

Report of Results

Quality of Life

When survey respondents were asked to rate Minneapolis and their neighborhood as places to live, at least two in five respondents rated each as “very good” and more than 80% reported each was at least “good.”

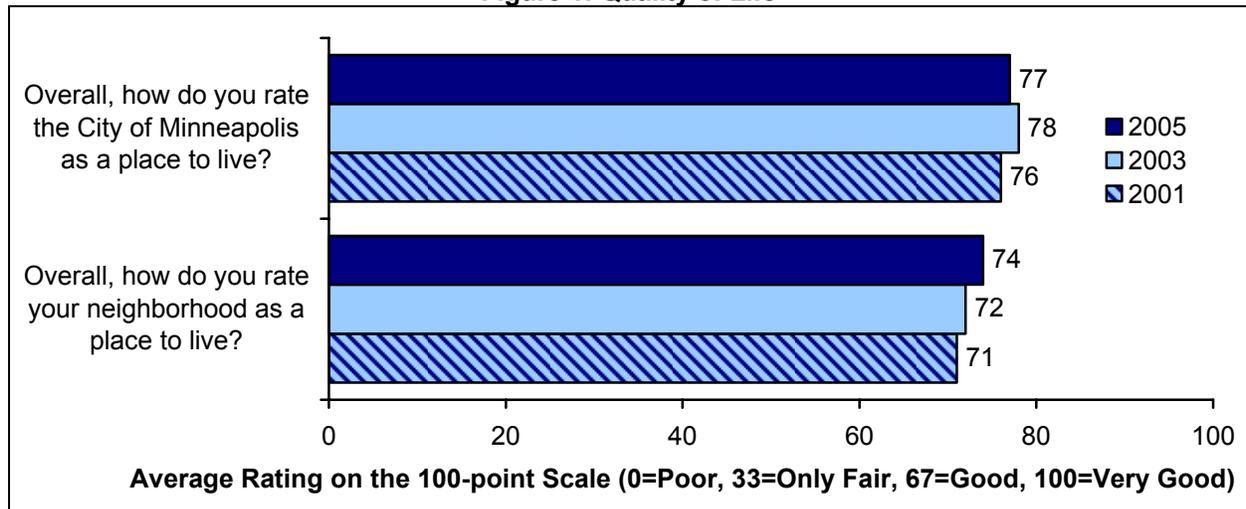
Table 1: Quality of Life Ratings

	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
Overall, how do you rate the City of Minneapolis as a place to live?	47%	40%	10%	2%	100%	77
Overall, how do you rate your neighborhood as a place to live?	45%	36%	15%	5%	100%	74

These ratings were converted to a 100-point scale where zero represents “poor” and 100 represents “very good.” Both quality of life characteristic received an average rating of about 75, or better than “good.”

When compared to ratings from previous survey years, the average rating for Minneapolis as a place to live was similar to 2003 and 2001 ratings, while the average rating for neighborhood as a place to live continues to increase.

Figure 1: Quality of Life



When compared to cities across the nation, quality of life ratings given by Minneapolis respondents were similar to or below the average. When compared to select cities, the average rating for Minneapolis as a place to live was above the average. A comparison to select cities for neighborhood as a place to live was not available.

Table 2: Quality of Life Ratings: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
City of Minneapolis as a place to live?	77	90	182	51%	Similar to the average
Neighborhood as a place to live?	74	80	102	23%	3-9 Points Below the average

*Among cities that asked the question.

Table 3: Quality of Life Ratings: Minneapolis and Select Cities

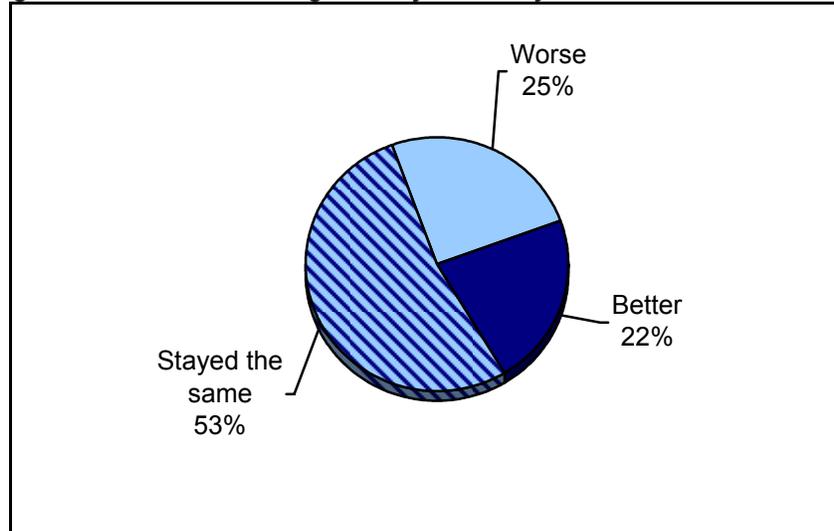
	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities ³
City of Minneapolis as a place to live?	77	2	7	86%	3-9 Points Above the average
Neighborhood as a place to live?	74	NA	NA	NA	NA

*Among cities that asked the question.

³The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

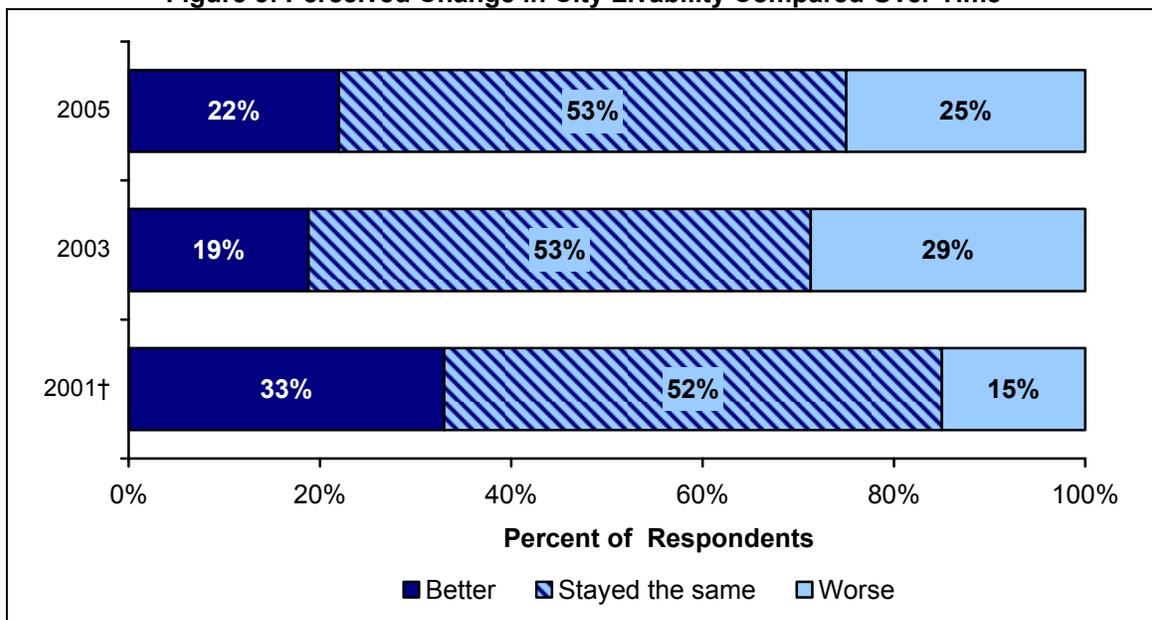
Minneapolis residents responding to the survey were asked if they thought the city had gotten better, worse or stayed about the same as a place to live in the past two years. About half (53%) felt that it had “stayed about the same” as a place to live, a quarter of respondents (25%) felt the City had gotten “worse” and 22% said it had gotten “better.”

Figure 2: Perceived Change in City Livability Over the Past Two Years



When compared to previous years, ratings were similar in 2005 as in 2003, while a higher percentage of respondents said the City had gotten better as a place to live in 2001 and fewer reported it had gotten worse. Please note that the 2001 questionnaire asked respondents to rate the change in livability over the past *three* years and the 2005 and 2003 surveys asked to rate the past *two* years.

Figure 3: Perceived Change in City Livability Compared Over Time



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

Challenges Facing the City

Respondents were asked what they felt were the three biggest challenges Minneapolis will face in the next five years (see Figure 4: Three Biggest Challenges Minneapolis Will Face in the Next Five Years on the following page). The top four unprompted answers were public safety (50%), education (44%), transportation related issues (40%) and housing (36%). Economic development (24%) and job opportunities (20%) were mentioned by at least one in five respondents. Many respondents mentioned “other” items that could not be coded into a specific category.

When compared to previous years, most of the items mentioned were stated by a similar percentage of respondents or higher in 2005 than in 2003 and 2001. However, City government was a response given by a significantly smaller proportion of respondents in the current survey year than in 2003 (11% versus 33%, respectively). Although growth was mentioned by a higher proportion of respondents in 2005 than in previous years, only 12% of respondents mentioned it as one of the three biggest challenges facing the City. Public safety was at the top of the list in 2005 and 2003 and second in 2001.

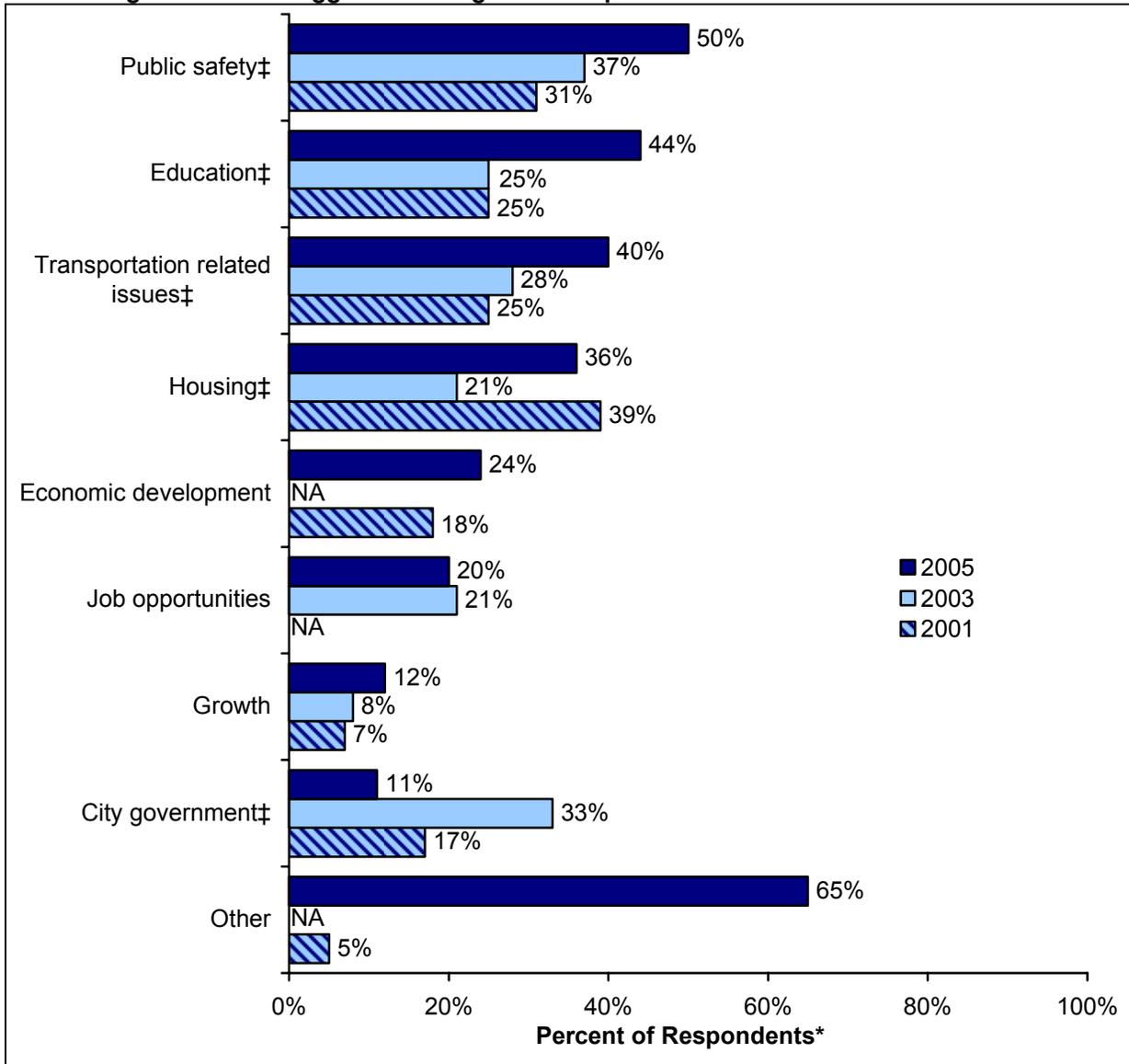
Please note that respondents were allowed three responses to this question, identifying the first, second and third biggest challenges that they saw facing Minneapolis. For the purpose of comparing to previous years’ data, the responses for each category have been summed into a single number. Changes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

Table 4. Biggest Challenges Minneapolis Will Face in the Next Five Years

	First biggest challenge	Second biggest challenge	Third biggest challenge	Three biggest challenges
Public safety	22%	16%	12%	50%
Education	18%	14%	12%	44%
Transportation related issues	16%	13%	11%	40%
Housing	10%	15%	11%	36%
Economic development	8%	8%	8%	24%
Job opportunities	5%	7%	8%	20%
City government	2%	4%	5%	12%
Growth	4%	5%	3%	11%
Other	16%	18%	31%	65%
Total	100%	100%	100%	-

-“Other” responses were not recorded and were not available for analysis.

Figure 4: Three Biggest Challenges Minneapolis Will Face in the Next Five Years



-“Other” responses were not recorded and not available for analysis.

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

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

Neighborhood Perception & Image

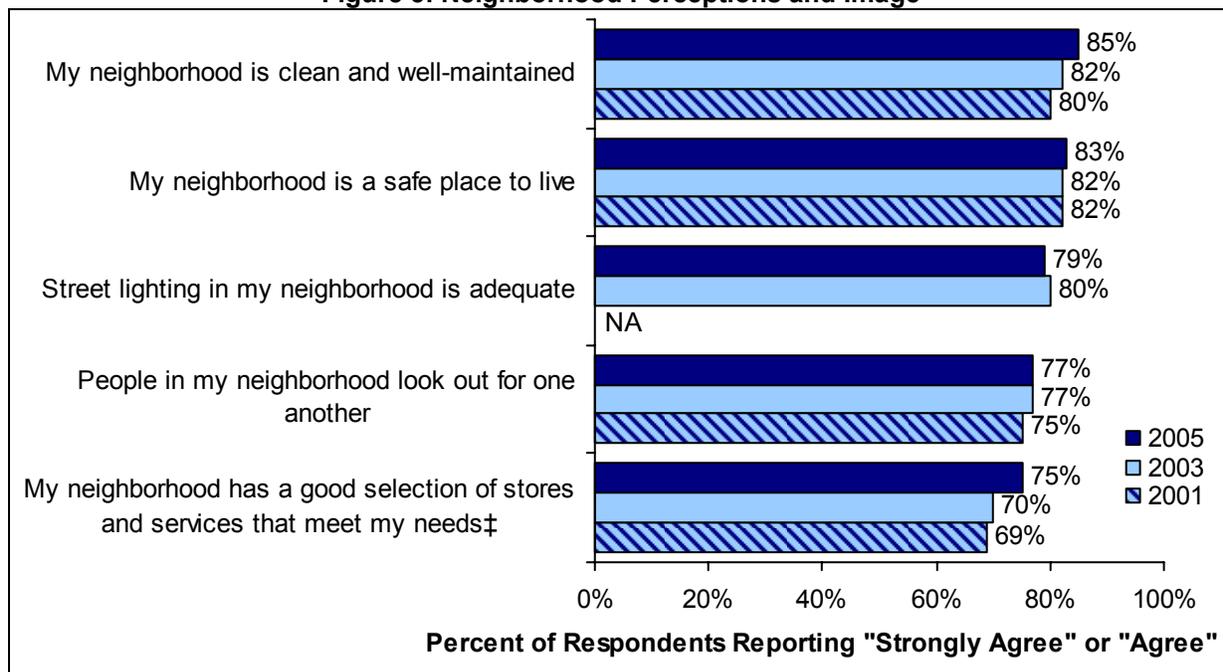
When asked the extent to which they agreed or disagreed with various statements about their neighborhood, a majority of residents responding to the survey reported that they “agreed” or “strongly agreed” with each statement, with 85% agreeing that their neighborhood is clean and well-maintained. While about one in five respondents mentioned that they “disagreed” that street lighting in their neighborhood is adequate, that people in their neighborhood look out for one another and that their neighborhood has a good selection of stores and services that meet their needs, fewer than 5% “strongly disagreed” with these statements.

Table 5: Neighborhood Perceptions and Image

Now I'm going to read some statements. For each please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement. What about...?	Strongly agree	Agree	Disagree	Strongly disagree	Total
My neighborhood is clean and well-maintained	23%	62%	13%	3%	100%
My neighborhood is a safe place to live	18%	65%	14%	3%	100%
Street lighting in my neighborhood is adequate	17%	62%	19%	3%	100%
People in my neighborhood look out for one another	20%	57%	20%	3%	100%
My neighborhood has a good selection of stores and services that meet my needs	23%	52%	21%	4%	100%

Most opinions about neighborhoods were similar in 2005 than in previous survey years. A higher proportion of respondents said that they “agreed” or “strongly agreed” that their neighborhood has a good selection of stores and services that meet their needs.

Figure 5: Neighborhood Perceptions and Image



‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)

Some average ratings were compared with average ratings given by other jurisdictions across the nation. The rating for “my neighborhood is a safe place to live” was below the average and the rating for feeling safe in Downtown Minneapolis was above the average. Comparisons to select cities chosen by the City of Minneapolis were not available.

Table 6: Safety Ratings: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
My neighborhood is a safe place to live	66	35	46	26%	3-9 Points Below the average
How safe do you feel in Downtown Minneapolis?	71	5	17	76%	3-9 Points Above the average

**Among cities that asked the question.*

Survey respondents were asked how they felt about the size of their current place of residence based on their household’s needs. About three quarters of respondents (73%) felt that their current residence was “just the right size,” one in five (21%) said it was “too small” and 6% said it was “too big.”

Figure 6: Size of Current Residence

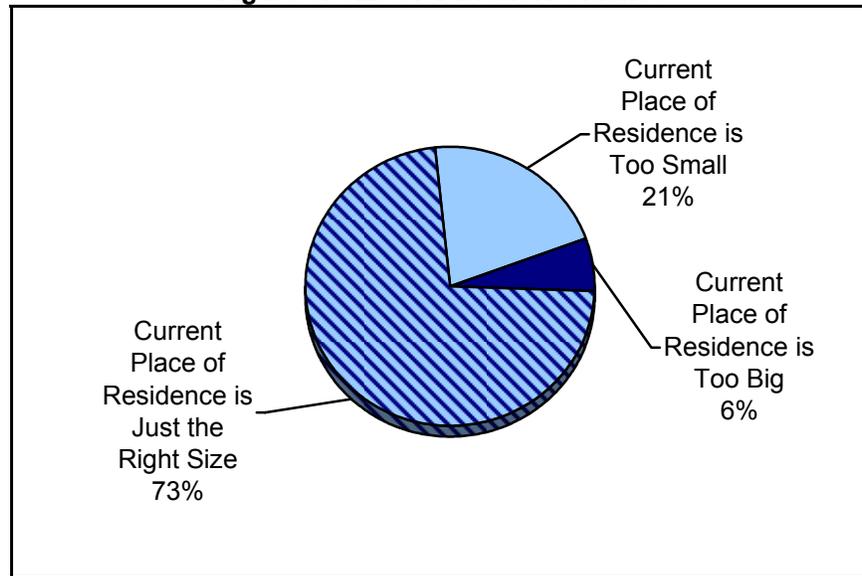


Table 7: Size of Current Residence

Which of the following best describes the size of your current place of residence based on your household’s needs? Would you say...?	Percent of Respondents
It is much too big	1%
It is too big	5%
It is just the right size	73%
It is too small	18%
It is much too small	3%
Total	100%

Another question asked Minneapolis residents the extent to which they “agreed” or “disagreed” with statements regarding their current place of residence. At least four in five respondents “agreed” or “strongly agreed” that the location, physical condition and housing costs were adequate to meet their needs. Fewer than half of respondents agreed that they planned to move within the next two years.

Figure 7: Perceptions of Current Place of Residence

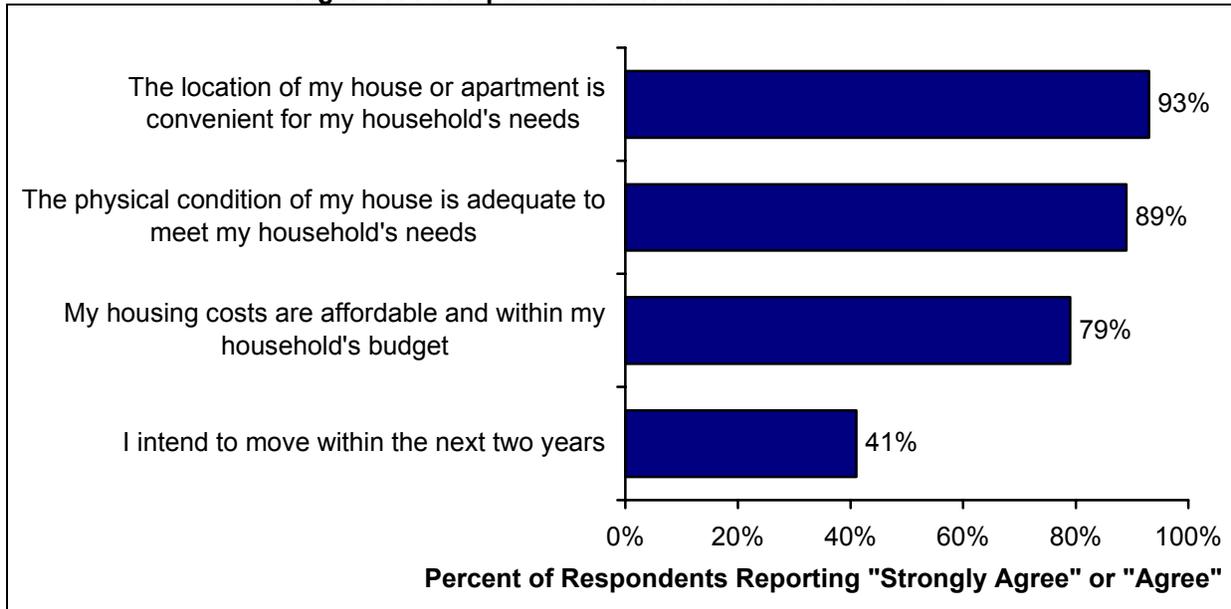


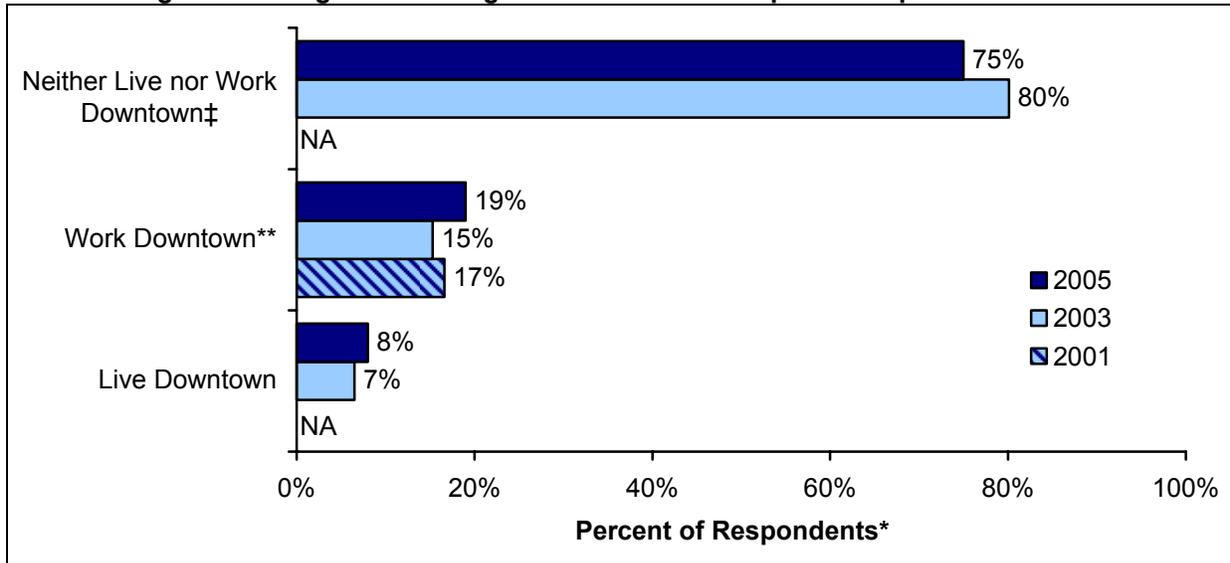
Table 8: Perceptions of Current Place of Residence

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree or strongly disagree. What about the...?					Total
	Strongly agree	Agree	Disagree	Strongly disagree	
The location of my house or apartment is convenient for my household's needs [E.G., WORK, SCHOOL, ETC.]	41%	52%	6%	1%	100%
The physical condition of my house is adequate to meet my household's needs	27%	62%	9%	2%	100%
My housing costs [E.G., RENT OR MORTGAGE PAYMENT PLUS UTILITIES] are affordable and within my household's budget	19%	60%	15%	5%	100%
I intend to move within the next two years	14%	28%	37%	22%	100%

Downtown Usage & Image

A majority of respondents (75%) reported they neither live nor work in Downtown Minneapolis, slightly down from 2003 (80%). A slightly larger percentage of respondents reported working and living Downtown in 2005 compared to previous survey years.

Figure 8: Living and Working in Downtown Minneapolis Compared Over Time



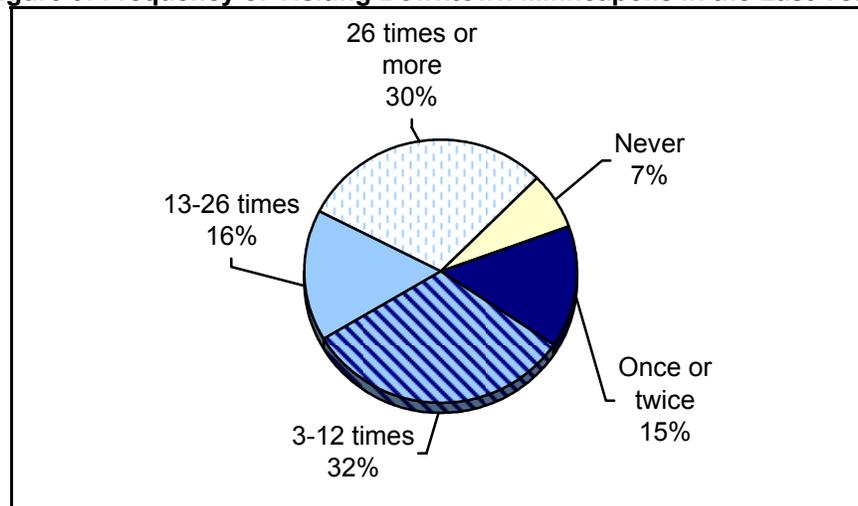
*Total may exceed 100% as respondents were able to choose more than one response.

**Please note that the 2001 survey only asked if respondents worked in Downtown Minneapolis.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

If respondents reported that they did not live or work Downtown, they were asked how frequently they visited the area in the last year. Ninety-three percent had visited the downtown at least once in the last year. About 3 in 10 reported visiting 26 times or more and a similar proportion reported visiting three to 12 times in the last year. Sixteen percent said they had visited 13 to 26 times, 15% reported visiting once or twice and 7% said they never visited Downtown Minneapolis in the past year.

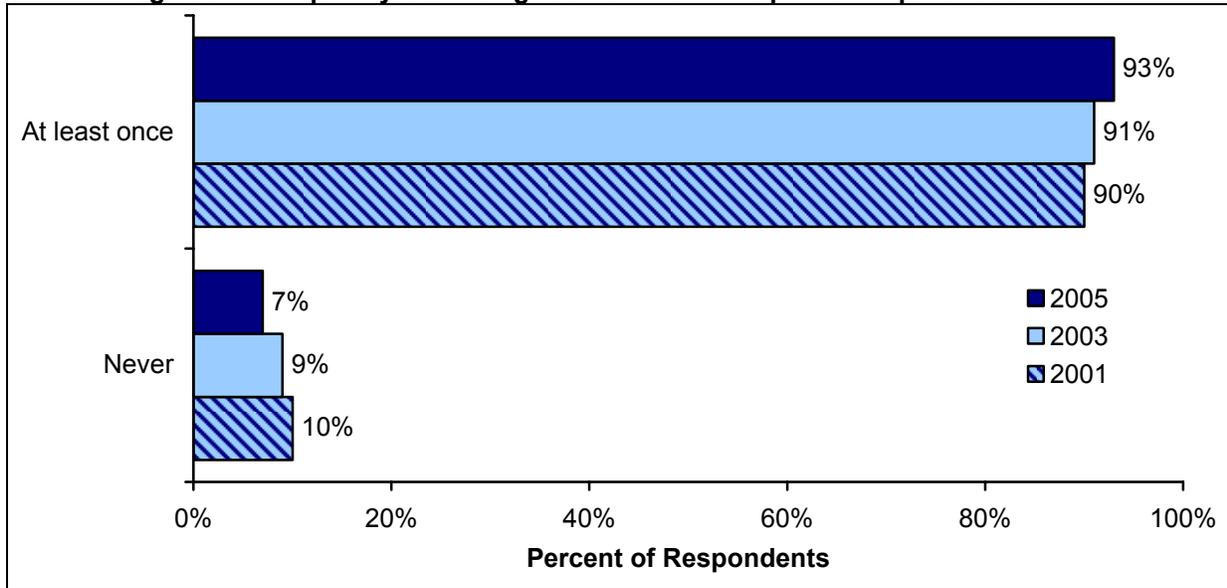
Figure 9: Frequency of Visiting Downtown Minneapolis in the Last Year**



**Only asked of respondents who do not live or work Downtown.

The percentage of respondents who reported visiting Downtown Minneapolis at least once in the past year was similar in 2005 as in previous years.

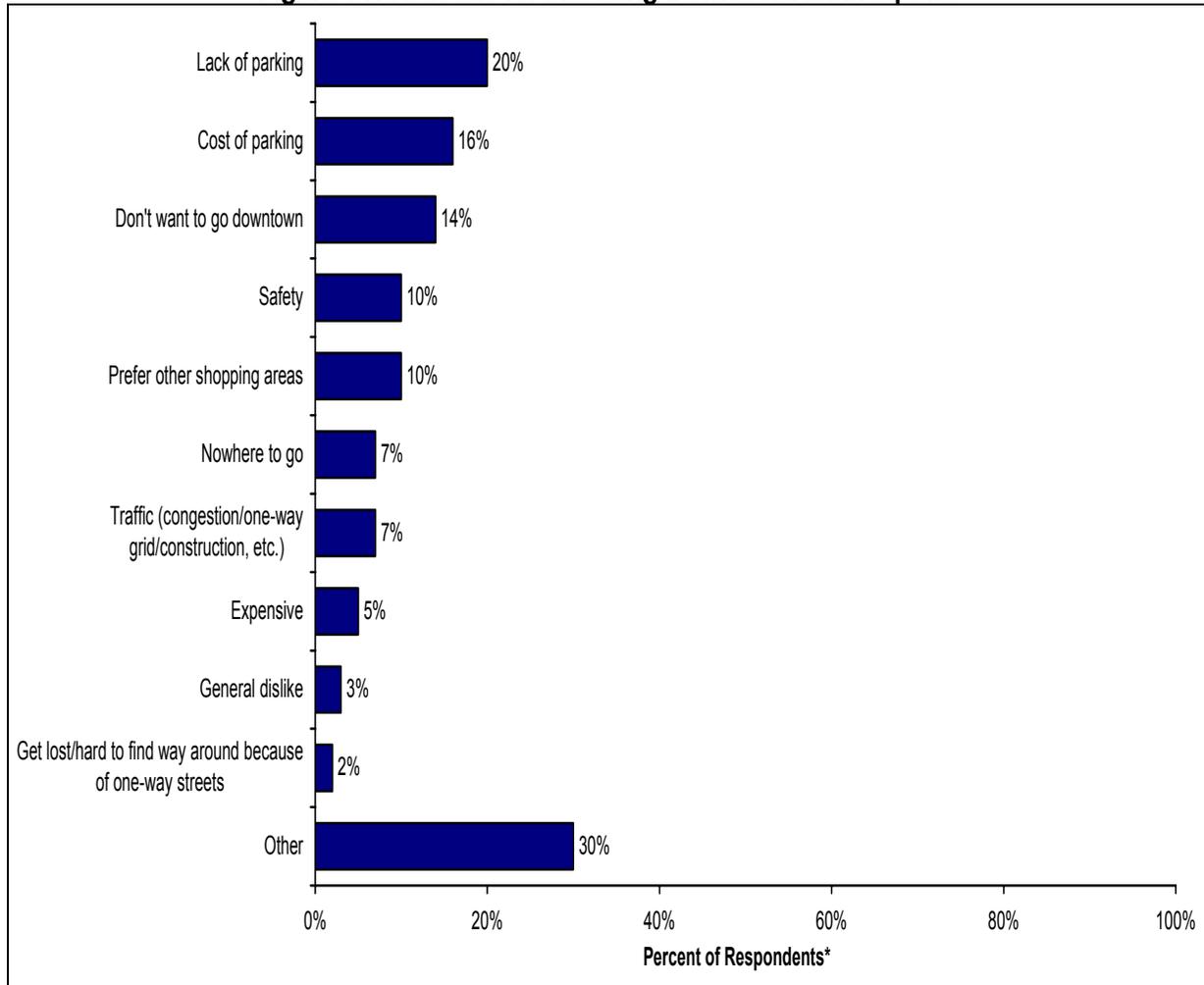
Figure 10: Frequency of Visiting Downtown Minneapolis Compared Over Time**



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

Those respondents who reported never going Downtown or only going once or twice in the last year were asked to give major reasons that kept them from spending more time in Downtown Minneapolis. One in five respondents said that the lack of parking was an issue, 16% said the cost of parking and 14% said they just don't want to go Downtown. Ten percent or fewer respondents mentioned other items (see Figure 11: Reasons for Avoiding Downtown Minneapolis below).

Figure 11: Reasons for Avoiding Downtown Minneapolis



-“Other” responses were not recorded and not available for analysis.

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

Comparisons to answers given to this question in previous years appear in the table below. However, some categories were combined in previous survey years or not mentioned by respondents in previous years.

Table 9: Reasons for Avoiding Downtown Minneapolis*

What are the major reasons that keep you from spending more time Downtown?	2005	2003†	2001†
Lack of parking	20%	33%	29%
Cost of parking	16%		
Don't want to go Downtown	14%	NA	NA
Prefer other shopping areas	10%	16%	27%
Safety	10%	7%	15%
Traffic (congestion/one-way grid/construction, etc.)	7%	12%	
Nowhere to go	7%	15%	26%
Expensive	5%	10%	6%
General dislike	3%	NA	4%
Get lost/hard to find way around because of one-way streets	2%	NA	NA
Other	30%	28%	12%

-“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 categories were combined in previous survey years.

Residents responding to the survey were asked to rate generally how safe they felt in downtown Minneapolis using the scale “very safe,” “somewhat safe,” “not very safe” or “not at all safe.” A majority of respondents (86%) reported that that they feel “somewhat” or “very safe” in Downtown Minneapolis, while 14% reported they feel “not very safe” or “not at all safe.” The higher percentage of residents feeling “very safe” or “somewhat safe” in 2005 compared to 2001 may be attributable, at least in part, to the question wording differences. The 2001 survey asked respondents about their safety walking downtown in the evening, while the 2005 survey asked about downtown safety without specifying the time of day. This question was not asked on the 2003 survey.

Figure 12: Safety of Downtown Minneapolis

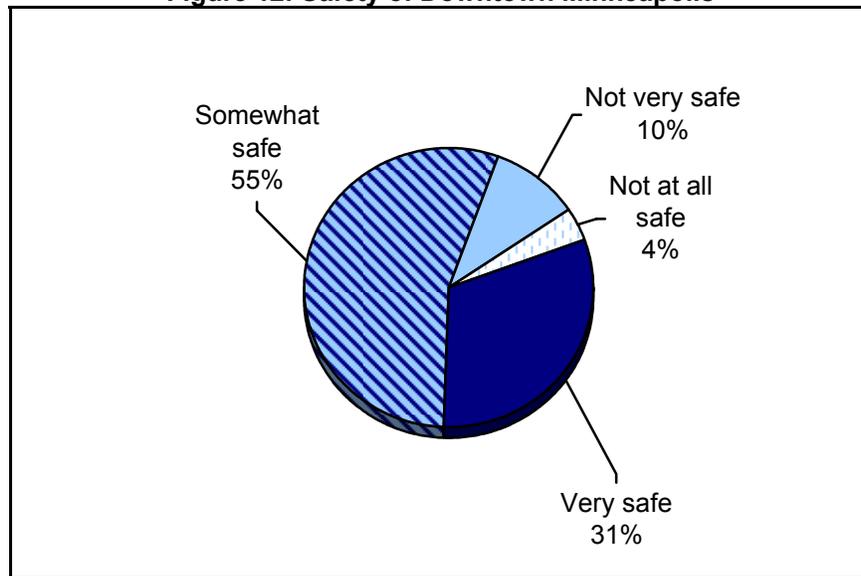
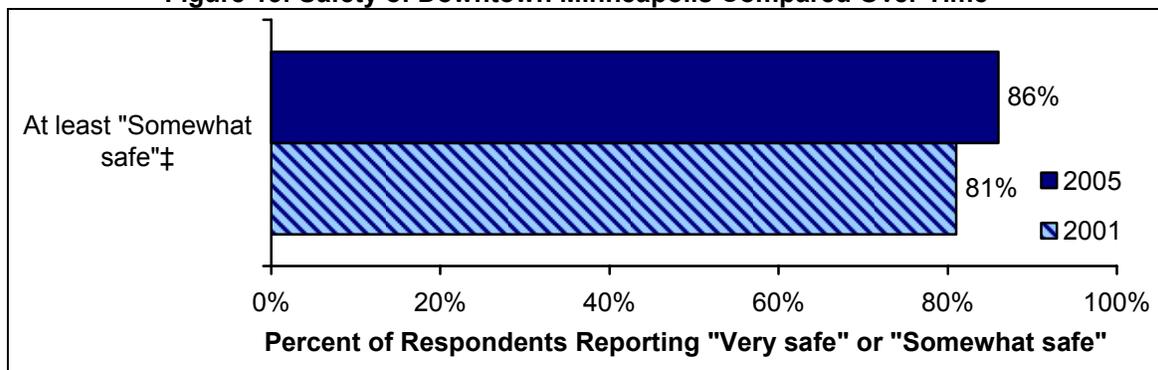


Figure 13: Safety of Downtown Minneapolis Compared Over Time**



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

‡Notes statistically significant differences between 2005 and 2001. (Significant at $p < .05$.)

The average rating for safety in Downtown Minneapolis was 71 on a 100-point scale where 0 represents “not at all safe” and 100 represents “very safe.”

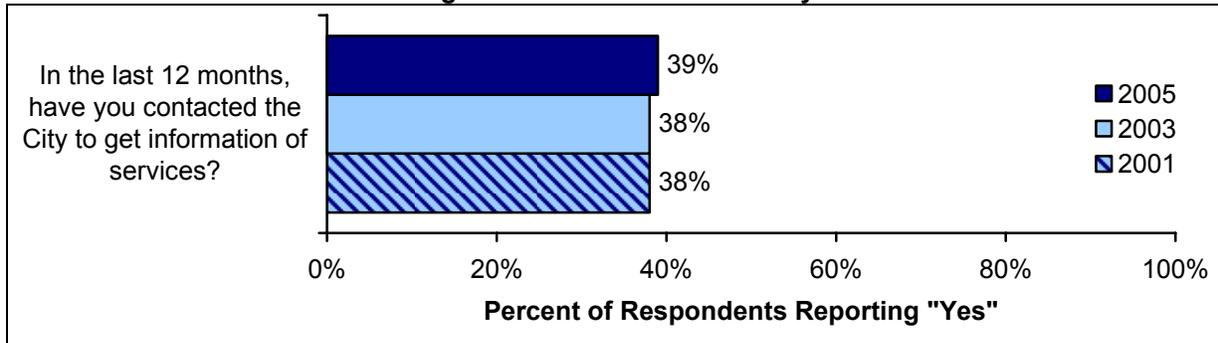
Table 10: Safety of Downtown Minneapolis

In general, how safe do you feel in Downtown Minneapolis? Would you say you feel...?	Percent of Respondents
Very safe	31%
Somewhat safe	55%
Not very safe	10%
Not at all safe	4%
Total	100%
<i>Average Rating (100=Very Safe, 67=Somewhat Safe, 33=Not Very Safe, 0=Not at all Safe)</i>	71

Access to Information

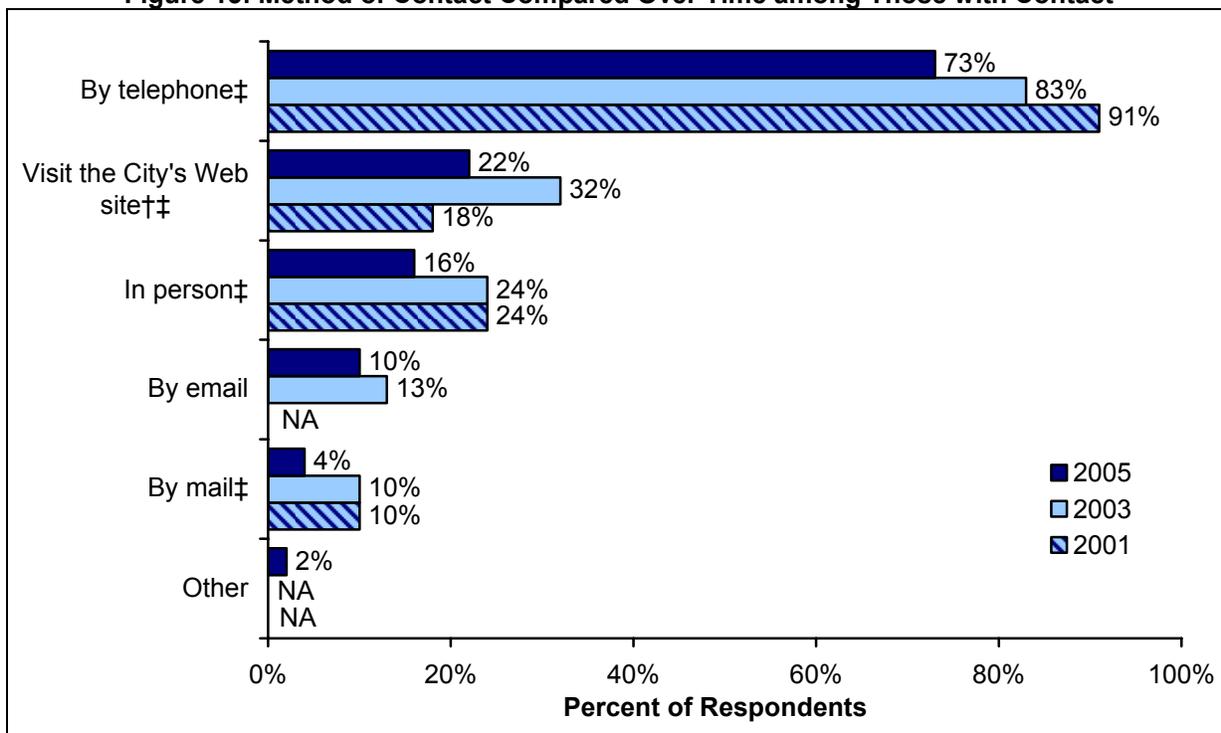
Respondents were asked if they had contacted the City to get information or services in the last 12 months. A similar proportion of respondents (39%) reported contacting the City in 2005 as in previous survey years (38% and 38%, respectively).

Figure 14: Contact with the City



Of the respondents who mentioned having contacted the City in the last 12 months, about three-quarters (73%) said that they did so by telephone, one in five (22%) reported visiting the City’s Web site and 16% contacted the City in person. Fewer than 10% reported contacting the City for information or services via email, mail or other methods. Fewer respondents reported using most methods to contact the City in 2005 than in previous years.

Figure 15: Method of Contact Compared Over Time among Those with Contact



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

†Question wording differed between survey years.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

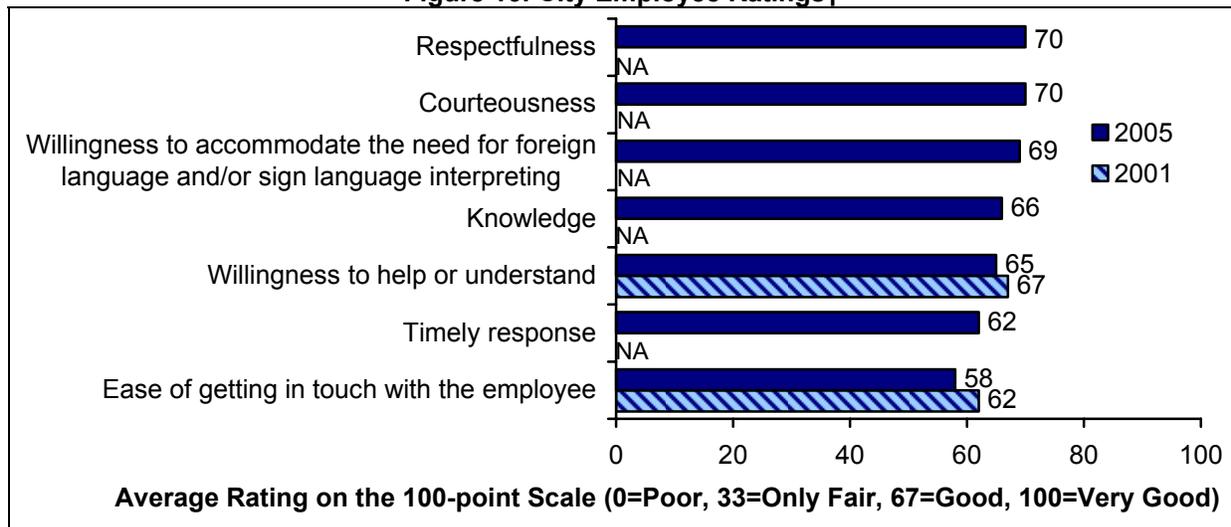
Respondents who reported contacting the City in the last 12 months (except for those who only visited the City’s Web site), were asked to rate specific characteristics about the City employee with which they had contact. About four in five respondents rated employees’ respectfulness, courteousness, knowledge and willingness to accommodate the need for foreign language and/or sign language interpreting as “good” or “very good.” About 7 in 10 said that the employees’ willingness to help or understand and their timely response was at least “good” and about two-thirds (65%) reported that the ease of getting in touch with the employee was at least “good.”

Table 11: City Employee Ratings

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...?	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
Respectfulness	34%	49%	11%	6%	100%	70
Courteousness	35%	46%	14%	5%	100%	70
Willingness to accommodate the need for foreign language and/or sign language interpreting	33%	45%	16%	6%	100%	69
Knowledge	27%	52%	14%	7%	100%	66
Willingness to help or understand	31%	41%	19%	9%	100%	65
Timely response	27%	43%	18%	12%	100%	62
Ease of getting in touch with the employee	21%	44%	24%	11%	100%	58

When converted to a 100-point scale, most City employee ratings were “good” (67) or better. “Timely response” was given an average rating of 62, or just below “good,” and “ease of getting in touch with the employee” received an average rating of 58, or below the “good” mark on a 100-point scale. Where comparisons to previous years were available, ratings were similar in 2005 to 2001.

Figure 16: City Employee Ratings†



†Question and scale wording differed slightly on the 2001 questionnaire. This question was not asked in 2003.

When compared to ratings given to City employees across the nation and where comparisons were available to ratings given by respondents in select cities, average ratings for City employee characteristics were below the average.

Table 12: City Employees Ratings: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Knowledge	66	114	117	3%	10-14 Points Below the average
Courteousness	70	45	54	19%	3-9 Points Below the average
Ease of getting in touch with the employee	58	121	123	2%	15+ Points Below the average
Willingness to help or understand	65	21	22	9%	3-9 Points Below the average

*Among cities that asked the question.

Table 13: City Employees Ratings: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities⁴
Knowledge	66	NA	NA	NA	NA
Courteousness	70	3	5	60%	3-9 Points Below the average
Ease of getting in touch with the employee	58	5	5	20%	3-9 Points Below the average
Willingness to help or understand	65	NA	NA	NA	NA

*Among cities that asked the question.

⁴The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

Respondents who reported only contacting the City via the City’s Web site were asked to rate specific characteristics of the Web site. About 8 in 10 respondents felt that the usefulness of information on the City’s Web site as “good” or “very good” and about 7 in 10 felt that the design and graphics and the ease of use were at least “good.”

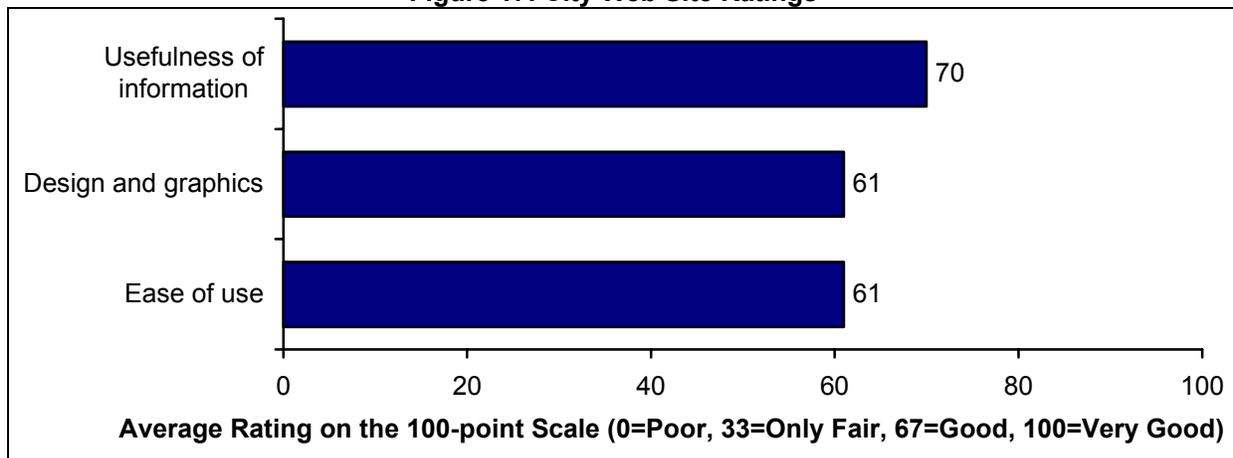
Table 14: City Web Site Ratings**

Please tell me how you would rate each of the following characteristics of the City Web site. What about the...?	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
Usefulness of information	34%	45%	18%	3%	100%	70
Design and graphics	14%	58%	23%	4%	100%	61
Ease of use	22%	46%	24%	7%	100%	61

***Only asked of respondents who had contacted the City via their Web site.*

When converted to a 100-point scale, the average rating for “usefulness of information” was 70, or better than “good,” while average ratings for “design and graphics” and “ease of use” were 61 or just below “good.”

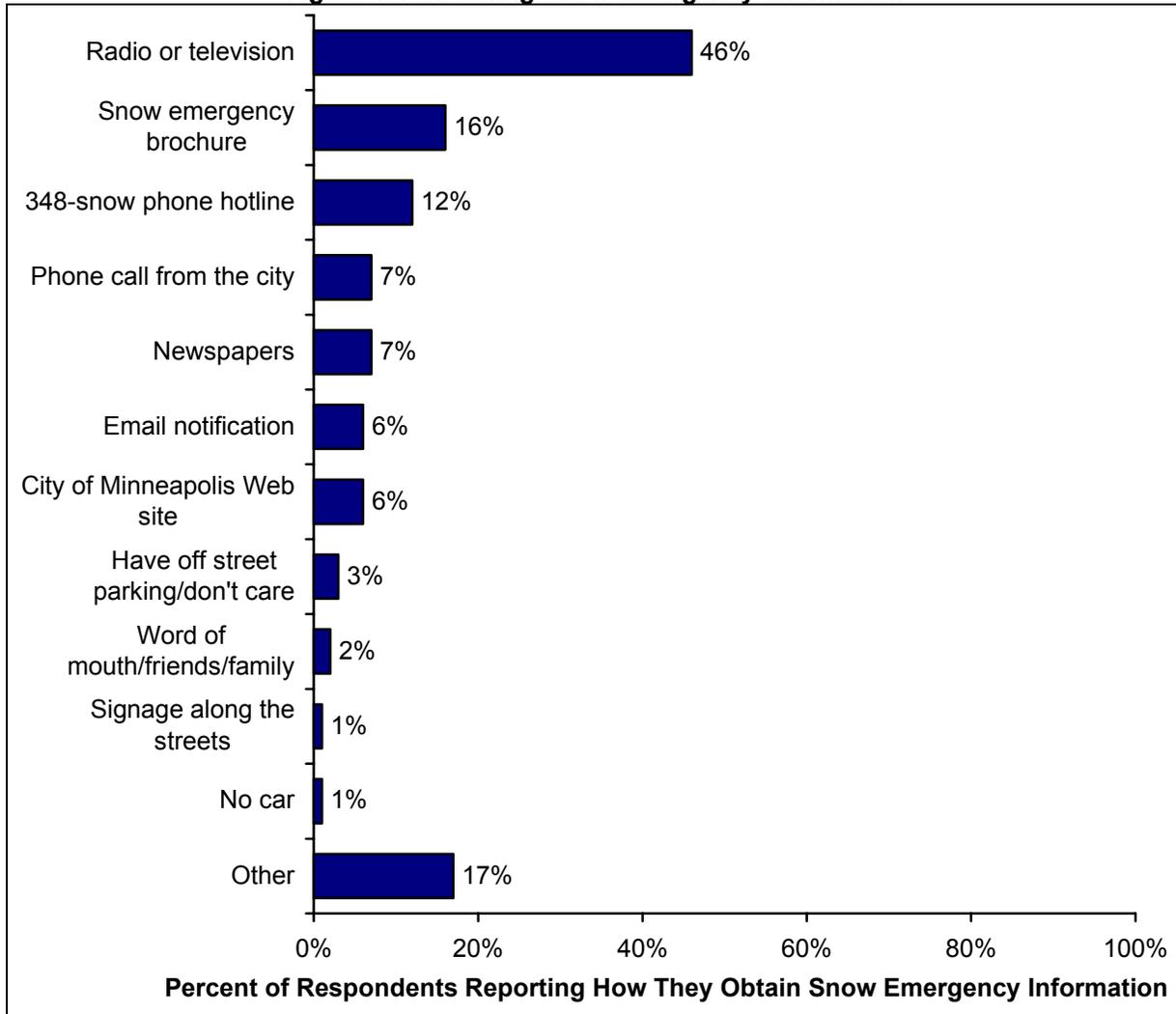
Figure 17: City Web Site Ratings**



***Only asked of respondents who had contacted the City via their Web site.*

Minneapolis residents were asked how they obtain snow emergency information. Almost half (46%) said that they obtain snow emergency information from radio or television, while 16% use a snow emergency brochure and 12% use the snow phone hotline. Each of the remaining specific resources was used by fewer than 10% of respondents (see Figure 18: Obtaining Snow Emergency Information below).

Figure 18: Obtaining Snow Emergency Information



-“Other” responses were not recorded and not available for analysis.

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

When compared to previous survey years, the percent of respondents who reported using each snow emergency information resource was significantly lower for almost every resource mentioned in 2005 than in previous years. However, the question was asked significantly differently in 2005 than previous years. The response options in 2005 were not read aloud, and respondents were permitted to identify as many as came to mind during the survey. In previous years, each option (based on a list similar to the one used in 2005) was read aloud, prompting respondents to reflect on each choice. In addition, in 2005, respondents were asked how they get information, while in previous years, respondents were asked about their preferred method for retrieving snow emergency information. In previous years, respondents typically indicated more information sources than in 2005. Though the core topic is similar across the years, the questions have limited comparability.

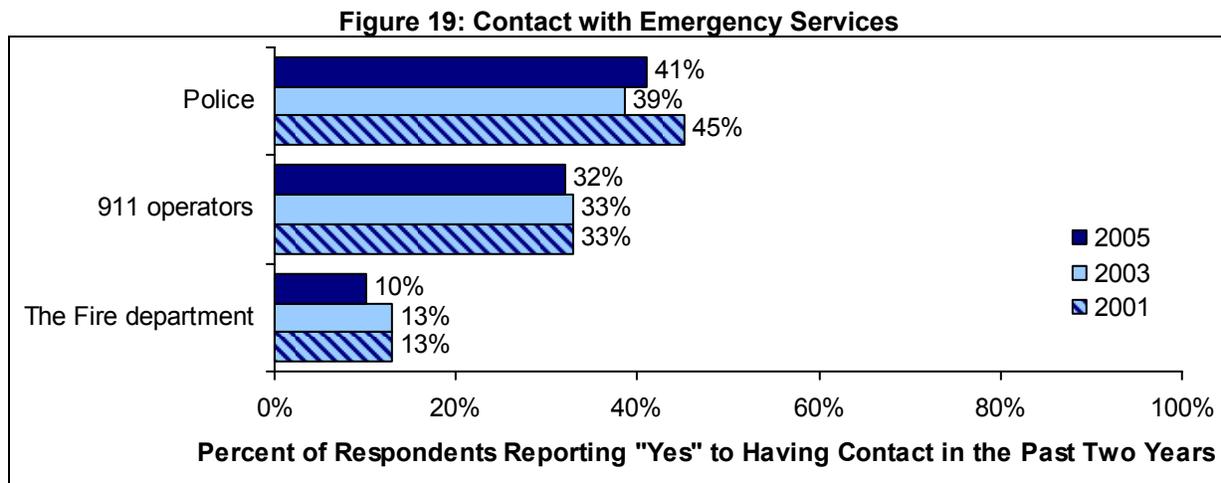
Table 15: Obtaining Snow Emergency Information

How do you get snow emergency information?	2005	2003†	2001†
Radio or television	46%	84%	90%
Snow emergency brochure	16%	48%	56%
348-snow phone hotline	12%	57%	66%
Newspapers	7%	40%	46%
Phone call from the City	7%	NA	NA
City of Minneapolis Web site	6%	39%	49%
Email notification	6%		
Have off street parking/don't care	3%	4%	0%
Word of mouth/friends/family	2%	NA	NA
Signage along the streets	1%	68%	73%
No car	1%	3%	2%
Other	17%	2%	0%

-“Other” responses were not recorded and not available for analysis.

†Some categories were combined in previous survey years.

Residents responding to the survey were asked if they had any contact with emergency services in the past two years. About two in five respondents (41%) mentioned that they had contact with the police in the last two years (similar to 2003) and about a third (32%) reported contacting 911 operators in the past two years (also similar to 2003). Fewer respondents (10%) reported having contact with the fire department in the last two years.



Those respondents who reported having contact with each emergency service in the past two years were asked to rate their satisfaction with the professionalism shown by the staff with which they had contact. More than 90% of respondents reported that they were “satisfied” or “very satisfied” with the professionalism shown by fire department staff and 911 operators and about 80% of respondents said that they were at least “satisfied” with police department staff with which they had contact.

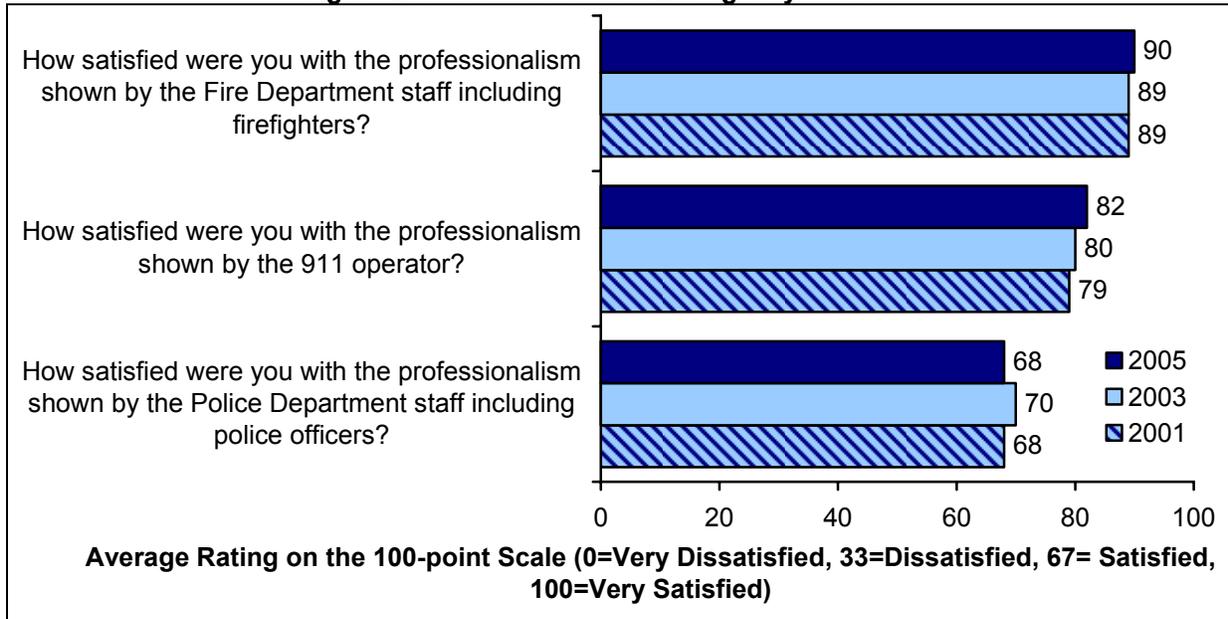
Table 16: Satisfaction with Emergency Services**

How satisfied were you with the professionalism shown by each City service/department?	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total	Average Rating (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	77%	20%	1%	2%	100%	90
How satisfied were you with the professionalism shown by the 911 operator?	54%	39%	4%	2%	100%	82
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	35%	44%	13%	8%	100%	68

**Only asked of respondents who had contacted each City service/department.

The fire department staff and 911 operators were given high marks on a 100-point scale, with fire department staff receiving an average rating of 90 for their professionalism, where 0 represents “very dissatisfied” and 100 represents “very satisfied” and 911 operators receiving an average rating of 82, or above “satisfied.” While police department staff were given a lower average rating (68) than 911 operators and fire department staff, it was still given a satisfactory by respondents. Average ratings for emergency services remained similar in 2005 as in previous surveys.

Figure 20: Satisfaction with Emergency Services**



**Only asked of respondents who had contacted each City service/department.

The average rating for fire department staff was above the average when compared with ratings across the nation, while the average rating given to police department staff was below the national average. A comparison to the nation for 911 operators was not available. Also, comparisons to ratings given by select cities were not available.

Table 17: Public Safety Employee Ratings: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Professionalism of the Fire Department staff	90	2	12	92%	10-14 Points Above the average
Professionalism of the Police Department staff	68	20	23	17%	3-9 Points Below the average
Professionalism shown by the 911 operator	82	NA	NA	NA	NA

**Among cities that asked the question.*

Satisfaction with City Services

Residents responding to the survey were read a list of services provided by the City of Minneapolis government and asked to rate the extent to which they were satisfied or dissatisfied with each. At least half of all respondents said that they were “satisfied” or “very satisfied” with each service from the list, with about 9 in 10 respondents reporting satisfaction with fire protection and emergency medical response, providing sewer services, garbage collection and recycling programs, animal control services, providing park and recreation services and keeping streets clean.

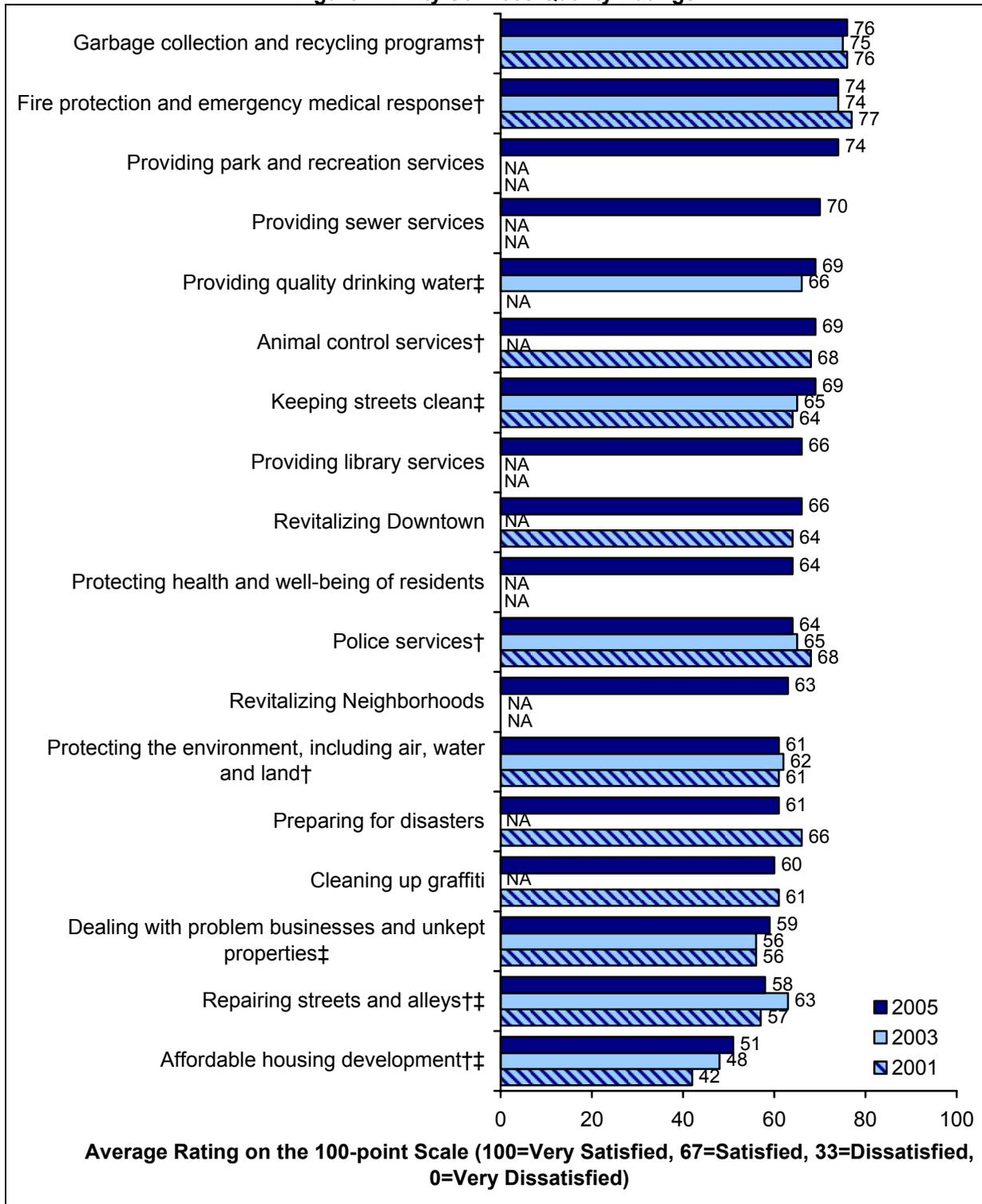
Table 18: City Services Quality Ratings

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	Average Rating (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)
Garbage collection and recycling programs	36%	57%	6%	1%	100%	76
Fire protection and emergency medical response	28%	70%	2%	1%	100%	74
Providing park and recreation services	32%	59%	8%	1%	100%	74
Providing sewer services	16%	78%	5%	1%	100%	70
Keeping streets clean	19%	70%	10%	1%	100%	69
Animal control services	17%	75%	7%	2%	100%	69
Providing quality drinking water	24%	62%	12%	2%	100%	69
Revitalizing Downtown	16%	67%	14%	2%	100%	66
Providing library services	22%	57%	18%	4%	100%	66
Police services	14%	67%	16%	3%	100%	64
Protecting health and well-being of residents	11%	73%	12%	3%	100%	64
Revitalizing Neighborhoods	12%	69%	16%	3%	100%	63
Protecting the environment, including air, water and land	10%	67%	20%	3%	100%	61
Preparing for disasters	8%	70%	18%	4%	100%	61
Cleaning up graffiti	10%	63%	22%	5%	100%	60

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	Average Rating (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)
Dealing with problem businesses and unkempt properties	8%	65%	24%	3%	100%	59
Repairing streets and alleys	8%	62%	26%	4%	100%	58
Affordable housing development	6%	48%	37%	8%	100%	51

Providing quality drinking water (69 in 2005 versus 66 in 2003), keeping streets clean (69 versus 65) and affordable housing (51 versus 48) received higher average ratings in 2005 than in previous surveys years, while repairing streets and alleys was given a lower average rating in the current survey year than in the past (58 in 2005 versus 63 in 2003) (see Figure 21: City Services Quality Ratings on the following page). Other services received similar ratings between survey years. As the list of services on the 2005 survey differs from the 2003 and 2001 questionnaires, comparison data are not available for all services.

Figure 21: City Services Quality Ratings



†Question wording differed between survey years.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

Satisfaction with Services Compared

Ratings for police services were below the national database and similar to ratings given by select cities, while fire protection and emergency medical response was given an average rating similar to the national database. A comparison with ratings from select cities for fire protection and emergency medical response was not available.

Table 19: Public Safety Services: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Police services	64	221	260	15%	3-9 Points Below the average
Fire protection and emergency medical response	74	16	31	52%	Similar to the average

*Among cities that asked the question.

Table 20: Public Safety Services: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities ⁵
Police services	64	6	11	55%	Similar to the average
Fire protection and emergency medical response	74	NA	NA	NA	NA

*Among cities that asked the question.

⁵The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

The City of Minneapolis received average ratings higher than the national database for repairing streets and alleys and keeping streets clean. The City was ranked first for repairing streets and alleys when compared with average ratings given by select cities. A comparison to rating given by select cities for keeping streets clean was not available.

Table 21: Street Services: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Repairing streets and alleys	58	63	195	68%	3-9 Points Above the average
Keeping streets clean	69	30	134	78%	3-9 Points Above the average

**Among cities that asked the question.*

Table 22: Street Services: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities⁶
Repairing streets and alleys	58	1	11	100%	10-14 Points Above the average
Keeping streets clean	69	NA	NA	NA	NA

**Among cities that asked the question.*

⁶The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

Park and recreation services were rated above the national database; however a comparison to select cities was not available. Library services received average ratings below the national and select cities averages.

Table 23: Leisure Services: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Park and recreation services	74	3	7	71%	3-9 Points Above the average
Library services	66	148	168	13%	3-9 Points Below the average

*Among cities that asked the question.

Table 24: Leisure Services: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities⁷
Park and recreation services	74	NA	NA	NA	NA
Library services	66	8	8	13%	3-9 Points Below the average

*Among cities that asked the question.

⁷The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

Quality drinking water received an average rating above the national database and was ranked second when compared to ratings given in select cities. The sewer service rating was similar to the national average and above the select cities average, with a second place ranking when compared to select cities.

Table 25: Utility Services: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Quality drinking water	69	11	48	79%	10-14 Points Above the average
Sewer services	70	45	109	60%	Similar to the average

**Among cities that asked the question.*

Table 26: Utility Services: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities⁸
Quality drinking water	69	2	7	86%	3-9 Points Above the average
Sewer services	70	2	6	83%	3-9 Points Above the average

**Among cities that asked the question.*

⁸The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

The animal control service rating was above the national average and ranked first among ratings given by respondents in select cities.

Table 27: Code Enforcement Services: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Animal control services	69	21	123	84%	3-9 Points Above the average
Cleaning up graffiti	60	NA	NA	NA	NA

*Among cities that asked the question.

Table 28: Code Enforcement Services: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities⁹
Animal control services	69	1	7	100%	3-9 Points Above the average
Cleaning up graffiti	60	NA	NA	NA	NA

*Among cities that asked the question.

⁹The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

The average rating for affordable housing development was similar to the national database and below the select cities average.

Table 29: Affordable Housing: Minneapolis and the National Database

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Affordable housing development	51	69	130	48%	Similar to the average

**Among cities that asked the question.*

Table 30: Affordable Housing: Minneapolis and Select Cities

	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Satisfied, 67=Satisfied, 33=Dissatisfied, 0=Very Dissatisfied)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to Select Cities¹⁰
Affordable housing development	51	5	7	43%	3-9 Points Below the average

**Among cities that asked the question.*

¹⁰The cities used for comparison in the custom norm are as follows: Portland, Austin, Boston, Ann Arbor, Seattle, St. Paul, Charlotte, Denver, Cincinnati, Boulder, Detroit, San Francisco, Durham/Raleigh, Madison, Oklahoma City and Phoenix.

Prioritization of City Services

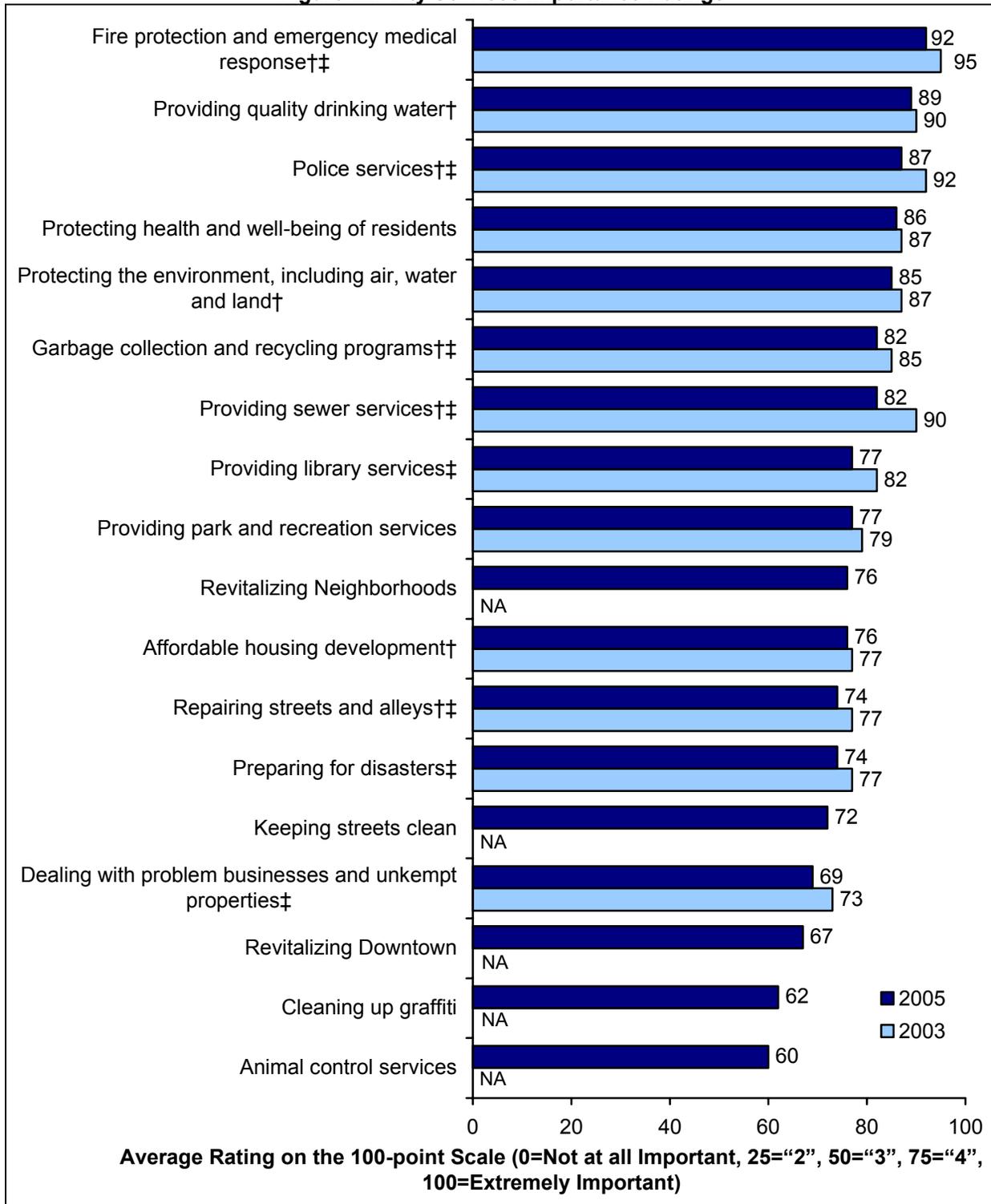
After rating their satisfaction with City services, respondents were asked to rate the importance of each service using a 5-point scale with 5 representing “extremely important” and 1 representing “not at all important.” At least half of respondents felt that fire protection and emergency medical response, providing quality drinking water, police services, protecting health and well-being of residents, protecting the environment, including air, water and land, providing sewer services, garbage collection and recycling programs and affordable housing development were “extremely important.” About two in five respondents reported that providing library services, preparing for disasters, providing park and recreation services and revitalizing neighborhoods were “extremely important” services and about 3 in 10 said that repairing streets and alleys, keeping streets clean, dealing with problem businesses and unkempt properties, revitalizing Downtown and cleaning up graffiti were “extremely important.” About one in five respondents rated animal control services as “extremely important.”

Table 31: City Services Importance Ratings

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."						Total	Average Rating (100=Extremely Important, 75="4", 50="3", 25="2", 0=Not at all Important)
	Not at all important	2	3	4	Extremely important		
Fire protection and emergency medical response	1%	1%	4%	18%	77%	100%	92
Providing quality drinking water	2%	1%	7%	22%	69%	100%	89
Police services	3%	2%	7%	20%	69%	100%	87
Protecting health and well-being of residents	2%	3%	10%	20%	65%	100%	86
Protecting the environment, including air, water and land	2%	3%	11%	21%	63%	100%	85
Garbage collection and recycling programs	1%	2%	14%	32%	50%	100%	82
Providing sewer services	2%	3%	14%	31%	51%	100%	82
Providing park and recreation services	2%	4%	18%	36%	40%	100%	77
Providing library services	3%	3%	19%	32%	43%	100%	77
Affordable housing development	4%	5%	18%	24%	48%	100%	76
Revitalizing Neighborhoods	2%	5%	18%	35%	40%	100%	76
Preparing for disasters	5%	8%	18%	26%	43%	100%	74
Repairing streets and alleys	2%	4%	23%	37%	34%	100%	74
Keeping streets clean	2%	6%	26%	35%	31%	100%	72
Dealing with problem businesses and unkempt properties	3%	10%	26%	31%	30%	100%	69
Revitalizing Downtown	5%	9%	27%	29%	29%	100%	67
Cleaning up graffiti	9%	12%	27%	25%	27%	100%	62
Animal control services	6%	14%	34%	25%	21%	100%	60

Average importance ratings on the 100-point scale from 2005 are compared to 2003 ratings in the following chart. The relative importance of services generally was similar in the two years. Though differences may be seen in the ratings for several services, these differences may be attributable, at least in part, to a revised set of response options in 2005 (five options instead of 10). See Figure 22 on the following page. As the list of services on the 2005 survey differs from the 2003 and 2001 questionnaires, comparison data are not available for all services.

Figure 22: City Services Importance Ratings



†Question and scale wording was slightly different between survey years. This question was not asked in 2001. Also quality drinking water and sewer services were combined into one category on the 2003 questionnaire.
 ‡Notes statistically significant differences between 2005 and 2003. (Significant at p<.05.)

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 23: 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. 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. Services were classified as “more important” if they were rated 76 or higher on a 100-point scale. Services were rated as “less important” if they received an average rating of less than 76. Services receiving a satisfaction rating of 65 or higher were considered of “higher satisfaction” and those with an average rating lower than 65 as “lower quality.”

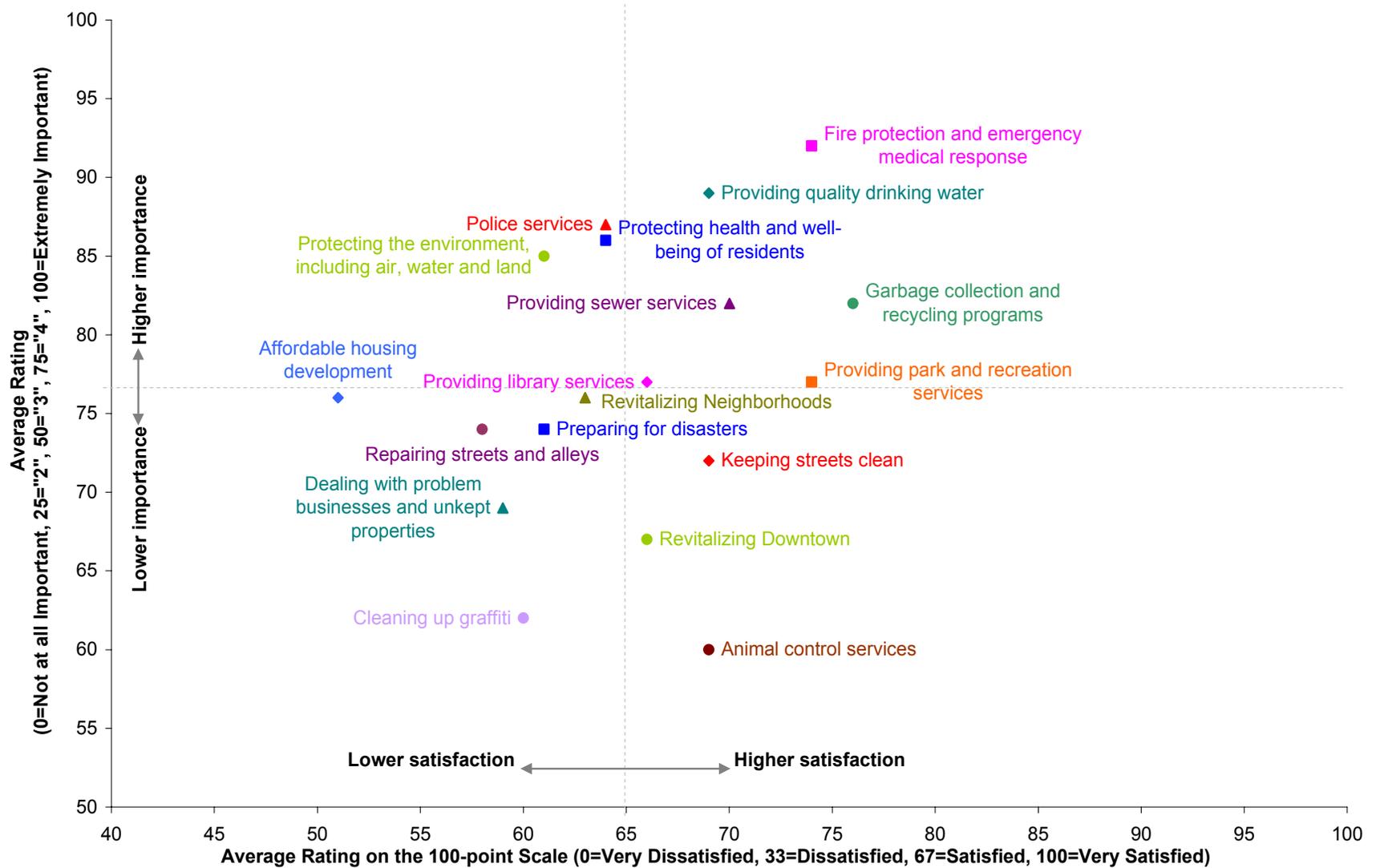
Services that were rated **higher in importance and lower in satisfaction** were: police services, protecting health and well-being of residents and protecting the environment (including air, land and water).

Services which were categorized as **higher in importance and higher in satisfaction** were: fire protection and emergency medical response, providing quality drinking water, providing sewer services, garbage collection and recycling programs, providing park and recreation services and providing library services.

Services that were rated **lower in importance and higher in satisfaction** were: keeping streets clean, revitalizing Downtown and animal control services.

Services that were rated **lower in importance and lower in satisfaction** were: affordable housing development, revitalizing neighborhoods, preparing for disasters, repairing streets and alleys, dealing with problem businesses and unkempt properties and cleaning up graffiti.

Figure 23: Balancing Satisfaction and Priorities



Property Taxes

When asked to what extent they agreed or disagreed that property taxes or fees should be increased to maintain or improve City services, 11% of respondents “strongly agreed” and 45% “agreed,” with just over half (56%) in agreement of this statement. About 3 in 10 respondents (28%) “disagreed” and 11% “strongly disagreed” that property taxes or fees should be increased to maintain or improve City services. The question was asked differently in 2005 than in 2001 or 2003, so the comparison across years required a calculation (described in the footnote to Figure 25).

Figure 24: Agreement with Property Tax Increases to Maintain or Improve City Services

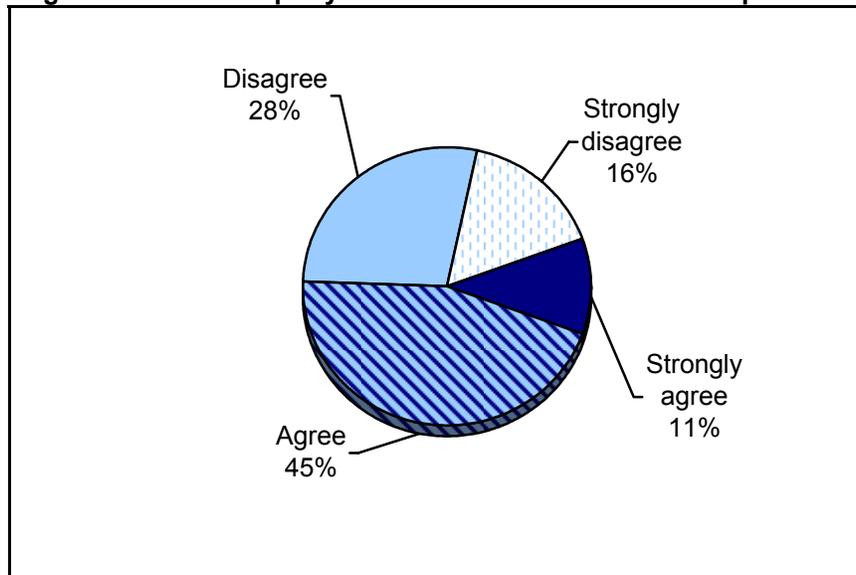
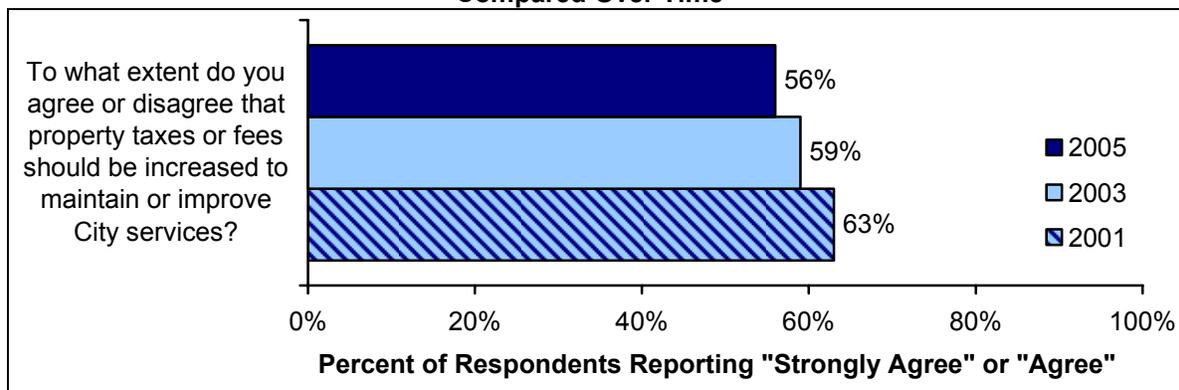


Figure 25: Agreement with Property Tax Increases to Maintain or Improve City Services Compared Over Time**



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

Community Engagement

When asked how likely or unlikely they would be to use various approaches to try to influence a City decision on an issue they cared about, about 7 in 10 respondents reported that they would be “somewhat” or “very likely” to attend a community meeting, contact their elected official, contact City staff or contact their neighborhood group. While fewer respondents reported that they would be at least “somewhat” likely to working with a group not affiliated with the City (54%) or join a City advisory group (38%), more than a third of respondents reported a likelihood of participating in these activities to influence decisions on an issue of their concern.

Figure 26: Likelihood of Participation in City Government Decision-making

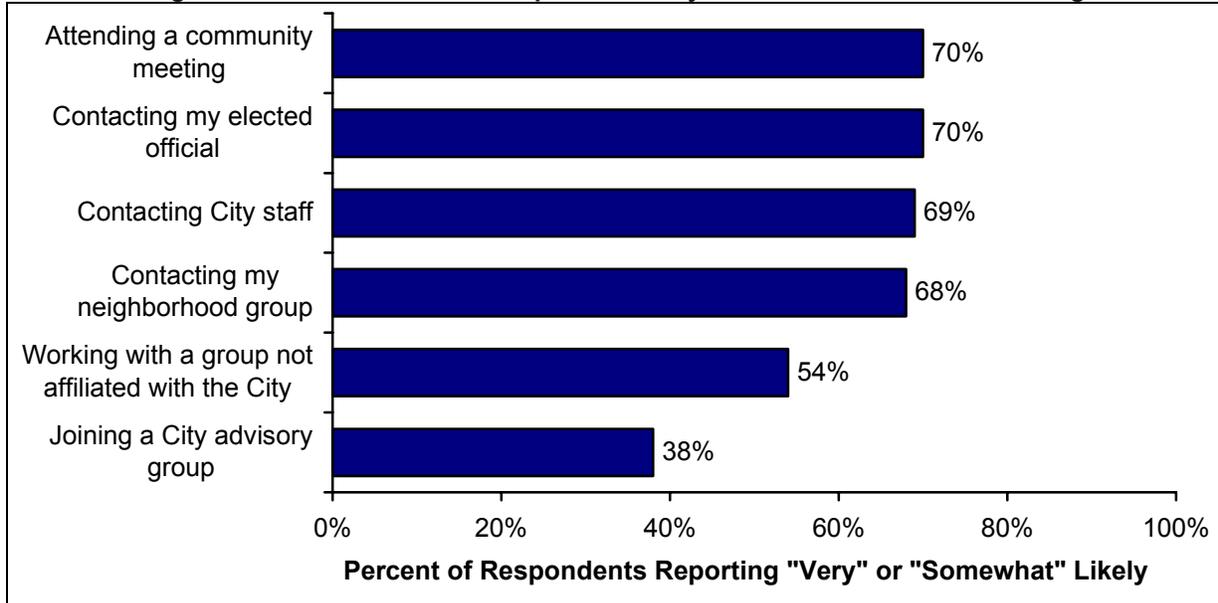
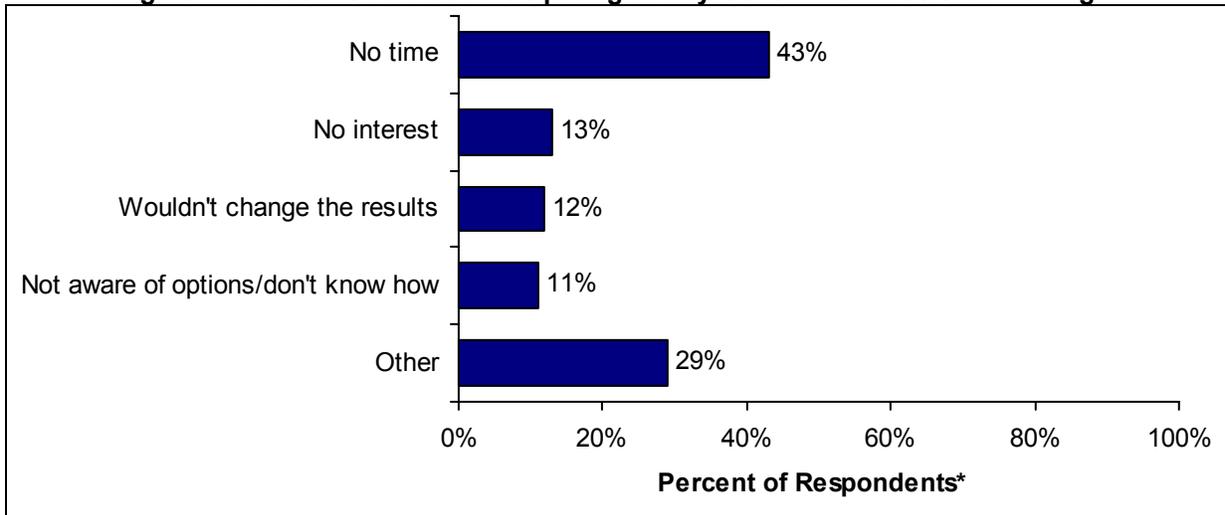


Table 32: Likelihood of Participation in City Government Decision-making

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...?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Contacting my elected official	32%	38%	19%	10%	100%
Joining a City advisory group	12%	26%	36%	26%	100%
Contacting my neighborhood group	28%	40%	21%	11%	100%
Attending a community meeting	26%	44%	20%	10%	100%
Contacting City staff	27%	42%	21%	10%	100%
Working with a group not affiliated with the City	14%	40%	30%	16%	100%

The 583 respondents who answered “somewhat” or “very” unlikely to three or more of the scenarios in the previous question were asked to give unprompted reasons they would be less likely to participate in City government decision-making. Forty-two respondents were unable to highlight their reasons. About two in five of the remaining respondents (43%) reported having “no time” to participate, while fewer respondents mentioned “no interest” (13%), that their participation “would not change the results” (12%) and that they were “not aware of options” or “did not know how” to participate (11%).

Figure 27: Reasons for Not Participating in City Government Decision-making**



-“Other” responses were not recorded and not available for analysis.

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

**Asked only of respondents who said they were “somewhat” or “very” unlikely to use three or more approaches in the previous question.

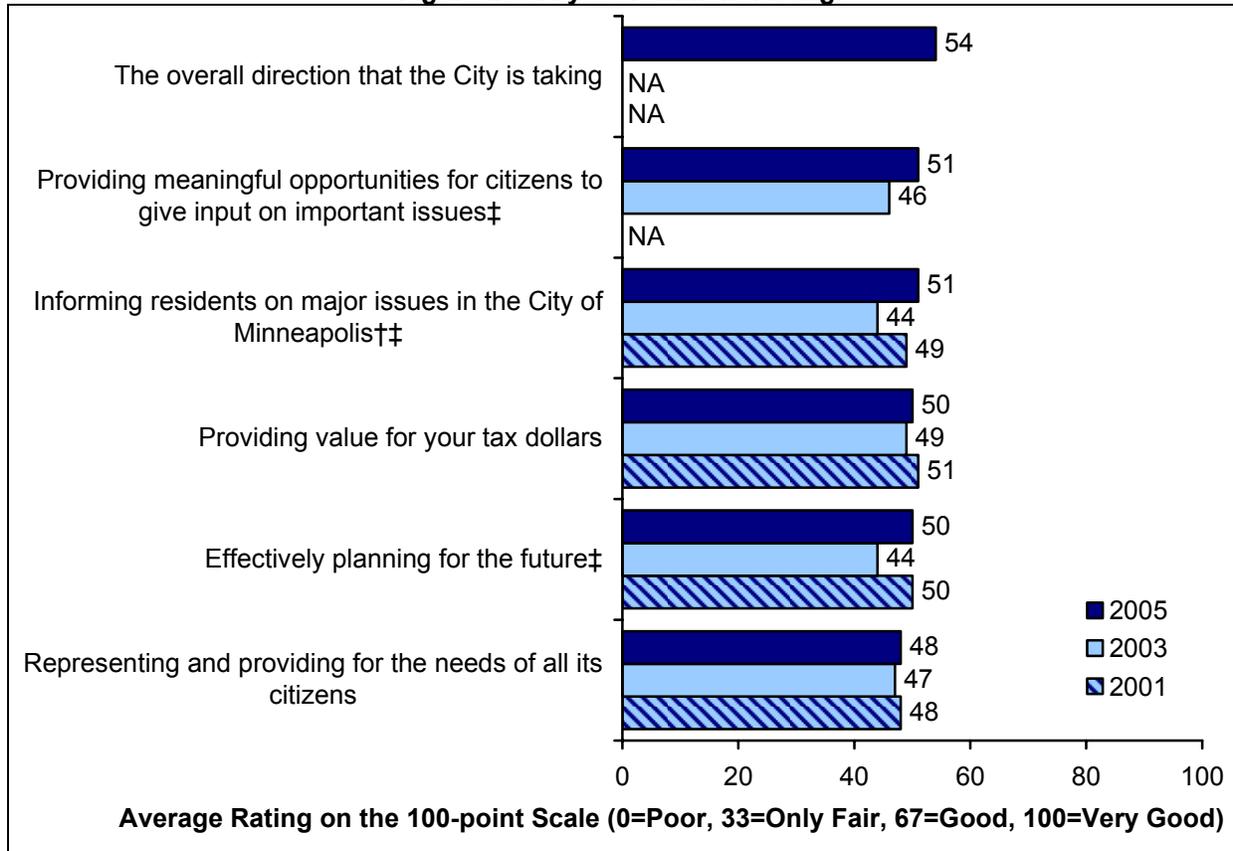
Minneapolis residents responding to the survey were asked to give their opinions on how they felt the City governs by rating various statements about City government on a “very good” to “poor” scale. Six in ten respondents felt that the overall direction the City was taking was at least “good” and 49% rated the government as “good” or “very good” at representing and providing for the needs of all its citizens. About half of respondents rated City government as “good” or “very good” at providing meaningful opportunities for citizens to give input on important issues, informing residents on major issues in the City of Minneapolis, providing value for your tax dollars and effectively planning for the future.

Table 33: City Government Ratings

Now I'd like your opinion on how you feel the City governs. How would you rate Minneapolis City Government on...?	Very good	Good	Only fair	Poor	Total	Average Rating (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)
The overall direction that the City is taking	9%	53%	28%	10%	100%	54
Providing meaningful opportunities for citizens to give input on important issues	11%	44%	33%	12%	100%	51
Informing residents on major issues in the City of Minneapolis	12%	44%	31%	13%	100%	51
Providing value for your tax dollars	9%	45%	32%	14%	100%	50
Effectively planning for the future	9%	45%	34%	12%	100%	50
Representing and providing for the needs of all its citizens	8%	41%	37%	14%	100%	48

When converted to a 100-point scale, City government average ratings were between 48 and 54, or between “good” and “only fair.” However, providing meaningful opportunities for citizens to give input on important issues, informing residents on major issues in the City of Minneapolis and effectively planning for the future received higher average ratings in 2005 than in 2003.

Figure 28: City Government Ratings



†Question wording differed between survey years.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

When compared to the nation, average ratings for “the overall direction that the City is taking,” “providing meaningful opportunities for citizens to give input on important issues” and “providing value for your tax dollars” were below the average. Comparisons to the nation for “effectively planning for the future,” “representing and providing for the needs of all its citizens” and “informing residents on major issues in the City of Minneapolis” were not available. Also, comparisons to select cities were not available.

Table 34: Public Trust Ratings: Minneapolis and the National Database

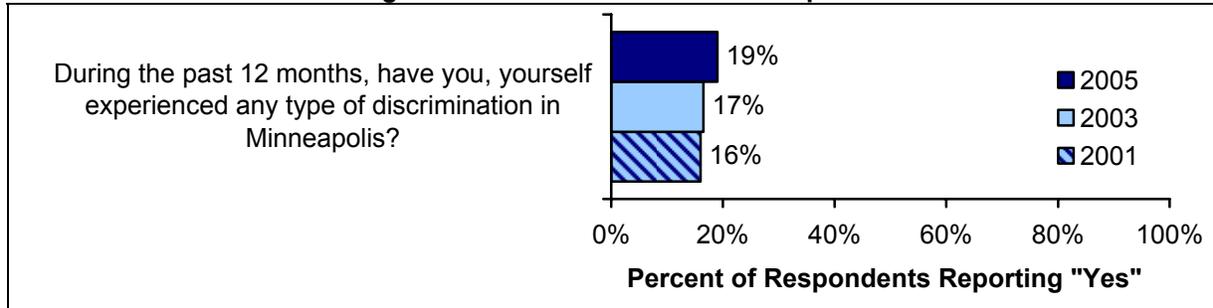
	City of Minneapolis Average Rating on the 100-Point Scale (100=Very Good, 67=Good, 33=Only Fair, 0=Poor)	Minneapolis Rank*	Number of Jurisdictions for Comparison	City of Minneapolis Percentile	Comparison of Minneapolis Rating to National Database
Value for your tax dollars	50	106	110	5%	15+ Points Below the average
Opportunities to give input on important issues	51	96	96	1%	15+ Points Below the average
Overall direction the City is taking	54	103	108	6%	10-14 Points Below the average
Effectively planning for the future	50	NA	NA	NA	NA
Informing residents on major issues in the City of Minneapolis	51	NA	NA	NA	NA
Representing and providing for the needs of all its citizens	48	NA	NA	NA	NA

**Among cities that asked the question.*

Discrimination

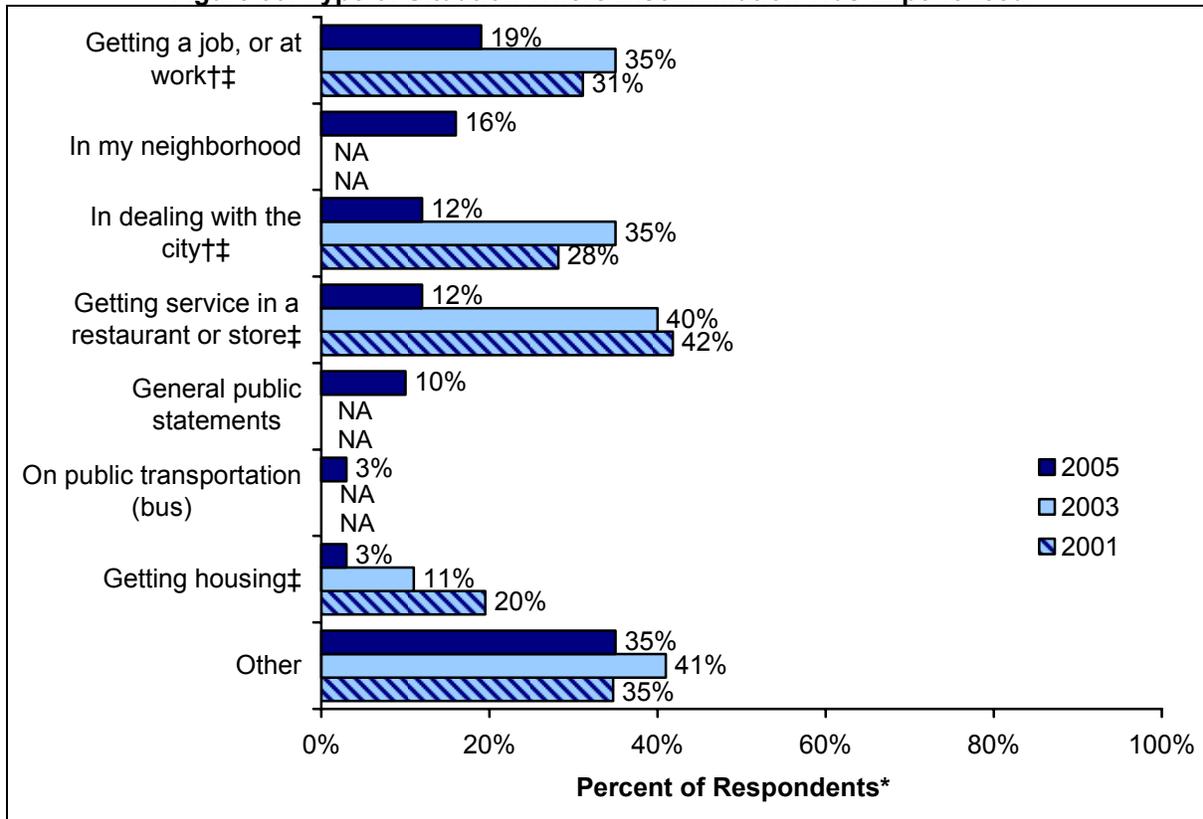
About one in five respondents reported that they had experienced some type of discrimination in Minneapolis during the past 12 months, similar to previous survey years.

Figure 29: Discrimination in Minneapolis



Of the 19% who reported experiencing discrimination, about one in five reported it was in “getting a job or at work,” 16% reported that the situation arose in their “neighborhood,” 12% said it was “in dealing with the City” and “in getting service in a restaurant or store” (see Figure 30 on the following page). About 1 in 10 respondents who reported experiencing discrimination said it was from “general public statements” and fewer (3%) reported experiencing discrimination “on public transportation” and in “getting housing.” The proportion of respondents reporting discrimination in “getting a job or at work” (19% in 2005 versus 35% in 2003) and “in dealing with the City” (12% versus 35%) was significantly lower in 2005 than in 2003.

Figure 30: Type of Situation Where Discrimination Was Experienced**



-“Other” responses were not recorded and not available for analysis.

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

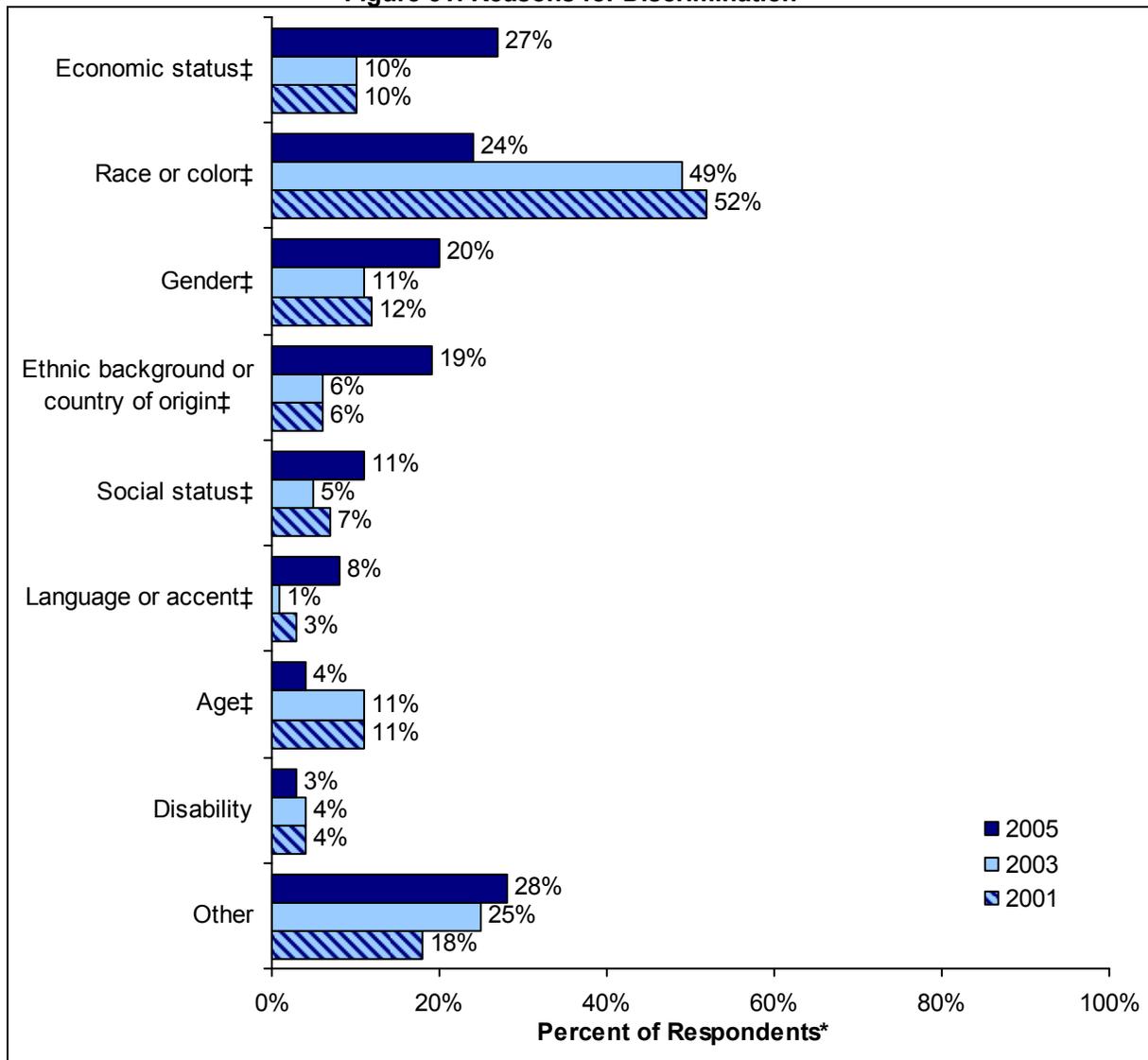
**Asked only of respondents who said they had experienced discrimination.

†Question wording differed between survey years.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

Respondents who said they experienced discrimination “in dealing with the City” and those who said they didn’t know or refused to report in which type of situation they experienced discrimination were asked to report for what reason or reasons they felt discriminated against. Of those 31 respondents, 27% reported their reason for discrimination was due to “economic status,” about a quarter of respondents reported “race or color” and approximately one in five said “gender” and “ethnic background or country of origin.” About 10% of respondents or fewer reported “social status,” “language or accent,” “age” and “disability.” About 28% of respondents mentioned other reasons that could not be categorized. Most of the reasons mentioned were reported by a higher proportion of respondents in 2005 than in 2003. “Race or color” and “age discrimination” was reported by fewer respondents in 2005 who said they had experienced discrimination in the past 12 months.

Figure 31: Reasons for Discrimination**



-“Other” responses were not recorded and not available for analysis.

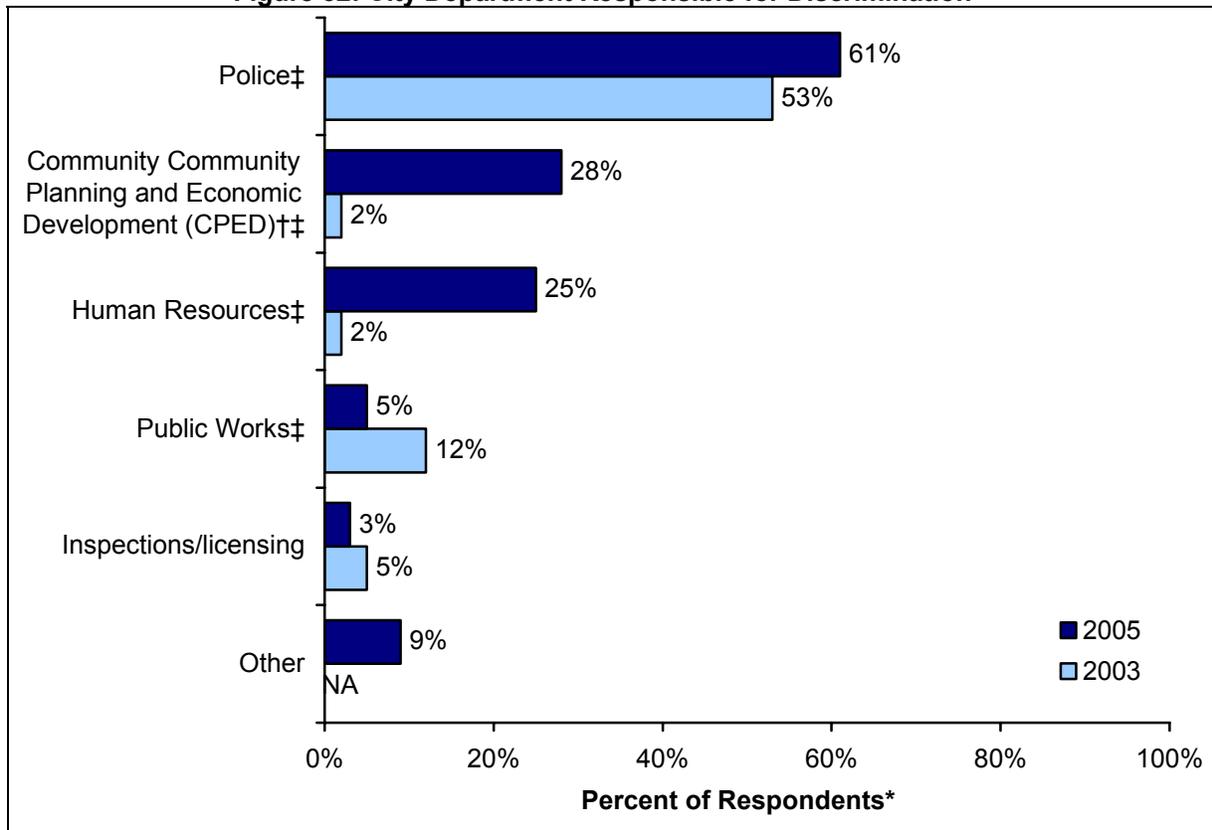
*Total may exceed 100% as respondents were able to choose more than one response.

**Asked only of the respondents who said they experienced discrimination “in dealing with the City,” and those who said they didn’t know or refused to report in which type of situation they experienced discrimination.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)

The 21 respondents who reported experiencing discrimination “in dealing with the City” were asked which department was involved. About 6 in 10 respondents (61%) said that police were involved, about 3 in 10 (28%) mentioned Community Planning and Economic Development (CPED) and about a quarter (25%) mentioned Human Resources. Fewer than 10% mentioned Public Works (5%) and Inspections/licensing (3%). A higher proportion reported experiencing discrimination when dealing with Police, CPED and Human Resources in 2005 than in 2003, while fewer reported experiencing it with the Public Works Department in the current survey year than in the 2003 survey year.

Figure 32: City Department Responsible for Discrimination**



-“Other” responses were not recorded and not available for analysis.

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

**Asked only of respondents who said they experienced discrimination “in dealing with the City.”

†Question wording differed between survey years (CPED is the successor to the MCDA). This question was not asked on the 2001 questionnaire.

‡Notes statistically significant differences between 2005 and 2003. (Significant at $p < .05$.)