

# MINNEAPOLIS RESIDENT SURVEYS

## *Summary Information*

The City of Minneapolis has conducted a community-wide resident survey in 2001, 2003 and 2005. The survey provides residents the opportunity to rate the quality of life in the City, as well as service delivery and their satisfaction with local government. Several of the questions provide a unique opportunity to track resident perceptions over time. The summary below provides a comparison of these perceptions for six key areas: (1) challenges facing the City in the next five years; (2) neighborhood perceptions and image; (3) perceptions of respondents' current place of residence; (4) ratings of City services; (5) balancing satisfaction and priorities; and (6) residents' likelihood of participation in City government decision-making.

### CHALLENGES FACING THE CITY

- The top four challenges identified by the respondents in the 2005 survey were public safety (50%), education (44%), transportation (40%), and housing (36%). Previous surveys displayed similar percentages for these four items. There were not significant differences in the identification of challenges over the three surveys except that a smaller proportion of respondents in the 2005 survey than in 2003 (11% versus 33%, respectively) identified City Government as a significant challenge.

### NEIGHBORHOOD PERCEPTIONS AND IMAGE

- In 2005, the majority of residents surveyed consider their neighborhood to be clean and well-maintained (85%) and a safe place to live (83%). Respondents in 2005 are more likely to say their neighborhood has a good selection of stores and services that meet their needs (75%) compared to the previous surveys (70% in 2003 and 69% in 2001).

### PERCEPTIONS OF CURRENT PLACE OF RESIDENCE

- In 2005, residents were first asked to assess their current place of residence. At least four in five respondents in the survey "agreed" or "strongly agreed" that the location, physical condition and housing costs of their residence were adequate to meet their needs. Fewer than half respondents planned to move within the next two years.

### CITY SERVICES IMPORTANCE RATINGS

- As in 2003, respondents in 2005 were asked to rate the importance of each city service using a 5-point scale with 5 being "extremely important" and 0 being "not at all important." Services in fire and emergency medical response, protecting the health and well-being of residents, drinking water and sewer system, police, environment protection, garbage collection and recycling programs, and affordable housing were "extremely important" to at least half of respondents in both surveys, with a slight change in ranking.

### BALANCING SATISFACTION AND PRIORITIES

- Competition for limited resources demands the identification of city services that are perceived by residents to have relatively lower satisfaction at the same time as relatively higher importance. Toward this end, ratings of importance were compared to ratings of satisfaction in the 2005 survey. Services that were rated **higher in importance and lower in satisfaction** were: police services, protecting the health and well-being of residents, and environment protection.

### LIKELIHOOD OF PARTICIPATING IN CITY GOVERNMENT DECISION-MAKING

- When asked about various approaches to influence City decision-making, 7 out of 10 respondents prefer to attend a community meeting or contact their elected official. A slightly smaller proportion said they would contact City staff (69%) or contact their neighborhood group (68%). Lack of time is the primary reason given by the respondents who reported themselves to be less likely to participate in City government decision-making.