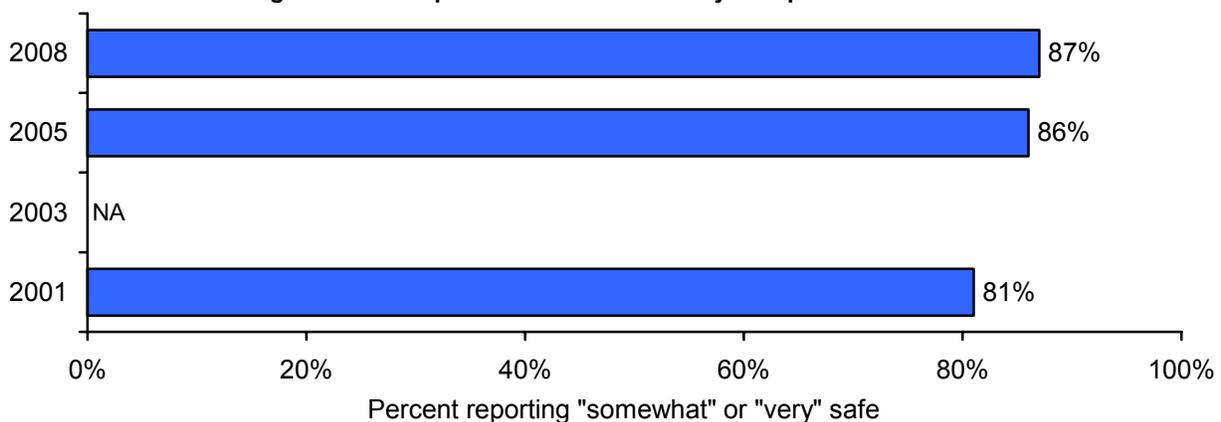
The 2008 results are similar to responses given in 2005, but higher than in 2001. The higher percentage of residents feeling somewhat or very safe in 2008 and 2005 compared to 2001 may be attributable, at least in part, to the question wording differences. The 2001 survey asked respondents about their safety *walking* Downtown in the evening, while the 2005 survey asked about Downtown safety without specifying the time of day. This question was not asked on the 2003 survey.

Survey participants residing in the Phillips and Southwest community planning districts were least likely to report feeling safe in Downtown Minneapolis. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Figure 17: Perception of Downtown Safety**



**Figure 18: Perception of Downtown Safety Compared Over Time**



*The 2001 survey asked respondents how safe they felt walking through Downtown during evening hours; the 2008 and 2005 surveys asked how safe they felt in Downtown Minneapolis. This question was not asked on the 2003 survey.*

## Access to Information

Respondents were asked if they had contacted the City to get information or services in the last 12 months. A similar proportion of respondents (39%) reported contacting the City in 2008 as in previous years. When asked how familiar they were with Minneapolis 311, more than half (59%) reported at least some familiarity, while 41% said they were not familiar at all with Minneapolis 311. Please note that this is the first year in which the survey asked questions about 311 services.

Respondents living in the Central and Phillips districts were less likely to be familiar with Minneapolis 311. Younger residents (ages 18-34), residents of color, those of Latino/Hispanic origin, residents with a shorter length of residency (less than 5 years) renters and low income residents tended to be less familiar with Minneapolis 311. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 19: Familiarity with Minneapolis 311

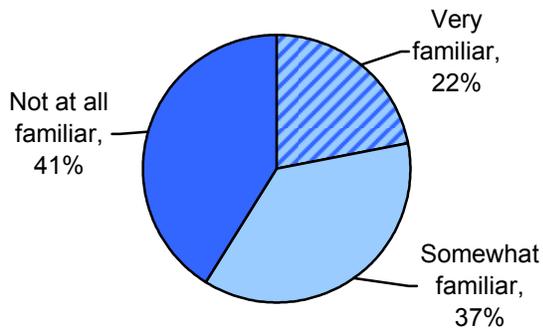


Figure 20: Contact with the City

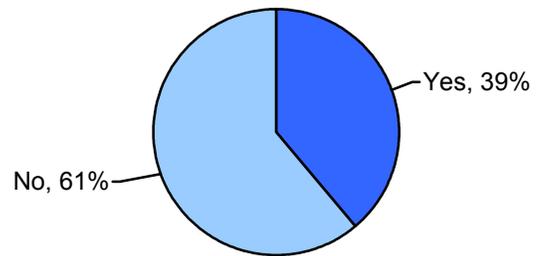
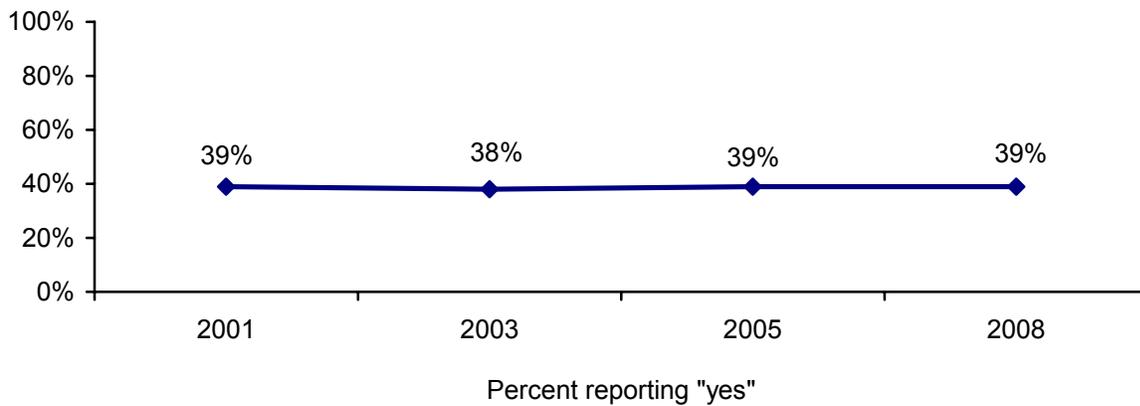


Figure 21: Contact with the City Compared Over Time



Respondents who mentioned having contacted the City in the last 12 months were asked to indicate, in an open-ended question format, how they contacted the City. New to the list of pre-coded potential responses was “311, by telephone.” About half (48%) reported using telephone to contact the City and a similar proportion (46%) said that they contacted the City by telephone, using the 311 service. One in five (22%) reported visiting the City’s Web site, 14% via email and 12% contacted the City in person. Few respondents reported using mail or other methods to contact the City (7% and 3%, respectively).

**Table 5: Method of Contact Among Those With Contact Compared Over Time**

<b>How did you contact the City?</b>	<b>2008</b>	<b>2005</b>	<b>2003</b>	<b>2001</b>
By telephone - other	48%	73%	83%	90%
By telephone - 311	46%			
Visit the City's Web site	22%	22%	32%	0%
By email	14%	10%	13%	18%
In person	12%	16%	24%	24%
By mail	7%	4%	10%	10%
Other	3%	2%	0%	0%

*Total may exceed 100% as respondents were able to choose more than one response.*

*This question was asked only of those who said they had contacted the City in the last 12 months.*

*N=515*

*Note: “by telephone using 311” was not a pre-coded category in previous survey years.*

### City Employees

Respondents who reported contacting the City in the last 12 months (except for those who only visited the City’s Web site), were asked to rate specific characteristics about the City employee with which they most recently had contact. At least a third of respondents rated each employee characteristic as very good. About 9 in 10 respondents felt that employee respectfulness and courteousness was good or better. Employees’ knowledge, willingness to help or understand, timeliness and their willingness to accommodate the need for foreign language and/or sign language interpreting was rated as good or better by at least 8 in 10 respondents. When asked to rate the ease of getting in touch with the employee with which they most recently had contact, 77% rated this aspect as good or very good. Please note that 69% of respondents said “don’t know” when asked to rate the quality of the City employees’ willingness to accommodate the need for foreign language and/or sign language interpreting. The complete set of frequencies for this question can be found in *Appendix III: Complete Set of Frequencies*. On average, 2008 ratings of City employees were 7 percentage points higher than in 2005 (see table on the following page), with ratings for 5 of 6 characteristics increasing since the last survey.

Ratings of City employees’ courteousness and timeliness were below the national average. Similarly, ratings of employees’ knowledge were lower than average when compared to jurisdictions across the country and select cities<sup>8</sup> in the database. The employees’ willingness to help or understand was rated similarly to other jurisdictions across the country. While employee responsiveness was rated lower than average when compared to jurisdictions across the county, the ratings were similar to select cities from the database.

Respondents residing in the Central planning district were most likely to give positive ratings for employee courteousness and respectfulness, while Camden residents were least likely to give positive ratings for these characteristics. Respondents of color and low income residents were less likely to give positive employee ratings. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

**Table 6: City Employee Ratings Compared Over Time**

<b>Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.</b>	<b>Very good</b>	<b>Good</b>	<b>Only fair</b>	<b>Poor</b>	<b>Total</b>	<b>National comparison</b>	<b>Select cities comparison</b>
Respectfulness	45%	43%	7%	5%	100%	Not available	Not available
Courteousness	41%	49%	5%	4%	100%	Below the norm	Not available
Willingness to help or understand	39%	45%	9%	6%	100%	Similar to the norm	Not available
Timely response	37%	43%	12%	8%	100%	Below the norm	Similar to the norm
Knowledge	36%	48%	12%	4%	100%	Below the norm	Below the norm
Ease of getting in touch with the employee	35%	42%	17%	6%	100%	Not available	Not available
Willingness to accommodate the need for foreign language and/or sign language interpreting	34%	47%	11%	8%	100%	Not available	Not available

*This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.*

<sup>8</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

**Table 7: City Employee Ratings Compared Over Time**

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Year of Survey			
	2008	2005	2003	2001
Courteousness	90%	81%	95%	NA
Respectfulness	88%	83%	NA	NA
Willingness to help or understand	85%	72%	NA	80%
Knowledge	83%	79%	NA	NA
Willingness to accommodate the need for foreign language and/or sign language interpreting	80%	78%	NA	NA
Timely response	79%	70%	81%	75%

*This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.*

*Question wording differed slightly for “ease of getting in touch” and “willingness to help or understand” on the 2001 and 2003 questionnaires where the questions asked how satisfied respondents were with the time it took to reach the right person and how satisfied respondents were with the helpfulness of the City employee. The scale used in 2001 was: satisfied, very satisfied, dissatisfied, very dissatisfied; the scale used in 2003 was yes or no when asked if they were satisfied with the characteristic of the contact.*

*Grey shading notes statistically significant differences between 2008 and 2005. (Significant at  $p < .05$ .)*

City staff were interested in the increase in the proportion of respondents giving fair and poor ratings in 2005 for “ease of getting in touch” with City employees. A comparison of the full set of frequencies (not including “don’t know” responses) is compared over time in the table below. As shown, the proportion of respondents giving “fair” and “poor” ratings has decreased from 2005 and the proportion giving “very good” ratings has increased from 2005.

**Table 8: Ease of Getting in Touch with City Employee Compared Over Time**

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	Year of Survey			
	2008	2005	2003	2001
Very good	35%	21%	0%	0%
Good	42%	44%	0%	0%
Only fair	17%	24%	0%	0%
Poor	6%	11%	0%	0%
Total	100%	100%	0%	0%

*This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.*

*Question wording differed slightly for “ease of getting in touch” on the 2001 and 2003 questionnaires where the questions asked how satisfied respondents were with the time it took to reach the right person. The scale used in 2001 was: satisfied, very satisfied, dissatisfied, very dissatisfied; the scale used in 2003 was yes or no when asked if they were satisfied with the characteristic of the contact.*

City staff also wanted to know how ratings for “ease of getting in touch” with City employees differed between residents who had contacted the City using 311 and those who had not contacted the City via the 311 contact method. As shown in the following table, those who had not contacted the City using the 311 service were more likely to give “fair” ratings for the ease of getting in touch with the City employee with which they most recently had contact.

**Table 9: Ease of Getting in Touch with City Employee by Contact with 311**

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	311 agents	
	Yes	No
Very good	37%	33%
Good	43%	42%
Only fair	13%	22%
Poor	7%	4%
Total	100%	100%

### City Web Site

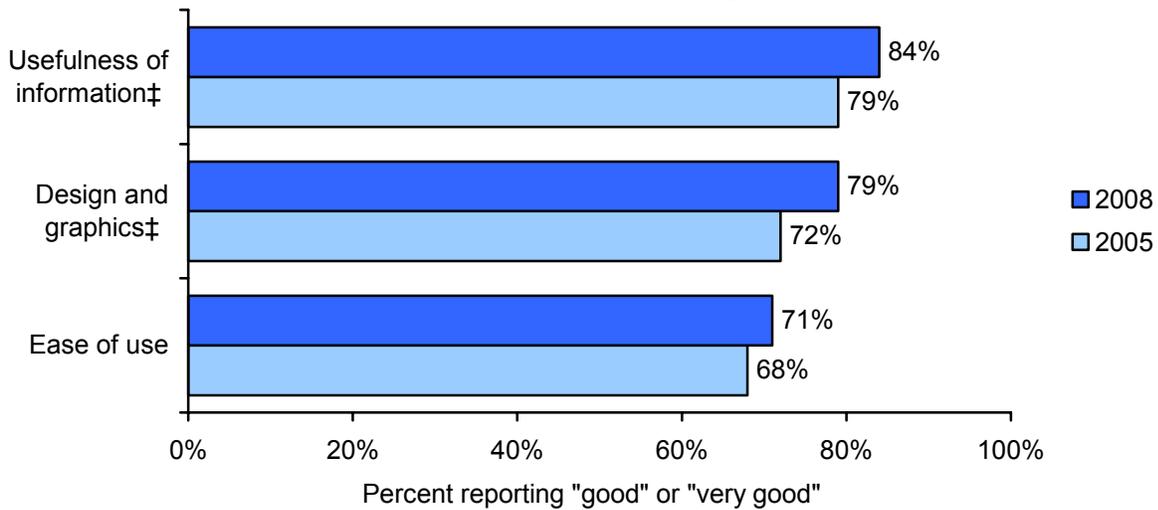
Respondents who reported only contacting the City via the City’s Web site were asked to rate specific characteristics of the Web site. Approximately 8 in 10 respondents felt that the usefulness of information and the design and graphics used on the City’s Web site as good or very good (84% and 79%, respectively) and about 7 in 10 (71%) rated the ease of use as at least “good.” Ratings for the design and graphics used on the City’s Web site increased from 72% rating as good or better in 2005 to 79% in 2008; usefulness of information improved over time as well (79% in 2005 versus 84% in 2008).

**Table 10: City Web Site Ratings**

Please tell me how you would rate each of the following characteristics of the City Web site.	Very good	Good	Only fair	Poor	Total
Usefulness of information	35%	48%	14%	2%	100%
Ease of use	18%	54%	25%	4%	100%
Design and graphics	16%	64%	18%	2%	100%

*This question was only asked of respondents who had contacted the City via its Web site. N=107*

**Figure 22: City Web Site Ratings Compared Over Time**



*This question was only asked of respondents who had contacted the City via its Web site. This question was not asked in 2003 or 2001.*

*‡Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)*

## Snow Emergency Information

In an unprompted, open-ended question, Minneapolis residents were asked how they obtained snow emergency information. About two in five (41%) said that they obtained snow emergency information from radio or television, 39% said they received a phone call from the City and fewer mentioned other methods for obtaining snow emergency information.

In general, residents received snow emergency information via similar modes as in 2005, except for “receiving a phone call from the City,” which saw an increase from 7% in 2005 to 39% in 2008. The use of snow emergency brochures has declined over time. However, the question was asked significantly differently in 2008 and 2005 than in previous years. The response options in 2008 and 2005 were not read aloud, and respondents were permitted to identify as many as came to mind during the survey. In previous years, each option (based on a list similar to the one used in most recent years) was read aloud, prompting respondents to reflect on each choice. In addition, in 2008 and 2005, respondents were asked how they get information, while in previous years, respondents were asked about their preferred method for retrieving snow emergency information. In previous years, respondents typically indicated more information sources than in 2008 and 2005. Though the core topic is similar across the years, the questions have limited comparability.

**Table 11: Obtaining Snow Emergency Information Compared Over Time**

How do you get snow emergency information?	Year of Survey			
	2008	2005	2003	2001
Radio or television	41%	46%	85%	91%
Phone call from the City	39%	7%	0%	0%
348-Snow phone hotline	13%	12%	57%	66%
Snow emergency brochure	10%	16%	48%	57%
Email notification	9%	6%	0%	0%
Newspapers	8%	7%	40%	46%
City of Minneapolis Web site	8%	6%	39%	49%
Other	8%	17%	1%	0%
Word of mouth/friends/family	4%	2%	0%	0%
Signage along the streets	3%	1%	68%	74%
Have off street parking/don't care	3%	3%	4%	0%
311	2%	0%	0%	0%
No car	1%	1%	3%	2%

*“Other” responses were not recorded and not available for analysis.*

*Total may exceed 100% as respondents were able to choose more than one response.*

*Question wording differed slightly on the 2001 and 2003 questionnaires. In 2003 and 2001, residents were asked how they prefer to get their snow emergency information.*

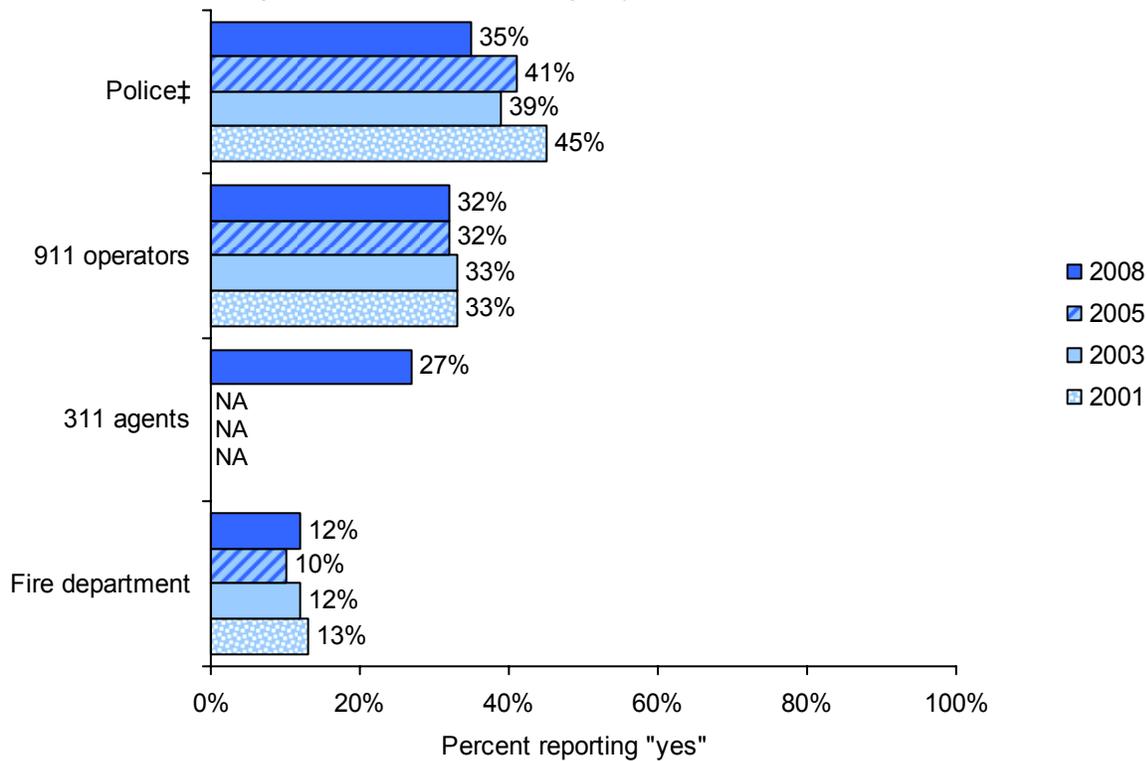
### Emergency Services

Residents responding to the survey were asked if they had any contact with emergency services in the past two years. About a third of respondents mentioned that they had contact with the police (35%) and 911 operators (32%) in the last two years, 27% had contacted 311 agents in the past two years and fewer (12%) reported contacting the Fire Department in the last two years. Police contact was down by six percentage points from 2005, while contact of 911 operators and the Fire Department was similar to 2005. This was the first time residents were asked about their contact with 311 agents.

**Table 12: Contact with Emergency Services**

In the past two years, have you had any contact with...?	Yes	No	Total
Police	35%	65%	100%
911 operators	32%	68%	100%
311 agents	27%	73%	100%
The Fire Department	12%	88%	100%

**Figure 23: Contact with Emergency Services Compared Over Time**



*This question was only asked of respondents who had any contact with emergency services in the past two years. This question was not asked in 2003 or 2001 and 2008 was the first year to include "311 agents."*  
 ‡Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

The City was interested in knowing who the 12% of residents were that contacted the Fire Department in the past two years. Of the 12% (N=105), 11% considered their race to be white and 10% considered their race to be something other than white.

**Table 13: Percent Contacting Fire Department by Race**

	Respondent Racial Origin	
	White	People of Color
Of 12% contacting the Fire Department	11%	10%

Those respondents who reported having contact with each emergency service in the past two years were asked to rate their satisfaction with the professionalism shown by the staff with which they had contact. Nearly all respondents reported that they were satisfied or very satisfied with the professionalism shown by Fire Department staff (99%) and 311 agents (96%). About 9 in 10 respondents (88%) reported satisfaction with 911 operators and 8 in 10 (81%) were satisfied with professionalism shown by Police Department staff with which they had contact.

Satisfaction ratings for Fire Department staff were above the national average, while ratings for Police Department staff were similar to the national benchmark. A comparison to the nation for 911 operators and 311 agents was not available. Also, comparisons to ratings given by select cities<sup>9</sup> were not available.

In general, ratings of emergency services have remained stable over time, except for satisfaction with 911 operators. A smaller proportion of 2008 respondents reported satisfaction with 911 operators (88% reporting that they were satisfied or very satisfied) than in 2005 (94%).

**Table 14: Satisfaction with Emergency Services**

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	77%	22%	1%	0%	100%	Above the norm	Not available
How satisfied were you with the professionalism shown by the 311 agent?	58%	38%	3%	1%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the 911 operator?	53%	35%	8%	4%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	43%	38%	9%	10%	100%	Similar to the norm	Not available

*This question was only asked of respondents who had contacted each City service/department.*

*Fire: N=248*

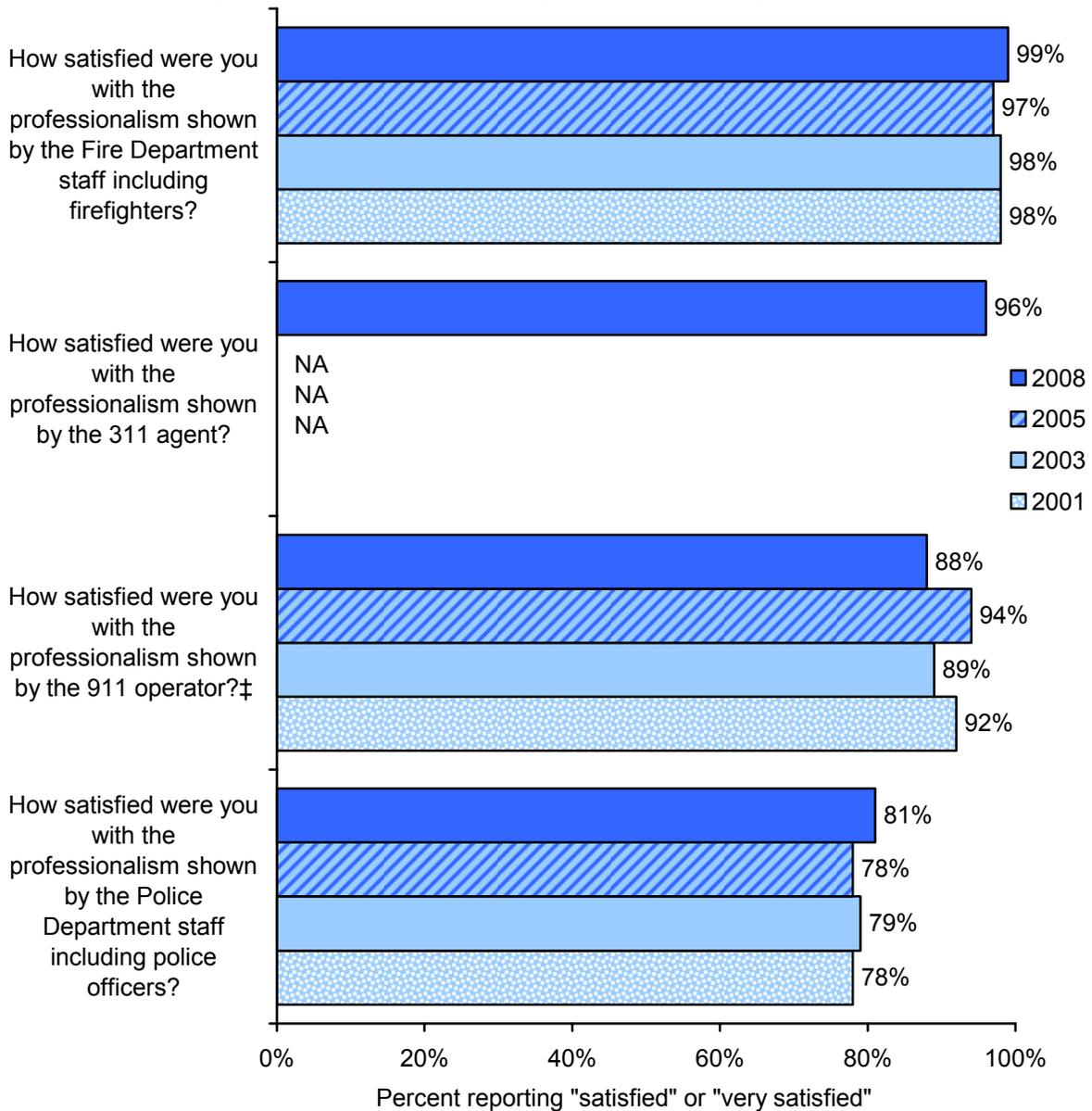
*Police: N=428*

*911 operators: N=394*

*311 agents: N=359*

<sup>9</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

Figure 24: Satisfaction with Emergency Services Compared Over Time



*This question was only asked of respondents who had contacted each City service/department  
 ‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)*

## Satisfaction with City Services

Residents responding to the survey were read a list of services provided by the City of Minneapolis government and asked to rate the extent to which they were satisfied or dissatisfied with each. At least half of all respondents said that they were satisfied or very satisfied with each service from the list. Nearly all respondents reported satisfaction with fire protection and sewer services (97% and 95% reporting satisfied or very satisfied, respectively). About 9 in 10 respondents reported satisfaction with garbage collection and recycling programs (91%), providing park and recreation services (91%), animal control services (88%), keeping streets clean (87%), preparing for disasters (87%), protecting health and well-being of residents (87%), providing quality drinking water (87%) and police services (86%). While street and alley repairs received satisfaction ratings from 56% of respondents, fewer than 10% reported that they were very satisfied with this service.

For the first time in 2008, residents were asked to rate their satisfaction with mortgage foreclosure assistance. While about two-thirds of respondents (65%) reported satisfaction with these services, very few (8%) were “very satisfied” and 44% reported dissatisfaction with this service. Please note that 57% of respondents reported “don’t know” when asked to rate this service. Also note that a high proportion of respondents said “don’t know” when asked to rate the quality of disaster preparedness (28%) and affordable housing development (22%). Results appearing in the report body have removed “don’t know” responses for discussion of responses only of those who had an opinion. A complete set of frequencies for each survey question can be found in *Appendix III: Complete Set of Frequencies*.

Eleven of 18 services were compared to National Research Center’s national database. Three services received ratings that were higher than the national average (keeping streets clean, animal control services, affordable housing development), four were similar to the national benchmark (providing park and recreation services, providing quality drinking water, providing sewer services, cleaning up graffiti) and four were below the national average (garbage collection and recycling programs, fire protection and emergency medical response, police services, repairing streets and alleys).

Five of 18 services were compared to select cities<sup>10</sup> from the database. Four services received ratings above the “select cities” benchmark (repairing streets and alleys, animal control services, keeping streets clean and affordable housing development) and ratings for police services were similar to ratings given by jurisdictions included in the “select cities” benchmark comparison.

When comparing results by community planning district, Phillips, Near North and Camden residents tended to give lower satisfaction ratings than respondents living in other districts. People of color, respondents of Latino/Hispanic origin and low income residents were less likely to give high marks to City services when asked to rate their satisfaction with each service. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

<sup>10</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

**Table 15: City Services Quality Ratings**

<b>Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.</b>	<b>Very satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>	<b>Total</b>	<b>National comparison</b>	<b>Select cities comparison</b>
Garbage collection and recycling programs	34%	57%	8%	1%	100%	Below the norm	Not available
Providing park and recreation services	34%	57%	7%	1%	100%	Similar to the norm	Not available
Fire protection and emergency medical response	30%	67%	3%	0%	100%	Below the norm	Not available
Providing quality drinking water	25%	62%	11%	2%	100%	Similar to the norm	Not available
Keeping streets clean	19%	68%	11%	2%	100%	Above the norm	Above the norm
Providing sewer services	19%	76%	5%	0%	100%	Similar to the norm	Not available
Police services	18%	68%	12%	3%	100%	Below the norm	Similar to the norm
Preparing for disasters	15%	72%	11%	2%	100%	Not available	Not available
Animal control services	14%	74%	10%	2%	100%	Above the norm	Above the norm
Revitalizing Downtown	14%	66%	18%	3%	100%	Not available	Not available
Protecting health and well-being of residents	13%	74%	10%	3%	100%	Not available	Not available
Protecting the environment, including air, water and land	13%	68%	17%	2%	100%	Not available	Not available
Cleaning up graffiti	12%	65%	20%	3%	100%	Similar to the norm	Not available
Revitalizing neighborhoods	12%	64%	21%	3%	100%	Not available	Not available
Dealing with problem businesses and unkempt properties	10%	59%	27%	5%	100%	Not available	Not available
Affordable housing development	9%	57%	28%	6%	100%	Above the norm	Above the norm
Mortgage foreclosure assistance	8%	57%	26%	10%	100%	Not available	Not available
Repairing streets and alleys	8%	48%	35%	9%	100%	Below the norm	Above the norm

Five services received higher ratings in 2008 than in 2005 (affordable housing development, preparing for disasters, police services, protecting health and well-being of residents and protecting the environment) and four services received lower ratings in 2008 than in 2005 (animal control services, dealing with problem businesses and unkempt properties, Revitalizing neighborhoods and repairing streets and alleys). Ratings for affordable housing have increased steadily over time (from 40% in 2001 to 65% in 2008), while street and alley repair has declined since 2003 (from 83% in 2003 to 57% in 2008).

It is important to note that in 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service, while the 2008 and 2005 surveys asked residents the extent to which they were satisfied or dissatisfied with the new way that the City provides each service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

**Table 16: City Services Quality Ratings Compared Over Time**

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Year of Survey			
	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	96%	99%
Providing sewer services	94%	94%	NA	NA
Providing park and recreation services	92%	91%	NA	91%
Garbage collection and recycling programs	91%	92%	93%	94%
Animal control services	88%	92%	NA	92%
Protecting health and well-being of residents	88%	84%	NA	NA
Preparing for disasters	87%	78%	NA	89%
Keeping streets clean	87%	89%	86%	83%
Providing quality drinking water	87%	86%	84%	NA
Police services	86%	81%	84%	89%
Protecting the environment, including air, water and land	81%	77%	79%	77%
Revitalizing Downtown	80%	83%	NA	79%
Cleaning up graffiti	77%	74%	NA	79%
Revitalizing neighborhoods	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	68%	73%	67%	69%
Affordable housing development	66%	55%	51%	40%
Mortgage foreclosure assistance	64%	NA	NA	NA
Repairing streets and alleys	56%	70%	83%	68%

*Percent reporting "satisfied" or "very satisfied"*

*Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.*

*Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)*

## Prioritization of City Services

After rating their satisfaction with City services, respondents were asked to rate the importance of each service using a 5-point scale with 5 representing “extremely important” and 1 equaling “not at all important.” At least a quarter of respondents felt that each service was extremely important. At the top of the list were: fire protection and emergency medical response (74% rating as extremely important), police services (69%), and providing quality drinking water (69%). Animal control services were thought to be less important by survey participants. Fewer than 10% of respondents rated each service as “not at all important.”

**Table 17: City Services Importance Ratings**

<b>Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."</b>	<b>Extremely important</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>Not at all important</b>	<b>Total</b>
Fire protection and emergency medical response	74%	19%	5%	1%	1%	100%
Police services	69%	21%	6%	2%	1%	100%
Providing quality drinking water	69%	20%	8%	2%	1%	100%
Protecting health and well-being of residents	63%	24%	10%	2%	2%	100%
Protecting the environment, including air, water and land	61%	24%	10%	3%	2%	100%
Providing sewer services	55%	27%	14%	3%	1%	100%
Garbage collection and recycling programs	51%	32%	14%	2%	1%	100%
Preparing for disasters	46%	27%	20%	5%	2%	100%
Revitalizing neighborhoods	43%	35%	17%	3%	2%	100%
Repairing streets and alleys	43%	32%	19%	4%	2%	100%
Affordable housing development	42%	29%	17%	8%	3%	100%
Providing park and recreation services	42%	35%	17%	4%	1%	100%
Keeping streets clean	36%	33%	24%	5%	2%	100%
Revitalizing Downtown	34%	28%	26%	8%	5%	100%
Mortgage foreclosure assistance	33%	23%	25%	10%	9%	100%
Dealing with problem businesses and unkempt properties	32%	30%	26%	8%	3%	100%
Cleaning up graffiti	31%	25%	26%	11%	6%	100%
Animal control services	26%	23%	32%	14%	4%	100%

Respondents to the 2008 survey were more likely to rate street and alley repair, preparing for disasters and cleaning up graffiti as important than 2005 survey respondents, averaging about a 4% increase from 2005 to 2008. Importance ratings for cleaning up graffiti have increased over time (40% in 2001 and 56% in 2008). It should be noted that the scale used in 2003 and 2001 was a 10-point scale. Also, question wording differed in 2001, where residents were asked “how much attention” each service should get.

**Table 18: City Services Importance Ratings Compared Over Time**

Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Year of Survey			
	2008	2005	2003	2001
Fire protection and emergency medical response	93%	94%	97%	38%
Police services	90%	89%	94%	51%
Providing quality drinking water	90%	90%	92%	NA
Protecting health and well-being of residents	86%	85%	88%	NA
Protecting the environment, including air, water and land	85%	84%	90%	62%
Garbage collection and recycling programs	83%	82%	89%	27%
Providing sewer services	82%	82%	NA	NA
Revitalizing neighborhoods	78%	75%	68%	57%
Providing park and recreation services	78%	76%	80%	NA
Repairing streets and alleys	75%	71%	78%	54%
Preparing for disasters	73%	69%	75%	52%
Affordable housing development	71%	72%	76%	73%
Keeping streets clean	69%	66%	NA	38%
Dealing with problem businesses and unkempt properties	62%	61%	70%	57%
Revitalizing Downtown	61%	58%	NA	39%
Cleaning up graffiti	56%	52%	NA	40%
Mortgage foreclosure assistance	56%	NA	NA	NA
Animal control services	49%	46%	NA	21%

*Percent reporting "4" or "extremely important"*

*Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. Also, quality drinking water and sewer services were combined into one category on the 2003 questionnaire. In 2001, residents were asked how much attention each service should get. Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)*

## Balancing Satisfaction and Priorities

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' satisfaction, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower satisfaction – to which attention needs to be paid first (see *Figure 25: Balancing Satisfaction and Priorities* on the following page).

To identify the services perceived by residents to have relatively lower satisfaction at the same time as relatively higher importance, all services were ranked from highest perceived satisfaction to lowest perceived satisfaction and from highest perceived importance to lowest perceived importance. While most services were rated as important and with high quality, some services were in the top half of both lists (higher satisfaction and higher importance); some were in the top half of one list but the bottom half of the other (higher satisfaction and lower importance or lower satisfaction and higher importance) and some services were in the bottom half of both lists.

Ratings of importance were compared to ratings of satisfaction. Services were classified as “more important” if 78% or more of respondents gave an importance rating of “4” or “5” – extremely important). Services were rated as “less important” if fewer than 78% of respondents gave an importance rating of “4” or “5.” Services receiving a “satisfied” or “very satisfied” rating by 87% or more of respondents were considered of “higher satisfaction” and those receiving a “satisfied” or “very satisfied” rating by fewer than 87% of respondents were considered “lower satisfaction.”

Services that were rated higher in importance and lower in satisfaction were: police services, protecting the environment and Revitalizing neighborhoods.

Services which were categorized as higher in importance and higher in satisfaction were: fire protection and emergency medical response, providing quality drinking water, protecting health and well-being of residents, garbage collection and recycling programs, providing sewer services and providing park and recreation services.

Services that were rated lower in importance and higher in satisfaction were: preparing for disasters, keeping streets clean and animal control services.

Services that were rated lower in importance and lower in satisfaction were: repairing streets and alleys, affordable housing development, dealing with problem businesses and unkempt properties, revitalizing Downtown, cleaning up graffiti and mortgage foreclosure assistance.

Figure 25: Balancing Satisfaction and Priorities



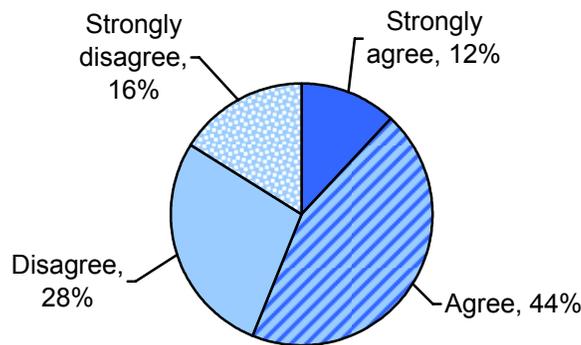
### Property Taxes

When asked to what extent they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, about half (56%) of respondents agreed with this statement, with 12% in strong agreement. A higher proportion of respondents strongly disagreed with this statement (16%) than did those who strongly agreed (12%).

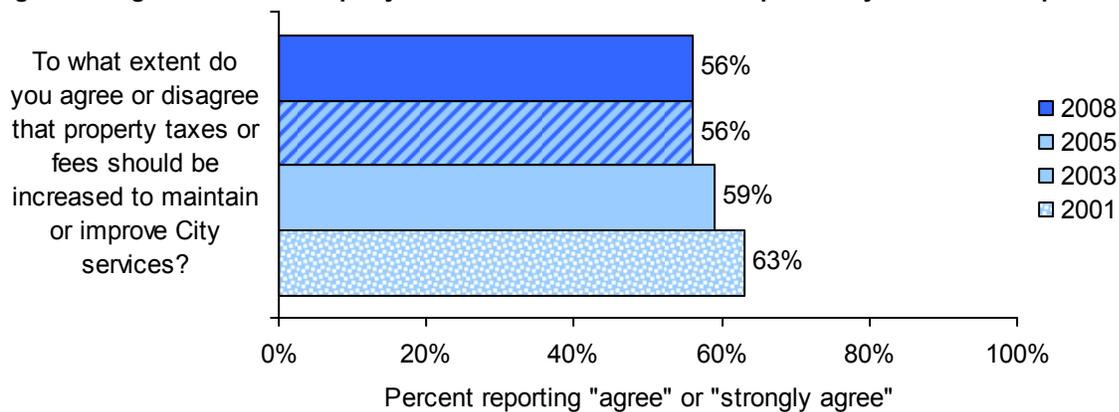
While the proportion of respondents agreeing that property taxes or fees should be increased to maintain or improve City services was similar between 2008 and 2005, there has been a steady decline in support for this idea over time (from 63% in 2001 to 56% in 2008). However, the question was asked differently in 2008 and 2005 than in 2001 or 2003, so the comparison across years required a calculation described in the footnote to Figure 27 on the following page.

Powderhorn and Southwest residents were more likely to agree that property taxes should be increased to maintain or improve City services, while Nokomis and Camden residents were less likely to agree with this statement. Older residents (age 55 and older), those reporting a longer length of residency (20 years or more) and respondents who own their homes were less likely to agree that property taxes should be increased to maintain or improve City services. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Figure 26: Agreement with Property Tax Increases to Maintain or Improve City Services**



**Figure 27: Agreement with Property Tax Increases to Maintain or Improve City Services Compared Over Time**



The surveys in 2001 and 2003 provided a list of 14 (2001) to 17 (2003) City services and asked residents how much they agreed or disagreed with a property tax increase to maintain or improve each service. The 2008 and 2005 surveys simply asked whether residents agreed or disagreed that property taxes should be increased to maintain or improve services in general. Though the data are not directly comparable, the agree and strongly agree responses were summed for each service in 2001 and 2003, and then an average across the set of services in the two years was calculated. This average is shown in the comparison chart above.

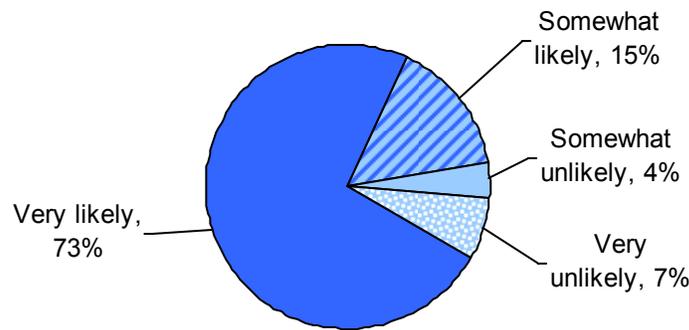
# Community Engagement

## Community Participation

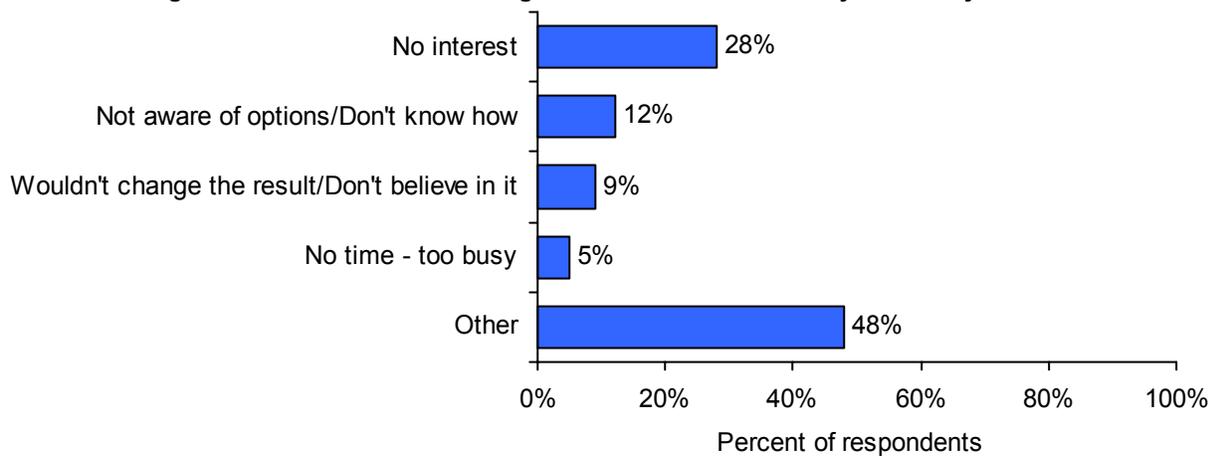
Minneapolis residents were asked to respond to a series of questions related to community engagement. For the first time, survey participants were asked to indicate how likely or unlikely they would be to vote in the next election for mayor and City Council on November 3, 2009. Nearly all respondents (98%) said they were at least somewhat likely to vote in the next election, with 73% stating they were very likely to vote in the 2009 mayor and City Council election.

The 7% of respondents who reported they were unlikely to vote in the next election for mayor and City Council were asked to give reasons why they most likely would not participate. This was an open-ended question where respondents were able to give any answer. Potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated issue. Many respondents (48%) mentioned "other" items that could not be coded into a specific category. About 3 in 10 (28%) said they did not have any interest in voting in the 2009 election. Other responses pertained to lack of awareness on how to vote or having a belief that voting would not make a difference (12% and 9%, respectively). Five percent said they were too busy to vote.

**Figure 28: Likelihood of Voting in Next Election for Mayor and City Council**



**Figure 29: Reasons for Not Voting in the Next Election for Mayor and City Council**



Total may exceed 100% as respondents were able to choose more than one response. This question was asked only of those who said they were somewhat or very unlikely to vote in the election for mayor and City Council on November 3, 2009. N=105

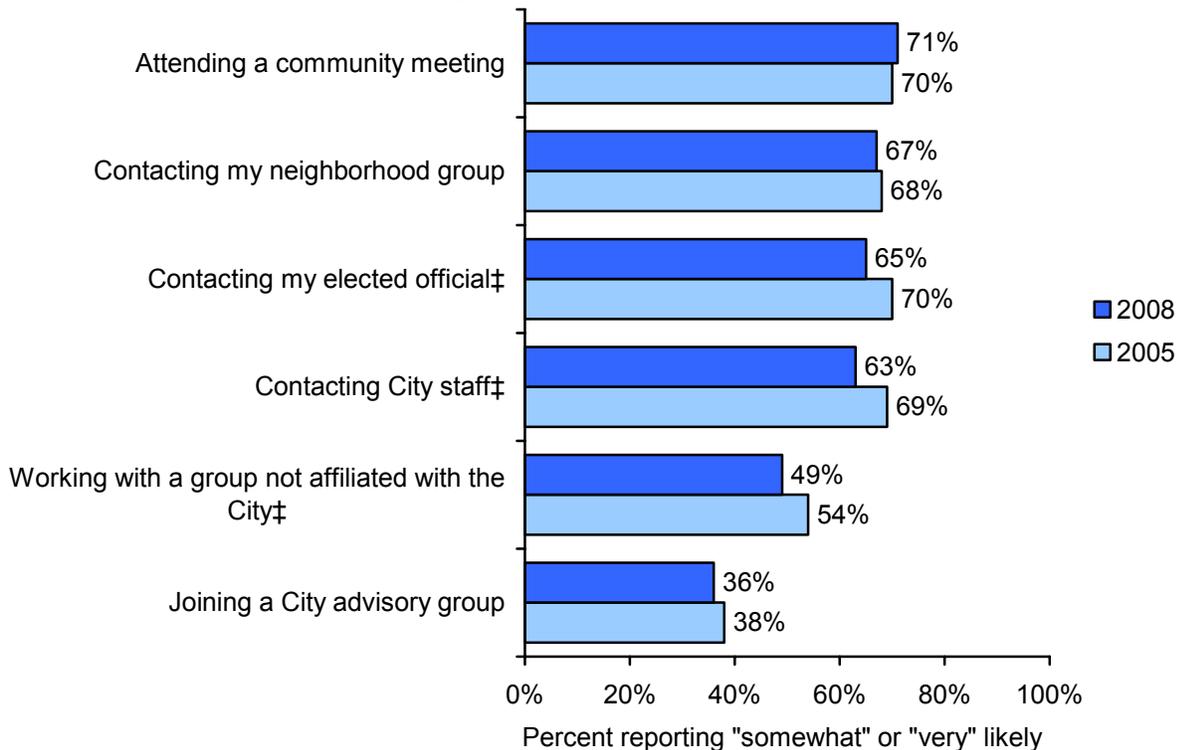
When asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about, about 7 in 10 respondents (70%) reported that they would be somewhat or very likely to attend a community meeting. Two-thirds mentioned that they would be likely to contact a neighborhood group, an elected official or City staff (66%, 65% and 63%, respectively). Fewer respondents reported that they would be at least somewhat likely to work with a group not affiliated with the City (50%) or join a City advisory group (36%).

The proportion of respondents reporting that they would be likely to contact an elected official, City staff or work with a group not affiliated with the City was lower in 2008 than in 2005.

**Table 19: Likelihood of Participation in City Government Decision**

How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Contacting my neighborhood group	28%	38%	20%	14%	100%
Contacting my elected official	27%	38%	20%	14%	100%
Attending a community meeting	25%	45%	17%	13%	100%
Contacting City staff	24%	39%	23%	14%	100%
Working with a group not affiliated with the City	16%	34%	31%	20%	100%
Joining a City advisory group	10%	26%	35%	29%	100%

**Figure 30: Likelihood of Participation in City Government Decision Compared Over Time**

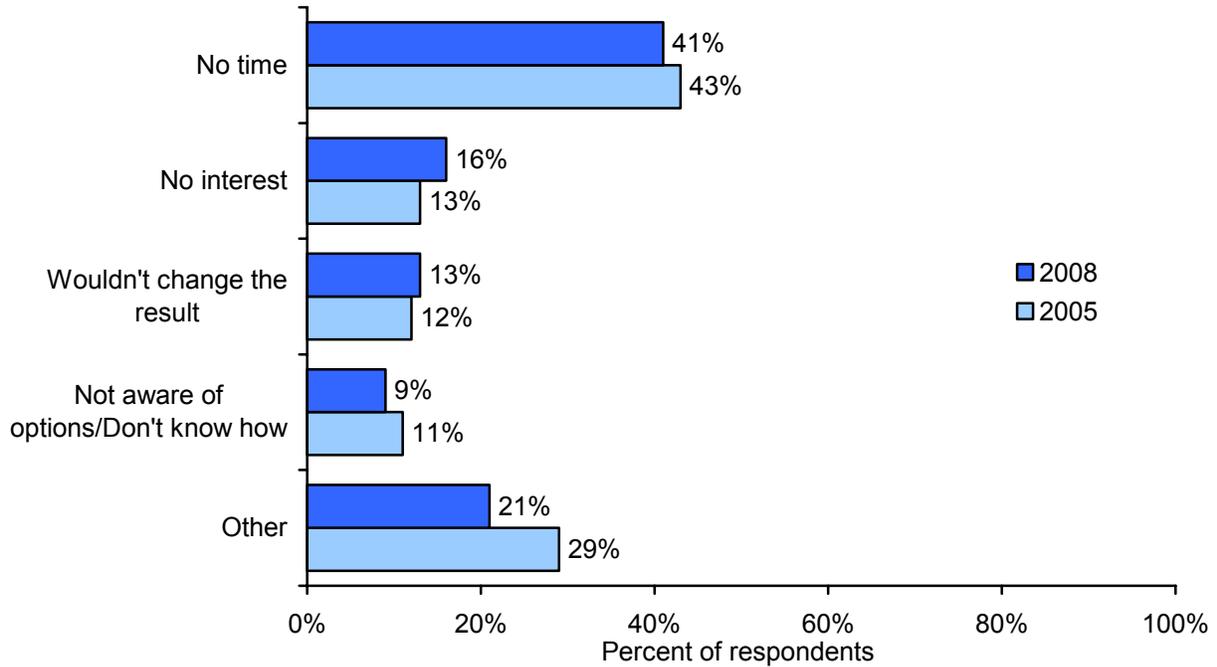


*This question was not asked in 2003 or 2001.*

*‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)*

The 543 respondents who answered “somewhat” or “very” unlikely to three or more of the scenarios in the previous question were asked to give unprompted reasons they would be less likely to participate in City government decision-making. About one in five respondents (21%) were unable to highlight their reasons. Two in five of the remaining respondents (41%) reported having “no time” to participate, while fewer respondents mentioned having “no interest” (16%), that their participation “would not change the results” (13%) and that they were “not aware of options” or “did not know how” to participate (9%). Responses and the relative order of responses were similar to 2005 responses.

**Figure 31: Reasons for Not Participating in City Government Decision Compared Over Time**



*“Other” responses were not recorded and not available for analysis. Total may exceed 100% as respondents were able to choose more than one response.  
 This question was asked only of respondents who said they were somewhat or very unlikely to use three or more approaches in the previous question.  
 This question was not asked in 2003 or 2001.*

### City Government Performance

Survey participants were asked to give their opinions about City government performance, using a very good to poor scale. About 6 in 10 respondents (61%) felt that the overall direction the City was taking was at least good. Similar proportions felt that the City of Minneapolis does at least a good job of informing its residents on major issues (59%) and providing meaningful opportunities for citizens to give input on important issues (57%). At least half of respondents rated City government as good or very good at effectively planning for the future (55%), representing and providing for the needs of all its citizens (55%) and providing value for tax dollars (54%).

When compared to the nation, quality ratings for providing meaningful opportunities for citizens to give input on important issues, the overall direction that the City is taking and providing value for tax dollars were below average. The City received below average ratings when compared to select cities<sup>11</sup> from the database for the overall direction the City is taking and the value for tax dollars paid.

Compared to 2005, City government ratings generally were similar, except for “representing and providing for the needs of all its citizens,” which received higher quality ratings in 2008 than in 2005 (55% reporting very good or good in 2008 versus 49% in 2005).

Longfellow and Camden residents tended to give lower ratings when rating Minneapolis City government on its performance for representing and providing for the needs of all its citizens than residents living in other areas of the City. Respondents residing in Phillips and Camden were less likely to give positive marks when asked to rate Minneapolis City government on providing meaningful opportunities for citizens to give input on important issues. Residents of color and those who rent their homes were less likely to give positive ratings for City government performance. Residents reporting a higher annual income tended to give higher ratings to Minneapolis City government than did other respondents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

**Table 20: City Government Ratings**

How would you rate the Minneapolis City government on...	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
Informing residents on major issues in the City of Minneapolis	15%	44%	29%	13%	100%	Not available	Not available
Providing meaningful opportunities for citizens to give input on important issues	14%	43%	32%	12%	100%	Below the norm	Not available
The overall direction that the City is taking	12%	49%	28%	11%	100%	Below the norm	Below the norm
Effectively planning for the future	11%	44%	31%	15%	100%	Not available	Not available
Providing value for your tax dollars	10%	44%	31%	15%	100%	Below the norm	Below the norm
Representing and providing for the needs of all its citizens	10%	45%	32%	14%	100%	Not available	Not available

<sup>11</sup> Ann Arbor, MI; Austin, TX; Boulder, CO; Charlotte, NC; Denver (City and County), CO; Durham, NC; Oklahoma City, OK; Phoenix, AZ; Portland, OR; San Francisco, CA

**Table 21: City Government Ratings Compared Over Time**

How would you rate the Minneapolis City government on...	Year of Survey			
	2008	2005	2003	2001
The overall direction that the City is taking	61%	62%	NA	NA
Informing residents on major issues in the City of Minneapolis	58%	55%	42%	50%
Providing meaningful opportunities for citizens to give input on important issues	56%	55%	46%	NA
Representing and providing for the needs of all its citizens	55%	49%	47%	49%
Effectively planning for the future	54%	54%	41%	53%
Providing value for your tax dollars	54%	54%	53%	56%

*Question wording differed between survey years. In 2003 and 2001, "Informing residents on major issues in the City of Minneapolis" was worded "Minneapolis City government on communicating with its citizens."*

*Grey shading notes statistically significant differences between 2008 and 2005. (Significant at  $p < .05$ .)*

# Discrimination

Nearly one in five respondents (17%) reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years.

Figure 32: Discrimination in Minneapolis Compared Over Time

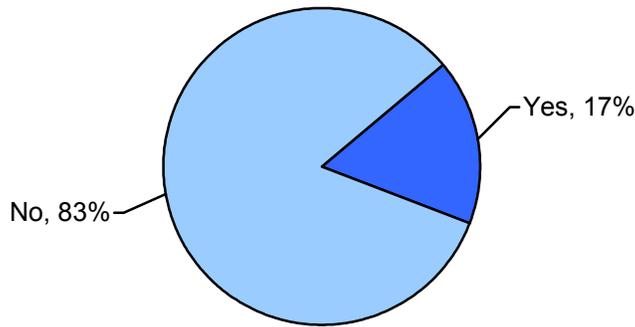
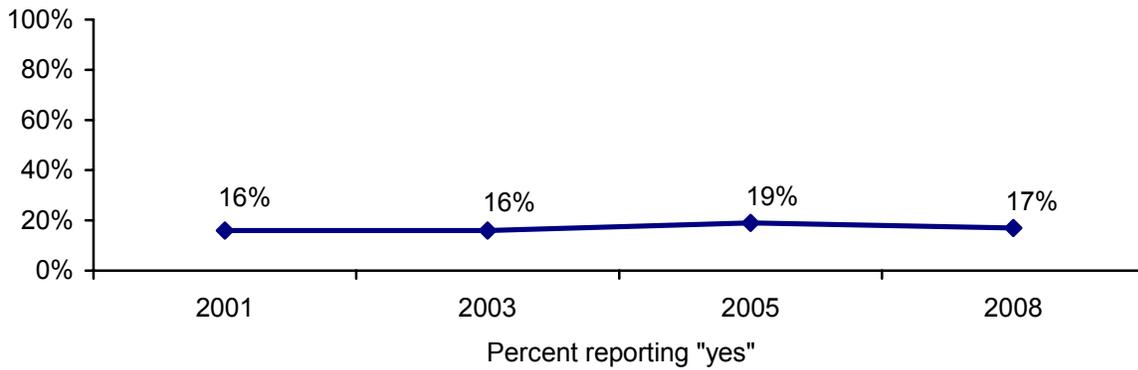


Figure 33: Discrimination in Minneapolis Compared Over Time



Of those who reported experiencing discrimination (N=543), 16% reported it was in getting a job or at work or that the situation arose in their neighborhood, 14% said that they experienced general discriminatory public statements, 11% said the incident arose in getting service in a restaurant or store and 8% said it was in dealing with the City. Responses were generally similar to 2005 reports of discrimination.

**Table 22: Type of Situation Where Discrimination Was Experienced Compared Over Time**

In what type of situation did you experience the discrimination?	Year of Survey			
	2008	2005	2003	2001
Getting a job, or at work	16%	18%	0%	0%
In my neighborhood	16%	15%	0%	0%
General public statements	14%	9%	0%	0%
Getting service in a restaurant or store	11%	11%	0%	0%
In dealing with the City	8%	12%	0%	0%
Getting housing	4%	1%	0%	0%
On public transportation (bus)	2%	2%	0%	0%
Other	30%	30%	0%	0%

*“Other” responses were not recorded and not available for analysis.*

*This question was asked only of respondents who said they had experienced discrimination.*

*Question wording differed between survey years. In 2003 and 2001, the question was worded “Was the discrimination you faced in getting...?”*

Of those respondents who experienced discrimination (N=543), about half (51%) reported the discrimination was due to race or color. Between 10% and 14% of respondents reported that the discrimination was because of their gender (10%), their age (11%) or their ethnic background or country of origin (14%). The proportion of respondents reporting an incident of discrimination due to race or color increased from 2005 (24%) to 2008 (51%), which was similar to responses given in 2003 (49%) and 2001 (51%). Reports of discrimination due to gender, economic status and social status decreased from 2005 to 2008.

**Table 23: Reasons for Discrimination Compared Over Time**

For what reason or reasons do you feel you were discriminated against?	Year of Survey			
	2008	2005	2003	2001
Race or color	51%	24%	49%	51%
Ethnic background or country of origin	14%	19%	5%	6%
Age	11%	4%	11%	11%
Gender	10%	20%	11%	12%
Economic status	5%	27%	10%	10%
Religion	5%	0%	2%	2%
Social status	4%	11%	4%	7%
Disability	4%	3%	4%	4%
Language or accent	3%	8%	1%	3%
Affectional preference	2%	0%	9%	7%
Marital status	1%	0%	0%	2%
Other	17%	28%	25%	18%

*“Other” responses were not recorded and not available for analysis.*

*Total may exceed 100% as respondents were able to choose more than one response.*

*This question was asked only of respondents who said they had experienced discrimination.*

*Also, “affectional preference” was worded as “sexual orientation” in 2003 and 2001.*

The 20 respondents who reported experiencing discrimination “in dealing with the City” were asked which department was involved. The responses were unprompted. Eleven respondents said that police were involved, three mentioned Public Works and two mentioned Community Planning. Four respondents gave “other” responses that could not be grouped with the pre-existing list of potential responses. The relative order of City departments mentioned as being responsible for discrimination changed from 2008 to 2005, however Police remains at the top of the list since 2003. This question was not asked in 2001.

**Table 24: City Department Responsible for Discrimination Compared Over Time**

Do you recall which City department was involved?	Year of Survey			
	2008	2005	2003	2001
Police	11	13	24	NA
Public Works	3	1	5	NA
Community Planning and Economic Development (CPED)	2	6	1	NA
City Attorney	0	0	0	NA
Fire	0	0	0	NA
Human Resources	0	5	1	NA
Inspections/Licensing	0	1	2	NA
Other	4	2	7	NA
Don't know	0	5	0	NA
Refused	0	0	0	NA
Total	20	33	40	NA

*Please note: this table shows the total count of respondents instead of the percent of respondents, due to the low number of total respondents answering this question.*

*“Other” responses were not recorded and not available for analysis.*

*This question was asked only of the respondents who said they experienced discrimination “in dealing with the City.”*

*Question wording differed between survey years (CPED is the successor to the MCDA).*

*This question was not asked on the 2001 questionnaire.*

# Appendix I: Respondent Demographics

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of this appendix.

Respondent Housing Tenure	
Do you currently own or rent your current residence?	Percent of respondents
Own	54%
Rent	46%
Total	100%

Household Members			
Please tell me if each of the following statements is true of your household/members of your household? What about...	Yes	No	Total
There are children under the age of 18	33%	67%	100%
There are adults age 70 or older	13%	87%	100%

Respondent Primary Mode of Transportation	
What is your primary mode of transportation?	Percent of respondents
Bus	18%
Bike	5%
Car	70%
Taxi	1%
Walk	4%
Trains/light rail	1%
Other	1%
Total	100%

Household Primary Language	
Is English the primary language spoken in the house?	Percent of respondents
Yes	90%
No	10%
Total	100%

Respondent Age	
Please stop me when I reach the category that includes your age.	Percent of respondents
18 to 24 years	11%
25 to 34 years	28%
35 to 44 years	18%
45 to 54 years	22%
55 to 64 years	11%
65 years and over	10%
Total	100%

<b>Household Income</b>	
<b>Please stop me when I reach the category that includes your household's annual income for 2007.</b>	<b>Percent of respondents</b>
Less than \$10,000	8%
\$10,000 to less than \$15,000	7%
\$15,000 to less than \$25,000	11%
\$25,000 to less than \$35,000	13%
\$35,000 to less than \$50,000	16%
\$50,000 to less than \$75,000	16%
\$75,000 to less than \$100,000	14%
\$100,000 to less than \$150,000	9%
\$150,000 to less than \$200,000	4%
\$200,000 or more	3%
<b>Total</b>	<b>100%</b>

<b>Respondent Ethnicity</b>	
<b>For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?</b>	<b>Percent of respondents</b>
Latino/Hispanic	9%
Not Latino/Hispanic	91%
<b>Total</b>	<b>100%</b>

<b>Respondent Race</b>	
<b>Now, can you tell me what best describes your racial origin?</b>	<b>Percent of respondents</b>
White	72%
Black, African American or African	13%
American Indian/Native American or Alaskan Native	1%
Asian, Native Hawaiian or other Pacific Islander	2%
Hmong	1%
Somali	1%
Vietnamese	0%
Lao	0%
Ethiopian	0%
Hispanic/Spanish	7%
Two or more races	3%
<b>Total</b>	<b>100%</b>

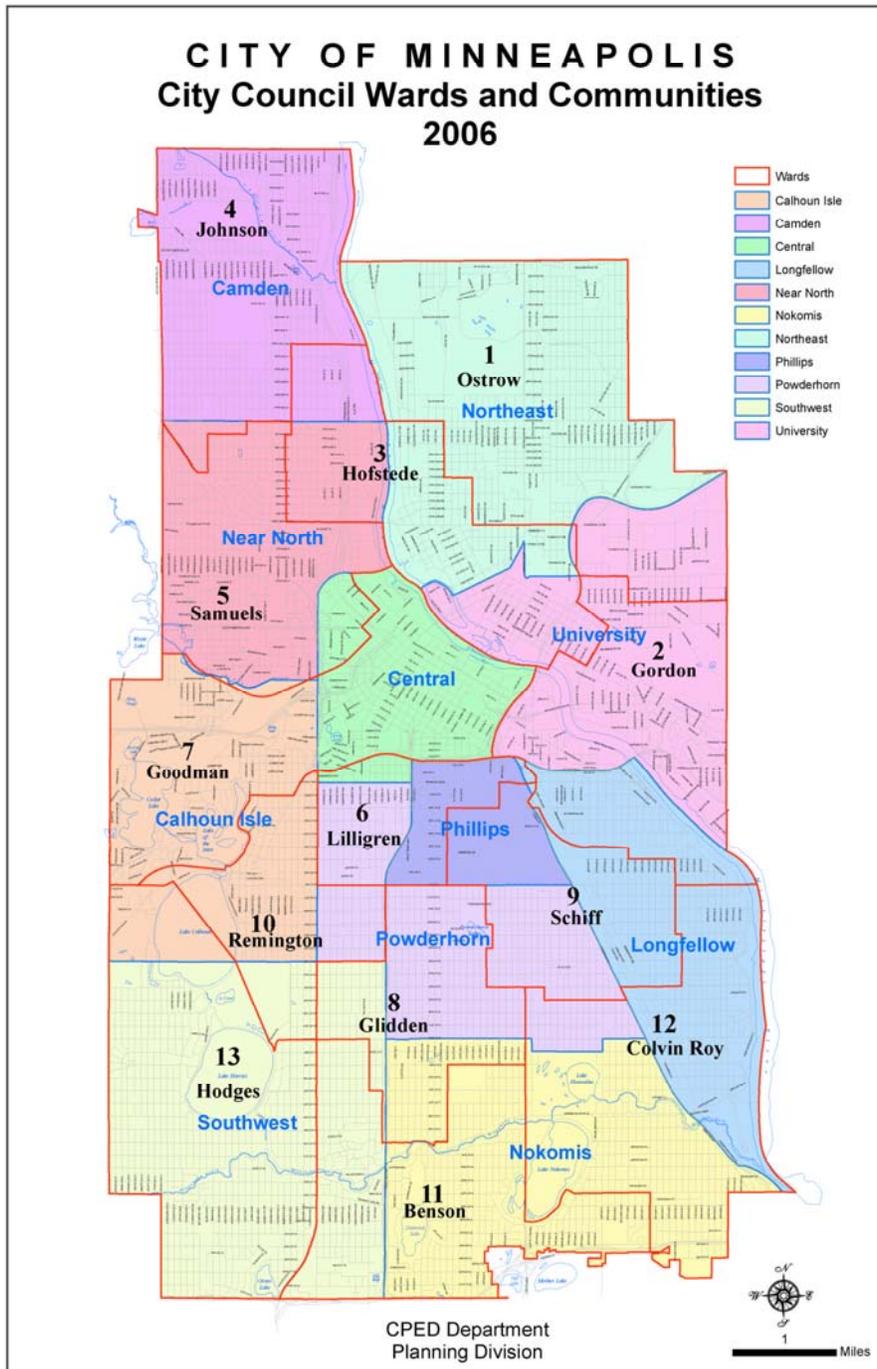
<b>Respondent Neighborhood</b>	
<b>In which Minneapolis neighborhood do you live?</b>	<b>Percent of respondents</b>
Audubon Park	3%
Bancroft	3%
Beltrami	0%
Bottineau	0%
Bryant	0%
Bryn-Mawr	2%
Camden/Weber-Camden	4%
Carag/Calhoun Area	0%
Cedar-Isles-Dean	0%
Cedar-Riverside	1%
Central	1%
Cleveland	0%
Columbia Park	0%
Como	1%
Cooper	0%
Corcoran	0%
Diamond Lake	0%
Downtown East	3%
Downtown West	0%
East Calhoun (Ecco)	0%
East Harriet Farmstead	0%
East Isles	2%
East Phillips	0%
Elliot Park	0%
Ericsson	0%
Field	0%
Folwell	1%
Fuller/Tangletown	0%
Fulton	1%
Hale	2%
Harrison	0%
Hawthorne	2%
Hiawatha	0%
Holland	1%
Howe	0%
Humboldt Indust Area	3%
Jordan	2%
Keewaydin	0%
Kenny	4%
Kenwood	7%
King Field	2%
Lind-Bohanon	1%
Linden Hills	6%
Logan Park	0%
Longfellow	7%
Loring Park	0%
Lowry Hill	2%
Lowry Hill East (Wedge)	0%

<b>Respondent Neighborhood</b>	
<b>In which Minneapolis neighborhood do you live?</b>	<b>Percent of respondents</b>
Lyndale	0%
Lynnhurst	1%
Marcy-Holmes	0%
Marshall Terrace	0%
McKinley	0%
Minnehaha	0%
Morris Park	0%
Near North	1%
Nicollet Island/East Bank	0%
Nokomis	3%
North Loop	2%
Northeast Park	1%
Northrop	0%
Page	0%
Phillips	0%
Phillips West	0%
Powderhorn Park	3%
Prospect Park E River Rd	1%
Regina	0%
Seward	2%
Sheridan	1%
Shingle Creek	0%
St. Anthony East	1%
St. Anthony West	1%
Standish	0%
Stevens Square	0%
Sumner-Glenwood	0%
University	2%
Ventura Village	0%
Victory	5%
Waite Park	0%
Wenonah	0%
West Calhoun	1%
Whittier	1%
Willard-Hay	0%
Windom	0%
Windom Park	4%
Uptown	3%
Warehouse District	2%
Other	7%
Total	100%

<b>Respondent Gender</b>	
<b>What is respondent's gender?</b>	<b>Percent of respondents</b>
Male	50%
Female	50%
Total	100%

# Appendix II: Crosstabulations of Select Survey Questions

Crosstabulations of select survey questions are shown in this appendix. Responses that are statistically significantly different ( $p < .05$ ) by subgroup are marked with gray shading. Below is a map that illustrates the 11 community planning districts.



## Community Planning District Comparisons

Questions 1 and 2 by Community Planning District

	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Overall, how do you rate the City of Minneapolis as a place to live?	94%	69%	81%	91%	66%	93%	92%	72%	83%	92%	94%	86%
Overall, how do you rate your neighborhood as a place to live?	95%	55%	73%	89%	44%	94%	90%	47%	72%	100%	89%	80%

Percent reporting "good" or "very good"

Question 3 by Community Planning District

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Better	19%	17%	29%	18%	21%	15%	15%	30%	35%	11%	15%	21%
Stayed the same	63%	47%	59%	54%	42%	61%	56%	40%	44%	66%	63%	55%
Worse	19%	36%	12%	28%	37%	24%	29%	29%	21%	24%	22%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 by Community Planning District

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
People in my neighborhood look out for one another	87%	63%	68%	87%	68%	93%	83%	47%	82%	93%	77%	80%
My neighborhood is a safe place to live	95%	65%	80%	89%	60%	96%	91%	52%	79%	97%	92%	84%
My neighborhood has a good selection of stores and services that meet my needs	93%	43%	67%	85%	42%	86%	83%	67%	72%	84%	84%	75%
My neighborhood is clean and well maintained	94%	72%	81%	88%	60%	98%	87%	58%	73%	96%	89%	83%
Street lighting in my neighborhood is adequate	95%	79%	89%	86%	72%	94%	87%	75%	69%	90%	85%	84%

Percent reporting "agree" or "strongly agree"

Question 6 by Community Planning District

Which of the following best describes the size of your current place of residence based on your household's needs?	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Too big	14%	10%	3%	11%	9%	5%	8%	7%	6%	9%	9%	8%
Just the right size	68%	67%	66%	74%	71%	74%	71%	68%	70%	76%	75%	71%
Too small	18%	23%	31%	14%	20%	21%	21%	26%	24%	15%	15%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 by Community Planning District

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
My housing costs are affordable and within my household's budget	84%	77%	85%	84%	74%	83%	88%	64%	80%	87%	84%	82%
The location of my house or apartment is convenient for my household's needs	96%	83%	94%	95%	78%	98%	91%	86%	90%	97%	95%	92%
The physical condition of my house is adequate to meet my household's needs	90%	91%	99%	90%	83%	92%	87%	85%	83%	94%	90%	90%
I intend to move within the next two years	33%	35%	52%	29%	41%	18%	40%	45%	45%	17%	46%	36%

Percent reporting "agree" or "strongly agree"

Question 7 by Community Planning District

	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
In general, how safe do you feel in Downtown Minneapolis?	91%	89%	83%	89%	87%	95%	89%	77%	93%	79%	91%	88%

Percent reporting "somewhat safe" or "very safe"

Question 11a by Community Planning District

How familiar or unfamiliar are you with Minneapolis 311?	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Very familiar	18%	29%	11%	17%	26%	20%	25%	13%	31%	21%	28%	22%
Somewhat familiar	38%	39%	40%	42%	34%	50%	37%	35%	27%	48%	24%	38%
Not at all familiar	44%	31%	49%	41%	39%	30%	39%	52%	42%	31%	48%	40%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 14 by Community Planning District

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Knowledge	85%	72%	92%	91%	72%	85%	83%	85%	80%	90%	93%	84%
Courteousness	93%	75%	100%	97%	88%	96%	96%	89%	85%	93%	94%	91%
Timely response	71%	67%	87%	81%	69%	89%	82%	81%	83%	85%	76%	80%
Ease of getting in touch with the employee	80%	67%	87%	79%	74%	78%	75%	84%	83%	84%	69%	78%
Respectfulness	88%	76%	100%	92%	81%	95%	91%	90%	84%	88%	97%	88%
Willingness to help or understand	80%	78%	90%	89%	74%	90%	91%	85%	84%	88%	81%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	67%	92%	94%	83%	53%	89%	87%	53%	81%	66%	75%	79%

Percent reporting "good" or "very good"

**Question 14d by Community Planning District**

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Very good	44%	28%	23%	33%	28%	34%	30%	54%	34%	46%	48%	35%
Good	35%	39%	64%	46%	47%	44%	45%	30%	49%	38%	20%	43%
Only fair	14%	24%	11%	16%	21%	17%	20%	12%	17%	9%	29%	17%
Poor	6%	9%	2%	5%	5%	5%	5%	4%	0%	7%	2%	4%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 18 by Community Planning District

For each, please tell me how satisfied or dissatisfied you are with they way the City provides the service?	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
Protecting the environment, including air, water and land	77%	76%	86%	82%	81%	86%	91%	68%	73%	81%	86%	81%
Preparing for disasters	91%	82%	94%	89%	80%	94%	89%	79%	85%	89%	89%	88%
Affordable housing development	70%	64%	67%	68%	61%	77%	71%	55%	62%	59%	73%	66%
Revitalizing Downtown	65%	84%	74%	80%	84%	86%	87%	72%	83%	77%	87%	82%
Revitalizing neighborhoods	77%	59%	85%	71%	66%	87%	81%	73%	75%	79%	80%	76%
Repairing streets and alleys	60%	59%	56%	54%	60%	60%	61%	48%	49%	47%	66%	55%
Keeping streets clean	94%	86%	80%	88%	72%	93%	95%	77%	78%	95%	93%	86%
Cleaning up graffiti	80%	81%	76%	73%	73%	82%	85%	67%	64%	75%	90%	76%
Dealing with problem businesses and unkempt properties	80%	52%	74%	75%	65%	76%	63%	55%	53%	71%	84%	66%
Garbage collection and recycling programs	92%	97%	84%	95%	90%	93%	95%	84%	85%	94%	96%	91%
Animal control services	94%	72%	89%	85%	78%	92%	88%	87%	92%	96%	95%	88%
Police services	88%	77%	93%	88%	76%	88%	92%	66%	81%	89%	87%	85%
Fire protection and emergency medical response	99%	99%	97%	100%	92%	97%	95%	94%	94%	100%	98%	97%
Providing quality drinking water	92%	86%	79%	88%	85%	92%	88%	86%	83%	92%	84%	86%
Providing sewer services	99%	97%	97%	93%	91%	93%	97%	91%	88%	97%	100%	94%
Protecting health and well-being of residents	98%	83%	85%	82%	78%	91%	93%	78%	87%	91%	93%	87%
Providing park and recreation services	94%	86%	92%	92%	78%	96%	98%	87%	93%	94%	96%	92%
Mortgage foreclosure assistance	87%	48%	78%	54%	51%	71%	59%	59%	66%	68%	73%	63%

Percent reporting "satisfied" or "very satisfied"

**Question 20 by Community Planning District**

	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	55%	42%	62%	53%	46%	42%	53%	59%	65%	65%	58%	56%

*Percent reporting "agree" or "strongly agree"*

**Question 23 by Community Planning District**

	Community District											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	
<b>How would you rate the Minneapolis City government on...?</b>												
Informing residents on major issues in the City of Minneapolis	53%	51%	55%	57%	55%	63%	65%	51%	57%	69%	60%	59%
Representing and providing for the needs of all its citizens	56%	43%	47%	43%	49%	63%	67%	49%	52%	61%	60%	55%
Effectively planning for the future	57%	44%	56%	55%	49%	64%	54%	57%	49%	60%	56%	55%
Providing value for your tax dollars	55%	45%	52%	47%	48%	58%	56%	52%	57%	64%	53%	55%
Providing meaningful opportunities for citizens to give input on important issues	52%	45%	50%	52%	59%	63%	57%	43%	55%	71%	55%	57%
The overall direction that the City is taking	57%	54%	55%	56%	52%	60%	67%	54%	62%	69%	68%	61%

*Percent reporting "good" or "very good"*

## Sociodemographic Comparisons

Questions 1 and 2 by Gender, Age, Race and Ethnicity

	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Overall, how do you rate the City of Minneapolis as a place to live?	80%	89%	85%	85%	86%	90%	86%	92%	73%	86%	79%	86%	86%
Overall, how do you rate your neighborhood as a place to live?	76%	80%	85%	80%	81%	86%	81%	86%	70%	81%	75%	81%	81%

Percent reporting "good" or "very good"

Questions 1 and 2 by Length of Residency, Housing Tenure and Income

	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Overall, how do you rate the City of Minneapolis as a place to live?	85%	81%	90%	87%	86%	89%	82%	86%	79%	87%	92%	86%
Overall, how do you rate your neighborhood as a place to live?	80%	80%	79%	82%	81%	84%	78%	81%	69%	82%	91%	80%

Percent reporting "good" or "very good"

Question 3 by Gender, Age, Race and Ethnicity

Over the past two years, do you think Minneapolis has gotten better, worse or stayed the same as a place to live?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Better	16%	20%	13%	32%	22%	18%	21%	17%	31%	21%	42%	19%	21%
Stayed the same	61%	59%	53%	50%	52%	48%	54%	60%	42%	54%	31%	57%	55%
Worse	23%	21%	34%	18%	26%	34%	25%	23%	28%	25%	27%	24%	25%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 by Length of Residency, Housing Tenure and Income

Over the past two years, do you think Minneapolis has gotten better, worse or stayed about the same as a place to live?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Better	18%	23%	27%	18%	21%	19%	24%	21%	24%	19%	19%	20%
Stayed the same	63%	55%	46%	53%	55%	55%	53%	54%	52%	56%	59%	56%
Worse	19%	22%	27%	29%	25%	26%	23%	25%	25%	25%	22%	24%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 5 by Gender, Age, Race and Ethnicity

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
People in my neighborhood look out for one another	68%	81%	84%	76%	84%	85%	79%	83%	69%	79%	83%	79%	79%
My neighborhood is a safe place to live	82%	88%	81%	86%	79%	86%	84%	87%	78%	84%	76%	85%	84%
My neighborhood has a good selection of stores and services that meet my needs	80%	75%	78%	75%	75%	75%	76%	77%	73%	76%	79%	76%	76%
My neighborhood is clean and well maintained	83%	86%	88%	78%	83%	88%	84%	86%	78%	84%	78%	84%	84%
Street lighting in my neighborhood is adequate	82%	86%	92%	81%	79%	88%	84%	87%	76%	84%	63%	86%	84%

Percent reporting "agree" or "strongly agree"

Question 5 by Length of Residency, Housing Tenure, Income

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
People in my neighborhood look out for one another	75%	83%	76%	82%	79%	86%	71%	79%	67%	79%	91%	78%
My neighborhood is a safe place to live	85%	84%	86%	83%	84%	86%	83%	84%	75%	84%	93%	83%
My neighborhood has a good selection of stores and services that meet my needs	75%	74%	76%	79%	76%	74%	78%	76%	72%	76%	75%	75%
My neighborhood is clean and well maintained	83%	76%	85%	87%	84%	86%	81%	84%	76%	83%	89%	82%
Street lighting in my neighborhood is adequate	84%	78%	85%	86%	84%	87%	80%	84%	81%	85%	84%	84%

Percent reporting "agree" or "strongly agree"

Question 6 by Gender, Age, Race and Ethnicity

Which of the following best describes the size of your current place of residence based on your household's needs?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Too big	9%	5%	14%	6%	9%	10%	8%	8%	9%	8%	13%	8%	8%
Just the right size	72%	73%	73%	71%	66%	79%	72%	73%	69%	72%	64%	73%	72%
Too small	19%	22%	13%	23%	25%	11%	20%	19%	23%	20%	24%	20%	20%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 6 by Length of Residency, Housing Tenure and Income

Which of the following best describes the size of your current place of residence based on your household's needs?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Too big	6%	6%	6%	12%	8%	10%	7%	8%	10%	8%	7%	8%
Just the right size	68%	73%	74%	73%	72%	74%	68%	72%	65%	73%	74%	71%
Too small	26%	21%	20%	16%	20%	16%	25%	20%	25%	19%	20%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 7 by Gender, Age, Race and Ethnicity

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
My housing costs are affordable and within my household's budget	78%	86%	76%	81%	81%	85%	81%	85%	74%	82%	81%	82%	82%
The location of my house or apartment is convenient for my household's needs	93%	92%	96%	88%	94%	95%	93%	96%	85%	92%	85%	93%	92%
The physical condition of my house is adequate to meet my household's needs	91%	90%	94%	86%	87%	94%	90%	94%	81%	90%	78%	91%	90%
I intend to move within the next two years	54%	35%	17%	46%	30%	22%	37%	34%	43%	37%	41%	36%	36%

Percent reporting "agree" or "strongly agree"

Question 7 by Length of Residency, Housing Tenure, Income

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
My housing costs are affordable and within my household's budget	83%	81%	79%	82%	81%	84%	79%	82%	75%	81%	93%	81%
The location of my house or apartment is convenient for my household's needs	91%	91%	89%	96%	92%	95%	89%	92%	87%	94%	95%	92%
The physical condition of my house is adequate to meet my household's needs	88%	88%	87%	92%	90%	93%	85%	90%	84%	90%	97%	90%
I intend to move within the next two years	55%	37%	33%	25%	37%	22%	55%	37%	47%	40%	24%	39%

Percent reporting "agree" or "strongly agree"

**Question 11 by Gender, Age, Race and Ethnicity**

	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/ Hispanic	Not Latino/ Hispanic	Overall
In general, how safe do you feel in Downtown Minneapolis?	91%	89%	78%	89%	83%	87%	87%	87%	86%	87%	86%	87%	87%
<i>Percent reporting "somewhat safe" or "very safe"</i>													

**Question 11 by Length of Residency, Housing Tenure and Income**

	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
In general, how safe do you feel in Downtown Minneapolis?	89%	86%	89%	86%	87%	89%	85%	87%	86%	87%	92%	88%
<i>Percent reporting "somewhat safe" or "very safe"</i>												

**Question 11a by Gender, Age, Race and Ethnicity**

How familiar or unfamiliar are you with Minneapolis 311?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Very familiar	21%	22%	32%	14%	27%	19%	22%	21%	23%	22%	15%	23%	22%
Somewhat familiar	31%	36%	29%	37%	45%	41%	37%	42%	23%	37%	19%	38%	37%
Not at all familiar	47%	42%	39%	49%	29%	40%	41%	37%	54%	42%	66%	39%	41%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

**Question 11a by Length of Residency, Housing Tenure and Income**

How familiar or unfamiliar are you with Minneapolis 311?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Very familiar	13%	17%	27%	28%	22%	25%	18%	22%	22%	24%	15%	22%
Somewhat familiar	32%	38%	36%	39%	37%	42%	31%	37%	33%	39%	45%	38%
Not at all familiar	54%	44%	37%	33%	41%	33%	51%	41%	44%	37%	40%	39%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 14 by Gender, Age, Race and Ethnicity

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Knowledge	93%	84%	82%	81%	80%	86%	83%	86%	77%	83%	83%	84%	84%
Courteousness	95%	95%	94%	84%	89%	91%	91%	93%	83%	91%	83%	91%	90%
Timely response	78%	80%	87%	76%	79%	83%	80%	82%	73%	80%	78%	80%	80%
Ease of getting in touch with the employee	85%	81%	80%	67%	76%	82%	78%	80%	69%	77%	83%	77%	78%
Respectfulness	93%	90%	94%	80%	87%	93%	88%	90%	82%	88%	83%	88%	88%
Willingness to help or understand	83%	88%	87%	83%	84%	86%	85%	86%	82%	85%	90%	85%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	84%	84%	77%	81%	81%	75%	81%	79%	84%	81%	94%	79%	81%

*Percent reporting "good" or "very good"*

*This question was only asked of those who reported contacting the City in that last 12 months.*

Question 14 by Length of Residency, Housing Tenure, Income

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Knowledge	83%	90%	78%	83%	83%	85%	81%	83%	76%	85%	93%	84%
Courteousness	93%	93%	84%	90%	90%	91%	88%	90%	81%	92%	98%	90%
Timely response	86%	80%	67%	82%	79%	80%	78%	79%	66%	82%	88%	79%
Ease of getting in touch with the employee	79%	82%	72%	76%	77%	78%	76%	77%	69%	79%	81%	77%
Respectfulness	94%	90%	82%	87%	88%	88%	88%	88%	78%	88%	98%	87%
Willingness to help or understand	90%	84%	78%	86%	85%	86%	83%	85%	75%	86%	96%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	85%	72%	87%	78%	80%	82%	78%	80%	70%	87%	97%	82%

Percent reporting "good" or "very good"

This question was only asked of those who reported contacting the City in that last 12 months.

**Question 18 by Gender, Age, Race and Ethnicity**

For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Protecting the environment, including air, water and land	79%	84%	88%	76%	81%	82%	81%	83%	77%	81%	79%	81%	81%
Preparing for disasters	88%	87%	87%	87%	90%	88%	88%	89%	84%	87%	80%	88%	87%
Affordable housing development	72%	66%	68%	70%	59%	62%	66%	68%	64%	67%	70%	66%	67%
Revitalizing Downtown	82%	76%	76%	83%	77%	81%	80%	77%	86%	80%	84%	79%	79%
Revitalizing neighborhoods	74%	75%	77%	76%	75%	82%	76%	78%	72%	76%	80%	75%	76%
Repairing streets and alleys	57%	55%	63%	53%	55%	58%	56%	54%	58%	56%	59%	55%	56%
Keeping streets clean	87%	83%	90%	81%	91%	93%	87%	89%	81%	87%	82%	87%	87%
Cleaning up graffiti	75%	82%	77%	70%	78%	78%	77%	78%	74%	77%	69%	78%	77%
Dealing with problem businesses and unkempt properties	69%	73%	66%	69%	64%	64%	68%	69%	65%	68%	56%	69%	68%
Garbage collection and recycling programs	86%	90%	94%	91%	93%	94%	91%	91%	91%	91%	85%	91%	91%
Animal control services	85%	88%	94%	89%	86%	91%	88%	90%	84%	88%	84%	89%	88%
Police services	82%	87%	89%	84%	86%	89%	86%	89%	77%	86%	82%	86%	86%
Fire protection and emergency medical response	95%	97%	99%	97%	97%	99%	97%	98%	94%	97%	92%	98%	97%
Providing quality drinking water	78%	90%	90%	88%	88%	89%	87%	89%	82%	87%	81%	87%	87%
Providing sewer services	92%	96%	95%	94%	94%	95%	94%	97%	88%	94%	81%	96%	94%
Protecting health and well-being of residents	86%	89%	90%	90%	83%	88%	88%	88%	86%	88%	87%	87%	87%
Providing park and recreation services	88%	93%	95%	94%	90%	92%	92%	94%	86%	92%	84%	93%	92%
Mortgage foreclosure assistance	60%	72%	58%	63%	68%	54%	64%	67%	60%	64%	60%	65%	64%

*Percent reporting "satisfied" or "very satisfied"*

Question 18 by Length of Residency, Housing Tenure, Income

For each, please tell me how satisfied or dissatisfied you are with they way the City provides the service?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Protecting the environment, including air, water and land	79%	78%	82%	83%	81%	82%	79%	81%	74%	82%	86%	81%
Preparing for disasters	89%	89%	85%	87%	87%	88%	88%	88%	81%	90%	90%	87%
Affordable housing development	77%	65%	61%	62%	66%	66%	67%	66%	65%	65%	70%	66%
Revitalizing Downtown	79%	83%	80%	78%	80%	80%	79%	80%	80%	80%	76%	79%
Revitalizing neighborhoods	76%	76%	75%	76%	76%	75%	77%	76%	78%	75%	76%	76%
Repairing streets and alleys	56%	59%	55%	55%	56%	57%	54%	56%	54%	58%	48%	55%
Keeping streets clean	85%	85%	84%	91%	87%	88%	85%	87%	80%	89%	89%	87%
Cleaning up graffiti	75%	75%	83%	76%	77%	77%	76%	77%	75%	77%	77%	76%
Dealing with problem businesses and unkempt properties	72%	64%	67%	69%	68%	65%	72%	68%	71%	68%	57%	67%
Garbage collection and recycling programs	88%	89%	89%	95%	91%	93%	88%	91%	88%	92%	90%	91%
Animal control services	89%	86%	88%	88%	88%	88%	88%	88%	83%	89%	92%	88%
Police services	83%	86%	87%	87%	86%	88%	83%	85%	81%	86%	89%	85%
Fire protection and emergency medical response	96%	96%	98%	98%	97%	98%	96%	97%	94%	98%	99%	97%
Providing quality drinking water	84%	81%	85%	92%	87%	91%	81%	87%	78%	88%	93%	86%
Providing sewer services	92%	94%	94%	96%	94%	96%	92%	94%	90%	96%	97%	94%
Protecting health and well-being of residents	90%	85%	86%	88%	88%	86%	89%	88%	85%	87%	88%	87%
Providing park and recreation services	92%	91%	90%	93%	92%	93%	91%	92%	85%	93%	94%	91%
Mortgage foreclosure assistance	71%	63%	60%	61%	64%	65%	63%	64%	55%	65%	81%	64%

Percent reporting "satisfied" or "very satisfied"

**Question 20 by Gender, Age, Race and Ethnicity**

	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/ Hispanic	Not Latino/ Hispanic	Overall
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	58%	59%	48%	60%	55%	46%	56%	56%	55%	56%	56%	56%	56%

*Percent reporting "agree" or "strongly agree"*

**Question 20 by Length of Residency, Housing Tenure, Income**

	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	62%	56%	64%	47%	56%	53%	59%	56%	56%	56%	62%	57%

*Percent reporting "agree" or "strongly agree"*

**Question 23 by Gender, Age, Race and Ethnicity**

How would you rate the Minneapolis City government on...?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Informing residents on major issues in the City of Minneapolis	59%	63%	56%	52%	58%	60%	58%	61%	52%	58%	58%	59%	58%
Representing and providing for the needs of all its citizens	57%	56%	59%	52%	55%	49%	55%	58%	49%	55%	54%	55%	55%
Effectively planning for the future	49%	56%	55%	50%	59%	58%	54%	55%	51%	54%	49%	55%	54%
Providing value for your tax dollars	54%	50%	52%	57%	57%	54%	54%	58%	46%	55%	50%	55%	55%
Providing meaningful opportunities for citizens to give input on important issues	53%	57%	59%	54%	58%	62%	56%	61%	48%	57%	48%	57%	57%
The overall direction that the City is taking	65%	62%	53%	58%	62%	59%	60%	63%	57%	61%	55%	61%	61%

*Percent reporting "good" or "very good"*

Question 23 by Length of Residency, Housing Tenure, Income												
How would you rate the Minneapolis City government on...?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Informing residents on major issues in the City of Minneapolis	62%	57%	55%	58%	58%	63%	53%	58%	54%	56%	70%	58%
Representing and providing for the needs of all its citizens	57%	55%	51%	56%	55%	57%	52%	55%	54%	52%	61%	54%
Effectively planning for the future	60%	48%	48%	57%	54%	56%	52%	54%	54%	52%	63%	54%
Providing value for your tax dollars	58%	48%	59%	52%	54%	56%	53%	55%	48%	54%	61%	54%
Providing meaningful opportunities for citizens to give input on important issues	60%	54%	51%	58%	56%	61%	51%	57%	52%	55%	66%	56%
The overall direction that the City is taking	64%	62%	57%	60%	61%	62%	59%	61%	55%	59%	74%	60%

*Percent reporting "good" or "very good"*

## Appendix III: Complete Set of Frequencies

The following pages contain a complete set of survey frequencies. The number of respondents for each question is 1,258 unless noted otherwise.

Question B	
How long have you lived in the City of Minneapolis?	Percent of respondents
Less than one year	6%
1 to 4 years	20%
5 to 9 years	17%
10 to 19 years	19%
20 years or more	37%
Don't know	0%
Refused	0%
Total	100%

Question C	
What is your home zip code?	Percent of respondents
55401	2%
55402	0%
55403	5%
55404	6%
55405	5%
55406	9%
55407	9%
55408	7%
55409	3%
55410	4%
55411	6%
55412	7%
55413	4%
55414	7%
55415	1%
55416	2%
55417	5%
55418	6%
55419	6%
55421	1%
55423	1%
55430	2%
55450	0%
55454	1%
55455	0%
55487	0%
Other	0%
Don't know	0%
Refused	0%
Total	100%

<b>Question 1</b>	
<b>Overall, how do you rate the City of Minneapolis as a place to live?</b>	<b>Percent of respondents</b>
Very good	46%
Good	40%
Only fair	11%
Poor	3%
Don't know	1%
Refused	0%
Total	100%

<b>Question 2</b>	
<b>Overall, how do you rate your neighborhood as a place to live?</b>	<b>Percent of respondents</b>
Very good	41%
Good	40%
Only fair	15%
Poor	5%
Don't know	0%
Refused	0%
Total	100%

<b>Question 3</b>	
<b>Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?</b>	<b>Percent of respondents</b>
Better	20%
Stayed the same	52%
Worse	24%
Don't know	4%
Refused	0%
Total	100%

<b>Question 4</b>	
<b>In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?</b>	<b>Percent of respondents</b>
Public safety	39%
City government	8%
Transportation related issues - includes traffic related responses	33%
Education	26%
Economic development	23%
Housing	23%
Growth	10%
Job opportunities	15%
Maintain public infrastructure - including bridge and road maintenance	14%
Foreclosure	6%
Other	26%
Don't know	11%
Refused	0%

Total may exceed 100% as respondents were able to choose more than one response.

<b>Question 5</b>							
<b>Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Refused</b>	<b>Total</b>
People in my neighborhood look out for one another	21%	56%	17%	3%	3%	0%	100%
My neighborhood is a safe place to live	19%	65%	13%	2%	1%	0%	100%
My neighborhood has a good selection of stores and services that meet my needs	25%	50%	19%	5%	1%	0%	100%
My neighborhood is clean and well maintained	25%	59%	14%	2%	0%	0%	100%
Street lighting in my neighborhood is adequate	21%	63%	13%	3%	1%	0%	100%

<b>Question 6</b>	
<b>Which of the following best describes the size of your current place of residence based on your household's needs?</b>	<b>Percent of respondents</b>
It is much too big	1%
It is too big	7%
It is just the right size	72%
It is too small	16%
It is much too small	4%
Don't know	0%
Refused	0%
Total	100%

<b>Question 7</b>							
<b>Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree or strongly disagree.</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly disagree</b>	<b>Don't know</b>	<b>Refused</b>	<b>Total</b>
My housing costs are affordable and within my household's budget	19%	61%	15%	3%	1%	0%	100%
The location of my house or apartment is convenient for my household's needs	38%	54%	7%	1%	0%	0%	100%
The physical condition of my house is adequate to meet my household's needs	28%	61%	8%	2%	0%	0%	100%
I intend to move within the next two years.	19%	61%	15%	3%	1%	0%	100%

<b>Question 7aa</b>	
<b>Which of the following best describes where you intend to move?</b>	<b>Percent of respondents</b>
To another location within the same neighborhood	10%
To another neighborhood in Minneapolis	28%
Outside Minneapolis but within the metro area	12%
Outside the Minneapolis metro area	13%
Out of state	24%
Some other location	7%
Don't know	6%
Refused	0%
Total	100%

*This question was asked only of those who reported a likelihood of moving in the next two years.  
N=124*

<b>Question 7bb</b>	
<b>Which one of the following best describes why you intend to move?</b>	<b>Percent of respondents</b>
Work	16%
Family	14%
Financial reasons	11%
Just want to live somewhere else	22%
Some other reason	35%
Don't know	2%
Refused	0%
Total	100%

*This question was asked only of those who reported a likelihood of moving in the next two years.  
N=124*

<b>Question 8</b>	
<b>Do you live or work Downtown?</b>	<b>Percent of respondents</b>
Live	11%
Work	17%
Neither	75%
Don't know	0%
Refused	0%

*Total may exceed 100% as respondents were able to choose more than one response.*

<b>Question 9</b>	
<b>In the last year, how often, if ever, did you go Downtown?</b>	<b>Percent of respondents</b>
Once or twice	12%
3 to 12 times	31%
13-26 times	17%
26 times or more	32%
Never	7%
Don't know	0%
Refused	0%
Total	100%

*This question was asked only of those people who did not live or work Downtown.  
N=985*

<b>Question 10</b>	
<b>What are the major reasons that keep you from spending more time Downtown?</b>	<b>Percent of respondents</b>
Lack of parking	12%
Cost of parking	13%
Traffic (congestion/one-way grid/construction, etc.)	7%
Safety	13%
Prefer other shopping areas	8%
Nowhere to go	15%
Expensive	2%
General dislike	2%
Dirty	1%
Get lost/hard to find way around	4%
Don't want to go Downtown	25%
Other	28%
Don't know	1%
Refused	0%

*Total may exceed 100% as respondents were able to choose more than one response.  
This question was asked only of those who reported going Downtown twice or less in the last year.  
N=258*

<b>Question 11</b>	
<b>In general, how safe do you feel in Downtown Minneapolis?</b>	<b>Percent of respondents</b>
Very safe	33%
Somewhat safe	52%
Not very safe	11%
Not at all safe	2%
Don't know	2%
Refused	0%
Total	100%

<b>Question 11a</b>	
<b>How familiar or unfamiliar are you with Minneapolis 311?</b>	<b>Percent of respondents</b>
Very familiar	21%
Somewhat familiar	36%
Not at all familiar	40%
Refused	2%
Total	100%

<b>Question 12</b>	
<b>In the last 12 months, have you contacted the City to get information or services?</b>	<b>Percent of respondents</b>
Yes	39%
No	60%
Don't know	1%
Refused	0%
Total	100%

<b>Question 13</b>	
<b>How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's Web site)?</b>	<b>Percent of respondents</b>
In person	12%
By telephone - other	48%
By telephone - 311	46%
By mail	7%
By email	14%
Visit the City's Web site	22%
Other	3%
Don't know	0%
Refused	0%

*Total may exceed 100% as respondents were able to choose more than one response.  
This question was only asked of those who reported contacting the City in that last 12 months.  
N=515*

<b>Question 14</b>							
<b>Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor.</b>	<b>Very good</b>	<b>Good</b>	<b>Only fair</b>	<b>Poor</b>	<b>Don't know/No opinion</b>	<b>Refused</b>	<b>Total</b>
Knowledge	35%	46%	12%	4%	3%	0%	100%
Courteousness	40%	48%	5%	4%	3%	0%	100%
Timely response	36%	42%	12%	8%	1%	0%	100%
Ease of getting in touch with the employee	34%	41%	17%	6%	2%	0%	100%
Respectfulness	44%	42%	7%	5%	2%	0%	100%
Willingness to help or understand	39%	44%	9%	6%	2%	0%	100%
Willingness to accommodate the need for foreign language and/or sign language interpreting	12%	16%	4%	3%	65%	1%	100%

*This question was only asked of those who reported contacting the City in that last 12 months.  
N=515*

<b>Question 15</b>							
<b>Please tell me how you would rate each of the following characteristics of the City Web site.</b>	<b>Very good</b>	<b>Good</b>	<b>Only fair</b>	<b>Poor</b>	<b>Don't know/No opinion</b>	<b>Refused</b>	<b>Total</b>
Usefulness of information	34%	47%	14%	2%	3%	0%	100%
Ease of use	17%	52%	24%	4%	3%	0%	100%
Design and graphics	14%	59%	17%	2%	7%	0%	100%

*This question was asked only of those who reported contacting the city via the City's Web site.  
N=107*

<b>Question 16</b>	
<b>How do you get snow emergency information?</b>	<b>Percent of respondents</b>
Newspapers	7%
Radio or television	38%
348-Snow phone hotline	12%
311	2%
City of Minneapolis Web site	8%
Email notification	8%
Snow emergency brochure	9%
Signage along the streets	2%
Phone call from the City	37%
Word of mouth/friends/family	3%
No car	1%
Have off street parking/don't care	3%
Other	8%
Don't know	5%
Refused	0%

*Total may exceed 100% as respondents were able to choose more than one response.*

<b>Question 17</b>					
<b>Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...?</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Refused</b>	<b>Total</b>
The Fire Department	12%	87%	0%	0%	100%
Police	35%	65%	0%	0%	100%
911 operators	32%	68%	0%	0%	100%
311 agents	27%	71%	2%	1%	100%

Question 17aa to 17dd							
How satisfied were you with the professionalism shown by:	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know	Refused	Total
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	74%	21%	1%	0%	3%	0%	100%
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	42%	38%	9%	10%	1%	0%	100%
How satisfied were you with the professionalism shown by the 911 operator?	53%	35%	7%	4%	1%	0%	100%
How satisfied were you with the professionalism shown by the 311 agent?	58%	38%	3%	1%	0%	0%	100%

*Respondents were only asked these questions if they reported having contact with each in the past two years.*

*Fire: N=168*

*Police: N=428*

*911 operators: N=394*

*311 agents: N=359*

Question 18

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know/No opinion	Refused	Total
<b>For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.</b>							
Protecting the environment, including air, water and land	12%	63%	16%	2%	7%	0%	100%
Preparing for disasters	11%	53%	8%	1%	26%	1%	100%
Affordable housing development	7%	46%	22%	5%	20%	0%	100%
Revitalizing Downtown	12%	58%	16%	2%	12%	0%	100%
Revitalizing neighborhoods	11%	58%	19%	3%	10%	0%	100%
Repairing streets and alleys	7%	46%	34%	9%	4%	0%	100%
Keeping streets clean	19%	68%	11%	2%	1%	0%	100%
Cleaning up graffiti	11%	58%	18%	3%	10%	0%	100%
Dealing with problem businesses and unkempt properties	8%	49%	22%	4%	17%	0%	100%
Garbage collection and recycling programs	33%	56%	8%	1%	2%	0%	100%
Animal control services	12%	62%	9%	1%	16%	0%	100%
Police services	17%	64%	11%	3%	5%	0%	100%
Fire protection and emergency medical response	27%	59%	2%	0%	12%	0%	100%
Providing quality drinking water	24%	60%	11%	2%	2%	0%	100%
Providing sewer services	17%	69%	5%	0%	9%	0%	100%
Protecting health and well-being of residents	12%	69%	9%	2%	6%	0%	100%
Providing park and recreation services	33%	55%	6%	1%	4%	0%	100%
Mortgage foreclosure assistance	3%	26%	12%	4%	53%	1%	100%

**Question 19**

<b>Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being “extremely important” and 1 being “not at all important.”</b>	<b>Not at all important</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Extremely important</b>	<b>Don't know/No opinion</b>	<b>Refused</b>	<b>Total</b>
Protecting the environment, including air, water and land	2%	3%	10%	24%	60%	1%	0%	100%
Preparing for disasters	2%	5%	20%	27%	45%	2%	0%	100%
Affordable housing development	3%	8%	17%	28%	41%	2%	0%	100%
Revitalizing Downtown	5%	8%	25%	27%	33%	3%	0%	100%
Revitalizing neighborhoods	2%	3%	17%	34%	42%	1%	0%	100%
Repairing streets and alleys	2%	4%	19%	31%	43%	0%	0%	100%
Keeping streets clean	2%	5%	24%	33%	35%	0%	0%	100%
Cleaning up graffiti	6%	11%	26%	25%	31%	2%	0%	100%
Dealing with problem businesses and unkempt properties	3%	8%	26%	29%	31%	3%	0%	100%
Garbage collection and recycling programs	1%	2%	14%	32%	51%	1%	0%	100%
Animal control services	4%	14%	32%	22%	26%	2%	0%	100%
Police services	1%	2%	6%	21%	69%	1%	0%	100%
Fire protection and emergency medical response	1%	1%	5%	19%	73%	1%	0%	100%
Providing quality drinking water	1%	2%	8%	20%	69%	1%	0%	100%
Providing sewer services	1%	3%	13%	26%	54%	2%	0%	100%
Protecting health and well-being of residents	2%	2%	9%	23%	62%	1%	0%	100%
Providing park and recreation services	1%	4%	17%	35%	42%	1%	0%	100%
Mortgage foreclosure assistance	8%	9%	22%	21%	30%	9%	1%	100%

**Question 20**

<b>To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?</b>	<b>Percent of respondents</b>
Strongly agree	11%
Agree	41%
Disagree	26%
Strongly disagree	15%
Don't know/No opinion	6%
Refused	0%
Total	100%

<b>Question 20a</b>	
<b>How likely or unlikely are you to vote in the next election for mayor and City Council, on November 3, 2009?</b>	<b>Percent of respondents</b>
Very likely	71%
Somewhat likely	15%
Somewhat unlikely	4%
Very unlikely	7%
Don't know/No opinion	3%
Refused	0%
Total	100%

<b>Question 20b</b>	
<b>What are some reasons you are less likely to vote in the election for mayor and City Council on November 3, 2009?</b>	<b>Percent of respondents</b>
No interest	25%
No time - too busy	5%
Not aware of options/Don't know how	11%
Wouldn't change the result/Don't believe in it	8%
Other	42%
Don't know	13%
Refused	0%

Total may exceed 100% as respondents were able to choose more than one response.

This question was asked only of those who reported they would be unlikely to vote in the 2009 election.

N=105

<b>Question 21</b>							
<b>How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about?</b>	<b>Very likely</b>	<b>Somewhat likely</b>	<b>Somewhat unlikely</b>	<b>Very unlikely</b>	<b>Don't know/No opinion</b>	<b>Refused</b>	<b>Total</b>
Contacting my elected official	27%	37%	20%	14%	2%	0%	100%
Joining a City advisory group	10%	25%	34%	28%	2%	0%	100%
Contacting my neighborhood group	28%	37%	19%	13%	2%	0%	100%
Attending a community meeting	25%	44%	16%	12%	2%	0%	100%
Contacting City staff	24%	38%	22%	14%	2%	0%	100%
Working with a group not affiliated with the City	15%	33%	30%	19%	3%	0%	100%

<b>Question 22</b>	
<b>What are some reasons you are less likely to participate in City government decisions?</b>	<b>Percent of respondents</b>
No interest	15%
No time	38%
Not aware of options/Don't know how	8%
Wouldn't change the result	12%
Other	20%
Don't know	6%
Refused	1%
Total	100%

*This question was only of those who said unlikely or very unlikely to three or more items in question 21.  
N=543*

<b>Question 23</b>							
<b>Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City government on...</b>	<b>Very good</b>	<b>Good</b>	<b>Only fair</b>	<b>Poor</b>	<b>Don't know</b>	<b>Refused</b>	<b>Total</b>
Informing residents on major issues in the City of Minneapolis	14%	42%	28%	12%	4%	0%	100%
Representing and providing for the needs of all its citizens	10%	42%	30%	13%	5%	0%	100%
Effectively planning for the future	10%	39%	28%	13%	10%	1%	100%
Providing value for your tax dollars	10%	42%	29%	14%	5%	0%	100%
Providing meaningful opportunities for citizens to give input on important issues	13%	40%	30%	11%	6%	1%	100%
The overall direction that the City is taking	11%	46%	26%	10%	6%	0%	100%

<b>Question 24</b>	
<b>During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?</b>	<b>Percent of respondents</b>
Yes	17%
No	83%
Don't know	0%
Refused	0%
Total	100%

<b>Question 24a</b>	
<b>In what type of situation did you experience the discrimination?</b>	<b>Percent of respondents</b>
Getting a job, or at work	16%
Getting housing	3%
Getting service in a restaurant or store	11%
In dealing with the City	8%
In my neighborhood	16%
General public statements	14%
On public transportation (bus)	2%
Other	29%
Don't know	1%
Refused	1%
Total	100%

*This question was asked only of those who reported experiencing discrimination within the last 12 months.*  
*N-543*

<b>Question 24b</b>	
<b>For what reason or reasons do you feel you were discriminated against?</b>	<b>Percent of respondents</b>
Gender	10%
Age	11%
Economic status	4%
Marital status	1%
Social status	4%
Race or color	48%
Affectional preference	2%
Disability	4%
Ethnic background or country of origin	14%
Language or accent	3%
Religion	4%
Other	16%
Don't know	2%
Refused	4%

*Total may exceed 100% as respondents were able to choose more than one response.*  
*N-543*

<b>Question 24c</b>	
<b>Do you recall which City department was involved?</b>	<b>Percent of respondents</b>
City Attorney	0%
Fire	0%
Human Resources	0%
Inspections/licensing	0%
Police	64%
Public Works	17%
Community Planning and Economic Development (CPED)	11%
Other	21%
Don't know	0%
Refused	0%

*Total may exceed 100% as respondents were able to choose more than one response.  
This question was asked only of those who reported experiencing discrimination in dealing with the City.  
N=18*

<b>Question 25</b>	
<b>Do you currently own or rent your current residence?</b>	<b>Percent of respondents</b>
Rent	53%
Own	45%
Don't know	1%
Refused	1%
Total	100%

<b>Question 26</b>					
<b>Please tell me if each of the following statements is true of your household/members of your household? What about...</b>	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Refused</b>	<b>Total</b>
There are children under the age of 18	32%	67%	0%	1%	100%
There are adults age 70 or older	12%	87%	0%	1%	100%

<b>Question 27</b>	
<b>What is your primary mode of transportation?</b>	<b>Percent of respondents</b>
Bus	18%
Bike	5%
Car	69%
Taxi	1%
Walk	4%
Trains/light rail	1%
Other	1%
Don't know	0%
Refused	1%
Total	100%

<b>Question 28</b>	
<b>Is English the primary language spoken in the house?</b>	<b>Percent of respondents</b>
Yes	90%
No	9%
Don't know	0%
Refused	0%
Total	100%

<b>Question 29</b>	
<b>Please stop me when I reach the category that includes your age.</b>	<b>Percent of respondents</b>
18 to 24 years	11%
25 to 34 years	27%
35 to 44 years	18%
45 to 54 years	21%
55 to 64 years	11%
65 years and over	10%
Refused	2%
Total	100%

<b>Question 30</b>	
<b>Please stop me when I reach the category that includes your household's annual income for 2007.</b>	<b>Percent of respondents</b>
Less than \$10,000	7%
\$10,000 to less than \$15,000	6%
\$15,000 to less than \$25,000	10%
\$25,000 to less than \$35,000	11%
\$35,000 to less than \$50,000	13%
\$50,000 to less than \$75,000	14%
\$75,000 to less than \$100,000	12%
\$100,000 to less than \$150,000	7%
\$150,000 to less than \$200,000	3%
\$200,000 or more	3%
Don't know	4%
Refused	12%
Total	100%

<b>Question 31</b>	
<b>For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?</b>	<b>Percent of respondents</b>
Yes	9%
No	89%
Don't know	0%
Refused	2%
Total	100%

<b>Question 32</b>	
<b>Now, can you tell me what best describes your racial origin?</b>	<b>Percent of respondents</b>
White	68%
Black, African American or African	13%
American Indian/Native American or Alaskan Native	1%
Asian, Native Hawaiian or other Pacific Islander	2%
Hmong	0%
Somali	1%
Vietnamese	0%
Lao	0%
Ethiopian	0%
Hispanic/Spanish	7%
Two or more races	3%
Some other race	2%
Refused	2%
Total	100%

<b>Question 35</b>	
<b>In which Minneapolis neighborhood do you live?</b>	<b>Percent of respondents</b>
Audubon Park	2%
Bancroft	2%
Beltrami	0%
Bottineau	0%
Bryant	0%
Bryn-Mawr	1%
Camden/Weber-Camden	2%
Carag/Calhoun Area	0%
Cedar-Isles-Dean	0%
Cedar-Riverside	1%
Central	1%
Cleveland	0%
Columbia Park	0%
Como	0%
Cooper	0%
Corcoran	0%
Diamond Lake	0%
Downtown East	2%
Downtown West	0%
East Calhoun (Ecco)	0%
East Harriet Farmstead	0%
East Isles	1%
East Phillips	0%
Elliot Park	0%
Ericsson	0%
Field	0%
Folwell	1%
Fuller/Tangletown	0%
Fulton	0%
Hale	1%
Harrison	0%
Hawthorne	1%
Hiawatha	0%
Holland	1%
Howe	0%
Humboldt Indust Area	2%
Jordan	1%
Keewaydin	0%
Kenny	2%
Kenwood	4%
King Field	1%
Lind-Bohanon	0%
Linden Hills	3%
Logan Park	0%
Longfellow	4%
Loring Park	0%
Lowry Hill	1%
Lowry Hill East (Wedge)	0%

<b>Question 35</b>	
<b>In which Minneapolis neighborhood do you live?</b>	<b>Percent of respondents</b>
Lyndale	0%
Lynnhurst	0%
Marcy-Holmes	0%
Marshall Terrace	0%
McKinley	0%
Minnehaha	0%
Morris Park	0%
Near North	1%
Nicollet Island/East Bank	0%
Nokomis	2%
North Loop	1%
Northeast Park	0%
Northrop	0%
Page	0%
Phillips	0%
Phillips West	0%
Powderhorn Park	2%
Prospect Park E River Rd	0%
Regina	0%
Seward	1%
Sheridan	0%
Shingle Creek	0%
St. Anthony East	0%
St. Anthony West	0%
Standish	0%
Stevens Square	0%
Sumner-Glenwood	0%
University	1%
Ventura Village	0%
Victory	3%
Waite Park	0%
Wenonah	0%
West Calhoun	1%
Whittier	0%
Willard-Hay	0%
Windom	0%
Windom Park	2%
Uptown	2%
Warehouse District	1%
Other	4%
Don't know	5%
Refused	36%
Total	100%

<b>Question 38</b>	
<b>Record gender</b>	<b>Percent of respondents</b>
Male	50%
Female	50%
Total	100%

## Appendix IV: Detailed Survey Methodology

### Developing the Interview Script

The 2008 Minneapolis Resident Survey was first administered in 2001. While some survey questions have been modified over time, residents typically have been asked their perspectives about the quality of life in the city, their use of City amenities, their opinion on policy issues facing the City and their assessment of City service delivery. Other than a few additions to the 2008 survey, the instrument was almost identical to the survey instrument used in 2005. The instrument averaged about 19 minutes in length.

### Sample Selection

A company specializing in phone survey services conducted the interviewing, purchased a random digit dial sample (RDD) where part of the sample was geocoded up-front using reverse directory look-up. Phone numbers of Minneapolis residents were randomly selected for interviewing. Once interviews were completed using the RDD list, those that had respondent address information were geocoded to determine in which of 11 community planning districts a respondent resided. The pre-geocoded list was used at the end of data collection to meet quotas set by community planning district.

If records were unable to be geocoded, they were manually examined to see if the community planning district could be identified from the information in the record. Failing obvious identification, a reverse phone directory was used to generate address information for numbers with incomplete or inaccurate information.

### Quotas

An overall quota of at least 96 completed interviews was set for each of the 11 community planning districts within the City of Minneapolis. An additional quota system based on racial groups was used.

### Survey Administration and Response Rate

The survey was administered by a company specializing in phone survey services, and the data were recorded electronically using a Computer-Assisted Telephone Interviewing system (CATI).<sup>12</sup> Phone calls were made from May 19, 2008 to July 11, 2008. A majority of the interviews was completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least eight times before replacing with another number, with at least one of the attempts on either a weekend or weekday. Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; 22 surveys were conducted in Spanish, two in Hmong and three in Somali. No interviews were conducted in Vietnamese, Lao or Oromo.

A total of 27,116 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible<sup>13</sup> for the survey. Of the approximately 5,436 households called, 1,258 completed interviews providing a response rate of 23%. Approximately 1,398 households refused the survey.

The dispositions of the numbers dialed during the survey are listed in the table on the following page.

<sup>12</sup> CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

<sup>13</sup> Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 7,838 phone numbers where the eligibility status of the household was unknown, 20% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 20% of these numbers were included in the final response rate calculation.

<b>Disposition of All Numbers Called for the 2008 City of Minneapolis, MN Resident Survey</b>	
Complete	1,258
Partial	0
Refusal	1,398
Break off	108
Respondent never available	1,011
No interviewer available for needed language (other than the 7 languages in which the survey was conducted)	90
Always busy	82
No answer	4,483
Answering machine-don't know if household	889
Other	2,384
Out of sample - other strata than originally coded	1,423
Fax/data line	1,117
Non-working number	1,111
Disconnected number	9,295
Non-residence to residence	1,594
Quota filled	873
<b>Total phone numbers used</b>	<b>27,116</b>
I=Complete Interviews	1,258
P=Partial Interviews	0
R=Refusal and break off	1,506
NC=Non Contact	1,011
O=Other	90
e <sup>14</sup> =estimated proportion of cases of unknown eligibility that are eligible	20%
UH=Unknown household	5,454
UO=Unknown other	2,384
Response Rate <sup>15</sup>	23%

### Survey Processing (Data Entry)

Use of a CATI system means that all collected data were entered into the dataset at the time of the interview. Skip patterns were programmed into CATI so interviewers were automatically “skipped” to the appropriate question based on the individual responses being given. Before the data were analyzed, an in-depth cleaning of the data was conducted as part of the standard quality control procedures.

### Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,258 completed interviews). For each community planning district from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 96 (in smallest) to plus or minus 9% for 115 completed surveys (in largest). Where estimates are given for subgroups, they are less precise. Generally the 95 percent confidence interval is plus or minus five percentage points for samples of about 400 to 10 percentage points for samples as small as 100.

<sup>14</sup> Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

<sup>15</sup> The response rate was calculated as  $I / ((I+P) + (R+NC+O) + e(UH+UO))$ .

The relationship between sample size and precision (the 95 percent confidence interval or margin of error) is shown in the table to the side. Though the margin of error decreases as sample size increases, higher cost and diminishing benefit often prohibit sample sizes larger than 1,500 to 2,000, with resident survey samples most commonly in the range of 400 to 1,000.

<u>Sample Size</u>	<u>Margin of Error</u>
100	10%
300	5.5%
400	5%
800	3.5%
1,000	3%
1,500	2.5%
2,000	2.2%

## **Weighting the Data**

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates for the City of Minneapolis and were statistically adjusted to reflect the larger population when necessary. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, ethnicity, housing tenure (rent or own) and geographic location (community planning district). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. A limitation of data weighting is that only 2-3 demographic variables can be adjusted in a single study. Several different weighting “schemes” are tested to ensure the best fit for the data. The results of the weighting scheme are presented in the table below.

City of Minneapolis 2008 Resident Survey Weighting Table			
Characteristic	Population Norm	Unweighted Data	Weighted Data
<b>Housing<sup>1</sup></b>			
Own home	54%	66%	54%
Rent home	46%	34%	46%
<b>Race and Ethnicity<sup>1</sup></b>			
Latino/Hispanic	9%	4%	9%
Not Latino/Hispanic	91%	96%	91%
White	69%	76%	70%
People of color	31%	24%	30%
<b>Sex and Age<sup>1</sup></b>			
18-34 years of age	39%	20%	39%
35-54 years of age	39%	39%	40%
55+ years of age	22%	41%	21%
Male	50%	41%	50%
Female	50%	59%	50%
Males 18-34	19%	9%	18%
Males 35-54	21%	17%	21%
Males 55+	10%	15%	10%
Females 18-34	20%	11%	20%
Females 35-54	18%	22%	18%
Females 55+	12%	26%	12%
<b>Community District<sup>2</sup></b>			
Calhoun	11%	8%	10%
Camden	7%	9%	6%
Central	9%	8%	9%
Longfellow	8%	8%	7%
Near North	7%	8%	6%
Nokomis	9%	8%	8%
Northeast	10%	9%	9%
Phillips	4%	8%	4%
Powderhorn	14%	8%	14%
Southwest	13%	9%	12%
University	8%	8%	8%
Unknown	0%	9%	8%

<sup>1</sup> Source: 2006 American Community Survey estimates - Census Bureau.

<sup>2</sup> Source: 2000 City of Minneapolis estimates.

## Data Analysis

The results were analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix III: Complete Set of Frequencies*.

Also included are crosstabulations of select survey questions (see *Appendix II: Crosstabulations of Select Survey Questions*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

# Appendix V: Jurisdictions Included in the Database

Listed below are the jurisdictions included in the National benchmark comparisons provided for the City of Minneapolis followed by its 2000 population according to the U.S. Census. At the end of this appendix, we also list the jurisdictions included in the “select cities” comparison.

## Jurisdictions included in the National comparison

Agoura Hills, CA.....	20,537	Capitola, CA.....	10,033
Alabaster, AL.....	22,169	Carlsbad, CA.....	78,247
Alamogordo, NM.....	35,582	Carson City, NV.....	52,457
Alpharetta, GA.....	34,854	Cartersville, GA.....	15,925
Ames, IA.....	50,731	Cary, NC.....	94,536
Andover, MA.....	31,247	Castle Rock, CO.....	20,224
Ankeny, IA.....	27,117	Cedar Creek, NE.....	396
Ann Arbor, MI.....	114,024	Cedar Falls, IA.....	36,145
Arkansas City, KS.....	11,963	Chandler, AZ.....	176,581
Arvada, CO.....	102,153	Chanhassen, MN.....	20,321
Ashland, OR.....	19,522	Charlotte, NC.....	540,828
Aspen, CO.....	5,914	Chesapeake, VA.....	199,184
Auburn, AL.....	42,987	Cheyenne, WY.....	53,011
Aurora, CO.....	276,393	Chula Vista, CA.....	173,556
Austin, TX.....	656,562	Claremont, CA.....	33,998
Avondale, AZ.....	35,883	Clearwater, FL.....	108,787
Barnstable, MA.....	47,821	College Park, MD.....	242,657
Batavia, IL.....	23,866	Collinsville, IL.....	24,707
Battle Creek, MI.....	53,364	Colorado Springs, CO.....	360,890
Beekman, NY.....	11,452	Columbia, MO.....	84,531
Belleair Beach, FL.....	1,751	Concord, CA.....	121,780
Bellevue, WA.....	109,569	Concord, NC.....	55,977
Bellflower, CA.....	72,878	Cookeville, TN.....	23,923
Bellingham, WA.....	67,171	Cooper City, FL.....	27,939
Benbrook, TX.....	20,208	Coral Springs, FL.....	117,549
Bend, OR.....	52,029	Corpus Christi, TX.....	277,454
Benicia, CA.....	26,865	Corvallis, OR.....	49,322
Bettendorf, IA.....	31,275	Coventry, CT.....	11,504
Blacksburg, VA.....	39,357	Craig, CO.....	9,189
Bloomfield, NM.....	6,417	Cranberry Township, PA.....	23,625
Blue Earth, MN.....	3,621	Cupertino, CA.....	50,546
Blue Springs, MO.....	48,080	Dallas, TX.....	1,188,580
Boise, ID.....	185,787	Dania Beach, FL.....	20,061
Bonita Springs, FL.....	32,797	Davenport, IA.....	98,359
Borough of Ebensburg, PA.....	3,091	Davidson, NC.....	7,139
Boulder, CO.....	94,673	Daytona Beach, FL.....	64,112
Bowling Green, KY.....	49,296	Decatur, GA.....	18,147
Bozeman, MT.....	27,509	DeKalb, IL.....	39,018
Breckenridge, CO.....	2,408	Del Mar, CA.....	4,389
Brisbane, CA.....	3,597	Delaware, OH.....	25,243
Broken Arrow, OK.....	74,839	Delhi Township, MI.....	22,569
Broomfield, CO.....	38,272	Delray Beach, FL.....	60,020
Bryan, TX.....	34,733	Denver (City and County), CO.....	554,636
Burlingame, CA.....	28,158	Des Moines, IA.....	198,682
Burlington, MA.....	22,876	Destin, FL.....	NA
Calgary, Canada.....	878,866	Dillon, CO.....	802
Cambridge, MA.....	101,355	Dover, DE.....	32,135
Canandaigua, NY.....	11,264	Dover, NH.....	26,884
Cape Coral, FL.....	102,286	Dublin, CA.....	29,973

Dublin, OH .....	31,392	Kansas City, MO.....	441,545
Duncanville, TX.....	36,081	Kearney, NE .....	27,431
Durango, CO.....	13,922	Keizer, OR.....	32,203
Durham, NC.....	187,038	Kent, WA.....	79,524
East Providence, RI .....	48,688	Kirkland, WA.....	45,054
Eau Claire, WI.....	61,704	Kissimmee, FL.....	47,814
Edmond, OK.....	68,315	Knightdale, NC .....	5,958
El Cerrito, CA.....	23,171	Kutztown Borough, PA .....	5,067
El Paso, TX.....	563,662	La Mesa, CA.....	54,749
Ellisville, MO .....	9,104	La Plata, MD.....	6,551
Elmhurst, IL.....	42,762	La Vista, NE.....	11,699
Englewood, CO.....	31,727	Laguna Beach, CA .....	23,727
Ephrata Borough, PA .....	13,213	Lake Oswego, OR .....	35,278
Eugene, OR.....	137,893	Lakewood, CO.....	144,126
Eustis, FL.....	15,106	Lawrence, KS .....	80,098
Evanston, IL.....	74,239	Lebanon, OH .....	16,962
Fairway, KS.....	3,952	Lee's Summit, MO .....	70,700
Farmington, NM .....	37,844	Lenexa, KS .....	40,238
Farmington, UT .....	12,081	Lincolnwood, IL.....	12,359
Fayetteville, AR.....	58,047	Livermore, CA.....	73,345
Fishers, IN.....	37,835	Lodi, CA.....	56,999
Flagstaff, AZ.....	52,894	Lone Tree, CO.....	4,873
Florence, AZ .....	17,054	Long Beach, CA .....	461,522
Fort Collins, CO .....	118,652	Longmont, CO .....	71,093
Fort Smith, AR .....	80,268	Louisville, CO .....	18,937
Fort Worth, TX .....	534,694	Loveland, CO.....	50,608
Fridley, MN.....	27,449	Lyme, NH .....	1,679
Frisco, CO.....	NA	Lynchburg, VA.....	65,269
Fruita, CO .....	6,478	Lynnwood, WA .....	33,847
Gainesville, FL .....	95,447	Lynwood, CA .....	69,845
Gaithersburg, MD.....	52,613	Manchester, CT .....	54,740
Galt, CA .....	19,472	Mankato, MN .....	32,427
Gig Harbor, WA.....	6,465	Maple Grove, MN .....	50,365
Gillette, WY.....	19,646	Maplewood, MN.....	34,947
Golden, CO.....	17,159	Marana, AZ.....	NA
Goodyear, AZ.....	NA	Marshfield, WI.....	18,800
Grand Junction, CO .....	41,986	Maryland Heights, MO.....	25,756
Grand Prairie, TX.....	127,427	Maryville, MO.....	10,581
Grandview, MO .....	24,881	Mauldin, SC .....	15,224
Greenville, SC.....	10,468	McAllen, TX .....	106,414
Greenwood Village, CO .....	11,035	Medina, MN .....	4,005
Gresham, OR.....	90,205	Melbourne, FL .....	71,382
Gurnee, IL.....	28,834	Meridian Charter Township, MI.....	38,987
Henderson, NV .....	175,381	Merriam, KS.....	11,008
High Point, NC .....	85,839	Miami Beach, FL.....	87,933
Highland Park, IL .....	31,365	Milton, WI .....	5,132
Highlands Ranch, CO .....	70,931	Mission Viejo, CA .....	93,102
Homewood, IL.....	19,543	Missoula, MT .....	NA
Honolulu, HI .....	876,156	Morgan Hill, CA .....	33,556
Hopewell, VA .....	22,354	Morgantown, WV .....	26,809
Hoquiam, WA.....	9,097	Moscow, ID.....	21,291
Hot Springs, AR .....	35,613	Mountain View, CA .....	70,708
Hot Sulphur Springs, CO.....	521	Mountlake Terrace, WA.....	20,362
Hudson, NC .....	3,078	Munster, IN .....	21,511
Hudson, OH .....	22,439	Naperville, IL.....	128,358
Hurst, TX.....	NA	Needham, MA.....	28,911
Hutchinson, MN .....	13,080	New Orleans, LA .....	484,674
Independence, MO .....	113,288	Newport Beach, CA .....	NA
Indianola, IA.....	12,998	Newport News, VA .....	180,150
Irving, TX.....	191,615	Newport, RI.....	26,475
Joplin, MO.....	45,504	Normal, IL .....	45,386
Kannapolis, NC.....	NA	North Branch, MN.....	8,023

North Las Vegas, NV .....	115,488	San Marcos, TX.....	34,733
North Port, FL .....	22,797	San Rafael, CA.....	56,063
North Vancouver, Canada.....	44,303	San Ramon, CA.....	44,722
Northglenn, CO .....	31,575	Sandusky, OH .....	27,844
Novi, MI.....	47,386	Sanford, FL.....	38,291
O'Fallon, IL.....	21,910	Santa Monica, CA.....	84,084
O'Fallon, MO.....	46,169	Sarasota, FL.....	52,715
Oak Ridge, TN .....	27,387	Sault Sainte Marie, MI .....	16,542
Oakland Park, FL .....	30,966	Scottsdale, AZ .....	202,705
Oakland Township, MI .....	13,071	Sedona, AZ.....	10,192
Oakville, Canada.....	144,738	Seminole, FL .....	10,890
Ocean City, MD.....	7,173	Sheldahl, IA .....	336
Ocean Shores, WA .....	3,836	Shenandoah, TX.....	1,503
Oceanside, CA.....	161,029	Shorewood, IL .....	7,686
Ocoee, FL .....	24,391	Shrewsbury, MA .....	31,640
Oklahoma City, OK .....	506,132	Silverthorne, CO .....	3,196
Olathe, KS.....	92,962	Sioux Falls, SD .....	123,975
Oldsmar, FL .....	11,910	Skokie, IL.....	63,348
Olympia, WA.....	42,514	Slater, IA.....	1,306
Orange Village, OH.....	3,236	Smyrna, GA.....	40,999
Overland Park, KS .....	149,080	Snoqualmie, WA.....	1,631
Oviedo, FL .....	26,316	South Daytona, FL.....	13,177
Palatine, IL.....	65,479	South Haven, MI.....	5,021
Palm Bay, FL .....	79,413	Sparks, NV .....	66,346
Palm Beach Gardens, FL.....	35,058	Springfield, MO.....	151,580
Palm Beach, FL .....	10,468	Springville, UT .....	NA
Palm Coast, FL .....	32,732	St. Cloud, MN.....	59,107
Palm Springs, CA.....	42,807	Starkville, MS.....	21,869
Palo Alto, CA.....	58,598	State College, PA .....	38,420
Park Ridge, IL.....	37,775	Staunton, VA .....	23,853
Parker, CO.....	23,558	Steamboat Springs, CO.....	9,815
Pasadena, TX.....	141,674	Sterling, CO .....	NA
Pasco, WA .....	32,066	Stillwater, OK.....	39,065
Peoria, AZ.....	108,364	Stockton, CA.....	243,771
Philadelphia, PA.....	1,517,550	Suamico, WI .....	8,686
Phoenix, AZ .....	1,321,045	Sugar Grove, IL .....	3,909
Plano, TX .....	222,030	Sugar Land, TX .....	63,328
Port Orange, FL .....	45,823	Sunnyvale, CA.....	131,760
Portland, OR .....	529,121	Tacoma, WA.....	193,556
Poway, CA .....	48,044	Takoma Park, MD.....	17,299
Prescott Valley, AZ .....	25,535	Tallahassee, FL.....	150,624
Prince Albert, Canada.....	34,291	Taos, NM.....	4,700
Prior Lake, MN.....	15,917	Tempe, AZ.....	158,625
Queen Creek, AZ.....	4,316	The Colony, TX.....	26,531
Rancho Cordova, CA .....	55,060	Thornton, CO.....	82,384
Raymore, MO.....	11,146	Thunder Bay, Canada .....	109,016
Redding, CA.....	80,865	Titusville, FL .....	40,670
Reno, NV .....	180,480	Tomball, TX .....	NA
Renton, WA.....	50,052	Troy, MI .....	80,959
Richland, WA .....	38,708	Tucson, AZ .....	486,699
Richmond, CA.....	99,216	Tuskegee, AL .....	NA
Riverdale, UT.....	7,656	Upper Merion Township, PA.....	28,863
Riverside, CA .....	255,166	Urbandale, IA.....	29,072
Roanoke, VA.....	94,911	Valdez, AK.....	NA
Rock Hill, SC.....	49,765	Vancouver, WA.....	143,560
Rockville, MD.....	47,388	Village of Brown Deer, WI .....	12,170
Round Rock, TX.....	61,136	Village of Howard City, MI .....	1,585
Saco, ME .....	16,822	Village of Oak Park, IL.....	52,524
Safford, AZ.....	9,232	Virginia Beach, VA.....	425,257
Salina, KS .....	45,679	Wahpeton, ND .....	8,586
San Francisco, CA .....	776,733	Walnut Creek, CA.....	64,296
San Jose, CA.....	894,943	Washington City, UT.....	8,186

Waukee, IA .....	5,126	Willingboro Township, NJ .....	33,008
Wausau, WI .....	38,426	Wilmington, NC.....	90,400
Wauwatosa, WI.....	47,271	Windsor, CT.....	28,237
West Des Moines, IA .....	46,403	Winston-Salem, NC .....	NA
Westerville, OH.....	35,318	Winter Park, FL.....	24,090
Westminster, CO.....	100,940	Woodbury, MN.....	NA
Wethersfield, CT .....	26,271	Woodridge, IL .....	30,934
Wheat Ridge, CO.....	32,913	Worcester, MA.....	172,648
Whitewater, WI.....	13,437	Yellowknife, Canada.....	16,541
Wichita, KS .....	344,284	Yuma, AZ .....	77,515
Williamsburg, VA.....	11,998		

**Jurisdictions included in the “select cities” comparison**

Ann Arbor, MI.....	114,024
Austin, TX .....	656,562
Boulder, CO .....	94,673
Charlotte, NC .....	540,828
Denver (City and County), CO .....	554,636
Durham, NC .....	187,038
Oklahoma City, OK .....	506,132
Phoenix, AZ .....	1,321,045
Portland, OR .....	529,121
San Francisco, CA .....	776,733

# Appendix VI: Survey Instrument

The following pages contain the survey instrument.

## City of Minneapolis 2008 Residents Survey

### Introduction & Screening questions

---

#### **Introduction**

Hello, my name is [YOUR NAME] with ISA. We are conducting a study on behalf of the City of Minneapolis to gather the opinions of a variety of Minneapolis residents and would like to include your opinions. We are not selling anything. The information from this research study will be used for planning purposes. All your responses will remain confidential and reported in group form only.

In order to keep our survey representative, I would like to speak to the adult member in your household who most recently had a birthday. [YEAR OF BIRTH IS NOT TO BE CONSIDERED AS LONG AS THE PERSON IS 18 YEARS OR OLDER] Is that you? [IF NOT:] May I speak with that person, please?

[REPEAT FIRST PARAGRAPH IF THE BIRTHDAY PERSON IS NOT THE PERSON WHO ANSWERED THE PHONE. IF THAT PERSON IS NOT AT HOME, GET THAT PERSON'S FIRST NAME AND SCHEDULE A CALL BACK]

[IF RESPONDENT ASKS THE SURVEY WILL TAKE ABOUT 20 MINUTES DEPENDING ON THEIR RESPONSES]

#### **A. Do you live within the Minneapolis City limits?**

1. YES
2. NO [THANK AND TERMINATE]
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

#### **B. How long have you lived in the City of Minneapolis? [DO NOT READ LIST]**

1. LESS THAN ONE YEAR
2. 1 TO 4 YEARS
3. 5 TO 9 YEARS
4. 10 TO 19 YEARS
5. 20 YEARS OR MORE
98. DON'T KNOW [THANK AND TERMINATE]
99. REFUSED [THANK AND TERMINATE]

#### **C. What is your home zip code? [DO NOT READ LIST]**

1. 55401
2. 55402
3. 55403
4. 55404
5. 55405
6. 55406
7. 55407
8. 55408
9. 55409
10. 55410
11. 55411
12. 55412
13. 55413
14. 55414
15. 55415
16. 55416
17. 55417
18. 55418
19. 55419
20. 55421

- 21. 55423
- 22. 55430
- 23. 55450
- 24. 55454
- 25. 55455
- 26. 55487
- 97. OTHER [THANK AND TERMINATE]
- 98. DON'T KNOW [THANK AND TERMINATE]
- 99. REFUSED [THANK AND TERMINATE]

## Quality of Life

---

- 1. **Overall, how do you rate the City of Minneapolis as a place to live? Would you say...?**
  - 1. Very good
  - 2. Good
  - 3. Only fair
  - 4. Poor
  - 98. DON'T KNOW
  - 99. REFUSED
  
- 2. **Overall, how do you rate your neighborhood as a place to live? Would you say...?**
  - 1. Very good
  - 2. Good
  - 3. Only fair
  - 4. Poor
  - 98. DON'T KNOW
  - 99. REFUSED
  
- 3. **Over the past two years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?**
  - 1. Better
  - 2. Stayed the same
  - 3. Worse
  - 98. DON'T KNOW
  - 99. REFUSED
  
- 4. **In your opinion, what are the three biggest challenges Minneapolis will face in the next five years? [DO NOT READ LIST]**
  - 1. PUBLIC SAFETY
  - 2. CITY GOVERNMENT
  - 3. TRANSPORTATION RELATED ISSUES – INCLUDES TRAFFIC RELATED RESPONSES
  - 4. EDUCATION
  - 5. ECONOMIC DEVELOPMENT
  - 6. HOUSING
  - 7. GROWTH
  - 8. JOB OPPORTUNITIES
  - 9. MAINTAIN PUBLIC INFRASTRUCTURE – INCLUDING BRIDGE AND ROAD MAINTENANCE
  - 10. FORECLOSURE
  - 97. OTHER
  - 98. DON'T KNOW
  - 99. REFUSED

## Neighborhood Perception & Image

---

5. **Now I'm going to read some statements. For each please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement. What about...[ROTATE LIST]**
- People in my neighborhood look out for one another
  - My neighborhood is a safe place to live
  - My neighborhood has a good selection of stores and services that meet my needs
  - My neighborhood is clean and well-maintained
  - Street lighting in my neighborhood is adequate

**Would you say you...[READ SCALE AS NECESSARY]**

- Strongly agree
  - Agree
  - Disagree
  - Strongly disagree
  98. DON'T KNOW
  99. REFUSED
6. **Which of the following best describes the size of your current place of residence based on your household's needs? Would you say...[REPEAT SCALE AS NECESSARY]**
- It is much too big
  - It is too big
  - It is just the right size
  - It is too small
  - It is much too small
  98. DON'T KNOW
  99. REFUSED

7. **Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree or strongly disagree: [READ STATEMENT]. What about the...[ROTATE LIST]**
- My housing costs [E.G., RENT OR MORTGAGE PAYMENT PLUS UTILITIES] are affordable and within my household's budget
  - The location of my house or apartment is convenient for my household's needs [E.G., WORK, SCHOOL, ETC.]
  - The physical condition of my house is adequate to meet my household's needs
  - I intend to move within the next two years [SKIP TO QUESTION #7A IF RESPONDENT ANSWERS STRONGLY AGREE TO THIS ITEM]

**Would you say you...[READ SCALE AS NECESSARY]**

- Strongly agree
- Agree
- Disagree
- Strongly disagree
98. DON'T KNOW
99. REFUSED

**[QUESTION 7A AND 7B ONLY GET ASKED OF RESPONDENTS WHO ANSWER STRONGLY AGREE TO ITEM 7D]**

- 7aa. **Which one of the following best describes where you intend to move?**

- To another location within the same neighborhood
- To another neighborhood in Minneapolis
- Outside Minneapolis but within the metro area
- Outside the Minneapolis metro area

5. Out of state
6. Some other location
98. DON'T KNOW
99. REFUSED

**7bb. Which one of the following best describes why you intend to move? [PROBE IF NECESSARY; ALLOW ONLY ONE RESPONSE.]**

1. Work
2. Family
3. Financial reasons
4. Just want to live somewhere else
5. Some other reason
98. DON'T KNOW
99. REFUSED

## **Downtown Usage & Image**

---

**8. Moving now to Downtown Minneapolis. Do you live or work Downtown? [CHECK ALL THAT APPLY.]**

1. LIVE [SKIP TO Q11]
2. WORK [SKIP TO Q11]
3. NEITHER
98. DON'T KNOW
99. REFUSED

**9. In the last year, how often, if ever, did you go Downtown? [PROBE IF NECESSARY; CHECK ONLY ONE.]**

1. Once or twice [GO TO Q10]
2. 3 to 12 times [SKIP TO Q11]
3. 13-26 times [SKIP TO Q11]
4. 26 times or more [SKIP TO Q11]
5. NEVER [GO TO Q10]
98. DON'T KNOW [SKIP TO Q11]
99. REFUSED [SKIP TO Q11]

**10. What are the major reasons that keep you from spending more time Downtown? [DO NOT READ LIST, CHECK ALL THAT APPLY.]**

1. LACK OF PARKING
2. COST OF PARKING
3. TRAFFIC (CONGESTION/ONE-WAY GRID/CONSTRUCTION, ETC.)
4. SAFETY
5. PREFER OTHER SHOPPING AREAS
6. NOWHERE TO GO
7. EXPENSIVE
8. GENERAL DISLIKE
9. DIRTY
10. GET LOST/HARD TO FIND WAY AROUND BECAUSE OF ONE-WAY STREETS, ETC.
11. DON'T WANT TO GO DOWNTOWN
97. OTHER
98. DON'T KNOW
99. REFUSED

**11. In general, how safe do you feel in downtown Minneapolis? Would you say you feel...[READ SCALE AS NECESSARY]**

1. Very safe
2. Somewhat safe
3. Not very safe

- 4. Not at all safe
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

## Access to Information

---

**11a. How familiar or unfamiliar are you with Minneapolis 311? Would you say you are...[READ SCALE AS NECESSARY]**

- 1. Very familiar
- 2. Somewhat familiar
- 3. Not at all familiar
- 99. REFUSED

**12. In the last 12 months, have you contacted the City to get information or services?**

- 1. YES
- 2. NO [SKIP TO Q16]
- 98. DON'T KNOW [SKIP TO Q16]
- 99. REFUSED [SKIP TO Q16]

**[ASKED ONLY IF ANSWERED "YES" TO Q12]**

**13. How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's Web site?) [CHECK ALL THAT APPLY] [IF RESPONDENT ANSWERS BY TELEPHONE – WILL NEED TO PROBE FOR 'USING THE 311 SERVICE']**

- 1. IN PERSON
- 2. BY TELEPHONE – OTHER
- 3. BY TELEPHONE – 311
- 4. BY MAIL
- 5. BY EMAIL
- 6. VISIT THE CITY'S WEB SITE [IF ONLY CHECKED "VISIT THE CITY'S WEB SITE", SKIP TO Q15]
- 97. OTHER
- 98. DON'T KNOW
- 99. REFUSED

**14. Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor. What about...[ROTATE LIST]**

- a. Knowledge
- b. Courteousness
- c. Timely response
- d. Ease of getting in touch with the employee
- e. Respectfulness
- f. Willingness to help or understand
- g. Willingness to accommodate the need for foreign language and/or sign language interpreting

**Would you say...[READ SCALE AS NECESSARY]**

- 1. Very good
- 2. Good
- 3. Only fair
- 4. Poor
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**15. [ONLY ASK IF ANSWERED "6-VISITED CITY'S WEB SITE"- TO QUESTION 13] Please tell me how you would rate each of the following characteristics of the City Web site. What about the...[ROTATE LIST]**

- a. Usefulness of information
- b. Ease of use

- c. Design and graphics

**Would you say...[READ SCALE AS NECESSARY]**

- 1. Very good
- 2. Good
- 3. Only fair
- 4. Poor
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**16. How do you get snow emergency information? [DO NOT READ; CHECK ALL THAT APPLY]**

- 1. NEWSPAPERS
- 2. RADIO OR TELEVISION
- 3. 348-SNOW PHONE HOTLINE
- 3\_1. 311
- 4. CITY OF MINNEAPOLIS WEB SITE
- 5. EMAIL NOTIFICATION
- 6. SNOW EMERGENCY BROCHURE
- 7. SIGNAGE ALONG THE STREETS
- 8. PHONE CALL FROM THE CITY
- 9. WORD OF MOUTH/FRIENDS/FAMILY
- 10. NO CAR
- 11. HAVE OFF STREET PARKING/DON'T CARE
- 97. OTHER
- 98. DON'T KNOW
- 99. REFUSED

**Satisfaction with City Services**

---

**17. Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...?**

- a. The Fire Department [SKIP TO Q17a]
- b. Police [SKIP TO Q17b]
- c. 911 operators [SKIP TO Q17c]
- d. 311 agents [SKIP TO Q17d]

**[RESPONSE SCALE, DO NOT READ]**

- 1. YES
- 2. NO
- 98. DON'T KNOW
- 99. REFUSED

**17a. How satisfied were you with the professionalism shown by the Fire Department staff including firefighters? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]**

- 1. Very satisfied
- 2. Satisfied
- 3. Dissatisfied
- 4. Very dissatisfied
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**17b. How satisfied were you with the professionalism shown by the Police Department staff including police officers? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]**

- 1. Very satisfied
- 2. Satisfied

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- 3. Dissatisfied
- 4. Very dissatisfied
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**17c. How satisfied were you with the professionalism shown by the 911 operator? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]**

- 1. Very satisfied
- 2. Satisfied
- 3. Dissatisfied
- 4. Very dissatisfied
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**17d. How satisfied were you with the professionalism shown by the 311 agent? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]**

- 1. Very satisfied
- 2. Satisfied
- 3. Dissatisfied
- 4. Very dissatisfied
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

**18. I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied or dissatisfied you are with the way the City provides the service. What about...? [ROTATE LIST]**

- a. Protecting the environment, including air, water and land
- b. Preparing for disasters
- c. Affordable housing development
- d. Revitalizing Downtown
- e. Revitalizing neighborhoods
- f. Repairing streets and alleys
- g. Keeping streets clean
- h. Cleaning up graffiti
- i. Dealing with problem businesses and unkempt properties
- j. Garbage collection and recycling programs
- k. Animal control services
- l. Police services
- m. Fire protection and emergency medical response
- n. Providing quality drinking water
- o. Providing sewer services
- p. Protecting health and well-being of residents
- q. Providing park and recreation services
- r. Mortgage foreclosure assistance

**Would you say you are... [READ SCALE AS NECESSARY]**

- 1. Very satisfied
- 2. Satisfied
- 3. Dissatisfied
- 4. Very dissatisfied
- 98. DON'T KNOW/NO OPINION
- 99. REFUSED

## **Prioritization of City Services**

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**19. Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being “extremely important” and 1 being “not at all important.” Please rate the importance of...[ROTATE LIST]**

- a. Protecting the environment, including air, water and land
- b. Preparing for disasters
- c. Affordable housing development
- d. Revitalizing Downtown
- e. Revitalizing neighborhoods
- f. Repairing streets and alleys
- g. Keeping streets clean
- h. Cleaning up graffiti
- i. Dealing with problem businesses and unkempt properties
- j. Garbage collection and recycling programs
- k. Animal control services
- l. Police services
- m. Fire protection and emergency medical response
- n. Providing quality drinking water
- o. Providing sewer services
- p. Protecting health and well-being of residents
- q. Providing park and recreation services
- r. Mortgage foreclosure assistance

**Would you say...[READ AS NECESSARY]**

1. 1/ “NOT AT ALL IMPORTANT”
2. 2
3. 3
4. 4
5. 5/ “EXTREMELY IMPORTANT”
98. DON’T KNOW/NO OPINION
99. REFUSED

**20. To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?**

**Would you say you... [READ SCALE AS NECESSARY]**

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
98. DON’T KNOW/NO OPINION
99. REFUSED

**20a. How likely or unlikely are you to vote in the next election for mayor and City Council, on November 3, 2009?**

**Would you say you are... [READ SCALE AS NECESSARY]**

1. Very likely [GO TO QUESTION #21]
2. Somewhat likely [GO TO QUESTION #21]
3. Somewhat unlikely [GO TO QUESTION #20B]
4. Very unlikely [GO TO QUESTION #20B]
98. DON’T KNOW/NO OPINION
99. REFUSED

**[ASK IF RATED SOMEWHAT OR VERY UNLIKELY IN PREVIOUS QUESTION].**

**20b. What are some reasons you are less likely to vote in the election for mayor and City Council on November 3, 2009? [DO NOT READ LIST – ONLY PROBE IF NECESSARY] [ALLOW MORE THAN ONE RESPONSE]**

1. NO INTEREST
2. NO TIME-TOO BUSY
3. NOT AWARE OF OPTIONS / DON'T KNOW HOW
4. WOULDN'T CHANGE THE RESULT – DON'T BELIEVE IN IT
97. OTHER
98. DON'T KNOW [DO NOT READ]
99. REFUSED [DO NOT READ]

## **Community Engagement**

---

**21. How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about? What about...[ROTATE LIST]**

- a. Contacting my elected official
- b. Joining a City advisory group
- c. Contacting my neighborhood group
- d. Attending a community meeting
- e. Contacting City staff
- f. Working with a group not affiliated with the City

**Would you say you... [READ SCALE AS NECESSARY]**

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely
98. DON'T KNOW/NO OPINION
99. REFUSED

**22. [ASK IF RATED SOMEWHAT OR VERY UNLIKELY TO 3 OR MORE IN PREVIOUS QUESTION]. What are some reasons you are less likely to participate in City Government decisions? [DO NOT READ LIST – ONLY PROBE IF NECESSARY] [CHECK ALL THAT APPLY]**

1. NO INTEREST
2. NO TIME
3. NOT AWARE OF OPTIONS / DON'T KNOW HOW
4. WOULDN'T CHANGE THE RESULT
97. OTHER
98. DON'T KNOW [DO NOT READ]
99. REFUSED [DO NOT READ]

**23. Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City Government on...[ROTATE LIST]?**

- a. Informing residents on major issues in the City of Minneapolis
- b. Representing and providing for the needs of all its citizens
- c. Effectively planning for the future
- d. Providing value for your tax dollars
- e. Providing meaningful opportunities for citizens to give input on important issues
- f. The overall direction that the City is taking

**Would you say...[READ SCALE AS NECESSARY]**

1. Very good
2. Good
3. Only fair
4. Poor

- 98. DON'T KNOW [DO NOT READ]
- 99. REFUSED [DO NOT READ]

## Discrimination

---

- 24. During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis? [INTERVIEWER EXPLANATION OF "DISCRIMINATION" –WHEN YOU ARE TREATED DIFFERENTLY FROM A SIMILARLY SITUATED PERSON AND YOU BELIEVE IT IS BECAUSE OF YOUR PROTECTED CLASS STATUS. PROTECTED CLASSES INCLUDE: RACE, RELIGION, SEX, AFFECTIONAL PREFERENCE, STATUS WITH REGARD TO PUBLIC ASSISTANCE, FAMILY STATUS, AGE, DISABILITY, RELIGION, NATIONAL ORIGIN.]**
- 1. YES
  - 2. NO [SKIP TO Q25]
  - 98. DON'T KNOW [SKIP TO Q25]
  - 99. REFUSED [SKIP TO Q25]
- 24a. In what type of situation did you experience the discrimination? [DO NOT READ LIST; PROBE ONLY IF NECESSARY] [CHECK ONLY ONE]**
- 1. GETTING A JOB, OR AT WORK
  - 2. GETTING HOUSING
  - 3. GETTING SERVICE IN A RESTAURANT OR STORE
  - 4. IN DEALING WITH THE CITY [ASK Q24B AND Q24C]
  - 5. IN MY NEIGHBORHOOD
  - 6. GENERAL PUBLIC STATEMENTS
  - 7. ON PUBLIC TRANSPORTATION (BUS)
  - 97. OTHER
  - 98. DON'T KNOW [GO TO Q24B]
  - 99. REFUSED [GO TO Q24B]
- 24b. For what reason or reasons do you feel you were discriminated against? [DO NOT READ LIST; CHECK ALL THAT APPLY]**
- 1. GENDER
  - 2. AGE
  - 3. ECONOMIC STATUS
  - 4. MARITAL STATUS
  - 5. SOCIAL STATUS
  - 6. RACE OR COLOR
  - 7. AFFECTIONAL PREFERENCE
  - 8. DISABILITY
  - 9. ETHNIC BACKGROUND OR COUNTRY OF ORIGIN
  - 10. LANGUAGE OR ACCENT
  - 11. RELIGION
  - 97. OTHER
  - 98. DON'T KNOW [SKIP TO Q25]
  - 99. REFUSED [SKIP TO Q25]
- 24c. [ONLY ASK IF ANSWER TO Q24A WAS "IN DEALING WITH THE CITY"] Do you recall which City department was involved? [DO NOT READ LIST; CHECK ALL THAT APPLY]**
- 1. CITY ATTORNEY
  - 2. FIRE
  - 3. HUMAN RESOURCES
  - 4. INSPECTIONS/LICENSING
  - 5. POLICE
  - 6. PUBLIC WORKS
  - 7. COMMUNITY PLANNING AND ECONOMIC DEVELOPMENT (CPED)
  - 97. OTHER
  - 98. DON'T KNOW

99. REFUSED

## Demographic/Classification Questions

---

My last questions are about you and your household and will be used in group form only. We collect this information to make sure we have gathered the opinions from a variety of people.

**25. Do you currently own or rent your current residence?**

1. Own
2. Rent
98. DON'T KNOW
99. REFUSED

**26. Please tell me if each of the following statements is true of your household/members of your household? What about...[ROTATE LIST]**

- a. There are children under the age of 18
- b. There are adults age 70 or older

**Would you say...[READ SCALE AS NECESSARY]**

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

**27. What is your primary mode of transportation?**

1. BUS
2. BIKE
3. CAR
4. TAXI
5. WALK
6. TRAIN/LIGHT RAIL
97. OTHER
98. DON'T KNOW
99. REFUSED

**28. Is English the primary language spoken in the house?**

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

**29. Please stop me when I reach the category that includes your age. [READ LIST]**

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 to 54 years
5. 55 to 64 years
6. 65 years and over
99. REFUSED

**30. Please stop me when I reach the category that includes your household's annual income for 2007. [READ LIST]**

1. Less than \$10,000
2. \$10,000 to less than \$15,000

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3. \$15,000 to less than \$25,000
4. \$25,000 to less than \$35,000
5. \$35,000 to less than \$50,000
6. \$50,000 to less than \$75,000
7. \$75,000 to less than \$100,000
8. \$100,000 to less than \$150,000
9. \$150,000 to less than \$200,000
10. \$200,000 or more
98. DON'T KNOW
99. REFUSED

**31. For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?**

1. YES
2. NO
98. DON'T KNOW [DO NOT READ]
99. REFUSED [DO NOT READ]

**32. Now, can you tell me what best describes your racial origin? [DO NOT READ LIST]**

1. WHITE
2. BLACK, AFRICAN AMERICAN OR AFRICAN
3. AMERICAN INDIAN/NATIVE AMERICAN OR ALASKAN NATIVE
4. ASIAN, NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
5. HMONG
6. SOMALI
7. VIETNAMESE
8. LAO
9. ETHIOPIAN/OROMO
10. HISPANIC/SPANISH
11. TWO OR MORE RACES
12. SOME OTHER RACE
99. REFUSED [DO NOT READ]

**33. To help us ensure we have received survey responses from all areas of the City, would you please give me your current street address? [THIS DATA WILL NOT BE ATTACHED TO THE RESPONSES NRC GIVES THE CITY] [RECORD COMPLETE HOUSE NUMBER AND STREET NAME: IT IS CRITICAL TO GET PROPER SPELLING, DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULAVARD, DRIVE, CIRCLE, LANE ETC.] THEN GO TO Q37.**

98. DON'T KNOW [GO TO Q34]
99. REFUSED [GO TO Q34]

[IT IS CRITICAL FOR INTERVIEWER CONFIRM COMPLETE ADDRESS]

**34. The names of the nearest two streets that form the intersection nearest your home will be sufficient. Would you please give me the names of these two streets?**

[RECORD VERBATIM: IT IS CRITICAL TO GET PROPER SPELLING, DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULEVARD, DRIVE, CIRCLE, LANE ETC.] [IN ANSWER IS PROVIDED, GO TO Q37.]

98. DON'T KNOW [GO TO Q35]
99. REFUSED [GO TO Q35]

**35. In which Minneapolis neighborhood do you live? [SELECT ONE; DO NOT PROBE]**

1. AUDUBON PARK
2. BANCROFT
3. BELTRAMI
4. BOTTINEAU

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5. BRYANT
6. BRYN-MAWR
7. CAMDEN/WEBER-CAMDEN
8. CARAG/CALHOUN AREA
9. CEDAR-ISLES-DEAN
10. CEDAR-RIVERSIDE
11. CENTRAL
12. CLEVELAND
13. COLUMBIA PARK
14. COMO
15. COOPER
16. CORCORAN
17. DIAMOND LAKE
18. DOWNTOWN EAST
19. DOWNTOWN WEST
20. EAST CALHOUN (ECCO)
21. EAST HARRIET FARMSTEAD
22. EAST ISLES
- 22\_1. EAST PHILLIPS
23. ELLIOT PARK
24. ERICSSON
25. FIELD
26. FOLWELL
27. FULLER/TANGLETOWN
28. FULTON
29. HALE
30. HARRISON
31. HAWTHORNE
32. HIAWATHA
33. HOLLAND
34. HOWE
35. HUMBOLDT INDUST AREA
36. JORDAN
37. KEEWAYDIN
38. KENNY
39. KENWOOD
40. KING FIELD
41. LIND-BOHANON
42. LINDEN HILLS
43. LOGAN PARK
44. LONGFELLOW
45. LORING PARK
46. LOWRY HILL
47. LOWRY HILL EAST (WEDGE)
48. LYNDAL
49. LYNNHURST
50. MARCY-HOLMES
51. MARSHALL TERRACE
52. MCKINLEY
53. MINNEHAHA
54. MORRIS PARK
55. NEAR NORTH
56. NICOLLET ISLAND/EAST BANK
57. NOKOMIS
58. NORTH LOOP
59. NORTHEAST PARK
60. NORTHROP

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- 61. PAGE
- 62. PHILLIPS
- 62\_1.PHILLIPS WEST
- 63. POWDERHORN PARK
- 64. PROSPECT PARK E RIVER RD
- 65. REGINA
- 66. SEWARD
- 67. SHERIDAN
- 68. SHINGLE CREEK
- 69. ST. ANTHONY EAST
- 70. ST. ANTHONY WEST
- 71. STANDISH
- 72. STEVENS SQUARE
- 73. SUMNER-GLENWOOD
- 74. UNIVERSITY
- 75. VENTURA VILLAGE
- 76. VICTORY
- 77. WAITE PARK
- 78. WENONAH
- 79. WEST CALHOUN
- 80. WHITTIER
- 81. WILLARD-HAY
- 82. WINDOM
- 83. WINDOM PARK
- 84. UPTOWN
- 85. WAREHOUSE DISTRICT
- 97. OTHER [GO TO Q36]
- 98. DON'T KNOW [GO TO Q36]
- 99. REFUSED [GO TO Q36]

**[ASK Q36 ONLY IF Q35 IS DON'T KNOW, REFUSED OR OTHER]**

**36. Could you please give me the name of your nearest Park or public school?**

**[RECORD VERBATIM; IT IS CRITICAL TO GET PROPER SPELLING]**

\_\_\_\_\_

**37. In case my supervisor needs to verify my work could you give me your first name only?**

**[RECORD VERBATIM]** \_\_\_\_\_

That is all the questions I have. Thank you for your time. The information you have provided will help the City of Minneapolis to understand the priorities and concerns of its residents.

**38. RECORD GENDER [DO NOT ASK]**

- 1. MALE
- 2. FEMALE