

## Appendix III: Complete Set of Frequencies

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

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

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

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

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

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

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

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

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	21%	56%	17%	3%	3%	0%	100%
My neighborhood is a safe place to live	19%	65%	13%	2%	1%	0%	100%
My neighborhood has a good selection of stores and services that meet my needs	25%	50%	19%	5%	1%	0%	100%
My neighborhood is clean and well maintained	25%	59%	14%	2%	0%	0%	100%
Street lighting in my neighborhood is adequate	21%	63%	13%	3%	1%	0%	100%

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	1%
It is too big	7%
It is just the right size	72%
It is too small	16%
It is much too small	4%
Don't know	0%
Refused	0%
Total	100%

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%	61%	15%	3%	1%	0%	100%
The location of my house or apartment is convenient for my household's needs	38%	54%	7%	1%	0%	0%	100%
The physical condition of my house is adequate to meet my household's needs	28%	61%	8%	2%	0%	0%	100%
I intend to move within the next two years.	19%	61%	15%	3%	1%	0%	100%

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

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

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

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

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

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

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

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

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

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

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

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

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

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	12%
By telephone - other	48%
By telephone - 311	46%
By mail	7%
By email	14%
Visit the City's Web site	22%
Other	3%
Don't know	0%
Refused	0%

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

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.						Don't know/No opinion	Refused	Total
	Very good	Good	Only fair	Poor				
Knowledge	35%	46%	12%	4%		3%	0%	100%
Courteousness	40%	48%	5%	4%		3%	0%	100%
Timely response	36%	42%	12%	8%		1%	0%	100%
Ease of getting in touch with the employee	34%	41%	17%	6%		2%	0%	100%
Respectfulness	44%	42%	7%	5%		2%	0%	100%
Willingness to help or understand	39%	44%	9%	6%		2%	0%	100%
Willingness to accommodate the need for foreign language and/or sign language interpreting	12%	16%	4%	3%		65%	1%	100%

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

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

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

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

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

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
The Fire Department	12%	87%	0%	0%	100%
Police	35%	65%	0%	0%	100%
911 operators	32%	68%	0%	0%	100%
311 agents	27%	71%	2%	1%	100%

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

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

*Fire: N=168*

*Police: N=428*

*911 operators: N=394*

*311 agents: N=359*

**Question 18**

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

**Question 19**

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

**Question 20**

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

Question 20a	
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 3, 2009?	Percent of respondents
Very likely	71%
Somewhat likely	15%
Somewhat unlikely	4%
Very unlikely	7%
Don't know/No opinion	3%
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 3, 2009?	Percent of respondents
No interest	25%
No time - too busy	5%
Not aware of options/Don't know how	11%
Wouldn't change the result/Don't believe in it	8%
Other	42%
Don't know	13%
Refused	0%

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

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

N=105

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	27%	37%	20%	14%	2%	0%	100%
Joining a City advisory group	10%	25%	34%	28%	2%	0%	100%
Contacting my neighborhood group	28%	37%	19%	13%	2%	0%	100%
Attending a community meeting	25%	44%	16%	12%	2%	0%	100%
Contacting City staff	24%	38%	22%	14%	2%	0%	100%
Working with a group not affiliated with the City	15%	33%	30%	19%	3%	0%	100%

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

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

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

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

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

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

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

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

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

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

Question 25	
Do you currently own or rent your current residence?	Percent of respondents
Rent	53%
Own	45%
Don't know	1%
Refused	1%
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	32%	67%	0%	1%	100%
There are adults age 70 or older	12%	87%	0%	1%	100%

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

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

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

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

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

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

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

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

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