

Appendix VI: Survey Instrument

The following pages contain the survey instrument.

City of Minneapolis 2005 Residents Survey

FINAL

Introduction & Screening questions

Introduction

Hello, my name is [YOUR NAME] with National Research Center, Inc. We are 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]

xx q32 will be asked here

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
- 99. REFUSED

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
- 99. REFUSED

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
- 99. REFUSED

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
4. EDUCATION
5. ECONOMIC DEVELOPMENT
6. HOUSING
7. GROWTH
8. JOB OPPORTUNITIES
97. OTHER
98. DON'T KNOW
99. REFUSED

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 has a good selection of stores and services that meet my needs
- d. My neighborhood is clean and well-maintained
- e. 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
99. REFUSED

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]

- a. It is much too big
- b. It is too big
- c. It is just the right size
- d. It is too small
- e. It is much too small
98. DON'T KNOW
99. REFUSED

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

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

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree
98. DON'T KNOW
99. REFUSED

Downtown Usage & Image

8. Moving now to Downtown Minneapolis. Do you live or work Downtown? [CHECK ALL THAT APPLY.]

1. LIVE [SKIP TO Q11]
2. WORK [SKIP TO Q11]
3. NEITHER
98. DON'T KNOW
99. REFUSED

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

1. Once or twice [GO 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 [GO 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/ONE-WAY GRID/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 BECAUSE OF ONE-WAY STREETS, ETC.
11. DON'T WANT TO GO DOWNTOWN
97. OTHER
98. DON'T KNOW
99. REFUSED

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
99. REFUSED

Access to Information

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

1. YES
2. NO [SKIP TO Q16]
98. DON'T KNOW [SKIP TO Q16]
99. REFUSED [SKIP TO Q16]

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]

1. IN PERSON
2. BY TELEPHONE
3. BY MAIL
4. BY EMAIL
5. VISIT THE CITY'S WEB SITE [IF ONLY CHECKED "VISIT THE CITY'S WEB SITE", SKIP TO Q15]
97. OTHER
98. DON'T KNOW
99. REFUSED

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
99. REFUSED

15. [ONLY ASK IF ANSWERED "5-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
99. REFUSED

16. How do you get snow emergency information? [DO NOT READ; CHECK ALL THAT APPLY]

1. NEWSPAPERS
2. RADIO OR TELEVISION
3. 348-SNOW PHONE HOTLINE
4. CITY OF MINNEAPOLIS WEB SITE
5. EMAIL NOTIFICATION
6. SNOW EMERGENCY BROCHURE
7. SIGNAGE ALONG THE STREETS
8. PHONE CALL FROM THE CITY
9. WORD OF MOUTH/FRIENDS/FAMILY
10. NO CAR
11. HAVE OFF STREET PARKING/DON'T CARE
97. OTHER
98. DON'T KNOW
99. REFUSED

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]

[RESPONSE SCALE, DO NOT READ]

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

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
99. REFUSED

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
99. REFUSED

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
99. REFUSED

18. I will now read a list of services provided by 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. 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 and alleys
- g. Keeping streets clean
- h. Cleaning up graffiti
- i. Dealing with problem businesses and unkempt properties
- j. Garbage collection and recycling programs
- k. Animal control services
- l. Police services
- m. Fire protection and emergency medical response
- n. Providing quality drinking water
- o. Providing sewer services
- p. Protecting health and well-being of residents
- q. Providing park and recreation services
- r. Providing library services

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
99. REFUSED

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 and alleys
- g. Keeping streets clean
- h. Cleaning up graffiti
- i. Dealing with problem businesses and unkempt properties
- j. Garbage collection and recycling programs
- k. Animal control services
- l. Police services
- m. Fire protection and emergency medical response
- n. Providing quality drinking water
- o. Providing sewer services
- p. Protecting health and well-being of residents
- q. Providing park and recreation services
- r. Providing library services

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
99. REFUSED

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
99. REFUSED

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
99. REFUSED

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

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 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, RELIGION, SEX, AFFECTIONAL PREFERENCE, STATUS WITH REGARD TO PUBLIC ASSISTANCE, FAMILY STATUS, AGE, DISABILITY, RELIGION, NATIONAL ORIGIN.]

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]

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 [GO TO Q24B]
99. REFUSED [GO TO Q24B]

24b. 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. SOCIAL STATUS
6. RACE OR COLOR
7. AFFECTIONAL PREFERENCE
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
99. REFUSED

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
99. REFUSED

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
99. REFUSED

27. What is your primary mode of transportation?

1. BUS
2. BIKE
3. CAR
4. TAXI
5. WALK
6. TRAIN/LIGHTRAIL
97. OTHER
98. DON'T KNOW
99. REFUSED

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

1. YES
2. NO
98. DON'T KNOW
99. REFUSED

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

30. Please stop me when I reach the category that includes your household's annual income. [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
99. REFUSED

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]. [ONCE RACIAL GROUPS QUOTA IS MET (AT LEAST 287 COMPLETED INTERVIEWS), IF RESPONDENT ANSWERS ANYTHING BUT WHITE PLEASE READ THE FOLLOWING: "THANK YOU, BUT WE'RE LOOKING TO SPEAK WITH RESIDENTS OF SPECIFIC RACIAL GROUPS TO ENSURE WE TALK WITH A REPRESENTATIVE SAMPLE OF MINNEAPOLIS RESIDENTS." THEN TERMINATE THE INTERVIEW.]

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. SOMALIAN
7. VIETNAMESE
8. LAOTIAN
9. ETHIOPIAN
10. HISPANIC/SPANISH/LATINO
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: MAKE SURE TO GET PROPER DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULAVARD, DRIVE, CIRCLE, LANE ETC.] THEN GO TO Q37.

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

[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: MAKE SURE TO GET PROPER DIRECTION (N, S, E, W) AND DESCRIPTION – STREET, AVENUE, BOULEVARD, DRIVE, CIRCLE, LANE ETC.] [IF ANSWER IS PROVIDED, GO TO Q37.]

98. DON'T KNOW [GO TO Q35]
99. REFUSED [GO 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
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
- 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 [GO TO Q36]
- 98. DON'T KNOW [GO TO Q36]
- 99. REFUSED [GO 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] _____

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