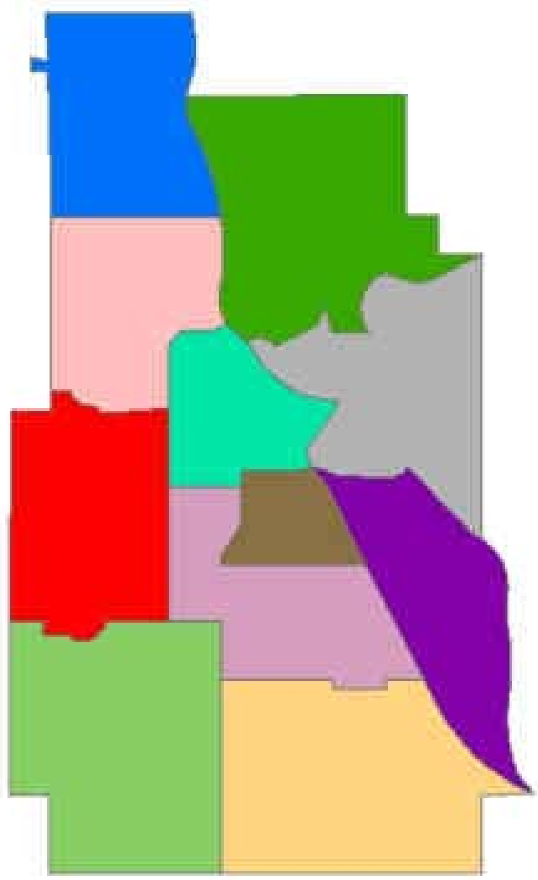
City of Minneapolis

Resident Satisfaction Survey

2003



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ACKNOWLEDGEMENTS

MarketLine Research wishes to acknowledge the direction and contributions provided by City staff in the design and completion of this research. The Resident Survey Staff Development Team provided guidance throughout the project.

The Resident Survey Staff Development Team included the following individuals:

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The City of Minneapolis would like to express its thanks to the residents who participated in the survey.

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EXECUTIVE SUMMARY

SURVEY OBJECTIVES

The City of Minneapolis is committed to engaging its residents in planning for the future. This survey is a key component of these engagement efforts. Over the past several years, the City of Minneapolis has committed to improving the way it sets priorities, both at the Citywide level and at the department level. Information in this survey provides the opportunity to track program and service changes over time. Department-specific data from this study can supplement ongoing efforts at business planning and performance measurement.

The survey was designed to achieve the following objectives:

- Measure resident satisfaction with City services and perceptions about key quality of life indicators, which serve as departmental performance measures.
- Gather resident information on resident priorities, which will inform the citywide strategic planning/goal setting process as well as departments' business planning efforts,
- Gauge resident need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or maintenance of existing services,
- Gather information about resident's knowledge about City services, and
- Determine how residents currently access and prefer to access City information

This random-sample telephone survey was conducted by MarketLine Research, at their call center in Minneapolis, during the period September 6 through October 22, 2003. The ending sample of 800 residents has a margin of error of ±3.5%.

A similar survey was conducted in the late fall 2001. The 2003 survey is patterned after the original 2001 survey and retains a significant number of questions from the first survey – allowing for tracking performance and making year-to-year comparisons.

METHODOLOGY

Data Weighting
Weighting is a statistical adjustment made in cases of under-representation or over-representation of segments within survey data sets. Collected data sets are weighted to known population parameters. All weighting in this study is based *2000 Census* figures for the City of Minneapolis.

Sample Management
Data for this study was collected through telephone surveys of 800 randomly selected households. Respondents within households were selected using the "last birthday" technique (interviewer asks to speak with the person 18 years of age or older that had the most recent birthday in the household to ensure that the adult from each household who was interviewed was selected at random). At least four callbacks were made for each telephone number.

Non-English Interviews
To achieve the best level of resident representation, interviews were conducted in English, Hmong, Somali and Spanish languages. All English interviews were completed using MarketLine's computer-aided telephone interviewing system (CATI). Non-English surveys were translated to the target language, conducted wholly in the target language and recorded on paper. A total of 3 Hmong, 3 Somali and 10 Spanish interviews were completed during the course of non-English attempted survey calling.

Descriptive Analysis and Significance Testing
Most of the data discussions in this report include descriptive statistics on each survey question, especially mean scores and respondent percentages within categories of response. A *4-point* scale was used extensively throughout the survey to provide respondents (and survey sponsors) an easily understood and unambiguous division of response categories. Scales lacking midpoints were used to encourage respondents to make a rating in one direction or another, rather than provide a neutral response.

Only those instances where the level of statistical significance is .05 or greater are reported as "statistically significant." (.05 is a commonly used cutoff for significance testing.) In plain language this means differences between any two groups being compared will occur by chance or sampling error in only five of every 100 instances. A statistically significant difference does not necessarily imply that the difference is a meaningful one. Small, but statistically significant, differences may have no practical policy implications.

2001 to 2003 Differences
Several key questions in the *2003 Residents Survey* dealing with performance are based on questions used in the first *2001 Citizen Survey*. They are identical in structure and content and allow for ongoing tracking of performance measures over time. Response comparisons are between 800 surveyed residents in 2003 and 1210 surveyed residents from 2001. Significance testing was conducted at 95% confidence level ±5%.

QUALITY OF LIFE ASSESSMENT

Rating of Minneapolis as a Place to Live
89% of survey respondents rate Minneapolis as a 'very good' (47%) or 'good' (42%) place to live. 9% responded 'only fair,' and 2% rated Minneapolis as a 'poor' place to live. This rating was statistically significantly higher than the 2001 survey when 86% of respondents rated the City as a 'good' or 'very good' place to live.

Perceived Change in Minneapolis -- Past Two Years
When asked how the City has changed over the last two years as a place to live, 19% responded that the City has gotten better, 53% responded that it has stayed the same, and 29% stated that it has gotten worse. This rating was statistically significantly lower than in the 2001 survey, where the responses were 33%, 52%, and 15% respectively.

Challenges Facing the City
When asked their opinion of what are the three biggest challenges facing the City over the next five years, public safety was the most frequently mentioned response (37%), followed by managing City government (33%). Transportation-related issues (28%), education (25%), economic development (21%) and housing (21%) were also mentioned frequently.

In the 2001 survey, housing was the most frequently mentioned response (39%), followed by public safety (31%), transportation (25%), and education (25%). Managing City government was noted by 17% of respondents.

Discrimination
16% of survey respondents reported that they had personally experience discrimination within the past 12 months. Discrimination occurred most frequently in situations where respondents were seeking service in a restaurant or store (40%), followed by in getting a job or at work (35%), in dealing with the City (35%), and in getting housing (11%). Race was the most likely reason given for feeling discriminated against (49% of those reporting discrimination). These results closely mirror the 2001 survey.

Rating of Neighborhood as a Place to Live
80% of respondents rated their neighborhood as a 'very good' (40%) or 'good' (40%) place to live. 14% responded 'only fair,' and 5% rated their neighborhood as a 'poor' place to live. There were no statistically significant changes from the 2001 survey.

Neighborhood Perception and Image
To assess neighborhood conditions, citizens were asked their level of agreement (strongly agree, agree, disagree or strongly disagree) with the following five statements:

- *People in my neighborhood look out for one another.*
  74% of respondents either agreed or strongly agreed with the statement regarding community connectedness. There were no statistically significant changes from the 2001 survey.
- *My neighborhood is a safe place to live.*
  82% of respondents either agreed or strongly agreed that their neighborhood is a safe place to live. There were no statistically significant changes from the 2001 survey.
- *My neighborhood has a good selection of stores and services meeting my needs.*
  69% of respondents either agreed or strongly agreed with the statement regarding commercial variety in their neighborhoods. There were no statistically significant changes from the 2001 survey.
- *My neighborhood is clean and well maintained.*
  82% of respondents either agreed or strongly agreed with the statement regarding the cleanliness of their neighborhoods. There were no statistically significant changes from the 2001 survey.
- *Street lighting in my neighborhood is adequate.*
  80% of respondents either agreed or strongly agreed with the statement that street lighting in their neighborhood is adequate. This question was not asked in the 2001 survey.

Downtown Usage and Image
7% of survey respondents reported living downtown; 15% reported working downtown. 60% of respondents reported going downtown at least once per month.

When asked what are the major reasons that keep them from spending more time downtown, 33% of responses related to parking. Other responses included preferring other shopping areas (16%), nowhere to go (15%), traffic (12%), expensive (10%), and safety (7%).

ACCESS TO INFORMATION

Level and Means of Contact with the City
38% of respondent reported contacting the City in the past year to get information or services. The telephone was the most frequently used method of contact (83%). Other ways of contacting the City included the City's website (32%), in person (24%), by email (13%), and by mail (10%). In 2001, 38% reported contacting the City, with 91% of those using the phone, 24% in person, 18% by internet, and 10% in person.

Quality of Contact
Those respondents who reported contacting the City for information or services were then asked three yes/no follow-up questions. 75% reported that they were able to reach the right person quickly and easily; 81% reported that they received a timely response; and 94% stated that they were treated courteously. The 2001 survey asked related, but not comparable, follow-up questions.

SATISFACTION WITH CITY SERVICES

Public Safety Contact
50% of respondents had contact with one or more of Minneapolis' public safety services in the past two years. 39% had contact with the police; 13% had contact with the Fire Department; and 33% had contact with 911. The 2001 survey asked a similar question, but the time period was 3 years.

The majority of contacts with public safety service providers are viewed favorably by Minneapolis residents. When asked how satisfied were they with the professionalism of the public safety officials, 98% of those having contact with fire fighters were either 'satisfied' or 'very satisfied;' 79% of those having contact with police officers were either 'satisfied' or 'very satisfied;' and 89% of those having contact with 911 operators were either 'satisfied' or 'very satisfied.' There were no statistically significantly changes from the 2001 survey.

Snow Emergency Services
85% of respondents reported having no problems following snow emergency rules. For the 14% who reported have problems, understanding the odd/even side directions was noted most frequently (65%). Other problems included not knowing when snow emergencies are declared (44%); having few alternatives for moving their car (14%); not know which routes are snow emergency routes (12%); and not understanding the rules due to language barriers (1%). The 2001 survey did not ask snow emergency questions in a comparable manner.

Radio and television were the most preferred sources to receive snow emergency parking information (84% responded they would like to get snow emergency information from these sources). Response to other sources of information includes the following: signage (68%), 348-SNOW (57%), the snow emergency brochure (48%), the City Calendar (42%), newspapers (40%), and the City website or email notice (39%).

DELIVERY OF CITY SERVICES – SATISFACTION, LEVEL OF IMPORTANCE AND SUPPORT FOR TAX/FEE INCREASES.

Respondents rated their satisfaction with twelve basic services provided by the City of Minneapolis (very satisfied = 4, satisfied = 3, dissatisfied = 2, and very dissatisfied = 1).

After expressing their satisfaction with each service they were then asked to provide an opinion on the level of importance of 17 services. (Many of these services were the same as those rated for satisfaction. Additional services were added to address all of the City Goals, as well as the parks and libraries). Importance was measured on a 10-point scale, with 10 being most important and 1 being least important.

After rating the importance of each service, respondents were asked to prioritize their five highest-rated services – stating their most important, then least important, most important of the remaining, and so on until all five were ranked in order of importance.

Finally, respondents were asked their opinion as to whether they agreed that taxes or fees should be raised to maintain or improve the five services they rated most important.

The following table summarizes the results of these questions. The services are sorted by the order in which they ranked for the question related to level of importance. How the service ranked for each of the other questions is shown in parentheses.

Basic City Service	Avg. level of importance (10 pt scale)	% respondents ranking service 1st, 2nd or 3rd	% supporting or strongly supporting tax/fee increase to maintain/improve service*	% satisfied or very satisfied
Providing police services	9.14	47.3 (1st)	70% (4th)	81% (4th)
Providing fire protection and emergency medical response	9.44	47.0 (2nd)	71% (1st)	90% (2nd)
Protecting the health and well-being of residents	8.71	30.5 (3rd)	63% (6th)	n/a
Providing quality drinking water and sewer services (Satisfaction asked only of drinking water)	8.96	29.9 (4th)	68% (5th)	81% (4th)
Protecting the City's natural environment, including air, water & land	8.69	23.7 (5th)	71% (1st)	77% (9th)
Preserving and providing affordable housing to low & moderate income residents	7.81	19.7 (6th)	71% (1st)	45% (12th)
Promoting job growth and training	7.91	13.9 (7th)	55% (10th)	n/a
Strengthening relationships among our diverse communities	7.76	13.6 (8th)	46% (15th)	n/a
Providing library services	8.23	12.3 (9th)	59% (8th)	n/a
Preparing for disasters	7.80	10.3 (10th)	59% (8th)	n/a
Providing garbage collection and recycling programs	8.46	9.0 (11th)	55% (10th)	91% (1st)
Providing parks and recreation services	7.97	8.4 (12th)	61% (7th)	n/a
Ensuring Minneapolis' existing housing is well maintained	7.95	8.1 (13th)	54% (12th)	n/a
Snowplowing City streets	8.12	7.8 (14th)	51% (13th)	81% (4th)
Dealing with problem businesses & unkempt properties	7.43	5.2 (15th)	37% (16th)	59% (11th)
Providing & maintaining streets, alleys & bridges	7.75	5.0 (16th)	50% (14th)	81% (4th)
Revitalizing neighborhood commercial areas	7.22	3.7 (17th)	46% (15th)	72% (10th)
Keeping streets clean	n/a	n/a	n/a	85% (3rd)
Providing safe movement for pedestrians and motorists	n/a	n/a	n/a	78% (8th)

*Note: This question was only asked for those services rated in the respondent's top five services in level of importance.

The questions related to level of importance in light of financial challenges and ranking the top 5 services were new for the 2003 survey. In 2001, prioritization of City services was addressed with a question related to whether more attention and resources should be focused on a particular service in the future. In 2001, preserving and providing affordable housing to low-income residents was ranked first.

Many services were rated similarly in terms of satisfaction in the 2001 survey. The following services saw a statistically significant positive change (the % of 2001 respondents that were satisfied or very satisfied with the service is shown in paratheses): Protecting the City's natural environment (72%); revitalizing neighborhood commercial areas (66%); snowplowing City streets (75%); and keeping streets clean (82%). Providing police services (85% satisfied in 2001; 81% satisfied in 2003) saw a statistically significant decline in satisfaction.

Efficiencies in City Government
When asked if there were any areas where the City could be more efficient or reduce services, 44% of respondents replied there were not any areas, 16% noted areas where services could be improved or enhanced, 14% responded 'don't know,' 9% noted areas where other jurisdictions could be more efficient, and 7% offered suggestions for more efficiently managing City government. This question was not asked in 2001.

ENGAGEMENT IN CITY GOVERNMENT

When asked whether they had been involved in City government decision-making over the past two years (other than voting), 13% of survey participants replied 'yes.' When asked what the City could do to encourage more public involvement, 37% responded 'don't know,' 19% responded providing better notification of meetings, 15% offered suggestions for enhancing meetings, and 8% suggested enhancing communication and listening to peoples' opinions. These questions were new to the 2003 survey.

ASSESSMENT OF CITY GOVERNANCE

Respondents were asked a series of five questions to measure citizen perceptions of the performance of City government. They were asked how they would rate Minneapolis City government on the following issues:

- *Communicating with its citizens*
  41% of respondents replied that Minneapolis City government was either 'very good' or 'good' at communicating with its citizens. 44% responded 'only fair,' and 13% responded 'poor.' The 2003 rating was statistically significantly lower than in 2001, where 49% of respondents rated the City as very good or good.
- *Representing and providing for the needs of all its citizens*
  46% of respondents replied that Minneapolis City government was either 'very good' or 'good' at representing and providing for the needs of all its citizens. 40% responded 'only fair,' and 11% responded 'poor.' There were no statistically significantly changes from the 2001 survey.
- *Effectively planning for the future*
  39% of respondents replied that Minneapolis City government was either 'very good' or 'good' at effectively planning for the future. 41% responded 'only fair,' and 14% responded 'poor.' The 2003 rating was statistically significantly lower than in 2001, where 50% of respondents rated the City as very good or good.
- *Providing value for your tax dollars*
  51% of respondents replied that Minneapolis City government was either 'very good' or 'good' at providing value for their tax dollars. 33% responded 'only fair,' and 13% responded 'poor.' There were no statistically significantly changes from the 2001 survey.
- *Providing meaningful opportunities for citizens to give input on important issues*
  45% of respondents replied that Minneapolis City government was either 'very good' or 'good' at providing meaningful opportunities for citizens to give input on important issues. 39% responded 'only fair,' and 13% responded 'poor.' This question was not included in the 2001 survey.

SUPPORT FOR ADDITIONAL NEEDED HOUSING BY LOCATION

Respondents were told that the City is projecting the need for 26,000 additional housing units by 2030 – most of these are expected to be in multi-family apartment or condominium buildings. They were then asked their level of support for locating this new housing in three types of areas. 80% either supported or strongly supported locating this new housing along LRT and bus lines. 75% either supported or strongly supported dispersing the new housing throughout neighborhoods. 68% either supported or strongly supported locating the new housing in major activity areas such as Downtown, Uptown or Stadium Village.

INTRODUCTION

BACKGROUND

The City of Minneapolis is committed to engaging its residents in planning for the future. This survey is a key component of these engagement efforts. Over the past several years, the City of Minneapolis has committed to improving the way it sets priorities, both at the Citywide level and at the department level. Information in this survey provides the opportunity to track program and service changes over time. Department-specific data from this study can supplement ongoing efforts at business planning and performance measurement.

The survey development process was overseen by a Resident Survey Staff Development Team, representing several departments of City government. MarketLine Research staff met with the head of the staff development team to understand departments' information needs and to receive direction on how the survey could assist current departmental performance measurement efforts.

From these discussions a draft survey was presented to the City for review and comment. The survey was pre-tested on August 15. Some modifications to the questionnaire were made based on the results of the pre-test. Subsequently, 800 telephone interviews were conducted with Minneapolis residents from September 6 through October 22, 2003.

Due to the length of the survey and out of respect for respondent's time, the number of questions was reduced after 400 interviews were completed. This provided a statistically valid sample for all questions (382 interviews required for a large population).

The average interview length for the first 400 interviews was 20 minutes with the maximum being 44 minutes and the minimum 11 minutes. For the last 400 interviews, the average was over 16 minutes with the maximum being 56 minutes and the minimum 11 minutes.

SURVEY OBJECTIVES

The survey was designed to achieve the following objectives:

- Measure resident satisfaction with City services and perceptions about key quality of life indicators, which serve as departmental performance measures,
- Gather resident information on resident priorities, which will inform the citywide strategic planning/goal setting process as well as departments' business planning efforts,
- Gauge resident need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or maintenance of existing services,
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- Determine how residents currently access and prefer to access City information.

This random-sample telephone survey was conducted during the period September 6th through October 22nd. The ending sample of 800 residents has a margin of error of ±3.5%.

A similar survey was conducted in the late fall 2001. The 2003 survey is patterned after the original 2001 survey and retains a significant number of questions from the first survey – allowing for tracking performance and making year-to-year comparisons.

METHODOLOGY

SAMPLE DEVELOPMENT

A random digit dialing (RDD) sample was purchased from Survey Sampling, Inc., a leading national provider of survey research calling samples. The random digit aspect of the sample selection avoids response bias and provides representation of both directory listed and unlisted numbers (including not-yet-listed). This factor, coupled with the recent area code changes in the Twin Cities area, resulted in a high level of non-working numbers. The starting sample included 15,400 records.

Interviews were conducted at MarketLine Research's calling facility using a computer-aided telephone interviewing (CATI) system. The interviews were completed during the period September 6th through October 22nd.

The ending sample of 800 residents has a margin of error of ±3.5%. When making comparisons between sub-segments of 400 residents, the margin of error is ±4.9%.

Because of the sample size in this study, the margin of error is too great to make comparisons between the City's eleven communities.

DATA WEIGHTING

Weighting is a statistical adjustment made in cases of under-representation or over-representation of segments within survey data sets. Collected data sets are weighted to known population parameters. All weighting in this study is based on *2000 Census* figures for the City of Minneapolis.

Rationale: Selection of proposed weighting factors is based upon:

- Review of final data set variance from the research design's acceptable margin of sampling error, in the current study this was set at ±5%,
- Agreed upon analytical design and reporting needs
    - Review of responses by demographic segments (i.e. age, ethnicity etc.) on citywide basis,
- Availability of population parameter data for base of weighting coefficient calculation,
- Practical considerations of non-dilution of gathered data set numbers for inconsequential adjustments. Stated another way – blowing up numbers to reflect small underrepresented subgroups such as 18 to 34 year old Latinos. This would serve no analytical need and would in fact be misleading given the small incidence.

Gender, housing, and income makeup of the ending sample is representative (within ±5% margin) of the *2000 Census*. Data for the number of households in each planning community was over- and underrepresented. Subsequently it was adjusted slightly by statistical weighting to match current estimates for planning community households.

The data was weighted by the number of households in each planning community to take into account the unequal probabilities of selection from sampling. The weighting aligned it with the number of households in the *2000 Census*.

The weighting factor by community is shown in the Table 1 below.

Table 1: Community Weighting Factors

Community	Household Data	Unweighted # of Survey Respondents	Weighting Factor	Weighted # of Survey Respondents
Camden	11,670	62	.937350	58
Calhoun	16,499	74	1.110321	82
Central	12,862	68	.941938	64
Longfellow	12,923	70	.919365	64
Near North	12,006	54	1.107203	60
Northeast	16,320	85	.956146	81
Nokomis	16,204	86	.938310	81
Phillips	6,543	34	.958343	33
Powderhorn	22,665	100	1.128700	113
Southwest	21,247	108	.979708	106
University	11,706	59	.988051	58
Totals	160,645	800		800

SAMPLE MANAGEMENT

Data for this study was collected through telephone surveys of 800 randomly selected households. Respondents within households were selected using the "last birthday" technique (interviewer asks to speak with the person 18 years of age or older that had the most recent birthday in the household to ensure that the adult from each household who was interviewed was selected at random). At least four callbacks were made for each telephone number.

NON-ENGLISH INTERVIEWS

To achieve the best level of resident representation, interviews were conducted in English, Hmong, Somali and Spanish languages. All English interviews were completed using MarketLine's computer-aided telephone interviewing system (CATI). Non-English surveys were translated to the target language, conducted wholly in the target language and recorded on paper.

Households randomly selected in the course of interviewing that did not have an available English speaking resident present at the time of the call that qualified for the study were identified as such (136 households or 12% of all households contacted that had someone 18 years of age or older). Subsequent attempts (3 to 4) were made on different days and times in an effort to make contact with a qualified English speaking resident in the household. In two-thirds of these households (92), an English speaking occupant was eventually contacted and completed the survey in English.

Where an English speaking occupant could not be reached for a successful interview, the presumed target language was recorded in the telephone calling file. This calling list was then outputted and distributed to native speakers for attempts to complete the interview in the household's target language. There were a total of 44 households where an English speaking occupant could not be reached. These phone files where subsequently given to a subcontractor for attempts to complete the survey in the household's target language.

As previously mentioned, interviews were conducted in three languages in addition to English. The languages included Hmong, Somali and Spanish. Hmong, Somali and Spanish interviews were completed by subcontractor supplied interviewers. Completed surveys were translated into English for data entry.

A total 15 households (3 Hmong, 2 Somali and 10 Spanish) were reached and surveys were completed during the course of non-English attempted survey calling. 34% of the non-English speaking households completed a survey in the target language.

DESCRIPTIVE ANALYSIS AND SIGNIFICANCE TESTING

Most of the data discussions in this report include descriptive statistics on each survey question, especially mean scores and respondent percentages within categories of response. Where mean scores are presented, the scale endpoints (e.g., "Scale of 1 to 4") and a descriptor of the value at each endpoint (e.g., "1 = very dissatisfied, 4 = very satisfied") are provided.

A *4-point* scale was used extensively throughout the survey to provide respondents (and survey sponsors) an easily understood and unambiguous division of response categories. Scales lacking midpoints were used to encourage respondents to make a rating in one direction or another.

Only those instances where the level of statistical significance is .05 or greater are reported as 'statistically significant' (.05 is a commonly used cutoff for significance testing). In plain language this means differences between any two groups being compared will occur by chance or sampling error in only five of every 100 instances.

A statistically significant difference does not necessarily imply that the difference is a meaningful one. Small, but statistically significant, differences may have no practical policy implications.

The following subgroups were examined for statistical differences for each and every survey question:

- Housing type: owner occupied and renter occupied,
- Race/ethnicity: white and communities of color (includes – black, African American, African, American Indian, Asian, Native Hawaiian, Pacific Islander, two or more races or some other race)[1],
- Length of residency in the City: under 5 years, 5 to 9 years, 10 to 19 years and 20 or more years,
- Household composition: households with kids under 18 and households without kids under 18,
- City rating: rated City 'good to very good' or 'fair to poor,'
- Neighborhood rating: rated their neighborhood 'good to very good' or 'fair to poor',
- Perceived change in City livability: better, same or worse,
- Discrimination in past 2 years: yes or no,
- Age: 18 to 34, 35 to 59 and 60 or older,
- Annual after tax income: under $50,000 or $50,000 or more, and
- Gender: female and male.

2003 to 2001 Differences

Several key questions in the *2003 Resident Satisfaction Survey* dealing with performance are based on questions used in the first *2001 Citizen Survey*. They are identical in structure and content and allow for ongoing tracking of performance measures over time. Response comparisons are between 800 surveyed residents in 2003 and 1210 surveyed residents from 2001. Significance testing was conducted at 95% confidence level ±5%. Comparisons of the two surveys appear throughout the report and are indicated by the following graphic: **Survey 2003 | Survey 2001**

[1] Communities of color were aggregated in order to provide a subgroup of substantial size for statistical comparisons of responses with a sizeable white population. Subgroups such as African Americans, Asians or American Indians were generally too limited in size to met minimum statistical testing requirements.

For quick reference, a summary of the differences that were found to be statistically significant appears in *Appendix A*. Individual differences are noted and discussed throughout the report wherever current survey questions are identical to those posed in the 2001 survey.

RESPONDENT PROFILE

DEMOGRAPHICS

Age: The average age of surveyed residents was 45 years. This is 3 years older than the average surveyed participant in the *2001 Citizen Survey*.

Gender: 54% of the residents surveyed were female and 46% male. (According to the *2000 Census*, 50% of Minneapolis adult residents are female, 50% are male).

Housing type: 58% owned their owned home and 41% rented (1% refused response). According to the *2000 Census*, 51.4% of Minneapolis households are owner-occupied and 48.6% are renter-occupied.

Household makeup: 25% of respondents have children under the age 18 living in the household. (According to the *2000 Census,* 25% of Minneapolis households have children under 18).

Income: Average annual household income before taxes was $48,620. (According to the *2000 Census*, the household average income in Minneapolis is $52,103).

Table 2: Census Comparison

Characteristic	Residents Survey	U.S. Census 2000 for Minneapolis Adults
Home ownership		
Rent	41%	49%
Own	58%	51%
Households with kids under 18		
	25%	24%
Average household income		
	$48,620	$52,103
Race / Ethnicity		
White	77%	72%
Black, African American of African	12%	14%
American Indian or Native Alaskan	1%	2%
Asian, Native Hawaiian or Pacific Islander	3%	5%
Two or more races	3%	3%
Some other race	3%	6%
Latino or Hispanic Origin		
	5%	8%
Gender		
Female	54%	50%
Male	46%	50%

LENGTH OF RESIDENCY

As seen in the *2001 Citizen Survey*, most people come and stay. Minneapolis has been home to 45% of the surveyed residents for 20 or more years. The average length of residency of survey participants was 16½ years. If an individual had not lived in the City for more than three months, they were not taken through the survey – 32 individuals did not qualify on the basis of length of residency.

Table 3: Length of Residency in City of Minneapolis

Period n = 800	Grand Total
0 to 3 months	4%
4 to 11 months	2
1 to 4 years	18
5 to 9 years	14
10 to 14 years	10
15 to 19 years	8
20 to 29 years	13
30 years or more	31

DETAILED FINDINGS

QUALITY OF LIFE ASSESSMENT

RATING OF MINNEAPOLIS AS A PLACE TO LIVE

Q1. OVERALL, HOW DO YOU RATE THE CITY OF MINNEAPOLIS AS A PLACE TO LIVE? WOULD YOU SAY VERY GOOD, GOOD, ONLY FAIR, OR POOR?

Citywide 9 in 10 residents believe the City is a 'good' to 'very good' place to live.

Nearly half (47%) of all residents stated Minneapolis is a 'Very good' place to live. This varied significantly depending upon demographic segment as can be seen in Table 4 below. Residents rate the City more positively as a place to live than they do their neighborhood.

Table 4: Rating of Minneapolis as Place to Live – Segment Differences

Rating n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Very good	**47%**	51%	42%	51%	34%	46%	48%	42%	56%
Good	**42**	41	44	42	43	44	41	44	39
Only fair	**9**	8	11	6	19	9	9	11	5
Poor	**2**	1	3	1	4	1	2	3	-
Total may exceed or be less than 100% due to rounding. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Survey 2003 | Survey 2001

3% more residents rated Minneapolis 'good to very good' this survey period compared to the last.

Table 5: Rating of Minneapolis as Place to Live: Year-to-Year Comparison

Rating Scale	Scale Division	Survey Year 2003	Survey Year 2001	Direction of Change
Very good Good	Higher Marks	89%	86%	More positive in 2003
Only fair Poor	Lower Marks	11	14	Less negative in 2003

PERCEIVED CHANGE IN MINNEAPOLIS - PAST TWO YEARS

Q3. OVER THE PAST TWO YEARS, DO YOU THINK MINNEAPOLIS HAS GOTTEN BETTER, GOTTEN WORSE, OR STAYED ABOUT THE SAME AS A PLACE TO LIVE?

Half of all residents surveyed feel the City has stayed the same as a place to live over the past two years.

For the majority of residents (53%), the City has stayed the same as a place to live over the past two years. However, 29% of respondents see things getting worse. Communities of color and female residents were more likely to see things getting worse compared to white and/or male residents.

Table 6: Perceived Change in Minneapolis– Segment Differences (n = 800)

Rating n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Gotten better	**19%**	17%	21%	18%	22%	15%	22%	18%	18%
Stayed the same	**53**	52	53	56	41	51	54	55	57
Gotten worse	**29**	31	26	26	37	33	24	28	25
Note: Total may exceed or be less than 100% due to rounding.									

Differices significantly between housing segments — Differs significantly between ethnicity segments

Differs significantly between gender segments — Differs significantly between income segments

Survey 2003 | Survey 2001

Residents were asked to consider change over the past three years in the 2001 survey. The time frame for consideration was shortened to two years in the 2003 survey. As seen in Table 7, resident attitudes have changed significantly - becoming more negative overall.

Table 7: Perceived Change in Minneapolis over Time: Year-to-Year Comparison

Rating Scale	Survey Year 2003	Survey Year 2001	Significant Change	Direction of Change (statistically significant)
Gotten better	19%	33%	Yes	Less positive in 2003
Stayed the same	53	52	No	-
Gotten worse	29	15	Yes	More negative in 2003

FUTURE CHALLENGES

Q4. IN YOUR OPINION, WHAT ARE THE THREE BIGGEST CHALLENGES MINNEAPOLIS WILL FACE IN THE NEXT FIVE YEARS?

Public safety, managing city government, and transportation are seen as the leading challenges facing the city. This is a significant shift from the previous *2001 Citizen Survey* where affordable housing and public safety were mentioned as the biggest challenges.

Responses to this open-ended question were recorded verbatim, coded into categories, and are summarized in the table below.

Table 8: Biggest Challenges Facing Minneapolis – Segment Differences

Biggest Challenges n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Public Safety – crime/drugs/gangs	**37%**	40%	32%	38%	31%	43%	30%	36%	39%
Managing City government – financial problems	**33**	43	19	38	18	33	33	26	46
Transportation – congestion//transit/roads	**28**	29	27	33	12	25	33	24	38
Education – quality/funding	**25**	28	20	28	16	31	19	22	34
Economic development – job creation/unemployment	**21**	18	26	18	33	22	20	22	21
Housing – affordability/availability/condition	**21**	20	22	22	16	22	20	21	23
Cultural relations / Immigration	**9**	9	7	8	11	9	8	9	8
Growth/Population	**8**	8	10	9	7	9	8	8	9
Environment	**6**	8	4	7	3	7	5	5	8
Don't know	**11**	10	13	10	16	8	15	14	6
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differses significantly between housing segments — Differs significantly between ethnicity segments
Differs significantly between gender segments — Differs significantly between income segments

The 37% of respondents who mentioned public safety as one of the biggest challenges facing Minneapolis listed the following concerns:

- Better solving of crime,
- Safety in general,
- Gang violence,
- Greater police visibility, protection and community relations,
- Neighborhood safety from burglary and vandalism,
- Maintaining fire protection, and
- Police brutality and over reaction.

The 33% of respondents who mentioned managing city government as one of the biggest challenges facing Minneapolis listed the following concerns:

- Balancing budgets, fiscal problems budget cuts and control,
- Keeping taxes down, and
- Better quality services.

The 28% of respondents who mentioned transportation as one of the biggest challenges facing Minneapolis voiced the following concerns:

- Traffic levels and congestion,
- Mass transit and public transportation – light rail and bus service, and
- Condition of the roads and better street repairs and maintenance.

Survey 2003 | Survey 2001

Table 9: Change in Perceived City Challenges: Year-to-Year Comparison

Biggest Challenge	Survey Year 2003	Survey Year 2001	Direction of Change (statistically significant)
Public Safety – crime / drugs	37%	31%	More of a perceived challenge in 2003
Managing City Government – financial issues	33	17	More of a perceived challenge in 2003
Housing – availability / affordability / condition	21	39	Less of a perceived challenge in 2003

DISCRIMINATION

Q23A. DURING THE PAST 12 MONTHS, HAVE YOU, YOURSELF EXPERICENED ANY TYPE OF DISCRIMINATION IN MINNEAPOLIS?

The percentage of residents reporting that they had personally experienced some form of discrimination during the past 12 months has not changed from what was reported in 2001. It remains at 16%.

16% of residents surveyed stated they had experienced discrimination in the past 12 months. As seen in Table 10, this frequency varies dramatically depending on demographic segment. One-third of the respondents from communities of color reported having been discriminated against in the past year. Renters were twice as likely to report having experienced discrimination than were homeowners. Residents from households with annual incomes of less than $50,000 were three times as likely to report discrimination as were individuals from households with annual incomes of $50,000 or greater.

Table 10: Occurrence of Discrimination – Segment Differences

Experienced Discrimination n = 800	Grand Total	Housing: Own	Housing: Rent	Race / Ethnicity: White	Race / Ethnicity: Communities of Color	Gender: Female	Gender: Male	Income: < $50k	Income: > = $50k
Yes	**16%**	11%	24%	12%	33%	16%	17%	22%	7%
No	**84**	89	76	88	67	84	83	78	93
Note: Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Survey 2003 | Survey 2001

There was no change in the level of discrimination reported in the 2003 survey compared to the previous 2001 survey. 16% of respondents continue to report having experienced some form of discrimination in the past 12 month period.

Reasons provided for experienced discrimination closely mirror proportions reported in the 2001 survey.

Q23B. WAS THE DISCRIMINATION YOU FACED IN GETTING…?

The following five situations were assessed:

A JOB, OR AT WORK
HOUSING
SERVICE IN A RESTAURANT OR STORE
IN DEALING WITH THE CITY
SOME OTHER TYPE OF SITUATION

More than one-third of residents experiencing discrimination in the past year did so in dealing with the City. Communities of color were twice as likely as white residents to state that they had problems in their dealings with the City. Sample sizes are too small to test for significance (17 and 28 individuals).

The effect of discrimination can be seen throughout the examination of the survey results. Residents who said that they have experienced discrimination express significantly lower satisfaction than do residents who have not experienced discrimination.

Table 11: Situations Faced in Discrimination

Discrimination Situations n = 132	Grand Total
Service in a restaurant or store	**40%**
A job, or at work	**35**
In dealing with the City	**35**
Housing	**11**
Other type of situation	**41**

Other situations mentioned in which discrimination occurred included:
- Neighborhood and general public situations, and
- Public transportation – bus.

Survey 2003 | Survey 2001

Situations faced in discrimination closely mirror what was reported in the 2001 survey. Statistical comparisons are not relevant due to wording changes: 'dealing with City police (2001) versus the broader 'dealing with the City' (2003). There has been a slight upturn in reports that the discrimination was in dealing with the City (35% current year compared to 29% the previous survey). The sample size is too limited to test for statistical difference.

Q23C. IF RESPONDENT EXPERIENCED DISCRIMINATION IN DEALING WITH THE CITY, THEY WERE ASKED IF THEY RECALLED WHICH CITY DEPARTMENT WAS INVOLVED.

24 of the 46 reported cases of discrimination when dealing with the City were said to be with the Police Department.

Q23D. FOR WHAT REASON OR REASONS DO YOU FEEL YOU WERE DISCRIMINATED AGAINST?

Race or color is the leading reason cited for discrimination as seen in table 12 below.

Table 12: Perceived Reasons for Discrimination

Reasons for Discrimination n = 132	Grand Total
Race or color	**49%**
Gender	**11**
Age	**11**
Economic status	**10**
Sexual orientation	**9**
Ethnic background	**7**
Other reasons	**25**

Survey 2003 | Survey 2001

Similarly, race or color was the leading reason cited for discrimination in the 2001 survey – 52% of respondents.

RATING OF NEIGHBORHOOD AS A PLACE TO LIVE

Q2. OVERALL, HOW DO YOU RATE YOUR NEIGHBORHOOD AS A PLACE TO LIVE? WOULD YOU SAY VERY GOOD, GOOD, ONLY FAIR, OR POOR?

Eight in 10 residents views their neighborhoods as good to very good places to live. Persons owning a home and or with higher household incomes are more likely to favorably rate their neighborhood as a good or very good place to live. Communities of color are less likely than white residents to rate their neighborhoods as good to very good places to live.

Table 13: Neighborhood Rating – Segment Differences

Neighborhood Rating n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Very good	**40%**	47%	31%	44%	26%	41%	38%	31%	55%
Good	**40**	40	40	40	40	38	43	42	36
Only fair	**14**	10	20	12	22	15	13	18	7
Poor	**5**	3	9	4	12	5	6	8	2
No position	-	-	1	-	1	-	-	1	-

Note: Total may exceed or be less than 100% due to rounding. Numbers appearing in light gray are too small for statistical testing.

Differices significantly between housing segments | Differs significantly between ethnicity segments
Differs significantly between gender segments | Differs significantly between income segments

Survey 2003 | Survey 2001

There were no significant year-to-year changes in the performance rating of neighborhoods as a place to live**.**

NEIGHBORHOOD PERCEPTION & IMAGE

Q5. NOW I'M GOING TO READ SOME STATEMENTS, FOR EACH PLEASE TELL ME WHETHER YOU AGREE OR DISAGREE WITH THE STATEMENT. [READ STATEMENT], WOULD YOU SAY YOU AGREE, STRONGLY AGREE, OR DISAGREE, STRONGLY DISAGREE.

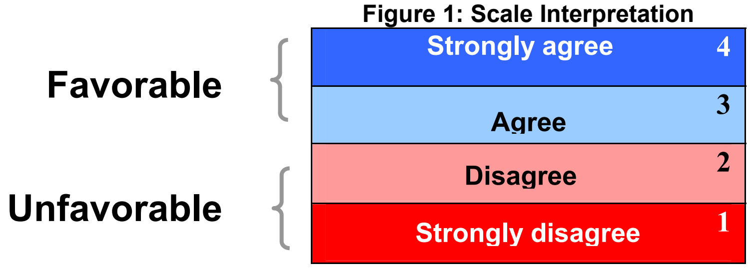
The following five statements were rotated and presented to each of the 800 surveyed residents.

- *PEOPLE IN MY NEIGHBORHOOD LOOK OUT FOR ONE ANOTHER*
- *MY NEIGHBORHOOD IS A SAFE PLACE TO LIVE*
- *MY NEIGHBORHOOD HAS A GOOD SELECTION OF STORES AND SERVICES THAT MEET MY NEEDS*
- *MY NEIGHBORHOOD IS CLEAN AND WELL MAINTAINED*
- *STREET LIGHTING IN MY NEIGHBORHOOD IS ADEQUATE*

Scale Interpretation

Resident perceptions of neighborhood conditions were measured using a 4-point scale as shown below. This breakdown of the 4-point scale is used in the charts that summarize resident responses to each of the five stated neighborhood conditions.

Figure 1: Scale Interpretation



Non-response (don't know or refused to give a rating) are shown in all charts as 'no stated position'.

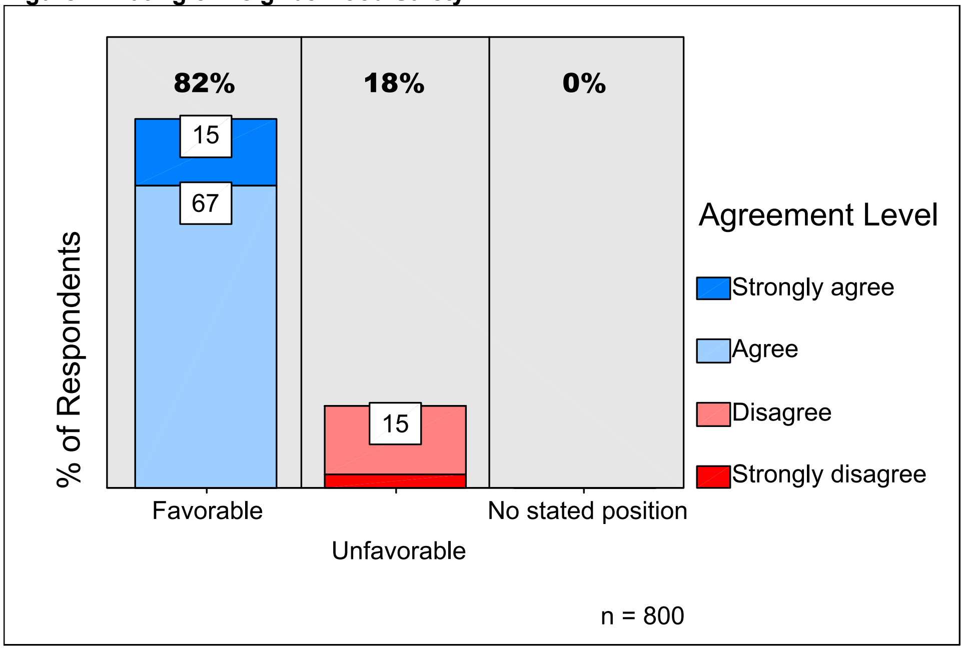
Rating Overview

Table 14: Neighborhood Rating Summary

Evaluated Neighborhood Statement n = 800	% Favorable	Average Rating 4-point Scale
My neighborhood is a safe place to live	82%	2.9
My neighborhood is clean and well maintained	82	3.0
Street lighting in my neighborhood is adequate	80	2.9
People in my neighborhood look out for one another	74	2.9
My neighborhood has a good selection of stores and services that meet my needs	69	2.8

"MY NEIGHBORHOOD IS A SAFE PLACE TO LIVE"

Figure 2: Rating of Neighborhood Safety



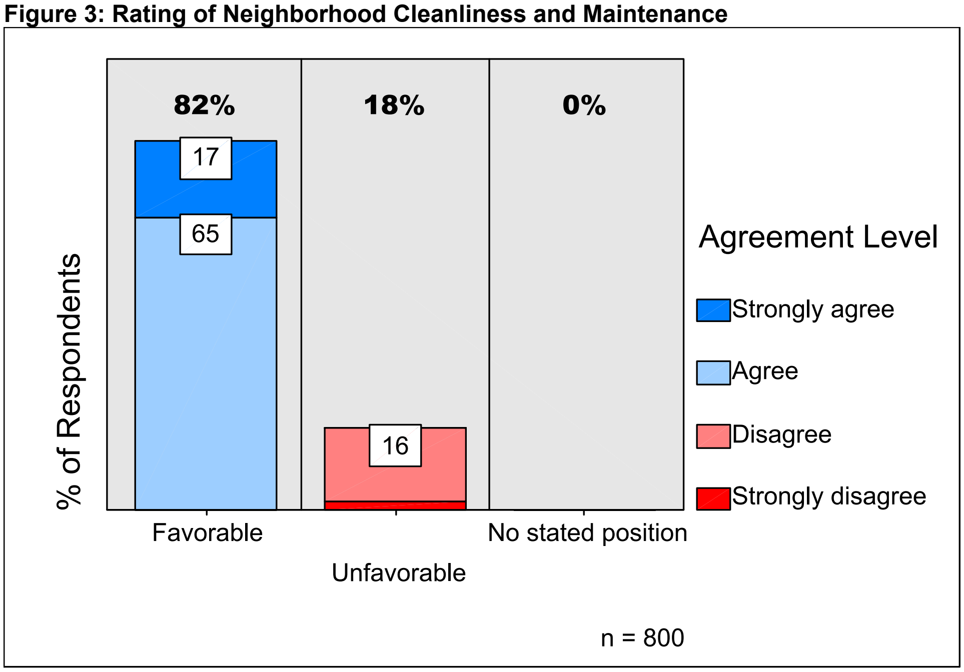
Statistically

Significantly More Favorable Position

- Individuals in households with annual incomes of $50,000 or more are more likely to have a favorable perception than are individuals in households with annual incomes under $50,000 (88% versus 77%).
- White individuals are more likely to have a favorable perception than are communities of color (85% versus 70%).
- Homeowners are more likely to have a favorable perception than are renters (85% versus 77%).
- Individuals who have not experienced discrimination are more likely to have a favorable perception than are individuals who have experienced discrimination (86% versus 60%).

"MY NEIGHBORHOOD IS CLEAN AND WELL MAINTAINED"

Figure 3: Rating of Neighborhood Cleanliness and Maintenance



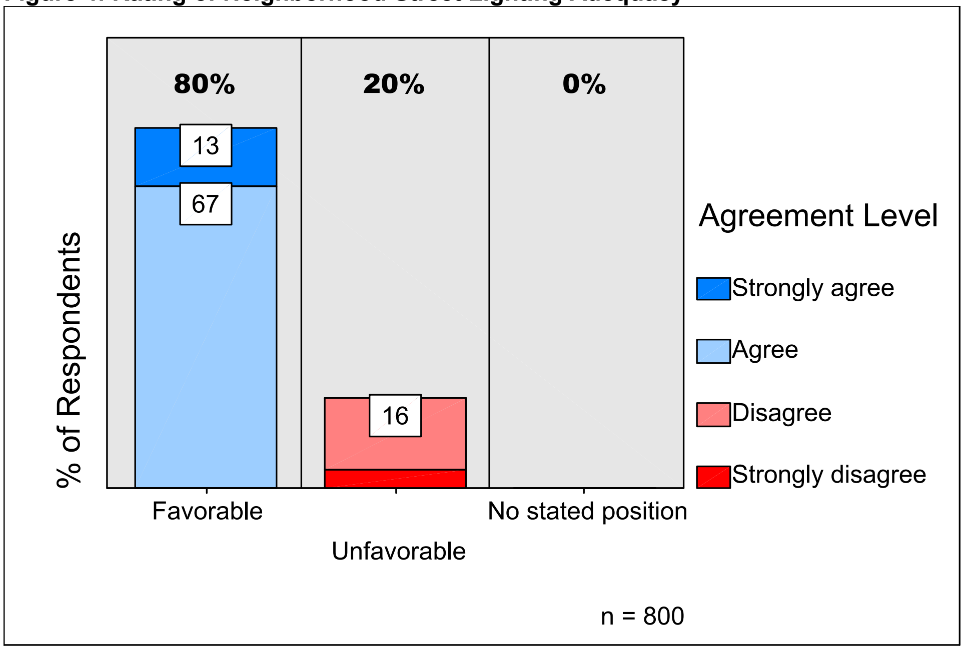
Statistically

Significantly More Favorable Position

- Individuals in households with annual incomes of $50,000 or more are more likely to have a favorable perception than are individuals in households with annual incomes under $50,000 (89% versus 77%).
- Homeowners are more likely to have a favorable perception than are renters (84% versus 78%).
- Favorable perception is correlated to age. Likelihood of favorable perceptions increases with age.

"STREET LIGHTING IN MY NEIGHBORHOOD IS ADEQUATE"

Figure 4: Rating of Neighborhood Street Lighting Adequacy



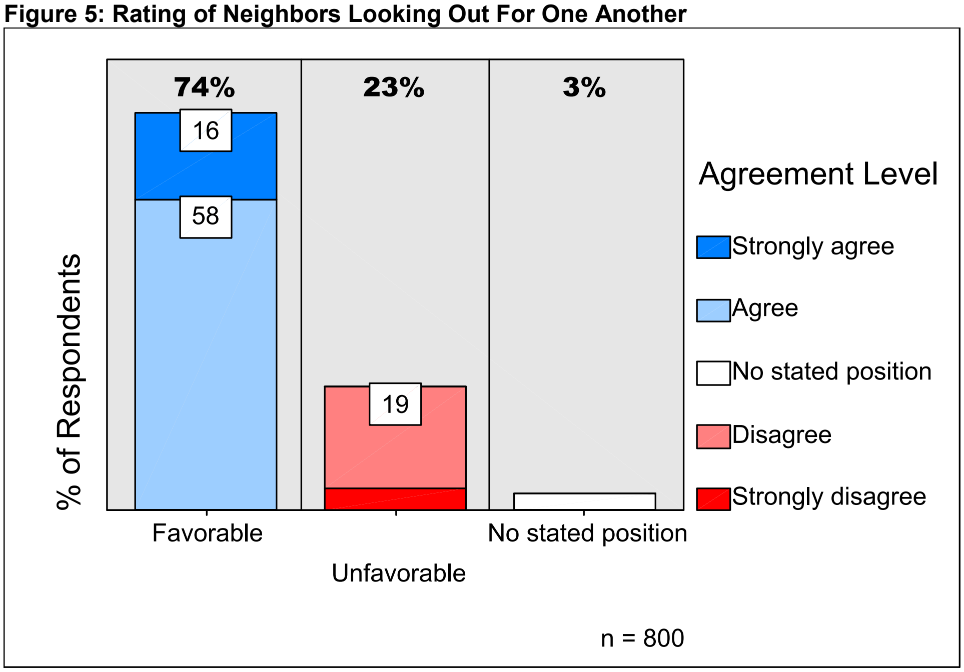
Statistically

Significantly More Favorable Position

- Individuals in households with annual incomes of $50,000 or more are more likely to have a favorable perception than are individuals in households with annual incomes under $50,000 (84% versus 76%).
- White individuals are more likely to have a favorable perception than are communities of color (83% versus 68%).
- Individuals in households with no kids under 18 are more likely to have a favorable perception than are individuals in households with kids (83% versus 71%).

"PEOPLE IN MY NEIGHBORHOOD LOOK OUT FOR ONE ANOTHER"

Figure 5: Rating of Neighbors Looking Out For One Another



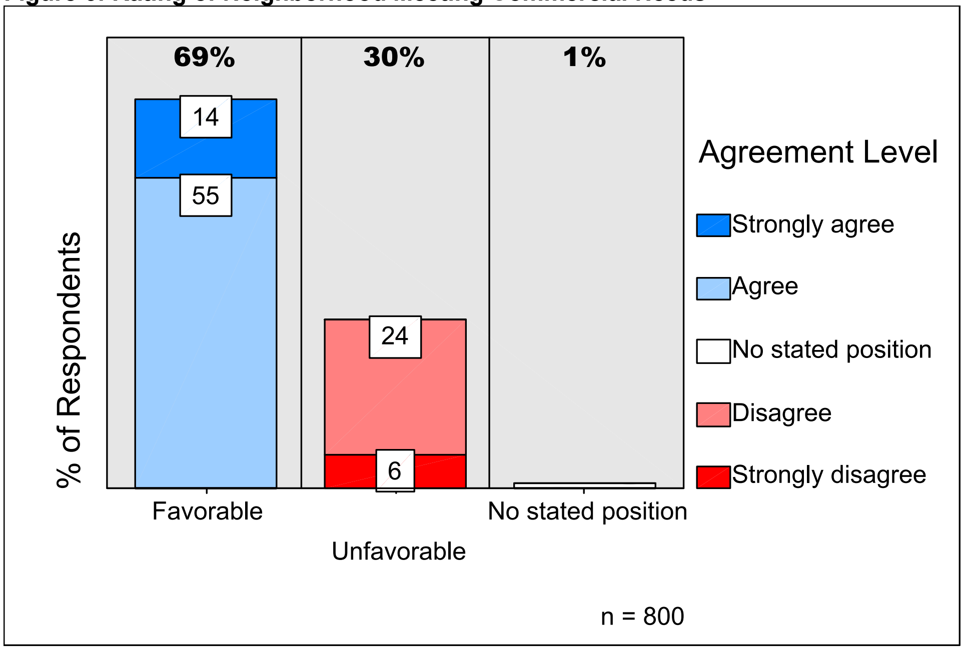
Statistically

Significantly More Favorable Position

- Individuals in households with annual incomes of $50,000 or more are more likely to have a favorable perception than are individuals in households with annual incomes under $50,000 (82% versus 70%).
- White individuals are more likely to have a favorable perception than are communities of color (78% versus 61%).
- Homeowners are more likely to have a favorable perception than are renters (80% versus 66%).

MY NEIGHBORHOOD HAS A GOOD SELECTION OF STORES AND SERVICES THAT MEET MY NEEDS"

Figure 6: Rating of Neighborhood Meeting Commercial Needs



Statistically

Significantly More Favorable Position

- Individuals in households with annual incomes of $50,000 or more are more likely to have a favorable perception than are individuals in households with annual incomes under $50,000 (77% versus 66%).
- White individuals are more likely to have a favorable perception than are communities of color (72% versus 60%).

Survey 2003 | Survey 2001

Residents in the 2003 survey perceived their neighborhoods virtually the same as did residents responding to the 2001 survey.

Table 15: Neighborhood Perception & Image: Year-to-Year Comparison

Evaluated Neighborhood Statement	Survey Year 2003	Survey Year 2001	Direction of Change (statistically significant)
My neighborhood is a safe place to live	82%	81%	No change
My neighborhood is clean and well maintained	82	80	No change
People in my neighborhood look out for one another	74	72	No change
My neighborhood has a good selection of stores and services that meet my needs	69	69	No change

'Street lighting in my neighborhood is adequate' was added and evaluated for the first time in the 2003 survey.

DOWNTOWN USAGE & IMAGE

Q6. DO YOU LIVE OR WORK DOWNTOWN?

One in five respondents lives and/or works in the downtown area.

Individuals in households with annual incomes under $50,000 per year were significantly less likely to live or work downtown than were individuals from households having more than $50,000 in annual income (71% versus 82%).

Table 16: Living and/or Working Downtown by Segments

Live or Work Downtown n = 414	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Live	**7%**	5%	9%	7%	5%	6%	8%	6%	8%
Work	**15**	16	14	17	11	14	18	13	24
No	**80**	80	80	79	84	82	76	82	71

Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.

- Differs significantly between housing segments
- Differs significantly between ethnicity segments
- Differs significantly between gender segments
- Differs significantly between income segments

Q7. HOW OFTEN DO YOU GO DOWNTOWN?

Nearly a third of the respondents (31%) go downtown one or more times a week. 29% go one to three times a month.

Table 17: Downtown Visits

Frequency of going Downtown n = 332	Grand Total
Two or more times a week	**15%**
Once a week	**16**
Two or more times a month	**14**
Once a month	**15**
Once every two or three months	**10**
Two or three times a year	**10**
Less than twice a year	**10**
Never go to downtown Minneapolis	**9**
Don't know	**1**

Frequency of visiting the downtown area did not vary significantly by demographic segments.

Survey 2003 | Survey 2001

The *2001 Citizens Survey* indicated 34% of respondents (only those not living or working downtown) reported visiting downtown one or more times per week. 29% of respondents not working downtown and 53% of those who did work downtown indicated that they visited one or more times a week (excluding work) in the 2001 survey. Statistical comparison is not relevant given the differences in how the question was asked in the 2001 survey compared to the 2003 survey.

Q8. WHAT ARE THE MAJOR REASONS THAT KEEP YOU FROM SPENDING MORE TIME DOWNTOWN?

Responses to this open-ended question were coded into categories and are summarized in the table below.

Table 18: Reasons for Not Spending More Time Downtown – Segment Differences

Information Source n = 414	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Lack of parking / cost of parking	**33%**	37%	27%	35%	28%	39%	26%	31%	39%
Prefer other shopping areas	**16**	18	13	17	11	20	10	16	14
Nowhere to go	**15**	18	10	16	9	12	18	12	19
Traffic – congestion/grid lock/construction etc.	**12**	12	12	13	12	13	13	14	12
Expensive	**10**	13	6	11	4	12	8	11	8
Safety	**7**	6	8	6	9	8	5	8	4
Other various reasons – lack of time/already work downtown	**28**	26	31	28	27	27	29	29	29
No reasons given	**7**	4	12	5	15	3	11	7	7
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Other reasons given included: lack of time, already work or live downtown, physically unable, not convenient or close, not familiar with, fast paced, crowded, general dislike and have kids. No one other reason accounted for 5% of the respondents.

Homeowners and females are more likely to spend less time downtown because of parking availability and/or cost.

ACCESS TO INFORMATION

LEVEL OF CONTACT

Q9. OVER THE LAST 12 MONTHS, HAVE YOU CONTACTED THE CITY TO GET INFORMATION OR SERVICES?

Almost 4 in 10 residents contacted the City during the past year.

Table 19: Contact in Past Year with City for Information or Service – Segment Differences

Contacted City n = 414	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent*	White	Communities of Color	Female	Male	< $50k	> = $50k
Yes	**38%**	46%	26%	41%	28%	39%	38%	32%	54%
No	**61**	53	74	58	72	60	62	67	45
No response	**1**	1	1	1	-	1	-	1	2
Note: Total exceeds or is less than 100% due to rounding. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Survey 2003 | Survey 2001

The percentage of residents contacting the City has remained the same. 38% of respondents in each of the 2001 and 2003 surveys said they had contacted the city in the past year.

MEANS OF CONTACT

Q10. DID YOU CONTACT THE CITY IN PERSON, BY TELEPHONE, BY MAIL, BY EMAIL OR VISIT THE CITY'S WEBSITE?

A vast majority of interaction with the City is by telephone.

Table 20: Means of Contact – Segment Differences

Contact Means n = 156	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
By telephone	**83%**	83%	80%	84%	75%	84%	83%	81%	83%
City's website	**32**	36	24	34	26	28	39	24	43
In person	**24**	26	19	21	36	20	29	22	27
By email	**13**	15	7	15	8	15	11	7	21
By mail	**10**	11	8	9	12	8	13	11	9
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Survey 2003 | Survey 2001

In the 2001 survey the means of contact was recorded for: in person, by telephone, by mail and by Internet. Contact levels were as follows: in person 24%, by telephone 91%, by mail 10% and by Internet 18%. Multiple responses were possible. Statistical comparisons between the two years are not relevant because of changes in the wording of response choices offered in the 2003 survey.

QUALITY OF CONTACT

Q11A. WHEN YOU LAST CONTACTED THE CITY: WERE YOU ABLE TO REACH THE RIGHT PERSON QUICKLY AND EASILY, DID YOU RECEIVE A TIMELY RESPONSE AND WERE YOU TREATED COURTEOUSLY?

Most residents report having had a positive experience when contacting the City.

Table 21: Quality of City Contact in Terms of Speed and Ease

Quick & Easy Contact n = 148	Grand Total
Yes	**75%**
No	**25**

Q11B. WHEN YOU LAST CONTACTED THE CITY DID YOU RECEIVE A TIMELY RESPONSE?

Most residents report having received a timely response when contacting the City.

Table 22: Quality of City Contact in Terms of Timely Response

Timely Response n = 148	Grand Total
Yes	**81%**
No	**19**

Q11C. WHEN YOU LAST CONTACTED THE CITY DID YOU RECEIVE A TIMELY RESPONSE?

Most residents report having been treated courteously when they last contacted the City.

Table 23: Quality of City Contact in Terms of Being Treated Courteously

Courteous Contact n = 148	Grand Total
Yes	**94%**
No	**5**
Don't know	**1**

Survey 2003 | Survey 2001

Statistical comparisons are not relevant given the differences in how the questions (11a, 11b and 11c) in the 2003 survey were asked versus the 2001 survey.

SATISFACTION WITH CITY SERVICES

PUBLIC SAFETY CONTACT

Q12. TURNING TO THE THREE PUBLIC SAFETY SERVICES PROVIDED BY THE CITY OF MINNEAPOLIS – FIRE, POLICE AND 911 OPERATORS, IN THE PAST TWO YEARS, HAVE YOU HAD ANY CONTACT WITH FIRE, POLICE OR 911 OPERATORS?

Four of 10 residents indicate that they had contact with a Minneapolis police officer and 3 in 10 with a 911 operator.

Table 24: Public Safety Contact – Segment Differences

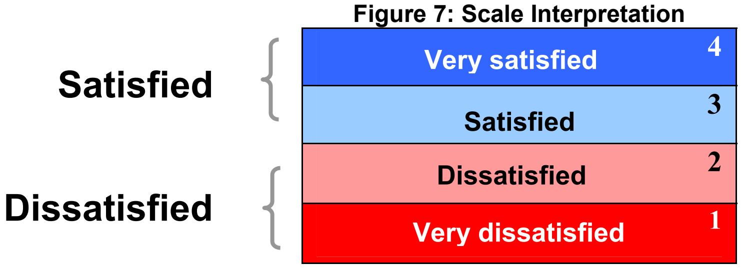
Public Safety Service n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Fire	**13%**	14%	11%	13%	12%	13%	12%	11%	15%
Police	**39**	44	31	39	39	42	36	38	40
911 Operators	**33**	37	28	33	35	39	28	34	35
No contact	**50**	45	57	48	55	46	54	51	47
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments
Differs significantly between ethnicity segments
Differs significantly between gender segments
Differs significantly between income segments

Scale Interpretation

Resident satisfaction or lack of satisfaction with key City services was measured using a 4-point scale where 4 meant Very Satisfied down to 1 Very Dissatisfied. Interpretation of scaled response is shown in Figure 7 below. This breakdown of the 4-point scale is used in the charts that summarize resident response to key City services.

Figure 7: Scale Interpretation



Non-response (don't know or refused to give a rating) is shown in charts as 'no position'.

Rating Overview

A majority of the residents who had contact with a public safety service were satisfied with the professional manner in how it was handled.

Table 25: Public Safety Professionalism Summary Ratings

Public Safety Group	2 year Contact Level	% Favorable	Average Rating 4-point Scale
Fire fighters (n = 100)	13%	98%	3.7
911 Operators (n = 268)	33	89	3.4
Police officers (n = 309)	39	79	3.1

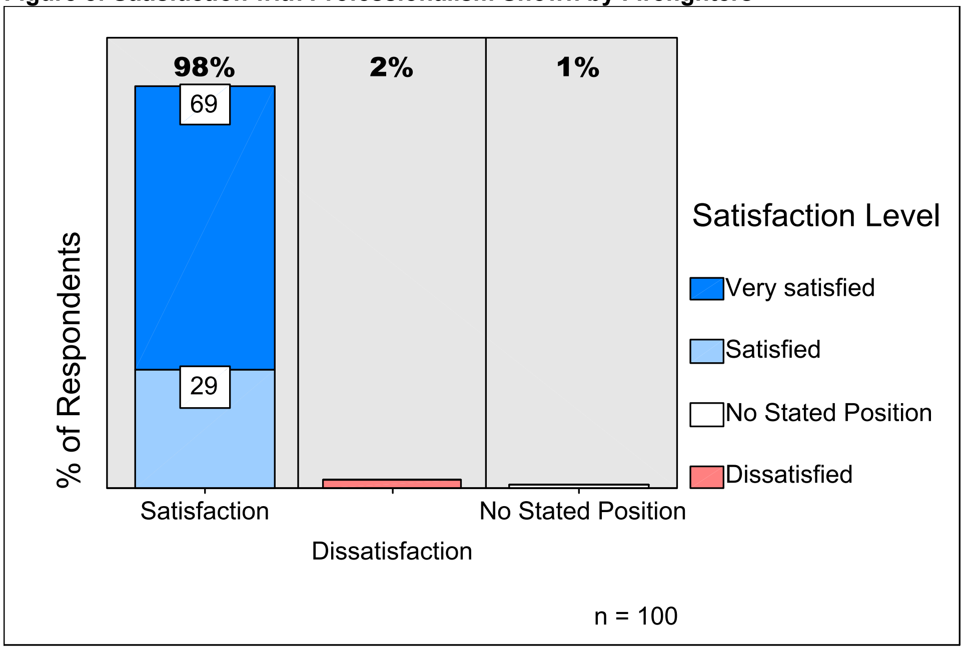
Survey 2003 | Survey 2001

Year-to-year comparison is not relevant; the time period in 2001 was three years compared to two years in 2003.

SATISFACTION WITH PROFESSIONALISM SHOWN BY PUBLIC SAFETY SERVICES

Q12A. HOW SATISFIED WERE YOU WITH THE PROFESSIONALISM SHOWN BY THE FIREFIGHTERS? WOULD YOU SAY YOU WERE SATISFIED, VERY SATISFIED, OR DISSATISFIED, VERY DISSATISFIED?

Figure 8: Satisfaction with Professionalism Shown by Firefighters



Note: percentages in Figure 8 above exceed 100% due to rounding.

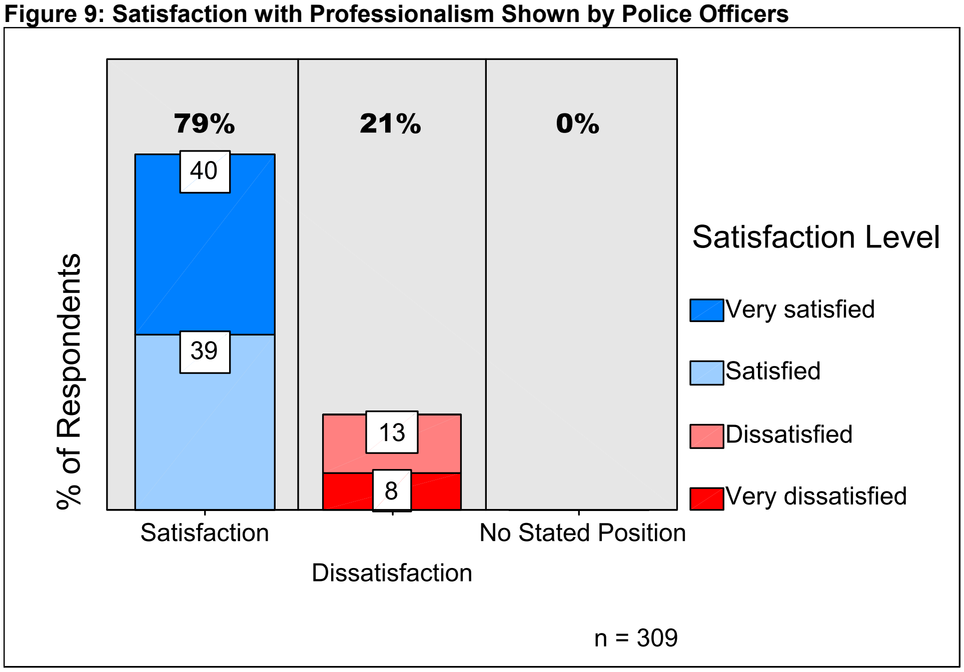
Statistically Significant

More Positive Position

- There were no significant demographic differences in satisfaction with firefighter professionalism.

Q12B. HOW SATISFIED WERE YOU WITH THE PROFESSIONALISM SHOWN BY THE POLICE OFFICERS? WOULD YOU SAY YOU WERE SATISFIED, VERY SATISFIED, OR DISSATISFIED, VERY DISSATISFIED?

Figure 9: Satisfaction with Professionalism Shown by Police Officers



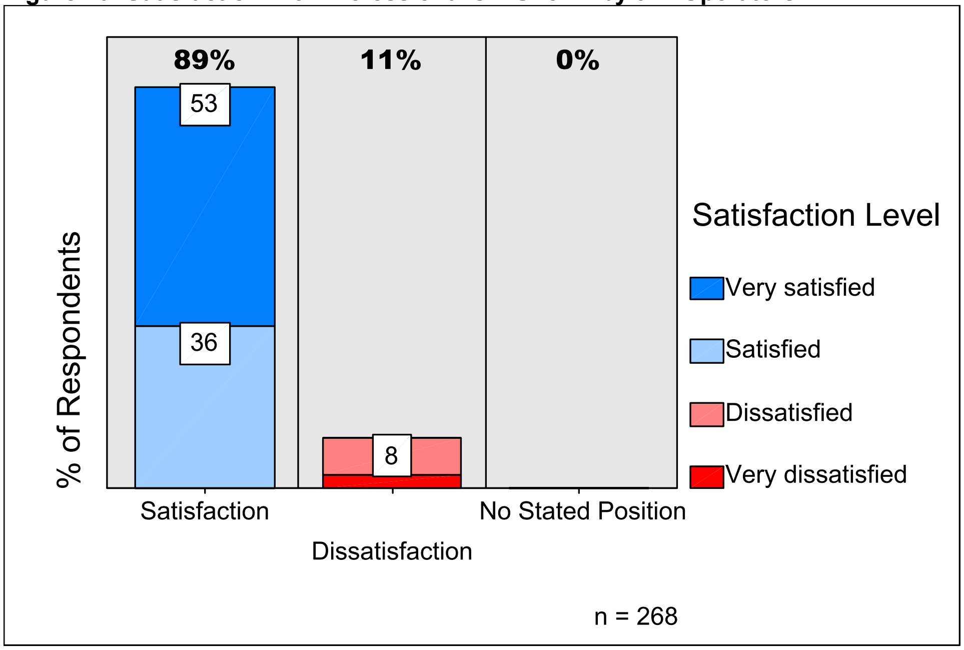
Statistically Significant

More Positive Position

- White respondents were more satisfied with police officer professionalism than were communities of color (84% satisfied versus 60% satisfied).
- Households with individuals having annual incomes of $50,000 or more were more satisfied than households with individuals having under $50,000 annual incomes (91% versus 71%).
- Individuals age 60 or more were more satisfied than individuals under 60 years age (93% versus 77%).

Q12C. How satisfied were you with the professionalism shown by the 911 operator? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied?

Figure 10: Satisfaction with Professionalism Shown by 911 Operators



Statistically Significant

More Positive Position

- There were no significant demographic differences in satisfaction with 911 professionalism.

Survey 2003 | Survey 2001

As previously noted, the timeframe for evaluation differed for the two survey periods. Therefore statistical comparisons of response would not be meaningful.

Snow Emergency Services

Q18A. Moving now to snow emergencies in Minneapolis. Do you have any problems following Snow Emergency rules?

85% of respondents indicate they have no problems following snow emergency rules.

Table 26: Public Safety Contact – Segment Differences

Problems with Snow Emergency Rules n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Yes	**14%**	12%	17%	14%	15%	15%	13%	13%	16%
No	**85**	88	80	86	81	84	87	85	83
No position	**1**	-	3	-	5	1	1	2	1
Note: Total exceeds or is less than 100% due to rounding. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments; Differs significantly between ethnicity segments

Differs significantly between gender segments; Differs significantly between income segments

Q18B. WHAT PARTICULAR PROBLEMS DO YOU HAVE?

Of the 14% who stated they had a problem following snow emergency rules, the problems mentioned the most often are understanding the odd/even rule and not knowing when emergencies are declared.

Responses to this open-ended question were pre-coded into categories and are summarized below.

Table 27: Public Safety Contact – Segment Differences

Problems with Snow Emergencies n = 111	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Odd / even side directions confusing	**65%**	70%	60%	66%	61%	65%	67%	60%	66%
Don't know when emergencies are declared	**44**	52	37	47	34	38	52	36	54
Few alternatives for moving car	**14**	12	16	15	12	10	17	16	14
Don't know which routes snow emergency routes	**12**	13	11	13	8	9	16	12	13
Limited English proficiency – difficult understand	**1**	-	2	-	4	2	-	-	-
Other problems	**14**	7	22	14	16	17	11	20	7
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differences significantly between housing segments / Differs significantly between ethnicity segments / Differs significantly between gender segments / Differs significantly between income segments

16 residents mentioned other problems that included the need for better posting of information and clearer signs.

Q18C. FROM WHICH OF THE FOLLOWING SOURCES DO YOU PREFER TO GET SNOW EMERGENCY INFORMATION?

Although a majority prefer to get information about Snow Emergencies from radio or TV, a variety of communication tools are important.

Homeowners were more likely to prefer getting snow emergency information from radio or television (88% versus 78%) or newspapers (45% versus 31%) than were renters. Females were significantly more likely to prefer signage along streets as a means of getting snow emergency information than were males (72% versus 62%).

Table 28: Public Safety Contact – Segment Differences

Information Source n = 414	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Radio or television	**84%**	88%	78%	86%	80%	87%	83%	83%	89%
Signage along streets	**68**	65	70	68	68	72	62	67	67
348-SNOW phone hotline	**57**	57	55	57	54	59	56	54	62
Snow emergency brochure	**48**	48	47	47	50	51	43	51	42
City Calendar	**42**	42	40	39	47	43	42	44	33
Newspapers	**40**	45	31	43	28	40	41	39	42
City website or email notice	**39**	38	40	40	38	36	45	36	46
Note: Multiple responses possible, totals exceed 100%. Numbers appearing in light gray are too small for statistical testing.									

Differs significantly between housing segments / Differs significantly between ethnicity segments / Differs significantly between gender segments / Differs significantly between income segments

Satisfaction with Basic City Services

Q13. I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied you are with the way the city provides the service. How satisfied are you with Minneapolis' efforts at [READ SERVICE]? Are you satisfied, very satisfied, dissatisfied, or very dissatisfied?

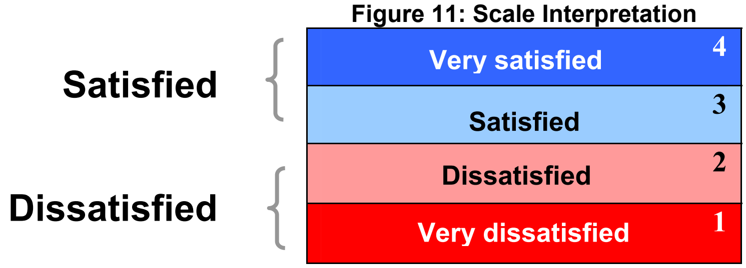
The following list of twelve services were rotated and presented to each of the 800 surveyed residents.

- *Preserving and providing affordable housing for low and moderate income residents*
- *Protecting the City's natural environment, including air, water and land*
- *Revitalizing neighborhood commercial areas*
- *Snowplowing City streets*
- *Providing and maintaining streets, alleys and bridges*
- *Keeping streets clean*
- *Dealing with problem businesses and unkempt properties*
- *Providing garbage collection and recycling programs*
- *Providing Police services*
- *Providing Fire protection and emergency medical response*
- *Providing quality drinking water*
- *Providing safe movement for pedestrians and motorists*

Scale Interpretation

Resident satisfaction or lack of satisfaction with key City services was measured using a 4-point scale where 4 meant Very Satisfied down to 1 Very Dissatisfied. Interpretation of scaled response is shown in Figure 11 below. This breakdown of the 4-point scale is used in the charts that summarize resident response to key City services.

Figure 11: Scale Interpretation



Non-response, (don't know or refused to give a rating) are shown in charts as 'no position'.

Rating Overview

Table 29: Summary of Satisfaction Ratings of City Services

Evaluated Service Statement n = 800	% Satisfied	Average Rating 4-point Scale
Providing garbage collection and recycling programs	91%	3.25
Providing Fire protection and emergency medical response	90	3.22
Keeping streets clean	85	2.96
Providing quality drinking water	81	2.99
Providing Police services	81	2.96
Snowplowing City streets	81	2.96
Providing and maintaining streets, alleys and bridges	81	2.90
Providing safe movement for pedestrians and motorists	78	2.86
Protecting the City's natural environment, including air, water and land	77	2.85
Revitalizing neighborhood commercial areas	72	2.82
Dealing with problem businesses and unkempt properties	59	2.69
Preserving and providing affordable housing for low and moderate income residents	45	2.43

Survey 2003 | Survey 2001

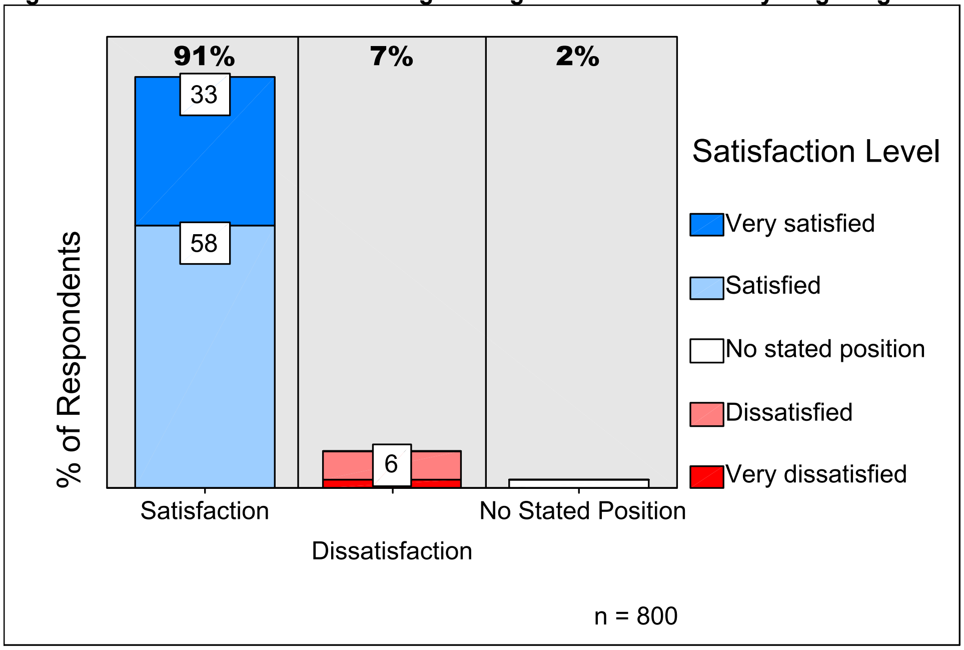
Resident attitudes toward the City's efforts at providing a variety of services significantly changed between tracking years. Eight services were similarly assessed in the two surveys. Resident performance assessments of five of the eight services show a statistically significant change. There has been positive change in satisfaction with efforts at protecting the City's natural environment, revitalizing neighborhood commercial areas, snowplowing efforts and efforts to keep the streets clean. Satisfaction with snowplowing showed the greatest increase – up 7% over 2001 levels.

Although performance ratings of the City's provision for police services remains high (81% of residents satisfied) there has been a statistically significant increase in dissatisfaction as noted in Table 30 below.

Table 30: Satisfaction with City Services: Year-to-Year Comparison

Rated Service (Satisfied to Very Satisfied)	Survey Year 2003	Survey Year 2001	Significant Change	Direction of Change
Protecting the City's natural environment	77%	72%	Yes	Increase in satisfaction
Revitalizing neighborhood commercial areas	72	66	Yes	Increase in satisfaction
Snowplowing city streets	82	75	Yes	Increase in satisfaction
Keeping streets clean	85	82	Yes	Increase in satisfaction
Providing police services	81	85	Yes	Decrease in satisfaction

Figure 12: Satisfaction with Providing Garbage Collection and Recycling Programs

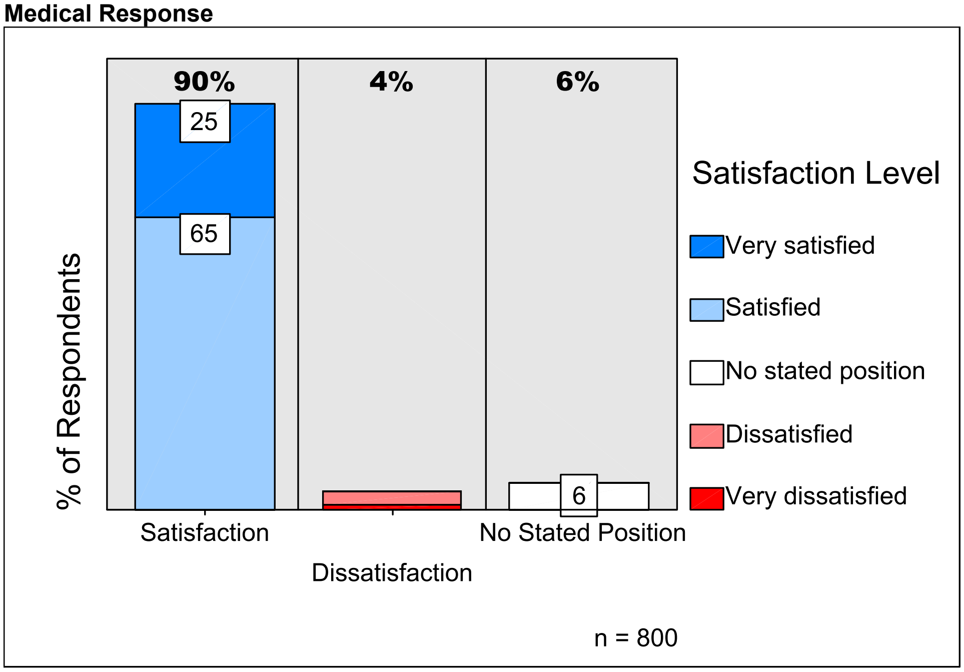


Statistically Significant

More Positive Position

- White individuals are more likely to be satisfied than are communities of color (93% versus 85%).
- Homeowners are more likely to be satisfied than are renters (94% versus 88%).

Figure 13: Satisfaction with Providing Fire Protection and Emergency Medical Response

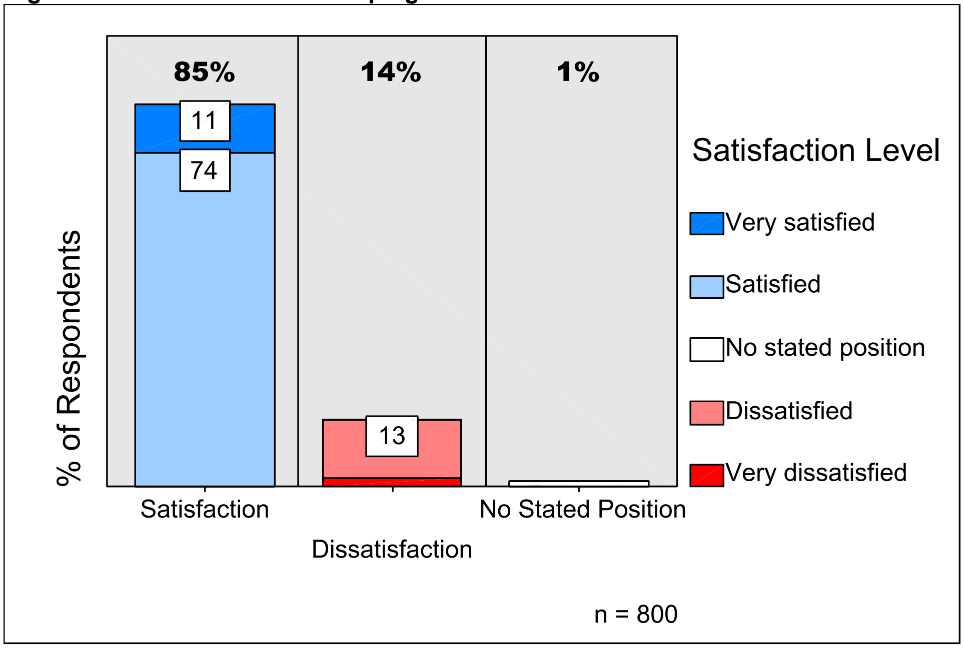


Statistically Significant

More Positive Position

- Individuals in households with under $50,000 annual income are more likely to be satisfied than are individuals in households with annual incomes over $50,000 (92% versus 87%).
- Individuals who have not experienced discrimination are more likely to be satisfied than are individuals who have experienced discrimination (91% versus 85%).

Figure 14: Satisfaction with Keeping Streets Clean

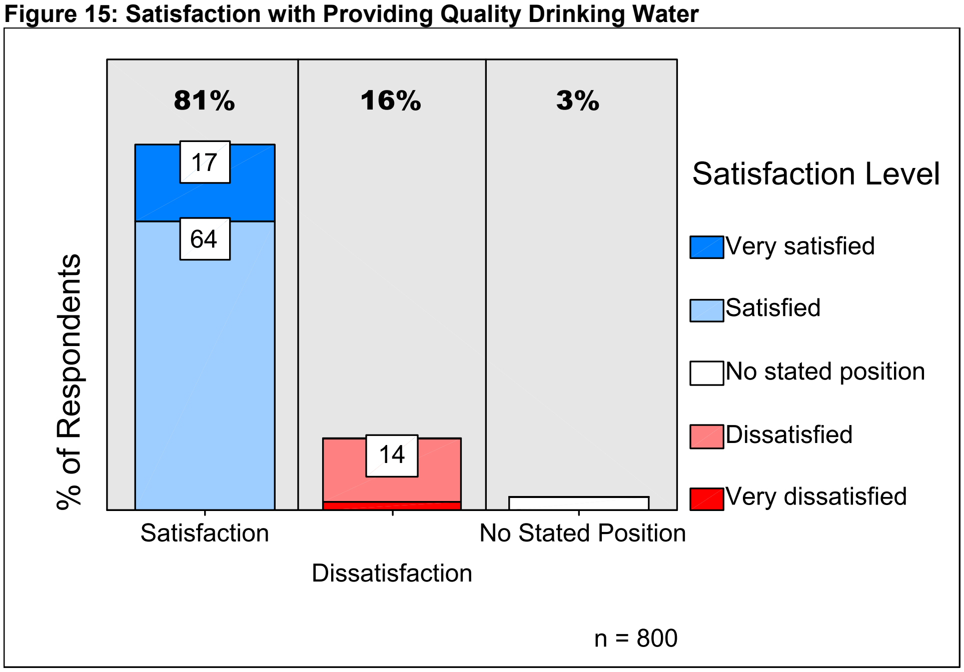


Statistically Significant

More Positive Position

- White individuals are more likely to be satisfied than are communities of color (87% versus 77%).

Figure 15: Satisfaction with Providing Quality Drinking Water

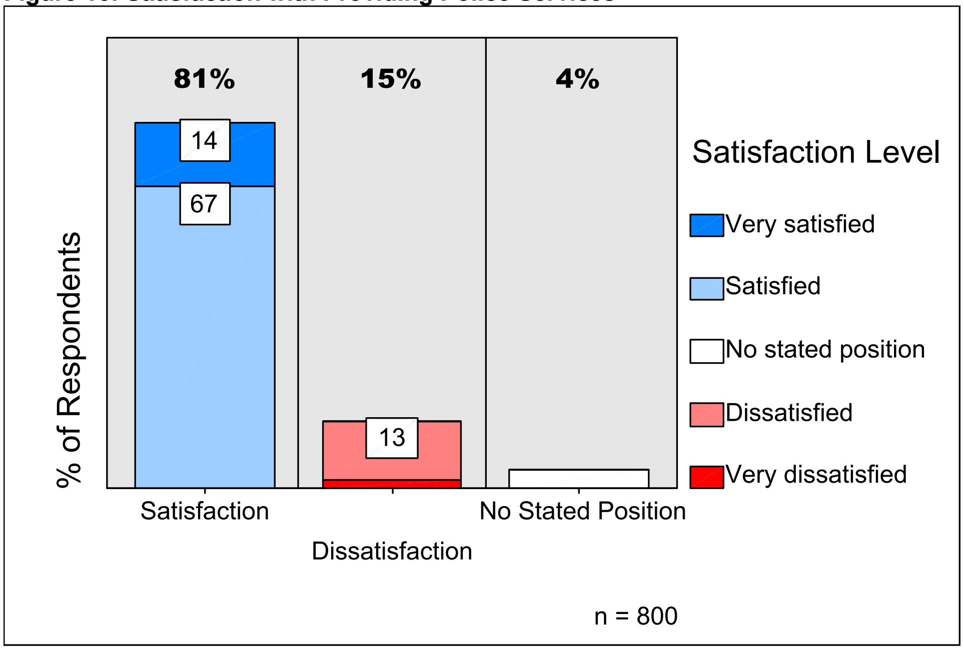


Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (85% versus 78%).
- White individuals are more likely to be satisfied than are communities of color (83% versus 76%).
- Homeowners are more likely to be satisfied than are renters (86% versus 76%).

Figure 16: Satisfaction with Providing Police Services

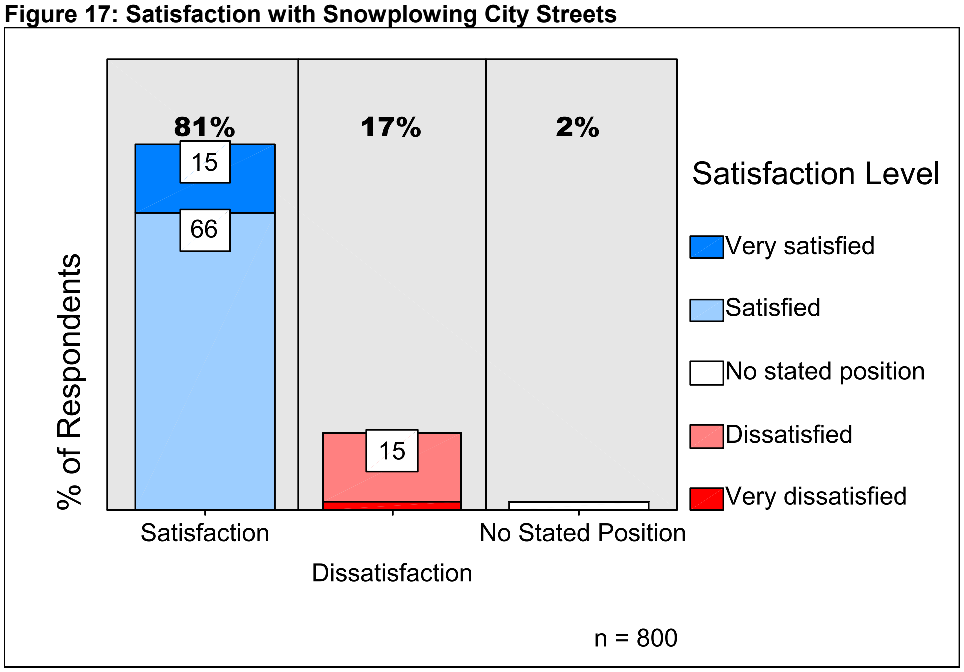


Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (85% versus 78%).
- White individuals are more likely to be satisfied than are communities of color (84% versus 68%).
- Individuals ages 60 or more are more likely to be satisfied than are individuals less than 60 years age (88% versus 79%).
- Homeowners are more likely to be satisfied than are renters (84% versus 76%).
- Individuals who have not experienced discrimination are more likely to be satisfied than are individuals who have experienced discrimination (85% versus 61%).

Figure 17: Satisfaction with Snowplowing City Streets

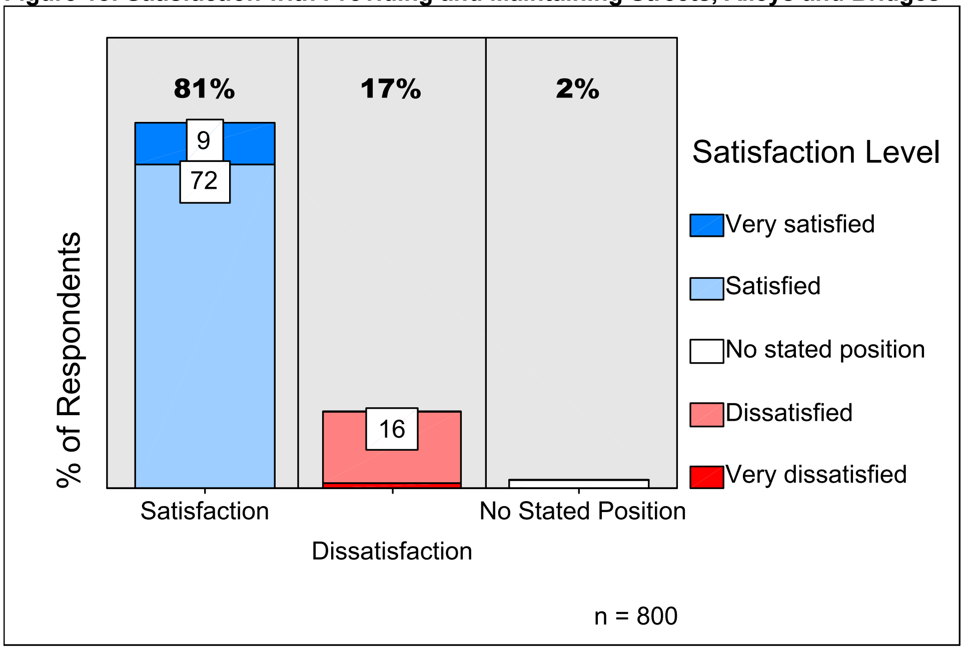


Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (84% versus 79%).

Figure 18: Satisfaction with Providing and Maintaining Streets, Alleys and Bridges

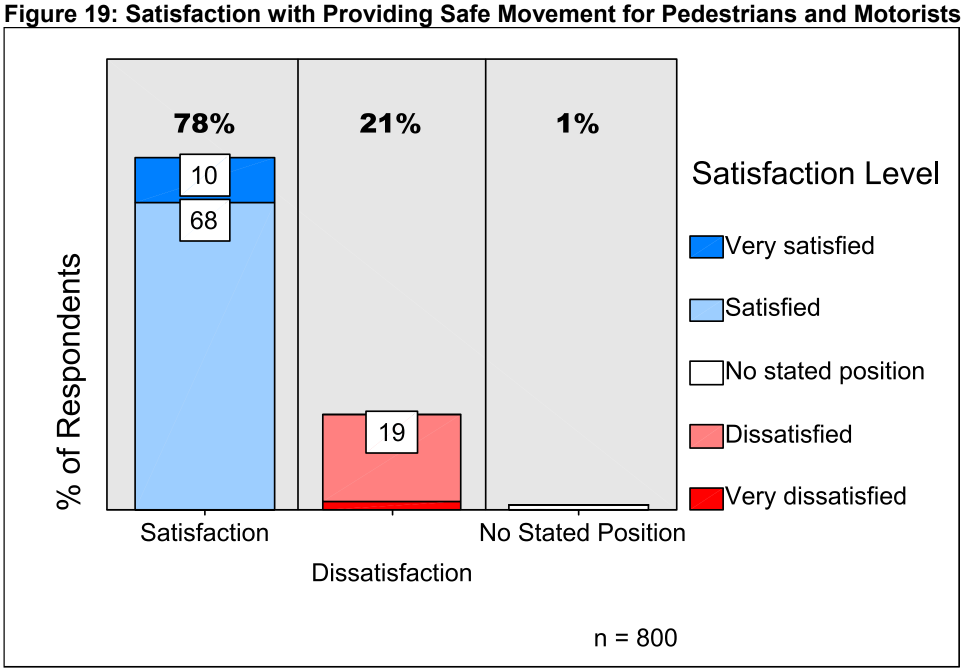


Statistically Significant

More Positive Position

- White individuals are more likely to be satisfied than are communities of color (83% versus 75%).

Figure 19: Satisfaction with Providing Safe Movement for Pedestrians and Motorists

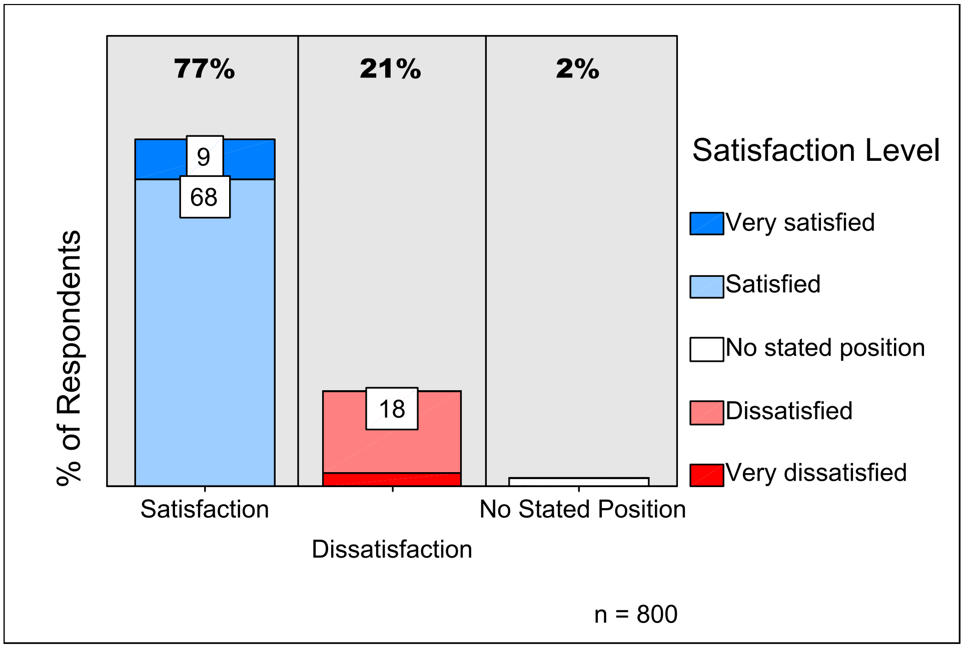


Statistically Significant

More Positive Position

- Individuals under 35 are more likely to be satisfied than are individuals 35 or older (84% and 75%).

Figure 20: Satisfaction with Protecting the City's Natural Environment, Including Air, Water and Land

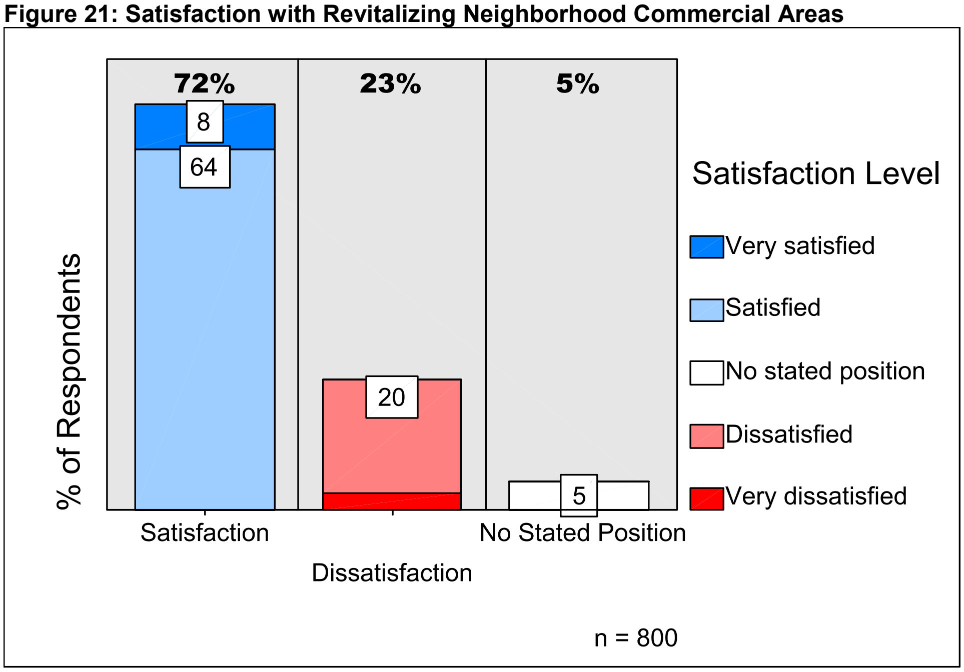


Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (80% versus 74%).
- Individuals in households with no kids under 18 are more likely to be satisfied than are individuals in households with kids under 18 (79% versus 72%).

Figure 21: Satisfaction with Revitalizing Neighborhood Commercial Areas

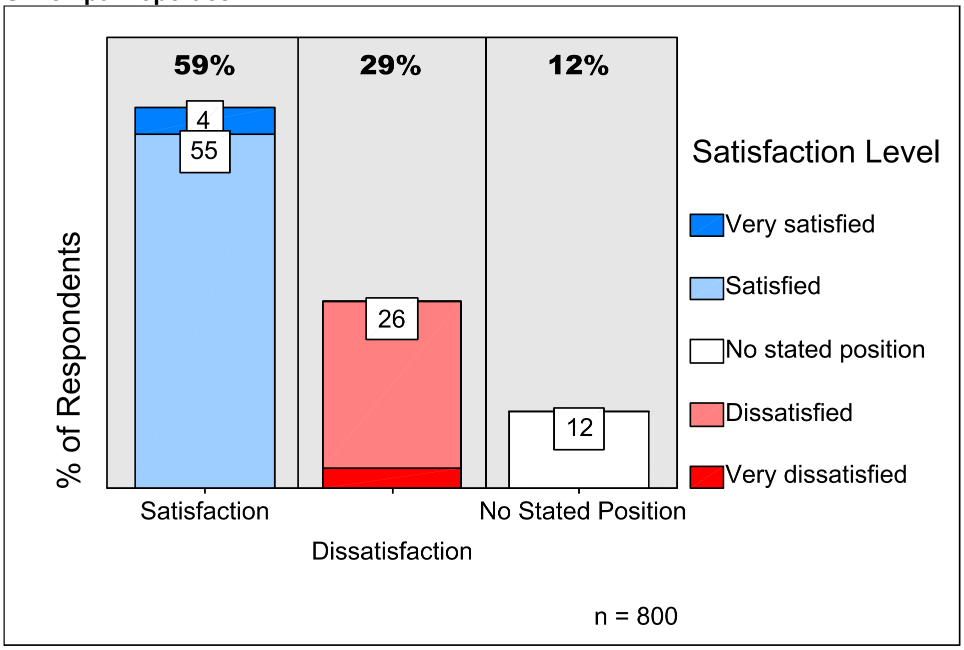


Statistically Significant

More Positive Position

- White individuals are more likely to be satisfied than are communities of color (73% versus 66%).
- Individuals ages 18 to 34 are more likely to be satisfied than are individuals ages 35 to 59 (78% versus 67%).

Figure 22: Satisfaction with Dealing with Problem Businesses and Unkempt Properties

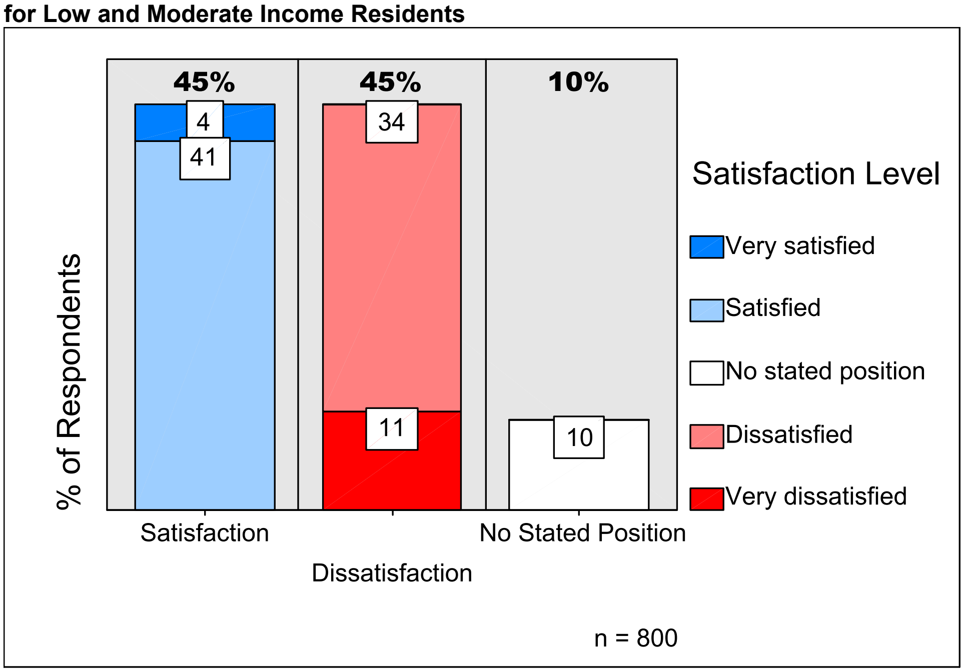


Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (65% versus 54%).
- Renters are more likely to be satisfied than are homeowners (64% versus 56%).
- Individuals who have not experienced discrimination are more likely to be satisfied than are individuals who have experienced discrimination (61% versus 49%).

Figure 23: Satisfaction Rating of Preserving & Providing Affordable Housing for Low and Moderate Income Residents



Statistically Significant

More Positive Position

- Males are more likely to be satisfied than are females (53% versus 38%).
- Homeowners are more likely to be satisfied than are renters (47% versus 43%).
- Individuals in households with no kids under 18 are more likely to be satisfied than are individuals in households with kids under 18 (46% versus 42%).
- Individuals who have not experienced discrimination are more likely to be satisfied than are individuals who have experienced discrimination (48% versus 32%).

PRIORITIZATION OF CITY SERVICES

IMPORTANCE OF BASIC CITY SERVICES

Q14. AS YOU PROBABLY KNOW, MINNEAPOLIS IS FACING INCREASING FINANCIAL CHALLENGES IN PROVIDING CITY SERVICES. THE FOLLOWING SERIES OF QUESTIONS IS INTENDED TO HELP CITY LEADERS PRIORITIZE KEY CITY SERVICES. WITH THIS IN MIND, PLEASE RATE THE IMPORTANCE OF THE FOLLOWING SERVICES ON A 10-POINT SCALE, WITH 10 BEING EXTREMELY IMPORTANT DOWN TO 1 NOT AT ALL IMPORTANT. PLEASE RATE THE IMPORTANCE OF [READ LIST].

The following list of seventeen services was rotated and presented to each of the 800 surveyed residents.

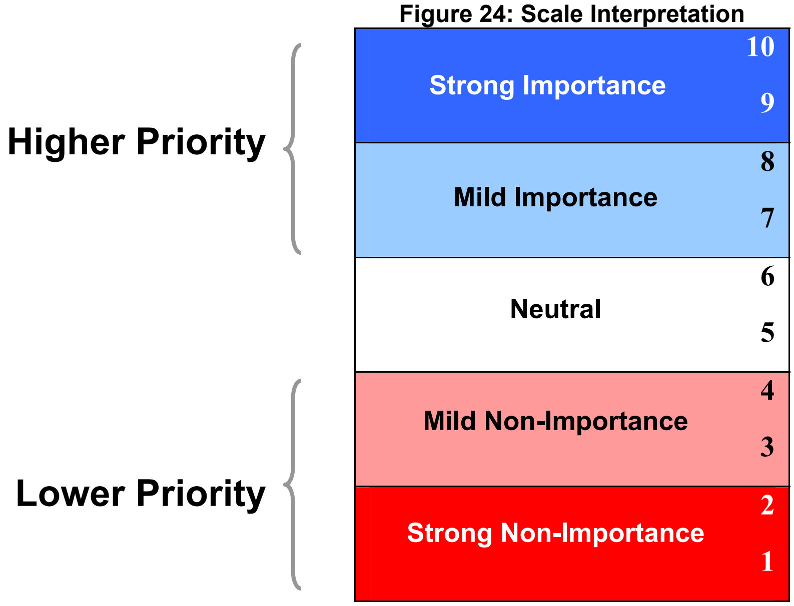
- *PROVIDING POLICE SERVICES*
- *PROVIDING FIRE PROTECTION AND EMERGENCY MEDICAL RESPONSE*
- *PREPARING FOR DISASTERS*
- *PROVIDING AND MAINTAINING STREETS, ALLEYS AND BRIDGES*
- *SNOWPLOWING CITY STREETS*
- *PROVIDING QUALITY DRINKING WATER AND SEWER SERVICES*
- *PROVIDING GARBAGE COLLECTION AND RECYCLING PROGRAMS*
- *REVITALIZING NEIGHBORHOOD COMMERCIAL AREAS*
- *PROMOTING JOB GROWTH AND TRAINING*
- *PRESERVING AND PROVIDING AFFORDABLE HOUSING FOR LOW AND MODERATE-INCOME RESIDENTS*
- *ENSURING MINNEAPOLIS' EXISTING HOUSING IS WELL MAINTAINED*
- *PROTECTING THE CITY'S NATURAL ENVIRONMENT, INCLUDING AIR, WARE AND LAND*
- *DEALING WITH PROBLEM BUSINESSES AND UNKEMPT PROPERTIES*
- *PROTECTING THE HEALTH AND WELL-BEING OF RESIDENTS*
- *STRENGTHENING RELATIONSHIPS AMONG OUR DIVERSE COMMUNITIES*
- *PROVIDING PARKS AND RECREATION SERVICES*
- *PROVIDING LIBRARY SERVICES*

Scale Interpretation

Resident perceptions of importance or lack of importance in light of increased financial challenges in service delivery of presented city services was measured using a 10-point scale where 10 meant they saw a service as 'Extremely Important' down to 1 'Not at all Important'.

Interpretation of scaled response is shown in Figure 24 on the following page. This breakdown of the 10-point scale is used in the charts that summarize resident response to prioritization of key City services.

Figure 24: Scale Interpretation



Note: non-response (don't know or refused to give a rating) is not included in the charts because no more than 1.5% of respondents did not provide a response for any of the services.

Rating Overview

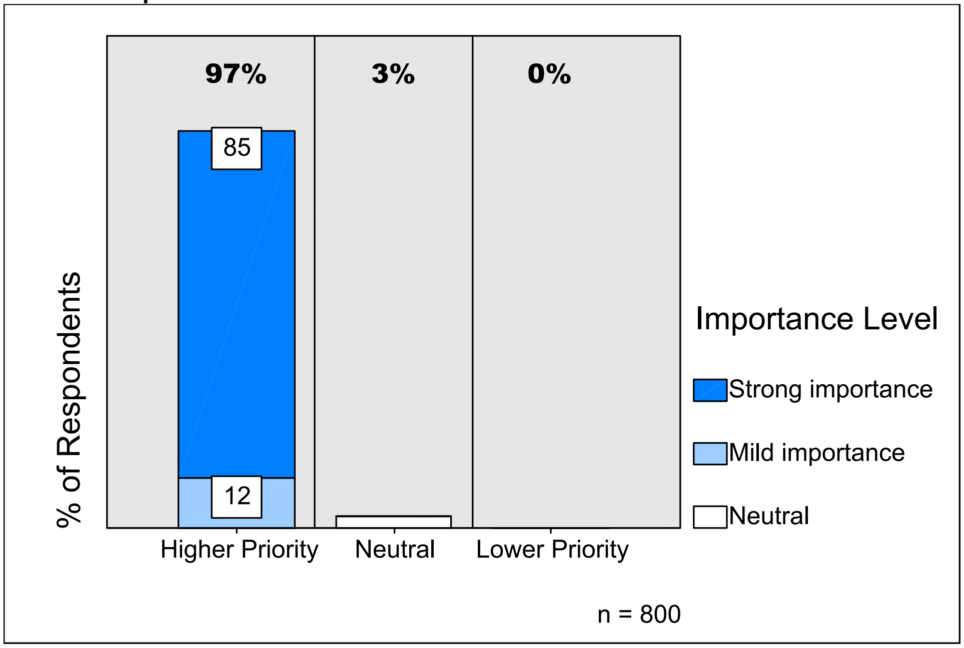
Table 31: Summary of Importance Ratings of City Services

Evaluated Service Statement	% Higher Priority	Average Rating 10-point Scale
Providing fire protection and emergency medical response	97%	9.44
Providing police services	94	9.14
Providing quality drinking water and sewer services	92	8.96
Protecting the City's natural environment, including air, water and land	90	8.69
Providing garbage collection and recycling programs	89	8.46
Protecting the health and well-being of residents	88	8.71
Providing library services	83	8.23
Snowplowing City streets	83	8.12
Providing parks and recreation services	80	7.97
Ensuring Minneapolis' existing housing is well maintained	80	7.95
Providing and maintaining streets, alleys and bridges	79	7.75
Promoting job growth and training	76	7.91
Preserving and providing affordable housing for low and moderate-income residents	76	7.81
Preparing for disasters	75	7.80
Strengthening relationships among our diverse communities	74	7.76
Dealing with problem businesses and unkempt properties	70	7.43
Revitalizing neighborhood commercial areas	68	7.22

Survey 2003 | Survey 2001

Scales used to rate service importance differ for the two survey years. Statistical comparisons are not relevant. In the 2001 survey, affordable housing was ranked highest in terms of desire for more attention to be focused in the future. This was followed by protecting the environment, revitalizing neighborhood commercial areas and dealing with problem businesses and unkempt properties.

Figure 25: Importance Rating of Providing Fire Protection and Emergency Medical Response

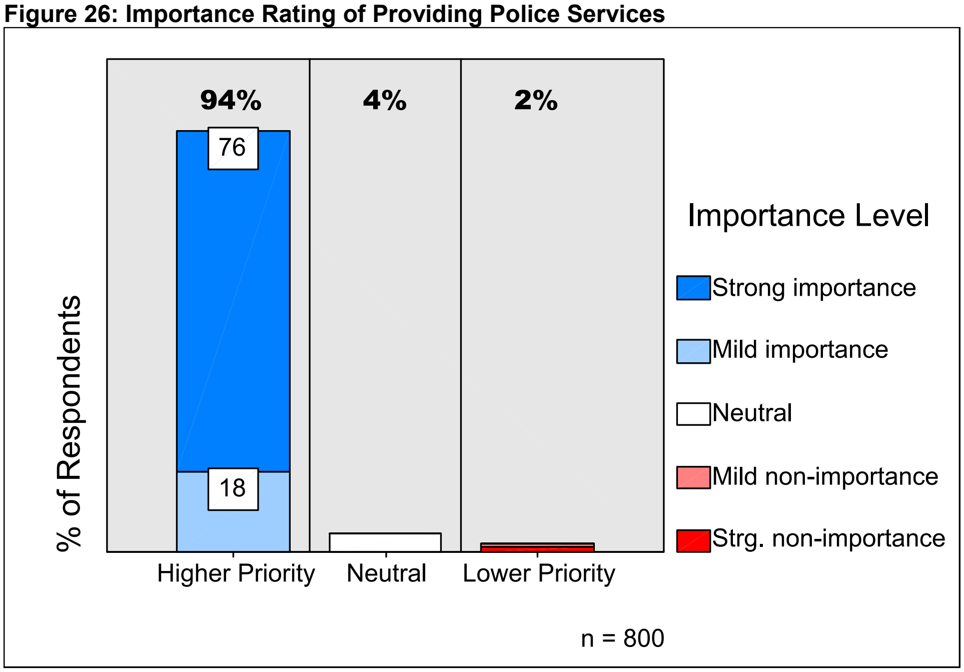


Statistically Significant

Higher Priority Position

- Providing fire protection and medical emergency response is of the highest priority to most all individuals.
- There were no significant differences between groups of individuals surveyed.

Figure 26: Importance Rating of Providing Police Services

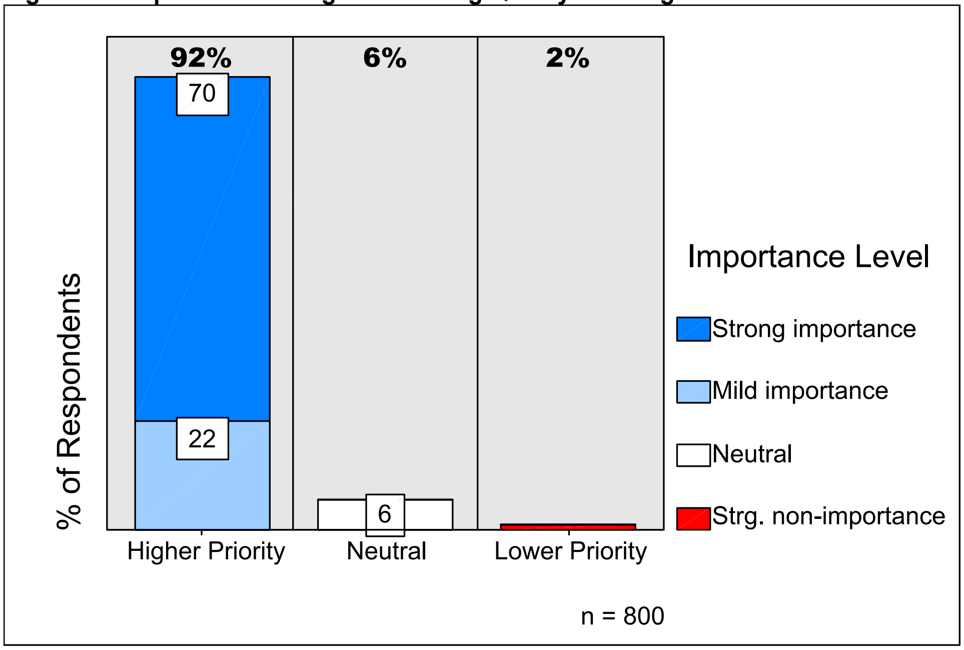


Statistically Significant

Higher Priority Position

- White individuals are more likely to view as a higher priority than are communities of color (96% versus 88%).
- Individuals who have experienced discrimination are more likely to view as a higher priority than are individuals who have not experienced discrimination (95% versus 90%).

Figure 27: Importance Rating of Providing Quality Drinking Water and Sewer Services

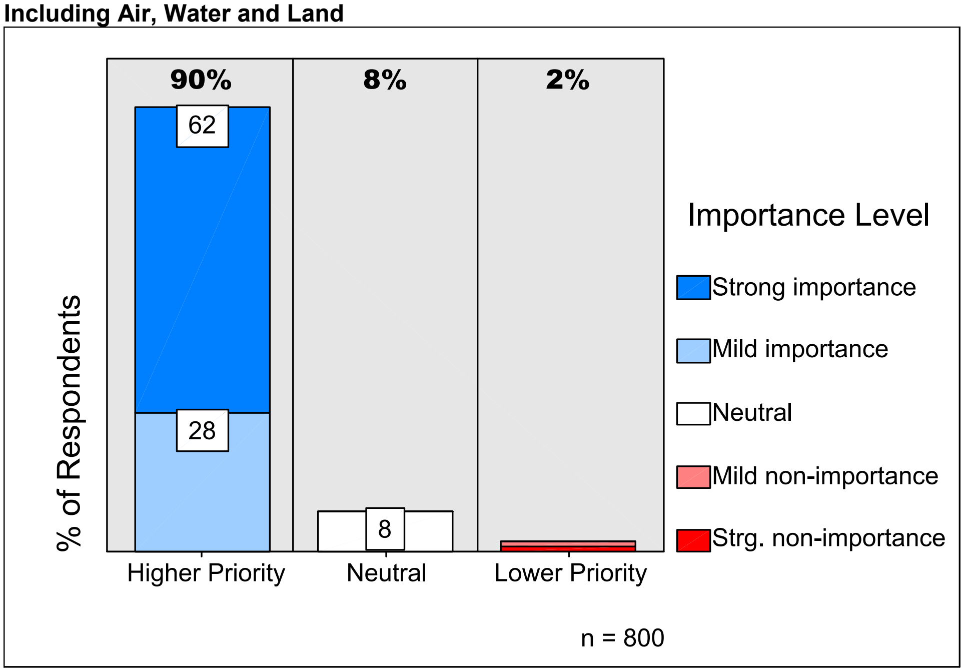


Statistically Significant

Higher Priority Position

- White individuals are more likely to view as a higher priority than are communities of color (93% versus 88%).

Figure 28: Importance Rating of Protecting the City's Natural Environment, Including Air, Water and Land

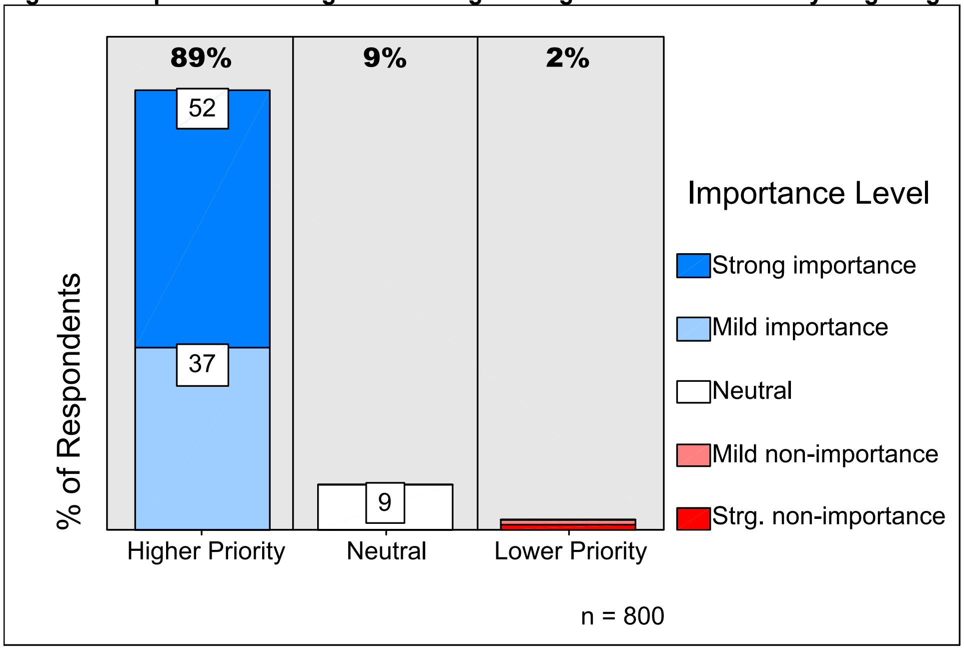


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (92% versus 87%).
- White individuals are more likely to view as a higher priority than are communities of color (91% versus 85%).
- Renters are more likely to view as a higher priority than are homeowners (92% versus 87%).

Figure 29: Importance Rating of Providing Garbage Collection and Recycling Programs

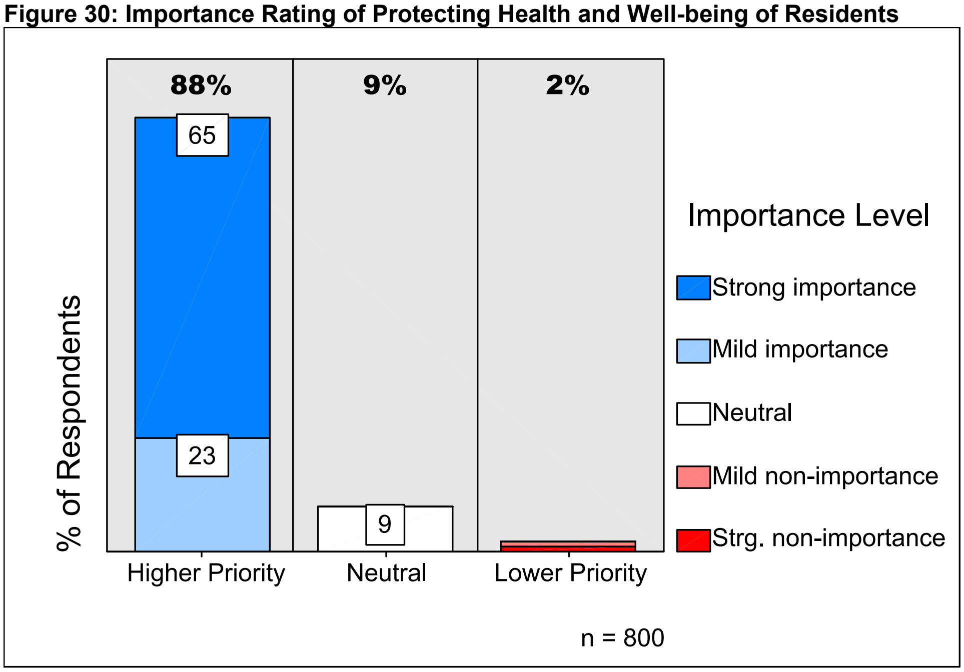


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (92% versus 85%).
- Individuals ages 35 to 59 are more likely to view as higher priority than are individuals ages 18 to 34 (91% versus 85%).

Figure 30: Importance Rating of Protecting Health and Well-being of Residents



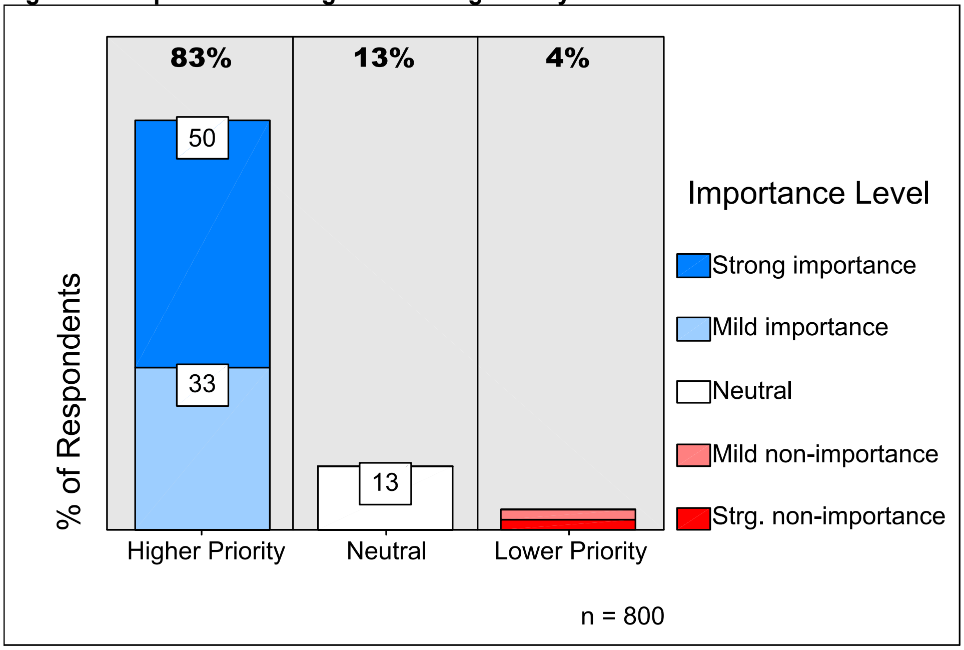
Note: percentages in Figure 30 above are less than 100% due to rounding.

Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (90% versus 85%).
- Individuals in households with under $50,000 annual income are more likely to view as higher priority than are individuals in households with annual incomes over $50,000 (90% versus 84%).
- Renters are more likely to view as a higher priority than are homeowners (91% versus 86%).

Figure 31: Importance Rating of Providing Library Services

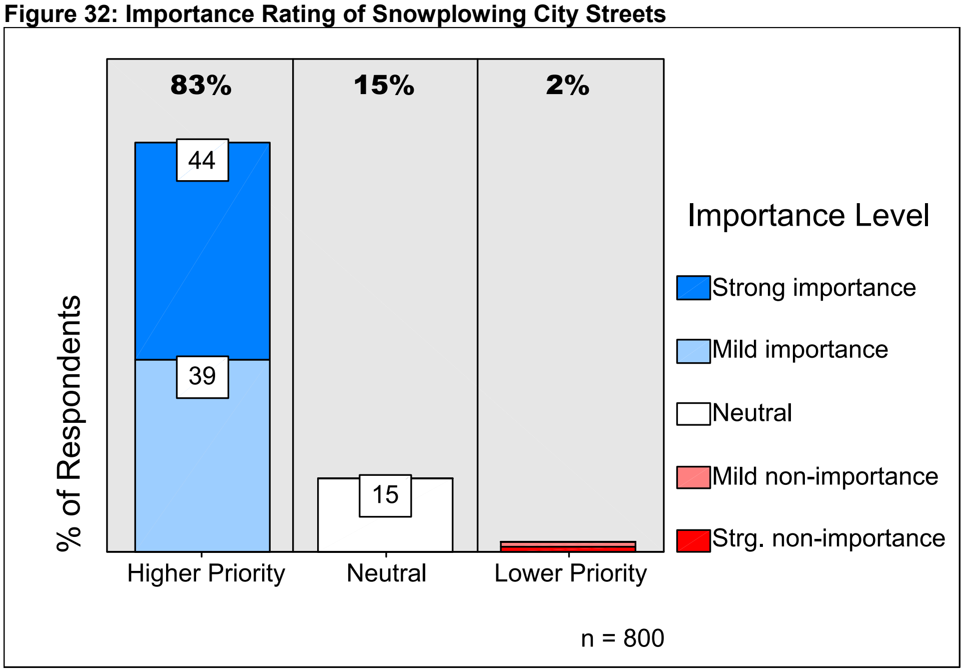


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (89% versus 78%).

Figure 32: Importance Rating of Snowplowing City Streets

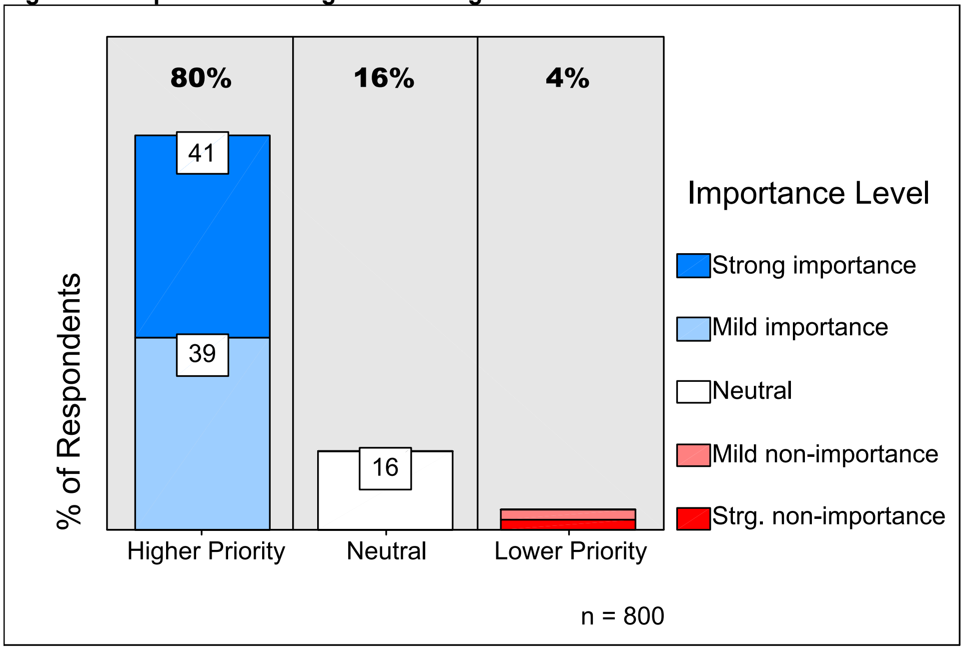


Statistically Significant

Higher Priority Position

- There were no significant differences between groups of individuals surveyed.

Figure 33: Importance Rating of Providing Parks and Recreation Services

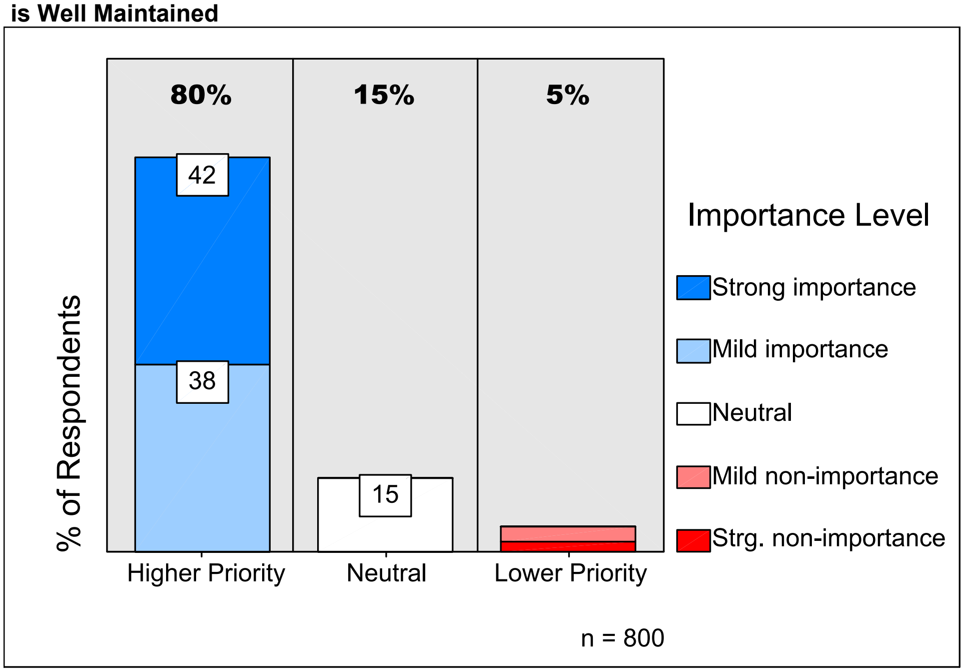


Statistically Significant

<u>Higher Priority Position</u>

- There were no significant differences between groups of individuals surveyed.

Figure 34: Importance Rating of Ensuring Minneapolis' Existing Housing is Well Maintained

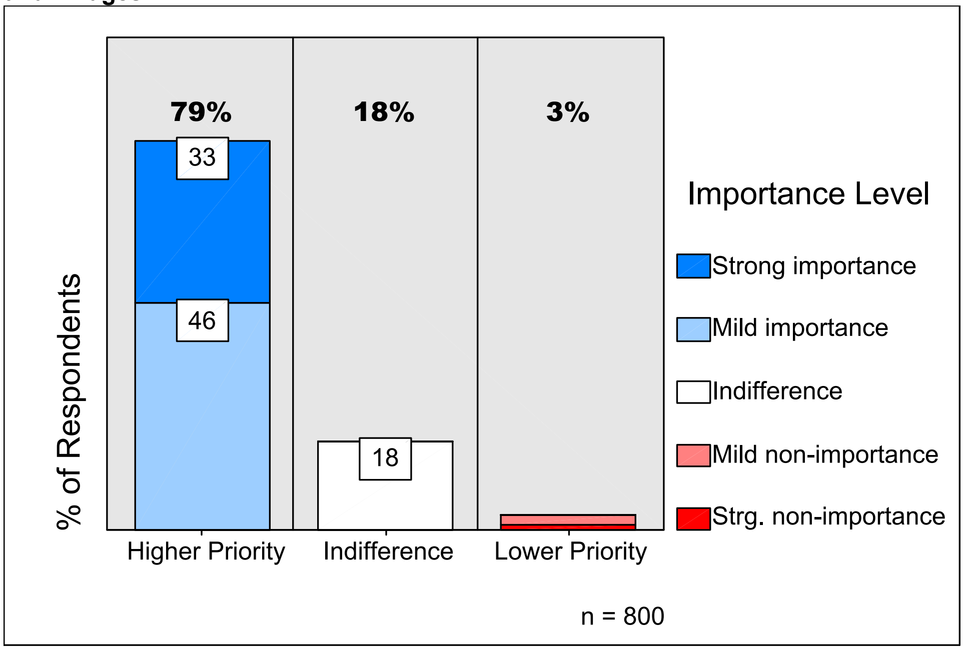


Statistically Significant

<u>Higher Priority Position</u>

- Females are more likely to view as a higher priority than are males (82% versus 75%).

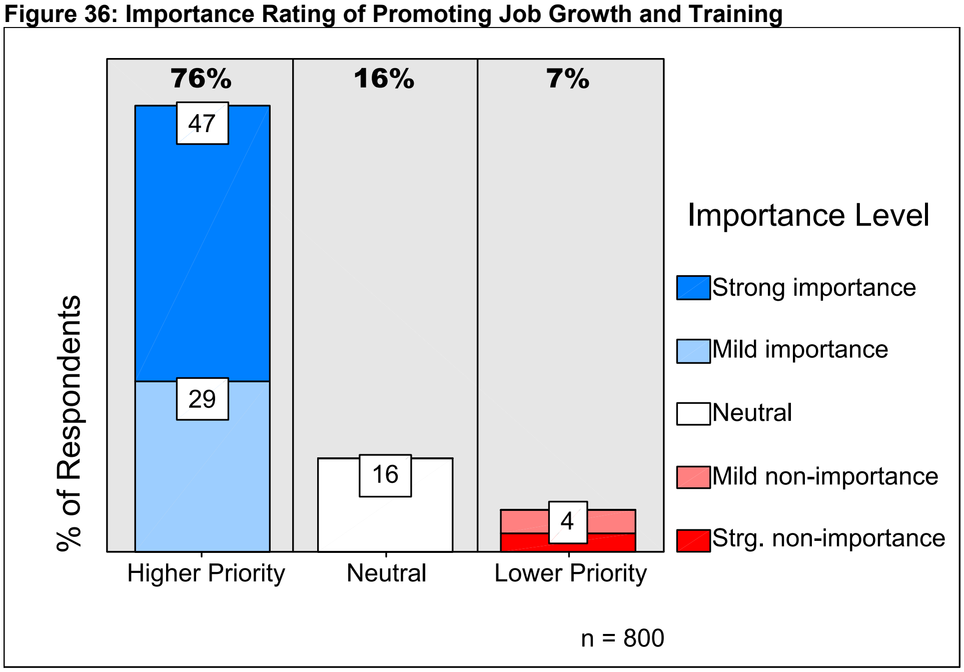
Figure 35: Importance Rating of Providing and Maintaining Streets, Alleys and Bridges



Statistically Significant
Higher Priority Position

- There were no significant differences between groups of individuals surveyed.

Figure 36: Importance Rating of Promoting Job Growth and Training

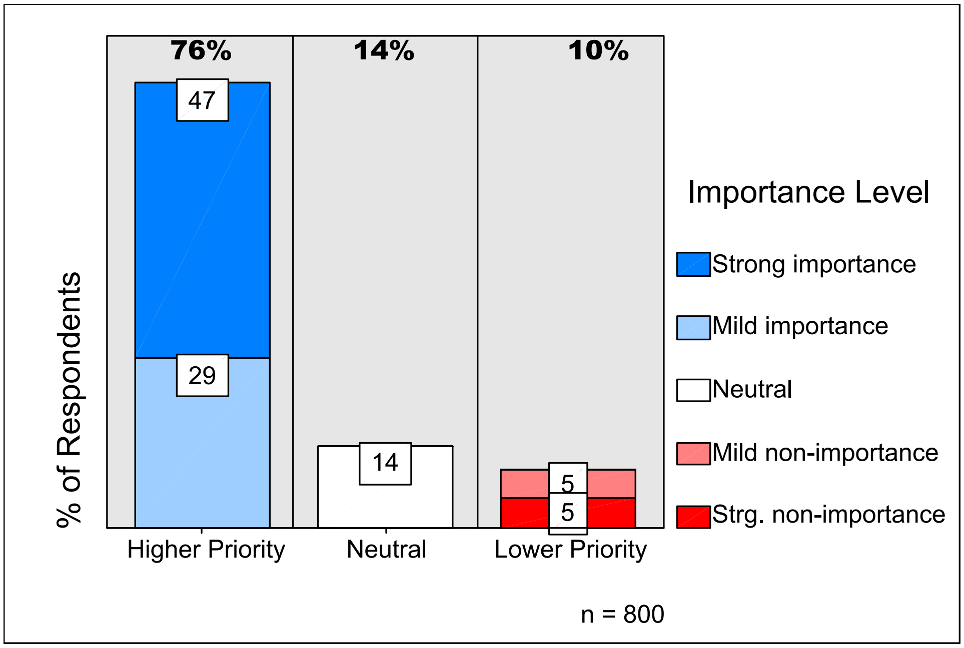


Note: percentages in Figure 36 above are less than 100% due to rounding.

Statistically Significant
Higher Priority Position

- Females are more likely to view as a higher priority than are males (80% versus 70%).
- Communities of color are more likely to view as a higher priority than are white individuals (83% versus 74%).
- Individuals in households with under $50,000 annual income are more likely to view as higher priority than are individuals in households with annual incomes over $50,000 (80% versus 69%).
- Individuals under 35 are more likely to view as higher priority than are individuals 35 or older (82% versus 72%).

Figure 37: Importance Rating of Preserving and Providing Affordable Housing for Low & Moderate-Income Residents

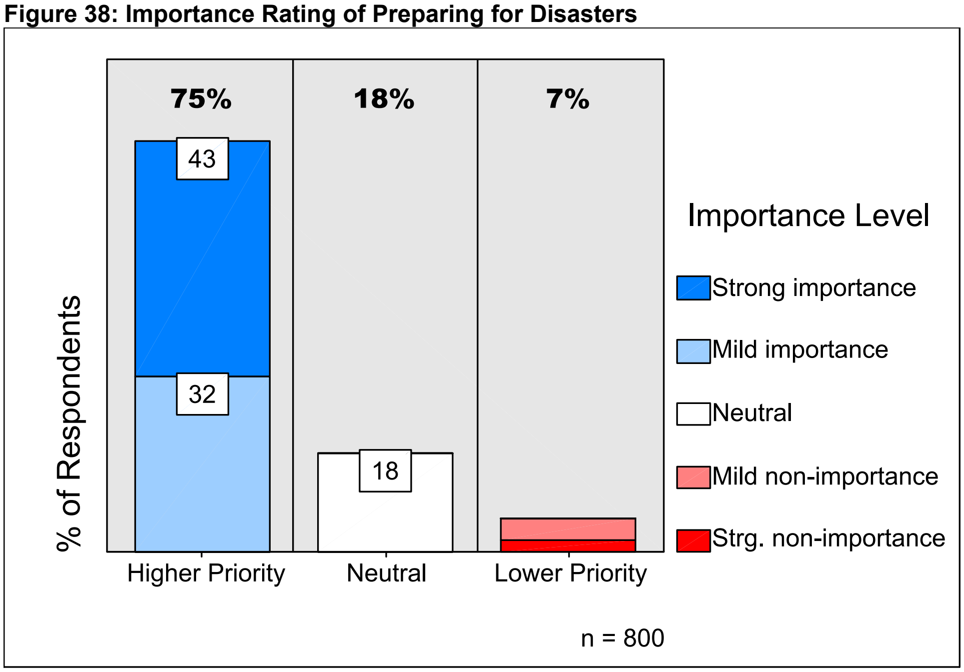


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (81% versus 69%).
- Communities of color are more likely to view as a higher priority than are white individuals (84% versus 73%).
- Individuals in households with under $50,000 annual income are more likely to view as higher priority than are individuals in households with annual incomes over $50,000 (79% versus 70%).
- Renters are more likely to view as a higher priority than are homeowners (85% versus 69%).

Figure 38: Importance Rating of Preparing for Disasters

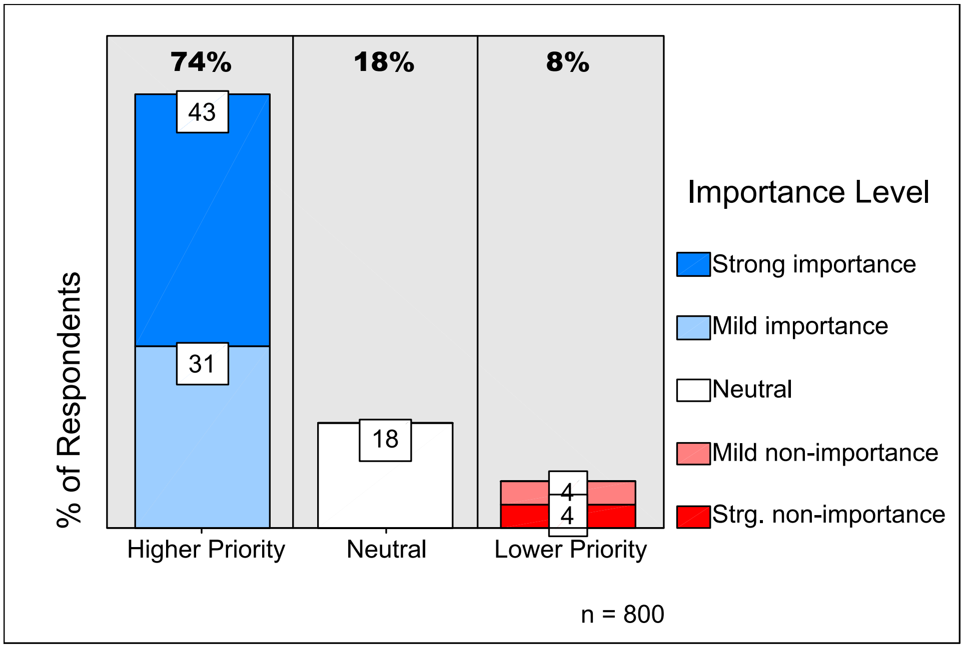


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (78% versus 70%).
- Communities of color are more likely to view as a higher priority than are white individuals (81% versus 72%).

Figure 39: Importance Rating of Strengthening Relationships among our Diverse Communities

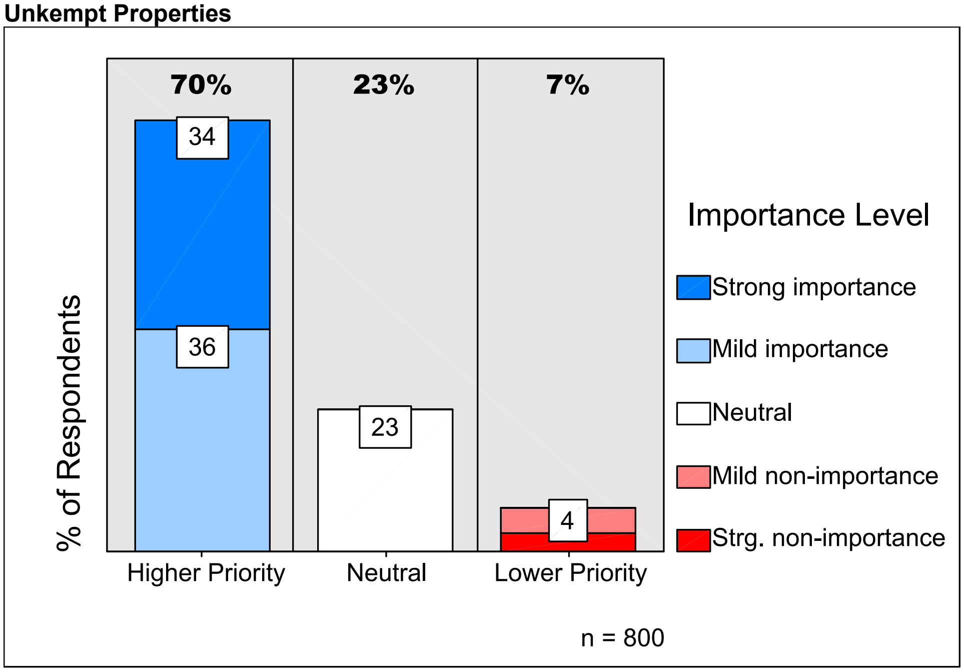


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (80% versus 67%).
- Renters are more likely to view as a higher priority than are homeowners (79% versus 71%).
- Communities of color are more likely to rate this service a '10' than are white individuals (49% versus 29%).

Figure 40: Importance Rating of Dealing with Problem Businesses and Unkempt Properties

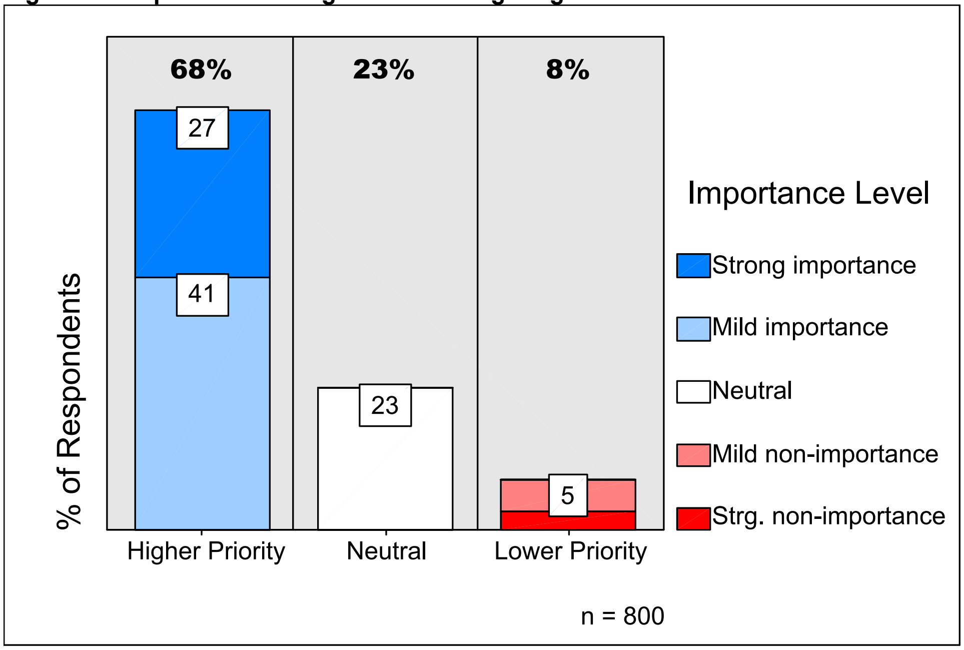


Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (74% versus 63%).

Figure 41: Importance Rating of Revitalizing Neighborhood Commercial Areas



Note: percentages in Figure 41 above are less than 100% due to rounding.

Statistically Significant

Higher Priority Position

- Females are more likely to view as a higher priority than are males (71% versus 63%).

RANKING OF BASIC CITY SERVICES

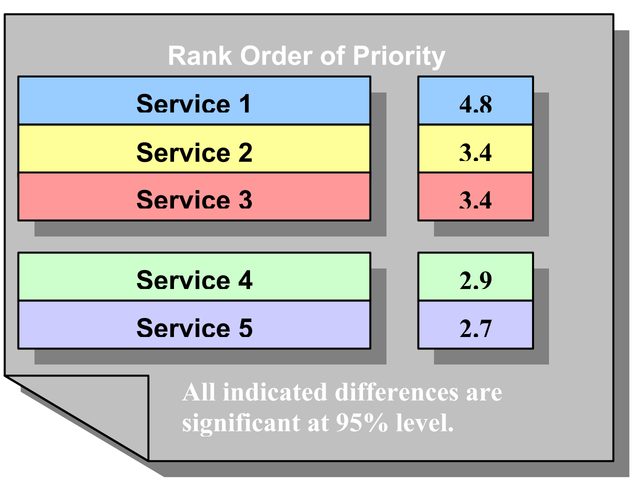
Q15A-E. NOW I'M GOING TO READ ONLY THE SERVICES YOU RATED MOST IMPORTANT AND ASK YOU TO PUT THEM IN ORDER OF IMPORTANCE. OF THESE, PLEASE TELL ME WHICH ONE IS MOST IMPORTANT TO YOU (RANK 1)? ALTHOUGH YOU RATED ALL AS IMPORTANT, WHICH OF THE REMAINING SERVICES WOULD YOU SAY IS LEAST IMPORTANT TO YOU (RANK 5)? OF THE REMAINING, WHICH IS MOST IMPORTANT (RANK 2)? OF THE REMAINING, WHICH IS LEAST IMPORTANT (RANK 4)? REMAINING SERVICE IS RECORDED (RANK 3).

Ranking Interpretation

After rating the importance of each service, residents were asked to prioritize their five top importance rated services – stating their most important, then least important, most important of the remaining, least important of the remaining and so on until all five were ranked in order of preference. Exact wording of the questions can be reviewed in *Appendix C*.

A mean was calculated for each service importance priority ranking. Priorities are shown from highest to lowest as provided in the example in Figure 42 below.

Figure 42: Scale Interpretation



Note:
A gap between two adjacent services in the table represents a statistically significant difference in the average priorities for the two services. In the example on the left, a statistically significant difference is indicated by a gap between service 3 and service 4.

The mean (average ranking) of '3.4' for service 3 in the table would be significantly higher (statistically) than that of '2.9' for service 4.

Providing police and fire protection and emergency medical response were ranked higher than all other 15 services. The difference in rankings of these two services with the remaining 15 services is statistically significant as shown by the first break in the table below -- between 47.0% and 30.5%.

Figure 43: Service Importance Prioritization Rankings

Service Was Ranked either a 1st or 2nd or 3rd Priority	Mean	%
Providing police services	2.18	47.3
Providing fire protection and emergency medical response	2.06	47.0
Protecting health and well-being of residents	1.51	30.5
Providing quality drinking water and sewer services	1.35	29.9
Protecting the City's natural environment	1.17	23.7
Preserving & providing affordable housing - low / moderate income	.95	19.7
Promoting job growth and training	.70	13.9
Strengthening relationships among City's diverse communities	.68	13.6
Providing library services	.70	12.3
Preparing for disasters	.56	10.3
Providing garbage collection and recycling programs	.54	9.0
Providing parks and recreation services	.54	8.4
Ensuring Minneapolis' existing housing is well maintained	.49	8.1
Snowplowing city streets	.47	7.8
Dealing with problem businesses and unkempt properties	.33	5.2
Providing and maintaining streets, alleys and bridges	.31	5.0
Revitalizing neighborhood commercial areas	.23	3.7

Note: To be included in importance priority ranking a service had to have received one of a respondent's five highest importance ratings. The 'mean' or commonly referred to as 'average' reflects the service ranking given by respondents represented in the base. The highest priority service had a ranking score of '5' down to '1' for the lowest of the five services. If not ranked, a service was given a value of '0' for the mean calculation.

Survey 2003 | Survey 2001

Methodologies for ranking differ for the two survey years. Statistical comparisons are not relevant. In the 2001 survey, affordable housing was ranked highest in terms of desire for more attention to be focused in the future. This was followed by protecting the environment, revitalizing neighborhood commercial areas and dealing with problem businesses and unkempt properties.

Public Safety service, both police and fire, is of the highest priority to residents – a higher priority than any of the other 15 ranked services.

Police service was a significantly higher priority for those residents who own homes, or residents who are white or who have households with annual incomes of $50,000 or more – see Table 32 below. Fire protection and emergency medical response was also a significantly higher priority for those residents who own homes and are white – or any combination of these demographics.

Preservation and provision for affordable housing for low and moderate income residents was a significantly higher priority for residents who rent, are non-white, female and have annual household incomes less than $50,000 – or any combination of these demographic factors.

Table 32: Demographic Differences in Service Importance Prioritization Rankings – Services Ranked either 1st or 2nd or 3rd

Ways to Encourage Involvement n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Police services	**47%**	53%	40%	52%	31%	46%	49%	44%	52%
Fire protection and emergency medical response	**47**	52	40	49	38	48	47	45	52
Health and well-being of residents	**31**	30	31	32	26	30	32	32	30
Quality drinking water and sewer services	**30**	32	27	32	21	29	32	28	35
Protecting the City's natural environment	**24**	23	25	24	22	25	23	24	25
Preserving & providing affordable housing – low moderate income	**20**	14	28	17	31	23	16	24	15

Differences significantly between housing segments — Differs significantly between ethnicity segments

Differs significantly between gender segments — Differs significantly between income segments

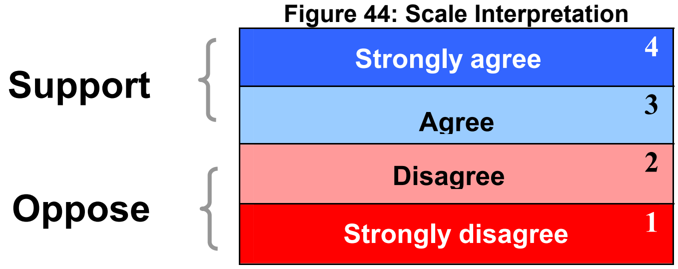
Support for Property Tax or Fee Increase to Maintain or Improve Services

Q16. For the services that you ranked most highly, tell me how much you agree or disagree that property taxes or fees should be increased to maintain or improve the service. Property taxes or fees should be increased to maintain or improve [INSERT SERVICE]. Would you say you agree, strongly agree, disagree, or strongly disagree?

Scale Interpretation

Resident support or opposition to property tax or fee increases to maintain or improve the most highly ranked services of importance was measured using a 4-point scale where 4 meant Strongly agree down to 1 Strongly disagree. Interpretation of scaled response is shown in Figure 44 below. This breakdown of the 4-point scale is used in the charts that summarize resident response to each of the five most highly ranked services in importance.

Figure 44: Scale Interpretation



Non-response (don't know or refused to give a rating) are shown in charts as 'no position'.

Rating Overview

A simple majority or more agree with tax or fee increases to maintain or improve 13 of the 17 City services presented. Only 10% or less strongly disagree with tax or fee increases for any of the 17 services.

17% of the respondents (136 residents) opposed a tax or fee increase for any of the top five services they had rated as most important.

Support for property tax or fee increases for each of the 17 evaluated City services is summarized in Table 33 below. The three services for which residents would be most supportive for maintaining or increasing service were: provision of fire protection and emergency medical response; preservation and provision of affordable housing for moderate to low income residents; and protection for the City's natural environment.

Table 33: Summary of Support for Property Tax or Fee Increase to Maintain or Improve City Services

Evaluated Service Statement	n	% Support	Average Rating 4-point Scale
Providing fire protection and emergency medical response	470	71%	2.87
Preserving and providing affordable housing for low and moderate-income residents	209	71	2.87
Protecting the City's natural environment, including air, ware and land	319	71	2.80
Providing police services	422	70	2.84
Providing quality drinking water and sewer services	342	68	2.78
Protecting the health and well-being of residents	350	63	2.72
Providing parks and recreation services	181	61	2.65
Preparing for disasters	179	59	2.68
Providing library services	234	59	2.65
Promoting job growth and training	183	55	2.63
Providing garbage collection and recycling programs	195	55	2.57
Ensuring Minneapolis' existing housing is well maintained	178	54	2.59
Snowplowing City streets	164	51	2.50
Providing and maintaining streets, alleys and bridges	109	50	2.55
Strengthening relationships among our diverse communities	191	46	2.46
Revitalizing neighborhood commercial areas	81	46	2.41
Dealing with problem businesses and unkempt properties	126	37	2.31

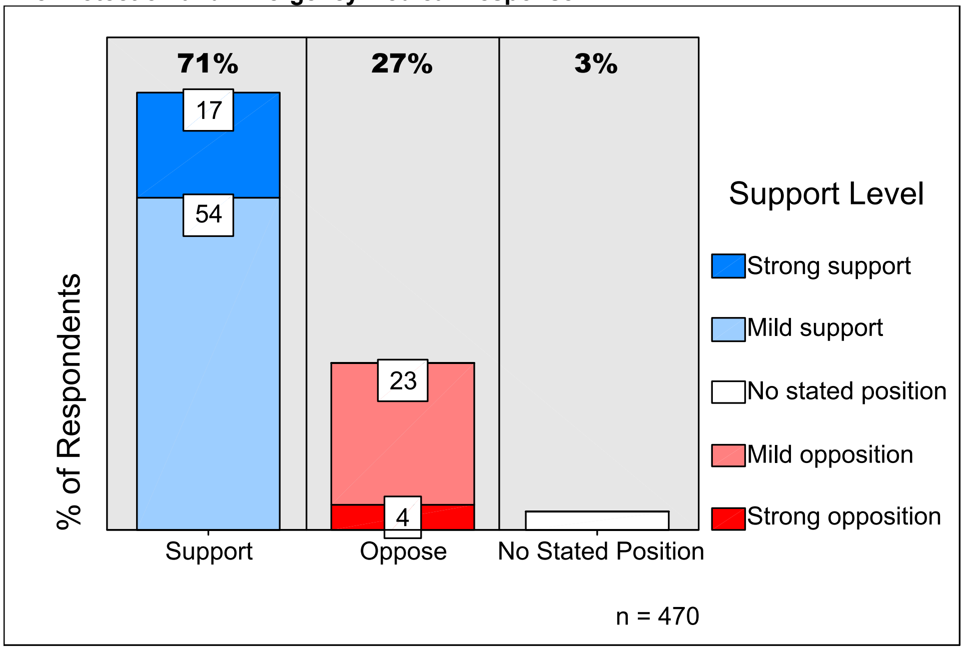
Resident positions on property tax or fee increases for each of the above seventeen city services are shown in detail in the charts that follow. Where statistically significant differences exist between user segments, a description of who is more likely to be supportive of a property tax or fee increase is noted.

There are fewer demographic differences on the tax and fee issue than was seen with service priorities and satisfaction ratings.

Survey 2003 | Survey 2001

The tax support questions were worded differently in the two surveys. Statistical comparisons are not relevant.
72% of the 2001 survey respondents (n = 852) supported a property tax increase to maintain or improve preserving and providing affordable housing for low-income residents. An equal percentage of residents supported a property tax increase for protecting the environment, including air, water and land in the 2001 survey as did in the 2003 survey.

Figure 45: Support for Property Tax or Fee Increase to Maintain or Improve Fire Protection and Emergency Medical Response



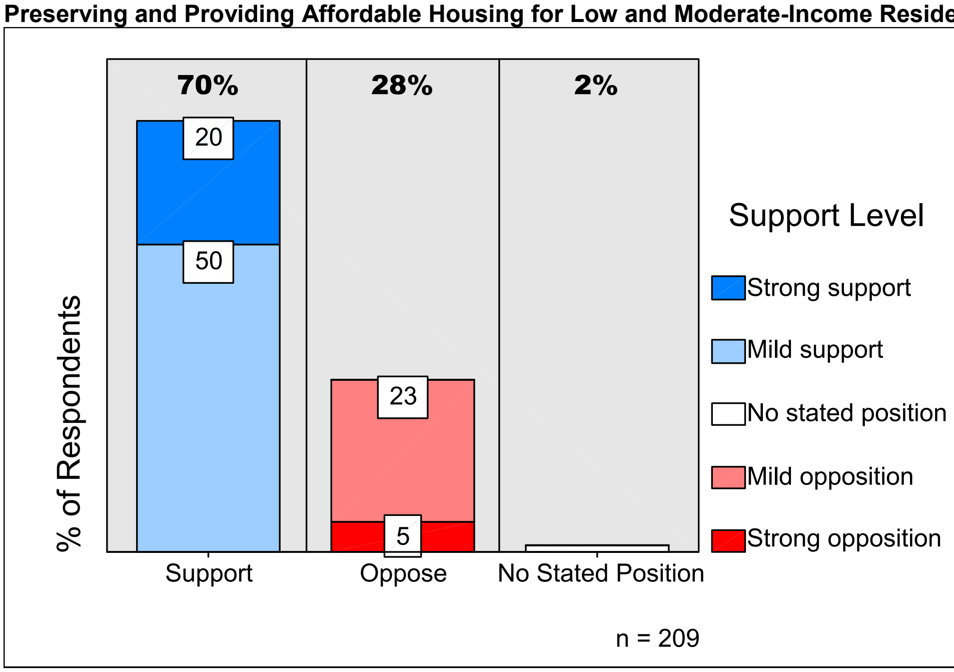
Note: percentages in Figure 45 above exceed 100% due to rounding.

Statistically Significant

More Supportive Position

- Renters are more likely to be supportive than are homeowners (77% versus 68%).

Figure 46: Support for Property Tax or Fee Increase to Maintain or Improve Preserving and Providing Affordable Housing for Low and Moderate-Income Residents

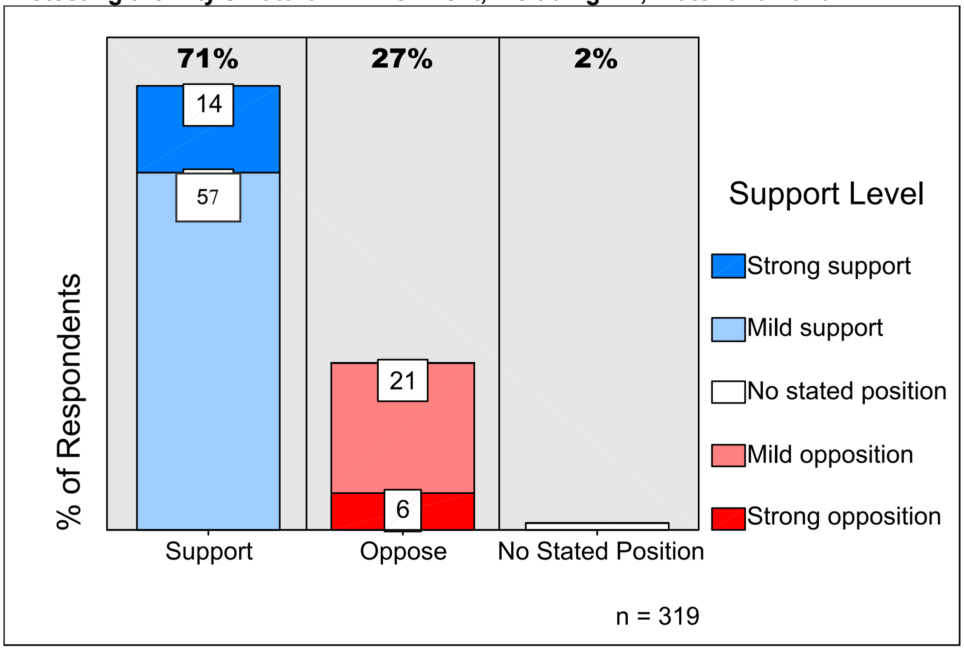


Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 47: Support for Property Tax or Fee Increase to Maintain or Improve Protecting the City's Natural Environment, Including Air, Water and Land

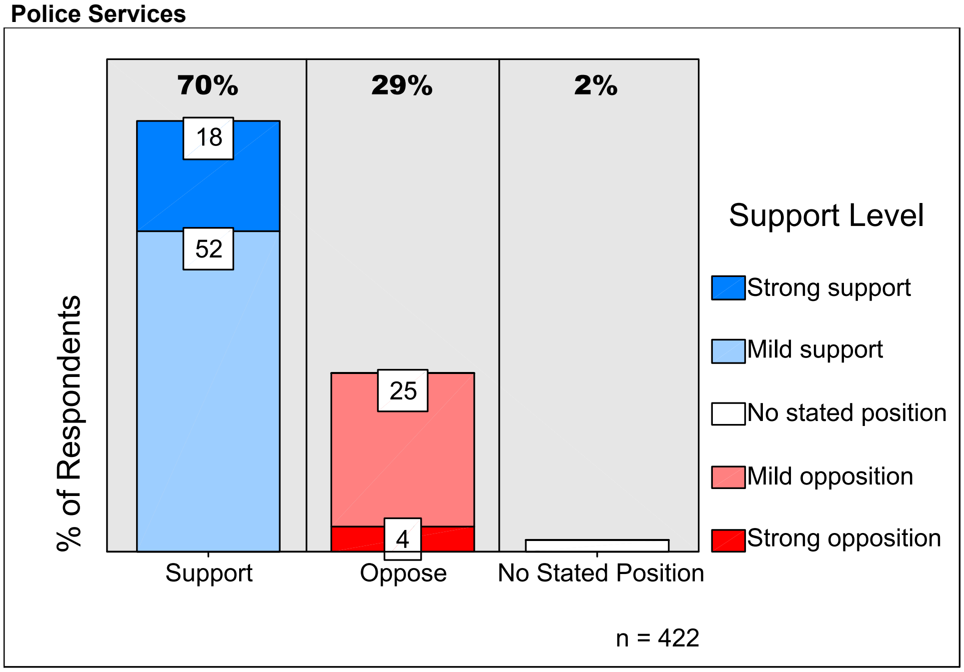


Statistically Significant

More Supportive Position

- Individuals under 60 are more likely to be supportive than are individuals 60 or older (75% versus 58%).
- Renters are more likely to be supportive than are homeowners (78% versus 67%).

Figure 48: Support for Property Tax or Fee Increase to Maintain or Improve Police Services



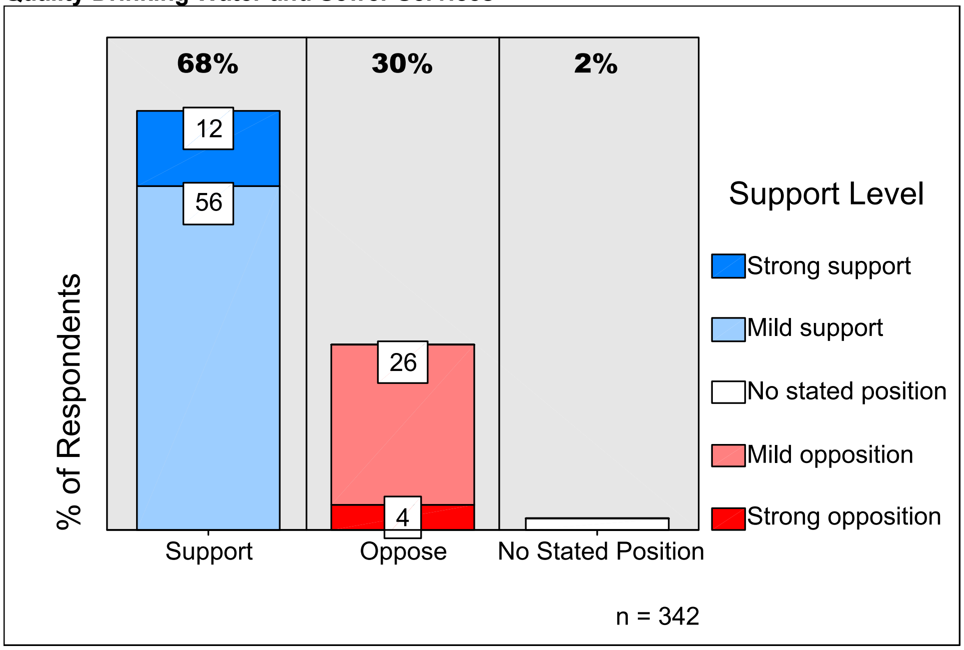
Note: percentages in Figure 48 above exceed 100% due to rounding.

Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 49: Support for Property Tax or Fee Increase to Maintain or Improve Quality Drinking Water and Sewer Services

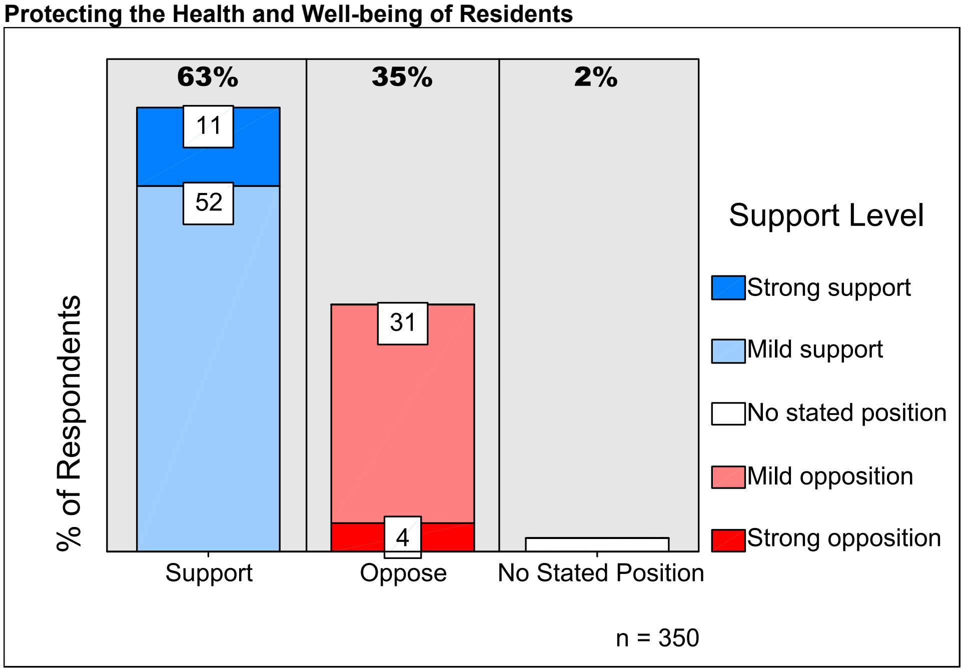


Statistically Significant

<u>More Supportive Position</u>

- Communities of color are more likely to be supportive than are white individuals (81% versus 66%).
- Renters are more likely to be supportive than are homeowners (81% versus 61%).

Figure 50: Support for Property Tax or Fee Increase to Maintain or Improve Protecting the Health and Well-being of Residents

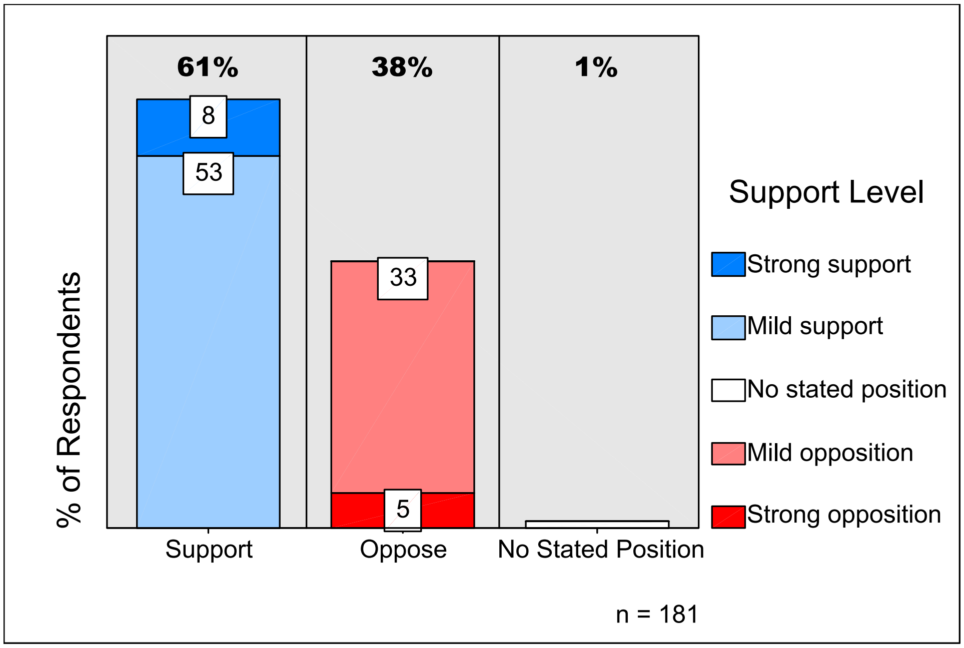


Statistically Significant

<u>More Supportive Position</u>

- Renters are more likely to be supportive than are homeowners (71% versus 58%).

Figure 51: Support for Property Tax or Fee Increase to Maintain or Improve Parks and Recreation Services

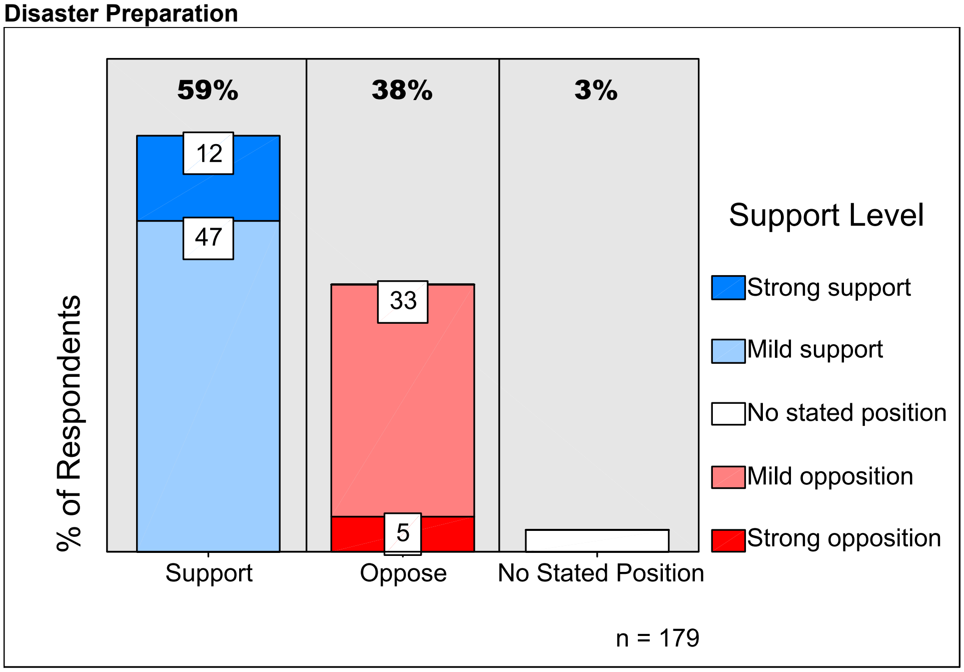


Statistically Significant

More Supportive Position

- Renters are more likely to be supportive than are homeowners (72% versus 55%).

Figure 52: Support for Property Tax or Fee Increase to Maintain or Improve Disaster Preparation

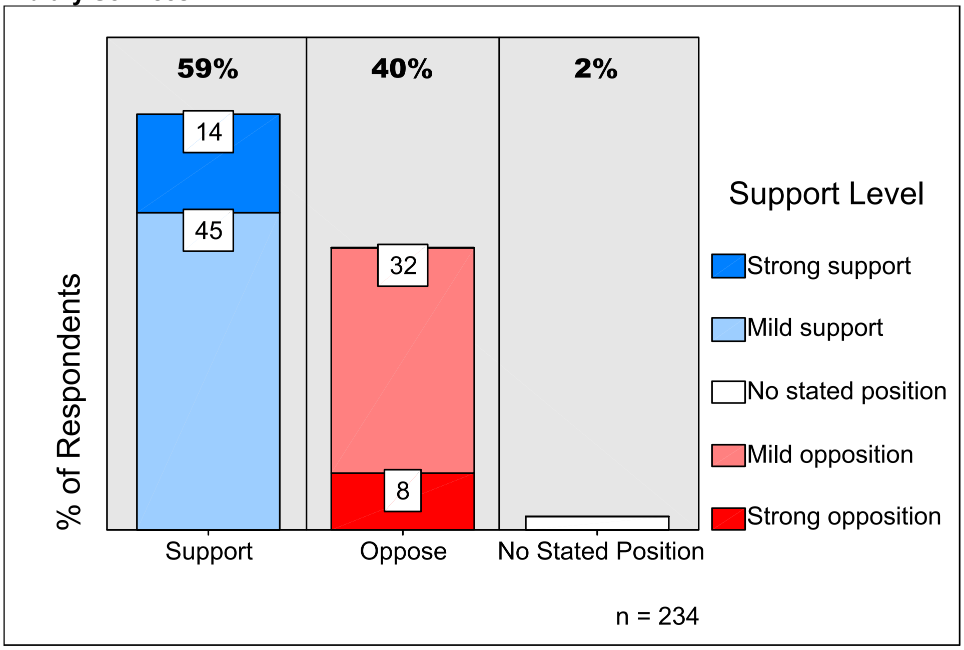


Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 53: Support for Property Tax or Fee Increase to Maintain or Improve Library Services



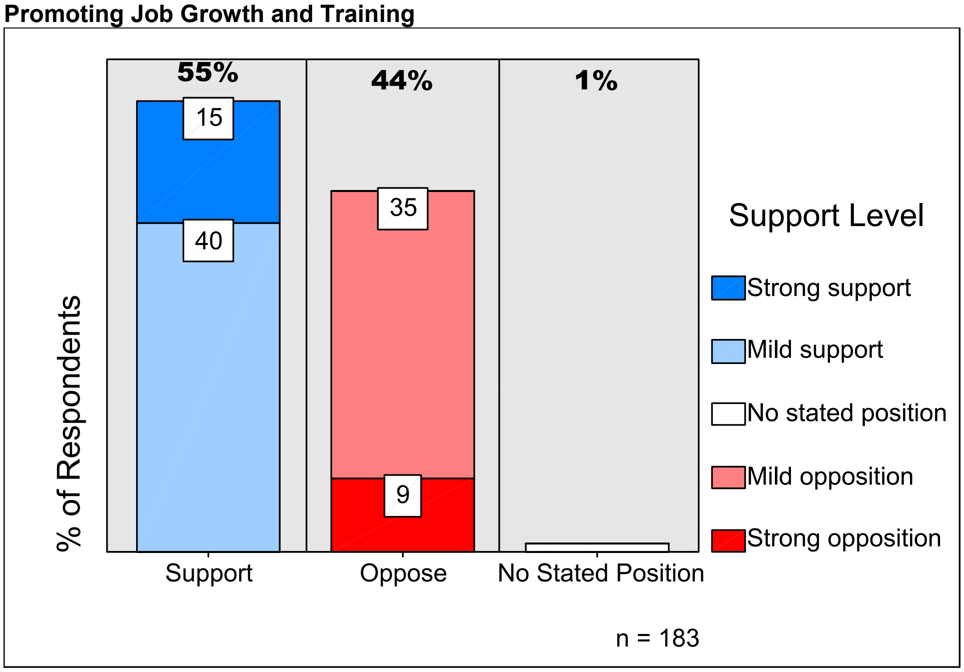
Note: percentages in Figure 53 above exceed 100% due to rounding.

Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 54: Support for Property Tax or Fee Increase to Maintain or Improve Promoting Job Growth and Training

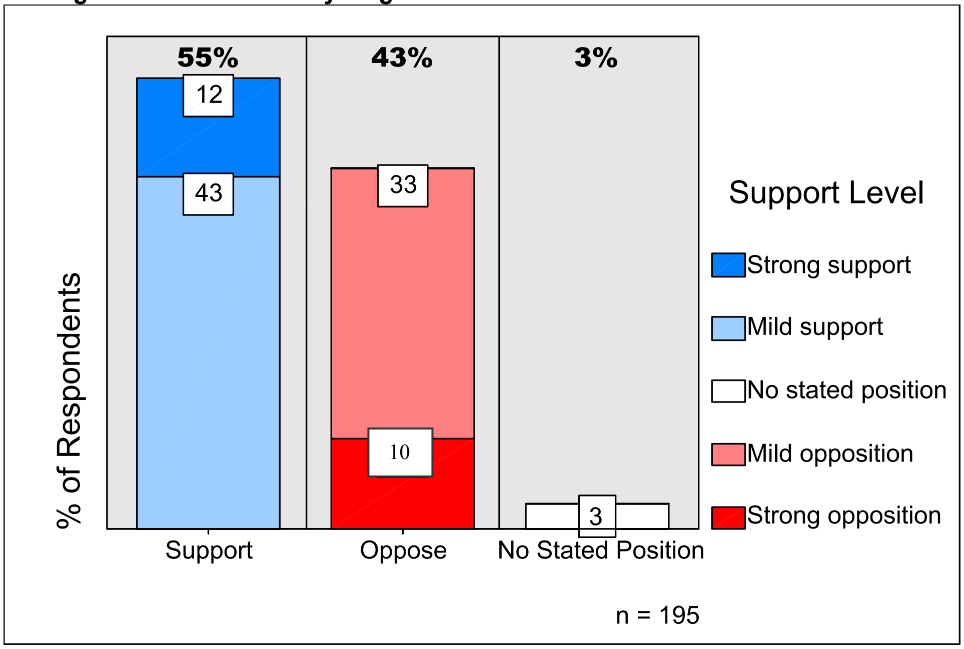


Statistically Significant

More Supportive Position

- Although seen as a higher priority by several groups, these same groups were not more supportive of a property tax or fee increase to increase or maintain job growth and training.

Figure 55: Support for Property Tax or Fee Increase to Maintain or Improve Garbage Collection and Recycling Services



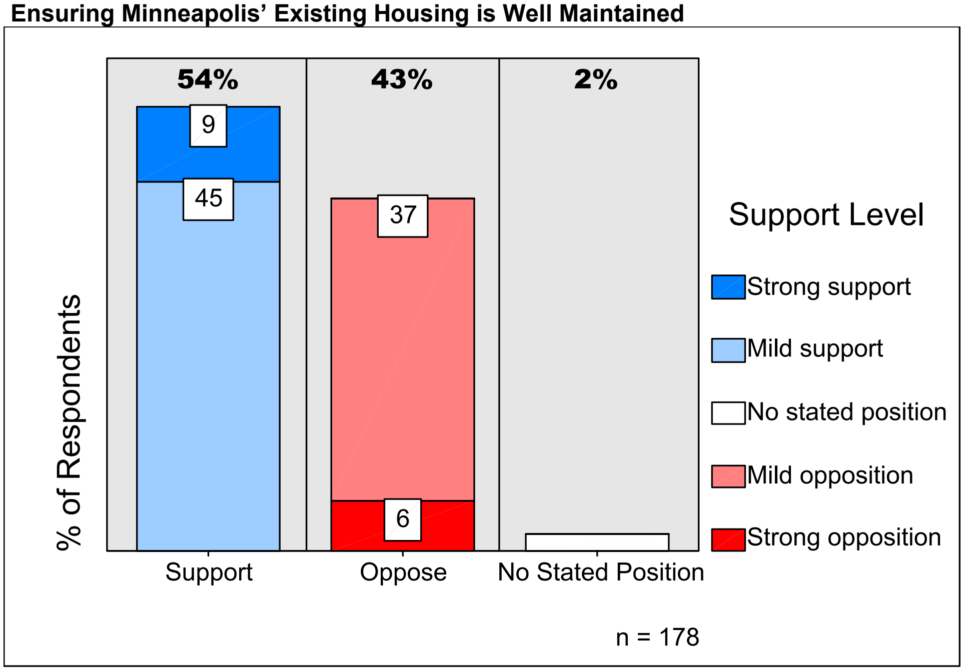
Note: percentages in Figure 55 above exceed 100% due to rounding.

Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 56: Support for Property Tax or Fee Increase to Maintain or Improve Ensuring Minneapolis' Existing Housing is Well Maintained



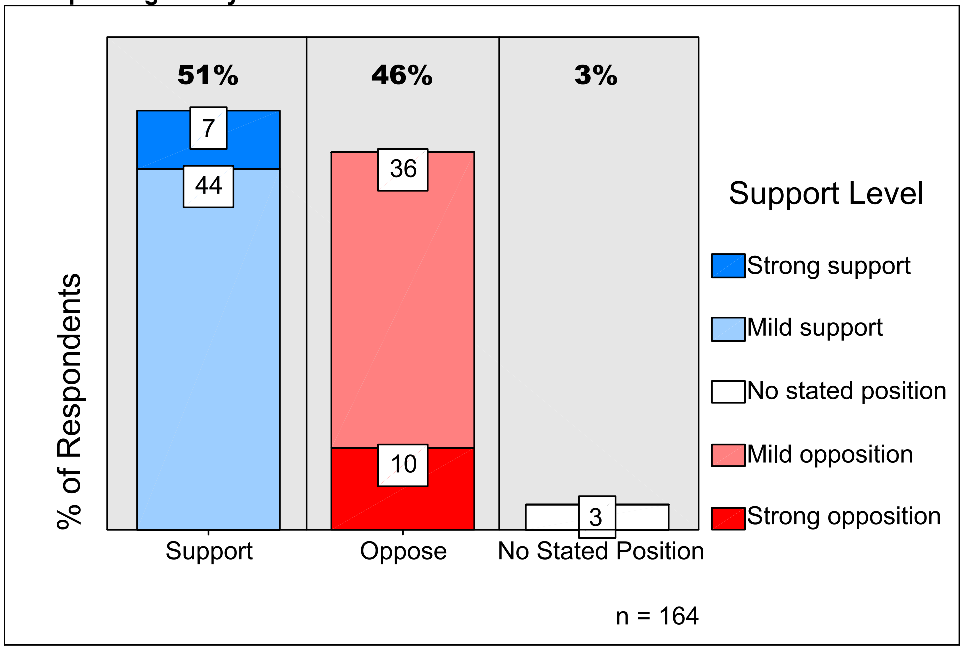
Note: percentages in Figure 56 above are less than 100% due to rounding.

Statistically Significant

More Supportive Position

- Individuals in households with kids under 18 are more likely to be supportive than are individuals in households with no kids under 18 (72% versus 49%).

Figure 57: Support for Property Tax or Fee Increase to Maintain or Improve Snowplowing of City Streets

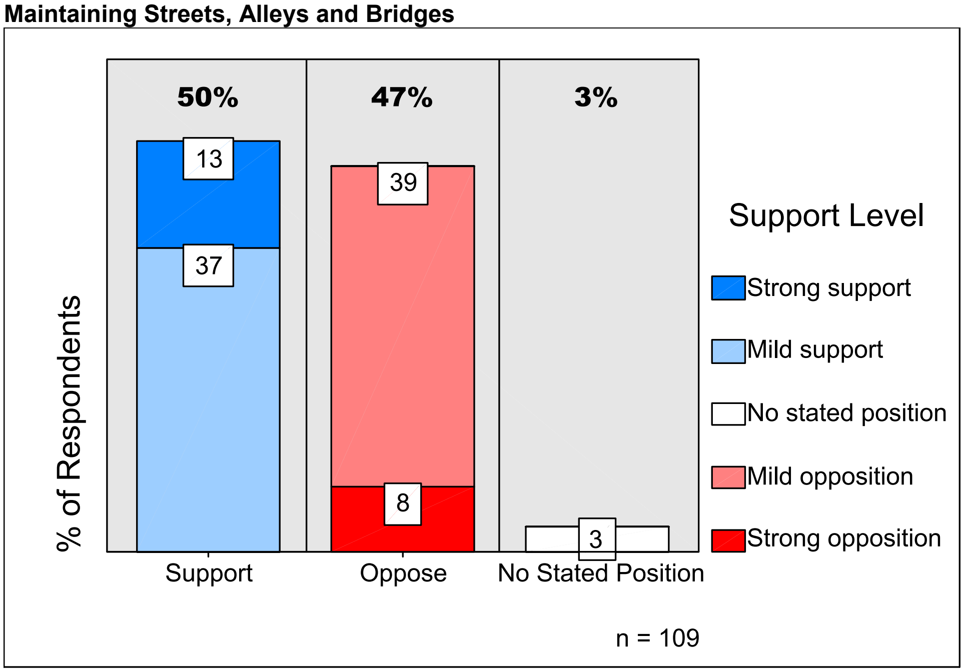


Statistically Significant

More Supportive Position

- Renters are more likely to be supportive than are homeowners (61% versus 45%).

Figure 58: Support for Property Tax or Fee Increase to Maintain or Improve Maintaining Streets, Alleys and Bridges

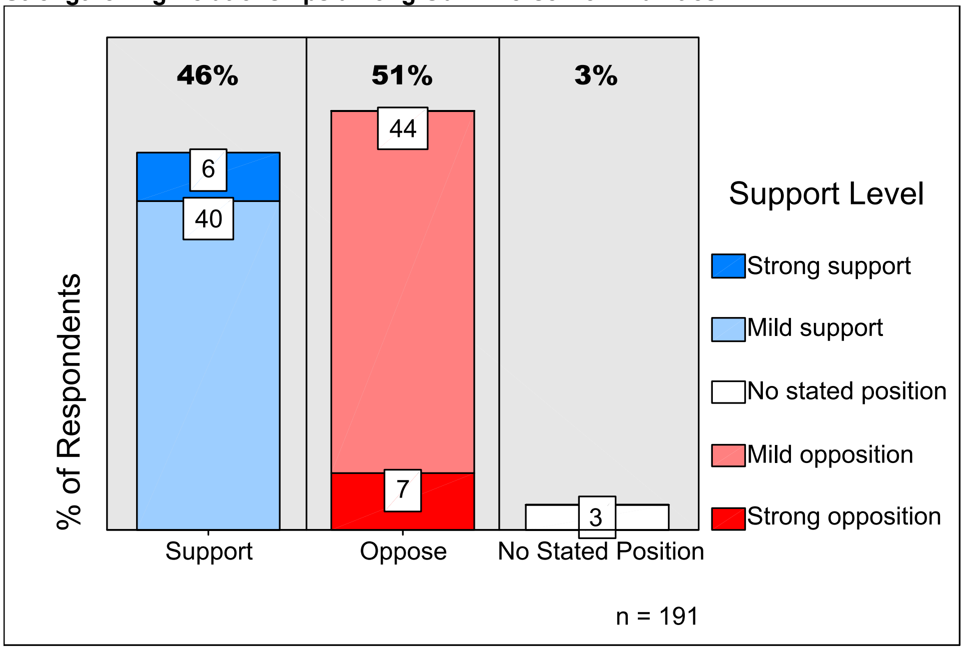


Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 59: Support for Property Tax or Fee Increase to Maintain or Improve Strengthening Relationships among Our Diverse Communities

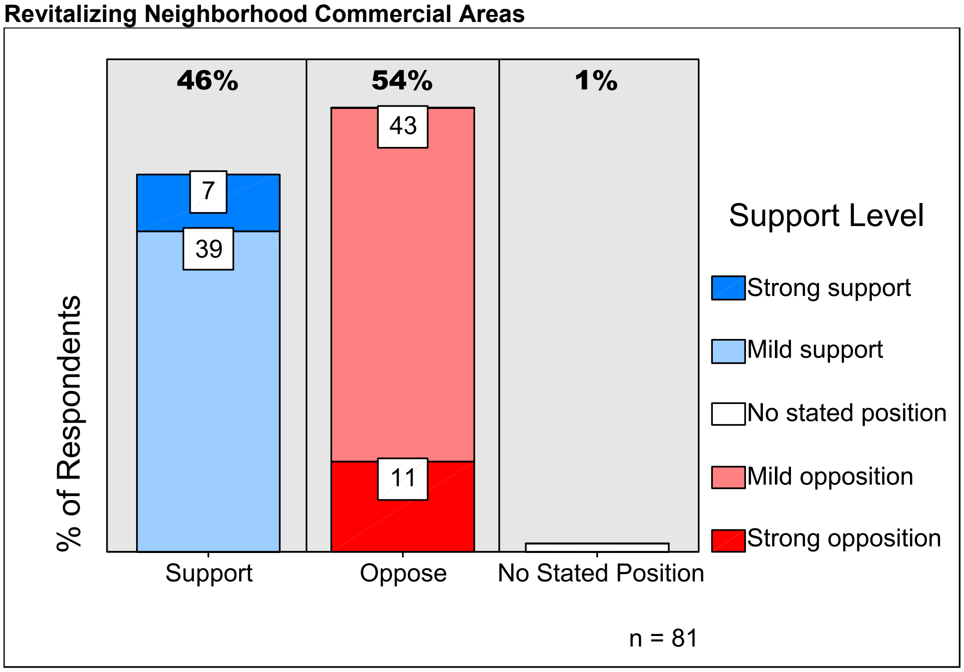


Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 60: Support for Property Tax or Fee Increase to Maintain or Improve Revitalizing Neighborhood Commercial Areas



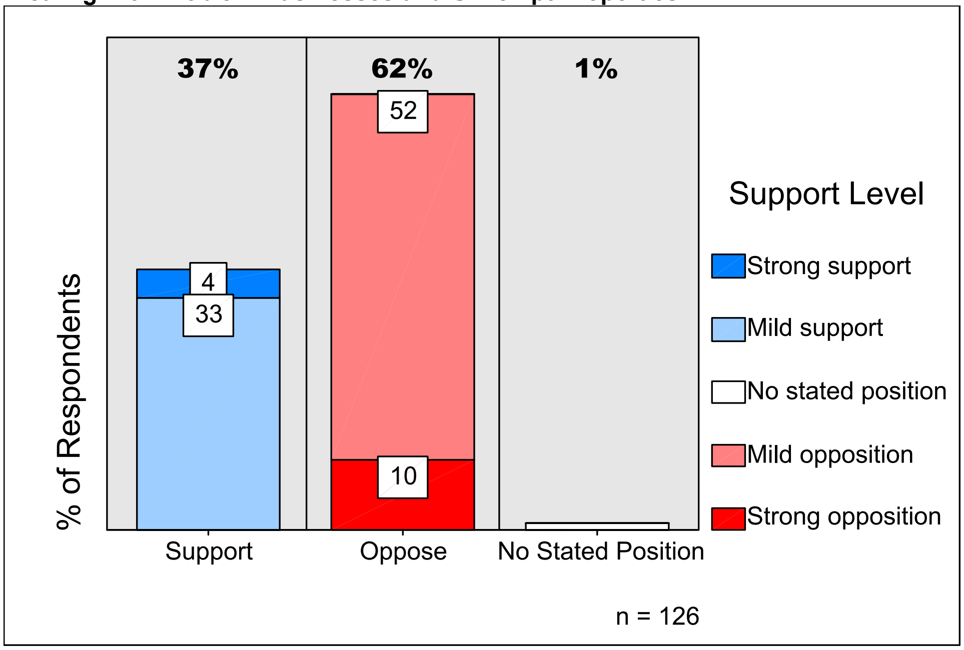
Note: percentages in Figure 60 above exceed 100% due to rounding.

Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

Figure 61: Support for Property Tax or Fee Increase to Maintain or Improve Dealing with Problem Businesses and Unkempt Properties



Statistically Significant

More Supportive Position

- There were no significant differences between groups of individuals surveyed.

SUGGESTED AREAS FOR EFFICIENCY IN CITY GOVERNMENT

Q17. ARE THERE ANY AREAS WHERE YOU FEEL MINNEAPOLIS COULD BE MORE EFFICIENT OR REDUCE SERVICES?

Suggestions for more efficiency in City government or City services didn't focus on any particular area.

Responses to this open-ended question were recorded verbatim, coded into categories, and are summarized in the table below.

Table 34: Public Safety Contact – Segment Differences

Areas for Greater Efficiency n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Nothing	**44%**	42%	46%	44%	42%	42%	44%	46%	42%
Don't know	**14**	13	15	14	13	16	11	14	10
Enhance City services / provide more services	**16**	13	21	14	24	15	17	17	13
Efficiencies in other jurisdiction services	**9**	12	5	11	3	7	11	8	12
City government administration	**7**	10	3	9	2	8	6	5	11

Note: Only response categories having 5 percent or more of all respondents are represented in the above table.
Numbers appearing in light gray are too small for statistical testing.

Differences significantly between housing segments; Differs significantly between ethnicity segments; Differs significantly between gender segments; Differs significantly between income segments

16% of the respondents suggested various improvements and added or enhanced services. These included: suggestions on police services, garbage collection, snowplowing, community cleanup, housing, job training, and services for elderly.

9% of the respondents mentioned efficiencies in other jurisdiction services such as: light rail, bus service, park police, schools, libraries and airport security.

7% of the residents surveyed suggested efficiencies related to city government administration such as streamlining administration, cutting out middle management, fewer departments, less wasteful spending and fewer council members.

Survey 2003 | Survey 2001

The previous question was added in the 2003 survey. It did not appear in the 2001 survey.

Resident Engagement

Level of Engagement – Past 2 Years

Q19. Besides voting, in the past 2 years, have you been involved in Minneapolis City Government decision making?

13% of respondents have been actively involved in the decision-making process.

Table 35: Resident Involvement in Government Decision Making – Segment Differences

City Involvement n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Yes	**13%**	15%	10%	13%	15%	16%	10%	12%	13%
No	**87**	85	90	88	85	84	90	88	87

Note: Total may exceed or be less than 100% due to rounding.

Differices significantly between housing segments · Differs significantly between ethnicity segments
Differs significantly between gender segments · Differs significantly between income segments

Survey 2003 | Survey 2001

The above question was added in the 2003 survey. It did not appear in the 2001 survey.

Ways to Encourage More Public Involvement

Q20. What could the City do to support or encourage more public involvement?

Identifying ways to enhance communications at the local level will encourage involvement.

Table 36: Ways to Encourage More Public Involvement – Segment Differences

Ways to Encourage Involvement n = 800	Grand Total	Housing		Race / Ethnicity		Gender		Income	
		Own	Rent	White	Communities of Color	Female	Male	< $50k	> = $50k
Don't know	**37%**	36%	38%	38%	32%	36%	38%	38%	34%
Provide better notification of meetings	**19**	17	23	18	25	19	20	22	18
Enhance meetings – type and location	**15**	16	12	15	14	16	14	14	16
Enhance communication – listen to people / opinions	**8**	9	6	8	9	10	6	7	10

Note: Only response categories having 5 percent or more of all respondents are represented in the above table.
Numbers appearing in light gray are too small for statistical testing.

Differs significantly between housing segments · Differs significantly between ethnicity segments
Differs significantly between gender segments · Differs significantly between income segments

19% of the respondents made suggestions related to better notification of meetings. These included:

- Increasing public awareness of meetings through advertising and getting more information out,
- Making sure residents find out about meetings ahead of time and not after the fact,
- Using media such as television, radio and newspapers to notify residents of meetings,
- Providing mailings and distributing leaflets for meeting notifications, and
- Posting notices on the City's website.

15% of the respondents mentioned some form of enhancing City meetings. Suggestions mentioned:

- Better locations for meetings,
- Holding smaller sized meetings in neighborhoods allowing for grass roots involvement,
- Holding meetings at community centers at varied times for more convenience,
- Providing more opportunities for public forums for residents to express concerns and ideas,
- Making City Council meetings more open to the public,
- Making City officials available for community and neighborhood meetings – officials such as council members, firefighters and police, and
- Provide food such as pizza and promote meetings that have more of a social 'get to know' atmosphere.

8% of the surveyed residents expressed various ideas related to enhancing communication such as:

- Greater effort on the part of the City at making people feel their opinions matter,
- Returning phone calls,
- Making meeting decisions more widely available to the public,
- Undertaking promotions on how citizens can get more involved, and
- Finding ways to make invitation for involvement more appealing.

Assessment of City Governance

Q21. Now I'd like your opinion on how you feel the City governs. How would you rate Minneapolis City Government on [statement]? Would you say very good, good, only fair, or poor?

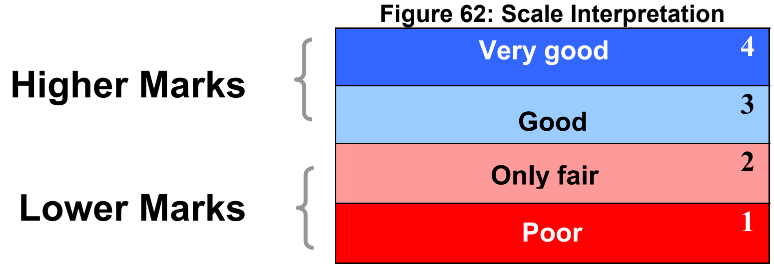
The following five statements were rotated and presented to each of the 800 surveyed residents:

- *Communicating with its citizens,*
- *Representing and providing for the needs of all its citizens,*
- *Effectively planning for the future,*
- *Providing value for your tax dollars,*
- *Providing meaningful opportunities for citizens to give input on important issues.*

Scale Interpretation

Resident opinions on how the City governs were measured using a 4-point scale where 4 meant Very good down to 1 Poor. Interpretation of scaled response is shown in Figure 62 below. This breakdown of the 4-point scale is used in the charts that summarize resident response to each of five areas of government management performance list below.

Figure 62: Scale Interpretation



Non-response (don't know or refused to give a rating) are shown in charts as 'no position'.

Rating Overview

City government is rated highest on providing value for the tax dollars.

However, there is a relatively large group of residents (4 in 10) that rate City government 'only fair' for each of the areas of interest. Only 1 in 10 gives City government a 'poor' rating for each issue.

Ratings did not exceed the midpoint (2.5) on the 4-point scale on any issue as seen in Table 37 below. At the scale extremes, 2 respondents rated performance on all 5 statements as 'Very good' while 14 respondents rated performance on all 5 statements as 'Poor'.

A detailed chart for each evaluated statement relating to governance follows. Those resident segments that were significantly more likely to have given higher performance ratings are identified with each chart.

Table 37: Summary of City Governance Ratings

Evaluated Service Statement n = 800	% High Marks	Average Rating 4-point Scale
Providing value for your tax dollars	51%	2.46
Representing and providing for the needs of all its citizens	46	2.41
Providing meaningful opportunities for citizens to give input on important issues	45	2.38
Communicating with its citizens	41	2.33
Effectively planning for the future	39	2.30

Survey 2003 | Survey 2001

Resident attitudes toward the City's performance in two areas of governance show statistically significant declines between tracking periods. The most significant change has to do with resident perceptions of City government effectively planning for the future – a majority of residents (55%) now perceive performance as 'only fair to poor'. 'Good to very good' ratings have declined 11% compared to 2001 survey ratings. 7% did not offer a position on the subject. This assessment mirrors the shift previously discussed regarding biggest challenges facing the City.

The number of residents giving higher marks for communication efforts has declined by 8%. In 2001, 49% of surveyed residents viewed performance in this area as 'good to very good'. Currently, 41% see efforts at communicating with residents as 'good to very good'.

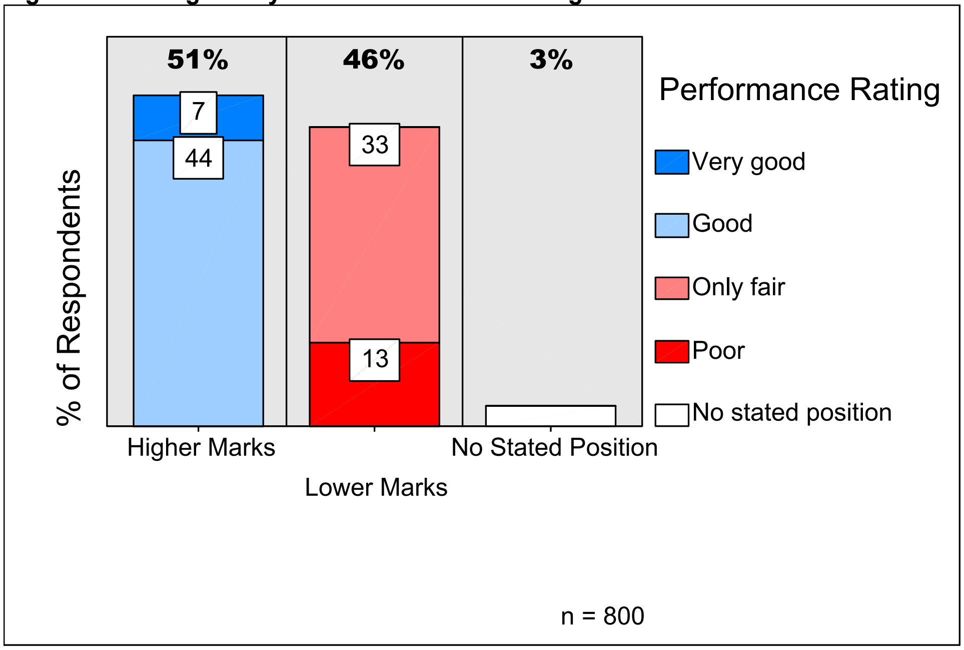
There were no significant changes in how residents assess representation and provision for all residents and value for the tax dollar as can be seen in Table 38 below.

Table 38: City Governance Assessment: Year-to-Year Comparison

Rated Service (Good to Very good)	Survey Year 2003	 2001	Significant Change	Direction of Change (statistically significant)
Providing value for your tax dollars	51%	54%	No	-
Representing and providing for needs of all citizens	46	48	No	-
Communicating with its citizens	41	49	Yes	Decrease in satisfaction
Effectively planning for the future	39	50	Yes	Decrease in satisfaction

Note: the statement 'providing meaningful opportunities for citizens to give input on important issues' was not included in the 2001 survey.

Figure 63: Rating of City Government on Providing Value for Your Tax Dollars

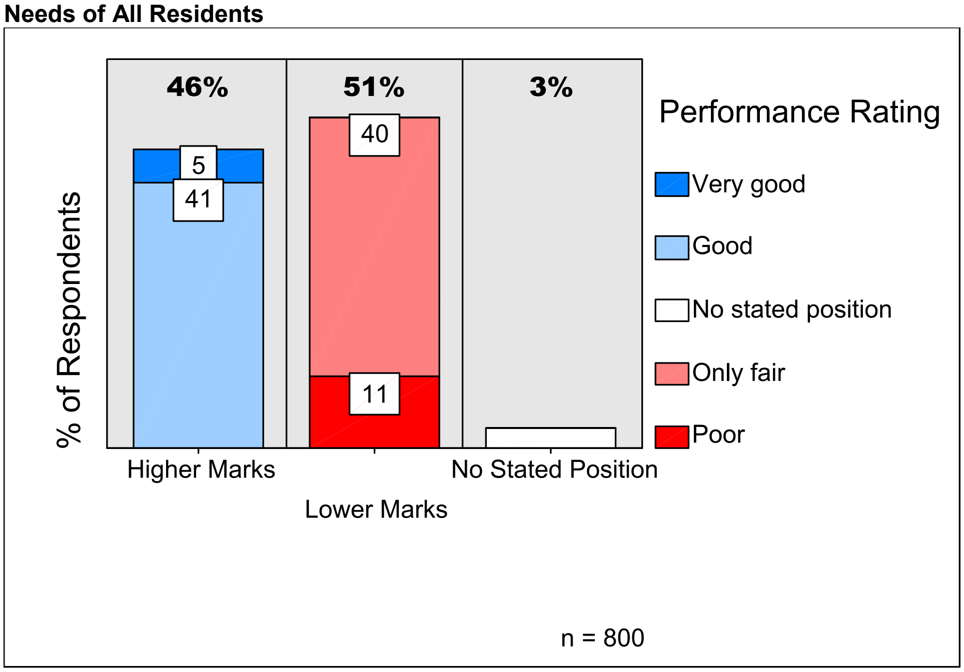


Statistically Significant

Higher Marks

- White individuals are more likely to give higher marks than are communities of color (55% versus 35%).
- Individuals in households with annual incomes of $50,000 or more are more likely to giver higher marks than are individuals in households with annual incomes under $50,000 (57% versus 47%).

Figure 64: Rating of City Government on Representing and Providing for Needs of All Residents

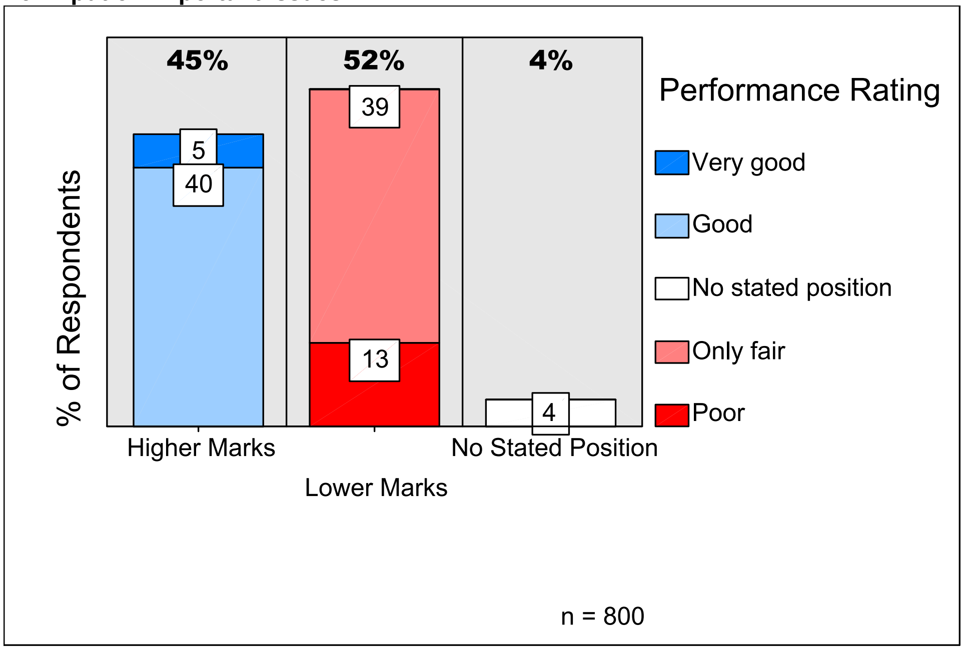


Statistically Significant

Higher Marks

- Males are more likely to give higher marks than are females (52% versus 41%).
- White individuals are more likely to give higher marks than are communities of color (49% versus 34%).
- Individuals who have not experienced discrimination are more likely to give higher marks than are individuals who have experienced discrimination (49% versus 29%).

Figure 65: Rating of City Government on Providing Meaningful Opportunities for Input on Important Issues



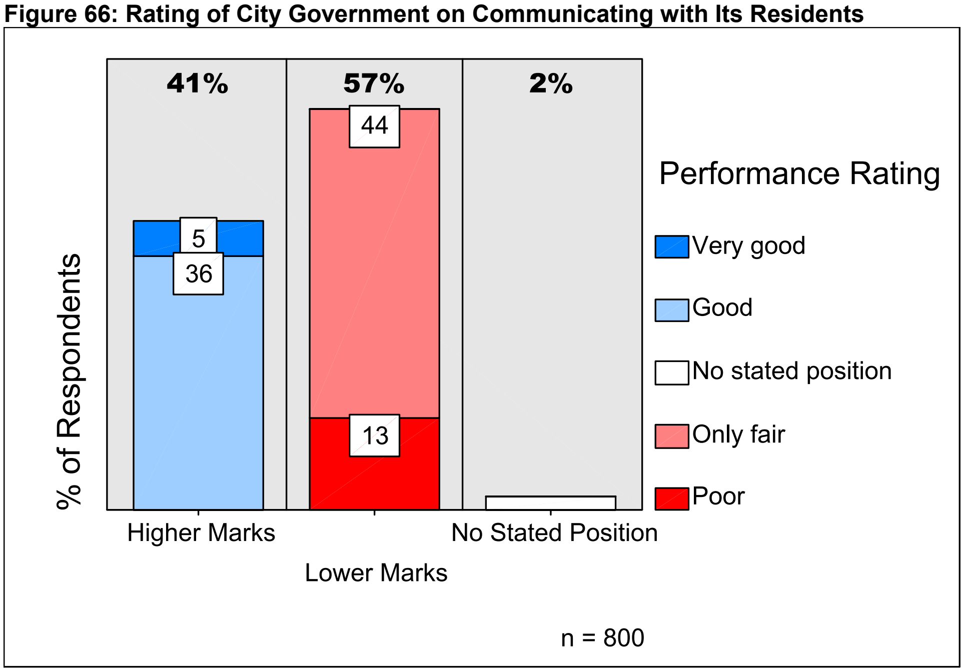
Note: percentages in Figure 65 above exceed 100% due to rounding.

Statistically Significant

Higher Marks

- White individuals are more likely to give higher marks than are communities of color (46% versus 39%).
- Individuals who have not experienced discrimination are more likely to give higher marks than are individuals who have experienced discrimination (47% versus 30%).

Figure 66: Rating of City Government on Communicating with Its Residents

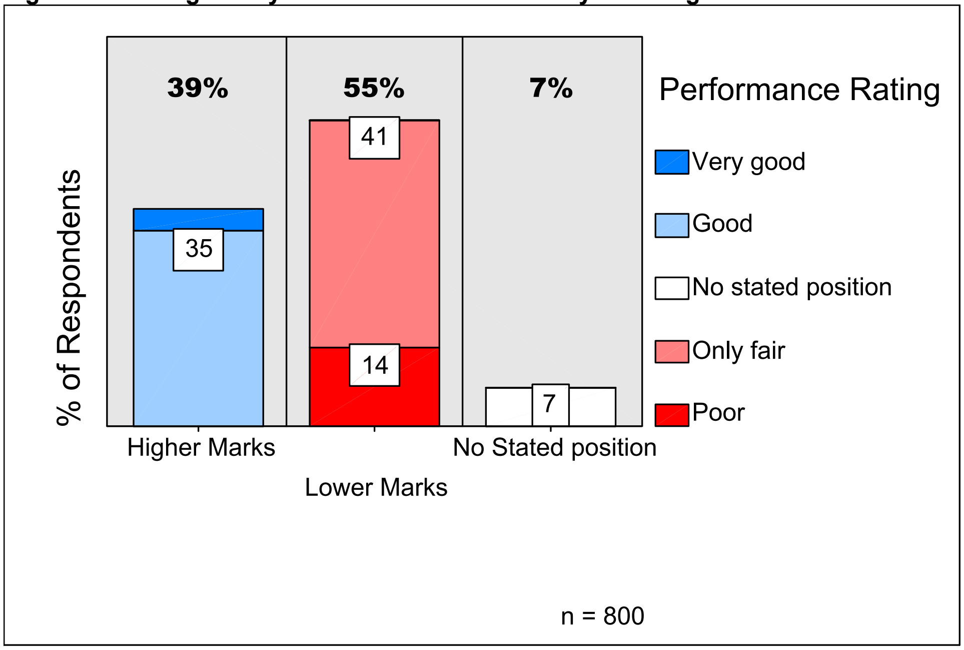


Statistically Significant

Higher Marks

- Males are more likely to give higher marks than are females (45% versus 37%).
- White individuals are more likely to give higher marks than are communities of color (43% versus 34%).
- Individuals in households with no kids under 18 are more likely to give higher marks than are individuals in households with kids under 18 (44% versus 33%).
- Individuals who have not experienced discrimination are more likely to give higher marks than are individuals who have experienced discrimination (43% versus 28%).

Figure 67: Rating of City Government on Effectively Planning for the Future



Note: percentages in Figure 67 above exceed 100% due to rounding.

Statistically Significant

Higher Marks

- Males are more likely to give higher marks than are females (44% versus 33%).

SUPPORT FOR ADDITIONAL NEEDED HOUSING BY LOCATION

Q22. THE CITY IS PROJECTING THE NEED FOR 26,000 ADDITIONAL HOUSING UNITS BY 2030. MOST OF THESE ARE EXPECTED TO BE IN MULTI-FAMILY APARTMENT OR CONDOMINIUM BUILDINGS. HOW SUPPORTIVE ARE YOU OF NEW HOUSING IN EACH OF THE FOLLOWING TYPES OF AREAS? WOULD YOU SAY YOU STRONGLY SUPPORT, SUPPORT, DO NOT SUPPORT, OR STRONGLY DO NOT SUPPORT HOUSING [LIST]?

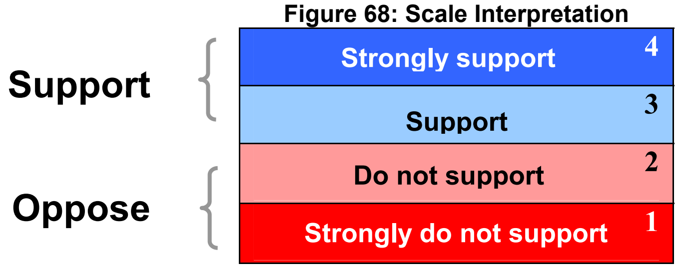
The following three statements were rotated and presented to 414 surveyed residents:

- *IN MAJOR ACTIVITY AREAS, SUCH AS DOWNTOWN, UPTOWN OR STADIUM VILLAGE?*
- *ALONG LIGHT RAIL (LRT) AND BUS LINES?*
- *DISPERSED THROUGHOUT NEIGHBORHOODS?*

Scale Interpretation

Resident support or opposition to providing additional housing in the above mentioned areas was measured using a 4-point scale as shown in Figure 68. Interpretation of scaled response is shown below. This breakdown of the 4-point scale is used in the charts that summarize resident response for support of additional new housing in different areas of the City.

Figure 68: Scale Interpretation



Non-response (don't know or refused to give a rating) are shown in charts as 'no position'.

Rating Overview

Table 39: Summary of Support for Additional Needed Housing

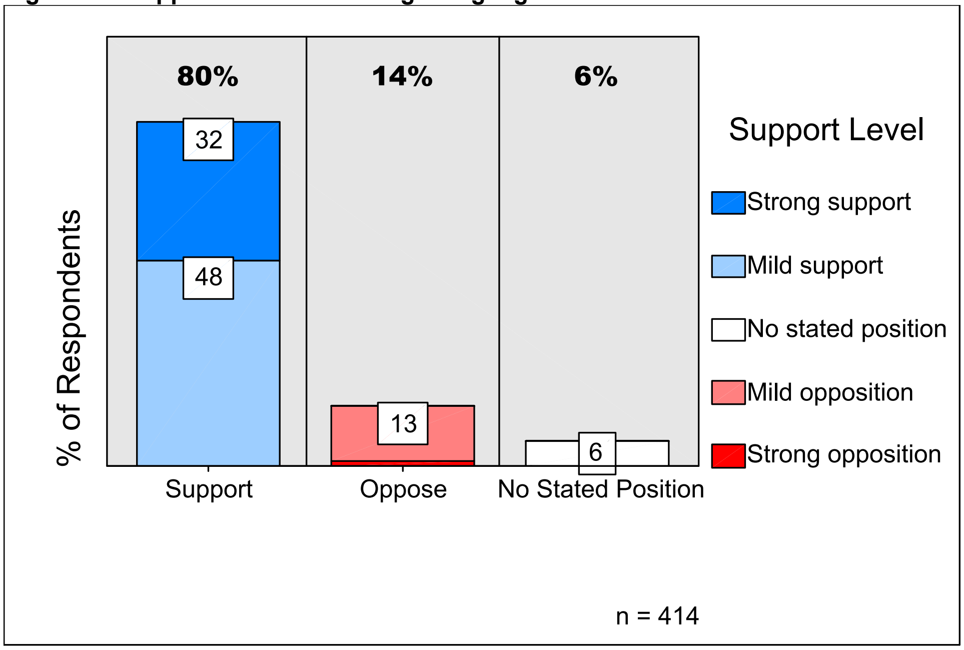
Evaluated Housing Scenario n = 414	% Support	Average Rating 4-point Scale
Along light rail (LRT) and bus lines	80%	3.17
Dispersed throughout neighborhoods	75	2.93
In major activity areas, such as Downtown, Uptown or Stadium Village	68	2.84

Survey 2003 | Survey 2001

The above question was added in the 2003 survey. It did not appear in the 2001 survey.

There is support for placement of new housing throughout the City, but support is strongest for additional new housing along light rail and bus lines.

Figure 69: Support for New Housing along Light Rail and Bus Lines

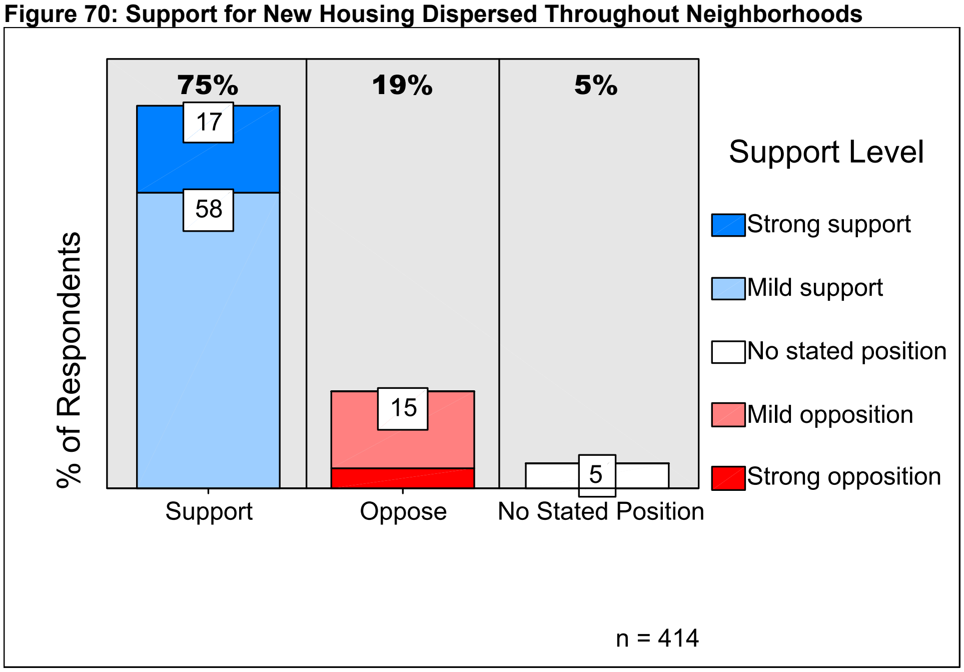


Statistically Significant

More Supportive Position

- Individuals ages 35 to 59 are more likely to be supportive than are individuals ages 60 or more (85% versus 75%).

Figure 70: Support for New Housing Dispersed Throughout Neighborhoods



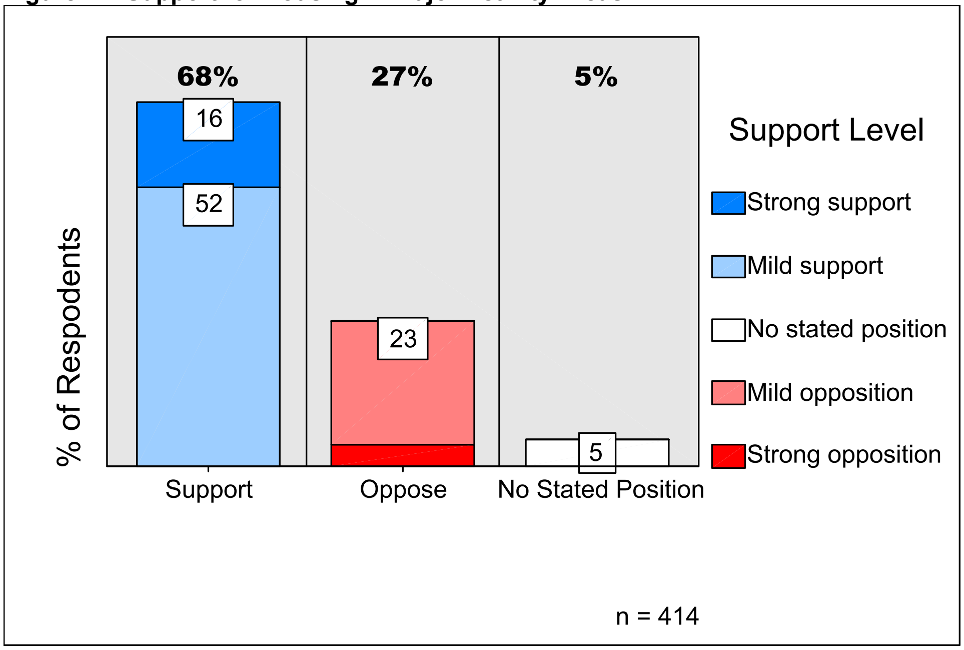
Note: percentages in Figure 70 are less than 100% due to rounding.

Statistically Significant

More Supportive Position

- Individuals ages 18 to 34 are more likely to be supportive than are individuals ages 60 or more (83% versus 67%).

Figure 71: Support for Housing in Major Activity Areas



Statistically Significant

More Supportive Position

- Individuals that have lived in Minneapolis less than twenty years are more likely to be supportive than are individuals that have lived in the City twenty or more years (74% [5 to 9 years] to 81% [10 to 19 years] versus 60%).

APPENDIX A -- 2003 SURVEY COMPARISON TO 2001 SURVEY

RATING OF MINNEAPOLIS AS A PLACE TO LIVE

Q1. OVERALL, HOW DO YOU RATE THE CITY OF MINNEAPOLIS AS A PLACE TO LIVE? WOULD YOU SAY VERY GOOD, GOOD, ONLY FAIR, OR POOR?

The city gets higher marks as a place to live. 9 in 10 respondents rate the city 'good to very good' as a place to live.

3% more residents rated Minneapolis 'good to very good' this survey period compared to the last.

Table 40: Rating of Minneapolis as Place to Live: Year-to-Year Comparison

Rating Scale	Scale Division	Survey Year		Direction of Change (statistically significant)
		2003	2001	
Very good Good	Higher Marks	89%	86%	More positive in 2003
Only fair Poor	Lower Marks	11	14	Less negative in 2003

RATINGS OF NEIGHBORHOOD

Q2. OVERALL, HOW DO YOU RATE YOUR NEIGHBORHOOD AS A PLACE TO LIVE? WOULD YOU SAY VERY GOOD, GOOD, ONLY FAIR, OR POOR?

There were no significant year-to-year changes in the performance rating of neighborhoods as a place to live. There were also no significant changes in how residents assessed the following specific conditions within neighborhoods:

- *PEOPLE LOOKING OUT FOR ONE ANOTHER,*
- *SAFETY IN THE NEIGHBORHOOD,*
- *PRESENCE OF A GOOD SELECTION OF STORES AND SERVICES THAT MEET RESIDENT NEEDS,*
- *NEIGHBORHOOD CLEANLINESS AND MAINTENANCE.*

Perceived Change in Minneapolis

Q3. Over the past two years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?

Residents were asked to consider change over the past three years in the 2001 survey. The timeframe for consideration was shortened to two years in the 2003 survey. As seen in Table 41, resident attitudes have shown a statistically significant change --becoming more negative overall.

Table 41: Perceived Change in Minneapolis over Time: Year-to-Year Comparison

Rating Scale	Survey Year 2003	Survey Year 2001	Significant Change	Direction of Change (statistically significant)
Gotten better	19%	34%	Yes	Less positive in 2003
Stayed the same	53	51	No	-
Gotten worse	29	15	Yes	More negative in 2003

Biggest Challenges Facing Minneapolis

Q4. In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?

Table 42: Change in Perceived City Challenges: Year-to-Year Comparison

Biggest Challenge	Survey Year 2003	Survey Year 2001	Direction of Change (statistically significant)
Public Safety – crime / drugs	37%	31%	More of a perceived challenge in 2003
Managing City Government – financial issues	33	17	More of a perceived challenge in 2003
Housing – availability / affordability / condition	21	39	Less of a perceived challenge in 2003

Neighborhood Perception & Image

Q5. Now I'm going to read you some statements, for each tell me whether you agree or disagree with the statement.

Residents in the 2003 survey currently perceive their neighborhoods virtually the same as did residents responding to the 2001 survey.

Table 43: Neighborhood Perception & Image: Year-to-Year Comparison

Evaluated Neighborhood Statement	Survey Year		Direction of Change
	2003	2001	(statistically significant)
My neighborhood is a safe place to live	82%	81%	No change
My neighborhood is clean and well maintained	82	80	No change
People in my neighborhood look out for one another	74	72	No change
My neighborhood has a good selection of stores and services that meet my needs	69	69	No change

'Street lighting in my neighborhood is adequate' was added and evaluated for the first time in the 2003 survey.

Contacts with the City

The percentage of residents contacting the City has remained the same. 38% of respondents in each of the 2001 and 2003 surveys said they had contacted the city in the past year.

Satisfaction with Professionalism Shown by Public Safety Services

Resident attitudes toward the professionalism shown by public safety departments have remained constant since the last survey period.

Satisfaction with Services Provided by Minneapolis

Resident attitudes toward the City's efforts at providing a variety of services significantly changed between tracking years. Eight services were similarly assessed in the two surveys.

Resident performance assessments of five of the eight services show a statistically significant change. There has been positive change in satisfaction with efforts at protecting the City's natural environment, revitalizing neighborhood commercial areas, snowplowing efforts and efforts to keep the streets clean. Satisfaction with snowplowing showed the greatest increase – up 7% over 2001 levels.

Although performance ratings of the City's provision for police services remains high (81% of residents satisfied) there has been a statistically significant decrease in satisfaction as noted in Table 44 below.

Table 44: Satisfaction with City Services: Year-to-Year Comparison

Rated Service (Satisfied to Very Satisfied)	Survey Year		Significant Change	Direction of Change (statistically significant)
	2003	2001		
Protecting the City's natural environment	77%	72%	Yes	Increase in satisfaction
Revitalizing neighborhood commercial areas	72	66	Yes	Increase in satisfaction
Snowplowing city streets	82	75	Yes	Increase in satisfaction
Keeping streets clean	85	82	Yes	Increase in satisfaction
Providing police services	81	85	Yes	Decrease in satisfaction

Assessment of City Governance Activities

Resident attitudes toward the City's performance in two areas of governance show a statistically significant decline between tracking periods. The most significant change has to do with resident perceptions of city government effectively planning for the future – a majority of residents now perceive performance as 'only fair to poor'. 7% did not offer a position on the subject. This assessment mirrors the shift previously discussed regarding biggest challenges facing the City.

The number of residents giving higher marks for communication efforts has declined by 8%. In 2001, 36% of surveyed residents viewed performance in this area as 'only fair'. Currently, 44% see efforts at communicating with residents as 'only fair'.

There were no significant changes in how residents assess representation and provision for all residents and value for the tax dollar as can be seen in Table 45 below.

Table 45: City Governance Assessment: Year-to-Year Comparison

Rated Service (Good to Very good)	Survey Year		Significant Change	Direction of Change (statistically significant)
	2003	2001		
Communicating with its citizens	41%	49%	Yes	Decrease in satisfaction
Representing and providing for needs of all citizens	46	48	No	-
Effectively planning for the future	38	50	Yes	Decrease in satisfaction
Providing value for your tax dollars	51	54	No	-

Report of Experienced Discrimination

There was no change in the level of discrimination reported in the 2003 survey compared to the previous survey. 16% of respondents continue to report having experienced some form of discrimination in the past 12 month period.

Reasons provided for experienced discrimination closely mirror proportions reported in the 2001 survey. There has been a slight upturn in reports that the discrimination was in dealing with the City (35% current year compared to 29% the previous survey). The sample size is too limited to test for statistical difference.

APPENDIX B -- 2001 SURVEY EXECUTIVE SUMMARY

BACKGROUND

In April 1999, the City of Minneapolis committed to a new model of performance measurement for the city – a major element of this model focuses on engaging residents in the City's outcomes. The *Minneapolis Resident Survey* is a key component of these engagement efforts.

The survey development process was overseen by a Residents Survey staff development team, representing several departments of City government. MarketLine Research staff met with all City Department Heads or their representatives to understand departments' information needs and to receive direction on how the survey could assist current departmental performance measurement efforts.

From these discussions a draft survey was presented to the City for review and comment. The survey was pre-tested on November 9th, the day following City elections. Subsequently 1,210 telephone interviews were conducted with Minneapolis residents from November 11, 2001 through January 4, 2002. Interviews ranged in length from 11 minutes to over 62 minutes: the average interview length was just over twenty minutes.

STUDY OBJECTIVES

The survey was designed to achieve the following objectives:

- To measure resident satisfaction with City services and perceptions about key quality of life indicators. Collected information will be used as a baseline from which to compare future survey results,
- To gather resident information on resident priorities, which will inform the citywide strategic planning/goal setting process as well as departments' business planning efforts,
- To gauge resident need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or maintenance of existing services,
- To gather information about resident's knowledge and behavior, and
- To determine how residents get their information about the City.

METHODOLOGY

SAMPLE MANAGEMENT

Data for this study was collected through telephone surveys of 1,210 randomly selected households. Respondents within households were selected using the "last birthday" technique (interviewer asks to speak with the person 18 years of age or older that had the most recent birthday in the household). At least four callbacks were made for each telephone number.

As with all surveys, this research is subject to sampling error. The ending sample of 1,210 interviews provided a maximum margin of error of +/- 2.8% at the citywide level. The error margin is larger for subsamples.[2]

The goal based on research design was to maintain a maximum sampling error of plus or minus 10% at a 95 percent level of confidence within each community subsample.

To achieve this goal for each of the City's 11 communities a minimum of 100 residents within each community were interviewed providing a maximum margin of error of +/- 9.8%. In achieving a random selection of 100 residents from each community over sampling resulted. Ending samples within each community were subsequently weighted back to reflect *2000 Census* population figures for each community.

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[2]Throughout this study, tests of statistical significance were not performed on subsamples that did not meet the minimum requirements of the analytical procedures used.

Survey Implementation

Data collection was conducted at MarketLine Research located adjacent to Dinkytown near the University of Minnesota. To achieve the best level of resident representation, interviews were conducted in English, Hmong, Somali and Spanish languages. All English interviews were completed using MarketLine's computer-aided telephone interviewing system (CATI). Non-English surveys were translated to the target language, conducted wholly in the target language and recorded on paper.

Data Weighting

Gender, housing, and income makeup of the ending sample is representative (within a +/- 5% margin) of the *2000 Census*. Data for community population, ethnicity and age segments were over- and underrepresented. Subsequently, it was adjusted slightly by statistical weighting to match *current* estimates for population, ethnicity and age groupings.

Considerations

The data gathered in the course of this study provides opportunities for management to evaluate key operational and performance areas both citywide and on a community by community basis.

The data provides opportunities to examine:

- Delivery of City services,
- Best methods for providing information to residents,
- Satisfaction with received services,
- Desired future service requirements and resident priorities,
- Resident support levels for additional service requests, and
- Individual community priorities.

Information in this Residents Survey provides a baseline against which the opportunity to track program and service changes over time can be realized. Department specific data from this study can supplement ongoing efforts at performance measurement. Most importantly communication of this study's key findings offers a unique tool for building upon, strengthening and focusing attention on the City's resident engagement process already underway.

Summary of Findings

City and Neighborhood Ratings

86% of respondents rate Minneapolis as a 'good' (44%) or 'very good' (42%) place to live. 11% responded 'only fair,' and 3% rated Minneapolis as a 'poor' place to live.

Following the question asking residents to rate the City as a place to live, survey participants were asked how they would rate their neighborhood as a place to live (using the same scale). 79% rated their neighborhoods as 'good' or 'very good,' but there were greater disparities among respondents from the different communities. Residents in the Phillips (35% 'good' or 'very good') and Near North (54% 'good' or 'very good') Communities are statistically significantly more likely to view their neighborhoods less favorably than do residents citywide. In contrast, residents who live in the Southwest Community (96% 'good' or 'very good') are significantly more likely to view their neighborhoods more favorably than do residents citywide.

Attachment to Minneapolis

When asked if they thought they would be living in the City five years from now, 66% of respondents said yes, whereas 25% think they will be living some place else.

CHALLENGES FACING THE CITY

When asked their opinion of what are the three biggest challenges facing the City in the next five years, housing was the most frequently mentioned response, followed closely by public safety, transportation and education.

The issues mentioned most often by residents were:

- *Housing / Affordability / Availability / Condition*
  39% of respondents noted housing as a major challenge facing the City. Some described the challenge as 'affordable housing for all incomes' (18%) while others mentioned 'housing in general' as an issue (16%). 2% specifically mentioned 'homelessness.'
- *Crime / Public Safety*
  Public safety issues in general were mentioned by 31% of all residents. Although many different types of crimes or public safety issues were mentioned, no particular type of crime (i.e. drugs, gangs, neighborhood safety) was mentioned by at least 5% of the residents.
- *Transportation*
  25% of the residents mentioned some type of transportation issue as a major challenge in the future. The two transportation issues mentioned most often were public transportation /mass transit (9%) and traffic congestion (8%).
- *Education*
  25% of respondents mentioned education as a major challenge facing Minneapolis.

Other challenges of note include the following:

- Although managing City government was mentioned as a challenge by 17% of the residents, they described this challenge in many different ways. More than half mentioned some fiscal responsibility including taxes in general, real estate/business taxes, balancing the budget and funding for neighborhoods.
- 15% of all the residents interviewed were not able to think of at least one challenge facing the City in the next five years.

PERCEPTION OF CITY'S HOUSING SELECTION

When asked whether Minneapolis residents have a good choice of different housing types, 60% agreed or strongly agreed, whereas 35% disagreed or strongly disagreed.

PERCEIVED CHANGE IN MINNEAPOLIS IN THE PAST 3 YEARS

When asked how the City has changed in the last 3 years as a place to live, 33 % responded that the City has gotten better, 52% said stayed the same, and 15% responded gotten worse

DOWNTOWN USE AND PERCEPTIONS

When asked questions about downtown Minneapolis, 17% of those surveyed reported that they work downtown. 63% of respondents visit downtown for non-work related purposes at least once per month, whereas 11% responded they never go downtown for non-work related purposes. 74% of residents who go downtown feel safe walking through downtown in the evening, and 85% consider downtown to be clean.

DISCRIMINATION IN MINNEAPOLIS

16% of survey respondents reported that they had personally experienced discrimination in the past 12 months. Discrimination occurred most frequently in situations were residents where seeking service in a store or restaurant. Race was the most likely reason given for feeling discriminated against (52% of those reporting discrimination). Gender and age were the second most frequently reported reasons (12% each).

NEIGHBORHOOD CONDITIONS -- PERCEPTION OF QUALITY

To assess neighborhood conditions, residents were asked their level of agreement (strongly agree, agree, disagree or strongly disagree) with the following five statements:

- *People in my neighborhood look out for one another.*
  73% of respondents either agreed or strongly agreed with the statement regarding community connectedness. Residents in Southwest and Nokomis communities are statistically more likely to feel connected than do all residents citywide, whereas residents in the Near North and University communities are statistically less likely to feel connected than do all residents citywide.

- *My neighborhood is a safe place to live.*
  82% of respondents either agreed or strongly agreed that their neighborhood is a safe place to live. Residents in the Southwest, Nokomis, University and Calhoun-Isles Communities are statistically more likely to view their neighborhoods as safe than are all City residents as a group. Residents in Phillips and Near North Communities are statistically less likely to view their neighborhoods as safe than are citywide residents as a group.
- *My neighborhood has a good selection of stores and services meeting my needs.*
  69% of respondents either agreed or strongly agreed with the statement regarding commercial variety in their neighborhoods. Residents in the Calhoun-Isles Community are statistically more likely to feel their neighborhood has a good selection of stores and services than are all residents citywide. Conversely, residents in Camden and Near North Communities are statistically less likely to feel their neighborhoods have a good selection of stores and services.
- *My neighborhood is clean and well maintained.*
  81% of respondents either agreed or strongly agreed with the statement regarding the cleanliness of their neighborhoods. Residents in the Southwest, Nokomis and Calhoun-Isles Communities are statistically more likely to feel their neighborhoods are clean and well maintained than are statistically all residents citywide. Residents in the Phillips, Powderhorn and Near North Communities are statistically less likely to see their neighborhoods as clean and well maintained.
- *Traffic speeds in my neighborhood are not a problem.*
  64% of respondents either agreed or strongly agreed with the statement that traffic speeds are not a problem in their neighborhoods. Residents in the Near North Community are statistically more likely to feel traffic speeds in their neighborhoods are a problem compared to how residents citywide view traffic.

NEIGHBORHOOD IRRITANTS

When asked the open ended question regarding what two things bothered them the most about their neighborhood, the most frequent responses included the following: crime (20%), issues related to City services (16%), noise pollution (15%), traffic (15%), and cleanliness (15%).

NEIGHBORHOOD REVITALIZATION PROGRAM (NRP)

59% of respondents reported being familiar with the NRP. When those familiar with NRP were asked to rate the impact of NRP on their neighborhood, 59% said it had 'very positive' or 'positive' impact. 65% noted that they agreed or strongly agreed with the statement "Because of the NRP, City residents have more influence on how important issues are addressed, public services delivered, and public funds used."

RESIDENT CONTACT WITH THE CITY IN THE PAST YEAR

38% of respondents noted that they have contacted the City for information or services in the last year. Of those who reported such contact, 74% reported they were 'satisfied' or 'very satisfied' with the time it took to reach the right person. 79% reported they were 'satisfied' or 'very satisfied' with the helpfulness of City employees.

INFORMATION ACCESS

63% of respondents said that they use the Internet. 23% stated that they have visited the City's website. Of those who have visited the City's website, 93% would find it helpful to access information about a City department or service, 90% would find it helpful to access information regarding City regulations or policies and City Council actions, 84% would find it helpful to access information about their neighborhood, 84% would find it helpful to report a problem such as bad street pavement or a missing sign, 79% would find it helpful to acquire a permit or license, and 78% would find it helpful to apply for a City job.

When asked whether they use the City Calendar, 47% reported they used it, 48% reported they did not use it, and 5% did not recall receiving it.

SNOW EMERGENCY INFORMATION

Radio and television were the most preferred sources to receive snow emergency parking information (90% responded they would like to get snow emergency information from that source), conversely the least preferred source is the newspaper (46%). Response to other sources of information include the following: signage (73%), 348-SNOW (66%), the snow emergency brochure (56%), the City Calendar (59%), the City website (49%).

When asked the open ended question 'What could the City do to help you comply with parking restrictions during a snow emergency," almost 40% of respondents either didn't think it was a problem for them or weren't able to make a suggestion. 25% of respondents mentioned some type of notification, and 21% mentioned more frequent and/or clearer signage.

RESIDENT CONTACTS WITH MINNEAPOLIS PUBLIC SAFETY SERVICES
55% of respondents had contact with one or more of Minneapolis' public safety services in the past three years. 45% had contact with the police; 13% had contact with the Fire Department; and 33% had contact with 911.

The majority of contacts with Public Safety service providers are viewed favorably by Minneapolis' residents. When asked how satisfied were they with the professionalism of the public safety officials, 96% of those having contact with fire fighters were either 'satisfied' or 'very satisfied;' 78% of those having contact with police officers were either 'satisfied' or 'very satisfied;' and 90% of those having contact with 911 operators were either 'satisfied' or 'very satisfied.'

DELIVERY OF CITY SERVICES - SATISFACTION, INTEREST AND SUPPORT
Residents rated fifteen (15) basic services provided by the City of Minneapolis. After residents expressed their satisfaction with each service (very satisfied = 4, satisfied = 3, dissatisfied = 2, and very dissatisfied = 1), they were then asked to provide an opinion on how much attention and resources the City should devote to each service area in the future. They were given the choices of a lot more attention (4 points), more attention (3 points), some attention (2 points), or a lot less attention (1 point).

The following table provides the average score for each of the fifteen services.

Area of Service	Average Level of Satisfaction (4 pt. scale)	Average Level of Attention (4 pt. Scale)
Preserving and providing affordable housing for low-income residents	2.27	3.08
Protecting the environment, including air, water and land	2.83	2.83
Reducing the impacts of airport noise	2.71	2.51
Preparing for disasters	2.97	2.67
Revitalizing downtown	2.91	2.35
Revitalizing neighborhood commercial areas	2.80	2.74
Snowplowing City streets	2.86	2.58
Repairing streets and alleys	2.70	2.72
Keeping streets clean	2.93	2.46
Cleaning up graffiti	2.84	2.47
Dealing with problem businesses and unkempt properties	2.69	2.75
Providing garbage collection and recycling programs	3.27	2.29
Providing animal control services	3.05	2.16
Providing Police services	3.05	2.63
Providing fire protection and emergency medical response	3.30	2.46

Preserving and providing affordable housing for low-income residents stood out as the service that had the highest level of interest in terms of future attention and the lowest level of current satisfaction.

For those services on which a respondent thought 'more' or 'a lot more' attention should be focused in the future, the question was asked as to whether they would agree that property taxes should be increased to maintain or improve that service. Preserving and providing affordable housing for low-income residents and protecting the environment had the most support. Animal control services had the least support.

SATISFACTION WITH SERVICES PROVIDED BY OTHER PUBLIC ENTITIES
Although the Mayor and City Council are not responsible for Minneapolis' parks, schools and libraries, because these systems play such a strong role in quality of life for our residents, a question was included in the survey regarding resident satisfaction. 90% of respondents reported they were either 'satisfied' or 'very satisfied' with Minneapolis' efforts at maintaining parks and providing recreational opportunities; 88% were expressed satisfaction library services, and 62% were either 'satisfied' or 'very satisfied' with public education in Minneapolis.

REACTION TO CRIMINAL JUSTICE APPROACHES

To help guide planning for criminal justice reform, three questions were asked regarding resident support. 85% of respondents supported the ability of offenders of minor crimes to be able to do community service instead of jail time. 85% supported providing treatment and counseling in addition to jail time. 84% of respondents agreed with the statement "Not all offenders of minor crimes are able to pay their fines to avoid jail time. For offenders unable to pay, a program should be set up to allow them to work off the fine to avoid jail time."

RESIDENT ASSESSMENT OF CITY GOVERNANCE

Residents were asked a series of four questions to measure resident perceptions of the performance of City Government. They were asked how they would rate Minneapolis City government on the following issues:

- *Communicating with its residents?*
  49% of respondents replied that Minneapolis City government was either 'very good' or 'good' at communicating with its residents. 36% responded 'only fair,' and 12% responded 'poor.'
- *Representing and providing for the needs of all its residents?*
  48% of respondents replied that Minneapolis City government was either 'very good' or 'good' at representing and providing for the needs of all its residents. 37% responded 'only fair,' and 12% responded 'poor.'
- *Effectively planning for the future?*
  49% of respondents replied that Minneapolis City government was either 'very good' or 'good' at effectively planning for the future. 34% responded 'only fair,' and 10% responded 'poor.'
- *Providing value for your tax dollars?*
  54% of respondents replied that Minneapolis City government was either 'very good' or 'good' at providing value for their tax dollars. 32% responded 'only fair,' and 11% responded 'poor.'

APPENDIX C – 2003 TELEPHONE SURVEY INSTRUMENT

I. Introduction & Screening questions

English Version

Introduction

Hello, my name is [YOUR NAME] with MarketLine Research. We are conducting a study on behalf of the City of Minneapolis and would like to include your opinions. We are not selling anything. The information from this research study will be used for planning purposes. All your responses will remain confidential.

IF RESPONDENT ASKS THE SURVEY WILL TAKE ABOUT 15 MINUTES DEPENDING ON THEIR RESPONSES

Screening

QA. Are you 18 years of age or older?

Yes [CONTINUE]

No [ASK TO SPEAK WITH SOMEONE IN HOUSEHOLD 18 OR OLDER. IF NO ONE LIVES IN HOUSEHOLD 18 OR OLDER, THANK AND TERMINATE]

IF NO ONE IN HOUSEHOLD SPEAKS ENGLISH RECORD BEST GUESS OF LANGUAGE AND TERMINATE. RECORD AS FOREIGN LANGUAGE.

QB. Among those 18 or older in your household, are you the one who most recently celebrated a birthday?

- ❑ Yes [CONTINUE]
- ❑ No [ASK TO SPEAK TO PERSON 18 OR OLDER WHO CELEBRATED THE LAST BIRTHDAY]

QC. Do you or does anyone in your household work for:

A newspaper, radio or TV station, or [TERMINATE]

A marketing research firm, advertising agency, or public relations firm. [TERMINATE]

QD. All information in this survey will be kept confidential. You may choose to participate, or you may begin the survey and quit at any time. The study design requires we speak with persons living in the City of Minneapolis.

CONTINUE

For this study we need to gather the opinions of a variety of Minneapolis residents. What is your home zip code? [SELECT ONE]

55401	55407	55414	55430
55402	55408	55415	55450
55403	55409	55416	55454
55404	55410	55417	55455
55405	55411	55418	Don't know [TERMINATE]
55406	55412	55419	Refused [TERMINATE]
	55413		Other [TERMINATE]

IF ZIP CODES 55410, 55416, 55418, 55430 OR 55450 SELECTED IN QD, ASK:

QE. Do you live within the Minneapolis City limits?

- Yes [CONTINUE]
- No [THANK AND TERMINATE]

QF. How long have you lived in the City of Minneapolis? [DO NOT READ]

INTERVIEWER, ENTER RESPONSE IN CORRECT CATEGORY

- 0 to less than 3 months [THANK AND TERMINATE]
- 4 to 11 months [CONTINUE]
- 1 to 4 years [CONTINUE]
- 5 to 9 years [CONTINUE]
- 10 to 14 years [CONTINUE]
- 15 to 19 years [CONTINUE]
- 20 to 29 years [CONTINUE]
- 30 years or more [CONTINUE]

II. Quality of Life

Q1. Overall, how do you rate the City of Minneapolis as a place to live? Would you say…?

[READ LIST] n = 800	
Very good	46.9%
Good	42.1%
Only fair, or	9.1%
Poor	1.8%
[DO NOT READ] Don't know	.1%
[DO NOT READ] Refused	0%

Q2. Overall, how do you rate your neighborhood as a place to live? Would you say…?

[READ LIST] n = 800	
Very good	40.1%
Good	40.0%
Only fair, or	14.2%
Poor	5.4%
[DO NOT READ] Don't know	.4%
[DO NOT READ] Refused	0%

Q3. Over the past two years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?

n = 800

Better	18.6%
Stayed the same	52.7%
Worse	28.7%

Q4. In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?

[RECORD RESPONSE VERBATIM] [DO NOT PROBE FOR THREE]

Neighborhood Perception & Image

Q5. Now I'm going to read some statements. For each please tell me whether you agree or disagree with the statement.

[READ STATEMENT]. Would you say you Agree, Strongly agree, or Disagree, Strongly disagree.

[ROTATE STATEMENTS] n = 800

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a) People in my neighborhood look out for one another	16.8%	57.6%	18.6%	3.5%	3.3%
b) My neighborhood is a safe place to live	14.9%	66.9%	15.3%	2.6%	.3%
c) My neighborhood has a good selection of stores and services that meet my needs	14.1%	55.2%	24.4%	5.8%	.5%
d) My neighborhood is clean and well maintained	17.0%	64.6%	16.1%	2.0%	.2%
e) Street Lighting in my neighborhood is adequate	12.6%	66.9%	15.7%	4.2%	.5%

Downtown Usage & Image

Q6 Moving now to Downtown Minneapolis. Do you live or work Downtown?

[CHECK ALL THAT APPLY]	n = 414
Live [SKIP TO Q8]	6.5%
Work [SKIP TO Q8]	15.3%
No [CONTINUE]	80.1%

Q7 How often do you go Downtown?

[DO NOT READ LIST, CHECK ONLY ONE]	n = 332
Two or more times a week	14.8%
Once a week	16.0%
Two or three times a month	14.4%
Once a month	15.0%
Once every two or three months	9.6%
Two or three times a year	9.9%
Less than twice a year	9.6%
Never go downtown Minneapolis	9.4%
Don't know	1.2%
Refused	0%

Q8 What are the major reasons that keep you from spending more time Downtown?

[DO NOT READ LIST, CHECK THAT APPLY]	n = 414
lack of parking/cost of parking	33.2%
traffic (congestion/one-way grid/construction, etc)	12.4%
safety	6.8%
prefer other shopping areas	15.5%
nowhere to go	14.8%
expensive	9.8%
general dislike	2.1%
dirty	.5%
don't know	5.8%
refused	1.5%
other [record verbatim]	27.7%

Access to Information

Q9. Over the last 12 months, have you contacted the City to get information or services?

		n = 414
Yes	[CONTINUE]	37.8%
No	[SKIP TO Q12]	61.5%
Don't Know	[SKIP TO Q12]	.7%

Q10. Did you contact the City in person, by telephone, by mail, by email or visit the City's website?

[RECORD ALL THAT APPLY] n = 156

In person	[CONTINUE]	24.0%
By telephone	[CONTINUE]	82.7%
[CONTINUE]		9.6%
By email	[CONTINUE]	13.2%
Visit the City's website		32.3%

[If only checked "Visit the City's website", Skip to Q 12]

Q11. When you last contacted the City,

[ROTATE] n = 148

	Yes	No	Don't Know
a) Were you able to reach the right person quickly and easily? (yes/no)	74.9%	25.1%	0%
b) Did you receive a timely response? (yes/no)	80.6%	19.4%	0%
c) Were you treated courteously (yes/no)	93.9%	5.3%	.8%

Satisfaction with City Services

Q12. Turning to three public safety services provided by the City of Minneapolis – fire, police and 911 operators. In the past two years, have you had any contact with…?

[CHECK ALL THAT APPLY] n = 800

Fire	[ASK Q12a]	12.5%
Police	[ASK Q12b]	38.6%
911 operators	[ASK Q12c]	33.4%
None	[DO NOT READ]	50.1%

ASK Q12a IF HAD INTERACTION WITH FIRE DEPARTMENT IN PAST 2 YEARS

Q12a. How satisfied were you with the professionalism shown by the firefighters? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.

[DO NOT READ LIST] [CHECK ONLY ONE]

n = 100

Very satisfied	69.1%
Satisfied	28.1%
Dissatisfied	1.9%
Very dissatisfied	0.0%
Don't know/no opinion	1.0%
Refused	0.0%

ASK Q12b IF HAD INTERACTION WITH POLICE DEPARTMENT IN PAST 2 YEARS

Q12b. How satisfied were you with the professionalism shown by the police officers? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.

[DO NOT READ LIST] [CHECK ONLY ONE]

n = 309

Very satisfied	40.0%
Satisfied	39.0%
Dissatisfied	12.9%
Very dissatisfied	8.2%
Don't know/no opinion	0.0%
Refused	0.0%

ASK Q12c IF HAD INTERACTION WITH 911 IN PAST 2 YEARS

Q12c. How satisfied were you with the professionalism shown by the 911 operator? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.

[DO NOT READ LIST] [CHECK ONLY ONE]

n = 268

Very satisfied	52.6%
Satisfied	36.4%
Dissatisfied	8.1%
Very dissatisfied	2.6%
Don't know/no opinion	.4%
Refused	0.0%

Q13. I will now read a list of services provided by City of Minneapolis government. For each please tell me how satisfied you are with the way the City provides the service. How satisfied are you with Minneapolis' efforts at [READ FIRST SERVICE]? Are you satisfied, very satisfied, dissatisfied, or very Dissatisfied?

[ROTATE LIST] n = 800

	Very Satisfied	Satisfied	Dis-satisfied	Very Dis-satisfied	Don't Know/No Opinion
Preserving and providing affordable housing for low and moderate income residents	4.2%	41.0%	33.6%	10.6%	10.7%
Protecting the City's natural environment, including air, water and land	8.5%	68.1%	17.9%	2.6%	2.9%
Revitalizing neighborhood commercial areas	8.1%	63.5%	19.7%	2.7%	5.8%
Snowplowing City streets	15.3%	66.1%	15.3%	2.0%	1.4%
Providing and maintaining streets, alleys and bridges	9.1%	72.1%	15.7%	1.4%	1.6%
Keeping streets clean	11.5%	73.6%	12.6%	1.7%	.6%
Dealing with problem businesses and unkempt properties	4.3%	54.9%	25.3%	3.3%	12.0%
Providing garbage collection and recycling programs	33.2%	58.2%	5.5%	1.5%	1.6%
Providing Police services	13.7%	67.4%	13.3%	2.1%	3.6%
Providing Fire protection and emergency medical response	25.2%	64.9%	3.3%	.5%	6.0%
Providing quality drinking water	17.3%	64.3%	13.9%	2.0%	2.5%
Providing safe movement for pedestrians and motorists	9.6%	68.2%	18.5%	2.4%	1.4%

Prioritization of City Services

Q14. As you probably know, Minneapolis is facing increasing financial challenges in providing City services. The following series of questions is intended to help City leaders prioritize key City services. With this in mind, please rate the importance of the following services on a 10-point scale, with 10 being extremely important down to 1 being not at all important. Please rate the importance of [READ LIST].

[ROTATE SERVICES] n = 800

	10	9	8	7	6	5	4	3	2	1	DK
Providing police services	63.6%	12.4%	12.3%	5.6%	1.1%	2.9%	.5%	.4%	.4%	.4%	.4%
Providing fire protection and emergency medical response	71.7%	12.8%	9.5%	2.6%	1.7%	1.0%	.3%	.1%	.1%	.1%	0%
Preparing for disasters	33.9%	8.4%	17.1%	14.8%	7.7%	10.3%	2.4%	1.9%	1.0%	1.4%	1.2%
Providing and maintaining streets, alleys and bridges	25.0%	8.0%	25.7%	19.8%	9.6%	8.7%	1.1%	.8%	.1%	1.3%	0%
Snowplowing City streets	31.7%	12.1%	24.1%	14.5%	7.4%	7.4%	1.0%	.5%	.4%	.5%	.4%
Providing quality drinking water and sewer services	58.2%	11.5%	16.4%	5.6%	2.1%	4.0%	.3%	0%	.4%	1.0%	.4%
Providing garbage collection and recycling programs	39.1%	13.0%	25.1%	11.5%	4.1%	4.8%	.9%	.2%	.5%	.5%	.2%
Revitalizing neighborhood commercial areas	18.5%	8.0%	20.9%	20.0%	10.1%	12.9%	3.2%	2.0%	1.8%	1.4%	1.1%
Promoting job growth and training	34.8%	11.7%	16.9%	12.1%	7.0%	9.1%	2.0%	2.1%	1.0%	1.6%	1.5%
Preserving and providing affordable housing for low and moderate-income residents	35.9%	10.7%	16.7%	12.1%	5.9%	7.9%	2.9%	2.3%	1.3%	3.2%	1.0%
Ensuring Minneapolis' existing housing is well maintained	31.0%	10.7%	24.9%	12.4%	6.8%	8.0%	2.4%	.9%	1.0%	1.1%	.9%
Protecting the City's natural environment, including air, water and land	48.6%	13.1%	17.7%	10.1%	3.7%	4.6%	.2%	.3%	.5%	.7%	.4%
Dealing with problem businesses and unkempt properties	23.0%	10.1%	20.1%	15.6%	10.0%	12.7%	3.1%	1.1%	1.5%	1.7%	1.1%
Protecting the health and well-being of residents	51.2%	13.9%	15.3%	7.3%	3.8%	5.6%	.4%	.8%	.5%	.8%	.4%
Strengthening relationships among our diverse communities	33.3%	9.8%	18.9%	12.1%	6.2%	11.4%	1.3%	2.6%	1.1%	2.4%	.9%
Providing parks and recreation services	31.1%	10.4%	24.2%	14.2%	7.9%	8.1%	1.0%	1.1%	.5%	1.3%	.1%
Providing library services	38.4%	12.0%	19.8%	13.5%	5.2%	7.2%	1.4%	.6%	1.0%	.8%	.1%

[ASK Q15a FOR THE TOP 5 SERVICES ABOVE]

15a. Now I'm going to read only the services you rated most important and ask you to put them in order of importance. Of these services, please tell me which one is MOST important to you? Rank 1

15b. Although you rated all as important, which of the remaining services would you say is LEAST important to you? Rank 5

15c. Of the remaining, which is MOST important? Rank 2

15d. Of the remaining, which is LEAST important? Rank 4

15e. [DO NOT READ] Record remaining service. Rank 3 n = 788

	Rank1	Rank 2	Rank 3	Rank 4	Rank 5
Providing police services	27.9%	12.6%	7.5%	3.7%	2.0%
Providing fire protection and emergency medical response	10.7%	23.7%	13.3%	8.8%	3.3%
Preparing for disasters	2.8%	2.0%	5.7%	6.1%	6.1%
Providing and maintaining streets, alleys and bridges	.6%	.9%	3.6%	4.9%	3.8%
Snowplowing City streets	1.4%	2.0%	4.5%	6.7%	6.2%
Providing quality drinking water and sewer services	7.7%	9.7%	13.1%	7.9%	5.3%
Providing garbage collection and recycling programs	1.0%	3.3%	4.8%	6.1%	9.7%
Revitalizing neighborhood commercial areas	.9%	.4%	2.4%	3.0%	3.6%
Promoting job growth and training	4.9%	6.1%	3.1%	3.8%	5.4%
Preserving and providing affordable housing for low and moderate-income residents	9.4%	6.2%	4.4%	4.4%	2.3%
Ensuring Minneapolis' existing housing is well maintained	1.0%	2.8%	4.4%	5.8%	8.6%
Protecting the City's natural environment, including air, water and land	6.0%	8.5%	9.6%	10.1%	6.4%
Dealing with problem businesses and unkempt properties	1.1%	1.5%	2.7%	3.8%	6.9%
Protecting the health and well-being of residents	14.9%	9.6%	6.6%	7.3%	6.0%
Strengthening relationships among our diverse communities	4.7%	4.0%	5.1%	3.4%	7.0%
Providing parks and recreation services	2.7%	2.8%	3.2%	6.4%	8.0%
Providing library services	2.5%	4.0%	6.0%	7.8%	9.5%

[ASK Q16 FOR THE TOP 5 SERVICES ABOVE]

Q16. For the services that you ranked most highly, tell me how much you agree or disagree that property taxes or fees should be increased to maintain or improve the service. Property taxes or fees should be increased to maintain or improve [INSERT SERVICE]. Would you say you agree, strongly agree, disagree, or strongly disagree

	N=	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Refused
Providing police services	422	17.6%	51.6%	24.6%	4.2%	1.2%	.8%
Providing fire protection and emergency medical response	470	17.2%	53.8%	22.6%	3.8%	1.7%	.9%
Preparing for disasters	179	12.0%	46.7%	33.2%	4.8%	2.7%	.6%
Providing and maintaining streets, alleys and bridges	109	12.6%	37.1%	39.1%	8.4%	1.8%	.9%
Snowplowing City streets	164	7.3%	44.1%	36.3%	9.9%	2.4%	0%
Providing quality drinking water and sewer services	342	11.9%	56.4%	25.7%	3.9%	1.4%	.7%
Providing garbage collection and recycling programs	195	11.5%	42.5%	32.9%	10.5%	2.0%	.6%
Revitalizing neighborhood commercial areas	81	6.6%	38.6%	42.5%	11.1%	1.2%	0%
Promoting job growth and training	183	15.4%	39.8%	34.6%	8.7%	1.5%	0%
Preserving and providing affordable housing for low and moderate-income residents	209	20.2%	50.4%	22.6%	5.4%	1.4%	0%
Ensuring Minneapolis' existing housing is well maintained	178	9.0%	45.8%	36.7%	6.1%	2.3%	0%
Protecting the City's natural environment, including air, water and land	319	13.8%	57.5%	21.0%	6.1%	1.3%	.4%
Dealing with problem businesses and unkempt properties	126	4.0%	32.7%	52.4%	10.0%	.9%	0%
Protecting the health and well-being of residents	350	11.5%	51.5%	31.2%	3.7%	1.5%	.6%
Strengthening relationships among our diverse communities	191	5.8%	40.0%	43.7%	7.3%	2.6%	.6%
Providing parks and recreation services	181	8.5%	52.8%	33.3%	4.9%	.5%	0%
Providing library services	234	13.7%	44.9%	31.8%	7.9%	.9%	.9%

Q17. Are there any areas where you feel Minneapolis could be more efficient or reduce services?

(time limit) [RECORD VERBATIM] (pre-code for I don't know and Fine as is)

Q18a. Moving now to snow emergencies in Minneapolis. Do you have any problems following Snow Emergency rules?

		n = 800
Yes	[ASK Q18b.]	13.9%
No	[SKIP TO 18c.]	84.6%
Don't Know	[SKIP TO 18c.]	1.4%

Q18b. What particular problems do you have?

[DO NOT READ LIST, CHECK ALL THAT APPLY]	n = 111
Don't know when Snow Emergencies are declared	44.4%
Odd/even side directions are confusing	65.1%
Don't know which routes are snow emergency routes	12.0%
Few alternatives for moving the car	13.8%
Limited English proficiency makes understanding the requirements difficult	1.0%
Other [RECORD RESPONSE VERBATIM]	14.2%

Q18c. From which of the following sources do you prefer to get snow emergency information?

[READ LIST] [CHECK ALL MENTIONS]	n = 414
Newspapers	39.5%
Radio or television	84.2%
348-SNOW phone hotline	56.6%
City of Minneapolis website or email notification	39.0%
Snow Emergency brochure	47.8%
Signage along the streets	67.6%
City Calendar	41.6%
[DO NOT READ] Other, [Specify]	1.5%
[DO NOT READ] Don't know/refused	1.0%
[DO NOT READ] Have off street parking/don't care	3.5%
[DO NOT READ] No car	3.1%

Resident Engagement

Q19. Besides voting, in the past 2 years, have you been involved in Minneapolis City Government decision making?

[NOTE TO INTERVIEWER, IF THEY ASK FOR EXAMPLES: SERVING ON A COMMITTEE; ATTENDING A COMMUNITY MEETING ON A SPECIFIC ISSUE; NEIGHBORHOOD PLANNING)

		n = 800
Yes	[CONTINUE]	12.9%
No	[CONTINUE]	87.1%

Q20. What could the city do to support or encourage more public involvement?

[RECORD VERBATIM]

[Precode for don't know and fine as is]

Q21. Now I'd like your opinion on how you feel the City governs. How would you rate Minneapolis City Government on [STATEMENT]? Would you say very good, good, only fair, or poor?

ROTATE LIST, READ FIRST STATEMENT] n = 800

	Very Good	Good	Only Fair	Poor	Don't Know
a. Communicating with its citizens	4.7%	36.2%	43.9%	13.0%	2.0%
b. Representing and providing for the needs of all its citizens	5.1%	40.8%	40.1%	11.3%	2.5%
c. Effectively planning for the future	3.6%	34.7%	41.1%	13.5%	7.0%
d. Providing value for your tax dollars	6.9%	43.8%	32.6%	13.2%	3.3%
e. Providing meaningful opportunities for citizens to give input on important issues	4.8%	39.6%	38.5%	13.0%	4.0%

Q22. The City is projecting the need for 26,000 additional housing units by 2030. Most of these are expected to be in multi-family apartment or condominium buildings. How supportive are you of new housing in each of the following types of areas? Would you say you strongly support, support, do not support, or strongly do not support this new housing [list]?

[ROTATE LIST] n = 414

	Strongly Support	Support	Do Not Support	Strongly Do Not Support	Don't Know
In major activity areas, such as Downtown, Uptown or Stadium Village?	16.1%	52.2%	23.0%	4.1%	4.4%
Along light rail (LRT) and bus lines?	31.5%	47.8%	13.5%	1.0%	6.2%
Dispersed throughout neighborhoods?	17.4%	58.1%	15.4%	4.1%	5.0%

Discrimination

Q23. During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?

n = 800

Yes	[CONTINUE]	16.5%
No	[SKIP TO Q30.]	83.5%

Q23b. Was the discrimination you faced in getting…?

[READ LIST, CHECK ALL MENTIONS] n = 132

A job, or at work	34.8%
Housing	11.3%
Service in a restaurant or store, or	40.3%
In dealing with the City	34.7%
Some other type of situation [SPECIFY]	41.4%

If yes to "in dealing with the City", ask: do you recall which department? Precode responses

[DO NOT READ LIST, CHECK ALL THAT APPLY]

n = 46

City Attorney	0%
Fire	0%
Human Resources	2.4%
Inspections/Licensing	4.9%
Police	53.3%
Public Works	11.6%
Minneapolis Community Development Agenc7 [MCDA]	2.4%

Other [RECORD RESPONSE VERBATIM] 15.3%

[DO NOT READ] Don't know	19.5%
[DO NOT READ] Refused	2.1%

Q23c. Other situation for discrimination.

[RECORD RESPONSE VERBATIM]

Q23d. For what reason or reasons do you feel you were discriminated against?

[DO NOT READ LIST, CHECK ALL THAT APPLY]

n = 132

Gender	10.8%
Age	10.8%
Economic status	9.9%
Marital status	0%
Social status	4.5%
Race or color	48.7%
Sexual orientation	8.7%
Disability	3.6%
Ethnic background or county of origin	5.5%
Language or accent	.9%
Religion	1.6%
Other [RECORD RESPONSE VERBATIM]	25.1%

Demographic/Classification Questions

My last questions are for classification purposes only. We collect this information to make sure we have gathered the opinions from a variety of people.

Q30. To help us ensure we have received survey responses from all areas of the City, would you please give me your current street address? [THIS DATA WILL NOT BE ATTACHED TO THE RESPONSES MARKETLINE GIVES THE CITY]

[RECORD COMPLETE HOUSE NUMBER AND STREET NAME: MAKE SURE TO GET PROPER DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULAVARD, DRIVE, CIRCLE, LANE ETC.] <u>SKIP TO Q32.</u>

Refused	[ASK Q31.]
Don't know	[ASK Q31.]

[IF COMPLETE ADDRESS PROVIDED SKIP TO Q32.]

Q31. The names of the nearest two streets that form the intersection nearest your home will be sufficient. Would you please give me the names of these two streets.

[RECORD VERBATIM: MAKE SURE TO GET PROPER DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULEVARD, DRIVE, CIRCLE, LANE ETC.] [SKIP TO Q32.]

Refused [ASK Q32.]
Don't know [ASK Q32.]

Q32. In which Minneapolis neighborhood do you live? [SELECT ONE] [DO NOT PROBE]

Audubon Park	Elliot Park	Loring Park	Sheridan
Bancroft	Ericsson	Lowry Hill	Shingle Creek
Beltrami	Field	Lowry Hill East (Wedge)	St. Anthony East
Bottineau	Folwell	Lyndale	St. Anthony West
Bryant	Fuller/Tangletown	Lynnhurst	Standish
Bryn-Mawr	Fulton	Marcy-Holmes	Stevens Square
Camden/Weber-Camden	Hale	Marshall Terrace	Sumner-Glenwood
Carag/Calhoun Area	Harrison	McKinley	University
Cleveland	Hawthorne	Minnehaha	Ventura Village
Cedar-Isles-Dean	Humboldt Indust Area	North Loop	Victory
Cedar-Riverside	Hiawatha	Morris Park	Waite Park
Central	Holland	Near North	Wenonah
Columbia Park	Howe	Nicollet Island/East Bank	West Calhoun
Como	Jordan	Nokomis	Whittier
Cooper	Keewaydin	Northeast Park	Willard-Hay
Corcoran	Kenny	Northrop	Windom
Diamond Lake	Kenwood	Page	Windom Park
Downtown East	King Field	Phillips	Uptown
Downtown West	Lind-Bohanon	Powderhorn Park	Warehouse District
East Harriet Farmstead	Linden Hills	Prospect Park E River Rd	Don't Know/Refused
East Isles	Logan Park	Regina	Other [Specify], then ask Q33.
East Calhoun (ECCO)	Longfellow	Seward	

[ASK IF Q32. IS DON'T KNOW OR OTHER]

Q33. Could you please give me the name of your nearest Park or public school.

[RECORD VERBATIM]

Q24. Do you currently own or rent your current residence?

Own

Rent

[DO NOT READ] Refused

Q25. Do you have children under the age 18 living in your household?

Yes

No

[DO NOT READ] Refused

Q26. Can you please tell me what your age was on your last birthday?

RECORD AGE

Q27. Can you tell me what your 2002 total household income before taxes was? Please stop me when I get to the right range. [READ LIST]

Less than $25,000

$25,000 - $49,999

$50,000 - $74,000

$75,000 - $99,999

$100,000 or more

Q28. For statistical purposes only could you please tell me if you are of Latino or Hispanic origin?

Yes
No
[DO NOT READ] Don't know
[DO NOT READ] Refused

Q29. Now can you tell me which of the following best describes your racial origin? Are you?

[READ LIST]

White
Black, African American or African
American Indian or Alaskan Native
Asian, Native Hawaiian or other Pacific Islander, or
Two or more races, or
Some other race
[DO NOT READ] Refused

Q34. In case my supervisor needs to verify my work could you give me your first name only?

[RECORD VERBATIM]

Q35. That is all the questions I have. Thank you for your time. The information you have provided will help the City of Minneapolis to understand the priorities and concerns of its residents.

Record gender

APPENDIX D -- CALLING DISPOSITION TABLE

Table 46: Calling Disposition Table –Last Call Result

Call Result	Number of Records	Percent of Records Used
Wrong number	0	0%
Fax / modem	352	2.8%
Disconnected / not working	5,605	44.2%
Phone location not qualified	721	5.7%
Refused to begin	869	6.8%
Terminate	165	1.3%
Non-qualified records	509	4.0%
Call backs	163	1.3%
Busy	12	0.1%
Answering machine / voice mail	100	0.8%
No answer	585	4.6%
Completed interviews	822	6.5%
TOTAL RECORDS USED	12,692	100.0%
Total number of dials	24,400	