

Minneapolis
City of Lakes

CITY OF MINNEAPOLIS, MN

RESIDENT SURVEY

REPORT OF RESULTS TRANSPORTATION AND PUBLIC WORKS

February 2013

Prepared by:



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RESIDENT SURVEY TEAM

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

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SURVEY PURPOSE AND METHODS

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 transportation and public works; 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 users² 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.

UNDERSTANDING THE RESULTS

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”)³, featuring communities identified by Minneapolis, when available.

² 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.

³ 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.

Among the challenges mentioned most frequently were transportation-related issues including traffic, transit and parking (28%). About one in five respondents mentioned maintaining public infrastructure including bridge and road maintenance as a potential challenge for the City of Minneapolis.

More residents in 2012 than in 2011 felt that transportation-related issues (28% in 2012 versus 21% in 2011) were among the top three issues facing the City. Though not a significant difference, slightly fewer residents in 2012 than in 2011 believed that public infrastructure was one of the three biggest concerns facing the City in the next five years (19% in 2012 versus 23% in 2011).

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.

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.

One of the most commonly mentioned reasons for not going Downtown was the lack of parking (17%) and a similar proportion (13%) said that the cost of parking was a deterrent for going Downtown. One in 10 respondents cited traffic as a reason that kept them from spending time Downtown. The proportion of respondents in 2012 selecting each of the traffic and public works-related reasons for not spending more time Downtown was similar to 2011.

FIGURE 2: 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.

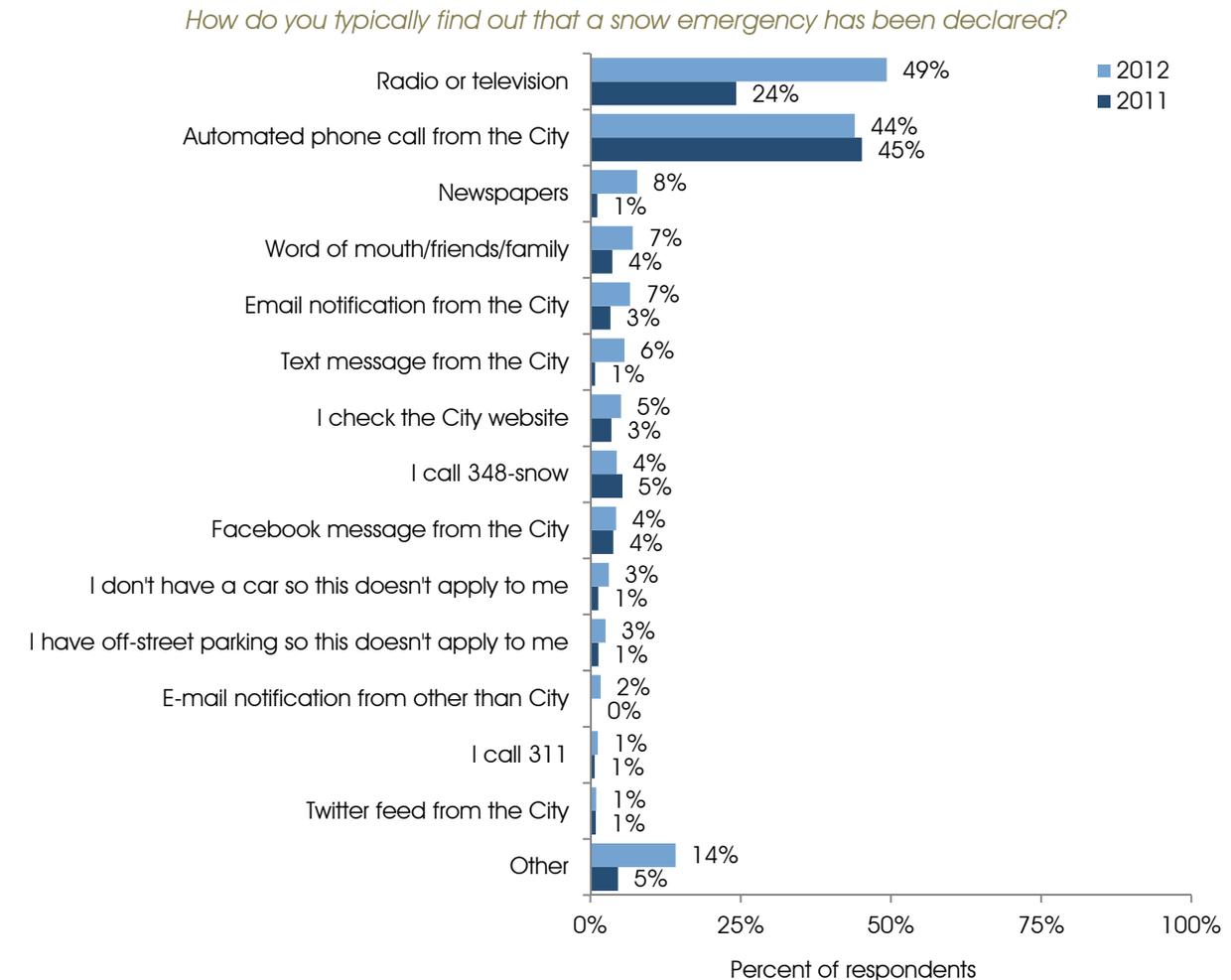
CONTACT WITH THE CITY

Two questions were included on the 2012 survey asking respondents how they typically got snow emergency information and what sources of information they used to understand snow emergency rules and to know where to park during a snow emergency. Respondents could indicate more than one source for this information.

Residents most often used the radio or television (49%) and the automated phone call from the City (44%) to find out that a snow emergency has been declared. Fourteen percent cited some “other” source of information. Less than 10% of respondents mentioned the other methods for determining if a snow emergency has been declared.

While radio and television and an automated phone call from the City remained the two most frequently mentioned responses in 2012, more residents in 2012 than in 2011 said they find out about snow emergencies through radio and television (49% versus 24%). Increases also were seen in the use of newspapers (8% versus 1%) and text messages from the City (6% versus 1%) to get snow emergency declarations.

FIGURE 3: METHOD OF FINDING OUT ABOUT SNOW EMERGENCIES COMPARED OVER TIME



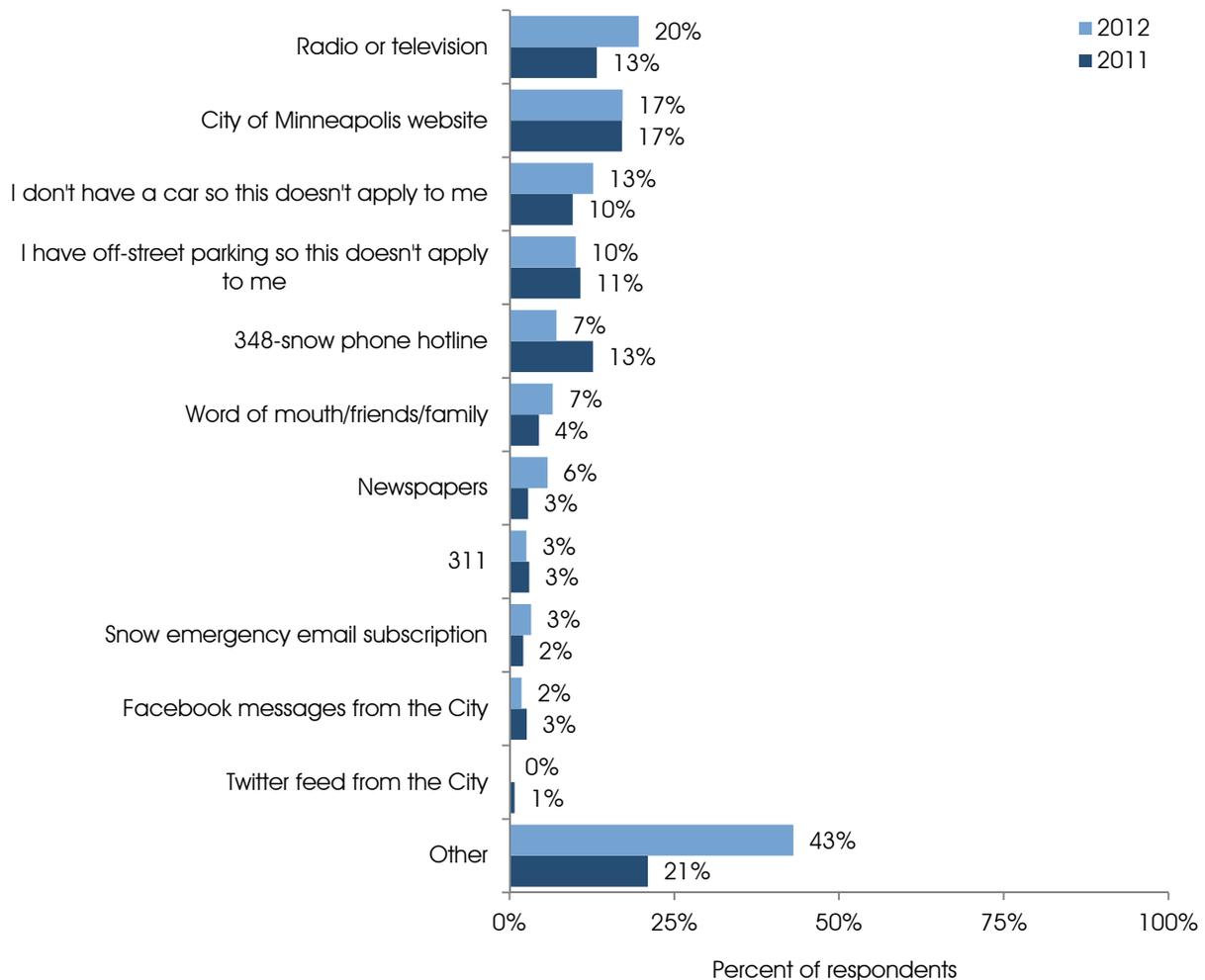
Total may exceed 100% as respondents were able to choose more than one response. This was changed to a multiple response question in 2012.

When asked about the sources of information used to get snow emergency rules and to know where to park, respondents turned to the radio or television (20%) and the City’s website (17%). One in 10 indicated that they either did not have a car (13%) or that they had off-street parking (10%) so knowing these rules and where to park did not apply to them. Four in 10 residents indicated some “other” source for this type of snow emergency information.

Overall, responses were stable over time. However, more respondents in 2012 than in 2011 said they used radio or television (20% versus 13%, respectively) to get snow emergency information and fewer used the 348-SNOW phone line (7% versus 13%).

FIGURE 4: INFORMATION SOURCES FOR SNOW EMERGENCY RULES COMPARED OVER TIME

What information source do you use to understand the Snow Emergency rules and to know where to park?



Total may exceed 100% as respondents were able to choose more than one response. This was changed to a multiple response question in 2012.

SATISFACTION WITH AND PRIORITIZATION OF CITY SERVICES

Overall, 60% or more of respondents said they were “satisfied” or “very satisfied” with the 23 individual City services (Figure 5 on the following page). Nearly all residents were pleased with the sewer services provided by the City (96% “satisfied” or “very satisfied”), and nearly as many lauded clean drinking water (93%). The services respondents voiced less satisfaction with included repairing alleys (71%) and repairing streets (70%). For a full set of responses to these questions, including “don’t know,” please refer to *Appendix II: Complete Set of Frequencies*.

When compared to 2011, satisfaction with most City services remained stable. However, three services saw increases in satisfaction ratings: providing quality drinking water (88% “satisfied” or “very satisfied” in 2011 versus 93% in 2012), snow removal (66% versus 80%) and repairing streets (40% versus 70%). The improvement in snow removal ratings could be due, in part, to the mild 2011-2012 winter in Minneapolis.

All eight of the services related to transportation and public works could be compared to the national benchmark (see Figure 6 on page 7). Maintaining safe and accessible sidewalks was rated much above the national benchmark comparison. Providing quality drinking water, keeping streets clean and repairing streets each received ratings similar to the national average. Four services were rated much below ratings given to other communities across the nation: sewer services; garbage collection and recycling programs; traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles; and snow removal.

FIGURE 5: 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
Providing sewer services	96%	96%	94%	94%	NA	NA
Providing quality drinking water	93%	88%	87%	86%	84%	NA
Keeping streets clean	88%	85%	87%	89%	86%	83%
Garbage collection and recycling programs	88%	90%	91%	92%	93%	94%
Maintaining safe and accessible sidewalks	88%	NA	NA	NA	NA	NA
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	85%	NA	NA	NA	NA	NA
Snow removal	80%	66%	NA	NA	NA	NA
Repairing alleys	71%	64%	56%	70%	83%	68%
Repairing streets	70%	40%				

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. In 2010, "repairing streets and alleys" was separated into two questions and "snow removal" was added.

FIGURE 6: CITY SERVICES BENCHMARKS

	National comparison	Selected cities comparison
Providing sewer services	Much below	Not available
Providing quality drinking water	Similar	Not available
Keeping streets clean	Similar	Not available
Garbage collection and recycling programs	Much below	Not available
Maintaining safe and accessible sidewalks	Much above	Not available
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	Much below	Not available
Snow removal	Much below	Not available
Repairing streets	Similar	Not available

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.” Among the most important transportation and public works services were providing quality drinking water (90% reporting a “4” or “extremely important”), snow removal (85%) and garbage collection and recycling programs (83%). Services considered to be of less importance were maintaining safe and accessible sidewalks (70%) and keeping streets clean (67%).

The relative order of importance of each service in 2012 was similar to 2011 and ratings generally remained the same. More respondents in 2012 than in 2011 felt that garbage collection and recycling programs (83% in 2012 versus 78% in 2011) were important.

FIGURE 7: 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
Providing quality drinking water	90%	92%	90%	90%	92%	NA
Snow removal	85%	85%	NA	NA	NA	NA
Garbage collection and recycling programs	83%	78%	83%	82%	89%	27%
Repairing streets	80%	82%	75%	71%	78%	54%
Repairing alleys	42%	41%				
Providing sewer services	80%	80%	82%	82%	NA	NA
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	75%	NA	NA	NA	NA	NA
Maintaining safe and accessible sidewalks	70%	NA	NA	NA	NA	NA
Keeping streets clean	67%	64%	69%	66%	NA	38%

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. In 2010, "repairing streets and alleys" was separated into two line items and "snow removal" and "311 services" were added.

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. Residents who experienced discrimination during interactions with the City also were asked to indicate the department that was involved. In 2012, no one indicated that the public works department had been involved in the discrimination. Results were similarly low in previous years.

FIGURE 8: DISCRIMINATION IN MINNEAPOLIS COMPARED OVER TIME

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

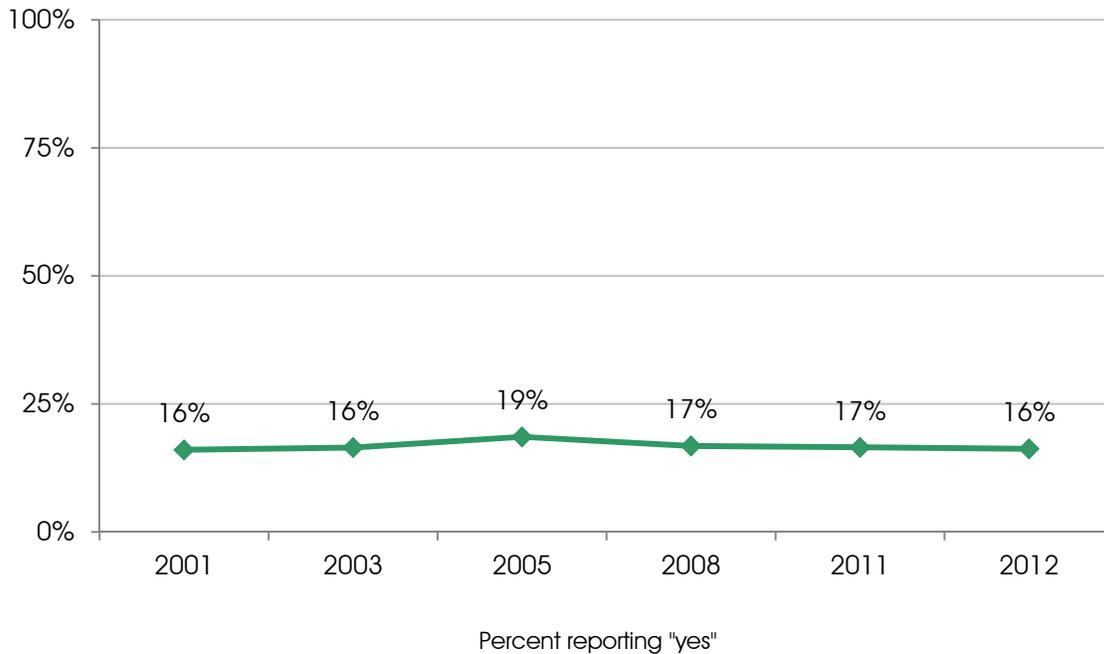


FIGURE 9: CITY DEPARTMENT RESPONSIBLE FOR DISCRIMINATION COMPARED OVER TIME

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 transportation and public works, 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 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 15: QUESTION 16A

How do you typically find out that a Snow Emergency has been declared?	Percent
I don't have a car so this doesn't apply to me	3%
I have off-street parking so this doesn't apply to me	3%
Newspapers	8%
Radio or television	49%
Email notification from the City	7%
Email notification from other than City	2%
Automated phone call from the City	44%
Text message from the City	6%
Facebook message from the City	4%
Twitter feed from the City	1%
Word of mouth/friends/family	7%
I call 348-snow	4%
I check the City website	5%
I call 311	1%
Other	14%

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

TABLE 16: QUESTION 16B

What information sources do you use to understand the Snow Emergency rules and to know where to park?	Percent
I don't have a car so this doesn't apply to me	13%
I have off-street parking so this doesn't apply to me	10%
Newspapers	6%
Radio or television	20%
348-snow phone hotline	7%
311	3%
City of Minneapolis website	17%
Snow emergency email subscription	3%
Facebook messages from the City	2%
Twitter feed from the City	0%
Word of mouth/friends/family	7%
Other	43%

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

TABLE 17: 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
Repairing streets	10%	60%	26%	4%	100%
Repairing alleys	9%	62%	25%	4%	100%
Keeping streets clean	22%	67%	10%	1%	100%
Garbage collection and recycling programs	35%	53%	11%	2%	100%
Providing quality drinking water	36%	57%	5%	2%	100%
Providing sewer services	24%	73%	3%	1%	100%
Snow removal	19%	60%	17%	3%	100%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	24%	61%	12%	3%	100%
Maintaining safe and accessible sidewalks	19%	69%	10%	2%	100%

TABLE 18: 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
Repairing streets	1%	2%	17%	39%	41%	100%
Repairing alleys	6%	17%	35%	24%	18%	100%
Keeping streets clean	1%	5%	28%	33%	34%	100%
Garbage collection and recycling programs	1%	4%	12%	29%	54%	100%
Providing quality drinking water	2%	1%	6%	18%	72%	100%
Providing sewer services	1%	3%	15%	26%	54%	100%
Snow removal	1%	3%	10%	31%	54%	100%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	2%	5%	19%	32%	43%	100%
Maintaining safe and accessible sidewalks	2%	5%	22%	34%	36%	100%

TABLE 19: 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 20: 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 transportation and public works, 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 21: 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 22: 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 23: QUESTION 16A

How do you typically find out that a Snow Emergency has been declared?	Percent	Number
I don't have a car so this doesn't apply to me	3%	40
I have off-street parking so this doesn't apply to me	2%	33
Newspapers	7%	103
Radio or television	47%	649
Email notification from the City	6%	87
Email notification from other than City	2%	22
Automated phone call from the City	42%	579
Text message from the City	5%	75
Facebook message from the City	4%	56
Twitter feed from the City	1%	13
Word of mouth/friends/family	7%	93
I call 348-snow	4%	58
I check the City website	5%	67
I call 311	1%	16
Other	14%	186
Don't know	4%	56
Declined or refused	0%	4

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

TABLE 24: QUESTION 16B

What information sources do you use to understand the Snow Emergency rules and to know where to park?	Percent	Number
I don't have a car so this doesn't apply to me	12%	165
I have off-street parking so this doesn't apply to me	9%	130
Newspapers	5%	75
Radio or television	18%	255
348-snow phone hotline	7%	93
311	2%	33
City of Minneapolis website	16%	223
Snow emergency email subscription	3%	42
Facebook messages from the City	2%	24
Twitter feed from the City	0%	0
Word of mouth/friends/family	6%	85
Other	41%	560
Don't know	5%	73
Declined or refused	0%	5

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

TABLE 25: 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.														
Repairing streets	10%	139	59%	814	26%	354	4%	55	1%	14	0%	1	100%	1,378
Repairing alleys	7%	97	49%	671	20%	269	3%	47	21%	292	0%	1	100%	1,378
Keeping streets clean	22%	297	66%	915	10%	139	1%	20	0%	6	0%	1	100%	1,378
Garbage collection and recycling programs	34%	464	52%	712	10%	144	2%	22	3%	35	0%	1	100%	1,378
Providing quality drinking water	35%	478	55%	754	4%	61	2%	33	4%	50	0%	1	100%	1,378
Providing sewer services	22%	297	66%	913	3%	35	1%	10	9%	122	0%	1	100%	1,378
Snow removal	19%	256	58%	799	16%	226	3%	43	4%	53	0%	1	100%	1,378
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	24%	328	60%	823	12%	163	3%	39	2%	23	0%	2	100%	1,378
Maintaining safe and accessible sidewalks	19%	260	68%	938	10%	134	2%	25	1%	19	0%	2	100%	1,378

TABLE 26: 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
Repairing streets	1%	7	2%	30	17%	239	39%	537	40%	555	1%	9	0%	1	100%	1,378
Repairing alleys	6%	77	17%	232	34%	468	23%	316	18%	243	3%	41	0%	2	100%	1,378
Keeping streets clean	1%	8	5%	71	28%	379	33%	452	33%	458	1%	8	0%	1	100%	1,378
Garbage collection and recycling programs	1%	12	4%	55	12%	168	29%	402	53%	734	0%	5	0%	1	100%	1,378
Providing quality drinking water	2%	30	1%	14	6%	88	18%	245	72%	992	0%	7	0%	2	100%	1,378
Providing sewer services	1%	20	3%	46	15%	202	26%	357	53%	734	1%	17	0%	1	100%	1,378
Snow removal	1%	18	3%	41	10%	142	31%	427	53%	730	1%	18	0%	1	100%	1,378
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	1%	21	5%	67	19%	257	32%	440	42%	583	1%	9	0%	1	100%	1,378
Maintaining safe and accessible sidewalks	2%	33	5%	69	22%	308	34%	463	36%	498	0%	5	0%	1	100%	1,378

TABLE 27: 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

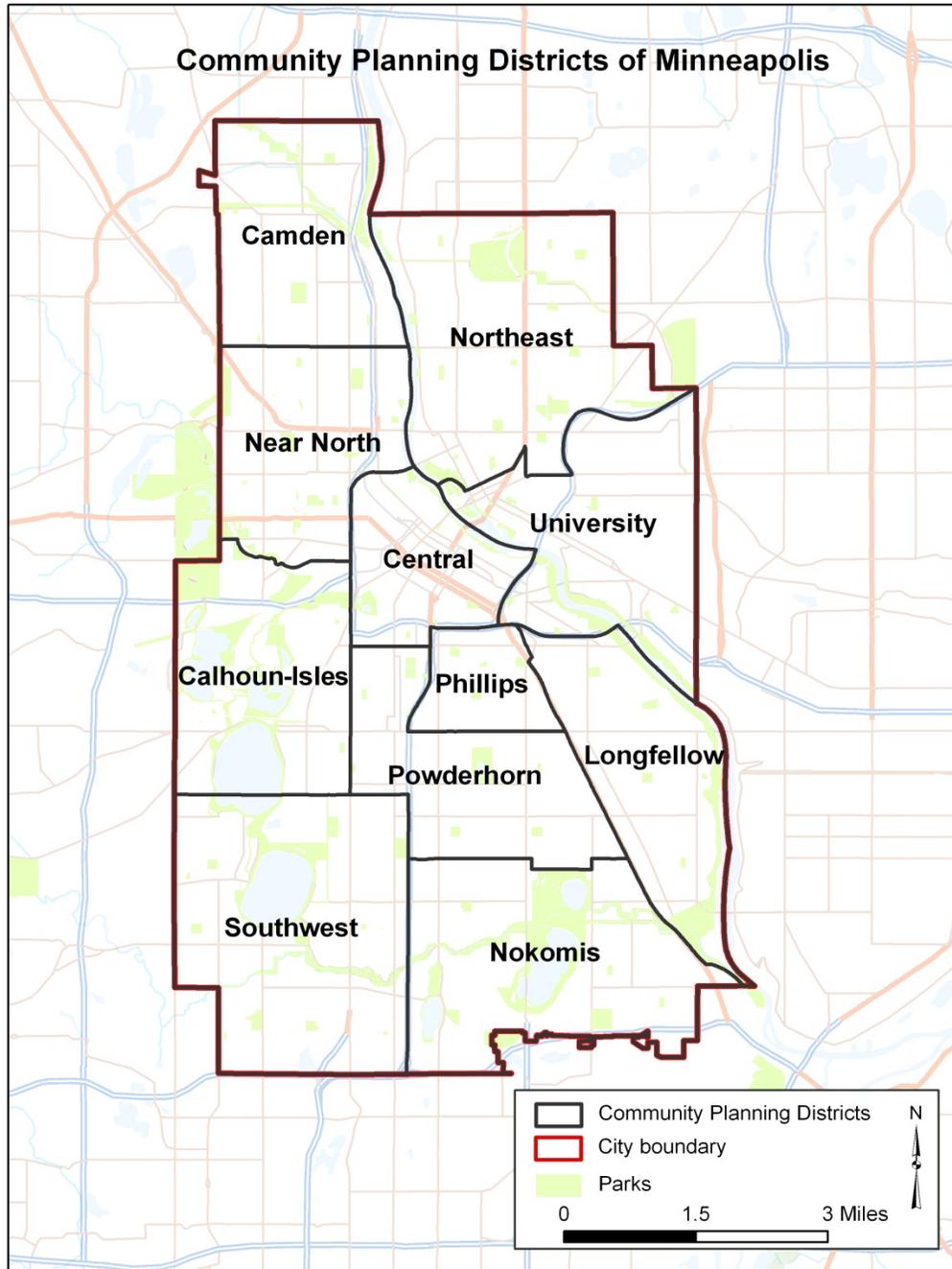
TABLE 28: QUESTION 24C

[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 29: 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
Repairing streets	61%	65%	73%	67%	63%	71%	80%	70%	67%	69%	77%	70%
Repairing alleys	66%	74%	85%	81%	63%	71%	79%	67%	59%	64%	80%	71%
Garbage collection and recycling programs	93%	87%	96%	96%	78%	81%	88%	95%	88%	89%	75%	87%
Providing quality drinking water	95%	89%	94%	94%	92%	93%	97%	91%	85%	92%	98%	93%
Providing sewer services	94%	98%	99%	97%	87%	98%	99%	91%	99%	93%	100%	96%
Snow removal	76%	76%	91%	90%	75%	85%	87%	84%	71%	73%	84%	81%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	84%	86%	88%	77%	84%	83%	90%	89%	82%	88%	82%	85%
Maintaining safe and accessible sidewalks	90%	94%	84%	91%	95%	85%	91%	84%	88%	90%	80%	88%

Percent reporting "satisfied" or "very satisfied"

TABLE 30: 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 31: 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
Repairing streets	74%	69%	72%	69%	66%	69%	70%	70%	71%	70%	78%	69%	70%
Repairing alleys	66%	67%	83%	72%	70%	77%	71%	69%	74%	71%	79%	70%	71%
Keeping streets clean	83%	89%	96%	86%	90%	93%	88%	90%	85%	88%	92%	88%	88%
Garbage collection and recycling programs	79%	88%	97%	84%	91%	95%	88%	88%	87%	88%	91%	87%	88%
Providing quality drinking water	90%	95%	93%	96%	92%	92%	93%	92%	94%	93%	100%	92%	93%
Providing sewer services	98%	94%	98%	96%	96%	96%	96%	97%	95%	97%	93%	97%	96%
Snow removal	82%	80%	87%	71%	80%	83%	80%	81%	78%	80%	83%	79%	80%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	88%	82%	77%	95%	81%	82%	85%	83%	91%	85%	98%	84%	85%
Maintaining safe and accessible sidewalks	91%	85%	88%	90%	88%	85%	88%	89%	87%	88%	95%	88%	88%

Percent reporting "satisfied" or "very satisfied"

TABLE 32: 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
Repairing streets	69%	74%	74%	67%	70%	69%	71%	70%	73%	73%	67%	72%
Repairing alleys	75%	65%	69%	72%	71%	69%	72%	71%	72%	71%	66%	71%
Keeping streets clean	90%	93%	86%	87%	88%	89%	88%	88%	86%	88%	93%	88%
Garbage collection and recycling programs	86%	81%	88%	91%	88%	87%	89%	88%	89%	88%	81%	87%
Providing quality drinking water	94%	98%	90%	91%	93%	95%	91%	93%	91%	93%	99%	93%
Providing sewer services	98%	96%	98%	95%	96%	96%	97%	96%	97%	95%	97%	96%
Snow removal	82%	80%	78%	79%	80%	80%	79%	80%	81%	80%	75%	80%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	84%	94%	84%	83%	85%	82%	89%	85%	90%	85%	80%	86%
Maintaining safe and accessible sidewalks	91%	93%	90%	85%	88%	89%	88%	88%	89%	88%	90%	88%

Percent reporting "satisfied" or "very satisfied"

TABLE 33: QUESTION 24 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
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	14%	15%	10%	21%	23%	11%	16%	12%	26%	16%	25%	15%	16%

Percent reporting "yes"

TABLE 34: QUESTION 24 BY LENGTH OF RESIDENCY, HOUSING TENURE, 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
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	12%	15%	27%	15%	16%	11%	22%	16%	25%	15%	5%	17%

Percent reporting "yes"