Minneapolis
City of Lakes

# CITY OF MINNEAPOLIS, MN

RESIDENT SURVEY

## REPORT OF RESULTS
## REGULATORY, ENERGY AND ENVIRONMENT

*February 2013*

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# ACKNOWLEDGEMENTS[1]

## RESIDENT SURVEY TEAM

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[1] If you need this material in an alternative format please contact Neighborhood and Community Relations Department at 612-673-3737.

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# SURVEY PURPOSE AND METHODS

The City of Minneapolis contracted with National Research Center, Inc. (NRC) to conduct a citywide resident survey. The Minneapolis Resident Survey gives residents the opportunity to rate the quality of life in the city, 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 provide context that will be used by the City of Minneapolis to assess trends in its performance. To this end, the 2012 Minneapolis Resident Survey is the sixth iteration, including the baseline study conducted in 2001. This is the fourth iteration conducted by NRC. This report describes results pertaining to regulatory, energy and environmental services; the comprehensive report of results is available under separate cover.

The Minneapolis Resident Survey was administered by phone to a representative sample of Minneapolis residents from October 11, 2012 to November 28, 2012. A total of 1,378 surveys were completed. About one-quarter of the interviews was completed with people of color, one-quarter was with cell phone users[2] and at least 94 interviews were completed in each of the 11 community planning districts. Nineteen interviews were completed in a language other than English. The overall response rate was 20%.

Survey results were weighted so that respondent age, gender, ethnicity, race, home ownership versus renting status and home location (community planning district) represented as closely as possible the proportions of the entire city. The margin of error is plus or minus three percentage points around any given percent for all respondents. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point.

# UNDERSTANDING THE RESULTS

For the most part, the "percent positive" is reported in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., "very good" and "good," "strongly agree" and "agree," "very safe" and "somewhat safe"). Additionally, on many of the questions in the survey, respondents could answer "don't know" or "refused." The full set of responses for each question, including "don't know," can be found in *Appendix II: Complete Set of Frequencies.*

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.

In this report, comparisons are made to both the entire database ("national database") and a portion of the database ("select cities")[3], featuring communities identified by Minneapolis, when available.

[2] A cell phone user represents a respondent who either only has a cell phone which was their primary phone or those who had a cell phone and a landline but their cell phone was their primary phone.

[3] Austin, TX; Boulder, CO; Charlotte, NC; Denver, CO (City and County); Durham, NC; Oklahoma City, OK; Portland, OR.

# SURVEY FINDINGS

## CHALLENGES FACING THE CITY

Survey respondents were asked to identify the three biggest challenges facing Minneapolis over the next five years. These responses were unprompted and 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 challenge mentioned most frequently by residents was public safety (32%), a ranking similar to previous years and a rating that was similar compared to ratings given in 2011 (32% versus 28%). Only 6% of respondents felt that the City government was one of the three biggest challenges facing the City in the next five years, which was similar to the proportion giving this response in 2011 (8% in 2011).

FIGURE 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? | 2012 | 2011 | 2008 | 2005 | 2003 | 2001 |
|---|---|---|---|---|---|---|
| Public safety | 32% | 28% | 44% | 44% | 42% | 36% |
| Education | 30% | 35% | 29% | 38% | 29% | 30% |
| Transportation-related issues – includes traffic, transit and parking | 28% | 21% | 37% | 35% | 32% | 30% |
| Housing | 21% | 14% | 26% | 30% | 24% | 47% |
| Property taxes | 20% | 21% | NA | NA | NA | NA |
| Maintain public infrastructure – including bridge and road maintenance | 19% | 23% | 16% | NA | NA | NA |
| Job opportunities | 17% | 21% | 17% | 17% | NA | NA |
| Economic development | 15% | 19% | 26% | 21% | 24% | 22% |
| Growth | 8% | 7% | 11% | 10% | 9% | 8% |
| City government | 6% | 8% | 9% | 10% | 38% | NA |
| Foreclosure | 1% | 2% | 7% | NA | NA | NA |
| Other | 37% | 40% | 29% | 43% | 15% | 29% |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*
*Total may exceed 100% as respondents were able to choose more than one response.*

# DOWNTOWN USAGE AND IMAGE

Respondents who did not live or work Downtown and who reported going Downtown only once or twice in the last year were asked what kept them from spending more time Downtown. This was an open-ended question where respondents were able to give more than one answer. Many potential categories of response were available to interviewers and they selected the ones that best fit each respondent's stated response. Many residents mentioned "other" items that could not be coded into a specific category.

The most commonly mentioned reason was not wanting to go Downtown (26%), followed by a lack of parking (17%), preferring other shopping areas (14%), cost of parking (13%) and feelings that there is nowhere to go (12%). Fewer cited getting lost, the expense of going Downtown and the cleanliness as reasons for not visiting.

Overall, the proportion of respondents selecting each reason in 2012 was similar to 2011. More residents in 2012 than in 2011 indicated preferences for other shopping areas (14% versus 7%) as deterrents for visiting Downtown.

FIGURE 2: REASONS FOR NOT SPENDING MORE TIME DOWNTOWN COMPARED OVER TIME

| What are the major reasons that keep you from spending more time Downtown? | 2012 | 2011 | 2008 | 2005 | 2003 | 2001 |
|---|---|---|---|---|---|---|
| Don't want to go downtown | 26% | 25% | 26% | 14% | 0% | 0% |
| Lack of parking | 17% | 17% | 13% | 20% | 36% | 33% |
| Prefer other shopping areas | 14% | 7% | 8% | 10% | 17% | 23% |
| Cost of parking | 13% | 11% | 13% | 16% | 0% | 0% |
| Nowhere to go | 12% | 15% | 15% | 7% | 16% | 30% |
| Traffic (congestion/construction, etc.) | 10% | 12% | 8% | 7% | 13% | 18% |
| Safety | 10% | 4% | 13% | 10% | 7% | 0% |
| General dislike | 8% | 6% | 2% | 3% | 2% | 0% |
| Get lost/hard to find way around/one-way streets are confusing, etc. | 4% | 4% | 4% | 2% | 0% | 0% |
| Expensive | 2% | 3% | 2% | 5% | 11% | 7% |
| Dirty | 0% | 0% | 1% | 0% | 1% | 0% |
| Other | 32% | 37% | 28% | 30% | 30% | 26% |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*

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

## SATISFACTION WITH AND PRIORITIZATION OF CITY SERVICES

Overall, about 7 in 10 respondents said they were “satisfied” or “very satisfied” with regulatory services, energy and environmental services (Figure 3). Most residents were pleased with animal control services (92% “satisfied” or “very satisfied”) protecting the environment including air, water and land (87%), and cleaning up graffiti (80%). The service respondents voiced less satisfaction with was dealing with problem businesses and unkept properties (71%).

More than 20% of respondents selected “don’t know” when rating the City at dealing with problem businesses and unkept properties. For a full set of responses to these questions, including “don’t know,” please refer to *Appendix II: Complete Set of Frequencies*.

When compared to 2011, satisfaction with City services related to regulatory services, energy and the environment remained stable.

One of the four services related to regulatory services, energy and the environment could be compared to the national benchmark. Animal control services were rated similar to other communities across the nation.

FIGURE 3: CITY SERVICES QUALITY RATINGS COMPARED OVER TIME

| Please tell me how satisfied or dissatisfied you are with the way the City provides the service. (Percent reporting "satisfied" or "very satisfied.") | 2012 | 2011 | 2008 | 2005 | 2003 | 2001 |
|---|---|---|---|---|---|---|
| Animal control services | 92% | 91% | 88% | 92% | NA | 92% |
| Protecting the environment, including air, water and land | 87% | 83% | 81% | 77% | 79% | 77% |
| Cleaning up graffiti | 80% | 80% | 77% | 74% | NA | 79% |
| Dealing with problem businesses and unkept properties | 71% | 71% | 68% | 73% | 67% | 69% |

*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.*

FIGURE 4: CITY SERVICES BENCHMARKS

| | National comparison | Selected cities comparison |
|---|---|---|
| Animal control services | Similar | Not available |
| Cleaning up graffiti | Not available | Not available |

Residents were asked to rate the importance of each City service using a five-point scale with 5 representing "extremely important" and 1 representing "not at all important." Between 44% and 81% of respondents rated services related to regulatory, energy and environmental services as "4" or "5-extremely important." Importance ratings for protecting the environment and dealing with problem businesses and unkept properties remained stable compared to 2011 ratings, while importance ratings increased for cleaning up graffiti and animal control services.

FIGURE 5: 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." (Percent reporting "4" or "extremely important.") | 2012 | 2011 | 2008 | 2005 | 2003 | 2001 |
|---|---|---|---|---|---|---|
| Protecting the environment, including air, water and land | 81% | 81% | 85% | 84% | 90% | 62% |
| Dealing with problem businesses and unkept properties | 59% | 56% | 62% | 61% | 70% | 57% |
| Cleaning up graffiti | 46% | 40% | 56% | 52% | NA | 40% |
| Animal control services | 44% | 39% | 49% | 46% | NA | 21% |

*Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. In 2001, residents were asked how much attention each service should get.*

# APPENDIX I: RESPONDENT DEMOGRAPHICS

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

TABLE 1: RESPONDENT HOUSING TENURE

| Do you currently own or rent your current residence? | Percent of respondents |
|---|---|
| Own | 53% |
| Rent | 47% |
| Total | 100% |

TABLE 2: 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% |

TABLE 3: MODES OF TRANSPORTATION

| For each of the following types of transportation, please tell me if you always, often, sometimes or never use each to get around the city. What about … | Always | Frequently | Occasionally | Never | Total |
|---|---|---|---|---|---|
| Bus | 13% | 20% | 32% | 34% | 100% |
| Bike | 5% | 17% | 33% | 45% | 100% |
| Car | 42% | 32% | 12% | 14% | 100% |
| Taxi | 1% | 8% | 38% | 53% | 100% |
| Walk | 19% | 41% | 33% | 7% | 100% |
| Train/light rail | 4% | 15% | 46% | 35% | 100% |

TABLE 4: HOUSEHOLD PRIMARY LANGUAGE

| Is English the primary language spoken in the house? | Percent of respondents |
|---|---|
| Yes | 91% |
| No | 9% |
| Total | 100% |

TABLE 5: HOUSEHOLD PRIMARY LANGUAGE

| [If English is not primary language] What is the primary language spoken at home? | Percent of respondents |
|---|---|
| Spanish | 41% |
| Somali | 10% |
| Hmong | 10% |
| Oromo | 4% |
| Lao | 2% |
| Vietnamese | 3% |
| Other | 30% |
| Total | 100% |

TABLE 6: RESPONDENT AGE

| Please stop me when I reach the category that includes your age. | Percent of respondents |
|---|---|
| 18 to 24 years | 10% |
| 25 to 34 years | 32% |
| 35 to 44 years | 12% |
| 45 to 54 years | 22% |
| 55 to 64 years | 12% |
| 65 years and over | 13% |
| Total | 100% |

TABLE 7: HOUSEHOLD INCOME

| Please stop me when I reach the category that includes your household annual income for 2011. | Percent of respondents |
|---|---|
| Less than $10,000 | 10% |
| $10,000 to less than $15,000 | 9% |
| $15,000 to less than $25,000 | 15% |
| $25,000 to less than $35,000 | 13% |
| $35,000 to less than $50,000 | 14% |
| $50,000 to less than $75,000 | 14% |
| $75,000 to less than $100,000 | 9% |
| $100,000 to less than $150,000 | 9% |
| $150,000 to less than $200,000 | 4% |
| $200,000 or more | 4% |
| Total | 100% |

TABLE 8: 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% |

TABLE 9: RESPONDENT RACE

| Now, can you tell me what best describes your racial origin? | Percent of respondents |
|---|---|
| White | 70% |
| Black, African American or African | 11% |
| American Indian/Native American or Alaskan Native | 3% |
| Asian, Native Hawaiian or other Pacific Islander | 4% |
| Hmong | 1% |
| Somali | 1% |
| Vietnamese | 1% |
| Lao | 0% |
| Ethiopian/Oromo | 1% |
| Hispanic/Spanish | 6% |
| Two or more races | 5% |
| Total | 100% |

TABLE 10: RESPONDENT COMMUNITY DISTRICT

| | Percent of respondents |
|---|---|
| Calhoun-Isles | 8% |
| Camden | 6% |
| Central | 9% |
| Longfellow | 7% |
| Near North | 6% |
| Nokomis | 9% |
| Northeast | 9% |
| Phillips | 5% |
| Powderhorn | 13% |
| Southwest | 12% |
| University | 11% |
| Unknown | 4% |
| Total | 100% |

TABLE 11: RESPONDENT GENDER

| Record gender | Percent of respondents |
|---|---|
| Male | 50% |
| Female | 50% |
| Total | 100% |

TABLE 12: CELL PHONE USE

| Which of the following applies to your phone usage? | Percent of respondents |
|---|---|
| Cell only or cell primary | 40% |
| Landline only or landline primary | 60% |
| Total | 100% |

# APPENDIX II: COMPLETE SET OF FREQUENCIES

## RESPONSES EXCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to questions on the survey related to regulatory, energy and environmental services, excluding the "don't know" responses.

TABLE 13: QUESTION 4

| In your opinion, what are the three biggest challenges Minneapolis will face in the next five years? | Percent |
|---|---|
| Public safety | 32% |
| City government | 6% |
| Transportation-related issues – includes traffic, transit and parking | 28% |
| Education | 30% |
| Economic development | 15% |
| Housing | 21% |
| Growth | 8% |
| Job opportunities | 17% |
| Maintain public infrastructure – including bridge and road maintenance | 19% |
| Foreclosure | 1% |
| Property taxes | 20% |
| Other | 37% |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*
*Total may exceed 100% as respondents were able to choose more than one response.*

TABLE 14: QUESTION 10

| What are the major reasons that keep you from spending more time Downtown? | Percent |
|---|---|
| Lack of parking | 17% |
| Cost of parking | 13% |
| Traffic (congestion/construction, etc.) | 10% |
| Safety | 10% |
| Prefer other shopping areas | 14% |
| Nowhere to go | 12% |
| Expensive | 2% |
| General dislike | 8% |
| Dirty | 0% |
| Get lost/hard to find way around/one-way streets are confusing, etc. | 4% |
| Don't want to go downtown | 26% |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*
*This question was asked only of those who reported going downtown one or twice in the last year*
*Total may exceed 100% as respondents were able to choose more than one response.*

TABLE 15: 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 | Total |
|---|---|---|---|---|---|
| Protecting the environment, including air, water and land | 17% | 70% | 11% | 1% | 100% |
| Cleaning up graffiti | 15% | 65% | 17% | 3% | 100% |
| Animal control services | 18% | 74% | 6% | 2% | 100% |
| Dealing with problem businesses and unkept properties | 9% | 62% | 25% | 4% | 100% |

TABLE 16: 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." | 1-Not at all important | 2 | 3 | 4 | 5-Extremely important | Total |
|---|---|---|---|---|---|---|
| Protecting the environment, including air, water and land | 2% | 4% | 13% | 27% | 55% | 100% |
| Cleaning up graffiti | 7% | 17% | 29% | 22% | 24% | 100% |
| Animal control services | 4% | 17% | 35% | 22% | 22% | 100% |
| Dealing with problem businesses and unkept properties | 3% | 9% | 29% | 32% | 27% | 100% |

## RESPONSES INCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to questions on the survey related to regulatory, energy and environmental services, including the "don't know" responses. The percent of respondents and the number of respondents for each response option for each question are included in each table.

TABLE 17: QUESTION 4

| In your opinion, what are the three biggest challenges Minneapolis will face in the next five years? | Percent | Number |
|---|---|---|
| Public safety | 27% | 370 |
| City government | 5% | 70 |
| Transportation-related issues – includes traffic, transit and parking | 23% | 318 |
| Education | 25% | 340 |
| Economic development | 12% | 168 |
| Housing | 18% | 242 |
| Growth | 6% | 89 |
| Job opportunities | 14% | 190 |
| Maintain public infrastructure – including bridge and road maintenance | 16% | 222 |
| Foreclosure | 1% | 16 |
| Property taxes | 16% | 226 |
| Other | 31% | 424 |
| Don't know | 17% | 232 |
| Refused | 0% | 1 |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*
*Total may exceed 100% as respondents were able to choose more than one response.*

TABLE 18: QUESTION 10

| What are the major reasons that keep you from spending more time Downtown? | Percent | Number |
|---|---|---|
| Lack of parking | 17% | 29 |
| Cost of parking | 13% | 22 |
| Traffic (congestion/construction, etc.) | 10% | 17 |
| Safety | 10% | 17 |
| Prefer other shopping areas | 14% | 25 |
| Nowhere to go | 11% | 20 |
| Expensive | 2% | 4 |
| General dislike | 8% | 14 |
| Dirty | 0% | 1 |
| Get lost/hard to find way around/one-way streets are confusing, etc. | 4% | 8 |
| Don't want to go downtown | 25% | 44 |
| Other | 32% | 55 |
| Don't know | 2% | 3 |
| Refused | 0% | 1 |

*NOTE: Grey shading was not applied to this table as a number of items in this question could pertain to the topic area presented in this report.*
*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 one or twice in the last year.*

TABLE 19: QUESTION 18

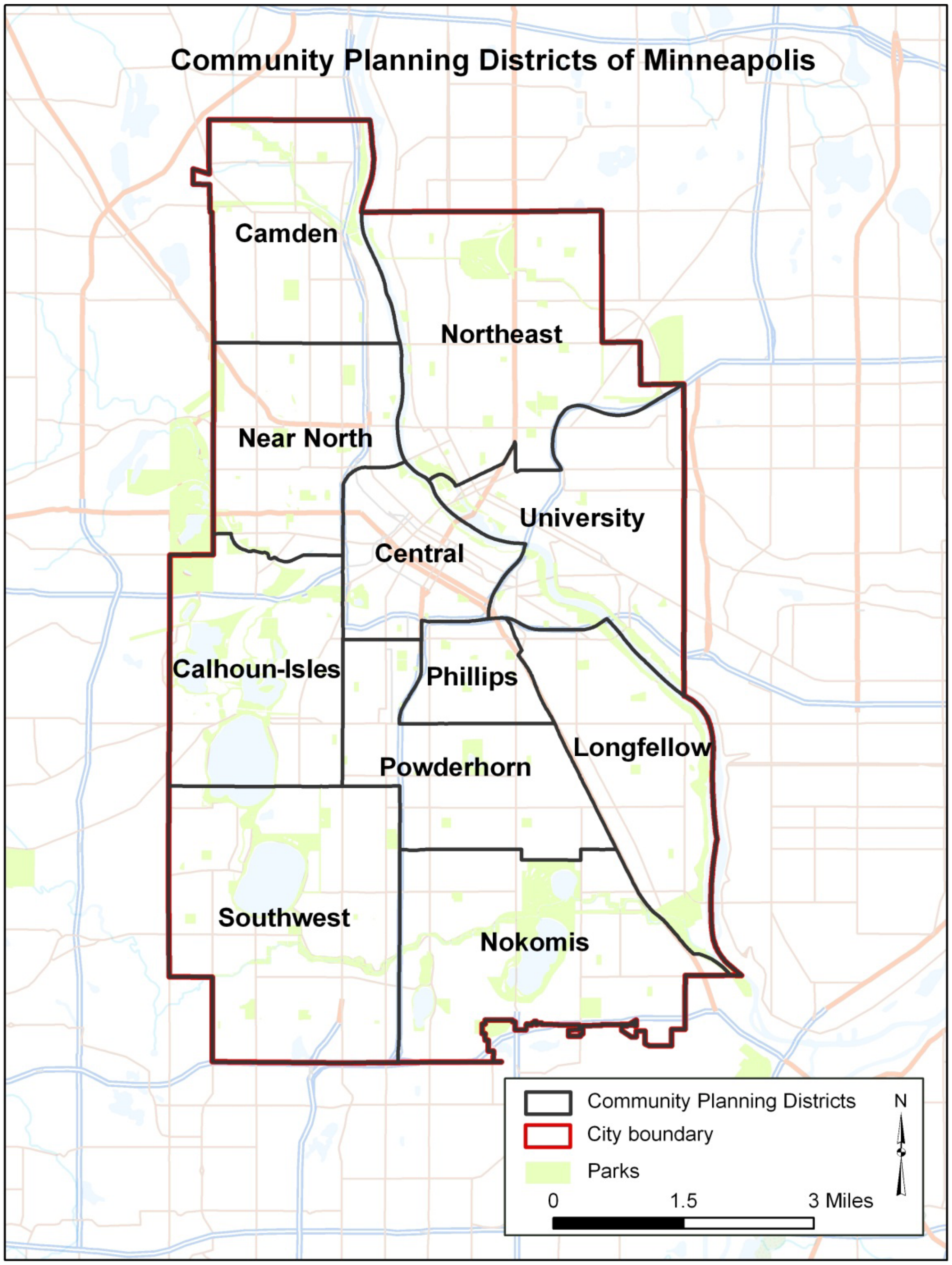
| I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied or dissatisfied you are with the way the City provides the service. | Very satisfied | | Satisfied | | Dissatisfied | | Very dissatisfied | | Don't know | | Refused | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number |
| Protecting the environment, including air, water and land | 16% | 224 | 65% | 895 | 10% | 143 | 1% | 19 | 7% | 96 | 0% | 1 | 100% | 1,378 |
| Cleaning up graffiti | 13% | 179 | 58% | 793 | 15% | 212 | 2% | 33 | 12% | 160 | 0% | 1 | 100% | 1,378 |
| Animal control services | 14% | 194 | 60% | 822 | 5% | 70 | 1% | 19 | 20% | 271 | 0% | 1 | 100% | 1,378 |
| Dealing with problem businesses and unkept properties | 7% | 96 | 48% | 659 | 20% | 269 | 3% | 40 | 23% | 312 | 0% | 2 | 100% | 1,378 |

TABLE 20: 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." | 1-Not at all important | | 2 | | 3 | | 4 | | 5-Extremely important | | Don't know | | Refused | | Total | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number | Percent | Number |
| Protecting the environment, including air, water and land | 2% | 27 | 4% | 49 | 13% | 179 | 26% | 363 | 54% | 745 | 1% | 13 | 0% | 1 | 100% | 1,378 |
| Cleaning up graffiti | 7% | 102 | 17% | 236 | 29% | 400 | 22% | 298 | 24% | 327 | 1% | 13 | 0% | 1 | 100% | 1,378 |
| Animal control services | 4% | 50 | 17% | 233 | 35% | 476 | 21% | 294 | 22% | 304 | 1% | 19 | 0% | 1 | 100% | 1,378 |
| Dealing with problem businesses and unkept properties | 3% | 37 | 9% | 120 | 28% | 384 | 31% | 426 | 26% | 356 | 4% | 54 | 0% | 1 | 100% | 1,378 |

# APPENDIX III: CROSSTABULATION OF SELECT SURVEY QUESTIONS

Crosstabulation of the select survey questions are shown in this appendix. Responses that are statistically significantly different ($P < 0.05$) by subgroup are marked with grey shading. Below is the map that illustrates the 11 community planning districts.



# COMMUNITY PLANNING DISTRICT COMPARISONS

## TABLE 21: 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-Isles | Camden | Central | Longfellow | Near North | Nokomis | Northeast | Phillips | Powderhorn | Southwest | University | Overall |
| Protecting the environment, including air, water and land | 93% | 84% | 91% | 84% | 80% | 91% | 94% | 79% | 86% | 90% | 85% | 88% |
| Cleaning up graffiti | 85% | 69% | 84% | 79% | 82% | 82% | 87% | 74% | 76% | 83% | 75% | 80% |
| Animal control services | 93% | 87% | 90% | 95% | 80% | 93% | 97% | 90% | 88% | 95% | 99% | 92% |
| Dealing with problem businesses and unkept properties | 80% | 53% | 62% | 72% | 55% | 65% | 67% | 76% | 72% | 85% | 82% | 71% |

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

# SOCIODEMOGRAPHIC COMPARISONS

## TABLE 22: 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 | 87% | 88% | 89% | 89% | 82% | 90% | 87% | 87% | 89% | 88% | 94% | 87% | 87% |
| Cleaning up graffiti | 78% | 76% | 86% | 77% | 81% | 86% | 80% | 81% | 76% | 80% | 85% | 79% | 80% |
| Animal control services | 93% | 89% | 93% | 95% | 91% | 91% | 92% | 92% | 92% | 92% | 97% | 91% | 92% |
| Dealing with problem businesses and unkept properties | 75% | 71% | 78% | 67% | 66% | 72% | 71% | 72% | 70% | 71% | 78% | 70% | 71% |

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

## TABLE 23: QUESTION 18 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

| For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service? | Length of Residency | | | | | Tenure | | | Household Income | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Less than 5 years | 5 to 9 years | 10 to 19 years | 20 or more years | Overall | Own | Rent | Overall | Less than $25,000 | $25,000 to $99,999 | $100,000 or more | Overall |
| Protecting the environment, including air, water and land | 90% | 89% | 83% | 87% | 87% | 87% | 87% | 87% | 90% | 85% | 88% | 87% |
| Cleaning up graffiti | 85% | 86% | 71% | 78% | 80% | 79% | 81% | 80% | 79% | 82% | 80% | 80% |
| Animal control services | 93% | 92% | 91% | 92% | 92% | 93% | 91% | 92% | 89% | 93% | 94% | 92% |
| Dealing with problem businesses and unkept properties | 71% | 81% | 72% | 67% | 71% | 69% | 73% | 71% | 74% | 68% | 76% | 71% |

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