

Minneapolis, MN

Resident Survey

Report of Results

Transportation and Public Works Services



Table of Contents

Survey Background	1
Summary of Findings	6
Challenges Facing the City	
Downtown Usage & Image	
Satisfaction with City Services	10
Prioritization of City Services	
Balancing Satisfaction and Priorities	14
Discrimination	15
Appendix I: Respondent Demographics	16
Appendix II: Crosstabulations of Select Survey Questions	19
Appendix III: Complete Set of Frequencies	22

Table of Figures

Figure 1: Biggest Challenges Minneapolis Will Face in the Next Five Years	6
Figure 2: Transportation as Reasons for Avoiding Downtown Minneapolis	7
Figure 3: Transportation and Public Works Services Quality Ratings Compared Over Time	
Figure 4: Transportation and Public Works Services Importance Ratings Compared Over Time	
Table of Tables	
Table 1: Information Source for Snow Emergency Declaration	8
Table 2: Information Source to Understand Snow Emergency Rules	
Table 2: Transportation and Public Works Services Quality Ratings	
Table 3: Transportation and Public Works Services Importance Ratings	
Table 4: Public Works Department Responsible for Discrimination Compared Over Time	

Survey Background

Survey Purpose

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

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

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

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

Methods

A random digit dial sample (RDD) of Minneapolis residents was purchased for this project, where part of the sample was geocoded using reverse directory look-up to help determine in which Community Planning District potential respondents lived. Phone numbers of Minneapolis residents were randomly selected for interviewing. Phone calls were made from February 1, 2011 to March 10, 2011. A majority of the interviews was completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least eight times before replacing with another number, with at least one of the attempts on either a weekend or weekday evening.

Once interviews were completed using the RDD list, respondent address information was geocoded to determine in which of 11 community planning districts a respondent resided. Community planning districts were chosen as the geographic unit of analysis below the City level. The districts were the same geographic units selected for prior surveys. Datasets are available for a wide variety of demographics based upon the community planning districts. To complete the minimum number of responses determined for each community (95), a set of numbers was pre-coded for location and called to fill the quota for each community planning district. An additional quota system based on racial groups was used to ensure that a representative number of these populations participated in the survey. Another quota of cell phone users was implemented for this iteration and residents using Text Telephone (TTY) (use of telephones for the hearing impaired) also were dialed.

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

Understanding the Results "Don't Know" Responses and Rounding

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

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

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

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

"Resident" and "Respondent"

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

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,172 completed interviews). For each community planning district from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 95 (in the smallest district response) to plus or minus 9% for 129 completed surveys (in the largest district response). Where estimates are given for subgroups, they may be less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to 10 percentage points for samples as small as 100. (For comparisons made across community planning districts, the margin of error is equivalent to that for the smallest group.)

Comparing Survey Results

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

Comparison of Results over Time and by Subgroup

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

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

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

Normative Database

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on resident surveying. In *Resident surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA), we not only articulated the principles for quality survey methods, we pioneered both the idea of benchmark data for citizen opinion and the method for gathering benchmark data. We called it, "In Search of Standards," and argued for norms. "What has been missing from a local government's analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems..."

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

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

The Role of Comparisons

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

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

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

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

Comparison of Minneapolis to the Normative Database

In this report, comparisons are made both to the entire database ("National Database") and a portion of the database ("Select Cities")², featuring communities identified by Minneapolis, when available. Normative comparisons have been provided when similar questions on the Minneapolis survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

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

Summary

- Survey respondents provided unprompted responses to a question about the three biggest challenges Minneapolis will face in the next five years. In 2011, transportation related issues were mentioned by about one in five respondents (21%) and maintaining public infrastructure, including bridge and road maintenance by about a quarter of respondents (23%). When compared to previous years, fewer respondents mentioned transportation related issues and more mentioned infrastructure related issues.
- The 17% of respondents who reported never going Downtown or only going once or twice in the last year were asked to give major reasons that kept them from spending more time in the Downtown area. About 1 in 10 respondents mentioned cost of parking (11%) and a lack of parking was given as a reason by about 17% of respondents. Traffic was mentioned by 12% of survey participants.

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.

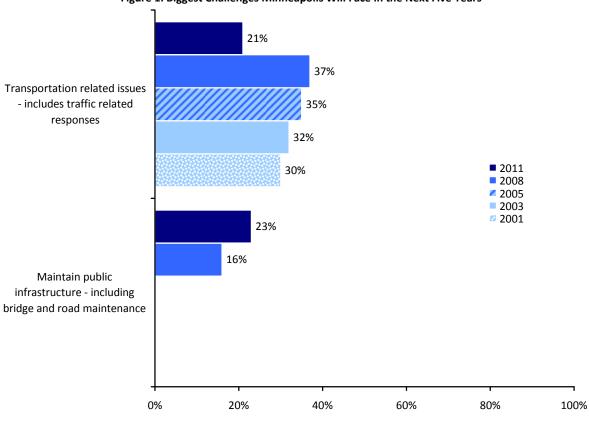
- Nearly half of residents reported relying on the automated phone call from the city when a snow emergency is declared and about a quarter refer to radio or television for this information. Fewer than 10% of respondents mentioned various other information sources. A mixed bag of information sources was used by Minneapolis residents for understanding snow emergency rules; City of Minneapolis Web site (17%), radio or television (13%) and the 348-snow phone hotline (13%) were sources most commonly mentioned.
- Providing sewer services, garbage collection and recycling programs, keeping streets clean and providing quality drinking water received positive ratings from at least 9 in 10 respondents. About two-thirds of respondents reported satisfaction with repairing alleys and snow removal, while two in five rated repairing streets with positive ratings. Results were similar between 2011 and 2008. When a comparison to the national benchmark or the benchmark for select cities was available, transportation and public works services in Minneapolis were rated lower than in other jurisdictions.
- Providing quality drinking water was viewed as extremely important by about 7 in 10 survey participants. About half of respondents felt that sewer services (52%) and snow removal (51%) were extremely important. At least two in five rated and garbage collection and recycling programs (46%) and street repair (45%) as extremely important, while fewer (17%) gave this rating for alley repair. Respondents to the 2011 survey were less likely to rate garbage collection and recycling programs and keeping streets clean as important when compared to 2008 responses.
- 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. Transportation and public works services which were higher in importance and lower in satisfaction were: snow removal and street repair. Services which were categorized as higher in importance and higher in satisfaction were: providing quality drinking water, garbage collection and recycling programs and providing sewer services. Services that were rated lower in importance and higher in satisfaction were: keeping streets clean. Services that were rated lower in importance and lower in satisfaction were: repairing alleys.
- The 14 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Three respondents mentioned Public Works. This question was not asked in 2001.

Summary of Findings

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

Challenges Facing the City

Survey respondents provided unprompted responses to a question about the three biggest challenges Minneapolis will face in the next five years. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; interviewers selected the one category that best fit each respondent's stated issue. In 2011, transportation related issues were mentioned by about one in five respondents (21%) and maintaining public infrastructure, including bridge and road maintenance by about a quarter of respondents (23%). When compared to previous years, fewer respondents mentioned transportation related issues and more mentioned infrastructure related issues. "Maintaining public infrastructure" was first included on the pre-coded list for interviewers to choose from in 2008.



Percent reporting "agree" or "strongly" agree

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

[&]quot;Maintain public infrastructure" was added in 2008.

Downtown Usage & Image

The 17% of respondents who reported never going Downtown or only going once or twice in the last year were asked to give major reasons that kept them from spending more time in the Downtown area. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated issue. About 1 in 10 respondents mentioned cost of parking (11%) and a lack of parking was given as a reason by about 17% of respondents. Traffic was mentioned by 12% of survey participants.

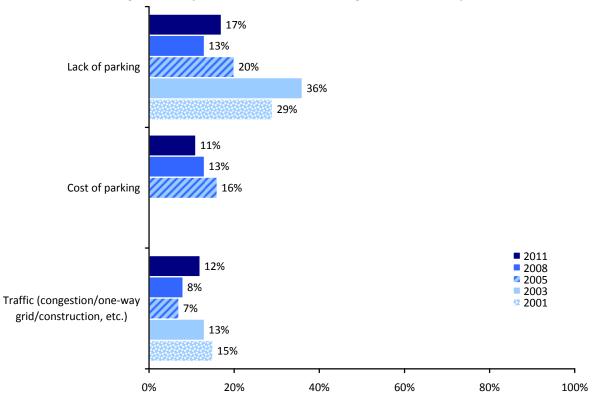


Figure 2: Transportation as Reasons for Avoiding Downtown Minneapolis

Percent reporting "agree" or "strongly" agree

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

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 1: 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%

[&]quot;Other" responses were not recorded and not available for analysis.

Table 2: 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%

[&]quot;Other" responses were not recorded and not available for analysis.

Satisfaction with City Services

Providing sewer services, garbage collection and recycling programs, keeping streets clean and providing quality drinking water received positive ratings from at least 9 in 10 respondents. About two-thirds of respondents reported satisfaction with repairing alleys and snow removal, while two in five rated repairing streets with positive ratings. Results were similar between 2011 and 2008. Please note that snow removal was added to the list in 2011 and repairing streets and alleys were combined as one category in previous years.

When a comparison to the national benchmark or the benchmark for select cities was available, transportation and public works services in Minneapolis were rated lower than in other jurisdictions.

Table 3: Transportation and Public Works 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
Providing sewer services	19%	77%	4%	1%	100%	Much below	Not available
Garbage collection and recycling programs	32%	57%	8%	2%	100%	Much below	Not available
Keeping streets clean	15%	71%	12%	3%	100%	Below	Similar
Providing quality drinking water	26%	62%	11%	1%	100%	Much below	Much below
Repairing alleys	6%	58%	32%	4%	100%	Not available	Not available
Repairing streets	3%	37%	45%	15%	100%	Much below	Much below
Snow removal	15%	52%	25%	8%	100%	Much below	Not available

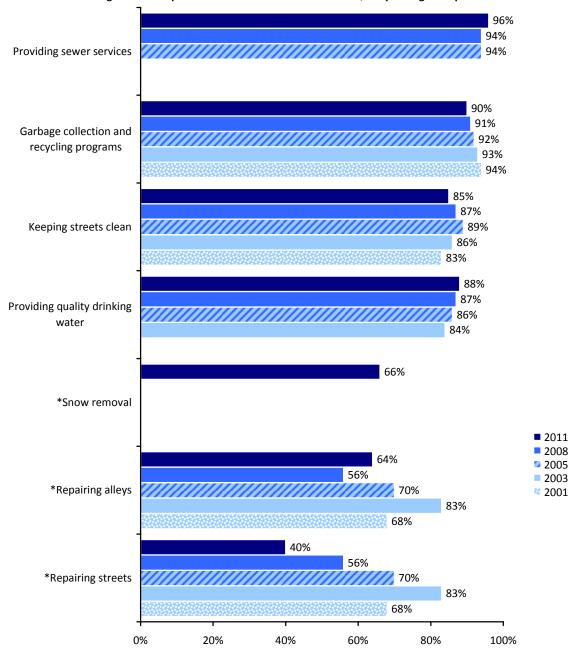


Figure 3: Transportation and Public Works Services Quality Ratings Compared Over Time

Percent reporting "satisfied" or "very satisfied"

Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service.

[&]quot;Providing sewer services" was added in 2005.

^{* &}quot;Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; "snow removal" was added in 2011.

Prioritization of City Services

After rating their satisfaction with City services, respondents were asked to rate the importance of each service using a 5-point scale with 5 represents "extremely important" and 1 equals "not at all important." Providing quality drinking water was viewed as extremely important by about 7 in 10 survey participants. About half of respondents felt that sewer services (52%) and snow removal (51%) were extremely important. At least two in five rated and garbage collection and recycling programs (46%) and street repair (45%) as extremely important, while fewer (17%) gave this rating for alley repair.

Respondents to the 2011 survey were less likely to rate garbage collection and recycling programs and keeping streets clean as important when compared to 2008 responses. 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. Repairing streets and repairing alleys were combined in survey years previous to 2011; snow removal and 311 services were added in 2011.

Table 4: Transportation and Public Works 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
Providing quality drinking water	69%	23%	6%	0%	1%	100%
Garbage collection and recycling programs	46%	32%	17%	3%	2%	100%
Providing sewer services	52%	29%	16%	3%	1%	100%
Repairing streets	45%	37%	14%	2%	2%	100%
Repairing alleys	17%	24%	34%	18%	7%	100%
Snow removal	51%	34%	12%	3%	1%	100%
Keeping streets clean	29%	35%	29%	7%	0%	100%

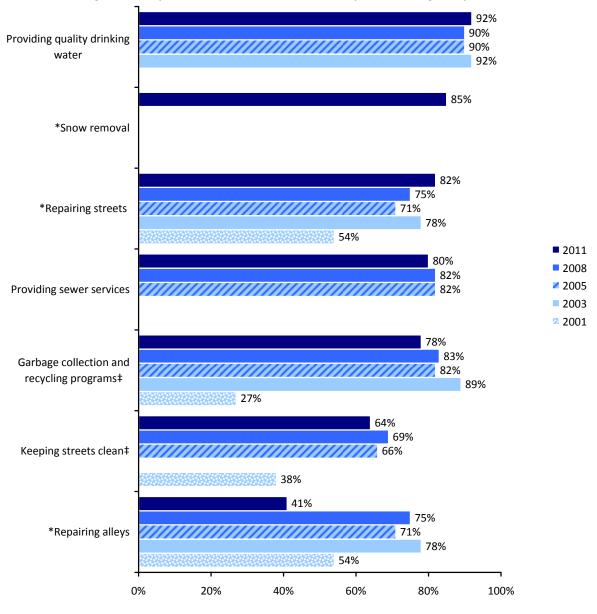


Figure 4: Transportation and Public Works Services Importance Ratings Compared Over Time

Percent reporting "4" or "extremely important"

Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. 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.

^{* &}quot;Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; "snow removal" and "311 services" were added in 2011.

[‡] 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 *Error! Reference source not found.* on the following page).

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

Ratings of importance were compared to ratings of satisfaction as well as to benchmark comparisons. Services were classified as "more important" if 71% or more of respondents gave an importance rating of "4" or "5" – extremely important). Services were rated as "less important" if fewer than 71% of respondents gave an importance rating of "4" or "5." Services receiving a "satisfied" or "very satisfied" rating by 85% or more of respondents were considered of "higher satisfaction" and those receiving a "satisfied" or "very satisfied" rating by fewer than 85% of respondents were considered "lower satisfaction."

Transportation and public works services which were higher in importance and lower in satisfaction were: snow removal and street repair.

Services which were categorized as higher in importance and higher in satisfaction were: providing quality drinking water, garbage collection and recycling programs and providing sewer services.

Services that were rated lower in importance and higher in satisfaction included: keeping streets clean.

Services that were rated lower in importance and lower in satisfaction were: repairing alleys.

Discrimination

The 14 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Three respondents mentioned Public Works. This question was not asked in 2001.

Table 5: Public Works Department Responsible for Discrimination Compared Over Time

		Year of Survey			
Do you recall which City department was involved?	2011	2008	2005	2003	2001
Public works	3	3	1	5	NA

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

This question was 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 resp				
Bus	21%			
Bike	5%			
Car	66%			
Taxi	1%			
Walk	5%			
Training/light rail	2%			
Other	1%			
Total	100%			

Household Primary Language			
	Is English the primary language spoken in the house?	Percent of 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%			

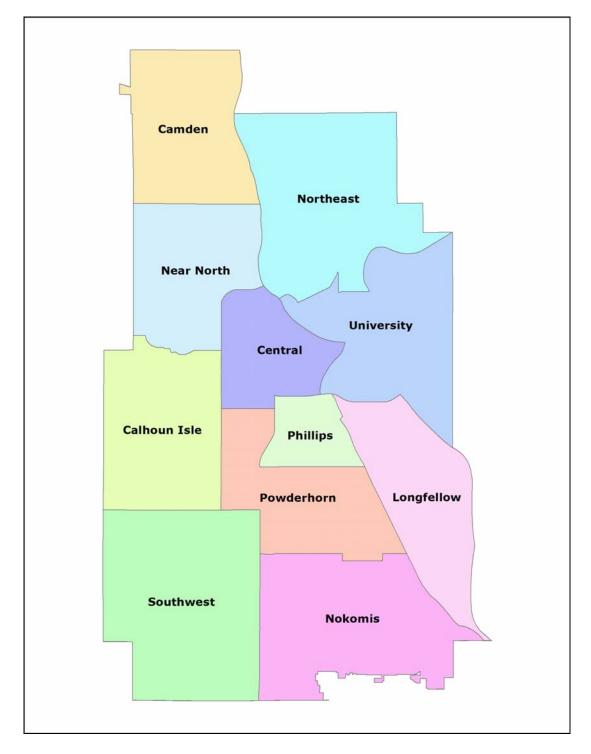
Respondent Gender				
	Record gender	Percent of respondents		
Male		51%		
Female		49%		
Total		100%		

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 ($p \le .05$) by subgroup are marked with gray shading. Below is a map that illustrates the 11 community planning districts.



Community Planning District Comparisons

Question 18 by Community Planning District												
For each, please tell me how satisfied		Community District										
or dissatisfied you are with the way the City provides the service?	Calhoun- Isle										Overall	
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%
Garbage collection and recycling programs	92%	89%	82%	83%	92%	83%	91%	98%	90%	94%	92%	89%
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%
Snow removal	58%	65%	80%	68%	56%	69%	66%	64%	67%	49%	89%	66%

Percent reporting "satisfied" or "very satisfied"

Sociodemographic Comparisons

Question 18 by Gender, Age, Race and Ethnicity													
For each, please tell me how	ell me how Respondent Gender and Age						Respo	ndent Racia	l Origin	Resp	ondent Ethnicity		
satisfied or dissatisfied you are with the way the City provides the service?	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
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%
Garbage collection and recycling programs	86%	91%	95%	86%	91%	93%	90%	90%	88%	90%	77%	91%	90%
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%
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						e	Household Income					
For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall	
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%	
Garbage collection and recycling programs	81%	91%	86%	95%	90%	91%	89%	90%	88%	90%	91%	89%	
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%	
Snow removal	66%	67%	63%	68%	66%	66%	67%	66%	71%	65%	63%	67%	

Percent reporting "satisfied" or "very satisfied"

Appendix III: Complete Set of Frequencies

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

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

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

Question 10					
What are the major reasons that keep you from spending more time Downtown? Percent of re					
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 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%			

		Ques	tion 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
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%
Garbage collection and recycling programs	31%	55%	8%	2%	4%	0%	100%
Providing quality drinking water	26%	61%	11%	1%	2%	0%	100%
Providing sewer services	17%	69%	3%	1%	10%	0%	100%
Snow removal	15%	51%	25%	8%	1%	0%	100%

		Ques	tion 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
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%
Garbage collection and recycling programs	1%	3%	17%	32%	45%	1%	100%
Providing quality drinking water	1%	0%	6%	23%	68%	1%	100%
Providing sewer services	1%	3%	16%	28%	51%	2%	100%
311 services	7%	9%	32%	26%	16%	11%	100%

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

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

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