Report of Results

Quality of Life and Community

Minneapolis residents were asked to rate different aspects of quality of life. When survey respondents were asked to rate Minneapolis and their neighborhood as places to live, at least four in five respondents rated each as good or very good, with at least two in five rating each as very good. These ratings were similar to ratings given by Minneapolis residents in previous survey years.

When compared to cities across the nation and to select cities[6] from National Research Center's database, quality of life ratings given by Minneapolis respondents were below average.

Respondents who reported living in the Phillips, Near North and Camden community planning districts were less likely to give positive quality of life ratings than other residents. Younger respondents, residents of color, those of Latino/Hispanic origin, renters and lower income residents also tended to give lower quality of life ratings. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

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

© 2008 National Research Center, Inc.

Figure 1: Minneapolis as a Place to Live

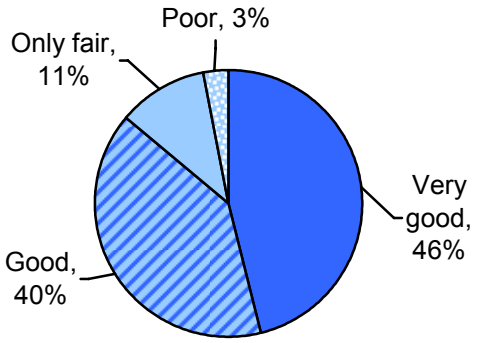


Figure 2: Neighborhood as a Place to Live

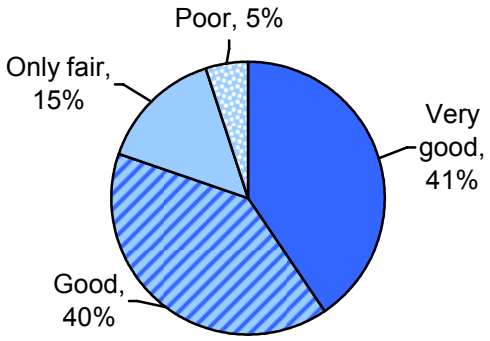
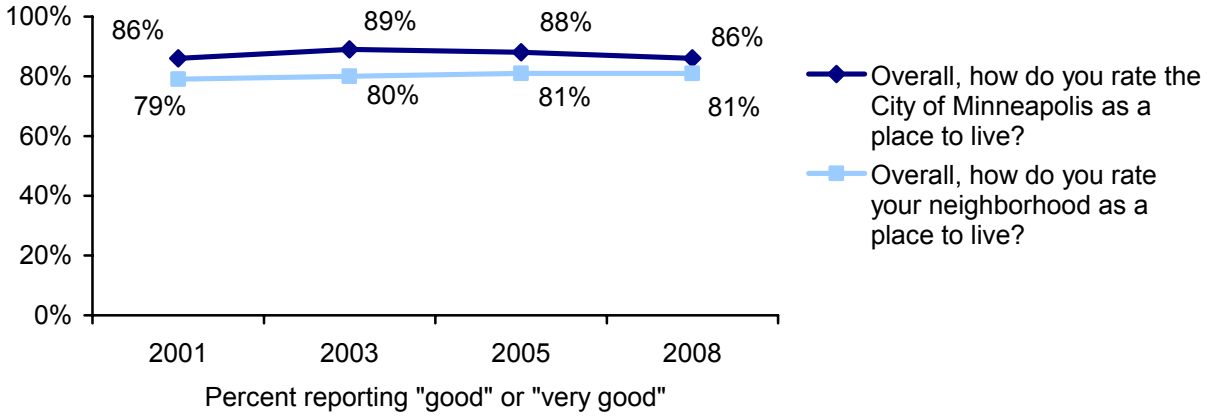


Figure 3: Minneapolis as a Place to Live Compared Over Time



© 2008 National Research Center, Inc.

Minneapolis residents responding to the survey were asked if they thought the City had gotten better, worse or stayed about the same as a place to live in the past two years. About half (55%) felt that it had stayed about the same as a place to live, about a quarter of respondents (25%) felt the City had gotten worse and about one in five (21%) said it had gotten better.

Generally, these ratings have remained stable over time. However, a higher proportion of 2001 respondents felt the City had gotten better and a smaller proportion of 2001 respondents felt it had gotten worse than did respondents in other survey years. Please note that the 2001 questionnaire asked respondents to rate the change in livability over the past *three* years and the more recent surveys asked to rate the past *two* years.

Survey participants residing in Near North and Camden were more likely to think that Minneapolis has gotten worse as a place to live in the last two years than those living in other community planning districts. Older residents (age 55 or older) and people of color were more likely to think Minneapolis has gotten worse as a place to live in the last two years. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 4: Perceived Change in City Livability

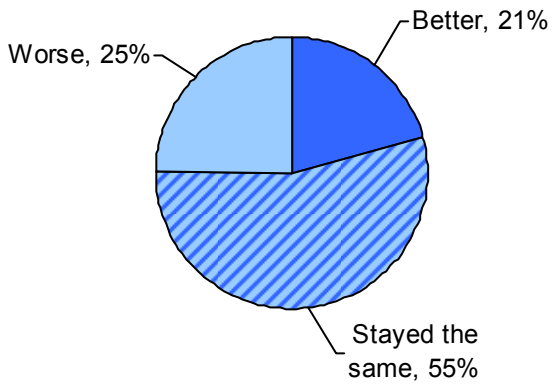
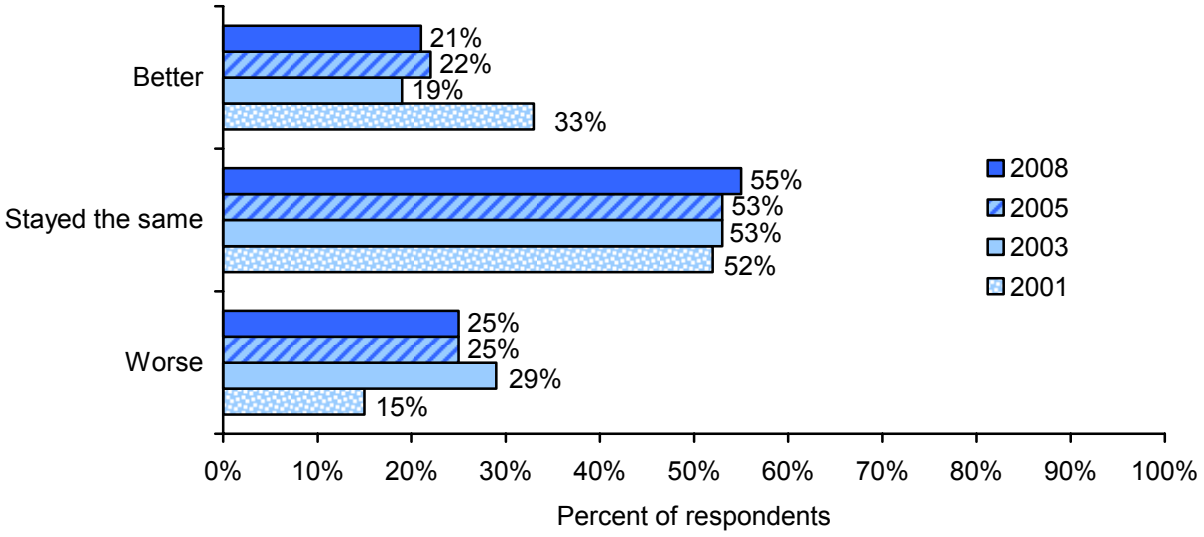


Figure 5: Perceived Change in City Livability Compared Over Time



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

© 2008 National Research Center, Inc.

Challenges Facing the City

Survey respondents provided unprompted responses to a question about the three biggest challenges Minneapolis will face in the next five years. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; interviewers selected the one category that best fit each respondent's stated issue. Many respondents mentioned "other" items that could not be coded into a specific category. Please note that maintaining public infrastructure (including bridge and road maintenance) and foreclosures were added to the list of potential response categories in 2008. This question was added after the collapse of the I-35W Bridge in 2007.

The top five unprompted answers given by 2008 respondents were public safety (44%), transportation related issues (37%), education (29%), economic development (26%) and housing (26%). Maintaining public infrastructure (including bridge and road maintenance) and foreclosures were mentioned by 16% and 7% of respondents, respectively.

When compared to previous years, most of the items mentioned were stated by a similar proportion of respondents in 2008 as in 2005. The proportion of respondents mentioning education-related topics declined in 2008 after an increase in 2005.

Please note that respondents were allowed three responses to this question, identifying the first, second and third biggest challenges that they saw facing Minneapolis. For the purpose of comparing to previous years' data, the responses for each category have been summed into a single number. Changes in response wording between survey years are as follows: "managing City government" in 2001 and 2003 versus "City government" in 2005 and 2008; "economic development – job creation/unemployment" in 2001 versus "economic development" in 2003, 2005 and 2008.

© 2008 National Research Center, Inc.

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

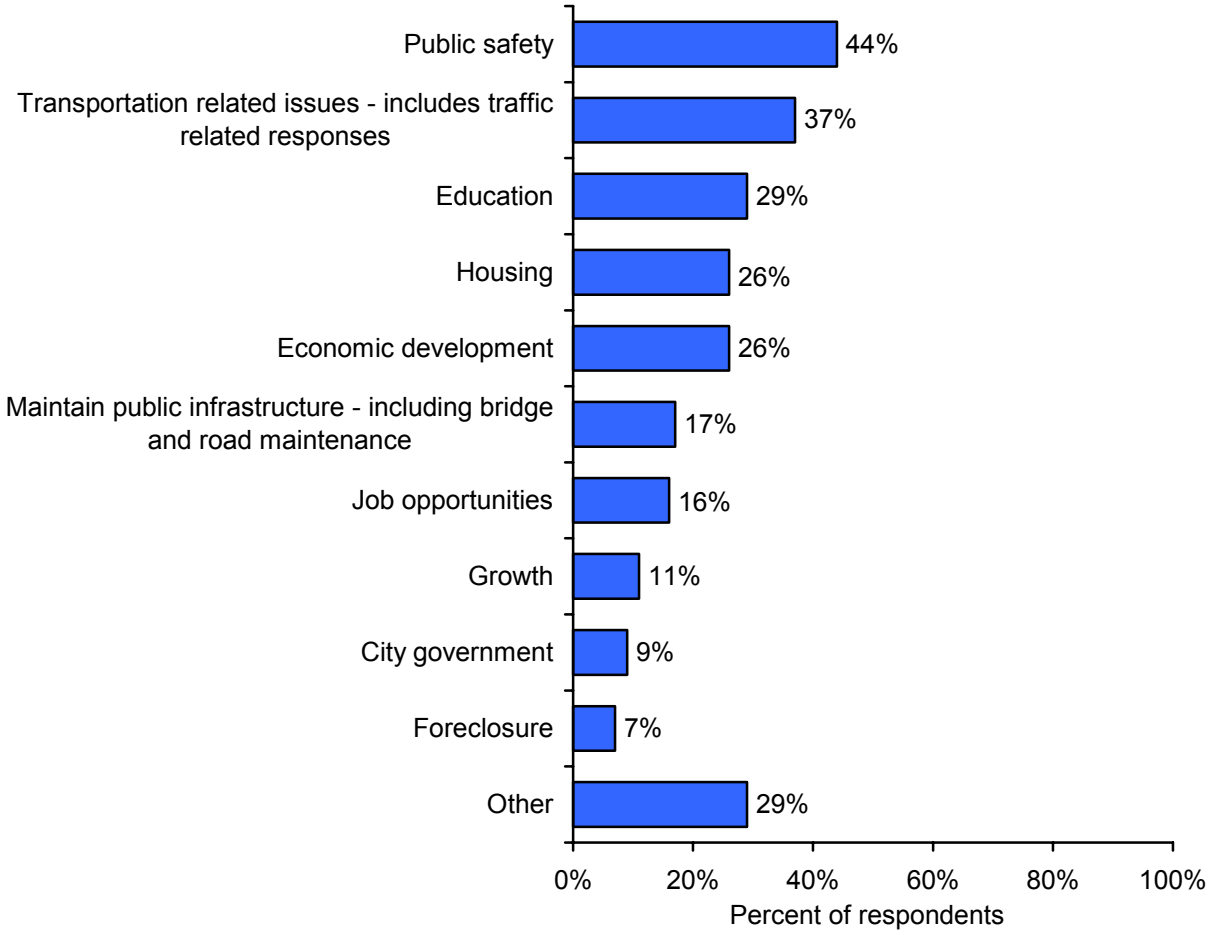


Table 1: Biggest Challenges Minneapolis Will Face Compared Over Time

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	2008	2005	2003	2001
Public safety	44%	44%	42%	37%
Transportation related issues - includes traffic related responses	37%	35%	32%	30%
Education	29%	38%	29%	30%
Housing	26%	30%	24%	47%
Economic development	26%	21%	24%	22%
Maintain public infrastructure - including bridge and road maintenance	16%	0%	0%	0%
Job opportunities	17%	17%	0%	0%
Growth	11%	10%	9%	8%
City government	9%	10%	38%	0%
Foreclosure	7%	0%	0%	0%
Other	29%	43%	22%	30%

Total may exceed 100% as respondents were able to choose more than one response.
"Other" responses were not recorded and not available for analysis.

© 2008 National Research Center, Inc.

Neighborhood Perception & Image

Minneapolis residents responding to the survey were asked the extent to which they agreed or disagreed with various statements about their neighborhood. A majority of respondents said they agreed or strongly agreed with each statement, with at least one in five in strong agreement. Few respondents strongly disagreed with each statement. The proportion of respondents agreeing that street lighting in their neighborhood is adequate increased from 2005 (79%) to 2008 (84%). These ratings have steadily increase or remained stable over time.

When compared to jurisdictions across the nation, perception of neighborhood safety was below average. National comparisons for other neighborhood qualities were not available. Comparisons to select cities[7] from the database also were not available.

Phillips residents were less likely to agree that their neighborhood is a safe place to live or that people in their neighborhood look out for one another than residents living in other districts; these residents also tended to disagree that their neighborhood was clean and well maintained. Those living in the Near North area were less likely to think that their neighborhood had a good selection of stores and services and Powderhorn residents did not agree that street lighting was adequate in their neighborhood. Younger residents, residents of color, Latino/Hispanic residents, renters and low income residents were less likely to agree with each statement, while respondents who reported living in Minneapolis for more than 20 years were more likely to agree with each statement. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

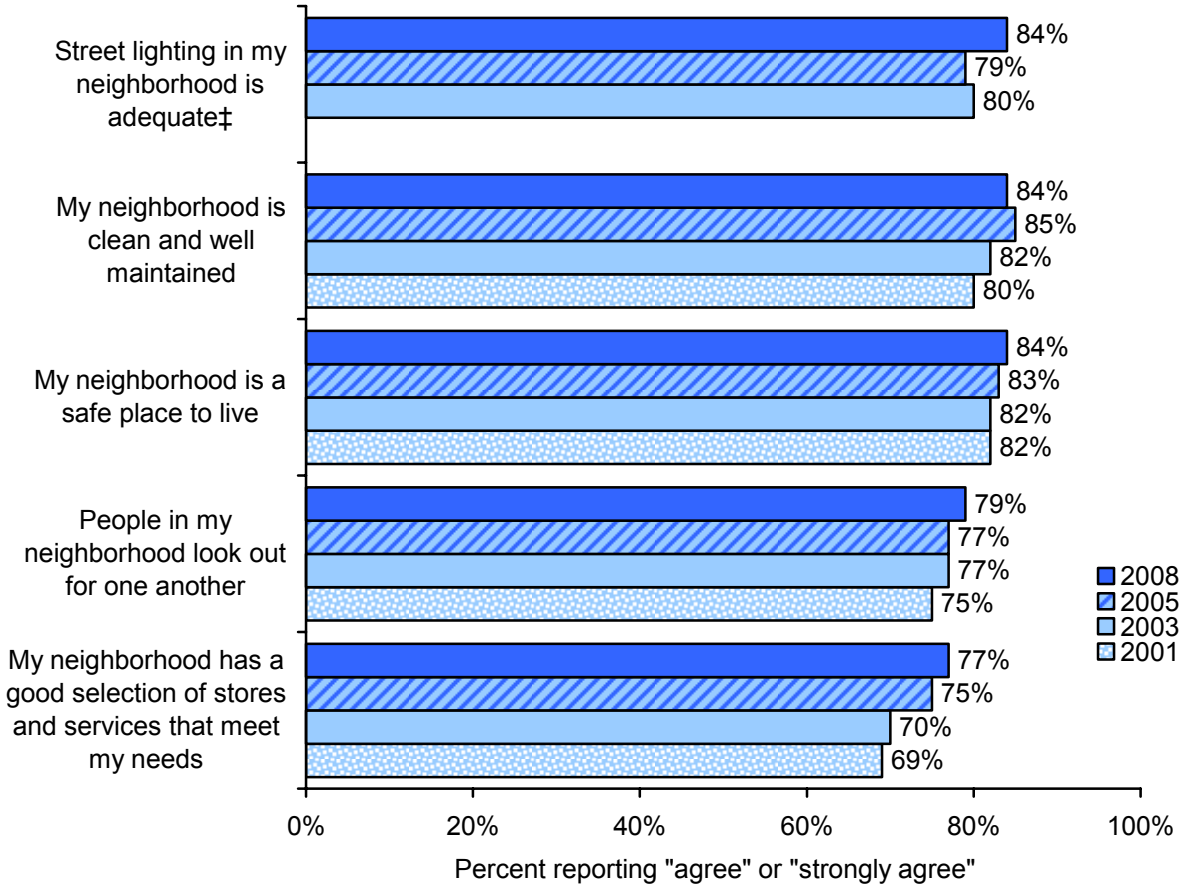
Table 2: Neighborhood Perceptions and Image

Now I'm going to read some statements. For each, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Total	National comparison	Select cities comparison
Street lighting in my neighborhood is adequate	21%	63%	13%	3%	100%	Not available	Not available
My neighborhood is clean and well maintained	25%	59%	14%	2%	100%	Not available	Not available
My neighborhood is a safe place to live	19%	65%	13%	2%	100%	Below the norm	Not available
People in my neighborhood look out for one another	22%	58%	17%	3%	100%	Not available	Not available
My neighborhood has a good selection of stores and services that meet my needs	26%	51%	19%	5%	100%	Not available	Not available

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

© 2008 National Research Center, Inc.

Figure 7: Neighborhood Perceptions and Image



‡Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)
"Street lighting in my neighborhood is adequate" was not asked in 2001.

© 2008 National Research Center, Inc.

Survey respondents were asked how they felt about the size of their current place of residence based on their household's needs. About three quarters of respondents (72%) felt that their current residence was just the right size, about one in five (21%) said it was too small and 8% said it was too big. Responses to this question have remained stable over time.

Figure 8: Size of Current Residence

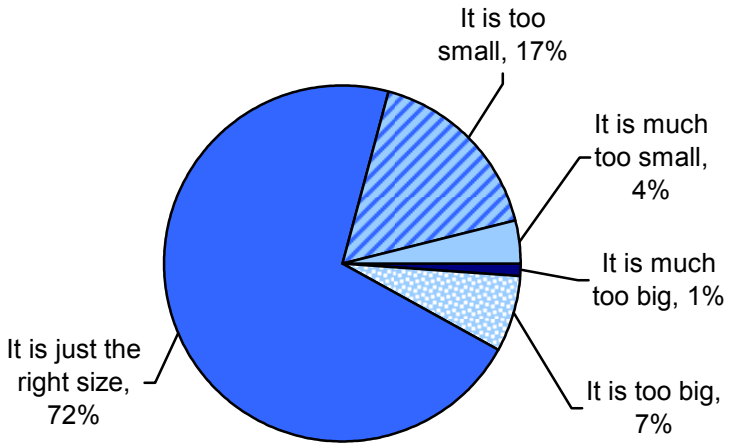
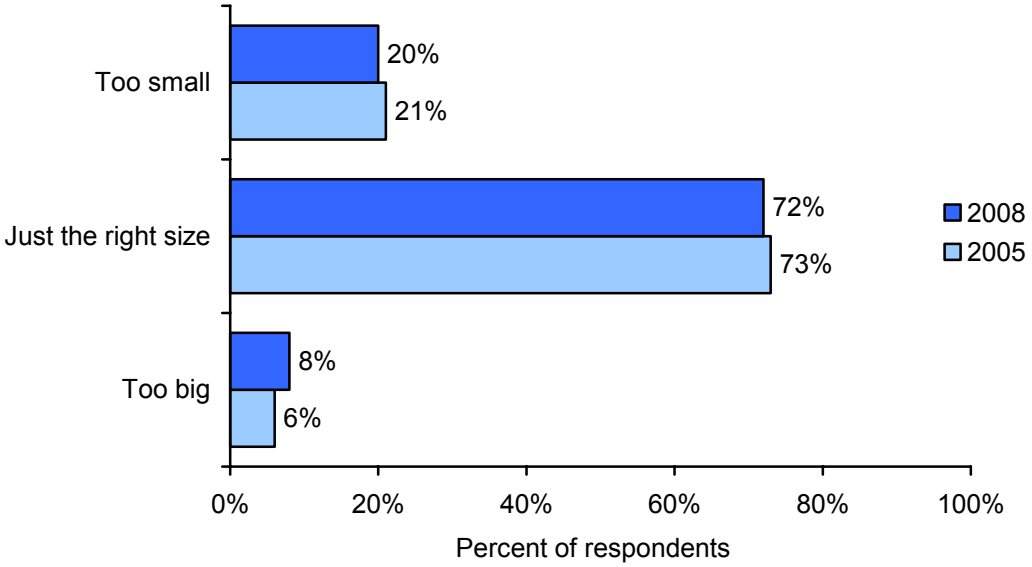


Figure 9: Size of Current Residence Compared Over Time



This question was not asked in 2003 or 2001.

© 2008 National Research Center, Inc.

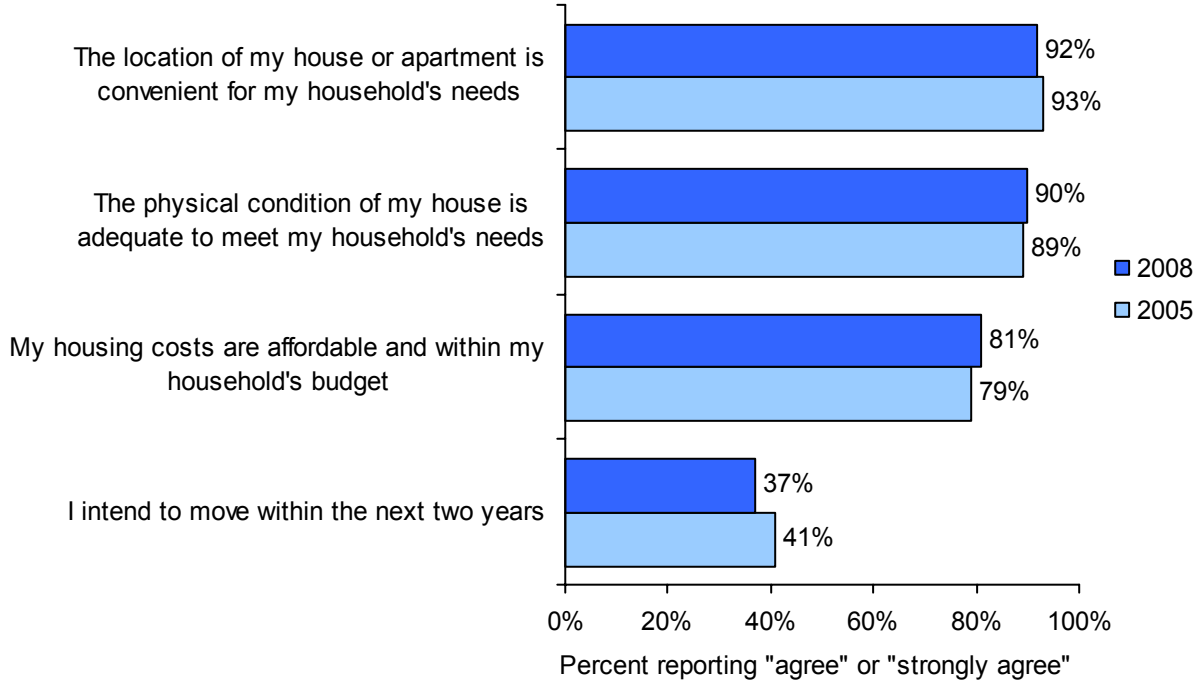
A related question asked Minneapolis residents the extent to which they agreed or disagreed with statements about their current place of residence. At least four in five respondents "agreed" or "strongly agreed" that the location, physical condition and housing costs were adequate to meet their needs. Fewer respondents (37%) agreed that they planned to move within the next two years. Responses to this question were similar in 2005.

Camden, Near North and Phillips residents were less likely than other residents to agree that their housing costs were affordable or that the location of their home was convenient for their needs and Powderhorn and Near North residents were less likely to agree that the physical condition of their homes was adequate. Residents who reported living in the Central community planning district were more likely to report that they intend to move within the next two years than did residents living in other districts. When compared by sociodemographics, respondents of color, lower income residents and those who rent their homes were less likely to agree that the location, physical condition and cost of housing were adequate and were more likely to agree that they intend to move in the next two years. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 3: Perceptions of Current Place of Residence

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree, or strongly disagree.	Strongly agree	Agree	Disagree	Strongly disagree	Total
The location of my house or apartment is convenient for my household's needs	38%	55%	7%	1%	100%
The physical condition of my house is adequate to meet my household's needs	28%	61%	8%	2%	100%
My housing costs are affordable and within my household's budget	19%	62%	15%	3%	100%
I intend to move within the next two years	14%	23%	34%	29%	100%

Figure 10: Perceptions of Current Place of Residence Compared Over Time



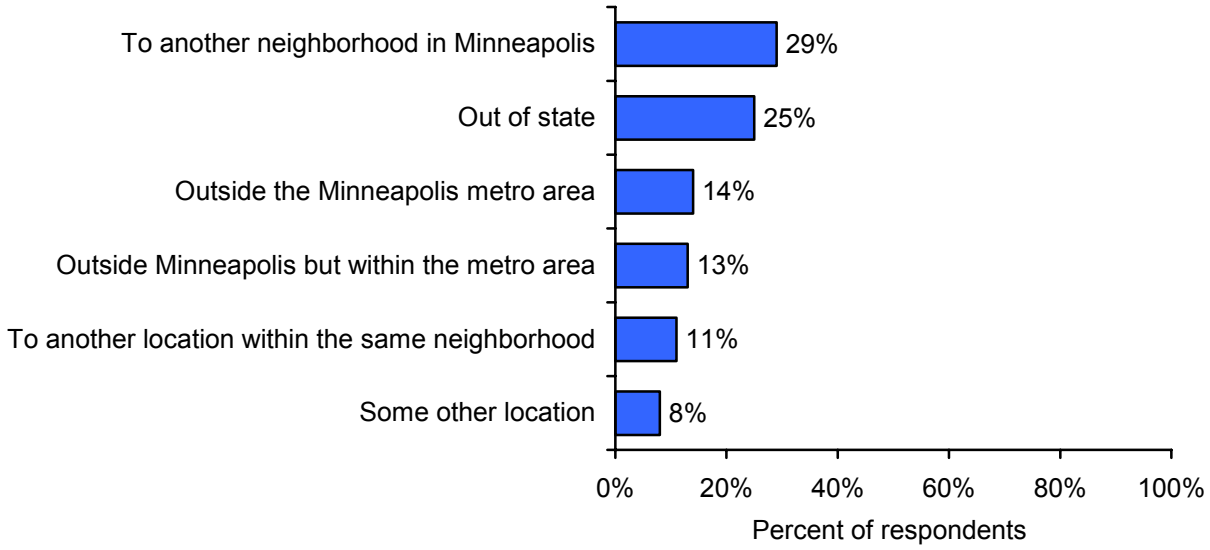
This question was not asked in 2003 or 2001.

© 2008 National Research Center, Inc.

For the first time in 2008, the questionnaire asked follow-up questions of those respondents who said they intend to move within the next two years. Of the 14% of respondents who strongly agreed that they intend to move within the next two years, about a quarter said they would either move to another neighborhood in Minneapolis (29%) or out of state (25%).

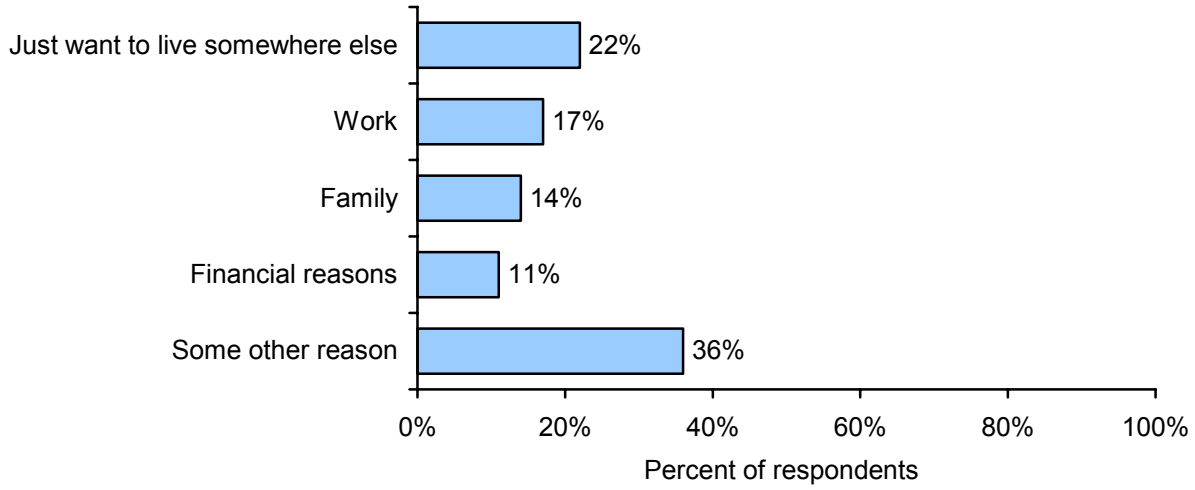
When asked why they intend to move, about one in five mentioned work (17%) or just wanting to live elsewhere (22%) and 36% reported that the move was for some other reason.

Figure 11: Intended Location of Move



This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years.
N=124

Figure 12: Reason for Intended Move



This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years.
N=124

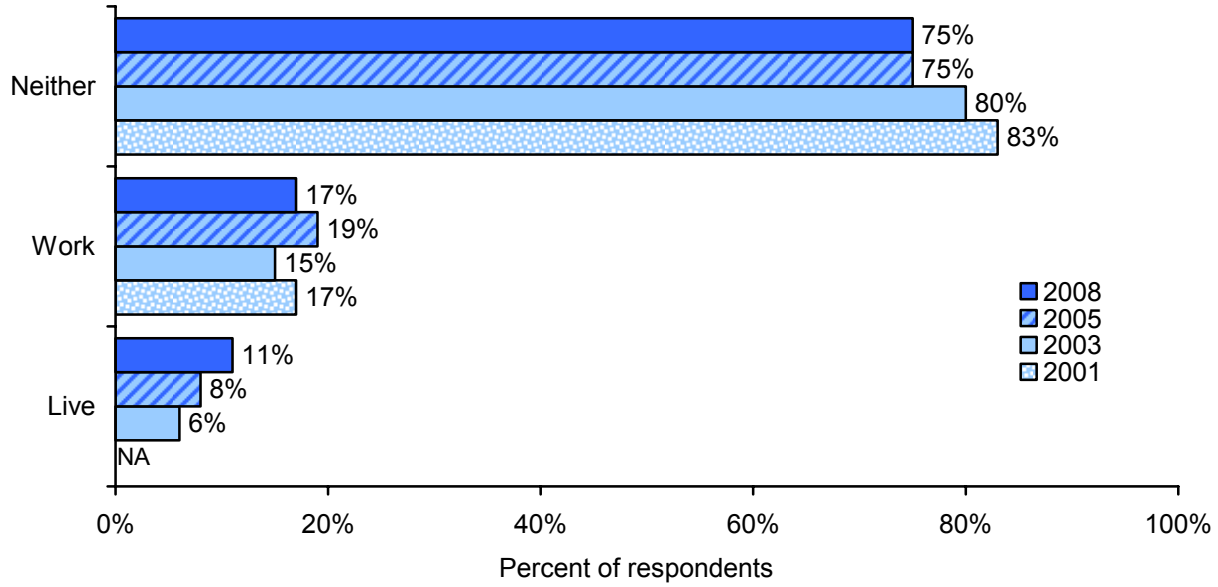
© 2008 National Research Center, Inc.

Downtown Usage & Image

Downtown Use

The survey instrument asked a series of questions about residents' use and perceptions of Downtown Minneapolis. A majority of respondents (75%) reported they neither live nor work in Downtown Minneapolis, similar to 2005 (75%). A similar proportion of respondents to the 2008 survey reported living and working in Downtown Minneapolis when compared to 2005 results.

Figure 13: Living and Working in Downtown Minneapolis Compared Over Time



In 2001, respondents were only asked if they work Downtown. In this instance, "no" is equivalent to "neither." If respondents reported that they did not live or work Downtown, they were asked how frequently they visited the area in the last year. About 9 in 10 respondents (89%) said they had visited the Downtown area at least once in the last year. About 3 in 10 (28%) reported visiting 26 times or more and a similar proportion (31%) reported visiting three to 12 times in the last year. Fifteen percent said they had visited 13 to 26 times, 15% reported visiting once or twice and 11% said they never visited Downtown Minneapolis in the past year. The percentage of respondents who have visited Downtown Minneapolis has remained stable over time.

© 2008 National Research Center, Inc.

Respondents who said they do not live or work Downtown (N=985) were asked how often, if ever, they visited the Downtown area in the last year. About 9 in 10 respondents reported visiting Downtown Minneapolis at least once in the past year, similar to previous years, with about a third (32%) reporting they had visited at least 26 times. Seven percent reported never visiting the area in the last year.

Figure 14: Frequency of Visiting Downtown Minneapolis in the Last Year

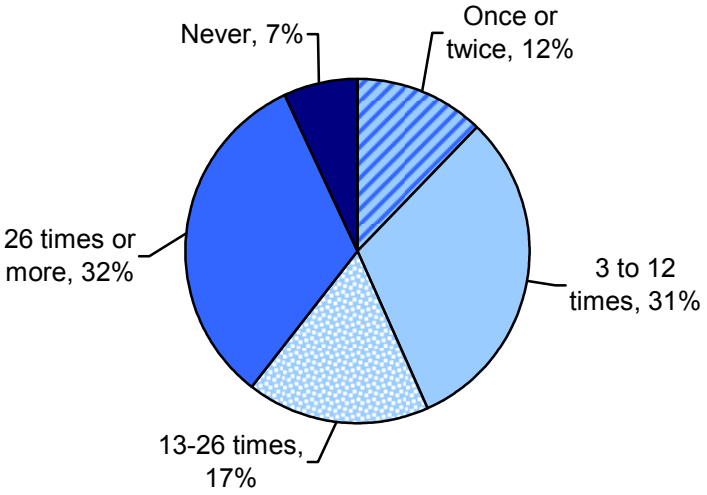
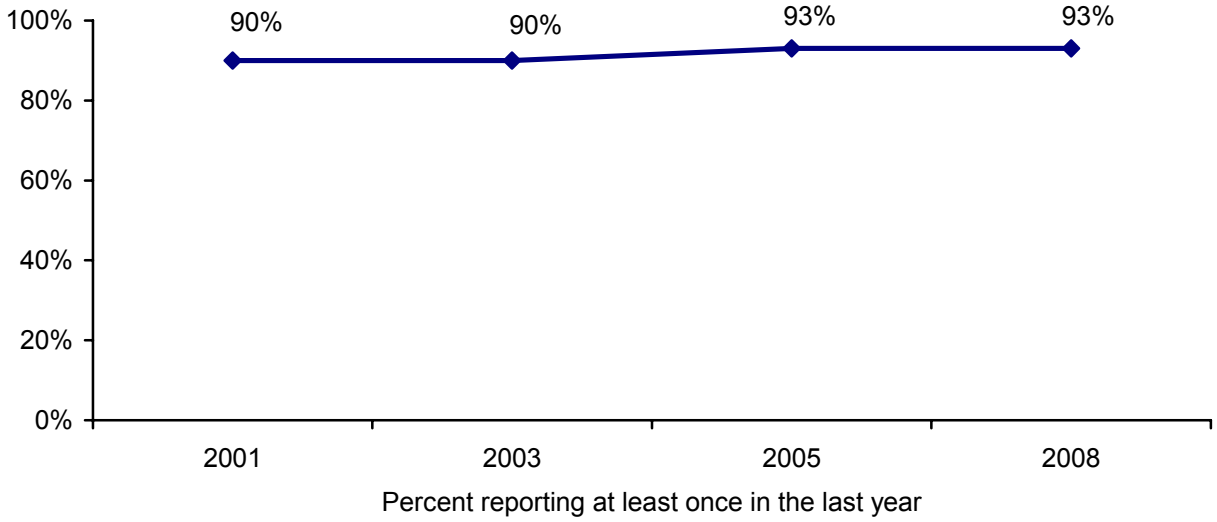


Figure 15: Frequency of Visiting Downtown Minneapolis in the Last Year Compared Over Time



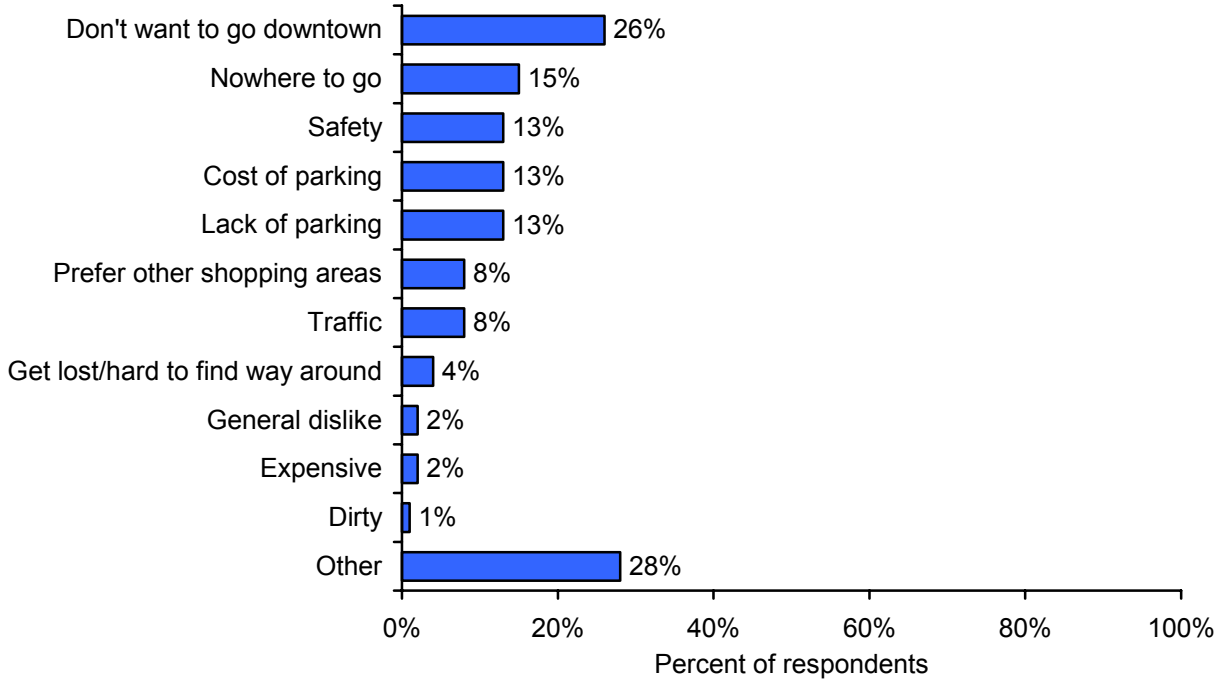
The 2008, 2005 and 2003 questionnaire asked this question of only those people who did not live or work Downtown.
The 2001 questionnaire asked this question only of people who did work Downtown.
The 2001 and 2003 questionnaires contained more response options than the 2005 and the 2008 surveys.

© 2008 National Research Center, Inc.

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. Many respondents mentioned "other" items that could not be coded into a specific category. In addition to the 26% of respondents stating that they "just don't want to go Downtown," other common answers were related to having nowhere to go (15%), safety (13%), cost of parking (13%) and a lack of parking (13%).

Comparisons to answers given to this question in previous years appear in the table on the following page. Some categories were combined in previous survey years or not recorded by interviewers in previous years. Cost and lack of parking appeared to be less of a deterrent in 2008 compared to 2005.

Figure 16: Reasons for Avoiding Downtown Minneapolis



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

© 2008 National Research Center, Inc.

Table 4: Reasons for Avoiding Downtown Minneapolis Compared Over Time

What are the major reasons that keep you from spending more time Downtown?	2008	2005	2003	2001
Don't want to go Downtown	26%	14%	0%	0%
Nowhere to go	15%	7%	16%	26%
Lack of parking	13%	20%	36%	29%
Cost of parking	13%	16%	0%	0%
Safety	13%	10%	7%	0%
Traffic (congestion/one-way grid/construction, etc.)	8%	7%	13%	15%
Prefer other shopping areas	8%	10%	17%	20%
Get lost/hard to find way around	4%	2%	0%	0%
Expensive	2%	5%	11%	6%
General dislike	2%	3%	2%	4%
Dirty	1%	0%	1%	0%
Other	28%	30%	30%	33%

Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of those who reported going Downtown twice or less in the last year.
"Other" responses were not recorded and not available for analysis.
Some categories were combined or categorized slightly differently in 2003 and 2001. Comparisons are of the closest matches to data from those years.

© 2008 National Research Center, Inc.

Downtown Safety

Residents responding to the survey were asked to rate how safe they felt in Downtown Minneapolis, in general. A majority of respondents (87%) reported that that they felt somewhat or very safe in Downtown Minneapolis, 11% said "not very safe" and 2% said "not at all safe." These positive ratings were higher than the national average for perception of Downtown safety.

The 2008 results are similar to responses given in 2005, but higher than in 2001. The higher percentage of residents feeling somewhat or very safe in 2008 and 2005 compared to 2001 may be attributable, at least in part, to the question wording differences. The 2001 survey asked respondents about their safety *walking* Downtown in the evening, while the 2005 survey asked about Downtown safety without specifying the time of day. This question was not asked on the 2003 survey.

Survey participants residing in the Phillips and Southwest community planning districts were least likely to report feeling safe in Downtown Minneapolis. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

Figure 17: Perception of Downtown Safety

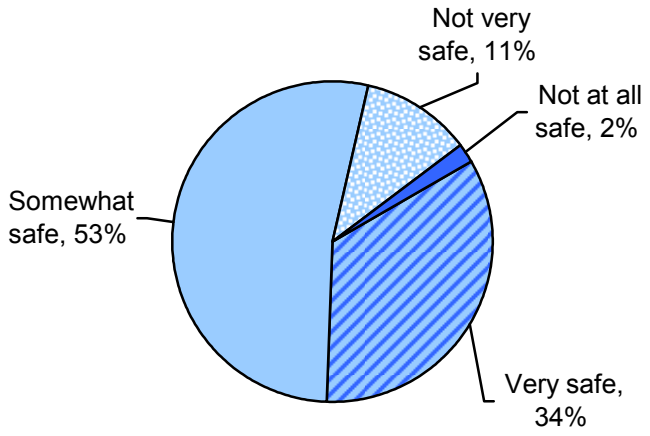
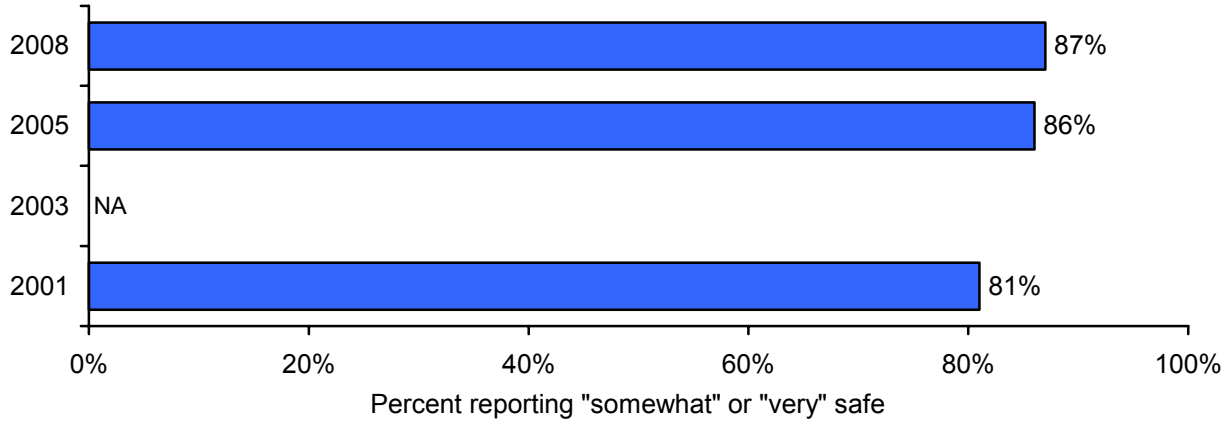


Figure 18: Perception of Downtown Safety Compared Over Time



The 2001 survey asked respondents how safe they felt walking through Downtown during evening hours; the 2008 and 2005 surveys asked how safe they felt in Downtown Minneapolis.
This question was not asked on the 2003 survey.

© 2008 National Research Center, Inc.

Access to Information

Respondents were asked if they had contacted the City to get information or services in the last 12 months. A similar proportion of respondents (39%) reported contacting the City in 2008 as in previous years. When asked how familiar they were with Minneapolis 311, more than half (59%) reported at least some familiarity, while 41% said they were not familiar at all with Minneapolis 311. Please note that this is the first year in which the survey asked questions about 311 services.

Respondents living in the Central and Phillips districts were less likely to be familiar with Minneapolis 311. Younger residents (ages 18-34), residents of color, those of Latino/Hispanic origin, residents with a shorter length of residency (less than 5 years) renters and low income residents tended to be less familiar with Minneapolis 311. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 19: Familiarity with Minneapolis 311

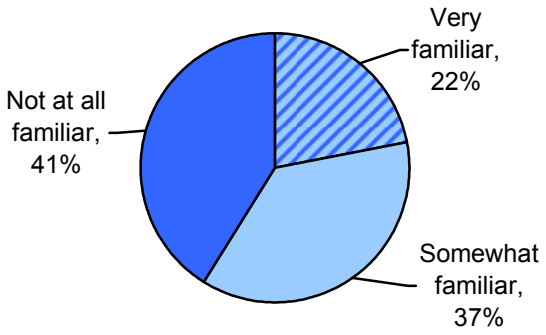


Figure 20: Contact with the City

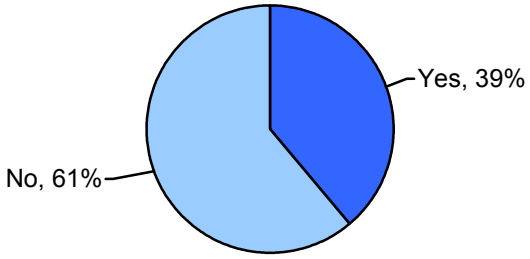
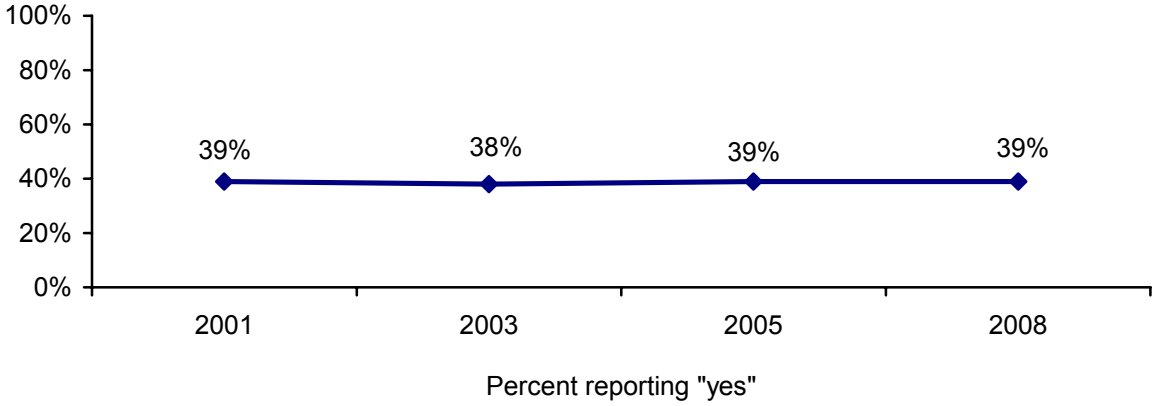


Figure 21: Contact with the City Compared Over Time



© 2008 National Research Center, Inc.

Respondents who mentioned having contacted the City in the last 12 months were asked to indicate, in an open-ended question format, how they contacted the City. New to the list of pre-coded potential responses was "311, by telephone." About half (48%) reported using telephone to contact the City and a similar proportion (46%) said that they contacted the City by telephone, using the 311 service. One in five (22%) reported visiting the City's Web site, 14% via email and 12% contacted the City in person. Few respondents reported using mail or other methods to contact the City (7% and 3%, respectively).

Table 5: Method of Contact Among Those With Contact Compared Over Time

How did you contact the City?	2008	2005	2003	2001
By telephone - other	48%	73%	83%	90%
By telephone - 311	46%			
Visit the City's Web site	22%	22%	32%	0%
By email	14%	10%	13%	18%
In person	12%	16%	24%	24%
By mail	7%	4%	10%	10%
Other	3%	2%	0%	0%

Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of those who said they had contacted the City in the last 12 months.
N=515
Note: "by telephone using 311" was not a pre-coded category in previous survey years.

© 2008 National Research Center, Inc.

City Employees

Respondents who reported contacting the City in the last 12 months (except for those who only visited the City's Web site), were asked to rate specific characteristics about the City employee with which they most recently had contact. At least a third of respondents rated each employee characteristic as very good. About 9 in 10 respondents felt that employee respectfulness and courteousness was good or better. Employees' knowledge, willingness to help or understand, timeliness and their willingness to accommodate the need for foreign language and/or sign language interpreting was rated as good or better by at least 8 in 10 respondents. When asked to rate the ease of getting in touch with the employee with which they most recently had contact, 77% rated this aspect as good or very good. Please note that 69% of respondents said "don't know" when asked to rate the quality of the City employees' willingness to accommodate the need for foreign language and/or sign language interpreting. The complete set of frequencies for this question can be found in *Appendix III: Complete Set of Frequencies*. On average, 2008 ratings of City employees were 7 percentage points higher than in 2005 (see table on the following page), with ratings for 5 of 6 characteristics increasing since the last survey.

Ratings of City employees' courteousness and timeliness were below the national average. Similarly, ratings of employees' knowledge were lower than average when compared to jurisdictions across the country and select cities[8] in the database. The employees' willingness to help or understand was rated similarly to other jurisdictions across the country. While employee responsiveness was rated lower than average when compared to jurisdictions across the county, the ratings were similar to select cities from the database.

Respondents residing in the Central planning district were most likely to give positive ratings for employee courteousness and respectfulness, while Camden residents were least likely to give positive ratings for these characteristics. Respondents of color and low income residents were less likely to give positive employee ratings. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 6: City Employee Ratings Compared Over Time

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
Respectfulness	45%	43%	7%	5%	100%	Not available	Not available
Courteousness	41%	49%	5%	4%	100%	Below the norm	Not available
Willingness to help or understand	39%	45%	9%	6%	100%	Similar to the norm	Not available
Timely response	37%	43%	12%	8%	100%	Below the norm	Similar to the norm
Knowledge	36%	48%	12%	4%	100%	Below the norm	Below the norm
Ease of getting in touch with the employee	35%	42%	17%	6%	100%	Not available	Not available
Willingness to accommodate the need for foreign language and/or sign language interpreting	34%	47%	11%	8%	100%	Not available	Not available

This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.

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

© 2008 National Research Center, Inc.

Table 7: City Employee Ratings Compared Over Time

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Year of Survey			
	2008	2005	2003	2001
Courteousness	90%	81%	95%	NA
Respectfulness	88%	83%	NA	NA
Willingness to help or understand	85%	72%	NA	80%
Knowledge	83%	79%	NA	NA
Willingness to accommodate the need for foreign language and/or sign language interpreting	80%	78%	NA	NA
Timely response	79%	70%	81%	75%

This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.
Question wording differed slightly for "ease of getting in touch" and "willingness to help or understand" on the 2001 and 2003 questionnaires where the questions asked how satisfied respondents were with the time it took to reach the right person and how satisfied respondents were with the helpfulness of the City employee. The scale used in 2001 was: satisfied, very satisfied, dissatisfied, very dissatisfied; the scale used in 2003 was yes or no when asked if they were satisfied with the characteristic of the contact.
Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

© 2008 National Research Center, Inc.

City staff were interested in the increase in the proportion of respondents giving fair and poor ratings in 2005 for "ease of getting in touch" with City employees. A comparison of the full set of frequencies (not including "don't know" responses) is compared over time in the table below. As shown, the proportion of respondents giving "fair" and "poor" ratings has decreased from 2005 and the proportion giving "very good" ratings has increased from 2005.

Table 8: Ease of Getting in Touch with City Employee Compared Over Time

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	Year of Survey			
	2008	2005	2003	2001
Very good	35%	21%	0%	0%
Good	42%	44%	0%	0%
Only fair	17%	24%	0%	0%
Poor	6%	11%	0%	0%
Total	100%	100%	0%	0%

This question was only asked of respondents who had contacted the City in the last 12 months via a method other than email.
Question wording differed slightly for "ease of getting in touch" on the 2001 and 2003 questionnaires where the questions asked how satisfied respondents were with the time it took to reach the right person. The scale used in 2001 was: satisfied, very satisfied, dissatisfied, very dissatisfied; the scale used in 2003 was yes or no when asked if they were satisfied with the characteristic of the contact.

City staff also wanted to know how ratings for "ease of getting in touch" with City employees differed between residents who had contacted the City using 311 and those who had not contacted the City via the 311 contact method. As shown in the following table, those who had not contacted the City using the 311 service were more likely to give "fair" ratings for the ease of getting in touch with the City employee with which they most recently had contact.

Table 9: Ease of Getting in Touch with City Employee by Contact with 311

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	311 agents	
	Yes	No
Very good	37%	33%
Good	43%	42%
Only fair	13%	22%
Poor	7%	4%
Total	100%	100%

© 2008 National Research Center, Inc.

City Web Site

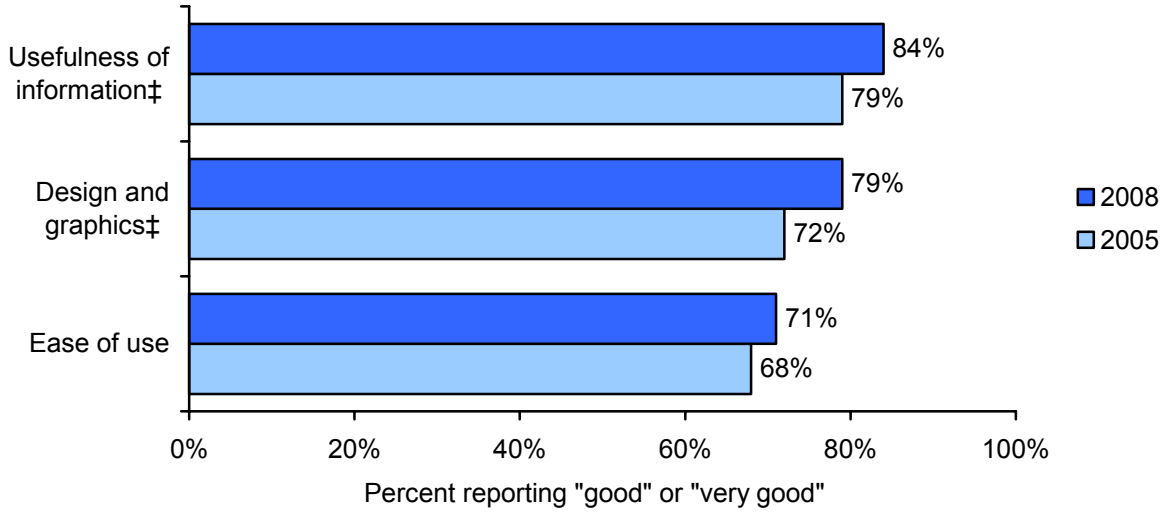
Respondents who reported only contacting the City via the City's Web site were asked to rate specific characteristics of the Web site. Approximately 8 in 10 respondents felt that the usefulness of information and the design and graphics used on the City's Web site as good or very good (84% and 79%, respectively) and about 7 in 10 (71%) rated the ease of use as at least "good." Ratings for the design and graphics used on the City's Web site increased from 72% rating as good or better in 2005 to 79% in 2008; usefulness of information improved over time as well (79% in 2005 versus 84% in 2008).

Table 10: City Web Site Ratings

Please tell me how you would rate each of the following characteristics of the City Web site.	Very good	Good	Only fair	Poor	Total
Usefulness of information	35%	48%	14%	2%	100%
Ease of use	18%	54%	25%	4%	100%
Design and graphics	16%	64%	18%	2%	100%

This question was only asked of respondents who had contacted the City via its Web site.
N=107

Figure 22: City Web Site Ratings Compared Over Time



This question was only asked of respondents who had contacted the City via its Web site.
This question was not asked in 2003 or 2001.
‡Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

© 2008 National Research Center, Inc.

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 obtaining 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 11: 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%
Other	8%	17%	1%	0%
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" 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.

© 2008 National Research Center, Inc.

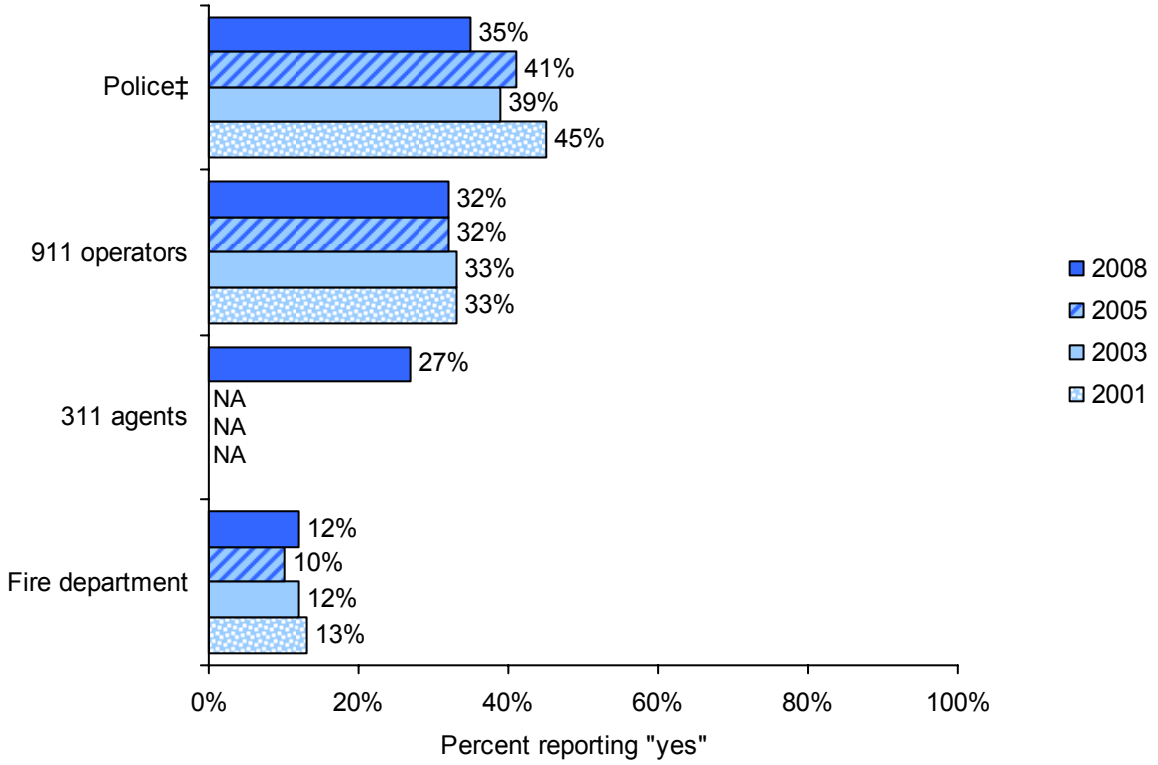
Emergency Services

Residents responding to the survey were asked if they had any contact with emergency services in the past two years. About a third of respondents mentioned that they had contact with the police (35%) and 911 operators (32%) in the last two years, 27% had contacted 311 agents in the past two years and fewer (12%) reported contacting the Fire Department in the last two years. Police contact was down by six percentage points from 2005, while contact of 911 operators and the Fire Department was similar to 2005. This was the first time residents were asked about their contact with 311 agents.

Table 12: Contact with Emergency Services

In the past two years, have you had any contact with...?	Yes	No	Total
Police	35%	65%	100%
911 operators	32%	68%	100%
311 agents	27%	73%	100%
The Fire Department	12%	88%	100%

Figure 23: Contact with Emergency Services Compared Over Time



This question was only asked of respondents who had any contact with emergency services in the past two years.
This question was not asked in 2003 or 2001 and 2008 was the first year to include "311 agents."
‡Notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

The City was interested in knowing who the 12% of residents were that contacted the Fire Department in the past two years. Of the 12% (N=105), 11% considered their race to be white and 10% considered their race to be something other than white.

Table 13: Percent Contacting Fire Department by Race

	Respondent Racial Origin	
	White	People of Color
Of 12% contacting the Fire Department	11%	10%

© 2008 National Research Center, Inc.

Those respondents who reported having contact with each emergency service in the past two years were asked to rate their satisfaction with the professionalism shown by the staff with which they had contact. Nearly all respondents reported that they were satisfied or very satisfied with the professionalism shown by Fire Department staff (99%) and 311 agents (96%). About 9 in 10 respondents (88%) reported satisfaction with 911 operators and 8 in 10 (81%) were satisfied with professionalism shown by Police Department staff with which they had contact.

Satisfaction ratings for Fire Department staff were above the national average, while ratings for Police Department staff were similar to the national benchmark. A comparison to the nation for 911 operators and 311 agents was not available. Also, comparisons to ratings given by select cities[9] were not available.

In general, ratings of emergency services have remained stable over time, except for satisfaction with 911 operators. A smaller proportion of 2008 respondents reported satisfaction with 911 operators (88% reporting that they were satisfied or very satisfied) than in 2005 (94%).

Table 14: Satisfaction with Emergency Services

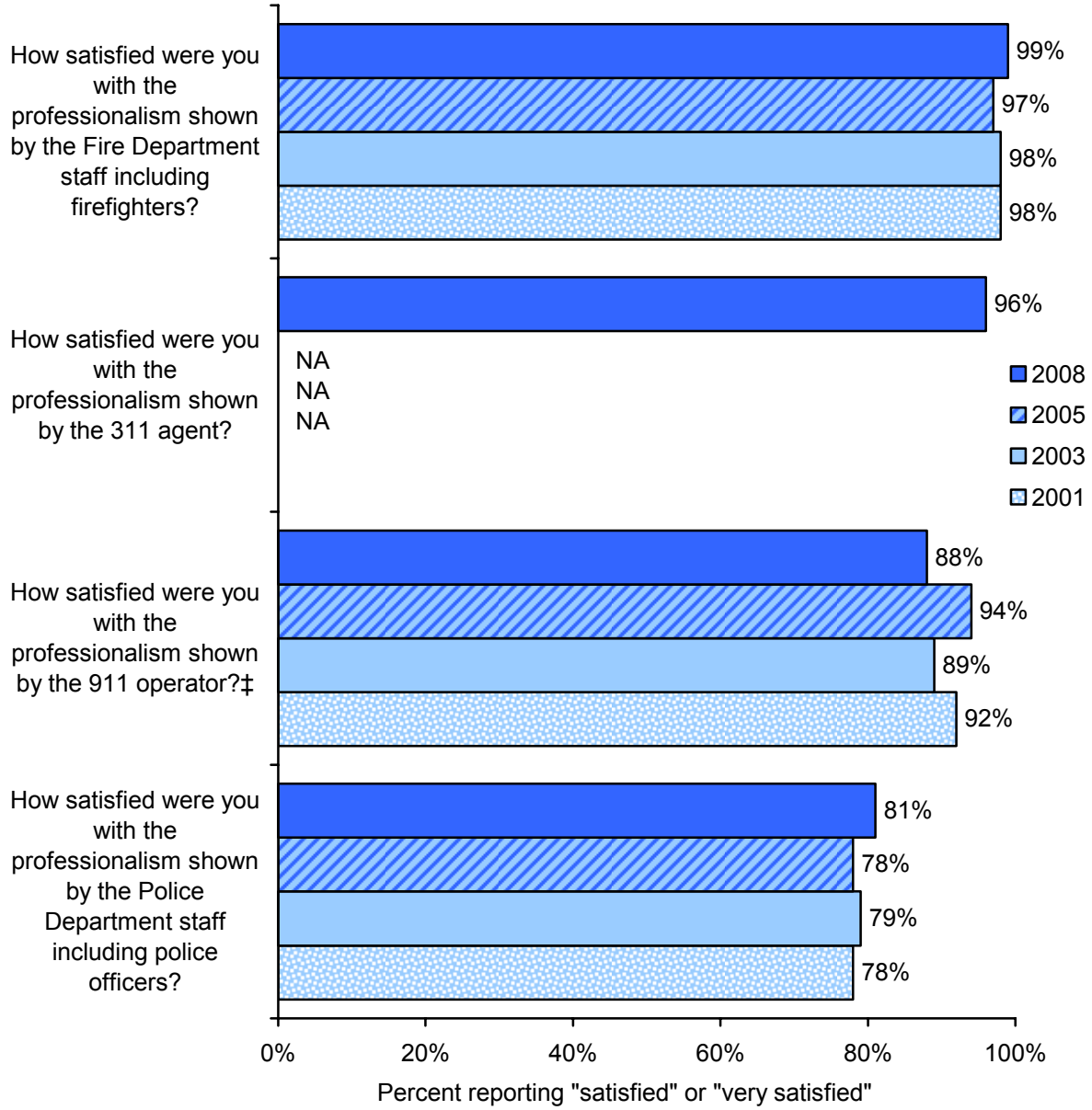
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	77%	22%	1%	0%	100%	Above the norm	Not available
How satisfied were you with the professionalism shown by the 311 agent?	58%	38%	3%	1%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the 911 operator?	53%	35%	8%	4%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	43%	38%	9%	10%	100%	Similar to the norm	Not available

This question was only asked of respondents who had contacted each City service/department.
Fire: N=248
Police: N=428
911 operators: N=394
311 agents: N=359

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

© 2008 National Research Center, Inc.

Figure 24: Satisfaction with Emergency Services Compared Over Time



This question was only asked of respondents who had contacted each City service/department
‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)

© 2008 National Research Center, Inc.

Satisfaction with City Services

Residents responding to the survey were read a list of services provided by the City of Minneapolis government and asked to rate the extent to which they were satisfied or dissatisfied with each. At least half of all respondents said that they were satisfied or very satisfied with each service from the list. Nearly all respondents reported satisfaction with fire protection and sewer services (97% and 95% reporting satisfied or very satisfied, respectively). About 9 in 10 respondents reported satisfaction with garbage collection and recycling programs (91%), providing park and recreation services (91%), animal control services (88%), keeping streets clean (87%), preparing for disasters (87%), protecting health and well-being of residents (87%), providing quality drinking water (87%) and police services (86%). While street and alley repairs received satisfaction ratings from 56% of respondents, fewer than 10% reported that they were very satisfied with this service.

For the first time in 2008, residents were asked to rate their satisfaction with mortgage foreclosure assistance. While about two-thirds of respondents (65%) reported satisfaction with these services, very few (8%) were "very satisfied" and 44% reported dissatisfaction with this service. Please note that 57% of respondents reported "don't know" when asked to rate this service. Also note that a high proportion of respondents said "don't know" when asked to rate the quality of disaster preparedness (28%) and affordable housing development (22%). Results appearing in the report body have removed "don't know" responses for discussion of responses only of those who had an opinion. A complete set of frequencies for each survey question can be found in *Appendix III: Complete Set of Frequencies*.

Eleven of 18 services were compared to National Research Center's national database. Three services received ratings that were higher than the national average (keeping streets clean, animal control services, affordable housing development), four were similar to the national benchmark (providing park and recreation services, providing quality drinking water, providing sewer services, cleaning up graffiti) and four were below the national average (garbage collection and recycling programs, fire protection and emergency medical response, police services, repairing streets and alleys).

Five of 18 services were compared to select cities[10] from the database. Four services received ratings above the "select cities" benchmark (repairing streets and alleys, animal control services, keeping streets clean and affordable housing development) and ratings for police services were similar to ratings given by jurisdictions included in the "select cities" benchmark comparison.

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. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

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

© 2008 National Research Center, Inc.

Table 15: City Services Quality Ratings

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
Garbage collection and recycling programs	34%	57%	8%	1%	100%	Below the norm	Not available
Providing park and recreation services	34%	57%	7%	1%	100%	Similar to the norm	Not available
Fire protection and emergency medical response	30%	67%	3%	0%	100%	Below the norm	Not available
Providing quality drinking water	25%	62%	11%	2%	100%	Similar to the norm	Not available
Keeping streets clean	19%	68%	11%	2%	100%	Above the norm	Above the norm
Providing sewer services	19%	76%	5%	0%	100%	Similar to the norm	Not available
Police services	18%	68%	12%	3%	100%	Below the norm	Similar to the norm
Preparing for disasters	15%	72%	11%	2%	100%	Not available	Not available
Animal control services	14%	74%	10%	2%	100%	Above the norm	Above the norm
Revitalizing Downtown	14%	66%	18%	3%	100%	Not available	Not available
Protecting health and well-being of residents	13%	74%	10%	3%	100%	Not available	Not available
Protecting the environment, including air, water and land	13%	68%	17%	2%	100%	Not available	Not available
Cleaning up graffiti	12%	65%	20%	3%	100%	Similar to the norm	Not available
Revitalizing neighborhoods	12%	64%	21%	3%	100%	Not available	Not available
Dealing with problem businesses and unkempt properties	10%	59%	27%	5%	100%	Not available	Not available
Affordable housing development	9%	57%	28%	6%	100%	Above the norm	Above the norm
Mortgage foreclosure assistance	8%	57%	26%	10%	100%	Not available	Not available
Repairing streets and alleys	8%	48%	35%	9%	100%	Below the norm	Above the norm

© 2008 National Research Center, Inc.

Five services received higher ratings in 2008 than in 2005 (affordable housing development, preparing for disasters, police services, protecting health and well-being of residents and protecting the environment) and four services received lower ratings in 2008 than in 2005 (animal control services, dealing with problem businesses and unkempt properties, Revitalizing neighborhoods and repairing streets and alleys). Ratings for affordable housing have increased steadily over time (from 40% in 2001 to 65% in 2008), while street and alley repair has declined since 2003 (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. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.

Table 16: City Services Quality Ratings Compared Over Time

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Year of Survey			
	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	96%	99%
Providing sewer services	94%	94%	NA	NA
Providing park and recreation services	92%	91%	NA	91%
Garbage collection and recycling programs	91%	92%	93%	94%
Animal control services	88%	92%	NA	92%
Protecting health and well-being of residents	88%	84%	NA	NA
Preparing for disasters	87%	78%	NA	89%
Keeping streets clean	87%	89%	86%	83%
Providing quality drinking water	87%	86%	84%	NA
Police services	86%	81%	84%	89%
Protecting the environment, including air, water and land	81%	77%	79%	77%
Revitalizing Downtown	80%	83%	NA	79%
Cleaning up graffiti	77%	74%	NA	79%
Revitalizing neighborhoods	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	68%	73%	67%	69%
Affordable housing development	66%	55%	51%	40%
Mortgage foreclosure assistance	64%	NA	NA	NA
Repairing streets and alleys	56%	70%	83%	68%

Percent reporting "satisfied" or "very satisfied"
Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.
Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

© 2008 National Research Center, Inc.

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 representing "extremely important" and 1 equaling "not at all important." At least a quarter of respondents felt that each service was extremely important. At the top of the list were: fire protection and emergency medical response (74% rating as extremely important), police services (69%), and providing quality drinking water (69%). Animal control services were thought to be less important by survey participants. Fewer than 10% of respondents rated each service as "not at all important."

Table 17: City Services Importance Ratings

Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Extremely important	4	3	2	Not at all important	Total
Fire protection and emergency medical response	74%	19%	5%	1%	1%	100%
Police services	69%	21%	6%	2%	1%	100%
Providing quality drinking water	69%	20%	8%	2%	1%	100%
Protecting health and well-being of residents	63%	24%	10%	2%	2%	100%
Protecting the environment, including air, water and land	61%	24%	10%	3%	2%	100%
Providing sewer services	55%	27%	14%	3%	1%	100%
Garbage collection and recycling programs	51%	32%	14%	2%	1%	100%
Preparing for disasters	46%	27%	20%	5%	2%	100%
Revitalizing neighborhoods	43%	35%	17%	3%	2%	100%
Repairing streets and alleys	43%	32%	19%	4%	2%	100%
Affordable housing development	42%	29%	17%	8%	3%	100%
Providing park and recreation services	42%	35%	17%	4%	1%	100%
Keeping streets clean	36%	33%	24%	5%	2%	100%
Revitalizing Downtown	34%	28%	26%	8%	5%	100%
Mortgage foreclosure assistance	33%	23%	25%	10%	9%	100%
Dealing with problem businesses and unkempt properties	32%	30%	26%	8%	3%	100%
Cleaning up graffiti	31%	25%	26%	11%	6%	100%
Animal control services	26%	23%	32%	14%	4%	100%

© 2008 National Research Center, Inc.

Respondents to the 2008 survey were more likely to rate street and alley repair, preparing for disasters and cleaning up graffiti as important than 2005 survey respondents, averaging about a 4% increase from 2005 to 2008. Importance ratings for cleaning up graffiti have increased over time (40% in 2001 and 56% in 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 18: City Services Importance Ratings Compared Over Time

Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Year of Survey			
	2008	2005	2003	2001
Fire protection and emergency medical response	93%	94%	97%	38%
Police services	90%	89%	94%	51%
Providing quality drinking water	90%	90%	92%	NA
Protecting health and well-being of residents	86%	85%	88%	NA
Protecting the environment, including air, water and land	85%	84%	90%	62%
Garbage collection and recycling programs	83%	82%	89%	27%
Providing sewer services	82%	82%	NA	NA
Revitalizing neighborhoods	78%	75%	68%	57%
Providing park and recreation services	78%	76%	80%	NA
Repairing streets and alleys	75%	71%	78%	54%
Preparing for disasters	73%	69%	75%	52%
Affordable housing development	71%	72%	76%	73%
Keeping streets clean	69%	66%	NA	38%
Dealing with problem businesses and unkempt properties	62%	61%	70%	57%
Revitalizing Downtown	61%	58%	NA	39%
Cleaning up graffiti	56%	52%	NA	40%
Mortgage foreclosure assistance	56%	NA	NA	NA
Animal control services	49%	46%	NA	21%

Percent reporting "4" or "extremely important"
Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. Also, quality drinking water and sewer services were combined into one category on the 2003 questionnaire. In 2001, residents were asked how much attention each service should get.
Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

© 2008 National Research Center, Inc.

Balancing Satisfaction and Priorities

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' satisfaction, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower satisfaction – to which attention needs to be paid first (see *Figure 25: Balancing Satisfaction and Priorities* on the following page).

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

Ratings of importance were compared to ratings of satisfaction. 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."

Services that were rated higher in importance and lower in satisfaction were: police services, protecting the environment and Revitalizing neighborhoods.

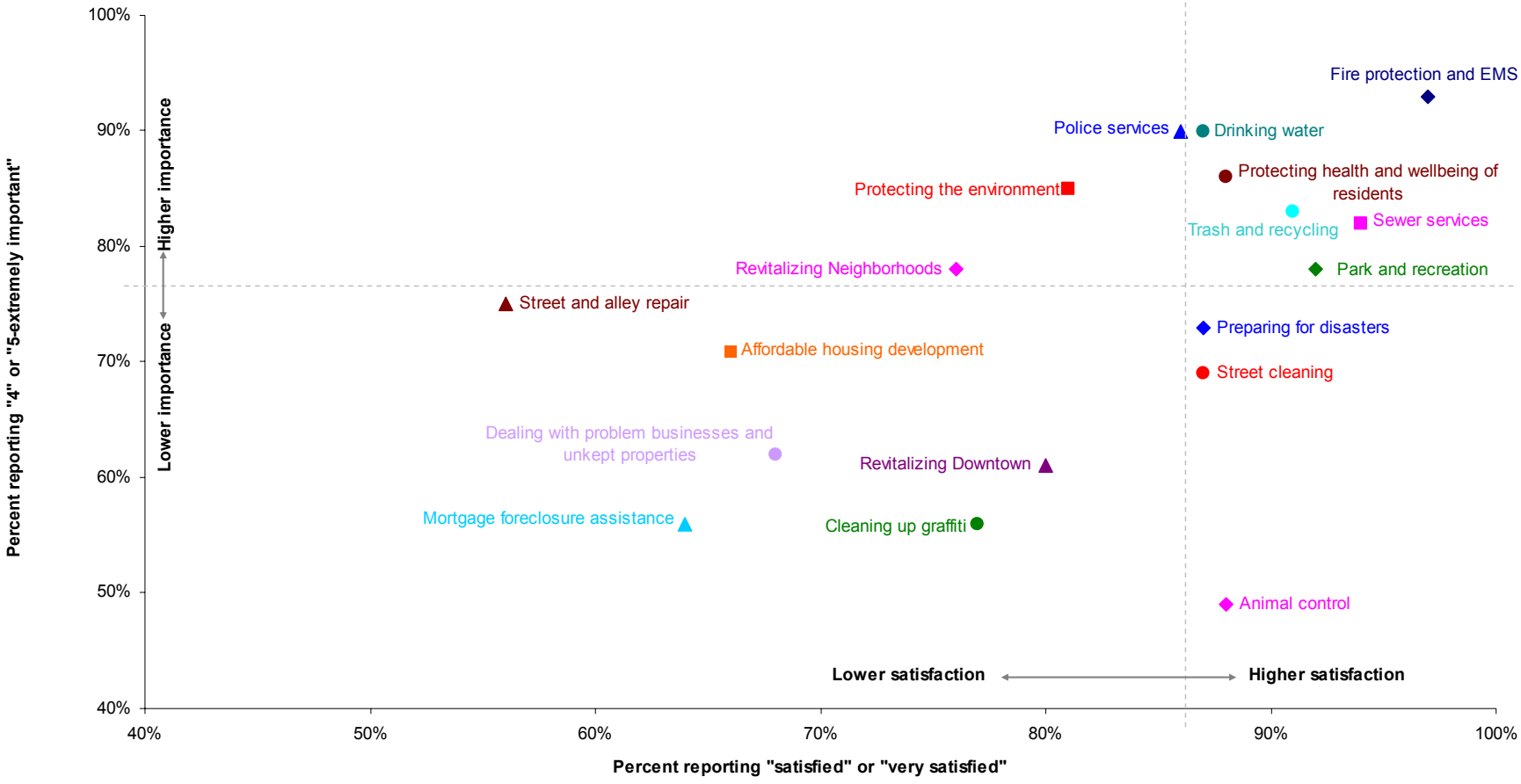
Services which were categorized as higher in importance and higher in satisfaction were: fire protection and emergency medical response, providing quality drinking water, protecting health and well-being of residents, garbage collection and recycling programs, providing sewer services and providing park and recreation services.

Services that were rated lower in importance and higher in satisfaction were: preparing for disasters, keeping streets clean and animal control services.

Services that were rated lower in importance and lower in satisfaction were: repairing streets and alleys, affordable housing development, dealing with problem businesses and unkempt properties, revitalizing Downtown, cleaning up graffiti and mortgage foreclosure assistance.

© 2008 National Research Center, Inc.

Figure 25: Balancing Satisfaction and Priorities



© 2008 National Research Center, Inc.

Property Taxes

When asked to what extent they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, about half (56%) of respondents agreed with this statement, with 12% in strong agreement. A higher proportion of respondents strongly disagreed with this statement (16%) than did those who strongly agreed (12%).

While the proportion of respondents agreeing that property taxes or fees should be increased to maintain or improve City services was similar between 2008 and 2005, there has been a steady decline in support for this idea over time (from 63% in 2001 to 56% in 2008). However, the question was asked differently in 2008 and 2005 than in 2001 or 2003, so the comparison across years required a calculation described in the footnote to Figure 27 on the following page.

Powderhorn and Southwest residents were more likely to agree that property taxes should be increased to maintain or improve City services, while Nokomis and Camden residents were less likely to agree with this statement. Older residents (age 55 and older), those reporting a longer length of residency (20 years or more) and respondents who own their homes were less likely to agree that property taxes should be increased to maintain or improve City services. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 26: Agreement with Property Tax Increases to Maintain or Improve City Services

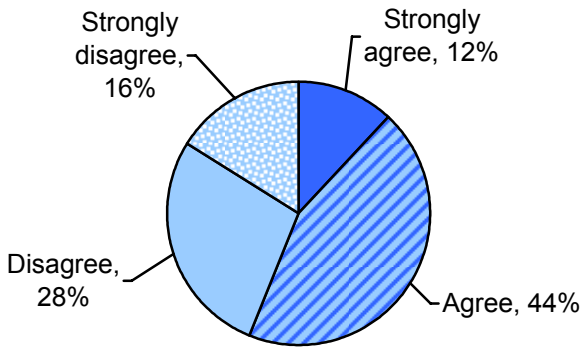
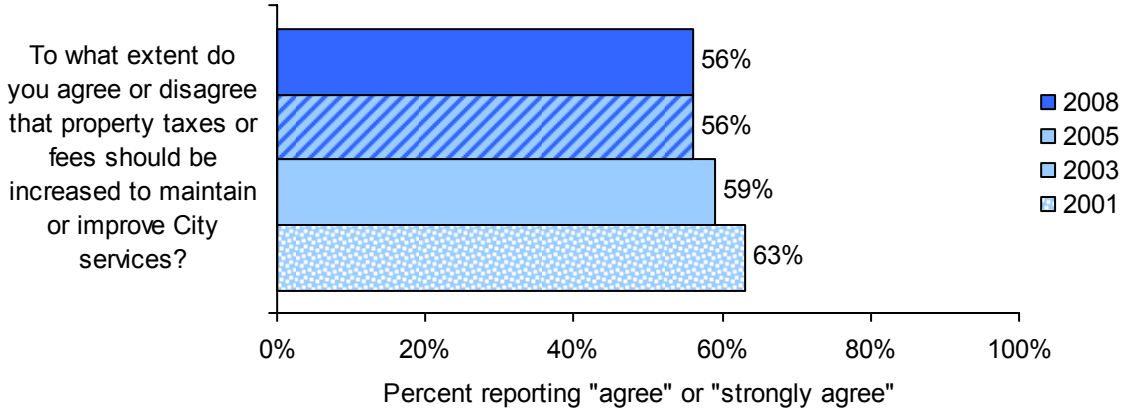


Figure 27: Agreement with Property Tax Increases to Maintain or Improve City Services Compared Over Time



The surveys in 2001 and 2003 provided a list of 14 (2001) to 17 (2003) City services and asked residents how much they agreed or disagreed with a property tax increase to maintain or improve each service. The 2008 and 2005 surveys simply asked whether residents agreed or disagreed that property taxes should be increased to maintain or improve services in general. Though the data are not directly comparable, the agree and strongly agree responses were summed for each service in 2001 and 2003, and then an average across the set of services in the two years was calculated. This average is shown in the comparison chart above.

© 2008 National Research Center, Inc.

Community Engagement

Community Participation

Minneapolis residents were asked to respond to a series of questions related to community engagement. For the first time, survey participants were asked to indicate how likely or unlikely they would be to vote in the next election for mayor and City Council on November 3, 2009. Nearly all respondents (98%) said they were at least somewhat likely to vote in the next election, with 73% stating they were very likely to vote in the 2009 mayor and City Council election.

The 7% of respondents who reported they were unlikely to vote in the next election for mayor and City Council were asked to give reasons why they most likely would not participate. This was an open-ended question where respondents were able to give any answer. Potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated issue. Many respondents (48%) mentioned "other" items that could not be coded into a specific category. About 3 in 10 (28%) said they did not have any interest in voting in the 2009 election. Other responses pertained to lack of awareness on how to vote or having a belief that voting would not make a difference (12% and 9%, respectively). Five percent said they were too busy to vote.

Figure 28: Likelihood of Voting in Next Election for Mayor and City Council

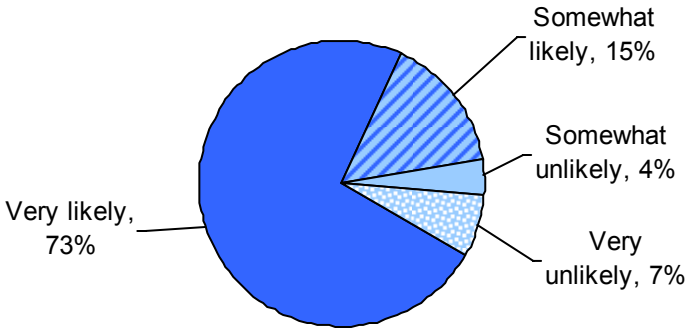
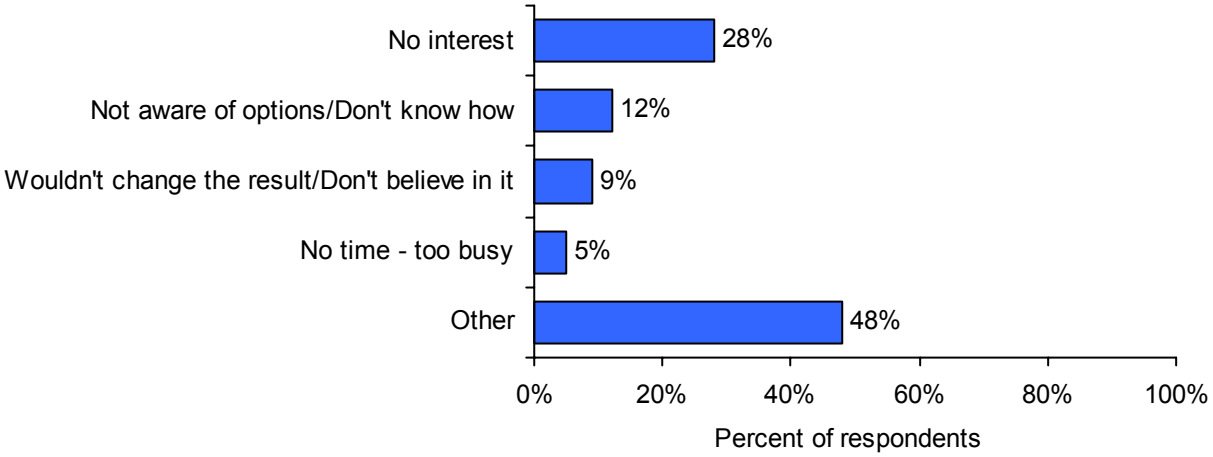


Figure 29: Reasons for Not Voting in the Next Election for Mayor and City Council



Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of those who said they were somewhat or very unlikely to vote in the election for mayor and City Council on November 3, 2009.
N=105

© 2008 National Research Center, Inc.

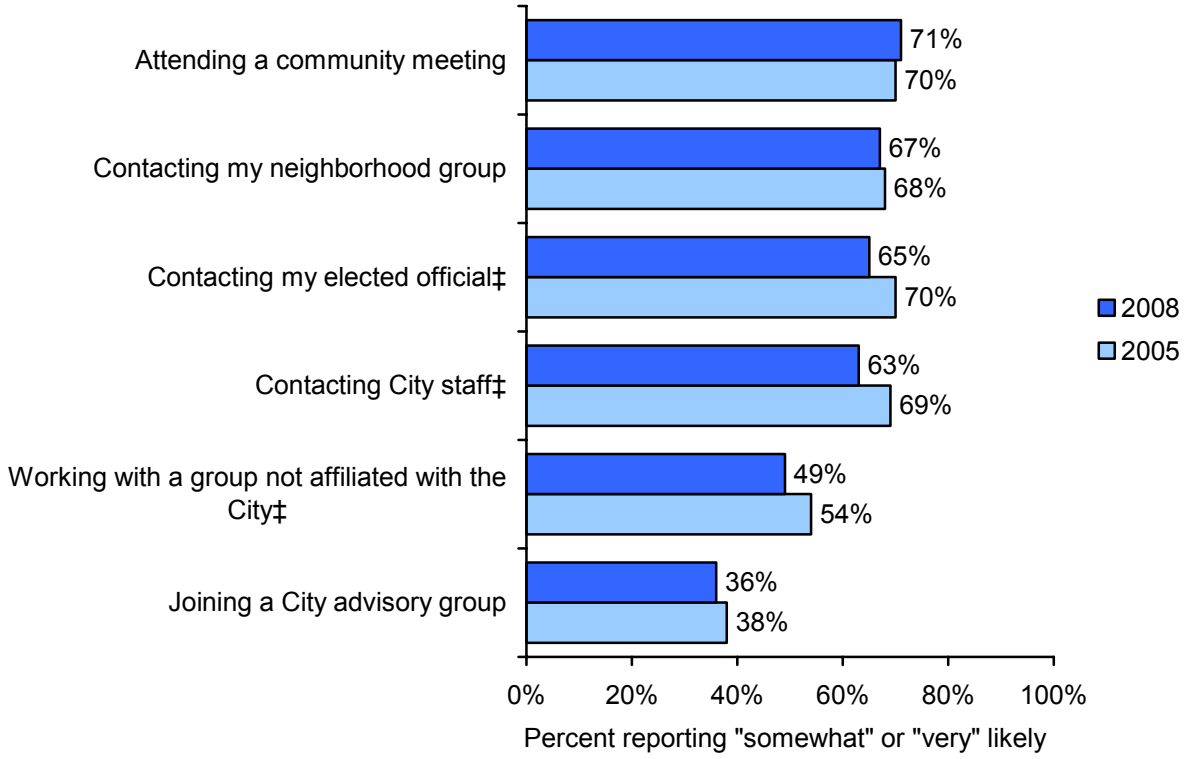
When asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about, about 7 in 10 respondents (70%) reported that they would be somewhat or very likely to attend a community meeting. Two-thirds mentioned that they would be likely to contact a neighborhood group, an elected official or City staff (66%, 65% and 63%, respectively). Fewer respondents reported that they would be at least somewhat likely to work with a group not affiliated with the City (50%) or join a City advisory group (36%).

The proportion of respondents reporting that they would be likely to contact an elected official, City staff or work with a group not affiliated with the City was lower in 2008 than in 2005.

Table 19: Likelihood of Participation in City Government Decision

How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Contacting my neighborhood group	28%	38%	20%	14%	100%
Contacting my elected official	27%	38%	20%	14%	100%
Attending a community meeting	25%	45%	17%	13%	100%
Contacting City staff	24%	39%	23%	14%	100%
Working with a group not affiliated with the City	16%	34%	31%	20%	100%
Joining a City advisory group	10%	26%	35%	29%	100%

Figure 30: Likelihood of Participation in City Government Decision Compared Over Time

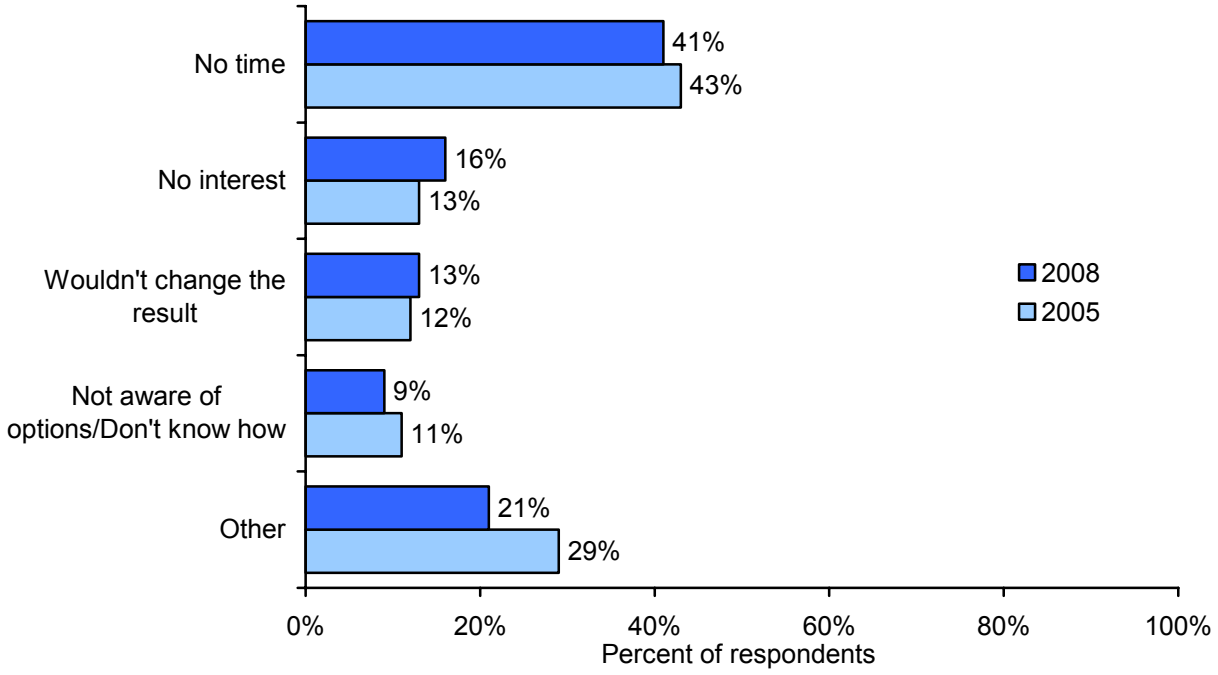


This question was not asked in 2003 or 2001.
‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)

© 2008 National Research Center, Inc.

The 543 respondents who answered "somewhat" or "very" unlikely to three or more of the scenarios in the previous question were asked to give unprompted reasons they would be less likely to participate in City government decision-making. About one in five respondents (21%) were unable to highlight their reasons. Two in five of the remaining respondents (41%) reported having "no time" to participate, while fewer respondents mentioned having "no interest" (16%), that their participation "would not change the results" (13%) and that they were "not aware of options" or "did not know how" to participate (9%). Responses and the relative order of responses were similar to 2005 responses.

Figure 31: Reasons for Not Participating in City Government Decision Compared Over Time



"Other" responses were not recorded and not available for analysis. Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of respondents who said they were somewhat or very unlikely to use three or more approaches in the previous question.
This question was not asked in 2003 or 2001.

© 2008 National Research Center, Inc.

City Government Performance

Survey participants were asked to give their opinions about City government performance, using a very good to poor scale. About 6 in 10 respondents (61%) felt that the overall direction the City was taking was at least good. Similar proportions felt that the City of Minneapolis does at least a good job of informing its residents on major issues (59%) and providing meaningful opportunities for citizens to give input on important issues (57%). At least half of respondents rated City government as good or very good at effectively planning for the future (55%), representing and providing for the needs of all its citizens (55%) and providing value for tax dollars (54%).

When compared to the nation, quality ratings for providing meaningful opportunities for citizens to give input on important issues, the overall direction that the City is taking and providing value for tax dollars were below average. The City received below average ratings when compared to select cities[11] from the database for the overall direction the City is taking and the value for tax dollars paid.

Compared to 2005, City government ratings generally were similar, except for "representing and providing for the needs of all its citizens," which received higher quality ratings in 2008 than in 2005 (55% reporting very good or good in 2008 versus 49% in 2005).

Longfellow and Camden residents tended to give lower ratings when rating Minneapolis City government on its performance for representing and providing for the needs of all its citizens than residents living in other areas of the City. Respondents residing in Phillips and Camden were less likely to give positive marks when asked to rate Minneapolis City government on providing meaningful opportunities for citizens to give input on important issues. Residents of color and those who rent their homes were less likely to give positive ratings for City government performance. Residents reporting a higher annual income tended to give higher ratings to Minneapolis City government than did other respondents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 20: City Government Ratings

How would you rate the Minneapolis City government on...	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
Informing residents on major issues in the City of Minneapolis	15%	44%	29%	13%	100%	Not available	Not available
Providing meaningful opportunities for citizens to give input on important issues	14%	43%	32%	12%	100%	Below the norm	Not available
The overall direction that the City is taking	12%	49%	28%	11%	100%	Below the norm	Below the norm
Effectively planning for the future	11%	44%	31%	15%	100%	Not available	Not available
Providing value for your tax dollars	10%	44%	31%	15%	100%	Below the norm	Below the norm
Representing and providing for the needs of all its citizens	10%	45%	32%	14%	100%	Not available	Not available

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

© 2008 National Research Center, Inc.

Table 21: City Government Ratings Compared Over Time

How would you rate the Minneapolis City government on...	Year of Survey			
	2008	2005	2003	2001
The overall direction that the City is taking	61%	62%	NA	NA
Informing residents on major issues in the City of Minneapolis	58%	55%	42%	50%
Providing meaningful opportunities for citizens to give input on important issues	56%	55%	46%	NA
Representing and providing for the needs of all its citizens	55%	49%	47%	49%
Effectively planning for the future	54%	54%	41%	53%
Providing value for your tax dollars	54%	54%	53%	56%

Question wording differed between survey years. In 2003 and 2001, "Informing residents on major issues in the City of Minneapolis" was worded "Minneapolis City government on communicating with its citizens."
Grey shading notes statistically significant differences between 2008 and 2005. (Significant at p<.05.)

© 2008 National Research Center, Inc.

Discrimination

Nearly one in five respondents (17%) reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years.

Figure 32: Discrimination in Minneapolis Compared Over Time

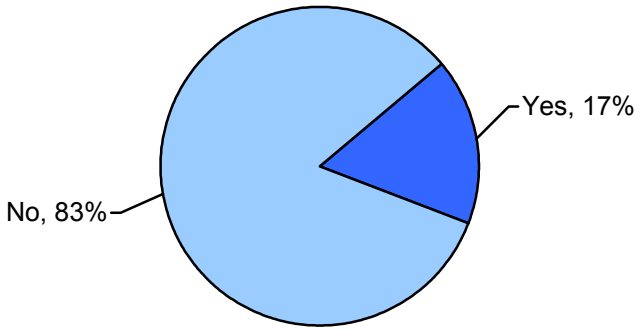
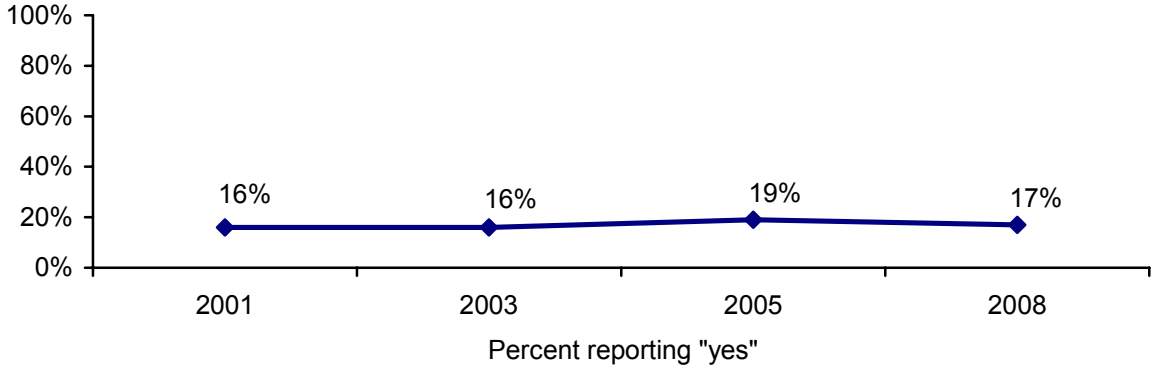


Figure 33: Discrimination in Minneapolis Compared Over Time



© 2008 National Research Center, Inc.

Of those who reported experiencing discrimination (N=543), 16% reported it was in getting a job or at work or that the situation arose in their neighborhood, 14% said that they experienced general discriminatory public statements, 11% said the incident arose in getting service in a restaurant or store and 8% said it was in dealing with the City. Responses were generally similar to 2005 reports of discrimination.

Table 22: Type of Situation Where Discrimination Was Experienced Compared Over Time

In what type of situation did you experience the discrimination?	Year of Survey			
	2008	2005	2003	2001
Getting a job, or at work	16%	18%	0%	0%
In my neighborhood	16%	15%	0%	0%
General public statements	14%	9%	0%	0%
Getting service in a restaurant or store	11%	11%	0%	0%
In dealing with the City	8%	12%	0%	0%
Getting housing	4%	1%	0%	0%
On public transportation (bus)	2%	2%	0%	0%
Other	30%	30%	0%	0%

"Other" responses were not recorded and not available for analysis.
This question was asked only of respondents who said they had experienced discrimination.
Question wording differed between survey years. In 2003 and 2001, the question was worded "Was the discrimination you faced in getting…?"

Of those respondents who experienced discrimination (N=543), about half (51%) reported the discrimination was due to race or color. Between 10% and 14% of respondents reported that the discrimination was because of their gender (10%), their age (11%) or their ethnic background or country of origin (14%). The proportion of respondents reporting an incident of discrimination due to race or color increased from 2005 (24%) to 2008 (51%), which was similar to responses given in 2003 (49%) and 2001 (51%). Reports of discrimination due to gender, economic status and social status decreased from 2005 to 2008.

Table 23: Reasons for Discrimination Compared Over Time

For what reason or reasons do you feel you were discriminated against?	Year of Survey			
	2008	2005	2003	2001
Race or color	51%	24%	49%	51%
Ethnic background or country of origin	14%	19%	5%	6%
Age	11%	4%	11%	11%
Gender	10%	20%	11%	12%
Economic status	5%	27%	10%	10%
Religion	5%	0%	2%	2%
Social status	4%	11%	4%	7%
Disability	4%	3%	4%	4%
Language or accent	3%	8%	1%	3%
Affectional preference	2%	0%	9%	7%
Marital status	1%	0%	0%	2%
Other	17%	28%	25%	18%

"Other" responses were not recorded and not available for analysis.
Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of respondents who said they had experienced discrimination.
Also, "affectional preference" was worded as "sexual orientation" in 2003 and 2001.

© 2008 National Research Center, Inc.

The 20 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Eleven respondents said that police were involved, three mentioned Public Works and two mentioned Community Planning. Four respondents gave "other" responses that could not be grouped with the pre-existing list of potential responses. The relative order of City departments mentioned as being responsible for discrimination changed from 2008 to 2005, however Police remains at the top of the list since 2003. This question was not asked in 2001.

Table 24: City Department Responsible for Discrimination Compared Over Time

Do you recall which City department was involved?	Year of Survey			
	2008	2005	2003	2001
Police	11	13	24	NA
Public Works	3	1	5	NA
Community Planning and Economic Development (CPED)	2	6	1	NA
City Attorney	0	0	0	NA
Fire	0	0	0	NA
Human Resources	0	5	1	NA
Inspections/Licensing	0	1	2	NA
Other	4	2	7	NA
Don't know	0	5	0	NA
Refused	0	0	0	NA
Total	20	33	40	NA

Please note: this table shows the total count of respondents instead of the percent of respondents, due to the low number of total respondents answering this question.
"Other" responses were not recorded and not available for analysis.
This question was asked only of the respondents who said they experienced discrimination "in dealing with the City."
Question wording differed between survey years (CPED is the successor to the MCDA).
This question was not asked on the 2001 questionnaire.

© 2008 National Research Center, Inc.