

**Minneapolis**  
*City of Lakes*

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# CITY OF MINNEAPOLIS, MN

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RESIDENT SURVEY

REPORT OF RESULTS  
PUBLIC SAFETY, CIVIL RIGHTS AND HEALTH

*February 2013*

Prepared by:



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## ACKNOWLEDGEMENTS<sup>1</sup>

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### RESIDENT SURVEY TEAM

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<sup>1</sup> If you need this material in an alternative format please contact Neighborhood and Community Relations Department at 612-673-3737.

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## CONTENTS

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Survey Purpose and Methods .....	1
Understanding the Results.....	1
Survey Findings .....	2
Challenges Facing the City.....	2
Neighborhood Perception and Image .....	3
Downtown Usage and Image .....	4
Contact with Emergency Services .....	6
Satisfaction with and Prioritization of City Services .....	7
Discrimination.....	9
Appendix I: Respondent Demographics .....	12
Appendix II: Complete Set of Frequencies.....	16
Appendix III: Crosstabulation of Select Survey Questions .....	28

## TABLE OF FIGURES

Figure 1: Biggest Challenges Minneapolis Will Face Compared Over Time .....	2
Figure 2: Neighborhood Perceptions and Image Compared Over Time.....	3
Figure 3: Neighborhood Safety Benchmarks.....	3
Figure 4: Reasons for Not Spending More Time Downtown Compared Over Time.....	4
Figure 5: Safety of Downtown Minneapolis Compared Over Time .....	5
Figure 6: Downtown Safety Benchmarks .....	5
Figure 7: Contact with Emergency Services Compared Over Time .....	6
Figure 8: Satisfaction with Emergency Services Compared Over Time .....	6
Figure 9: Satisfaction with Emergency Services Benchmarks.....	6
Figure 10: City Services Quality Ratings Compared Over Time .....	7
Figure 11: City Services Benchmarks.....	7
Figure 12: City Services Importance Ratings Compared Over Time.....	8
Figure 13: Discrimination in Minneapolis Compared Over Time.....	9
Figure 14: Type of Situation Where Discrimination Was Experienced Compared Over Time.....	9
Figure 15: Reasons for Discrimination Compared Over Time .....	10
Figure 16: City Department Responsible for Discrimination Compared Over Time .....	11

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## SURVEY PURPOSE AND METHODS

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The City of Minneapolis contracted with National Research Center, Inc. (NRC) to conduct a citywide resident survey. The Minneapolis Resident Survey gives residents the opportunity to rate the quality of life in the city, service delivery and their satisfaction with local government. The survey also permits residents to provide feedback to government on what is working well and what is not, and to share their priorities for community planning and resource allocation.

Resident perspectives provide context that will be used by the City of Minneapolis to assess trends in its performance. To this end, the 2012 Minneapolis Resident Survey is the sixth iteration, including the baseline study conducted in 2001. This is the fourth iteration conducted by NRC. This report describes results pertaining to public safety, civil rights, and health services; the comprehensive report of results is available under separate cover.

The Minneapolis Resident Survey was administered by phone to a representative sample of Minneapolis residents from October 11, 2012 to November 28, 2012. A total of 1,378 surveys were completed. About one-quarter of the interviews was completed with people of color, one-quarter was with cell phone users<sup>2</sup> and at least 94 interviews were completed in each of the 11 community planning districts. Nineteen interviews were completed in a language other than English. The overall response rate was 20%.

Survey results were weighted so that respondent age, gender, ethnicity, race, home ownership versus renting status and home location (community planning district) represented as closely as possible the proportions of the entire city. The margin of error is plus or minus three percentage points around any given percent for all respondents. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point.

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## UNDERSTANDING THE RESULTS

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For the most part, the “percent positive” is reported in the report body tables and charts. The percent positive is the combination of the top two most positive response options (i.e., “very good” and “good,” “strongly agree” and “agree,” “very safe” and “somewhat safe”). Additionally, on many of the questions in the survey, respondents could answer “don’t know” or “refused.” The full set of responses for each question, including “don’t know,” can be found in *Appendix II: Complete Set of Frequencies*.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because the answers from some respondents are counted in multiple categories. For multiple response questions, all potential response options are presented in the figures on the following pages; however, the response(s) related to the themes or topics presented in this report are shaded grey.

When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

In this report, comparisons are made to both the entire database (“national database”) and a portion of the database (“select cities”)<sup>3</sup>, featuring communities identified by Minneapolis, when available.

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<sup>2</sup> A cell phone user represents a respondent who either only has a cell phone which was their primary phone or those who had a cell phone and a landline but their cell phone was their primary phone.

<sup>3</sup> Austin, TX; Boulder, CO; Charlotte, NC; Denver, CO (City and County); Durham, NC; Oklahoma City, OK; Portland, OR.

## SURVEY FINDINGS

### CHALLENGES FACING THE CITY

Survey respondents were asked to identify the three biggest challenges facing Minneapolis over the next five years. These responses were unprompted and 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 challenge mentioned most frequently by residents was public safety (32%), a ranking similar to previous years and a rating that was similar compared to ratings given in 2011 (32% versus 28%).

FIGURE 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?	2012	2011	2008	2005	2003	2001
Public safety	32%	28%	44%	44%	42%	36%
Education	30%	35%	29%	38%	29%	30%
Transportation-related issues – includes traffic, transit and parking	28%	21%	37%	35%	32%	30%
Housing	21%	14%	26%	30%	24%	47%
Property taxes	20%	21%	NA	NA	NA	NA
Maintain public infrastructure – including bridge and road maintenance	19%	23%	16%	NA	NA	NA
Job opportunities	17%	21%	17%	17%	NA	NA
Economic development	15%	19%	26%	21%	24%	22%
Growth	8%	7%	11%	10%	9%	8%
City government	6%	8%	9%	10%	38%	NA
Foreclosure	1%	2%	7%	NA	NA	NA
Other	37%	40%	29%	43%	15%	29%

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

## NEIGHBORHOOD PERCEPTION AND IMAGE

Several questions on the survey addressed respondents' opinions about their neighborhoods. Overall, at least 8 in 10 of respondents agreed or "strongly" agreed with each statement about the safety of their neighborhoods. The statement that respondents most agreed with was "street lighting in my neighborhood is adequate" (86%). A similar proportion agreed that their neighborhoods were a safe place to live (84%) and that people in their neighborhoods looked out for one another (83%). The statement respondents agreed with the least was "my neighborhood supports a healthy lifestyle" (77%). This question was not asked in previous survey iterations.

When compared to 2011, ratings given in 2012 were similar. However, residents' agreement that "People in my neighborhood look out for one another" has increased steadily since 2001.

One of the four statements could be compared to the national benchmark. Ratings for "my neighborhood is a safe place to live" received ratings that were much below the national average. (A comparison to select cities was not available.)

FIGURE 2: NEIGHBORHOOD PERCEPTIONS AND IMAGE COMPARED OVER TIME

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. (Percent reporting "agree" or "strongly agree.")	2012	2011	2008	2005	2003	2001
Street lighting in my neighborhood is adequate	86%	82%	84%	79%	80%	NA
My neighborhood is a safe place to live	84%	85%	84%	83%	82%	82%
People in my neighborhood look out for one another	83%	81%	79%	77%	77%	75%
My neighborhood supports a healthy lifestyle	77%	NA	NA	NA	NA	NA

FIGURE 3: NEIGHBORHOOD SAFETY BENCHMARKS

	National comparison	Selected cities comparison
My neighborhood is a safe place to live	Much below	Not available

## DOWNTOWN USAGE AND IMAGE

Respondents who did not live or work Downtown and who reported going Downtown only once or twice in the last year were asked what kept them from spending more time Downtown. This was an open-ended question where respondents were able to give more than one answer. Many potential categories of response were available to interviewers and they selected the ones that best fit each respondent's stated response. Many residents mentioned "other" items that could not be coded into a specific category.

Just 1 in 10 respondents cited safety as a deterrent for visiting Downtown Minneapolis. More residents in 2012 than in 2011 indicated safety (10% versus 4%) as a reason for not visiting Downtown.

FIGURE 4: REASONS FOR NOT SPENDING MORE TIME DOWNTOWN COMPARED OVER TIME

What are the major reasons that keep you from spending more time Downtown?	2012	2011	2008	2005	2003	2001
Don't want to go downtown	26%	25%	26%	14%	0%	0%
Lack of parking	17%	17%	13%	20%	36%	33%
Prefer other shopping areas	14%	7%	8%	10%	17%	23%
Cost of parking	13%	11%	13%	16%	0%	0%
Nowhere to go	12%	15%	15%	7%	16%	30%
Traffic (congestion/construction, etc.)	10%	12%	8%	7%	13%	18%
Safety	10%	4%	13%	10%	7%	0%
General dislike	8%	6%	2%	3%	2%	0%
Get lost/hard to find way around/one-way streets are confusing, etc.	4%	4%	4%	2%	0%	0%
Expensive	2%	3%	2%	5%	11%	7%
Dirty	0%	0%	1%	0%	1%	0%
Other	32%	37%	28%	30%	30%	26%

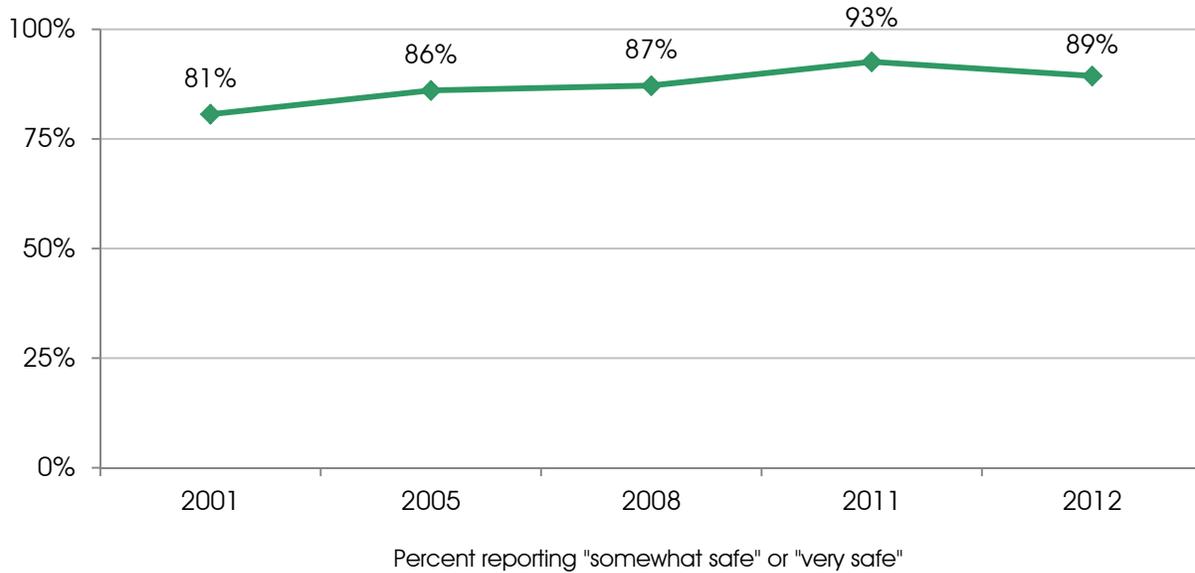
*This question was asked only of those who did not live or work Downtown and who reported going Downtown only once or twice in the last year. Totals may exceed 100% as respondents were able to choose more than one response. "Other" responses were not recorded and not available for analysis.*

## DOWNTOWN SAFETY

All respondents were asked how safe they felt in Downtown Minneapolis. Nine in 10 respondents indicated that they felt “somewhat” or “very” safe Downtown. This was similar to what was reported in 2011 and similar to the national benchmark (a comparison to select cities was not available).

FIGURE 5: SAFETY OF DOWNTOWN MINNEAPOLIS COMPARED OVER TIME

*In general, how safe do you feel in Downtown Minneapolis?*



*Please note that the 2001 survey asked respondents how safe they felt walking through downtown during evening hours; the 2010, 2008 and 2005 surveys asked how safe respondents felt in downtown Minneapolis. This question was not asked on the 2003 survey.*

FIGURE 6: DOWNTOWN SAFETY BENCHMARKS

	National comparison	Selected cities comparison
Safety in downtown Minneapolis	Similar	Not available

## CONTACT WITH EMERGENCY SERVICES

Residents were asked whether they had contact with emergency services in the two years prior to the survey. Those who had contact with each department were asked to rate their level of satisfaction with the professionalism of the staff from those departments.

Respondents reported the highest levels of contact with Police (40%), followed closely by 911 operators (36%). One in five said they had contact with the Fire Department in the last two years. Rates of contact with the Fire Department in 2012 increased slightly from 2011, while contact with the other safety services were similar.

FIGURE 7: CONTACT WITH EMERGENCY SERVICES COMPARED OVER TIME

Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...? (Percent reporting "yes.")	2012	2011	2008	2005	2003	2001
Police	40%	38%	35%	41%	39%	45%
911 operators	36%	32%	32%	32%	33%	33%
The Fire Department	18%	13%	12%	10%	12%	13%

Those who had contact with emergency services were most satisfied with the professionalism shown by the Fire Department (94%) and the 911 operator (92%). These ratings were similar to 2011. Three-quarters said they were at least "satisfied" with the professionalism shown by the Police Department staff, which was lower than what was reported in 2011 (83% "satisfied" or "very satisfied").

Benchmark comparisons were available for the professionalism of the Fire and Police Departments, which were much below the national benchmark (comparisons to select cities were not available).

FIGURE 8: SATISFACTION WITH EMERGENCY SERVICES COMPARED OVER TIME

(Percent reporting "satisfied" or "very satisfied.")	2012	2011	2008	2005	2003	2001
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	94%	96%	99%	97%	98%	98%
How satisfied were you with the professionalism shown by the 911 operator?	92%	94%	88%	94%	89%	92%
How satisfied were you with the professionalism shown by the Police Department staff including Police officers?	77%	83%	81%	78%	79%	78%

*This question was only asked of respondents who had contacted each City service/department*

FIGURE 9: SATISFACTION WITH EMERGENCY SERVICES BENCHMARKS

	National comparison	Selected cities comparison
Satisfaction with the professionalism shown by the Fire Department staff including firefighters	Much below	Not available
Satisfaction with the professionalism shown by the Police Department staff including Police officers	Much below	Not available
Satisfaction with the professionalism shown by the 911 operator	Not available	Not available

## SATISFACTION WITH AND PRIORITIZATION OF CITY SERVICES

Overall, 90% or more of respondents said they were “satisfied” or “very satisfied” with public safety, civil rights and health services (Figure 10). Nearly all residents were pleased with fire protection and emergency medical response (98% “satisfied” or “very satisfied”) and providing park and recreation services (95%). Nine in ten indicated satisfaction with protecting health and well-being of residents, disaster preparation and Police services. When compared to 2011, satisfaction with these City services remained stable.

More than 20% of respondents selected “don’t know” when rating the quality of disaster preparation. For a full set of responses to these questions, including “don’t know,” please refer to *Appendix II: Complete Set of Frequencies*.

Three of the five public safety, civil rights and health services could be compared to the national benchmark (Figure 11). Fire protection and emergency medical response, providing park and recreation services and Police services were rated much below ratings given to other communities across the nation. Only one service (Police services) was available for comparison to selected cities, which received a rating below the benchmark.

FIGURE 10: CITY SERVICES QUALITY RATINGS COMPARED OVER TIME

Please tell me how satisfied or dissatisfied you are with the way the City provides the service. (Percent reporting "satisfied" or "very satisfied.")	2012	2011	2008	2005	2003	2001
Fire protection and emergency medical response	98%	97%	97%	97%	96%	99%
Providing park and recreation services	95%	92%	92%	91%	NA	91%
Protecting health and well-being of residents	90%	90%	88%	84%	NA	NA
Preparing for disasters	91%	88%	87%	78%	NA	89%
Police services	90%	88%	86%	81%	84%	89%

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.

FIGURE 11: CITY SERVICES BENCHMARKS

	National comparison	Selected cities comparison
Fire protection and emergency medical response	Much below	Not available
Providing park and recreation services	Much below	Not available
Police services	Much below	Below

Residents were asked to rate the importance of each City service using a five-point scale with 5 representing “extremely important” and 1 representing “not at all important.” Services related to safety, civil rights and health that were considered to be more important included fire protection and emergency medical response (94% reporting a “4” or “extremely important”) and Police services (89%). Lower rated services included providing park and recreation services (74%) and preparing for disasters (69%). When compared to 2011, importance ratings for these services remained stable.

FIGURE 12: 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." (Percent reporting "4" or "extremely important.")	2012	2011	2008	2005	2003	2001
Fire protection and emergency medical response	94%	95%	93%	94%	97%	38%
Police services	89%	89%	90%	89%	94%	51%
Protecting health and well-being of residents	83%	84%	86%	85%	88%	NA
Providing park and recreation services	74%	74%	78%	76%	80%	NA
Preparing for disasters	69%	65%	73%	69%	75%	52%

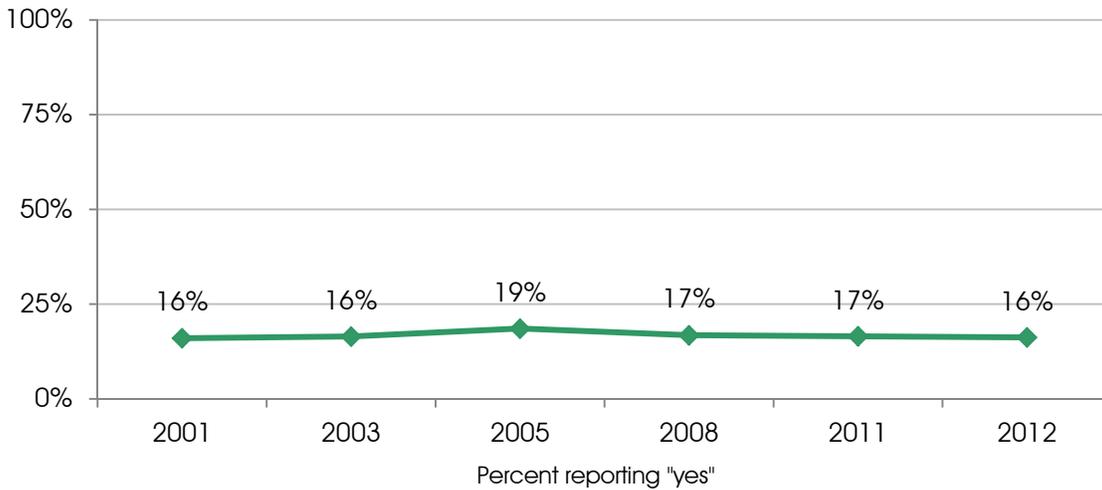
Question wording differed between survey years. In 2003, residents were asked how to rate the importance of each service on a 1-10 scale. In 2001, residents were asked how much attention each service should get.

## DISCRIMINATION

Respondents were asked a series of questions about discrimination in Minneapolis. As in previous years, one in six residents (a total of 222 respondents) reported experiencing discrimination in the 12 months prior to the survey.

FIGURE 13: DISCRIMINATION IN MINNEAPOLIS COMPARED OVER TIME

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



Those who experienced discrimination were asked about the type of situation in which they were discriminated against and, if it was during an interaction with the City, what the basis was for the discrimination and with which City department. Residents who had experienced discrimination said it happened while getting a job or at work (14%), in dealing with the City (14%), getting service in a restaurant or store (13%), through general public statements (13%) and in their neighborhood (12%). Fewer respondents in 2012 than in 2011 said the situation involving the discrimination was while getting a job or at work (14% versus 21%, respectively) and on public transportation like a bus (2% versus 8%). More residents reported experiencing discrimination in dealing with the City in 2012 than in 2011 (14% versus 7%) and in general public statements (13% versus 6%).

FIGURE 14: TYPE OF SITUATION WHERE DISCRIMINATION WAS EXPERIENCED COMPARED OVER TIME

In what type of situation did you experience the discrimination?	2012	2011	2008	2005	2003	2001
Getting a job, or at work	14%	21%	16%	18%	NA	NA
In dealing with the City	14%	7%	8%	12%	NA	NA
Getting service in a restaurant or store	13%	11%	11%	11%	NA	NA
General public statements	13%	6%	14%	9%	NA	NA
In my neighborhood	12%	14%	16%	15%	NA	NA
Getting housing	5%	4%	4%	1%	NA	NA
On public transportation (bus)	2%	8%	2%	2%	NA	NA
Other	26%	30%	30%	30%	NA	NA

*"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. Question wording differed between survey years.*

Respondents who indicated that their discrimination happened in dealing with the City were asked to provide the reason for the discrimination. 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 ones that best fit each respondent’s stated issue.

Half of respondents cited “race” as the source of discrimination and one-third said it was their “economic status.” Fourteen percent said it was their because of their “color” and less than 1 in 10 mentioned reasons such as ethnic background, disability, religion or gender.

FIGURE 15: REASONS FOR DISCRIMINATION COMPARED OVER TIME

For what reason or reasons do you feel you were discriminated against? (Percent of respondents)	2012	2011	2008	2005	2003	2001
Race	50%	18%	51%	24%	49%	51%
Economic status	32%	13%	5%	27%	10%	10%
Color	14%	0%	0%	0%	0%	0%
Ethnic background or country of origin	9%	4%	14%	19%	5%	6%
Disability	8%	17%	4%	3%	4%	4%
Religion	7%	0%	5%	0%	2%	2%
Gender	5%	0%	10%	20%	11%	12%
Sex (including sexual harassment, sexual orientation and gender identity)	4%	0%	2%	0%	9%	7%
Age	3%	7%	11%	4%	11%	11%
Marital status	0%	0%	1%	0%	0%	2%
Social status	0%	36%	4%	11%	4%	7%
Language or accent	0%	0%	3%	8%	1%	3%
Other	6%	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.*

*Some of the response categories worded different in previous years. "Sex (including sexual harassment, sexual orientation and gender identity)" was worded as "affectional preference" between 2011 and 2005 and was "sexual orientation" in 2003 and 2001.*

*"Race" and "Color" were one category prior to the 2012 survey.*

Residents who experienced discrimination during interactions with the City also were asked to indicate the department that was involved. This was an open-ended question where respondents were able to give more than one answer. Potential categories of response were available to interviewers; they selected the ones that best fit each respondent's stated issue.

The most frequently mentioned City department involved in the discrimination was Police (17 respondents indicated this department). While more people in 2012 than in 2011 said they experienced discrimination with the Police, the number in 2012 is similar to what was reported in the years prior to 2011. No one indicated that the Fire department had been involved in discrimination in 2012, similar to previous years.

FIGURE 16: CITY DEPARTMENT RESPONSIBLE FOR DISCRIMINATION COMPARED OVER TIME

Do you recall which City department was involved?	2012	2011	2008	2005	2003
Police	17	3	11	13	24
Human Resources	1	1	0	5	1
City Attorney	0	0	0	0	0
Fire	0	0	0	0	0
Inspections/licensing	0	0	0	1	2
Public Works	0	3	3	1	5
Community Planning and Economic Development (CPED)	0	0	2	6	1
Other	11	5	4	2	7

*This question was asked only of the respondents who said they experienced discrimination "in dealing with the City."*

*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.*

*Respondents were able to choose more than one response so a total is not shown.*

*Question wording differed between survey years (CPED is the successor to the MCDA).*

## APPENDIX I: RESPONDENT DEMOGRAPHICS

Characteristics of the survey respondents are displayed in the tables and charts on the following pages of the appendix.

TABLE 1: RESPONDENT HOUSING TENURE

Do you currently own or rent your current residence?	Percent of respondents
Own	53%
Rent	47%
Total	100%

TABLE 2: HOUSEHOLD MEMBERS

Please tell me if each of the following statements is true of your household/members of your household? What about...	Yes	No	Total
There are children under the age of 18	38%	62%	100%
There are adults age 70 or older	12%	88%	100%

TABLE 3: MODES OF TRANSPORTATION

For each of the following types of transportation, please tell me if you always, often, sometimes or never use each to get around the city. What about ...	Always	Frequently	Occasionally	Never	Total
Bus	13%	20%	32%	34%	100%
Bike	5%	17%	33%	45%	100%
Car	42%	32%	12%	14%	100%
Taxi	1%	8%	38%	53%	100%
Walk	19%	41%	33%	7%	100%
Train/light rail	4%	15%	46%	35%	100%

TABLE 4: HOUSEHOLD PRIMARY LANGUAGE

Is English the primary language spoken in the house?	Percent of respondents
Yes	91%
No	9%
Total	100%

TABLE 5: HOUSEHOLD PRIMARY LANGUAGE

[If English is not primary language] What is the primary language spoken at home?	Percent of respondents
Spanish	41%
Somali	10%
Hmong	10%
Oromo	4%
Lao	2%
Vietnamese	3%
Other	30%
Total	100%

TABLE 6: RESPONDENT AGE

Please stop me when I reach the category that includes your age.	Percent of respondents
18 to 24 years	10%
25 to 34 years	32%
35 to 44 years	12%
45 to 54 years	22%
55 to 64 years	12%
65 years and over	13%
Total	100%

TABLE 7: HOUSEHOLD INCOME

Please stop me when I reach the category that includes your household annual income for 2011.	Percent of respondents
Less than \$10,000	10%
\$10,000 to less than \$15,000	9%
\$15,000 to less than \$25,000	15%
\$25,000 to less than \$35,000	13%
\$35,000 to less than \$50,000	14%
\$50,000 to less than \$75,000	14%
\$75,000 to less than \$100,000	9%
\$100,000 to less than \$150,000	9%
\$150,000 to less than \$200,000	4%
\$200,000 or more	4%
Total	100%

TABLE 8: RESPONDENT ETHNICITY

For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	Percent of respondents
Latino/Hispanic	7%
Not Latino/Hispanic	93%
Total	100%

TABLE 9: RESPONDENT RACE

Now, can you tell me what best describes your racial origin?	Percent of respondents
White	70%
Black, African American or African	11%
American Indian/Native American or Alaskan Native	3%
Asian, Native Hawaiian or other Pacific Islander	4%
Hmong	1%
Somali	1%
Vietnamese	1%
Lao	0%
Ethiopian/Oromo	1%
Hispanic/Spanish	6%
Two or more races	5%
Total	100%

TABLE 10: RESPONDENT COMMUNITY DISTRICT

	Percent of respondents
Calhoun-Isles	8%
Camden	6%
Central	9%
Longfellow	7%
Near North	6%
Nokomis	9%
Northeast	9%
Phillips	5%
Powderhorn	13%
Southwest	12%
University	11%
Unknown	4%
Total	100%

TABLE 11: RESPONDENT GENDER

Record gender	Percent of respondents
Male	50%
Female	50%
Total	100%

TABLE 12: CELL PHONE USE

Which of the following applies to your phone usage?	Percent of respondents
Cell only or cell primary	40%
Landline only or landline primary	60%
Total	100%

## APPENDIX II: COMPLETE SET OF FREQUENCIES

### RESPONSES EXCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to questions on the survey related to public safety, civil rights and health, excluding the "don't know" responses.

TABLE 13: QUESTION 4

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	Percent
Public safety	32%
City government	6%
Transportation-related issues – includes traffic, transit and parking	28%
Education	30%
Economic development	15%
Housing	21%
Growth	8%
Job opportunities	17%
Maintain public infrastructure – including bridge and road maintenance	19%
Foreclosure	1%
Property taxes	20%
Other	37%

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

TABLE 14: QUESTION 5

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Total
People in my neighborhood look out for one another	28%	55%	13%	4%	100%
My neighborhood is a safe place to live	24%	59%	13%	4%	100%
My neighborhood supports a healthy lifestyle	28%	49%	17%	6%	100%
Street lighting in my neighborhood is adequate	28%	58%	12%	2%	100%

TABLE 15: QUESTION 10

What are the major reasons that keep you from spending more time Downtown?	Percent
Lack of parking	17%
Cost of parking	13%
Traffic (congestion/construction, etc.)	10%
Safety	10%
Prefer other shopping areas	14%
Nowhere to go	12%
Expensive	2%
General dislike	8%
Dirty	0%
Get lost/hard to find way around/one-way streets are confusing, etc.	4%
Don't want to go downtown	26%

*This question was asked only of those who reported going downtown one or twice in the last year. Total may exceed 100% as respondents were able to choose more than one response.*

TABLE 16: QUESTION 11

In general, how safe do you feel in Downtown Minneapolis?	Percent
Very safe	37%
Somewhat safe	52%
Not very safe	9%
Not at all safe	1%
Total	100%

TABLE 17: QUESTION 17

Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...?	Yes	No	Total
The Fire Department	18%	82%	100%
Police	40%	60%	100%
911 operators	36%	64%	100%

TABLE 18: QUESTION 17AA

How satisfied were you with the professionalism shown by:	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	77%	18%	2%	4%	100%
How satisfied were you with the professionalism shown by the Police Department staff including Police officers?	42%	35%	11%	13%	100%
How satisfied were you with the professionalism shown by the 911 operator?	64%	28%	4%	4%	100%

*Respondents were only asked these questions if they reported having contact with each in the past two years.*

TABLE 19: QUESTION 18

I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Preparing for disasters	14%	76%	7%	2%	100%
Police services	20%	70%	7%	3%	100%
Fire protection and emergency medical response	36%	61%	2%	1%	100%
Protecting health and well-being of residents	15%	76%	8%	2%	100%
Providing park and recreation services	43%	52%	4%	1%	100%

TABLE 20: QUESTION 19

Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	1-Not at all important	2	3	4	5-Extremely important	Total
Preparing for disasters	2%	5%	23%	26%	43%	100%
Police services	1%	1%	8%	19%	70%	100%
Fire protection and emergency medical response	1%	0%	5%	13%	81%	100%
Protecting health and well-being of residents	1%	4%	12%	23%	59%	100%
Providing park and recreation services	2%	5%	19%	37%	37%	100%

TABLE 21: QUESTION 24

During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	Percent
Yes	16%
No	84%
Total	100%

TABLE 22: QUESTION 24A

In what type of situation did you experience the discrimination?	Percent
Getting a job, or at work	14%
Getting housing	5%
Getting service in a restaurant or store	13%
In dealing with the City	14%
In my neighborhood	12%
General public statements	13%
On public transportation (bus)	2%
Other	26%
Total	100%

*This question was asked only of those who reported experiencing discrimination within the last 12 months.*

TABLE 23: QUESTION 24B

For what reason or reasons do you feel you were discriminated against?	Percent
Gender	5%
Age	3%
Economic status	32%
Marital status	0%
Social status	0%
Sex (including sexual harassment, sexual orientation and gender identity)	4%
Disability	8%
Ethnic background or country of origin	9%
Language or accent	0%
Religion	7%
Race	50%
Color	14%
Other	6%

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

TABLE 24: QUESTION 24C

[If "in dealing with the City" was selected for question 24A] Do you recall which City department was involved?	Percent
City Attorney	1%
Fire	0%
Human Resources	6%
Inspections/licensing	1%
Police	65%
Public Works	0%
Community Planning and Economic Development (CPED)	2%
Other	43%

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

## RESPONSES INCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to questions on the survey related to public safety, civil rights and health, including the "don't know" responses. The percent of respondents and the number of respondents for each response option for each question are included in each table.

TABLE 25: QUESTION 4

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	Percent	Number
Public safety	27%	370
City government	5%	70
Transportation-related issues – includes traffic, transit and parking	23%	318
Education	25%	340
Economic development	12%	168
Housing	18%	242
Growth	6%	89
Job opportunities	14%	190
Maintain public infrastructure – including bridge and road maintenance	16%	222
Foreclosure	1%	16
Property taxes	16%	226
Other	31%	424
Don't know	17%	232
Refused	0%	1

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

TABLE 26: QUESTION 5

	Strongly agree		Agree		Disagree		Strongly disagree		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.														
People in my neighborhood look out for one another	27%	372	54%	739	13%	174	4%	54	3%	39	0%	0	100%	1,378
My neighborhood is a safe place to live	24%	329	59%	812	13%	177	3%	48	1%	12	0%	0	100%	1,378
My neighborhood supports a healthy lifestyle	28%	385	49%	674	17%	232	6%	77	1%	8	0%	1	100%	1,378
Street lighting in my neighborhood is adequate	27%	372	55%	756	11%	153	2%	32	5%	62	0%	2	100%	1,378

TABLE 27: QUESTION 10

What are the major reasons that keep you from spending more time Downtown?	Percent	Number
Lack of parking	17%	29
Cost of parking	13%	22
Traffic (congestion/construction, etc.)	10%	17
Safety	10%	17
Prefer other shopping areas	14%	25
Nowhere to go	11%	20
Expensive	2%	4
General dislike	8%	14
Dirty	0%	1
Get lost/hard to find way around/one-way streets are confusing, etc.	4%	8
Don't want to go downtown	25%	44
Other	32%	55
Don't know	2%	3
Refused	0%	1

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 one or twice in the last year.

TABLE 28: QUESTION 11

In general, how safe do you feel in Downtown Minneapolis?	Percent	Number
Very safe	36%	497
Somewhat safe	51%	701
Not very safe	9%	123
Not at all safe	1%	19
Don't know/no opinion	3%	37
Refused	0%	1
Total	100%	1,378

TABLE 29: QUESTION 17

Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...?	Yes		No		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
The Fire Department	18%	243	82%	1,126	1%	8	0%	0	100%	1,378
Police	40%	547	59%	816	1%	15	0%	0	100%	1,378
911 operators	35%	488	64%	885	0%	5	0%	0	100%	1,378

TABLE 30: QUESTION 17A

	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
How satisfied were you with the professionalism shown by:														
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	76%	186	17%	42	2%	4	4%	10	0%	1	0%	0	100%	243
How satisfied were you with the professionalism shown by the Police Department staff including Police officers?	42%	227	35%	189	11%	59	13%	69	1%	3	0%	0	100%	547
How satisfied were you with the professionalism shown by the 911 operator?	63%	309	28%	135	4%	19	4%	21	1%	4	0%	0	100%	488

Respondents were only asked these questions if they reported having contact with each in the past two years.

TABLE 31: QUESTION 18

	Very satisfied		Satisfied		Dissatisfied		Very dissatisfied		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.														
Preparing for disasters	10%	141	55%	754	5%	72	1%	21	28%	389	0%	1	100%	1,378
Police services	19%	262	66%	906	7%	95	3%	35	6%	78	0%	1	100%	1,378
Fire protection and emergency medical response	32%	440	54%	743	1%	18	1%	8	12%	167	0%	1	100%	1,378
Protecting health and well-being of residents	14%	186	70%	959	7%	99	2%	25	8%	106	0%	2	100%	1,378
Providing park and recreation services	41%	565	50%	695	3%	47	1%	18	4%	51	0%	1	100%	1,378

TABLE 32: QUESTION 19

Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	1-Not at all important		2		3		4		5-Extremely important		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Preparing for disasters	2%	33	5%	69	23%	311	26%	358	42%	580	2%	25	0%	1	100%	1,378
Police services	1%	20	1%	15	8%	114	19%	260	69%	956	1%	11	0%	1	100%	1,378
Fire protection and emergency medical response	1%	9	0%	4	5%	70	13%	180	80%	1,105	1%	8	0%	1	100%	1,378
Protecting health and well-being of residents	1%	16	4%	54	12%	164	23%	319	59%	806	1%	15	0%	4	100%	1,378
Providing park and recreation services	2%	28	5%	70	19%	263	36%	497	37%	505	1%	13	0%	1	100%	1,378

TABLE 33: QUESTION 24

During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	Percent	Number
Yes	16%	222
No	83%	1,145
Don't know	1%	10
Refused	0%	1
Total	100%	1,378

TABLE 34: QUESTION 24A

In what type of situation did you experience the discrimination?	Percent	Number
Getting a job, or at work	13%	30
Getting housing	5%	10
Getting service in a restaurant or store	13%	28
In dealing with the City	14%	31
In my neighborhood	12%	27
General public statements	13%	28
On public transportation (bus)	2%	5
Other	25%	56
Don't know	1%	3
Refused	2%	4
Total	100%	222

*This question was asked only of those who reported experiencing discrimination within the last 12 months.*

TABLE 35: QUESTION 24B

For what reason or reasons do you feel you were discriminated against?	Percent	Number
Gender	5%	N=2
Age	3%	N=1
Economic status	32%	N=10
Marital status	0%	N=0
Social status	0%	N=0
Sex (including sexual harassment, sexual orientation and gender identity)	4%	N=1
Disability	8%	N=2
Ethnic background or country of origin	9%	N=3
Language or accent	0%	N=0
Religion	7%	N=2
Race	50%	N=15
Color	14%	N=4
Other	6%	N=2
Don't know	0%	N=0
Refused	0%	N=0

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

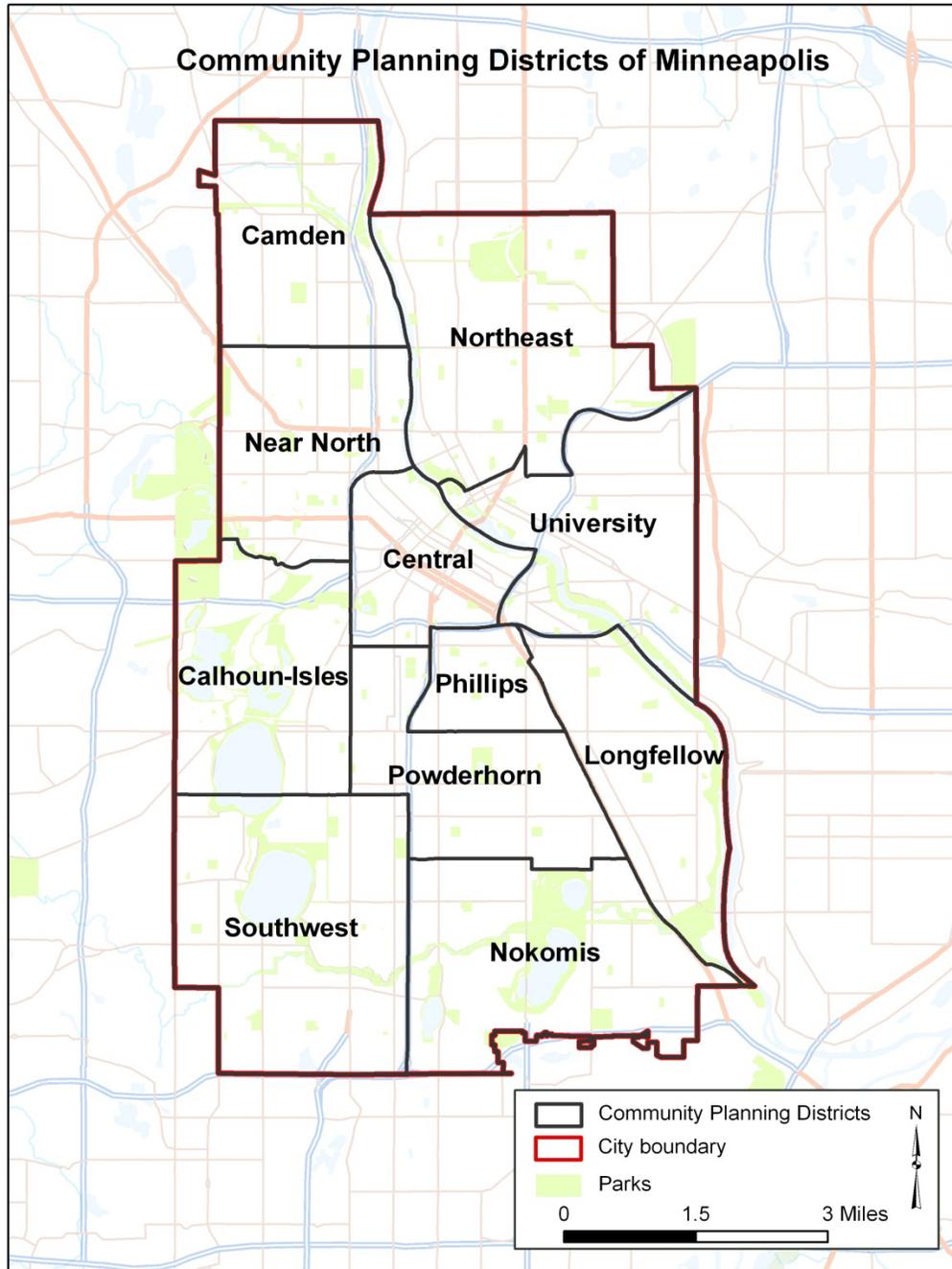
TABLE 36: QUESTION 24C

[If "in dealing with the City" was selected for question 24A] Do you recall which City department was involved?	Percent	Number
City Attorney	1%	N=0
Fire	0%	N=0
Human Resources	5%	N=1
Inspections/licensing	1%	N=0
Police	54%	N=17
Public Works	0%	N=0
Community Planning and Economic Development (CPED)	1%	N=0
Other	36%	N=11
Don't know	17%	N=5
Refused	0%	N=0

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

## APPENDIX III: CROSTABULATION OF SELECT SURVEY QUESTIONS

Crosstabulation of the select survey questions are shown in this appendix. Responses that are statistically significantly different ( $P < 0.05$ ) by subgroup are marked with grey shading. Below is the map that illustrates the 11 community planning districts.



## COMMUNITY PLANNING DISTRICT COMPARISONS

TABLE 37: QUESTION 5 BY COMMUNITY PLANNING DISTRICT

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
People in my neighborhood look out for one another	83%	80%	77%	92%	66%	89%	82%	75%	82%	97%	83%	83%
My neighborhood is a safe place to live	95%	64%	85%	89%	47%	92%	92%	73%	78%	98%	87%	84%
My neighborhood supports a healthy lifestyle	90%	41%	87%	86%	42%	78%	83%	67%	77%	90%	76%	77%
Street lighting in my neighborhood is adequate	99%	64%	93%	94%	59%	96%	84%	65%	81%	94%	93%	86%

Percent reporting "agree" or "strongly agree"

TABLE 38: QUESTION 11 BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
In general, how safe do you feel in downtown Minneapolis?	95%	87%	96%	88%	87%	85%	89%	91%	92%	89%	86%	90%

Percent reporting "somewhat safe" or "very safe"

TABLE 39: QUESTION 18 BY COMMUNITY PLANNING DISTRICT

For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Preparing for disasters	95%	86%	94%	96%	74%	94%	95%	76%	97%	92%	95%	92%
Police services	91%	81%	93%	90%	73%	94%	95%	85%	86%	96%	97%	90%
Fire protection and emergency medical response	99%	95%	97%	99%	93%	97%	99%	95%	99%	99%	100%	98%
Protecting health and well-being of residents	95%	89%	92%	92%	72%	94%	96%	77%	93%	95%	82%	90%
Providing park and recreation services	94%	92%	98%	98%	88%	97%	96%	89%	97%	97%	96%	95%

Percent reporting "satisfied" or "very satisfied"

TABLE 40: QUESTION 24 BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	9%	24%	22%	17%	28%	7%	9%	21%	21%	8%	14%	16%

Percent reporting "yes"

## SOCIODEMOGRAPHIC COMPARISONS

TABLE 41: QUESTION 5 BY GENDER, AGE, RACE AND ETHNICITY

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
People in my neighborhood look out for one another	81%	83%	86%	76%	87%	89%	83%	85%	78%	83%	95%	82%	83%
My neighborhood is a safe place to live	82%	83%	90%	79%	85%	87%	84%	86%	79%	84%	76%	84%	83%
My neighborhood supports a healthy lifestyle	78%	78%	74%	79%	80%	73%	77%	78%	75%	77%	89%	76%	77%
Street lighting in my neighborhood is adequate	78%	90%	90%	84%	88%	92%	86%	88%	81%	86%	84%	86%	86%

Percent reporting "agree" or "strongly agree"

TABLE 42: QUESTION 5 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
People in my neighborhood look out for one another	81%	80%	87%	83%	83%	90%	75%	83%	79%	83%	90%	83%
My neighborhood is a safe place to live	74%	85%	86%	86%	84%	88%	78%	83%	78%	84%	90%	83%
My neighborhood supports a healthy lifestyle	74%	85%	79%	75%	77%	76%	78%	77%	74%	77%	80%	77%
Street lighting in my neighborhood is adequate	86%	83%	89%	86%	86%	89%	83%	86%	81%	87%	92%	86%

Percent reporting "agree" or "strongly agree"

TABLE 43: QUESTION 11 BY GENDER, AGE, RACE AND ETHNICITY

	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
In general, how safe do you feel in downtown Minneapolis?	92%	91%	88%	90%	86%	87%	89%	89%	90%	89%	97%	89%	89%

Percent reporting "somewhat safe" or "very safe"

TABLE 44: QUESTION 11 BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
In general, how safe do you feel in downtown Minneapolis?	92%	92%	89%	87%	89%	91%	88%	90%	87%	90%	92%	90%

Percent reporting "somewhat safe" or "very safe"

TABLE 45: QUESTION 18 BY GENDER, AGE, RACE AND ETHNICITY

For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
Preparing for disasters	93%	91%	91%	89%	89%	92%	91%	93%	85%	91%	90%	91%	91%
Police services	89%	89%	93%	92%	87%	93%	90%	91%	88%	90%	95%	90%	90%
Fire protection and emergency medical response	99%	96%	98%	97%	97%	100%	98%	99%	96%	98%	98%	98%	98%
Protecting health and well-being of residents	90%	93%	93%	90%	85%	91%	90%	93%	86%	90%	93%	90%	90%
Providing park and recreation services	95%	94%	94%	98%	93%	96%	95%	96%	95%	95%	97%	95%	95%

Percent reporting "satisfied" or "very satisfied"

TABLE 46: QUESTION 18 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

For each, please tell me how satisfied or dissatisfied you are with the way the City provides the service?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
Preparing for disasters	91%	97%	91%	88%	91%	93%	89%	91%	87%	91%	96%	90%
Police services	89%	92%	90%	90%	90%	92%	88%	90%	90%	89%	93%	90%
Fire protection and emergency medical response	98%	99%	96%	98%	98%	98%	97%	98%	97%	98%	98%	98%
Protecting health and well-being of residents	94%	89%	84%	91%	90%	92%	89%	90%	93%	87%	93%	90%
Providing park and recreation services	95%	98%	95%	94%	95%	93%	97%	95%	97%	95%	94%	95%

Percent reporting "satisfied" or "very satisfied"

TABLE 47: QUESTION 24 BY GENDER, AGE, RACE AND ETHNICITY

During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
	Male 18-34	Male 35-54	Male 55+	Female 18-34	Female 35-54	Female 55+	Overall	White	People of Color	Overall	Latino/Hispanic	Not Latino/Hispanic	Overall
	14%	15%	10%	21%	23%	11%	16%	12%	26%	16%	25%	15%	16%

Percent reporting "yes"

TABLE 48: QUESTION 24 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	Length of Residency					Tenure			Household Income			
	Less than 5 years	5 to 9 years	10 to 19 years	20 or more years	Overall	Own	Rent	Overall	Less than \$25,000	\$25,000 to \$99,999	\$100,000 or more	Overall
	12%	15%	27%	15%	16%	11%	22%	16%	25%	15%	5%	17%

Percent reporting "yes"