CITY OF MINNEAPOLIS, MN

RESIDENT SURVEY

REPORT OF RESULTS

February 2013

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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.

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 were completed with people of color, one-quarter was with cell phone users[2] 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.

SUMMARY OF FINDINGS

The majority of Minneapolis residents remained happy with the city and their neighborhoods as places to live, giving the highest ratings since these aspects of the community first were measured in 2001.

- The city as a place to live was rated much above the national benchmark and the select cities benchmark.[3] Neighborhood as a place to live was rated similar to the national benchmark (a comparison to select cities was not available).

More respondents than in the previous survey years reported that Minneapolis has gotten better as a place to live. Pride in living in the city has remained strong.

- In 2012, residents were twice as likely to feel like the city as a place to live had gotten better than gotten worse over the last two years.
- Nearly all respondents said that they were proud to live in Minneapolis and that they would recommend the city as a great place to live. This was similar to 2011.

[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.

Public safety, education and transportation continued to be viewed as some of the biggest challenges facing the City in the next five years.

- Public safety and education were the two most frequently mentioned challenges in 2011. More residents in 2012 than in 2011 felt that transportation-related issues and housing were among the top three issues facing the City. Fewer in 2012 than in 2011 believed that education was one of the three biggest concerns facing the City in the next five years, although it was the second most frequently mentioned challenge.

Opinions of Minneapolis neighborhoods remained stable over time.

- Overall, at least three-quarters of respondents agreed or “strongly” agreed with each statement about their neighborhoods. Respondents agreed most that street lighting was adequate in their neighborhoods and that their neighborhoods had a good selection of stores and services that met their needs. A higher proportion of residents in 2012 were in agreement that their neighborhoods had a good selection of stores and services that met their needs.

Nearly all of the respondents who did not live or work Downtown had visited Downtown at least once in the last year.

- 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. The most commonly mentioned reasons were a lack of desire to go Downtown, followed by a lack of parking, preferring other shopping areas, cost of parking and feeling that there was nowhere to go.

Many residents reported a high use of computers, cell phones and the Internet; however, a majority said that they were most likely to get news and information about the City from traditional news media such as newspapers, radio and television.

- Eight in 10 respondents reported that their household had a desktop or laptop computer with Internet. More than half of residents were most likely to use a desktop or laptop computer with Internet at home daily, a cell phone and a computer at work and the Internet on a cell phone to get news about the City.
- The most frequently used means of obtaining information about the City was news media (6 in 10 respondents). One-quarter of residents used the City’s website and City mailings to get news and information about the local City government.

Familiarity with Minneapolis 311 has increased over time.

- Residents’ level of familiarity with Minneapolis 311 was at its highest in 2012, with 70% indicating that they were “somewhat” or “very” familiar compared to 59% in 2008.
- When asked how they got City of Minneapolis government news and information, compared to other sources fewer than 1 in 10 residents reported that they get government news and information from 311.

Those who had contact with City employees viewed their interactions positively.

- Half of respondents reported having contacted the City in the 12 months prior to the survey to get information or services, which was more contact than in 2011 and less than residents in other communities across the country.

- More residents in 2012 than in 2011 reported calling 311 to contact the City and fewer used the City's website.
- At least three-quarters of respondents rated the employee's courteousness, respectfulness, knowledge and willingness to help or understand as "good" or "very good." These evaluations were similar to 2011 and similar to or below the national benchmark comparisons.

A higher proportion of respondents in 2012 than in 2011 were happy with the public education in the Minneapolis Public Schools and felt that the quality of public education had improved over the last two years.

- Although more respondents in 2012 than 2011 said that they were satisfied with public education in the Minneapolis Public Schools (MSP), satisfaction with MSP was much below the national benchmark.
- Slightly more of respondents (one-third) felt quality of public education in Minneapolis Public Schools had improved than felt it had declined (one-quarter).

Survey respondents voiced high levels of satisfaction with the overall quality of City services as well as with the various individual services provided by the City.

- Nearly all residents (96%) said that they were "satisfied" or "very satisfied" with the overall quality of City services, a rating that was much below the national average but above the selected cities benchmark.
- Fire protection and emergency medical response, sewer services, 311 for City services and information, and park and recreation services were the top rated services. Repairing alleys, repairing streets, affordable housing development and mortgage foreclosure assistance were given the lowest satisfaction ratings. Providing quality drinking water, snow removal and repairing streets saw an increase in ratings from 2011 to 2012.
- Of the 13 services that could be compared to the national benchmark, two were above or much above and four were rated similar to the nation. Seven services were rated much below ratings given to other communities across the nation.

As in previous survey years, life and safety services were deemed the most important City services, and most received ratings in 2012 that were similar to 2011.

- Fire protection and emergency medical response, providing quality drinking water and Police services were rated as the most important services. More respondents in 2012 than in 2011 felt that garbage collection and recycling programs, cleaning up graffiti and animal control services were important. Although cleaning up graffiti and animal control services were believed to be less important than the other services, the importance of these services dipped in 2011 but rose in 2012.

Residents were divided on whether property taxes or fees should be increased to maintain or improve City services, which was similar to opinions given in 2011.

- Half of residents agreed that property taxes or fees should be increased to maintain or improve City services. About twice as many respondents "strongly" disagreed than "strongly" agreed with this proposal.

Snow removal and providing park and recreation services were identified as potential areas of focus for the City, as these were believed to be of higher importance, were rated below the national benchmark and were more likely to influence resident opinions about a property tax increase than were other services.

- A series of analyses were conducted to uncover which City services were among the most important and perceived to be delivered with the lowest quality, as well as which service correlated most highly a willingness to support a tax increase. Residents who gave higher ratings to the key services (or "drivers") were more likely to support a tax increase to maintain or improve services, while those who gave lower ratings to the key services were less likely to support a tax increase to maintain or improve services.
- The key drivers for Minneapolis in 2012 were snow removal, providing quality drinking water, providing parks and recreation services and revitalizing Downtown. Because snow removal and providing park and recreation services were both below the national benchmark and were key drivers, these are services on which the City may want to focus resources for either maintaining or improving service levels to have the biggest payoff in resident willingness to pay for better or sustained service.

Most respondents gave favorable ratings to the City government performance.

- A majority of respondents were pleased with the overall direction the City is taking and with the job the City government does at effectively planning for the future and informing residents on major City issues. More residents in 2012 than in 2011 felt that the job the City does at effectively planning for the future was "good" or better, while fewer felt that the City does a "good" or "very good" job providing meaningful opportunities for citizen input.
- Of the three aspects of City government performance that could be compared to the national benchmark, the overall direction the City is taking was rated much above, providing opportunities for citizen input was similar and providing value for the taxes paid was below.

The small proportion of respondents who reported experiencing discrimination in the city in the last year were most likely to have experienced it while getting a job or at work, or in dealing with the City.

- One in six residents reported experiencing discrimination in the 12 months prior to the survey, which was similar to previous years.
- The 14% of respondents who indicated that their discrimination happened in dealing with the City were asked to provide the reason for the discrimination; "race" and "economic status" were the most frequently mentioned reasons. The City department most commonly involved in the discrimination was Police. The Police department received more complaints about discrimination in 2012 than in 2011.

SURVEY BACKGROUND

The City of Minneapolis contracted with National Research Center, Inc. (NRC) to conduct a citywide resident survey. The Minneapolis Resident Survey serves as a consumer report card for Minneapolis by providing residents with the opportunity to rate the quality of life in the city, the community's amenities, 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 communicate their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps council, staff and the public set priorities for decisions and lays the groundwork for tracking community opinions about the core responsibilities of Minneapolis City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government controls to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the sixth administration of the Minneapolis Resident Survey, including the baseline study conducted in 2001, and the fourth iteration conducted by NRC.

SURVEY METHODS

Phone numbers, both listed and unlisted, of Minneapolis residents were randomly selected for interviewing. (The technique for doing this is called "random digit dial," where the known telephone area codes and exchanges within an area are joined to randomly generated four-digit numbers.)

A reverse directory look-up was conducted to find the addresses of as many of these phone numbers as possible. (Obviously, no address could be matched to unlisted numbers.) These addresses were then geocoded to determine with which community planning district the phone number was associated. Interviewed respondents were also asked for their address, or a nearby intersection or landmark, so that they could be placed within one of the districts, to allow examination of the survey results by district.

Additionally, separate quotas based on racial groups and cell phone users (where a cell phone was their primary or only phone) were established to ensure that a representative number of these populations participated in the survey. Residents using Text Telephone (TTY, use of telephones for the hearing impaired) also were dialed. Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; five surveys were conducted in Spanish, two in Hmong, four in Vietnamese, two in Oromo, two in Somali and four in Lao. One-quarter of completed interviews were conducted with residents of color and another one-quarter were completed with cell phone users[4]. Although TTY capabilities were offered this year, no surveys were completed with TTY users.

[4] 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.

Phone calls were made from October 11, 2012 to November 28, 2012. The overall response rate was 20%. For more information on the methodologies used for this study, please see *Appendix IV: Detailed Survey Methodology*.

UNDERSTANDING THE RESULTS

HOW THE RESULTS ARE REPORTED

For the most part, the "percent positive" is reported for 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.*

The tables and graphs in the report body display the responses from respondents who had an opinion about a specific item. The "don't know" and "refused" responses have been removed from the analyses presented in the body of the report. This approach to presenting data is used in order to allow the fairest comparisons across items.

Though a somewhat small percentage of respondents offer "don't know" for most items, inevitably some items have a larger "don't know" percentage. Comparing responses to a set of items on the same scale can be misleading when the "don't know" responses have been included. If two items have disparate "don't know" percentages (2% vs. 15%, for example), any apparent similarities or differences across the remaining response options may disappear once the "don't know" responses are removed. When the "don't know" responses are 20% or greater, they are noted in the report body.

Resident survey reports prior to 2005 for the City of Minneapolis included "don't know" responses in the report bodies. In this report, comparisons to data from previous survey administrations omit the "don't know" responses.

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. 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.

"RESIDENT" AND "RESPONDENT"

As the results of the survey are intended to reflect the City of Minneapolis population as a whole, the terms "resident" and "respondent" are used interchangeably throughout this report.

CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample (1,378 completed interviews). For each community planning district from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 94 (in the smallest district response) to plus or minus 7% for 199 completed surveys (in the largest district response). Where estimates are given for subgroups, they may be less precise. Generally the 95% confidence interval is plus or minus five percentage points for samples of about 400 to 10 percentage points for samples as small as 100. (For comparisons made across community planning districts, the margin of error is equivalent to that for the smallest group.)

COMPARING SURVEY RESULTS OVER TIME AND BY SUBGROUP

Because this survey was the sixth iteration of the resident survey, the current results are presented along with past ratings when available. If a question was not asked on a previous survey administration, that year does not appear in the figure. For comparisons by survey year, the margin of error is plus or minus four percentage points around any given percentage point, which means that differences from 2011 to 2012 must be five percentage points or higher before they should be considered real changes in population sentiment.

Finally, selected results for all Minneapolis residents were compared to results from subgroups of the population (community planning district and sociodemographics) in Minneapolis and are presented *Appendix III: Crosstabulation of Select Survey Questions*, and discussed throughout the report.

COMPARING SURVEY RESULTS TO OTHER COMMUNITIES

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in Minneapolis, but from Minneapolis services to services like them provided by other jurisdictions. This way we can better understand if “good” is good enough for Minneapolis service evaluations.

In this report, comparisons are made to both the entire database (“national database”) and a portion of the database (“select cities”)[5], featuring communities identified by Minneapolis, when available (jurisdictions to which Minneapolis was compared can be found in *Appendix V: Jurisdictions Included in the Database*). Benchmark comparisons have been provided when similar questions on the Minneapolis survey are included in NRC’s database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other cities across the country. Additional information on NRC’s benchmarking database can be found in *Appendix IV: Detailed Survey Methodology*.

Where comparisons for quality ratings were available, the City of Minneapolis’s results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior (for example, residents contacting the City in the last 12 months) – the comparison to the benchmark is designated as “more,” “similar” or “less”. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of Minneapolis’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “above,” “below,” “more,” or “less” if the difference between Minneapolis’s rating and the benchmark is greater than the margin of error; and “much above,” “much below,” “much more” or “much less” if the difference between Minneapolis’s rating and the benchmark is more than twice the margin of error.

[5]Austin, TX; Boulder, CO; Charlotte, NC; Denver, CO (City and County); Durham, NC; Oklahoma City, OK; Portland, OR.

SURVEY FINDINGS

QUALITY OF LIFE AND COMMUNITY

Minneapolis residents were asked to evaluate a number of aspects regarding the quality of life and community in the city. Nine in 10 respondents rated the city as a place to live as "good" or "very good" and 8 in 10 felt that their neighborhoods were a "good" or better place to live. Ratings given in 2012 were similar to those given in 2011, although assessments of neighborhoods as a place to live have been slowly increasing since 2001.

Ratings given by Minneapolis residents to these aspects of the community were compared to opinions of residents in communities across the nation and in select cities. Minneapolis as a place to live received ratings much above both benchmarks and neighborhood as a place to live was rated similar to the national benchmark (a comparison to select cities was not available).

When results were compared across community planning districts, respondents from the Southwest and Central districts were more likely to give "good" or "very good" ratings to the City of Minneapolis as a place to live, while respondents from the Near North district were less likely to do so. Comparisons by demographic subgroup revealed that young males, people of color, renters and respondents with lower household incomes were less likely to give positive ratings to Minneapolis and their neighborhoods as a place to live (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 1: MINNEAPOLIS AS A PLACE TO LIVE COMPARED OVER TIME

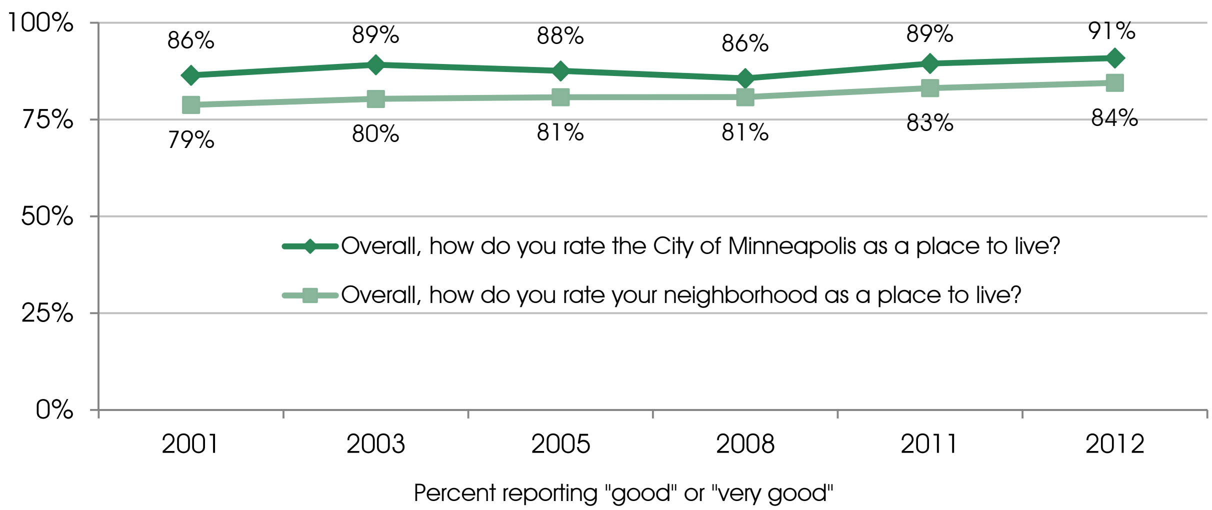


FIGURE 2: MINNEAPOLIS AS A PLACE TO LIVE BENCHMARKS

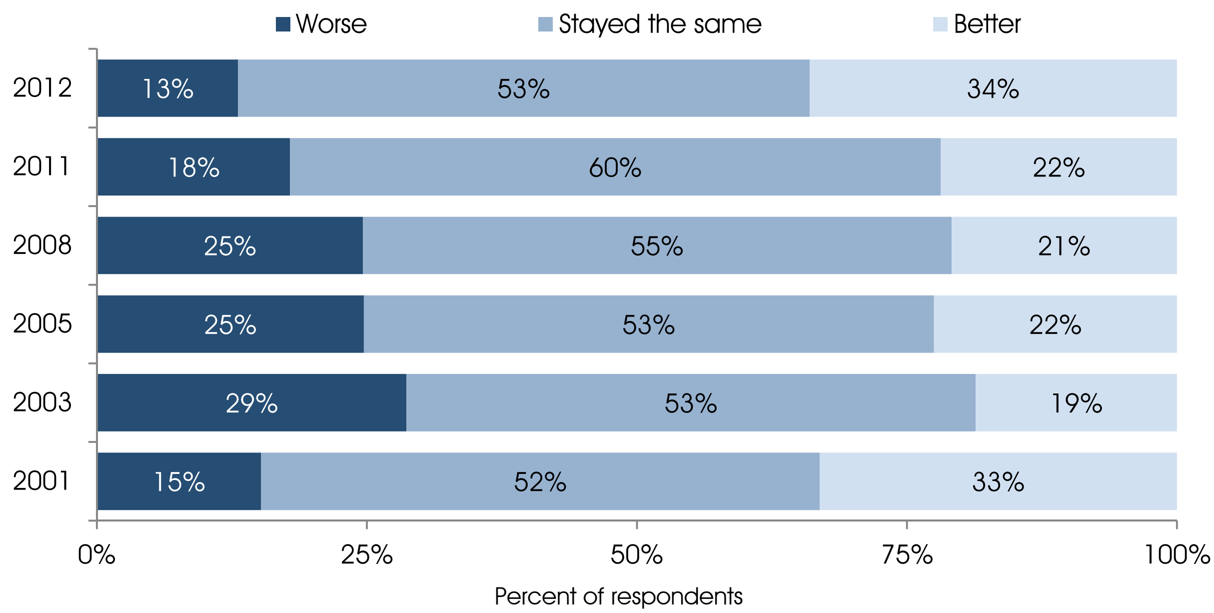
	National comparison	Selected cities comparison
Minneapolis as a place to live	Much above	Much above
Your neighborhood as a place to live	Similar	Not available

When asked if they felt that Minneapolis as a place to live had gotten better, worse or stayed about the same in the two years prior to the survey, half of respondents felt it had stayed the same. One-third felt that Minneapolis as a place to live had gotten better and 13% said it was worse. Compared to 2011, a higher proportion of residents in 2012 believed that the city as a place to live had gotten better (22% in 2011 versus 34% in 2012), while smaller proportions of respondents said that it had stayed the same (60% versus 53%, respectively) or gotten worse (18% versus 13%, respectively).

Phillips residents, young males, Latino/Hispanic respondents and respondents earning $100,000 or more were more likely than other groups to feel that Minneapolis had gotten better as a place to live during the two years prior to the survey. Camden residents, respondents who were not Latino/Hispanic and those with incomes below $25,000 were more likely to feel that Minneapolis had gotten worse as a place to live over the past two years compared to their counterparts (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 3: PERCEIVED CHANGE IN CITY LIVABILITY COMPARED OVER TIME

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



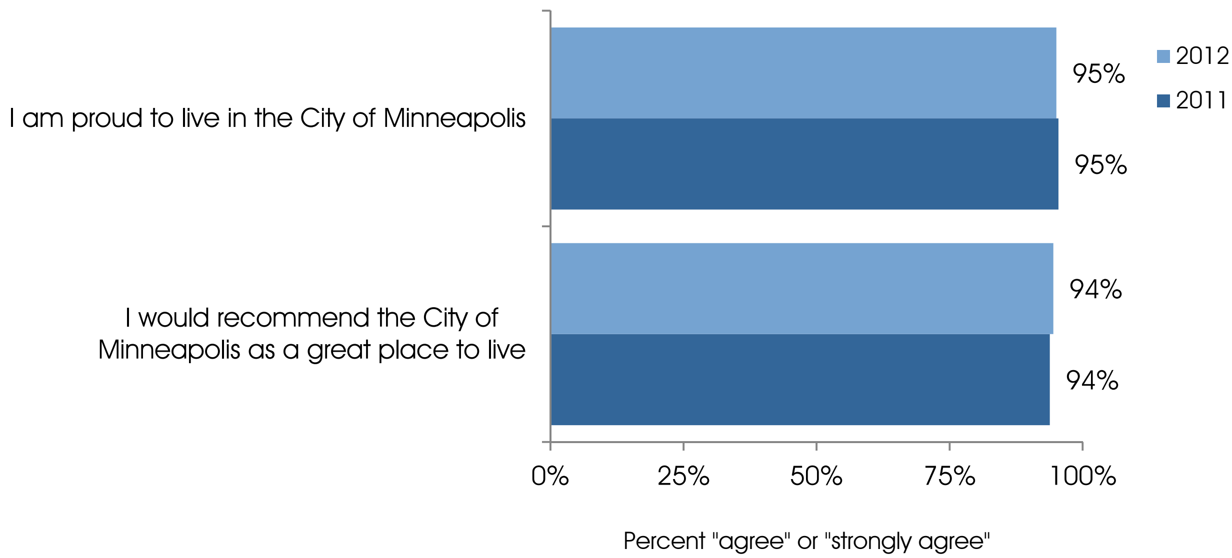
The 2001 questionnaire asked respondents to rate changes in livability over the past three years versus the past two years.

Nearly all Minneapolis residents said that they were proud to live in the city and would recommend the city as a great place to live (95% and 94%, respectively, agreed or "strongly" agreed with each statement). These assessments were identical to those given in 2011, when these questions were first asked.

Although at least 9 in 10 respondents from each community planning districts agreed that they were proud to live in the City of Minneapolis, those representing the University district were somewhat less likely to feel this way. Respondents from the Central district and high-income residents were more likely to recommend the City of Minneapolis as a great place to live, while respondents from the Camden and Near North districts were less likely to do so. No differences were observed by respondent gender, age or ethnicity (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 4: PERCEPTIONS OF LIVING IN MINNEAPOLIS COMPARED OVER TIME

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:



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 three challenges mentioned most frequently by residents were public safety (32%), education (30%) and transportation-related issues including traffic, transit and parking (28%). One in five respondents mentioned housing, property taxes, maintaining public infrastructure and job opportunities as one of the three biggest challenges facing the City in the coming five years.

Public safety and education also were the two most frequently mentioned challenges in 2011. More residents in 2012 than in 2011 felt that transportation-related issues (28% in 2012 versus 21% in 2011) and housing (21% versus 14%) were among the top three issues facing the City. Fewer in 2012 than in 2011 believed that education was one of the three biggest concerns facing the City in the next five years (30% in 2012 versus 35% in 2011).

FIGURE 5: 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 and their residences. The survey also assessed respondents' intentions, if any, of moving out of their current residence in the next two years.

Overall, at least three-quarters of respondents agreed or "strongly" agreed with each of the positive statements about their neighborhoods. The statements most respondents agreed with were "street lighting in my neighborhood is adequate" (86%) and "my neighborhood has a good selection of stores and services that meet my needs" (85%). Slightly fewer (77%) agreed that their neighborhoods supported a healthy lifestyle, a question that was new to the 2012 survey.

When compared to 2011, ratings generally remained the same. However, a higher proportion of residents agreed or "strongly" agreed that their neighborhoods had a good selection of stores and services that met their needs (85% in 2012 versus 76% in 2011). Agreement with this statement has increased steadily since 2001.

One of the six 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.)

Compared to other groups, young females, people of color and respondents from the Near North district were less likely to agree with most statements regarding the safety and quality of their neighborhoods, including "people in my neighborhood look out for one another" and "my neighborhood is clean and well maintained." Respondents from the Southwest district and those with higher household incomes than those from other districts were more likely to agree with these statements (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 6: 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:

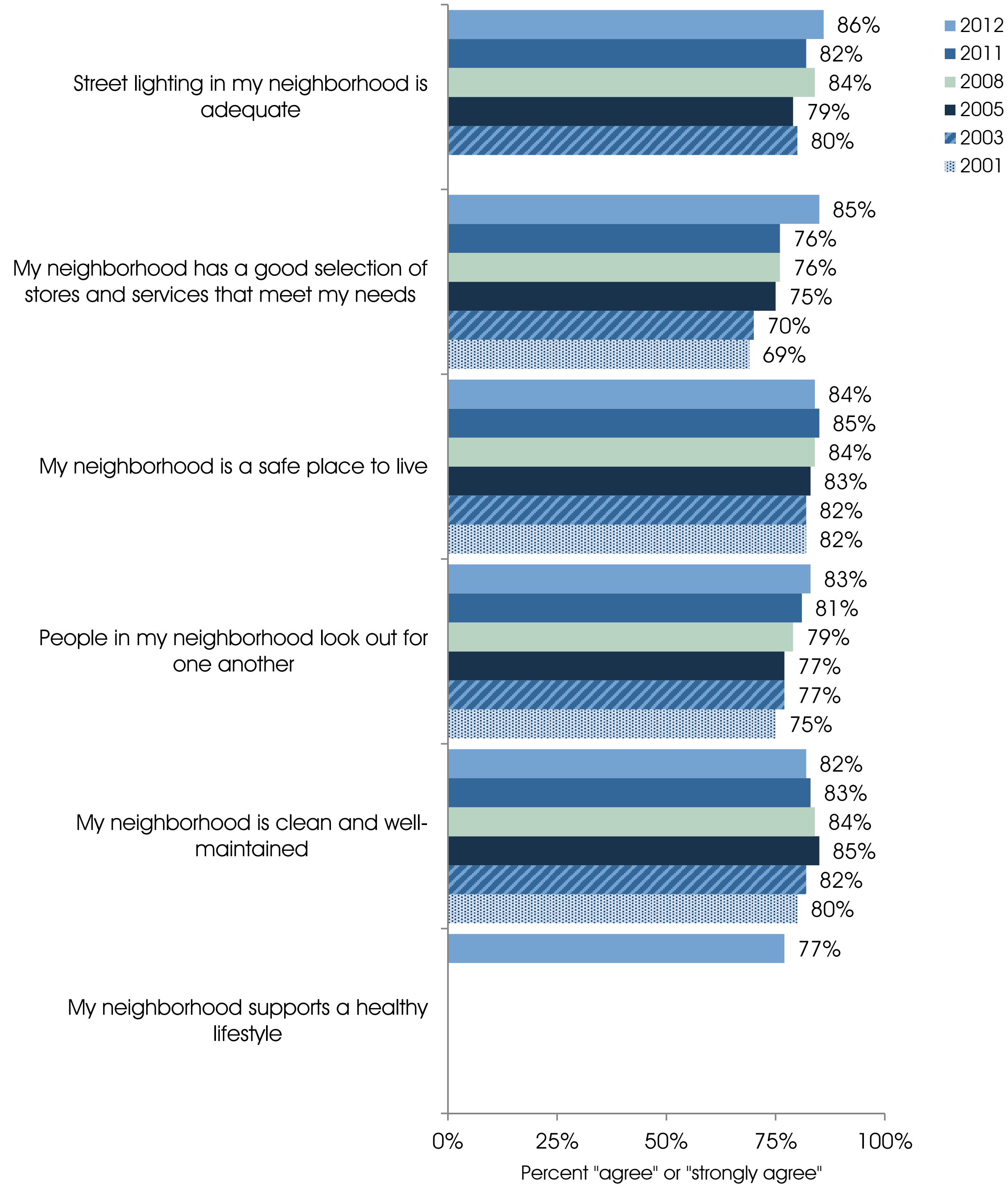


FIGURE 7: NEIGHBORHOOD SAFETY BENCHMARKS

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

Seventy-two percent of respondents felt that their current residence was “just the right size” based on the needs of their household, 22% felt that the size of their current residence was “too small” and 6% felt their residence was “too big.” Respondents’ evaluations of the size of their current residences were similar to previous years.

When results were compared by respondent subgroups, residents from the Near North and Northeast districts, older respondents, people of color, homeowners and longer-term residents of Minneapolis were more likely to report that their current place of residence was “just the right size” based on their household’s needs. Younger respondents, renters and residents of Camden and Powderhorn more often reported that their residence was “too small” compared to other groups (see *Appendix III: Crosstabulation of Select Survey Questions*).

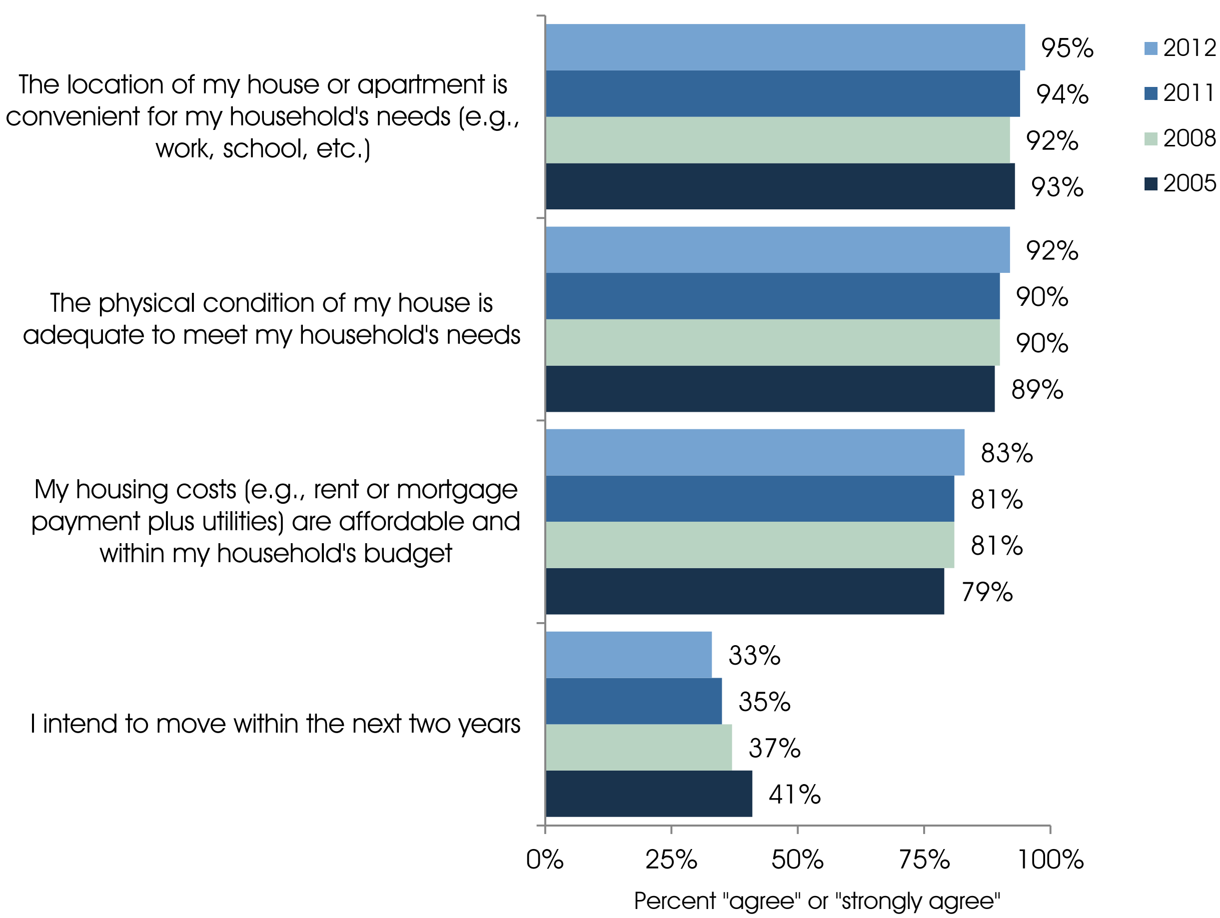
FIGURE 8: SIZE OF CURRENT RESIDENCE COMPARED OVER TIME

Nearly all residents agreed or "strongly" agreed (95%) that the location of their house or apartment was convenient for their household's needs and that the physical condition of their home was adequate for the needs of their household (92%). Eight in 10 agreed that their housing costs were affordable and within the household's budget. One-third of respondents said that they intended to move within the next two years; however, a similar proportion "strongly" disagreed with this statement (see *Appendix II: Complete Set of Frequencies* for a full set of responses). These ratings were similar when compared to 2011.

Males, homeowners and residents from the Central district were more likely to agree that their housing costs were affordable and within their household's budgets than were respondents from other groups. Renters, people of color and Camden residents were less likely to agree that the location of their house or apartment was convenient or that the physical condition of their house was adequate for their household's needs. Younger respondents, people of color, renters and Phillips district residents were more likely to indicate an intent to move within the next two years than were their counterparts (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 9: PERCEPTIONS OF CURRENT PLACE OF RESIDENCE COMPARED OVER TIME

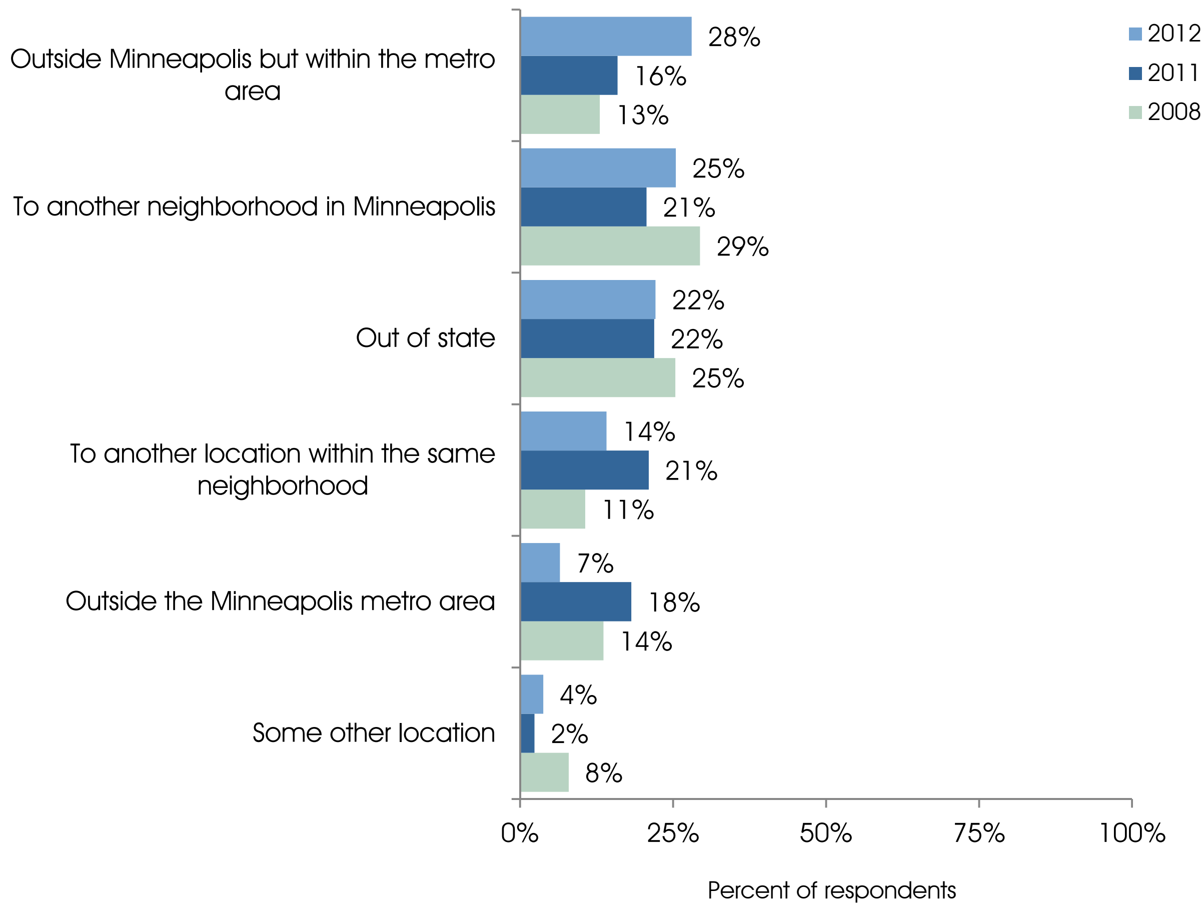
Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree, or strongly disagree.



Those who “strongly” agreed that they intended to move in the next two years were asked two follow-up questions about where and why they planned to move. One-quarter of respondents each said they planned on moving outside Minneapolis but within the metro area (28%), to another Minneapolis neighborhood (25%) or out of state (22%). More residents in 2012 than in 2011 who indicated that they planned on moving said that they were moving outside of the city but within the metro area (28% versus 16%, respectively). A smaller proportion in 2012 than in 2011 identified that they intended to move to another location within the same neighborhood (14% versus 21%) or outside the Minneapolis metro area (7% versus 18%).

FIGURE 10: INTENDED LOCATION OF MOVE COMPARED OVER TIME

Which one of the following best describes where you intend to move?

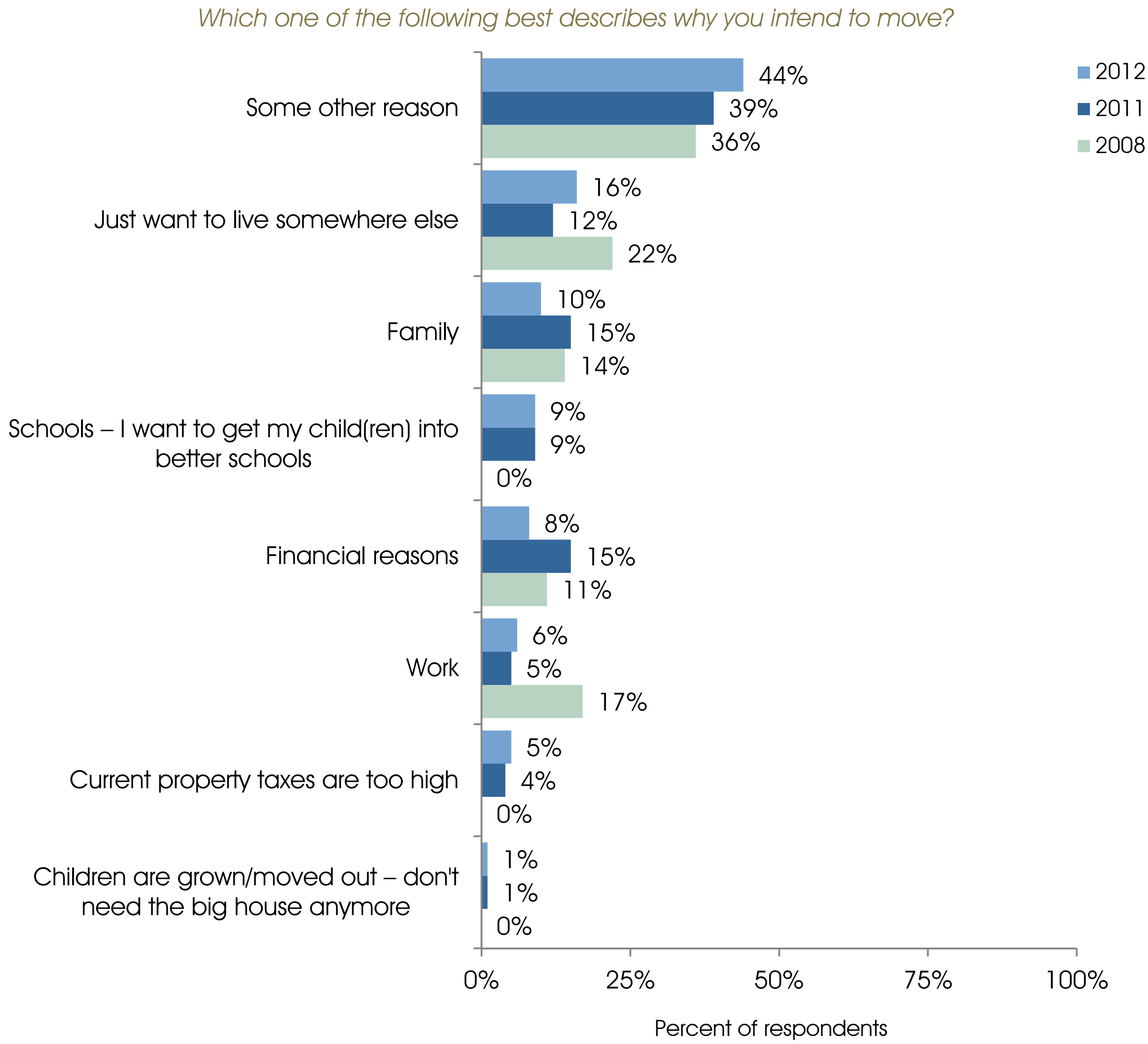


This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years. This follow-up question was added to the survey in 2008.

When asked to specify why they intended to move, respondents were able to answer in their own words, although a list of potential categories of response was available to interviewers who then selected the one that best fit each respondent's answer. The most frequently mentioned response by those who planned on moving from their current residence in the next two years was "some other reason" than the categories listed. One in six said their reason for moving was a desire to live somewhere else (16%). One out of 10 respondents indicated family, better schools and financial reasons as their motive for moving from their current residence.

Compared to 2011, the proportion of respondents in 2012 selecting each reason for moving generally was similar. However, fewer respondents in 2012 than in 2011 cited family (10% versus 15%, respectively) and finances (8% versus 15%) as reasons for moving.

FIGURE 11: REASON FOR INTENDED MOVE COMPARED OVER TIME



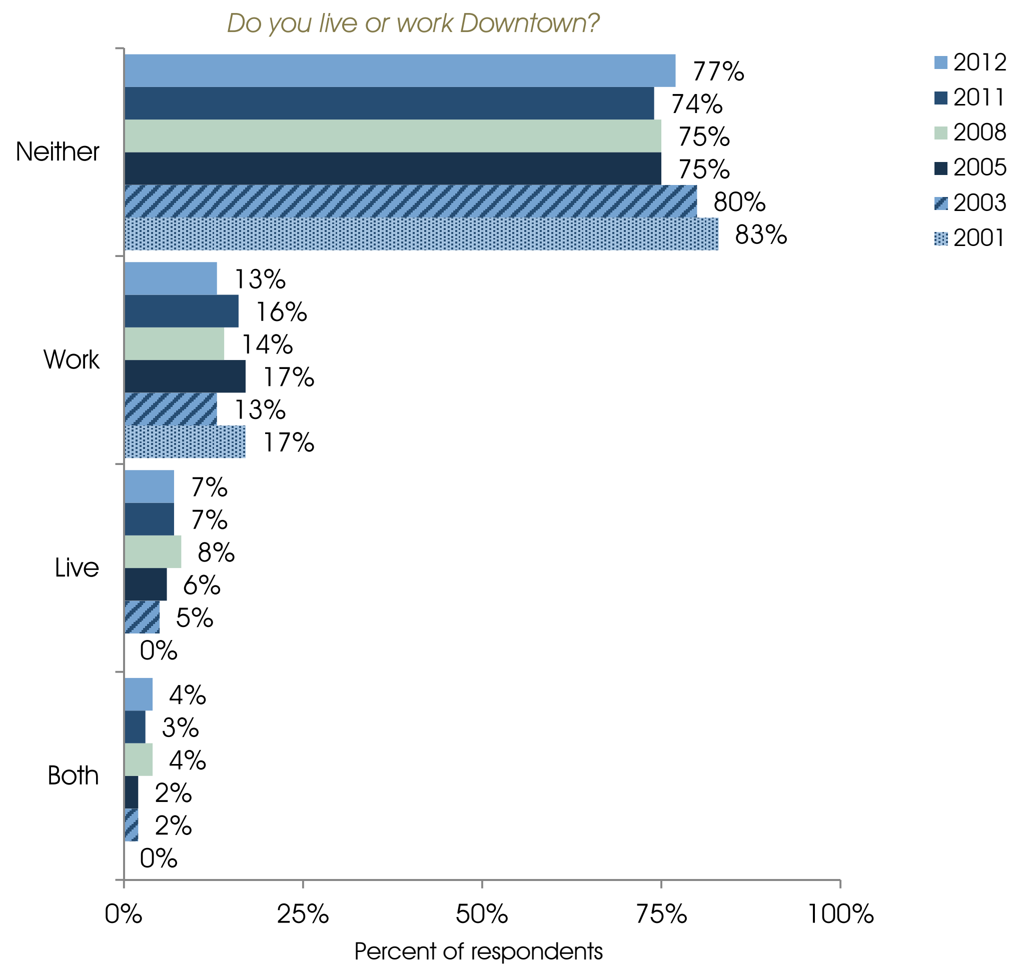
This question was asked only of those who reported "strongly agree" when asked if they intend to move within the next two years. This follow-up question was added to the survey in 2008.

DOWNTOWN USAGE AND IMAGE

A number of survey questions measured respondents' attitudes about Downtown Minneapolis including living and working there, the frequency of visits, reasons that keep them from visiting and feelings of safety.

As in previous years, a majority of respondents (77%) in 2012 indicated that they neither lived nor worked in Downtown Minneapolis. Thirteen percent said they worked Downtown, 7% lived Downtown and 4% said they both live and work Downtown. These results generally have remained stable over time.

FIGURE 12: LIVING AND WORKING IN DOWNTOWN MINNEAPOLIS COMPARED OVER TIME

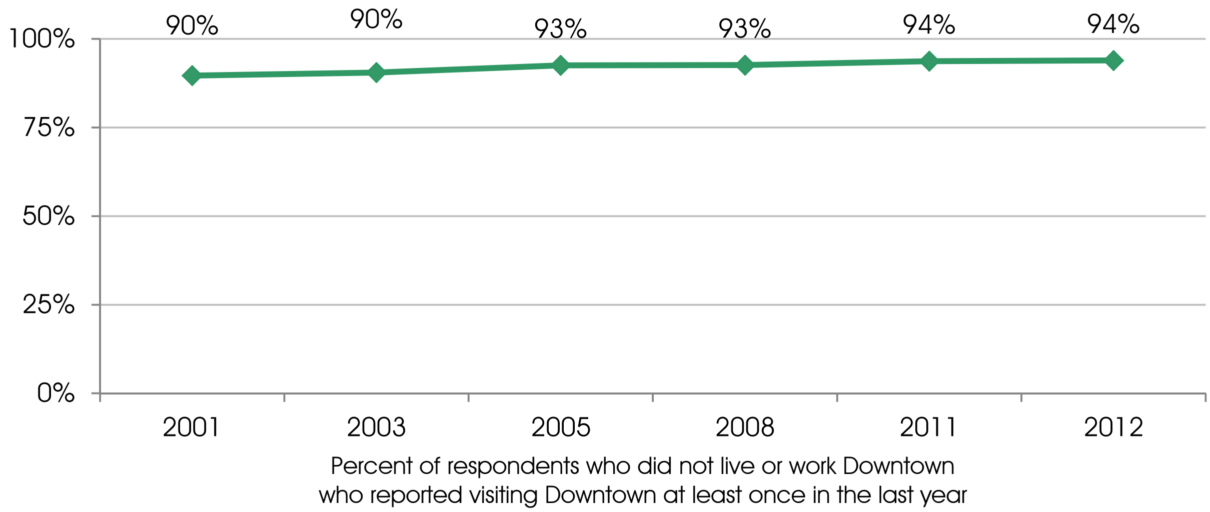


In 2001, respondents were only asked if they worked Downtown, therefore a "no" response in 2001 is shown as equivalent to "neither" in subsequent years, although some of them may have lived downtown.

Those who reported that they neither lived nor worked Downtown were asked how often in the last year they had visited Downtown Minneapolis. Nearly all residents reported visiting Downtown at least once in the 12 months prior to the survey, with one-third indicating they had done so 26 times or more (see *Appendix II: Complete Set of Frequencies*). This was similar to the frequency of visits in previous years.

FIGURE 13: FREQUENCY OF VISITING DOWNTOWN MINNEAPOLIS IN THE LAST YEAR COMPARED OVER TIME

In the last year, how often, if ever, did you go Downtown?



The surveys from 2003 and later asked this question of only those people who did not live and/or work Downtown. The 2001 survey asked this question only of people who did not work Downtown.

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.

The most commonly mentioned reasons were not wanting to go Downtown (26%), followed by a lack of parking (17%), preferring other shopping areas (14%), cost of parking (13%) and feelings that there is nowhere to go (12%). Fewer cited getting lost, the expense of going Downtown and a lack of cleanliness as reasons for not visiting.

Overall, the proportion of respondents selecting each reason in 2012 was similar to 2011. More residents in 2012 than in 2011 indicated preferences for other shopping areas (14% versus 7%) and safety (10% versus 4%) as deterrents to visiting Downtown.

FIGURE 14: 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.

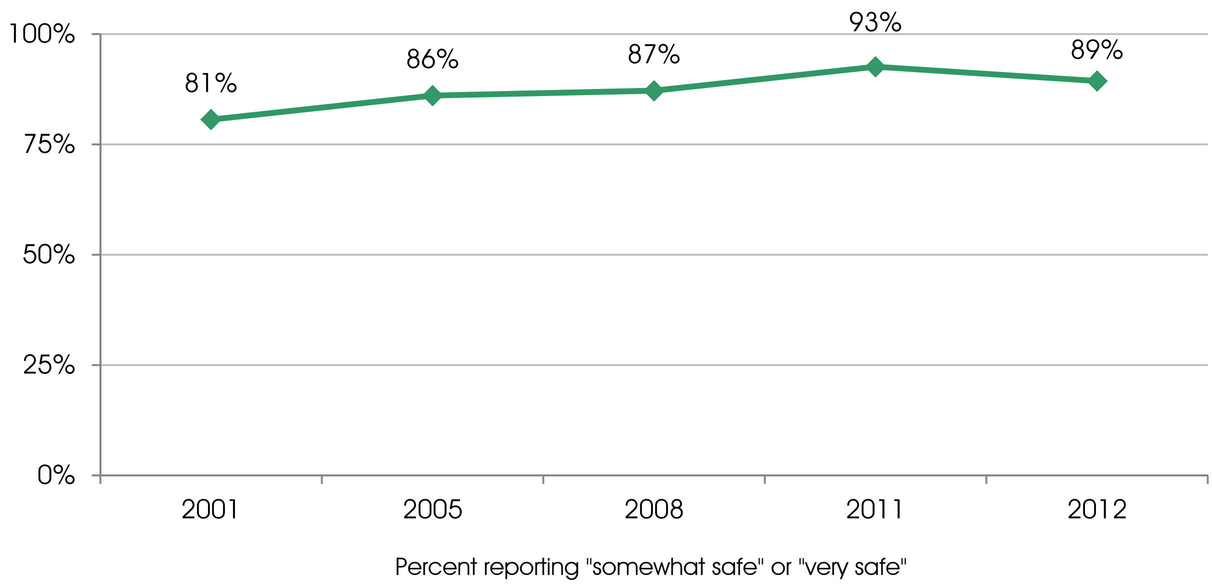
DOWNTOWN SAFETY

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).

Feelings of safety downtown were similar across the community planning districts and few differences were found by respondent characteristics. However, Latino/Hispanic residents were more likely to feel safe in downtown Minneapolis than non-Latino/Hispanic (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 15: 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 16: DOWNTOWN SAFETY BENCHMARKS

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

ACCESS TO INFORMATION

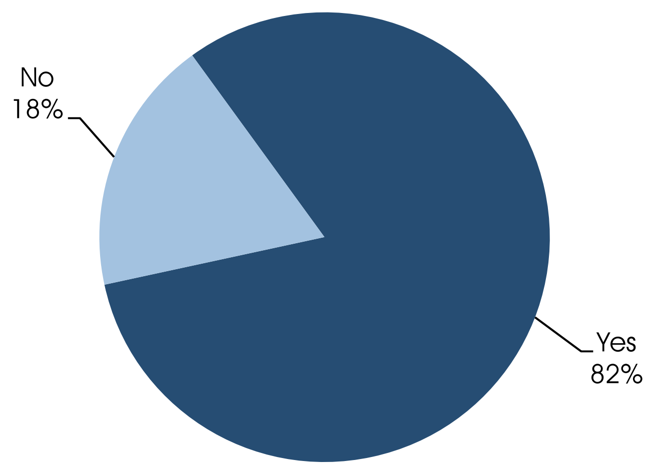
A couple of new questions were added to the 2012 survey to learn about the availability and use of technology and the Internet in Minneapolis households. Additionally, respondents were asked how they get information and news about the City government.

Most respondents (82%) stated that their households had a desktop or laptop computer with Internet.

Compared to other groups, older respondents, people of color, respondents earning less than $25,000, renters, long-term residents and those from the Northeast and Phillips districts were less likely to report having a computer with Internet in their household (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 17: COMPUTER IN HOUSEHOLD

Do you have a desktop or laptop computer with Internet in your household?

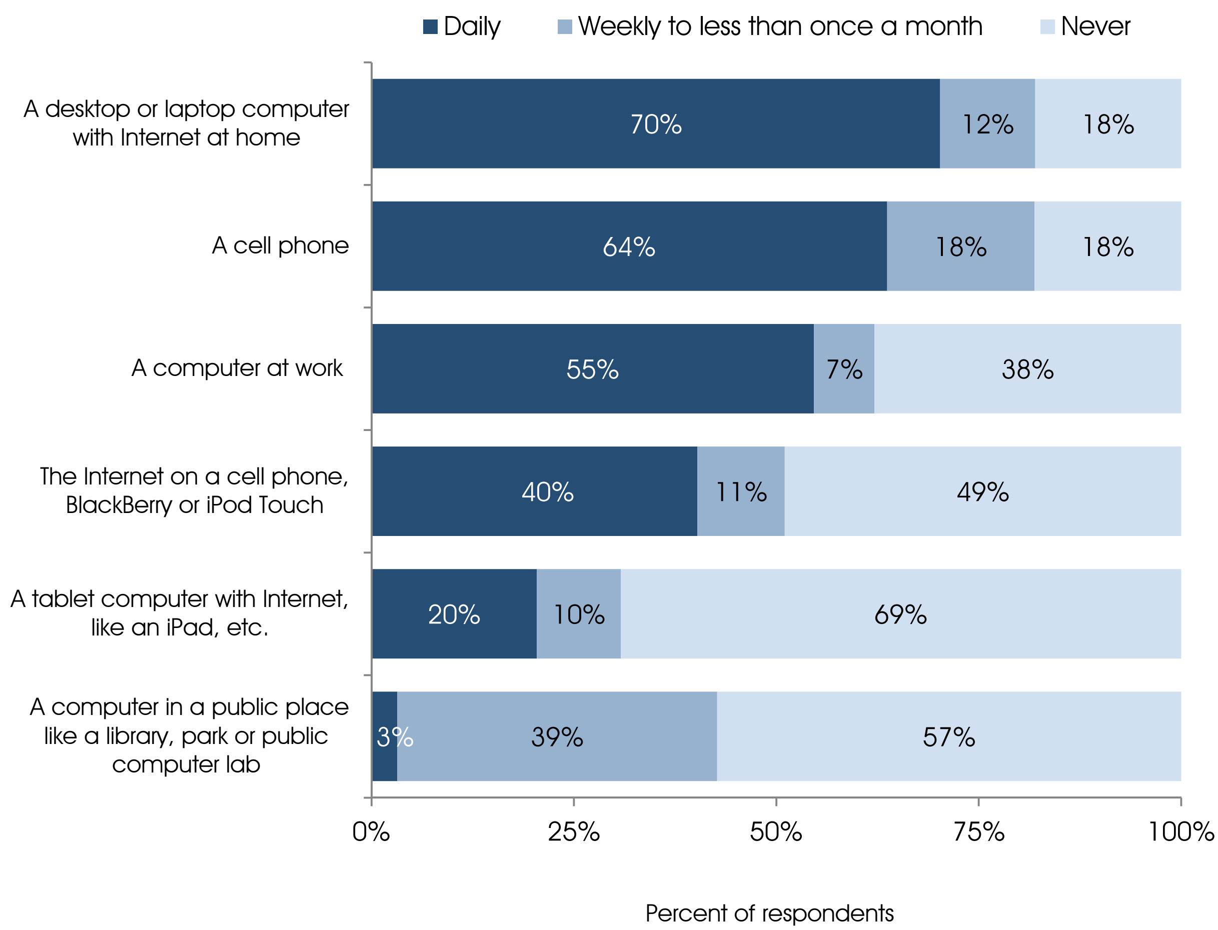


In 2012, survey respondents were asked about their use of a number of devices. Generally, respondents said either they used each device daily or that they never used it. Residents were most likely to use a desktop or laptop computer with Internet at home on a daily basis (70%), followed by a cell phone (64%), a computer at work (55%) and the Internet on a cell phone, BlackBerry or iPod Touch (40%). While 40% of respondents reported daily use of the Internet on a cell phone, BlackBerry or iPod Touch, 49% reported never using this type of device.

Respondents were the least likely to have used a tablet computer, such as an iPad, with Internet (69% reported never using this) or a computer in a public place like a library, park or public computer lab (57% never used).

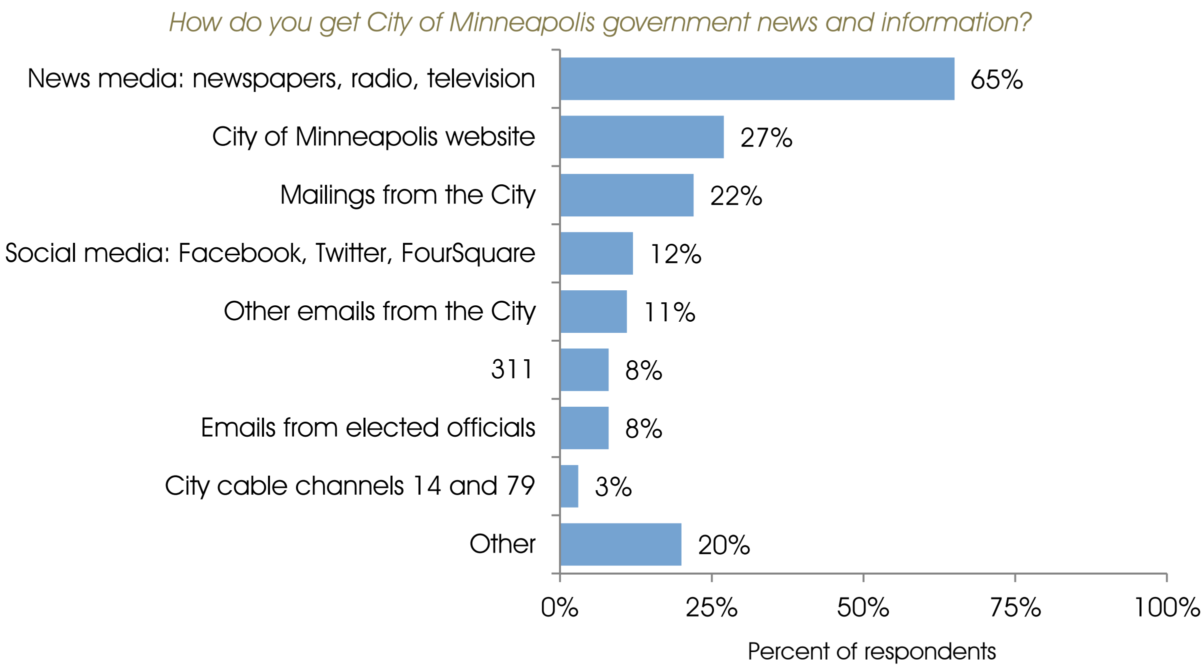
FIGURE 18: USE OF TECHNOLOGY

How often, if ever, do you use each of the following on a scale of never, less than once a month, monthly, weekly or daily?



Also new to the 2012 survey was a question asking residents how they get information and news about the Minneapolis City government. Respondents could list more than one information source. A majority of respondents (65%) stated news media such as newspapers, radio and television as their source for information about the City. One-quarter cited the City's website and City mailings as avenues for news and information about the local government. One in 10 or fewer mentioned any of the other information sources as ways they learn about City news.

FIGURE 19: SOURCES USED FOR GOVERNMENT INFORMATION AND NEWS

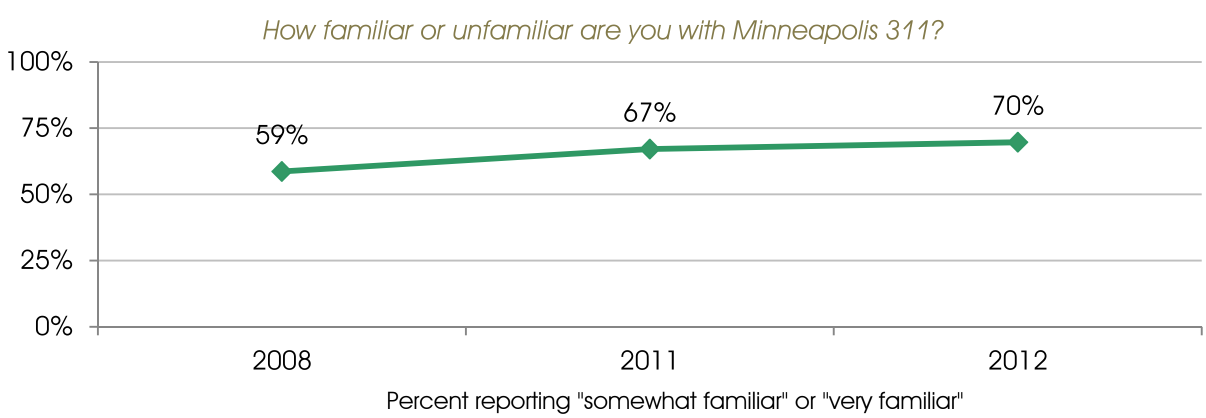


Total may exceed 100% as respondents were able to choose more than one response.

Residents' level of familiarity with Minneapolis 311 was at its highest in 2012, with 70% indicating that they were "somewhat" or "very" familiar. While this is similar to what was reported in 2011, familiarity has increased since this question was first asked in 2008.

Females, homeowners, high-income respondents and respondents from the Near North and Northeast districts were more familiar with Minneapolis 311. Respondents living in Minneapolis for less than five years and those from the Phillips district were less familiar than other groups (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 20: FAMILIARITY WITH MINNEAPOLIS 311 COMPARED OVER TIME



CONTACT WITH THE CITY

Contact with the City, including City employees, the website and emergency services, was measured. Half of respondents reported having contacted the City in the 12 months prior to the survey to get information or services. This was an increase in the rate of contact from 2011 but was less contact than what was reported by residents in other communities across the country (a comparison to select cities was not available).

Homeowners, respondents earning $100,000 or more and Near North residents were more likely to have contacted the City to get information or services in the 12 months prior to the survey. Renters, respondents earning less than $25,000, those living in Minneapolis for less than 5 years and Central residents were less likely to have contacted the City than other groups (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 21: CONTACT WITH THE CITY COMPARED OVER TIME

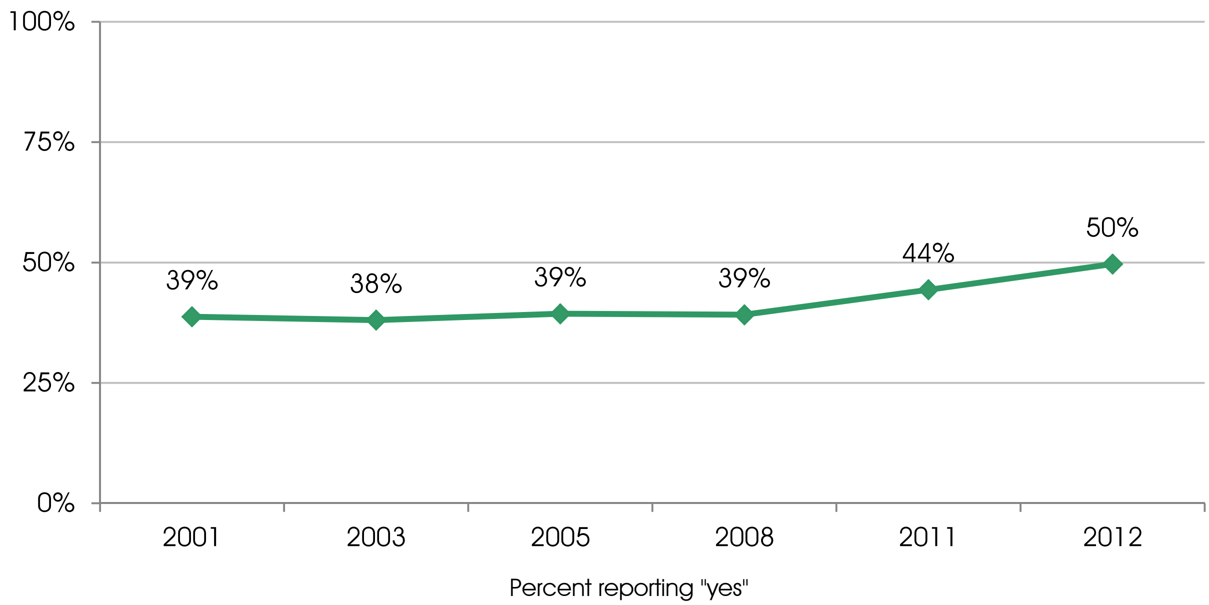


FIGURE 22: CONTACT WITH CITY BENCHMARKS

	National comparison	Selected cities comparison
Contacted City in last 12 months?	Less	Not available

The 50% of respondents who reported having contacted the City in the last 12 months were asked to indicate how they made contact. They were able to indicate more than one method of contact. Half of those who reported contact with the City did so by telephone using the City's 311 line. Four in 10 used another telephone number and 2 in 10 contacted the City via the website. Fewer than 1 in 10 mentioned any of the other methods of contact.

Compared to 2011, more residents reported using the City's 311 telephone number to contact the City (40% in 2011 versus 48% in 2012) and fewer used the City's website (29% in 2011 versus 21% in 2012). Use of the other modes of contact stayed the same over time.

FIGURE 23: METHOD OF CONTACT AMONG THOSE WITH CONTACT COMPARED OVER TIME

<table>
<tr><th>How did you contact the City? (Percent of respondents.)</th><th>2012</th><th>2011</th><th>2008</th><th>2005</th><th>2003</th><th>2001</th></tr>
<tr><td>By telephone – 311</td><td>48%</td><td>40%</td><td>46%</td><td rowspan="2">73%</td><td rowspan="2">83%</td><td rowspan="2">90%</td></tr>
<tr><td>By telephone – other number</td><td>42%</td><td>43%</td><td>48%</td></tr>
<tr><td>Visit the City's website</td><td>21%</td><td>29%</td><td>22%</td><td>22%</td><td>32%</td><td>NA</td></tr>
<tr><td>By email-other email</td><td>9%</td><td rowspan="2">8%</td><td rowspan="2">14%</td><td rowspan="2">10%</td><td rowspan="2">13%</td><td rowspan="2">18%</td></tr>
<tr><td>By email-311</td><td>4%</td></tr>
<tr><td>In person</td><td>8%</td><td>11%</td><td>12%</td><td>16%</td><td>24%</td><td>24%</td></tr>
<tr><td>By mail</td><td>2%</td><td>1%</td><td>7%</td><td>4%</td><td>10%</td><td>10%</td></tr>
<tr><td>Used the 311 mobile app</td><td>1%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Other</td><td>2%</td><td>2%</td><td>3%</td><td>2%</td><td>NA</td><td>NA</td></tr>
</table>

This question was asked only of those who said they had contacted the City in the last 12 months. Total may exceed 100% as respondents were able to choose more than one response. Prior to the 2012 survey, the response options "By email-311" and "By email-other email" were one item: "By email."

Residents who contacted the City were asked to evaluate several aspects of the employee with whom they interacted. Overall, Minneapolis City employees were given positive reviews, with at least three-quarters of respondents rating each characteristic of their interaction as “good” or “very good.” The employee’s courteousness (89%), respectfulness (87%), knowledge (85%) and willingness to help or understand (84%) were given the most favorable assessments. Residents found it slightly more difficult to get in touch with the employees (77% gave “good” or “very good” ratings).

It is worth noting, yet not surprising, that 72% of respondents said “don’t know” when rating the City employee’s willingness to accommodate the need for foreign language and/or sign language interpreting. Responses presented in the body of the report are for those who had an opinion. The full set of responses for each question, including “don’t know,” can be found in *Appendix II: Complete Set of Frequencies*.

Ratings given in 2012 were similar to 2011. Where comparisons were available to the various characteristics of the employee, Minneapolis residents generally gave ratings that were similar to or below the national benchmark comparison. (Comparisons to the select cities benchmark was not available.)

Overall, respondents from the Camden, Central and Phillips districts were less likely to rate characteristics of City employees (such as knowledge, courteousness and the timeliness of their response) as “good” or “very good” when compared to respondents in other districts. Central residents were less likely to give positive ratings to City employees’ willingness to accommodate the need for foreign language and/or sign language interpreting, as were young females, lower income residents and those living in Minneapolis for 20 years or more. Latino/Hispanic respondents and people of color gave less favorable ratings of employees’ willingness to help or understand (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 24: 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, using the scale very good, good, only fair or poor. (Percent reporting "good" or "very good.")	2012	2011	2008	2005	2003	2001
Courteousness	89%	88%	90%	81%	95%	NA
Respectfulness	87%	90%	88%	83%	NA	NA
Knowledge	85%	86%	83%	79%	NA	NA
Willingness to help or understand	85%	83%	85%	72%	NA	80%
Willingness to accommodate the need for foreign language and/or sign language interpreting	84%	86%	80%	78%	NA	NA
Timely response	81%	79%	79%	70%	81%	75%
Ease of getting in touch with the employee	77%	78%	77%	65%	75%	NA

This question was only asked of respondents who had contacted the City in the last 12 months.
Question wording differed slightly on the 2001 and 2003 questionnaires: 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 employee.

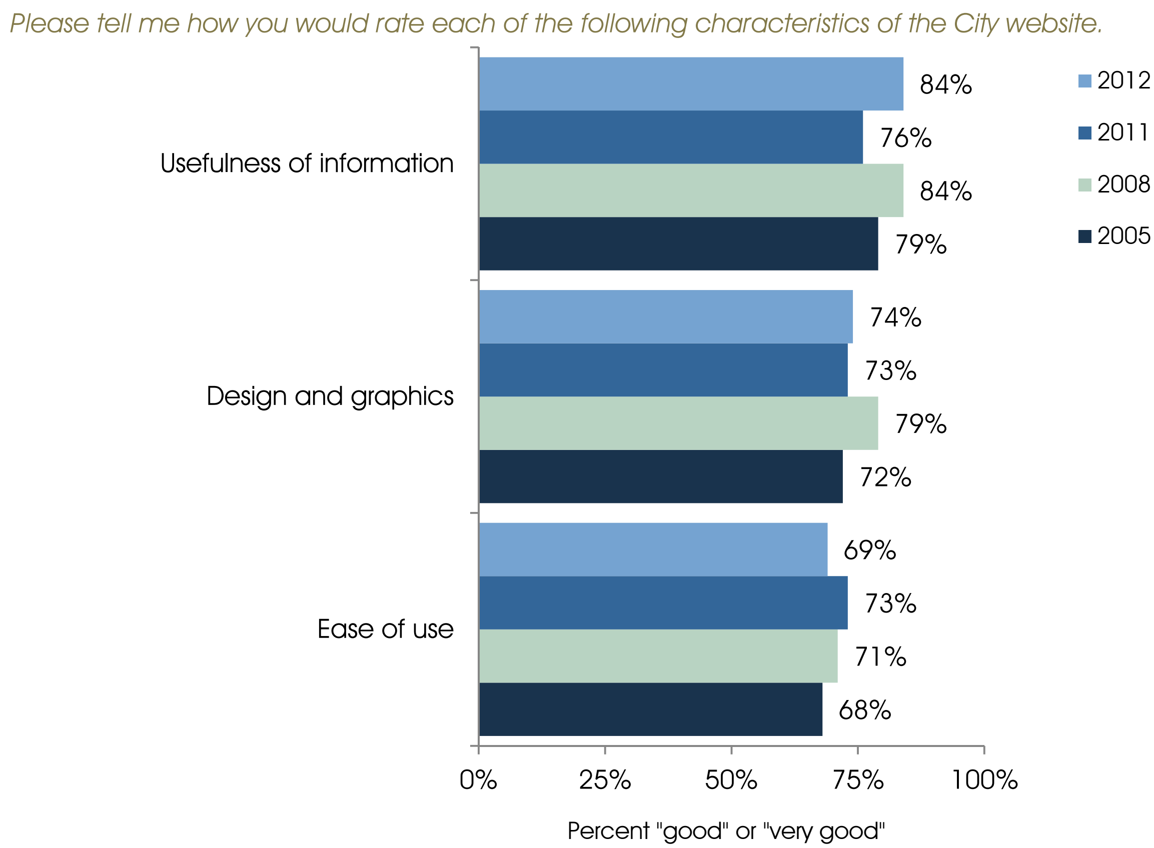
FIGURE 25: CITY EMPLOYEE BENCHMARKS

	National comparison	Selected cities comparison
Knowledge	Below	Not available
Courteousness	Similar	Not available
Timely response	Similar	Not available
Ease of getting in touch with the employee	Much below	Not available
Willingness to help or understand	Similar	Not available

Residents who reported contacting the City through visiting the City's website were asked to evaluate three aspects of the site. The usefulness of the information found received the most favorable responses, with 84% giving "good" or "very good" ratings. Three-quarters felt that the design and graphics of the website was "good" or better and 69% said the ease of use was "good" or "very good."

More respondents who had used the City's website in 2012 than in 2011 felt that the usefulness of information was "good" or "very good." Ratings for the design and graphics and the ease of use were similar compared to 2011.

FIGURE 26: CITY WEBSITE RATINGS COMPARED OVER TIME



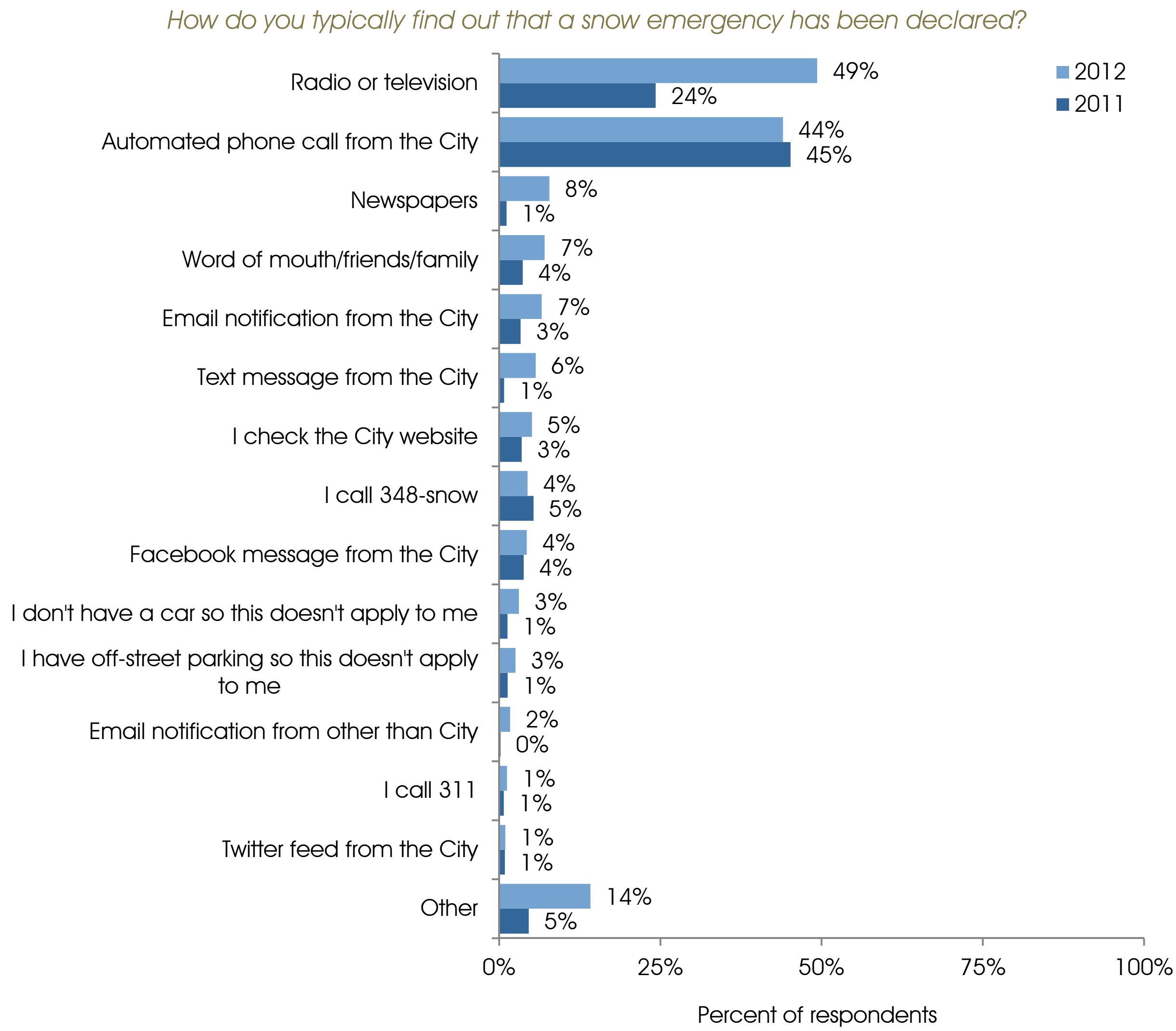
This question only was asked of respondents who had contacted the City via its website.

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 27: METHOD OF FINDING OUT ABOUT SNOW EMERGENCIES COMPARED OVER TIME



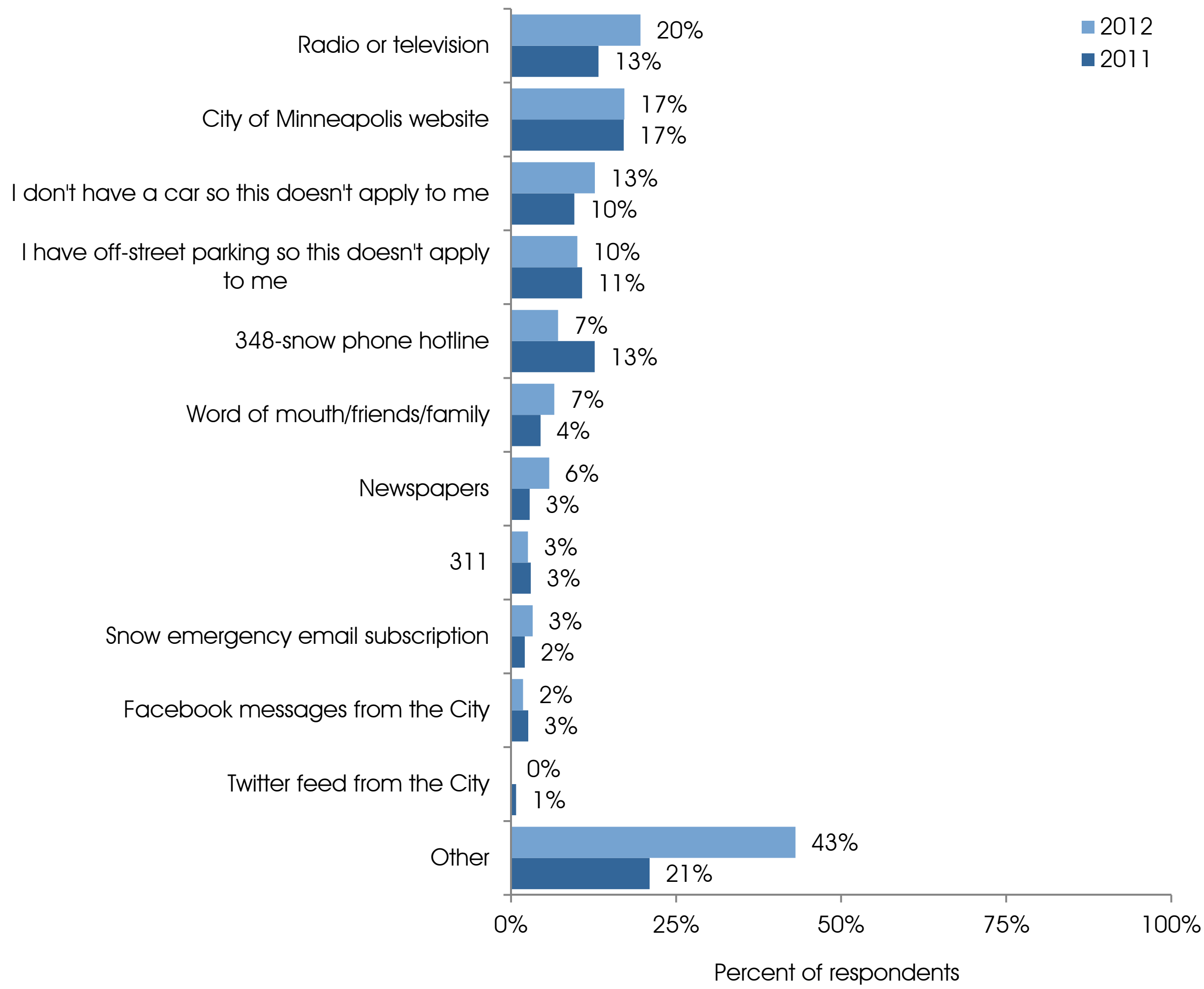
Total may exceed 100% as respondents were able to choose more than one response.
This was changed to a multiple response question in 2012. In 2011, respondents could only provide one answer.

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 28: 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. In 2011, respondents could only provide one answer.

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

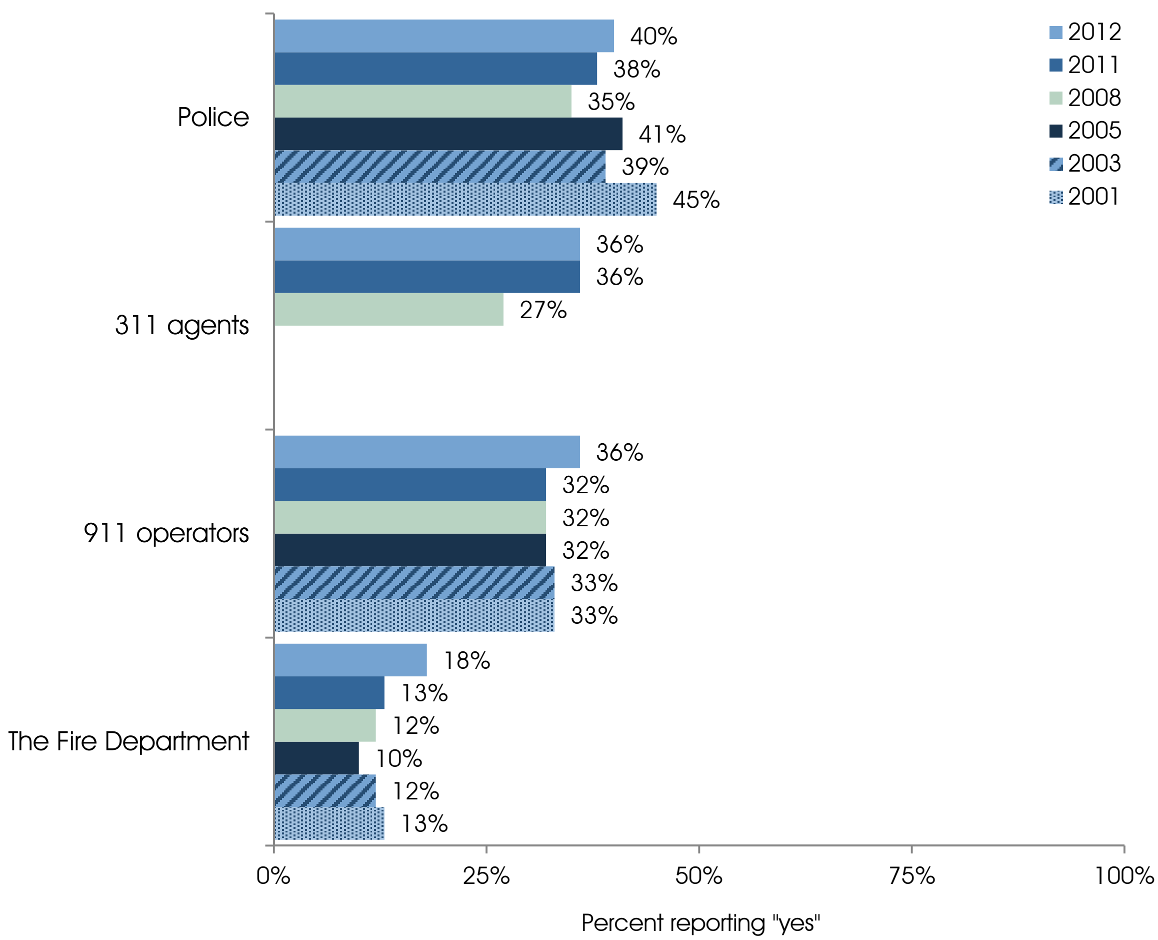
Respondents reported the highest levels of contact with Police (40%), followed closely by 911 operators (36%) and 311 agents (36%). One in five said they had contact with the Fire Department in the last two years. Rates of contact in 2012 were similar to those in 2011, except for contact with the Fire Department which increased slightly.

Those who had contact with emergency services were most satisfied with the professionalism shown by the 311 agent (95%"satisfied" or "very satisfied"), 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").

Comparisons were available for the professionalism of the Fire Department and 911 operator, which were much below the national benchmark (comparisons to select cities were not available).

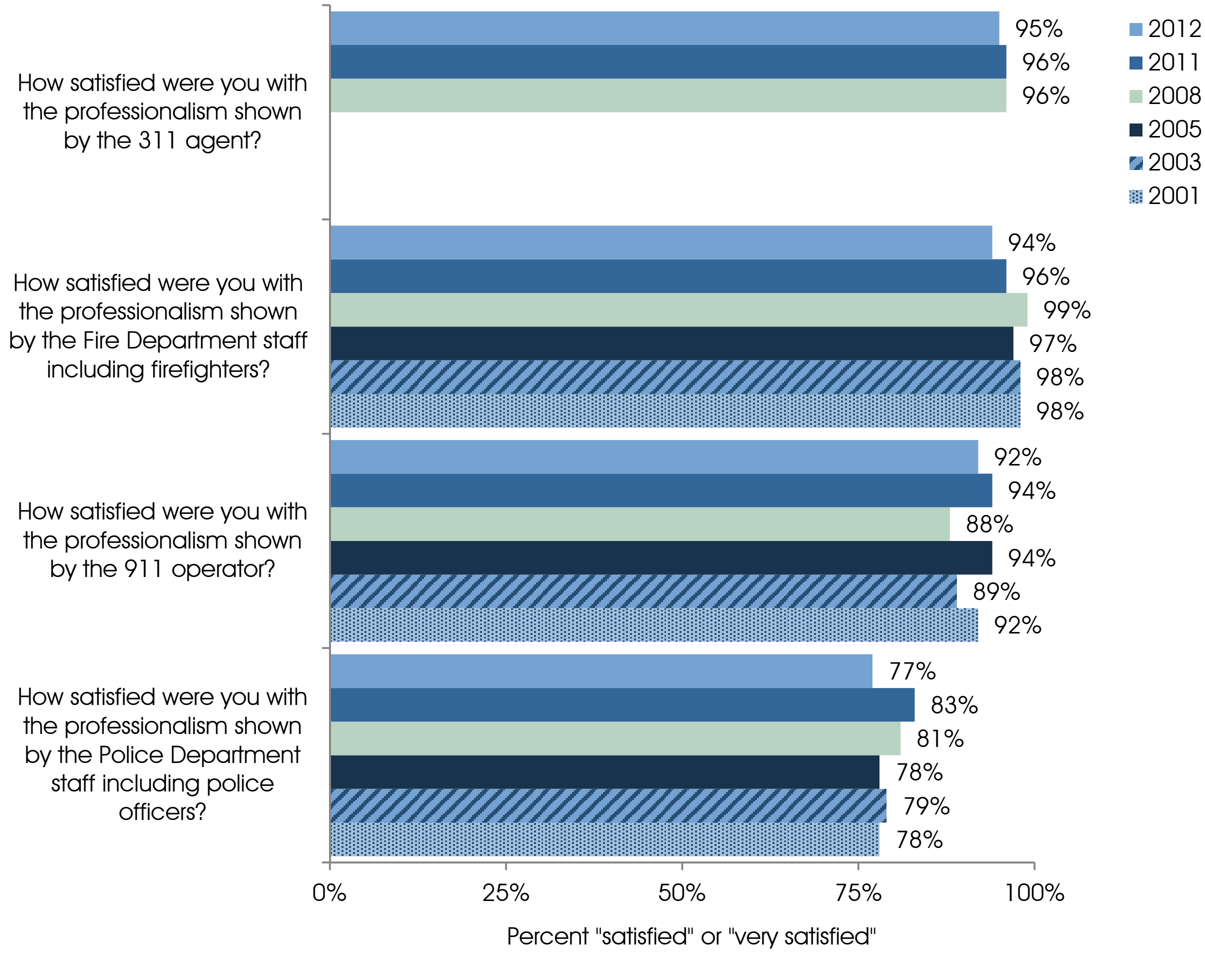
FIGURE 29: CONTACT WITH EMERGENCY SERVICES COMPARED OVER TIME

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…?



This question was not asked in 2003 or 2001, and 2008 was the first year to include "311 agents"

FIGURE 30: SATISFACTION WITH EMERGENCY SERVICES COMPARED OVER TIME



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

FIGURE 31: 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 PUBLIC EDUCATION IN MINNEAPOLIS

As in 2011, Minneapolis residents responding to the survey were asked to rate their level of satisfaction with public education (kindergarten through 12th grade) in the Minneapolis Public Schools as well as the degree to which the quality of public education has improved, if at all, the two years prior to the survey.

Six in 10 respondents said that they were “satisfied” or “very satisfied” with public education in the Minneapolis Public Schools. (However, 26% said “don’t know” when asked to rate the quality of public education (K-12) in the Minneapolis Public Schools. The full set of responses for this question, including “don’t know,” can be found in *Appendix II: Complete Set of Frequencies*.)

The level of satisfaction in 2012 was higher than what was reported in 2011 but was rated much below the national benchmark comparison (a comparison to select cities was not available).

Compared to other districts, Nokomis residents were more likely to be satisfied with public education in the Minneapolis Public Schools, while University and Camden residents were less likely to be satisfied. In addition to differences between districts, comparisons by sociodemographic groups revealed that Latino/Hispanic respondents, young females and those living in Minneapolis less than five years were more likely to be satisfied with public education (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 32: SATISFACTION WITH PUBLIC EDUATION COMPARED OVER TIME

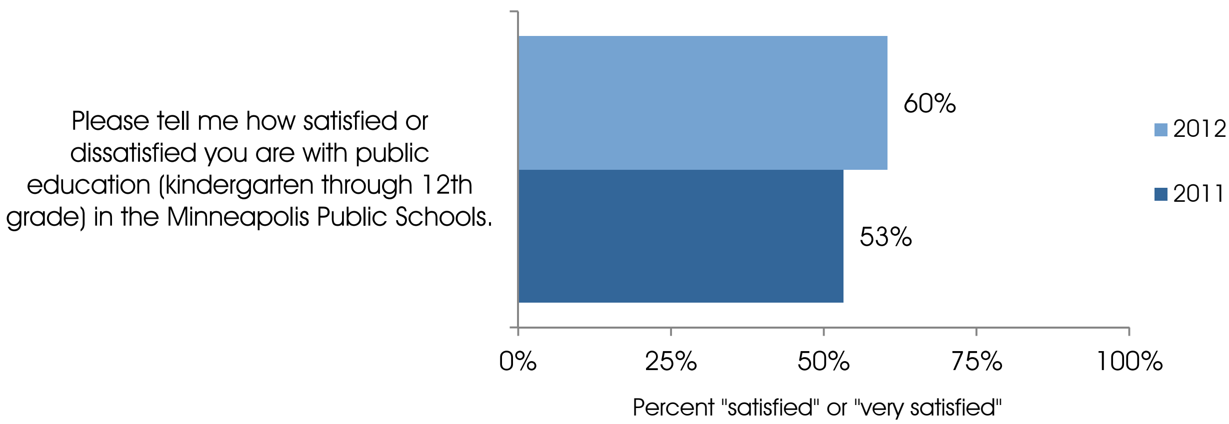


FIGURE 33: PUBLIC SCHOOLS BENCHMARKS

	National comparison	Selected cities comparison
Public education (kindergarten through 12th grade) in the Minneapolis Public Schools.	Much below	Not available

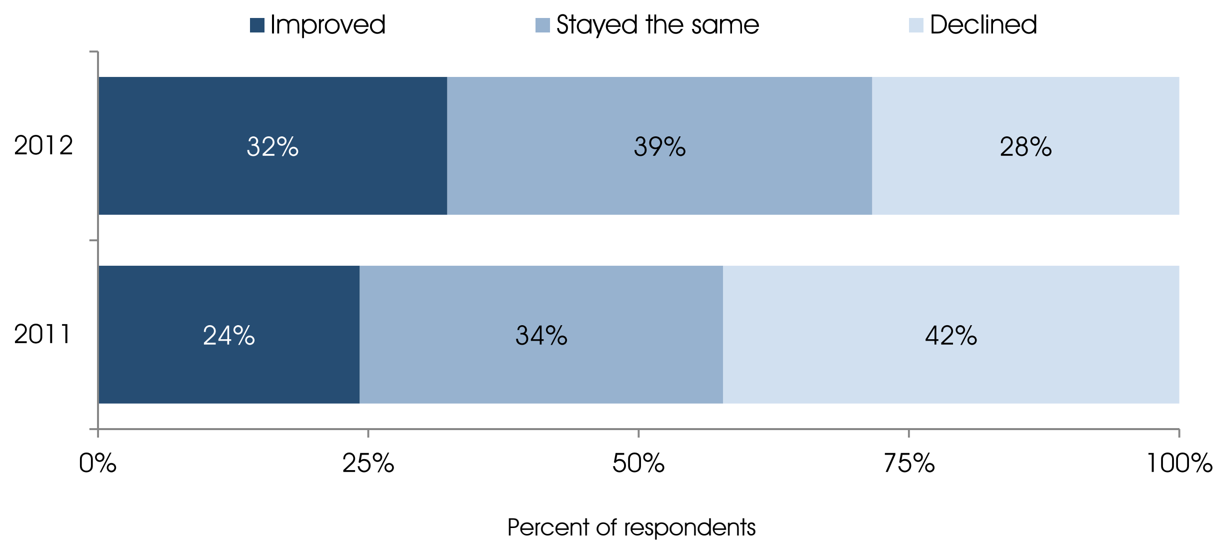
When asked to evaluate the change, if any, in the quality of public education in Minneapolis Public Schools, one-third of respondents felt it had improved and one-quarter said it had declined. Four in 10 residents felt that the quality of public education had stayed the same over the last two year period. (Thirty percent of respondents selected "don't know" when asked to rate the change in the quality of public education (K-12) in the Minneapolis Public Schools over the last two years. The full set of responses for this question, including "don't know," can be found in *Appendix II: Complete Set of Frequencies*.)

More respondents in 2012 than in 2011 felt that the quality of public education improved (32% versus 24%, respectively) or stayed the same (39% versus 34%) in the two years prior to the survey, while fewer said it had declined (28% in 2012 versus 42% in 2011).

Calhoun-Isles residents were more likely to feel that the quality of public education in the Minneapolis Public Schools had improved in the two years prior to the survey, compared to University residents who were more likely to feel that it had declined during this time. Latino/Hispanic respondents, young females and those living in Minneapolis less than five years were more likely to perceive improvement in City public education the last two years (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 34: CHANGE IN QUALITY OF PUBLIC EDUCATION COMPARED OVER TIME

Over the last two years, would you say that the quality of public education (kindergarten through 12th grade) in the Minneapolis Public Schools has…



Prepared by National Research Center, Inc.

SATISFACTION WITH AND PRIORITIZATION OF CITY SERVICES

In addition to rating the overall quality of City services (a new question on the 2012 survey), participants were read a list of 23 individual services provided by the City of Minneapolis government and asked to rate their level of satisfaction with each. Residents also were asked to help the City prioritize services, given the increasing financial challenges in City service delivery.

Minneapolis residents were satisfied with the overall quality of services provided. About one out of five said that they were "very satisfied" with the overall quality of services and four out of five said that they were "satisfied." Only 3% of respondents voiced dissatisfaction with the overall quality of City services. This rating was much below the national average and above the selected cities comparison.

When ratings of satisfaction with City services overall were compared by respondent demographics and community planning district, white, non-Latino/Hispanic respondents and respondents from the University district were more likely to be satisfied with the overall quality of City services (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 35: OVERALL QUALITY OF CITY SERVICES

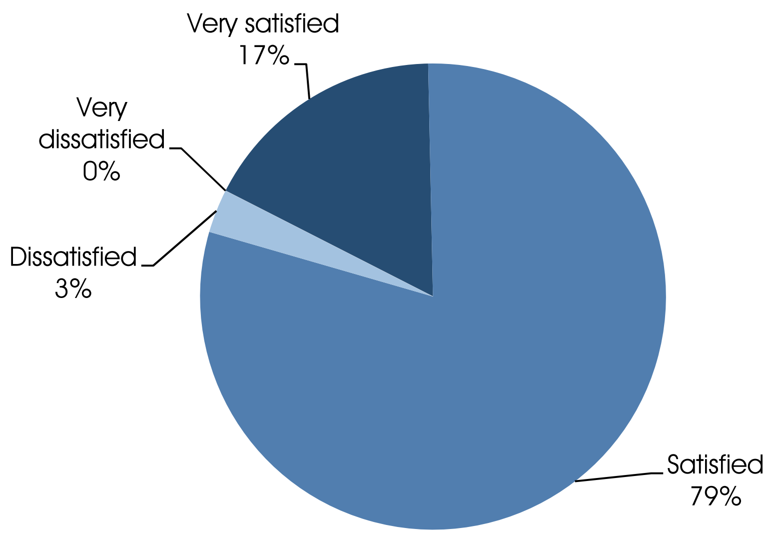


FIGURE 36: OVERALL SATISFACTION WITH CITY SERVICES BENCHMARKS

	National comparison	Selected cities comparison
City services overall	Much below	Above

Overall, 60% or more of respondents said they were "satisfied" or "very satisfied" with the individual City services (Figure 37 on the following page). Nearly all residents were pleased with fire protection and emergency medical response (98% "satisfied" or "very satisfied"), providing sewer services (96%), 311 for City services and information (96%) and providing park and recreation services (95%). The services respondents voiced less satisfaction with included dealing with problem businesses and unkept properties (71%), repairing alleys (71%), repairing streets (70%), affordable housing development (70%) and mortgage foreclosure assistance (60%).

More than 20% of respondents selected "don't know" when rating the quality of the following City services: preparing for disasters, affordable housing development, dealing with problem businesses and unkept properties, animal control services, providing park and recreation services and 311 for City services and information. 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.

Thirteen of the 23 services could be compared to the national benchmark (see Figure 38 on page 38). Affordable housing development and maintaining safe and accessible sidewalks were given evaluations above or much above the national benchmark comparison. Providing quality drinking water, animal control services, keeping streets clean and repairing streets each received a rating similar to the national average. Seven services were rated much below ratings given to other communities across the nation: fire protection and emergency medical response; providing sewer services; providing park and recreation services; Police services; garbage collection and recycling programs; traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles; and snow removal.

Only one service (Police services) was available for comparison to selected cities, which received a rating below the benchmark.

Respondents from the Near North district were less likely than those from other districts to report being "satisfied" or "very satisfied" with a number of City services, including affordable housing development, Police services, sewer services and protecting the health and well-being of residents. Respondents from Camden were less likely to be satisfied with City efforts to revitalize neighborhoods, keep streets clean and clean up graffiti. In general, Latino/Hispanic respondents held more favorable views of individual City services, including providing quality drinking water and protecting the environment (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 37: CITY SERVICES QUALITY RATINGS COMPARED OVER TIME

<table>
<tr><th>Please tell me how satisfied or dissatisfied you are with the way the City provides the service. (Percent reporting "satisfied" or "very satisfied.")</th><th>2012</th><th>2011</th><th>2008</th><th>2005</th><th>2003</th><th>2001</th></tr>
<tr><td>Fire protection and emergency medical response</td><td>98%</td><td>97%</td><td>97%</td><td>97%</td><td>96%</td><td>99%</td></tr>
<tr><td>Providing sewer services</td><td>96%</td><td>96%</td><td>94%</td><td>94%</td><td>NA</td><td>NA</td></tr>
<tr><td>311 for City services and information</td><td>96%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Providing park and recreation services</td><td>95%</td><td>92%</td><td>92%</td><td>91%</td><td>NA</td><td>91%</td></tr>
<tr><td>Providing quality drinking water</td><td>93%</td><td>88%</td><td>87%</td><td>86%</td><td>84%</td><td>NA</td></tr>
<tr><td>Animal control services</td><td>92%</td><td>91%</td><td>88%</td><td>92%</td><td>NA</td><td>92%</td></tr>
<tr><td>Preparing for disasters</td><td>91%</td><td>88%</td><td>87%</td><td>78%</td><td>NA</td><td>89%</td></tr>
<tr><td>Police services</td><td>90%</td><td>88%</td><td>86%</td><td>81%</td><td>84%</td><td>89%</td></tr>
<tr><td>Protecting health and well-being of residents</td><td>90%</td><td>90%</td><td>88%</td><td>84%</td><td>NA</td><td>NA</td></tr>
<tr><td>Keeping streets clean</td><td>88%</td><td>85%</td><td>87%</td><td>89%</td><td>86%</td><td>83%</td></tr>
<tr><td>Garbage collection and recycling programs</td><td>88%</td><td>90%</td><td>91%</td><td>92%</td><td>93%</td><td>94%</td></tr>
<tr><td>Maintaining safe and accessible sidewalks</td><td>88%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Protecting the environment, including air, water and land</td><td>87%</td><td>83%</td><td>81%</td><td>77%</td><td>79%</td><td>77%</td></tr>
<tr><td>Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles</td><td>85%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Revitalizing Downtown</td><td>81%</td><td>84%</td><td>80%</td><td>83%</td><td>NA</td><td>79%</td></tr>
<tr><td>Revitalizing neighborhoods</td><td>80%</td><td>77%</td><td>76%</td><td>81%</td><td>76%</td><td>74%</td></tr>
<tr><td>Cleaning up graffiti</td><td>80%</td><td>80%</td><td>77%</td><td>74%</td><td>NA</td><td>79%</td></tr>
<tr><td>Snow removal</td><td>80%</td><td>66%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Dealing with problem businesses and unkept properties</td><td>71%</td><td>71%</td><td>68%</td><td>73%</td><td>67%</td><td>69%</td></tr>
<tr><td>Repairing alleys</td><td>71%</td><td>64%</td><td rowspan="2">56%</td><td rowspan="2">70%</td><td rowspan="2">83%</td><td rowspan="2">68%</td></tr>
<tr><td>Repairing streets</td><td>70%</td><td>40%</td></tr>
<tr><td>Affordable housing development</td><td>70%</td><td>69%</td><td>66%</td><td>55%</td><td>51%</td><td>40%</td></tr>
<tr><td>Mortgage foreclosure assistance</td><td>60%</td><td>61%</td><td>64%</td><td>NA</td><td>NA</td><td>NA</td></tr>
</table>

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" and "revitalizing neighborhoods" was worded as "revitalizing neighborhood commercial areas" in 2001 and 2003. In 2010, "repairing streets and alleys" was separated into two questions and "snow removal" was added.

FIGURE 38: CITY SERVICES BENCHMARKS

	National comparison	Selected cities comparison
Fire protection and emergency medical response	Much below	Not available
Providing sewer services	Much below	Not available
311 for City services and information	Not available	Not available
Providing park and recreation services	Much below	Not available
Providing quality drinking water	Similar	Not available
Animal control services	Similar	Not available
Police services	Much below	Below
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
Cleaning up graffiti	Not available	Not available
Snow removal	Much below	Not available
Affordable housing development	Above	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.” Services related to life and safety topped the list, with fire protection and emergency medical response (94% reporting a “4” or “extremely important”), providing quality drinking water (90%) and Police services (89%) being deemed the most important services. Services considered to be of less importance were cleaning up graffiti (46%) and animal control services (44%).

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), cleaning up graffiti (46% versus 40%) and animal control services (44% versus 39%) were important. Although cleaning up graffiti and animal control services were believed to be less important than the other services, the importance of these services dipped in 2011 but was on the rise in 2012.

FIGURE 39: CITY SERVICES IMPORTANCE RATINGS COMPARED OVER TIME

<table>
<tr><th>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.”)</th><th>2012</th><th>2011</th><th>2008</th><th>2005</th><th>2003</th><th>2001</th></tr>
<tr><td>Fire protection and emergency medical response</td><td>94%</td><td>95%</td><td>93%</td><td>94%</td><td>97%</td><td>38%</td></tr>
<tr><td>Providing quality drinking water</td><td>90%</td><td>92%</td><td>90%</td><td>90%</td><td>92%</td><td>NA</td></tr>
<tr><td>Police services</td><td>89%</td><td>89%</td><td>90%</td><td>89%</td><td>94%</td><td>51%</td></tr>
<tr><td>Snow removal</td><td>85%</td><td>85%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Garbage collection and recycling programs</td><td>83%</td><td>78%</td><td>83%</td><td>82%</td><td>89%</td><td>27%</td></tr>
<tr><td>Protecting health and well-being of residents</td><td>83%</td><td>84%</td><td>86%</td><td>85%</td><td>88%</td><td>NA</td></tr>
<tr><td>Protecting the environment, including air, water and land</td><td>81%</td><td>81%</td><td>85%</td><td>84%</td><td>90%</td><td>62%</td></tr>
<tr><td>Repairing streets</td><td>80%</td><td>82%</td><td rowspan="2">75%</td><td rowspan="2">71%</td><td rowspan="2">78%</td><td rowspan="2">54%</td></tr>
<tr><td>Repairing alleys</td><td>42%</td><td>41%</td></tr>
<tr><td>Providing sewer services</td><td>80%</td><td>80%</td><td>82%</td><td>82%</td><td>NA</td><td>NA</td></tr>
<tr><td>Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles</td><td>75%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Providing park and recreation services</td><td>74%</td><td>74%</td><td>78%</td><td>76%</td><td>80%</td><td>NA</td></tr>
<tr><td>Maintaining safe and accessible sidewalks</td><td>70%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Preparing for disasters</td><td>69%</td><td>65%</td><td>73%</td><td>69%</td><td>75%</td><td>52%</td></tr>
<tr><td>Revitalizing neighborhoods</td><td>68%</td><td>67%</td><td>78%</td><td>75%</td><td>68%</td><td>57%</td></tr>
<tr><td>Keeping streets clean</td><td>67%</td><td>64%</td><td>69%</td><td>66%</td><td>NA</td><td>38%</td></tr>
<tr><td>Affordable housing development</td><td>64%</td><td>63%</td><td>71%</td><td>72%</td><td>76%</td><td>73%</td></tr>
<tr><td>Dealing with problem businesses and unkept properties</td><td>59%</td><td>56%</td><td>62%</td><td>61%</td><td>70%</td><td>57%</td></tr>
<tr><td>Revitalizing Downtown</td><td>54%</td><td>52%</td><td>61%</td><td>58%</td><td>NA</td><td>39%</td></tr>
<tr><td>Mortgage foreclosure assistance</td><td>52%</td><td>48%</td><td>56%</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>311 for City services and information</td><td>52%</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td><td>NA</td></tr>
<tr><td>Cleaning up graffiti</td><td>46%</td><td>40%</td><td>56%</td><td>52%</td><td>NA</td><td>40%</td></tr>
<tr><td>Animal control services</td><td>44%</td><td>39%</td><td>49%</td><td>46%</td><td>NA</td><td>21%</td></tr>
</table>

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.

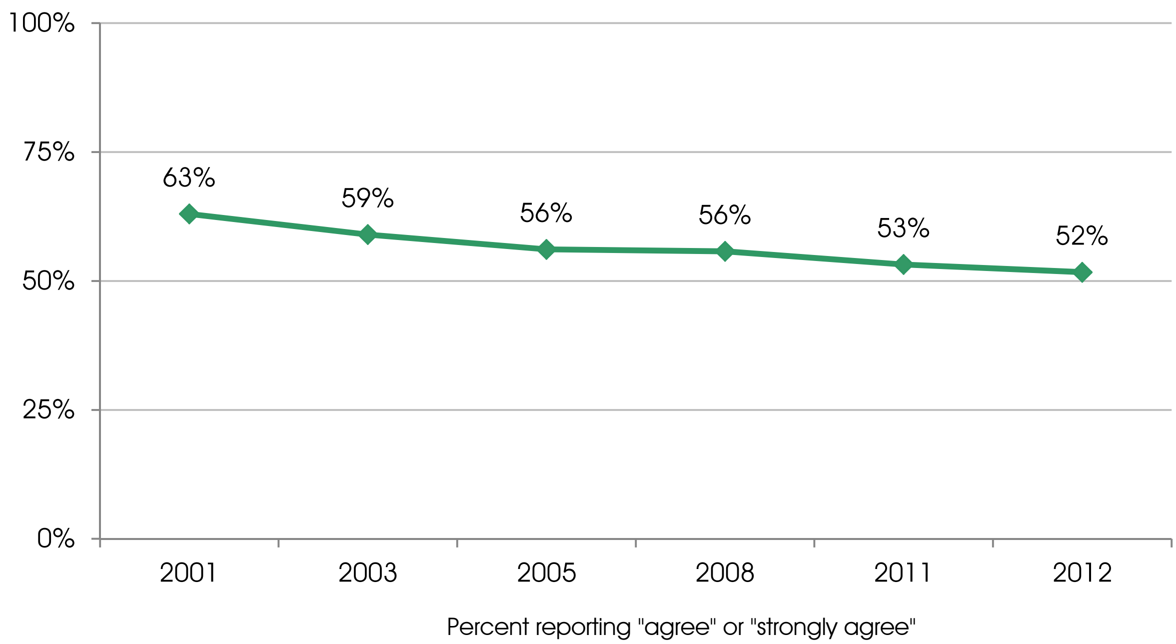
PROPERTY TAXES

As in previous survey years, Minneapolis residents were asked the extent to which they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services. Half of respondents agreed or “strongly” agreed that property taxes or fees should be increased to maintain or improve City services, a rating that was similar to 2011. However, about twice as many respondents “strongly” disagreed than “strongly” agreed with this proposal (see *Appendix II: Complete Set of Frequencies*).

Males, higher income residents, those living in Minneapolis for a shorter period of time and Central district residents were more likely to “agree” or “strongly agree” that property taxes or fees should be increased to maintain or improve City services. In contrast, females, people of color, Latino/Hispanic respondents and Near North residents were less likely to feel this way (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 40: AGREEMENT WITH PROPERTY TAX INCREASES TO MAINTAIN OR IMPROVE CITY SERVICES COMPARED OVER TIME

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



The surveys in 2001 and 2003 provided a list of 14 to 17 City services, respectively, and asked residents how much they agreed or disagreed with a property tax increase to maintain or improve each service. The surveys in subsequent years 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 was calculated across the set of services in the two years. This average is shown in the comparison chart above.

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 41: 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 70% or more of respondents gave an importance rating of "4" or "5" (extremely important). Services were rated as "less important" if fewer than 70% of respondents gave an importance rating of "4" or "5." Services receiving a "satisfied" or "very satisfied" rating by 88% or more of respondents were considered of "higher satisfaction" and those receiving a "satisfied" or "very satisfied" rating by fewer than 88% of respondents were considered "lower satisfaction." Services above the national benchmark are in green font with a diamond as the icon; similar are yellow (circle icon) and below are red (triangle icon). If a comparison was not available, the service is in blue font (square icon).

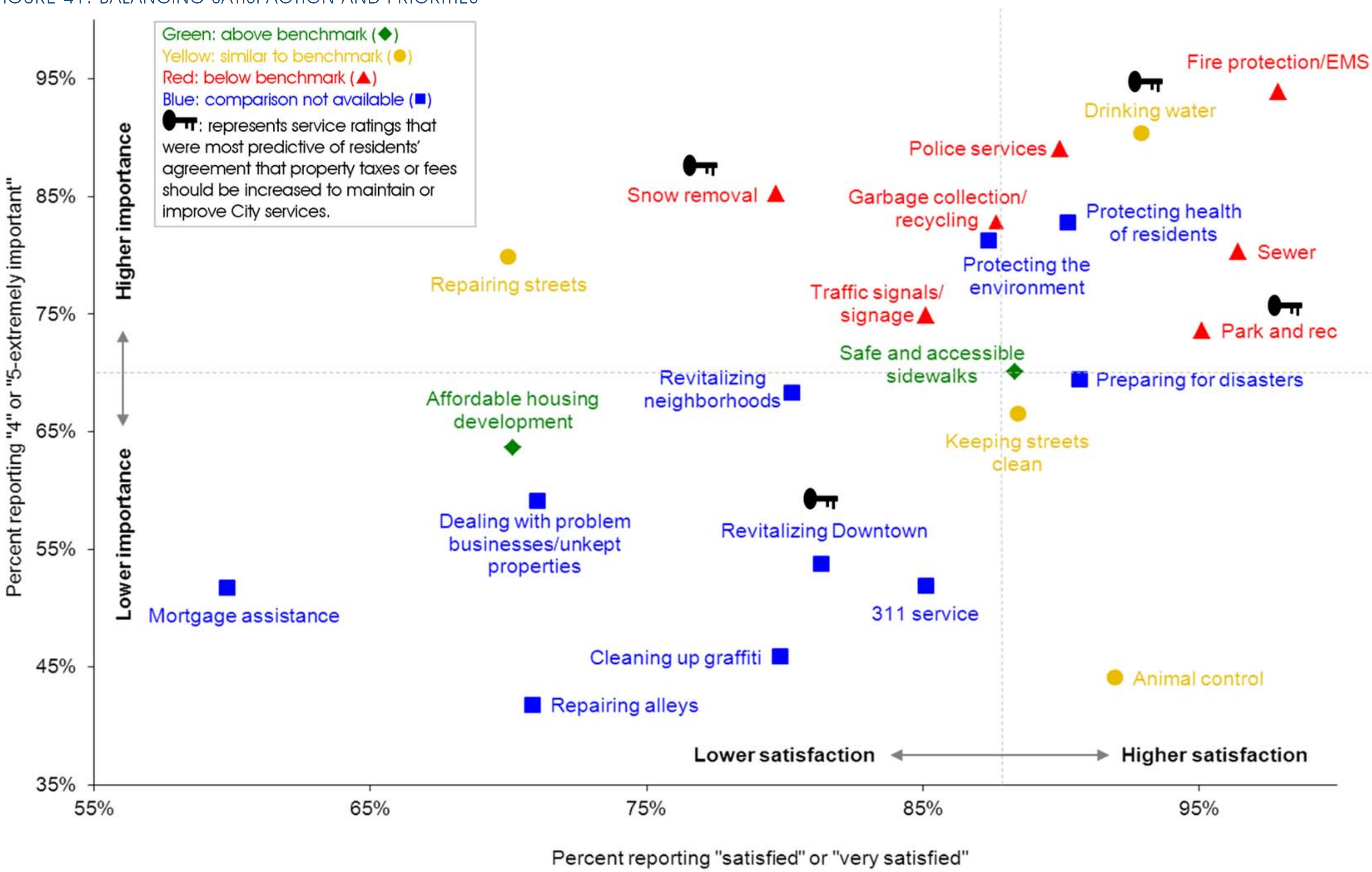
KEY DRIVER ANALYSIS

As is found in many jurisdictions, the services identified by residents as the most important typically are 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., including Minneapolis, it can be especially illuminating to dig deeper, to identify services that are the most influential on residents' agreement with an increase in property taxes or fees to maintain or improve City 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 Figure 41 on page 43. This means that the residents who gave higher ratings to these "key" services were more likely to support a tax increase to maintain or improve services, but those who gave lower ratings to the key services were less likely to support a tax increase to maintain or improve services. The key drivers for Minneapolis were snow removal, providing quality drinking water, providing parks and recreation services and revitalizing Downtown.

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 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 communities. The higher importance services that received ratings lower than the benchmarks included: fire protection and emergency medical response; Police services; garbage collection and recycling services; snow removal; traffic signals, signage and pavement markings; sewer services; and providing park and recreation services.

Because snow removal and providing park and recreation services were both below the benchmark and were key drivers (while providing quality drinking water was key driver, of higher importance and 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.

FIGURE 41: BALANCING SATISFACTION AND PRIORITIES



COMMUNITY ENGAGEMENT

COMMUNITY PARTICIPATION

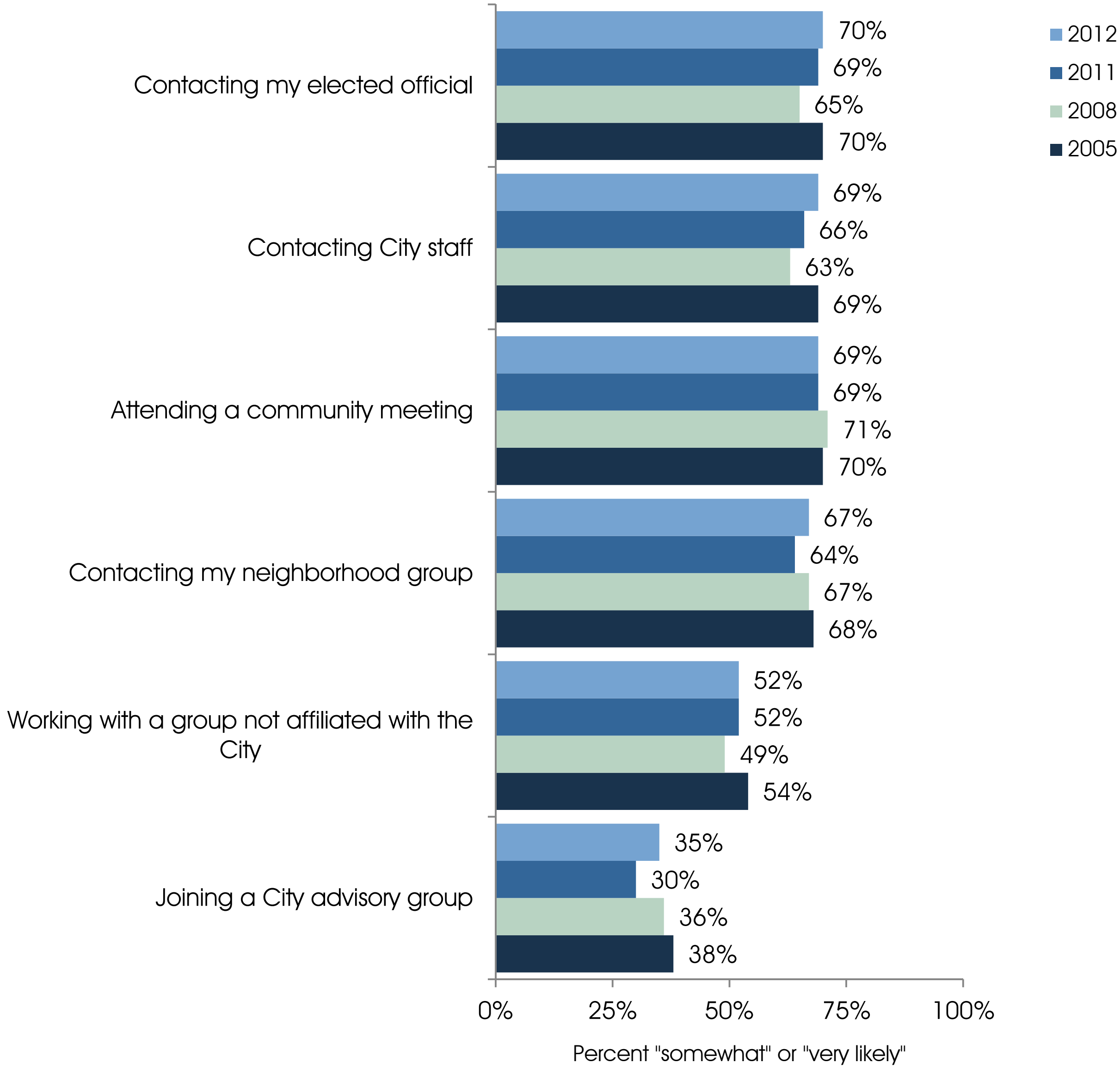
Several questions on the survey were included to gauge residents' level of engagement with the community and local government. When asked how likely or unlikely they would be to use a number of approaches to try to influence a City decision on an issue important to them, respondents were most likely to contact their elected official (70% reported "somewhat" or "very" likely), attend a community meeting (69%), contact City staff (69%) or contact their neighborhood group (69%). About half said they would be likely to work with a group not affiliated with the City to influence an issue they cared about and one-third were likely to join a City advisory group. Overall, between 12% and 36% of respondents said they were "very unlikely" to use any of these approaches (see *Appendix II: Complete Set of Frequencies*).

Residents in 2012 were as likely to use most of the approaches to influence a City decision as they were in 2011. However, slightly more respondents in 2012 than in 2011 indicated a willingness to join a City advisory group (35% "somewhat" or "very" likely versus 30%, respectively).

While younger respondents, people of color and Near North residents were more likely than other groups to join a City advisory group, Latino/Hispanic respondents and Southwest residents were more likely to attend a community meeting, while Central and University district residents were more likely to contact City staff. Phillips residents, renters and people of color were more likely to work with a group not affiliated with the City than were those living in other districts, homeowners and those who were white (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 42: LIKELIHOOD OF PARTICIPATION IN CITY GOVERNMENT DECISION COMPARED OVER TIME

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?



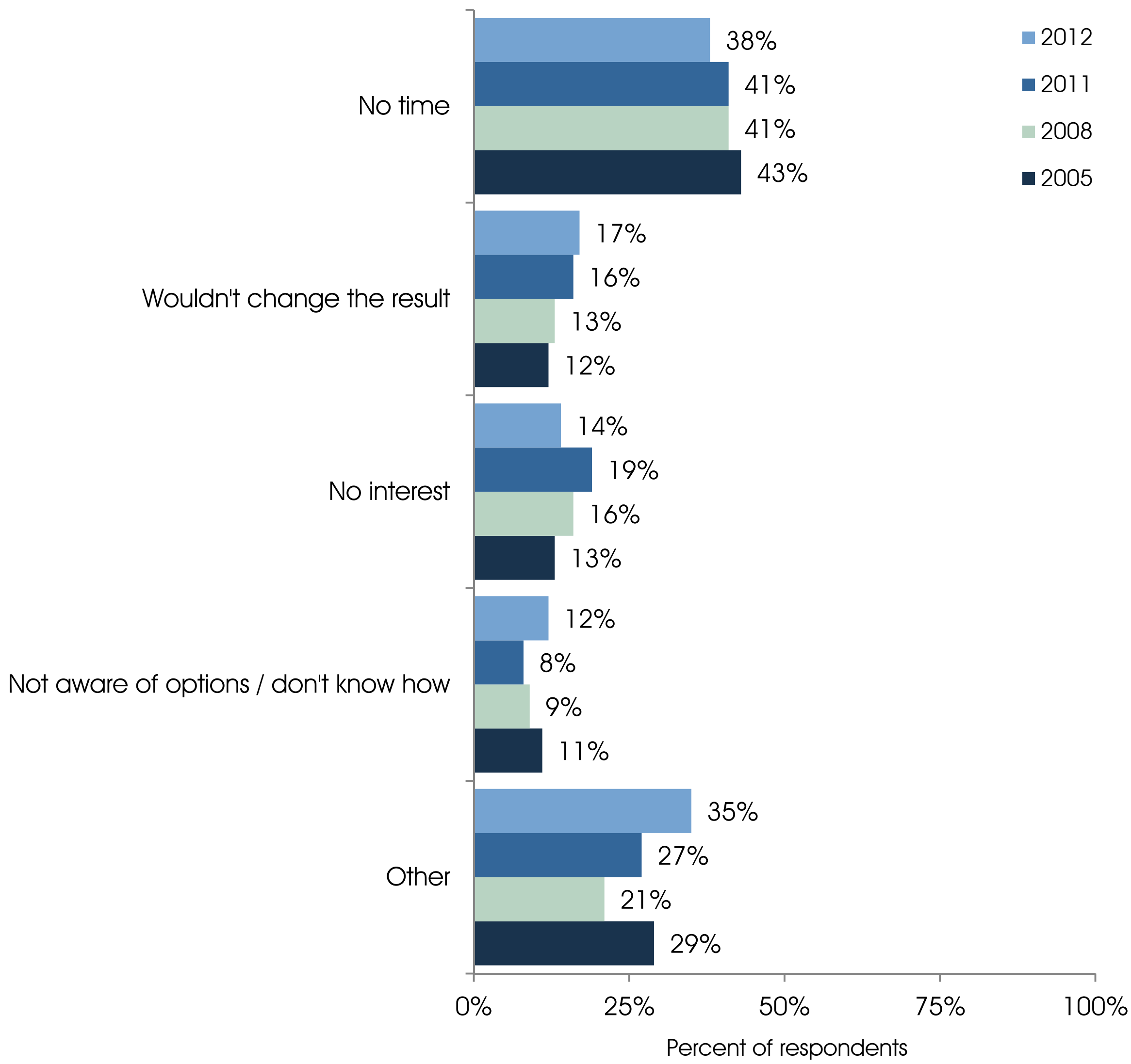
Those who answered that they were "somewhat" or "very" unlikely to use three or more of the specific approaches mentioned on the survey to influence a City decision were asked to give unprompted reasons why they would be less likely to participate in City government decision-making. They could list more than one reason.

The main reason respondents gave was a lack of time (38%). One in five did not participate because they felt their participation would not change the result of the decision. Fourteen percent lacked interest and 12% were unaware of the options for participating. One-third mentioned "other" reasons for not participating in City decisions or processes.

When compared to 2011, fewer residents in 2012 said that they were not interested (14% in 2012 versus 19% in 2011) and more reported not knowing how to participate (12% versus 8%).

FIGURE 43: REASONS FOR NOT PARTICIPATING IN CITY GOVERNMENT COMPARED OVER TIME

What are some reasons you are less likely to participate in City government decisions?



This question was only of those who said unlikely or very unlikely to three or more items in the previous question. "Other" responses were not recorded and not available for analysis. Total may exceed 100% as respondents were able to choose more than one response.

CITY GOVERNMENT PERFORMANCE

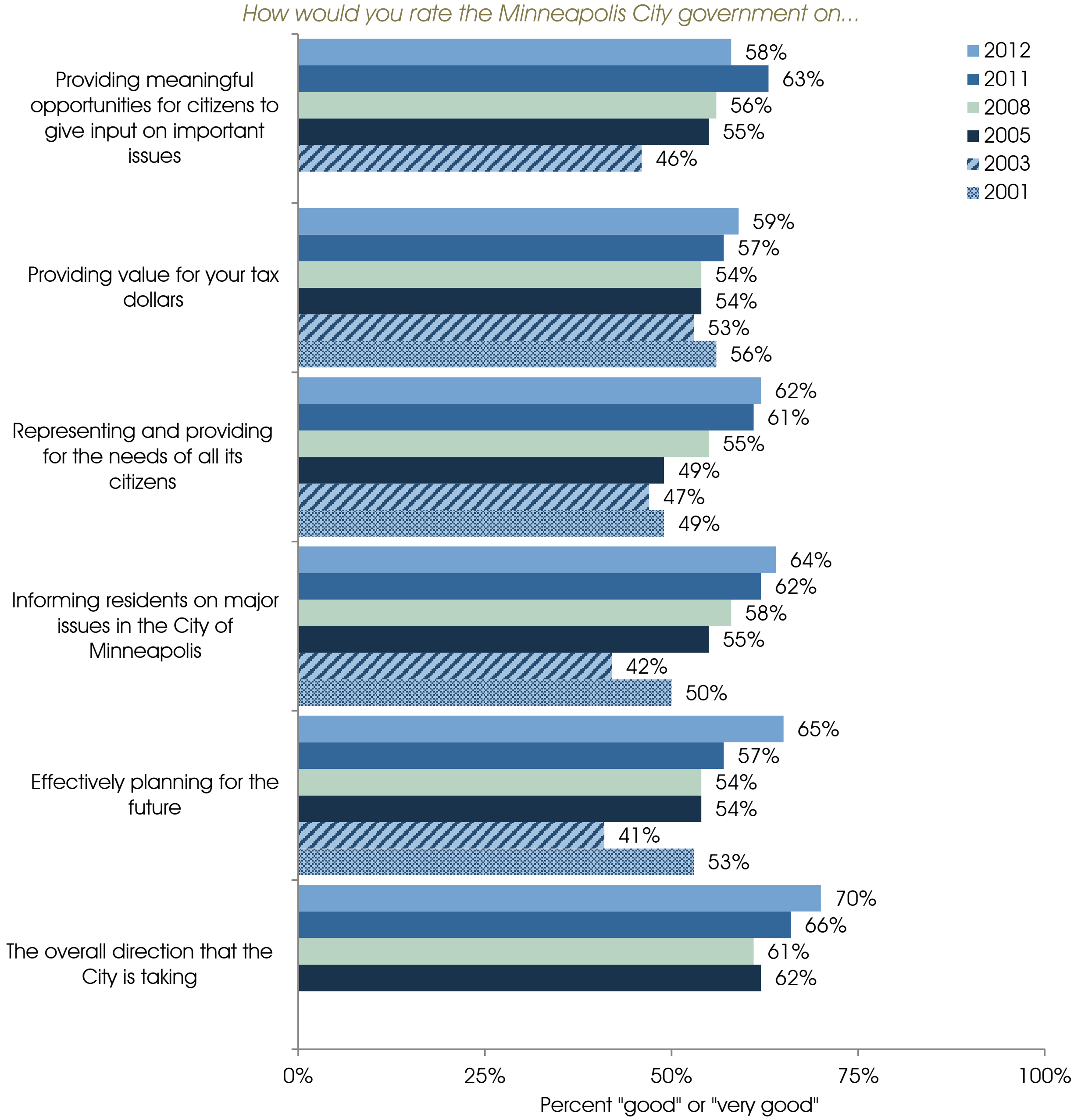
Residents were asked to evaluate the performance of the City government. A majority of respondents were pleased with the overall direction the City is taking, with 70% feeling it was "good" or "very good." Two-thirds said that the City government does a "good" or better job at effectively planning for the future (65%) and informing residents on major City issues (64%). Six in 10 respondents believed that the City does a "good" or "very good" job representing and providing for the needs of all its citizens (62%), providing value for taxes paid (59%) and providing meaningful opportunities for citizens to give input on important issues (58%). One in 10 residents gave "poor" ratings to the job the City does at representing and providing for the needs of all its citizens, providing value for tax dollars and providing opportunities for citizen input (see *Appendix II: Complete Set of Frequencies*).

More residents in 2012 than in 2011 felt that the job the City does at effectively planning for the future (65% versus 57%, respectively) was "good" or better, while fewer felt that the City does a "good" or "very good" job providing meaningful opportunities for citizen input (58% versus 63%).

Three of the six aspects of City government performance could be compared to the national benchmark (no comparisons were available to select cities). The overall direction the City is taking was rated much above the national average, providing opportunities for citizen input was rated similar to the benchmark and providing value for the taxes paid was below.

Respondents from Near North and those living in Minneapolis for 20 years or more were much less likely to award "good" or "very good" ratings to aspects of the Minneapolis City government compared to their counterparts. Young females, residents living in Minneapolis for less than five years, those with household incomes of $100,000 or more and respondents from Calhoun-Isles and Nokomis were more likely to give positive ratings of the overall direction that the City was taking (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 44: CITY GOVERNMENT RATINGS COMPARED OVER TIME



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"

FIGURE 45: CITY GOVERNMENT BENCHMARKS

	National comparison	Selected cities comparison
The overall direction that the City is taking	Much above	Not available
Providing value for your tax dollars	Below	Not available
Providing meaningful opportunities for citizens to give input on important issues	Similar	Not available

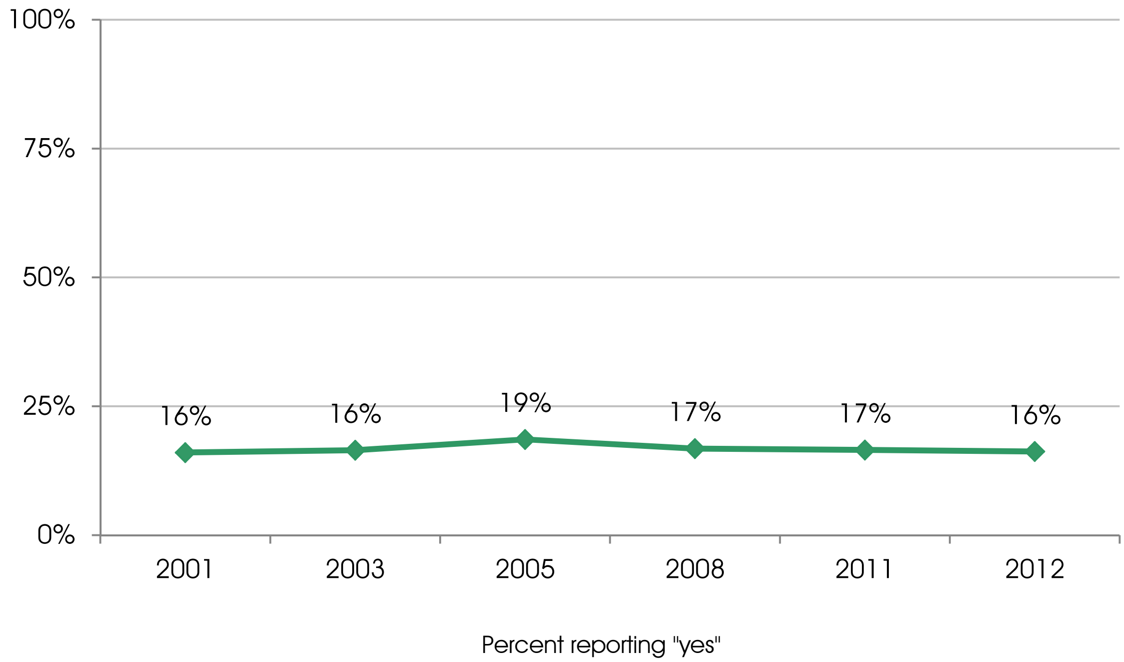
DISCRIMINATION

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

Females, renters, respondents with lower household incomes, people of color, Latino/Hispanic respondents and Near North residents were more likely than other groups to report having experienced discrimination in Minneapolis in the 12 months prior to the survey (see *Appendix III: Crosstabulation of Select Survey Questions*).

FIGURE 46: DISCRIMINATION IN MINNEAPOLIS COMPARED OVER TIME

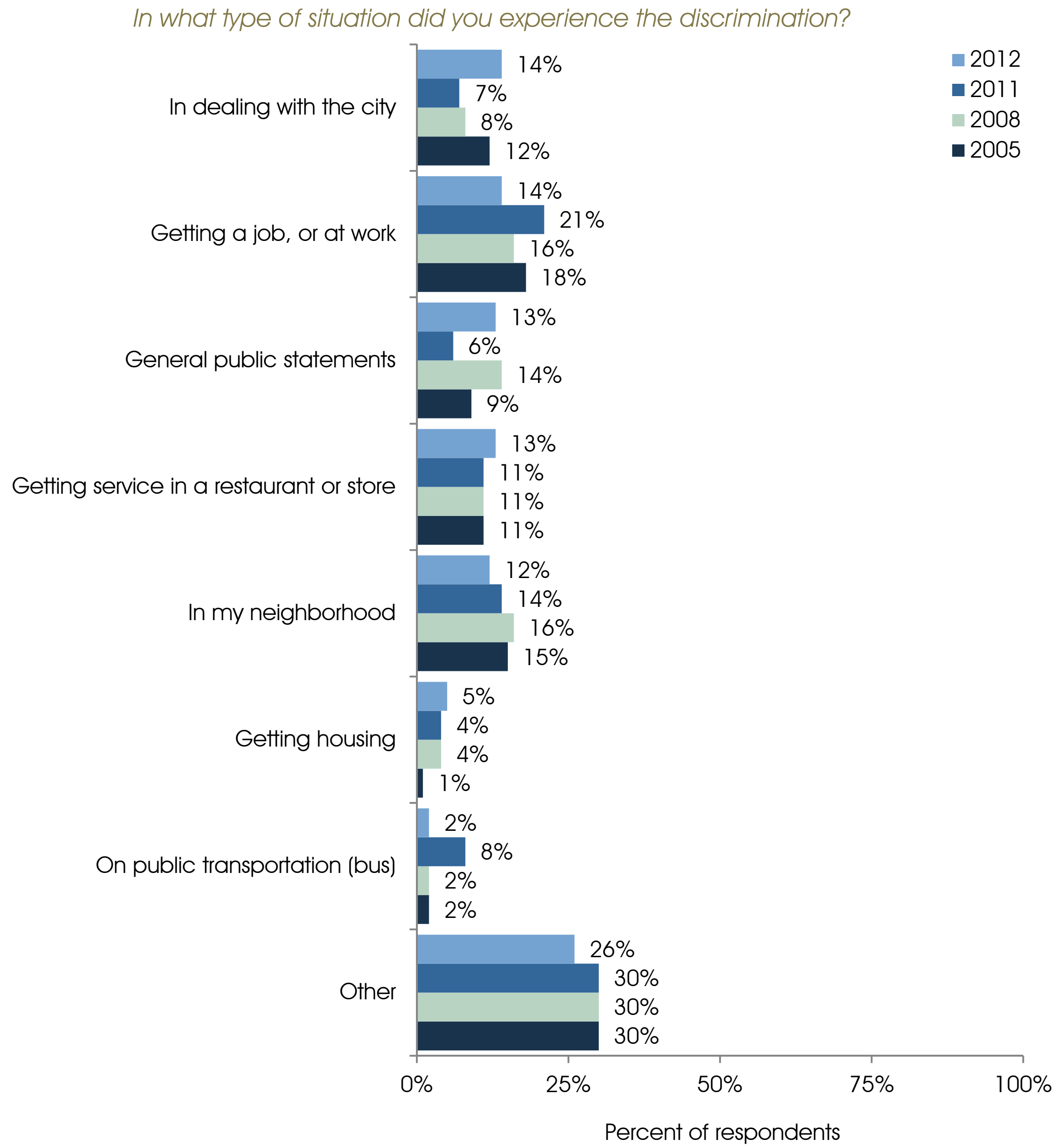
During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?



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 47: TYPE OF SITUATION WHERE DISCRIMINATION WAS EXPERIENCED 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 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 48: 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). One respondent cited the Human Resources department and 11 respondents mentioned some "other" department that was involved in the discrimination. 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.

FIGURE 49: 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 each question on the survey, excluding the "don't know" responses.

TABLE 13: QUESTION A

Do you live within the Minneapolis city limits?	Percent
Yes	100%
No	0%
Total	100%

TABLE 14: QUESTION B

How long have you lived in the City of Minneapolis?	Percent
Less than one year	3%
1 to 4 years	17%
5 to 9 years	17%
10 to 19 years	17%
20 years or more	45%
Total	100%

TABLE 15: QUESTION C

What is your home zip code?	Percent
55111	0%
55401	1%
55402	0%
55403	9%
55404	7%
55405	4%
55406	10%
55407	10%
55408	6%
55409	5%
55410	2%
55411	5%
55412	6%
55413	6%
55414	11%
55415	0%
55416	1%
55417	5%
55418	4%
55419	5%
55421	0%
55422	0%
55423	0%
55424	0%
55429	0%
55430	1%
55435	0%
55450	0%
55454	1%
55455	0%
55487	0%
55488	0%
Other	0%
Total	100%

TABLE 16: QUESTION D

Which of the following applies to your phone usage?	Percent
I only have a cell phone which is my primary phone	10%
I only have a landline which is my primary phone	22%
I have a cell phone and a landline with my cell phone being my primary phone	30%
I have a landline and a cell phone with my landline being my primary phone	38%
Total	100%

TABLE 17: QUESTION 1

Overall, how do you rate the City of Minneapolis as a place to live?	Percent
Very good	57%
Good	34%
Only fair	8%
Poor	1%
Total	100%

TABLE 18: QUESTION 2

Overall, how do you rate your neighborhood as a place to live?	Percent
Very good	49%
Good	36%
Only fair	12%
Poor	4%
Total	100%

TABLE 19: QUESTION 3

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	Percent
Better	34%
Stayed the same	53%
Worse	13%
Total	100%

TABLE 20: 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 21: QUESTION 4A

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	48%	47%	4%	1%	100%
I would recommend the City of Minneapolis as a great place to live	43%	51%	4%	1%	100%

TABLE 22: 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%
My neighborhood has a good selection of stores and services that meet my needs	27%	58%	12%	3%	100%
My neighborhood is clean and well-maintained	22%	60%	15%	3%	100%
Street lighting in my neighborhood is adequate	28%	58%	12%	2%	100%

TABLE 23: QUESTION 6

Which of the following best describes the size of your current place of residence based on your household's needs?	Percent
It is much too big	1%
It is too big	6%
It is just the right size	72%
It is too small	17%
It is much too small	4%
Total	100%

TABLE 24: QUESTION 7

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
My housing costs (e.g., rent or mortgage payment plus utilities) are affordable and within my household's budget	26%	56%	14%	3%	100%
The location of my house or apartment is convenient for my household's needs (e.g., work, school, etc.)	48%	47%	4%	1%	100%
The physical condition of my house is adequate to meet my household's needs	33%	59%	7%	2%	100%
I intend to move within the next two years	13%	20%	35%	32%	100%

TABLE 25: QUESTION 7A

Which of the following best describes where you intend to move?	Percent
To another location within the same neighborhood	14%
To another neighborhood in Minneapolis	25%
Outside Minneapolis but within the metro area	28%
Outside the Minneapolis metro area	7%
Out of state	22%
Some other location	4%
Total	100%

This question was asked only of those who reported a likelihood of moving in the next two years.

TABLE 26: QUESTION 7B

Which one of the following best describes why you intend to move?	Percent
Work	6%
Family	10%
Financial reasons	8%
Just want to live somewhere else	16%
Children are grown/moved out – don't need the big house anymore	1%
Current property taxes are too high	5%
Schools – I want to get my child(ren) into better schools	9%
Some other reason	44%
Total	100%

This question was asked only of those who reported a likelihood of moving in the next two years.

TABLE 27: QUESTION 8

Do you live or work Downtown?	Percent
Live	7%
Work	13%
Neither	77%
Both	4%
Total	100%

TABLE 28: QUESTION 9

In the last year, how often, if ever, did you go Downtown?	Percent
Once or twice	11%
3 to 12 times	34%
13-26 times	14%
26 times or more	35%
Never	6%
Total	100%

This question was asked only of those people who did not live or work Downtown.

TABLE 29: 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 30: 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 31: QUESTION 11A

Do you have a desktop or laptop computer with Internet in your household?	Percent
Yes	82%
No	18%
Total	100%

TABLE 32: QUESTION 11B

How often, if ever, do you use each of the following on a scale of never, less than once a month, monthly, weekly or daily?	Never	Less than once a month	Monthly	Weekly	Daily	Total
A desktop or laptop computer with Internet at home	18%	1%	2%	8%	70%	100%
A computer at work	38%	1%	3%	3%	55%	100%
A computer in a public place like a library, park or public computer lab	57%	22%	10%	7%	3%	100%
A tablet computer with Internet, like an iPad, etc.	69%	2%	2%	7%	20%	100%
A cell phone	18%	3%	4%	11%	64%	100%
The Internet on a cell phone, BlackBerry or iPod Touch	49%	1%	3%	6%	40%	100%

TABLE 33: QUESTION 11C

How familiar or unfamiliar are you with Minneapolis 311?	Percent
Very familiar	26%
Somewhat familiar	44%
Not at all familiar	30%
Total	100%

TABLE 34: QUESTION 12

How do you get City of Minneapolis government news and information?	Percent
City of Minneapolis website	27%
Social media: Facebook, Twitter, FourSquare	12%
News media: newspapers, radio, television	65%
Emails from elected officials	8%
Other emails from the City	11%
Mailings from the City	22%
City cable channels 14 and 79	3%
311	8%
Other	20%

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

TABLE 35: QUESTION 12A

In the last 12 months, have you contacted the City to get information or services?	Percent
Yes	50%
No	50%
Total	100%

TABLE 36: QUESTION 13

How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's website)?	Percent
In person	8%
By telephone – 311	48%
By telephone – other number	42%
By mail	2%
By email-other email	9%
By email-311	4%
Visit the City's website	21%
Used the 311 mobile app	1%

This question was only asked of those who reported contacting the City in that last 12 months.
Total may exceed 100% as respondents were able to choose more than one response.

TABLE 37: QUESTION 14

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor.	Very good	Good	Only fair	Poor	Total
Knowledge	43%	42%	11%	4%	100%
Courteousness	51%	38%	8%	4%	100%
Timely response	45%	36%	12%	8%	100%
Ease of getting in touch with the employee	39%	38%	17%	6%	100%
Respectfulness	52%	35%	10%	3%	100%
Willingness to help or understand	47%	38%	10%	6%	100%
Willingness to accommodate the need for foreign language and/or sign language interpreting	35%	49%	12%	4%	100%

This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 38: QUESTION 15

Please tell me how you would rate each of the following characteristics of the City website.	Very good	Good	Only fair	Poor	Total
Usefulness of information	28%	56%	16%	0%	100%
Ease of use	15%	55%	28%	2%	100%
Design and graphics	11%	63%	23%	3%	100%

This question was asked only of those who reported contacting the City via the City's website.

TABLE 39: 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 40: 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 41: 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%
311 agents	36%	64%	100%

TABLE 42: 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%
How satisfied were you with the professionalism shown by the 311 agent?	56%	39%	3%	2%	100%

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

TABLE 43: 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
Protecting the environment, including air, water and land	17%	70%	11%	1%	100%
Preparing for disasters	14%	76%	7%	2%	100%
Affordable housing development	11%	59%	26%	4%	100%
Revitalizing Downtown	18%	63%	16%	3%	100%
Revitalizing neighborhoods	14%	66%	17%	3%	100%
Repairing streets	10%	60%	26%	4%	100%
Repairing alleys	9%	62%	25%	4%	100%
Keeping streets clean	22%	67%	10%	1%	100%
Cleaning up graffiti	15%	65%	17%	3%	100%
Dealing with problem businesses and unkept properties	9%	62%	25%	4%	100%
Garbage collection and recycling programs	35%	53%	11%	2%	100%
Animal control services	18%	74%	6%	2%	100%
Police services	20%	70%	7%	3%	100%
Fire protection and emergency medical response	36%	61%	2%	1%	100%
Providing quality drinking water	36%	57%	5%	2%	100%
Providing sewer services	24%	73%	3%	1%	100%
Protecting health and well-being of residents	15%	76%	8%	2%	100%
Providing park and recreation services	43%	52%	4%	1%	100%
Mortgage foreclosure assistance	6%	54%	30%	10%	100%
Snow removal	19%	60%	17%	3%	100%
Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles	24%	61%	12%	3%	100%
311 for City services and information	27%	69%	3%	1%	100%
Maintaining safe and accessible sidewalks	19%	69%	10%	2%	100%
City services overall	17%	79%	3%	0%	100%

TABLE 44: QUESTION 18A

Please tell me how satisfied or dissatisfied you are with public education (K-12) in the Minneapolis Public Schools.	Percent
Very satisfied	15%
Satisfied	46%
Dissatisfied	29%
Very dissatisfied	10%
Total	100%

TABLE 45: QUESTION 18B

Over the last two years, would you say that the quality of public education (K-12) in the Minneapolis Public Schools has....	Percent
Improved a lot	9%
Improved slightly	24%
Stayed the same	39%
Declined slightly	17%
Declined a lot	11%
Total	100%

TABLE 46: 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
Protecting the environment, including air, water and land	2%	4%	13%	27%	55%	100%
Preparing for disasters	2%	5%	23%	26%	43%	100%
Affordable housing development	5%	8%	24%	25%	39%	100%
Revitalizing Downtown	6%	10%	30%	29%	24%	100%
Revitalizing neighborhoods	2%	6%	24%	33%	35%	100%
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%
Cleaning up graffiti	7%	17%	29%	22%	24%	100%
Dealing with problem businesses and unkept properties	3%	9%	29%	32%	27%	100%
Garbage collection and recycling programs	1%	4%	12%	29%	54%	100%
Animal control services	4%	17%	35%	22%	22%	100%
Police services	1%	1%	8%	19%	70%	100%
Fire protection and emergency medical response	1%	0%	5%	13%	81%	100%
Providing quality drinking water	2%	1%	6%	18%	72%	100%
Providing sewer services	1%	3%	15%	26%	54%	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%
Mortgage foreclosure assistance	8%	14%	26%	22%	29%	100%
Snow removal	1%	3%	10%	31%	54%	100%
311 for City services and information	5%	13%	31%	27%	25%	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 47: QUESTION 20

To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	Percent
Strongly agree	9%
Agree	43%
Disagree	32%
Strongly disagree	16%
Total	100%

TABLE 48: QUESTION 21

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	29%	40%	16%	14%	100%
Joining a City advisory group	9%	26%	30%	36%	100%
Contacting my neighborhood group	27%	40%	17%	15%	100%
Attending a community meeting	24%	45%	19%	12%	100%
Contacting City staff	28%	41%	19%	12%	100%
Working with a group not affiliated with the City	15%	37%	25%	23%	100%

TABLE 49: QUESTION 22

What are some reasons you are less likely to participate in City government decisions?	Percent
No interest	14%
No time	38%
Not aware of options / don't know how	12%
Wouldn't change the result	17%
Other	35%

This question was only of those who said unlikely or very unlikely to three or more items in question 21.

TABLE 50: QUESTION 23

Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City government on...	Very good	Good	Only fair	Poor	Total
Informing residents on major issues in the City of Minneapolis	18%	46%	27%	9%	100%
Representing and providing for the needs of all its citizens	13%	49%	28%	10%	100%
Effectively planning for the future	17%	48%	27%	8%	100%
Providing value for your tax dollars	15%	44%	29%	12%	100%
Providing meaningful opportunities for citizens to give input on important issues	17%	41%	30%	12%	100%
The overall direction that the City is taking	19%	52%	23%	6%	100%

TABLE 51: 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 52: 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 53: 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 54: 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.

TABLE 55: QUESTION 25

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

TABLE 56: QUESTION 26

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 57: QUESTION 27

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 58: QUESTION 28

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

TABLE 59: QUESTION 28A

What is the primary language spoken at home?	Percent
Spanish	41%
Somali	10%
Hmong	10%
Oromo	4%
Lao	2%
Vietnamese	3%
Other	30%
Total	100%

TABLE 60: QUESTION 29

Please stop me when I reach the category that includes your age.	Percent
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 61: QUESTION 30

Please stop me when I reach the category that includes your household annual income for 2011.	Percent
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 62: QUESTION 31

For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	Percent
Yes	7%
No	93%
Total	100%

TABLE 63: QUESTION 32

Now, can you tell me what best describes your racial origin?	Percent
White	69%
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	5%
Two or more races	5%
Some other race	1%
Total	100%

TABLE 64: QUESTION 33

To help us ensure we have received survey responses from all areas of the City, would you please give me your current street address?	Percent
Yes	100%
Total	100%

TABLE 65: QUESTION 34

The names of the nearest two streets that form the intersection nearest your home will be sufficient. Would you please give me the names of these two streets?	Percent
Yes	100%
Total	100%

TABLE 66: QUESTION 35

In which Minneapolis neighborhood do you live?	Percent
Audubon Park	0%
Bancroft	0%
Beltrami	0%
Bottineau	0%
Bryant	0%
Bryn-Mawr	0%
Camden/Webber-Camden	0%
Carag/Calhoun Area	0%
Cedar-Isles-Dean	0%
Cedar-Riverside	0%
Central	0%
Cleveland	0%
Columbia Park	0%
Como	0%
Cooper	3%
Corcoran	0%
Diamond Lake	0%
Downtown East	0%
Downtown West	0%
East Calhoun (Ecco)	0%
East Harriet Farmstead	8%
East Isles	6%
East Phillips	0%
Elliot Park	8%
Ericsson	0%
Field	0%
Folwell	0%
Fuller/Tangletown	0%
Fulton	6%
Hale	0%
Harrison	0%
Hawthorne	0%
Hiawatha	0%
Holland	1%
Howe	0%
Humboldt Indust Area	0%
Jordan	0%
Keewaydin	0%
Kenny	6%
Kenwood	0%

In which Minneapolis neighborhood do you live?	Percent
King Field	0%
Lind-Bohanon	0%
Linden Hills	0%
Logan Park	12%
Longfellow	0%
Loring Park	7%
Lowry Hill	0%
Lowry Hill East (Wedge)	6%
Lyndale	0%
Lynnhurst	0%
Marcy-Holmes	0%
Marshall Terrace	0%
McKinley	0%
Minnehaha	0%
Morris Park	4%
Near North	0%
Nicollet Island/East Bank	13%
Nokomis	0%
North Loop	3%
Northeast Park	0%
Northrop	0%
Page	3%
Phillips	0%
Phillips West	0%
Powderhorn Park	0%
Prospect Park E River Rd	0%
Regina	0%
Seward	0%
Sheridan	0%
Shingle Creek	0%
St. Anthony East	1%
St. Anthony West	3%
Standish	0%
Stevens Square	0%
Sumner-Glenwood	0%
University	0%
Ventura Village	0%
Victory	0%
Waite Park	0%
Wenonah	0%
West Calhoun	0%

In which Minneapolis neighborhood do you live?	Percent
Whittier	0%
Willard-Hay	0%
Windom	2%
Windom Park	0%
Uptown	0%
Warehouse District	0%
Other	0%
Other	9%
Total	100%

TABLE 67: QUESTION 38

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

TABLE 68: COMMUNITY DISTRICT

District	Percent
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 69: SURVEY LANGUAGE

Language	Percent
English	99%
Spanish	0%
Vietnamese	0%
Hmong	0%
Somali	0%
Oromo	0%
Lao	0%
Total	100%

RESPONSES INCLUDING "DON'T KNOW"

The following pages contain a complete set of responses to each question on the survey, 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 70: QUESTION A

Do you live within the Minneapolis city limits?	Percent	Number
Yes	100%	1,378
No	0%	0
Don't know	0%	0
Refused	0%	0
Total	100%	1,378

TABLE 71: QUESTION B

How long have you lived in the City of Minneapolis?	Percent	Number
Less than one year	3%	47
1 to 4 years	17%	234
5 to 9 years	17%	236
10 to 19 years	17%	237
20 years or more	45%	624
Don't know	0%	0
Refused	0%	0
Total	100%	1,378

TABLE 72: QUESTION C

What is your home zip code?	Percent	Number
55111	0%	0
55401	1%	16
55402	0%	2
55403	9%	119
55404	7%	101
55405	4%	59
55406	10%	142
55407	10%	140
55408	6%	83
55409	5%	73
55410	2%	30
55411	5%	72
55412	6%	78
55413	6%	79
55414	11%	155
55415	0%	3
55416	1%	8
55417	5%	68
55418	4%	52
55419	5%	67
55421	0%	0
55422	0%	0
55423	0%	6
55424	0%	0
55429	0%	0
55430	1%	15
55435	0%	0
55450	0%	0

What is your home zip code?	Percent	Number
55454	1%	12
55455	0%	0
55487	0%	0
55488	0%	0
Other	0%	0
Don't know	0%	0
Refused	0%	0
Total	100%	1,378

TABLE 73: QUESTION D

Which of the following applies to your phone usage?	Percent	Number
I only have a cell phone which is my primary phone	10%	141
I only have a landline which is my primary phone	22%	301
I have a cell phone and a landline with my cell phone being my primary phone	30%	414
I have a landline and a cell phone with my landline being my primary phone	38%	521
Total	100%	1,378

TABLE 74: QUESTION 1

Overall, how do you rate the City of Minneapolis as a place to live?	Percent	Number
Very good	57%	781
Good	34%	467
Only fair	8%	108
Poor	1%	18
Don't know	0%	4
Refused	0%	1
Total	100%	1,378

TABLE 75: QUESTION 2

Overall, how do you rate your neighborhood as a place to live?	Percent	Number
Very good	48%	667
Good	36%	494
Only fair	12%	163
Poor	4%	50
Don't know	0%	4
Refused	0%	0
Total	100%	1,378

TABLE 76: QUESTION 3

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	Percent	Number
Better	33%	451
Stayed the same	51%	702
Worse	13%	173
Don't know	4%	52
Refused	0%	0
Total	100%	1,378

TABLE 77: 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 78: QUESTION 4A

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:	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
I am proud to live in the City of Minneapolis	47%	650	47%	645	4%	56	1%	11	1%	13	0%	3	100%	1,378
I would recommend the City of Minneapolis as a great place to live	43%	593	50%	695	4%	57	1%	18	1%	13	0%	1	100%	1,378

TABLE 79: QUESTION 5

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	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
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
My neighborhood has a good selection of stores and services that meet my needs	26%	364	58%	795	12%	162	3%	39	1%	16	0%	1	100%	1,378
My neighborhood is clean and well-maintained	22%	298	59%	812	15%	209	3%	38	1%	20	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 80: QUESTION 6

Which of the following best describes the size of your current place of residence based on your household's needs?	Percent	Number
It is much too big	1%	9
It is too big	6%	79
It is just the right size	72%	990
It is too small	17%	236
It is much too small	4%	61
Don't know	0%	3
Refused	0%	0
Total	100%	1,378

TABLE 81: QUESTION 7

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		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
My housing costs (e.g., rent or mortgage payment plus utilities) are affordable and within my household's budget	26%	358	56%	770	14%	198	3%	41	1%	7	0%	3	100%	1,378
The location of my house or apartment is convenient for my household's needs (e.g., work, school, etc.)	48%	665	47%	646	4%	51	1%	12	0%	4	0%	0	100%	1,378
The physical condition of my house is adequate to meet my household's needs	33%	451	59%	811	7%	90	2%	22	0%	4	0%	0	100%	1,378
I intend to move within the next two years	12%	167	19%	260	34%	463	31%	422	5%	65	0%	0	100%	1,378

TABLE 82: QUESTION 7A

Which of the following best describes where you intend to move?	Percent	Number
To another location within the same neighborhood	13%	22
To another neighborhood in Minneapolis	24%	39
Outside Minneapolis but within the metro area	26%	43
Outside the Minneapolis metro area	6%	10
Out of state	20%	34
Some other location	3%	6
Don't know	7%	12
Refused	0%	1
Total	100%	167

This question was asked only of those who reported a likelihood of moving in the next two years.

TABLE 83: QUESTION 7B

Which one of the following best describes why you intend to move?	Percent	Number
Work	6%	11
Family	10%	17
Financial reasons	8%	13
Just want to live somewhere else	15%	26
Children are grown/moved out – don't need the big house anymore	1%	2
Current property taxes are too high	5%	9
Schools – I want to get my child(ren) into better schools	9%	15
Some other reason	44%	73
Don't know	0%	1
Refused	0%	1
Total	100%	167

This question was asked only of those who reported a likelihood of moving in the next two years.

TABLE 84: QUESTION 8

Do you live or work Downtown?	Percent	Number
Live	7%	90
Work	12%	171
Neither	76%	1,043
Both	4%	59
Don't know	1%	14
Refused	0%	1
Total	100%	1,378

TABLE 85: QUESTION 9

In the last year, how often, if ever, did you go Downtown?	Percent	Number
Once or twice	10%	111
3 to 12 times	34%	358
13-26 times	14%	149
26 times or more	35%	368
Never	6%	64
Don't know	1%	8
Refused	0%	0
Total	100%	1,058

This question was asked only of those people who did not live or work Downtown.

TABLE 86: 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 87: 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 88: QUESTION 11A

Do you have a desktop or laptop computer with Internet in your household?	Percent	Number
Yes	81%	1,119
No	18%	252
Don't know	0%	1
Refused	0%	4
Total	100%	1,378

TABLE 89: QUESTION 11B

How often, if ever, do you use each of the following on a scale of never, less than once a month, monthly, weekly or daily?	Never		Less than once a month		Monthly		Weekly		Daily		Don't know/no opinion		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
A desktop or laptop computer with Internet at home	18%	247	1%	17	2%	27	8%	117	70%	965	0%	2	0%	2	100%	1,378
A computer at work	37%	510	1%	17	3%	38	3%	46	53%	736	2%	29	0%	2	100%	1,378
A computer in a public place like a library, park or public computer lab	57%	787	22%	308	10%	142	7%	92	3%	44	0%	4	0%	1	100%	1,378
A tablet computer with Internet, like an iPad, etc.	69%	949	2%	24	2%	24	7%	94	20%	280	0%	6	0%	0	100%	1,378
A cell phone	18%	249	3%	41	4%	59	11%	151	64%	875	0%	3	0%	0	100%	1,378
The Internet on a cell phone, BlackBerry or iPod Touch	49%	670	1%	20	3%	43	6%	85	40%	550	1%	10	0%	0	100%	1,378

TABLE 90: QUESTION 11C

How familiar or unfamiliar are you with Minneapolis 311?	Percent	Number
Very familiar	25%	351
Somewhat familiar	44%	602
Not at all familiar	30%	415
Refused	1%	9
Total	100%	1,378

TABLE 91: QUESTION 12

How do you get City of Minneapolis government news and information?	Percent	Number
City of Minneapolis website	26%	357
Social media: Facebook, Twitter, FourSquare	12%	164
News media: newspapers, radio, television	62%	860
Emails from elected officials	8%	113
Other emails from the City	10%	140
Mailings from the City	21%	289
City cable channels 14 and 79	3%	39
311	8%	111
Other	19%	263
Don't know	4%	50
Refused	0%	2

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

TABLE 92: QUESTION 12A

In the last 12 months, have you contacted the City to get information or services?	Percent	Number
Yes	49%	678
No	50%	687
Don't know	1%	12
Refused	0%	0
Total	100%	1,378

TABLE 93: QUESTION 13

How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's website)?	Percent	Number
In person	8%	54
By telephone – 311	48%	325
By telephone – other number	42%	285
By mail	2%	14
By email-other email	9%	60
By email-311	4%	25
Visit the City's website	21%	143
Used the 311 mobile app	1%	4
Other	2%	17
Don't know	0%	2
Refused	0%	0

Total may exceed 100% as respondents were able to choose more than one response.
This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 94: QUESTION 14

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor.	Very good		Good		Only fair		Poor		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Knowledge	43%	263	41%	252	11%	69	4%	22	2%	12	0%	0	100%	617
Courteousness	50%	308	37%	229	8%	47	4%	22	2%	11	0%	0	100%	617
Timely response	43%	266	34%	211	11%	71	7%	45	4%	24	0%	0	100%	617
Ease of getting in touch with the employee	38%	236	37%	229	16%	101	6%	39	2%	12	0%	0	100%	617
Respectfulness	51%	312	34%	212	10%	60	3%	17	3%	16	0%	0	100%	617
Willingness to help or understand	46%	285	37%	227	9%	58	6%	34	2%	12	0%	0	100%	617
Willingness to accommodate the need for foreign language and/or sign language interpreting	9%	57	13%	79	3%	20	1%	7	72%	446	1%	9	100%	617

This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 95: QUESTION 15

Please tell me how you would rate each of the following characteristics of the City website.	Very good		Good		Only fair		Poor		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Usefulness of information	27%	39	56%	80	16%	23	0%	0	1%	1	0%	0	100%	143
Ease of use	15%	21	54%	78	28%	40	2%	3	1%	1	0%	0	100%	143
Design and graphics	9%	13	56%	81	21%	30	2%	3	11%	16	0%	0	100%	143

This question was asked only of those who reported contacting the City via the City's website.

TABLE 96: 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 97: 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 98: 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
311 agents	35%	487	62%	861	2%	21	1%	8	100%	1,378

TABLE 99: QUESTION 17A

How satisfied were you with the professionalism shown by:	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 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
How satisfied were you with the professionalism shown by the 311 agent?	55%	269	38%	186	3%	15	2%	8	2%	9	0%	1	100%	487

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

TABLE 100: 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		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Protecting the environment, including air, water and land	16%	224	65%	895	10%	143	1%	19	7%	96	0%	1	100%	1,378
Preparing for disasters	10%	141	55%	754	5%	72	1%	21	28%	389	0%	1	100%	1,378
Affordable housing development	8%	117	43%	598	19%	260	3%	44	26%	356	0%	4	100%	1,378
Revitalizing Downtown	16%	218	54%	746	14%	191	2%	30	14%	192	0%	1	100%	1,378
Revitalizing neighborhoods	12%	172	58%	803	15%	204	3%	36	12%	160	0%	3	100%	1,378
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
Cleaning up graffiti	13%	179	58%	793	15%	212	2%	33	12%	160	0%	1	100%	1,378
Dealing with problem businesses and unkept properties	7%	96	48%	659	20%	269	3%	40	23%	312	0%	2	100%	1,378
Garbage collection and recycling programs	34%	464	52%	712	10%	144	2%	22	3%	35	0%	1	100%	1,378
Animal control services	14%	194	60%	822	5%	70	1%	19	20%	271	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
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
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
Mortgage foreclosure assistance	2%	32	20%	276	11%	156	4%	51	62%	857	0%	4	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

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		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
311 for City services and information	18%	254	47%	645	2%	31	1%	9	32%	437	0%	1	100%	1,378
Maintaining safe and accessible sidewalks	19%	260	68%	938	10%	134	2%	25	1%	19	0%	2	100%	1,378
City services overall	17%	236	78%	1,073	3%	46	0%	6	1%	15	0%	1	100%	1,378

TABLE 101: QUESTION 18A

Please tell me how satisfied or dissatisfied you are with public education (K-12) in the Minneapolis Public Schools.	Percent	Number
Very satisfied	11%	149
Satisfied	34%	463
Dissatisfied	22%	298
Very dissatisfied	7%	103
Don't know	26%	363
Refused	0%	2
Total	100%	1,378

TABLE 102: QUESTION 18B

Over the last two years, would you say that the quality of public education (K-12) in the Minneapolis Public Schools has....	Percent	Number
Improved a lot	6%	83
Improved slightly	17%	228
Stayed the same	27%	378
Declined slightly	12%	167
Declined a lot	8%	106
Don't know	30%	412
Refused	0%	4
Total	100%	1,378

TABLE 103: 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
Protecting the environment, including air, water and land	2%	27	4%	49	13%	179	26%	363	54%	745	1%	13	0%	1	100%	1,378
Preparing for disasters	2%	33	5%	69	23%	311	26%	358	42%	580	2%	25	0%	1	100%	1,378
Affordable housing development	5%	65	8%	108	23%	318	24%	334	38%	523	2%	29	0%	1	100%	1,378
Revitalizing Downtown	6%	82	10%	134	29%	402	29%	394	24%	324	3%	39	0%	1	100%	1,378
Revitalizing neighborhoods	2%	32	6%	77	23%	320	33%	452	34%	473	2%	22	0%	1	100%	1,378
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
Cleaning up graffiti	7%	102	17%	236	29%	400	22%	298	24%	327	1%	13	0%	1	100%	1,378
Dealing with problem businesses and unkept properties	3%	37	9%	120	28%	384	31%	426	26%	356	4%	54	0%	1	100%	1,378

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
Garbage collection and recycling programs	1%	12	4%	55	12%	168	29%	402	53%	734	0%	5	0%	1	100%	1,378
Animal control services	4%	50	17%	233	35%	476	21%	294	22%	304	1%	19	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
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
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
Mortgage foreclosure assistance	7%	100	12%	171	23%	319	20%	273	26%	359	11%	151	0%	4	100%	1,378
Snow removal	1%	18	3%	41	10%	142	31%	427	53%	730	1%	18	0%	1	100%	1,378
311 for City services and information	4%	62	12%	164	28%	391	25%	349	23%	315	6%	88	1%	9	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 104: QUESTION 20

To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	Percent	Number
Strongly agree	9%	117
Agree	41%	558
Disagree	31%	423
Strongly disagree	15%	208
Don't know	5%	69
Refused	0%	3
Total	100%	1,378

TABLE 105: QUESTION 21

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		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Contacting my elected official	29%	402	40%	548	16%	218	14%	195	1%	13	0%	1	100%	1,378
Joining a City advisory group	8%	115	26%	353	29%	402	35%	480	2%	26	0%	1	100%	1,378
Contacting my neighborhood group	27%	372	40%	546	17%	236	15%	209	1%	13	0%	2	100%	1,378
Attending a community meeting	24%	327	45%	619	19%	256	12%	169	0%	6	0%	1	100%	1,378
Contacting City staff	27%	377	41%	565	19%	262	12%	165	1%	8	0%	1	100%	1,378
Working with a group not affiliated with the City	14%	199	36%	493	24%	337	22%	302	3%	46	0%	2	100%	1,378

TABLE 106: QUESTION 22

What are some reasons you are less likely to participate in City government decisions?	Percent	Number
No interest	13%	74
No time	35%	196
Not aware of options / don't know how	11%	62
Wouldn't change the result	16%	88
Other	32%	181
Don't know	9%	49
Refused	0%	1

This question was only of those who said unlikely or very unlikely to three or more items in question 21.

TABLE 107: QUESTION 23

Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City government on...	Very good		Good		Only fair		Poor		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Informing residents on major issues in the City of Minneapolis	17%	238	44%	604	26%	358	9%	120	4%	54	0%	2	100%	1,378
Representing and providing for the needs of all its citizens	13%	174	47%	644	27%	366	10%	134	4%	59	0%	1	100%	1,378
Effectively planning for the future	15%	208	43%	589	24%	330	8%	104	10%	144	0%	2	100%	1,378
Providing value for your tax dollars	14%	192	43%	589	28%	391	11%	155	4%	49	0%	2	100%	1,378
Providing meaningful opportunities for citizens to give input on important issues	16%	221	38%	530	28%	381	11%	156	6%	89	0%	1	100%	1,378
The overall direction that the City is taking	18%	245	49%	681	22%	307	6%	86	4%	58	0%	1	100%	1,378

TABLE 108: 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 109: 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 110: 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 111: 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.

TABLE 112: QUESTION 25

Do you currently own or rent your current residence?	Percent	Number
Own	52%	720
Rent	47%	646
Don't know	1%	8
Refused	0%	4
Total	100%	1,378

TABLE 113: QUESTION 26

Please tell me if each of the following statements is true of your household/members of your household? What about...	Yes		No		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
There are children under the age of 18	38%	517	62%	855	0%	4	0%	1	100%	1,378
There are adults age 70 or older	12%	168	87%	1,204	0%	4	0%	1	100%	1,378

TABLE 114: QUESTION 27

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		Don't know		Refused		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Bus	13%	180	20%	281	32%	442	34%	473	0%	2	0%	1	100%	1,378
Bike	5%	72	17%	233	32%	447	45%	618	0%	2	0%	5	100%	1,378
Car	42%	576	32%	436	12%	163	14%	196	0%	2	0%	5	100%	1,378
Taxi	1%	9	8%	103	38%	526	53%	731	0%	2	0%	5	100%	1,378
Walk	19%	266	41%	558	33%	453	7%	94	0%	2	0%	4	100%	1,378
Train/light rail	4%	55	15%	204	46%	630	35%	481	0%	3	0%	4	100%	1,378

TABLE 115: QUESTION 28

Is English the primary language spoken in the house?	Percent	Number
Yes	91%	1,250
No	9%	127
Don't know	0%	0
Refused	0%	1
Total	100%	1,378

TABLE 116: QUESTION 28A

What is the primary language spoken at home?	Percent	Number
Spanish	41%	52
Somali	10%	12
Hmong	10%	13
Oromo	4%	5
Lao	2%	2
Vietnamese	3%	4
Other	30%	39
Don't know	0%	0
Refused	0%	0
Total	100%	127

TABLE 117: QUESTION 29

Please stop me when I reach the category that includes your age.	Percent	Number
18 to 24 years	10%	131
25 to 34 years	32%	436
35 to 44 years	12%	169
45 to 54 years	22%	297
55 to 64 years	12%	160
65 years and over	13%	176
Refused	1%	8
Total	100%	1,378

TABLE 118: QUESTION 30

Please stop me when I reach the category that includes your household annual income for 2011.	Percent	Number
Less than $10,000	9%	127
$10,000 to less than $15,000	8%	107
$15,000 to less than $25,000	13%	185
$25,000 to less than $35,000	12%	164
$35,000 to less than $50,000	13%	176
$50,000 to less than $75,000	12%	170
$75,000 to less than $100,000	8%	110
$100,000 to less than $150,000	8%	109
$150,000 to less than $200,000	4%	54
$200,000 or more	4%	51
Don't know	4%	57
Refused	5%	67
Total	100%	1,378

TABLE 119: QUESTION 31

For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	Percent	Number
Yes	7%	98
No	92%	1,269
Don't know	0%	4
Refused	0%	7
Total	100%	1,378

TABLE 120: QUESTION 32

Now, can you tell me what best describes your racial origin?	Percent	Number
White	67%	926
Black, African American or African	11%	145
American Indian/Native American or Alaskan Native	2%	34
Asian, Native Hawaiian or other Pacific Islander	3%	48
Hmong	1%	13
Somali	1%	9
Vietnamese	1%	7
Lao	0%	1
Ethiopian/Oromo	1%	8
Hispanic/Spanish	5%	73
Two or more races	5%	65
Some other race	1%	17
Refused	2%	31
Total	100%	1,378

TABLE 121: QUESTION 33

To help us ensure we have received survey responses from all areas of the City, would you please give me your current street address?	Percent	Number
Yes	85%	1,171
Don't know	5%	62
Refused	11%	145
Total	100%	1,378

TABLE 122: QUESTION 34

The names of the nearest two streets that form the intersection nearest your home will be sufficient. Would you please give me the names of these two streets?	Percent	Number
Yes	80%	165
Don't know	5%	11
Refused	15%	30
Total	100%	206

TABLE 123: QUESTION 35

In which Minneapolis neighborhood do you live?	Percent	Number
Audubon Park	0%	0
Bancroft	0%	0
Beltrami	0%	0
Bottineau	0%	0
Bryant	0%	0
Bryn-Mawr	0%	0
Camden/Webber-Camden	0%	0
Carag/Calhoun Area	0%	0
Cedar-Isles-Dean	0%	0
Cedar-Riverside	0%	0
Central	0%	0
Cleveland	0%	0
Columbia Park	0%	0
Como	0%	0
Cooper	2%	1
Corcoran	0%	0
Diamond Lake	0%	0
Downtown East	0%	0
Downtown West	0%	0
East Calhoun (Ecco)	0%	0
East Harriet Farmstead	4%	2
East Isles	3%	1
East Phillips	0%	0
Elliot Park	4%	1
Ericsson	0%	0
Field	0%	0
Folwell	0%	0
Fuller/Tangletown	0%	0

In which Minneapolis neighborhood do you live?	Percent	Number
Fulton	3%	1
Hale	0%	0
Harrison	0%	0
Hawthorne	0%	0
Hiawatha	0%	0
Holland	1%	0
Howe	0%	0
Humboldt Indust Area	0%	0
Jordan	0%	0
Keewaydin	0%	0
Kenny	3%	1
Kenwood	0%	0
King Field	0%	0
Lind-Bohanon	0%	0
Linden Hills	0%	0
Logan Park	6%	2
Longfellow	0%	0
Loring Park	3%	1
Lowry Hill	0%	0
Lowry Hill East (Wedge)	3%	1
Lyndale	0%	0
Lynnhurst	0%	0
Marcy-Holmes	0%	0
Marshall Terrace	0%	0
McKinley	0%	0
Minnehaha	0%	0
Morris Park	2%	1
Near North	0%	0
Nicollet Island/East Bank	6%	2

In which Minneapolis neighborhood do you live?	Percent	Number
Nokomis	0%	0
North Loop	1%	0
Northeast Park	0%	0
Northrop	0%	0
Page	1%	1
Phillips	0%	0
Phillips West	0%	0
Powderhorn Park	0%	0
Prospect Park E River Rd	0%	0
Regina	0%	0
Seward	0%	0
Sheridan	0%	0
Shingle Creek	0%	0
St. Anthony East	1%	0
St. Anthony West	2%	1
Standish	0%	0
Stevens Square	0%	0
Sumner-Glenwood	0%	0
University	0%	0
Ventura Village	0%	0
Victory	0%	0
Waite Park	0%	0
Wenonah	0%	0
West Calhoun	0%	0
Whittier	0%	0
Willard-Hay	0%	0
Windom	1%	0
Windom Park	0%	0
Uptown	0%	0

In which Minneapolis neighborhood do you live?	Percent	Number
Warehouse District	0%	0
Other	0%	0
Other	4%	2
Don't Know	18%	7
Refused	36%	15
Total	100%	41

TABLE 124: QUESTION 38

Record gender	Percent	Number
Male	50%	688
Female	50%	690
Total	100%	1,378

TABLE 125: COMMUNITY DISTRICT

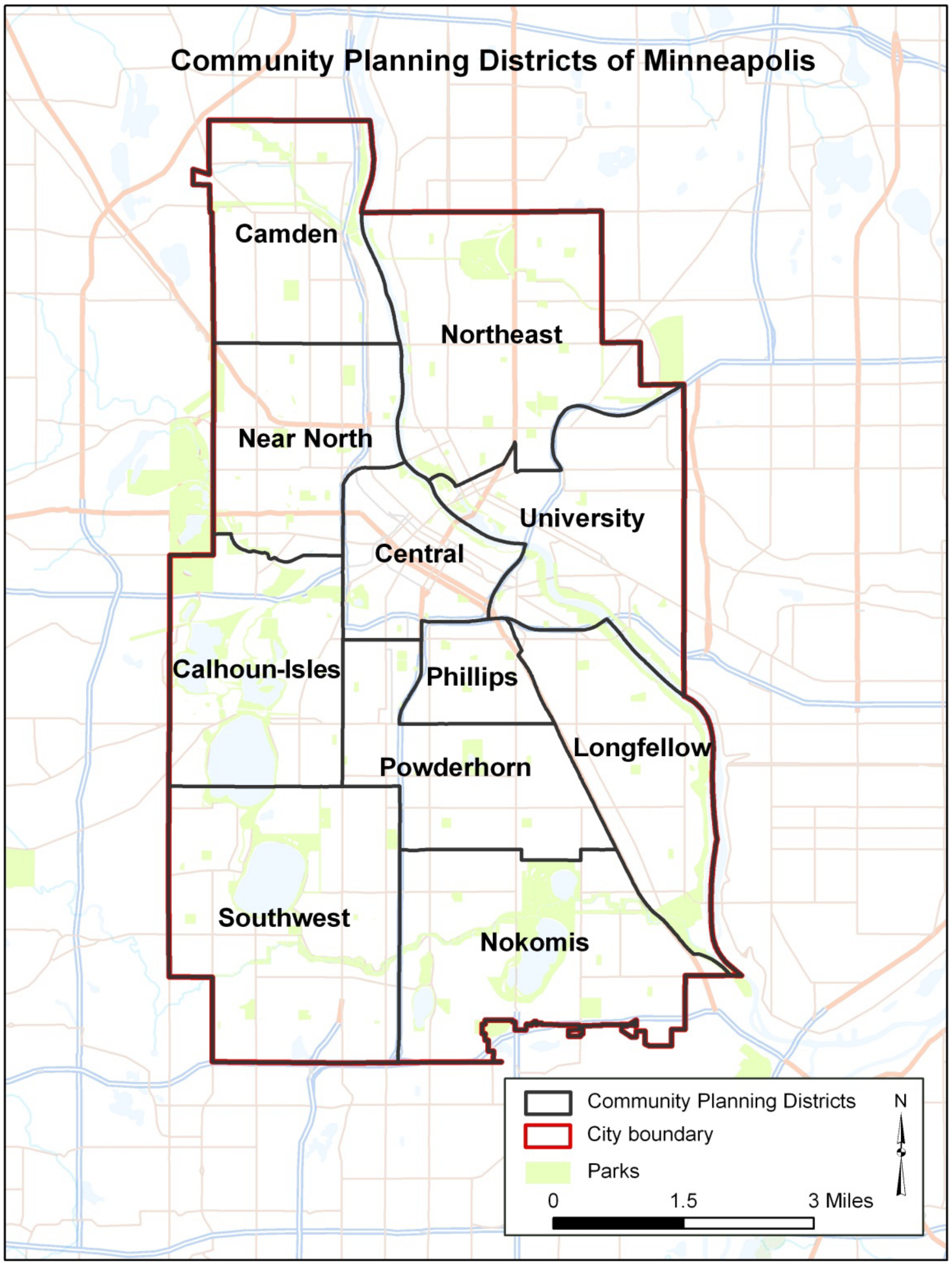
District	Percent	Number
Calhoun-Isles	8%	116
Camden	6%	88
Central	9%	120
Longfellow	7%	99
Near North	6%	87
Nokomis	9%	126
Northeast	9%	127
Phillips	5%	62
Powderhorn	13%	184
Southwest	12%	161
University	11%	155
Unknown	4%	53
Total	100%	1,378

TABLE 126: SURVEY LANGUAGE

Language	Percent	Number
English	99%	1,367
Spanish	0%	0
Vietnamese	0%	4
Hmong	0%	1
Somali	0%	2
Oromo	0%	2
Lao	0%	1
Total	100%	1,378

APPENDIX III: CROSSTABULATION 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 127: QUESTIONS 1 AND 2 BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Overall, how do you rate the City of Minneapolis as a place to live?	91%	87%	96%	87%	74%	92%	93%	85%	93%	97%	89%	91%
Overall, how do you rate your neighborhood as a place to live?	99%	60%	83%	93%	59%	96%	91%	54%	81%	96%	93%	85%

Percent reporting "good" or "very good"

TABLE 128: QUESTION 3 BY COMMUNITY PLANNING DISTRICT

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Better	30%	27%	44%	30%	28%	30%	35%	49%	27%	44%	31%	34%
Stayed the same	57%	51%	47%	57%	54%	53%	51%	36%	67%	46%	51%	53%
Worse	13%	21%	9%	13%	18%	17%	14%	15%	5%	10%	18%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 129: QUESTION 4A BY COMMUNITY PLANNING DISTRICT

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:.	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
I am proud to live in the City of Minneapolis	97%	93%	99%	97%	93%	98%	95%	96%	93%	96%	90%	95%
I would recommend the City of Minneapolis as a great place to live	96%	88%	100%	94%	89%	97%	92%	92%	93%	98%	94%	94%

Percent reporting "agree" or "strongly agree"

TABLE 130: 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%
My neighborhood has a good selection of stores and services that meet my needs	97%	64%	89%	93%	62%	96%	89%	82%	74%	93%	91%	86%
My neighborhood is clean and well maintained	91%	63%	84%	86%	58%	88%	77%	75%	81%	95%	82%	82%
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 131: QUESTION 6 BY COMMUNITY PLANNING DISTRICT

Which of the following best describes the size of your current place of residence based on your household's needs?	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Too big	14%	3%	0%	13%	4%	2%	7%	6%	6%	9%	7%	7%
Just the right size	67%	72%	77%	67%	81%	75%	80%	72%	68%	69%	74%	73%
Too small	18%	25%	22%	20%	16%	23%	13%	22%	26%	23%	20%	21%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 132: QUESTION 7 BY COMMUNITY PLANNING DISTRICT

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
My housing costs are affordable and within my household's budget	83%	70%	95%	78%	73%	89%	83%	82%	88%	75%	87%	83%
The location of my house or apartment is convenient for my household's needs	100%	83%	98%	98%	94%	98%	98%	83%	96%	99%	91%	95%
The physical condition of my house is adequate to meet my household's needs	87%	85%	95%	94%	87%	96%	97%	89%	89%	92%	96%	92%
I intend to move within the next two years	36%	32%	40%	25%	37%	20%	28%	42%	40%	22%	28%	31%

Percent reporting "agree" or "strongly agree"

TABLE 133: 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 134: QUESTION 11A BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Do you have a desktop or laptop computer with Internet in your household?	91%	76%	80%	87%	77%	89%	70%	69%	87%	85%	78%	82%

Percent reporting "yes"

TABLE 135: QUESTION 11C BY COMMUNITY PLANNING DISTRICT

	Community District											
How familiar or unfamiliar are you with Minneapolis 311?	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Very familiar	25%	22%	17%	24%	38%	34%	41%	26%	20%	20%	27%	26%
Somewhat familiar	52%	50%	44%	46%	35%	47%	37%	22%	56%	55%	33%	45%
Not at all familiar	23%	27%	38%	30%	27%	19%	22%	52%	24%	25%	40%	29%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 136: QUESTION 12 BY COMMUNITY PLANNING DISTRICT

	Community District											
In the last 12 months, have you contacted the City to get information or services?	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
In the last 12 months, have you contacted the City to get information or services?	60%	41%	31%	61%	64%	51%	57%	44%	48%	45%	49%	50%

Percent reporting "yes"

TABLE 137: QUESTION 14 BY COMMUNITY PLANNING DISTRICT

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact.	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Knowledge	87%	69%	72%	83%	79%	81%	92%	78%	87%	92%	90%	85%
Courteousness	93%	83%	70%	83%	90%	82%	95%	81%	96%	91%	88%	88%
Timely response	84%	68%	75%	84%	82%	89%	76%	65%	83%	86%	92%	82%
Ease of getting in touch with the employee	74%	67%	65%	77%	79%	85%	74%	84%	74%	91%	83%	78%
Respectfulness	93%	86%	74%	85%	87%	83%	92%	86%	88%	92%	94%	88%
Willingness to help or understand	88%	69%	75%	81%	87%	88%	88%	77%	86%	89%	93%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	88%	93%	33%	60%	84%	100%	100%	73%	99%	96%	58%	87%

Percent reporting "good" or "very good"
This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 138: 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
Protecting the environment, including air, water and land	93%	84%	91%	84%	80%	91%	94%	79%	86%	90%	85%	88%
Preparing for disasters	95%	86%	94%	96%	74%	94%	95%	76%	97%	92%	95%	92%
Affordable housing development	64%	71%	68%	69%	55%	76%	92%	63%	77%	65%	62%	70%
Revitalizing Downtown	80%	75%	86%	81%	70%	81%	87%	70%	88%	88%	79%	82%
Revitalizing Neighborhoods	87%	58%	78%	81%	60%	85%	85%	76%	82%	90%	85%	81%
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%
Keeping streets clean	88%	71%	87%	91%	83%	94%	91%	83%	83%	94%	99%	89%
Cleaning up graffiti	85%	69%	84%	79%	82%	82%	87%	74%	76%	83%	75%	80%
Dealing with problem businesses and unkempt properties	80%	53%	62%	72%	55%	65%	67%	76%	72%	85%	82%	71%
Garbage collection and recycling programs	93%	87%	96%	96%	78%	81%	88%	95%	88%	89%	75%	87%
Animal control services	93%	87%	90%	95%	80%	93%	97%	90%	88%	95%	99%	92%

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
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%
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%
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%
Mortgage foreclosure assistance	66%	56%	76%	69%	49%	65%	73%	56%	49%	52%	55%	59%
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%
311 for City services and information	97%	100%	95%	99%	95%	90%	97%	89%	97%	93%	98%	96%
Maintaining safe and accessible sidewalks	90%	94%	84%	91%	95%	85%	91%	84%	88%	90%	80%	88%
City services overall	94%	95%	98%	94%	94%	97%	98%	89%	95%	98%	100%	96%

Percent reporting "satisfied" or "very satisfied"

TABLE 139: QUESTION 18A BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Please tell me how satisfied or dissatisfied you are with public education (kindergarten through 12th grade) in the Minneapolis Public Schools.	62%	47%	68%	68%	62%	70%	58%	53%	61%	62%	45%	60%

Percent reporting "satisfied" or "very satisfied"

TABLE 140: QUESTION 18B BY COMMUNITY PLANNING DISTRICT

Over the last two years, would you say that the quality of public education (kindergarten through 12th grade) in the Minneapolis Public Schools has...	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Improved	46%	21%	28%	43%	34%	34%	27%	26%	38%	19%	33%	32%
Stayed the same	27%	53%	46%	38%	38%	43%	37%	41%	38%	51%	27%	40%
Declined	27%	26%	27%	19%	27%	23%	35%	33%	24%	29%	40%	29%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 141: QUESTION 20 BY COMMUNITY PLANNING DISTRICT

	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	42%	44%	70%	57%	38%	46%	48%	63%	54%	47%	62%	52%

Percent reporting "agree" or "strongly agree"

TABLE 142: QUESTION 21 BY COMMUNITY PLANNING DISTRICT

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?	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Contacting my elected official	66%	62%	77%	77%	64%	77%	71%	75%	64%	67%	73%	70%
Joining a City advisory group	27%	36%	40%	33%	51%	28%	35%	44%	40%	30%	24%	34%
Contacting my neighborhood group	55%	69%	68%	70%	73%	66%	67%	71%	64%	72%	65%	67%
Attending a community meeting	59%	58%	68%	68%	76%	75%	64%	71%	75%	80%	61%	69%
Contacting City staff	63%	69%	80%	68%	71%	73%	52%	72%	62%	68%	80%	69%
Working with a group not affiliated with the City	55%	59%	58%	53%	48%	44%	43%	66%	46%	46%	58%	51%

Percent reporting "somewhat likely" or "very likely"

TABLE 143: QUESTION 23 BY COMMUNITY PLANNING DISTRICT

How would you rate the Minneapolis City government on...?	Community District											
	Calhoun-Isles	Camden	Central	Longfellow	Near North	Nokomis	Northeast	Phillips	Powderhorn	Southwest	University	Overall
Informing residents on major issues in the City of Minneapolis	73%	54%	70%	68%	41%	64%	70%	58%	62%	72%	65%	65%
Representing and providing for the needs of all its citizens	65%	49%	71%	63%	48%	66%	68%	60%	61%	60%	67%	63%
Effectively planning for the future	66%	56%	68%	70%	47%	67%	71%	60%	67%	62%	68%	65%
Providing value for your tax dollars	66%	52%	73%	72%	36%	60%	48%	54%	53%	61%	67%	59%
Providing meaningful opportunities for citizens to give input on important issues	64%	50%	70%	58%	43%	59%	59%	50%	49%	66%	59%	58%
The overall direction that the City is taking	80%	57%	67%	70%	50%	79%	68%	68%	74%	76%	70%	70%

Percent reporting "good" or "very good"

TABLE 144: 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"

Prepared by National Research Center, Inc.

SOCIODEMOGRAPHIC COMPARISONS

TABLE 145: QUESTIONS 1 AND 2 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
Overall, how do you rate the City of Minneapolis as a place to live?	87%	92%	91%	95%	89%	94%	91%	94%	85%	91%	96%	90%	91%
Overall, how do you rate your neighborhood as a place to live?	82%	84%	85%	81%	85%	92%	84%	87%	79%	85%	86%	84%	85%

Percent reporting "good" or "very good"

TABLE 146: QUESTIONS 1 AND 2 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
Overall, how do you rate the City of Minneapolis as a place to live?	91%	94%	89%	90%	91%	93%	88%	91%	87%	91%	99%	91%
Overall, how do you rate your neighborhood as a place to live?	79%	83%	87%	87%	84%	88%	81%	84%	78%	87%	90%	85%

Percent reporting "good" or "very good"

Prepared by National Research Center, Inc.

TABLE 147: QUESTION 3 BY GENDER, AGE, RACE AND ETHNICITY

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	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
Better	51%	31%	28%	30%	29%	27%	34%	33%	38%	34%	53%	33%	34%
Stayed the same	42%	49%	57%	61%	54%	58%	53%	55%	48%	53%	41%	54%	53%
Worse	7%	19%	15%	8%	17%	15%	13%	13%	14%	13%	6%	14%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 148: QUESTION 3 BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	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
Better	39%	38%	38%	29%	34%	34%	34%	34%	37%	32%	42%	35%
Stayed the same	55%	56%	44%	54%	53%	53%	52%	53%	47%	56%	49%	52%
Worse	5%	6%	18%	17%	13%	12%	14%	13%	15%	12%	8%	13%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 149: QUESTION 4A BY GENDER, AGE, RACE AND ETHNICITY

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:.	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
I am proud to live in the City of Minneapolis	94%	95%	93%	98%	93%	97%	95%	95%	94%	95%	99%	95%	95%
I would recommend the City of Minneapolis as a great place to live	96%	94%	92%	97%	92%	95%	95%	95%	93%	95%	98%	94%	95%

Percent reporting "agree" or "strongly agree"

TABLE 150: QUESTION 4A BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

Please indicate whether you strongly agree, agree, disagree, strongly disagree with the following statements:.	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
I am proud to live in the City of Minneapolis	94%	100%	91%	95%	95%	95%	95%	95%	96%	95%	96%	95%
I would recommend the City of Minneapolis as a great place to live	95%	97%	95%	93%	94%	94%	96%	95%	94%	94%	98%	95%

Percent reporting "agree" or "strongly agree"

TABLE 151: 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%
My neighborhood has a good selection of stores and services that meet my needs	82%	85%	91%	81%	87%	90%	85%	87%	80%	85%	80%	86%	85%
My neighborhood is clean and well maintained	83%	87%	90%	71%	77%	87%	82%	82%	82%	82%	93%	81%	82%
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 152: 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%
My neighborhood has a good selection of stores and services that meet my needs	88%	81%	84%	86%	85%	85%	85%	85%	83%	87%	85%	85%
My neighborhood is clean and well maintained	83%	86%	83%	79%	82%	83%	80%	82%	74%	84%	87%	82%
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 153: QUESTION 6 BY GENDER, AGE, RACE AND ETHNICITY

Which of the following best describes the size of your current place of residence based on your household's needs?	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
Too big	5%	8%	11%	1%	7%	11%	6%	8%	3%	7%	6%	6%	6%
Just the right size	73%	72%	76%	68%	66%	79%	72%	70%	76%	72%	65%	73%	72%
Too small	22%	21%	13%	31%	27%	10%	22%	22%	21%	22%	29%	21%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 154: QUESTION 6 BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

Which of the following best describes the size of your current place of residence based on your household's needs?	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
Too big	3%	2%	8%	9%	6%	10%	2%	6%	3%	8%	10%	7%
Just the right size	69%	72%	73%	73%	72%	73%	70%	72%	74%	68%	73%	71%
Too small	28%	26%	20%	18%	22%	17%	28%	22%	22%	24%	16%	22%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 155: QUESTION 7 BY GENDER, AGE, RACE AND ETHNICITY

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	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
My housing costs are affordable and within my household's budget	86%	86%	86%	76%	80%	83%	83%	86%	75%	83%	79%	83%	82%
The location of my house or apartment is convenient for my household's needs	93%	96%	96%	97%	97%	95%	95%	96%	93%	95%	98%	95%	95%
The physical condition of my house is adequate to meet my household's needs	91%	91%	95%	93%	89%	94%	92%	93%	90%	92%	97%	91%	92%
I intend to move within the next two years	42%	23%	20%	53%	28%	18%	32%	28%	44%	33%	35%	32%	32%

Percent reporting "agree" or "strongly agree"

TABLE 156: QUESTION 7 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence.	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
My housing costs are affordable and within my household's budget	81%	84%	87%	81%	83%	85%	80%	83%	78%	81%	97%	83%
The location of my house or apartment is convenient for my household's needs	91%	98%	97%	96%	95%	97%	93%	95%	94%	98%	94%	96%
The physical condition of my house is adequate to meet my household's needs	85%	98%	93%	92%	92%	94%	89%	92%	90%	92%	95%	92%
I intend to move within the next two years	49%	40%	21%	27%	33%	19%	48%	32%	35%	38%	15%	33%

Percent reporting "agree" or "strongly agree"

TABLE 157: 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 158: 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 159: QUESTION 11A 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
Do you have a desktop or laptop computer with Internet in your household?	85%	85%	70%	93%	82%	67%	82%	84%	76%	82%	84%	82%	82%

Percent reporting "yes"

TABLE 160: QUESTION 11A 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
Do you have a desktop or laptop computer with Internet in your household?	88%	90%	85%	74%	82%	91%	72%	82%	63%	90%	97%	82%

Percent reporting "yes"

TABLE 161: QUESTION 11C BY GENDER, AGE, RACE AND ETHNICITY

	Respondent Gender and Age							Respondent Racial Origin			Respondent Ethnicity		
How familiar or unfamiliar are you with Minneapolis 311?	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
Very familiar	19%	27%	23%	26%	36%	25%	26%	28%	20%	26%	28%	26%	26%
Somewhat familiar	42%	54%	44%	38%	40%	47%	44%	49%	34%	44%	45%	44%	44%
Not at all familiar	39%	19%	34%	36%	25%	28%	30%	23%	46%	30%	27%	30%	30%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 162: QUESTION 11C BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

How familiar or unfamiliar are you with Minneapolis 311?	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
Very familiar	12%	32%	27%	29%	26%	31%	19%	26%	24%	26%	34%	27%
Somewhat familiar	37%	40%	46%	48%	44%	51%	36%	44%	39%	45%	52%	44%
Not at all familiar	51%	27%	27%	24%	30%	17%	44%	30%	37%	29%	14%	29%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 163: QUESTION 12 BY GENDER, AGE, RACE AND ETHNICITY

In the last 12 months, have you contacted the City to get information or services?	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 the last 12 months, have you contacted the City to get information or services?	40%	57%	50%	47%	61%	46%	50%	55%	38%	49%	30%	51%	50%

Percent reporting "yes"

TABLE 164: QUESTION 12 BY LENGTH OF RESIDENCY, HOUSING TENURE AND INCOME

In the last 12 months, have you contacted the City to get information or services?	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 the last 12 months, have you contacted the City to get information or services?	39%	48%	50%	55%	50%	61%	37%	50%	42%	56%	59%	51%

Percent reporting "yes"

TABLE 165: QUESTION 14 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
Knowledge	85%	80%	85%	85%	86%	89%	85%	86%	82%	85%	78%	86%	85%
Courteousness	95%	81%	88%	92%	87%	88%	89%	90%	85%	89%	82%	89%	89%
Timely response	79%	77%	84%	79%	81%	85%	80%	84%	71%	81%	69%	81%	81%
Ease of getting in touch with the employee	69%	80%	76%	80%	77%	82%	77%	79%	73%	77%	75%	77%	77%
Respectfulness	91%	84%	86%	84%	88%	90%	87%	89%	81%	87%	82%	88%	87%
Willingness to help or understand	87%	80%	84%	88%	84%	85%	85%	88%	76%	85%	98%	84%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	100%	69%	84%	67%	91%	75%	84%	84%	83%	84%	75%	84%	84%

Percent reporting "good" or "very good"
This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 166: QUESTION 14 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
Knowledge	86%	86%	84%	85%	85%	87%	80%	85%	84%	85%	85%	85%
Courteousness	96%	89%	91%	85%	89%	89%	87%	89%	91%	89%	88%	89%
Timely response	85%	81%	85%	77%	81%	85%	72%	80%	71%	83%	87%	81%
Ease of getting in touch with the employee	66%	81%	84%	76%	77%	81%	68%	77%	69%	83%	76%	78%
Respectfulness	89%	83%	91%	86%	87%	89%	84%	87%	89%	87%	87%	87%
Willingness to help or understand	92%	88%	83%	82%	85%	87%	81%	85%	82%	87%	84%	85%
Willingness to accommodate the need for foreign language and/or sign language interpreting	99%	83%	88%	73%	84%	89%	79%	83%	75%	88%	100%	83%

Percent reporting "good" or "very good"
This question was only asked of those who reported contacting the City in that last 12 months.

TABLE 167: 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
Protecting the environment, including air, water and land	87%	88%	89%	89%	82%	90%	87%	87%	89%	88%	94%	87%	87%
Preparing for disasters	93%	91%	91%	89%	89%	92%	91%	93%	85%	91%	90%	91%	91%
Affordable housing development	84%	70%	68%	63%	65%	67%	70%	70%	71%	70%	87%	69%	70%
Revitalizing Downtown	85%	77%	79%	85%	81%	78%	81%	80%	86%	82%	98%	80%	81%
Revitalizing Neighborhoods	87%	74%	84%	82%	74%	82%	80%	79%	83%	80%	91%	79%	80%
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%
Cleaning up graffiti	78%	76%	86%	77%	81%	86%	80%	81%	76%	80%	85%	79%	80%
Dealing with problem businesses and unkempt properties	75%	71%	78%	67%	66%	72%	71%	72%	70%	71%	78%	70%	71%
Garbage collection and recycling programs	79%	88%	97%	84%	91%	95%	88%	88%	87%	88%	91%	87%	88%

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
Animal control services	93%	89%	93%	95%	91%	91%	92%	92%	92%	92%	97%	91%	92%
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%
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%
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%
Mortgage foreclosure assistance	58%	65%	59%	68%	53%	51%	60%	60%	61%	60%	69%	59%	60%
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%
311 for City services and information	98%	94%	96%	96%	94%	97%	96%	94%	99%	96%	99%	95%	96%
Maintaining safe and accessible sidewalks	91%	85%	88%	90%	88%	85%	88%	89%	87%	88%	95%	88%	88%
City services overall	98%	94%	96%	97%	94%	97%	96%	97%	94%	96%	89%	97%	96%

Percent reporting "satisfied" or "very satisfied"

TABLE 168: 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
Protecting the environment, including air, water and land	90%	89%	83%	87%	87%	87%	87%	87%	90%	85%	88%	87%
Preparing for disasters	91%	97%	91%	88%	91%	93%	89%	91%	87%	91%	96%	90%
Affordable housing development	78%	71%	77%	64%	70%	72%	68%	70%	72%	68%	75%	71%
Revitalizing Downtown	87%	79%	84%	79%	81%	80%	83%	81%	82%	84%	74%	82%
Revitalizing Neighborhoods	85%	85%	81%	77%	80%	78%	83%	80%	83%	78%	81%	80%
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%
Cleaning up graffiti	85%	86%	71%	78%	80%	79%	81%	80%	79%	82%	80%	80%
Dealing with problem businesses and unkempt properties	71%	81%	72%	67%	71%	69%	73%	71%	74%	68%	76%	71%
Garbage collection and recycling programs	86%	81%	88%	91%	88%	87%	89%	88%	89%	88%	81%	87%
Animal control services	93%	92%	91%	92%	92%	93%	91%	92%	89%	93%	94%	92%
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%
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%
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%
Mortgage foreclosure assistance	64%	66%	63%	55%	60%	64%	56%	60%	61%	55%	79%	60%
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%
311 for City services and information	100%	97%	94%	95%	96%	95%	97%	96%	98%	96%	89%	96%
Maintaining safe and accessible sidewalks	91%	93%	90%	85%	88%	89%	88%	88%	89%	88%	90%	88%
City services overall	98%	96%	96%	95%	96%	96%	97%	96%	96%	96%	96%	96%

Percent reporting "satisfied" or "very satisfied"

TABLE 169: QUESTION 18A 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
Please tell me how satisfied or dissatisfied you are with public education (kindergarten through 12th grade) in the Minneapolis Public Schools.	55%	65%	55%	74%	50%	65%	61%	60%	63%	61%	90%	58%	61%

TABLE 170: QUESTION 18A 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
Please tell me how satisfied or dissatisfied you are with public education (kindergarten through 12th grade) in the Minneapolis Public Schools.	76%	67%	57%	54%	60%	58%	63%	60%	62%	63%	51%	60%

Percent reporting "satisfied" or "very satisfied"

TABLE 171: QUESTION 18B BY GENDER, AGE, RACE AND ETHNICITY

Over the last two years, would you say that the quality of public education (kindergarten through 12th grade) in the Minneapolis Public Schools has...	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
Improved	25%	31%	28%	44%	32%	32%	32%	29%	39%	33%	50%	31%	32%
Stayed the same	40%	39%	43%	40%	35%	41%	39%	42%	34%	39%	39%	39%	39%
Declined	35%	30%	30%	17%	33%	27%	28%	29%	27%	28%	11%	30%	28%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 172: QUESTION 18B BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

Over the last two years, would you say that the quality of public education (kindergarten through 12th grade) in the Minneapolis Public Schools has...	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
Improved	50%	34%	29%	28%	32%	27%	38%	32%	35%	28%	35%	32%
Stayed the same	34%	50%	47%	35%	39%	45%	33%	39%	35%	43%	40%	40%
Declined	16%	17%	24%	38%	28%	28%	29%	29%	30%	28%	25%	28%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Percent of respondents

TABLE 173: QUESTION 20 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
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	59%	56%	57%	46%	46%	47%	52%	55%	48%	53%	42%	53%	52%

Percent reporting "agree" or "strongly agree"

TABLE 174: QUESTION 20 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
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	59%	59%	52%	46%	52%	52%	51%	52%	44%	57%	62%	54%

Percent reporting "agree" or "strongly agree"

TABLE 175: QUESTION 21 BY GENDER, AGE, RACE AND ETHNICITY

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?	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
Contacting my elected official	58%	76%	75%	71%	72%	73%	70%	73%	63%	70%	67%	70%	70%
Joining a City advisory group	40%	34%	32%	38%	32%	26%	35%	28%	51%	35%	55%	33%	35%
Contacting my neighborhood group	62%	65%	62%	78%	70%	66%	67%	66%	70%	67%	66%	67%	67%
Attending a community meeting	64%	73%	66%	72%	70%	69%	69%	69%	68%	69%	92%	67%	69%
Contacting City staff	68%	73%	70%	64%	71%	68%	69%	69%	68%	69%	67%	69%	69%
Working with a group not affiliated with the City	53%	53%	49%	62%	51%	39%	52%	48%	61%	52%	58%	51%	52%

Percent reporting "somewhat likely" or "very likely"

TABLE 176: QUESTION 21 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

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?	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
Contacting my elected official	64%	69%	71%	72%	70%	76%	63%	70%	68%	70%	79%	71%
Joining a City advisory group	38%	30%	47%	30%	35%	31%	39%	35%	41%	34%	29%	36%
Contacting my neighborhood group	65%	70%	68%	67%	67%	71%	63%	67%	61%	75%	62%	68%
Attending a community meeting	61%	70%	75%	70%	69%	72%	66%	69%	68%	72%	72%	71%
Contacting City staff	66%	71%	74%	67%	69%	71%	67%	69%	66%	71%	74%	70%
Working with a group not affiliated with the City	59%	53%	55%	47%	52%	48%	57%	52%	52%	53%	49%	52%

Percent reporting "somewhat likely" or "very likely"

TABLE 177: QUESTION 23 BY GENDER, AGE, RACE AND ETHNICITY

How would you rate the Minneapolis City government on...?	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
Informing residents on major issues in the City of Minneapolis	62%	65%	66%	65%	60%	67%	64%	66%	61%	64%	60%	64%	64%
Representing and providing for the needs of all its citizens	64%	61%	58%	66%	56%	66%	62%	62%	63%	62%	71%	61%	62%
Effectively planning for the future	62%	66%	63%	70%	60%	68%	65%	64%	69%	65%	82%	63%	65%
Providing value for your tax dollars	47%	60%	64%	66%	60%	63%	59%	63%	51%	59%	58%	59%	59%
Providing meaningful opportunities for citizens to give input on important issues	55%	58%	61%	59%	56%	65%	58%	59%	58%	59%	62%	58%	58%
The overall direction that the City is taking	68%	69%	67%	79%	67%	72%	70%	74%	63%	71%	69%	70%	70%

Percent reporting "good" or "very good"

TABLE 178: QUESTION 23 BY LENGTH OF RESIDENCY, HOUSING TENURE, INCOME

How would you rate the Minneapolis City government on...?	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
Informing residents on major issues in the City of Minneapolis	65%	67%	67%	61%	64%	64%	63%	64%	60%	66%	67%	64%
Representing and providing for the needs of all its citizens	69%	66%	62%	58%	62%	60%	64%	62%	58%	63%	63%	61%
Effectively planning for the future	73%	63%	73%	59%	65%	62%	68%	65%	66%	65%	58%	65%
Providing value for your tax dollars	60%	66%	59%	56%	59%	59%	59%	59%	53%	63%	57%	59%
Providing meaningful opportunities for citizens to give input on important issues	64%	67%	58%	53%	58%	58%	58%	58%	55%	59%	63%	58%
The overall direction that the City is taking	80%	75%	72%	64%	70%	72%	69%	70%	64%	72%	79%	70%

Percent reporting "good" or "very good"

TABLE 179: 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 180: 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"

APPENDIX IV: DETAILED SURVEY METHODOLOGY

DEVELOPING THE INTERVIEW SCRIPT

The Minneapolis Resident Survey was first administered in 2001. While some survey questions have been modified over time, residents typically have been asked their perspectives about the quality of life in the city, use of City amenities, opinions on policy issues facing the City and perspectives on City service delivery. The 2012 instrument was almost identical to the survey instrument used in 2011, with a few additions and deletions.

SELECTING SURVEY RECIPIENTS

A company specializing in phone survey services conducted the interviewing, purchased a random digit dial sample (RDD) where part of the sample was geocoded up-front using reverse directory look-up. Phone numbers of Minneapolis residents were randomly selected for interviewing. Once interviews were completed using the RDD list, those that had respondent address information were geocoded to determine in which of 11 community planning districts a respondent resided. The pre-geocoded list was used at the end of data collection to meet quotas set by community planning district.

If records were unable to be geocoded, they were manually examined to see if the community planning district could be identified from the information in the record. Failing obvious identification, a reverse phone directory was used to generate address information for numbers with incomplete or inaccurate information.

QUOTAS

To ensure the representation of each of the 11 community planning districts with the City of Minneapolis, a quota was set for each of the 11 districts. More than 100 interviews were completed in each planning district, except for Phillips where 94 interviews were obtained. Additionally, a quota of at least 200 completed interviews with respondents of color as well as 100 completed interviews with cell phone users was established for this study. Both of these quotas were met with 23% of interviews (311 respondents) being completed with respondents of color and 27% of interviews (376 respondents) completed with cell phone users[6].

SURVEY ADMINISTRATION AND RESPONSE

The survey was administered by a company specializing in phone survey services, and the data were recorded electronically using a Computer-Assisted Telephone Interviewing system (CATI).[7] Phone calls were made from October 11, 2012 to November 28, 2012. A majority of the interviews was completed during the evening hours, although calls were made on the weekend and during weekdays also. The interviews averaged about 25 minutes in length. All phone numbers were dialed at least eight times before replacing with another number, with at least one

[6] 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.
[7] CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

of the attempts on either a weekend or weekday. Interviewers who spoke Spanish, Vietnamese, Somali, Hmong, Lao and Oromo were available for this survey; five surveys were conducted in Spanish, two in Hmong, four in Vietnamese, two in Oromo, two in Somali and four in Lao. Although TTY capabilities were offered, no surveys were completed by TTY users.

A total of 39,835 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible[8] for the survey. Of the approximately 6,826 households called, 1,378 completed interviews providing a response rate of 20%. Approximately 684 households refused the survey.

The dispositions of the numbers dialed during the survey are listed in the table on the following page.

TABLE 181: DISPOSITION OF ALL NUMBERS CALLED FOR THE 2012 CITY OF MINNEAPOLIS, MN RESIDENT SURVEY

Disposition	Number of phone numbers
Completes	1,378
Partial	256
Household-level refusal	459
Known-respondent refusal	225
Respondent never available	1,399
Language problem	935
Always busy	325
Answering machine	12,264
Call blocking	99
Out of sample - other strata than originally coded	269
Fax/data line	1,138
Non-working/disconnect	20,327
Cell phone	10
Business, government office, other organizations	711
Other / duplicate listing (mail surveys)	40
Total phone numbers used	39,835
I=Complete Interviews	1,378
P=Partial Interviews	256
R=Refusal and break off	684
NC=Non Contact	1,399
O=Other	935
e[9]=estimated proportion of cases of unknown eligibility that are eligible	17%
UH=Unknown household	12,688
UO=Unknown other	0
Response Rate[10]	20%

[8] Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 12,688 phone numbers where the eligibility status of the household was unknown, 17% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 17% of these numbers were included in the final response rate calculation.

[9] Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

[10] The response rate was calculated as I/((I+P) + (R+NC+O) + e(UH+UO)).

95% CONFIDENCE INTERVALS

The 95% confidence interval (or "margin of error") quantifies the "sampling error" or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within ±3 percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite our best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence level for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. For each community planning district from the survey, the margin of error rises to as much as plus or minus 10% for a sample size of 94 (in smallest) to plus or minus 7% for 199 completed surveys (in largest). Where estimates are given for subgroups, they are less precise.

SURVEY PROCESSING (DATA ENTRY)

Use of a CATI system means that all collected data were entered into the dataset at the time of the interview. Skip patterns were programmed into CATI so interviewers were automatically "skipped" to the appropriate question based on the individual responses being given. Before the data were analyzed, an in-depth cleaning of the data was conducted as part of the standard quality control procedures.

WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2010 Census estimates and the City estimates for each of the 11 community districts. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, ethnicity, race, housing tenure (rent or own) and geographic location (community planning district). This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in differences of opinion among subgroups
- The historical profile created and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

Several different weighting "schemes" are tested to ensure the best fit for the data.

The results of the weighting scheme for the 2012 survey are presented in the table below.

TABLE 182: MINNEAPOLIS 2012 RESIDENT SURVEY WEIGHTING TABLE

Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Own home	49%	70%	53%
Rent home	51%	30%	47%
Race and Ethnicity			
White alone, not Hispanic	67%	77%	68%
Hispanic and/or other race	33%	23%	32%
Sex and Age			
18-34 years of age	45%	9%	41%
35-54 years of age	33%	33%	34%
55+ years of age	22%	58%	25%
Male	50%	44%	50%
Female	50%	56%	50%
Males 18-34	23%	5%	23%
Males 35-54	17%	15%	17%
Males 55+	10%	24%	11%
Females 18-34	23%	5%	19%
Females 35-54	15%	18%	17%
Females 55+	12%	34%	14%
Community District[2]			
Calhoun-Isles	9%	8%	8%
Camden	7%	8%	6%
Central	9%	8%	9%
Longfellow	7%	14%	7%
Near North	7%	8%	6%
Nokomis	9%	10%	9%
Northeast	10%	8%	9%
Phillips	5%	7%	5%
Powderhorn	14%	11%	13%
Southwest	12%	8%	12%
University	12%	7%	11%
Unknown		3%	4%

[1] *Source: 2010 Census*
[2] *Source: 2012 City of Minneapolis estimates, based on 2010 Census data*

ANALYZING THE DATA

The electronic dataset was analyzed by National Research Center, Inc. staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix II: Complete Set of Frequencies*.

Also included are results by respondent demographic characteristics as well as the 11 community planning districts (*Appendix III: Crosstabulation of Select Survey Questions*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

COMPARING MINNEAPOLIS'S RESULTS TO THE BENCHMARKING DATABASE

Jurisdictions use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" resident evaluations, it is necessary to know how others rate their services to understand if "good" is good enough or if most other communities are "excellent." Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than police protection. More illuminating is how residents' ratings of police service compare to opinions about police service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city rate police services lower than ratings given by residents in other cities with objectively "worse" departments. Benchmark data can help that police department – or any City department – to understand how well residents think it is doing.

NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases.

Jurisdictions in NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subset of jurisdictions (within a given region or population category), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

While benchmarks help set the basis for evaluation, citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

APPENDIX V: JURISDICTIONS INCLUDED IN THE DATABASE

Listed below are the jurisdictions included in the national benchmark comparisons provided for the City of Minneapolis followed by its 2010 population according to the U.S. Census. At the end of this appendix, we also list the jurisdictions included in the "select cities" comparison.

JURISDICTIONS INCLUDED IN THE NATIONAL COMPARISON

Abilene, KS 6,844
Adams County, CO....441,603
Airway Heights, WA 6,114
Albany, GA 77,434
Albany, OR 50,158
Albemarle County, VA....98,970
Albert Lea, MN....18,016
Alpharetta, GA 57,551
Altoona, IA....14,541
Ames, IA 58,965
Andover, MA....8,762
Ankeny, IA....45,582
Ann Arbor, MI....113,934
Annapolis, MD 38,394
Apple Valley, CA 69,135
Arapahoe County, CO....572,003
Archuleta County, CO....12,084
Arkansas City, KS....12,415
Arlington County, VA....207,627
Arlington, TX....365,438
Arvada, CO 106,433
Asheville, NC 83,393
Ashland, OR 20,078
Ashland, VA 7,225
Aspen, CO 6,658
Auburn, AL 53,380
Auburn, WA....70,180
Aurora, CO 325,078
Austin, TX 790,390
Baltimore County, MD 805,029
Baltimore, MD....620,961
Barnstable, MA 45,193
Batavia, IL 26,045
Battle Creek, MI 52,347
Bedford, MA 12,595
Bellevue, WA....122,363
Beltrami County, MN 44,442
Benbrook, TX....21,234
Bend, OR 76,639
Benicia, CA 26,997
Bettendorf, IA....33,217
Billings, MT....104,170
Blaine, MN 57,186
Bloomfield Hills, MI 3,869
Bloomington, IL....76,610
Bloomington, MN 82,893
Blue Ash, OH....12,114
Blue Springs, MO 52,575
Boise, ID....205,671
Botetourt County, VA 33,148
Boulder County, CO.... 294,567
Boulder, CO 97,385
Bowling Green, KY.... 58,067
Bozeman, MT 37,280
Branson, MO 10,520
Brea, CA.... 39,282
Brevard County, FL.... 543,376
Brisbane, CA 4,282
Broken Arrow, OK.... 98,850
Brookline, NH 4,991
Broomfield, CO 55,889
Brownsburg, IN 21,285
Bryan, TX.... 76,201
Burleson, TX 36,690
Burlingame, CA.... 28,806
Burlington, MA 24,498
Cabarrus County, NC 178,011
Cambridge, MA.... 105,162
Cape Coral, FL 154,305
Cape Girardeau, MO 37,941
Carson City, NV.... 55,274
Cartersville, GA 19,731
Carver County, MN 91,042
Cary, NC 135,234
Casa Grande, AZ.... 48,571
Casper, WY 55,316
Castle Pines, CO 3,614
Castle Rock, CO 48,231
Cedar Falls, IA.... 39,260
Cedar Rapids, IA.... 126,326
Centennial, CO 100,377
Centralia, IL 13,032
Chambersburg, PA 20,268
Chandler, AZ.... 236,123
Chanhassen, MN 22,952
Charlotte County, FL 159,978
Charlotte, NC.... 731,424
Charlottesville, VA 8,001,030
Chesapeake, VA.... 222,209
Chesterfield County, VA 316,236
Cheyenne, WY 59,466
Chippewa Falls, WI 13,661
Citrus Heights, CA.... 83,301
Clark County, WA 425,363
Clay County, MO 221,939
Clayton, MO 15,939
Clear Creek County, CO.... 9,088
Clearwater, FL.... 107,685
Clive, IA.... 15,447
Cococino County, AZ 134,421

College Station, TX 93,857
Colleyville, TX..22,807
Collier County, FL 321,520
Collinsville, IL...25,579
Colorado Springs, CO 416,427
Columbia, MO 108,500
Columbus, WI..4,991
Commerce City, CO............................45,913
Concord, CA...122,067
Concord, MA...17,668
Conyers, GA 15,195
Cookeville, TN..30,435
Coon Rapids, MN..................................61,476
Cooper City, FL 28,547
Coronado, CA.......................................18,912
Corpus Christi, TX...................................305,215
Corvallis, OR 54,462
Coventry, CT..2,990
Craig, CO..9,464
Cranberry Township, PA 28,098
Crested Butte, CO 1,487
Crystal Lake, IL 40,743
Cumberland County, PA 235,406
Cupertino, CA 58,302
Dade City, FL...6,437
Dakota County, MN...............................398,552
Dallas, TX 1,197,816
Dania Beach, FL....................................29,639
Davidson, NC 10,944
Davis, CA...65,622
Daytona Beach, FL................................61,005
De Pere, WI...23,800
Decatur, GA 19,335
DeKalb, IL 43,862
Delaware, OH..34,753
Delray Beach, FL 60,522
Denton, TX...113,383
Denver, CO 600,158
Des Moines, IA.......................................203,433
Destin, FL 12,305
Dewey-Humboldt, AZ 3,894
Dorchester County, MD.........................32,618
Dothan, AL...65,496
Douglas County, CO.............................285,465
Dover, DE 36,047
Dover, NH 29,987
Dublin, CA 46,036
Dublin, OH 41,751
Duluth, MN..86,265
Duncanville, TX......................................38,524
East Grand Forks, MN 8,601
East Providence, RI................................47,037
Eau Claire, WI 65,883
Edina, MN..47,941
Edmond, OK 81,405
Edmonds, WA..39,709
El Cerrito, CA 23,549
El Paso, TX...649,121
Elk Grove, CA 153,015
Elk River, MN 22,974
Ellisville, MO..9,133
Elmhurst, IL 44,121
Englewood, CO 30,255
Escambia County, FL...........................297,619
Escanaba, MI 12,616
Estes Park, CO 5,858
Evanston, IL 74,486
Fairway, KS 3,882
Farmington Hills, MI 79,740
Farmington, NM 45,877
Fayetteville, AR.....................................73,580
Federal Way, WA..................................89,306
Fishers, IN 76,794
Flagstaff, AZ 65,870
Florence, AZ...25,536
Flower Mound, TX.................................64,669
Flushing, MI 8,389
Forest Grove, OR..................................21,083
Fort Collins, CO 143,986
Fort Smith, AR 86,209
Fort Worth, TX 741,206
Fountain Hills, AZ 22,489
Fredericksburg, VA 24,286
Freeport, IL 25,638
Freeport, ME...1,485
Fremont, CA 214,089
Fridley, MN 27,208
Fruita, CO...12,646
Gainesville, FL 124,354
Gaithersburg, MD.................................59,933
Galt, CA 23,647
Garden City, KS....................................26,658
Gardner, KS..19,123
Geneva, NY 13,261
Georgetown, CO 1,034
Georgetown, TX 47,400
Germantown, TN..................................38,844
Gig Harbor, WA 7,126
Gilbert, AZ 208,453
Gillette, WY...29,087
Gladstone, MI 4,973
Goodyear, AZ 65,275
Grand County, CO 14,843
Grand Island, NE 48,520
Greeley, CO...92,889
Green Valley, AZ 21,391
Greer, SC 25,515
Gulf Shores, AL 9,741
Gunnison County, CO..........................15,324
Hailey, ID 7,960
Hamilton, OH 62,477
Hampton, VA 137,436
Hanover County, VA.............................99,863
Harrisonville, MO...................................10,019
Hartford, CT..124,775
Henderson, NV 257,729
Hermiston, OR 16,745
Herndon, VA...23,292
High Point, NC 104,371
Highland Park, IL...................................29,763

Highlands Ranch, CO	96,713
Hillsborough County, FL	1,229,226
Hillsborough, NC	6,087
Holden, MA	17,346
Honolulu, HI	953,207
Hoquiam, WA	8,726
Houston, TX	2,099,451
Howell, MI	9,489
Hudson, CO	2,356
Hudson, OH	22,262
Hudsonville, MI	7,116
Huntersville, NC	46,773
Hurst, TX	37,337
Hutchinson, MN	14,178
Hutto, TX	14,698
Indian Trail, NC	33,518
Indianola, IA	14,782
Jackson County, MI	160,248
Jackson County, OR	203,206
James City County, VA	67,009
Jefferson City, MO	43,079
Jefferson County, CO	534,543
Jerome, ID	10,890
Johnson City, TN	63,152
Johnson County, KS	544,179
Jupiter, FL	55,156
Kalamazoo, MI	74,262
Keizer, OR	36,478
Kennett Square, PA	6,072
Kettering, OH	56,163
Kirkland, WA	48,787
Kutztown Borough, PA	5,012
La Plata, MD	8,753
La Porte, TX	33,800
La Vista, NE	15,758
Lafayette, CO	24,453
Laguna Beach, CA	22,723
Laguna Hills, CA	30,344
Lake Oswego, OR	36,619
Lakewood, CO	142,980
Lane County, OR	351,715
Larimer County, CO	299,630
Lawrence, KS	87,643
League City, TX	83,560
Lebanon, NH	13,151
Lee County, FL	618,754
Lee's Summit, MO	91,364
Lewiston, ME	36,592
Lexington, VA	7,042
Lincoln, NE	258,379
Lincolnwood, IL	12,590
Little Rock, AR	193,524
Littleton, CO	41,737
Livermore, CA	80,968
Lodi, CA	62,134
Lone Tree, CO	10,218
Long Beach, CA	462,257
Longmont, CO	86,270
Los Alamos County, NM	17,950
Louisville, CO	18,376
Lower Providence Township, PA	25,436
Lyme, NH	1,716
Lynchburg, VA	75,568
Lynnwood, WA	35,836
Lyons, IL	10,729
Madison, WI	233,209
Mankato, MN	39,309
Maple Grove, MN	61,567
Maple Valley, WA	22,684
Marana, AZ	34,961
Maricopa County, AZ	3,817,117
Marin County, CA	252,409
Marion, IA	33,309
Maryland Heights, MO	27,472
Mayer, MN	1,749
McAllen, TX	129,877
McDonough, GA	22,084
McKinney, TX	131,117
McMinnville, OR	32,187
Mecklenburg County, NC	919,628
Medford, OR	74,907
Menlo Park, CA	32,026
Meridian Charter Township, MI	39,688
Meridian, ID	75,092
Merrill, WI	9,661
Mesa County, CO	146,723
Mesa, AZ	439,041
Miami Beach, FL	87,779
Midland, MI	41,863
Milford, DE	9,559
Minneapolis, MN	382,578
Mission Viejo, CA	93,305
Mission, KS	9,323
Missoula, MT	66,788
Montgomery County, MD	971,777
Montgomery County, VA	94,392
Montpelier, VT	7,855
Montrose, CO	19,132
Mooresville, NC	32,711
Morristown, TN	29,137
Moscow, ID	23,800
Mountlake Terrace, WA	19,909
Munster, IN	23,603
Muscatine, IA	22,886
Naperville, IL	141,853
Nashville, TN	601,222
Needham, MA	28,886
New Orleans, LA	343,829
New York City, NY	8,175,133
Newport Beach, CA	85,186
Newport News, VA	180,719
Newport, RI	24,672
Noblesville, IN	51,969
Nogales, AZ	20,837
Norfolk, VA	242,803
Normal, IL	52,497
Norman, OK	110,925
North Las Vegas, NV	216,961
North Palm Beach, FL	12,015
Northglenn, CO	35,789

Novi, MI	55,224
O'Fallon, IL	28,281
Oak Park, IL	51,878
Oakland Park, FL	41,363
Oakland Township, MI	16,779
Ocala, FL	56,315
Ocean City, MD	7,102
Ogdensburg, NY	11,128
Oklahoma City, OK	579,999
Olathe, KS	125,872
Olmsted County, MN	144,248
Orange Village, OH	3,323
Orland Park, IL	56,767
Oshkosh, WI	66,083
Otsego County, MI	24,164
Oviedo, FL	33,342
Palatine, IL	68,557
Palm Bay, FL	103,190
Palm Beach County, FL	1,320,134
Palm Coast, FL	75,180
Palm Springs, CA	44,552
Palo Alto, CA	64,403
Panama City, FL	36,484
Papillion, NE	18,894
Park City, UT	7,558
Park Ridge, IL	37,480
Parker, CO	45,297
Pasadena, CA	137,122
Pasco County, FL	464,697
Pasco, WA	59,781
Peachtree City, GA	34,364
Peoria County, IL	186,494
Peoria, AZ	154,065
Peters Township, PA	21,213
Petoskey, MI	5,670
Phoenix, AZ	1,445,632
Pinal County, AZ	375,770
Pinellas County, FL	916,542
Piqua, OH	20,522
Plano, TX	259,841
Platte City, MO	4,691
Pocatello, ID	54,255
Port Huron, MI	30,184
Port Orange, FL	56,048
Port St. Lucie, FL	164,603
Portland, OR	583,776
Post Falls, ID	27,574
Prescott Valley, AZ	38,822
Provo, UT	112,488
Pueblo, CO	106,595
Purcellville, VA	7,727
Queen Creek, AZ	26,361
Radford, VA	16,408
Radnor Township, PA	30,878
Rapid City, SD	67,956
Raymore, MO	19,206
Redmond, WA	54,144
Rehoboth Beach, DE	1,327
Reno, NV	225,221
Renton, WA	90,927
Richmond Heights, MO	8,603
Richmond, CA	103,701
Rifle, CO	9,172
Rio Rancho, NM	87,521
Riverdale, UT	8,426
Riverside, IL	8,875
Riverside, MO	2,937
Roanoke, VA	97,032
Rochester, MI	12,711
Rock Hill, SC	66,154
Rockford Park District, IL	199,463
Rockville, MD	61,209
Roeland Park, KS	6,731
Rolla, MO	19,559
Roswell, GA	88,346
Round Rock, TX	99,887
Rowlett, TX	56,199
Saco, ME	18,482
Salida, CO	5,236
Salt Lake City, UT	186,440
Sammamish, WA	45,780
San Carlos, CA	28,406
San Diego, CA	1,307,402
San Francisco, CA	805,235
San Jose, CA	945,942
San Juan County, NM	130,044
San Luis Obispo County, CA	269,637
San Marcos, TX	44,894
San Rafael, CA	57,713
Sandy Springs, GA	93,853
Sandy, UT	87,461
Sanford, FL	53,570
Santa Clarita, CA	176,320
Santa Monica, CA	89,736
Sarasota, FL	51,917
Savage, MN	26,911
Savannah, GA	136,286
Scarborough, ME	4,403
Scott County, MN	129,928
Scottsdale, AZ	217,385
Seaside, CA	33,025
SeaTac, WA	26,909
Sedona, AZ	10,031
Sherman, IL	4,148
Shorewood, IL	15,615
Shorewood, MN	7,307
Shrewsbury, MA	34,145
Sioux Falls, SD	153,888
Skokie, IL	64,784
Smyrna, GA	51,271
Snellville, GA	18,242
Snoqualmie, WA	10,670
South Haven, MI	4,403
South Lake Tahoe, CA	21,403
South Portland, ME	25,002
Southborough, MA	9,767
Southlake, TX	26,575
Sparks, NV	90,264
Spokane Valley, WA	89,755
Spotsylvania County, VA	122,397

Springboro, OH.....................................17,409
Springfield, OR......................................59,403
Springville, UT...29,466
St. Cloud, FL..35,183
St. Louis County, MN..............................200,226
Stallings, NC..13,831
State College, PA.................................42,034
Stillwater, OK...45,688
Stockton, CA...291,707
Sugar Grove, IL.....................................8,997
Summit, NJ...21,457
Sunnyvale, CA......................................140,081
Surprise, AZ...117,517
Suwanee, GA.......................................15,355
Tacoma, WA..198,397
Takoma Park, MD.................................16,715
Temecula, CA......................................100,097
Tempe, AZ..161,719
Temple, TX..66,102
The Woodlands, TX...............................93,847
Thornton, CO..118,772
Thousand Oaks, CA...............................126,683
Titusville, FL..43,761
Tomball, TX...10,753
Tualatin, OR..26,054
Tulsa, OK...391,906
Tuskegee, AL..9,865
Twin Falls, ID..44,125
Umatilla, OR..6,906
Upper Arlington, OH..............................33,771
Upper Merion Township, PA..................28,395
Urbandale, IA.......................................39,463
Vail, CO...5,305
Valdez, AK..3,976
Vancouver, WA.....................................161,791
Vestavia Hills, AL...................................34,033
Virginia Beach, VA................................437,994
Visalia, CA...124,442
Wahpeton, ND....................................7,766
Wake Forest, NC.................................30,117
Walnut Creek, CA................................64,173
Washington City, UT.............................18,761
Washington County, MN......................238,136
Washoe County, NV............................421,407
Watauga, TX.......................................23,497
Wauwatosa, WI...................................46,396
Wentzville, MO....................................29,070
West Carrollton, OH.............................13,143
West Chester, PA.................................18,461
West Des Moines, IA............................56,609
West Richland, WA..............................11,811
Westerville, OH....................................36,120
Westlake, TX..992
Westminster, CO.................................106,114
Wheat Ridge, CO................................30,166
White House, TN..................................10,255
Whitewater Township, MI......................2,684
Wichita, KS..382,368
Williamsburg, VA..................................14,068
Wilmington, IL......................................5,724
Wilmington, NC...................................106,476
Wilsonville, OR.....................................19,509
Wind Point, WI.....................................1,723
Windsor, CO..18,644
Windsor, CT...29,044
Winston-Salem, NC.............................229,617
Winter Garden, FL...............................34,568
Woodbury, MN....................................61,961
Woodland, WA....................................5,509
Yakima, WA...91,067
York County, VA...................................65,464
Yuma County, AZ................................195,751
Yuma, AZ..93,064

JURISDICTIONS INCLUDED IN THE "SELECT CITIES" COMPARISON

Austin, TX...790,390
Boulder, CO...97,385
Charlotte, NC...731,424
Denver, CO...600,158
Durham, NC...228,330
Oklahoma City, OK...579,999
Portland, OR...583,776

APPENDIX VI: SURVEY INSTRUMENT

The following pages contain a copy of the questionnaire that survey participants were asked to complete.

City of Minneapolis 2012 Residents Survey (12/20/2012)

Introduction & Screening questions

Introduction

Hello, my name is [YOUR NAME] and I am conducting a study on behalf of the City of Minneapolis to gather the opinions of a variety of Minneapolis residents and would like to include your opinions. We are not selling anything. The information from this research study will be used for planning purposes. All your responses will remain confidential and reported in group form only.

In order to keep our survey representative, I would like to speak to the adult member in your household who most recently had a birthday. [YEAR OF BIRTH IS NOT TO BE CONSIDERED AS LONG AS THE PERSON IS 18 YEARS OR OLDER] Is that you? [IF NOT:] May I speak with that person, please?

[REPEAT FIRST PARAGRAPH IF THE BIRTHDAY PERSON IS NOT THE PERSON WHO ANSWERED THE PHONE. IF THAT PERSON IS NOT AT HOME, GET THAT PERSON'S FIRST NAME AND SCHEDULE A CALL BACK]

[IF RESPONDENT ASKS THE SURVEY WILL TAKE ABOUT 20 MINUTES DEPENDING ON THEIR RESPONSES]

A. Do you live within the Minneapolis City limits?

1. YES
2. NO **[THANK AND TERMINATE]**
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

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

1. LESS THAN ONE YEAR
2. 1 TO 4 YEARS
3. 5 TO 9 YEARS
4. 10 TO 19 YEARS
5. 20 YEARS OR MORE
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

C. What is your home zip code? [DO NOT READ LIST]

1. 55401
2. 55402
3. 55403
4. 55404
5. 55405
6. 55406
7. 55407
8. 55408
9. 55409
10. 55410
11. 55411
12. 55412
13. 55413
14. 55414
15. 55415
16. 55416
17. 55417
18. 55418
19. 55419
20. 55421
21. 55423
22. 55430
23. 55450
24. 55454
25. 55455
26. 55487
97. OTHER **[THANK AND TERMINATE]**
98. DON'T KNOW **[THANK AND TERMINATE]**
99. REFUSED **[THANK AND TERMINATE]**

D. Which of the following applies to your phone usage? [MUST READ ALL ANSWER OPTIONS] – [ROTATE ORDER]

1. I only have a cell phone which is my primary phone
2. I only have a landline which is my primary phone
3. I have a cell phone and a landline with my cell phone being my primary phone
4. I have a landline and a cell phone with my landline being my primary phone

Quality of Life

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

1. Very good
2. Good
3. Only fair
4. Poor

98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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

1. Very good
2. Good
3. Only fair
4. Poor

98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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

1. Better
2. Stayed the same
3. Worse

98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

4. In your opinion, what are the three biggest challenges Minneapolis will face in the next five years? [DO NOT READ LIST]

1. PUBLIC SAFETY
2. CITY GOVERNMENT
3. TRANSPORTATION RELATED ISSUES – INCLUDES TRAFFIC, TRANSIT & PARKING RESPONSES
4. EDUCATION
5. ECONOMIC DEVELOPMENT
6. HOUSING
7. GROWTH
8. JOB OPPORTUNITIES
9. MAINTAIN PUBLIC INFRASTRUCTURE – INCLUDING BRIDGE AND ROAD MAINTENANCE
10. FORECLOSURE
11. PROPERTY TAXES)

97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

4a. Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements: [ROTATE LIST]. What about…?

a. I am proud to live in the City of Minneapolis
b. I would recommend the City of Minneapolis as a great place to live

Would you say you…[READ SCALE AS NECESSARY]

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Neighborhood Perception & Image

5. 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. What about...[ROTATE LIST]

a. People in my neighborhood look out for one another
b. My neighborhood is a safe place to live
c. My neighborhood supports a healthy lifestyle
d. My neighborhood has a good selection of stores and services that meet my needs
e. My neighborhood is clean and well-maintained
f. Street lighting in my neighborhood is adequate

Would you say you...[READ SCALE AS NECESSARY]

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

6. Which of the following best describes the size of your current place of residence based on your household's needs? Would you say...[REPEAT SCALE AS NECESSARY]

1. It is much too big
2. It is too big
3. It is just the right size
4. It is too small
5. It is much too small
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

7. 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: [READ STATEMENT]. What about the...[ROTATE LIST]

a. My housing costs **[E.G., RENT OR MORTGAGE PAYMENT PLUS UTILITIES]** are affordable and within my household's budget
b. The location of my house or apartment is convenient for my household's needs **[E.G., WORK, SCHOOL, ETC.]**
c. The physical condition of my house is adequate to meet my household's needs
d. I intend to move within the next two years **[SKIP TO QUESTION #7A IF RESPONDENT ANSWERS STRONGLY AGREE TO THIS ITEM]**

Would you say you...[READ SCALE AS NECESSARY]

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

[QUESTION 7A AND 7B ONLY GET ASKED OF RESPONDENTS WHO ANSWER STRONGLY AGREE TO ITEM 7D]

7a. Which one of the following best describes where you intend to move?

1. To another location within the same neighborhood
2. To another neighborhood in Minneapolis
3. Outside Minneapolis but within the metro area
4. Outside the Minneapolis metro area
5. Out of state
6. Some other location
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

7b. Which <u>one</u> of the following best describes why you intend to move? [PROBE IF NECESSARY; ALLOW ONLY ONE RESPONSE.]

1. Work
2. Family
3. Financial reasons

4. Just want to live somewhere else
5. Children are grown/moved out – don't need the big house anymore
6. Current Property Taxes are too high
7. Schools – I want to get my child(ren) into better schools
8. Some other reason
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Downtown Usage & Image

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

1. LIVE **[SKIP TO Q11]**
2. WORK **[SKIP TO Q11]**
3. NEITHER
4. BOTH **[SKIP TO Q11]**
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

9. In the last year, how often, if ever, did you go Downtown? [PROBE IF NECESSARY; CHECK ONLY ONE.]

1. Once or twice **[SKIP TO Q10]**
2. 3 to 12 times **[SKIP TO Q11]**
3. 13-26 times **[SKIP TO Q11]**
4. 26 times or more **[SKIP TO Q11]**
5. NEVER **[SKIP TO Q10]**
98. DON'T KNOW **[SKIP TO Q11]**
99. REFUSED **[SKIP TO Q11]**

10. What are the major reasons that keep you from spending more time Downtown? [DO NOT READ LIST, CHECK ALL THAT APPLY.]

1. LACK OF PARKING
2. COST OF PARKING
3. TRAFFIC (CONGESTION/CONSTRUCTION, ETC.)
4. SAFETY
5. PREFER OTHER SHOPPING AREAS
6. NOWHERE TO GO
7. EXPENSIVE
8. GENERAL DISLIKE
9. DIRTY
10. GET LOST/HARD TO FIND WAY AROUND/ONE-WAY STREETS ARE CONFUSING, ETC.
11. DON'T WANT TO GO DOWNTOWN
97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

11. In general, how safe do you feel in downtown Minneapolis? Would you say you feel…[READ SCALE AS NECESSARY]

1. Very safe
2. Somewhat safe
3. Not very safe
4. Not at all safe
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Access to Information

11a. Do you have a desktop or laptop computer with Internet in your household?

1. Yes
2. No
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

11b. How often, if ever, do you use each of the following on a scale of never, less than once a month, monthly, weekly or daily? What about…[ROTATE LIST]

a. A desktop or laptop computer with Internet at home

b. A computer at work

c. A computer in a public place like a library, park or public computer lab

d. A tablet computer with Internet, like an iPad, etc.

e. A cell phone

f. The Internet on a cell phone, blackberry or iPod Touch

Would you say you...[READ SCALE AS NECESSARY]

1. Never
2. Less than once a month
3. Monthly
4. Weekly
5. Daily
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

11c. How familiar or unfamiliar are you with Minneapolis 311? Would you say you are...[READ SCALE AS NECESSARY]

1. Very familiar
2. Somewhat familiar
3. Not at all familiar
99. REFUSED **[DO NOT READ]**

12. How do you get City of Minneapolis government news and information? [CHECK ALL THAT APPLY]

1. CITY OF MINNEAPOLIS WEB SITE
2. SOCIAL MEDIA: FACEBOOK, TWITTER, FOURSQUARE
3. NEWS MEDIA: NEWSPAPERS, RADIO, TELEVISION
4. EMAILS FROM ELECTED OFFICIALS
5. OTHER EMAILS FROM THE CITY
6. MAILINGS FROM THE CITY
7. CITY CABLE CHANNELS 14 AND 79
8. 311
9. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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

1. YES
2. NO **[SKIP TO Q16a]**
98. DON'T KNOW **[SKIP TO Q16a]**
99. REFUSED **[SKIP TO Q16a]**

[ASKED ONLY IF ANSWERED "YES" TO Q12a]

13. How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's Web site?) [CHECK ALL THAT APPLY] [IF RESPONDENT ANSWERS BY TELEPHONE OR EMAIL– WILL NEED TO PROBE FOR 'THE 311 SERVICE' OR AN "OTHER" PHONE NUMBER OR EMAIL. IF RESPONDENT SAYS "311" PROBE TO FIND IF BY PHONE, EMAIL OR MOBILE APP]

1. IN PERSON
2. BY TELEPHONE – 311
3. BY TELEPHONE – OTHER NUMBER
4. BY MAIL
5. BY EMAIL-311
6. BY EMAIL-OTHER EMAIL
7. VISIT THE CITY'S WEB SITE **[IF ONLY CHECKED "VISIT THE CITY'S WEB SITE", SKIP TO Q15]**
8. USED THE 311 MOBILE APP **[IF ONLY CHECKED "USED THE 311 MOBILE APP", SKIP TO Q16A]**
97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

14. Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor. What about...[ROTATE LIST]

a. Knowledge
b. Courteousness
c. Timely response
d. Ease of getting in touch with the employee
e. Respectfulness
f. Willingness to help or understand
g. Willingness to accommodate the need for foreign language and/or sign language interpreting

Would you say…[READ SCALE AS NECESSARY]

1. Very good
2. Good
3. Only fair
4. Poor
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

15. [ONLY ASK IF ANSWERED "7-VISITED CITY'S WEB SITE"- TO QUESTION 13] Please tell me how you would rate each of the following characteristics of the City Web site. What about the…[ROTATE LIST]

a. Usefulness of information
b. Ease of use
c. Design and graphics

Would you say…[READ SCALE AS NECESSARY]

1. Very good
2. Good
3. Only fair
4. Poor
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

16a. How do you typically find out that a Snow Emergency has been declared? [PROBE AS NECESSARY: That is, how do you know a Snow Emergency is on?] [CHECK ALL THAT APPLY. PROBE, IF NECESSARY, FOR MULTIPLE SOURCES.]

1. I DON'T HAVE A CAR SO THIS DOESN'T APPLY TO ME
2. I HAVE OFF-STREET PARKING SO THIS DOESN'T APPLY TO ME
3. NEWSPAPERS
4. RADIO OR TELEVISION
5. E-MAIL NOTIFICATION FROM THE CITY
6. E-MAIL NOTIFICATION FROM OTHER THAN CITY
7. AUTOMATED PHONE CALL FROM THE CITY
8. TEXT MESSAGE FROM THE CITY
9. FACEBOOK MESSAGE FROM THE CITY
10. TWITTER FEED FROM THE CITY
11. WORD OF MOUTH/FRIENDS/FAMILY
12. I CALL 348-SNOW
13. I CHECK THE CITY WEB SITE
14. I CALL 311
97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. DECLINED OR REFUSED **[DO NOT READ]**

16b. What information sources do you use to understand the Snow Emergency rules and to know where to park? [CHECK ALL THAT APPLY. PROBE, IF NECESSARY, FOR MULTIPLE SOURCES.]

1. I DON'T HAVE A CAR SO THIS DOESN'T APPLY TO ME
2. I HAVE OFF-STREET PARKING SO THIS DOESN'T APPLY TO ME
3. NEWSPAPERS
4. RADIO OR TELEVISION
5. 348-SNOW PHONE HOTLINE
6. 311
7. CITY OF MINNEAPOLIS WEB SITE
8. SNOW EMERGENCY EMAIL SUBSCRIPTION
9. FACEBOOK MESSAGES FROM THE CITY
10. TWITTER FEED FROM THE CITY
11. WORD OF MOUTH/FRIENDS/FAMILY
97. OTHER

98. DON'T KNOW **[DO NOT READ]**
99. DECLINED OR REFUSED **[DO NOT READ]**

Satisfaction with City Services

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...?

a. The Fire Department **[SKIP TO Q17a]**
b. Police **[SKIP TO Q17b]**
c. 911 operators **[SKIP TO Q17c]**
d. 311 agents **[SKIP TO Q17d]**

[RESPONSE SCALE, DO NOT READ]

1. YES
2. NO
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

17a. How satisfied were you with the professionalism shown by the Fire Department staff including firefighters? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

17b. How satisfied were you with the professionalism shown by the Police Department staff including police officers? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

17c. How satisfied were you with the professionalism shown by the 911 operator? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

17d. How satisfied were you with the professionalism shown by the 311 agent? Would you say you were very satisfied, satisfied, dissatisfied or very dissatisfied? [CHECK ONLY ONE]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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. What about…? [ROTATE LIST, A-W. ITEM X IS ALWAYS LAST.]

a. Protecting the environment, including air, water and land
b. Preparing for disasters
c. Affordable housing development
d. Revitalizing Downtown
e. Revitalizing neighborhoods
f. Repairing streets
g. Repairing alleys
h. Keeping streets clean
i. Cleaning up graffiti
j. Dealing with problem businesses and unkept properties
k. Garbage collection and recycling programs
l. Animal control services
m. Police services
n. Fire protection and emergency medical response
o. Providing quality drinking water
p. Providing sewer services
q. Protecting health and well-being of residents
r. Providing park and recreation services
s. Mortgage foreclosure assistance
t. Snow removal
u. Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles
v. 311 for city services and information
w. Maintaining safe and accessible sidewalks
x. City services overall

Would you say you are… [READ SCALE AS NECESSARY]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

18a. Please tell me how satisfied or dissatisfied you are with public education (Kindergarten through 12th grade) in the Minneapolis Public Schools. Would you say you are…[READ SCALE AS NECESSARY]

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

18b. Over the last two years, would you say that the quality of public education (Kindergarten through 12th grade) in the Minneapolis Public Schools has… [READ SCALE AS NECESSARY]?

1. Improved a lot
2. Improved slightly
3. Stayed the same
4. Declined slightly
5. Declined a lot

98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Prioritization of City Services

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." Please rate the importance of…[ROTATE LIST]

a. Protecting the environment, including air, water and land
b. Preparing for disasters
c. Affordable housing development
d. Revitalizing Downtown
e. Revitalizing neighborhoods
f. Repairing streets
g. Repairing alleys
h. Keeping streets clean
i. Cleaning up graffiti
j. Dealing with problem businesses and unkept properties
k. Garbage collection and recycling programs
l. Animal control services
m. Police services
n. Fire protection and emergency medical response
o. Providing quality drinking water
p. Providing sewer services
q. Protecting health and well-being of residents
r. Providing park and recreation services
s. Mortgage foreclosure assistance
t. Snow removal
u. Traffic signals, signage and pavement markings for pedestrians, bicycles and vehicles
v. 311 for city services and information
w. Maintaining safe and accessible sidewalks

Would you say…[READ AS NECESSARY}

1. 1/ "NOT AT ALL IMPORTANT"
2. 2
3. 3
4. 4
5. 5/ "EXTREMELY IMPORTANT"

98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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

Would you say you… [READ SCALE AS NECESSARY]

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree

98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Community Engagement

21. 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? What about…[ROTATE LIST]

a. Contacting my elected official
b. Joining a City advisory group

c. Contacting my neighborhood group
d. Attending a community meeting
e. Contacting City staff
f. Working with a group not affiliated with the City

Would you say you… [READ SCALE AS NECESSARY]

1. Very likely
2. Somewhat likely
3. Somewhat unlikely
4. Very unlikely
98. DON'T KNOW/NO OPINION **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

22. [ASK IF RATED SOMEWHAT OR VERY UNLIKLELY TO 3 OR MORE IN PREVIOUS QUESTON]. What are some reasons you are less likely to participate in City Government decisions? [DO NOT READ LIST – ONLY PROBE IF NECESSARY] [CHECK ALL THAT APPLY]

1. NO INTEREST
2. NO TIME
3. NOT AWARE OF OPTIONS / DON'T KNOW HOW
4. WOULDN'T CHANGE THE RESULT
97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

23. Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City Government on…[ROTATE LIST]?

a. Informing residents on major issues in the City of Minneapolis
b. Representing and providing for the needs of all its citizens
c. Effectively planning for the future
d. Providing value for your tax dollars
e. Providing meaningful opportunities for citizens to give input on important issues
f. The overall direction that the City is taking

Would you say…[READ SCALE AS NECESSARY]

1. Very good
2. Good
3. Only fair
4. Poor
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Discrimination

24. During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis? [INTERVIEWER EXPLANATION OF "DISCRIMINATION" –WHEN YOU ARE TREATED DIFFERENTLY FROM A SIMILARLY SITUATED PERSON AND YOU BELIEVE IT IS BECAUSE OF YOUR PROTECTED CLASS STATUS. PROTECTED CLASSES INCLUDE: RACE, COLOR, CREED, RELIGION, ANCESTRY, NATIONAL ORIGIN, SEX, INCLUDING SEXUAL HARASSMENT, SEXUAL ORIENTATION, GENDER IDENTITY, DISABILITY, AGE, MARITAL STATUS, OR STATUS WITH REGARD TO PUBLIC ASSISTANCE OR FAMILIAL STATUS.]

1. YES
2. NO **[SKIP TO Q25]**
98. DON'T KNOW **[SKIP TO Q25]**
99. REFUSED **[SKIP TO Q25]**

24a. In what type of situation did you experience the discrimination? [DO NOT READ LIST; PROBE ONLY IF NECESSARY] [CHECK ONLY ONE]

1. GETTING A JOB, OR AT WORK
2. GETTING HOUSING
3. GETTING SERVICE IN A RESTAURANT OR STORE
4. IN DEALING WITH THE CITY **[ASK Q24B AND Q24C]**
5. IN MY NEIGHBORHOOD
6. GENERAL PUBLIC STATEMENTS
7. ON PUBLIC TRANSPORTATION (BUS)
97. OTHER

98. DON'T KNOW
99. REFUSED

24b. [ONLY ASK IF ANSWER TO Q24A WAS "IN DEALING WITH THE CITY"] For what reason or reasons do you feel you were discriminated against? [DO NOT READ LIST; CHECK ALL THAT APPLY]

1. GENDER
2. AGE
3. ECONOMIC STATUS
4. MARITAL STATUS
5. RACE
6. COLOR
7. SEX (INCLUDING SEXUAL HARASSMENT, SEXUAL ORIENTATION AND GENDER IDENTITY)
8. DISABILITY
9. ETHNIC BACKGROUND OR COUNTRY OF ORIGIN
10. LANGUAGE OR ACCENT
11. RELIGION
97. OTHER
98. DON'T KNOW **[SKIP TO Q25]**
99. REFUSED **[SKIP TO Q25]**

24c. [ONLY ASK IF ANSWER TO Q24A WAS "IN DEALING WITH THE CITY"] Do you recall which City department was involved? [DO NOT READ LIST; CHECK ALL THAT APPLY]

1. CITY ATTORNEY
2. FIRE
3. HUMAN RESOURCES
4. INSPECTIONS/LICENSING
5. POLICE
6. PUBLIC WORKS
7. COMMUNITY PLANNING AND ECONOMIC DEVELOPMENT (CPED)
97. OTHER
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

Demographic/Classification Questions

My last questions are about you and your household and will be used in group form only. We collect this information to make sure we have gathered the opinions from a variety of people.

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

1. Own
2. Rent
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

26. Please tell me if each of the following statements is true of your household/members of your household? What about...[ROTATE LIST]

a. There are children under the age of 18
b. There are adults age 70 or older

Would you say...[READ SCALE AS NECESSARY]

1. YES
2. NO
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

27. 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 ... [ROTATE LIST.]

1. Bus
2. Bike
3. Car
4. Taxi
5. Walk
6. Train/light rail

Would you say…[READ SCALE AS NECESSARY]

1. Always
2. Frequently
3. Occasionally
4. Never
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

28. Is English the primary language spoken in the house?

1. YES
2. NO
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

[ASK Q28A ONLY IF ANSWER TO Q28 IS "2. NO"]

28a. What is the primary language spoken at home? [SELECT ONLY ONE RESPONSE. DO NOT READ LIST. PROBE, AS NECESSARY]

1. SPANISH
2. SOMALI
3. HMONG
4. OROMO
5. LAO
6. VIETNAMESE
7. OTHER **[PLEASE SPECIFY]**
98. DON'T KNOW [**DO NOT READ]**
99. REFUSED [**DO NOT READ]**

29. Please stop me when I reach the category that includes your age. [READ LIST]

1. 18 to 24 years
2. 25 to 34 years
3. 35 to 44 years
4. 45 to 54 years
5. 55 to 64 years
6. 65 years and over
99. REFUSED **[DO NOT READ]**

30. Please stop me when I reach the category that includes your household's annual income for 2011. [READ LIST]

1. Less than $10,000
2. $10,000 to less than $15,000
3. $15,000 to less than $25,000
4. $25,000 to less than $35,000
5. $35,000 to less than $50,000
6. $50,000 to less than $75,000
7. $75,000 to less than $100,000
8. $100,000 to less than $150,000
9. $150,000 to less than $200,000
10. $200,000 or more
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

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

1. YES
2. NO
98. DON'T KNOW **[DO NOT READ]**
99. REFUSED **[DO NOT READ]**

32. Now, can you tell me what best describes your racial origin? [DO NOT READ LIST]

1. WHITE
2. BLACK, AFRICAN AMERICAN OR AFRICAN
3. AMERICAN INDIAN/NATIVE AMERICAN OR ALASKAN NATIVE

4. ASIAN, NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
5. HMONG
6. SOMALI
7. VIETNAMESE
8. LAO
9. ETHIOPIAN/OROMO
10. HISPANIC/SPANISH
11. TWO OR MORE RACES
12. SOME OTHER RACE
99. REFUSED **[DO NOT READ]**

33. To help us ensure we have received survey responses from all areas of the City, would you please give me your current street address? [THIS DATA WILL NOT BE ATTACHED TO THE RESPONSES NRC GIVES THE CITY] [RECORD COMPLETE HOUSE NUMBER AND STREET NAME: IT IS CRITICAL TO GET PROPER SPELLING, DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULEVARD, DRIVE, CIRCLE, LANE ETC.] THEN SKIP TO Q37.

98. DON'T KNOW **[SKIP TO Q34**]
99. REFUSED **[SKIP TO Q34]**

[IT IS CRITICAL FOR INTERVIEWER CONFIRM COMPLETE ADDRESS]

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

[RECORD VERBATIM: IT IS CRITICAL TO GET PROPER SPELLING, DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULEVARD, DRIVE, CIRCLE, LANE ETC.] [IN ANSWER IS PROVIDED, SKIP TO Q37.]

98. DON'T KNOW **[SKIP TO Q35]**
99. REFUSED **[SKIP TO Q35]**

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

1. AUDUBON PARK
2. BANCROFT
3. BELTRAMI
4. BOTTINEAU
5. BRYANT
6. BRYN-MAWR
7. CAMDEN/WEBER-CAMDEN
8. CARAG/CALHOUN AREA
9. CEDAR-ISLES-DEAN
10. CEDAR-RIVERSIDE
11. CENTRAL
12. CLEVELAND
13. COLUMBIA PARK
14. COMO
15. COOPER
16. CORCORAN
17. DIAMOND LAKE
18. DOWNTOWN EAST
19. DOWNTOWN WEST
20. EAST CALHOUN (ECCO)
21. EAST HARRIET FARMSTEAD
22. EAST ISLES

22_1. EAST PHILLIPS

23. ELLIOT PARK
24. ERICSSON
25. FIELD
26. FOLWELL
27. FULLER/TANGLETOWN
28. FULTON
29. HALE
30. HARRISON
31. HAWTHORNE
32. HIAWATHA
33. HOLLAND
34. HOWE

35. HUMBOLDT INDUST AREA
36. JORDAN
37. KEEWAYDIN
38. KENNY
39. KENWOOD
40. KING FIELD
41. LIND-BOHANON
42. LINDEN HILLS
43. LOGAN PARK
44. LONGFELLOW
45. LORING PARK
46. LOWRY HILL
47. LOWRY HILL EAST (WEDGE)
48. LYNDALE
49. LYNNHURST
50. MARCY-HOLMES
51. MARSHALL TERRACE
52. MCKINLEY
53. MINNEHAHA
54. MORRIS PARK
55. NEAR NORTH
56. NICOLLET ISLAND/EAST BANK
57. NOKOMIS
58. NORTH LOOP
59. NORTHEAST PARK
60. NORTHROP
61. PAGE
62. PHILLIPS
62_1. PHILLIPS WEST
63. POWDERHORN PARK
64. PROSPECT PARK E RIVER RD
65. REGINA
66. SEWARD
67. SHERIDAN
68. SHINGLE CREEK
69. ST. ANTHONY EAST
70. ST. ANTHONY WEST
71. STANDISH
72. STEVENS SQUARE
73. SUMNER-GLENWOOD
74. UNIVERSITY
75. VENTURA VILLAGE
76. VICTORY
77. WAITE PARK
78. WENONAH
79. WEST CALHOUN
80. WHITTIER
81. WILLARD-HAY
82. WINDOM
83. WINDOM PARK
84. UPTOWN
85. WAREHOUSE DISTRICT
97. OTHER **[SKIP TO Q36]**
98. DON'T KNOW **[SKIP TO Q36]**
99. REFUSED **[SKIP TO Q36]**

[ASK Q36 ONLY IF Q35 IS DON'T KNOW, REFUSED OR OTHER]

36. Could you please give me the name of your nearest Park or public school?
[RECORD VERBATIM; IT IS CRITICAL TO GET PROPER SPELLING] ____

37. In case my supervisor needs to verify my work could you give me your first name only?
[RECORD VERBATIM] ____

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

38. RECORD GENDER [DO NOT ASK]

1. MALE
2. FEMALE