



2005 Resident Survey

Health, Energy and Environment Results

Full results available at www.ci.minneapolis.mn.us

Early March 2006

This bar highlights important information about the results. It also identifies issues related to health, energy and environment.

Resident Satisfaction Surveys are important context to the City's planning efforts.

The 2005 survey includes 1,277 responses. The response rate was 25%.

The 2005 survey was the third the City has commissioned.

Purpose, Methods and Respondent Demographics

The City of Minneapolis uses the Minneapolis Resident Survey as a key element in its effort to engage people in City government. The City conducts surveys of its residents on a regular basis to get their perspectives about the quality of service the City provides.

The City uses results from the survey to:

- Measure satisfaction with City services and perceptions about key quality of life indicators.
- Gather information on priorities, which will inform the City-wide strategic planning/goal setting process as well as departments' business planning efforts.
- Gauge the need for services, residents' expectations regarding service levels and people's willingness to pay for the service or any enhancements.
- Compare results with the previous survey results, which helps track City departments' performance.

The City contracted with National Research Center, Inc. to conduct a community wide resident survey. This is the third time the City has undertaken a random sample telephone survey.

- The 2005 Resident Survey was administered by telephone to a representative sample of Minneapolis residents from November 11, 2005 to January 25, 2006.
- A total of 1,277 surveys were completed.
- At least 105 interviews were completed with respondents in each of the 11 community planning districts.
- Surveys were conducted in multiple languages.
- Survey results were weighted by sex, age and ownership status to better represent the community.
- The overall response rate was 25%.

Of the 1,277 respondents:

- 28% lived in Minneapolis for 5 years or less
- 54% own their residence
- 75% reported that a car was their primary mode of transportation
- 37% were ages 35-57
- 30% were people of color

Respondents were asked their opinions on major challenges facing the City, importance of City services, satisfaction with City services and other general perceptions of the City.

Comparing Survey Results

This survey is the first time the City has compared its survey results to other cities as part of the report of results.

It is important to recognize the difference between a rating and a rank when viewing the comparative data.

An average rating of 70 for service quality is at the “good” mark on a 100-point scale that goes from “very good” to “poor.” Few services actually receive ratings as high as 70 on the scale, in part, because certain kinds of services tend to be thought less well of by residents in many communities across the country. Police protection tends to be better received than pothole repair by residents of most American cities. 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.

Because this survey was the third in a series of resident surveys, the results will be presented along with earlier evaluations where possible. Survey results from past surveys and surveys conducted in other cities, in most cases, have been converted to a 100-point scale to allow for easier and fairer comparisons. For comparison by year, results are statistically significant if there is a difference of plus or minus four percentage points and plus or minus three points around average ratings on a 100-point scale.

About the National Database

NRC’s database includes the results from citizen surveys conducted in hundreds of jurisdictions across the United States. These are public opinion polls answered by hundreds of thousands of residents around the country. We have recorded, analyzed and stored responses to thousands of survey questions dealing with resident perceptions about the quality of community life and public trust and residents’ report of their use of public facilities. Respondents to these surveys are intended to represent over 50 million Americans.

Jurisdictions use the comparisons to the national database to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, to measure local government performance. It is true that you cannot simply take a given result from one survey and compare it to the result from a different survey. NRC principals have pioneered and reported their methods for converting all survey responses to the same scale. Because scales responses will differ among types of survey questions, NRC statisticians have developed statistical algorithms, which adjust question results based on many characteristics of the question, its scale and the survey methods. All results are then converted to a common scale with a minimum score of 0 (equaling the lowest possible rating) to a maximum score of 100 (equaling the highest possible rating). We then can provide a comparison that not only controls for question differences, but also controls for differences in types of survey methods.

Summary of Comparison Terms

The national database includes the results from citizen surveys conducted in hundreds of jurisdictions across the United States. The results have been converted to a common scale, controlling for question differences and differences in types of survey methods.

-Rank: Minneapolis’s order among jurisdictions where a similar question was asked.

-Number of jurisdictions: Jurisdictions that asked a similar question.

-Percentile: Similar to rank, the percentile indicates the distance of the Minneapolis rating from the top rating. A percentile indicates the percent of jurisdictions with identical or lower ratings.

-Comparison: 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. For ratings that are above or below this average, the approximate point difference is indicated as well.

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 Minneapolis¹, when available.

The aforementioned comparisons are provided when similar questions are included in NRC’s database and there are at least five other jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first is the rank assigned to Minneapolis’s rating among jurisdictions where a similar question was asked. The second is the number of jurisdictions that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (5th highest out of 25 jurisdictions’ results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of jurisdictions with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Minneapolis’s rating is equal to or better than 80% of the ratings from other jurisdictions. Conversely, 20% of the jurisdictions where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: “above the average,” “below the average” or “similar to the average.” 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. Please note that percentage points in tables and charts may not always add to 100% due to rounding or the respondents having the option to select more than one answer.

Example of Converting Responses to the 100-point Scale

How do you rate the City as a place to live?

Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	36%	= $36 \div (100-5) =$	38%	100	= $38\% \times 100 =$	38
Good	42%	= $42 \div (100-5) =$	44%	67	= $44\% \times 67 =$	30
Only Fair	12%	= $12 \div (100-5) =$	13%	33	= $13\% \times 33 =$	4
Poor	5%	= $5 \div (100-5) =$	5%	0	= $5\% \times 0 =$	0
Don’t know	5%		--			
Total	100%		100%			72

Read this example – it will help in your interpretation of the results later on in this summary.

80% of respondents rated the City and their neighborhoods as good or very good.

Summary of Results

How did the respondents perceive the Quality of Life in Minneapolis?

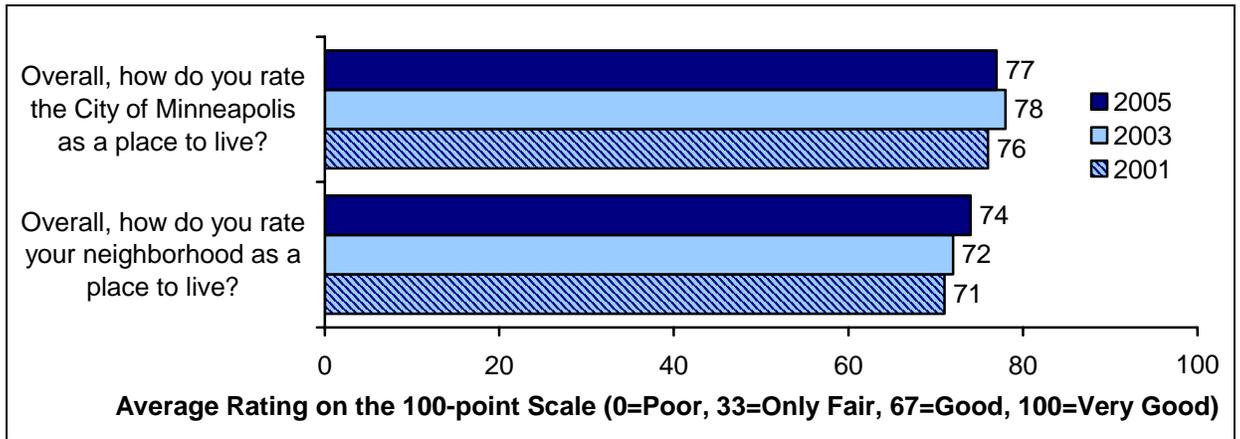
When respondents were asked to rate Minneapolis and their neighborhood as places to live, more than 80% reported each was good and two in five respondents rated each as “very good.” This result has been relatively consistent over time.

These ratings were converted to a 100-point scale where zero represents “poor” and 100 represents “very good.” Both quality of life characteristic received an average rating of about 75, or better than “good.” When compared to ratings from previous survey years, the average rating for Minneapolis as a place to live was similar to 2003 and 2001 ratings, while the average rating for neighborhood as a place to live continues to increase.

¹The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

Ratings for overall quality of life differed among neighborhoods – the low was a rating of 61 in Near North up to a high of 85 in Southwest.

Quality of Life



Quality of Life Ratings: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
City of Minneapolis as a place to live?	77	90	182	51%	Similar to the average
Neighborhood as a place to live?	74	80	102	23%	3-9 Points Below the average

Several conditions may have influenced the results during the time when the survey was in the field, including:

- City-wide Elections
- Aftermath of Hurricane Katrina
- Distribution of Truth in Taxation Statements
- Holiday seasons
- Little snow

When compared to the overall national data base, quality of life information Minneapolis in the survey is similar to the average for City-wide quality of life, but below the average for neighborhood ratings.

When compared to selected cities, the comparisons are more favorable.

40% of Latinos compared to 21% of non-Latinos and 27% people of color compared to 21% of whites thought that Minneapolis had gotten better as a place to live.

The top three challenges: Public Safety, Education, and Transportation.

Quality of Life Ratings: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities
City of Minneapolis as a place to live?	77	2	7	86%	3-9 Points Above the average
Neighborhood as a place to live?	74	NA	NA	NA	NA

*Among cities that asked the question.

What challenges did respondents identify for the City over the next five years?

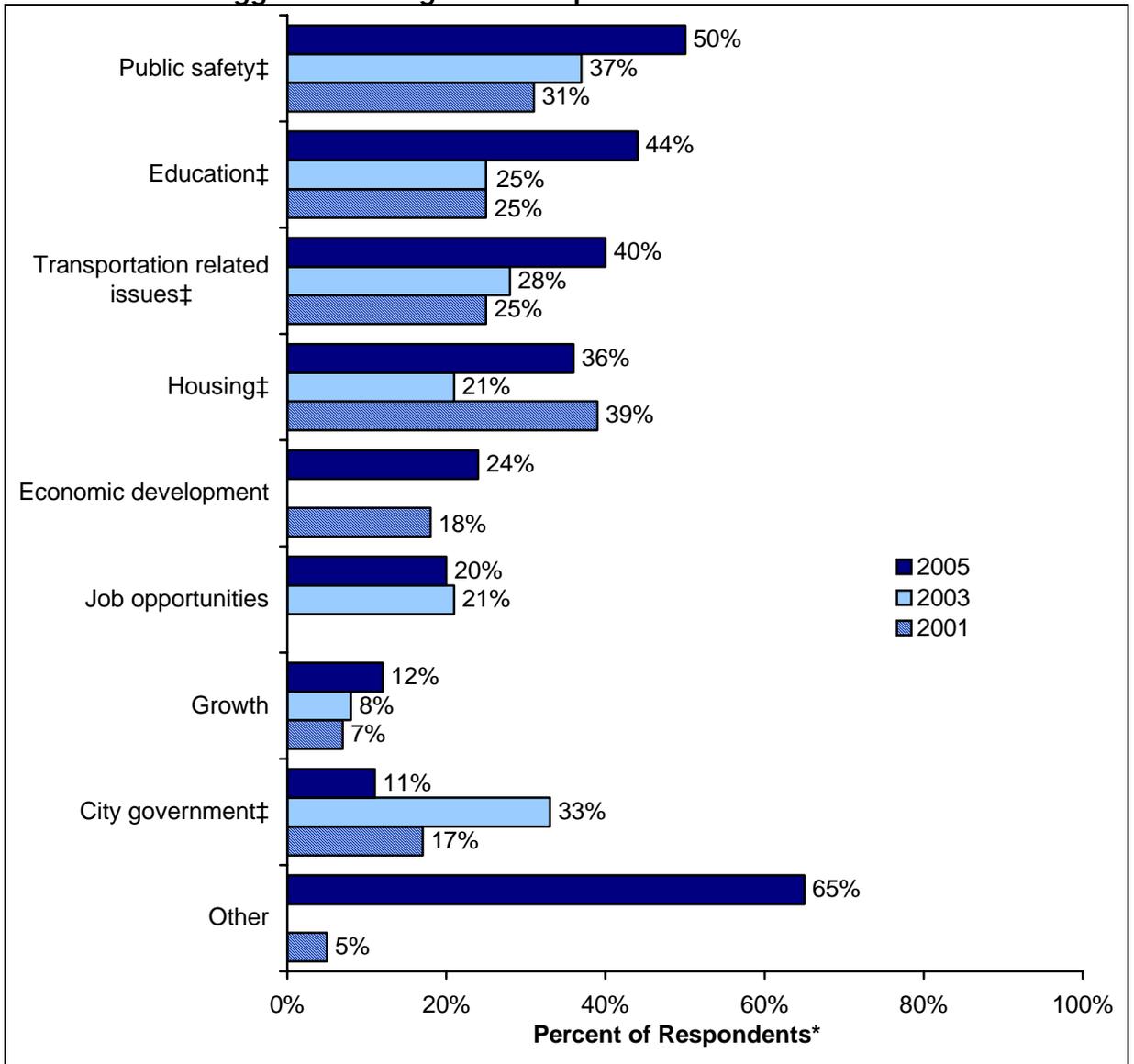
Respondents were asked what they felt were the three biggest challenges Minneapolis will face in the next five years (see Figure: Three Biggest Challenges Minneapolis Will Face in the Next Five Years on the following page). The top four unprompted answers were public safety (50%), education (44%), transportation related issues (40%) and housing (36%). Economic development (24%) and job opportunities (20%) were mentioned by at least one in five respondents. Many respondents mentioned "other" items that could not be coded into a specific category.

When compared to previous years, most of the items mentioned were stated by a similar percentage of respondents or higher in 2005 than in 2003 and 2001. However, City government was a response given by a significantly smaller proportion of respondents in the current survey year than in 2003 (11% versus 33%, respectively). Although growth was mentioned by a higher proportion of respondents in 2005 than in previous years, only 12% of respondents mentioned it as one of the three biggest challenges facing the City. Public safety was at the top of the list in 2005 and 2003 and second in 2001.

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; "economic development – job creation/unemployment" in 2001 versus "economic development" in 2003 and 2005.

These challenges were identified by the respondents in this open ended question.

Three Biggest Challenges Minneapolis Will Face in the Next Five Years



-“Other” responses were not recorded and not available for analysis.

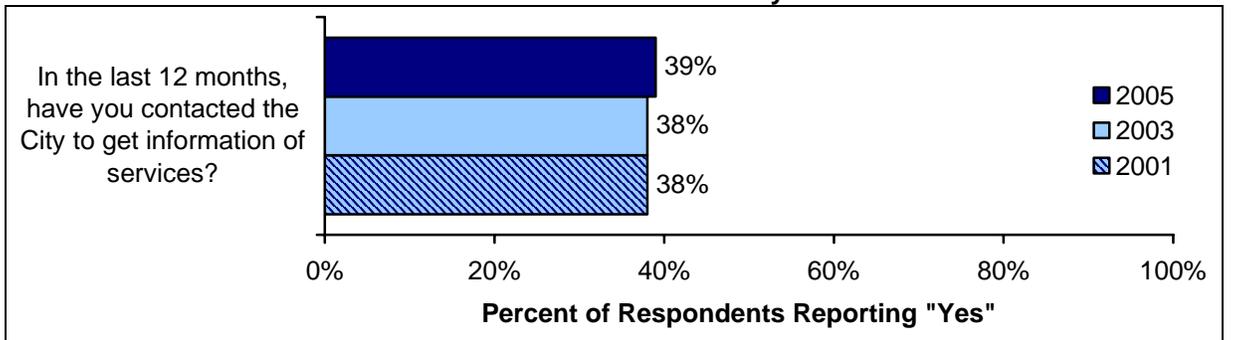
*Total may exceed 100% as respondents were able to choose more than one response.

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

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 2005 as in previous survey years (38% and 38%, respectively).

Contact with the City



In the past year, almost 40% of the respondents had been in contact with the City, consistent with prior years.

City Employees

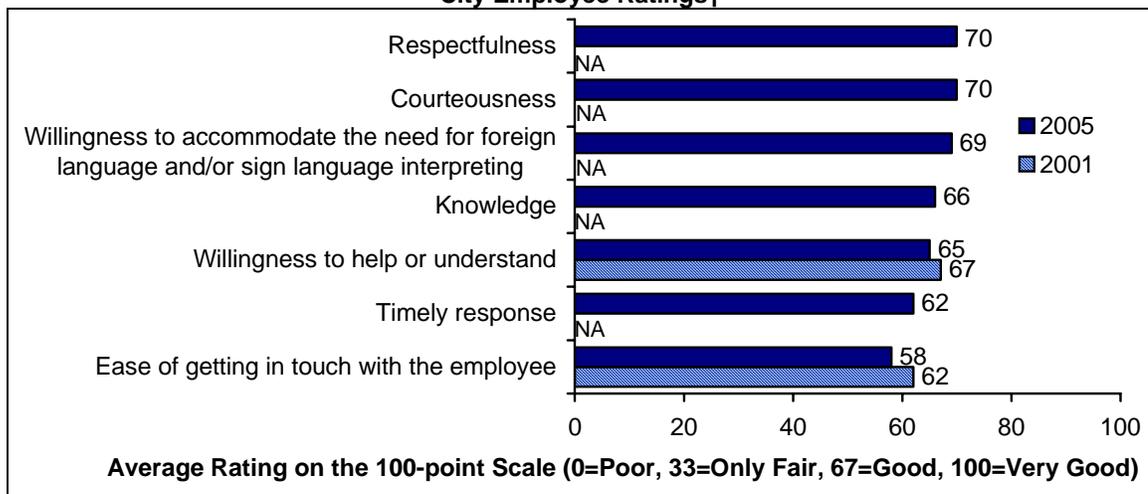
Of the respondents who mentioned having contacted the City in the last 12 months, about three quarters (73%) said that they did so by telephone, one in five (22%) reported visiting the City's Web site and 16% contacted the City in person. Fewer than 10% reported contacting the City for information or services via email, mail or other methods. Fewer respondents reported using most methods to contact the City in 2005 than in previous years.

City Employee Ratings

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor. What about...?	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
Respectfulness	34%	49%	11%	6%	100%	70
Courteousness	35%	46%	14%	5%	100%	70
Willingness to accommodate the need for foreign language and/or sign language interpreting	33%	45%	16%	6%	100%	69
Knowledge	27%	52%	14%	7%	100%	66
Willingness to help or understand	31%	41%	19%	9%	100%	65
Timely response	27%	43%	18%	12%	100%	62
Ease of getting in touch with the employee	21%	44%	24%	11%	100%	58

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 had contact. About four in five respondents rated employees' respectfulness, courteousness, knowledge and willingness to accommodate the need for foreign language and/or sign language interpreting as "good" or "very good." About 7 in 10 said that the employees' willingness to help or understand and their timely response was at least "good" and about two-thirds (65%) reported that the ease of getting in touch with the employee was at least "good."

City Employee Ratings†



†Question and scale wording differed slightly on the 2001 questionnaire. This question was not asked in 2003.

Employee ratings were around the "good" range, except for timely response and ease of getting in touch.

The rating for providing for interpreting rated in the good range – this was the first time the City asked this question.

This question was significantly reworded to capture baseline data for the City's 311 initiative.

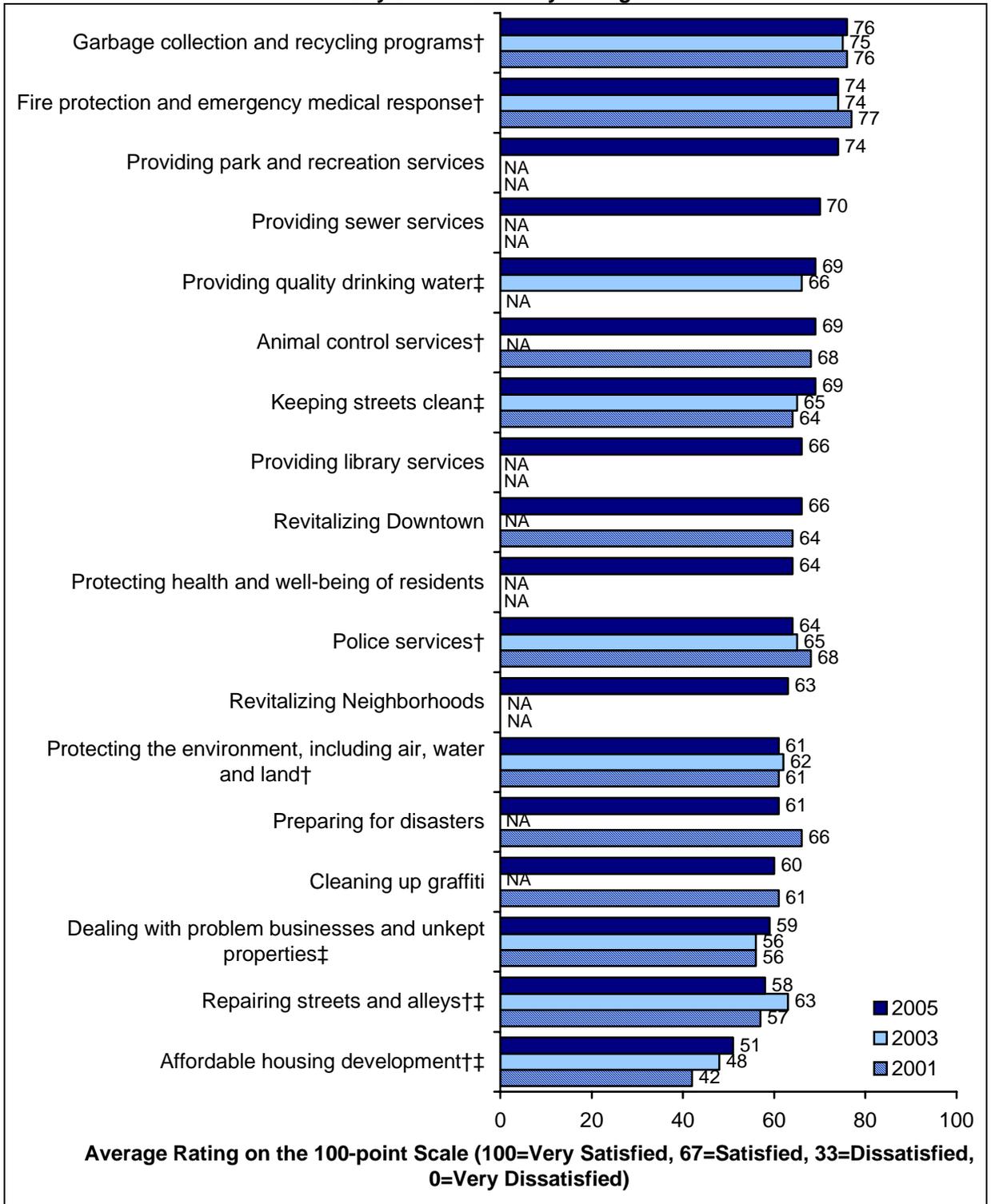
Satisfaction with City Services

City efforts at providing sewer and water services were positively viewed by respondents.

Protecting the health and well-being of residents rated slightly below "satisfied"

Environmental protection was rated between satisfied and dissatisfied, as did preparing for disasters.

City Services Quality Ratings



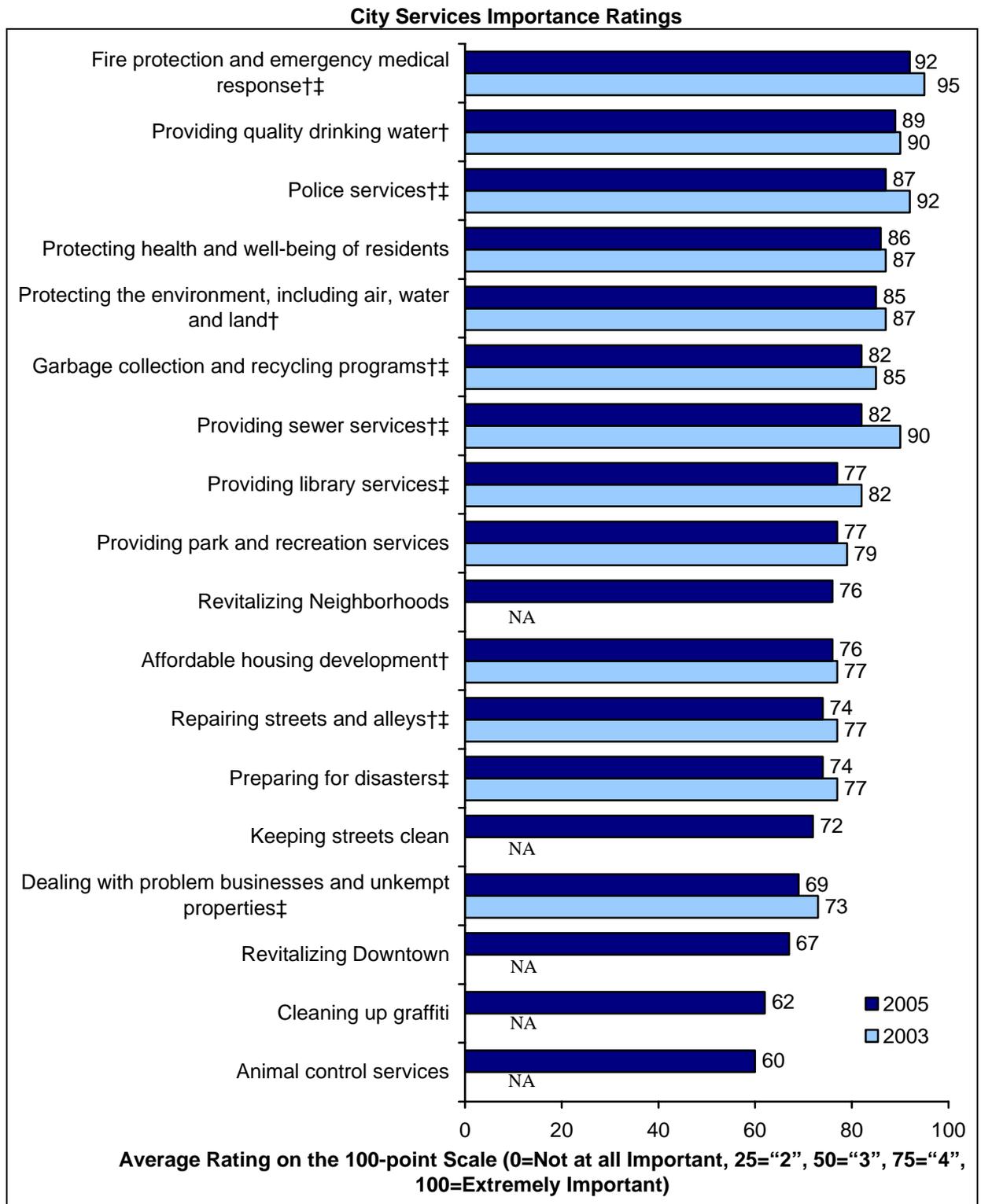
†Question wording differed between survey years.

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

Service Priorities – rating importance of services

Providing quality drinking water was the second highest service in terms of importance

Protecting the health and well-being of residents and protecting the environment rated high in importance.



†Question and scale wording was slightly different between survey years. This question was not asked in 2001. Also quality drinking water and sewer services were combined into one category on the 2003 questionnaire.

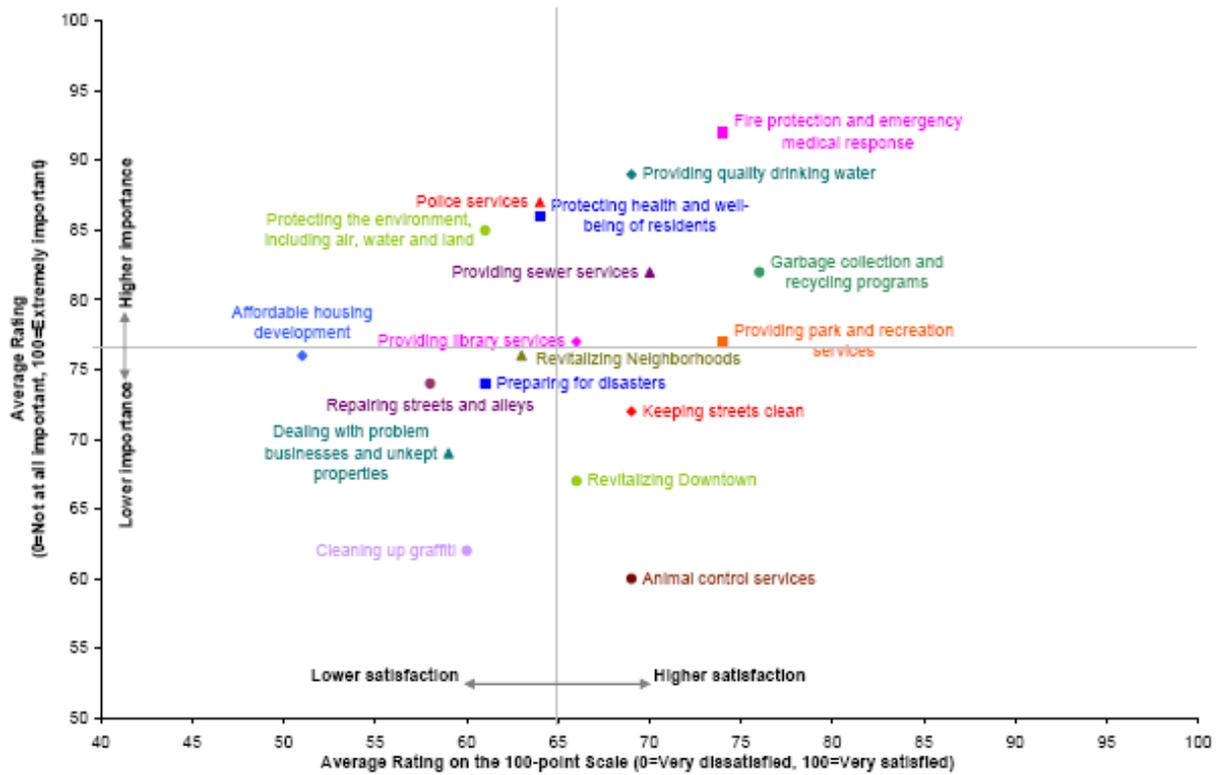
‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

Can you find the health, energy and environment related services?

This graph shows resident perceptions of City service importance and satisfaction relative to each other.

Agreement with increased property taxes as a funding mechanism to improve or maintain City services is still above 50%, but has declined over time.

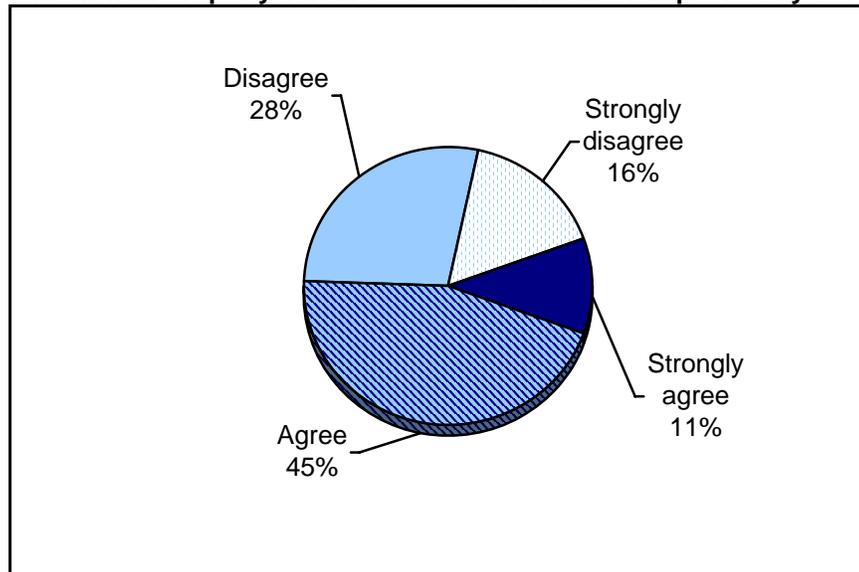
Figure 33: Balancing Satisfaction and Priorities



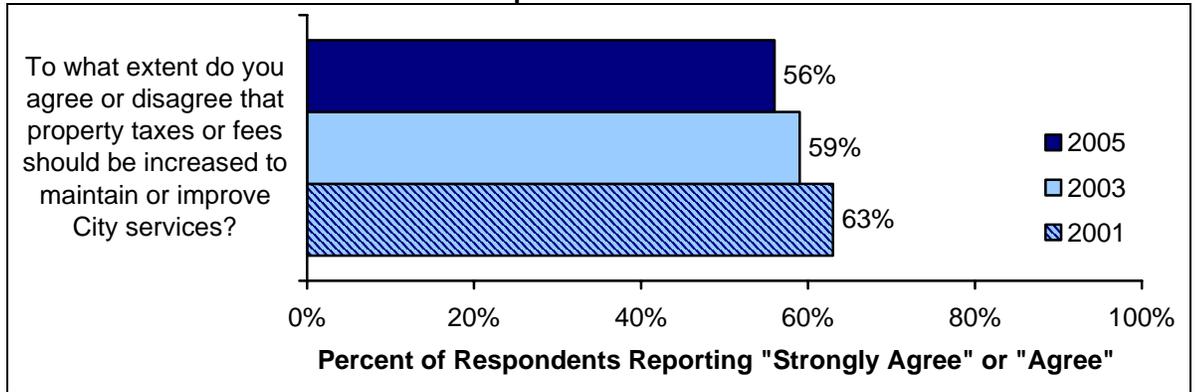
Property Taxes

When asked to what extent they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, 11% of respondents “strongly agreed” and 45% “agreed,” with just over half (56%) in agreement of this statement. About 3 in 10 respondents (28%) “disagreed” and 11% “strongly disagreed” that property taxes or fees should be increased to maintain or improve City services. The question was asked differently in 2005 than in 2001 or 2003, so the comparison across years required a calculation.

Agreement with Property Tax Increases to Maintain or Improve City Services



**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 2005 survey asked simply 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.

City Government

Minneapolis residents responding to the survey were asked to give their opinions on how they felt the City governs by rating various statements about City government on a "very good" to "poor" scale. Six in ten respondents felt that the overall direction the City was taking was at least "good" and 49% rated the government as "good" or "very good" at representing and providing for the needs of all its citizens. About half of respondents rated City government as "good" or "very good" at providing meaningful opportunities for citizens to give input on important issues, informing residents on major issues in the City of Minneapolis, providing value for your tax dollars and effectively planning for the future.

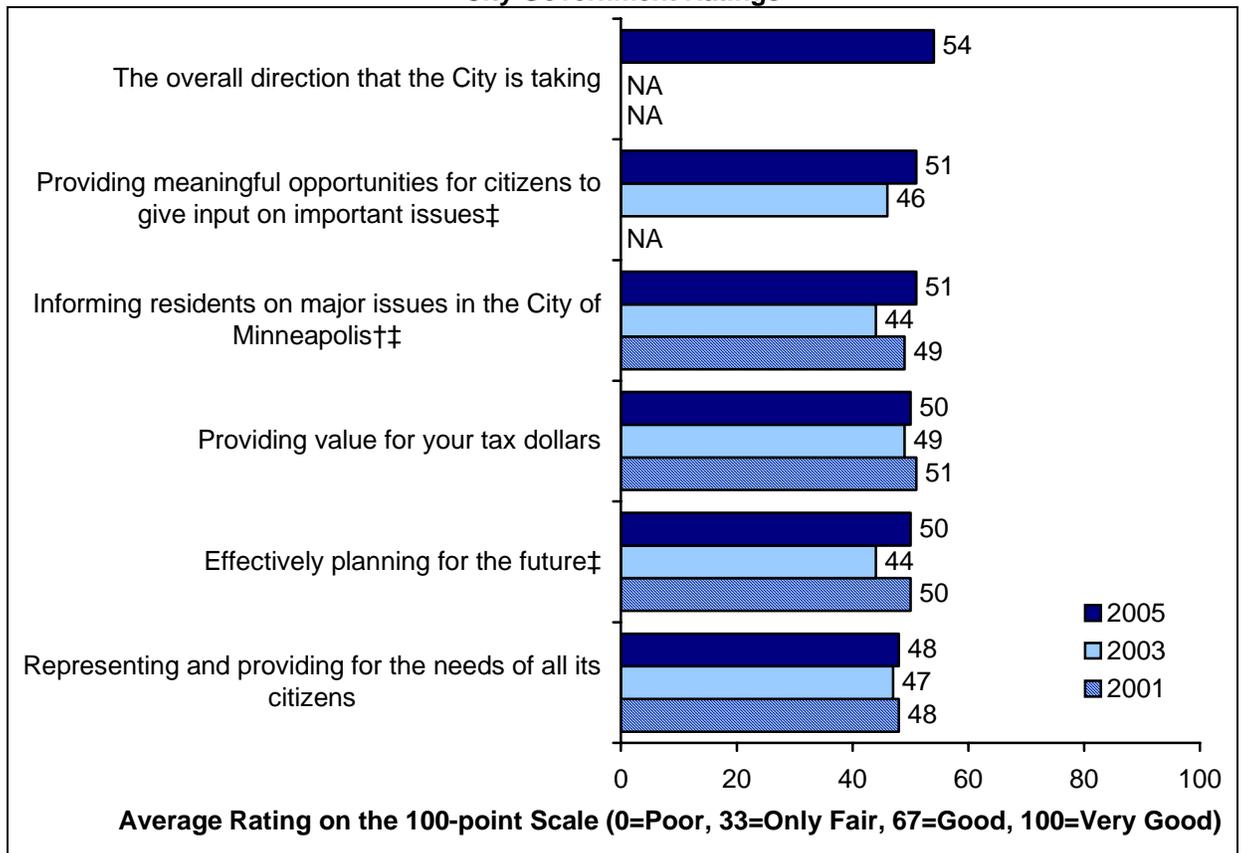
City Government Ratings

Now I'd like your opinion on how you feel the City governs. How would you rate Minneapolis City Government on...?	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
The overall direction that the City is taking	9%	53%	28%	10%	100%	54
Providing meaningful opportunities for citizens to give input on important issues	11%	44%	33%	12%	100%	51
Informing residents on major issues in the City of Minneapolis	12%	44%	31%	13%	100%	51
Providing value for your tax dollars	9%	45%	32%	14%	100%	50
Effectively planning for the future	9%	45%	34%	12%	100%	50
Representing and providing for the needs of all its citizens	8%	41%	37%	14%	100%	48

When converted to a 100-point scale, City government average ratings were between 48 and 54, or between "good" and "only fair." However, providing meaningful opportunities for citizens to give input on important issues, informing residents on major issues in the City of Minneapolis and effectively planning for the future received higher average ratings in 2005 than in 2003.

Representing and providing for the needs of all the City's citizens was the lowest rated government characteristic.

City Government Ratings



†Question wording differed between survey years.

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

When compared to the nation, average ratings for “the overall direction that the City is taking,” “providing meaningful opportunities for citizens to give input on important issues” and “providing value for your tax dollars” were below the average. Comparisons to the nation for “effectively planning for the future,” “representing and providing for the needs of all its citizens” and “informing residents on major issues in the City of Minneapolis” were not available. Also, comparisons to select cities were not available.

Discrimination

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

- For those respondents (19%) who reported experiencing discrimination within the last 12 months:
- About 1 in 10 respondents who reported experiencing discrimination said it was from “general public statements”
- Fewer than (3%) reported experiencing discrimination “on public transportation” and in “getting housing.”
- The proportion of respondents reporting discrimination in “getting a job or at work” was 19% in 2005 versus 35% in 2003
- The percentage of respondents who reported discrimination “in dealing with the City” was significantly lower in 2005(12%) than in 2003 (35%)

Reason or reasons they felt discriminated against:

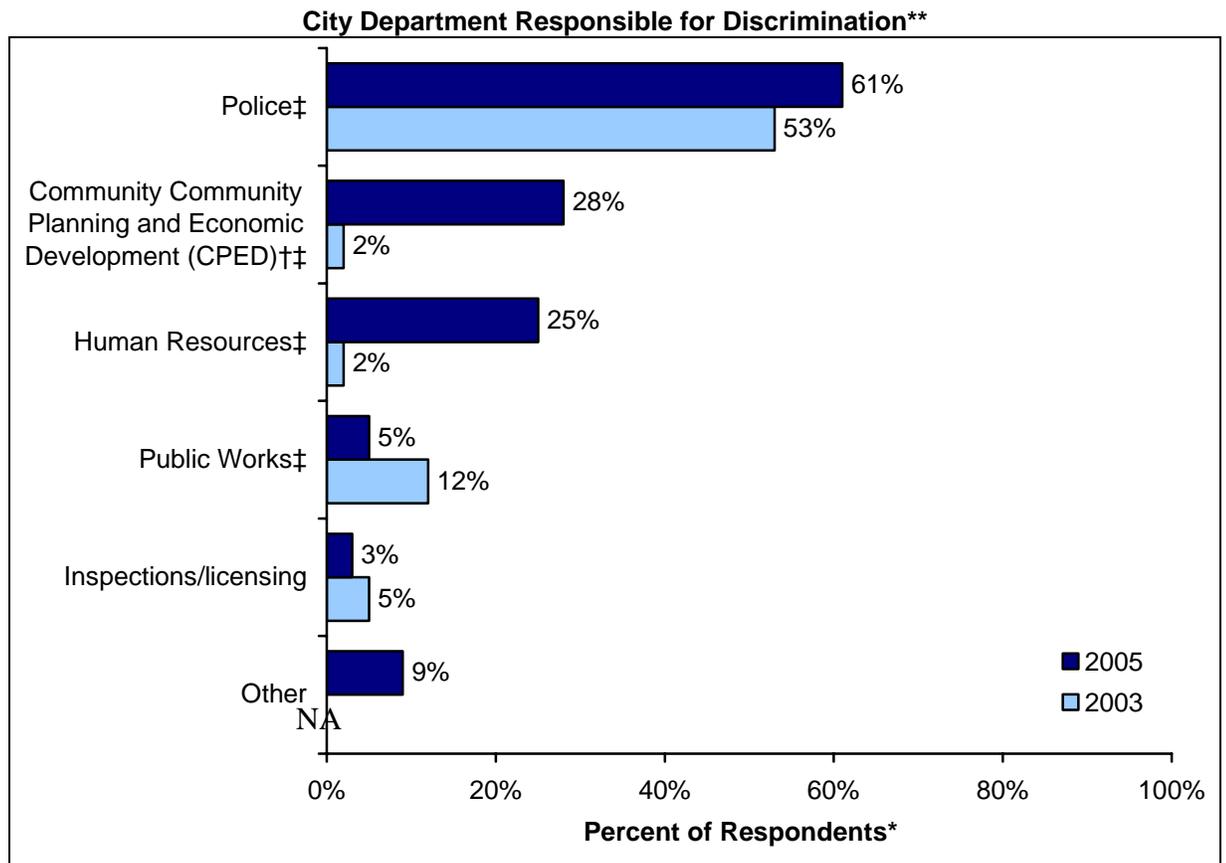
- 27% reported it was due to “economic status,”
- About a quarter of respondents reported “race or color” and
- Approximately one in five said “gender” or “ethnic background or country of origin.”
- About 10% of respondents or fewer reported “social status,” “language or accent,”

Percent of respondents reporting in the survey discrimination in dealing with the City is down.

“age” and “disability.”

Respondents who reported experiencing discrimination “in dealing with the City” were reported involvement of the following departments:

The number of respondents to this question was 28. In 2003, 43 answered the same question.



-“Other” responses were not recorded and not available for analysis.

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

**Asked only of 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.

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

Nearhood Perceptions and Image

When asked the extent to which they agreed or disagreed with various statements about their neighborhood, a majority of residents responding to the survey reported that they “agreed” or “strongly agreed” with each statement, with 85% agreeing that their neighborhood is clean and well-maintained. While about one in five respondents mentioned that they “disagreed” that street lighting in their neighborhood is adequate, that people in their neighborhood look out for one another and that their neighborhood has a good selection of stores and services that meet their needs, fewer than 5% “strongly disagreed” with these statements

The results on this question varied significantly across community planning districts.

The full report includes similar comparisons by neighborhood and by demographic characteristics.

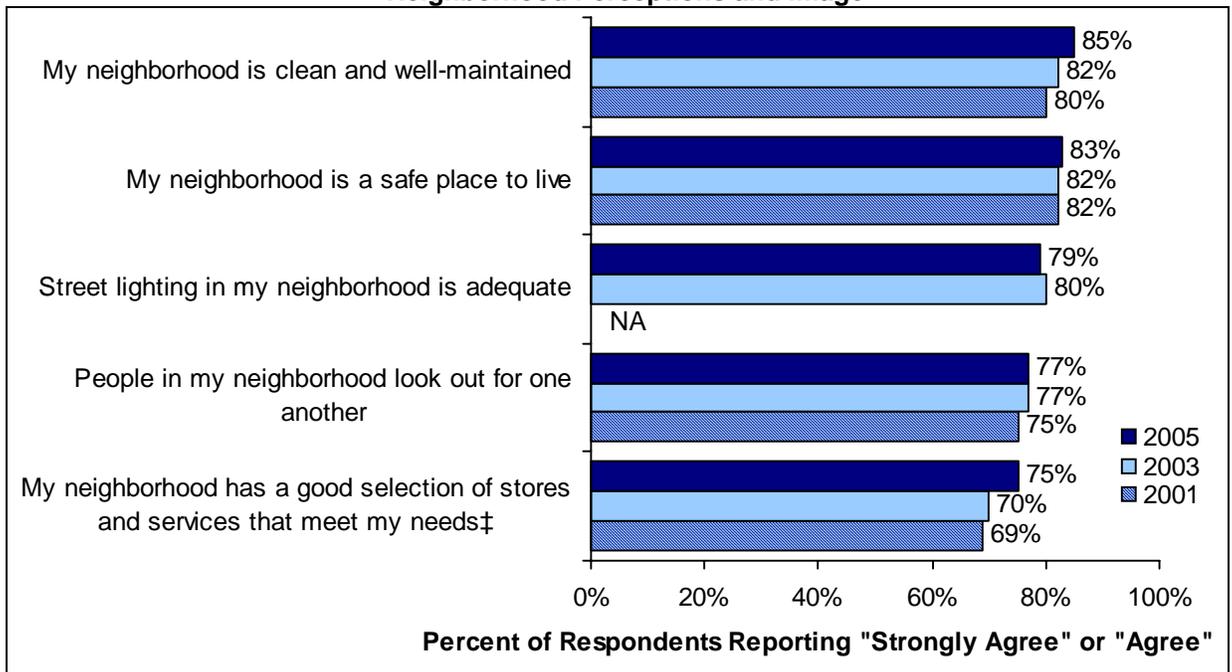
Now I'm going to read some statements. For each please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement. What about...	Percent of Respondents Reporting "Strongly" or "Somewhat" Agree											Overall
	Calhoun-Isle	Camden	Central	Longfellow	Northeast	Nokomis	Near North	Phillips	Powderhorn	Southwest	University	
People in my neighborhood look out for one another	82%	73%	63%	81%	75%	91%	63%	65%	77%	90%	66%	77%
My neighborhood is a safe place to live	86%	68%	82%	82%	90%	96%	83%	63%	83%	94%	81%	83%
My neighborhood has a good selection of stores and services that meet my needs	90%	49%	57%	81%	84%	75%	62%	75%	72%	88%	67%	75%
My neighborhood is clean and well-maintained	93%	72%	81%	84%	90%	94%	83%	67%	78%	99%	84%	85%
Street lighting in my neighborhood is adequate	83%	74%	77%	89%	83%	87%	73%	72%	67%	82%	75%	79%

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. What about...?	Strongly agree	Agree	Disagree	Strongly disagree	Total
My neighborhood is clean and well-maintained	23%	62%	13%	3%	100%
My neighborhood is a safe place to live	18%	65%	14%	3%	100%
Street lighting in my neighborhood is adequate	17%	62%	19%	3%	100%
People in my neighborhood look out for one another	20%	57%	20%	3%	100%
My neighborhood has a good selection of stores and services that meet my needs	23%	52%	21%	4%	100%

Most opinions about neighborhoods were similar in 2005 than in previous survey years. A higher proportion of respondents said that they "agreed" or "strongly agreed" that their neighborhood has a good selection of stores and services that meet their needs.

Neighborhood Perceptions and Image



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

