Report of Results

Quality of Life and Community

Survey respondents were asked to rate various aspects of quality of life in Minneapolis. When residents were asked to rate Minneapolis and their neighborhood as a place to live, a majority rated each as good or very good. About 9 in 10 thought Minneapolis was a "good" or "very good" place to live and about 8 in 10 said the same for their neighborhood as a place to live. These ratings were similar to ratings given by Minneapolis residents in previous survey years.

When compared to cities across the nation and to select cities[8] from National Research Center's database, quality of life ratings given by Minneapolis respondents were similar to or higher than ratings given in other jurisdictions.

Respondents who reported living in the Near North community planning district were less likely to give positive ratings for Minneapolis as a place to live than were other residents. When asked to rate their neighborhood as a place to live, Camden, Near North and Phillips residents tended to give less positive ratings than those living in other areas of the city. Younger women respondents, residents of color, those of Latino/Hispanic origin, renters and lower income residents tended to give lower quality of life ratings than did their counterparts. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

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

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Figure 1: Minneapolis as a Place to Live

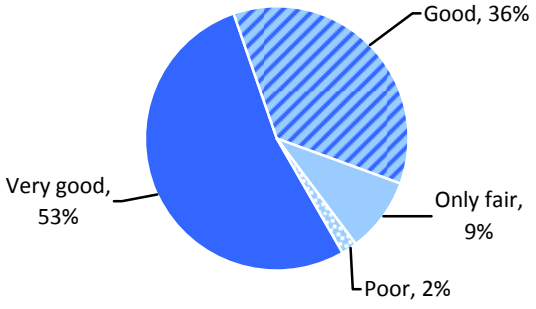


Figure 2: Neighborhood as a Place to Live

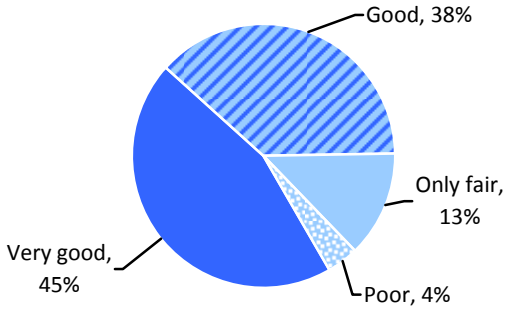
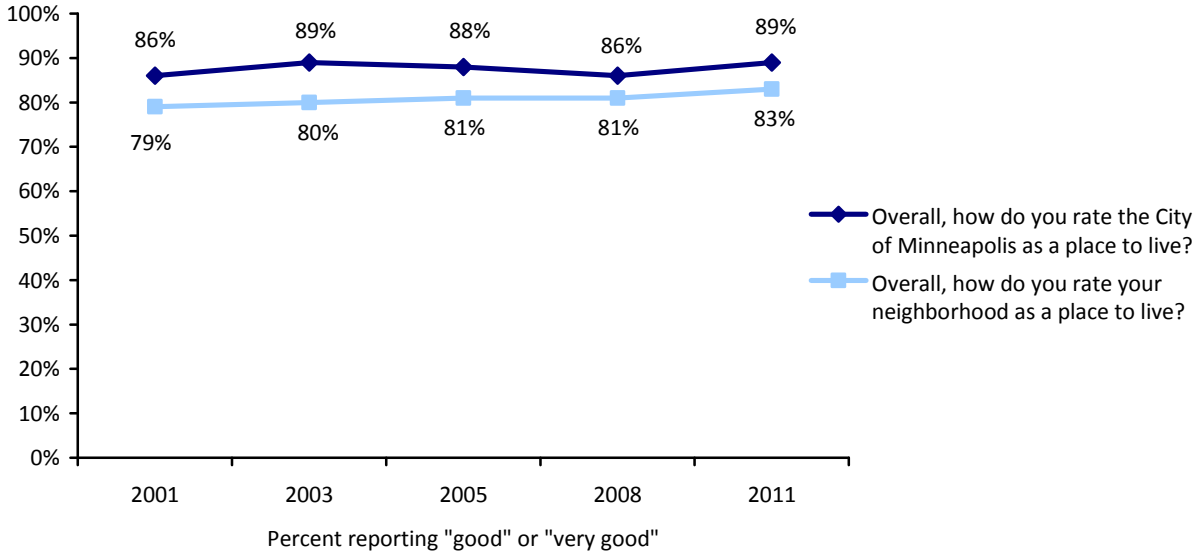


Figure 3: Minneapolis as a Place to Live Compared Over Time



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Residents responding to the survey were asked if they thought the City as a place to live had gotten better, worse or stayed about the same in the past two years. Six in ten felt that it had stayed about the same as a place to live, 18% felt it had gotten worse and 22% said it had gotten better.

Generally, these ratings have remained stable over time. However, a higher proportion of 2011 respondents felt the City had stayed about the same and fewer thought it had gotten worse than did respondents to the 2008 survey. Please note that the 2001 questionnaire asked respondents to rate the change in livability over the past *three* years and the more recent surveys asked to rate the past *two* years.

Survey participants residing in Near North were more likely to think that Minneapolis has gotten better as a place to live in the last two years than those living in other community planning districts. When compared to other residents in Minneapolis, older residents (age 55 or older) were more likely to think Minneapolis has gotten worse as a place to live in the last two years while residents of color were more likely to think it had improved over time. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Figure 4: Perceived Change in City Livability

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

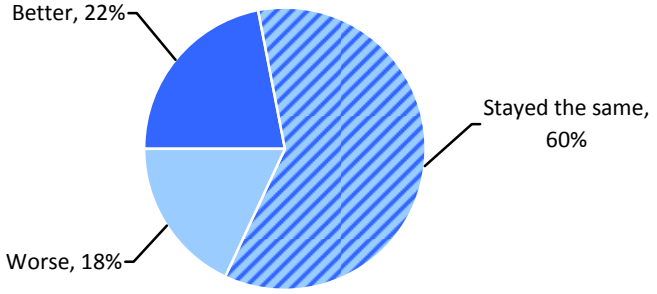
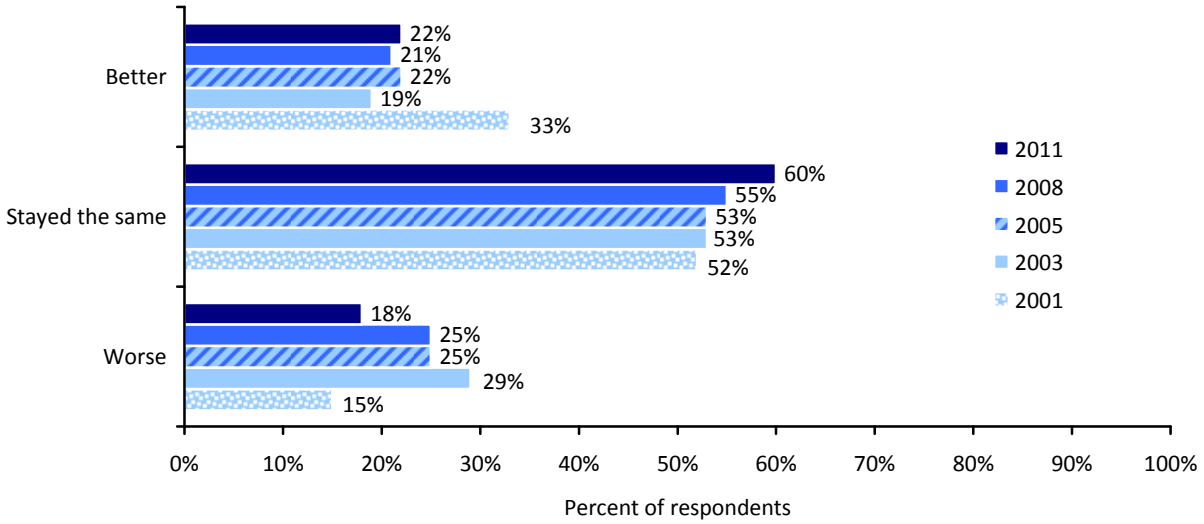


Figure 5: Perceived Change in City Livability Compared Over Time



The 2001 questionnaire asked respondents to rate changes in livability over the past three years versus the past two years as in 2003, 2005, 2008 and 2011.

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Challenges Facing the City

Survey respondents provided unprompted responses to a question about the three biggest challenges Minneapolis will face in the next five years. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; interviewers selected the one category that best fit each respondent's stated issue. Many respondents mentioned "other" items that could not be coded into a specific category.

The top three unprompted answers most frequently given by 2011 respondents were education (35%), public safety (28%) and maintaining public infrastructure (23%). About one in five respondents mentioned that property and real estate taxes, job opportunities, economic development and transportation related issues will be challenges for the City in the next five years.

When compared to previous years, a higher proportion of respondents in 2011 than in 2008 commented about maintaining public infrastructure, education and job opportunities as issues in Minneapolis over the next five years; a smaller proportion of respondents in 2011 than in 2008 suggested concerns about foreclosures, economic development, housing, public safety and transportation related issues. Please note that maintaining public infrastructure (including bridge and road maintenance) and foreclosures were added to the list of potential response categories in 2008. This question was added after the collapse of the I-35W Bridge in 2007.

Respondents were allowed three responses to this question, identifying the first, second and third biggest challenges that they saw facing Minneapolis. For the purpose of comparing to previous years' data, the responses for each category have been summed into a single number. Changes in response wording between survey years are as follows: "managing City government" in 2001 and 2003 versus "City government" in 2005, 2008 and 2011; "economic development – job creation/unemployment" in 2001 versus "economic development" in 2003, 2005, 2008 and 2011. "Property taxes" was added in 2011.

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

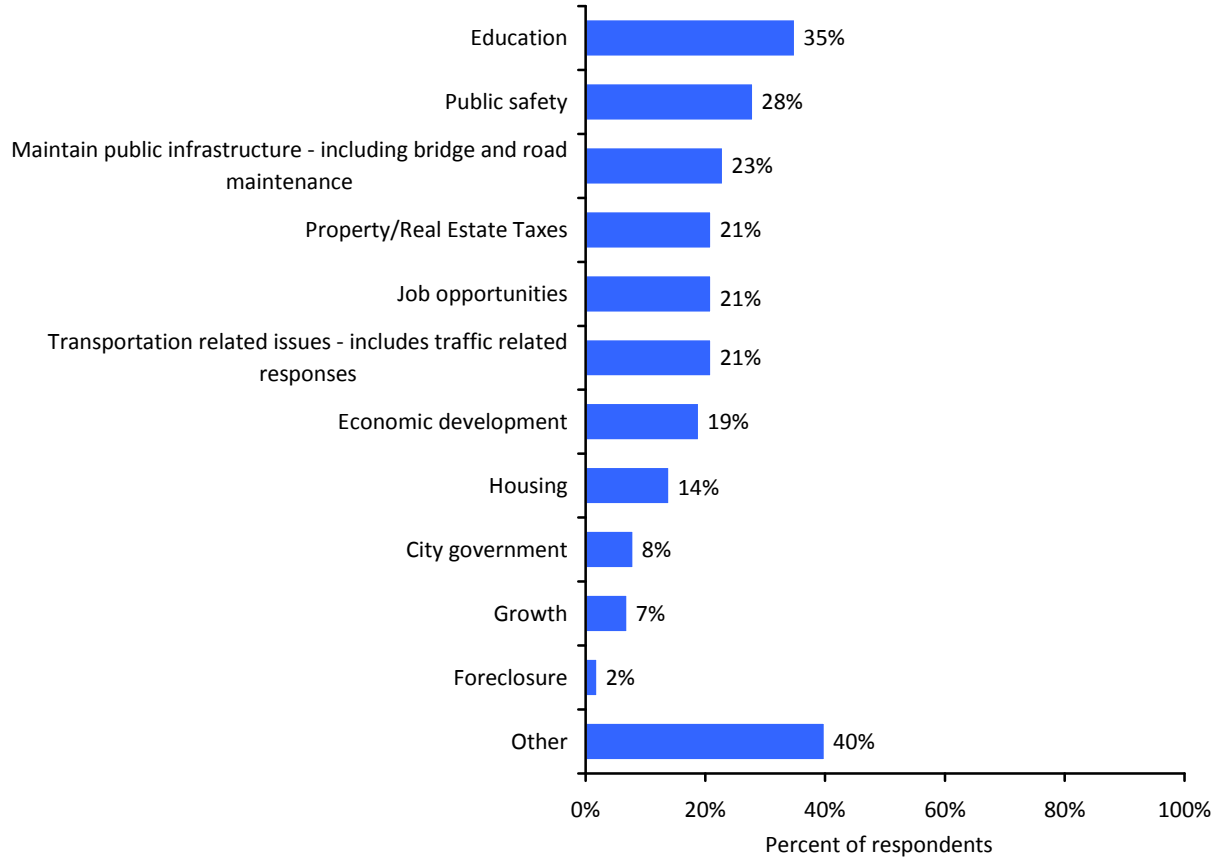

Table 1: Biggest Challenges Minneapolis Will Face Compared Over Time

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	2011	2008	2005	2003	2001
Education	35%	29%	38%	29%	30%
Public safety	28%	44%	44%	42%	37%
Maintain public infrastructure - including bridge and road maintenance	23%	16%	NA	NA	NA
Job opportunities	21%	17%	17%	NA	NA
Property/Real Estate taxes	21%	NA	NA	NA	NA
Transportation related issues - includes traffic related responses	21%	37%	35%	32%	30%
Economic development	19%	26%	21%	24%	22%
Housing	14%	26%	30%	24%	47%
City government	8%	9%	10%	38%	NA
Growth	7%	11%	10%	9%	8%
Foreclosure	2%	7%	NA	NA	NA
Other	40%	29%	43%	22%	30%

Total may exceed 100% as respondents were able to choose more than one response.
"Other" responses were not recorded and not available for analysis.
"Property/Real Estate taxes" was added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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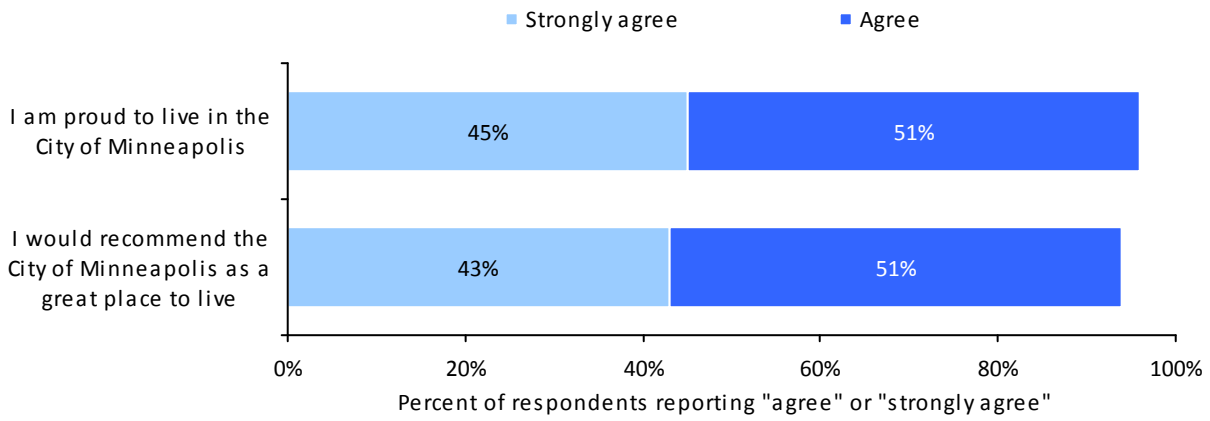
In 2011, the Human Resources department added a question to assess resident perceptions of living in the City. The following section addresses neighborhood perception and image.

Survey participants were asked the extent to which they agreed or disagreed with two statements about the City. Almost all respondents agreed or strongly agreed that they are proud to live in the City of Minneapolis and would recommend it as a great place to live; at least two in five reported strong agreement with each of these statements. Few, if any, respondents strongly disagreed with either statement.

Table 2: Perceptions of Living in Minneapolis

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:	Strongly agree	Agree	Disagree	Strongly disagree	Total
I am proud to live in the City of Minneapolis	45%	51%	4%	0%	100%
I would recommend the City of Minneapolis as a great place to live	43%	51%	5%	1%	100%

Figure 7: Summary of Perceptions of Living in Minneapolis



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Neighborhood Perception & Image

Residents were asked the extent to which they agreed or disagreed with various positive statements about their neighborhood. At least three-quarters of respondents said they agreed or strongly agreed with each statement; at least one in five was in strong agreement. These ratings have steadily increased or remained stable over time.

When compared to jurisdictions across the nation, perception of neighborhood safety was much below average. National comparisons for other neighborhood qualities were not available. Comparisons to select cities[9] from the database also were not available.

Camden, Central, Near North and Phillips residents tended to report less positive neighborhood perception and image ratings than did residents living in other districts. Younger females, residents of color, Latino/Hispanic residents, renters and low income residents were less likely to agree with each statement, while respondents who reported living in Minneapolis for more than 20 years were more likely to agree. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 3: Neighborhood Perceptions and Image

Now I'm going to read some statements. For each, please tell me whether you strongly agree, agree, disagree, or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Total	National comparison	Select cities comparison
My neighborhood is a safe place to live	20%	64%	12%	3%	100%	Much below	Not available
My neighborhood is clean and well maintained	24%	59%	14%	3%	100%	Not available	Not available
Street lighting in my neighborhood is adequate	19%	63%	15%	4%	100%	Not available	Not available
People in my neighborhood look out for one another	23%	57%	17%	2%	100%	Not available	Not available
My neighborhood has a good selection of stores and services that meet my needs	26%	50%	18%	6%	100%	Not available	Not available

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

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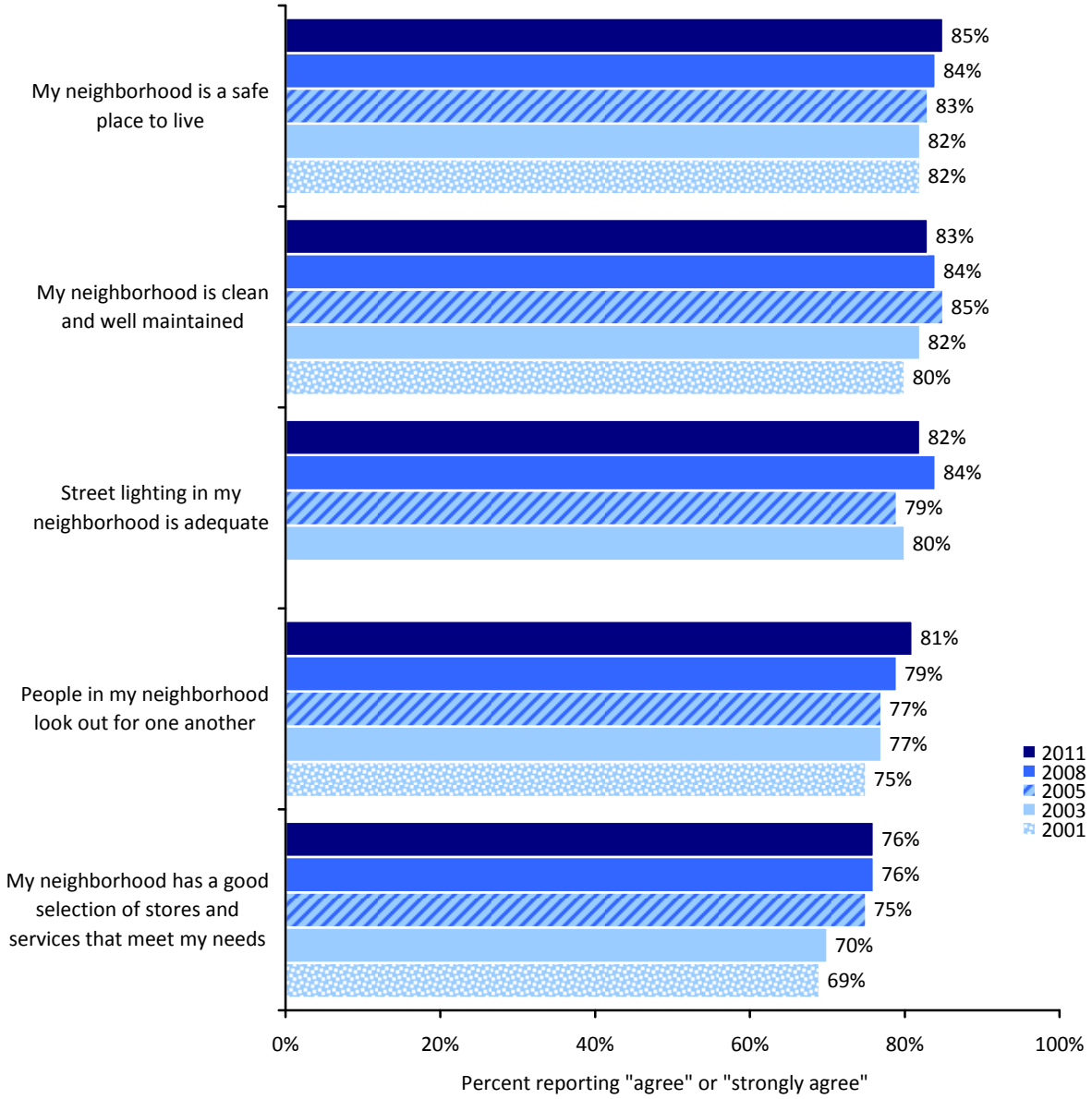
Figure 8: Neighborhood Perceptions and Image Compared Over Time



"Street lighting in my neighborhood is adequate" was not asked in 2001.

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Survey respondents were asked how they felt about the size of their current place of residence based on their household's needs. About 7 in 10 (72%) felt that their current residence was just the right size, 21% said it was too small or much too small and 6% said it was too big. No respondents thought their current place of residence was much too big. Responses to this question have remained stable over time.

Figure 9: Size of Current Residence

Which of the following best describes the size of your current place of residence based on your household's needs?

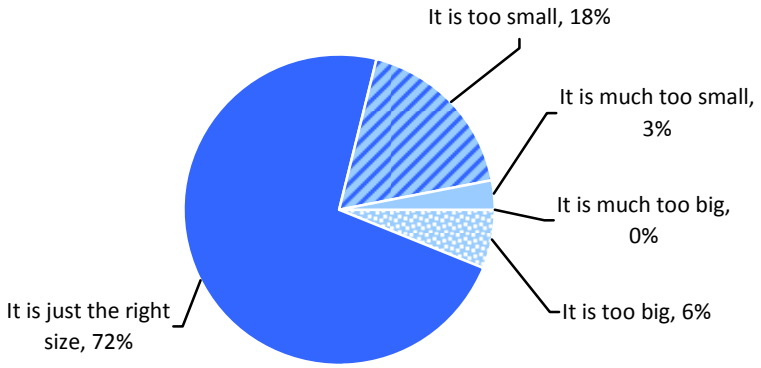
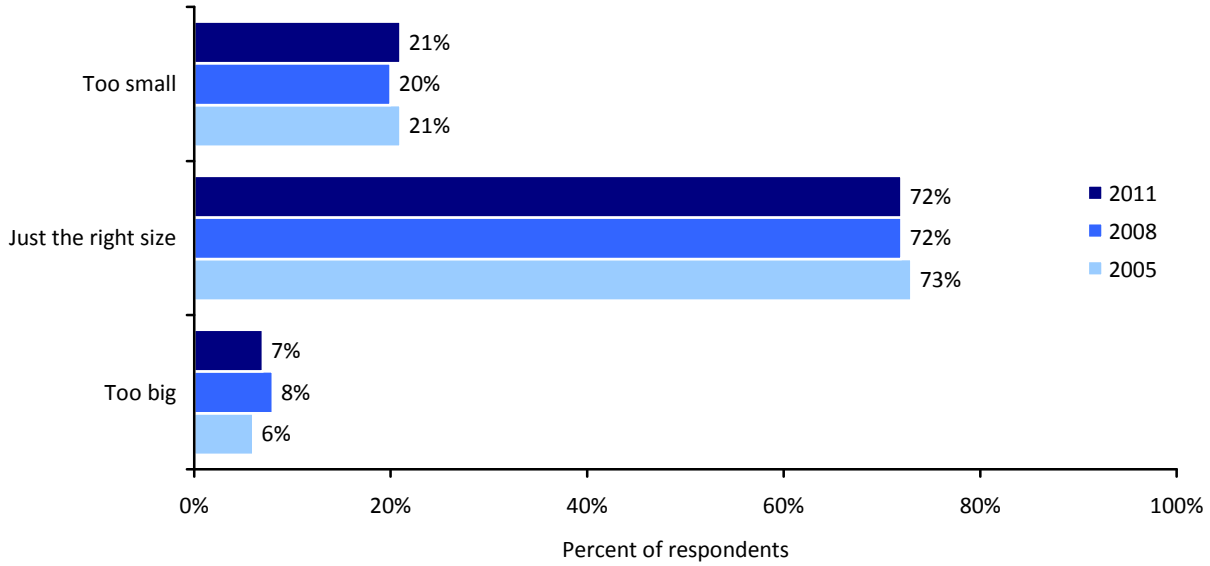


Figure 10: Size of Current Residence Compared Over Time



This question was not asked in 2003 or 2001.

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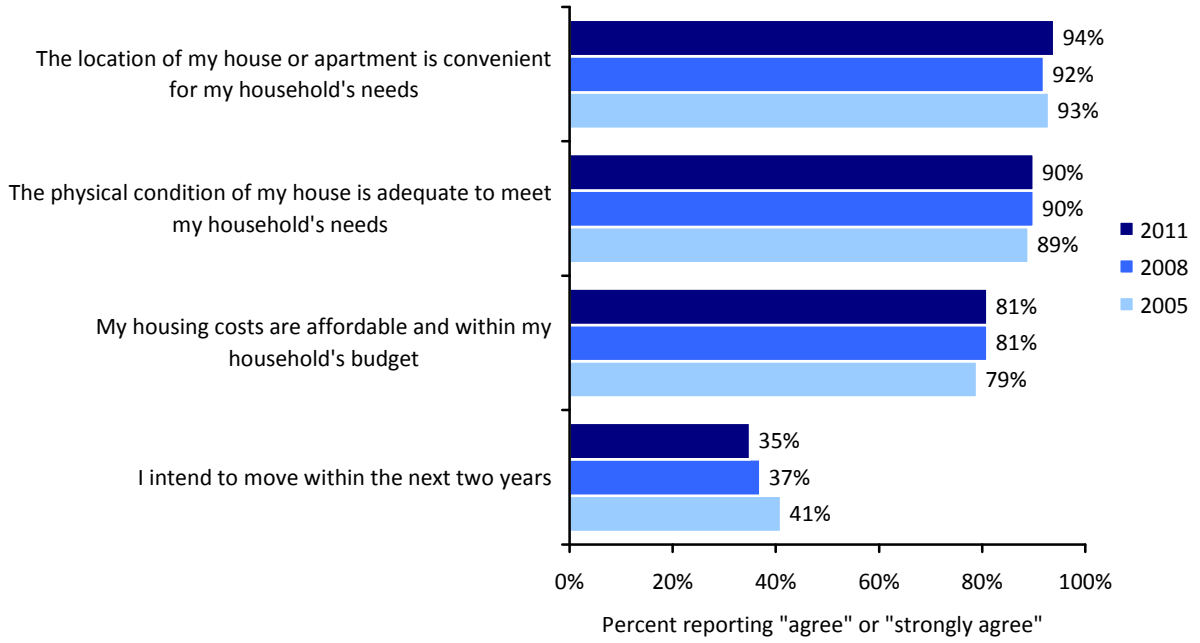
A related question asked Minneapolis residents to indicate the extent to which they agreed or disagreed with statements about their current place of residence. Almost all respondents agreed that the location of their home is convenient for the household's needs. Nine in ten respondents felt similarly that the physical condition of their house was adequate. Eight in ten agreed that their housing costs were affordable and within the household's budget. About a third of respondents (35%) reported they intend to move within the next two years, down from 41% in 2005.

Near North residents were less likely than other residents to agree that their housing costs were affordable or that the location of their home was convenient for their needs and reported a higher likelihood of moving within the next two years when compared to responses from other residents. Comparing sociodemographics, younger respondents, respondents of color, renters and lower income residents said they were more likely to move in the next two years than other residents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 4: Perceptions of Current Place of Residence

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree, or strongly disagree.	Strongly agree	Agree	Disagree	Strongly disagree	Total
The location of my house or apartment is convenient for my household's needs	46%	48%	5%	1%	100%
The physical condition of my house is adequate to meet my household's needs	30%	60%	9%	1%	100%
My housing costs are affordable and within my household's budget	20%	62%	16%	3%	100%
I intend to move within the next two years	10%	25%	37%	28%	100%

Figure 11: Perceptions of Current Place of Residence Compared Over Time



This question was not asked in 2003 or 2001.

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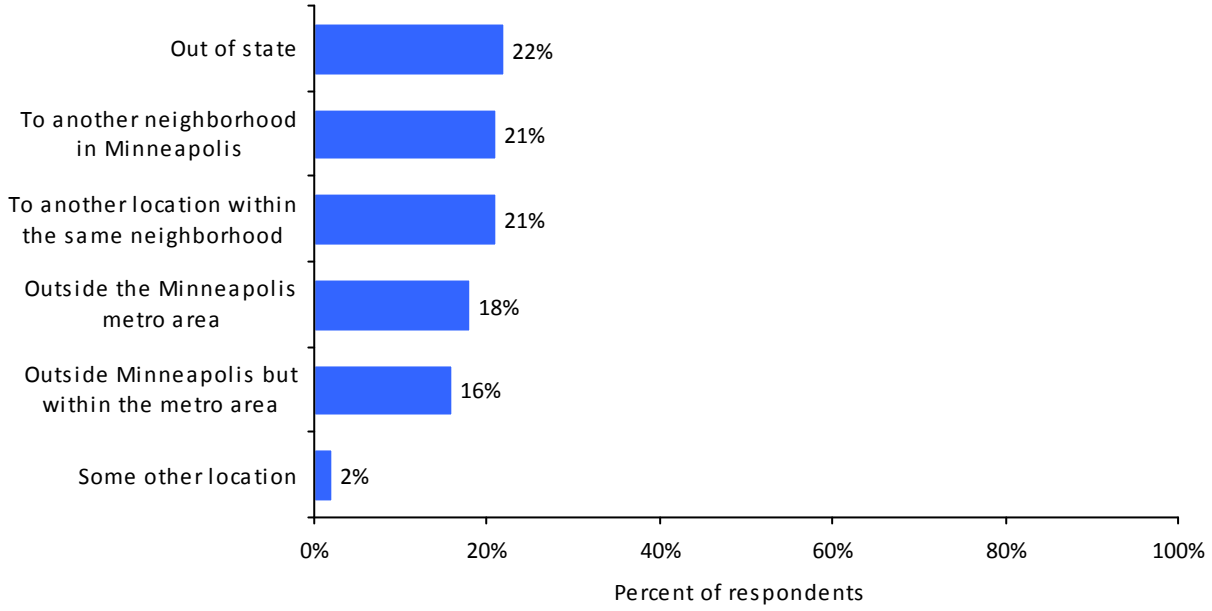
Follow-up questions were asked of those respondents who are likely to move within the next two years. Of the 10% of respondents who strongly agreed that they intend to so, about one in five said they would either move out of state, to another neighborhood in Minneapolis or to another location within the same neighborhood. Another 18% said they would move outside the Minneapolis metro area and 16% reported they would move outside Minneapolis, but within the metro area.

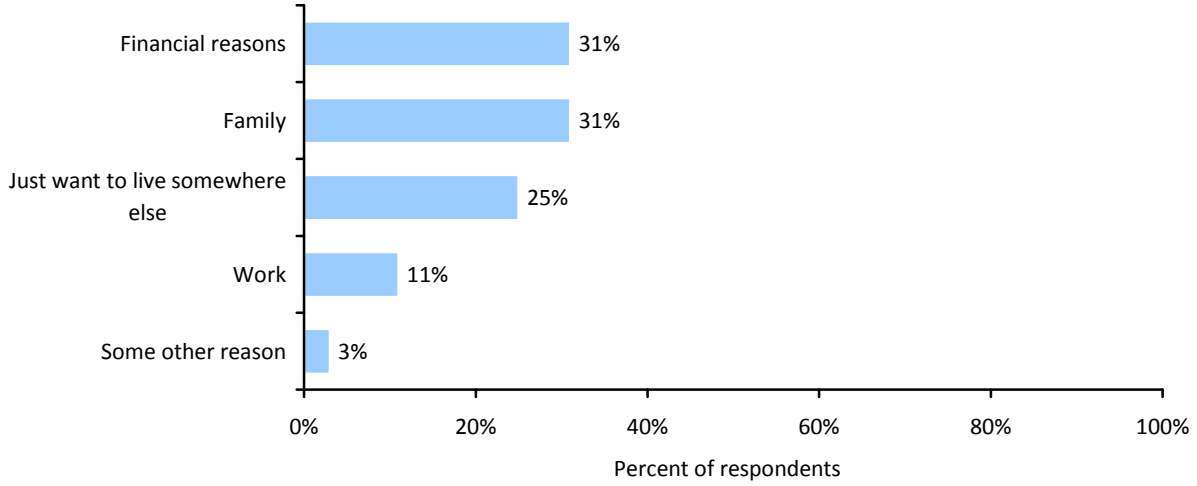
When asked why they intend to move, about 3 in 10 mentioned financial reasons (31%) or family (31%). About a quarter reported that they just want to live somewhere else.

Figure 12: Intended Location of Move



This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years. N=110

Figure 13: Reason for Intended Move



This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years. N=110

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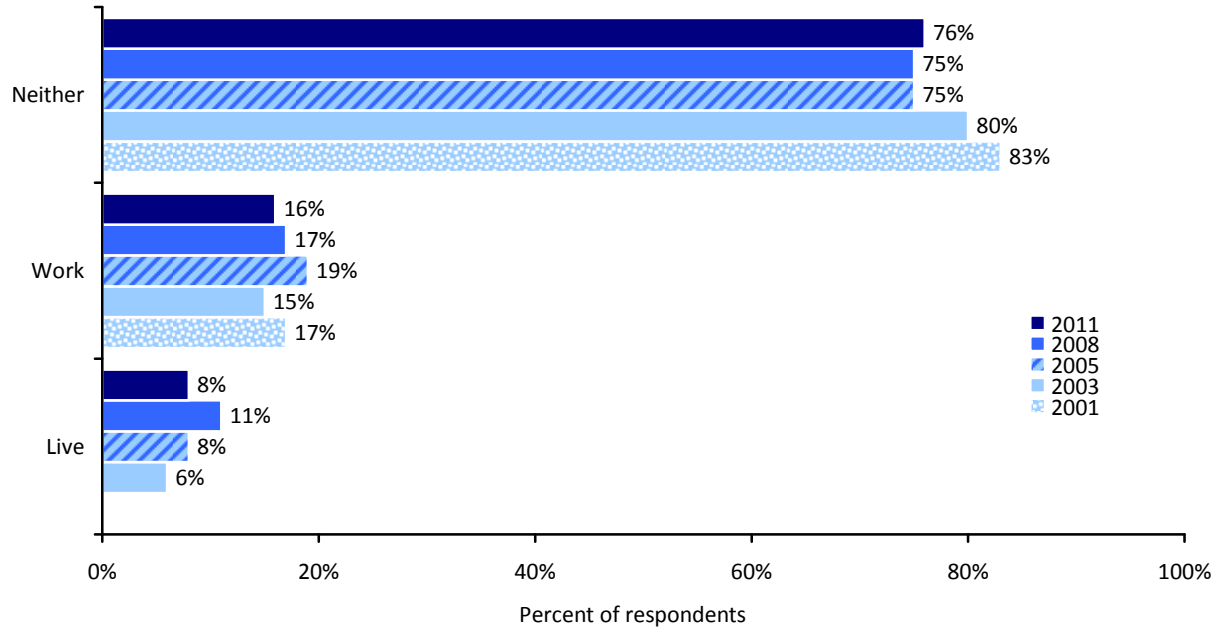
Downtown Usage & Image

Downtown Use

The survey instrument asked a series of questions about residents' use and perceptions of Downtown Minneapolis.

A majority of respondents (76%) reported they neither live nor work in Downtown Minneapolis, similar to 2008 and 2005. A similar proportion of respondents to the 2011 survey reported living or working in Downtown Minneapolis when compared to 2008 results.

Figure 14: Living and Working in Downtown Minneapolis Compared Over Time



In 2001, respondents were only asked if they work Downtown. In this instance, "no" is equivalent to "neither." If respondents reported that they did not live or work Downtown, they were asked how frequently they visited the area in the last year.

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Respondents who said they do not live or work Downtown (N=867) were asked how often, if ever, they visited the Downtown area in the last year. About 9 in 10 respondents (94%) said they had visited the Downtown area at least once in the last year, similar to previous years' reports. About two in five (39%) reported visiting 26 times or more. About a quarter said they had visited Downtown Minneapolis 3 to 12 times in the past year, while 16% said they had visited 13 to 26 times and 11% reported visiting once or twice in the last year. Six percent reported never visiting the area in the last year. The percentage of respondents who have visited Downtown Minneapolis has remained stable over time.

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

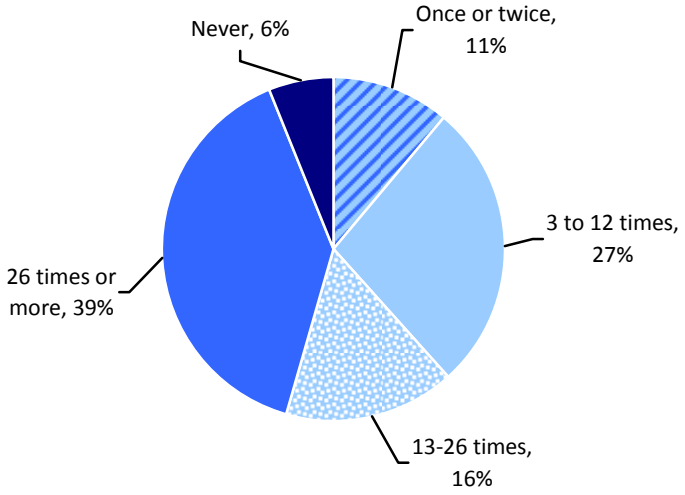
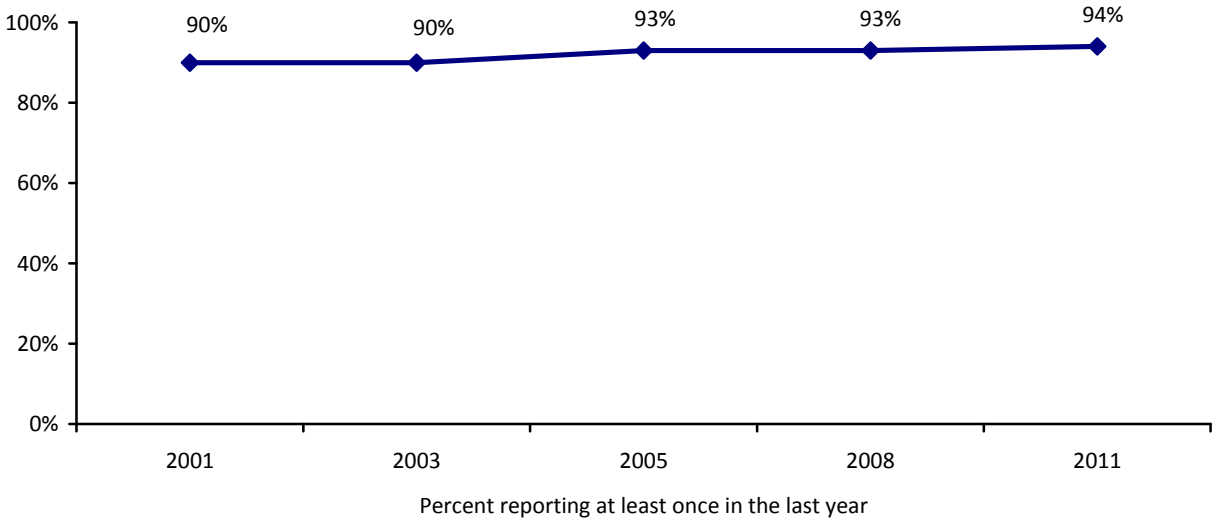


Figure 16: Frequency of Visiting Downtown Minneapolis in the Last Year Compared Over Time



The 2011, 2008, 2005 and 2003 questionnaire asked this question of only those people who did not live or work Downtown.
The 2001 questionnaire asked this question only of people who did work Downtown.
The 2001 and 2003 questionnaires contained more response options than the 2005, 2008 and 2011 surveys.

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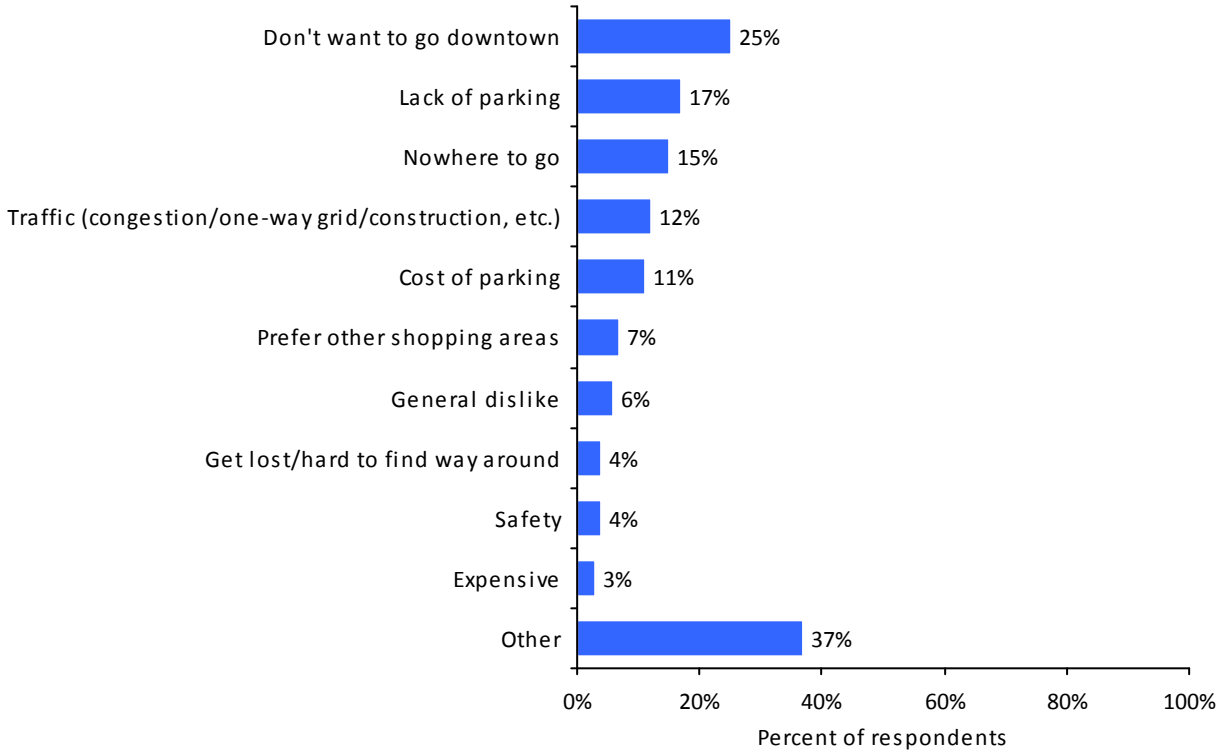
The 17% of respondents (N=199) who reported never going Downtown or only going once or twice in the last year were asked to give major reasons that kept them from spending more time in the Downtown area. This was an open-ended question where respondents were able to give any answer. Many potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated response. Many respondents mentioned "other" items that could not be coded into a specific category. In addition to the 25% of respondents stating that they "just don't want to go Downtown," other common answers were related to a lack of parking (17%), having nowhere to go (15%), traffic congestion (12%) and the cost of parking (11%).

Comparisons to answers given to this question in previous years appear in the table on the following page. Some categories were combined in previous survey years or not recorded by interviewers in previous years. Safety issues appeared to be less of a deterrent in 2011 compared to 2008.

Figure 17: Reasons for Avoiding Downtown Minneapolis



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

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Table 5: Reasons for Avoiding Downtown Minneapolis Compared Over Time

What are the major reasons that keep you from spending more time Downtown?	2011	2008	2005	2003	2001
Don't want to go Downtown	25%	26%	14%	NA	NA
Lack of parking	17%	13%	20%	36%	29%
Nowhere to go	15%	15%	7%	16%	26%
Traffic (congestion/one-way grid/construction, etc.)	12%	8%	7%	13%	15%
Cost of parking	11%	13%	16%	NA	NA
Prefer other shopping areas	7%	8%	10%	17%	20%
General dislike	6%	2%	3%	2%	4%
Get lost/hard to find way around	4%	4%	2%	NA	NA
Safety	4%	13%	10%	7%	NA
Expensive	3%	2%	5%	11%	6%
Dirty	0%	1%	0%	1%	0%
Other	37%	28%	30%	30%	33%

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

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Downtown Safety

Survey respondents were asked to rate how safe they felt in Downtown Minneapolis, in general. Almost all (93%) reported that that they felt "somewhat" or "very" safe in Downtown Minneapolis, 6% said "not very safe" and 1% said "not at all safe." These positive ratings were much higher than the national average for perception of Downtown safety. Perceptions of Downtown safety in Minneapolis have improved over time.

Figure 18: Perception of Downtown Safety

In general, how safe do you feel in downtown Minneapolis?

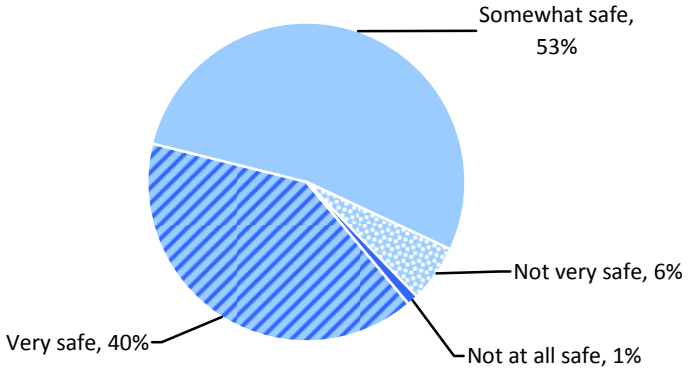
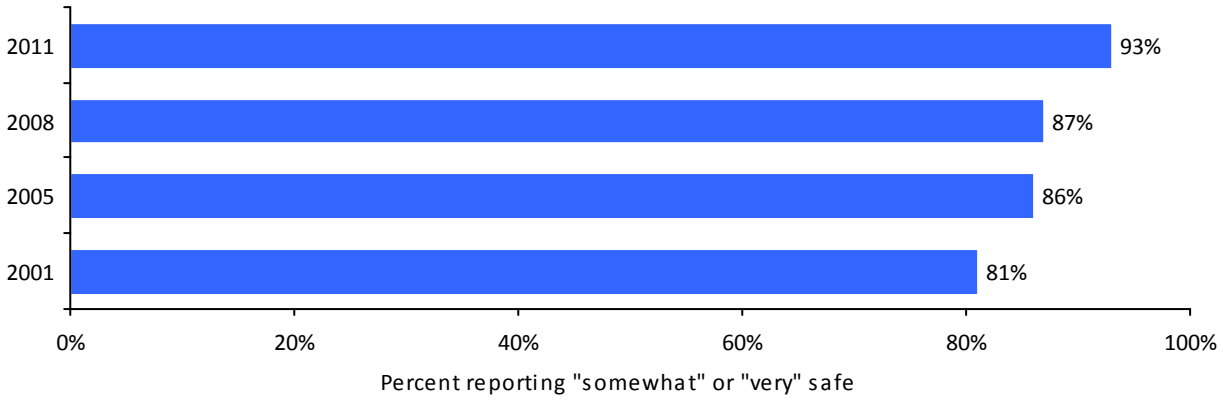


Figure 19: Perception of Downtown Safety Compared Over Time



The 2001 survey asked respondents how safe they felt walking through Downtown during evening hours; the 2011, 2008 and 2005 surveys asked how safe they felt in Downtown Minneapolis.
This question was not asked on the 2003 survey.

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Access to Information

When asked how familiar they were with Minneapolis 311, about two-thirds of 2011 respondents reported at least some familiarity, up from 59% in 2008. A third said they were not at all familiar with Minneapolis 311.

Respondents were asked if they had contacted the City to get information or services in the last 12 months. A slightly higher proportion of respondents in 2011 than in 2008 (44% and 39%, respectively) reported contacting the City. Contact with the City was similar to contact reports given in other jurisdictions throughout the nation.

Younger residents (ages 18-34), residents of color, those of reporting a shorter length of residency (less than 5 years), renters and low income residents tended to be less familiar with Minneapolis 311. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

Figure 20: Familiarity with Minneapolis 311

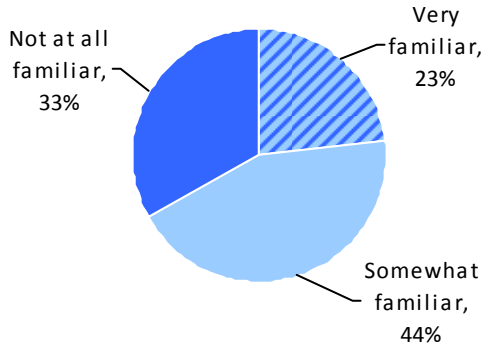


Figure 22: Familiarity with Minneapolis 311 Compared Over Time

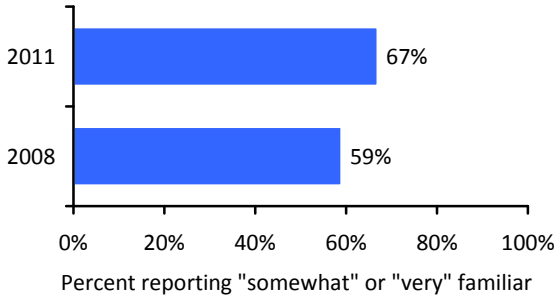


Figure 21: Contact with the City in Last 12 Months

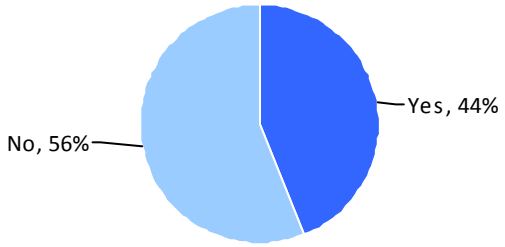
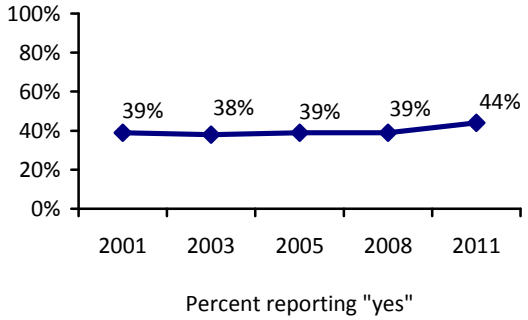


Figure 23: Contact with the City in Last 12 Months Compared Over Time



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Respondents who mentioned having contacted the City in the last 12 months were asked to indicate, in an open-ended question format, how they contacted the City. About 8 in 10 respondents reported using telephone to contact the City (40% of whom contacted the City using 311 services). Approximately 3 in 10 reported visiting the City's Web site. Few respondents reported using mail or other methods to contact the City (1% and 2%, respectively).

Table 6: Method of Contact Among Those With Contact Compared Over Time

How did you contact the City?	2011	2008	2005	2003	2001
By telephone - other	43%	48%	73%	83%	90%
By telephone - 311	40%	46%			
Visit the City's Web site	29%	22%	22%	32%	0%
By email	8%	14%	10%	13%	18%
In person	11%	12%	16%	24%	24%
By mail	1%	7%	4%	10%	10%
Other	2%	3%	2%	0%	0%

Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of those who said they had contacted the City in the last 12 months.
N=869
Note: "by telephone using 311" was not a pre-coded category in previous survey years.

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City Employees

Respondents who reported contacting the City in the last 12 months (except for those who only visited the City's Web site), were asked to rate various characteristics about the City employee with which they most recently had contact. At least a third of respondents rated each employee characteristic as very good. About 9 in 10 respondents felt that employee respectfulness and courteousness was good or better. Eighty-six percent of residents rated employees' knowledge as good or very good. Employees' willingness to help or understand, timeliness, their willingness to accommodate the need for foreign language and/or sign language interpreting and the ease of getting in touch with the employee were rated as good or better by approximately 8 in 10 respondents. Please note that 71%% of respondents said "don't know" when asked to rate the quality of the City employees' willingness to accommodate the need for foreign language and/or sign language interpreting. The complete set of frequencies for this question can be found in *Appendix III: Complete Set of Frequencies*. These ratings were similar to 2008 reports and ratings of knowledge and respectfulness showed an upward trend since 2005.

Ratings of City employees' courteousness and ease of getting in touch with the employee were below the national average. Ratings of employees' knowledge and timeliness were similar to national averages. Employees' willingness to help or understand was rated higher than the national benchmark. When compared to jurisdictions in select cities[10] in the database, employees' knowledge was rated much above average. Comparisons were not available for all characteristics, particularly for the select cities comparisons.

Respondents residing in the Central planning district, renters, lower income residents and residents of color were least likely to give positive employee ratings than were their counterparts. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 7: City Employee Ratings Compared Over Time

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
Knowledge	40%	46%	10%	4%	100%	Similar	Much above
Courteousness	44%	43%	8%	4%	100%	Below	Not available
Timely response	37%	41%	15%	7%	100%	Similar	Not available
Ease of getting in touch with the employee	33%	44%	16%	7%	100%	Much below	Much above
Respectfulness	46%	44%	7%	3%	100%	Not available	Not available
Willingness to help or understand	42%	41%	12%	5%	100%	Above	Not available
Willingness to accommodate the need for foreign language and/or sign language interpreting	45%	41%	12%	2%	100%	Not available	Not available

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

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

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Table 8: City Employee Ratings Compared Over Time

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Year of Survey				
	2011	2008	2005	2003	2001
Knowledge	86%	83%	79%	NA	NA
Courteousness	88%	90%	81%	95%	NA
Timely response	79%	79%	70%	81%	75%
Ease of getting in touch with the employee	78%	77%	65%	75%	NA
Respectfulness	90%	88%	83%	NA	NA
Willingness to help or understand	83%	85%	72%	NA	80%
Willingness to accommodate the need for foreign language and/or sign language interpreting	83%	80%	78%	NA	NA

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

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City staff were interested in the increase in the proportion of respondents giving fair and poor ratings in 2005 for "ease of getting in touch" with City employees. A comparison of the full set of frequencies (not including "don't know" responses) over time is shown in the table below. As shown, the proportion of respondents giving "fair" and "poor" ratings has decreased from 2005 and the proportion giving "very good" ratings has increased from 2005. When comparing 2008 and 2011 responses, ratings are similar.

Table 9: Ease of Getting in Touch with City Employee Compared Over Time

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	Year of Survey				
	2011	2008	2005	2003	2001
Very good	33%	35%	21%	NA	NA
Good	44%	42%	44%	NA	NA
Only fair	16%	17%	24%	NA	NA
Poor	7%	6%	11%	NA	NA
Total	100%	100%	100%	NA	NA

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

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

Table 10: Ease of Getting in Touch with City Employee by Contact with 311

Please tell me how you would rate the ease of getting in touch with the City employee with which you most recently had contact?	311 agents	
	Yes	No
Very good	39%	24%
Good	43%	47%
Only fair	15%	17%
Poor	3%	12%
Total	100%	100%

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City Web Site

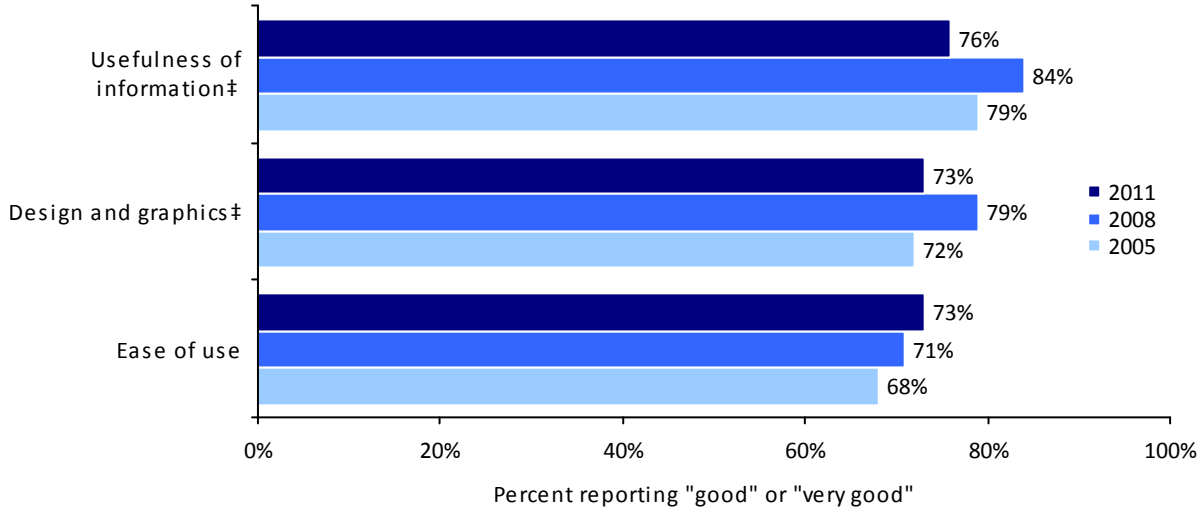
Respondents who reported only contacting the City via the City's Web site (N=186) were asked to rate specific characteristics of the Web site. Approximately three-quarters of respondents reported that the usefulness of information, the design and graphics used and the convenience of the City's Web site were good or very good (76%, 73% and 73%, respectively). Ratings for the design and graphics used on the City's Web site decreased from 84% rating as good or better in 2008 to 76% in 2011; usefulness of information also declined over time (79% in 2008 versus 73% in 2011). Ratings of the convenience of the Web site show an upward trend over time.

Table 11: City Web Site Ratings

Please tell me how you would rate each of the following characteristics of the City Web site.	Very good	Good	Only fair	Poor	Total
Usefulness of information	34%	43%	20%	3%	100%
Ease of use	15%	59%	20%	7%	100%
Design and graphics	11%	62%	21%	6%	100%

This question was only asked of respondents who had contacted the City via its Web site.
N=186

Figure 24: City Web Site Ratings Compared Over Time



This question was only asked of respondents who had contacted the City via its Web site.
This question was not asked in 2003 or 2001.
‡Notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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Snow Emergency Information

In the past, one unprompted, open-ended question was included on the survey to obtain information about how Minneapolis residents get snow emergency information. In the current iteration of the survey, City staff chose to ask two questions: 1) to find out what information source residents use to determine whether or not a snow emergency has been declared and 2) to find out the source of information residents use to understand snow emergency rules and to know where to park during a snow emergency.

Nearly half of residents reported relying on the automated phone call from the city when a snow emergency is declared and about a quarter refer to radio or television for this information. Fewer than 10% of respondents mentioned various other information sources. A mixed bag of information sources was used by Minneapolis residents for understanding snow emergency rules; City of Minneapolis Web site (17%), radio or television (13%), the 348-snow phone hotline (13%) were sources most commonly mentioned.

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Table 12: Information Source for Snow Emergency Declaration

How do you typically find out that a Snow Emergency has been declared?	Percent of respondents
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the City Web site	3%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
I have off-street parking so this doesn't apply to me	1%
I don't have a car so this doesn't apply to me	1%

"Other" responses were not recorded and not available for analysis.

Table 13: Information Source to Understand Snow Emergency Rules

What information source do you use to understand the Snow Emergency rules and to know where to park?	Percent of respondents
City of Minneapolis Web site	17%
Radio or television	13%
348-snow phone hotline	13%
Word of mouth/friends/family	4%
Newspapers	3%
311	3%
Facebook messages from the city	3%
Snow emergency email subscription	2%
Twitter feed from the city	1%
Other	21%
I have off-street parking so this doesn't apply to me	11%
I don't have a car so this doesn't apply to me	10%

"Other" responses were not recorded and not available for analysis.

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Emergency Services

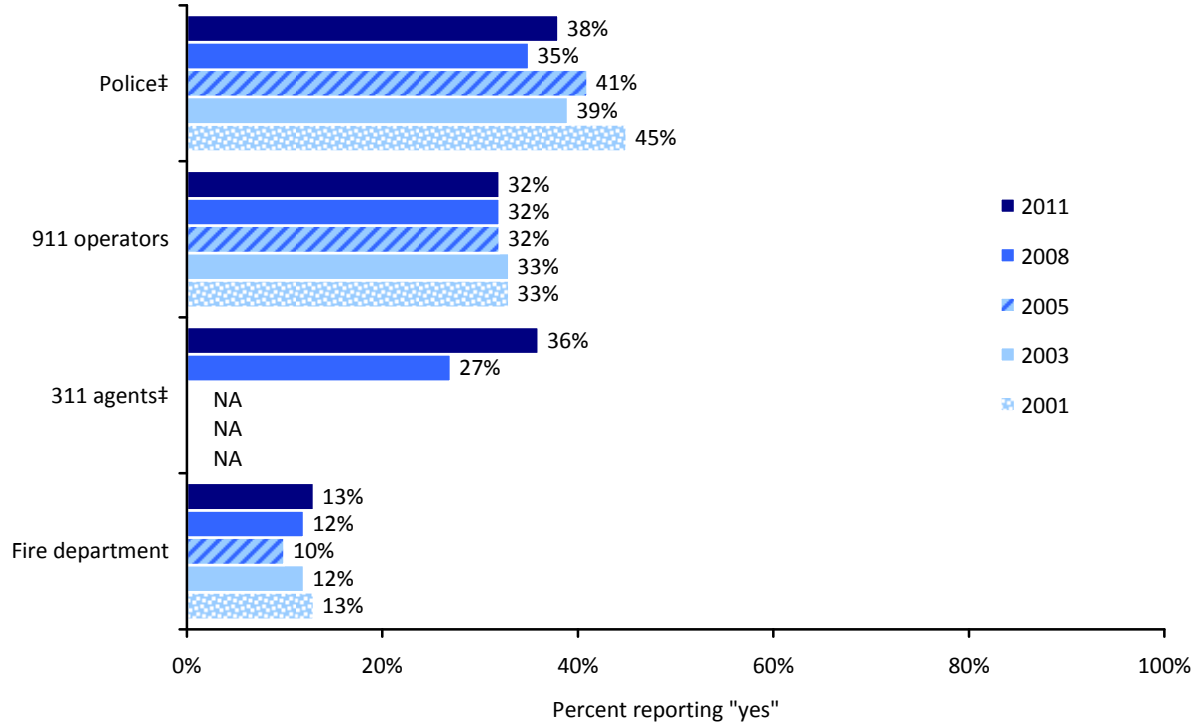
Residents responding to the survey were asked if they had any contact with emergency services in the past two years. At least a third of respondents reported that they had contacted the police (38%), 911 operators (32%) and 311 agents (36%) in the last two years; 13% reported having contacted the fire department.

Results generally remained stable, except that resident contact with 311 agents rose by 9% from 2008 to 2011 (27% and 36%, respectively). Residents were first asked about their contact with 311 agents in 2008.

Table 14: Contact with Emergency Services

In the past two years, have you had any contact with...?	Yes	No	Total
The Fire department	13%	87%	100%
Police	38%	62%	100%
911 operators	32%	68%	100%
311 agents	36%	64%	100%

Figure 25: Contact with Emergency Services Compared Over Time



This question was only asked of respondents who had any contact with emergency services in the past two years.
This question was not asked in 2003 or 2001 and 2008 was the first year to include "311 agents."
‡Notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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Respondents who reported having contacted an emergency service in the past two years were asked to rate their satisfaction with the professionalism shown by the staff with which they had contact. Nearly all respondents reported that they were satisfied or very satisfied with the professionalism shown by Fire Department staff (96%), 911 operators (94%) and 311 agents (96%). About 8 in 10 respondents (83%) reported satisfaction with Police Department staff with which they had contact.

Satisfaction ratings for Fire Department staff and Police Department staff were much below the national average. A comparison to the nation for 911 operators and 311 agents was not available. Also, comparisons to ratings given by select cities were not available.

In general, ratings of emergency services have remained stable over time, except for satisfaction with 911 operators. A larger proportion of 2011 respondents than 2008 respondents reported satisfaction with 911 operators (94% reporting that they were satisfied or very satisfied in 2011 versus 88% in 2008).

Table 15: Satisfaction with Emergency Services

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	75%	21%	4%	0%	100%	Much below	Not available
How satisfied were you with the professionalism shown by the 311 agent?	57%	38%	3%	1%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the 911 operator?	67%	28%	2%	3%	100%	Not available	Not available
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	47%	36%	9%	8%	100%	Much below	Not available

This question was only asked of respondents who had contacted each City service/department.
Fire: N=150
Police: N=441
911 operators: N=375
311 agents: N=422

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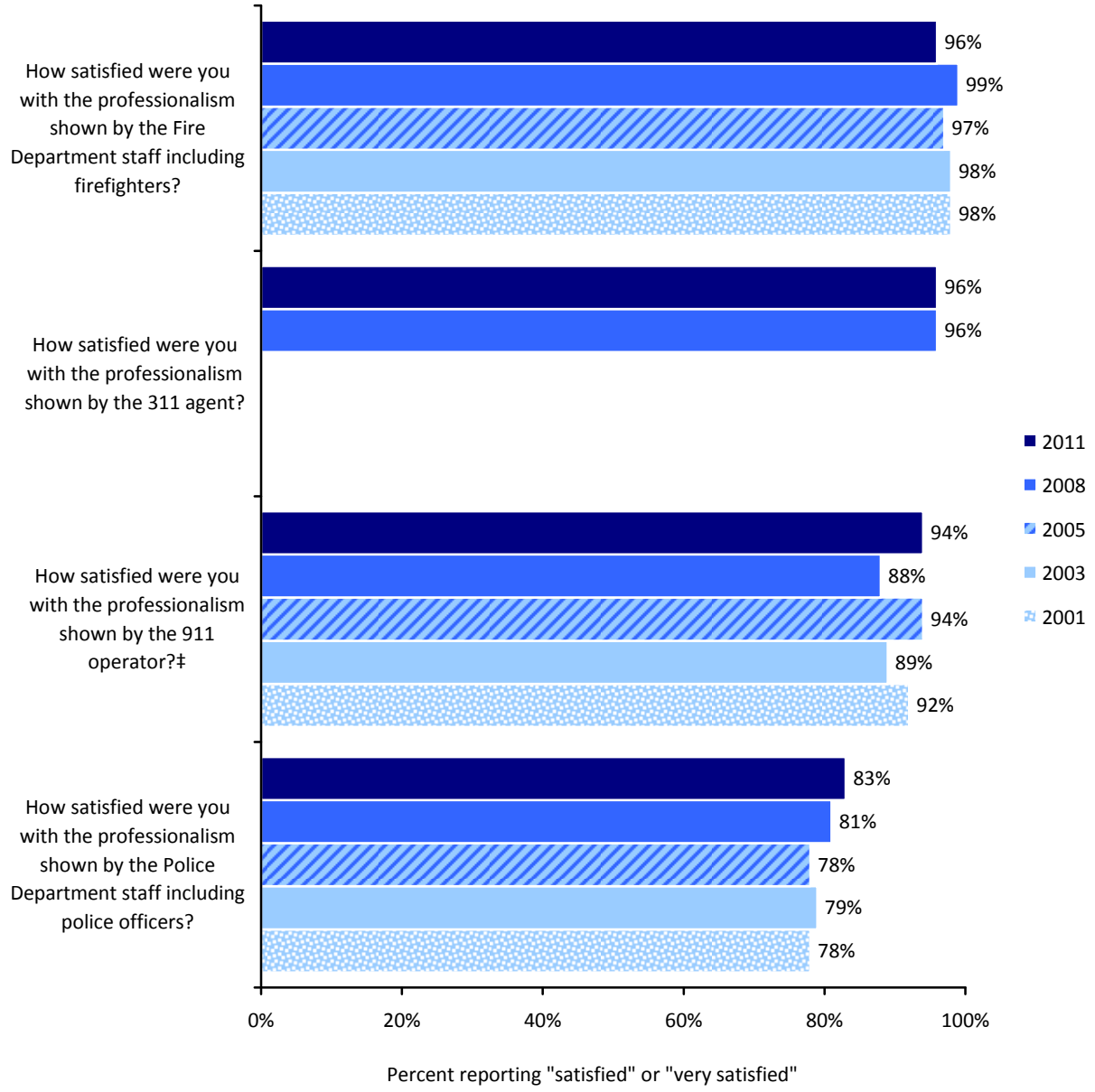
Figure 26: Satisfaction with Emergency Services Compared Over Time



This question was only asked of respondents who had contacted each City service/department
‡Notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)
Respondents were not asked about satisfaction with 311 in 2005, 2003, 2001.

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Satisfaction with Public Education in Minneapolis

In 2011, two new questions were added to the survey to gather resident opinions about public education (Kindergarten through 12th grade) in Minneapolis. While 54% of respondents reported satisfaction with public education in Minneapolis, 46% thought it had declined in the two years prior to the 2011 survey administration. Almost equal proportions were very satisfied and very dissatisfied. About a third thought public education had remained the same over the last two years, while a quarter thought it had improved and two in five thought it had declined. About three times as many respondents thought it had declined a lot as opposed to those who felt it had improved a lot (13% versus 4%).

Approximately a quarter of respondents reported "don't know" when asked to rate their level of satisfaction with public education in Minneapolis and their perceptions of whether or not the quality of public education in Minneapolis has improved over the last two years.

Residents living in the Central community planning district were less satisfied with public education in Minneapolis than were those living in other areas of the city. Owners were less satisfied with public education in the city than were renters. (See *Appendix II: Crosstabulations of Select Survey Questions*.)

Figure 27: Satisfaction with Minneapolis Public Education

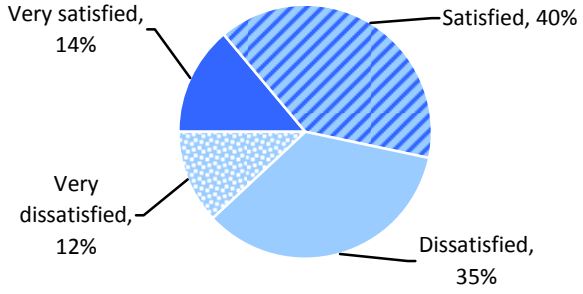
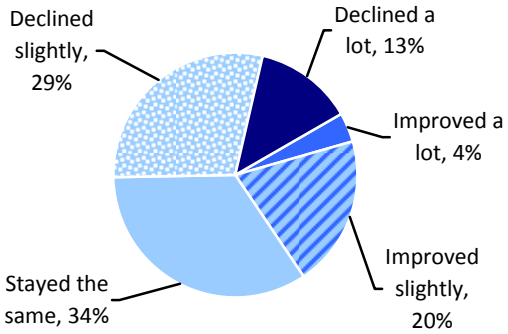


Figure 28: Perceived Change in Minneapolis Public Education Over Last Two Years



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Satisfaction with City Services

Survey participants were read a list of services provided by the City of Minneapolis government and asked to rate their level of satisfaction or dissatisfaction with each. At least half of all respondents said that they were satisfied or very satisfied with each service from the list, except for street repair (40% gave positive ratings). Nearly all respondents reported satisfaction with fire protection and sewer services (97% and 96% reporting satisfied or very satisfied, respectively). About 9 in 10 respondents reported satisfaction with providing park and recreation services (92%), animal control services (91%), garbage collection and recycling programs (89%), protecting health and wellbeing of residents (90%), preparing for disasters (89%), providing quality drinking water (88%) and police services (88%).

For the first time in 2011, residents were asked to rate their satisfaction with snow removal. Two-thirds respondents (67%) gave positive ratings and very few (8%) were "very dissatisfied." Please note that 57% of respondents reported "don't know" when asked to rate this service.

Also note that a high proportion of respondents said "don't know" when asked to rate the quality of disaster preparedness (31%), affordable housing development (28%), repairing alleys (23%), dealing with problem businesses and unkempt properties (21%), animal control services (21%) and mortgage foreclosure assistance (63%). Results appearing in the report body have removed "don't know" responses for discussion of responses only of those who had an opinion. A complete set of frequencies for each survey question can be found in *Appendix III: Complete Set of Frequencies*.

Twelve of 20 services were compared to National Research Center's national database. Affordable housing development services received ratings that were much higher than the national average, providing park and recreation services and animal control services received ratings similar to the national benchmark and ratings for keeping streets clean were lower than average. Eight services were rated much below the national benchmark: fire protection and emergency medical response, providing sewer services, garbage collection and recycling programs, providing quality drinking water, police services, cleaning up graffiti, snow removal, repairing streets.

Six of the 20 services were compared to select cities[11] from NRC's database. Keeping streets clean and animal control services were rated similarly to ratings given in select cities and four services (providing quality drinking water, police services, repairing streets, affordable housing development) received ratings much below the select cities average.

When comparing results by community planning district, Near North residents tended to give lower satisfaction ratings than did respondents living in other districts, except for ratings of drinking water. People of color and renters were less likely to give high marks to City services when asked to rate their satisfaction with each service than were other residents. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

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

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Table 16: City Services Quality Ratings

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	National comparison	Select cities comparison
Fire protection and emergency medical response	34%	63%	2%	1%	100%	Much below	Not available
Providing sewer services	19%	77%	4%	1%	100%	Much below	Not available
Providing park and recreation services	38%	54%	7%	1%	100%	Similar	Not available
Animal control services	15%	76%	7%	3%	100%	Similar	Similar
Garbage collection and recycling programs	32%	57%	8%	2%	100%	Much below	Not available
Protecting health and wellbeing of residents	13%	77%	9%	1%	100%	Not available	Not available
Preparing for disasters	11%	78%	10%	1%	100%	Not available	Not available
Providing quality drinking water	26%	62%	11%	1%	100%	Much below	Much below
Police services	21%	67%	9%	3%	100%	Much below	Much below
Keeping streets clean	15%	71%	12%	3%	100%	Below	Similar
Revitalizing Downtown	15%	69%	13%	3%	100%	Not available	Not available
Protecting the environment, including air, water and land	14%	69%	15%	2%	100%	Not available	Not available
Cleaning up graffiti	11%	69%	17%	3%	100%	Much below	Not available
Revitalizing Neighborhoods	8%	69%	21%	2%	100%	Not available	Not available
Dealing with problem businesses and unkempt properties	7%	64%	24%	4%	100%	Not available	Not available
Affordable housing development	9%	60%	27%	4%	100%	Much above	Much above
Mortgage foreclosure assistance	4%	57%	30%	10%	100%	Not available	Not available
Snow removal	15%	52%	25%	8%	100%	Much below	Not available
Repairing alleys	6%	58%	32%	4%	100%	Not available	Not available
Repairing streets	3%	37%	45%	15%	100%	Much below	Much below

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In general, quality ratings of Minneapolis City services remained stable from 2008 to 2011. Revitalizing Downtown Minneapolis received slightly more positive ratings in the current iteration than in 2008. Ratings of satisfaction of the City's efforts to protect the health and well-being of residents; police services; protecting the environment, including air, water and land; cleaning up graffiti; and affordable housing development showed an upward trend since 2005.

It is important to note that in 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service, while the 2011, 2008 and 2005 surveys asked residents the extent to which they were satisfied or dissatisfied with the new way that the City provides each service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003. In prior years, street and alley repair were combined. Snow removal was added to the list in 2011.

Table 17: City Services Quality Ratings Compared Over Time

Please tell me how satisfied or dissatisfied you are with the new way the City provides the service.	Year of Survey				
	2011	2008	2005	2003	2001
Fire protection and emergency medical response	97%	97%	97%	96%	99%
Providing sewer services	96%	94%	94%	NA	NA
Providing park and recreation services	92%	92%	91%	NA	91%
Animal control services	91%	88%	92%	NA	92%
Garbage collection and recycling programs	90%	91%	92%	93%	94%
Protecting health and well-being of residents	90%	88%	84%	NA	NA
Preparing for disasters	88%	87%	78%	NA	89%
Providing quality drinking water	88%	87%	86%	84%	NA
Police services	88%	86%	81%	84%	89%
Keeping streets clean	85%	87%	89%	86%	83%
Revitalizing Downtown	84%	80%	83%	NA	79%
Protecting the environment, including air, water and land	83%	81%	77%	79%	77%
Cleaning up graffiti	80%	77%	74%	NA	79%
Revitalizing neighborhoods	77%	76%	81%	76%	74%
Dealing with problem businesses and unkempt properties	71%	68%	73%	67%	69%
Affordable housing development	69%	66%	55%	51%	40%
Snow removal	66%	NA	NA	NA	NA
Mortgage foreclosure assistance	61%	64%	NA	NA	NA
Repairing alleys	64%	56%	70%	83%	68%
Repairing streets	40%				

Percent reporting "satisfied" or "very satisfied"
Question wording differed between survey years. In 2003 and 2001, residents were asked how satisfied they were with the City's efforts at providing the service. Also, "affordable housing development" was worded as "preserving and providing affordable housing for low-income residents" in 2001 and 2003 and "Revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003.
"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; "snow removal" was added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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Prioritization of City Services

After rating their satisfaction with City services, residents were asked to rate the importance of each service using a 5-point scale with 5 representing "extremely important" and 1 equaling "not at all important." At the top of the list were: fire protection and emergency medical response (78% rating as extremely important), providing quality drinking water (69%), and police services (66%). Animal control services were thought to be less important by survey participants. Fewer than 10% of respondents rated each service as "not at all important."

Table 18: City Services Importance Ratings

Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Extremely important	4	3	2	Not at all important	Total
Fire protection and emergency medical response	78%	17%	3%	1%	1%	100%
Providing quality drinking water	69%	23%	6%	0%	1%	100%
Police services	66%	23%	7%	2%	2%	100%
Snow removal	51%	34%	12%	3%	1%	100%
Protecting health and wellbeing of residents	57%	27%	12%	2%	2%	100%
Protecting the environment, including air, water and land	53%	28%	14%	4%	1%	100%
Providing sewer services	52%	29%	16%	3%	1%	100%
Garbage collection and recycling programs	46%	32%	17%	3%	2%	100%
Providing park and recreation services	37%	37%	19%	7%	1%	100%
Revitalizing Neighborhoods	33%	35%	25%	5%	2%	100%
Preparing for disasters	34%	31%	24%	8%	3%	100%
Keeping streets clean	29%	35%	29%	7%	0%	100%
Affordable housing development	35%	29%	23%	9%	4%	100%
Dealing with problem businesses and unkempt properties	25%	31%	31%	9%	3%	100%
Revitalizing Downtown	18%	34%	33%	9%	7%	100%
Mortgage foreclosure assistance	22%	26%	31%	13%	9%	100%
311 services	18%	29%	36%	10%	7%	100%
Cleaning up graffiti	17%	23%	34%	17%	9%	100%
Animal control services	15%	24%	38%	17%	7%	100%
Repairing streets	45%	37%	14%	2%	2%	100%
Repairing alleys	17%	24%	34%	18%	7%	100%

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Respondents to the 2011 survey in lower percents rated the following services as important compared to 2008 survey participants: protecting the environment, including air, water and land; garbage collection and recycling programs; providing park and recreation services; revitalizing neighborhoods; preparing for disasters; keeping streets clean; affordable housing development; dealing with problem businesses and unkempt properties; revitalizing Downtown; mortgage foreclosure assistance; cleaning up graffiti; and animal control services, averaging about an 8% decrease from 2008 to 2011. Despite the change in importance ratings, the rank order of service importance was largely the same in 2011 and 2008.

It should be noted that the scale used in 2003 and 2001 was a 10-point scale. Also, question wording differed in 2001, where residents were asked "how much attention" each service should get. In prior years, street and alley repair were combined. Snow removal and 311 services were added to the list in 2011.

Table 19: City Services Importance Ratings Compared Over Time

Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Year of Survey				
	2011	2008	2005	2003	2001
Fire protection and emergency medical response	95%	93%	94%	97%	38%
Providing quality drinking water	92%	90%	90%	92%	NA
Police services	89%	90%	89%	94%	51%
Snow removal	85%	NA	NA	NA	NA
Protecting health and well-being of residents	84%	86%	85%	88%	NA
Protecting the environment, including air, water and land	81%	85%	84%	90%	62%
Providing sewer services	80%	82%	82%	NA	NA
Garbage collection and recycling programs	78%	83%	82%	89%	27%
Providing park and recreation services	74%	78%	76%	80%	NA
Revitalizing neighborhoods	67%	78%	75%	68%	57%
Preparing for disasters	65%	73%	69%	75%	52%
Keeping streets clean	64%	69%	66%	NA	38%
Affordable housing development	63%	71%	72%	76%	73%
Dealing with problem businesses and unkempt properties	56%	62%	61%	70%	57%
Revitalizing Downtown	52%	61%	58%	NA	39%
Mortgage foreclosure assistance	48%	56%	NA	NA	NA
311 services	47%	NA	NA	NA	NA
Cleaning up graffiti	40%	56%	52%	NA	40%
Animal control services	39%	49%	46%	NA	21%
Repairing streets	82%	75%	71%	78%	54%
Repairing alleys	41%				

Percent reporting "4" or "extremely important"
Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. Also, quality drinking water and sewer services were combined into one category on the 2003 questionnaire. In 2001, residents were asked how much attention each service should get.
"Repairing streets" and "Repairing alleys" were combined in survey years previous to 2011; snow removal and 311 services were added in 2011.
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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Balancing Satisfaction and Priorities

Most government services are considered to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' satisfaction, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower satisfaction – to which attention needs to be paid first (see *Figure 29: Balancing Satisfaction and Priorities* on the following page).

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

Ratings of importance were compared to ratings of satisfaction as well as to benchmark comparisons. Services were classified as "more important" if 71% or more of respondents gave an importance rating of "4" or "5" – extremely important). Services were rated as "less important" if fewer than 71% of respondents gave an importance rating of "4" or "5." Services receiving a "satisfied" or "very satisfied" rating by 85% or more of respondents were considered of "higher satisfaction" and those receiving a "satisfied" or "very satisfied" rating by fewer than 85% of respondents were considered "lower satisfaction." Services above the national benchmark were typed in green; similar were yellow and red was below. If a comparison was not available, the service was typed in blue.

Key Driver Analysis

As is found in many jurisdictions, the services identified by residents as the most important were the core health and safety services such as police, fire, trash collection and drinking water. Because these services tend to be considered the most important everywhere in the U.S., it can be especially illuminating to dig deeper, to identify services that are the best predictors of whether residents would support a tax increase to maintain or improve services. NRC performed a Key Driver Analysis (KDA) which measures the strength of the relationship between service ratings and willingness to support a tax increase. The services most closely related to that willingness to pay are considered key drivers and are represented by this key (🔑) in the graphic. So, the residents who gave higher ratings to the key drivers were more likely to support a tax increase to maintain or improve services, but those who gave lower ratings to the key drivers were less likely to support a tax increase to maintain or improve services. The key drivers for Minneapolis were snow removal, street repair and providing parks and recreation services, together a subset of the services self-reported to be important that are worth greater staff and council focus.

Not only are some "important" services more essential targets for study or improvement – the key drivers – but the ratings of some important services tend always to be better than the ratings of others – irrespective of community. For example, fire and police ratings always are receive better ratings than street repair or snow removal. To help identify where ratings are better or worse than should be expected, a comparison is made to resident ratings of those services in other locales. The higher importance services that rated lower compared to other places included: fire protection and emergency medical response, providing quality drinking water, police services, garbage collection and recycling services, snow removal and street repair.

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Because snow removal and street repair were both below the benchmark and were key drivers (while the other key driver, providing parks and recreation services was similar to the benchmark) their improvement is likely the best place to focus resources to have the biggest payoff in resident willingness to pay for better or sustained service.

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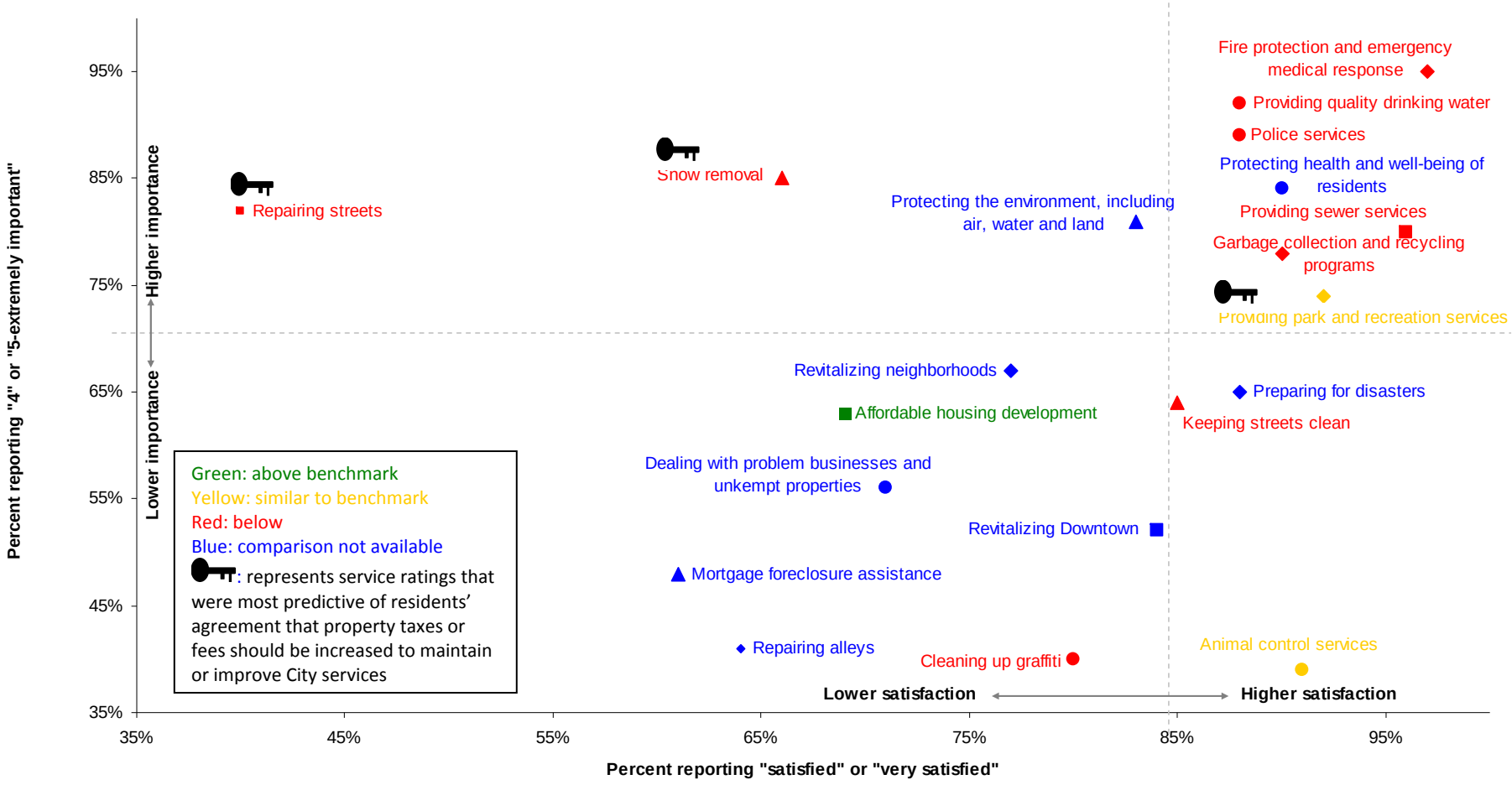
Figure 29: Balancing Satisfaction and Priorities



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Property Taxes

When asked the extent to which they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, about half (53%) of respondents agreed with this statement, with 12% in strong agreement. A higher proportion of respondents strongly disagreed with this statement (17%) than did those who strongly agreed (12%) with it.

While the proportion of respondents agreeing that property taxes or fees should be increased to maintain or improve City services was similar between 2011 and 2008, there has been a small decline in support for this idea over time. However, the question was asked differently in 2011, 2008 and 2005 than in 2001 or 2003, so the decline in recent support is not significant. The comparison across years required a calculation described in the footnote to Figure 31 on the following page.

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

Figure 30: Agreement with Property Tax Increases to Maintain or Improve City Services

To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?

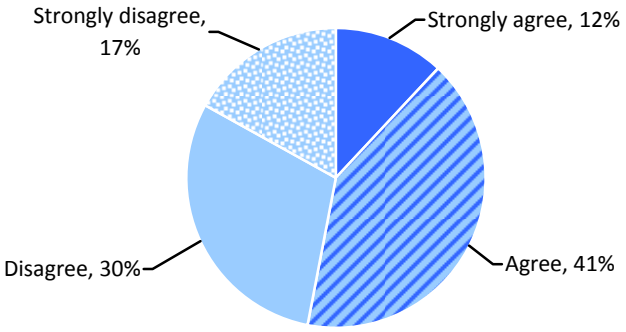

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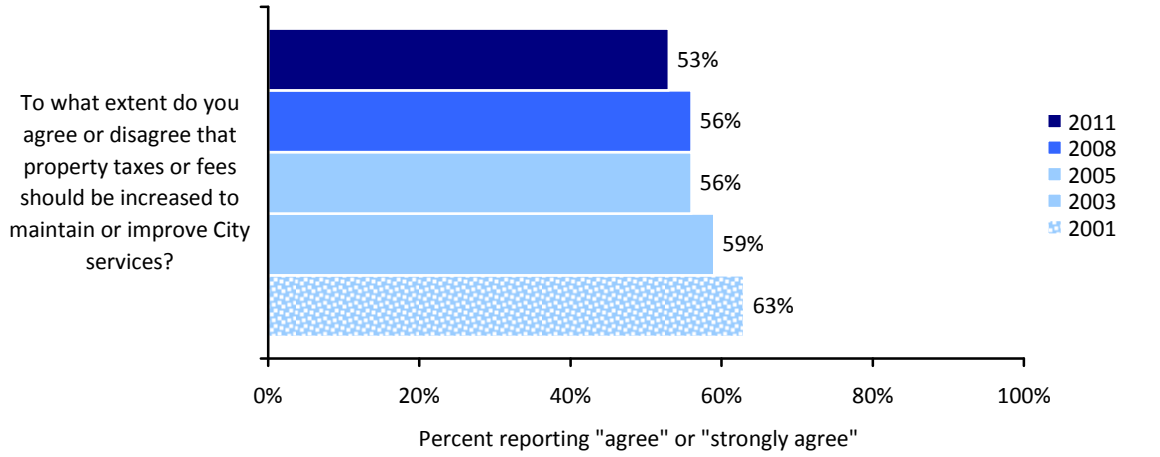
Figure 31: Agreement with Property Tax Increases to Maintain or Improve City Services Compared Over Time



The surveys in 2001 and 2003 provided a list of 14 (2001) to 17 (2003) City services and asked residents how much they agreed or disagreed with a property tax increase to maintain or improve each service. The 2011, 2008 and 2005 surveys simply asked whether residents agreed or disagreed that property taxes should be increased to maintain or improve services in general. Though the data are not directly comparable, the" agree" and "strongly agree" responses were summed for each service in 2001 and 2003, and then an average across the set of services in the two years was calculated. This average is shown in the comparison chart above.

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Community Engagement

Community Participation

Residents were asked to respond to a series of questions related to community engagement. As in 2008, about 9 in 10 respondents reported that they are likely to vote in the next election for mayor and city council in November 2013, with 72% stating that they were very likely to vote.

The 8% of respondents who reported they were unlikely to vote in the next election for Mayor and City Council were asked to give reasons that they most likely would not participate. This was an open-ended question where respondents were able to give any answer. Potential categories of response were available to interviewers; they selected the one that best fit each respondent's stated issue. Many respondents mentioned "other" items that could not be coded into a specific category. About one in five (17%) said they did not have any interest in voting in the 2013 election. Other responses pertained to lack of awareness on how to vote or having a belief that voting would not make a difference. Five percent said they were too busy to vote.

Figure 32: Likelihood of Voting in Next Election for Mayor and City Council

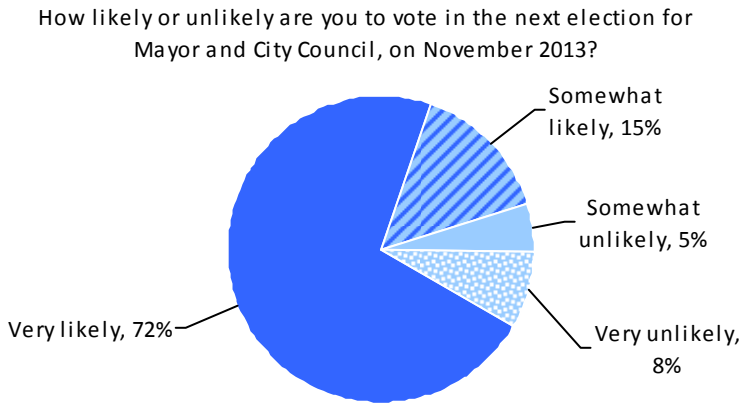

Figure 33: Likelihood of Voting in Next Election for Mayor and City Council Compared Over Time

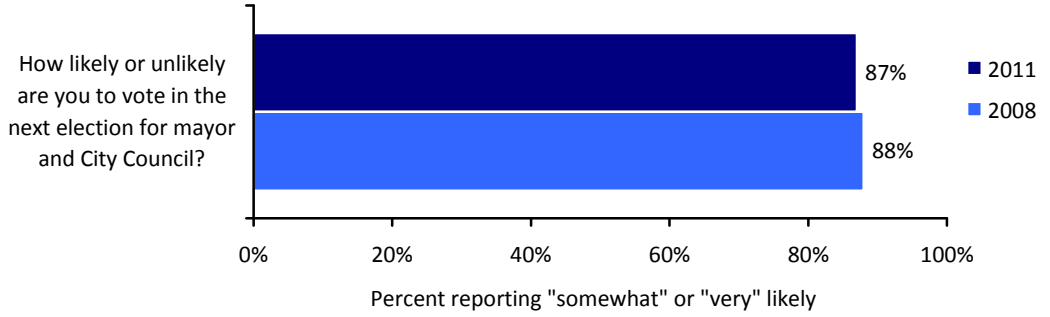

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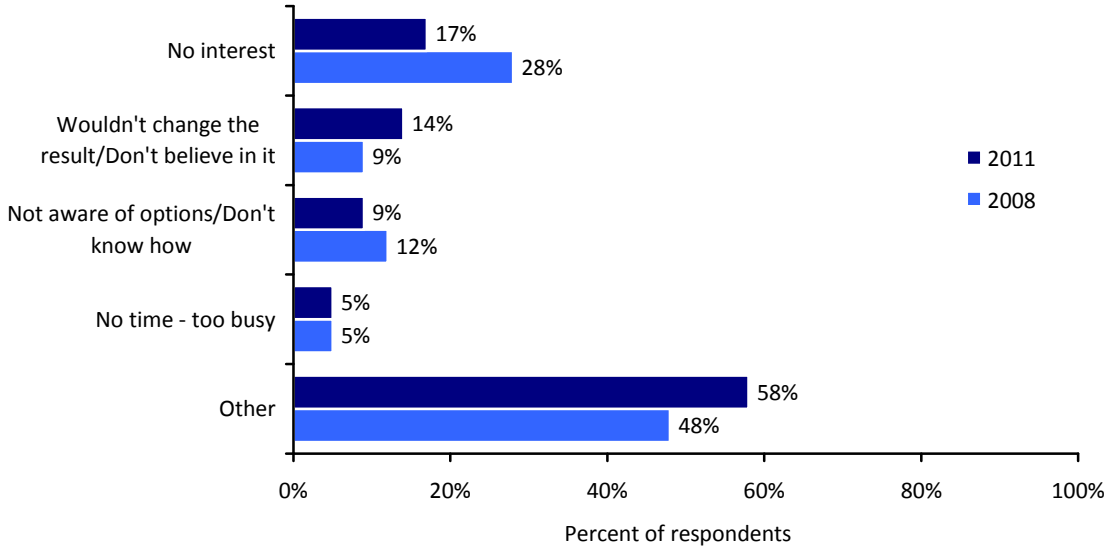
Figure 34: Reasons for Not Voting in the Next Election for Mayor and City Council Compared Over Time



Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of those who said they were somewhat or very unlikely to vote in the election for mayor and City Council on November 2013.
N=159

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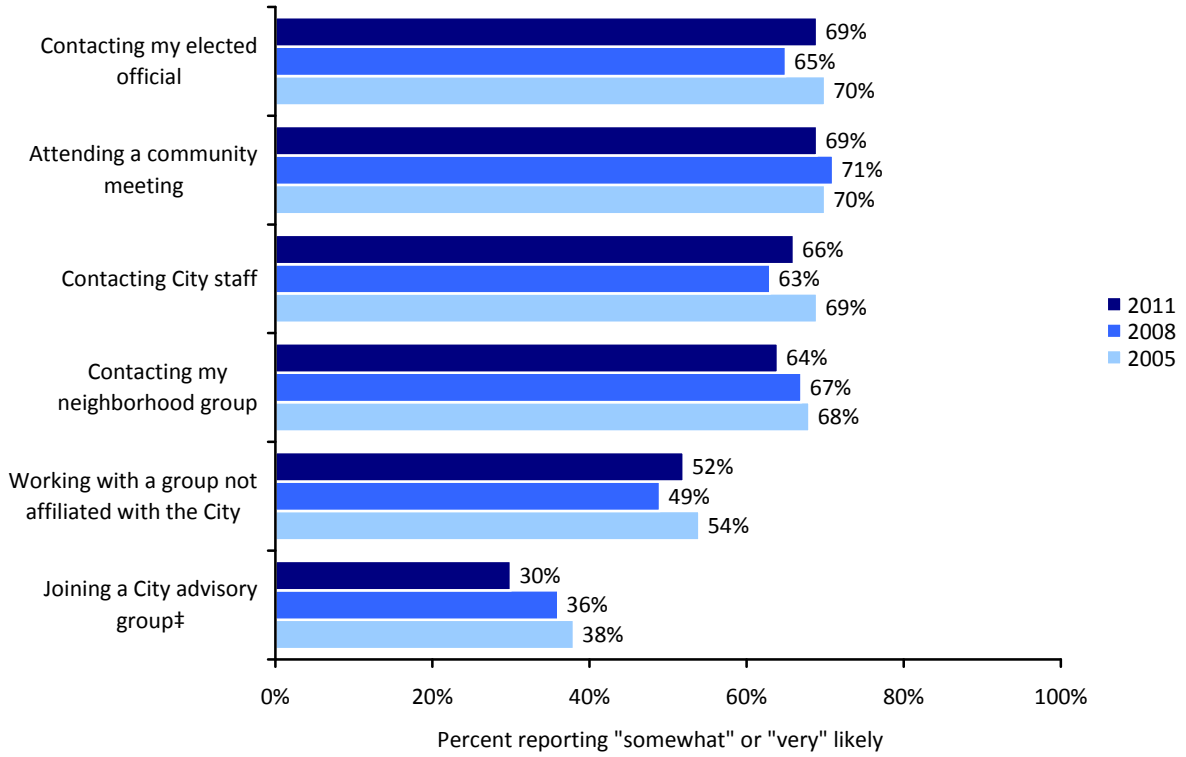
Survey respondents were asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about. About 7 in 10 respondents reported that they would be somewhat or very likely to attend a community meeting and to contact an elected official. About two-thirds mentioned that they would be likely to contact a neighborhood group or City staff. Fewer respondents reported that they would be at least somewhat likely to work with a group not affiliated with the City (52%) or join a City advisory group (30%).

The proportion of respondents reporting that they would be likely to contact an elected official was similar in 2011 and 2008, while fewer 2011 respondents than 2008 respondents reported that they would work with a group not affiliated with the City to try to influence a City decision.

Table 20: Likelihood of Participation in City Government Decision

How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Contacting my elected official	27%	43%	17%	14%	100%
Attending a community meeting	26%	42%	17%	14%	100%
Contacting City staff	22%	43%	19%	15%	100%
Contacting my neighborhood group	25%	39%	21%	15%	100%
Working with a group not affiliated with the City	16%	36%	29%	19%	100%
Joining a City advisory group	8%	22%	37%	33%	100%

Figure 35: Likelihood of Participation in City Government Decision Compared Over Time



This question was not asked in 2003 or 2001.
‡Notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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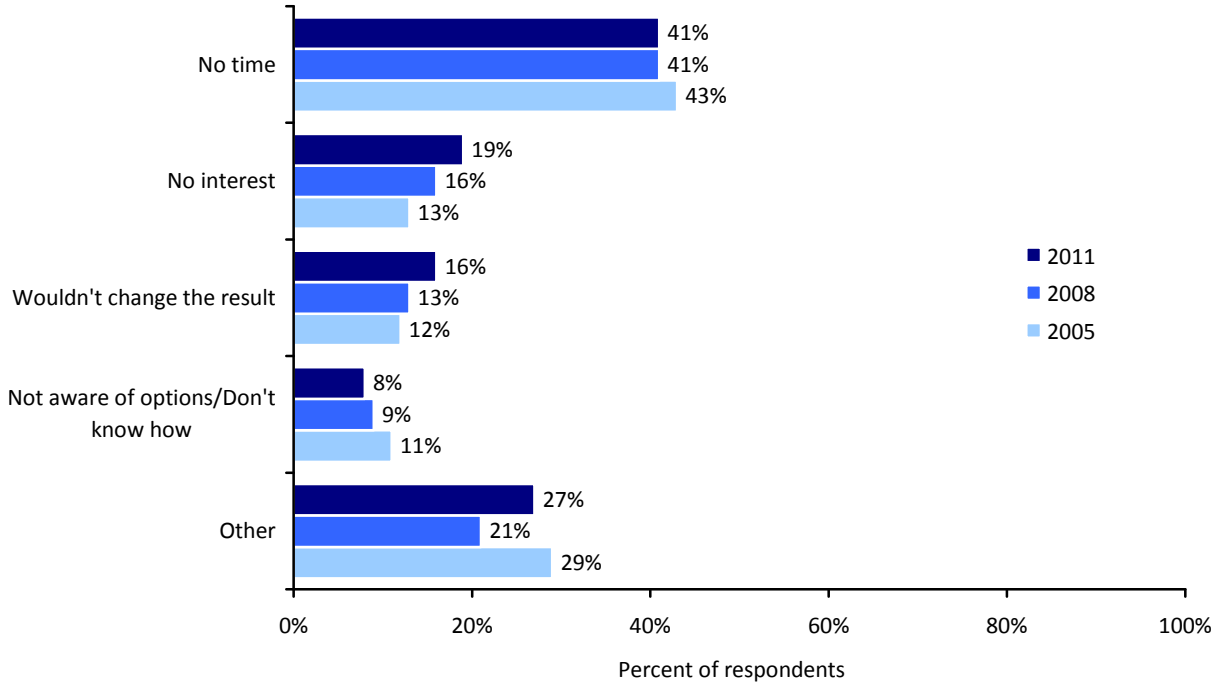
The respondents who answered "somewhat" or "very" unlikely to three or more of the scenarios in the previous question were asked to give unprompted reasons why they would be less likely to participate in City government decision-making. Nearly 3 in 10 respondents were unable to highlight their reasons. Two in five of the remaining respondents (41%) reported having "no time" to participate and one in five mentioned having "no interest" (19%). While the proportion of respondents mentioning that they were not aware of participation options has declined since 2005, the proportion of respondents reporting no interest or that it wouldn't change results is increasing over time. The relative order of responses in 2011 is similar to 2005.

Figure 36: Reasons for Not Participating in City Government Decision Compared Over Time



"Other" responses were not recorded and not available for analysis. Total may exceed 100% as respondents were able to choose more than one response.
This question was asked only of respondents who said they were somewhat or very unlikely to use three or more approaches in the previous question.
This question was not asked in 2003 or 2001. N=524

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City Government Performance

Residents participating in the survey were asked to give their opinions about Minneapolis City government performance, using a very good to poor scale. At least 6 in 10 respondents gave good or very good ratings for each statement about City government. In general, government performance ratings mostly trended upward over time.

When compared to the nation, quality ratings for providing meaningful opportunities for citizens to give input on important issues received ratings above average, while ratings for providing value for tax dollars were below the national benchmark. The overall direction that the City is taking was rated similarly to other jurisdictions across the country. The City received below average ratings when compared to select cities[12] from the database for the overall direction the City is taking and similar ratings for the value for tax dollars paid.

Southwest residents tended to give lower ratings when asked to rate Minneapolis City government performance than did other residents. Younger residents, residents of color, those reporting their ethnicity to be Latino/Hispanic and residents who own their homes were more likely to give positive ratings to Minneapolis government performance than were their counterparts. (See *Appendix II: Crosstabulations of Select Survey Questions.*)

Table 21: City Government Ratings

How would you rate the Minneapolis City government on...	Very good	Good	Only fair	Poor	Total	National comparison	Select cities comparison
The overall direction that the City is taking	12%	54%	23%	10%	100%	Similar	Much below
Providing meaningful opportunities for citizens to give input on important issues	15%	48%	28%	9%	100%	Above	Not available
Informing residents on major issues in the City of Minneapolis	15%	47%	27%	11%	100%	Not available	Not available
Representing and providing for the needs of all its citizens	12%	49%	30%	9%	100%	Not available	Not available
Effectively planning for the future	10%	47%	34%	9%	100%	Not available	Not available
Providing value for your tax dollars	11%	46%	31%	12%	100%	Below	Similar

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

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Table 22: City Government Ratings Compared Over Time

How would you rate the Minneapolis City government on...	Year of Survey				
	2011	2008	2005	2003	2001
The overall direction that the City is taking	66%	61%	62%	NA	NA
Providing meaningful opportunities for citizens to give input on important issues	63%	56%	55%	46%	NA
Informing residents on major issues in the City of Minneapolis	62%	58%	55%	42%	50%
Representing and providing for the needs of all its citizens	61%	55%	49%	47%	49%
Effectively planning for the future	57%	54%	54%	41%	53%
Providing value for your tax dollars	57%	54%	54%	53%	56%

Percent reporting "good" or "very good"
Question wording differed between survey years. In 2003 and 2001, "Informing residents on major issues in the City of Minneapolis" was worded "Minneapolis City government on communicating with its citizens."
Grey shading notes statistically significant differences between 2011 and 2008. (Significant at p<.05.)

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Discrimination

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

Figure 37: Discrimination in Minneapolis

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

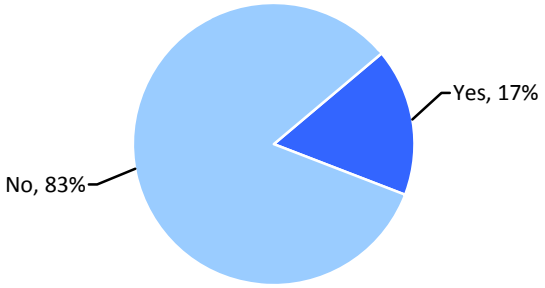
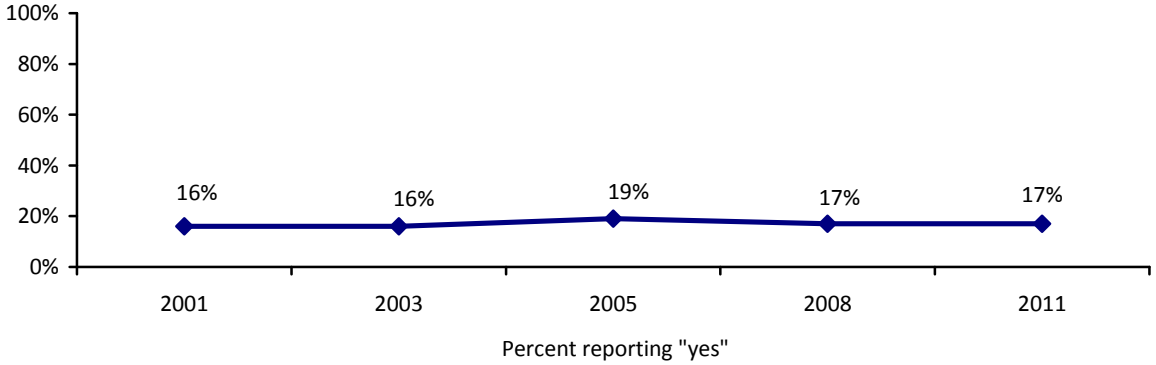


Figure 38: Discrimination in Minneapolis Compared Over Time



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Of those who reported experiencing discrimination (N=192), 21% reported it was in getting a job or at work or that the situation arose in their neighborhood, 14% said it occurred in their neighborhood and 11% reported that it was when getting service in a restaurant or store. Fewer than 10% reported experiencing discrimination in other situations. Responses were generally similar to 2005 reports of discrimination.

Table 23: Type of Situation Where Discrimination Was Experienced Compared Over Time

In what type of situation did you experience the discrimination?	Year of Survey				
	2011	2008	2005	2003	2001
Getting a job, or at work	21%	16%	18%	NA	NA
In my neighborhood	14%	16%	15%	NA	NA
Getting service in a restaurant or store	11%	11%	11%	NA	NA
On public transportation (bus)	8%	2%	2%	NA	NA
In dealing with the City	7%	8%	12%	NA	NA
General public statements	6%	14%	9%	NA	NA
Getting housing	4%	4%	1%	NA	NA
Other	30%	30%	30%	NA	NA

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

Of those respondents who experienced discrimination in dealing with the City of Minneapolis (N=14), 36% reported the discrimination was due to social status, 18% said it was due to race or color, 17% to disability and 13% because of economic status. Fewer than 10% of respondents reported that the discrimination in dealing with the City was because of their age (7%) or their ethnic background or country of origin (4%).

Table 24: Reasons for Discrimination Compared Over Time

For what reason or reasons do you feel you were discriminated against?	Year of Survey				
	2011	2008	2005	2003	2001
Social status	36%	4%	11%	4%	7%
Race or color	18%	51%	24%	49%	51%
Disability	17%	4%	3%	4%	4%
Economic status	13%	5%	27%	10%	10%
Age	7%	11%	4%	11%	11%
Ethnic background or country of origin	4%	14%	19%	5%	6%
Gender	0%	10%	20%	11%	12%
Religion	0%	5%	0%	2%	2%
Language or accent	0%	3%	8%	1%	3%
Affectional preference	0%	2%	0%	9%	7%
Marital status	0%	1%	0%	0%	2%
Other	18%	17%	28%	25%	18%

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

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The 14 respondents who reported experiencing discrimination "in dealing with the City" were asked which department was involved. The responses were unprompted. Three respondents said that police were involved, three mentioned Public Works and one mentioned Human Resources. Five respondents gave "other" responses that could not be grouped with the pre-existing list of potential responses. The relative order of City departments mentioned as being responsible for discrimination in 2011 was similar to the order in 2008. Police remained at the top of the list. This question was not asked in 2001.

Table 25: City Department Responsible for Discrimination Compared Over Time

Do you recall which City department was involved?	Year of Survey				
	2011	2008	2005	2003	2001
Police	3	11	13	24	NA
Public Works	3	3	1	5	NA
Human Resources	1	0	5	1	NA
Community Planning and Economic Development (CPED)	0	2	6	1	NA
City Attorney	0	0	0	0	NA
Fire	0	0	0	0	NA
Inspections/Licensing	0	0	1	2	NA
Other	5	4	2	7	NA
Don't know	2	0	5	0	NA
Refused	0	0	0	0	NA
Total	14	20	33	40	NA

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

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