

Minneapolis, MN

Resident Survey

Report of Results
Public Safety and Regulatory Services



Table of Contents

Survey Background	
,	
Summary of Findings	7
Challenges Facing the City	7
Neighborhood Perception and Image	
Downtown Usage and Image	
Downtown Safety	
Contact with Emergency Services	
Satisfaction with City Services	
Prioritization of City Services	15
Balancing Satisfaction and Priorities	17
City Government Performance	
Discrimination	19
Appendix I: Respondent Demographics	20
Appendix II: Crosstabulations of Select Survey Questions	23
Appendix III: Complete Set of Frequencies	32

Table of Figures Figure 1: Biggest Challeng

rigure 1: Biggest Challenges Minneapolis Will Face in the Next Five Years Compared Over Time	
Figure 2: Neighborhood Safety Compared Over Time	8
Figure 3: Safety as Reasons for Avoiding Downtown Minneapolis Compared Over Time	
Figure 4: Safety of Downtown Minneapolis	10
Figure 5: Safety of Downtown Minneapolis Compared Over Time	
Figure 6: Contact with Emergency Services Compared Over Time	
Figure 7: Satisfaction with Emergency Services Compared Over Time	
Figure 8: Public Safety and Regulatory Services Quality Ratings Compared Over Time	
Figure 9: Public Safety and Regulatory Services Importance Ratings Compared Over Time	16
Table of Tables	
Table 1: Neighborhood Safety	8
Table 2: Contact with Emergency Services	11
Table 3: Satisfaction with Emergency Services	12
Table 4: Public Safety and Regulatory Services Quality Ratings	13
Table 5: Public Safety and Regulatory Services Importance Ratings	
Table 6: City Government Ratings	18
Table 7: City Government Ratings Compared Over Time	18
Table 8: Public Safety and Regulatory Services Responsible for Discrimination Compared Over Time	10

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

Methods

A random digit dial sample (RDD) of Minneapolis residents was purchased for this project, 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 February 1, 2011 to March 10, 2011. 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 was 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 same geographic units 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 determined for each community (95), 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. Another quota of cell phone users was implemented for this iteration and residents using Text Telephone (TTY) (use of telephones for the hearing impaired) also were dialed.

Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; 12 surveys were conducted in Spanish, one in Hmong, one in Vietnamese, one in Oromo and four in Somali. While interviewers were available to conduct the survey in Lao, no interviews were completed in these languages. About a quarter of completed interviews were conducted with residents of color and about a quarter were completed with cell phone users. Also, while TTY capabilities were offered this year, no surveys were completed with TYY users. The overall response rate was 23%.

Understanding the Results

"Don't Know" Responses and Rounding

On 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, the "don't know" responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs in the report body 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 fairest comparisons 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 the answers from 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 (1,172 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 95 (in the smallest district response) to plus or minus 9% for 129 completed surveys (in the largest district response). Where estimates are given for subgroups, they may be 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. (For comparisons made across community planning districts, the margin of error is equivalent to that for the smallest group.)

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 and by Subgroup

Because this survey was the fifth iteration of the resident survey, the current results are presented along with past ratings when available. For comparisons by survey year, the margin of error is plus or minus four

percentage points around any given percentage point, which means that differences from 2008 to 2011 must be five percentage points or higher before they should be considered real changes in population sentiment.

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 cities¹ also have been included in the report when available. 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

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

more important and harder questions. We need to know how residents' ratings of fire service compare to opinions about fire service in other communities.

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. 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")², 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 for quality ratings were available, the City of Minneapolis's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, residents contacting the City in the last 12 months). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Minneapolis's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more," or "less" if the difference between Minneapolis's rating and the benchmark is greater than the margin of error; and "much above," "much below," "much more" or "much less" if the difference between Minneapolis's rating and the benchmark is more than twice the margin of error.

Summary

- 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. Fewer comments in 2011 than in 2008 pertained to public safety (28% in 2011 versus 44% in 2008). City government was mentioned by 8% of respondents, similar to 2008.
- Minneapolis residents responding to the survey were asked the extent to which they agreed or
 disagreed with various statements about their neighborhood. About four in five respondents agreed
 or strongly agreed with each statement and few respondents strongly disagreed with each statement.
 Results in 2011 were similar to those in 2008. When compared to the national average, Minneapolis
 ratings for "my neighborhood is a safe place to live" were much below the benchmark.

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

- The 17% of respondents 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. Four percent of respondents mentioned safety as a reason for avoiding Downtown Minneapolis, fewer than in 2011.
- Also, residents responding to the survey also were asked to rate how safe they felt in Downtown Minneapolis, in general. A majority of respondents (83%) reported that that they felt somewhat or very safe in Downtown Minneapolis, 6% said "not very safe" and 1% said "not at all safe." These positive ratings were higher than in 2008.
- When asked if they had any contact with emergency services in the past two years, about two in five respondents mentioned that they had contact with the police (38%) and a third said they had contacted 911 operators (32%) in the last two years. Fewer (13%) reported contacting the fire department in the last two years. These results were similar to 2008. 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 and 911 operators and about 8 in 10 (83%) were satisfied with professionalism shown by police department staff with which they had contact. Satisfaction ratings for fire department and police department staff were much below the national average. In general, ratings of emergency services have remained stable over time.
- Fire protection and emergency medical response was rated positively by 97% of respondents. About 9 in 10 respondents were satisfied or very satisfied with the City's disaster preparedness, police services and animal control services. About 8 in 10 felt similarly about the City's efforts to clean up graffiti. These ratings were similar when compared to 2008 ratings. Animal control services was rated similar to the national benchmark and when compared to select cities in NRC's database. Cleaning up graffiti was rated much below the national average, as were fire protection/emergency medical response services and police 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 represents "extremely important" and 1 equals "not at all important." At the top of the list was fire protection and emergency medical response services (78% rating as extremely important). Animal control services were thought to be less important by survey participants (15% rating as extremely important. Respondents to the 2011 survey were less likely to rate preparing for disasters, cleaning up graffiti and animal control services as "important" than were respondents to the 2008 iteration of the survey.
- 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. No public safety and regulatory services were rated higher in importance and lower in satisfaction. Services which were categorized as higher in importance and higher in satisfaction were: fire protection and emergency medical response and police services. Services that were rated lower in importance and higher in satisfaction were: animal control services. Services that were rated lower in importance and lower in satisfaction were: cleaning up graffiti.

- Residents participating in the survey were asked to give their opinions about Minneapolis City government performance, using a very good to poor scale. At least 6 in 10 respondents gave good or very good ratings for each statement about City government. In general, government performance ratings mostly trended upward over time. When compared to the nation, quality ratings for providing meaningful opportunities for citizens to give input on important issues received ratings above average, while ratings for providing value for tax dollars were below the national benchmark. The overall direction that the City is taking was rated similarly to other jurisdictions across the country. The City received below average ratings when compared to select cities³ from the database for the overall direction the City is taking and similar ratings for the value for tax dollars paid.
- The 14 respondents who reported experiencing discrimination "in dealing with the City" were asked
 which department was involved. The responses were unprompted. Three respondents said that police
 were involved and no one mentioned fire.

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

Summary of Findings

This document will include summaries about findings related to public safety and regulatory services. For full detail of survey methodology and responses to all survey questions, please see the complete report of results for the 2011 City of Minneapolis Resident Survey.

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. Fewer comments in 2011 than in 2008 pertained to public safety (28% in 2011 versus 44% in 2008). City government was mentioned by 8% of respondents, similar to 2008.

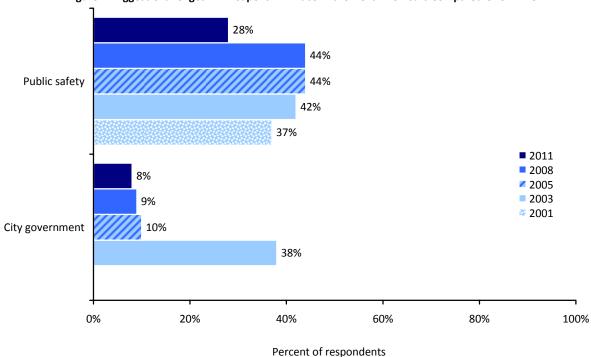


Figure 1: Biggest Challenges Minneapolis Will Face in the Next Five Years Compared Over Time

Neighborhood Perception and Image

Minneapolis residents responding to the survey were asked the extent to which they agreed or disagreed with various statements about their neighborhood. About four in five respondents agreed or strongly agreed with each statement and few respondents strongly disagreed with each statement. Results in 2011 were similar to those in 2008. When compared to the national average, Minneapolis ratings for "my neighborhood is a safe place to live" were much below the benchmark.

Table 1: Neighborhood Safety									
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	19%	63%	15%	4%	100%	Not available	Not available		
is adequate	13/0	03/0	13/0	470	10070	NOT available	INOL available		
My neighborhood is a safe place to live	20%	64%	12%	3%	100%	Much below	Not available		

Table 1. Naishbarband Cafety

People in my neighborhood look out for one another 23% 57% 17% 2% 100% Not available Not available

82% 84% Street lighting in my 79% neighborhood is adequate‡ 80% 84% 84% My neighborhood is a safe 83% place to live 82% **2011** 82% 2008 2005 2003 80%

Figure 2: Neighborhood Safety Compared Over Time

Percent reporting "agree" or "strongly agree"

60%

40%

0%

20%

People in my neighborhood look out for one another

5 2001

100%

79%

77% 75%

80%

[&]quot;Street lighting in my neighborhood is adequate" was not asked in 2001.

Downtown Usage and Image

The 17% of respondents 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. Four percent of respondents mentioned safety as a reason for avoiding Downtown Minneapolis, fewer than in 2011.

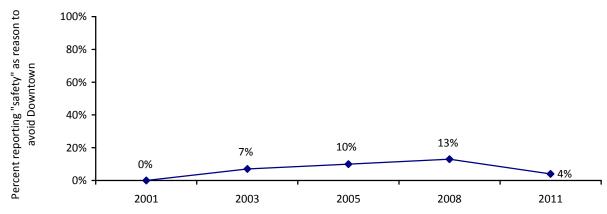


Figure 3: Safety as Reasons for Avoiding Downtown Minneapolis Compared Over Time

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

Downtown Safety

Residents responding to the survey also were asked to rate how safe they felt in Downtown Minneapolis, in general. A majority of respondents (83%) reported that that they felt somewhat or very safe in Downtown Minneapolis, 6% said "not very safe" and 1% said "not at all safe." These positive ratings were higher than in 2008.

Figure 4: Safety of Downtown Minneapolis

In general, how safe do you feel in Downtown Minneapolis?

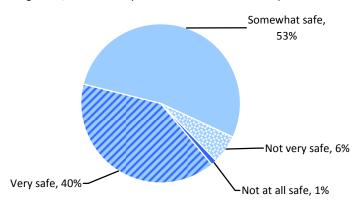
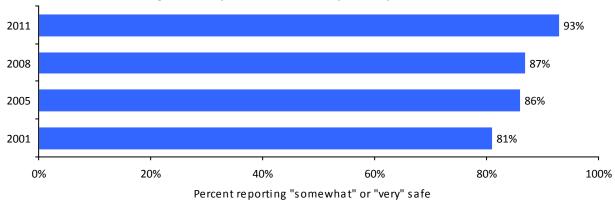


Figure 5: Safety of Downtown Minneapolis Compared Over Time



The 2001 survey asked respondents how safe they felt walking through Downtown during evening hours; the 2011, 2008 and 2005 surveys asked how safe they felt in Downtown Minneapolis.

This question was not asked on the 2003 survey.

Contact with Emergency Services

Residents responding to the survey were asked if they had any contact with emergency services in the past two years. About two in five respondents mentioned that they had contact with the police (38%) and a third said they had contacted 911 operators (32%) in the last two years. Fewer (13%) reported contacting the fire department in the last two years. These results were similar to 2008.

Table 2: Contact with Emergency Services

In the past two years, have you had any contact with?	Yes	No	Total
The Fire department	13%	87%	100%
Police	38%	62%	100%
911 operators	32%	68%	100%

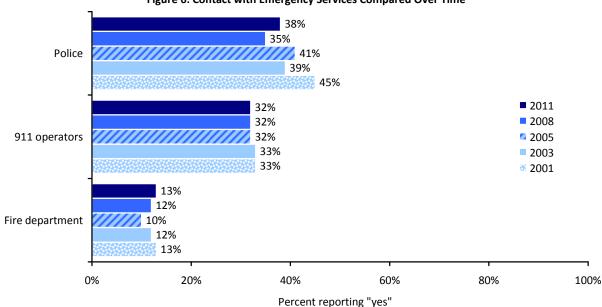


Figure 6: Contact with Emergency Services Compared Over Time

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 and 911 operators and about 8 in 10 (83%) were satisfied with professionalism shown by police department staff with which they had contact. Satisfaction ratings for fire department and police department staff were much below the national average. In general, ratings of emergency services have remained stable over time.

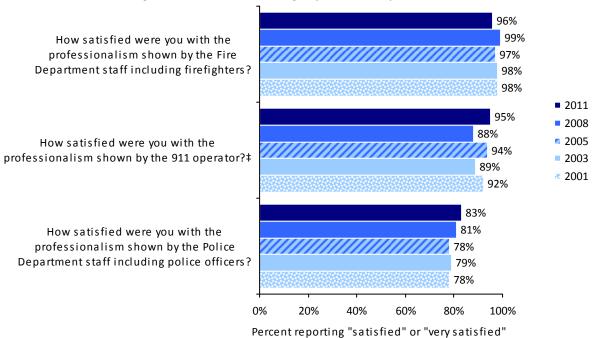
Table 3: Satisfaction with Emergency Services

	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?	75%	21%	4%	0%	100%	Much below	Not available
How satisfied were you with the professionalism shown by the 911 operator?	67%	28%	2%	3%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	47%	36%	9%	8%	100%	Much below	Not available

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

Fire: N=150 911 operators: N=375 Police: N=441

Figure 7: 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

Fire protection and emergency medical response was rated positively by 97% of respondents. About 9 in 10 respondents were satisfied or very satisfied with the City's disaster preparedness, police services and animal control services. About 8 in 10 felt similarly about the City's efforts to clean up graffiti. These ratings were similar when compared to 2008 ratings.

Animal control services was rated similar to the national benchmark and when compared to select cities in NRC's database. Cleaning up graffiti was rated much below the national average, as were fire protection/emergency medical response services and police services.

Table 4: Public Safety and Regulatory Services Quality Ratings

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
Fire protection and emergency medical response	34%	63%	2%	1%	100%	Much below	Not available
Preparing for disasters	11%	78%	10%	1%	100%	Not available	Not available
Police services	21%	67%	9%	3%	100%	Much below	Much below
Animal control services	15%	76%	7%	3%	100%	Similar	Similar
Cleaning up graffiti	11%	69%	17%	3%	100%	Much below	Not available

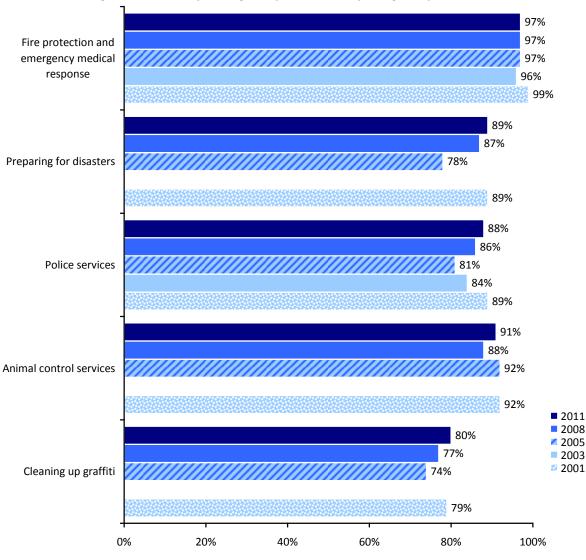


Figure 8: Public Safety and Regulatory Services Quality Ratings Compared Over Time

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.

Many Public Safety and Regulatory Services were not asked on the 2003 iteration of the survey.

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 represents "extremely important" and 1 equals "not at all important." At the top of the list was fire protection and emergency medical response services (78% rating as extremely important). Animal control services were thought to be less important by survey participants (15% rating as extremely important.

Respondents to the 2011 survey were less likely to rate preparing for disasters, cleaning up graffiti and animal control services as "important" than were respondents to the 2008 iteration of the survey.

Table 5: Public Safety and Regulatory Services Importance Ratings

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."	Extremely important	4	3	2	Not at all important	Total
Fire protection and emergency medical response	78%	17%	3%	1%	1%	100%
Police services	66%	23%	7%	2%	2%	100%
Preparing for disasters	34%	31%	24%	8%	3%	100%
Cleaning up graffiti	17%	23%	34%	17%	9%	100%
Animal control services	15%	24%	38%	17%	7%	100%

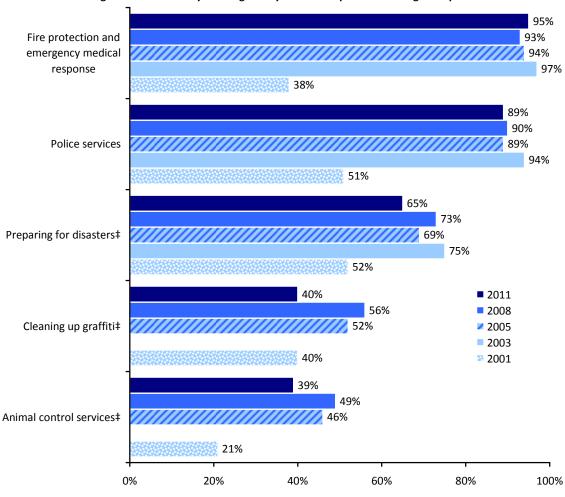


Figure 9: Public Safety and Regulatory Services Importance Ratings Compared Over Time

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.

[&]quot;Cleaning up graffiti" and "animal control services" were not included on the survey in 2003.

[‡] 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 *Error! Reference source not found.* 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 as well as to benchmark comparisons. Services were classified as "more important" if 71% or more of respondents gave an importance rating of "4" or "5" – extremely important). Services were rated as "less important" if fewer than 71% of respondents gave an importance rating of "4" or "5." Services receiving a "satisfied" or "very satisfied" rating by 85% or more of respondents were considered of "higher satisfaction" and those receiving a "satisfied" or "very satisfied" rating by fewer than 85% of respondents were considered "lower satisfaction."

No public safety and regulatory services were rated higher in importance and lower in satisfaction.

Services which were categorized as higher in importance and higher in satisfaction were: fire protection and emergency medical response and police services.

Services that were rated lower in importance and higher in satisfaction were: animal control services.

Services that were rated lower in importance and lower in satisfaction were: cleaning up graffiti.

City Government Performance

Residents participating in the survey were asked to give their opinions about Minneapolis City government performance, using a very good to poor scale. At least 6 in 10 respondents gave good or very good ratings for each statement about City government. In general, government performance ratings mostly trended upward over time.

When compared to the nation, quality ratings for providing meaningful opportunities for citizens to give input on important issues received ratings above average, while ratings for providing value for tax dollars were below the national benchmark. The overall direction that the City is taking was rated similarly to other jurisdictions across the country. The City received below average ratings when compared to select cities⁴ from the database for the overall direction the City is taking and similar ratings for the value for tax dollars paid.

Southwest residents tended to give lower ratings when asked to rate Minneapolis City government performance than did other residents. Younger residents, residents of color, those reporting their ethnicity to be Latino/Hispanic and residents who own their homes were more likely to give positive ratings to Minneapolis government performance than were their counterparts.

Table 6: City Government Ratings

Table 0. City dovernment Natings								
How would you rate the Minneapolis City government on	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison	
The overall direction that the City is taking	12%	54%	23%	10%	100%	Similar	Much below	
Providing meaningful opportunities for citizens to give input on important issues	15%	48%	28%	9%	100%	Above	Not available	
Informing residents on major issues in the City of Minneapolis	15%	47%	27%	11%	100%	Not available	Not available	
Representing and providing for the needs of all its citizens	12%	49%	30%	9%	100%	Not available	Not available	
Effectively planning for the future	10%	47%	34%	9%	100%	Not available	Not available	
Providing value for your tax dollars	11%	46%	31%	12%	100%	Below	Similar	

Table 7: City Government Ratings Compared Over Time

		Year of Survey						
How would you rate the Minneapolis City government on	2011	2008	2005	2003	2001			
The overall direction that the City is taking	66%	61%	62%	NA	NA			
Providing meaningful opportunities for citizens to give input on important issues	63%	56%	55%	46%	NA			
Informing residents on major issues in the City of Minneapolis	62%	58%	55%	42%	50%			
Representing and providing for the needs of all its citizens	61%	55%	49%	47%	49%			
Effectively planning for the future	57%	54%	54%	41%	53%			
Providing value for your tax dollars	57%	54%	54%	53%	56%			

Percent reporting "good" or "very good"

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 2011 and 2008. (Significant at p<.05.)

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

Discrimination

The 14 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Three respondents said that police were involved and no one mentioned fire.

Table 8: Public Safety and Regulatory Services Responsible for Discrimination Compared Over Time

		Year of Survey				
Do you recall which City department was involved?	2011	2008	2005	2003	2001	
Police	3	11	13	24	NA	
Fire	0	0	0	0	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.

This question was asked only of the respondents who said they experienced discrimination "in dealing with the City. 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		52%				
Rent		48%				
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	38%	62%	100%				
There are adults age 70 or older	12%	88%	100%				

Respondent Primary Mode of Transportation						
What is your primary mode of transportation?	Percent of respondents					
Bus	21%					
Bike	5%					
Car	66%					
Taxi	1%					
Walk	5%					
Training/light rail	2%					
Other	1%					
Total	100%					

Household Primary Language							
Is English the primary language spoken in the house? Percent of							
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	9%						
25 to 34 years	32%						
35 to 44 years	15%						
45 to 54 years	20%						
55 to 64 years	12%						
65 years and over	11%						
Total	100%						

Household Income						
Please stop me when I reach the category that includes your household's annual income for 2011.	Percent of respondents					
Less than \$10,000	9%					
\$10,000 to less than \$15,000	12%					
\$15,000 to less than \$25,000	9%					
\$25,000 to less than \$35,000	14%					
\$35,000 to less than \$50,000	16%					
\$50,000 to less than \$75,000	14%					
\$75,000 to less than \$100,000	9%					
\$100,000 to less than \$150,000	11%					
\$150,000 to less than \$200,000	3%					
\$200,000 or more	3%					
Total	100%					

Respondent Ethnicity								
For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	Percent of respondents							
Latino/Hispanic	7%							
Not Latino/Hispanic	93%							
Total	100%							

Question 32						
Now, can you tell me what best describes your racial origin?	Percent of respondents					
White	72%					
Black, African American or African	13%					
American Indian/Native American or Alaskan Native	3%					
Asian, Native Hawaiian or other Pacific Islander	2%					
Hmong	<1%					
Somali	1%					
Vietnamese	<1%					
Laotian	0%					
Ethiopian	<1%					
Hispanic/Spanish	5%					
Two or more races	4%					

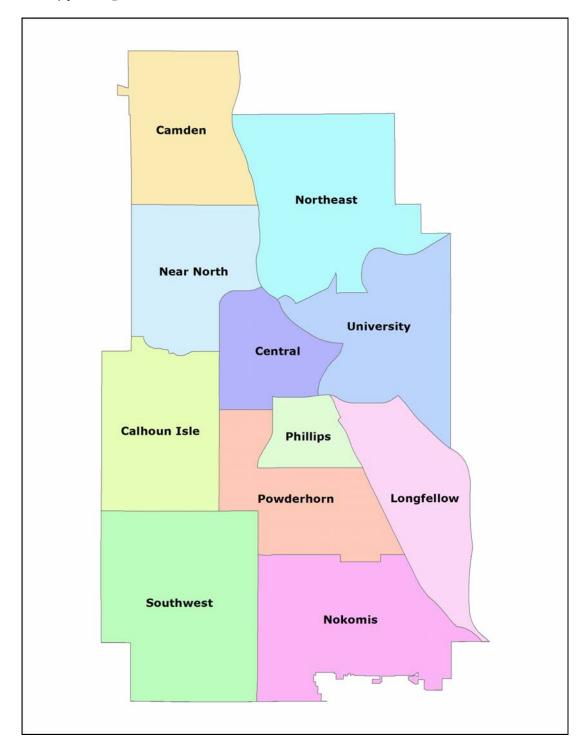
Respondent Gender							
	Percent of respondents						
Male		51%					
Female		49%					
Total		100%					

Community District						
District	Percent of respondents					
Calhoun-Isle	10%					
Camden	7%					
Central	9%					
Longfellow	8%					
Near North	7%					
Nokomis	9%					
Northeast	10%					
Phillips	4%					
Powderhorn	14%					
Southwest	11%					
University	8%					
Unknown	2%					
Total	100%					

Cell Phone Use								
Which of the following applies to your phone usage?	Percent of respondents							
Cell only or cell primary	35%							
Landline only or landline primary	65%							
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 ($p \le .05$) by subgroup are marked with gray shading. Below is a map that illustrates the 11 community planning districts.



Community Planning District Comparisons

Question 5 by Community Planning District												
	Community District											
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
People in my neighborhood look out for one another	94%	84%	62%	84%	69%	91%	81%	49%	84%	96%	66%	81%
My neighborhood is a safe place to live	96%	78%	77%	98%	65%	94%	90%	48%	81%	95%	78%	84%
Street lighting in my neighborhood is adequate	90%	79%	63%	84%	57%	85%	87%	73%	86%	94%	83%	82%

Percent reporting "agree" or "strongly agree"

Question 7 by Community Planning District												
	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
In general, how safe do you feel in downtown Minneapolis?	96%	87%	96%	96%	93%	92%	87%	87%	97%	95%	89%	93%

Percent reporting "somewhat safe" or "very safe"

Question 18 by Community Planning District												
	Community District											
For each, please tell me how satisfied or dissatisfied you are with they way the City provides the service?	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Preparing for disasters	97%	89%	75%	93%	84%	85%	82%	85%	94%	89%	98%	89%
Cleaning up graffiti	84%	75%	85%	86%	63%	81%	81%	77%	71%	88%	83%	80%
Police services	96%	87%	88%	87%	77%	84%	91%	82%	86%	89%	93%	88%
Fire protection and emergency medical response	99%	99%	97%	100%	92%	97%	95%	94%	94%	100%	98%	97%
Animal control services	98%	88%	93%	97%	77%	85%	91%	93%	86%	94%	96%	91%

Percent reporting "satisfied" or "very satisfied"

				Question 2	3 by Com	munity Plan	ning District					
How would you rate						Comm	unity District					
the Minneapolis City Government on?	Calhoun- Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Informing residents on major issues in the City of Minneapolis	78%	46%	56%	64%	54%	67%	55%	58%	61%	64%	69%	62%
Representing and providing for the needs of all its citizens	84%	48%	63%	60%	47%	58%	52%	71%	61%	60%	68%	61%
Effectively planning for the future	72%	53%	52%	55%	54%	56%	42%	65%	59%	51%	69%	57%
Providing value for your tax dollars	70%	55%	56%	57%	41%	56%	36%	55%	58%	58%	80%	57%
Providing meaningful opportunities for citizens to give input on important issues	78%	63%	60%	59%	47%	63%	47%	56%	65%	67%	75%	63%
The overall direction that the City is taking	83%	63%	58%	73%	52%	68%	51%	65%	67%	70%	75%	66%

Percent reporting "good" or "very good"

Sociodemographic Comparisons

			Qı	estion 5 by	Gender, Age	, Race and I	Ethnicity						
			Respo	ndent Gend	l Origin	Resp	ondent Ethni	icity					
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	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	82%	82%	82%	74%	86%	81%	81%	83%	75%	81%	75%	81%	81%
My neighborhood is a safe place to live	93%	80%	87%	75%	86%	87%	85%	87%	77%	85%	77%	85%	85%
Street lighting in my neighborhood is adequate	86%	81%	82%	77%	80%	86%	82%	85%	75%	82%	74%	82%	82%

Percent reporting "agree" or "strongly agree"

		Questi	on 5 by Leng	th of Reside	ncy, Hous	ing Tenu	ıre, Inco	me				
		Leng	th of Reside	ency			Tenur	е		Household	Income	
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	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%	78%	81%	85%	81%	88%	72%	81%	72%	81%	94%	81%
My neighborhood is a safe place to live	83%	79%	90%	85%	85%	90%	79%	84%	74%	88%	89%	84%
Street lighting in my neighborhood is adequate	78%	89%	75%	84%	82%	87%	76%	82%	76%	83%	90%	82%

Percent reporting "agree" or "strongly agree"

					Question	11 by Gend	ler, Age, R	ace and E	thnicity				
		Respo	ndent Gen	der 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?	93%	93%	89%	94%	94%	89%	93%	94%	90%	93%	95%	92%	93%

Percent reporting "somewhat safe" or "very safe"

		Qı	estion 11 by	Length of R	esidency,	Housing	Tenure	and Incom	ie			
		Leng	th of Reside	ency			Tenur	е		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?	92%	96%	96%	89%	93%	95%	90%	93%	91%	93%	97%	93%

Percent reporting "somewhat safe" or "very safe"

				Que	stion 18 by (Gender, Age	, Race and	Ethnicity					
For each, please tell me how			Respo	ndent Gend	er and Age			Respo	ndent Racia	l Origin	Resp	ondent Ethnicity	
satisfied or dissatisfied you are with the way the City provides the service?	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
Preparing for disasters	88%	91%	94%	81%	89%	92%	88%	92%	82%	89%	95%	88%	88%
Cleaning up graffiti	80%	75%	84%	79%	81%	81%	80%	80%	78%	79%	76%	80%	80%
Animal control services	97%	91%	94%	84%	87%	93%	91%	93%	88%	91%	88%	91%	91%
Police services	85%	84%	91%	88%	91%	93%	88%	89%	85%	88%	87%	88%	88%
Fire protection and emergency medical response	95%	99%	98%	94%	98%	98%	97%	98%	95%	97%	96%	97%	97%

Percent reporting "satisfied" or "very satisfied"

		Leng	th of Reside	ncy			Tenur	e		Household	Income	
For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	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
Preparing for disasters	83%	91%	90%	89%	88%	94%	83%	89%	86%	87%	94%	88%
Cleaning up graffiti	85%	78%	79%	78%	80%	80%	79%	80%	76%	80%	82%	79%
Animal control services	92%	94%	86%	91%	91%	92%	89%	91%	89%	91%	93%	91%
Police services	86%	84%	91%	90%	88%	88%	87%	88%	87%	89%	87%	88%
Fire protection and emergency medical response	96%	93%	97%	99%	97%	98%	95%	97%	98%	97%	95%	97%

Percent reporting "satisfied" or "very satisfied"

					Question 2	23 by Gend	er, Age, Ra	ce and Et	hnicity				
How would you rate			Respo	ndent Gen	der and Age	•		Respo	ndent Racia	al Origin	Resp	ondent Ethnicity	
the Minneapolis City Government on?	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	66%	59%	60%	62%	62%	64%	62%	66%	54%	62%	58%	63%	62%
Representing and providing for the needs of all its citizens	60%	65%	62%	62%	61%	56%	61%	63%	57%	61%	63%	61%	61%
Effectively planning for the future	56%	51%	60%	59%	61%	58%	57%	58%	55%	57%	58%	57%	57%
Providing value for your tax dollars	59%	54%	58%	54%	57%	61%	57%	61%	50%	57%	58%	57%	57%
Providing meaningful opportunities for citizens to give input on important issues	68%	58%	61%	68%	59%	60%	63%	65%	57%	63%	60%	63%	63%
The overall direction that the City is taking	69%	63%	59%	68%	71%	64%	66%	69%	60%	67%	55%	67%	66%

Percent reporting "good" or "very good"

		Que	estion 23 by	Length of R	esidency,	Housing	Tenure	, Income				
		Leng	th of Resid	ency			Tenur	e		Household	Income	
How would you rate the Minneapolis City Government on?	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	71%	55%	63%	62%	62%	62%	63%	62%	63%	61%	63%	62%
Representing and providing for the needs of all its citizens	62%	58%	65%	60%	61%	60%	63%	61%	62%	59%	68%	61%
Effectively planning for the future	60%	57%	53%	57%	57%	53%	62%	57%	58%	58%	50%	57%
Providing value for your tax dollars	60%	53%	57%	58%	57%	56%	59%	57%	54%	57%	56%	56%
Providing meaningful opportunities for citizens to give input on important issues	70%	67%	57%	61%	63%	63%	64%	63%	60%	64%	67%	63%
The overall direction that the City is taking	68%	70%	67%	63%	66%	64%	69%	66%	65%	68%	66%	67%

Percent reporting "good" or "very good"

Appendix III: Complete Set of Frequencies

The following pages contain a complete set of survey frequencies for questions related to public safety and regulatory services. The number of respondents for each question is 1,172 unless noted otherwise.

Question 4	
In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	Percent of respondents
Public safety	24%
City government	7%
Transportation related issues - includes traffic related responses	18%
Education	30%
Economic development	16%
Housing	12%
Growth	6%
Job opportunities	18%
Maintain public infrastructure - including bridge and road maintenance	20%
Foreclosure	2%
Property/Real Estate Taxes	18%
Other	34%
Don't know	14%
Refused	0%

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

	Qı	estion 5					
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Refused	Total
People in my neighborhood look out for one another	23%	55%	16%	2%	4%	0%	100%
My neighborhood is a safe place to live	20%	63%	12%	3%	2%	0%	100%
Street lighting in my neighborhood is adequate	18%	63%	14%	4%	1%	0%	100%

Question 10	
What are the major reasons that keep you from spending more time Downtown?	Percent of respondents
Lack of parking	16%
Cost of parking	11%
Traffic (congestion/one-way grid/construction, etc.)	12%
Safety	4%
Prefer other shopping areas	7%
Nowhere to go	15%
Expensive	3%
General dislike	6%
Get lost/hard to find way around	4%
Don't want to go downtown	24%
Other	36%
Don't know	1%
Refused	1%

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 in the last year or less. N=210

Question 11					
In general, how safe do you feel in Downtown Minneapolis? Percent of res					
Very safe	39%				
Somewhat safe	52%				
Not very safe	6%				
Not at all safe	1%				
Don't know	2%				
Refused	0%				
Total	100%				

Question 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?	Yes	No	Don't know	Refused	Total	
Fire department	13%	87%	0%	0%	100%	
Police	38%	62%	0%	0%	100%	
911 operators	32%	68%	0%	0%	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?	75%	20%	4%	0%	1%	0%	100%	
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	47%	36%	9%	8%	0%	0%	100%	
How satisfied were you with the professionalism shown by the 911 operator?	66%	27%	2%	3%	1%	0%	100%	

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

Fire: N=150 Police: N=441 911 operators: N=375

Question 18							
For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know/No opinion	Refused	Total
Preparing for disasters	7%	53%	7%	1%	31%	0%	100%
Cleaning up graffiti	10%	62%	15%	3%	10%	0%	100%
Police services	19%	63%	9%	3%	6%	0%	100%
Fire protection and emergency medical response	30%	55%	2%	1%	12%	0%	100%
Animal control services	12%	60%	5%	2%	21%	0%	100%

	Question 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."	Not at all important	2	3	4	Extremely important	Don't know/No opinion	Total
Preparing for disasters	3%	8%	23%	30%	33%	3%	100%
Cleaning up graffiti	9%	17%	34%	22%	17%	1%	100%
Police services	2%	2%	7%	23%	66%	1%	100%
Fire protection and emergency medical response	1%	1%	2%	17%	77%	1%	100%
Animal control services	7%	16%	37%	23%	15%	3%	100%

Question 23							
Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City Government on	Very good	Good	Only fair	Poor	Don't know	Refused	Total
Informing residents on major issues in the City of Minneapolis	15%	45%	26%	10%	4%	0%	100%
Representing and providing for the needs of all its citizens	12%	47%	29%	9%	4%	0%	100%
Effectively planning for the future	9%	43%	31%	9%	8%	0%	100%
Providing value for your tax dollars	11%	44%	29%	12%	5%	0%	100%
Providing meaningful opportunities for citizens to give input on important issues	14%	45%	26%	9%	6%	0%	100%
The overall direction that the City is taking	11%	51%	22%	10%	5%	0%	100%

Question 24c					
Do you recall which City department was involved?	Number of respondents				
Police	3				
Public Works	3				
Community Planning and Economic Development (CPED)	0				
City Attorney	0				
Fire	0				
Human Resources	1				
Inspections/Licensing	0				
Other	5				
Don't know	2				
Refused	0				
Total	14				

This question was asked only of those who reported experiencing discrimination in dealing with the City.