Minneapolis, MN

Resident Survey

Report of Results

Public Safety and Regulatory Services

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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 was the biggest challenge Minneapolis will face in the next five years, respondents most commonly mentioned issues related to public safety (44%), similar to previous years. City government was mentioned by 9% of respondents, similar to 2005 and less common than in 2003.

- 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 and few respondents strongly disagreed with each statement. The proportion of respondents agreeing that street lighting in their neighborhood was adequate increased from 2005 (79%) to 2008 (84%). When compared to jurisdictions across the nation, neighborhood safety was below average. National comparisons for other neighborhood qualities were not available.

- Phillips residents were less likely to agree that their neighborhood was a safe place to live or that people in their neighborhood look out for one another than residents living in other districts. Powderhorn residents were less likely to 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.

- Of the 19% of respondents (N=258) who reported never going Downtown or only going once or twice in the last year, 13% mentioned safety as a reason for avoiding Downtown Minneapolis, similar to 2005.

- Residents responding to the survey also 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 downtown safety and similar to 2005.

- Phillips and Southwest community planning district residents were least likely to report feeling safe in Downtown Minneapolis.

- When 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 and fewer (12%) reported contacting the fire department in the last two years. Police contact was down

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by six percentage points from 2005, while contact of 911 operators and the fire department was similar to 2005.

- 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%); many were satisfied with 911 operators (88%) and police department staff (81%). Satisfaction ratings for fire department staff were above the national average, while ratings for police department staff were similar to the national benchmark.

- 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%).

- Fire protection was rated most positively when survey participants were asked to rate their satisfaction with a variety of City services. Nearly all (97%) said they were satisfied or very satisfied with fire protection and emergency medical response in the city. About 9 in 10 (88%) respondents were satisfied or very satisfied with the City's disaster preparedness and animal control services, 85% were satisfied with police services and about three-quarters reported that they were satisfied with graffiti clean up in Minneapolis.

- Animal control services was rated higher than the national benchmark and when compared to select cities in NRC's database. Cleaning up graffiti was rated similarly to the national average. Fire protection and emergency medical response and police services were given lower ratings than the national average for each. Police services were rated similarly to ratings given in other select cities across the nation.

- Phillips and Powderhorn residents were less likely to give positive marks for graffiti clean up. Phillips residents tended to give lower ratings to police services and Near North respondents were less likely to give lower scores to fire protection and emergency medical response. Camden residents gave lower scores for animal control services. 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.

- Preparing for disasters and police services received higher ratings in 2008 than in 2005 and animal control services received lower ratings in 2008 than in 2005.

- At the top of the list of importance were: fire protection and emergency medical response (74% rating as extremely important) and police services (69%). Animal control services were thought to be less important by survey participants.

- Respondents to the 2008 survey were more likely to rate preparing for disasters and cleaning up graffiti as important than did 2005 survey respondents. Importance ratings for cleaning up graffiti has increased over time (40% in 2001 and 56% in 2008).

- Services that were rated higher in importance and lower in satisfaction were: police services.

- 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%).

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- 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 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 assessing the Minneapolis City Government on their 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.

- 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).

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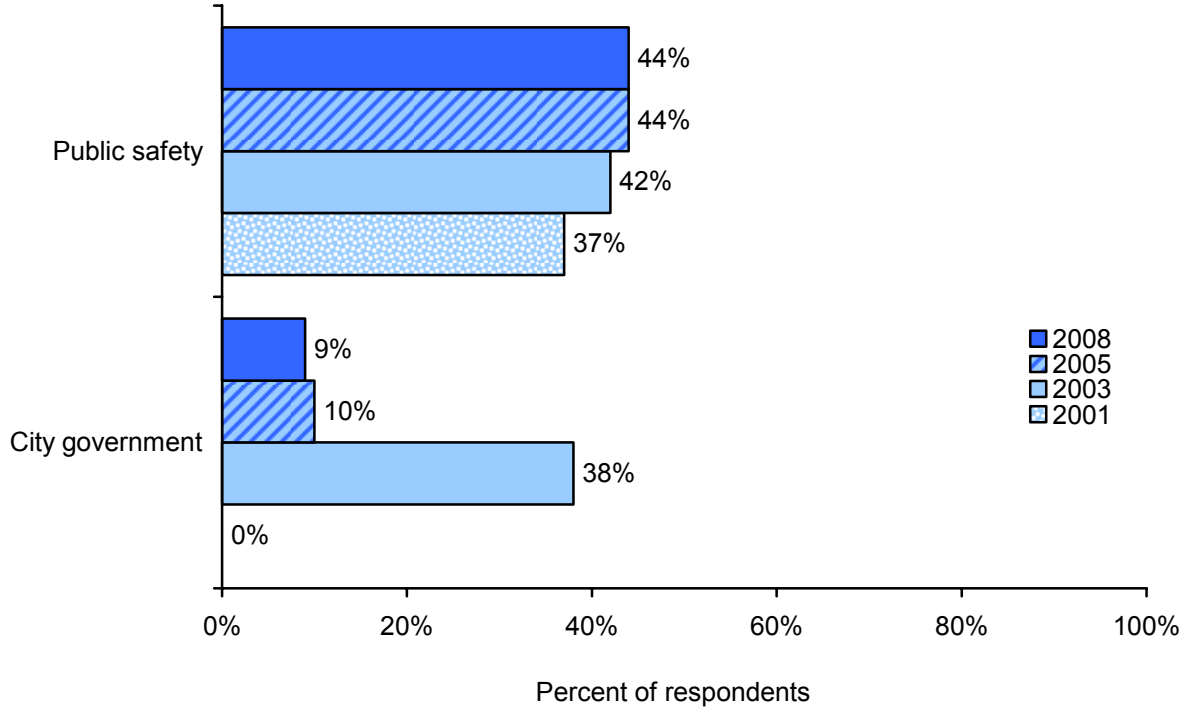
Summary of Findings

This document will include summaries about findings related to public safety and regulatory 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. The most commonly mentioned topic was public safety (44%), similar to previous years. City government was mentioned by 9% of respondents, similar to 2005 and less common than in 2003.

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



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Neighborhood Perception and 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 and few respondents strongly disagreed with each statement. The proportion of respondents agreeing that street lighting in their neighborhood was adequate increased from 2005 (79%) to 2008 (84%). When compared to jurisdictions across the nation, neighborhood safety was below average. National comparisons for other neighborhood qualities were not available. Comparisons to select cities from the database also were not available.

Phillips residents were less likely to agree that their neighborhood was a safe place to live or that people in their neighborhood look out for one another than residents living in other districts. Powderhorn residents were less likely to 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 1: Neighborhood Safety

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 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

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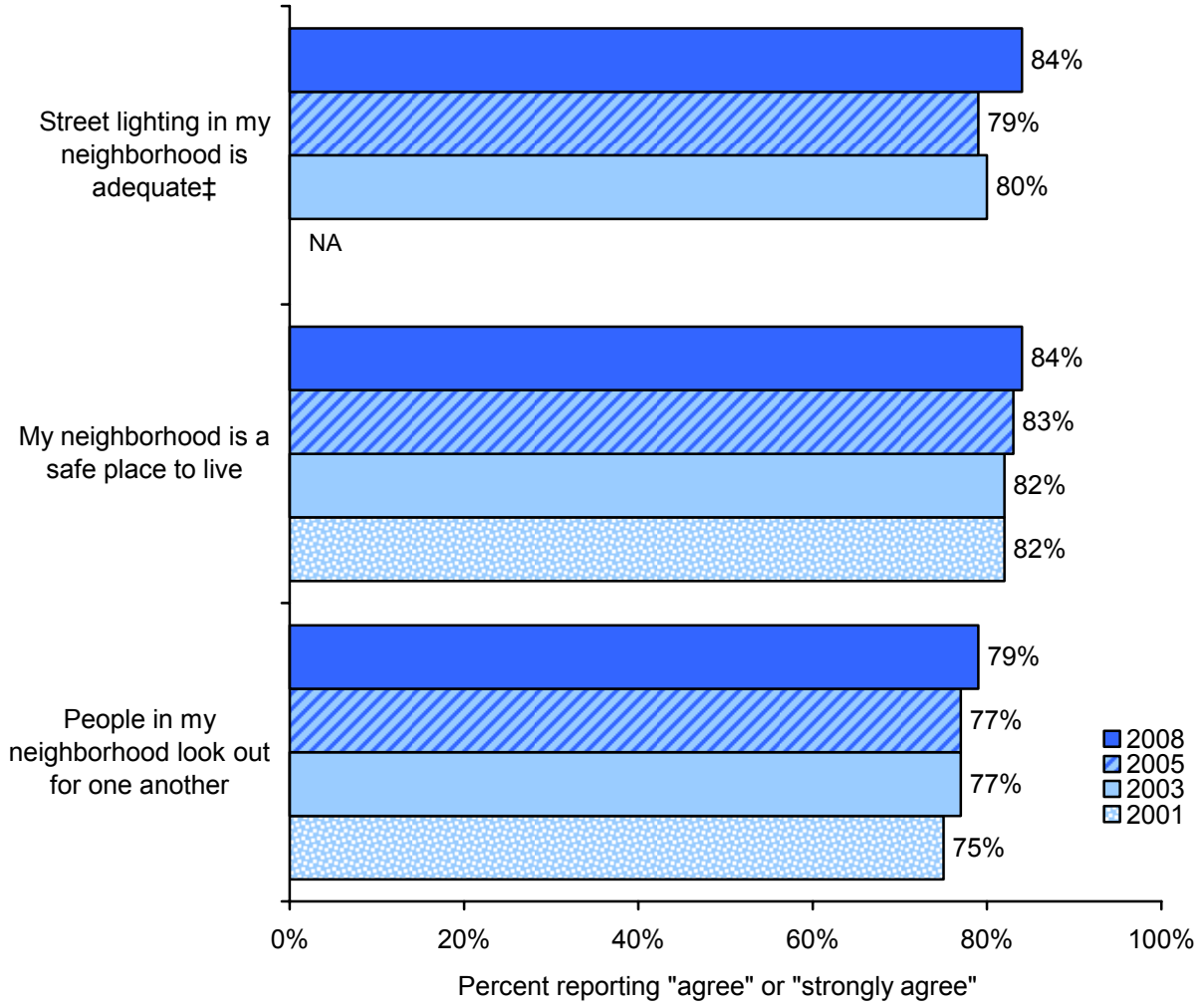
Figure 2: Neighborhood Safety Compared Over Time



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

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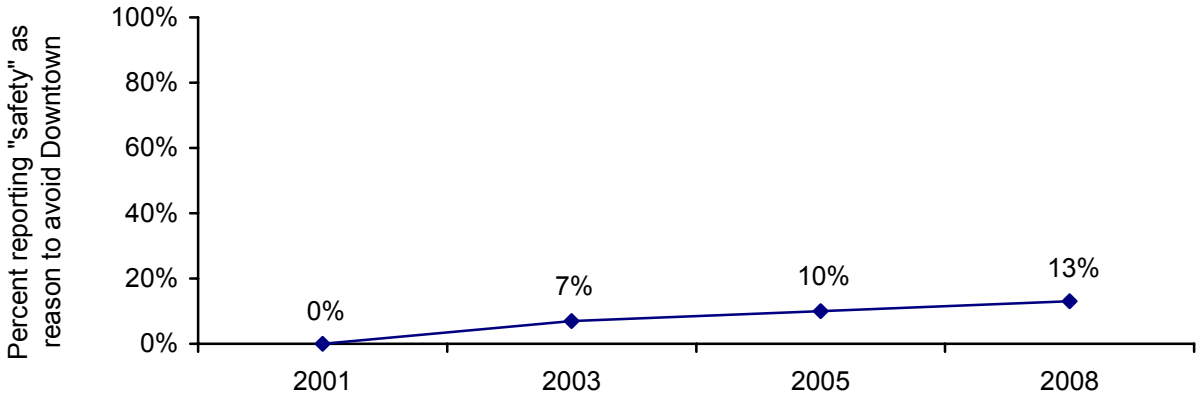
Downtown Usage and Image

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. Thirteen percent of respondents mentioned safety as a reason for avoiding Downtown Minneapolis, similar to 2005.

Figure 3: Safety as Reasons for Avoiding Downtown Minneapolis Compared Over Time



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

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Downtown Safety

Residents responding to the survey also 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 downtown safety.

The 2008 results were 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 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 or mode of travel. 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 4: Safety of Downtown Minneapolis

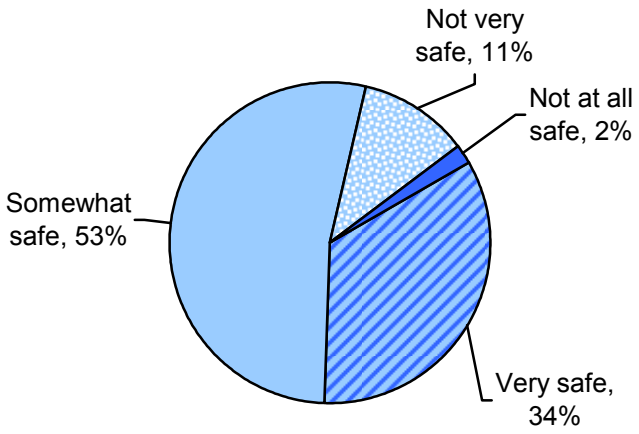
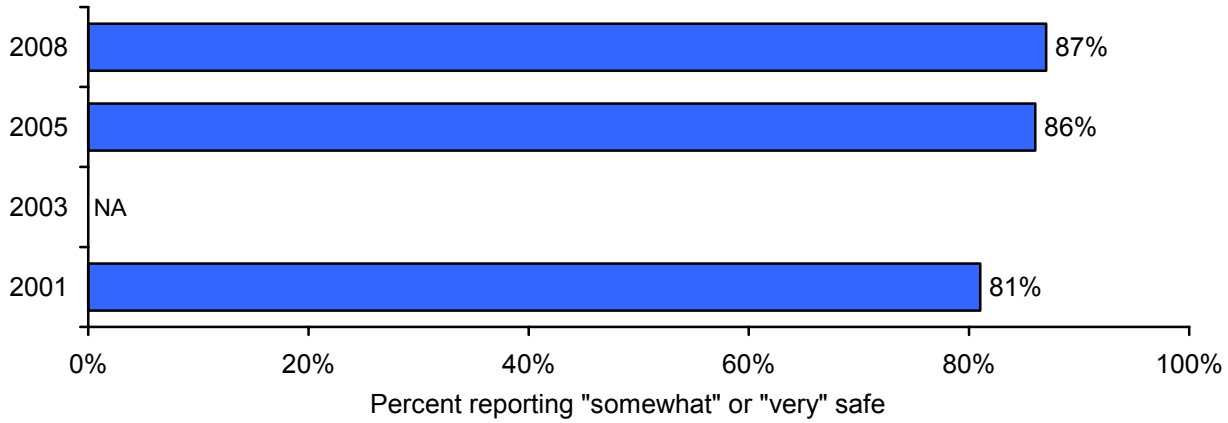


Figure 5: Safety of Downtown Minneapolis Compared Over Time



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.

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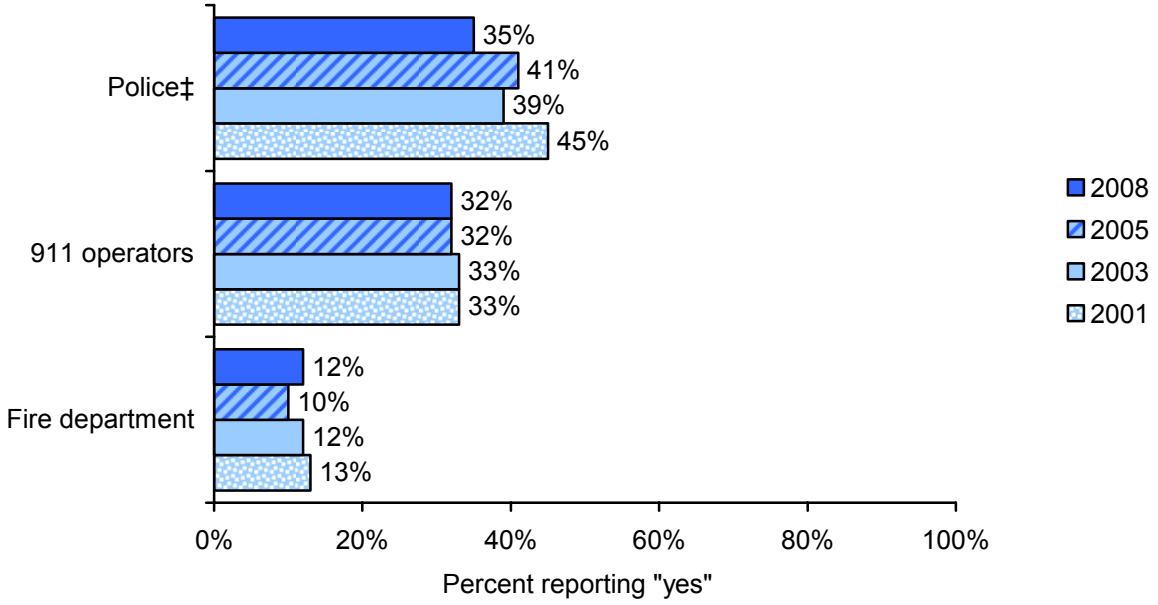
Contact with Emergency Services

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 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.

Table 2: 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%
The Fire department	12%	88%	100%

Figure 6: Contact with Emergency Services Compared Over Time



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

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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%). 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 was not available. Also, comparisons to ratings given by select cities were not available.

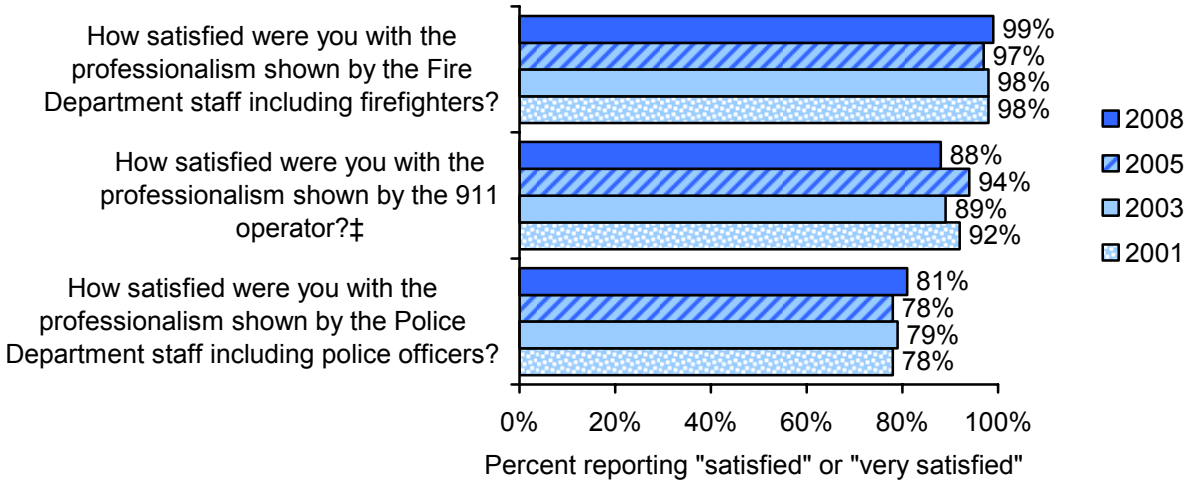
In general, ratings of emergency services have remained stable over time, except for satisfaction with 911 operators. A smaller proportion of 2008 respondents reported satisfaction with 911 operators (88% reporting that they were satisfied or very satisfied) than in 2005 (94%).

Table 3: 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 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

Figure 7: 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.)

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Satisfaction with City Services

Fire protection was rated most positively when survey participants were asked to rate their satisfaction with a variety of City services. Nearly all (97%) said they were satisfied or very satisfied with fire protection and emergency medical response in the city. About 9 in 10 (88%) respondents were satisfied or very satisfied with the City's disaster preparedness and animal control services, 85% were satisfied with police services and about three-quarters reported that they were satisfied with graffiti clean up in Minneapolis.

Animal control services was rated higher than the national benchmark and when compared to select cities in NRC's database. Cleaning up graffiti was rated similarly to the national average. Fire protection and emergency medical response and police services were given lower ratings than the national average for each. Police services were rated similarly to ratings given in other select cities across the nation.

Phillips and Powderhorn residents were less likely to give positive marks for graffiti clean up. Phillips residents tended to give lower ratings to police services and Near North respondents were less likely to give lower scores to fire protection and emergency medical response. Camden residents gave lower scores for animal control services. 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.

Preparing for disasters and police services received higher ratings in 2008 than in 2005 and animal control services received lower ratings in 2008 than in 2005.

Table 4: Public Safety and Regulatory 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
Fire protection and emergency medical response	30%	67%	3%	0%	100%	Below the norm	Not available
Preparing for disasters	15%	72%	11%	2%	100%	Not available	Not available
Police services	18%	68%	12%	3%	100%	Below the norm	Similar to the norm
Animal control services	14%	74%	10%	2%	100%	Above the norm	Above the norm
Cleaning up graffiti	12%	65%	20%	3%	100%	Similar to the norm	Not available

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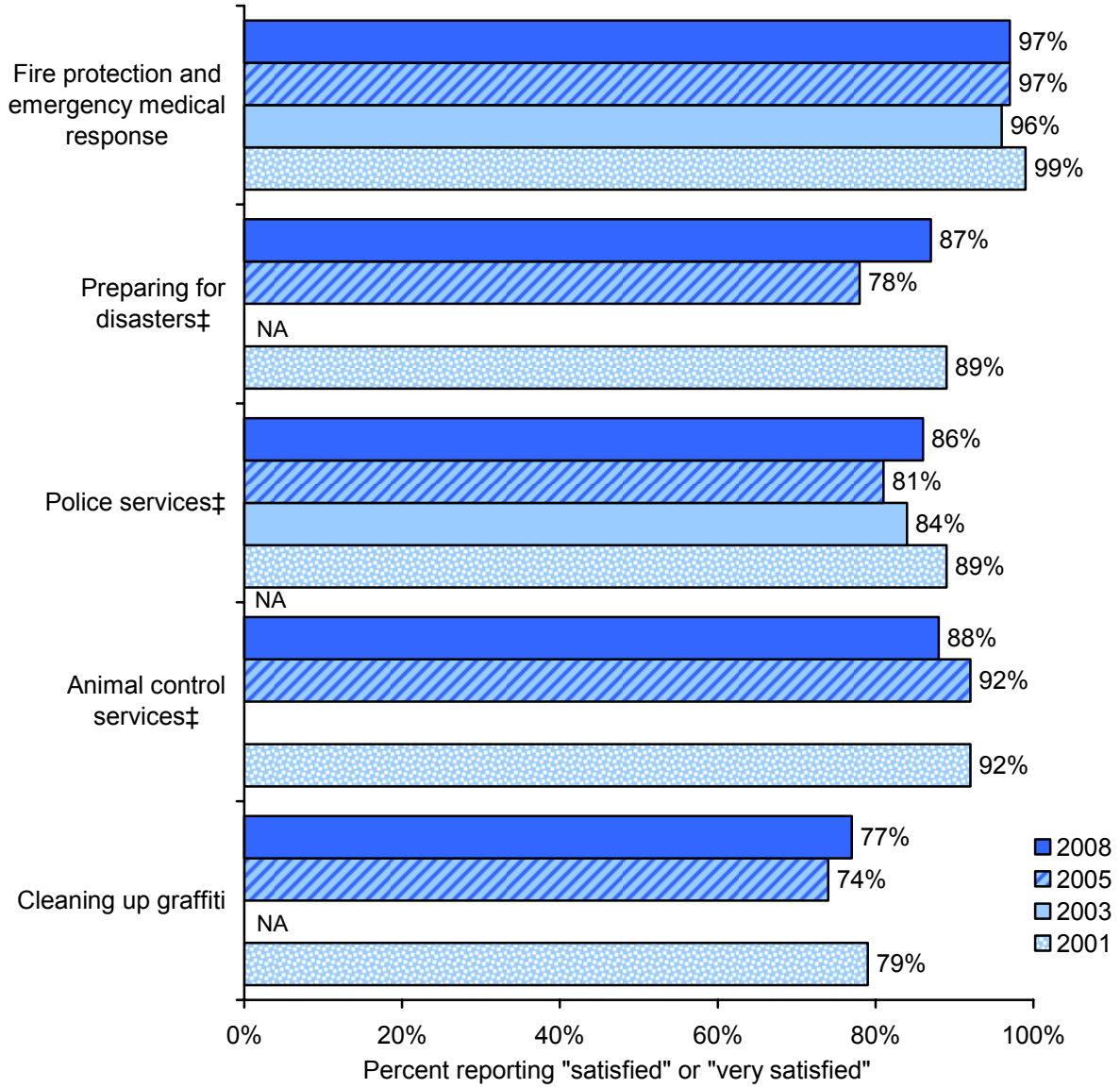
Figure 8: Public Safety and Regulatory Services Quality Ratings Compared Over Time



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 were: fire protection and emergency medical response (74% rating as extremely important) and police services (69%). Animal control services were thought to be less important by survey participants.

Respondents to the 2008 survey were more likely to rate preparing for disasters and cleaning up graffiti as important than did 2005 survey respondents. Importance ratings for cleaning up graffiti has 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 5: Public Safety and Regulatory 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%
Preparing for disasters	46%	27%	20%	5%	2%	100%
Cleaning up graffiti	31%	25%	26%	11%	6%	100%
Animal control services	26%	23%	32%	14%	4%	100%

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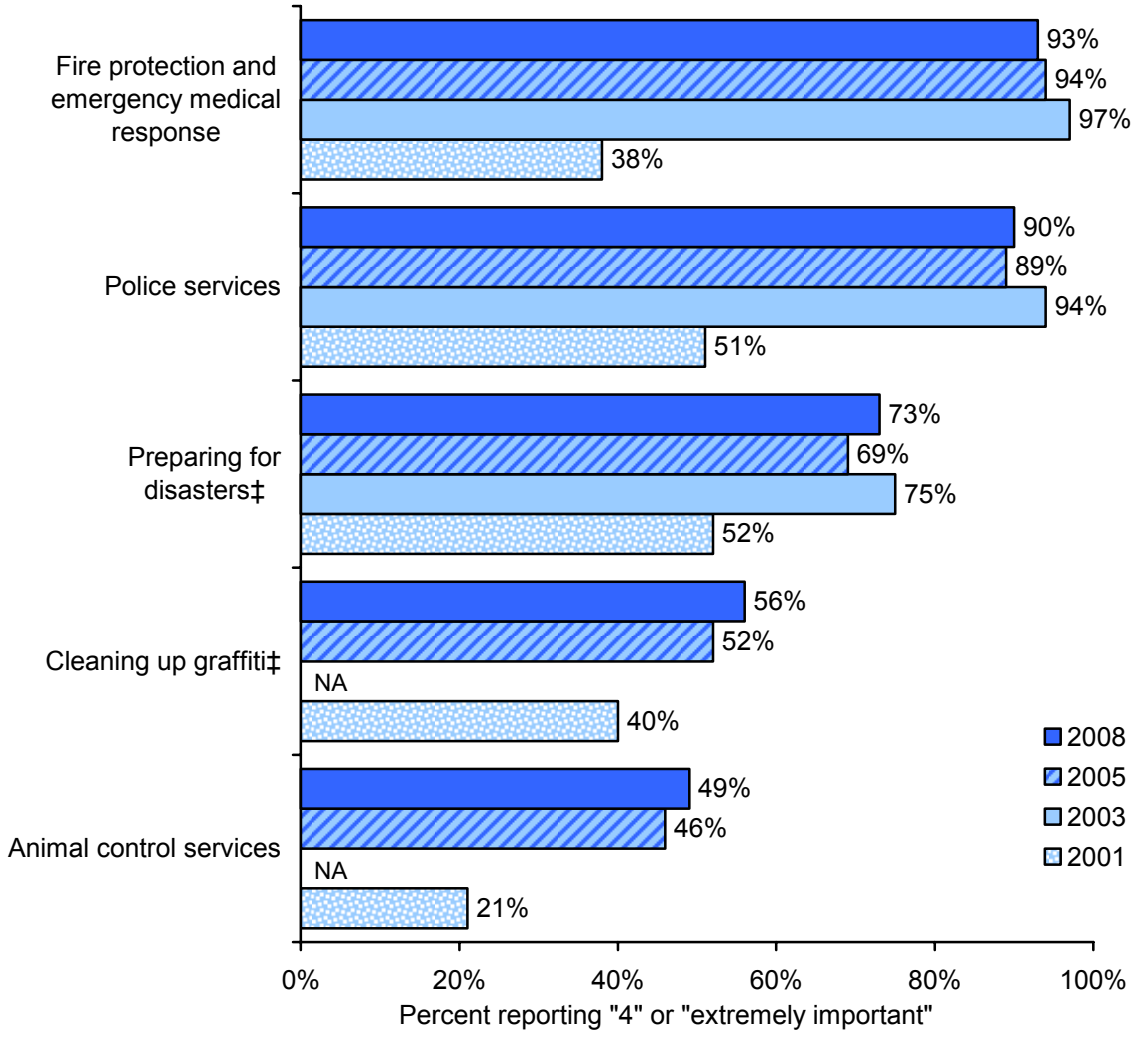
Figure 9: Public Safety and Regulatory Services Importance Ratings Compared Over Time



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

Services that were rated higher in importance and lower in satisfaction were: police services.

Services which were categorized as higher in importance and higher in satisfaction were: fire protection and emergency medical response.

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

Services that were rated lower in importance and lower in satisfaction were: cleaning up graffiti.

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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 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 assessing the Minneapolis City Government on their 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.*)

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).

Table 6: City Government Ratings

How would you rate the Minneapolis City Government on...	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
The overall direction that the City is taking	12%	49%	28%	11%	100%	Below the norm	Below the norm
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
Representing and providing for the needs of all its citizens	10%	45%	32%	14%	100%	Not available	Not available
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

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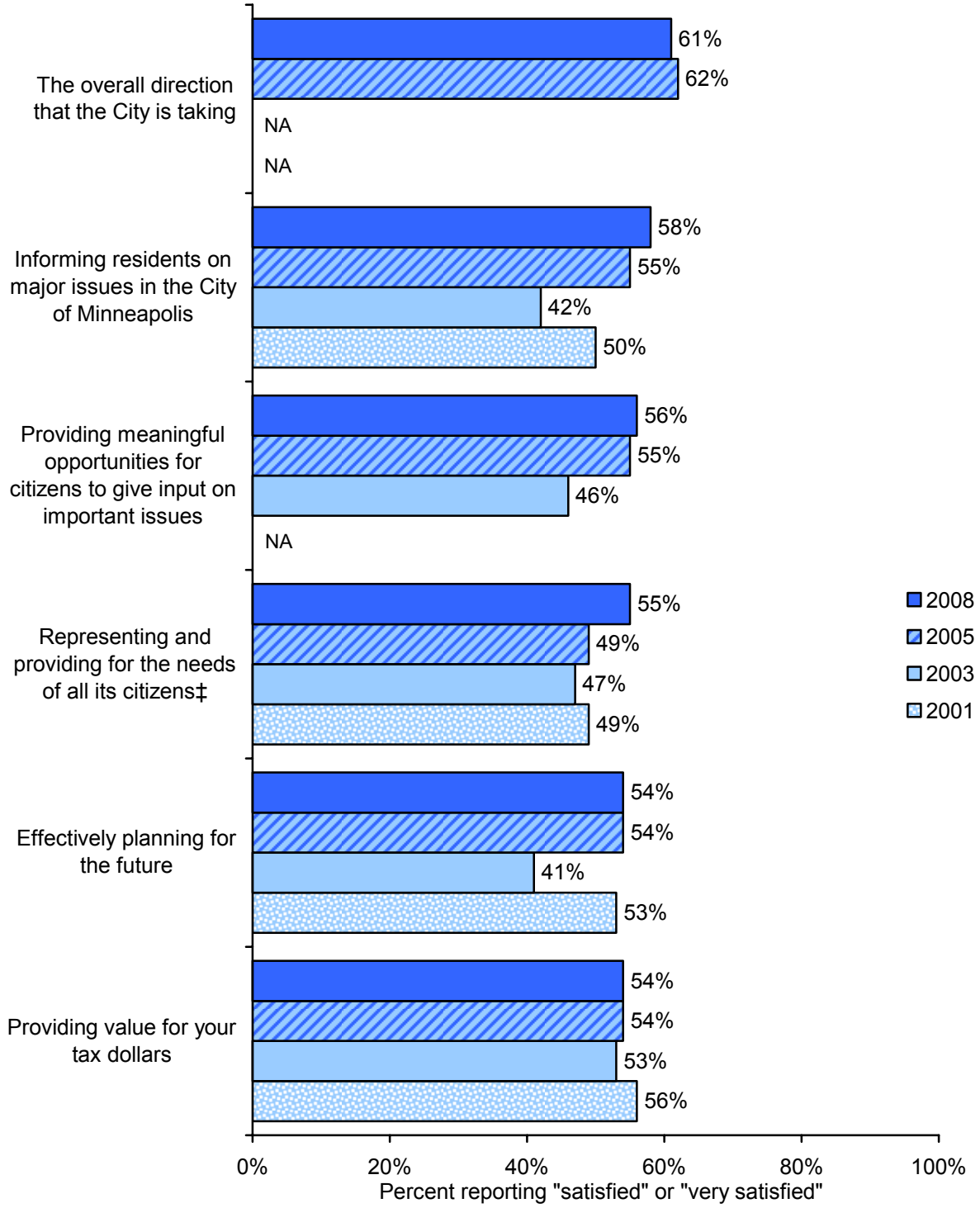
Figure 10: City Government Ratings Compared Over Time



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."
‡ Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)

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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. Eleven respondents said that police were involved and no one mentioned fire. 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 7: Public Safety and Regulatory Services 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
Fire	0	0	0	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 asked only of the respondents who said they experienced discrimination "in dealing with the City.
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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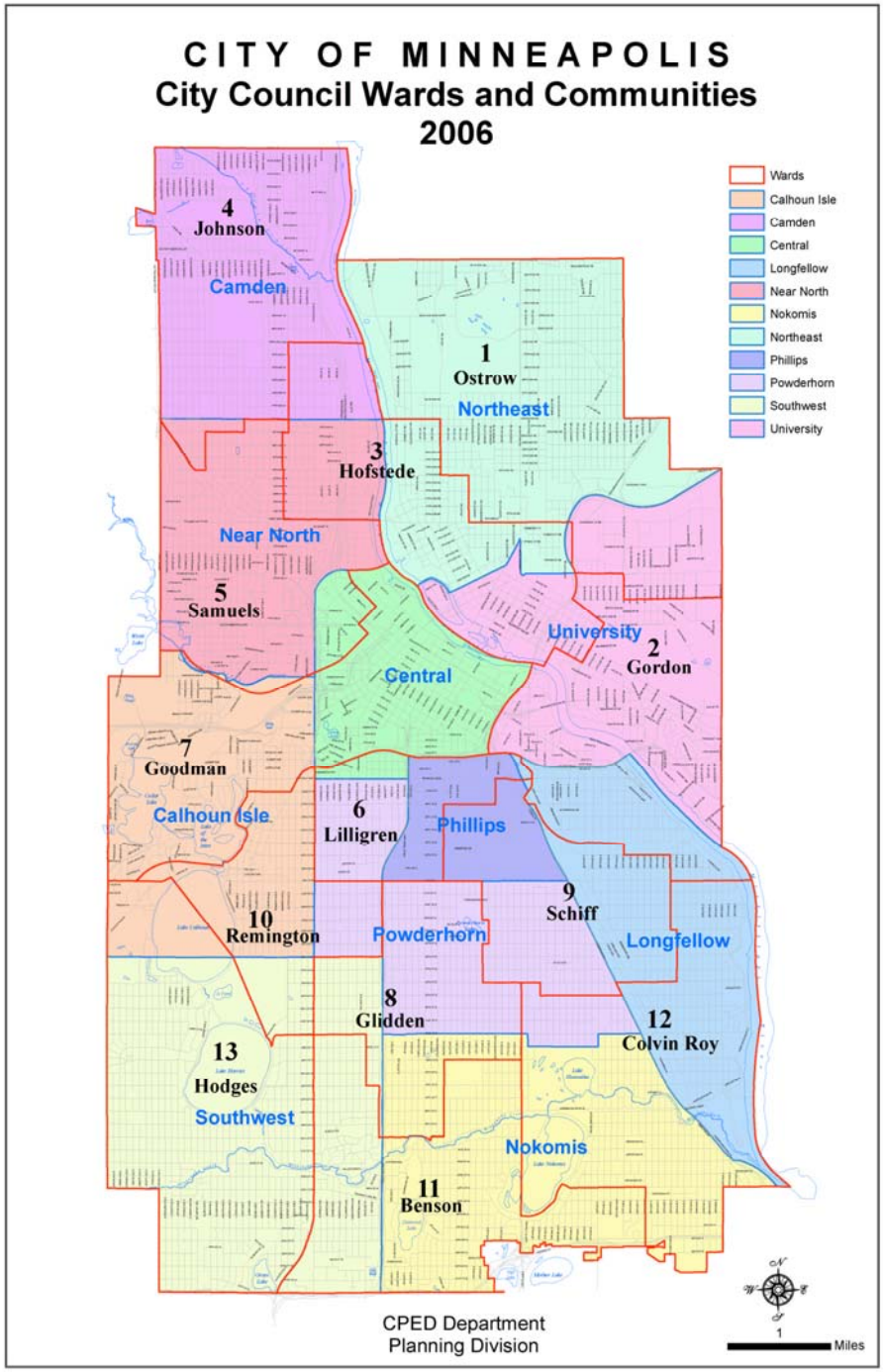
Appendix II: Crosstabulations of Select Survey Questions

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 5 by Community Planning District

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
People in my neighborhood look out for one another	87%	63%	68%	87%	68%	93%	83%	47%	82%	93%	77%	80%
My neighborhood is a safe place to live	95%	65%	80%	89%	60%	96%	91%	52%	79%	97%	92%	84%
Street lighting in my neighborhood is adequate	95%	79%	89%	86%	72%	94%	87%	75%	69%	90%	85%	84%

Percent reporting "agree" or "strongly agree"

Question 7 by Community Planning District

	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
In general, how safe do you feel in downtown Minneapolis?	91%	89%	83%	89%	87%	95%	89%	77%	93%	79%	91%	88%

Percent reporting "somewhat safe" or "very safe"

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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											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Preparing for disasters	91%	82%	94%	89%	80%	94%	89%	79%	85%	89%	89%	88%
Cleaning up graffiti	80%	81%	76%	73%	73%	82%	85%	67%	64%	75%	90%	76%
Police services	88%	77%	93%	88%	76%	88%	92%	66%	81%	89%	87%	85%
Fire protection and emergency medical response	99%	99%	97%	100%	92%	97%	95%	94%	94%	100%	98%	97%
Animal control services	94%	72%	89%	85%	78%	92%	88%	87%	92%	96%	95%	88%

Percent reporting "satisfied" or "very satisfied"

Question 23 by Community Planning District

How would you rate the Minneapolis City Government on...?	Community District											
	Calhoun-Isle	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Informing residents on major issues in the City of Minneapolis	53%	51%	55%	57%	55%	63%	65%	51%	57%	69%	60%	59%
Representing and providing for the needs of all its citizens	56%	43%	47%	43%	49%	63%	67%	49%	52%	61%	60%	55%
Effectively planning for the future	57%	44%	56%	55%	49%	64%	54%	57%	49%	60%	56%	55%
Providing value for your tax dollars	55%	45%	52%	47%	48%	58%	56%	52%	57%	64%	53%	55%
Providing meaningful opportunities for citizens to give input on important issues	52%	45%	50%	52%	59%	63%	57%	43%	55%	71%	55%	57%
The overall direction that the City is taking	57%	54%	55%	56%	52%	60%	67%	54%	62%	69%	68%	61%

Percent reporting "good" or "very good"

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Sociodemographic Comparisons

Question 5 by Gender, Age, Race and Ethnicity

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	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
People in my neighborhood look out for one another	68%	81%	84%	76%	84%	85%	79%	83%	69%	79%	83%	79%	79%
My neighborhood is a safe place to live	82%	88%	81%	86%	79%	86%	84%	87%	78%	84%	76%	85%	84%
Street lighting in my neighborhood is adequate	82%	86%	92%	81%	79%	88%	84%	87%	76%	84%	63%	86%	84%

Percent reporting "agree" or "strongly agree"

Question 5 by Length of Residency, Housing Tenure, Income

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	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
People in my neighborhood look out for one another	75%	83%	76%	82%	79%	86%	71%	79%	67%	79%	91%	78%
My neighborhood is a safe place to live	85%	84%	86%	83%	84%	86%	83%	84%	75%	84%	93%	83%
Street lighting in my neighborhood is adequate	84%	78%	85%	86%	84%	87%	80%	84%	81%	85%	84%	84%

Percent reporting "agree" or "strongly agree"

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Question 11 by Gender, Age, Race and Ethnicity

	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
In general, how safe do you feel in downtown Minneapolis?	91%	89%	78%	89%	83%	87%	87%	87%	86%	87%	86%	87%	87%

Percent reporting "somewhat safe" or "very safe"

Question 11 by Gender, Age, Race and Ethnicity

	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
In general, how safe do you feel in downtown Minneapolis?	89%	86%	89%	86%	87%	89%	85%	87%	86%	87%	92%	88%

Percent reporting "somewhat safe" or "very safe"

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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
Preparing for disasters	88%	87%	87%	87%	90%	88%	88%	89%	84%	87%	80%	88%	87%
Cleaning up graffiti	75%	82%	77%	70%	78%	78%	77%	78%	74%	77%	69%	78%	77%
Police services	82%	87%	89%	84%	86%	89%	86%	89%	77%	86%	82%	86%	86%
Fire protection and emergency medical response	95%	97%	99%	97%	97%	99%	97%	98%	94%	97%	92%	98%	97%
Animal control services	85%	88%	94%	89%	86%	91%	88%	90%	84%	88%	84%	89%	88%

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
Preparing for disasters	89%	89%	85%	87%	87%	88%	88%	88%	81%	90%	90%	87%
Cleaning up graffiti	75%	75%	83%	76%	77%	77%	76%	77%	75%	77%	77%	76%
Police services	83%	86%	87%	87%	86%	88%	83%	85%	81%	86%	89%	85%
Fire protection and emergency medical response	96%	96%	98%	98%	97%	98%	96%	97%	94%	98%	99%	97%
Animal control services	89%	86%	88%	88%	88%	88%	88%	88%	83%	89%	92%	88%

Percent reporting "satisfied" or "very satisfied"

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Question 23 by Gender, Age, Race and Ethnicity

How would you rate the Minneapolis City Government on...?	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
Informing residents on major issues in the City of Minneapolis	59%	63%	56%	52%	58%	60%	58%	61%	52%	58%	58%	59%	58%
Representing and providing for the needs of all its citizens	57%	56%	59%	52%	55%	49%	55%	58%	49%	55%	54%	55%	55%
Effectively planning for the future	49%	56%	55%	50%	59%	58%	54%	55%	51%	54%	49%	55%	54%
Providing value for your tax dollars	54%	50%	52%	57%	57%	54%	54%	58%	46%	55%	50%	55%	55%
Providing meaningful opportunities for citizens to give input on important issues	53%	57%	59%	54%	58%	62%	56%	61%	48%	57%	48%	57%	57%
The overall direction that the City is taking	65%	62%	53%	58%	62%	59%	60%	63%	57%	61%	55%	61%	61%

Percent reporting "good" or "very good"

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Question 23 by Length of Residency, Housing Tenure, Income

How would you rate the Minneapolis City Government on...?	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
Informing residents on major issues in the City of Minneapolis	62%	57%	55%	58%	58%	63%	53%	58%	54%	56%	70%	58%
Representing and providing for the needs of all its citizens	57%	55%	51%	56%	55%	57%	52%	55%	54%	52%	61%	54%
Effectively planning for the future	60%	48%	48%	57%	54%	56%	52%	54%	54%	52%	63%	54%
Providing value for your tax dollars	58%	48%	59%	52%	54%	56%	53%	55%	48%	54%	61%	54%
Providing meaningful opportunities for citizens to give input on important issues	60%	54%	51%	58%	56%	61%	51%	57%	52%	55%	66%	56%
The overall direction that the City is taking	64%	62%	57%	60%	61%	62%	59%	61%	55%	59%	74%	60%

Percent reporting "good" or "very good"

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Appendix III: Complete Set of Frequencies

The following pages contain a complete set of survey frequencies for questions related to public safety and regulatory 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 5							
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	**Strongly agree**	**Agree**	**Disagree**	**Strongly disagree**	**Don't know**	**Refused**	**Total**
People in my neighborhood look out for one another	21%	56%	17%	3%	3%	0%	100%
My neighborhood is a safe place to live	19%	65%	13%	2%	1%	0%	100%
Street lighting in my neighborhood is adequate	21%	63%	13%	3%	1%	0%	100%

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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

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

Question 17					
Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with…?	**Yes**	**No**	**Don't know**	**Refused**	**Total**
The Fire department	12%	87%	0%	0%	100%
Police	35%	65%	0%	0%	100%
911 operators	32%	68%	0%	0%	100%

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

Respondents were only asked these questions if they reported having contact with each in the past two years.
Fire: N=168
Police: N=428
911 operators: N=394

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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**
Preparing for disasters	11%	53%	8%	1%	26%	1%	100%
Cleaning up graffiti	11%	58%	18%	3%	10%	0%	100%
Police services	17%	64%	11%	3%	5%	0%	100%
Fire protection and emergency medical response	27%	59%	2%	0%	12%	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**
Preparing for disasters	2%	5%	20%	27%	45%	2%	0%	100%
Cleaning up graffiti	6%	11%	26%	25%	31%	2%	0%	100%
Police services	1%	2%	6%	21%	69%	1%	0%	100%
Fire protection and emergency medical response	1%	1%	5%	19%	73%	1%	0%	100%

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

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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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