Minneapolis, MN

Resident Survey

Final Report of Results

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Prepared by:

NATIONAL RESEARCH CENTER INC.

3005 30th Street • Boulder, Colorado 80301 • t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

Acknowledgements[1]

Resident Survey Team

David M Rubedor, Director, Neighborhood and Community Relations Department

We would like to extended special acknowledgement to Neighborhood and Community Relations staff and other City of Minneapolis employees who assisted in the project.

The City of Minneapolis also would like to extend a special acknowledgement to the Minneapolis residents who shared their time, opinions and ideas for this study.

[1] The City of Minneapolis invites and encourages participation by every resident to each program, service and event within our city. If you require this document in a different format, please let us know by contacting 311 or 612-673-3000.

Table of Contents

Table of Figures

Table of Tables

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

Methods

- The Minneapolis Resident Survey was administered by phone to a representative sample of Minneapolis residents from February 1, 2011 to March 10, 2011. A total of 1,172 surveys were completed. About a quarter of the interviews were completed with people of color, about a quarter with cell phone users and at least 95 interviews were completed with respondents in each of the 11 community planning districts. Nineteen 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

Quality of Life and Community

A majority of residents continue to rate Minneapolis and their neighborhoods as "good" or "very good" places to live, with ratings similar to or higher than ratings in jurisdictions across the country and when compared to a select list of cities[2].

- Respondents who reported living in the Near North community planning district were less likely to give positive ratings for Minneapolis as a place to live than were other residents. When asked to rate their neighborhood as a place to live, Camden, Near North and Phillips residents tended to give less positive ratings than those living in other areas of the city.
- Younger women respondents, residents of color, those of Latino/Hispanic origin, renters and lower income residents tended to give lower quality of life ratings than did their counterparts.

[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 top three unprompted answers most frequently given by 2011 respondents about the three biggest challenges Minneapolis will face in the next five years were: education (35%); public safety (28%); and maintaining public infrastructure (23%). Other responses, mentioned by about one in five respondents, were: property and real estate taxes; job opportunities; economic development; and transportation related issues.

Survey participants were asked the extent to which they agreed or disagreed with two statements about the City. Almost all respondents agreed or strongly agreed that they are proud to live in the City of Minneapolis and would recommend it as a great place to live; at least two in five reported strong agreement with each of these statements. Few, if any, respondents strongly disagreed with either statement.

Neighborhood Perception & Image

A strong majority respondents agreed that their neighborhood is a safe place to live (84% "agreed" or "strongly agreed"); their neighborhood is clean and well maintained (83%); street lighting in their neighborhood is adequate (82%); people in their neighborhood look out for one another (80%); and that their neighborhood has a good selection of stores and services that meet their needs (76%). These ratings have steadily increased or remained stable over time. Perception of neighborhood safety was much below the national average.

- Camden, Central, Near North and Phillips residents tended to report less positive neighborhood perception and image ratings than did residents living in other districts.
- Younger females, 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.

About 7 in 10 (72%) felt that their current residence was just the right size, 21% said it was too small or much too small and 6% said it was too big. No respondents thought their current place of residence was much too big. Responses to this question have remained stable over time.

Most respondents agreed that the location of their home is convenient for the household's needs; that the physical condition of their house was adequate; and that their housing costs were affordable and within the household's budget. About a third of respondents (35%) reported they intend to move within the next two years, down from 41% in 2005.

- Near North 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 reported a higher likelihood of moving within the next two years when compared to responses from other residents.
- Younger respondents, respondents of color, renters and lower income residents said they were more likely to move in the next two years than other residents.

Downtown Usage & Image

Downtown Use

The 76% of respondents who said they do not live or work Downtown were asked how often, if ever, they visited the Downtown area in the last year. About 9 in 10 of those respondents said they had visited the Downtown area at least once in the last year, similar to previous years' reports. Few (6%) reported never visiting the area in the last year.

Of those who rarely or never visit Downtown Minneapolis (17%), about a quarter said it was "just don't want to go Downtown." Other common answers were related to a lack of parking (17%), having nowhere to go (15%), traffic congestion (12%) and the cost of parking (11%).

Downtown Safety

Almost all (93%) reported that that they felt "somewhat" or "very" safe in Downtown Minneapolis; these positive ratings have improved over time and were much higher than the national average for perception of Downtown safety.

Access to Information

About two-thirds of 2011 respondents reported at least some familiarity with Minneapolis 311 services, up from 59% in 2008.

- Younger residents (ages 18-34), residents of color, those of reporting a shorter length of residency (less than 5 years), renters and low income residents tended to be less familiar with Minneapolis 311.

A slightly higher proportion of respondents in 2011 than in 2008 reported contacting the City. Those 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. About 8 in 10 respondents reported using telephone to contact the City (40% of whom contacted the City using 311 services). Approximately 3 in 10 reported visiting the City's Web site.

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 various characteristics about the City employee with which they most recently had contact. Most respondents rated each employee characteristic as "good" or "very good," similar to 2008 reports. Ratings of employee knowledge and respectfulness have improved since 2005. When compared to the national benchmarks, ratings of City employees' courteousness and the ease of getting in touch with the employee were below average; ratings of employees' knowledge and timeliness were similar to national averages; and employees' willingness to help or understand was rated higher than the national benchmark. When compared to jurisdictions in select cities[3] in the database, employees' knowledge was rated much above average.

- Respondents residing in the Central planning district, renters, lower income residents and residents of color were least likely to give positive employee ratings than were their counterparts.

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. A majority of respondents reported that the usefulness of information, the design and graphics used and the convenience of the City's Web site were good or very good (76%, 73% and 73%, respectively). Ratings for the design and graphics used on the City's Web site and the usefulness of information on the site declined slightly over time, while ratings of the convenience of the Web site showed an upward trend across survey years.

Snow Emergency Information

Nearly half of residents reported relying on the automated phone call from the city when a snow emergency is declared and about a quarter refer to radio or television for this information. A mixed bag of information

[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.

sources was used by Minneapolis residents for understanding snow emergency rules: City of Minneapolis Web site (17%), radio or television (13%), the 348-snow phone hotline (13%) were sources most commonly mentioned.

Emergency Services

Residents responding to the survey were asked if they had any contact with emergency services in the past two years. At least a third of respondents reported that they had contacted the police (38%), 911 operators (32%) and 311 agents (36%), while 13% reported having contacted the fire department in the last two years.

Those who reported having contacted an 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. Most respondents reported that they were satisfied or very satisfied with the professionalism shown by Fire Department staff (96%), 911 operators (94%), 311 agents (96%) and Police Department staff (83%), similar to or higher than in 2008. Satisfaction ratings for Fire Department staff and Police Department staff were much below the national average.

Satisfaction with Public Education in Minneapolis

While 54% of respondents reported satisfaction with public education in Minneapolis, 46% thought it had declined in the two years prior to the 2011 survey administration. Almost equal proportions were very satisfied and very dissatisfied. About a third thought public education had remained the same over the last two years, while a quarter thought it had improved and two in five thought it had declined. About three times as many respondents thought it had declined a lot as opposed to those who felt it had improved a lot (13% versus 4%).

- Residents living in the Central community planning district were less satisfied with public education in Minneapolis than were those living in other areas of the city.

- Home-owners were less satisfied with public education in the city than were renters.

City Services

Satisfaction with City Services

Survey participants were read a list of services provided by the City of Minneapolis government and asked to rate their level of satisfaction or dissatisfaction with each. At least half of all respondents said that they were satisfied or very satisfied with each service from the list of services provided by the City of Minneapolis, except for street repair (40% gave positive ratings).

- When comparing results by community planning district, Near North residents tended to give lower satisfaction ratings than did respondents living in other districts, except for ratings of drinking water.

- People of color and renters were less likely to give high marks to City services when asked to rate their satisfaction with each service than were other residents.

In general, quality ratings of Minneapolis City services remained stable or showed improvement from 2008 to 2011.

Twelve of 20 services were compared to National Research Center's national database. One service (affordable housing development) received ratings that were much higher than the national average; two services (providing park and recreation services and animal control services) received ratings similar to the national benchmark; ratings for keeping streets clean were lower than the national average; and eight services were rated much below the national benchmark. Six of the 20 services were compared to select cities[4] from NRC's database. Keeping streets clean and animal control services were rated similarly to ratings given in select cities and four services received ratings much below the select cities average.

Prioritization of City Services

After rating their satisfaction with City services, residents 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 the top of the list were: fire protection and emergency medical response (78% rating as extremely important), providing quality drinking water (69%) and police services (66%). Despite the change in some importance ratings, the rank order of service importance was largely the same in 2011 and 2008.

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.

As is found in many jurisdictions, the services identified by Minneapolis residents as the most important were the core health and safety services such as police, fire, trash collection and drinking water. Because these services tend to be considered the most important everywhere in the U.S., it can be especially illuminating to dig deeper, to identify services that are the best predictors of whether residents would support a tax increase to maintain or improve services. NRC performed a Key Driver Analysis (KDA) which measures the strength of the relationship between service ratings and willingness to support a tax increase. The services most closely related to that willingness to pay are considered key drivers. The residents who gave higher ratings to the key drivers were more likely to support a tax increase to maintain or improve services, but those who gave lower ratings to the key drivers were less likely to support a tax increase to maintain or improve services. The key drivers for Minneapolis were: snow removal, street repair and providing parks and recreation services.

Not only are some "important" services more essential targets for study or improvement – the key drivers – but the ratings of some important services tend always to be better than the ratings of others – irrespective of community. For example, fire and police ratings always receive better ratings than street repair or snow removal. To help identify where ratings are better or worse than should be expected, a comparison is made to resident ratings of those services in other locales. The higher importance services that rated lower compared to other places included: fire protection and emergency medical response, providing quality drinking water, police services, garbage collection and recycling services, snow removal and street repair.

Because snow removal and street repair were both below the benchmark and were key drivers (while the other key driver, providing parks and recreation services was similar to the benchmark) their improvement is likely the best place to focus resources to have the biggest payoff in resident willingness to pay for better or sustained service.

Community Engagement

Community Participation

As in 2008, about 9 in 10 respondents reported that they are likely to vote in the next election for mayor and city council in November 2013, with 72% in 2011 stating that they are very likely to vote.

[4] 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

Those who reported they were unlikely to vote in the next election for Mayor and City Council gave reasons such as: not having any interest, a lack of awareness on how to vote, having a belief that voting would not make a difference, or that they were too busy to vote.

The proportion of respondents reporting that they would be likely to contact an elected official was higher in 2011 than in 2008, while fewer 2011 respondents than 2008 respondents reported that they would work with a group not affiliated with the City to try to influence a City decision.

City Government Performance

At least 6 in 10 respondents gave good or very good ratings when asked to rate various aspects of Minneapolis City government and, 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 cities[5] 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.

Discrimination

Seventeen percent of respondents reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years. Of those who reported experiencing discrimination, 21% reported it was in getting a job or at work, or that the situation arose in their neighborhood. Responses were generally similar to 2005 reports of discrimination. Few respondents reported that the discrimination occurred when dealing with the City.

[5] 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.

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 this language. 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 cities[6] 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

[6] 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;

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.

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")[7], 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.

[7] 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.

Report of Results

Quality of Life and Community

Survey respondents were asked to rate various aspects of quality of life in Minneapolis. When residents were asked to rate Minneapolis and their neighborhood as a place to live, a majority rated each as good or very good. About 9 in 10 thought Minneapolis was a "good" or "very good" place to live and about 8 in 10 said the same for their neighborhood as a place to live. 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[8] from National Research Center's database, quality of life ratings given by Minneapolis respondents were similar to or higher than ratings given in other jurisdictions.

Respondents who reported living in the Near North community planning district were less likely to give positive ratings for Minneapolis as a place to live than were other residents. When asked to rate their neighborhood as a place to live, Camden, Near North and Phillips residents tended to give less positive ratings than those living in other areas of the city. Younger women respondents, residents of color, those of Latino/Hispanic origin, renters and lower income residents tended to give lower quality of life ratings than did their counterparts. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

[8] 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.

Figure 1: Minneapolis as a Place to Live

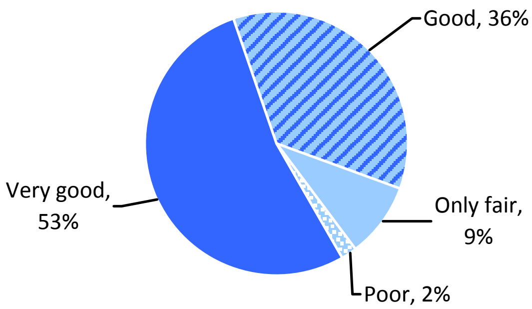


Figure 2: Neighborhood as a Place to Live

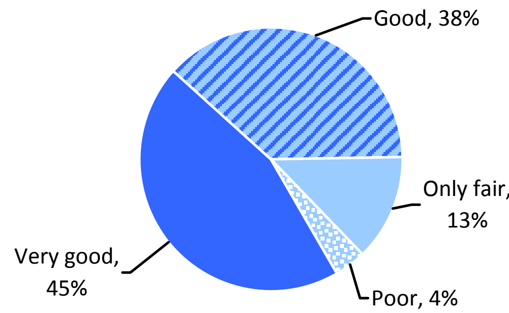
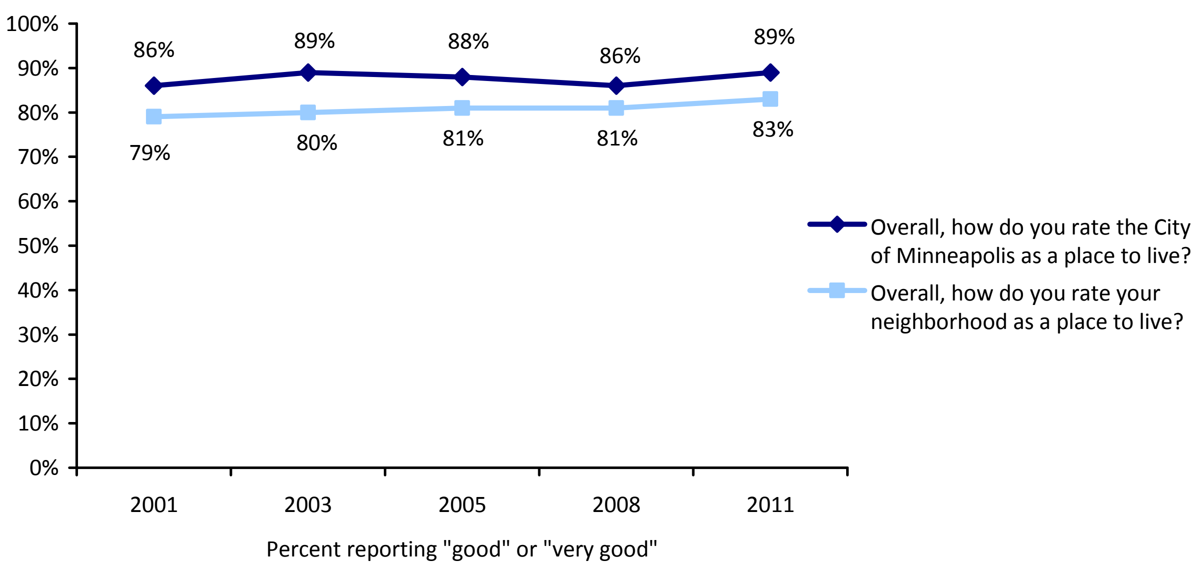


Figure 3: Minneapolis as a Place to Live Compared Over Time



Residents responding to the survey were asked if they thought the City as a place to live had gotten better, worse or stayed about the same in the past two years. Six in ten felt that it had stayed about the same as a place to live, 18% felt it had gotten worse and 22% said it had gotten better.

Generally, these ratings have remained stable over time. However, a higher proportion of 2011 respondents felt the City had stayed about the same and fewer thought it had gotten worse than did respondents to the 2008 survey. 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 were more likely to think that Minneapolis has gotten better as a place to live in the last two years than those living in other community planning districts. When compared to other residents in Minneapolis, older residents (age 55 or older) were more likely to think Minneapolis has gotten worse as a place to live in the last two years while residents of color were more likely to think it had improved over time. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 4: Perceived Change in City Livability

Over the past two years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?

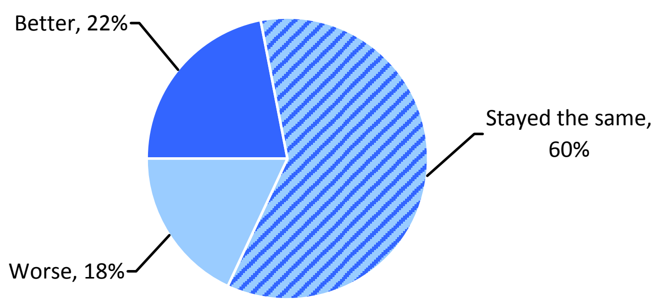
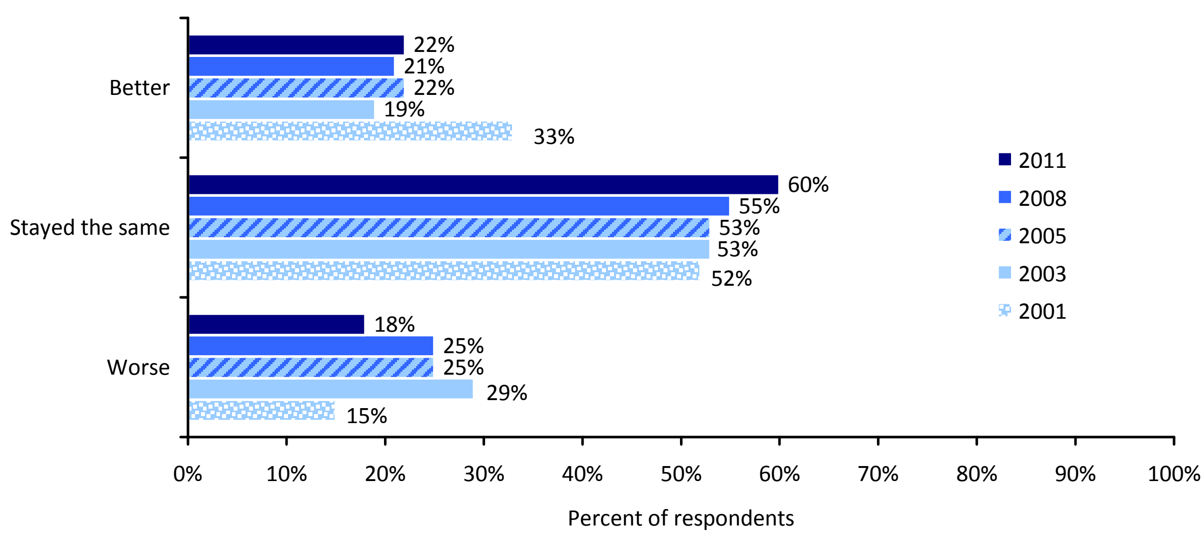


Figure 5: Perceived Change in City Livability Compared Over Time



The 2001 questionnaire asked respondents to rate changes in livability over the past three years versus the past two years as in 2003, 2005, 2008 and 2011.

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.

The top three unprompted answers most frequently given by 2011 respondents were education (35%), public safety (28%) and maintaining public infrastructure (23%). About one in five respondents mentioned that property and real estate taxes, job opportunities, economic development and transportation related issues will be challenges for the City in the next five years.

When compared to previous years, a higher proportion of respondents in 2011 than in 2008 commented about maintaining public infrastructure, education and job opportunities as issues in Minneapolis over the next five years; a smaller proportion of respondents in 2011 than in 2008 suggested concerns about foreclosures, economic development, housing, public safety and transportation related issues. 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.

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, 2008 and 2011; "economic development – job creation/unemployment" in 2001 versus "economic development" in 2003, 2005, 2008 and 2011. "Property taxes" was added in 2011.

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

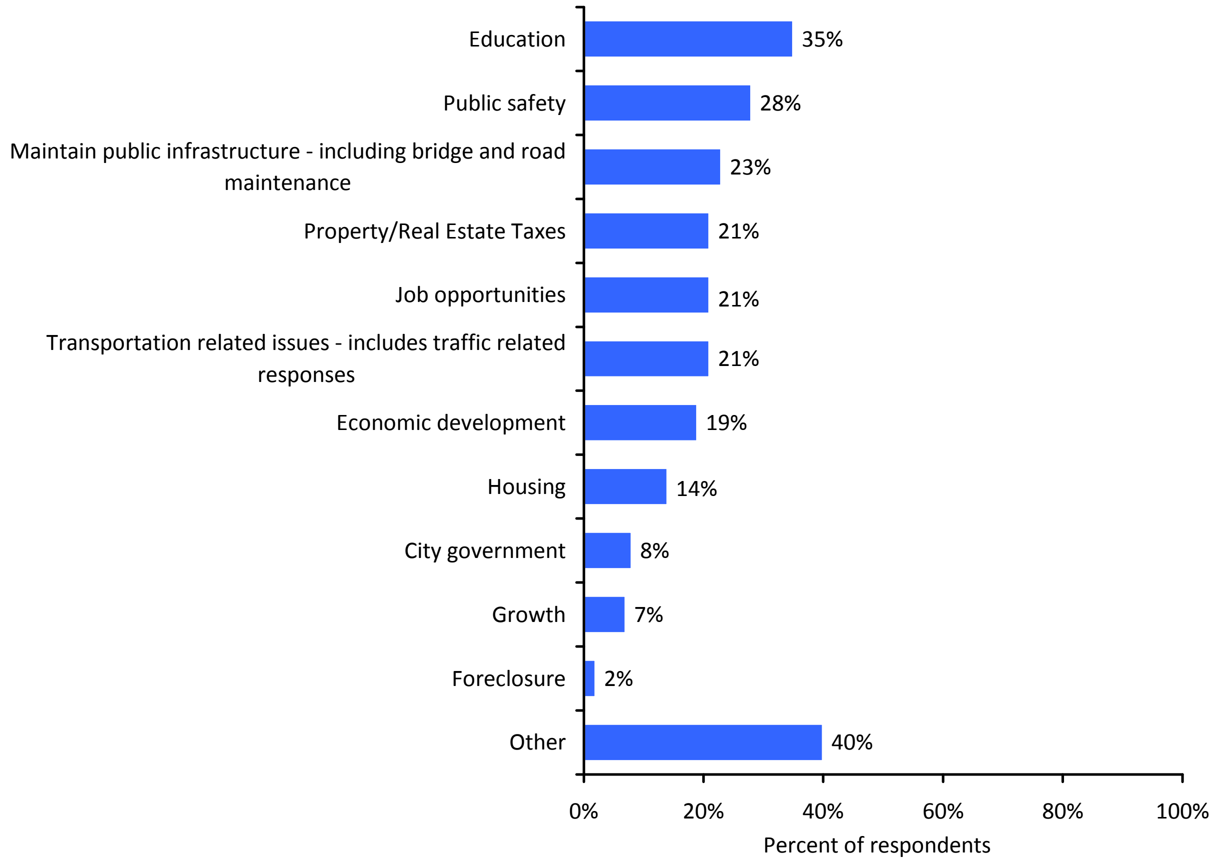


Table 1: Biggest Challenges Minneapolis Will Face Compared Over Time

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	2011	2008	2005	2003	2001
Education	35%	29%	38%	29%	30%
Public safety	28%	44%	44%	42%	37%
Maintain public infrastructure - including bridge and road maintenance	23%	16%	NA	NA	NA
Job opportunities	21%	17%	17%	NA	NA
Property/Real Estate taxes	21%	NA	NA	NA	NA
Transportation related issues - includes traffic related responses	21%	37%	35%	32%	30%
Economic development	19%	26%	21%	24%	22%
Housing	14%	26%	30%	24%	47%
City government	8%	9%	10%	38%	NA
Growth	7%	11%	10%	9%	8%
Foreclosure	2%	7%	NA	NA	NA
Other	40%	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.
"Property/Real Estate taxes" was added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

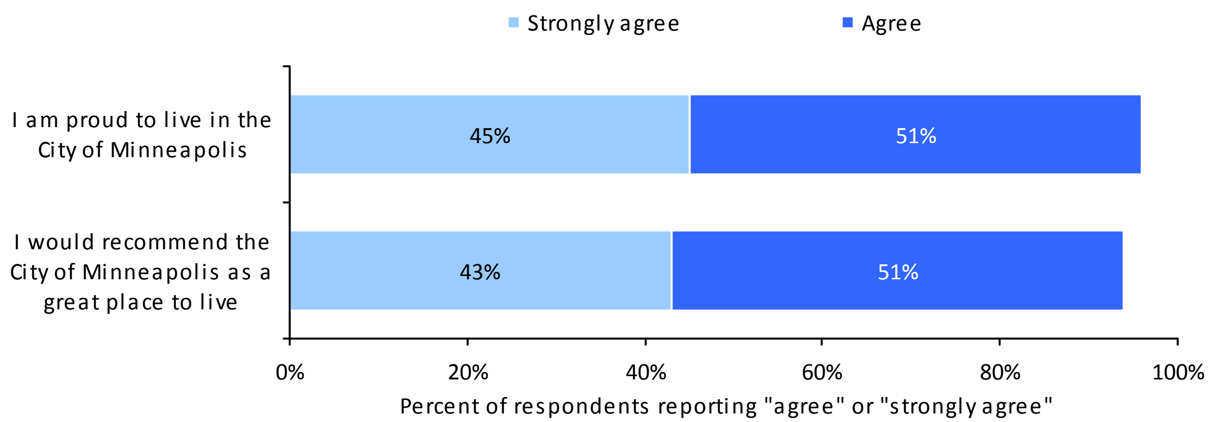
In 2011, the Human Resources department added a question to assess resident perceptions of living in the City. The following section addresses neighborhood perception and image.

Survey participants were asked the extent to which they agreed or disagreed with two statements about the City. Almost all respondents agreed or strongly agreed that they are proud to live in the City of Minneapolis and would recommend it as a great place to live; at least two in five reported strong agreement with each of these statements. Few, if any, respondents strongly disagreed with either statement.

Table 2: Perceptions of Living in Minneapolis

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:	Strongly agree	Agree	Disagree	Strongly disagree	Total
I am proud to live in the City of Minneapolis	45%	51%	4%	0%	100%
I would recommend the City of Minneapolis as a great place to live	43%	51%	5%	1%	100%

Figure 7: Summary of Perceptions of Living in Minneapolis



Neighborhood Perception & Image

Residents were asked the extent to which they agreed or disagreed with various positive statements about their neighborhood. At least three-quarters of respondents said they agreed or strongly agreed with each statement; at least one in five was in strong agreement. These ratings have steadily increased or remained stable over time.

When compared to jurisdictions across the nation, perception of neighborhood safety was much below average. National comparisons for other neighborhood qualities were not available. Comparisons to select cities[9] from the database also were not available.

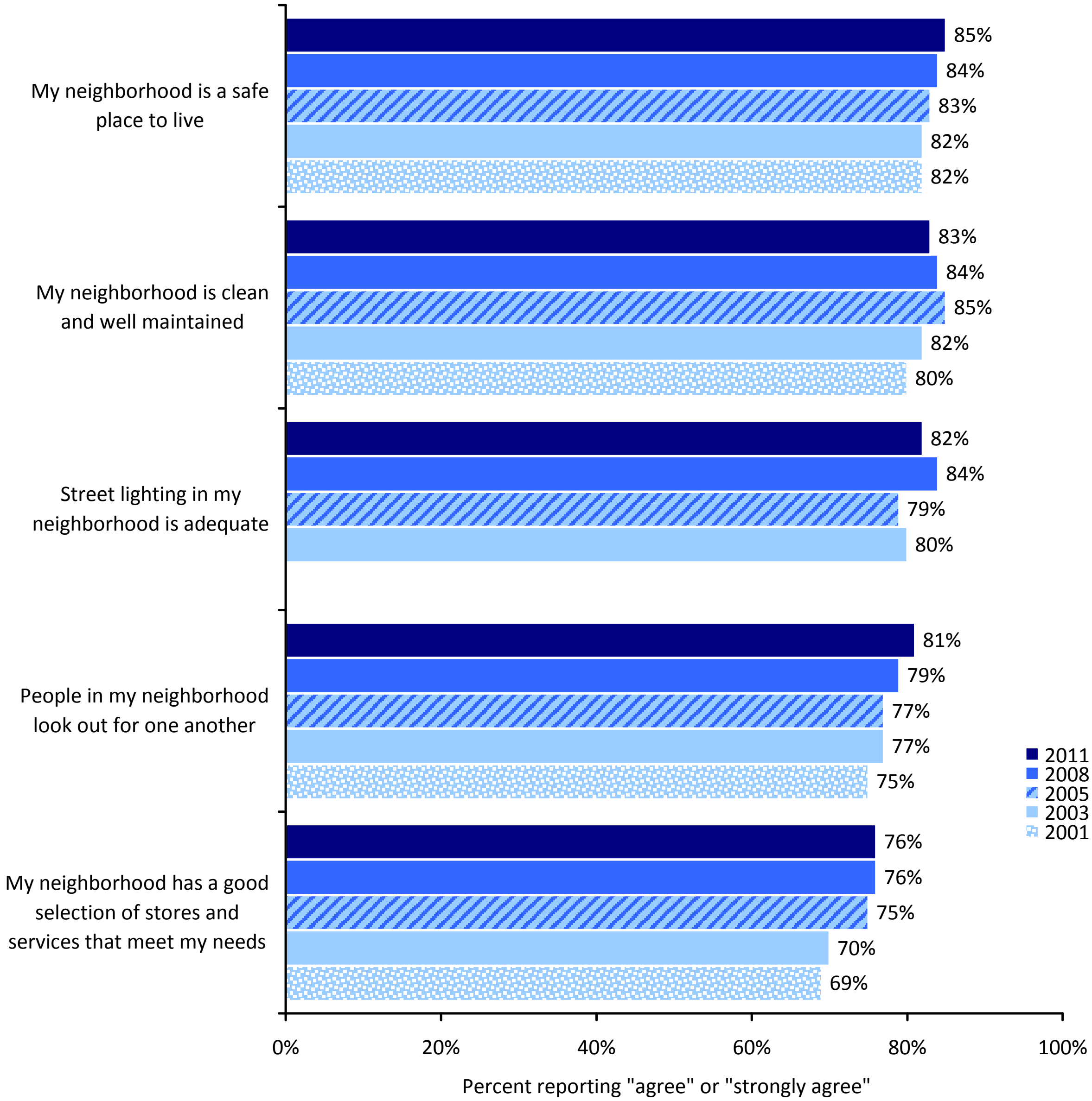
Camden, Central, Near North and Phillips residents tended to report less positive neighborhood perception and image ratings than did residents living in other districts. Younger females, residents of color, Latino/Hispanic residents, renters and low income residents were less likely to agree with each statement, while respondents who reported living in Minneapolis for more than 20 years were more likely to agree. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 3: 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
My neighborhood is a safe place to live	20%	64%	12%	3%	100%	Much below	Not available
My neighborhood is clean and well maintained	24%	59%	14%	3%	100%	Not available	Not available
Street lighting in my neighborhood is adequate	19%	63%	15%	4%	100%	Not available	Not available
People in my neighborhood look out for one another	23%	57%	17%	2%	100%	Not available	Not available
My neighborhood has a good selection of stores and services that meet my needs	26%	50%	18%	6%	100%	Not available	Not available

[9] 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 8: Neighborhood Perceptions and Image Compared Over Time



"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 7 in 10 (72%) felt that their current residence was just the right size, 21% said it was too small or much too small and 6% said it was too big. No respondents thought their current place of residence was much too big. Responses to this question have remained stable over time.

Figure 9: Size of Current Residence

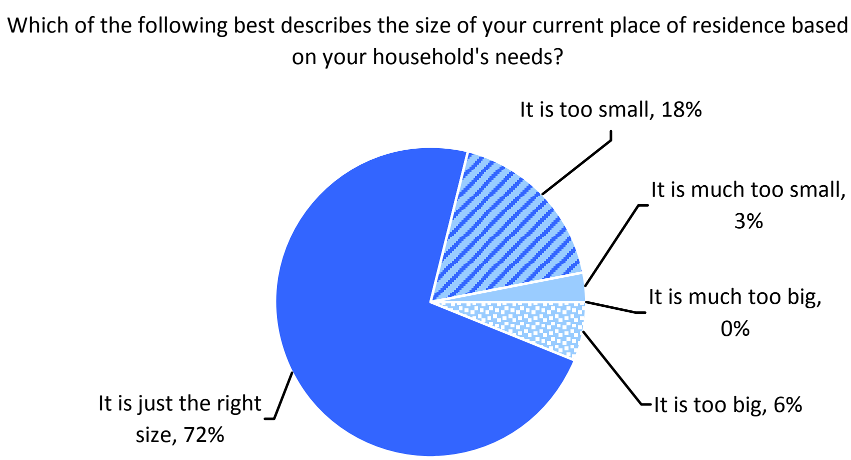
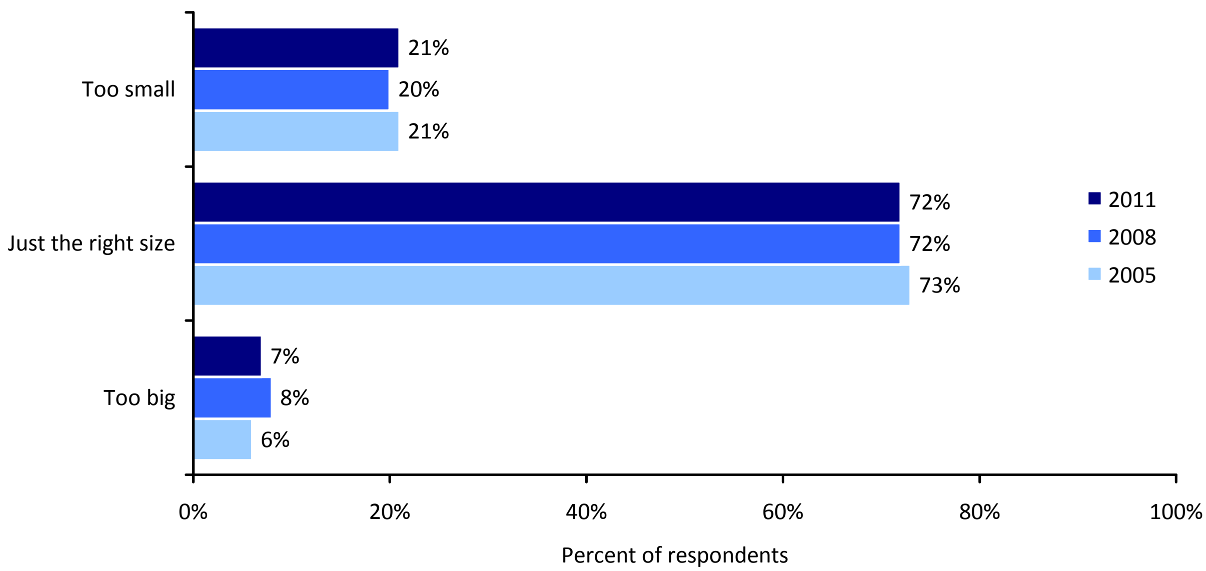


Figure 10: Size of Current Residence Compared Over Time



This question was not asked in 2003 or 2001.

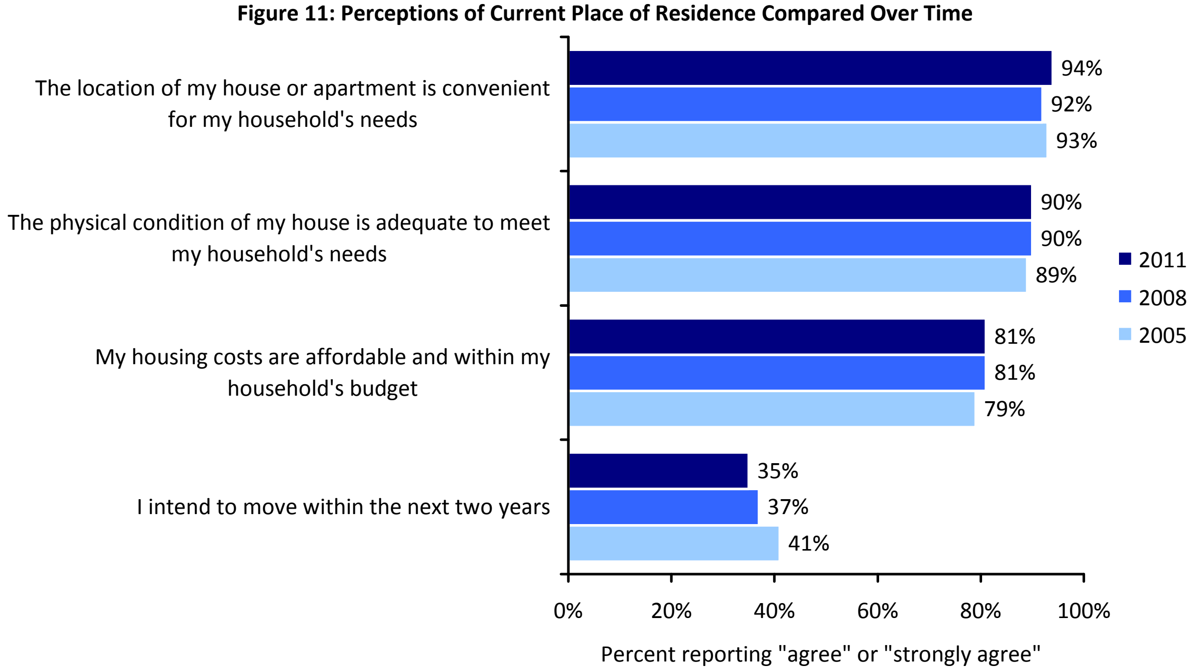
A related question asked Minneapolis residents to indicate the extent to which they agreed or disagreed with statements about their current place of residence. Almost all respondents agreed that the location of their home is convenient for the household's needs. Nine in ten respondents felt similarly that the physical condition of their house was adequate. Eight in ten agreed that their housing costs were affordable and within the household's budget. About a third of respondents (35%) reported they intend to move within the next two years, down from 41% in 2005.

Near North 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 reported a higher likelihood of moving within the next two years when compared to responses from other residents. Comparing sociodemographics, younger respondents, respondents of color, renters and lower income residents said they were more likely to move in the next two years than other residents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 4: Perceptions of Current Place of Residence

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.	Strongly agree	Agree	Disagree	Strongly disagree	Total
The location of my house or apartment is convenient for my household's needs	46%	48%	5%	1%	100%
The physical condition of my house is adequate to meet my household's needs	30%	60%	9%	1%	100%
My housing costs are affordable and within my household's budget	20%	62%	16%	3%	100%
I intend to move within the next two years	10%	25%	37%	28%	100%

Figure 11: Perceptions of Current Place of Residence Compared Over Time

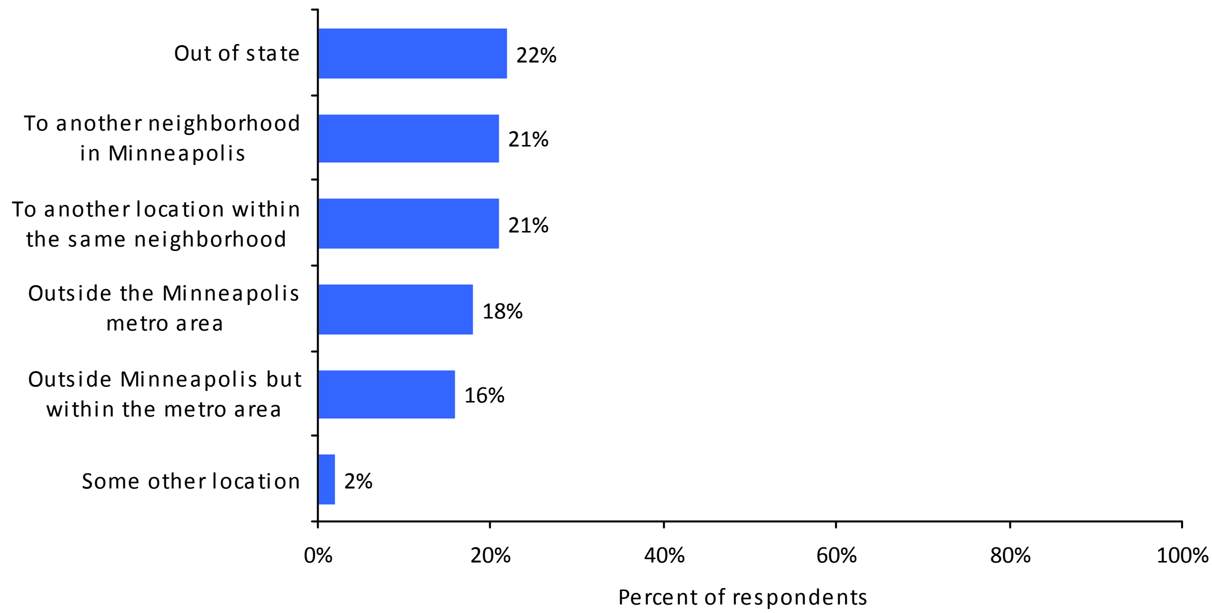


This question was not asked in 2003 or 2001.

Follow-up questions were asked of those respondents who are likely to move within the next two years. Of the 10% of respondents who strongly agreed that they intend to so, about one in five said they would either move out of state, to another neighborhood in Minneapolis or to another location within the same neighborhood. Another 18% said they would move outside the Minneapolis metro area and 16% reported they would move outside Minneapolis, but within the metro area.

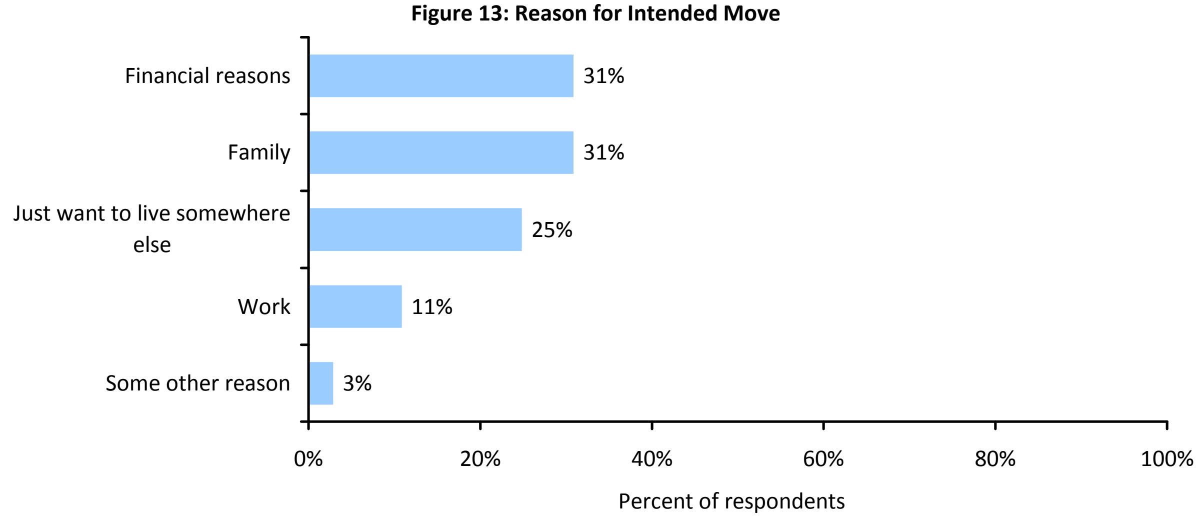
When asked why they intend to move, about 3 in 10 mentioned financial reasons (31%) or family (31%). About a quarter reported that they just want to live somewhere else.

Figure 12: 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=110

Figure 13: 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=110

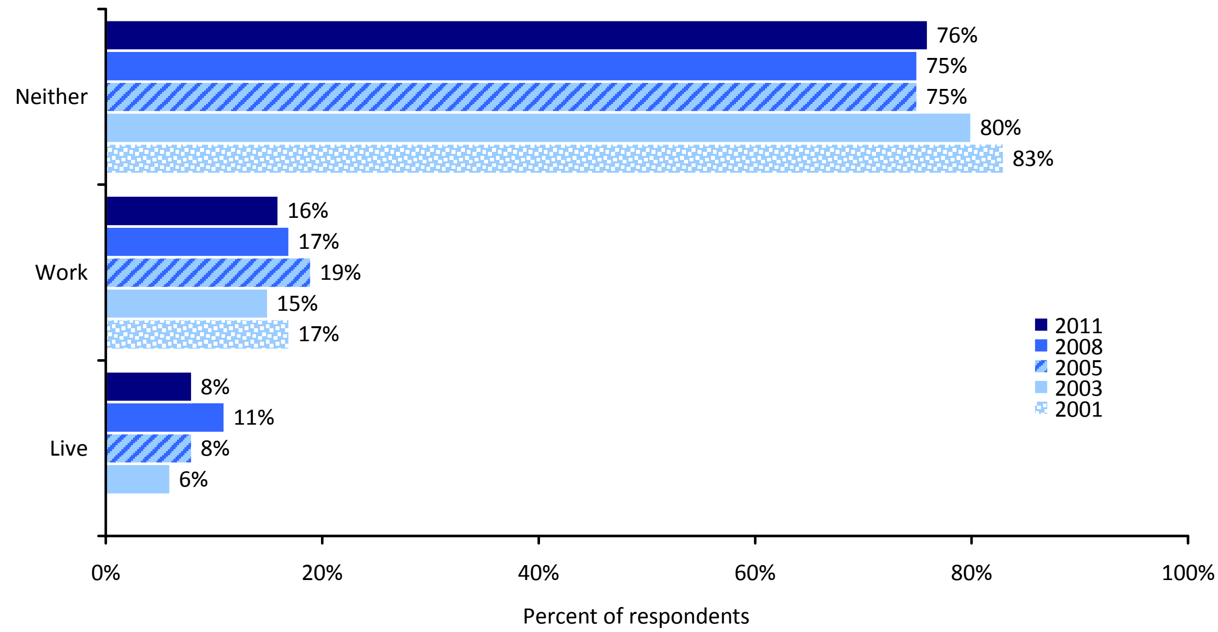
Downtown Usage & Image

Downtown Use

The survey instrument asked a series of questions about residents' use and perceptions of Downtown Minneapolis.

A majority of respondents (76%) reported they neither live nor work in Downtown Minneapolis, similar to 2008 and 2005. A similar proportion of respondents to the 2011 survey reported living or working in Downtown Minneapolis when compared to 2008 results.

Figure 14: 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.

Respondents who said they do not live or work Downtown (N=867) were asked how often, if ever, they visited the Downtown area in the last year. About 9 in 10 respondents (94%) said they had visited the Downtown area at least once in the last year, similar to previous years' reports. About two in five (39%) reported visiting 26 times or more. About a quarter said they had visited Downtown Minneapolis 3 to 12 times in the past year, while 16% said they had visited 13 to 26 times and 11% reported visiting once or twice in the last year. Six percent reported never visiting the area in the last year. The percentage of respondents who have visited Downtown Minneapolis has remained stable over time.

Figure 15: Frequency of Visiting Downtown Minneapolis in the Last Year

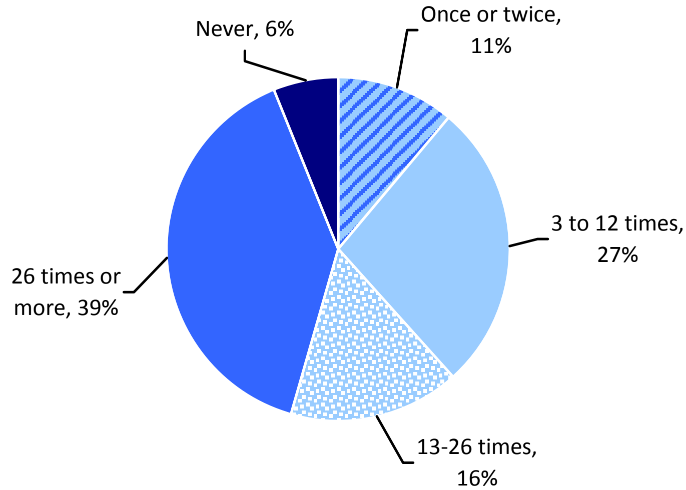
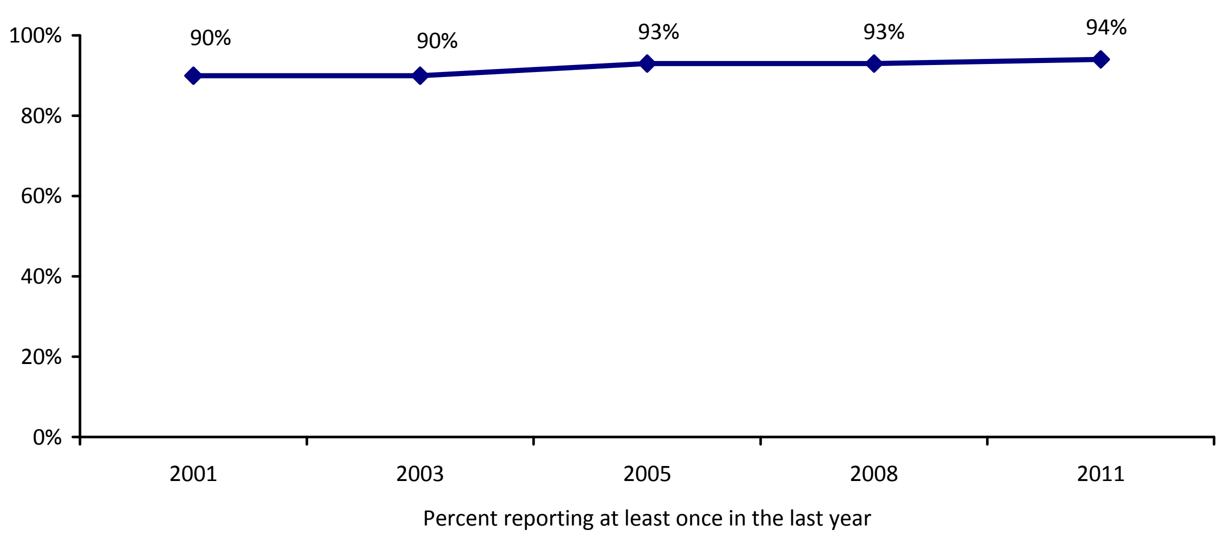


Figure 16: Frequency of Visiting Downtown Minneapolis in the Last Year Compared Over Time

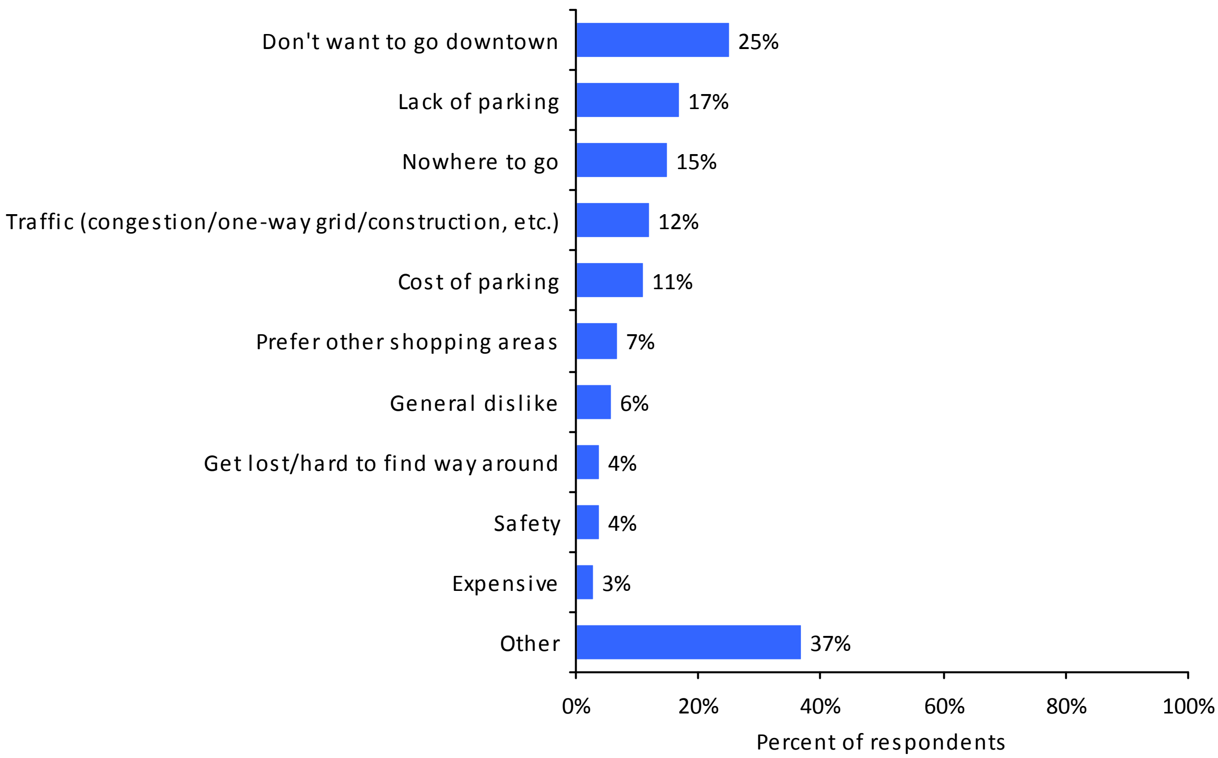


The 2011, 2008, 2005 and 2003 questionnaire asked this question of only those people who did not live or work Downtown.
The 2001 questionnaire asked this question only of people who did work Downtown.
The 2001 and 2003 questionnaires contained more response options than the 2005, 2008 and 2011 surveys.

The 17% of respondents (N=199) 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 response. Many respondents mentioned "other" items that could not be coded into a specific category. In addition to the 25% of respondents stating that they "just don't want to go Downtown," other common answers were related to a lack of parking (17%), having nowhere to go (15%), traffic congestion (12%) and the cost of parking (11%).

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. Safety issues appeared to be less of a deterrent in 2011 compared to 2008.

Figure 17: 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 5: Reasons for Avoiding Downtown Minneapolis Compared Over Time

What are the major reasons that keep you from spending more time Downtown?	2011	2008	2005	2003	2001
Don't want to go Downtown	25%	26%	14%	NA	NA
Lack of parking	17%	13%	20%	36%	29%
Nowhere to go	15%	15%	7%	16%	26%
Traffic (congestion/one-way grid/construction, etc.)	12%	8%	7%	13%	15%
Cost of parking	11%	13%	16%	NA	NA
Prefer other shopping areas	7%	8%	10%	17%	20%
General dislike	6%	2%	3%	2%	4%
Get lost/hard to find way around	4%	4%	2%	NA	NA
Safety	4%	13%	10%	7%	NA
Expensive	3%	2%	5%	11%	6%
Dirty	0%	1%	0%	1%	0%
Other	37%	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

Survey respondents were asked to rate how safe they felt in Downtown Minneapolis, in general. Almost all (93%) 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 much higher than the national average for perception of Downtown safety. Perceptions of Downtown safety in Minneapolis have improved over time.

Figure 18: Perception of Downtown Safety

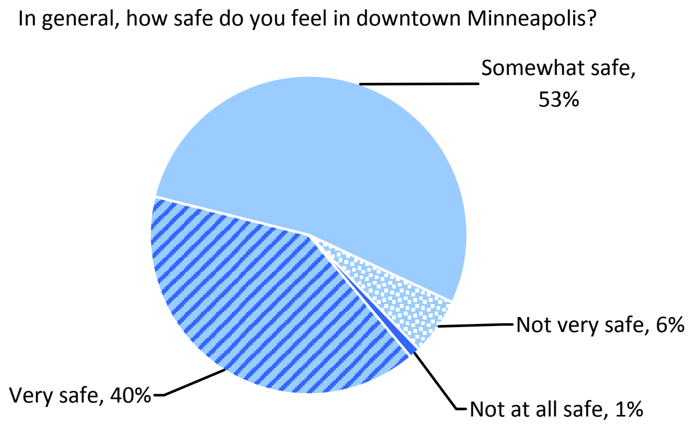
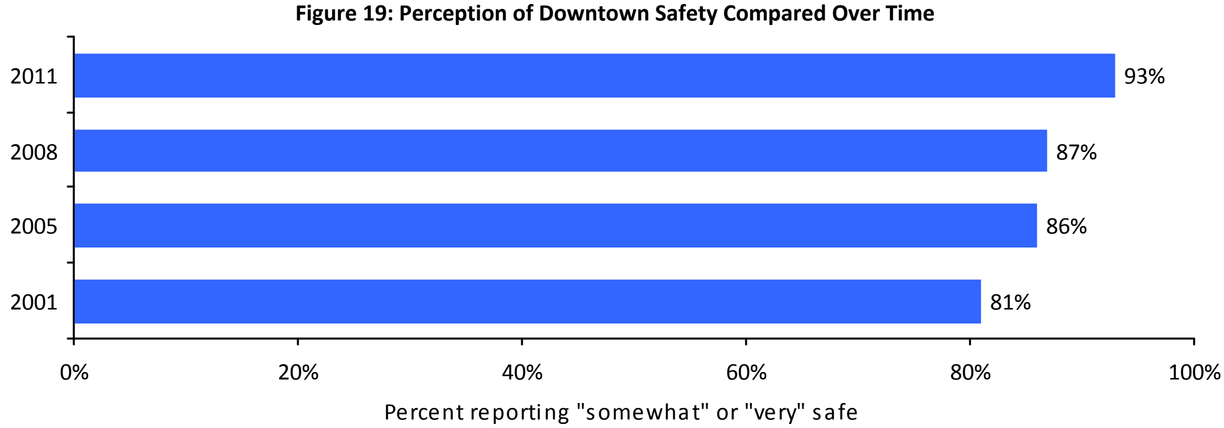


Figure 19: Perception of Downtown Safety Compared Over Time



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.

Access to Information

When asked how familiar they were with Minneapolis 311, about two-thirds of 2011 respondents reported at least some familiarity, up from 59% in 2008. A third said they were not at all familiar with Minneapolis 311.

Respondents were asked if they had contacted the City to get information or services in the last 12 months. A slightly higher proportion of respondents in 2011 than in 2008 (44% and 39%, respectively) reported contacting the City. Contact with the City was similar to contact reports given in other jurisdictions throughout the nation.

Younger residents (ages 18-34), residents of color, those of reporting 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 20: Familiarity with Minneapolis 311

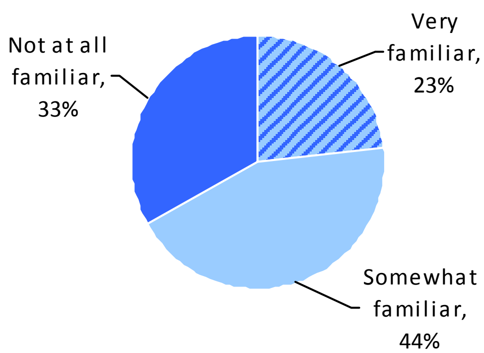


Figure 22: Familiarity with Minneapolis 311 Compared Over Time

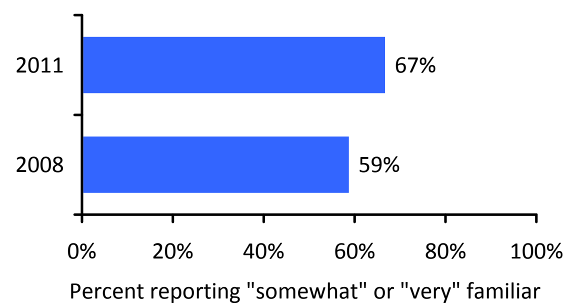


Figure 21: Contact with the City in Last 12 Months

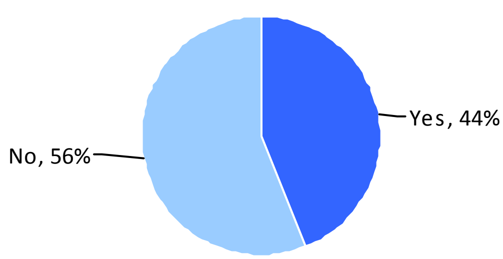
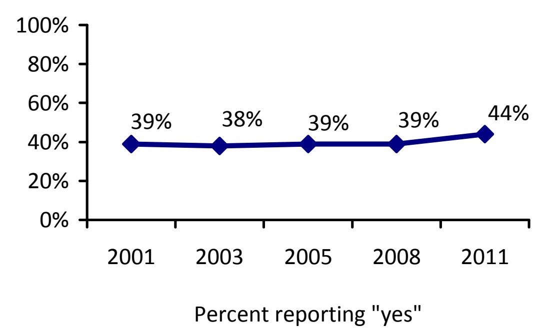


Figure 23: Contact with the City in Last 12 Months Compared Over Time



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. About 8 in 10 respondents reported using telephone to contact the City (40% of whom contacted the City using 311 services). Approximately 3 in 10 reported visiting the City's Web site. Few respondents reported using mail or other methods to contact the City (1% and 2%, respectively).

Table 6: Method of Contact Among Those With Contact Compared Over Time

How did you contact the City?	2011	2008	2005	2003	2001
By telephone - other	43%	48%	73%	83%	90%
By telephone - 311	40%	46%			
Visit the City's Web site	29%	22%	22%	32%	0%
By email	8%	14%	10%	13%	18%
In person	11%	12%	16%	24%	24%
By mail	1%	7%	4%	10%	10%
Other	2%	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=869
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 various 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. Eighty-six percent of residents rated employees' knowledge as good or very good. Employees' willingness to help or understand, timeliness, their willingness to accommodate the need for foreign language and/or sign language interpreting and the ease of getting in touch with the employee were rated as good or better by approximately 8 in 10 respondents. Please note that 71%% 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*. These ratings were similar to 2008 reports and ratings of knowledge and respectfulness showed an upward trend since 2005.

Ratings of City employees' courteousness and ease of getting in touch with the employee were below the national average. Ratings of employees' knowledge and timeliness were similar to national averages. Employees' willingness to help or understand was rated higher than the national benchmark. When compared to jurisdictions in select cities[10] in the database, employees' knowledge was rated much above average. Comparisons were not available for all characteristics, particularly for the select cities comparisons.

Respondents residing in the Central planning district, renters, lower income residents and residents of color were least likely to give positive employee ratings than were their counterparts. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

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.	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
Knowledge	40%	46%	10%	4%	100%	Similar	Much above
Courteousness	44%	43%	8%	4%	100%	Below	Not available
Timely response	37%	41%	15%	7%	100%	Similar	Not available
Ease of getting in touch with the employee	33%	44%	16%	7%	100%	Much below	Much above
Respectfulness	46%	44%	7%	3%	100%	Not available	Not available
Willingness to help or understand	42%	41%	12%	5%	100%	Above	Not available
Willingness to accommodate the need for foreign language and/or sign language interpreting	45%	41%	12%	2%	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.

[10] 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.

Table 8: 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				
	2011	2008	2005	2003	2001
Knowledge	86%	83%	79%	NA	NA
Courteousness	88%	90%	81%	95%	NA
Timely response	79%	79%	70%	81%	75%
Ease of getting in touch with the employee	78%	77%	65%	75%	NA
Respectfulness	90%	88%	83%	NA	NA
Willingness to help or understand	83%	85%	72%	NA	80%
Willingness to accommodate the need for foreign language and/or sign language interpreting	83%	80%	78%	NA	NA

Percent reporting "good" or "very good"
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..

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) over time is shown 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. When comparing 2008 and 2011 responses, ratings are similar.

Table 9: 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				
	2011	2008	2005	2003	2001
Very good	33%	35%	21%	NA	NA
Good	44%	42%	44%	NA	NA
Only fair	16%	17%	24%	NA	NA
Poor	7%	6%	11%	NA	NA
Total	100%	100%	100%	NA	NA

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 "poor" ratings for the ease of getting in touch with the City employee with which they most recently had contact, while those who had used the 311 contact method were more likely to give a rating of "very good."

Table 10: 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	39%	24%
Good	43%	47%
Only fair	15%	17%
Poor	3%	12%
Total	100%	100%

City Web Site

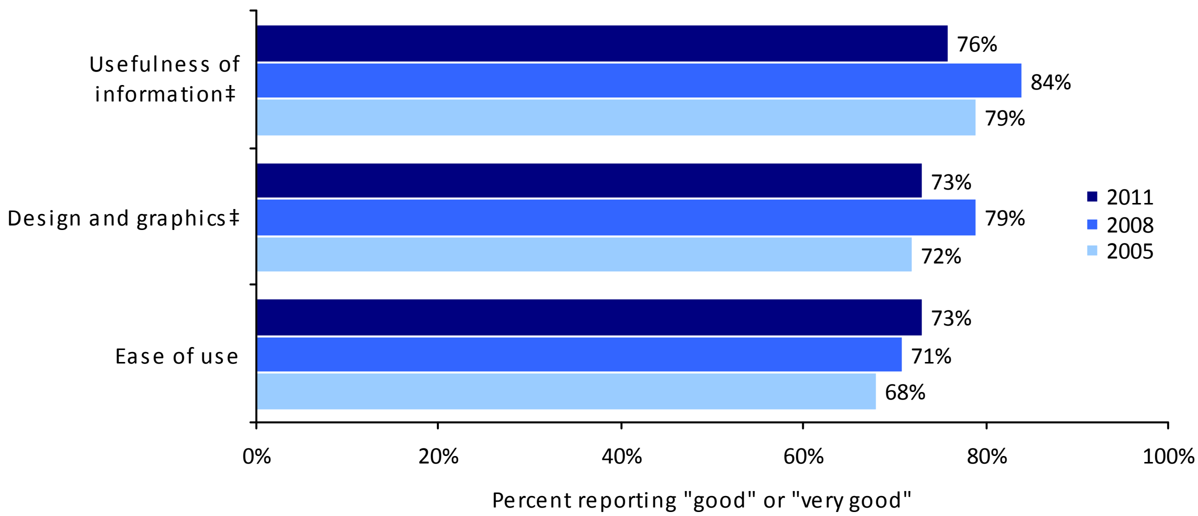
Respondents who reported only contacting the City via the City's Web site (N=186) were asked to rate specific characteristics of the Web site. Approximately three-quarters of respondents reported that the usefulness of information, the design and graphics used and the convenience of the City's Web site were good or very good (76%, 73% and 73%, respectively). Ratings for the design and graphics used on the City's Web site decreased from 84% rating as good or better in 2008 to 76% in 2011; usefulness of information also declined over time (79% in 2008 versus 73% in 2011). Ratings of the convenience of the Web site show an upward trend over time.

Table 11: 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	34%	43%	20%	3%	100%
Ease of use	15%	59%	20%	7%	100%
Design and graphics	11%	62%	21%	6%	100%

This question was only asked of respondents who had contacted the City via its Web site.
N=186

Figure 24: 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 2011 and 2008. (Significant at p<.05.)

Snow Emergency Information

In the past, one unprompted, open-ended question was included on the survey to obtain information about how Minneapolis residents get snow emergency information. In the current iteration of the survey, City staff chose to ask two questions: 1) to find out what information source residents use to determine whether or not a snow emergency has been declared and 2) to find out the source of information residents use to understand snow emergency rules and to know where to park during a snow emergency.

Nearly half of residents reported relying on the automated phone call from the city when a snow emergency is declared and about a quarter refer to radio or television for this information. Fewer than 10% of respondents mentioned various other information sources. A mixed bag of information sources was used by Minneapolis residents for understanding snow emergency rules; City of Minneapolis Web site (17%), radio or television (13%), the 348-snow phone hotline (13%) were sources most commonly mentioned.

Table 12: Information Source for Snow Emergency Declaration

How do you typically find out that a Snow Emergency has been declared?	Percent of respondents
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the City Web site	3%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
I have off-street parking so this doesn't apply to me	1%
I don't have a car so this doesn't apply to me	1%

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

Table 13: Information Source to Understand Snow Emergency Rules

What information source do you use to understand the Snow Emergency rules and to know where to park?	Percent of respondents
City of Minneapolis Web site	17%
Radio or television	13%
348-snow phone hotline	13%
Word of mouth/friends/family	4%
Newspapers	3%
311	3%
Facebook messages from the city	3%
Snow emergency email subscription	2%
Twitter feed from the city	1%
Other	21%
I have off-street parking so this doesn't apply to me	11%
I don't have a car so this doesn't apply to me	10%

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

Emergency Services

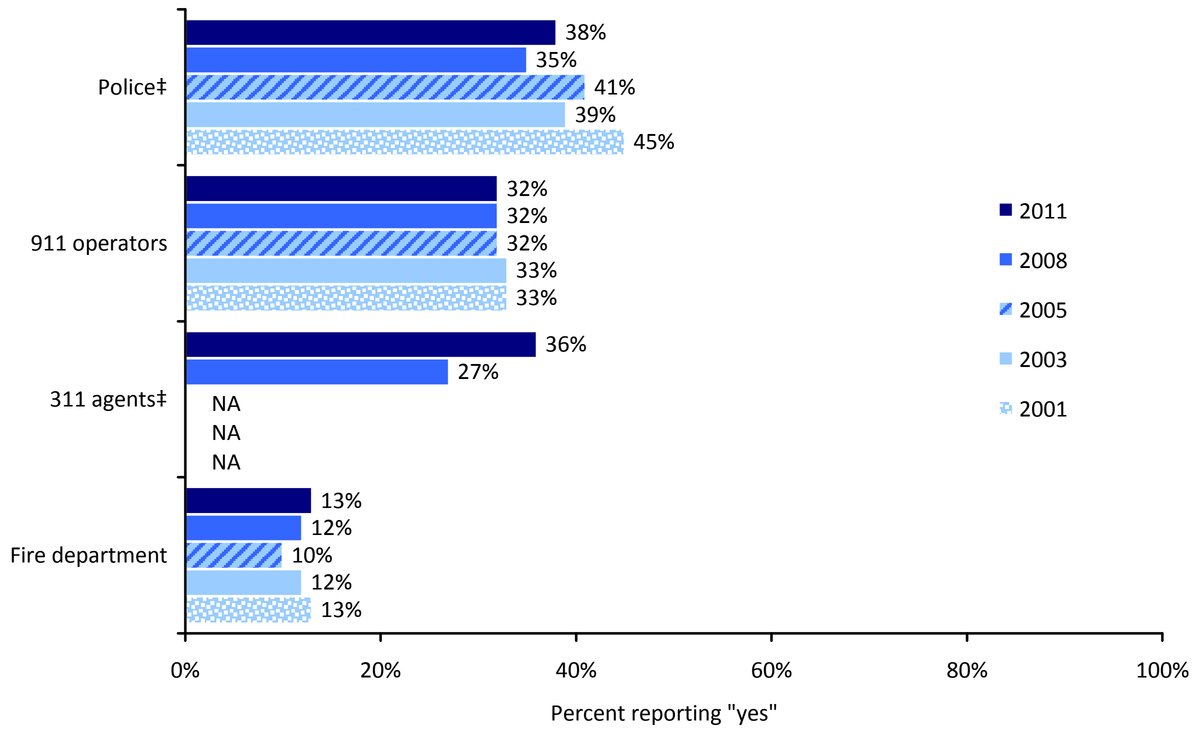
Residents responding to the survey were asked if they had any contact with emergency services in the past two years. At least a third of respondents reported that they had contacted the police (38%), 911 operators (32%) and 311 agents (36%) in the last two years; 13% reported having contacted the fire department.

Results generally remained stable, except that resident contact with 311 agents rose by 9% from 2008 to 2011 (27% and 36%, respectively). Residents were first asked about their contact with 311 agents in 2008.

Table 14: 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%
311 agents	36%	64%	100%

Figure 25: 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 2011 and 2008. (Significant at p<.05.)

Respondents who reported having contacted an 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 (96%), 911 operators (94%) and 311 agents (96%). About 8 in 10 respondents (83%) reported satisfaction with Police Department staff with which they had contact.

Satisfaction ratings for Fire Department staff and Police Department staff were much below the national average. A comparison to the nation for 911 operators and 311 agents was not available. Also, comparisons to ratings given by select cities were not available.

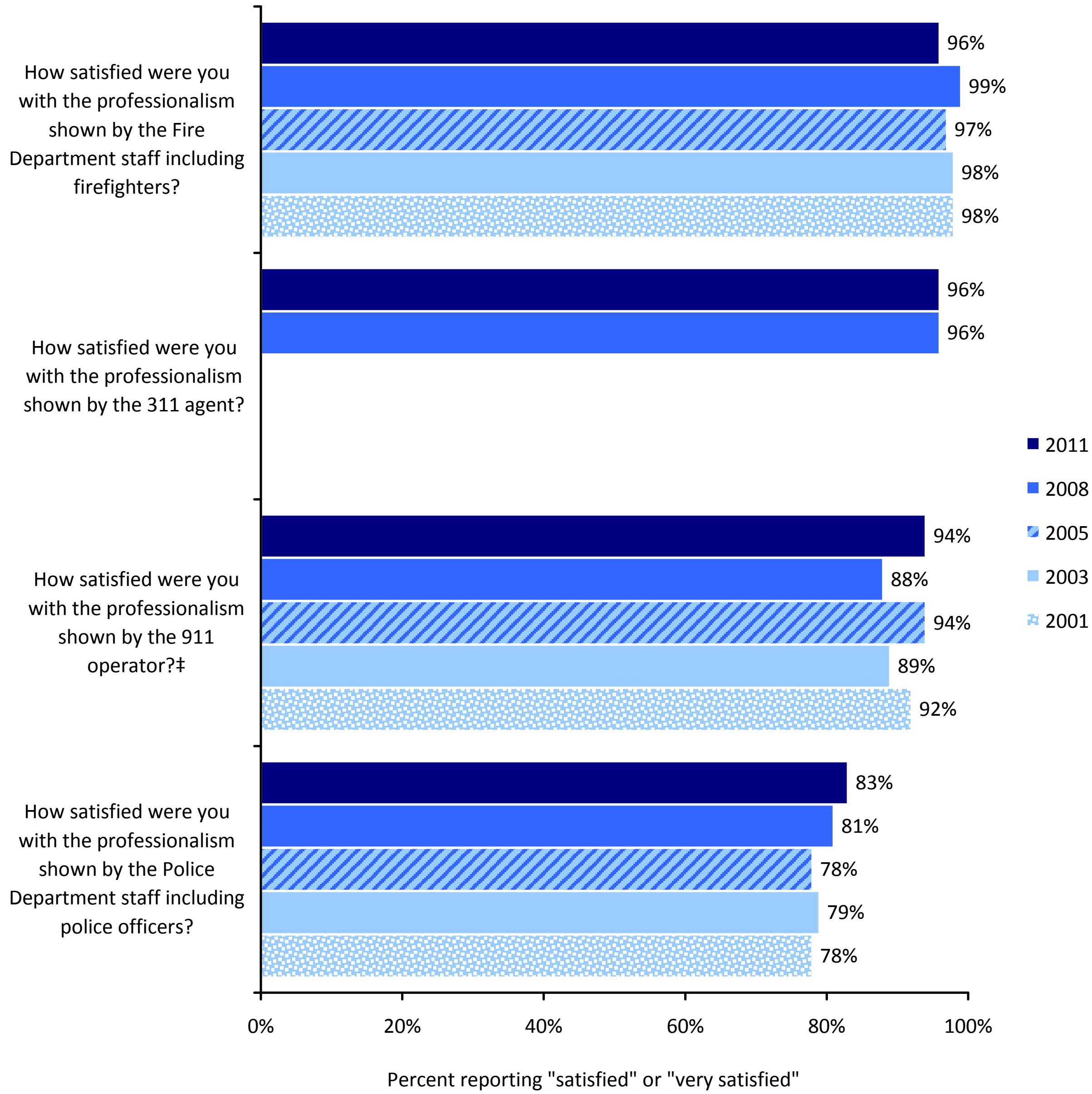
In general, ratings of emergency services have remained stable over time, except for satisfaction with 911 operators. A larger proportion of 2011 respondents than 2008 respondents reported satisfaction with 911 operators (94% reporting that they were satisfied or very satisfied in 2011 versus 88% in 2008).

Table 15: 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 311 agent?	57%	38%	3%	1%	100%	Not available	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
Police: N=441
911 operators: N=375
311 agents: N=422

Figure 26: 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 2011 and 2008. (Significant at p<.05.)
Respondents were not asked about satisfaction with 311 in 2005, 2003, 2001.

Satisfaction with Public Education in Minneapolis

In 2011, two new questions were added to the survey to gather resident opinions about public education (Kindergarten through 12th grade) in Minneapolis. While 54% of respondents reported satisfaction with public education in Minneapolis, 46% thought it had declined in the two years prior to the 2011 survey administration. Almost equal proportions were very satisfied and very dissatisfied. About a third thought public education had remained the same over the last two years, while a quarter thought it had improved and two in five thought it had declined. About three times as many respondents thought it had declined a lot as opposed to those who felt it had improved a lot (13% versus 4%).

Approximately a quarter of respondents reported "don't know" when asked to rate their level of satisfaction with public education in Minneapolis and their perceptions of whether or not the quality of public education in Minneapolis has improved over the last two years.

Residents living in the Central community planning district were less satisfied with public education in Minneapolis than were those living in other areas of the city. Owners were less satisfied with public education in the city than were renters. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

Figure 27: Satisfaction with Minneapolis Public Education

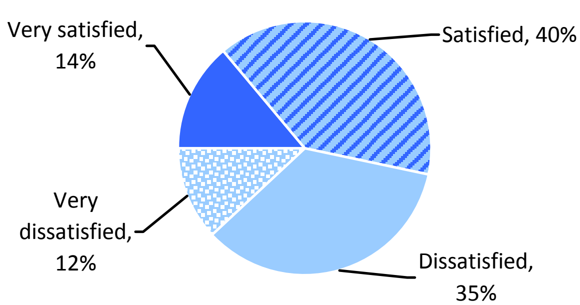
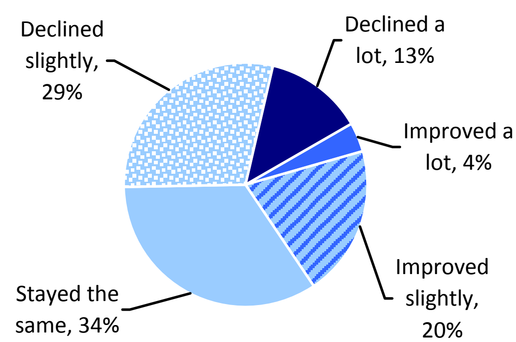


Figure 28: Perceived Change in Minneapolis Public Education Over Last Two Years



Satisfaction with City Services

Survey participants were read a list of services provided by the City of Minneapolis government and asked to rate their level of satisfaction or dissatisfaction with each. At least half of all respondents said that they were satisfied or very satisfied with each service from the list, except for street repair (40% gave positive ratings). Nearly all respondents reported satisfaction with fire protection and sewer services (97% and 96% reporting satisfied or very satisfied, respectively). About 9 in 10 respondents reported satisfaction with providing park and recreation services (92%), animal control services (91%), garbage collection and recycling programs (89%), protecting health and wellbeing of residents (90%), preparing for disasters (89%), providing quality drinking water (88%) and police services (88%).

For the first time in 2011, residents were asked to rate their satisfaction with snow removal. Two-thirds respondents (67%) gave positive ratings and very few (8%) were "very dissatisfied." 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 (31%), affordable housing development (28%), repairing alleys (23%), dealing with problem businesses and unkempt properties (21%), animal control services (21%) and mortgage foreclosure assistance (63%). 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.*

Twelve of 20 services were compared to National Research Center's national database. Affordable housing development services received ratings that were much higher than the national average, providing park and recreation services and animal control services received ratings similar to the national benchmark and ratings for keeping streets clean were lower than average. Eight services were rated much below the national benchmark: fire protection and emergency medical response, providing sewer services, garbage collection and recycling programs, providing quality drinking water, police services, cleaning up graffiti, snow removal, repairing streets.

Six of the 20 services were compared to select cities[11] from NRC's database. Keeping streets clean and animal control services were rated similarly to ratings given in select cities and four services (providing quality drinking water, police services, repairing streets, affordable housing development) received ratings much below the select cities average.

When comparing results by community planning district, Near North residents tended to give lower satisfaction ratings than did respondents living in other districts, except for ratings of drinking water. People of color and renters were less likely to give high marks to City services when asked to rate their satisfaction with each service than were other residents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

[11] 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 16: City 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
Providing sewer services	19%	77%	4%	1%	100%	Much below	Not available
Providing park and recreation services	38%	54%	7%	1%	100%	Similar	Not available
Animal control services	15%	76%	7%	3%	100%	Similar	Similar
Garbage collection and recycling programs	32%	57%	8%	2%	100%	Much below	Not available
Protecting health and wellbeing of residents	13%	77%	9%	1%	100%	Not available	Not available
Preparing for disasters	11%	78%	10%	1%	100%	Not available	Not available
Providing quality drinking water	26%	62%	11%	1%	100%	Much below	Much below
Police services	21%	67%	9%	3%	100%	Much below	Much below
Keeping streets clean	15%	71%	12%	3%	100%	Below	Similar
Revitalizing Downtown	15%	69%	13%	3%	100%	Not available	Not available
Protecting the environment, including air, water and land	14%	69%	15%	2%	100%	Not available	Not available
Cleaning up graffiti	11%	69%	17%	3%	100%	Much below	Not available
Revitalizing Neighborhoods	8%	69%	21%	2%	100%	Not available	Not available
Dealing with problem businesses and unkempt properties	7%	64%	24%	4%	100%	Not available	Not available
Affordable housing development	9%	60%	27%	4%	100%	Much above	Much above
Mortgage foreclosure assistance	4%	57%	30%	10%	100%	Not available	Not available
Snow removal	15%	52%	25%	8%	100%	Much below	Not available
Repairing alleys	6%	58%	32%	4%	100%	Not available	Not available
Repairing streets	3%	37%	45%	15%	100%	Much below	Much below

In general, quality ratings of Minneapolis City services remained stable from 2008 to 2011. Revitalizing Downtown Minneapolis received slightly more positive ratings in the current iteration than in 2008. Ratings of satisfaction of the City's efforts to protect the health and well-being of residents; police services; protecting the environment, including air, water and land; cleaning up graffiti; and affordable housing development showed an upward trend since 2005.

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 2011, 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. In prior years, street and alley repair were combined. Snow removal was added to the list in 2011.

Table 17: 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				
	2011	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	97%	96%	99%
Providing sewer services	96%	94%	94%	NA	NA
Providing park and recreation services	92%	92%	91%	NA	91%
Animal control services	91%	88%	92%	NA	92%
Garbage collection and recycling programs	90%	91%	92%	93%	94%
Protecting health and well-being of residents	90%	88%	84%	NA	NA
Preparing for disasters	88%	87%	78%	NA	89%
Providing quality drinking water	88%	87%	86%	84%	NA
Police services	88%	86%	81%	84%	89%
Keeping streets clean	85%	87%	89%	86%	83%
Revitalizing Downtown	84%	80%	83%	NA	79%
Protecting the environment, including air, water and land	83%	81%	77%	79%	77%
Cleaning up graffiti	80%	77%	74%	NA	79%
Revitalizing neighborhoods	77%	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	71%	68%	73%	67%	69%
Affordable housing development	69%	66%	55%	51%	40%
Snow removal	66%	NA	NA	NA	NA
Mortgage foreclosure assistance	61%	64%	NA	NA	NA
Repairing alleys	64%	56%	70%	83%	68%
Repairing streets	40%				

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.
"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; "snow removal" was added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

Prioritization of City Services

After rating their satisfaction with City services, residents 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 the top of the list were: fire protection and emergency medical response (78% rating as extremely important), providing quality drinking water (69%), and police services (66%). 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 18: City 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%
Providing quality drinking water	69%	23%	6%	0%	1%	100%
Police services	66%	23%	7%	2%	2%	100%
Snow removal	51%	34%	12%	3%	1%	100%
Protecting health and wellbeing of residents	57%	27%	12%	2%	2%	100%
Protecting the environment, including air, water and land	53%	28%	14%	4%	1%	100%
Providing sewer services	52%	29%	16%	3%	1%	100%
Garbage collection and recycling programs	46%	32%	17%	3%	2%	100%
Providing park and recreation services	37%	37%	19%	7%	1%	100%
Revitalizing Neighborhoods	33%	35%	25%	5%	2%	100%
Preparing for disasters	34%	31%	24%	8%	3%	100%
Keeping streets clean	29%	35%	29%	7%	0%	100%
Affordable housing development	35%	29%	23%	9%	4%	100%
Dealing with problem businesses and unkempt properties	25%	31%	31%	9%	3%	100%
Revitalizing Downtown	18%	34%	33%	9%	7%	100%
Mortgage foreclosure assistance	22%	26%	31%	13%	9%	100%
311 services	18%	29%	36%	10%	7%	100%
Cleaning up graffiti	17%	23%	34%	17%	9%	100%
Animal control services	15%	24%	38%	17%	7%	100%
Repairing streets	45%	37%	14%	2%	2%	100%
Repairing alleys	17%	24%	34%	18%	7%	100%

Respondents to the 2011 survey in lower percents rated the following services as important compared to 2008 survey participants: protecting the environment, including air, water and land; garbage collection and recycling programs; providing park and recreation services; revitalizing neighborhoods; preparing for disasters; keeping streets clean; affordable housing development; dealing with problem businesses and unkempt properties; revitalizing Downtown; mortgage foreclosure assistance; cleaning up graffiti; and animal control services, averaging about an 8% decrease from 2008 to 2011. Despite the change in importance ratings, the rank order of service importance was largely the same in 2011 and 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. In prior years, street and alley repair were combined. Snow removal and 311 services were added to the list in 2011.

Table 19: 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				
	2011	2008	2005	2003	2001
Fire protection and emergency medical response	95%	93%	94%	97%	38%
Providing quality drinking water	92%	90%	90%	92%	NA
Police services	89%	90%	89%	94%	51%
Snow removal	85%	NA	NA	NA	NA
Protecting health and well-being of residents	84%	86%	85%	88%	NA
Protecting the environment, including air, water and land	81%	85%	84%	90%	62%
Providing sewer services	80%	82%	82%	NA	NA
Garbage collection and recycling programs	78%	83%	82%	89%	27%
Providing park and recreation services	74%	78%	76%	80%	NA
Revitalizing neighborhoods	67%	78%	75%	68%	57%
Preparing for disasters	65%	73%	69%	75%	52%
Keeping streets clean	64%	69%	66%	NA	38%
Affordable housing development	63%	71%	72%	76%	73%
Dealing with problem businesses and unkempt properties	56%	62%	61%	70%	57%
Revitalizing Downtown	52%	61%	58%	NA	39%
Mortgage foreclosure assistance	48%	56%	NA	NA	NA
311 services	47%	NA	NA	NA	NA
Cleaning up graffiti	40%	56%	52%	NA	40%
Animal control services	39%	49%	46%	NA	21%
Repairing streets	82%	75%	71%	78%	54%
Repairing alleys	41%				

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.
"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; snow removal and 311 services were added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (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 29: 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 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." Services above the national benchmark were typed in green; similar were yellow and red was below. If a comparison was not available, the service was typed in blue.

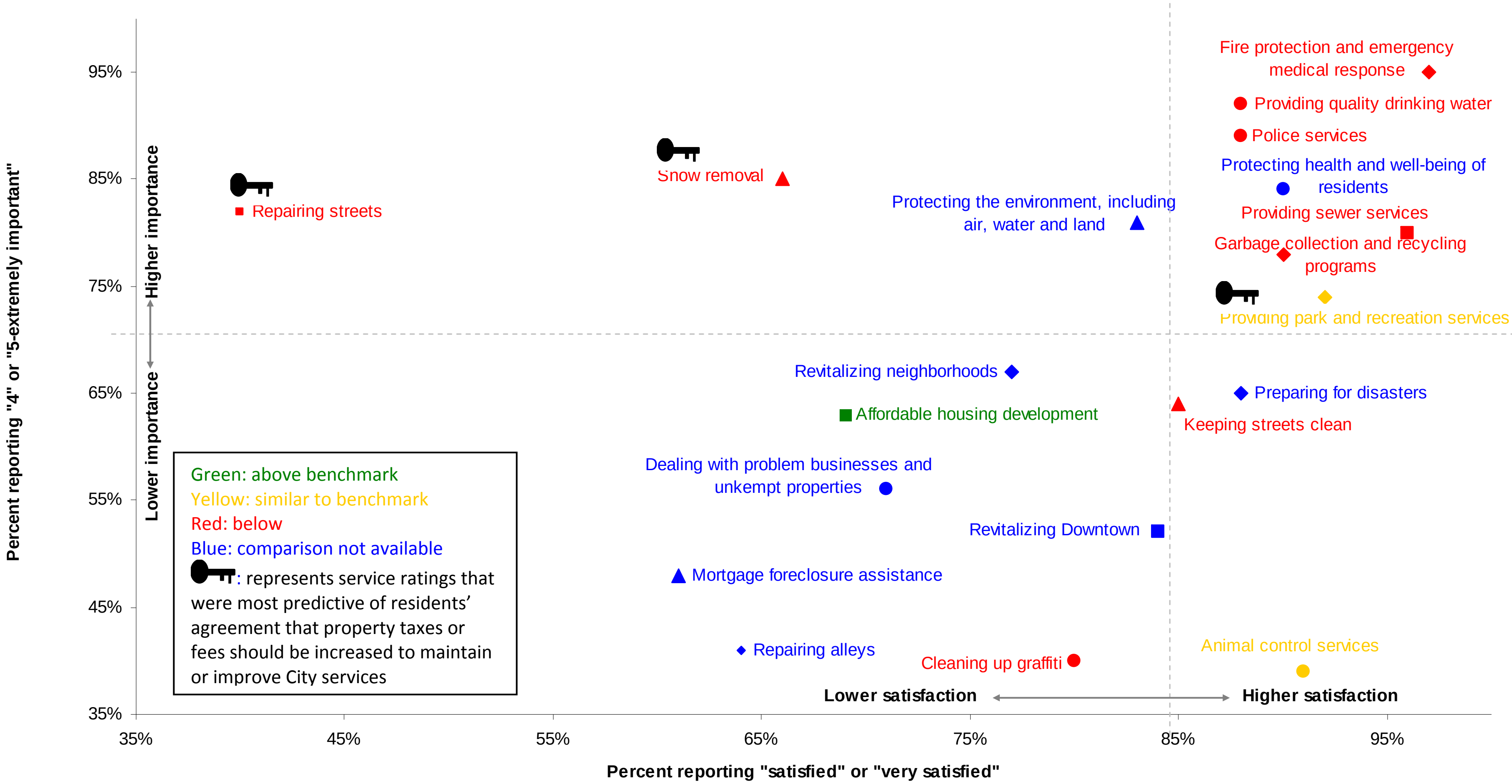
Key Driver Analysis

As is found in many jurisdictions, the services identified by residents as the most important were the core health and safety services such as police, fire, trash collection and drinking water. Because these services tend to be considered the most important everywhere in the U.S., it can be especially illuminating to dig deeper, to identify services that are the best predictors of whether residents would support a tax increase to maintain or improve services. NRC performed a Key Driver Analysis (KDA) which measures the strength of the relationship between service ratings and willingness to support a tax increase. The services most closely related to that willingness to pay are considered key drivers and are represented by this key () in the graphic. So, the residents who gave higher ratings to the key drivers were more likely to support a tax increase to maintain or improve services, but those who gave lower ratings to the key drivers were less likely to support a tax increase to maintain or improve services. The key drivers for Minneapolis were snow removal, street repair and providing parks and recreation services, together a subset of the services self-reported to be important that are worth greater staff and council focus.

Not only are some "important" services more essential targets for study or improvement – the key drivers – but the ratings of some important services tend always to be better than the ratings of others – irrespective of community. For example, fire and police ratings always are receive better ratings than street repair or snow removal. To help identify where ratings are better or worse than should be expected, a comparison is made to resident ratings of those services in other locales. The higher importance services that rated lower compared to other places included: fire protection and emergency medical response, providing quality drinking water, police services, garbage collection and recycling services, snow removal and street repair.

Because snow removal and street repair were both below the benchmark and were key drivers (while the other key driver, providing parks and recreation services was similar to the benchmark) their improvement is likely the best place to focus resources to have the biggest payoff in resident willingness to pay for better or sustained service.

Figure 29: Balancing Satisfaction and Priorities



Property Taxes

When asked the extent to which they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, about half (53%) of respondents agreed with this statement, with 12% in strong agreement. A higher proportion of respondents strongly disagreed with this statement (17%) than did those who strongly agreed (12%) with it.

While the proportion of respondents agreeing that property taxes or fees should be increased to maintain or improve City services was similar between 2011 and 2008, there has been a small decline in support for this idea over time. However, the question was asked differently in 2011, 2008 and 2005 than in 2001 or 2003, so the decline in recent support is not significant. The comparison across years required a calculation described in the footnote to Figure 31 on the following page.

Powderhorn, Nokomis, Northeast and Southwest residents were less likely to agree that property taxes should be increased to maintain or improve City services than were residents living in other areas of the city. 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 than other respondents to agree that property taxes should be increased to maintain or improve City services. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 30: Agreement with Property Tax Increases to Maintain or Improve City Services

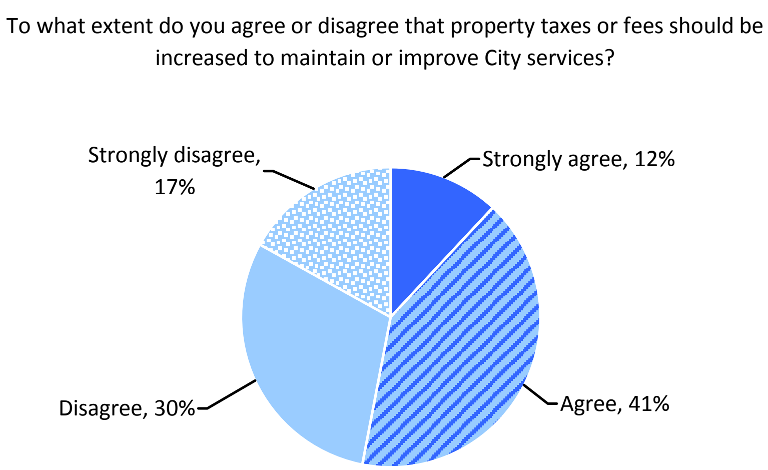
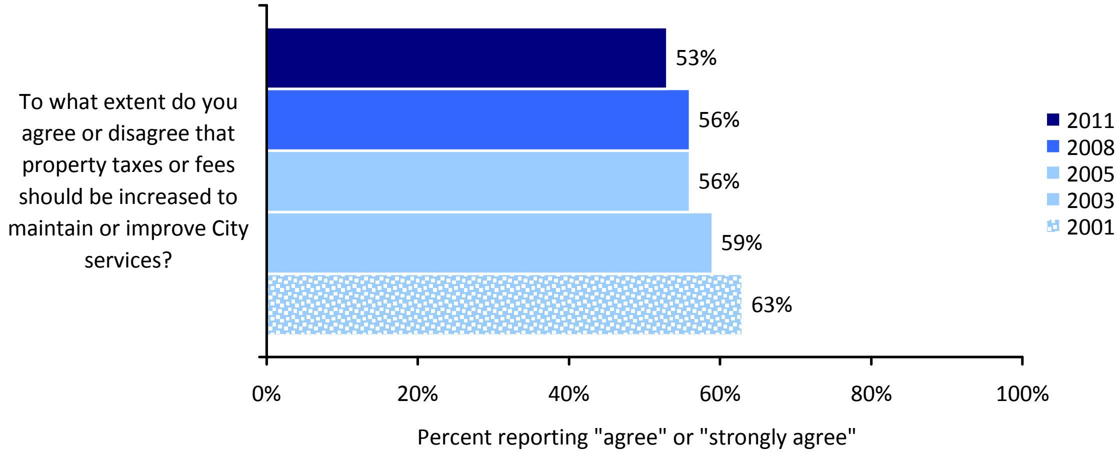


Figure 31: Agreement with Property Tax Increases to Maintain or Improve City Services Compared Over Time



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 2011, 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

Residents were asked to respond to a series of questions related to community engagement. As in 2008, about 9 in 10 respondents reported that they are likely to vote in the next election for mayor and city council in November 2013, with 72% stating that they were very likely to vote.

The 8% of respondents who reported they were unlikely to vote in the next election for Mayor and City Council were asked to give reasons that 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 mentioned "other" items that could not be coded into a specific category. About one in five (17%) said they did not have any interest in voting in the 2013 election. Other responses pertained to lack of awareness on how to vote or having a belief that voting would not make a difference. Five percent said they were too busy to vote.

Figure 32: Likelihood of Voting in Next Election for Mayor and City Council

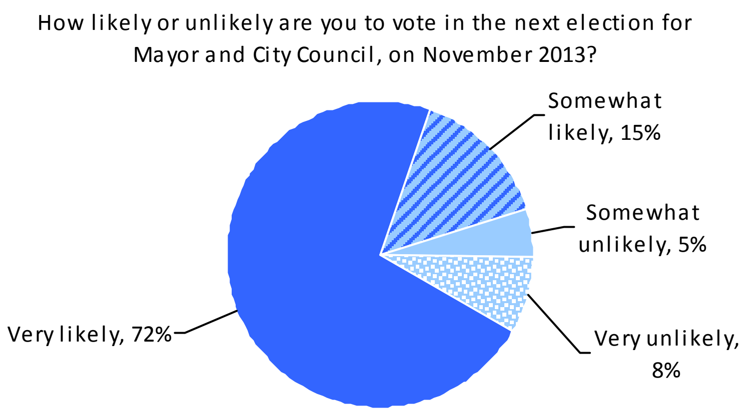


Figure 33: Likelihood of Voting in Next Election for Mayor and City Council Compared Over Time

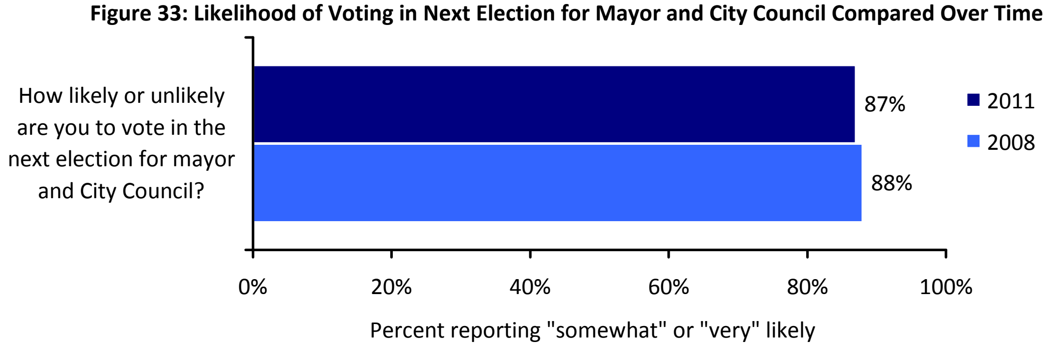
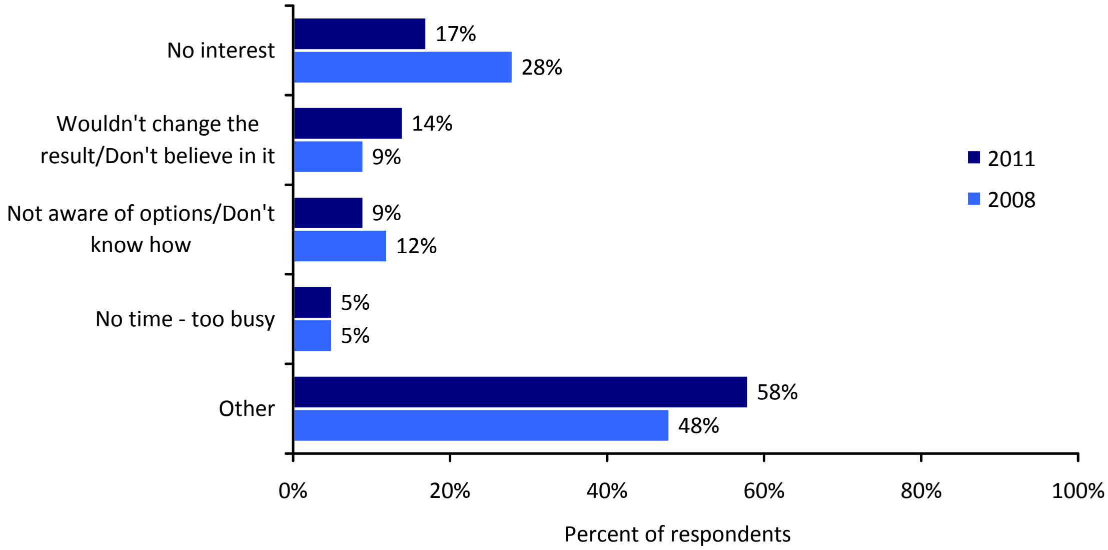


Figure 34: Reasons for Not Voting in the Next Election for Mayor and City Council Compared Over Time



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 2013.
N=159

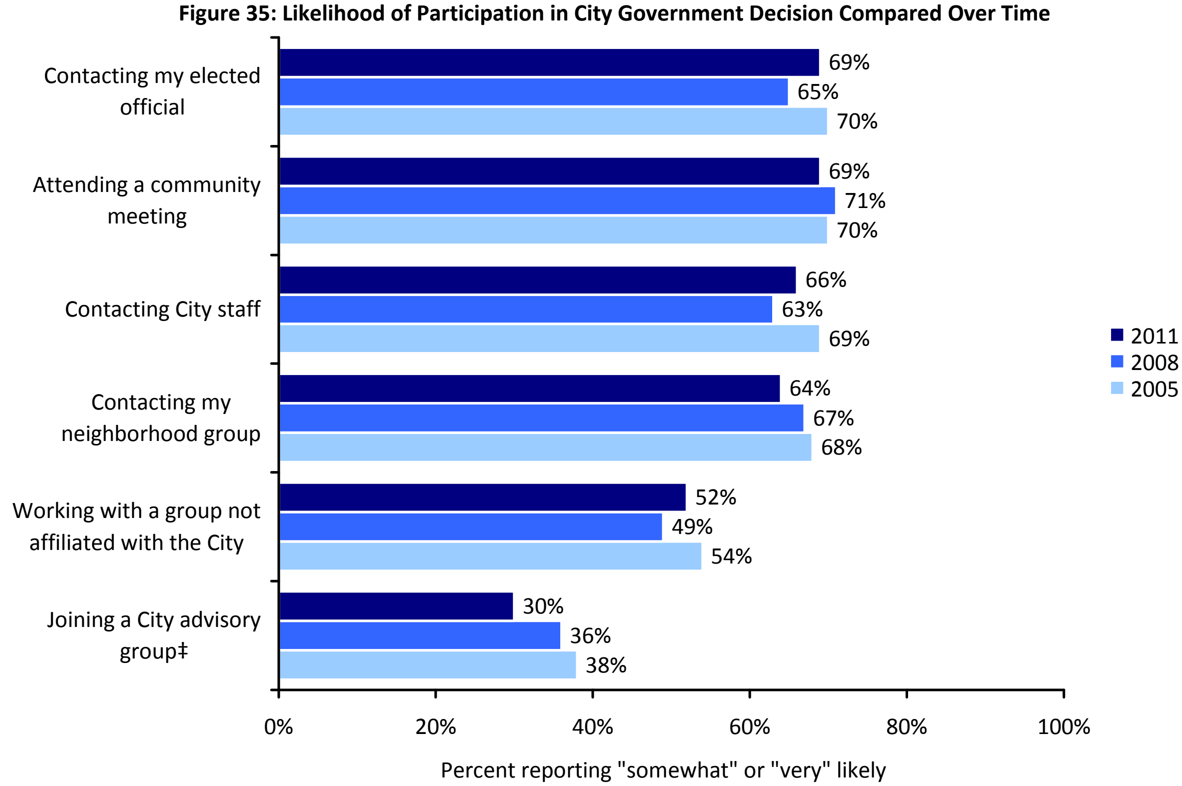
Survey respondents were asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about. About 7 in 10 respondents reported that they would be somewhat or very likely to attend a community meeting and to contact an elected official. About two-thirds mentioned that they would be likely to contact a neighborhood group or City staff. Fewer respondents reported that they would be at least somewhat likely to work with a group not affiliated with the City (52%) or join a City advisory group (30%).

The proportion of respondents reporting that they would be likely to contact an elected official was similar in 2011 and 2008, while fewer 2011 respondents than 2008 respondents reported that they would work with a group not affiliated with the City to try to influence a City decision.

Table 20: 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 elected official	27%	43%	17%	14%	100%
Attending a community meeting	26%	42%	17%	14%	100%
Contacting City staff	22%	43%	19%	15%	100%
Contacting my neighborhood group	25%	39%	21%	15%	100%
Working with a group not affiliated with the City	16%	36%	29%	19%	100%
Joining a City advisory group	8%	22%	37%	33%	100%

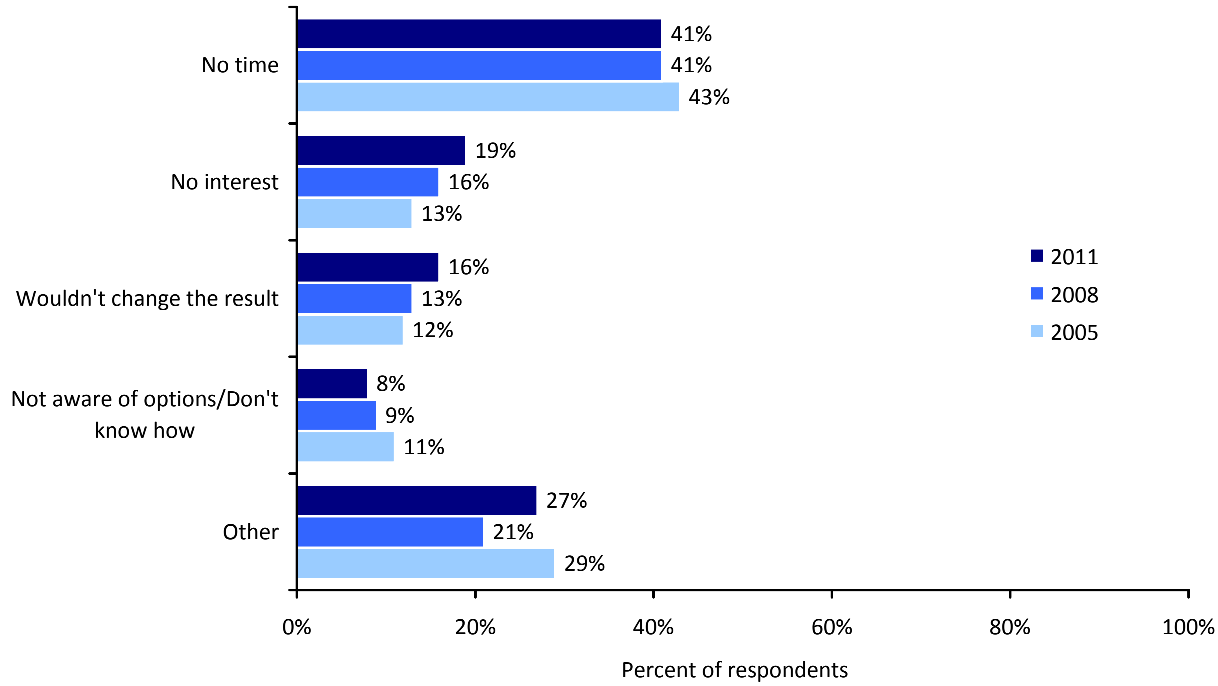
Figure 35: Likelihood of Participation in City Government Decision Compared Over Time



This question was not asked in 2003 or 2001.
‡Notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

The respondents who answered "somewhat" or "very" unlikely to three or more of the scenarios in the previous question were asked to give unprompted reasons why they would be less likely to participate in City government decision-making. Nearly 3 in 10 respondents were unable to highlight their reasons. Two in five of the remaining respondents (41%) reported having "no time" to participate and one in five mentioned having "no interest" (19%). While the proportion of respondents mentioning that they were not aware of participation options has declined since 2005, the proportion of respondents reporting no interest or that it wouldn't change results is increasing over time. The relative order of responses in 2011 is similar to 2005.

Figure 36: 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. N=524

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 cities[12] 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. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 21: City Government Ratings

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

[12] 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.

Table 22: City Government Ratings Compared Over Time

How would you rate the Minneapolis City government on...	Year of Survey				
	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%

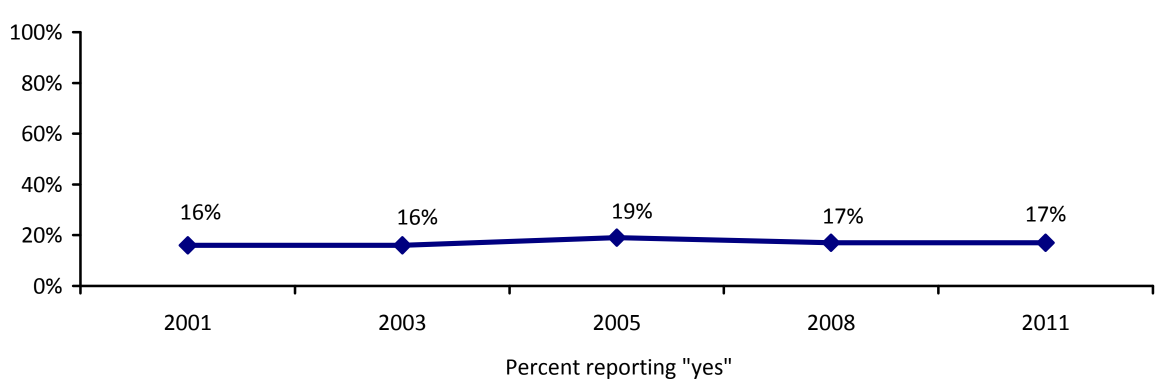
Percent reporting "good" or "very good"
Question wording differed between survey years. In 2003 and 2001, "Informing residents on major issues in the City of Minneapolis" was worded "Minneapolis City government on communicating with its citizens."
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

Discrimination

Seventeen percent of respondents reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years.

Figure 37: Discrimination in Minneapolis

Figure 38: Discrimination in Minneapolis Compared Over Time



Of those who reported experiencing discrimination (N=192), 21% reported it was in getting a job or at work or that the situation arose in their neighborhood, 14% said it occurred in their neighborhood and 11% reported that it was when getting service in a restaurant or store. Fewer than 10% reported experiencing discrimination in other situations. Responses were generally similar to 2005 reports of discrimination.

Table 23: Type of Situation Where Discrimination Was Experienced Compared Over Time

In what type of situation did you experience the discrimination?	Year of Survey				
	2011	2008	2005	2003	2001
Getting a job, or at work	21%	16%	18%	NA	NA
In my neighborhood	14%	16%	15%	NA	NA
Getting service in a restaurant or store	11%	11%	11%	NA	NA
On public transportation (bus)	8%	2%	2%	NA	NA
In dealing with the City	7%	8%	12%	NA	NA
General public statements	6%	14%	9%	NA	NA
Getting housing	4%	4%	1%	NA	NA
Other	30%	30%	30%	NA	NA

"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 in dealing with the City of Minneapolis (N=14), 36% reported the discrimination was due to social status, 18% said it was due to race or color, 17% to disability and 13% because of economic status. Fewer than 10% of respondents reported that the discrimination in dealing with the City was because of their age (7%) or their ethnic background or country of origin (4%).

Table 24: Reasons for Discrimination Compared Over Time

For what reason or reasons do you feel you were discriminated against?	Year of Survey				
	2011	2008	2005	2003	2001
Social status	36%	4%	11%	4%	7%
Race or color	18%	51%	24%	49%	51%
Disability	17%	4%	3%	4%	4%
Economic status	13%	5%	27%	10%	10%
Age	7%	11%	4%	11%	11%
Ethnic background or country of origin	4%	14%	19%	5%	6%
Gender	0%	10%	20%	11%	12%
Religion	0%	5%	0%	2%	2%
Language or accent	0%	3%	8%	1%	3%
Affectional preference	0%	2%	0%	9%	7%
Marital status	0%	1%	0%	0%	2%
Other	18%	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 in dealing with the City.
Also, "affectional preference" was worded as "sexual orientation" in 2003 and 2001.

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, three mentioned Public Works and one mentioned Human Resources. Five 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 in 2011 was similar to the order in 2008. Police remained at the top of the list. This question was not asked in 2001.

Table 25: City Department Responsible for Discrimination Compared Over Time

Do you recall which City department was involved?	Year of Survey				
	2011	2008	2005	2003	2001
Police	3	11	13	24	NA
Public Works	3	3	1	5	NA
Human Resources	1	0	5	1	NA
Community Planning and Economic Development (CPED)	0	2	6	1	NA
City Attorney	0	0	0	0	NA
Fire	0	0	0	0	NA
Inspections/Licensing	0	0	1	2	NA
Other	5	4	2	7	NA
Don't know	2	0	5	0	NA
Refused	0	0	0	0	NA
Total	14	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	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/lightrail	2%
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	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	
Record 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 < .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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Overall, how do you rate the City of Minneapolis as a place to live?	98%	83%	87%	98%	66%	89%	92%	82%	87%	95%	96%	89%
Overall, how do you rate your neighborhood as a place to live?	99%	68%	84%	95%	62%	91%	83%	42%	78%	90%	93%	83%

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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Better	14%	24%	39%	16%	48%	9%	23%	33%	24%	11%	16%	22%
Stayed the same	70%	50%	38%	73%	38%	75%	51%	49%	58%	74%	74%	60%
Worse	15%	26%	23%	11%	14%	17%	26%	18%	18%	15%	9%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 4a by Community Planning District

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
I am proud to live in the City of Minneapolis	98%	90%	98%	99%	87%	98%	93%	94%	97%	99%	94%	96%
I would recommend the City of Minneapolis as a great place to live	97%	87%	88%	99%	89%	97%	92%	93%	94%	97%	96%	94%

Percent reporting "agree" or "strongly agree"

Question 5 by Community Planning District

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Community District											
	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%
My neighborhood has a good selection of stores and services that meet my needs	88%	45%	67%	94%	34%	77%	76%	75%	84%	94%	75%	76%
My neighborhood is clean and well maintained	97%	73%	79%	89%	58%	91%	84%	57%	85%	90%	83%	83%
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 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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Too big	16%	5%	1%	7%	9%	5%	4%	2%	7%	9%	3%	7%
Just the right size	79%	64%	61%	73%	61%	79%	71%	61%	86%	73%	72%	73%
Too small	4%	31%	38%	20%	30%	17%	24%	37%	7%	18%	25%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
My housing costs are affordable and within my household's budget	81%	74%	87%	83%	65%	78%	83%	86%	85%	76%	92%	81%
The location of my house or apartment is convenient for my household's needs	98%	86%	98%	99%	81%	98%	96%	85%	91%	98%	89%	94%
The physical condition of my house is adequate to meet my household's needs	99%	90%	91%	91%	77%	90%	90%	89%	84%	94%	92%	90%
I intend to move within the next two years	36%	35%	27%	33%	52%	24%	27%	52%	44%	22%	45%	35%

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 11a by Community Planning District												
How familiar or unfamiliar are you with Minneapolis 311?	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Very familiar	28%	23%	13%	26%	36%	30%	25%	29%	27%	17%	9%	24%
Somewhat familiar	39%	44%	38%	49%	35%	34%	45%	33%	50%	51%	49%	44%
Not at all familiar	33%	33%	50%	25%	29%	36%	30%	38%	22%	32%	42%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Please indicate if you have access to the Internet at any of the following locations.	Question 11b by Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
At home	87%	85%	60%	93%	81%	85%	73%	68%	74%	92%	85%	80%
At school	31%	43%	28%	38%	52%	38%	23%	35%	38%	41%	41%	37%
At work	72%	74%	50%	76%	61%	71%	56%	38%	59%	84%	69%	66%
On a mobile device	47%	54%	35%	28%	42%	52%	34%	30%	31%	56%	34%	40%

Percent reporting "yes"

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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Knowledge	97%	81%	59%	92%	89%	89%	83%	77%	93%	85%	82%	86%
Courteousness	95%	82%	81%	95%	88%	79%	81%	91%	97%	86%	88%	88%
Timely response	92%	69%	67%	88%	80%	78%	75%	84%	96%	67%	55%	78%
Ease of getting in touch with the employee	87%	76%	51%	91%	85%	86%	66%	78%	82%	78%	77%	78%
Respectfulness	94%	86%	81%	93%	89%	80%	96%	83%	96%	92%	87%	89%
Willingness to help or understand	93%	76%	83%	95%	88%	76%	88%	84%	89%	64%	71%	83%
Willingness to accommodate the need for foreign language and/or sign language interpreting	100%	100%	78%	100%	68%	100%	71%	79%	100%	87%	94%	85%

Percent reporting "good" or "very good"
This question was only asked of those who reported contacting the City in that last 12 months.

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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Very good	63%	30%	24%	54%	36%	23%	26%	33%	30%	29%	22%	33%
Good	25%	45%	28%	37%	49%	64%	40%	45%	52%	49%	55%	45%
Only fair	10%	9%	38%	7%	11%	8%	31%	20%	14%	15%	21%	16%
Poor	3%	15%	11%	2%	3%	6%	4%	2%	5%	8%	2%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 14g 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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Very good	78%	46%	16%	72%	29%	36%	57%	45%	83%	13%	40%	46%
Good	22%	54%	62%	28%	39%	64%	14%	33%	17%	73%	54%	39%
Only fair	0%	0%	22%	0%	28%	0%	29%	16%	0%	0%	0%	13%
Poor	0%	0%	0%	0%	4%	0%	0%	5%	0%	13%	6%	2%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 18 by Community Planning District

For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Protecting the environment, including air, water and land	93%	91%	81%	72%	81%	81%	77%	84%	83%	89%	87%	83%
Preparing for disasters	97%	89%	75%	93%	84%	85%	82%	85%	94%	89%	98%	89%
Affordable housing development	74%	77%	74%	84%	57%	78%	59%	68%	64%	57%	74%	69%
Revitalizing Downtown	87%	95%	78%	83%	83%	83%	77%	88%	89%	88%	79%	84%
Revitalizing Neighborhoods	92%	59%	85%	83%	68%	79%	64%	78%	80%	80%	69%	77%
Repairing streets	45%	41%	31%	36%	26%	40%	50%	36%	46%	26%	53%	40%
Repairing alleys	77%	61%	59%	62%	41%	64%	63%	79%	64%	56%	79%	63%
Keeping streets clean	93%	79%	84%	91%	69%	89%	83%	80%	84%	86%	88%	85%
Cleaning up graffiti	84%	75%	85%	86%	63%	81%	81%	77%	71%	88%	83%	80%
Dealing with problem businesses and unkempt properties	89%	60%	59%	72%	62%	70%	59%	71%	82%	73%	80%	71%
Garbage collection and recycling programs	92%	89%	82%	83%	92%	83%	91%	98%	90%	94%	92%	89%
Animal control services	98%	88%	93%	97%	77%	85%	91%	93%	86%	94%	96%	91%
Police services	96%	87%	88%	87%	77%	84%	91%	82%	86%	89%	93%	88%
Fire protection and emergency medical response	100%	99%	95%	99%	92%	100%	97%	90%	95%	95%	100%	97%
Providing quality drinking water	83%	92%	89%	78%	93%	87%	84%	94%	87%	93%	93%	88%
Providing sewer services	97%	95%	98%	93%	95%	95%	91%	94%	95%	98%	99%	96%
Protecting health and wellbeing of residents	97%	89%	83%	97%	85%	84%	89%	82%	93%	90%	95%	90%
Providing park and recreation services	98%	91%	95%	91%	81%	96%	90%	90%	90%	95%	94%	92%
Mortgage foreclosure assistance	79%	45%	63%	65%	25%	69%	69%	44%	84%	48%	85%	61%
Snow removal	58%	65%	80%	68%	56%	69%	66%	64%	67%	49%	89%	66%

Percent reporting "satisfied" or "very satisfied"

Question 18a by Community Planning District												
	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Please tell me how satisfied or dissatisfied you are with public education (Kindergarten through 12th grade) in the Minneapolis Public Schools.	60%	52%	41%	52%	57%	47%	58%	70%	50%	56%	59%	54%

Percent reporting "satisfied" or "very satisfied"

Question 18b by Community Planning District												
Over the last two years, would you say that the quality of public education (Kindergarten trough 12th grade) in the Minneapolis Public Schools has...	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Improved	13%	25%	27%	14%	38%	17%	24%	31%	30%	25%	15%	24%
Stayed the same	50%	34%	27%	45%	21%	31%	30%	41%	26%	40%	42%	34%
Declined	37%	41%	45%	41%	41%	52%	46%	28%	44%	35%	43%	42%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 20 by Community Planning District												
	Community District											
	Calhoun-Isle	**Camden**	**Central**	**Longfellow**	**Near North**	**Nokomis**	**Northeast**	**Phillips**	**Powderhorn**	**Southwest**	**University**	**Overall**
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	58%	52%	53%	73%	54%	43%	44%	54%	42%	41%	81%	53%

Percent reporting "agree" or "strongly agree"

Question 20a by Community Planning District												
	Community District											
	Calhoun-Isle	**Camden**	**Central**	**Longfellow**	**Near North**	**Nokomis**	**Northeast**	**Phillips**	**Powderhorn**	**Southwest**	**University**	**Overall**
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 2013?	83%	93%	87%	86%	84%	89%	81%	87%	87%	97%	78%	87%

Percent reporting "somewhat likely" or "very likely"

Question 21 by Community Planning District

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?	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Contacting my elected official	75%	69%	68%	68%	66%	69%	72%	52%	77%	58%	74%	69%
Joining a City advisory group	17%	31%	33%	26%	43%	25%	35%	39%	34%	26%	28%	30%
Contacting my neighborhood group	64%	70%	56%	64%	75%	69%	54%	56%	69%	59%	64%	64%
Attending a community meeting	67%	71%	66%	69%	87%	65%	63%	68%	76%	57%	68%	69%
Contacting City staff	76%	74%	62%	71%	74%	58%	66%	55%	71%	51%	65%	66%
Working with a group not affiliated with the City	54%	65%	51%	67%	48%	39%	57%	51%	55%	38%	44%	51%

Percent reporting "somewhat likely" or "very likely"

Question 23 by Community Planning District

How would you rate the Minneapolis City Government on...?	Community District: 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"

Question 24 by Community Planning District

	Community District: Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	12%	19%	27%	7%	32%	4%	19%	31%	21%	6%	12%	16%

Percent reporting "yes"

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?	94%	89%	89%	81%	92%	94%	89%	94%	80%	90%	72%	91%	90%
Overall, how do you rate your neighborhood as a place to live?	87%	81%	88%	78%	82%	85%	83%	88%	72%	84%	66%	85%	83%

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?	89%	88%	89%	91%	89%	92%	86%	89%	84%	89%	98%	89%
Overall, how do you rate your neighborhood as a place to live?	79%	85%	82%	85%	83%	89%	76%	83%	70%	88%	89%	83%

Percent reporting "good" or "very good"

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about 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	27%	18%	15%	25%	23%	20%	22%	18%	32%	22%	33%	21%	22%
Stayed the same	66%	57%	55%	62%	58%	59%	60%	65%	49%	60%	51%	61%	60%
Worse	7%	25%	30%	13%	18%	21%	18%	17%	20%	18%	16%	18%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 by Gender, Age, Race and Ethnicity

Percent of respondents

Over the past two years, do you think Minneapolis has gotten better, gotten 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	19%	22%	32%	18%	22%	22%	22%	22%	28%	19%	24%	23%
Stayed the same	65%	65%	52%	60%	60%	59%	62%	60%	55%	62%	60%	59%
Worse	15%	13%	16%	22%	18%	19%	16%	18%	17%	19%	16%	18%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Question 3 by Length of Residency, Housing Tenure and Income

Percent of respondents

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:	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
I am proud to live in the City of Minneapolis	98%	92%	93%	96%	95%	97%	96%	96%	95%	95%	92%	96%	96%
I would recommend the City of Minneapolis as a great place to live	98%	90%	89%	95%	95%	94%	94%	94%	93%	94%	92%	94%	94%

Question 4a by Gender, Age, Race and Ethnicity

Percent reporting "agree" or "strongly agree"

Question 4a by Length of Residency, Housing Tenure and Income

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:	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
I am proud to live in the City of Minneapolis	95%	95%	96%	96%	95%	96%	95%	95%	92%	97%	97%	95%
I would recommend the City of Minneapolis as a great place to live	93%	96%	95%	93%	94%	95%	93%	94%	94%	93%	96%	94%

Percent reporting "agree" or "strongly agree"

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	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%
My neighborhood has a good selection of stores and services that meet my needs	82%	71%	79%	75%	77%	73%	76%	80%	70%	77%	75%	77%	77%
My neighborhood is clean and well maintained	85%	80%	87%	77%	85%	88%	83%	86%	78%	84%	71%	84%	83%
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"

Question 5 by Length of Residency, Housing Tenure, Income												
	Length of Residency					Tenure			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%
My neighborhood has a good selection of stores and services that meet my needs	83%	74%	68%	79%	76%	79%	73%	76%	71%	77%	84%	77%
My neighborhood is clean and well maintained	78%	85%	82%	85%	83%	87%	79%	83%	77%	84%	87%	83%
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 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	2%	9%	13%	3%	6%	12%	7%	7%	5%	7%	5%	7%	7%
Just the right size	82%	64%	73%	69%	69%	77%	72%	74%	69%	72%	79%	72%	72%
Too small	16%	26%	14%	28%	25%	11%	21%	19%	26%	21%	16%	21%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

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	4%	4%	7%	9%	7%	10%	2%	6%	6%	6%	9%	6%
Just the right size	74%	72%	72%	72%	72%	77%	68%	73%	62%	77%	75%	72%
Too small	21%	24%	22%	19%	21%	13%	29%	21%	32%	17%	16%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

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	88%	80%	87%	80%	71%	84%	81%	83%	78%	81%	73%	82%	81%
The location of my house or apartment is convenient for my household's needs	92%	92%	96%	94%	94%	96%	94%	96%	89%	94%	80%	95%	94%
The physical condition of my house is adequate to meet my household's needs	93%	91%	95%	83%	86%	94%	90%	92%	84%	90%	83%	90%	90%
I intend to move within the next two years	47%	33%	21%	47%	29%	16%	35%	30%	46%	35%	46%	34%	35%

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	86%	88%	80%	77%	81%	82%	81%	81%	77%	80%	90%	81%
The location of my house or apartment is convenient for my household's needs	91%	91%	97%	95%	94%	96%	91%	94%	89%	95%	99%	94%
The physical condition of my house is adequate to meet my household's needs	86%	89%	93%	91%	90%	95%	85%	90%	84%	90%	95%	89%
I intend to move within the next two years	45%	43%	34%	27%	35%	19%	53%	35%	40%	36%	26%	35%

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?	93%	93%	89%	94%	94%	89%	93%	94%	90%	93%	95%	92%	93%

Percent reporting "somewhat safe" or "very safe"

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?	92%	96%	96%	89%	93%	95%	90%	93%	91%	93%	97%	93%

Percent reporting "somewhat safe" or "very safe"

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	18%	31%	19%	19%	28%	26%	23%	22%	24%	23%	20%	23%	23%
Somewhat familiar	46%	33%	50%	41%	54%	46%	44%	47%	37%	44%	49%	44%	44%
Not at all familiar	37%	36%	32%	41%	19%	28%	33%	31%	38%	33%	31%	33%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

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	14%	19%	28%	27%	23%	26%	19%	23%	25%	23%	22%	23%
Somewhat familiar	33%	49%	42%	47%	44%	50%	38%	44%	37%	45%	54%	44%
Not at all familiar	53%	31%	30%	26%	33%	23%	43%	33%	38%	32%	24%	33%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 11b by Gender, Age, Race and Ethnicity

Please indicate if you have access to the Internet at any of the following locations.	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
At home	87%	83%	64%	84%	85%	67%	81%	86%	69%	81%	69%	81%	81%
At school	58%	22%	12%	49%	45%	10%	37%	29%	51%	36%	39%	37%	37%
At work	81%	67%	39%	67%	73%	40%	65%	68%	57%	65%	46%	67%	65%
On a mobile device	47%	43%	19%	48%	48%	18%	40%	40%	43%	41%	34%	41%	40%

Percent reporting "yes"

Question 11b by Length of Residency, Housing Tenure and Income												
Please indicate if you have access to the Internet at any of the following locations.	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
At home	89%	87%	82%	72%	81%	89%	72%	81%	64%	85%	99%	81%
At school	44%	44%	43%	27%	37%	33%	40%	36%	32%	41%	35%	37%
At work	77%	76%	69%	52%	65%	73%	56%	65%	36%	75%	94%	66%
On a mobile device	45%	58%	37%	30%	40%	44%	35%	40%	24%	42%	70%	41%

Percent reporting "yes"

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	81%	86%	87%	88%	88%	87%	86%	88%	82%	86%	88%	86%	86%
Courteousness	82%	90%	91%	87%	89%	90%	88%	90%	80%	88%	88%	88%	88%
Timely response	67%	80%	82%	78%	84%	83%	79%	81%	71%	78%	83%	79%	79%
Ease of getting in touch with the employee	71%	76%	85%	80%	80%	75%	78%	79%	72%	77%	79%	78%	78%
Respectfulness	92%	88%	90%	87%	89%	92%	90%	91%	86%	90%	92%	90%	90%
Willingness to help or understand	83%	81%	86%	78%	88%	84%	83%	83%	83%	83%	81%	83%	83%
Willingness to accommodate the need for foreign language and/or sign language interpreting	77%	92%	100%	81%	88%	95%	86%	96%	77%	87%	100%	84%	86%

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												
	Length of Residency					Tenure			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**
Knowledge	86%	85%	82%	89%	86%	89%	82%	86%	86%	84%	94%	87%
Courteousness	88%	89%	88%	87%	88%	89%	86%	88%	87%	89%	84%	87%
Timely response	76%	75%	76%	83%	79%	81%	75%	79%	82%	77%	80%	79%
Ease of getting in touch with the employee	84%	76%	72%	79%	78%	80%	74%	78%	70%	82%	81%	78%
Respectfulness	98%	88%	90%	87%	90%	91%	87%	90%	91%	88%	89%	89%
Willingness to help or understand	83%	80%	85%	83%	83%	84%	81%	83%	86%	80%	83%	82%
Willingness to accommodate the need for foreign language and/or sign language interpreting	100%	82%	78%	90%	86%	95%	78%	86%	80%	88%	100%	85%

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	77%	83%	89%	85%	83%	87%	83%	84%	82%	84%	83%	83%	83%
Preparing for disasters	88%	91%	94%	81%	89%	92%	88%	92%	82%	89%	95%	88%	88%
Affordable housing development	80%	63%	73%	66%	63%	67%	69%	70%	66%	69%	65%	69%	69%
Revitalizing Downtown	89%	73%	82%	90%	88%	83%	85%	83%	87%	85%	92%	84%	85%
Revitalizing Neighborhoods	77%	70%	79%	83%	76%	80%	77%	80%	72%	77%	80%	77%	77%
Repairing streets	50%	38%	45%	34%	34%	37%	40%	38%	45%	40%	51%	39%	40%
Repairing alleys	60%	59%	76%	65%	63%	67%	64%	66%	60%	64%	68%	64%	64%
Keeping streets clean	89%	80%	87%	80%	87%	89%	85%	87%	80%	85%	84%	85%	85%
Cleaning up graffiti	80%	75%	84%	79%	81%	81%	80%	80%	78%	79%	76%	80%	80%
Dealing with problem businesses and unkempt properties	83%	68%	75%	65%	69%	67%	71%	75%	64%	72%	74%	71%	71%
Garbage collection and recycling programs	86%	91%	95%	86%	91%	93%	90%	90%	88%	90%	77%	91%	90%
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%
Providing quality drinking water	86%	88%	91%	91%	87%	87%	88%	88%	89%	88%	86%	88%	88%
Providing sewer services	96%	95%	95%	97%	95%	96%	96%	97%	92%	96%	95%	96%	96%
Protecting health and wellbeing of residents	94%	85%	90%	93%	88%	87%	90%	92%	85%	90%	90%	90%	90%
Providing park and recreation services	94%	93%	95%	90%	91%	92%	92%	94%	88%	92%	93%	92%	92%
Mortgage foreclosure assistance	75%	64%	53%	55%	57%	38%	61%	67%	52%	61%	66%	61%	61%
Snow removal	81%	62%	67%	55%	64%	69%	66%	66%	68%	67%	76%	66%	67%

Percent reporting "satisfied" or "very satisfied"

Question 18 by Length of Residency, Housing Tenure, Income												
	Length of Residency					Tenure			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
Protecting the environment, including air, water and land	90%	80%	80%	83%	83%	86%	81%	83%	84%	80%	91%	83%
Preparing for disasters	83%	91%	90%	89%	88%	94%	83%	89%	86%	87%	94%	88%
Affordable housing development	69%	67%	77%	66%	69%	69%	69%	69%	64%	73%	67%	69%
Revitalizing Downtown	91%	85%	82%	82%	84%	83%	86%	85%	87%	83%	84%	85%
Revitalizing Neighborhoods	89%	77%	71%	75%	77%	75%	79%	77%	82%	71%	84%	77%
Repairing streets	36%	41%	39%	42%	40%	40%	39%	40%	41%	41%	36%	40%
Repairing alleys	67%	67%	52%	67%	64%	66%	61%	64%	62%	66%	62%	64%
Keeping streets clean	87%	82%	87%	85%	85%	86%	84%	85%	82%	85%	90%	85%
Cleaning up graffiti	85%	78%	79%	78%	80%	80%	79%	80%	76%	80%	82%	79%
Dealing with problem businesses and unkempt properties	76%	73%	70%	69%	71%	71%	71%	71%	68%	71%	77%	71%
Garbage collection and recycling programs	81%	91%	86%	95%	90%	91%	89%	90%	88%	90%	91%	89%
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%
Providing quality drinking water	81%	87%	92%	90%	88%	91%	85%	88%	87%	87%	90%	88%
Providing sewer services	98%	98%	92%	95%	96%	96%	96%	96%	94%	96%	96%	95%
Protecting health and wellbeing of residents	92%	90%	91%	88%	90%	92%	88%	90%	89%	89%	95%	90%
Providing park and recreation services	92%	95%	91%	92%	92%	93%	92%	93%	89%	94%	92%	92%
Mortgage foreclosure assistance	84%	63%	61%	49%	61%	65%	56%	61%	56%	62%	71%	61%
Snow removal	66%	67%	63%	68%	66%	66%	67%	66%	71%	65%	63%	67%

Percent reporting "satisfied" or "very satisfied"

Question 18a 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
Please tell me how satisfied or dissatisfied you are with public education (Kindergarten through 12th grade) in the Minneapolis Public Schools.	56%	47%	51%	52%	59%	52%	53%	52%	57%	53%	60%	53%	53%

Percent reporting "satisfied" or "very satisfied"

Question 18a 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
Please tell me how satisfied or dissatisfied you are with public education (Kindergarten through 12th grade) in the Minneapolis Public Schools.	49%	52%	52%	56%	53%	50%	57%	54%	58%	52%	50%	53%

Percent reporting "satisfied" or "very satisfied"

Question 18b by Gender, Age, Race and Ethnicity													
Over the last two years, would you say that the quality of public education (Kindergarten trough 12th grade) in the Minneapolis Public Schools has...	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
Improved	39%	18%	18%	25%	23%	14%	24%	16%	40%	24%	39%	23%	24%
Stayed the same	34%	37%	41%	23%	36%	32%	34%	38%	24%	34%	33%	34%	34%
Declined	27%	45%	41%	52%	40%	54%	42%	46%	36%	42%	28%	43%	42%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

Question 18b by Length of Residency, Housing Tenure, Income												
Over the last two years, would you say that the quality of public education (Kindergarten trough 12th grade) in the Minneapolis Public Schools has...	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
Improved	21%	24%	34%	20%	24%	19%	30%	24%	33%	19%	25%	24%
Stayed the same	29%	37%	34%	33%	34%	35%	32%	33%	30%	34%	41%	34%
Declined	50%	39%	31%	46%	42%	46%	38%	42%	37%	46%	34%	42%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

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?	64%	48%	48%	54%	52%	47%	53%	55%	49%	54%	57%	53%	53%

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?	59%	59%	47%	51%	53%	50%	57%	53%	53%	54%	54%	54%

Percent reporting "agree" or "strongly agree"

Question 20a 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
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 2013?	78%	89%	90%	84%	91%	95%	87%	90%	81%	87%	80%	87%	87%

Percent reporting "somewhat likely" or "very likely"

Question 20a 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
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 2013?	73%	91%	85%	92%	87%	93%	81%	87%	81%	88%	96%	87%

Percent reporting "somewhat likely" or "very likely"

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?	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
Contacting my elected official	66%	69%	68%	65%	76%	74%	69%	71%	66%	69%	78%	69%	69%
Joining a City advisory group	27%	31%	29%	34%	36%	20%	30%	22%	48%	30%	43%	29%	30%
Contacting my neighborhood group	55%	64%	58%	66%	80%	61%	64%	61%	70%	64%	71%	64%	64%
Attending a community meeting	66%	65%	61%	76%	77%	63%	69%	68%	70%	69%	72%	68%	68%
Contacting City staff	73%	67%	65%	55%	69%	67%	66%	64%	71%	66%	74%	65%	66%
Working with a group not affiliated with the City	54%	54%	42%	53%	59%	41%	52%	48%	59%	51%	55%	52%	52%

Question 21 by Gender, Age, Race and Ethnicity

Percent reporting "somewhat likely" or "very likely"

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?	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
Contacting my elected official	70%	67%	77%	66%	69%	74%	65%	70%	67%	68%	76%	69%
Joining a City advisory group	19%	34%	37%	29%	30%	28%	32%	30%	39%	24%	33%	30%
Contacting my neighborhood group	57%	62%	71%	64%	64%	70%	58%	64%	65%	60%	75%	64%
Attending a community meeting	69%	71%	74%	65%	69%	71%	66%	69%	71%	64%	79%	69%
Contacting City staff	65%	69%	67%	64%	66%	69%	63%	66%	63%	68%	70%	67%
Working with a group not affiliated with the City	55%	46%	61%	48%	52%	51%	53%	52%	53%	50%	56%	52%

Question 21 by Length of Residency, Housing Tenure, Income

Percent reporting "somewhat likely" or "very likely"

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	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%

Table title: **Question 23 by Gender, Age, Race and Ethnicity**

Percent reporting "good" or "very good"

Question 23 by Length of Residency, Housing Tenure, Income													
	Length of Residency					Tenure			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"

Question 24 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
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	18%	18%	7%	21%	18%	10%	17%	12%	29%	17%	31%	16%	17%

Percent reporting "yes"

Question 24 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
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	14%	22%	20%	14%	17%	11%	23%	17%	27%	14%	8%	17%

Percent reporting "yes"

Appendix III: Complete Set of Frequencies

The following pages contain a complete set of survey frequencies. The number of respondents for each question is 1,172 unless noted otherwise.

Question B	
How long have you lived in the City of Minneapolis?	**Percent of respondents**
Less than one year	3%
1 to 4 years	16%
5 to 9 years	21%
10 to 19 years	20%
20 years or more	41%
Don't know	0%
Refused	0%
Total	100%

Question C	
What is your home zip code?	**Percent of respondents**
55111	0%
55401	2%
55402	0%
55403	7%
55404	9%
55405	7%
55406	10%
55407	9%
55408	7%
55409	4%
55410	3%
55411	6%
55412	5%
55413	6%
55414	6%
55415	0%
55416	1%
55417	5%
55418	5%
55419	5%
55421	0%
55422	0%
55423	0%
55424	0%
55429	0%
55430	1%
55435	0%

Question C	
What is your home zip code?	**Percent of respondents**
55450	0%
55454	1%
55455	0%
55487	0%
55488	0%
Other	0%
Don't know	0%
Refused	0%
Total	100%

Question D	
Which of the following applies to your phone usage?	**Percent of respondents**
I only have a cell phone which is my primary phone	6%
I only have a landline which is my primary phone	27%
I have a cell phone and a landline with my cell phone being my primary phone	29%
I have a landline and a cell phone with my landline being my primary phone	38%
Total	100%

Question 1	
Overall, how do you rate the City of Minneapolis as a place to live?	**Percent of respondents**
Very good	53%
Good	36%
Only fair	9%
Poor	2%
Don't know	0%
Refused	0%
Total	100%

Question 2	
Overall, how do you rate your neighborhood as a place to live?	**Percent of respondents**
Very good	45%
Good	37%
Only fair	13%
Poor	4%
Don't know	1%
Refused	0%
Total	100%

Question 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?	**Percent of respondents**
Better	21%
Stayed the same	58%
Worse	17%
Don't know	4%
Refused	0%
Total	100%

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.

Question 4a							
Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:	**Strongly agree**	**Agree**	**Disagree**	**Strongly disagree**	**Don't know**	**Refused**	**Total**
I am proud to live in the City of Minneapolis	44%	50%	4%	0%	0%	0%	100%
I would recommend the City of Minneapolis as a great place to live	42%	50%	5%	1%	1%	0%	100%

Question 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%
My neighborhood has a good selection of stores and services that meet my needs	26%	50%	17%	6%	1%	0%	100%
My neighborhood is clean and well maintained	24%	58%	13%	3%	1%	0%	100%
Street lighting in my neighborhood is adequate	18%	63%	14%	4%	1%	0%	100%

Question 6	
Which of the following best describes the size of your current place of residence based on your household's needs?	**Percent of respondents**
It is much too big	0%
It is too big	6%
It is just the right size	72%
It is too small	18%
It is much too small	3%
Don't know	0%
Refused	0%
Total	100%

Question 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.	**Strongly agree**	**Agree**	**Disagree**	**Strongly disagree**	**Don't know**	**Refused**	**Total**
My housing costs are affordable and within my household's budget	19%	60%	16%	3%	2%	0%	100%
The location of my house or apartment is convenient for my household's needs	45%	48%	5%	1%	0%	0%	100%
The physical condition of my house is adequate to meet my household's needs	29%	60%	9%	1%	1%	0%	100%
I intend to move within the next two years	9%	24%	35%	27%	4%	0%	100%

Question 7aa	
Which of the following best describes where you intend to move?	**Percent of respondents**
To another location within the same neighborhood	20%
To another neighborhood in Minneapolis	20%
Outside Minneapolis but within the metro area	15%
Outside the Minneapolis metro area	18%
Out of state	21%
Some other location	2%
Don't know	3%
Refused	0%
Total	100%

This question was asked only of those who reported a likelihood of moving in the next two years.
N=110

Question 7bb	
Which one of the following best describes why you intend to move?	**Percent of respondents**
Work	5%
Family	15%
Financial reasons	15%
Just want to live somewhere else	12%
Children are grown/moved out – don’t need the big house anymore	1%
Current Property Taxes are too high	4%
Schools – I want to get my child(ren) into better schools	9%
Some other reason	38%
Don't know	1%
Refused	0%
Total	100%

This question was asked only of those who reported a likelihood of moving in the next two years.
N=110

Question 8	
Do you live or work Downtown	**Percent of respondents**
Live	7%
Work	15%
Neither	73%
Both	3%
Don't know	1%
Refused	0%
Total	100%

Question 9	
In the last year, how often, if ever, did you go Downtown?	**Percent of respondents**
Once or twice	11%
3 to 12 times	27%
13-26 times	16%
26 times or more	39%
Never	6%
Don't know	1%
Refused	0%
Total	100%

This question was asked only of those people who did not live or work Downtown.
N=867

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 respondents**
Very safe	39%
Somewhat safe	52%
Not very safe	6%
Not at all safe	1%
Don't know	2%
Refused	0%
Total	100%

Question 11a	
How familiar or unfamiliar are you with Minneapolis 311?	**Percent of respondents**
Very familiar	23%
Somewhat familiar	44%
Not at all familiar	33%
Refused	0%
Total	100%

Question 11b					
Please indicate if you have access to the Internet at any of the following locations.	**Yes**	**No**	**Don't know**	**Refused**	**Total**
At home	80%	19%	0%	0%	100%
At school	29%	51%	20%	0%	100%
At work	63%	34%	3%	0%	100%
On a mobile device	40%	60%	0%	0%	100%

Question 12	
In the last 12 months, have you contacted the City to get information or services?	**Percent of respondents**
Yes	44%
No	55%
Don't know	1%
Refused	0%
Total	100%

Question 13	
How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's Web site?)?	**Percent of respondents**
In person	11%
By telephone - other	43%
By telephone - 311	40%
By mail	1%
By email	8%
Visit the City's Web site	29%
Other	2%
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=869

Question 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.	**Very good**	**Good**	**Only fair**	**Poor**	**Don't know/No opinion**	**Refused**	**Total**
Knowledge	39%	45%	10%	3%	2%	0%	100%
Courteousness	43%	43%	8%	4%	2%	0%	100%
Timely response	36%	40%	14%	6%	3%	0%	100%
Ease of getting in touch with the employee	33%	44%	16%	6%	2%	0%	100%
Respectfulness	45%	43%	7%	3%	2%	0%	100%
Willingness to help or understand	42%	40%	12%	5%	1%	0%	100%
Willingness to accommodate the need for foreign language and/or sign language interpreting	13%	12%	3%	1%	71%	0%	100%

This question was only asked of those who reported contacting the City in that last 12 months.
N=859

Question 15							
Please tell me how you would rate each of the following characteristics of the City Web site.	**Very good**	**Good**	**Only fair**	**Poor**	**Don't know/No opinion**	**Refused**	**Total**
Usefulness of information	33%	42%	20%	3%	2%	0%	100%
Ease of use	14%	57%	19%	7%	3%	0%	100%
Design and graphics	11%	58%	20%	6%	6%	0%	100%

This question was asked only of those who reported contacting the city via the City's Web site.
N=186

Question 16a	
How do you typically find out that a Snow Emergency has been declared?	**Percent of respondents**
I don't have a car so this doesn’t apply to me	1%
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the city web site	3%
I have off-street parking so this doesn’t apply to me	1%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
Don't know	1%
Declined or refused	0%
Total	100%

Question 16b	
What information source do you use to understand the Snow Emergency rules and to know where to park?	**Percent of respondents**
I don't have a car so this doesn't apply to me	1%
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the city web site	3%
I have off-street parking so this doesn't apply to me	1%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
Don't know	1%
Declined or 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%
311 agents	36%	63%	1%	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%
How satisfied were you with the professionalism shown by the 311 agent?	56%	37%	3%	1%	2%	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
311 agents: N=422

Question 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.	**Very satisfied**	**Satisfied**	**Dissatisfied**	**Very dissatisfied**	**Don't know/No opinion**	**Refused**	**Total**
Protecting the environment, including air, water and land	13%	63%	14%	2%	9%	0%	100%
Preparing for disasters	7%	53%	7%	1%	31%	0%	100%
Affordable housing development	6%	43%	19%	3%	28%	0%	100%
Revitalizing Downtown	14%	62%	12%	2%	10%	0%	100%
Revitalizing Neighborhoods	7%	61%	18%	2%	12%	0%	100%
Repairing streets	3%	37%	44%	15%	1%	0%	100%
Repairing alleys	4%	45%	25%	3%	23%	0%	100%
Keeping streets clean	14%	70%	12%	3%	1%	0%	100%
Cleaning up graffiti	10%	62%	15%	3%	10%	0%	100%
Dealing with problem businesses and unkempt properties	5%	51%	19%	3%	21%	0%	100%
Garbage collection and recycling programs	31%	55%	8%	2%	4%	0%	100%
Animal control services	12%	60%	5%	2%	21%	0%	100%
Police services	19%	63%	9%	3%	6%	0%	100%
Fire protection and emergency medical response	30%	55%	2%	1%	12%	0%	100%
Providing quality drinking water	26%	61%	11%	1%	2%	0%	100%
Providing sewer services	17%	69%	3%	1%	10%	0%	100%
Protecting health and wellbeing of residents	12%	70%	8%	1%	9%	0%	100%
Providing park and recreation services	37%	52%	6%	1%	3%	1%	100%
Mortgage foreclosure assistance	1%	21%	11%	4%	63%	0%	100%
Snow removal	15%	51%	25%	8%	1%	0%	100%

Question 18a	
Please tell me how satisfied or dissatisfied you are with public education (K-12) in the Minneapolis Public Schools.	**Percent of respondents**
Very satisfied	10%
Satisfied	30%
Dissatisfied	27%
Very dissatisfied	9%
Don't know/No opinion	23%
Refused	0%
Total	100%

Question 18b	
Over the last two years, would you say that the quality of public education (K-12) in the Minneapolis Public Schools has....	**Percent of respondents**
Improved a lot	3%
Improved slightly	15%
Stayed the same	24%
Declined slightly	21%
Declined a lot	10%
Don't know/No opinion	27%
Refused	0%
Total	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
Protecting the environment, including air, water and land	1%	4%	14%	28%	53%	1%	100%
Preparing for disasters	3%	8%	23%	30%	33%	3%	100%
Affordable housing development	4%	9%	23%	28%	34%	3%	100%
Revitalizing Downtown	7%	9%	32%	33%	18%	2%	100%
Revitalizing Neighborhoods	2%	5%	25%	34%	32%	1%	100%
Repairing streets	2%	2%	14%	37%	44%	0%	100%
Repairing alleys	6%	18%	33%	23%	16%	3%	100%
Keeping streets clean	0%	7%	28%	35%	29%	1%	100%
Cleaning up graffiti	9%	17%	34%	22%	17%	1%	100%
Dealing with problem businesses and unkempt properties	3%	9%	31%	30%	24%	2%	100%
Garbage collection and recycling programs	1%	3%	17%	32%	45%	1%	100%
Animal control services	7%	16%	37%	23%	15%	3%	100%
Police services	2%	2%	7%	23%	66%	1%	100%
Fire protection and emergency medical response	1%	1%	2%	17%	77%	1%	100%
Providing quality drinking water	1%	0%	6%	23%	68%	1%	100%
Providing sewer services	1%	3%	16%	28%	51%	2%	100%
Protecting health and wellbeing of residents	2%	2%	12%	26%	57%	1%	100%
Providing park and recreation services	1%	7%	18%	36%	36%	1%	100%
Mortgage foreclosure assistance	8%	11%	27%	23%	20%	10%	100%
Snow removal	1%	3%	12%	34%	50%	0%	100%
311 services	7%	9%	32%	26%	16%	11%	100%

Question 20	
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	**Percent of respondents**
Strongly agree	11%
Agree	39%
Disagree	28%
Strongly disagree	16%
Don't know/No opinion	5%
Refused	0%
Total	100%

Question 20a	
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 2013?	**Percent of respondents**
Very likely	71%
Somewhat likely	15%
Somewhat unlikely	5%
Very unlikely	8%
Don't know/No opinion	1%
Refused	0%
Total	100%

Question 20b	
What are some reasons you are less likely to vote in the election for mayor and City Council on November 2013?	**Percent of respondents**
No interest	16%
No time - too busy	5%
Not aware of options/Don't know how	9%
Wouldn't change the result/Don't believe in it	14%
Other	55%
Don't know	5%
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=159

Question 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?	**Very likely**	**Somewhat likely**	**Somewhat unlikely**	**Very unlikely**	**Don't know/No opinion**	**Refused**	**Total**
Contacting my elected official	26%	42%	17%	14%	1%	0%	100%
Joining a City advisory group	8%	21%	37%	33%	1%	0%	100%
Contacting my neighborhood group	25%	38%	21%	14%	1%	0%	100%
Attending a community meeting	26%	42%	17%	14%	1%	0%	100%
Contacting City staff	22%	43%	19%	15%	1%	0%	100%
Working with a group not affiliated with the City	15%	35%	28%	18%	3%	0%	100%

Question 22	
What are some reasons you are less likely to participate in City Government decisions?	**Percent of respondents**
No interest	18%
No time	39%
Not aware of options/Don't know how	7%
Wouldn't change the result	15%
Other	25%
Don't know	6%
Refused	1%

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

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 24	
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	**Percent of respondents**
Yes	16%
No	83%
Don't know	0%
Refused	0%
Total	100%

Question 24a	
In what type of situation did you experience the discrimination?	**Percent of respondents**
Getting a job, or at work	21%
Getting housing	4%
Getting service in a restaurant or store	10%
In dealing with the City	7%
In my neighborhood	14%
General public statements	6%
On public transportation (bus)	8%
Other	30%
Don't know	0%
Refused	1%
Total	100%

This question was asked only of those who reported experiencing discrimination within the last 12 months.
N=192

Question 24b	
For what reason or reasons do you feel you were discriminated against?	**Number of respondents**
Gender	0
Age	1
Economic status	2
Marital status	0
Social status	5
Race or color	2
Affectional preference	0
Disability	2
Ethnic background or country of origin	0
Language or accent	0
Religion	0
Other	2
Don't know	0
Refused	0
Total	15

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

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 within the last 12 months.

Question 25	
Do you currently own or rent your current residence?	**Percent of respondents**
Own	51%
Rent	48%
Don't know	1%
Refused	0%
Total	100%

Question 26					
Please tell me if each of the following statements is true of your household/members of your household? What about…	**Yes**	**No**	**Don't know**	**Refused**	**Total**
There are children under the age of 18	38%	62%	0%	0%	100%
There are adults age 70 or older	12%	88%	0%	0%	100%

Question 27	
What is your primary mode of transportation?	**Percent of respondents**
Car	66%
Bus	21%
Bike	5%
Walk	5%
Training/lightrail	2%
Taxi	1%
Other	1%
Don't know	0%
Refused	0%
Total	100%

Question 28	
Is English the primary language spoken in the house?	**Percent of respondents**
Yes	90%
No	10%
Don't know	0%
Refused	0%
Total	100%

Question 29	
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%
Refused	0%
Total	100%

Question 30	
Please stop me when I reach the category that includes your household's annual income for 2011.	**Percent of respondents**
Less than $10,000	8%
$10,000 to less than $15,000	11%
$15,000 to less than $25,000	9%
$25,000 to less than $35,000	13%
$35,000 to less than $50,000	15%
$50,000 to less than $75,000	13%
$75,000 to less than $100,000	9%
$100,000 to less than $150,000	10%
$150,000 to less than $200,000	2%
$200,000 or more	2%
Don't know	4%
Refused	5%
Total	100%

Question 31	
For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	**Percent of respondents**
Yes	7%
No	92%
Don't know	0%
Refused	1%
Total	100%

Question 32	
Now, can you tell me what best describes your racial origin?	**Percent of respondents**
White	70%
Black, African American or African	12%
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%
Some other race	2%
Refused	2%
Total	100%

Question 38	
Record 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%

Survey Language	
Language	**Percent of respondents**
English	98%
Spanish	1%
Vietnamese	<1%
Hmong	<1%
Somali	<1%
Oromo	<1%
Laotian	0%
Total	100%

Appendix IV: Detailed Survey Methodology

Developing the Interview Script

The 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 current survey, the instrument was almost identical to the survey instrument used in 2008. The instrument averaged about 20 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 95 completed interviews was obtained for each of the 11 community planning districts within the City of Minneapolis. Additional quota systems based on racial groups and cell phone users were 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).[13] 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. 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. No interviews were conducted in Vietnamese. About a quarter (279) of the completed interviews were conducted with residents of color and a similar proportion (271) were conducted with cell phone users. Although TTY capabilities were offered, no surveys were completed by TTY users.

A total of 28,787 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible[14] for the survey. Of the approximately 5,190 households called, 1,172 completed interviews providing a response rate of 23%. Approximately 863 households refused the survey.

[13] CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.
[14] Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 8,936 phone numbers where the eligibility status of the household was unknown, 18% 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 18% of these numbers were included in the final response rate calculation.

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

Disposition of All Numbers Called for the 2008 City of Minneapolis, MN Resident Survey	
Complete	1,172
Partial	0
Refusal	863
Break off	66
Respondent never available	1,120
No interviewer available for needed language (other than the 7 languages in which the survey was conducted)	358
Always busy	202
No answer/answering machine	8,668
Out of sample - other strata than originally coded	448
Fax/data line	1,047
Non-working/disconnected number	13,774
Pager	54
Business, government office, other organizations number	711
Quota filled	213
Other	25
Total phone numbers used	28,787
I=Complete Interviews	1,172
P=Partial Interviews	0
R=Refusal and break off	929
NC=Non Contact	1,120
O=Other	358
e15=estimated proportion of cases of unknown eligibility that are eligible	18%
UH=Unknown household	8,936
UO=Unknown other	0
Response Rate16	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 (1,172 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 smallest) to plus or minus 9% for 129 completed surveys (in largest). Where

[15] 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).

[16] The response rate was calculated as I/((I+P) + (R+NC+O) + e(UH+UO)).

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.

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.

Sample Size	Margin of Error
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 U.S. Census Bureau, 2007-2009 American Community Survey estimates (and City estimates for each of the 11 community districts) 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 on the following page.

Minneapolis 2011 Citizen Survey Weighting Table			
Characteristic	**Population Norm[1]**	**Unweighted Data**	**Weighted Data**
Housing			
Own home	51%	66%	52%
Rent home	49%	34%	48%
Race and Ethnicity			
White alone, not Hispanic	71%	75%	70%
Hispanic and/or other race	29%	25%	30%
Sex and Age			
18-34 years of age	44%	12%	42%
35-54 years of age	34%	39%	35%
55+ years of age	22%	49%	23%
Male	51%	44%	51%
Female	49%	56%	49%
Males 18-34	22%	6%	22%
Males 35-54	18%	19%	19%
Males 55+	10%	20%	11%
Females 18-34	21%	6%	20%
Females 35-54	16%	20%	16%
Females 55+	12%	29%	12%
Household Income			
Less than $25,000	29%	31%	30%
$25,000 to $99,999	53%	53%	54%
$100,000 or more	18%	16%	16%
Community District[2]			
Calhoun	11%	9%	10%
Camden	7%	9%	7%
Central	9%	9%	9%
Longfellow	8%	9%	8%
Near North	7%	9%	7%
Nokomis	9%	9%	9%
Northeast	10%	9%	10%
Phillips	4%	8%	4%
Powderhorn	14%	11%	14%
Southwest	13%	9%	12%
University	8%	9%	8%

1 Source: 2007-2009 ACS Estimates - US Census

2 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 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
Alamogordo, NM	35,582
Albany, GA	76,939
Albany, OR	40,852
Albemarle County, VA	79,236
Alpharetta, GA	34,854
Ames, IA	50,731
Andover, MA	31,247
Ankeny, IA	27,117
Ann Arbor, MI	114,024
Arapahoe County, CO	487,967
Archuleta County, CO	9,898
Arkansas City, KS	11,963
Arlington County, VA	189,453
Arvada, CO	102,153
Asheville, NC	68,889
Ashland, OR	19,522
Aspen, CO	5,914
Auburn, AL	42,987
Auburn, WA	40,314
Aurora, CO	276,393
Austin, TX	656,562
Avondale, AZ	35,883
Baltimore County, MD	754,292
Barnstable, MA	47,821
Batavia, IL	23,866
Battle Creek, MI	53,364
Bedford, MA	12,595
Beekman, NY	11,452
Belleair Beach, FL	1,751
Bellflower, CA	72,878
Bellingham, WA	67,171
Benbrook, TX	20,208
Bend, OR	52,029
Benicia, CA	26,865
Bettendorf, IA	31,275
Billings, MT	89,847
Blacksburg, VA	39,573
Bloomfield, NM	6,417
Blue Ash, OH	12,513
Blue Earth, MN	3,621
Bonita Springs, FL	32,797
Borough of Ebensburg, PA	3,091
Botetourt County, VA	30,496
Boulder County, CO	291,288
Boulder, CO	94,673
Bowling Green, KY	49,296
Bozeman, MT	27,509
Branson, MO	6,050
Brea, CA	35,410
Breckenridge, CO	2,408
Brevard County, FL	476,230
Brisbane, CA	3,597
Broken Arrow, OK	74,839
Broomfield, CO	38,272
Burlingame, CA	28,158
Burlington, MA	22,876
Calgary, Canada	878,866
Cambridge, MA	101,355
Canandaigua, NY	11,264
Cape Coral, FL	102,286
Carlsbad, CA	78,247
Carson City, NV	52,457
Cartersville, GA	15,925
Carver County, MN	70,205
Cary, NC	94,536
Casa Grande, AZ	25,224
Castle Rock, CO	20,224
Cedar Creek, NE	396
Centennial, CO	103,000
Centralia, IL	14,136
Chandler, AZ	176,581
Chanhassen, MN	20,321
Chanute, KS	9,411
Charlotte County, FL	141,627
Charlotte, NC	540,828
Chesapeake, VA	199,184
Cheyenne, WY	53,011
Chittenden County, VT	146,571
Chula Vista, CA	173,556
Clark County, WA	345,238
Clay County, MO	184,006
Clear Creek County, CO	9,322
Clearwater, FL	108,787
Cococino County, AZ	116,320
College Park, MD	24,657
Collier County, FL	251,377
Collinsville, IL	24,707
Colorado Springs, CO	360,890
Columbus, WI	4,479
Concord, CA	121,780
Concord, NC	55,977
Conyers, GA	10,689
Cooper City, FL	27,939
Coppell, TX	35,958
Coral Springs, FL	117,549
Corpus Christi, TX	277,454
Corvallis, OR	49,322

Coventry, CT	11,504
Craig, CO	9,189
Cranberry Township, PA	23,625
Crested Butte, CO	1,529
Creve Coeur, MO	16,500
Crystal Lake, IL	38,000
Cumberland County, PA	213,674
Dakota County, MN	355,904
Dallas, TX	1,188,580
Dania Beach, FL	20,061
Davenport, IA	98,359
Davidson, NC	7,139
Daviess County, KY	91,545
Davis, CA	60,308
Daytona Beach, FL	64,112
De Pere, WI	20,559
Decatur, GA	18,147
DeKalb, IL	39,018
Del Mar, CA	4,389
Delaware, OH	25,243
Delhi Township, MI	22,569
Delray Beach, FL	60,020
Denton, TX	80,537
Denver Public Library, CO	NA
Denver, CO	554,636
Des Moines, IA	198,682
Destin, FL	11,119
Dewey-Humboldt, AZ	6,295
District of Saanich,Victoria, Canada	103,654
Douglas County, CO	175,766
Dover, DE	32,135
Dover, NH	26,884
Downers Grove, IL	48,724
Dublin, CA	29,973
Dublin, OH	31,392
Duluth, MN	86,918
Duncanville, TX	36,081
Durango, CO	13,922
Durham, NC	187,038
Duval County, FL	778,879
Eagle County, CO	41,659
East Providence, RI	48,688
Eau Claire, WI	61,704
Edmond, OK	68,315
Edmonton, Canada	666,104
El Cerrito, CA	23,171
El Paso, TX	563,662
Elk Grove, CA	59,984
Ellisville, MO	9,104
Elmhurst, IL	42,762
Englewood, CO	31,727
Ephrata Borough, PA	13,213
Escambia County, FL	294,410
Escanaba, MI	13,140
Eugene, OR	137,893
Eustis, FL	15,106
Evanston, IL	74,239
Fairway, KS	3,952
Farmington, NM	37,844
Farmington, UT	12,081
Fayetteville, AR	58,047
Federal Way, WA	83,259
Fishers, IN	37,835
Flagstaff, AZ	52,894
Florence, AZ	17,054
Flower Mound, TX	50,702
Flushing, MI	8,348
Fort Collins, CO	118,652
Fort Worth, TX	534,694
Freeport, IL	26,443
Fridley, MN	27,449
Fruita, CO	6,478
Gainesville, FL	95,447
Gaithersburg, MD	52,613
Galt, CA	19,472
Gardner, KS	9,396
Georgetown, CO	1,088
Georgetown, TX	28,339
Gig Harbor, WA	6,465
Gilbert, AZ	109,697
Gillette, WY	19,646
Gladstone, MI	5,032
Grand County, CO	12,442
Grand Island, NE	42,940
Grand Junction, CO	41,986
Grand Prairie, TX	127,427
Grandview, MO	24,881
Green Valley, AZ	17,283
Greenville, SC	56,002
Greenwood Village, CO	11,035
Guelph, Ontario, Canada	114,943
Gulf Shores, AL	5,044
Gunnison County, CO	13,956
Gurnee, IL	28,834
Hampton, VA	146,437
Hanau, Germany	NA
Hanover County, VA	86,320
Hartford, CT	121,578
Henderson, NV	175,381
Hermiston, OR	13,154
High Point, NC	85,839
Highland Park, IL	31,365
Highlands Ranch, CO	70,931
Hillsborough County, FL	998,948
Honolulu, HI	876,156
Hopewell, VA	22,354
Hoquiam, WA	9,097
Hot Sulphur Springs, CO	521
Howell, MI	9,232
Hudson, OH	22,439
Hurst, TX	36,273
Hutchinson, MN	13,080
Hutto, TX	1,250
Indianola, IA	12,998
Irving, TX	191,615
Jackson County, MI	158,422

Jackson County, OR	181,269
James City County, VA	48,102
Jefferson County, CO	527,056
Joplin, MO	45,504
Jupiter, FL	39,328
Kamloops, Canada	77,281
Kannapolis, NC	36,910
Keizer, OR	32,203
Kelowna, Canada	96,288
Kettering, OH	57,502
Kirkland, WA	45,054
Kissimmee, FL	47,814
Kitsap County, WA	231,969
Kutztown Borough, PA	5,067
La Mesa, CA	54,749
La Plata, MD	6,551
La Vista, NE	11,699
Laguna Beach, CA	23,727
Lakewood, CO	144,126
Lane County, OR	322,959
Laramie, WY	27,204
Larimer County, CO	251,494
Lawrence, KS	80,098
League City, TX	45,444
Lebanon, NH	12,568
Lebanon, OH	16,962
Lee County, FL	454,918
Lee's Summit, MO	70,700
Lenexa, KS	40,238
Lexington, VA	6,867
Liberty, MO	26,232
Lincolnwood, IL	12,359
Little Rock, AR	183,133
Livermore, CA	73,345
Lodi, CA	56,999
Lone Tree, CO	4,873
Long Beach, CA	461,522
Longmont, CO	71,093
Louisville, CO	18,937
Loveland, CO	50,608
Lower Providence Township, PA	22,390
Lyme, NH	1,679
Lynchburg, VA	65,269
Lynnwood, WA	33,847
Lynwood, CA	69,845
Maple Grove, MN	50,365
Marana, AZ	13,556
Marion, IA	7,144
Maryland Heights, MO	25,756
Maryville, MO	10,581
Mauldin, SC	15,224
Mayer, MN	554
McAllen, TX	106,414
McMinnville, OR	26,499
Mecklenburg County, NC	695,454
Medina, MN	4,005
Melbourne, FL	71,382
Menlo Park, CA	30,785
Meridian Charter Township, MI	38,987
Merriam, KS	11,008
Merrill, WI	10,146
Mesa County, CO	116,255
Mesa, AZ	396,375
Miami Beach, FL	87,933
Milton, GA	30,180
Mission Viejo, CA	93,102
Mission, KS	9,727
Missoula, MT	57,053
Montgomery County, MD	873,341
Montpelier, VT	8,035
Montrose, CO	12,344
Mooresville, NC	18,823
Morgan Hill, CA	33,556
Morgantown, WV	26,809
Moscow, ID	21,291
Mountain View, CA	70,708
Mountlake Terrace, WA	20,362
Multnomah County, OR	660,486
Munster, IN	21,511
Muscatine, IA	22,697
Naperville, IL	128,358
Nashville, TN	545,524
Needham, MA	28,911
New Orleans, LA	484,674
New York City, NY	8,008,278
Newport Beach, CA	70,032
Newport News, VA	180,150
Newport, RI	26,475
Noblesville, IN	28,590
Normal, IL	45,386
North Branch, MN	8,023
North Las Vegas, NV	115,488
North Palm Beach, FL	12,064
North Port, FL	22,797
Northampton County, VA	13,093
Northern Tier Coalition Community Survey, PA	NA
Northglenn, CO	31,575
Novi, MI	47,386
Oak Park, IL	39,803
Oak Ridge, TN	27,387
Oakland Park, FL	30,966
Oakland Township, MI	13,071
Oakville, Canada	144,738
Ocala, FL	45,943
Ocean City, MD	7,173
Ocean Shores, WA	3,836
O'Fallon, IL	21,910
O'Fallon, MO	46,169
Oklahoma City, OK	506,132
Olathe, KS	92,962
Oldsmar, FL	11,910
Olmsted County, MN	124,277
Olympia, WA	42,514
Orange Village, OH	3,236
Ottawa County, MI	238,314

Overland Park, KS	149,080
Oviedo, FL	26,316
Ozaukee County, WI	82,317
Palatine, IL	65,479
Palm Bay, FL	79,413
Palm Beach County, FL	1,131,184
Palm Beach Gardens, FL	35,058
Palm Beach, FL	10,468
Palm Coast, FL	32,732
Palm Springs, CA	42,807
Palo Alto, CA	58,598
Panama City, FL	36,417
Park Ridge, IL	37,775
Parker, CO	23,558
Pasadena, TX	141,674
Pasco County, FL	344,765
Pasco, WA	32,066
Peoria County, IL	183,433
Peoria, AZ	108,364
Peters Township, PA	17,556
Petoskey, MI	6,080
Philadelphia, PA	1,517,550
Phoenix, AZ	1,321,045
Pinal County, AZ	179,727
Pinellas County, FL	921,482
Pinellas Park, FL	45,658
Pitkin County, CO	14,872
Plano, TX	222,030
Platte City, MO	3,866
Port Orange, FL	45,823
Port St. Lucie, FL	88,769
Portland, OR	529,121
Post Falls, ID	17,247
Poway, CA	48,044
Prescott Valley, AZ	25,535
Prince William County, VA	280,813
Prior Lake, MN	15,917
Queen Creek, AZ	4,316
Radford, VA	15,859
Rancho Cordova, CA	55,060
Rapid City, SD	59,607
Raymore, MO	11,146
Redding, CA	80,865
Redmond, WA	45,256
Reno, NV	180,480
Renton, WA	50,052
Richmond Heights, MO	9,602
Richmond, CA	99,216
Rio Rancho, NM	51,765
Riverdale, UT	7,656
Riverside, IL	8,895
Roanoke, VA	94,911
Rochester, MI	10,467
Rock Hill, SC	49,765
Rockville, MD	47,388
Roeland Park, KS	6,817
Roswell, GA	79,334
Round Rock, TX	61,136
Rowlett, TX	44,503
Saco, ME	16,822
Salida, CO	5,504
Salina, KS	45,679
San Francisco, CA	776,733
San Juan County, NM	113,801
San Luis Obispo County, CA	247,900
San Marcos, TX	34,733
San Rafael, CA	56,063
Sandusky, OH	27,844
Sandy City, UT	88,418
Sandy Springs, GA	85,781
Sanford, FL	38,291
Santa Barbara County, CA	399,347
Santa Monica, CA	84,084
Sarasota, FL	52,715
Sault Sainte Marie, MI	16,542
Savannah, GA	131,510
Scott County, MN	89,498
Scottsdale, AZ	202,705
Sedona, AZ	10,192
Seminole, FL	10,890
Shenandoah, TX	1,503
Sherman, IL	2,871
Shorewood, IL	7,686
Shrewsbury, MA	31,640
Silverthorne, CO	3,196
Sioux Falls, SD	123,975
Skokie, IL	63,348
Smyrna, GA	40,999
Snellville, GA	15,351
Snoqualmie, WA	1,631
South Daytona, FL	13,177
South Haven, MI	5,021
South Lake Tahoe, CA	23,609
Southlake, TX	21,519
Sparks, NV	66,346
Spokane Valley, WA	75,203
Spotsylvania County, VA	90,395
Springboro, OH	12,380
Springville, UT	20,424
St. Cloud, FL	20,074
St. Cloud, MN	59,107
St. Louis County, MN	200,528
Stafford County, VA	92,446
Starkville, MS	21,869
State College, PA	38,420
Staunton, VA	23,853
Steamboat Springs, CO	9,815
Sterling, CO	11,360
Stillwater, OK	39,065
Stockton, CA	243,771
Suamico, WI	8,686
Sugar Grove, IL	3,909
Sugar Land, TX	63,328
Summit County, CO	23,548
Sunnyvale, CA	131,760
Surprise, AZ	30,848

Suwanee, GA	8,725
Tacoma Public Works, WA	193,556
Tacoma, WA	193,556
Takoma Park, MD	17,299
Tallahassee, FL	150,624
Temecula, CA	57,716
Tempe, AZ	158,625
Temple, TX	54,514
Teton County, WY	18,251
The Colony, TX	26,531
Thornton, CO	82,384
Thunder Bay, Canada	109,016
Titusville, FL	40,670
Tomball, TX	9,089
Troy, MI	80,959
Tualatin, OR	22,791
Tuskegee, AL	11,846
Twin Falls, ID	34,469
Upper Arlington, OH	33,686
Upper Merion Township, PA	28,863
Urbandale, IA	29,072
Vail, CO	4,531
Valdez, AK	4,036
Vancouver, WA	143,560
Victoria, Canada	78,057
Village of Howard City, MI	1,585
Virginia Beach, VA	425,257
Visalia, CA	91,565
Volusia County, FL	443,343
Wahpeton, ND	8,586
Walnut Creek, CA	64,296
Walton County, FL	40,601
Washington City, UT	8,186
Washington County, MN	201,130
Washoe County, NV	339,486
Waukee, IA	5,126
Wausau, WI	38,426
Western Eagle County Metro Recreation District, CO	NA
Westerville, OH	35,318
Westminster, CO	100,940
Wethersfield, CT	26,271
Wheat Ridge, CO	32,913
White House, TN	7,220
Whitehorse, Canada	19,058
Whitewater, WI	13,437
Wichita, KS	344,284
Williamsburg, VA	11,998
Wilmington, IL	5,134
Windsor, CT	28,237
Winnipeg, Canada	619,544
Winston-Salem, NC	185,776
Winter Garden, FL	14,351
Winter Park, FL	24,090
Woodbury, MN	46,463
Woodridge, IL	30,934
Worcester, MA	172,648
Yellowknife, Canada	16,541
Yuma County, AZ	160,026
Yuma, AZ	77,515

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, CO (City and County)	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.