# Minneapolis, MN

## Resident Survey

## Report of Results

## Transportation and Public Works Services

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# Table of Contents

Survey Background ..... 1
Survey Purpose ..... 1
Methods ..... 1
Understanding the Results ..... 1

Summary of Findings ..... 6
Challenges Facing the City ..... 6
Downtown Usage & Image ..... 7
Satisfaction with City Services ..... 9
Prioritization of City Services ..... 11
Balancing Satisfaction and Priorities ..... 12
Discrimination ..... 13
Discrimination ..... 13

Appendix I: Respondent Demographics ..... 14

Appendix II: Crosstabulations of Select Survey Questions ..... 18

Appendix III: Complete Set of Frequencies ..... 21

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## 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 ....10
Figure 4: Transportation and Public Works Services Importance Ratings Compared Over Time ....11

## Table of Tables

Table 1: Obtaining Snow Emergency Information Compared Over Time ....8
Table 2: Transportation and Public Works Services Quality Ratings ....9
Table 3: Transportation and Public Works Services Importance Ratings ....11
Table 4: Public Works Department Responsible for Discrimination Compared Over Time ....13

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# 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.

## Methods

A company specializing in telephone survey services conducted the interviewing under direction of NRC staff, purchased a random digit dial sample (RDD) 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 May 19, 2008 to July 11, 2008. 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 were 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 geographic unit 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 for each community (96), 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. Telephone numbers associated with cellular phone lines were not included in the sample.

Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; 22 surveys were conducted in Spanish, two in Hmong and three in Somali. While interviewers were available to conduct the survey in Vietnamese, Lao and Oromo, no interviews were completed in these languages. The overall response rate was 23%.

## Understanding the Results

### "Don't Know" Responses and Rounding

On many of 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, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion

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about a specific item. This approach to presenting data is used in order to allow the most "fair" comparison 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 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 (1,258 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 96 (in smallest) to plus or minus 9% for 115 completed surveys (in largest). (For comparisons made across community planning districts, the margin of error is equivalent to that for the smallest group.) Where estimates are given for subgroups, they are 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.

## 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

Because this survey was the fourth iteration of the resident survey, the 2008 results are presented along with past ratings when available. Differences that surfaced may or may not be meaningful, as wording changes between survey versions may account, at least in part, for any shift in ratings.

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 also have been included in the report when available. NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the

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

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the county it intends to protect believe services are not very good compared to ratings given by residents in other counties to their own objectively "worse" departments.

The normative data can help that police department – or any city department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. We recommend that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

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 (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the

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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), 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 are available, Minneapolis results are noted as being "above" the norm, "below" the norm or "similar to" the norm. This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Minneapolis's rating to the average rating from all the comparison jurisdictions where a similar question was asked. Differences of three or more points on a 100-point scale between Minneapolis's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the average. When differences between Minneapolis's ratings and the national average or select cities average are less than two points, they are marked as "similar to" the average.

## Summary

- When asked to state what they thought were the biggest challenges Minneapolis will face in the next five years, 37% of respondents mentioned traffic related issues (similar to 2005 results) and 16% mentioned maintaining the public infrastructure.

- Of the 19% of respondents (N=258) who reported never going Downtown or only going once or twice in the last year, about 1 in 10 respondents mentioned cost of parking (13%) and a lack of parking (13%) as reasons to avoid Downtown Minneapolis. Eight percent mentioned traffic issues such as congestion, one-way streets, construction, etc. Cost and lack of parking appeared to be less of a deterrent in 2008 compared to 2005.

- About two in five respondents (41%) said that they obtained snow emergency information from radio or television, 39% said they received a phone call from the City and fewer mentioned other methods for getting snow emergency information.

- Nearly all (95%) respondents reported satisfaction with sewer services, followed closely by garbage collection and recycling programs (91%), keeping streets clean (87%) and providing quality drinking water (87%). While street and alley repairs received satisfaction ratings from 56% of respondents, fewer than 10% reported that they were very satisfied with this service.

- Ratings for street cleaning were above the national and select cities average. Quality drinking water and sewer services were similar to the nation. Garbage collection and recycling programs and repairing streets and alleys were rated lower than the nation average. Repairing streets and alleys was rated higher than the select cities average.

- Phillips, Near North and Camden residents tended to give lower satisfaction ratings than respondents living in other districts. People of color, respondents of Latino/Hispanic origin and low-income residents were less likely to give high marks to City services when asked to rate their satisfaction with each service.

- Repairing streets and alleys received lower ratings in 2008 than in 2005, declining steadily over time (from 83% in 2003 to 57% in 2008).

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- When rating the importance of services, at the top of the list was providing quality drinking water (69% rating as extremely important). At least half of respondents felt that sewer services (55%) and garbage collection and recycling programs (51%) were extremely important. Four in 10 said street and alley repair was extremely important. About a third (36%) reported street cleaning as extremely important.

- Respondents to the 2008 survey were more likely to rate street and alley repair as important than 2005 survey respondents, a 4% increase from 2005 to 2008.

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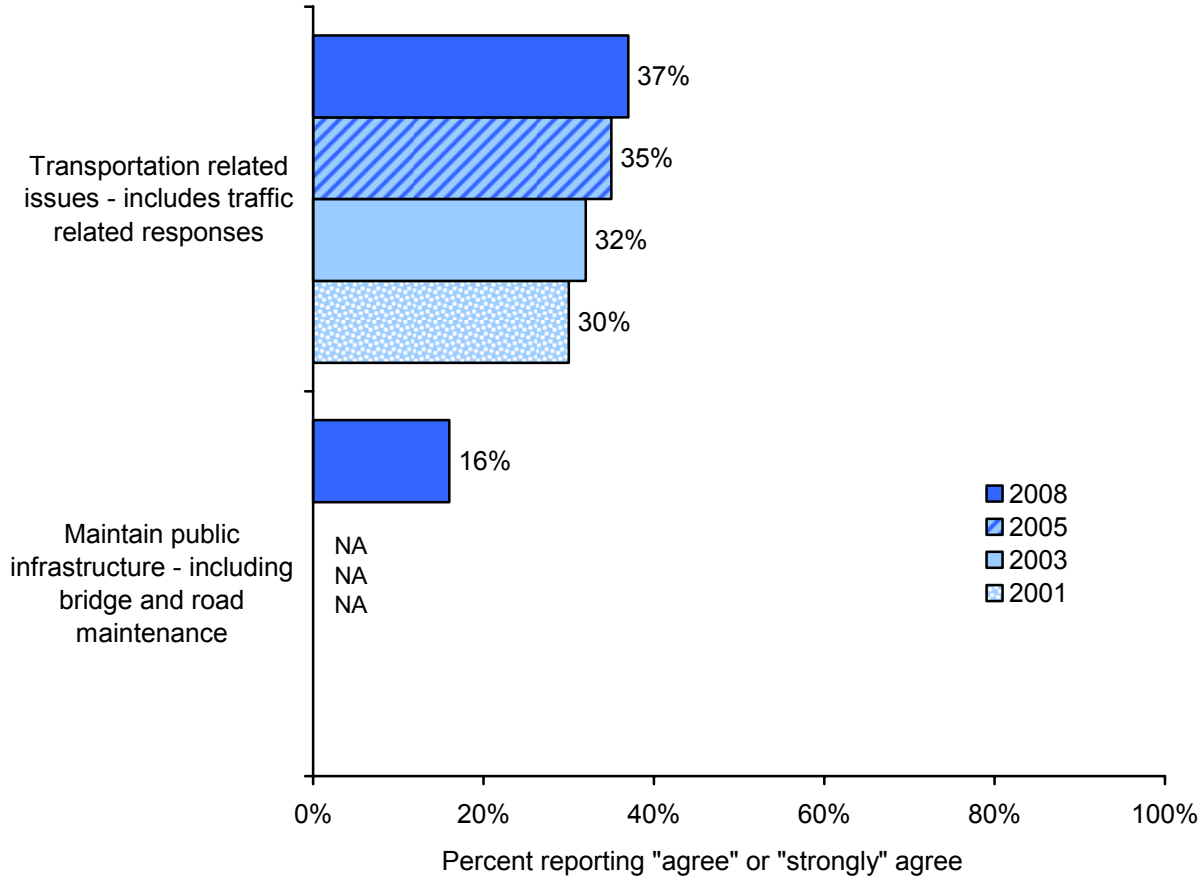
# Summary of Findings

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 2008 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. Top issues mentioned were transportation related issues (37%) and maintaining public infrastructure, including bridge and road maintenance (16%). When compared to previous years, ratings of transportation related issues were stated by a similar proportion of respondents in 2008 as in 2005. This was the first time "maintaining public infrastructure" was included on the pre-coded list for interviewers to choose from, therefore, by year comparisons were not available.

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

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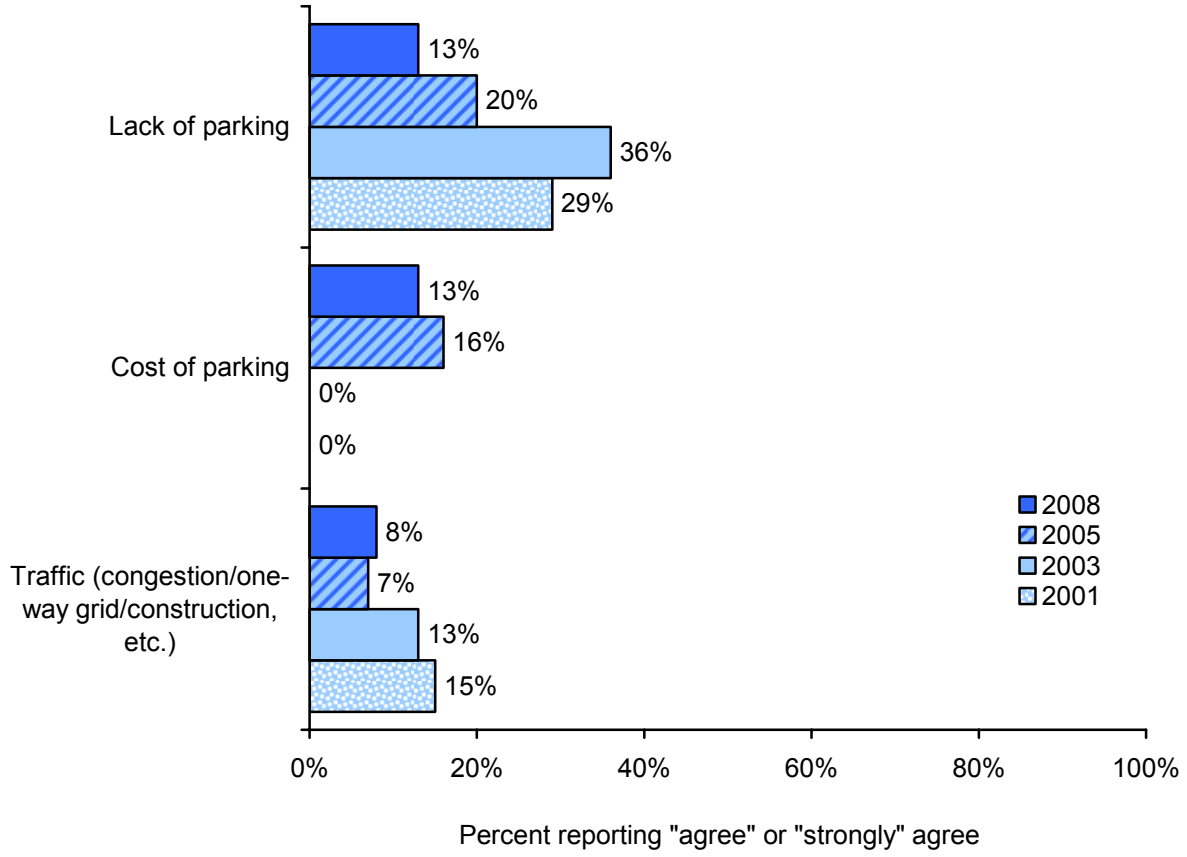
# Downtown Usage & Image

The 19% of respondents (N=258) 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 (13%) and a lack of parking (13%) as reasons to avoid Downtown Minneapolis. Eight percent mentioned traffic issues such as congestion, one-way streets, construction, etc. Cost and lack of parking appeared to be less of a deterrent in 2008 compared to 2005.

**Figure 2: Transportation as Reasons for Avoiding Downtown Minneapolis**




*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.*

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## Snow Emergency Information

In an unprompted, open-ended question, Minneapolis residents were asked how they obtained snow emergency information. About two in five (41%) said that they obtained snow emergency information from radio or television, 39% said they received a phone call from the City and fewer mentioned other methods for getting snow emergency information.

In general, residents received snow emergency information via similar modes as in 2005, except for "receiving a phone call from the City," which saw an increase from 7% in 2005 to 39% in 2008. The use of snow emergency brochures has declined over time. However, the question was asked significantly differently in 2008 and 2005 than in previous years. The response options in 2008 and 2005 were not read aloud, and respondents were permitted to identify as many as came to mind during the survey. In previous years, each option (based on a list similar to the one used in most recent years) was read aloud, prompting respondents to reflect on each choice. In addition, in 2008 and 2005, respondents were asked how they get information, while in previous years, respondents were asked about their preferred method for retrieving snow emergency information. In previous years, respondents typically indicated more information sources than in 2008 and 2005. Though the core topic is similar across the years, the questions have limited comparability.

**Table 1: Obtaining Snow Emergency Information Compared Over Time**

| How do you get snow emergency information? | Year of Survey | | | |
|---|---|---|---|---|
| | 2008 | 2005 | 2003 | 2001 |
| Radio or television | 41% | 46% | 85% | 91% |
| Phone call from the City | 39% | 7% | 0% | 0% |
| 348-Snow phone hotline | 13% | 12% | 57% | 66% |
| Snow emergency brochure | 10% | 16% | 48% | 57% |
| Email notification | 9% | 6% | 0% | 0% |
| Newspapers | 8% | 7% | 40% | 46% |
| City of Minneapolis Web site | 8% | 6% | 39% | 49% |
| Word of mouth/friends/family | 4% | 2% | 0% | 0% |
| Signage along the streets | 3% | 1% | 68% | 74% |
| Have off street parking/don't care | 3% | 3% | 4% | 0% |
| 311 | 2% | 0% | 0% | 0% |
| No car | 1% | 1% | 3% | 2% |
| Other | 8% | 17% | 1% | 0% |

*"Other" responses were not recorded and not available for analysis.*
*Total may exceed 100% as respondents were able to choose more than one response.*
*Question wording differed slightly on the 2001 and 2003 questionnaires. In 2003 and 2001, residents were asked how they prefer to get their snow emergency information.*

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# Satisfaction with City Services

Nearly all (95%) respondents reported satisfaction with sewer services. About 9 in 10 respondents reported satisfaction with garbage collection and recycling programs (91%), keeping streets clean (87%) and providing quality drinking water (87%). While street and alley repairs received satisfaction ratings from 56% of respondents, fewer than 10% reported that they were very satisfied with this service.

Street cleaning was rated higher than the national and select cities average. Quality drinking water and sewer services were similar to the nation. Garbage collection and recycling programs and repairing streets and alleys were rated lower than the nation average. Repairing streets and alleys was higher than the select cities average.

When comparing results by community planning district, Phillips, Near North and Camden residents tended to give lower satisfaction ratings than respondents living in other districts. People of color, respondents of Latino/Hispanic origin and low-income residents were less likely to give high marks to City services when asked to rate their satisfaction with each service.

Repairing streets and alleys received lower ratings in 2008 than in 2005, declining steadily over time (from 83% in 2003 to 57% in 2008). 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 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.

**Table 2: 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% | 76% | 5% | 0% | 100% | Similar to the norm | Not available |
| Garbage collection and recycling programs | 34% | 57% | 8% | 1% | 100% | Below the norm | Not available |
| Keeping streets clean | 19% | 68% | 11% | 2% | 100% | Above the norm | Above the norm |
| Providing quality drinking water | 25% | 62% | 11% | 2% | 100% | Similar to the norm | Not available |
| Repairing streets and alleys | 8% | 48% | 35% | 9% | 100% | Below the norm | Above the norm |

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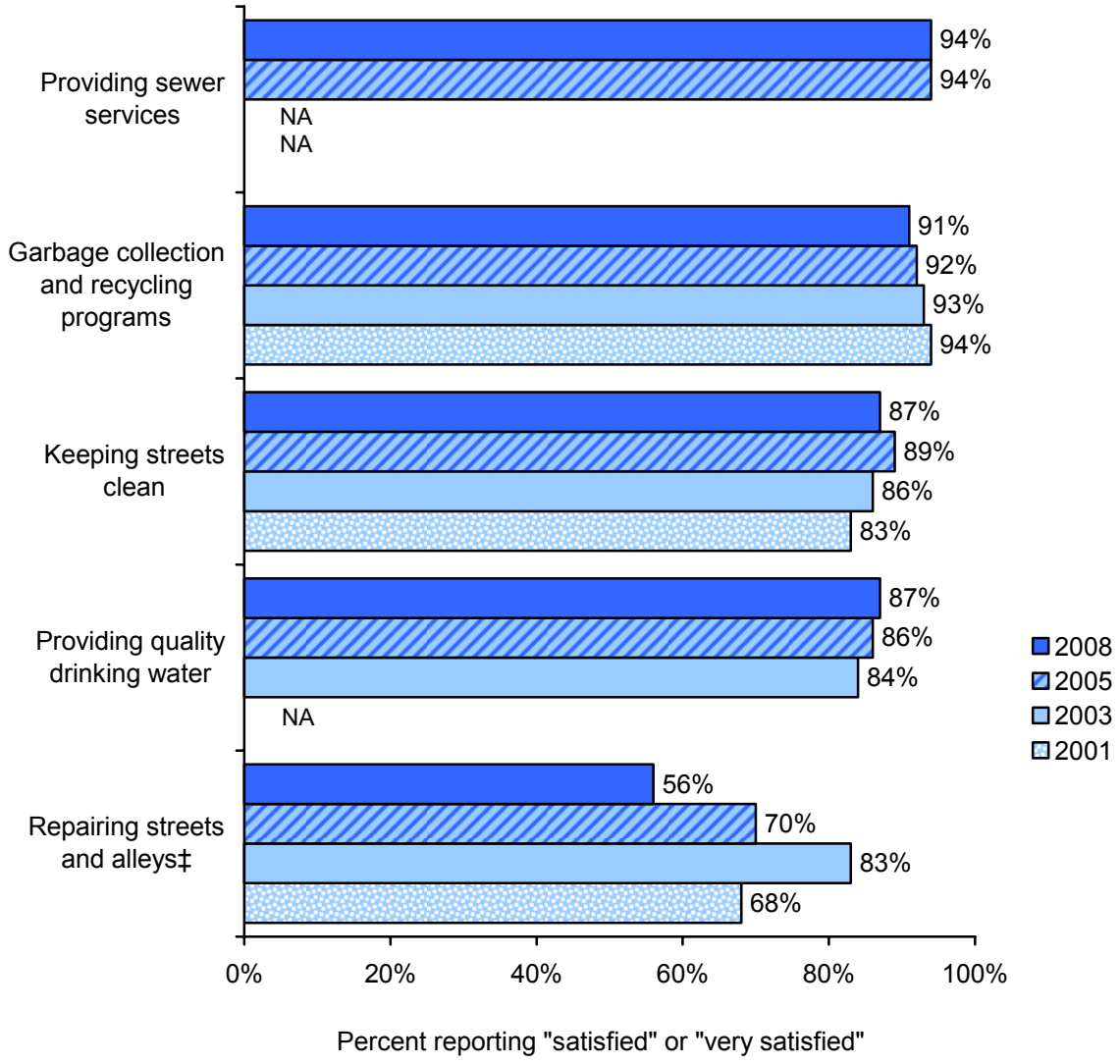
**Figure 3: Transportation and Public Works Services Quality Ratings Compared Over Time**




*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.*
*‡ Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)*

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# Prioritization of City Services

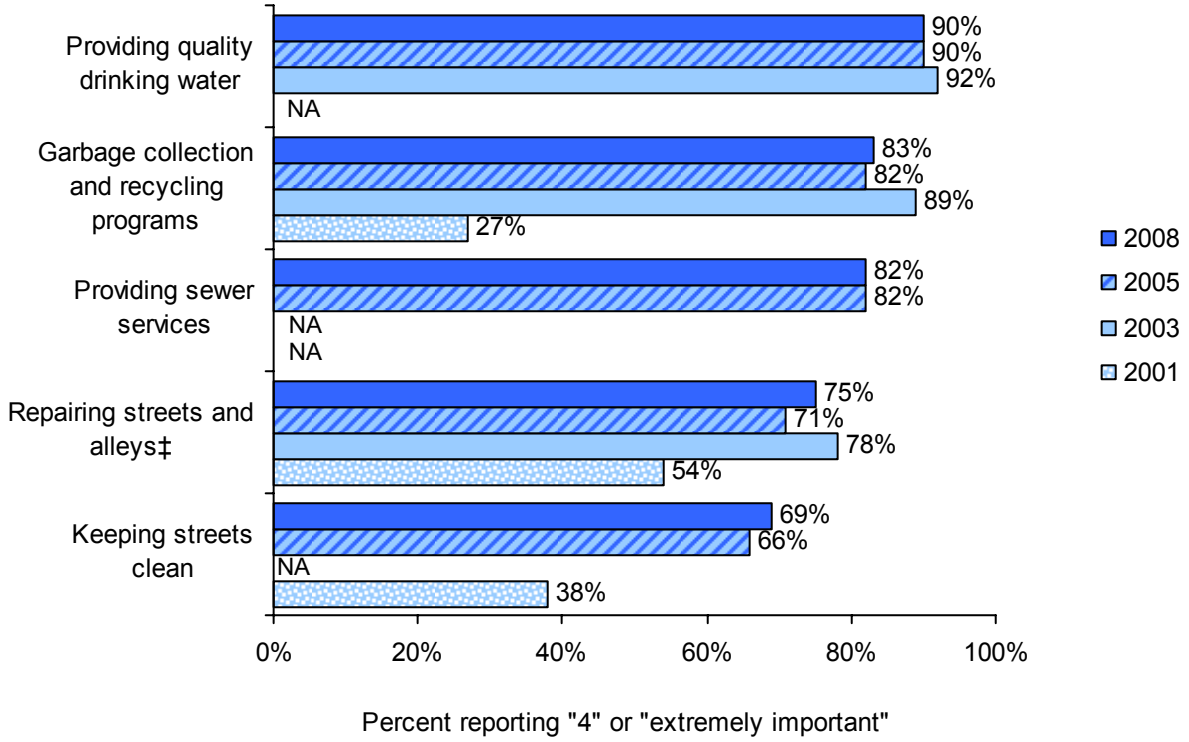
After rating their satisfaction with City services, respondents were asked to rate the importance of each service using a 5-point scale with 5 represents "extremely important" and 1 equals "not at all important." At the top of the list was providing quality drinking water (69% rating as extremely important). At least half of respondents felt that sewer services (55%) and garbage collection and recycling programs (51%) were extremely important. Four in 10 said street and alley repair was extremely important. About a third (36%) reported street cleaning as extremely important.

Respondents to the 2008 survey were more likely to rate street and alley repair as important as 2005 survey respondents, a 4% increase from 2005 to 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.

**Table 3: 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% | 20% | 8% | 2% | 1% | 100% |
| Garbage collection and recycling programs | 51% | 32% | 14% | 2% | 1% | 100% |
| Providing sewer services | 55% | 27% | 14% | 3% | 1% | 100% |
| Repairing streets and alleys | 43% | 32% | 19% | 4% | 2% | 100% |
| Keeping streets clean | 36% | 33% | 24% | 5% | 2% | 100% |

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




*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.*
*‡ Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)*

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# 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.

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. 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. Services were classified as "more important" if 78% or more of respondents gave an importance rating of "4" or "5 – extremely important). Services were rated as "less important" if fewer than 78% of respondents gave an importance rating of "4" or "5." Services receiving a "satisfied" or "very satisfied" rating by 87% or more of respondents were considered of "higher satisfaction" and those receiving a "satisfied" or "very satisfied" rating by fewer than 87% of respondents were considered "lower satisfaction."

None of the transportation or public works services were higher in importance and lower in satisfaction.

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 streets and alleys.

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# Discrimination

The 20 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Three respondents Public Works. This question was not asked in 2001.

**Table 4: Public Works Department Responsible for Discrimination Compared Over Time**

| Do you recall which City department was involved? | Year of Survey | | | |
|---|---|---|---|---|
| | 2008 | 2005 | 2003 | 2001 |
| Public works | 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.*

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# 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 | 54% |
| Rent | 46% |
| 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 | 33% | 67% | 100% |
| There are adults age 70 or older | 13% | 87% | 100% |

| Respondent Primary Mode of Transportation | |
|---|---|
| **What is your primary mode of transportation?** | **Percent of respondents** |
| Bus | 18% |
| Bike | 5% |
| Car | 70% |
| Taxi | 1% |
| Walk | 4% |
| Train/light rail | 1% |
| 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 | 11% |
| 25 to 34 years | 28% |
| 35 to 44 years | 18% |
| 45 to 54 years | 22% |
| 55 to 64 years | 11% |
| 65 years and over | 10% |
| Total | 100% |

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| Household Income | |
|---|---|
| **Please stop me when I reach the category that includes your household's annual income for 2007.** | **Percent of respondents** |
| Less than $10,000 | 8% |
| $10,000 to less than $15,000 | 7% |
| $15,000 to less than $25,000 | 11% |
| $25,000 to less than $35,000 | 13% |
| $35,000 to less than $50,000 | 16% |
| $50,000 to less than $75,000 | 16% |
| $75,000 to less than $100,000 | 14% |
| $100,000 to less than $150,000 | 9% |
| $150,000 to less than $200,000 | 4% |
| $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 | 9% |
| Not Latino/Hispanic | 91% |
| Total | 100% |

| Respondent Race | |
|---|---|
| **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 | 1% |
| Asian, Native Hawaiian or other Pacific Islander | 2% |
| Hmong | 1% |
| Somali | 1% |
| Vietnamese | 0% |
| Lao | 0% |
| Ethiopian | 0% |
| Hispanic/Spanish | 7% |
| Two or more races | 3% |
| Total | 100% |

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| Respondent Neighborhood | |
|---|---|
| **In which Minneapolis neighborhood do you live?** | **Percent of respondents** |
| Audubon Park | 3% |
| Bancroft | 3% |
| Beltrami | 0% |
| Bottineau | 0% |
| Bryant | 0% |
| Bryn-Mawr | 2% |
| Camden/Weber-Camden | 4% |
| Carag/Calhoun Area | 0% |
| Cedar-Isles-Dean | 0% |
| Cedar-Riverside | 1% |
| Central | 1% |
| Cleveland | 0% |
| Columbia Park | 0% |
| Como | 1% |
| Cooper | 0% |
| Corcoran | 0% |
| Diamond Lake | 0% |
| Downtown East | 3% |
| Downtown West | 0% |
| East Calhoun (Ecco) | 0% |
| East Harriet Farmstead | 0% |
| East Isles | 2% |
| East Phillips | 0% |
| Elliot Park | 0% |
| Ericsson | 0% |
| Field | 0% |
| Folwell | 1% |
| Fuller/Tangletown | 0% |
| Fulton | 1% |
| Hale | 2% |
| Harrison | 0% |
| Hawthorne | 2% |
| Hiawatha | 0% |
| Holland | 1% |
| Howe | 0% |
| Humboldt Indust Area | 3% |
| Jordan | 2% |
| Keewaydin | 0% |
| Kenny | 4% |
| Kenwood | 7% |
| King Field | 2% |
| Lind-Bohanon | 1% |
| Linden Hills | 6% |
| Logan Park | 0% |
| Longfellow | 7% |
| Loring Park | 0% |
| Lowry Hill | 2% |
| Lowry Hill East (Wedge) | 0% |

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| Respondent Neighborhood | |
|---|---|
| **In which Minneapolis neighborhood do you live?** | **Percent of respondents** |
| Lyndale | 0% |
| Lynnhurst | 1% |
| Marcy-Holmes | 0% |
| Marshall Terrace | 0% |
| McKinley | 0% |
| Minnehaha | 0% |
| Morris Park | 0% |
| Near North | 1% |
| Nicollet Island/East Bank | 0% |
| Nokomis | 3% |
| North Loop | 2% |
| Northeast Park | 1% |
| Northrop | 0% |
| Page | 0% |
| Phillips | 0% |
| Phillips West | 0% |
| Powderhorn Park | 3% |
| Prospect Park E River Rd | 1% |
| Regina | 0% |
| Seward | 2% |
| Sheridan | 1% |
| Shingle Creek | 0% |
| St. Anthony East | 1% |
| St. Anthony West | 1% |
| Standish | 0% |
| Stevens Square | 0% |
| Sumner-Glenwood | 0% |
| University | 2% |
| Ventura Village | 0% |
| Victory | 5% |
| Waite Park | 0% |
| Wenonah | 0% |
| West Calhoun | 1% |
| Whittier | 1% |
| Willard-Hay | 0% |
| Windom | 0% |
| Windom Park | 4% |
| Uptown | 3% |
| Warehouse District | 2% |
| Other | 7% |
| Total | 100% |

| Respondent Gender | |
|---|---|
| **What is respondent's gender?** | **Percent of respondents** |
| Male | 50% |
| Female | 50% |
| Total | 100% |

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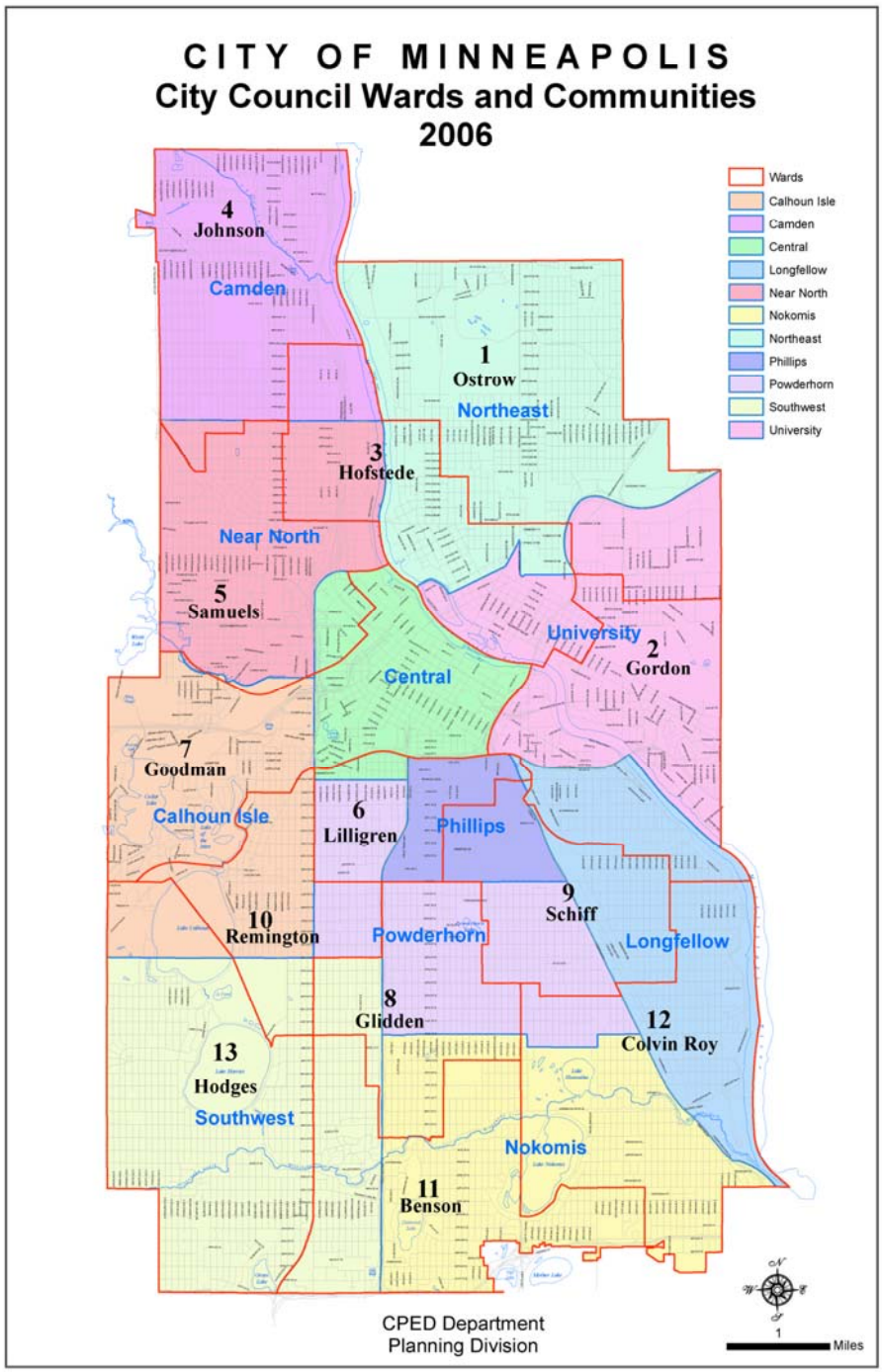
# Appendix II: Crosstabulations of Select Survey Questions

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.

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# Community Planning District Comparisons

**Question 18 by Community Planning District**

| For each, please tell me how satisfied or dissatisfied you are with they way the City provides the service? | Community District | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Repairing streets and alleys | 60% | 59% | 56% | 54% | 60% | 60% | 61% | 48% | 49% | 47% | 66% | 55% |
| Keeping streets clean | 94% | 86% | 80% | 88% | 72% | 93% | 95% | 77% | 78% | 95% | 93% | 86% |
| Garbage collection and recycling programs | 92% | 97% | 84% | 95% | 90% | 93% | 95% | 84% | 85% | 94% | 96% | 91% |
| Providing quality drinking water | 92% | 86% | 79% | 88% | 85% | 92% | 88% | 86% | 83% | 92% | 84% | 86% |
| Providing sewer services | 99% | 97% | 97% | 93% | 91% | 93% | 97% | 91% | 88% | 97% | 100% | 94% |

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

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# Sociodemographic Comparisons

**Question 18 by Gender, Age, Race and Ethnicity**

| For each, please tell me how satisfied or dissatisfied you are with they 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 |
| Repairing streets and alleys | 57% | 55% | 63% | 53% | 55% | 58% | 56% | 54% | 58% | 56% | 59% | 55% | 56% |
| Keeping streets clean | 87% | 83% | 90% | 81% | 91% | 93% | 87% | 89% | 81% | 87% | 82% | 87% | 87% |
| Garbage collection and recycling programs | 86% | 90% | 94% | 91% | 93% | 94% | 91% | 91% | 91% | 91% | 85% | 91% | 91% |
| Providing quality drinking water | 78% | 90% | 90% | 88% | 88% | 89% | 87% | 89% | 82% | 87% | 81% | 87% | 87% |
| Providing sewer services | 92% | 96% | 95% | 94% | 94% | 95% | 94% | 97% | 88% | 94% | 81% | 96% | 94% |

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

**Question 18 by Length of Residency, Housing Tenure, Income**

| For each, please tell me how satisfied or dissatisfied you are with they 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 |
| Repairing streets and alleys | 56% | 59% | 55% | 55% | 56% | 57% | 54% | 56% | 54% | 58% | 48% | 55% |
| Keeping streets clean | 85% | 85% | 84% | 91% | 87% | 88% | 85% | 87% | 80% | 89% | 89% | 87% |
| Cleaning up graffiti | 75% | 75% | 83% | 76% | 77% | 77% | 76% | 77% | 75% | 77% | 77% | 76% |
| Garbage collection and recycling programs | 88% | 89% | 89% | 95% | 91% | 93% | 88% | 91% | 88% | 92% | 90% | 91% |
| Providing quality drinking water | 84% | 81% | 85% | 92% | 87% | 91% | 81% | 87% | 78% | 88% | 93% | 86% |
| Providing sewer services | 92% | 94% | 94% | 96% | 94% | 96% | 92% | 94% | 90% | 96% | 97% | 94% |

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

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# 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 1,258 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 | 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 10 | |
|---|---|
| **What are the major reasons that keep you from spending more time Downtown?** | **Percent of respondents** |
| 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 in the last year or less.*
*N=258*

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| 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 18 | | | | | | | |
|---|---|---|---|---|---|---|---|
| **For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.** | **Very satisfied** | **Satisfied** | **Dissatisfied** | **Very dissatisfied** | **Don't know/No opinion** | **Refused** | **Total** |
| Repairing streets and alleys | 7% | 46% | 34% | 9% | 4% | 0% | 100% |
| Keeping streets clean | 19% | 68% | 11% | 2% | 1% | 0% | 100% |
| Garbage collection and recycling programs | 33% | 56% | 8% | 1% | 2% | 0% | 100% |
| Providing quality drinking water | 24% | 60% | 11% | 2% | 2% | 0% | 100% |
| Providing sewer services | 17% | 69% | 5% | 0% | 9% | 0% | 100% |

| Question 19 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."** | **Not at all important** | **2** | **3** | **4** | **Extremely important** | **Don't know/No opinion** | **Refused** | **Total** |
| Repairing streets and alleys | 2% | 4% | 19% | 31% | 43% | 0% | 0% | 100% |
| Keeping streets clean | 2% | 5% | 24% | 33% | 35% | 0% | 0% | 100% |
| Garbage collection and recycling programs | 1% | 2% | 14% | 32% | 51% | 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% |

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| 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*

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