CITY OF MINNEAPOLIS CITIZEN SURVEY

FEBRUARY 2002
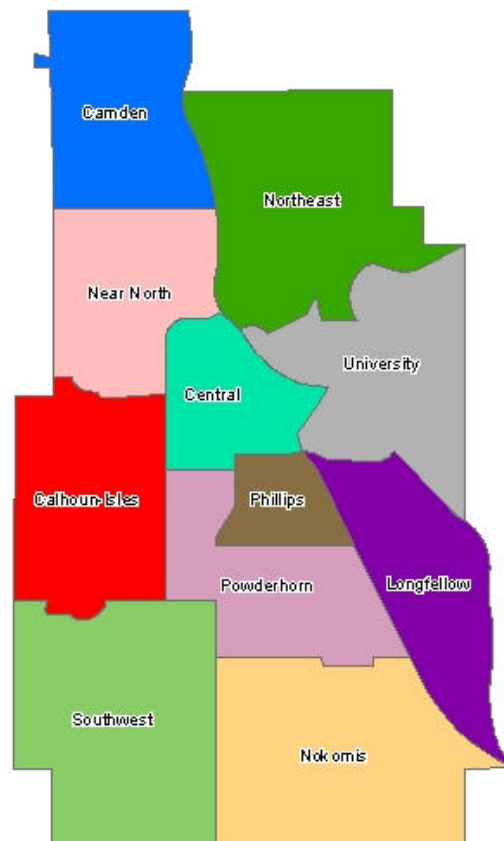
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The City of Minneapolis would like to express its thanks to the citizens who participated in the survey.

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EXECUTIVE SUMMARY

BACKGROUND

In April 1999, the City of Minneapolis committed to a new model of performance measurement for the city – a major element of this model focuses on engaging citizens in the City's outcomes. The *Minneapolis Citizen Survey* is a key component of these engagement efforts.

The survey development process was overseen by a Citizen Survey staff development team, representing several departments of City government. MarketLine Research staff met with all City Department Heads or their representatives to understand departments' information needs and to receive direction on how the survey could assist current departmental performance measurement efforts.

From these discussions a draft survey was presented to the City for review and comment. The survey was pre-tested on November 9th, the day following City elections. Subsequently 1,210 telephone interviews were conducted with Minneapolis citizens from November 11, 2001 through January 4, 2002. Interviews ranged in length from 11 minutes to over 62 minutes: the average interview length was just over twenty minutes.

STUDY OBJECTIVES

The survey was designed to achieve the following objectives:

- ❑ To measure citizen satisfaction with City services and perceptions about key quality of life indicators. Collected information will be used as a baseline from which to compare future survey results,

- ❑ To gather citizen information on citizen priorities, which will inform the citywide strategic planning/goal setting process as well as departments' business planning efforts,

- ❑ To gauge citizen need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or maintenance of existing services,

- ❑ To gather information about citizen's knowledge and behavior, and

- ❑ To determine how citizens get their information about the City.

METHODOLOGY

SAMPLE MANAGEMENT
Data for this study was collected through telephone surveys of 1,210 randomly selected households. Respondents within households were selected using the "last birthday" technique (interviewer asks to speak with the person 18 years of age or older that had the most recent birthday in the household). At least four callbacks were made for each telephone number.

As with all surveys, this research is subject to sampling error. The ending sample of 1,210 interviews provided a maximum margin of error of +/- 2.8% at the citywide level. The error margin is larger for subsamples.[1]

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[1]Throughout this study, tests of statistical significance were not performed on subsamples that did not meet the minimum requirements of the analytical procedures used.

The goal based on research design was to maintain a maximum sampling error of plus or minus 10% at a 95 percent level of confidence within each community subsample.

To achieve this goal for each of the City's 11 communities a minimum of 100 residents within each community were interviewed providing a maximum margin of error of +/- 9.8%. In achieving a random selection of 100 citizens from each community over sampling resulted. Ending samples within each community were subsequently weighted back to reflect *2000 Census* population figures for each community.

SURVEY IMPLEMENTATION

Data collection was conducted at MarketLine Research located adjacent to Dinkytown near the University of Minnesota. To achieve the best level of citizen representation, interviews were conducted in English, Hmong, Somali and Spanish languages. All English interviews were completed using MarketLine's computer-aided telephone interviewing system (CATI). Non-English surveys were translated to the target language, conducted wholly in the target language and recorded on paper.

DATA WEIGHTING

Gender, housing, and income makeup of the ending sample is representative (within a +/- 5% margin) of the *2000 Census*. Data for community population, ethnicity and age segments were over- and underrepresented. Subsequently, it was adjusted slightly by statistical weighting to match *current* estimates for population, ethnicity and age groupings.

CONSIDERATIONS

The data gathered in the course of this study provides opportunities for management to evaluate key operational and performance areas both citywide and on a community by community basis.

The data provides opportunities to examine:
- ❑ Delivery of City services,
- ❑ Best methods for providing information to citizens,
- ❑ Satisfaction with received services,
- ❑ Desired future service requirements and citizen priorities,
- ❑ Citizen support levels for additional service requests, and
- ❑ Individual community priorities.

Information in this Citizen Survey provides a baseline against which the opportunity to track program and service changes over time can be realized. Department specific data from this study can supplement ongoing efforts at performance measurement. Most importantly communication of this study's key findings offers a unique tool for building upon, strengthening and focusing attention on the City's citizen engagement process already underway.

SUMMARY OF FINDINGS

CITY AND NEIGHBORHOOD RATINGS
86% of respondents rate Minneapolis as a 'good' (44%) or 'very good' (42%) place to live. 11% responded 'only fair,' and 3% rated Minneapolis as a 'poor' place to live.

Following the question asking citizens to rate the City as a place to live, survey participants were asked how they would rate their neighborhood as a place to live (using the same scale). 79% rated their neighborhoods as 'good' or 'very good,' but there were greater disparities among respondents from the different communities. Citizens in the Phillips (35% 'good' or 'very good') and Near North (54% 'good' or 'very good') Communities are statistically significantly more likely to view their neighborhoods less favorably than do citizens citywide. In contrast, citizens who live in the Southwest Community (96% 'good' or 'very good') are significantly more likely to view their neighborhoods more favorably than do citizens citywide.

ATTACHMENT TO MINNEAPOLIS
When asked if they thought they would be living in the City five years from now, 66% of respondents said yes, whereas 25% think they will be living some place else.

CHALLENGES FACING THE CITY
When asked their opinion of what are the three biggest challenges facing the City in the next five years, housing was the most frequently mentioned response, followed closely by public safety, transportation and education.

The issues mentioned most often by citizens were:

❑ *Housing / Affordability / Availability / Condition*
39% of respondents noted housing as a major challenge facing the City. Some described the challenge as 'affordable housing for all incomes' (18%) while others mentioned 'housing in general' as an issue (16%). 2% specifically mentioned 'homelessness.'

❑ *Crime / Public Safety*
Public safety issues in general were mentioned by 31% of all citizens. Although many different types of crimes or public safety issues were mentioned, no particular type of crime (i.e. drugs, gangs, neighborhood safety) was mentioned by at least 5% of the citizens.

❑ *Transportation*
25% of the citizens mentioned some type of transportation issue as a major challenge in the future. The two transportation issues mentioned most often were public transportation /mass transit (9%) and traffic congestion (8%).

❑ *Education*
25% of respondents mentioned education as a major challenge facing Minneapolis.

Other challenges of note include the following:

❑ Although managing City government was mentioned as a challenge by 17% of the citizens, they described this challenge in many different ways. More than half mentioned some fiscal responsibility including taxes in general, real estate/business taxes, balancing the budget and funding for neighborhoods.

❑ 15% of all the citizens interviewed were not able to think of at least one challenge facing the City in the next five years.

PERCEPTION OF CITY'S HOUSING SELECTION

When asked whether Minneapolis residents have a good choice of different housing types, 60% agreed or strongly agreed, whereas 35% disagreed or strongly disagreed.

PERCEIVED CHANGE IN MINNEAPOLIS IN THE PAST 3 YEARS

When asked how the City has changed in the last 3 years as a place to live, 33 % responded that the City has gotten better, 52% said stayed the same, and 15% responded gotten worse

DOWNTOWN USE AND PERCEPTIONS

When asked questions about downtown Minneapolis, 17% of those surveyed reported that they work downtown. 63% of respondents visit downtown for non-work related purposes at least once per month, whereas 11% responded they never go downtown for non-work related purposes. 74% of citizens who go downtown feel safe walking through downtown in the evening, and 85% consider downtown to be clean.

DISCRIMINATION IN MINNEAPOLIS

16% of survey respondents reported that they had personally experienced discrimination in the past 12 months. Discrimination occurred most frequently in situations were citizens where seeking service in a store or restaurant. Race was the most likely reason given for feeling discriminated against (52% of those reporting discrimination). Gender and age were the second most frequently reported reasons (12% each).

NEIGHBORHOOD CONDITIONS -- PERCEPTION OF QUALITY

To assess neighborhood conditions, citizens were asked their level of agreement (strongly agree, agree, disagree or strongly disagree) with the following five statements:

- ❑ *People in my neighborhood look out for one another.*
  73% of respondents either agreed or strongly agreed with the statement regarding community connectedness. Residents in Southwest and Nokomis communities are statistically more likely to feel connected than do all residents citywide, whereas residents in the Near North and University communities are statistically less likely to feel connected than do all residents citywide.

- ❑ *My neighborhood is a safe place to live.*
  82% of respondents either agreed or strongly agreed that their neighborhood is a safe place to live. Residents in the Southwest, Nokomis, University and Calhoun-Isles Communities are statistically more likely to view their neighborhoods as safe than are all City residents as a group. Residents in Phillips and Near North Communities are statistically less likely to view their neighborhoods as safe than are citywide residents as a group.

- ❑ *My neighborhood has a good selection of stores and services meeting my needs.*
  69% of respondents either agreed or strongly agreed with the statement regarding commercial variety in their neighborhoods. Residents in the Calhoun-Isles Community are statistically more likely to feel their neighborhood has a good selection of stores and services than are all residents citywide. Conversely, residents in Camden and Near North Communities are statistically less likely to feel their neighborhoods have a good selection of stores and services.

- ❑ *My neighborhood is clean and well maintained.*
  81% of respondents either agreed or strongly agreed with the statement regarding the cleanliness of their neighborhoods. Residents in the Southwest, Nokomis and Calhoun-Isles Communities are statistically more likely to feel their neighborhoods are clean and well maintained than are statistically all residents citywide. Residents in the Phillips, Powderhorn and Near North Communities are statistically less likely to see their neighborhoods as clean and well maintained.

- ❑ *Traffic speeds in my neighborhood are not a problem.*
  64% of respondents either agreed or strongly agreed with the statement that traffic speeds are not a problem in their neighborhoods. Residents in the Near North Community are statistically more likely to feel traffic speeds in their neighborhoods are a problem compared to how residents citywide view traffic.

NEIGHBORHOOD IRRITANTS
When asked the open ended question regarding what two things bothered them the most about their neighborhood, the most frequent responses included the following: crime (20%), issues related to City services (16%), noise pollution (15%), traffic (15%), and cleanliness (15%).

NEIGHBORHOOD REVITALIZATION PROGRAM (NRP)
59% of respondents reported being familiar with the NRP. When those familiar with NRP were asked to rate the impact of NRP on their neighborhood, 59% said it had 'very positive' or 'positive' impact. 65% noted that they agreed or strongly agreed with the statement "Because of the NRP, City residents have more influence on how important issues are addressed, public services delivered, and public funds used."

CITIZEN CONTACT WITH THE CITY IN THE PAST YEAR
38% of respondents noted that they have contacted the City for information or services in the last year. Of those who reported such contact, 74% reported they were 'satisfied' or 'very satisfied' with the time it took to reach the right person. 79% reported they were 'satisfied' or 'very satisfied' with the helpfulness of City employees.

INFORMATION ACCESS
63% of respondents said that they use the Internet. 23% stated that they have visited the City's website. Of those who have visited the City's website, 93% would find it helpful to access information about a City department or service, 90% would find it helpful to access information regarding City regulations or policies and City Council actions, 84% would find it helpful to access information about their neighborhood, 84% would find it helpful to report a problem such as bad street pavement or a missing sign, 79% would find it helpful to acquire a permit or license, and 78% would find it helpful to apply for a City job.

When asked whether they use the City Calendar, 47% reported they used it, 48% reported they did not use it, and 5% did not recall receiving it.

SNOW EMERGENCY INFORMATION
Radio and television were the most preferred sources to receive snow emergency parking information (90% responded they would like to get snow emergency information from that source), conversely the least preferred source is the newspaper (46%). Response to other sources of information include the following: signage (73%), 348-SNOW (66%), the snow emergency brochure (56%), the City Calendar (59%), the City website (49%).

When asked the open ended question 'What could the City do to help you comply with parking restrictions during a snow emergency," almost 40% of respondents either didn't think it was a problem for them or weren't able to make a suggestion. 25% of respondents mentioned some type of notification, and 21% mentioned more frequent and/or clearer signage.

CITIZEN CONTACTS WITH MINNEAPOLIS PUBLIC SAFETY SERVICES
55% of respondents had contact with one or more of Minneapolis' public safety services in the past three years. 45% had contact with the police; 13% had contact with the Fire Department; and 33% had contact with 911.

The majority of contacts with Public Safety service providers are viewed favorably by Minneapolis' citizens. When asked how satisfied were they with the professionalism of the public safety officials, 96% of those having contact with fire fighters were either 'satisfied' or 'very satisfied;' 78% of those having contact with police officers were either 'satisfied' or 'very satisfied;' and 90% of those having contact with 911 operators were either 'satisfied' or 'very satisfied.'

DELIVERY OF CITY SERVICES - SATISFACTION, INTEREST AND SUPPORT
Citizens rated fifteen (15) basic services provided by the City of Minneapolis. After citizens expressed their satisfaction with each service (very satisfied = 4, satisfied = 3, dissatisfied = 2, and very dissatisfied = 1), they were then asked to provide an opinion on how much attention and resources the City should devote to each service area in the future. They were given the choices of a lot more attention (4 points), more attention (3 points), some attention (2 points), or a lot less attention (1 point).

The following table provides the average score for each of the fifteen services.

Area of Service	Average Level of Satisfaction (4 pt. scale)	Average Level of Attention (4 pt. Scale)
Preserving and providing affordable housing for low-income residents	2.27	3.08
Protecting the environment, including air, water and land	2.83	2.83
Reducing the impacts of airport noise	2.71	2.51
Preparing for disasters	2.97	2.67
Revitalizing downtown	2.91	2.35
Revitalizing neighborhood commercial areas	2.80	2.74
Snowplowing City streets	2.86	2.58
Repairing streets and alleys	2.70	2.72
Keeping streets clean	2.93	2.46
Cleaning up graffiti	2.84	2.47
Dealing with problem businesses and unkempt properties	2.69	2.75
Providing garbage collection and recycling programs	3.27	2.29
Providing animal control services	3.05	2.16
Providing Police services	3.05	2.63
Providing fire protection and emergency medical response	3.30	2.46

Preserving and providing affordable housing for low-income residents stood out as the service that had the highest level of interest in terms of future attention and the lowest level of current satisfaction.

For those services on which a respondent thought 'more' or 'a lot more' attention should be focused in the future, the question was asked as to whether they would agree that property taxes should be increased to maintain or improve that service. Preserving and providing affordable housing for low-income residents and protecting the environment had the most support. Animal control services had the least support.

SATISFACTION WITH SERVICES PROVIDED BY OTHER PUBLIC ENTITIES
Although the Mayor and City Council are not responsible for Minneapolis' parks, schools and libraries, because these systems play such a strong role in quality of life for our residents, a question was included in the survey regarding citizen satisfaction. 90% of respondents reported they were either 'satisfied' or 'very satisfied' with Minneapolis' efforts at maintaining parks and providing recreational opportunities; 88% were expressed satisfaction library services, and 62% were either 'satisfied' or 'very satisfied' with public education in Minneapolis.

REACTION TO CRIMINAL JUSTICE APPROACHES
To help guide planning for criminal justice reform, three questions were asked regarding citizen support. 85% of respondents supported the ability of offenders of minor crimes to be able to do community service instead of jail time. 85% supported providing treatment and counseling in addition to jail time. 84% of respondents agreed with the statement "Not all offenders of minor crimes are able to pay their fines to avoid jail time. For offenders unable to pay, a program should be set up to allow them to work off the fine to avoid jail time."

CITIZEN ASSESSMENT OF CITY GOVERNANCE
Citizens were asked a series of four questions to measure citizen perceptions of the performance of City Government. They were asked how they would rate Minneapolis City government on the following issues:

❑ *Communicating with its citizens?*
  49% of respondents replied that Minneapolis City government was either 'very good' or 'good' at communicating with its citizens. 36% responded 'only fair,' and 12% responded 'poor.'

❑ *Representing and providing for the needs of all its citizens?*
  48% of respondents replied that Minneapolis City government was either 'very good' or 'good' at representing and providing for the needs of all its citizens. 37% responded 'only fair,' and 12% responded 'poor.'

❑ *Effectively planning for the future?*
  49% of respondents replied that Minneapolis City government was either 'very good' or 'good' at effectively planning for the future. 34% responded 'only fair,' and 10% responded 'poor.'

❑ *Providing value for your tax dollars?*
  54% of respondents replied that Minneapolis City government was either 'very good' or 'good' at providing value for their tax dollars. 32% responded 'only fair,' and 11% responded 'poor.'

INTRODUCTION

BACKGROUND

In April 1999, the Mayor and City Council adopted a Performance Measurement Model for the City of Minneapolis. Since that time, the organization has been working to implement the Model. A significant component of the performance measurement model includes engaging Minneapolis citizens in outcomes.

The citizen engagement process that the City of Minneapolis has undertaken focuses on three key areas – Citizen Input/Opinions, Public Dialogue/Engagement, and Reporting Results/Accountability. The current 2002 *City of Minneapolis Citizen Survey* is a key component of the City's efforts to gain citizen input and opinions.

The survey development process was overseen by a Citizen Survey Staff Development Team representing several Departments of City government. MarketLine Research staff met with all City Department Heads or their representatives to understand department information needs and to receive direction on how the survey could assist current departmental performance measurement and planning efforts.

From these discussions a draft survey was presented to the City for review and comment. An approved survey was pre-tested on November 9th, the day following City elections. Subsequently 1,210 telephone interviews were conducted with Minneapolis citizens from November 11, 2001 through January 4, 2002. Interviews ranged in length from 11 minutes to over 62 minutes: the average interview length was just over twenty minutes. For a complete breakout of calling efforts associated with the 40,000 plus attempted contacts see *Appendix A*.

STUDY OBJECTIVES

The survey was designed to gain citywide input and opinions:

❑ To measure citizen satisfaction with City services and perceptions about key quality of life indicators. Collected information will be used as a baseline from which to compare future survey results,

❑ To gather citizen information on citizen priorities, which will inform the citywide strategic planning/goal setting process as well as departments' business planning efforts,

❑ To gauge citizen need for services, their expectations regarding the level of those services, and their willingness to pay for service enhancements or maintenance of existing services,

❑ To gather information about citizen's knowledge and behavior, and

❑ To determine how citizens get their information about the City.

METHODOLOGY

Sample Development
The goal was to develop a representative sample of Minneapolis residents that reflects demographic diversity of the City so that all citizens had a voice and were represented.

A random digit dialing (RDD) sample was purchased from Survey Sampling, Inc., a leading national provider of survey research calling samples. The random digit aspect of the sample selection avoids response bias and provides representation of both directory listed and unlisted numbers (including not-yet-listed). This factor, coupled with the recent area code changes in the Twin Cities area, resulted in a high level of non-working numbers. The starting sample included close to 50,000 records.

Sample Management
Data for this study was collected through telephone surveys of 1,210 randomly selected households. Respondents within households were selected using the "last birthday" technique (interviewer asks to speak with the person 18 years of age or older that had the most recent birthday in the household). At least four callbacks were made for each telephone number.

As with all surveys, this research is subject to sampling error. The ending sample of 1,210 interviews provided a maximum margin of error of +/- 2.8% at the citywide level. The error margin is larger for subsamples.[2]

The goal based on research design was to maintain a maximum sampling error of plus or minus 10% at a 95 percent level of confidence within each community subsample.

To achieve this goal for each of the City's 11 communities a minimum of 100 residents within each community were interviewed providing a maximum margin of error of +/- 9.8%. In achieving a random selection of 100 citizens from each community over sampling resulted. Ending samples within each community were subsequently weighted back to reflect *2000 Census* population figures for each community.

Survey Implementation
Data collection was done at MarketLine Research located adjacent to Dinkytown near the University of Minnesota. To achieve the best level of Citizen representation, interviews were conducted in English, Hmong, Somali and Spanish languages. All English interviews were completed using MarketLine's computer-aided telephone interviewing system (CATI). Non-English surveys were translated to the target language, conducted wholly in the target language and recorded on paper. The methodology used in identifying non-English households and managing the sample is described in the following section.

Non-English Interviews
Households randomly selected in the course of interviewing that did not have an available English speaking resident that qualified for the study were identified as such. Subsequent attempts (3 to 4) were made on different days and day parts to attempt to make contact with a qualified English speaking resident in the household.

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[2] Throughout this study, tests of statistical significance were not performed on subsamples that did not meet the minimum requirements of the analytical procedures used.

Where this did not result in a successful interview, the presumed target language was recorded in the telephone calling file. This calling list was then outputted and distributed to native speakers for attempts to complete the interview in the household's target language.

As previously mentioned, interviews were conducted in three languages in addition to English. The languages included Hmong, Somali and Spanish. MarketLine has two native speakers of Hmong background on staff. Somali and Spanish interviews were completed by subcontractor supplied interviewers. Completed surveys were translated to English for data entry. A copy of the English version of the survey appears in *Appendix G.*

332 households were identified as not having an English speaking occupant. A total of 14 Hmong, 1 Somali and 29 Spanish interviews were completed during the course of study. This represents a net incidence of 13% compared to 14% in the English speaking population.

Cooperation within Somali households was very limited. The Somali interviewer reported that individuals in the Somali community were understandably fearful and hesitant to participate in the survey at the time the survey was conducted. Timing coincided with a FBI directive for interviewing non-residents of Middle Eastern background and the closing of several Somali operated money wiring services.

Data Weighting
Weighting is a statistical adjustment made in cases of under-representation or over-representation of segments within survey data sets. Collected data sets are weighted to known population parameters. All weighting in this study is based on City of Minneapolis figures for 2000 Census.

Rationale: Selection of proposed weighting factors is based upon:

- ❑ Review of final data set variance from the research design's acceptable margin of sampling error, in current study this was set at +/- 5%.

- ❑ Agreed upon analytical design and reporting needs.

  - ❑ Comparison of individual community results to total citywide results.

  - ❑ Review of responses by demographic segments (i.e. age, ethnicity etc.) on citywide basis.

- ❑ Availability of population parameter data for base of weighting coefficient calculation.

- ❑ Practical considerations of non-dilution of gathered data set numbers for inconsequential adjustments. Stated another way - blowing up numbers to reflect small underrepresented subgroups such as 18 to 34 year old Latinos living in the Northeast Community. This would serve no analytical need and would in fact be misleading given the small incidence.

By research design, a stratified random sample was managed to adequately sample all eleven (11) designated communities within Minneapolis at a level of 100 or more respondents – resulting in a community margin of error of +/-10%. Given this fact, survey results need to be adjusted to reflect differences in population across the 11 communities. Weightings are shown below.

Gender, housing, and income makeup of the ending sample is representative (within a +/- 5% margin) of the *2000 Census*. Data for community population, ethnicity and age segments was over- and underrepresented. Subsequently, it was adjusted slightly by statistical weighting to match *current* estimates for population, ethnicity and age groupings. For a detailed comparison of ending sample representation to the *2000 Census* see *Appendix B*.

Weighting factors for communities are shown below.

Community	Population Data	Unweighted # of Survey Respondents	Weighting Factor	Weighted # of Survey Respondents
Camden	31698	101	.9901	100
Calhoun	30429	113	.8496	96
Central	24149	117	.6496	76
Longfellow	27776	101	.8713	88
Near North	35976	108	.1.0556	114
Northeast	36913	104	1.1250	117
Nokomis	37270	111	1.0631	118
Phillips	19805	100	.6300	63
Powderhorn	57299	147	1.2313	181
Southwest	47863	108	1.3981	151
University	33440	100	1.0600	106
Totals	382,618	1210		1210

Data Geocoding

Geocoding using gathered address information from participants was used to verify the neighborhood and community locations of surveyed citizens. Geocoding was done by the City's GIS office.

Respondents were asked a series of questions throughout the survey that were intended to ensure the ability to properly geocode and thus verify their assignment to a given neighborhood and community. These questions included:

- Zip code,
- Neighborhood (if the citizen could provide – 70% were aware of the name of the neighborhood in which they lived),
- A nearby school or park reference (if citizen was not aware of their neighborhood designation),
- Complete street address (88% complied), or
- Nearest two intersecting streets (asked only for those citizens unwilling to provide a specific house number and street).

Provided zip code and neighborhood information was verified for accuracy. If no addresses or intersecting streets were given, an attempt to classify neighborhood and/or community was made using the other information noted above. By using this method only one survey needed to be discarded due to an inability to verify the correct assignment to a community. Data files identified by a unique respondent number were then sent to the GIS coding office for verification.

Descriptive Analysis and Significance Testing

Most of the data discussions in this report include descriptive statistics on each survey question, especially mean scores and respondent percentages within categories of response. Where mean scores are presented, the scale endpoints (e.g., "Scale of 1 to 4") and a descriptor of the value at each endpoint (e.g., "1 = very dissatisfied, 4 = very satisfied") are provided.

A *4-point* scale was used extensively throughout the survey to provide respondents (and survey sponsors) an easily understood and unambiguous division of response categories. This was especially important for speakers of English as a second language. Scales lacking midpoints were also intended to encourage respondents to make a rating in one direction or another.

Given the relatively large numbers of survey respondents, only those instances where the level of significance is .05 or greater are reported as "significant." In plain language this means differences between any two groups being compared will occur by chance or sampling error in only five of every 100 instances. Community response is compared to citywide response as a whole. By agreed upon design, comparisons were not made between communities.

Note: Due to program limitations in the statistical software used for plotting results, smaller segments of stacked bar charts occasionally do not have value labels. Additionally, rounding by the software program may result in totals not equaling 100%.

Community Legend: (the community abbreviations below are used throughout this report)

Ca = Camden	Lo = Longfellow	No = Nokomis	SW = Southwest
CI = Calhoun-Isles	NN = Near North	Pl = Phillips	Un = University
Ce = Central	NE = Northeast	Po = Powderhorn	

CONSIDERATIONS

The data gathered in the course of this study provides opportunities for management to evaluate key operational and performance areas both citywide and on a community by community basis.

The data provides opportunities to examine:
- Delivery of City services,
- Best methods for providing information to citizens,
- Satisfaction with received services,
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- Citizen support levels for additional service requests, and
- Individual community priorities.

Information in this Citizen Survey provides a baseline against which the opportunity to track program and service changes over time can be realized. Department specific data from this study can supplement ongoing efforts at performance measurement. Most importantly communication of this study's key findings offers a unique tool for building upon, strengthening and focusing attention on the City's citizen engagement process already underway.

WHO WE TALKED TO

To qualify for the study, individuals had to be 18 years of age or older, live within Minneapolis' City limits and had to have been a resident of the City of Minneapolis for four or more months. A minimum residency period of 4 months was required to insure participant familiarity with City services/programs.

Note:
Survey participants were selected randomly from within the City Limits as can be seen in the map of participant locations below. A minimum quota of 100 citizens from each of the City's eleven Planning Communities was achieved in order to ensure adequate citizen representation citywide. Locations show actual unweighted populations.
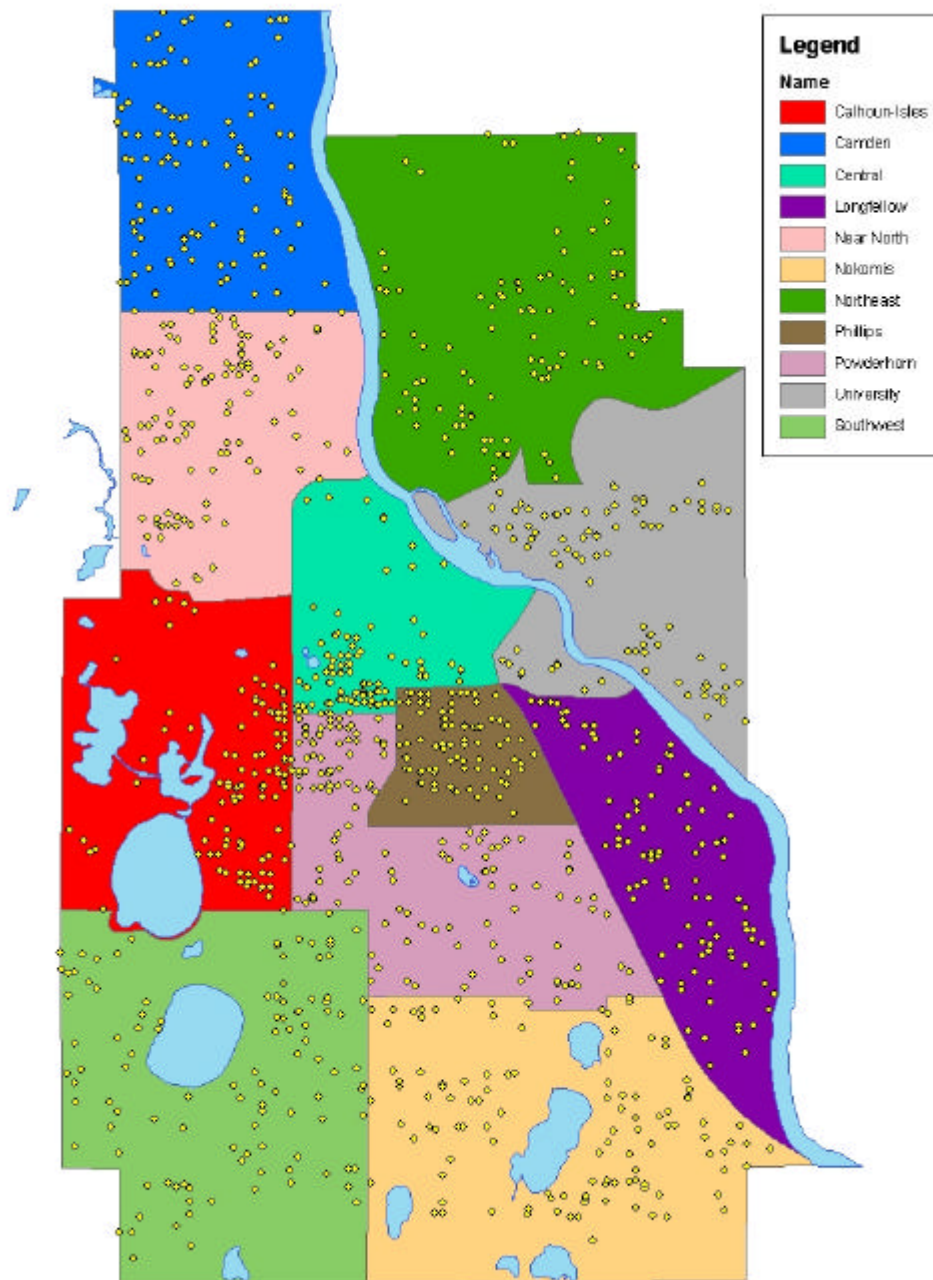
RESPONDENT PROFILE

DEMOGRAPHIC CITYWIDE REPRESENTATION[3]

Age: The average age of surveyed citizens was 42 years.

Gender: 51% of the citizens surveyed were female and 49% male.
(According to the 2000 Census, 49.8 of Minneapolis residents are female; 50.2% are male.)

Housing type: 53% owned their own home and 46% rented (1% refused response).
(According to the 2000 Census, 51.4% of Minneapolis households are owner-occupied and 48.6% are renter-occupied.)

Household makeup: 29% have children under the age 18 living in the household.
(According to the 2000 Census, 25% of Minneapolis households have children under 18.)

Income: Average annual household income before taxes was $45,210.
(2000 Census data regarding income is not yet available.)

Ethnic Comparison across Communities:

Legend:
- White
- Black/African American
- American Indian
- Asian
- Two or more races/some other race
- Refused

The City's Black/African American population was slightly under-represented in the ending sample compared to the 2000 Census (12.7% versus 18%, respectively). Data was weighted to provide an accurate reflection of responses by this demographic group.

6.4% of the citizens surveyed were of Latino or Hispanic Origin.

n = 1210

51 respondents refused to provide racial origin response.

Community Legend: (the community abbreviations below are used throughout this report)

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Ce = Central	NE = Northeast	Po = Powderhorn	

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[3] For a complete comparison of the study's demographic profile compared to the *2000 Census* see *Appendix B*.

LENGTH OF RESIDENCY

Question E (QE).   How long have you lived in the City of Minneapolis?

Most people come and stay. Minneapolis has been home to 4 in 10 residents for 20 or more years.
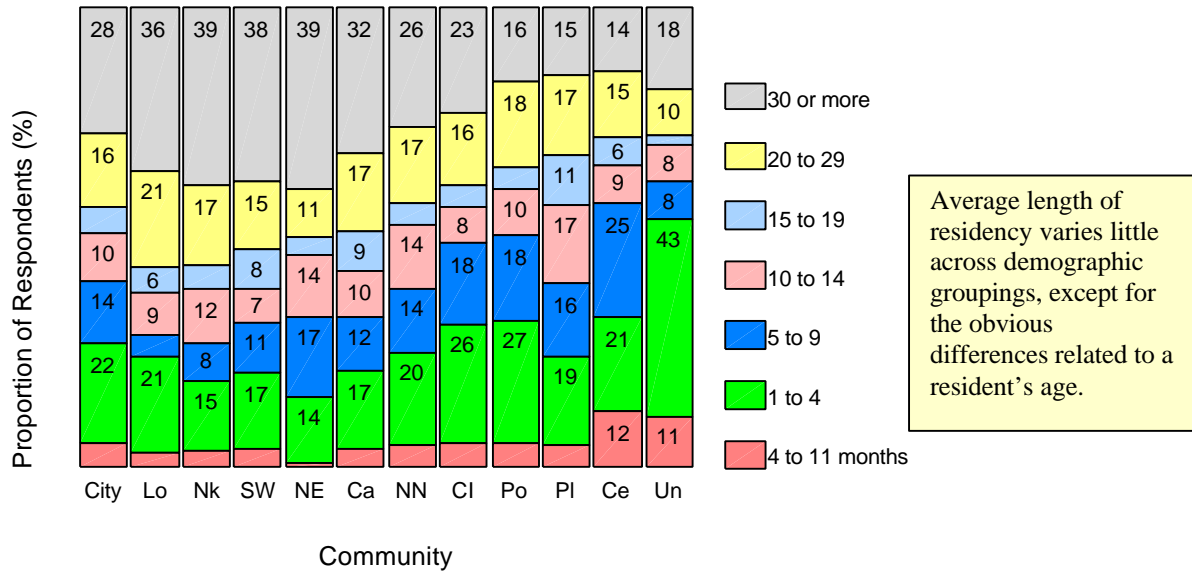
3% of respondents citywide have lived in Minneapolis less than 3 months.

The length of residency varies across the City's communities.

Dotted line represents citywide average

n = 1210
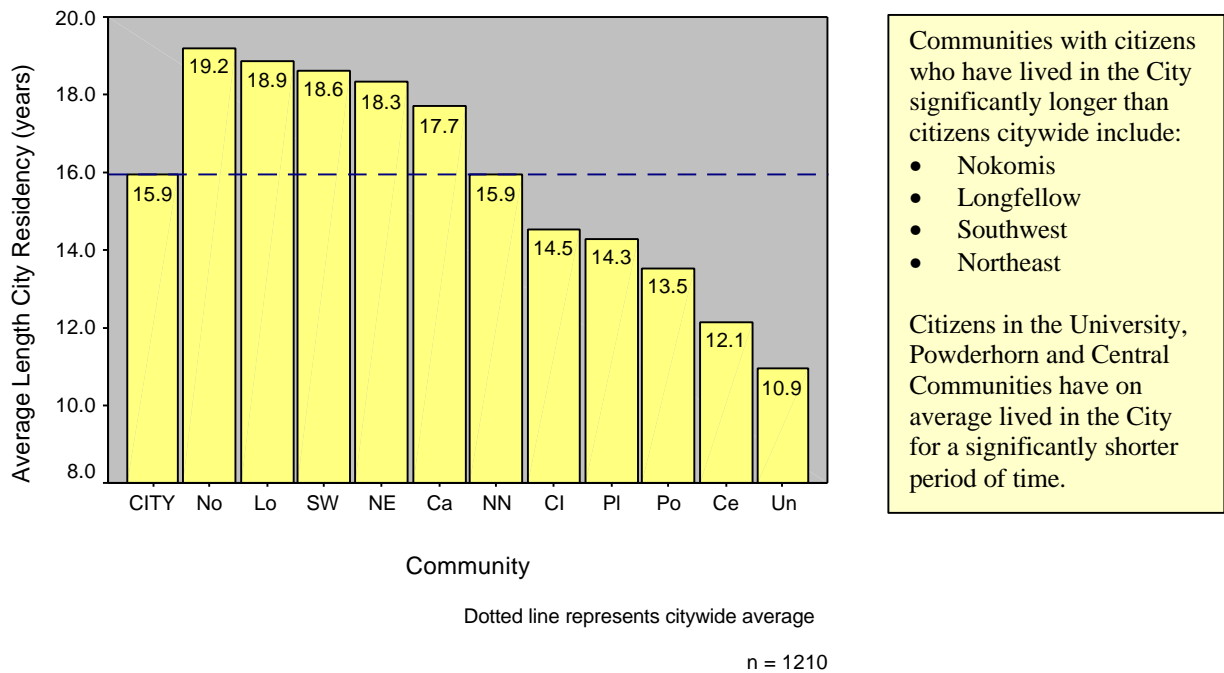
CITY OUTLOOK

CITY RATING BY COMMUNITY

Q1.   Overall, how do you rate the City of Minneapolis as a place to live? Would you say very good, good, only fair, or poor?

Citywide 4 in 5 citizens believe the City is a 'good' to 'very good' place to live.

Community	Only Fair	Good	Very good
Citywide	11	44	42
Southwest		32	59
Calhoun-Isles		41	55
Longfellow		37	54
Nokomis		45	48
Central	13	41	44
Northeast		44	42
University	14	43	41
Powderhorn	14	46	35
Phillips	15	47	31
Near North		55	28
Camden	20	51	27

Proportion of Respondents (%)

Rating Scale
- Very good
- Good
- Only Fair
- Poor
- Don't know

n = 1210
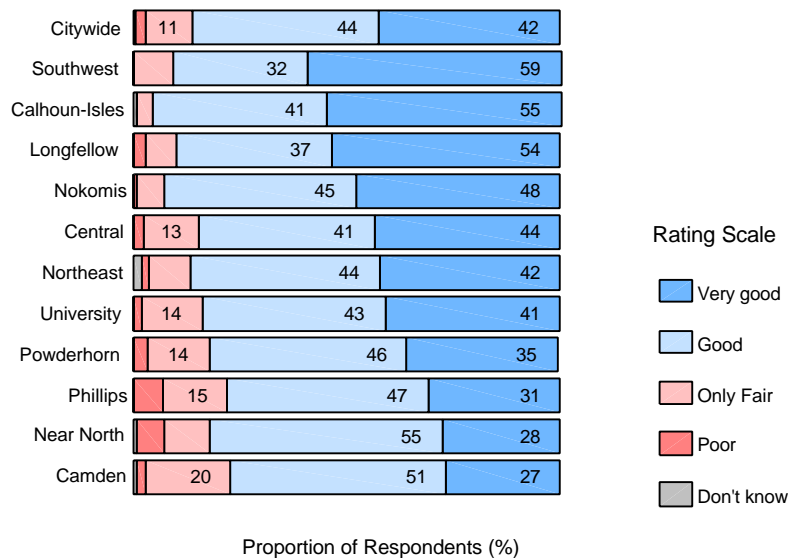
NEIGHBORHOOD RATING BY COMMUNITY

Q1a.   Overall, how do you rate your neighborhood as a place to live? Would you say very good, good, only fair or poor?

Most view their neighborhoods as good places to live, but for some, not as good as the City in general.

Community	Poor	Only Fair	Good	Very good
City		16	40	39
Southwest		23		73
Calhoun Isles			39	58
Longfellow			40	53
Northeast	11		36	50
Nokomis			47	47
University	23		38	34
Camden	17		51	27
Central	5	23	45	26
Powderhorn	7	20	48	25
Near North	19	28	40	14
Phillips	20	45	27	8

Proportion of Respondents (%)

n = 1210
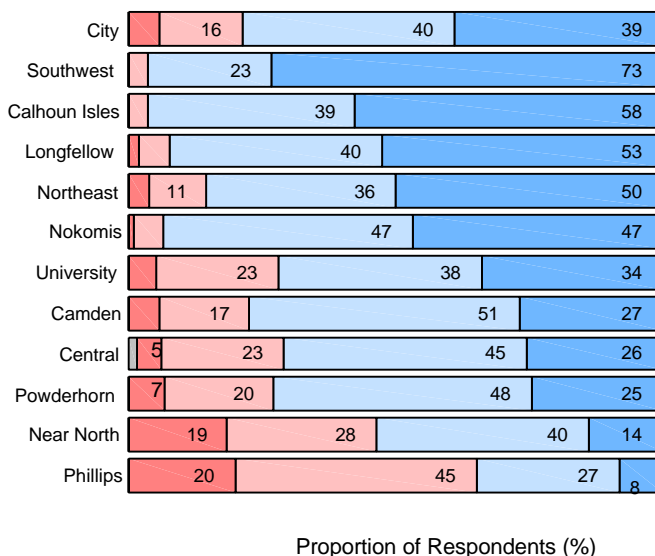
On average, citizen views of their neighborhoods are only slightly less favorable than their views of the City of Minneapolis (79% 'good' to 'very good').

However, views of neighborhoods are not as consistent as was seen in City ratings above.

Two differences stand out:
Citizens in the Phillips and Near North Communities are significantly more likely to view their neighborhoods less favorably than do citizens citywide.
In contrast, citizens who live in the Southwest Community are significantly more likely to view their neighborhoods more favorably than do citizens citywide.

Neighborhood to City Rating Comparison
Southwest and to some extent Longfellow residents rate their own neighborhoods more favorably as good places to live than they do the City in general. See chart below.
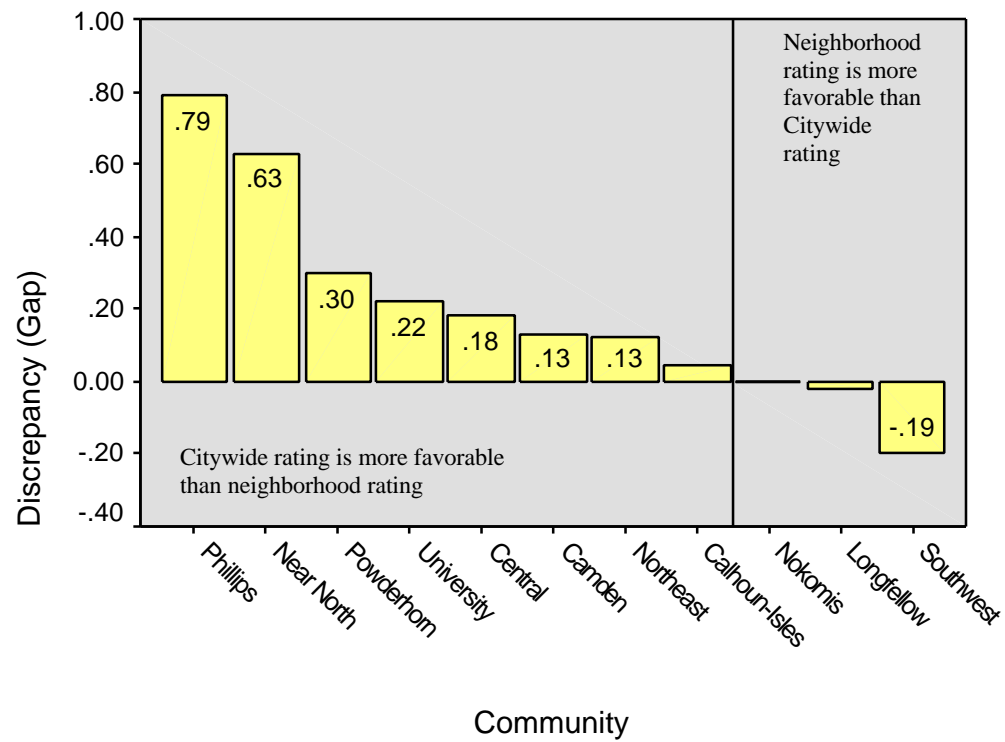
n = 1209

Gap = difference in mean ratings

ATTACHMENT TO MINNEAPOLIS

Q4. *Do you think you will be living in Minneapolis five years from now, or do you think you will be living some place else?*

Citywide Anticipation

n = 1207

3 respondents refused to answer
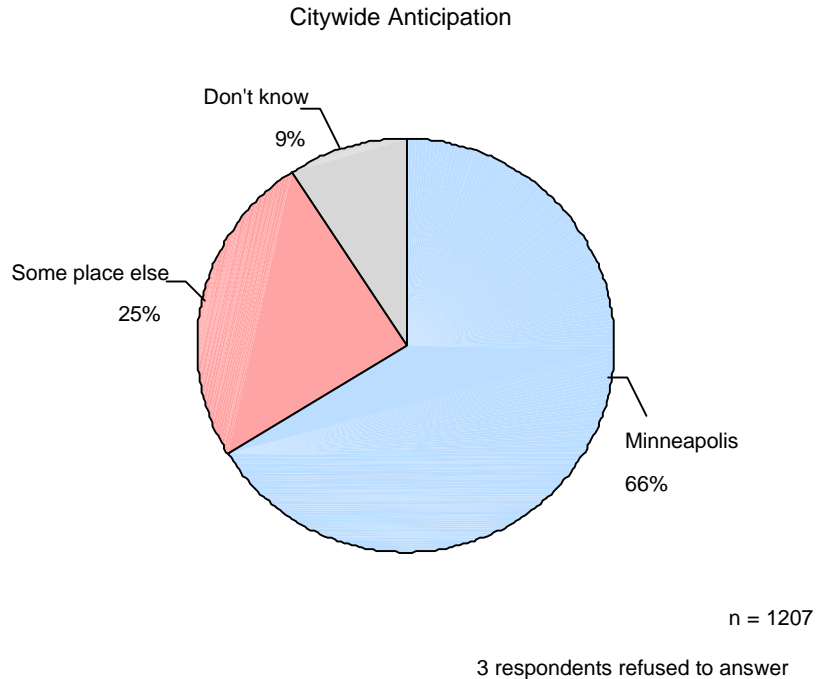
Demographic Differences[4]

Citizens who anticipate living some place other than Minneapolis five years from now are significantly more likely to be in the youngest age categories and/or living in the University Community.

A poor neighborhood rating did not correlate to a higher likelihood of relocating away from the City in the future.

Anticipated future City residency was not linked to income, ethnic or gender factors.

The Communities of Southwest, Nokomis, and Camden have the City's highest percentage of citizens (more than a third) who have lived in the City 30 or more years.

Community	% Anticipate Living in Mpls in 5 yrs.
Southwest	74
Nokomis	70
Camden	70
Longfellow	68
Phillips	67
Calhoun-Isles	66
Northeast	65
Near North	64
Central	62
Powderhorn	62
University	54
Citywide	**66**

---

[4] Only 29% of people who plan to be some place else rate Minneapolis 'Only fair' or 'Poor' as a place to live.

CHALLENGES FACING THE CITY

Q6.   In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?

A Citywide summary of responses to this open ended question appears in the table below. The table shows frequency of response by major subject grouping (net).

Housing is mentioned as the biggest challenge facing the City, followed by public safety, transportation and education.

			Citywide Response	
			n = 1210	
			# of Responses	% of Citizens[a]
Q6.	**Challenges**	**Net - Housing / Affordable / Availability / Condition**	*474*	*39*
		Net - Crime / Public Safety	*371*	*31*
		Net - Transportation	*304*	*25*
		Net - Education	*299*	*25*
		Net - Economy / Economic Development	*218*	*18*
		Net - Managing City Government	*211*	*17*
		Net - Environment	*110*	*9*
		Net - Growth / Population	*85*	*7*
		Net - Cultural / Race Relations	*81*	*7*
		Net - Sports Issues	*70*	*6*
		Health issues / medical care / health care	*7*	*1*
		Nothing	*7*	*1*
		Others	*59*	*5*
		Don't know	*176*	*15*

'Net" is a categorization of similiar open-ended comments provided by survey respondents.

a. Multiple responses possible - percentages exceed 100%

Housing / Affordability / Availability / Condition

39% of respondents noted housing as a major challenge facing the City. Some described the challenge as "affordable housing for all incomes" (18%) while others mentioned "housing in general" as an issue (16%). 2% specifically mentioned "homelessness".

Crime / Public Safety

Crime in general was a major issue mentioned by 31% of all citizens. Although many different types of crimes or public safety issues were mentioned, no particular type of crime (i.e. drugs, gangs, neighborhood safety) was mentioned by at least 5% of the citizens.

Transportation

25% of the citizens mentioned some type of transportation issue as a major challenge in the future. The two transportation issues mentioned most often were public transportation /mass transit (9%) and traffic congestion (8%).

Education

25% of respondents mentioned education as a major challenge facing Minneapolis.

Other Challenges:

❑ Although "Managing City Government" was mentioned as a challenge by 17% of the citizens, they described this challenge in many different ways. More than half mentioned some fiscal responsibility including taxes in general, real estate/business taxes, balancing the budget and funding for neighborhoods.

❑ 15% of all the citizens interviewed were not able to think of at least one challenge facing the City in the next five years.

Top Challenges by Demographic Group

❑ Housing was mentioned as the biggest challenge by all ethnic groups. Although the sample size is small and not statistically significant, this challenge was less likely to be mentioned by the Hispanic/Latino and Asian ethnic groups than any other group.

❑ Public safety was mentioned most often by Black/African Americans (39%) and people between the ages of 35 to 59 years old (39%).

❑ As a specific challenge, transportation was mentioned most often by people in the white ethnic group (25%) and those with household incomes of over $70,000 (40%).

❑ The economy or economic development was mentioned most often by Black/African American citizens (30%) than any other ethnic group.

Community Comparison of
Five Most Frequently Cited Challenges

Proportion of Rrespondents (%)
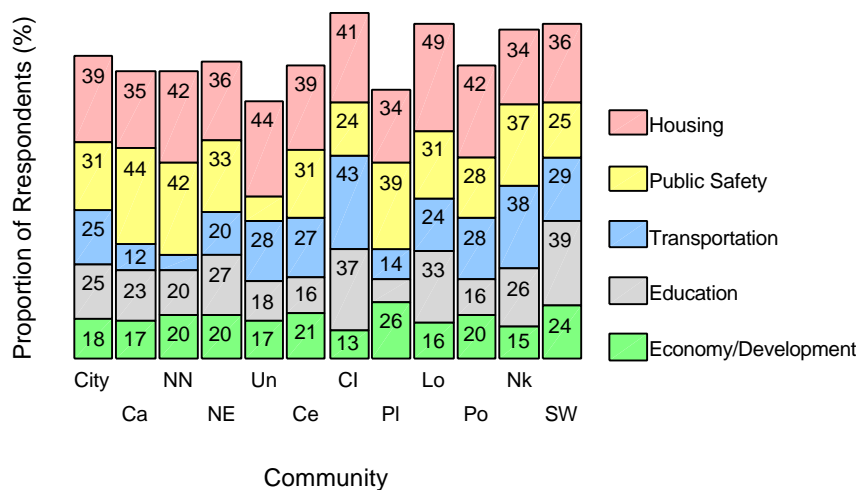
n = 1210

Multiple responses possible - percentages exceed 100%

Although housing was thought to be a major challenge in all communities, it was more likely to be seen as a major issue by people in the Longfellow Community (49%).

Crime and public safety was more likely to be mentioned by citizens in the Communities of Camden (44%), Near North (42%) and Phillips (39%) than citywide (31%).

Transportation, particularly public transportation was mentioned by citizens from the Communities of Calhoun Isles (43%) and Nokomis (38%).

Education was mentioned most often by residents of Southwest (39%), Calhoun Isles (37%), Longfellow (33%) and Northeast (27%).

The economy and economic development was mentioned as a challenge by 18% of the citizens interviewed. Phillips citizens (26%) were more likely to mention it as a challenge than any other community.

PERCEPTION OF CITY'S HOUSING SELECTION

Q7g.   Minneapolis residents have a good choice of different housing types, such as apartments, condos and single-family homes.

Citizens were asked their agreement with the above statement using the 4-point scale shown in the chart below.

Don't know
55 / 5%

Strongly disagree
100 / 8%

Disagree
329 / 27%

Strongly agree
86 / 7%

Agree
639 / 53%
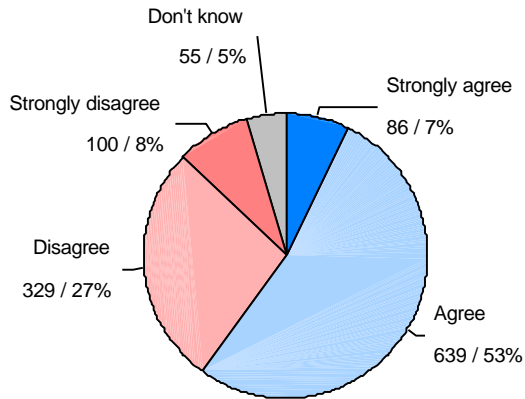
A minority, but sizable number of citizens, feel Minneapolis does not have a good choice of different housing types (35%).

Black/African American citizens are significantly more likely to view the housing selection unfavorably than are citizens of white racial origin (46% versus 35%, respectively).

Renters view selection less favorably than do owners (41% versus 32%, respectively).

n = 1209

1 citizen refused to offer an opinion.

Perceptions vary little across communities.

n = 1154

CITY	Ca	NN	NE	Un	Ce	Cl	Pl	Lo	Po	Nk	SW
2.62	2.71	2.52	2.67	2.65	2.63	2.51	2.57	2.53	2.49	2.76	2.74

Average Agreement Level
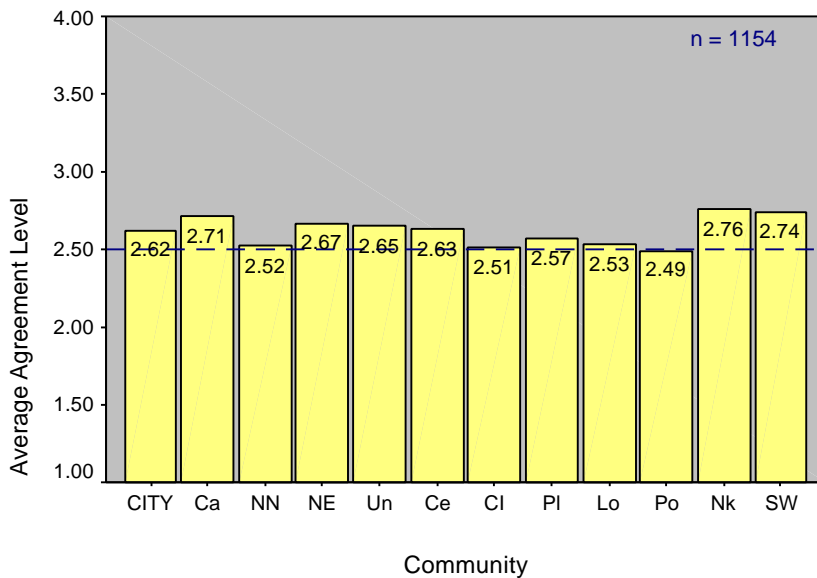
Community

Response is similar in all communities. Resident response in each community does not vary significantly with that of all residents Citywide.

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree

CITY CONDITIONS

PERCEIVED CHANGE IN MINNEAPOLIS PAST 3 YEARS

Q2.   Over the past three years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?

Half of the citizens surveyed did not perceive any change in City conditions during the past three years. For the half perceiving change, it is favorable by a 2 to 1 margin (33% better versus 15% worse).
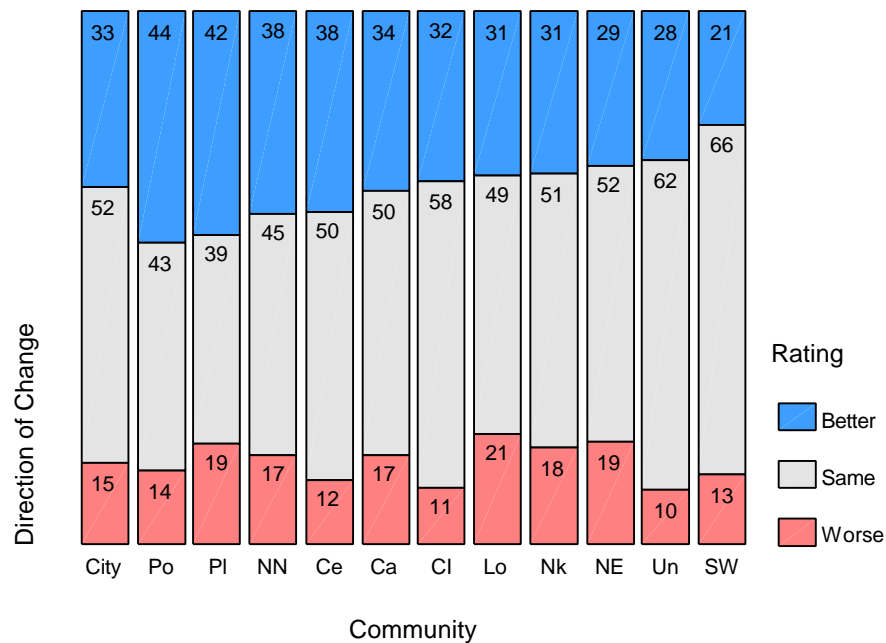
n = 1210

The View by Community
Perceived change varies significantly in some of the City's communities compared to levels perceived citywide.

On a positive note, perceived change is highest in the same communities that offered the most negative neighborhood ratings – Powderhorn, Phillips, and Near North (refer back to page 17.).[5]

The above differences can be more easily seen in the plot of those citizens who offered either a 'Better' or 'Worse' assessment of change in City conditions over the past 3 years. See on the following page the map developed by the City's GIS coding office that plots this response.

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[5] In the case of Powderhorn the difference is statistically significant at .01 and for Phillips at .05.

Perceptions of improvement are strongest in the City's core.
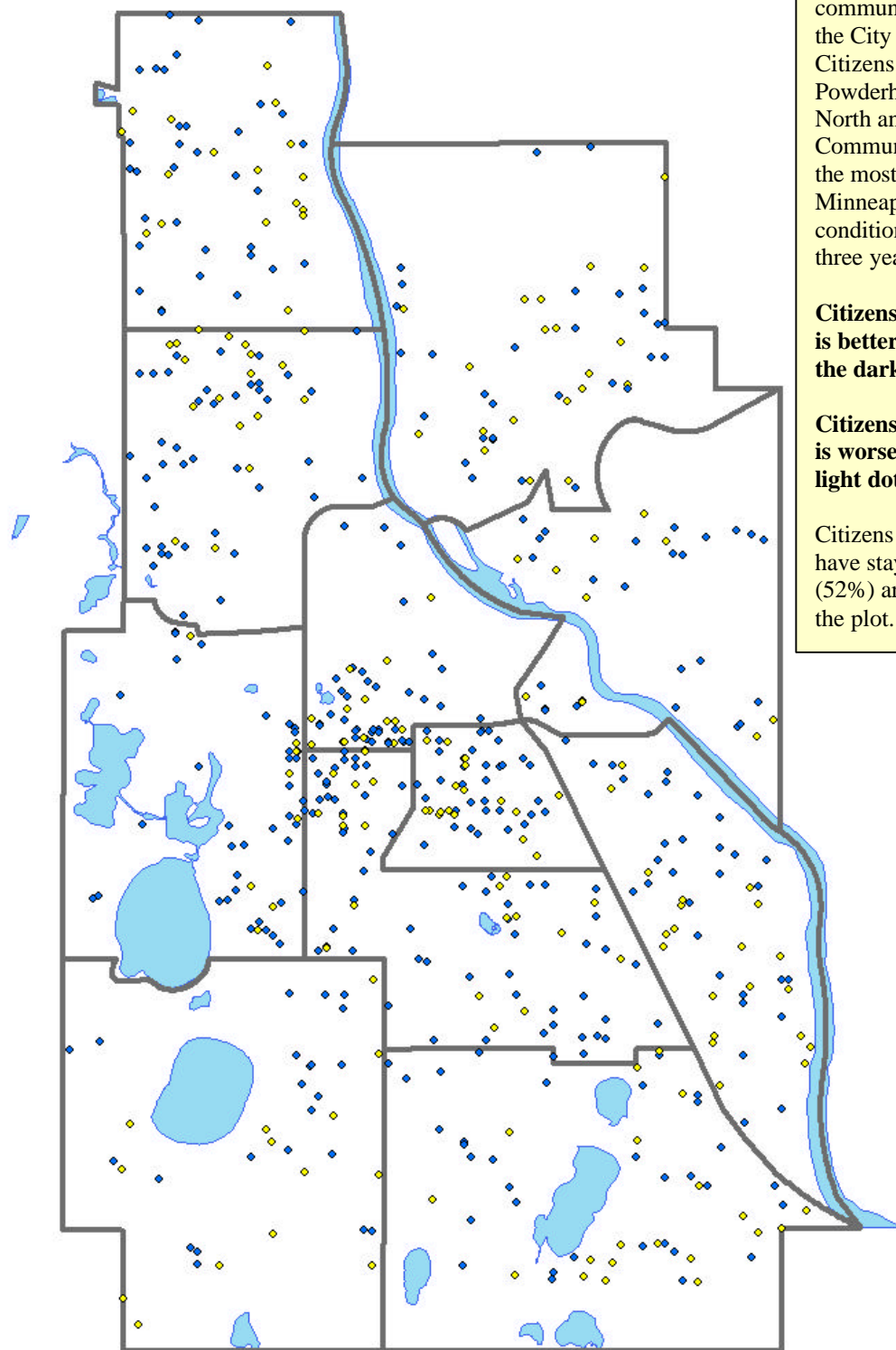
Perception differs significantly in some communities compared to the City as a whole. Citizens in the Powderhorn, Phillips, Near North and Central Communities report seeing the most improvement in Minneapolis' living conditions over the past three years.

Citizens feeling the City is better are indicated by the dark dots.

Citizens feeling the City is worse are indicated by light dots.

Citizens who feel things have stayed the same (52%) are not indicated on the plot.

By a factor of 2.5 to 1, response in the core is more favorable than unfavorable.

Perception of Change across Demographic Groups

A number of significant differences in the likelihood of who perceived conditions in Minneapolis as having gotten 'worse' are linked to demographic subsets of citizens.[6]

Subgroup differences include:

- Looking at ethnicity, citizens of Black/African American origin are more likely to perceive things as having gotten 'Better' than citizens of white origin.

- Interestingly, no differences relating to ethnicity were seen for citizens saying things have gotten 'Worse'.

- The younger population, under 35, is the most likely group to perceive no change – things staying the same.

- Citizens 35 and over are more likely to feel things have gotten 'Worse' compared to those under 35 perceiving 'Worse' conditions.

Gender and income are not linked to perceptions of change or the lack of it.

Experience of discrimination is linked to how some citizens view change over the past 3 years. Those that feel they have been discriminated against are twice as likely to feel things have gotten 'Worse' in Minneapolis (26% versus 13%, respectively).

As might be expected, citizens rating Minneapolis as an 'Only fair' to 'Poor' place to live are significantly more likely to also perceive conditions as having gotten 'Worse.' This also holds true for those citizens rating their neighborhoods as 'Only fair' to 'Poor' places to live.

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[6] Differences are significant at .05 or better.

DOWNTOWN USE AND PERCEPTIONS

Downtown Use
Q15a.   Now I'd like to ask you some questions about downtown Minneapolis. Do you work downtown?

17% of surveyed citizens reported they work downtown.

Frequency of Non-work Related Visits to Downtown
(Asked of both people who work downtown and those who do not work downtown)

Never
131 / 11%

< than 2 per yr
69 / 6%

2 to 3 per yr
130 / 11%

1 every 2 to 3 mos
116 / 10%

1 per mo
166 / 14%

2 or more per wk
258 / 21%

1 per wk
151 / 13%

2 to 3 per mo
184 / 15%
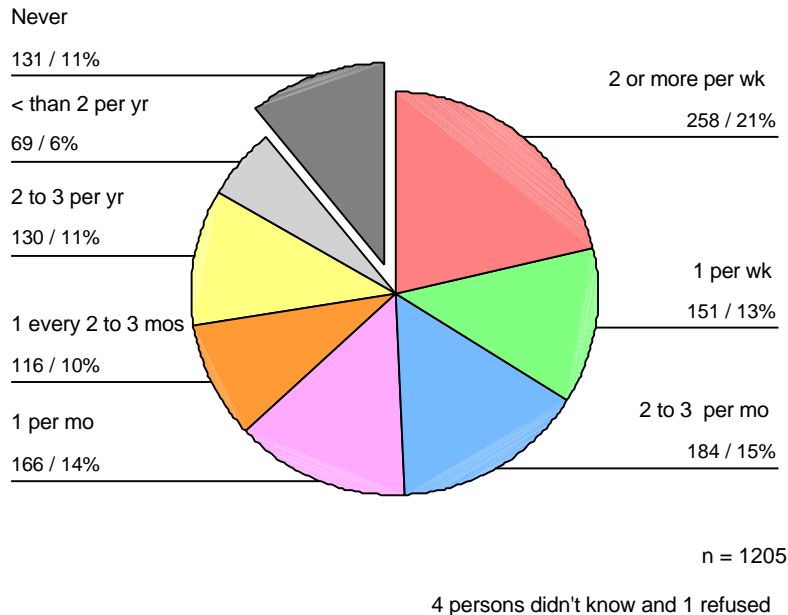
Almost two-thirds (63%) of Minneapolis' citizens visit downtown at least once a month.

Frequent visitors to downtown (34%) report visiting one or more times per week. An additional 29% of residents report visiting one or more times per month.

A small percentage of residents (11%) say they never go downtown.

n = 1205

4 persons didn't know and 1 refused

Frequency of non-work related visits to downtown by whether or not they work downtown.
Q15b.   Excluding work, how often do you go to downtown Minneapolis?
Q15c.   Excluding work related visits, how often do you go to downtown Minneapolis?

Downtown workers are more likely to return downtown for non-work related purposes than are those people who don't work downtown. 79% of those who people work downtown visit downtown outside of work at least once per month. This compares to 60% of those people who don't work downtown. This difference is statistically significant.

Note: Small sample sizes within individual communities makes statistical comparisons of visitation by community to citywide use not feasible.

Reasons for Not Going Downtown (131 respondents – 11% of all surveyed citizens)
Q16.   What is the main reason you never go to downtown Minneapolis?

Citizens primarily gave reasons that were either based on perceptions of the downtown experience and/or preferences for alternative retail environments.

A Citywide summary appears in the table below. The table shows frequency of response by major subject grouping (net).

			Citywide	
			n = 131	
			# 0f Responses	**% of Citizens[a]**
		Net - Downtown Perceptions	*55*	*42*
		- lack of parking /parking expensive	*37*	*29*
		- congestion / one way streets / too many cars / don't feel safe	*20*	*15*
		- downtown expensive	*8*	*6*
		Net - Alternative Retail Preferences	*34*	*26*
		- prefer closer area / local shopping	*16*	*12*
		- prefer malls / Mall Of America	*10*	*8*
Q16.	**Never visit downtown**	*- suburbs easier / closer*	*10*	*7*
		Lack of stores / nothing there / no reason to	*34*	*26*
		Physically unable/hard to ride bus / unable to walk	*10*	*7*
		Too many people / kind of people / harassed by people	*6*	*5*
		Dislike going downtown	*5*	*4*
		Lack of time / too busy	*3*	*2*
		Others	*16*	*12*
		Don't know	*1*	*1*

a. Multiple responses possible - percentages exceed 100%

The above summary is based on 131 citizens who state they never go downtown.

42% of these citizens gave reasons based on unfavorable perceptions of downtown. These included:
- The lack of parking or the fact that parking is perceived as expensive (29%),
- Congestion, one way streets and not feeling safe (15%), and
- Downtown is perceived as expensive (6%).

26% of the citizens who avoid downtown do so because of preferences for other retail alternatives. These included:
- General preference for shopping closer to home (local shopping) (12%),
- Preference for malls and/or Mall of America (8%), and
- Perception that suburbs are easier and closer to shop (7%).

Another quarter (26%) of those avoiding downtown feel it lacks stores and there is nothing downtown that compels them to make the trip.

Physical limitations or difficulty riding the bus were impediments to 7% of those that avoid downtown.

Perception of Downtown Safety

Q17a.   How safe do you feel walking through downtown during evening hours?

Most citizens (74%) perceive downtown as a safe place to visit – for one in three it's a very safe experience.

Don't know
94 / 9%

Not at all safe
41 / 4%

Not very safe
148 / 14%

Very safe
327 / 31%

Somewhat safe
461 / 43%
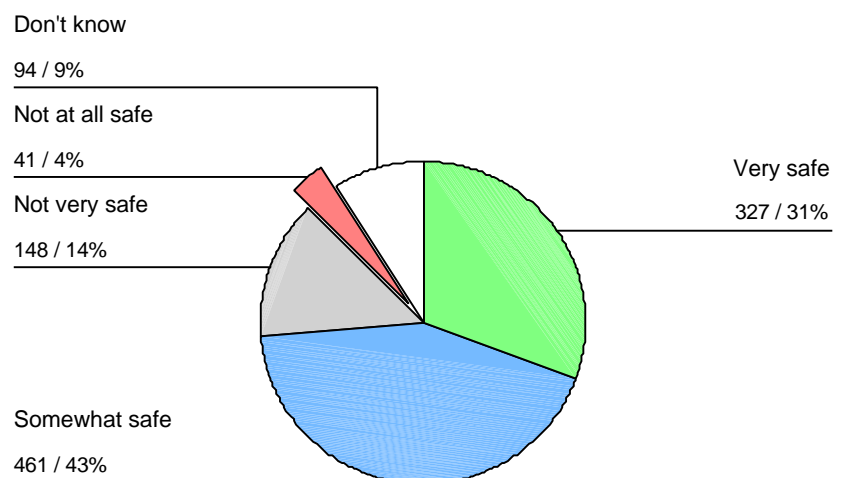
n = 1071

8 persons refused to answer the question.

Three-quarters of the citizens who say they visit downtown find conditions 'somewhat safe' (43%) to 'very safe' (31%). Less than one in five perceive it to be unsafe (18%) and fewer than one in twenty (4%) view it as totally unsafe. Two-thirds of women feel safe walking through downtown in the evening.

Community Comparison
Citizens who live in the Central Community, which includes downtown, are significantly more likely to feel safe downtown than citizens citywide (87% versus 73%, respectively).

Significant Demographic Differences Exist
- Minneapolis' Black/African American citizens are more likely to feel unsafe downtown than are whites (20% versus 15%, respectively).
- Males are more likely to feel safe downtown than are females (81% versus 68%, respectively).
- Feeling of safety downtown is negatively correlated to age – as age increases, sense of safety decreases (significant at .01).
- Citizens who report being discriminated against (see page 30) are twice as likely to feel unsafe downtown (28% versus 14%, respectively).

Perception of Downtown Cleanliness

Q18.   How would you rate the cleanliness of downtown? Would you say it is very clean, somewhat clean, not very clean, or not at all clean?

Downtown cleanliness is rated highly by a significant proportion (85%) of the City's citizens. Nearly one in three (29%) citizens consider downtown to be very clean.

Don't know
25 / 2%

Not at all clean
27 / 3%

Not very clean
104 / 10%

Very clean
316 / 29%

Somewhat clean
604 / 56%

> Perceptions of both downtown safety and cleanliness are highly correlated. This positive correlation can be seen in the similar favorable and unfavorable proportion of responses to the rating scales shown in the Q17a and Q18 pie charts (85% somewhat to very clean and 74% somewhat to very safe).

n = 1076

3 persons refused to answer the question.

Community and Demographic Comparison

Perceptions of downtown cleanliness by community are nearly the same – all are very positive. The Phillips Community stands out as being even more positive than the City as a whole (94% versus 85%).

Demographically, Black/African American citizens are more likely to judge downtown as clean than are white citizens. Like safety, cleanliness is also negatively correlated to age – becoming more unfavorable with increasing age.

Correlation to other Perceptions of City Quality[7]

Perception of downtown cleanliness is positively correlated to a citizen's overall rating of the City; as one becomes more favorable so does the other. Perception of downtown cleanliness is also positively correlated to citizen perceptions of City change – people who stated the City has gotten better are more likely to think downtown is clean.

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[7] Correlation is significant at the .05 level.

DISCRIMINATION IN MINNEAPOLIS

Q12. During the past 12 months, have you, yourself, experienced any type of discrimination in Minneapolis?

16% of surveyed citizens reported that they had personally experienced some form of discrimination during the past 12 months.

Statistically significant demographic differences exist between those reporting and not reporting discrimination. Groups significantly more likely to report discrimination include:[8]

- People of color are more than twice as likely to report discrimination than are citizens of white racial origin (28% versus 12%, respectively),

- Black/African Americans are about 3 times more likely report discrimination than are citizens of white racial origin (34% versus 12%, respectively),

- Citizens with household incomes less than $40,000 are more like to report discrimination than are citizens with household incomes over $40,000 (20% versus 13%),

- Citizens who rent are more likely to report discrimination than are those who own their own homes (20% and 14%, respectively), and

- Households with children under 18 are more likely to report discrimination than are those without children (20% versus 15%, respectively).

Given the total sample size of 1,210 citizens citywide, cases of discrimination by community are not of sufficient magnitude to provide meaningful statistical comparison to the City as a whole. From a directional point of view, total reports of discrimination were highest in the Camden, Near North and Phillips Communities.

Type of Discrimination Experienced

Q13a. Was the discrimination you faced in getting: a job or at work, housing, service in a restaurant or store, in dealing with City police or some other type of situation?

Number of Reported Situations

| 31% | 20% | 42% | 28% | 35% |

Type of Situation: A job, or at work / Housing / Service / restaurant / City Police / Other situation

n = 194

Multiple responses possible - percentages exceed 100%
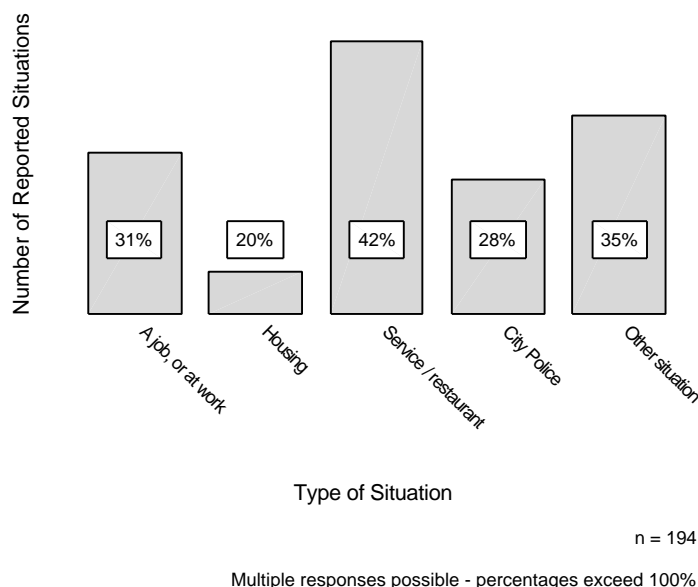
Discrimination occurred most frequently (42%) in situations where citizens were seeking service in a store or restaurant.

Discrimination in housing occurred in the least number of reported situations (20%).

37% of the individuals (72 citizens) experiencing discrimination reported it to have happened in more than one type of situation.

Other reported situations of discrimination (67) included:
- Derogatory language/verbal slurs (8%),
- Denied criminal justice services (4%),
- Discrimination against whites (4%), and
- Neighbors (3%) / School choice (2%) / Public transportation (2%).

---

[8] Statistically significant difference at .05

Perceived Reasons for Discrimination

Q14a.   For what reason or reasons do you feel you were discriminated against?

n = 194
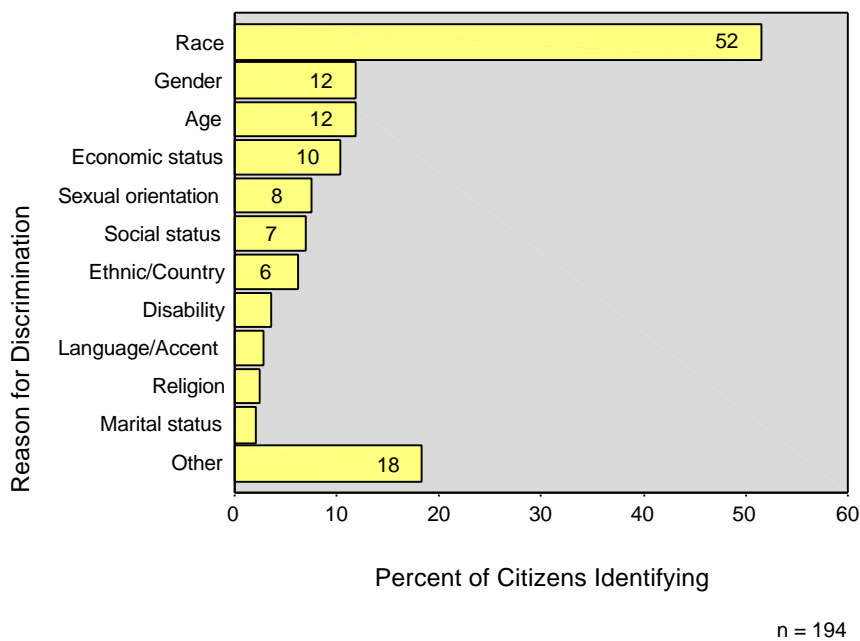
Multiple responses possible - percentages exceed 100%

Race is significantly more likely to be given as a reason for discrimination than the next most mentioned reasons (gender or age) (52% vs. 12%, respectively).

25% of those citizens who reported discrimination cited multiple reasons.

Other cited reasons (36 reasons) included:
- Unnecessary use of language/ name calling (3%)
- Appearance or looks (3%)
- Disagreement over views (1%)
- Other differing miscellaneous reasons (9%)

Discrimination Response across Communities
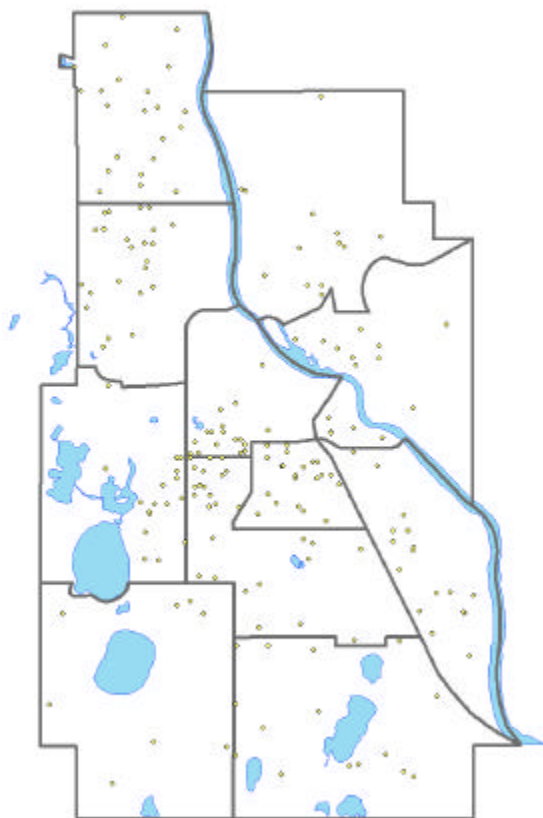
Given the total sample size of 1,210 citizens citywide, cases of discrimination by community are not of sufficient magnitude to provide meaningful statistical comparison to the City as a whole.

From a directional point of view, total reports of discrimination were highest in the Camden, Near North and Phillips communities. This can be seen in the mapping on the left of citizens reporting discrimination.

The plot also illustrates the fact that discrimination occurs citywide.

NEIGHBORHOOD CONDITIONS

PERCEPTIONS OF QUALITY

Now I'm going to read some statements. For each please tell me whether you agree or disagree with the statement. [Statement], would you say you Agree, Strongly agree, or Disagree, or Strongly disagree.

[Statements]
7a. *People in my neighborhood look out for one another. [Connectedness]*
7c. *My neighborhood is a safe place to live. [Safety]*
7d. *My neighborhood has a good selection of stores and services meeting my needs. [Commercial variety]*
7e. *My neighborhood is clean and well maintained. [Clean/well maintained]*
7f. *Traffic speeds in my neighborhood are not a problem. [Traffic Speed]* [9]

Citizen perceptions of City neighborhoods as good places to live are mostly positive with the exception of those citizens living in the Near North and Phillips Communities.

Scale
Agreement

↑	4	Strongly agree
	3	Agree
	2.50	Neutral (scale midpoint)
	2	Disagree
↓	1	Strongly disagree

Non-agreement

Response Comparison by Community

Positive rating (>2.5)
Negative rating (<2.5)

Measure	Citywide	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Connectedness	2.87	2.92	2.65	2.95	2.66	2.69	2.80	2.55	2.98	2.80	3.14	3.16
Safety	2.94	2.82	2.51	3.03	3.13	2.87	3.11	2.34	3.03	2.79	3.18	3.25
Commercial Variety	2.79	2.46	2.43	2.91	2.71	2.70	3.27	2.56	2.91	2.83	2.78	2.99
Clean/well maintained	2.92	2.95	2.44	2.99	2.84	2.80	3.20	2.38	2.99	2.77	3.17	3.30
Traffic Speed	2.66	2.53	2.34	2.74	2.70	2.83	2.69	2.56	2.61	2.72	2.74	2.71

Charts comparing average responses across communities appear on the following pages. Community responses are compared against citywide response.

---

[9] During survey development, some questions were omitted to shorten the length of the survey, thus resulting in numbering gaps.

Neighborhood Connectedness – "People in my neighborhood look out for one another"

n = 1163

Average Agreement Level

| CITY | Ca | NN | NE | Un | Ce | Cl | Pl | Lo | Po | Nk | SW |
| 2.87 | 2.92 | 2.65 | 2.95 | 2.66 | 2.69 | 2.80 | 2.55 | 2.98 | 2.80 | 3.14 | 3.16 |

Community

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree
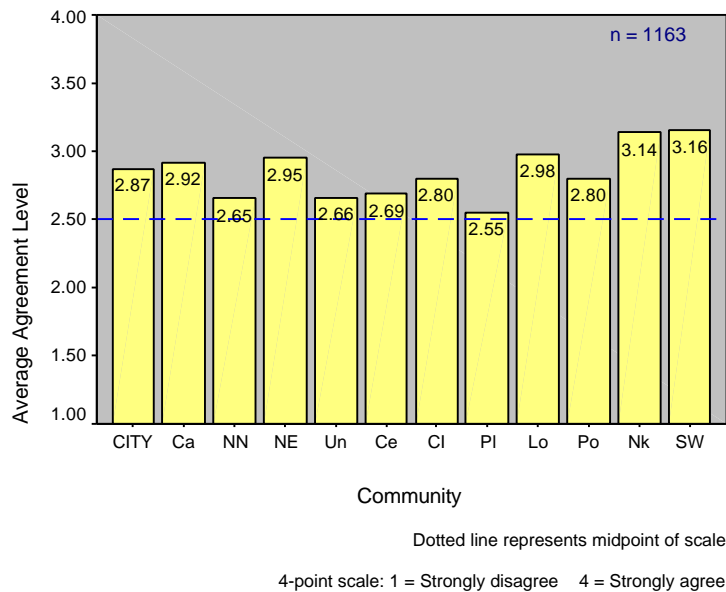
Residents in the Southwest and Nokomis Communities are statistically more likely to feel connected than do all residents citywide.

Residents in the Near North and University Communities are statistically less likely to feel connected than do all residents citywide.

(Note: Phillips sample size not sufficient for statistical comparison).

Tests are significant at 95 percent level.

Response Proportions Compared Across Communities

Proportion of Respondents (%)

4-point Scale

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know
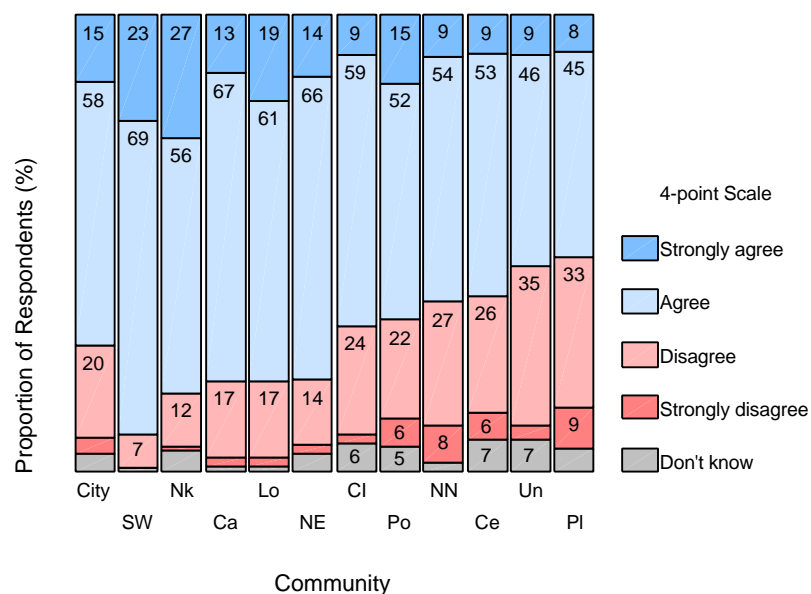
Community

n = 1210

Neighborhood Safety – "My neighborhood is safe place to live."
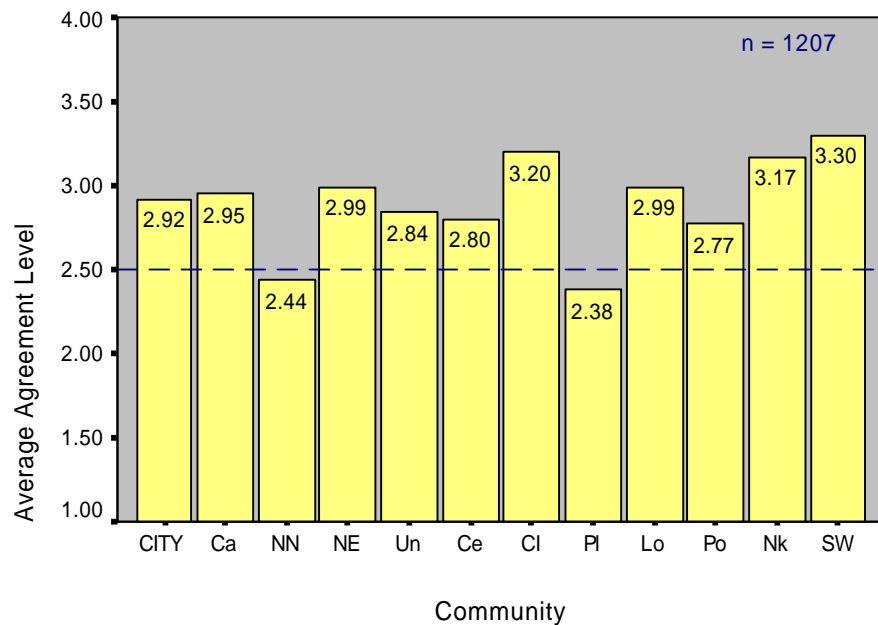
Average Agreement Level values by Community: CITY 2.92, Ca 2.95, NN 2.44, NE 2.99, Un 2.84, Ce 2.80, CI 3.20, Pl 2.38, Lo 2.99, Po 2.77, Nk 3.17, SW 3.30

n = 1207

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree

Residents in the Southwest, Nokomis, University and Calhoun-Isles Communities are statistically more likely to view their neighborhoods as safe than are all City residents as a group.

Residents in Phillips and Near North Communities are statistically less likely to view their neighborhoods as safe than are citywide residents as a group.

Tests are significant at 95 percent level.

Response Proportions Compared Across Communities

4-point Scale
- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

n = 1210
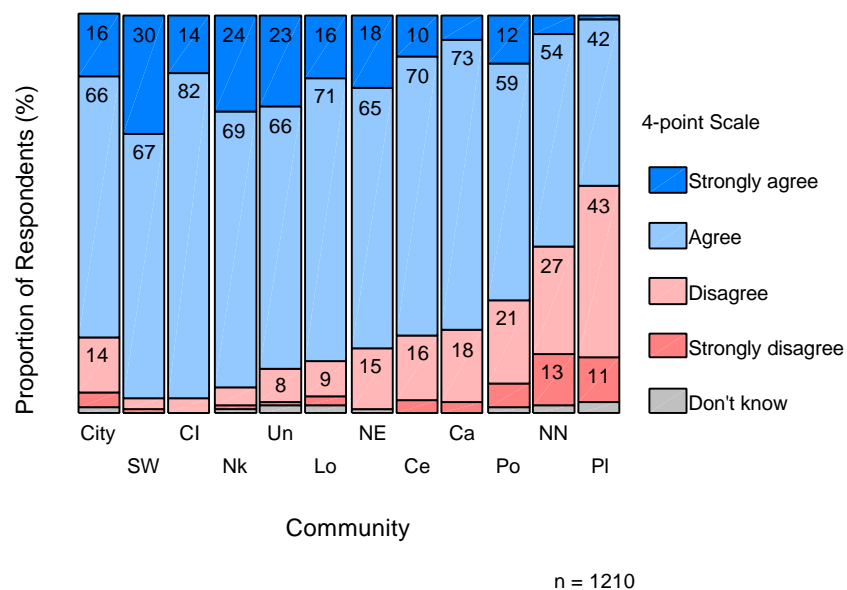
Neighborhood's Commercial Variety – "My neighborhood has a good selection stores and services that meet my needs."
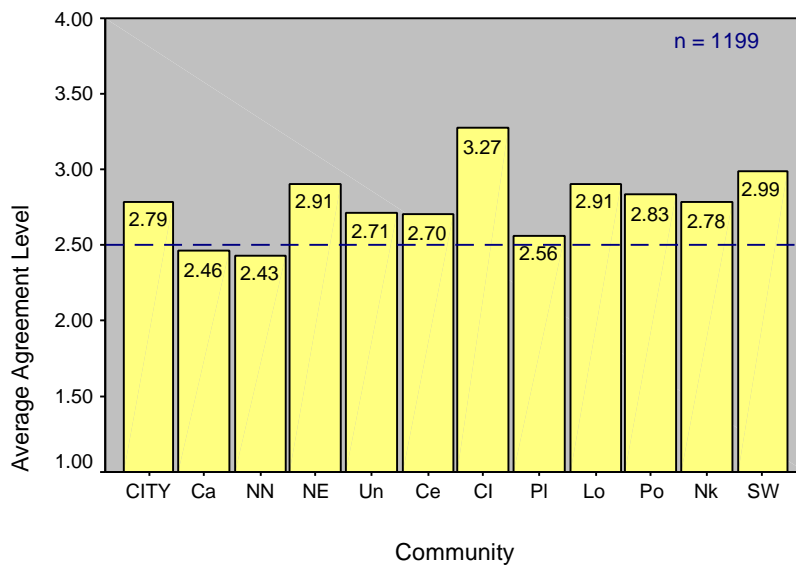
n = 1199

Average Agreement Level

| Community | CITY | Ca | NN | NE | Un | Ce | CI | Pl | Lo | Po | Nk | SW |
| Value | 2.79 | 2.46 | 2.43 | 2.91 | 2.71 | 2.70 | 3.27 | 2.56 | 2.91 | 2.83 | 2.78 | 2.99 |

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree

Residents in the Calhoun-Isles Community are statistically more likely to feel their neighborhood has a good selection of stores and services than are all residents citywide.

Conversely, residents in Camden and Near North Communities are statistically less likely to feel their neighborhoods have a good selection of stores and services.

Tests are significant at 95 percent level.

Response Proportions Compared Across Communities

4-point Scale

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know
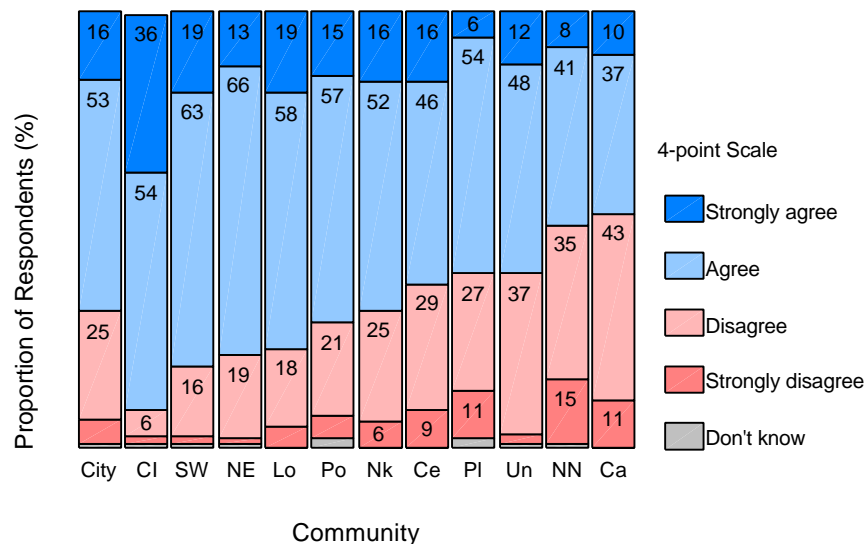
n = 1210

Neighborhood Environment – "My neighborhood is clean and well maintained."
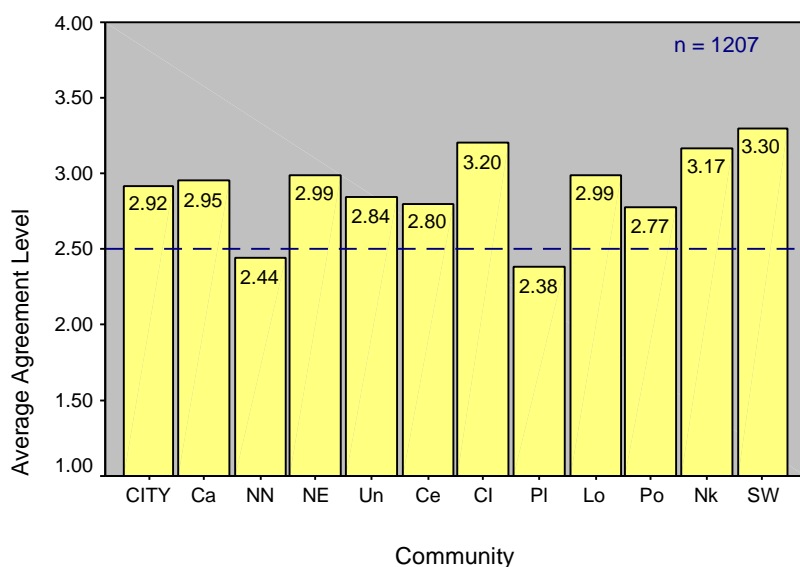
n = 1207

Average Agreement Level

CITY	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
2.92	2.95	2.44	2.99	2.84	2.80	3.20	2.38	2.99	2.77	3.17	3.30

Community

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree

Residents in the Southwest, Nokomis and Calhoun-Isles Communities are statistically more likely to feel their neighborhoods are clean and well maintained than are residents citywide.

Conversely, residents in the Phillips, Powderhorn and Near North Communities are statistically less likely to see their neighborhoods as clean and well maintained.

Tests are significant at 95 percent level.

Response Proportions Compared Across Communities

Proportion of Respondents (%)

4-point Scale
- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know

n = 1210
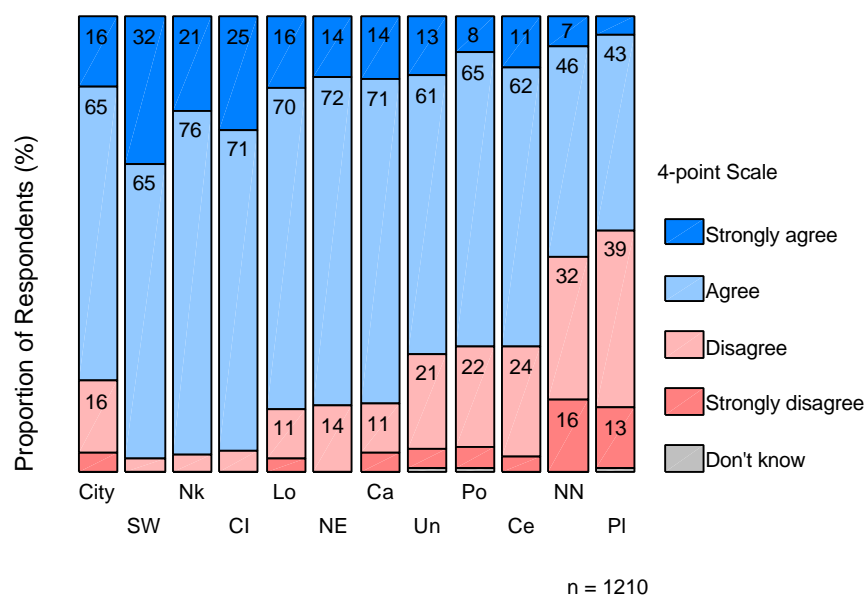
Neighborhood Traffic Speeds – "Traffic speeds in my neighborhood are not a problem."
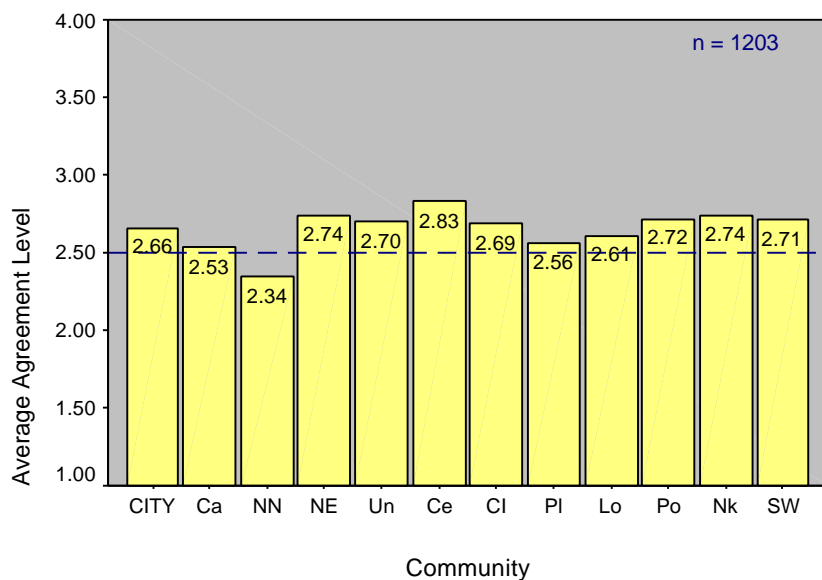
Average Agreement Level

n = 1203

| CITY | Ca | NN | NE | Un | Ce | Cl | Pl | Lo | Po | Nk | SW |
| 2.66 | 2.53 | 2.34 | 2.74 | 2.70 | 2.83 | 2.69 | 2.56 | 2.61 | 2.72 | 2.74 | 2.71 |

Community

Residents in the Near North Community are statistically more likely to feel traffic speeds in their neighborhoods are a problem compared to how residents citywide view traffic.

Test is significant at 95 percent level.

Dotted line represents midpoint of scale

4-point scale: 1 = Strongly disagree   4 = Strongly agree

Response Proportions Compared Across Communities

Proportion of Respondents (%)

4-point Scale

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't know
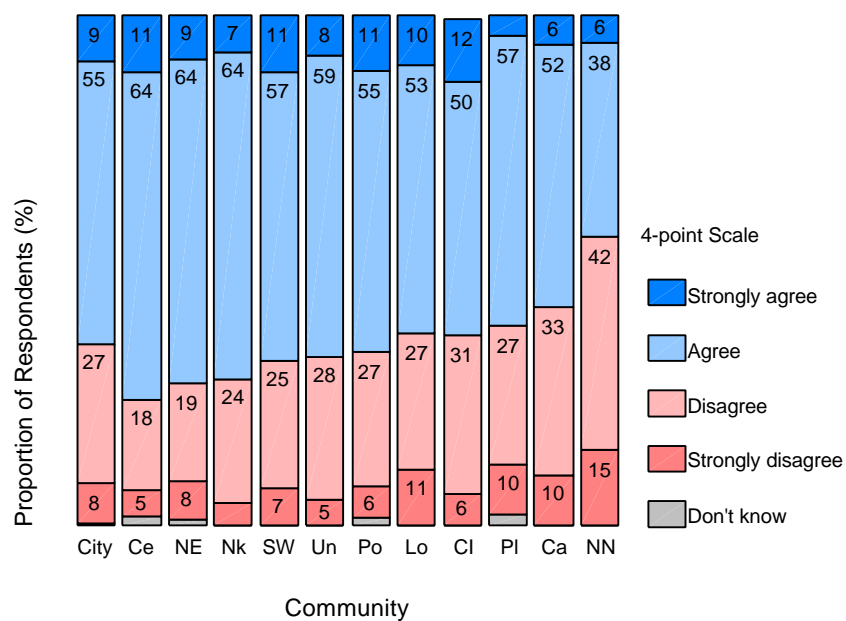
Community

n = 1210

Summary of Statistically Significant Community Differences
Significant differences between individual communities and the City as a whole are summarized in the table below.

a – Connectedness   c – Safety   d – Commercial Variety   e – Cleanliness   f – Traffic speed

Community	Q7a	Q7c	Q7d	Q7e	Q7f
Camden			░		
Near North	░	░	░	░	░
Northeast					
University	░	▓			
Central					
Calhoun-Isles		▓	▓	▓	
Phillips		░		░	
Longfellow					
Powderhorn				░	
Nokomis	▓			▓	
Southwest	▓			▓	

▓ Significantly more favorable than Citywide
░ Significantly less favorable than Citywide

Observations:
- Safety and cleanliness were judged similarly by citizens within the various communities – if one was viewed positively, so was the other and vice versa.
- Citizens in the Near North Community rate all measures relating to neighborhood quality significantly lower than the citizens of the City as a whole.
- Citizens in the Near North and Phillips Communities do not have the same feeling for neighborhood safety and cleanliness as the citizens in all other neighborhoods of the City.
- Citizens in the Camden and Near North see their Communities as lacking good selections of stores and services. Their ratings are significantly lower than all citywide citizens.
- Citizens in the Communities of Calhoun-Isles, Nokomis and Southwest are significantly more positive about the quality of their neighborhoods than citywide citizens collectively.
- Communities whose citizens rate safety and cleanliness in neighborhoods significantly higher than citywide citizens include: Calhoun-Isles, Nokomis, and Southwest.
- University Community residents are also significantly more positive about neighborhood safety than are citywide residents as a group.

NEIGHBORHOOD IRRITANTS

Q8a.   Thinking about your particular neighborhood, what two things bother you most?

A Citywide summary of this open ended question appears in the table below. The table shows frequency of response by major subject grouping (net).

**Several neighborhood irritants are mentioned;
none of them are mentioned by a majority of citizens.**

			Citywide Response	
			n = 1210	
			# of Responses	**% of Citizens[a]**
Q8a.	**Neighborhood Irritants**	Net - Crime	247	20
		Net - City Services / Maintainence	189	16
		Net - Cleanliness/Streets/ Property	185	15
		Net - Noise Pollution	184	15
		Net - Traffic	184	15
		Net - Community Connectedness	161	13
		Net - Housing/Affordability/ Availability	118	10
		Net - Lack of Neighborhood / Commercial Outlets	75	6
		Net - Parking	74	6
		None / good neighborhood / not bothered	187	15
		Others	65	5
		Don't know	36	3

a. Multiple responses possible - percentages exceed 100%

Crime: 20% of respondents noted crime as a major irritant. Although it was mentioned as an irritant in all communities, it was most likely to be mentioned by citizens living in Phillips (56%) and Near North (43%); and least likely by citizens in Southwest, Calhoun and Nokomis (small samples in each of these communities – less than 15 mentions in each). Specifically, crime in general, drugs, theft and loitering were noted.

City Services/Maintenance: 16% of respondents noted City services as a major irritant, although no particular City service was mentioned by at least 5% of all citizens. The services that were mentioned ranged form snow plowing to police actions (or lack of actions) to stop lights/stop signs to road maintenance. There were no significant differences between any of the communities.

Cleanliness/Streets/Property: The 15% of respondents that noted cleanliness as a problem mentioned it in the context of littered streets and alleys (5%), and homes not maintained (3%).

Noise Pollution: Different types of noise pollution were an irritant in all communities (15% citywide). In Nokomis, 26% of the citizens mentioned airplane noise specifically (compared to 6% citywide). Mentions of noise pollution throughout all communities included noisy neighbors (3%), loud cars and stereos (2%) and barking dogs (1%).

Traffic: 15% of the respondents noted traffic as bothering them the most. It was of particular concern in Southwest, where one fourth of the citizens mentioned it (traffic volume (16%) and speed (10%)).

Community Connectedness: Comments regarding community connectedness (13%) included: disrespectful youth (3%), disrespectful neighbors (2%) and unknown neighbors (2%).

NEIGHBORHOOD REVITALIZATION PROGRAM[10]

Familiarity with NRP

Q9.   Are you familiar with the Neighborhood Revitalization Program, or NRP, in which each neighborhood in Minneapolis develops projects for improving housing, parks, the environment, and other aspects of community?

No
490 / 40%

Yes
708 / 59%
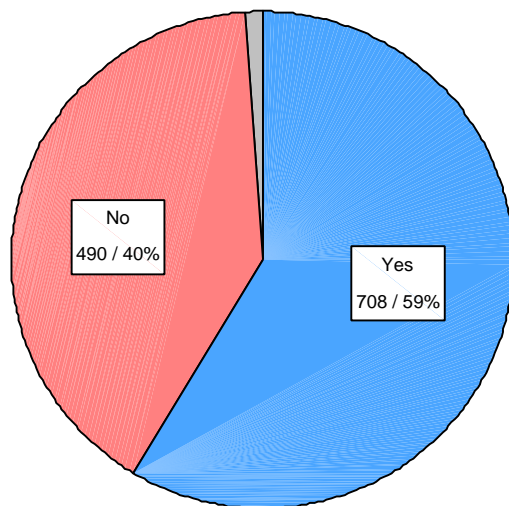
n = 1210

> Significant demographic differences exist between subgroups familiar and unfamiliar with NRP.
>
> - White citizens are more likely to be familiar (63%) than are people of color (39%).
>
> - Both age and income are positively correlated to NRP familiarity (older more affluent subgroups are more likely to be familiar).
>
> - Females are more likely to be familiar than are males (59% versus 51%, respectively).

Significant Differences: Community to Citywide Comparison[11]

Community	Familiarity (%)	Difference
Citywide	**59**	
Camden	61	
Near North	47	▓
Northeast	66	
University	48	▓
Central	44	▓
Calhoun-Isles	59	
Phillips	42	▓
Longfellow	70	▓▓
Powderhorn	54	
Nokomis	66	
Southwest	73	▓▓

▓▓ Significantly more familiar than Citywide
▓ Significantly less familiar than Citywide

> Citizens who rate the City favorably (good or very good) are more likely to be familiar with NRP than are those who rate the City unfavorably. The same holds true for rating of one's neighborhood.
>
> Citizens that anticipate staying in the City versus going some place else also are more likely to be familiar with the NRP than are those who say they anticipate leaving the City in the next 5 years.

---

[10] The following questions were written and paid for by the Neighborhood Revitalization Program.
[11] Difference is significant at .05

NRP Neighborhood Impact

Q10. How would you rate the impact the NRP has had on your neighborhood?

(Asked of respondents who stated they were familiar with NRP)

5-point Scale

- ■ Very positive impact
- ☐ Positive limpact
- ☐ No impact
- ☐ Negative impact
- ☐ Very negative impact
- ☐ Don't know
- No opinion
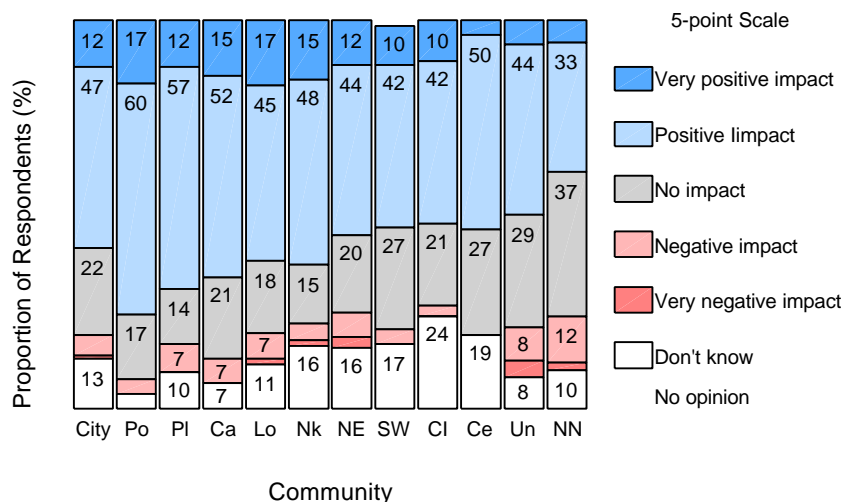
The perceived impact of the NRP varies widely across the City's communities.

Powderhorn and Phillips are the most positive about the impact of NRP, whereas Near North and University Communities are the most negative of the 11 communities.

n = 708

Respondents familiar with NRP

One respondent in Southwest Community refused to provide a response.

NRP Resulting in Citizen Influence on Public Services

Q11. Please tell me how much you agree with the following statement. Because of the NRP, City residents have more influence on how important issues are addressed, public services delivered and public funds used. Would you say you Agree, Strongly agree, or Disagree, or Strongly disagree?

(Asked of respondents who stated they were familiar with NRP)

4-point Scale

- ■ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Don't know
- No opinion
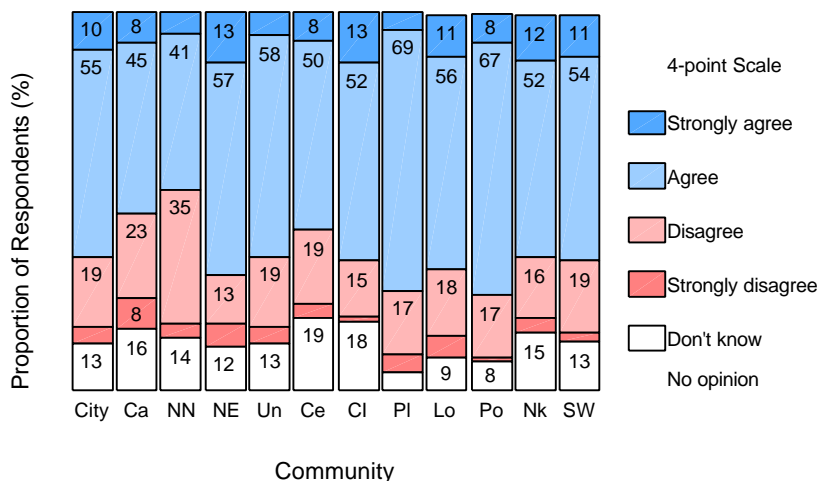
Because sample size of citizens having NRP familiarity is small (708), community differences should be viewed as directional only.

(Differences may or may not be statistically significant.)

n = 708

Respondents familiar with NRP

Response in Longfellow is less than 100% due to rounding.

CONTACT WITH CITY OF MINNEAPOLIS

CITIZEN CONTACT WITH THE CITY IN THE PAST YEAR

Q20.   Over the last 12 months, have you contacted the City to get information or services?
Q21.   Did you contact the City in person, by telephone, by mail, or by Internet?

38% of surveyed citizens say they have contacted the City within the past year.
61% have had no contact in the past year.
 1% didn't know or refused to state whether they had contacted the City.

Proportion of citizens using telephone, personal visit, Internet and mail to contact the City appears below.[12]

No statistical difference exists between any one community and the City as a whole.

Legend:
- By telephone
- In person
- By Internet
- By mail
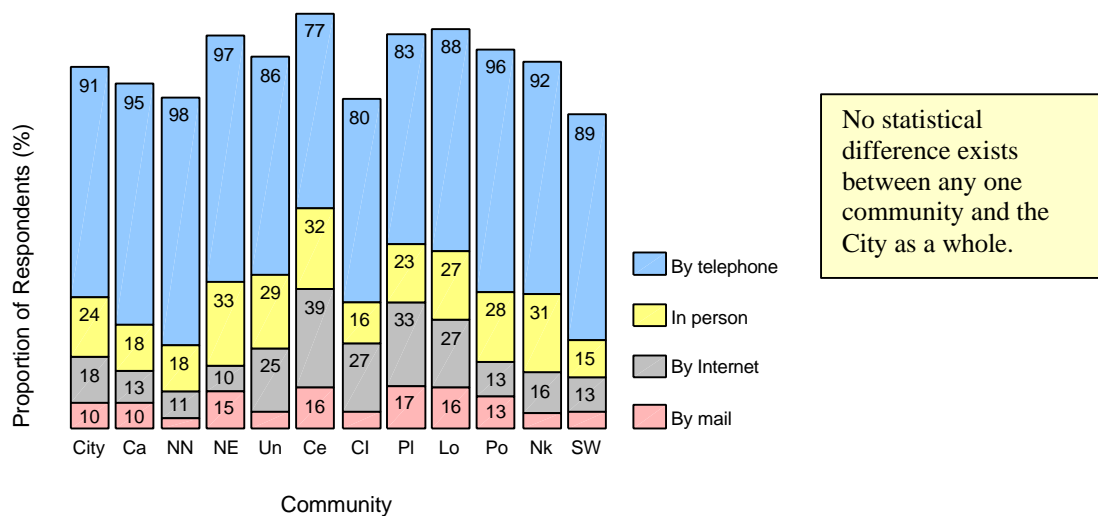
n = 464 (38% of respondents)

Use of multiple sources possible - percentages exceed 100%

---

[12] For additional insight into citizen contact by Internet *see page 46.* regarding citizen use of the City website.

Demographic Differences in Contact Level

Likelihood to contact the City is correlated to level of income. The higher the household income the more likely the resident has contacted the City to get information during the past year. The relationship of income (447 citizens contacting the City) is shown in the Chart below. [13]

Household Income Level
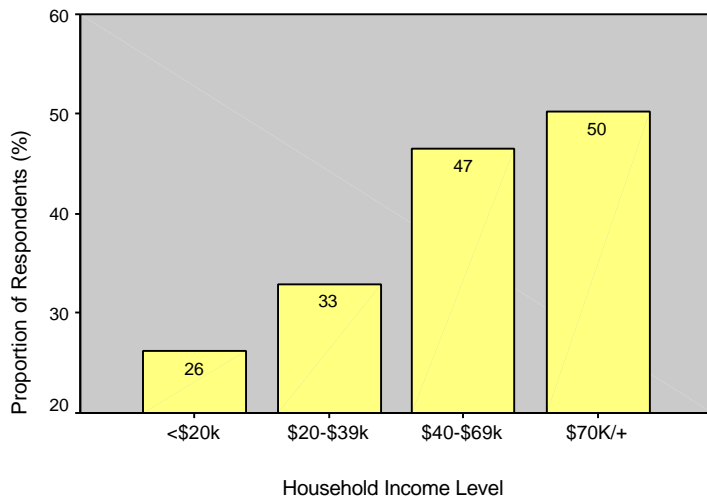
The chart on the left shows the positive correlation between income and the likelihood of having contacted the City in the past 12 months. As income increases so does the likelihood of having contacted the City.

n = 447

37% of 118 refusing to give income reported contact

Segments with Significant Differences in Levels of City Contact[14]

Subgroup
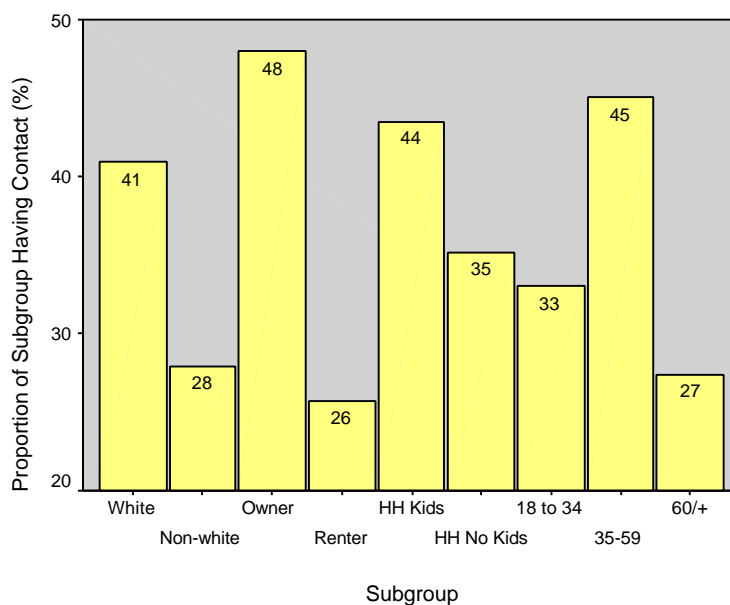
More Likely to Have Contact:
- Whites
- Homeowners
- Households with children under 18
- Individuals 35 to 59 years of age

Males are no more likely than females to have contacted the City in the past year (36% vs. 38%, respectively).

---

[13] Correlation is significant at .05
[14] Statistically significant difference at .05

Satisfaction with Most Recent Contact Routing Time

Q22.   When you last contacted the City, how satisfied were you with the time it took to reach the right person?

On average, citizens are satisfied with the time it takes to reach the right person that can help with their request when contacting the City. This holds true for citizens in all communities as seen in the chart below.

n = 464

CITY 2.88, Ca 2.97, NN 2.67, NE 3.08, Un 2.75, Ce 3.00, Cl 2.95, Pl 3.03, Lo 2.86, Po 2.93, Nk 2.88, SW 2.76

Dotted line represents midpoint of scale

4-point scale: 1 = Very dissatisfied   4 = Very satisfied
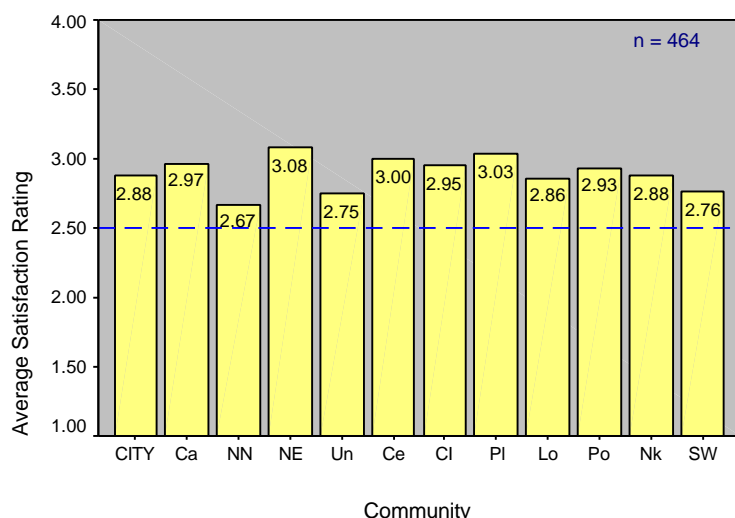
Citizens are generally satisfied with the way they're getting through.

Very satisfied   21%
Satisfied   53%
Dissatisfied   15%
Very dissatisfied   9%
Don't know   2%

No statistical difference exists between any one community and the City as a whole.

Satisfaction with Most Recent Contact Helpfulness as Provided by City Employees

Q23.   When you last contacted the City, how satisfied were you with the helpfulness of the City employees?

n = 464

CITY 3.02, Ca 3.00, NN 2.91, NE 3.00, Un 2.71, Ce 2.90, Cl 3.19, Pl 3.37, Lo 2.83, Po 3.26, Nk 3.06, SW 2.98

Dotted line represents midpoint of scale

4-point scale: 1 = Very dissatisfied   4 = Very satisfied
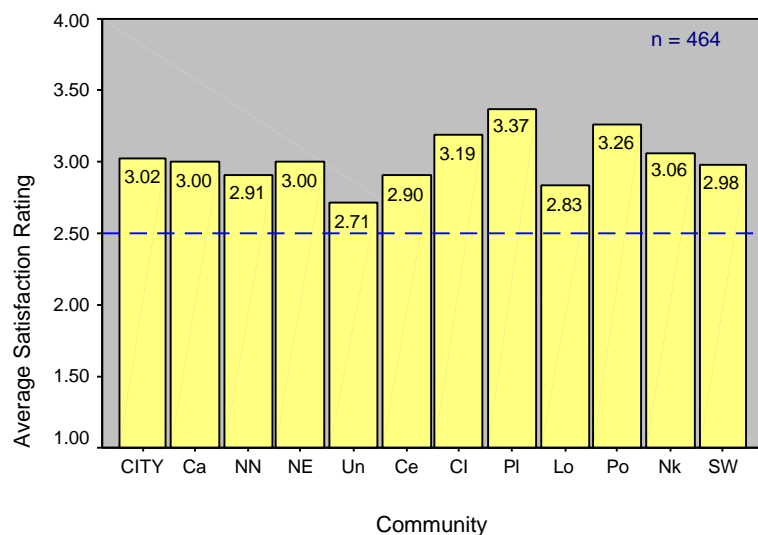
City employees are seen as helpful by most all citizens.

Very satisfied   28%
Satisfied   51%
Dissatisfied   12%
Very dissatisfied   7%
Don't know   2%

No statistical difference exists between any one community and the City as a whole. The Phillips community's sample size is too small (n = 19) to test for significance.

Demographic Differences in Contact Satisfaction

Satisfaction with Most Recent Contact Routing Time
Overall, citizens have a favorable attitude toward the time required to get routed to the City employee able to provide assistance. Attitudes do not vary by age, gender, income level, housing status or household makeup.

Two demographic differences relating to satisfaction with routing time were found. They include:
- Length of City residency, and
- Ethnicity.

On average, residents that have lived in the City either less than 5 years or more than 20 years expressed significantly higher levels of satisfaction than residents of 15 to 19 years.[15]

People of color that had contact in the past year with the City expressed significantly lower satisfaction than did whites when it comes to the amount of time it took to reach the right person.[16] However, as a group their level of satisfaction was favorable (two-thirds of all people of color were satisfied with the time it took to reach the right person, compared to roughly 80% of the white population.)

Satisfaction with Most Recent Contact Helpfulness as Provided by City Employees
Of more significance is the fact that once these demographic groups reached the right person for assistance, their satisfaction with the helpfulness of the City employee is no different than any other subgroup.

Average satisfaction with employee helpfulness among whites and people of color was virtually identical (mean 3.03 and mean 3.01, respectively). All other ethnic groups represented were also similarly favorable in their assessments.

---

[15] Statistically significant difference at .05
[16] Statistically significant difference at .05

INFORMATION ACCESS

Internet Usage
Q24a.   My next questions are about the Internet. Do you use the Internet?

63% of citizens surveyed said they use the Internet.

Citizens in the University and Calhoun-Isles Communities report significantly higher Internet use than citizens citywide. Conversely, citizens living in the Northeast and Phillips Communities report significantly lower use than citizens citywide (see table below).

Citywide	Un	CI	Lo	SW	Ce	Po	Ca	Nk	NN	NE	Pl
63%	79%	78%	69%	69%	63%	60%	57%	57%	57%	50%	47%

Use is correlated to age as seen in the table below.[17] Younger aged citizens are more likely to use the Internet.

Age Category	Internet Use
18 to 34	76%
35 to 59	65%
60/+	26%

Internet use is significantly lower among people of color compared to whites (55% versus 69%, respectively).[18] There are no gender-related differences in Internet use.

Use of City Website
Q25.   Have you ever visited the City of Minneapolis' website?

23% of Minneapolis citizens say they have visited the City's website. Use of City website by community is shown in the table below:

Citywide	CI	SW	Lo	NN	Ce	Nk	Ca	Po	Un	NE	Pl
23%	35%	30%	29%	26%	24%	22%	21%	19%	17%	16%	15%

Unlike Internet use in general, there is no difference between the 18 to 34 and 35 to 59 age groups in their use of the City's site – both groups report 27% visitation. Citizens 60 and older do not visit the City's website in significant numbers – only 5% report having visited the site.

Although citizens in the University Community report higher Internet use in general, they are no more likely to have visited the City's website than citizens citywide. Citizens in the Calhoun-Isles and Southwest Communities are significantly more likely to have visited the City website than citizens citywide (35% and 30% versus 23% citywide).[19]

Despite the fact there is no gender difference in use of the Internet; males are significantly more likely than females to have visited the City's website (27% versus 21%, respectively).[20]

---

[17] Correlation is significant at .01
[18] Statistically significant difference at .05
[19] Statistically significant difference at .05
[20] Statistically significant difference at .05

Helpful Forms of Information on City Website

Q26a.   For each of the following, please tell me if you would find it helpful to be able to access the information or service through the City's website, if available?
-Information about a City department or service -Information about your neighborhood -Information regarding City regulations or policies and City Council Actions -Acquire a City permit -Report a problem such as bad street pavement or a missing sign -Apply for a City job

Users of the City's website would find a diverse array of information and services helpful if available on the City's website. Nearly 80% to over 90% of citizens that have visited the City's website would be interested in any of the suggested information categories shown in the table below.

Percent of City Web Site Visitors
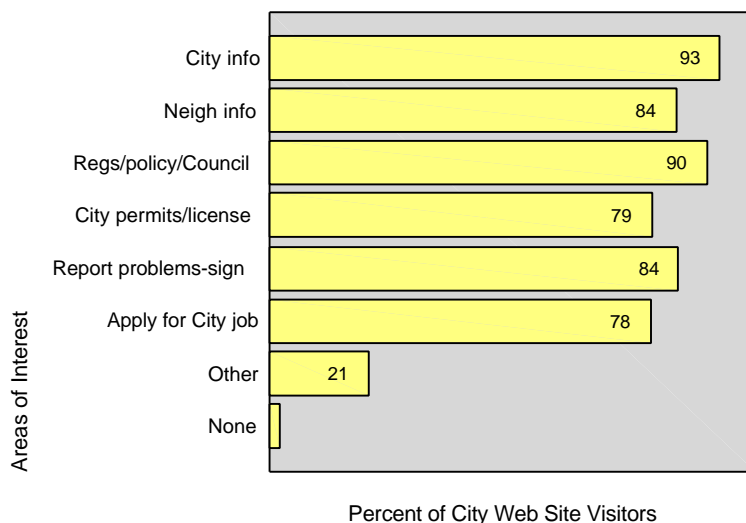
n = 279 (citizens having visited City web site)

Multiple responses possible - percentages exceed 100%

The only significant demographic difference in perceived helpfulness of information listed in the chart above is a gender difference. Males are more likely to find information regarding City regulations or policies and Council actions more helpful than females (94% versus 85%, respectively).

City Calendar Usage

Q28.   The City of Minneapolis provides its residents with a City calendar that includes information about City services. Do you use the calendar?

Calendar use is a mixed proposition with roughly half of the City's residents using it and half not (47% and 48%, respectively). 5% of the surveyed residents don't recall receiving the calendar.

Use varies across communities ranging from 37% in Phillips and 38% in University to 57% in Nokomis and 59% in Longfellow.[21]

Usage is correlated to age.[22]   Likelihood of use increases with resident age. Females are significantly more likely to make use of the calendar than are males (50% versus 40%, respectively).[23]

---

[21] Statistically significant difference at .05
[22] Correlation is significant at .01
[23] Statistically significant difference at .05

SNOW EMERGENCY INFORMATION

Delivery Preference for Getting Snow Emergency Information
Q35a.   From which of the following sources would you prefer to get snow emergency information?

Preference levels for the seven measured means of delivering snow emergency information vary little across the Minneapolis' eleven communities as can be seen in the chart below.

The most favored source of information is radio and television; conversely, the least preferred source is newspaper.

Signage is the second most frequently mentioned preferred source citywide. The '348-SNOW' information number is the third most preferred source.

Delivery Method
- Radio/TV
- Signage
- 348-SNOW
- Brochure
- City calendar
- City website
- Newspaper
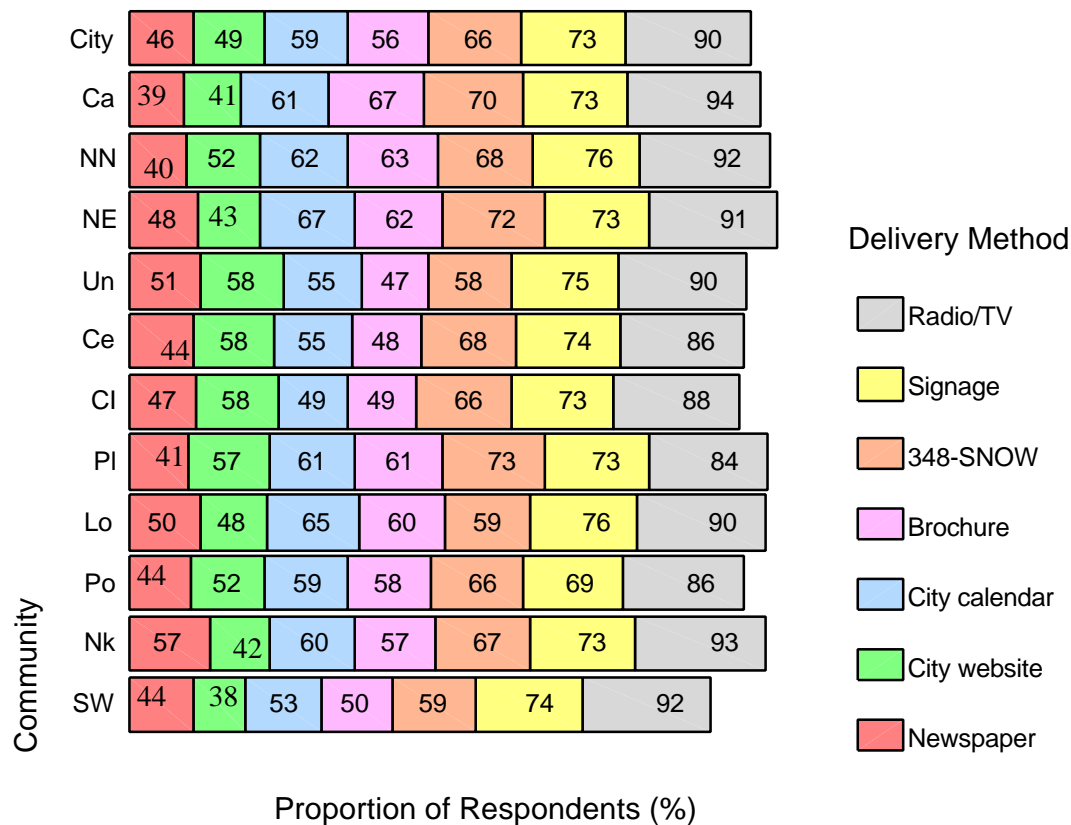
Citizen Recommendations for Making Parking Restriction Compliance Easier

Q37. *In your opinion, what could the City do to help you comply with parking restrictions during a snow emergency?*

A Citywide summary appears in the table below. The Table shows response frequency by major subject grouping (net).

			Citywide Response	
			n = 1210	
			# of Responses	% of Citizens[a]
Q37.	Recomendations	Net - Means of Notification	*300*	*25*
		-SubNet - Other notification	*200*	*25*
		-SubNet - Media	*127*	*11*
		Net - Signage / Improvements	*245*	*21*
		Net - Not Applicable (don't drive / no car)	*98*	*8*
		Net - Parking Facilities	*82*	*7*
		Net - Consistency	*69*	*6*
		Net - Enforcement	*39*	*3*
		No problem / fine as is / easy now	*176*	*15*
		Do not tow / be more lenient / allow more tim	*50*	*4*
		Follow example of St. paul	*9*	*1*
		Teach people to read / to pay attention	*9*	*1*
		Faster plowing - streets and alleys	*5*	*0*
		Nothing	*51*	*4*
		Others	*46*	*4*
		Don't know	*129*	*11*

Subnets(groups of similiar response within a 'Net' category) are highlighted in italics.

a. Multiple responses possible - percentages exceed 100%

When asked their opinion of how the City could better help them comply with parking restrictions during snow emergencies, almost 40% either don't drive, didn't think it was a problem for them or weren't able to make a suggestion.

One of four citizens (25%) mentioned some type of notification. However, only TV and radio were mentioned by at least 5% of the citizens (9% and 5% respectively). They thought that more frequent announcements via these methods would be helpful. The wide range of other notification suggestions included: 'better communications', email alerts, knocking door-to-door and mailers.

Added or more frequent signs and/or clearer signage was mentioned by 21% of all citizens.

CITIZEN CONTACTS WITH MINNEAPOLIS PUBLIC SAFETY SERVICES

Q30.   Turning to the three Public Safety services provided by the City of Minneapolis –fire, police and 911 operators, in the past 3 years have you had any contact with…?

Level of Contact

55% of surveyed citizens had contact with one or more of Minneapolis' Public Safety services in the past three years. 537 citizens had no contact during the three year period.

The proportion of contacts made to each Public Safety service is shown in the chart below.

Multiple contacts possible - percentages exceed 100%
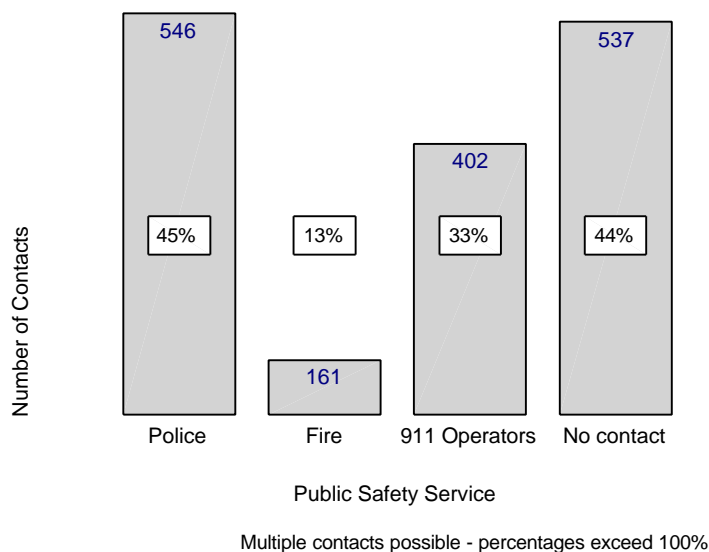
More than half of all people who had contact with public safety services had contact with multiple services:

- 95 respondents had contact with all three services
- 253 respondents had contact with two of the services
- 318 respondents had contact with one of the services

Percentage of Contacts by Community

	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Fire	13	15	16	14	12	17	9	19	17	11	12	11
Police	45	48	49	41	41	43	35	45	49	57	51	33
911	33	44	46	31	27	32	26	45	33	32	32	27
No Contact	44	36	36	47	50	48	57	44	43	37	41	53

> Statistically Significant difference between community and citywide

The proportion of contacts to Police within Powderhorn is significantly greater than the City as a whole. Levels of Public Safety contact are significantly higher in the Communities of Camden, Near North and Powderhorn.

Contact Level by Age Category[24]

n = 1210   n = 549   n = 482   n = 177

Proportion of Contacts (%)

Citywide: Fire 14, Police 45, 911 Operators 34, No contact 45
18 to 34: Fire 12, Police 45, 911 Operators 32, No contact 45
35 to 59: Fire 16, Police 52, 911 Operators 39, No contact 39
60/+: Fire 12, Police 27, 911 Operators 25, No contact 57

Public Safety

- Fire
- Police
- 911 Operators
- No contact
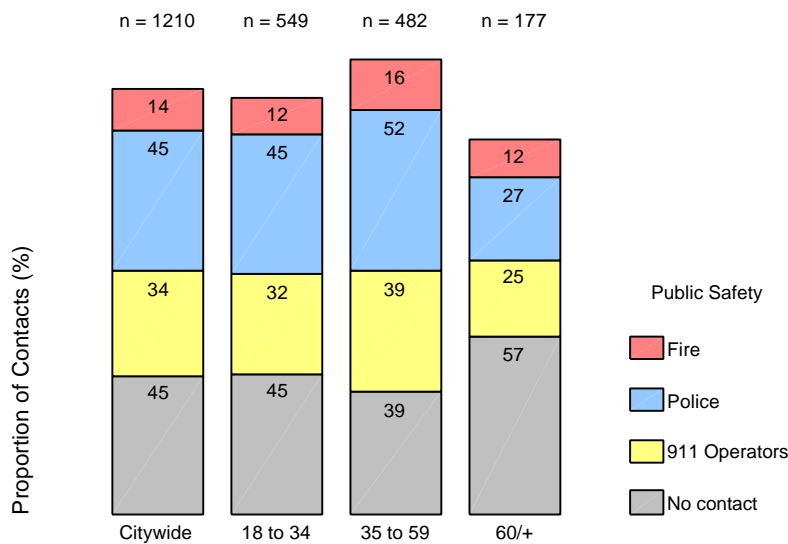
Multiple contacts possible - percentages exceed 100%

Contact with Public Safety services is highest in the 35 to 59 age category and lowest in the 60 years and over category.

The proportion of contact with the City's Police Department for the 35 to 59 age category is significantly higher than all other age groups.

Contact Level by Household Type[25]

n = 1210   n = 352   n = 857

Citywide: Fire 14, Police 45, 911 Operators 34, No contact 45
HH with kids: Fire 18, Police 51, 911 Operators 44, No contact 38
HH with no kids: Fire 12, Police 42, 911 Operators 30, No contact 47

Public Safety

- Fire
- Police
- 911 Operators
- No contact
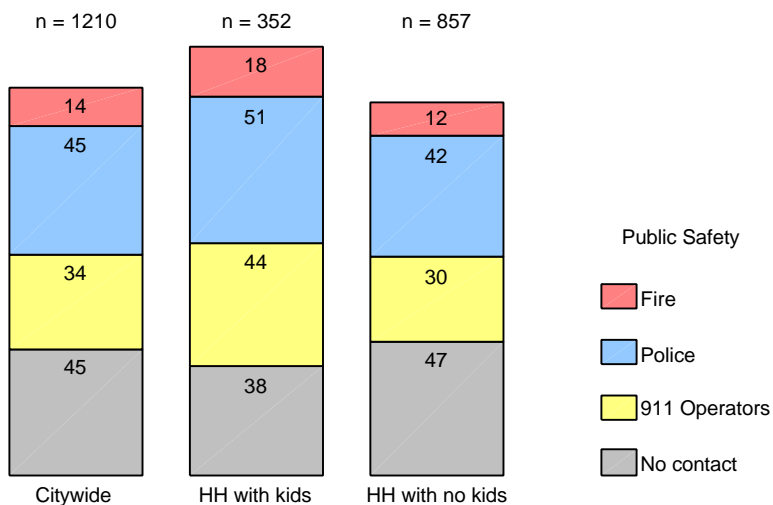
Multiple contacts possible - percentages exceed 100%.

The proportion of City households with children under 18 years of age that have had contact with any of the City's three Public Safety services is significantly higher than households without children under 18 living at home.

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[24] Statistically significant differences at .01
[25] Statistically significant differences at .05

Citywide Satisfaction with Public Safety Services

(Asked only of those respondents who reported contact with Public Safety services)

Q32. *How satisfied were you with the professionalism shown by the firefighters? Would you say you were Satisfied, Very satisfied, or Dissatisfied, or Very dissatisfied?*

Q33. *How satisfied were you with the professionalism shown by the police officers?*

Q34. *How satisfied were you with the professionalism shown by the 911 operator?*

Satisfaction Levels by Public Safety Service

Citywide, the proportion of citizens that are 'very satisfied' with public safety professionalism is significantly higher for contacts with the Minneapolis Fire Department.[26]

Evaluated by those that reported contact

Totals may not equal 100% due to rounding
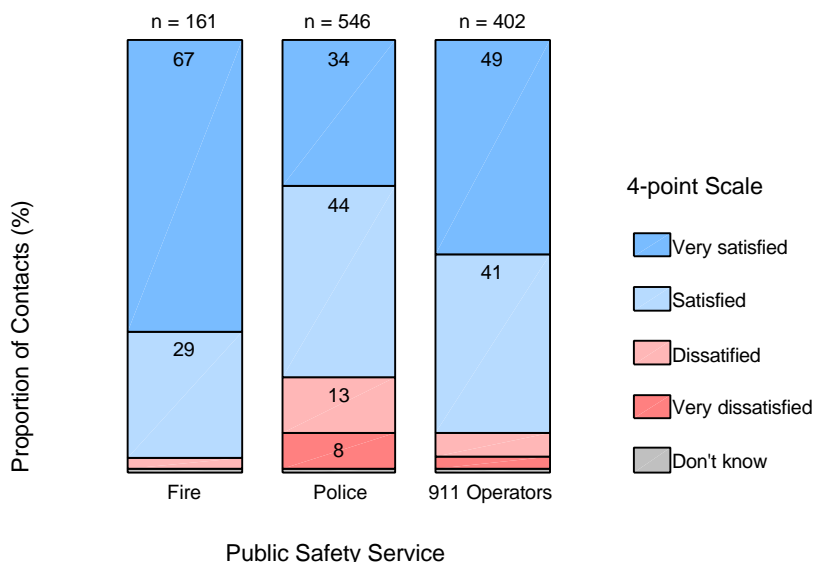
The majority of contacts (78 to 96 percent) with public safety services are viewed favorably.

Two-thirds of citizens having contact with firefighters report they are very satisfied with the professionalism exhibited.

Over three-quarters (78%) of contacts with police were viewed as favorable.

Satisfaction with Police by Community
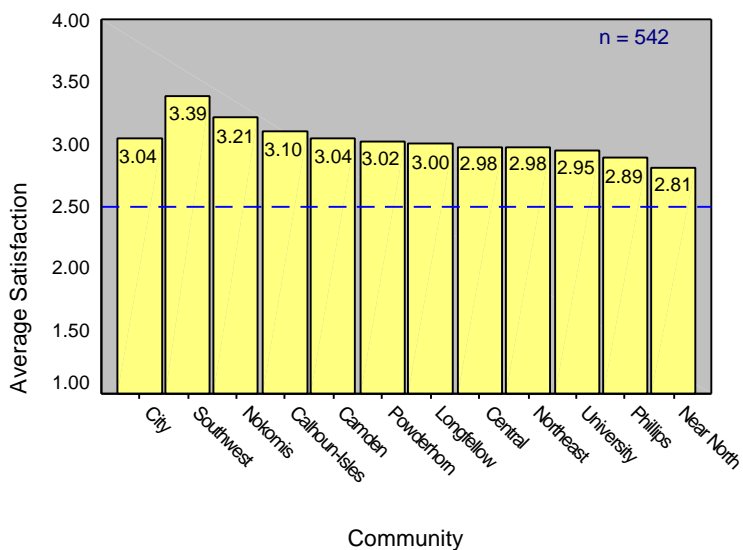
Dotted line represents midpoint of scale

4-point scale: 1 = Very dissatisfied   4 = Very satisfied

There is no statistically significant difference in how residents of any one the eleven communities view the professionalism of the Minneapolis Police Department compared to the view citywide.

This also holds true for 911 and Fire and Emergency Medical Response services.

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[26] Statistically significant differences at .01

Contact Satisfaction and Ethnicity[27]

- Citywide contact with Public Safety services is significantly higher in the white population than it is with people of color.

- White citizens are statistically significantly more likely to be satisfied with Police professionalism than are people of color in general (80% versus 65%, respectively), and more likely to be satisfied with Police professionalism than are Black/African American citizens (80% versus 59%, respectively).

- There are no ethnicity- related differences in levels of satisfaction for Fire or 911 operator service.

- 64% of citizens with a Latino or Hispanic origin have not had any contact with a Public Safety service in the City in the past three years. This is significantly lower than the overall citywide rate of 45%.[28]

Contact Satisfaction and Age[29]

- Citizens in the 18 to 34 age category are significantly more likely to be dissatisfied with the Police Department than are citizens in the 35 to 59 age category (29% vs. 19%, respectively).[30]

Other Demographic Observations

- The City's property owners are significantly more satisfied with Police services than are renters (mean 3.18 vs. mean 2.82, respectively).[31]

- There are no gender related differences in how citizens evaluate the professionalism of any of the three Public Safety services provided by the City.

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[27] Statistically significant difference at .01
[28] Statistically significant difference at .05.
[29] Statistically significant difference at .05
[30] The number of dissatisfied citizens 60 years of age or older (6) are too few for meaningful statistical comparison.
[31] Statistically significant difference at .05

DELIVERY OF CITY SERVICES
SATISFACTION, ATTENTION & SUPPORT FOR BASIC SERVICES

Satisfaction with Services

Citizens were asked the following question to assess their level of satisfaction with a number of basic City services.

Q38.   I will now read a list of services provided by City of Minneapolis government. For each please tell me how satisfied you are with the way the City provides the service. How satisfied are you with Minneapolis' efforts at [SERVICE]? Are you satisfied, very satisfied, dissatisfied or very dissatisfied?

Evaluated services included:

- Preserving and providing affordable housing for low-income residents
- Protecting the environment, including air, water and land
- Reducing the impacts of airport noise
- Preparing for disasters
- Revitalizing downtown
- Revitalizing neighborhood commercial areas
- Snowplowing City streets
- Repairing streets and alleys
- Keeping streets clean
- Cleaning up graffiti
- Dealing with problem businesses and unkempt properties
- Providing garbage collection and recycling programs
- Providing Animal control services
- Providing Police services
- Providing Fire protection and emergency medical response

Note: The starting position for the list of services was rotated to eliminate any chance for positional bias.

Future Attention

After citizens expressed their satisfaction with each service, they were then asked to provide an opinion on how much future attention the City should devote to each service area. The question follows.

Q39.   As you probably know, Minneapolis, is faced with the task of providing City services with limited resources. With this in mind, please tell me how much attention and resources you feel the City should give each of the following services in the future. How much attention should the City devote to [SERVICE] in the future? Would you say a lot more attention, more attention, some attention, or a lot less attention?

Citizens were asked to evaluate the same list of services that was assessed for satisfaction.

More or A Lot More Attention – Willing to Support with Property Tax Increase

For all services that a citizen identified as worthy of 'more' or 'a lot more' attention, they were asked the following question to assess whether they would support added service attention with increased property taxes.

The following question was used to determine level of commitment.

Q40.   For services you thought the City should focus greater attention on, tell me how much you agree or disagree that property taxes should be increased to maintain or improve [SERVICE]. Would you say you agree, strongly agree, disagree or strongly disagree?

Satisfaction and Future Attention Interpretation

A graphical representation of the interplay of two assessed factors (*satisfaction* and *future attention*) is presented as a guide to understanding and weighing the relationship between future expectations and current satisfaction.

Services were first examined collectively on a citywide basis and then individually on a comparative community basis.

The matrix below is divided into four quadrants based on the combination of a citizen's response to the questions of satisfaction and attention. The four areas should be interpreted as follows:

Satisfaction scale:
4   Very satisfied
3   Satisfied
2   Dissatisfied
1   Very dissatisfied

Attention scale:
4   A lot more attention
3   More attention
2   Some attention
1   A lot less attention

Note:
A mean score below the midpoint of the scale (2.5) does not imply less attention should be paid a particular service in the future. Only mean scores less than 2.0 imply a desire for less future attention. See scale points on the left
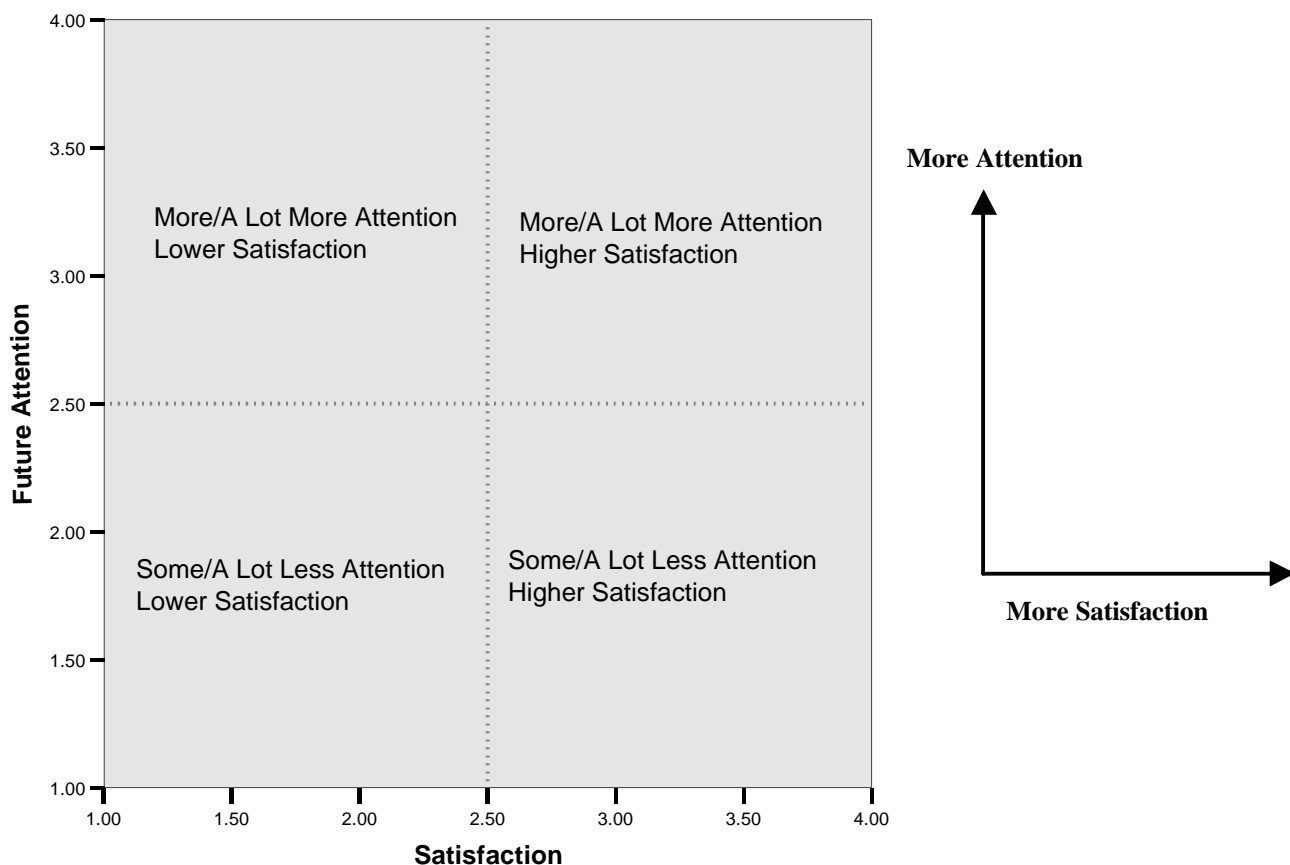
Citywide and community charts appear on the following pages. Summarized values of average citizen response to satisfaction, attention and increased property taxes appear in *Appendix C* for each service by community and the City as a whole.

Citywide Service Satisfaction vs. Future Attention

Citizens are firmly interested in more attention being paid to affordable housing. In addition, citizens citywide are less than satisfied with the City's current efforts in preserving and providing affordable housing for low-income residents.

Citizens were satisfied with other provided services and felt some degree of attention in the future should be directed to each service as seen in the chart below.
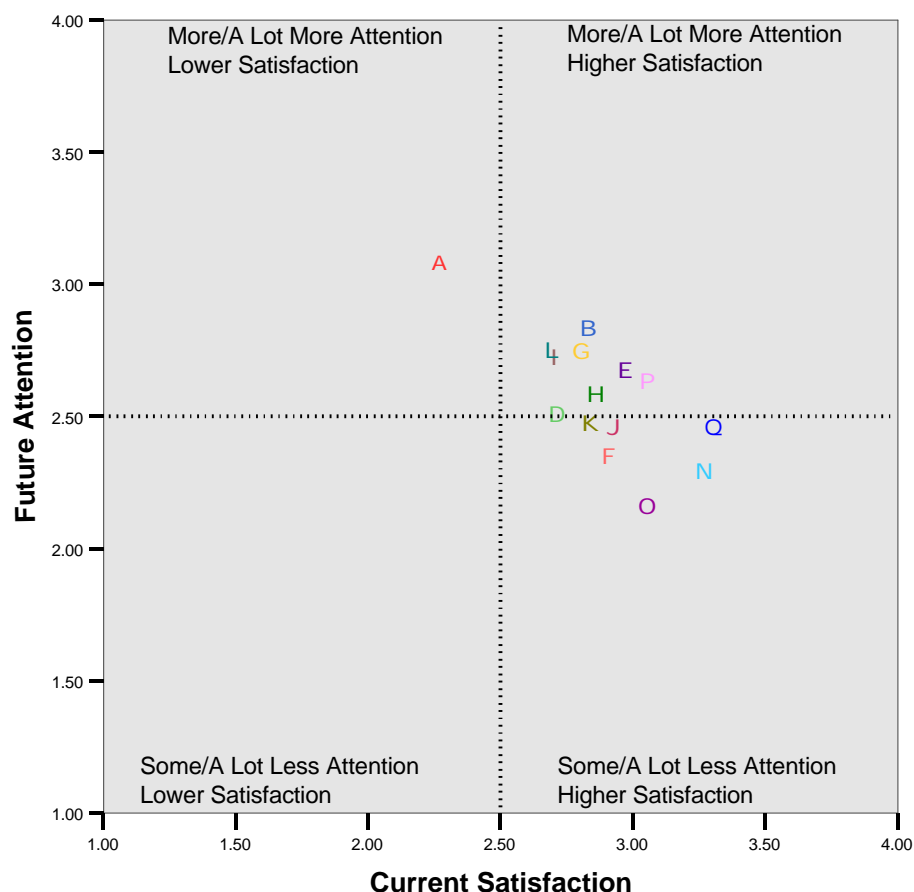
Service Description[32]

A.	Preserving and providing affordable housing for low-income residents
B.	Protecting the environment, including air, water and land
D.	Reducing the impacts of airport noise
E.	Preparing for disasters
F.	Revitalizing downtown
G.	Revitalizing neighborhood commercial areas
H.	Snowplowing City streets
I.	Repairing streets and alleys
J.	Keeping streets clean
K.	Cleaning up graffiti
L.	Dealing with problem businesses and unkempt properties
N.	Providing garbage collection and recycling programs
O.	Providing animal control services
P.	Providing police services
Q.	Providing fire protection and emergency medical response

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[32] During survey development some questions were omitted to shorten survey length resulting in numbering gaps.

Affordable Housing: Satisfaction vs. Future Attention

A.   Preserving and providing affordable housing for low-income residents

Citizens in all 11 communities are indicating a strong desire for more City attention and resources being devoted to affordable housing. Equally, they are not satisfied with the City's efforts to date. Desire for more attention to the affordable housing issue is significantly stronger in 7 of the 11 communities as can be seen in the two clusters of communities in the grid below.

Satisfaction with current City efforts varies little among communities. On average, citizens in all 11 communities are dissatisfied with the City's current efforts in this area.
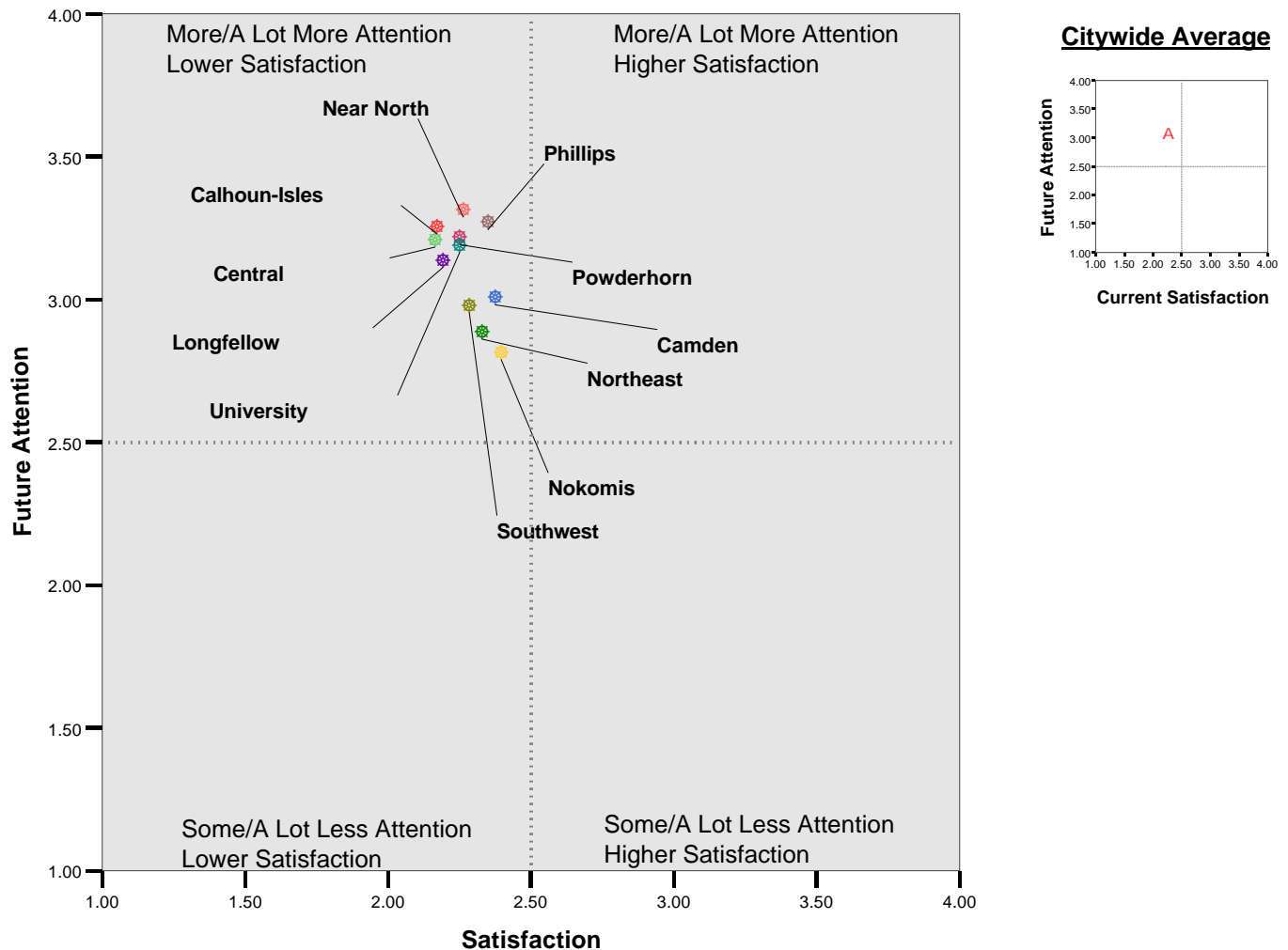
Protecting the Environment: Satisfaction vs. Future Attention

B.   Protecting the environment, including air, water and land

Satisfaction with current City efforts and desired attention in the future is balanced. Citizens in all 11 communities view the City's environmental protection efforts to date favorably and are in agreement that future efforts should be strengthened. As one of the highest rated services, citizens across the City give a high mark of satisfaction in this area.

Community views of the City's environmental efforts are some of the most consistent of any seen in the evaluated 15 service areas. This can be seen in the tight clustering pattern in the grid below. This pattern of agreement is also seen to a certain extent in the evaluation of the City's disaster preparedness on page 60.
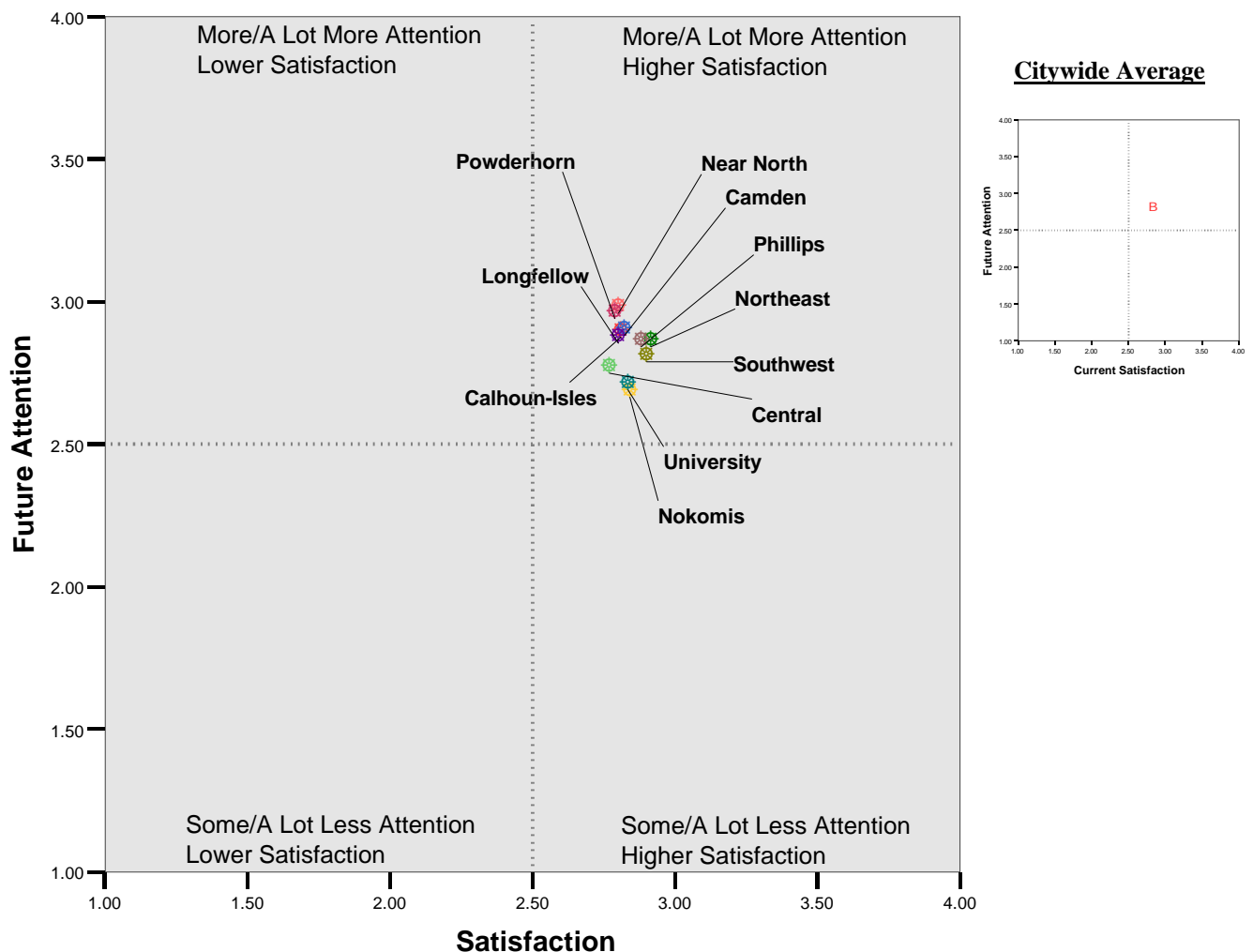
Airport Noise Reduction: Satisfaction vs. Future Attention

D.   Reducing the impacts of airport noise

Satisfaction with current City efforts at reducing airport noise closely reflects the geographic location of the 11 communities and their interest in directing additional future resources. Citizens in the Communities of Nokomis and Southwest both near the airport and in the path of takeoffs and landings, view airport noise as requiring more of the City's future attention and resources. Citizens in both communities are dissatisfied with the City's current efforts in this area.

With increased distance from the airport, satisfaction increases and desired attention diminishes, as seen in the grid below. Citizens in a majority of the City's communities feel the City does not need to provide more attention and resources to reducing airport noise in the future.
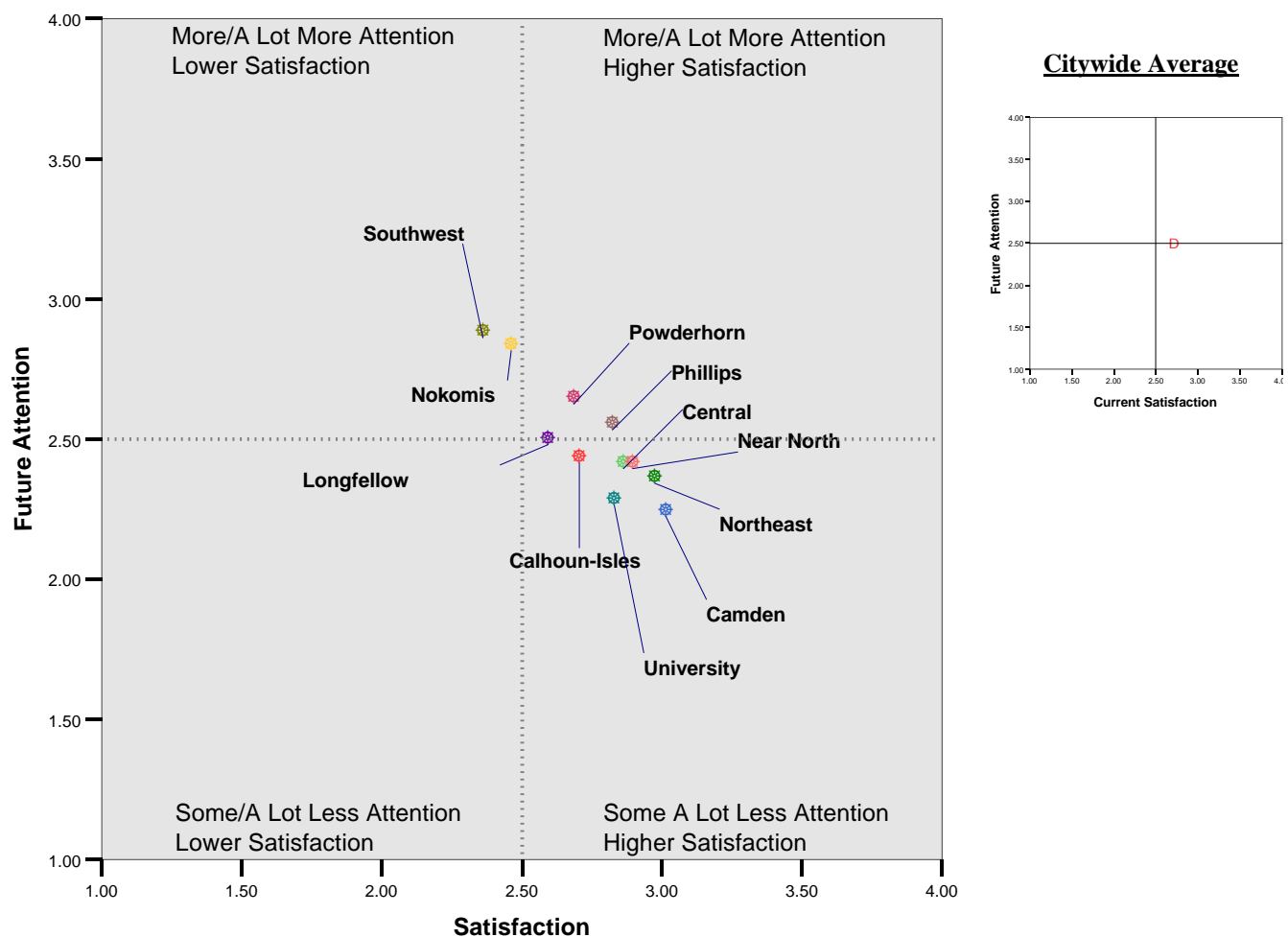
Disaster Preparation: Satisfaction vs. Future Attention

E.   Preparing for disasters

Citizens in all 11 communities view current City efforts at disaster preparation favorably and desire more attention and resources be devoted to this area in the future. Similar to views on protecting the environment, citizens in all 11 communities are in close agreement in favorably judging the City's current efforts and in desires for more attention to disaster preparation in the future. Future attention may well reflect heightened awareness and need arising out of the terrorist events of September 11, 2001.
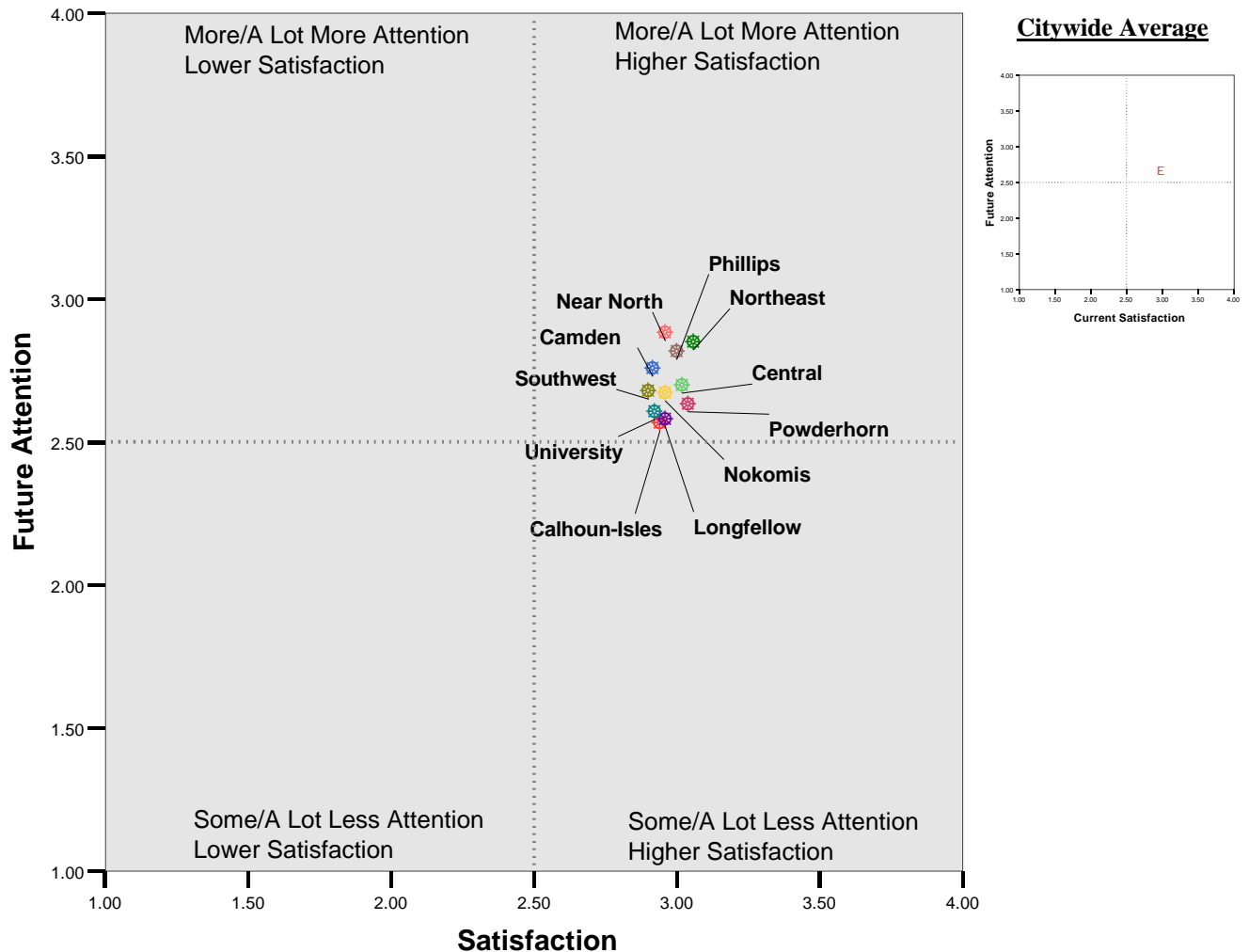
Downtown Revitalization: Satisfaction vs. Future Attention

F.   Revitalizing downtown

Citizens are satisfied with efforts to date, but not interested in directing more attention in the future. This best describes attitudes of citizens in most of the 11 communities when asked about downtown revitalization. Even for citizens living in downtown's Central Community, desire for more attention varies little from the City as a whole and is not a high citizen priority.

With limited resources in mind, citizens, on average, would not have the City devote more attention and resources to downtown revitalization in the future.
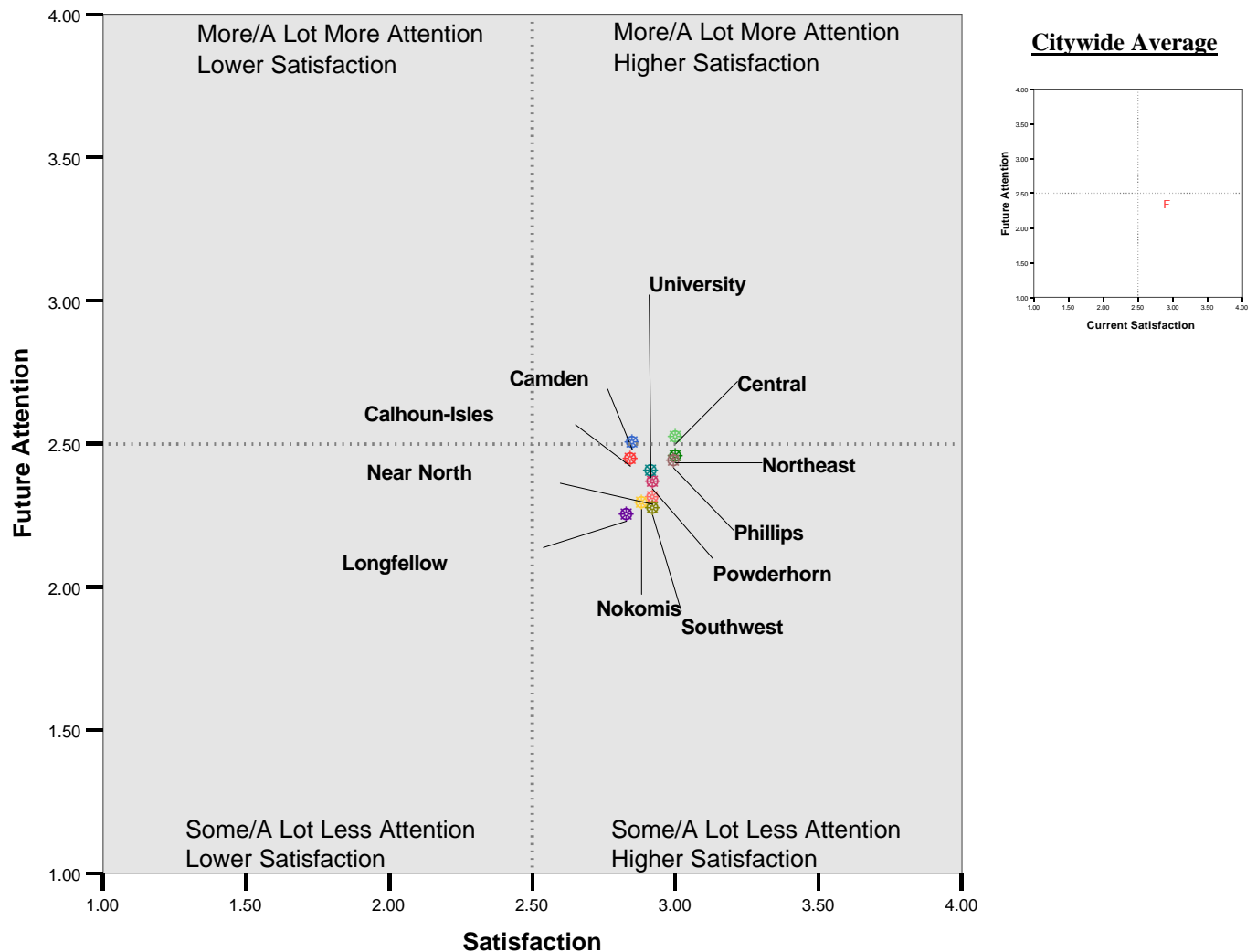
Neighborhood Commercial Revitalization: Satisfaction vs. Future Attention

G.　　*Revitalizing neighborhood commercial areas*

Views of neighborhood revitalization are diverse across the City's 11 communities. For citizens living in the Near North Community, commercial revitalization is a high priority, and satisfaction with efforts to date lag satisfaction levels expressed in all other 10 communities. Citizens in the Camden and Phillips Communities view neighborhood revitalization as a stronger priority demanding more attention and resources than do citizens in the remaining 8 communities.
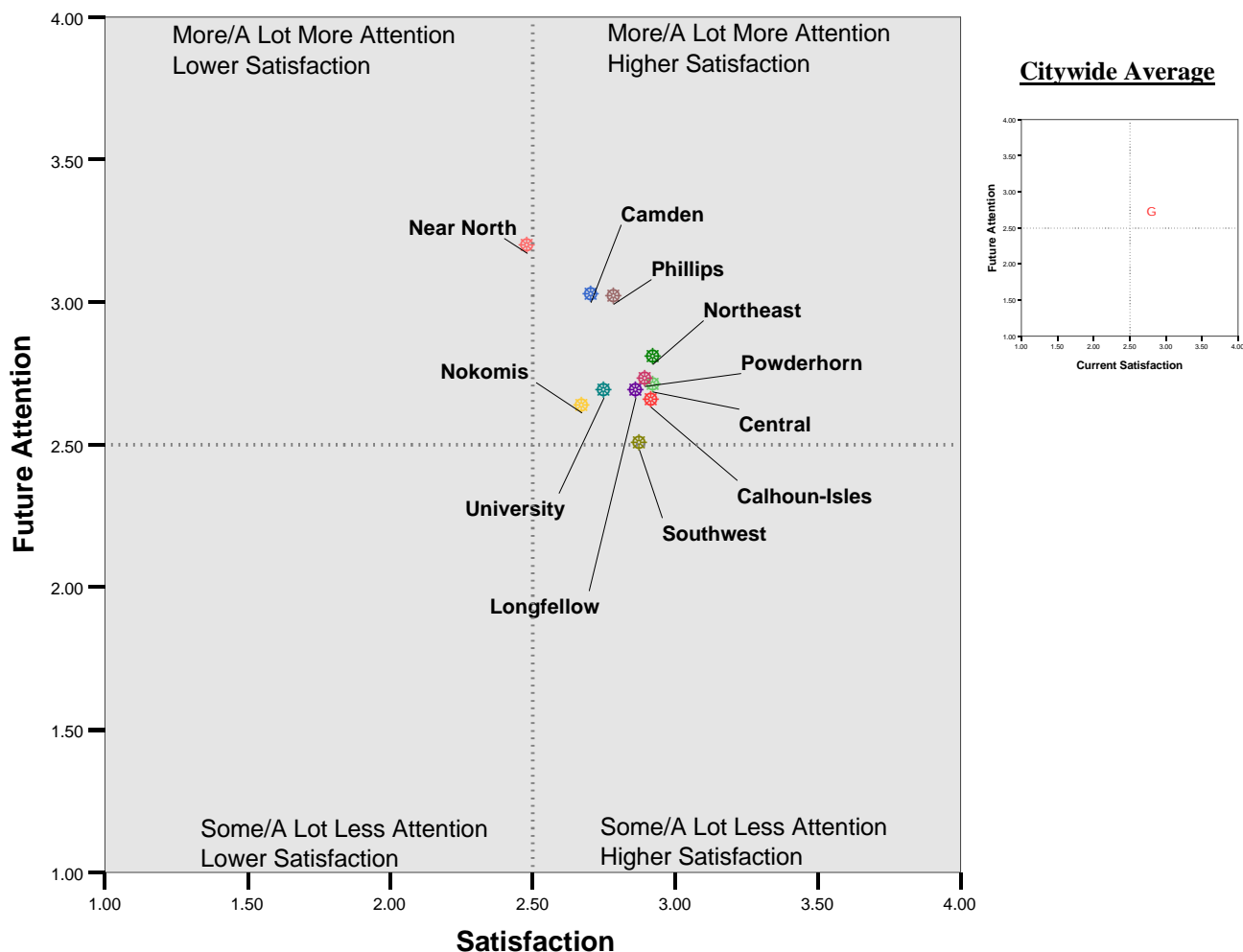
Snowplowing: Satisfaction vs. Future Attention

H. Snowplowing City streets

Citizens in all 11 communities are satisfied with current City efforts in this area and a majority feels more attention and resources should be directed to snowplowing services in the future. Interest is particularly higher in Near North in comparison to the City as a whole.
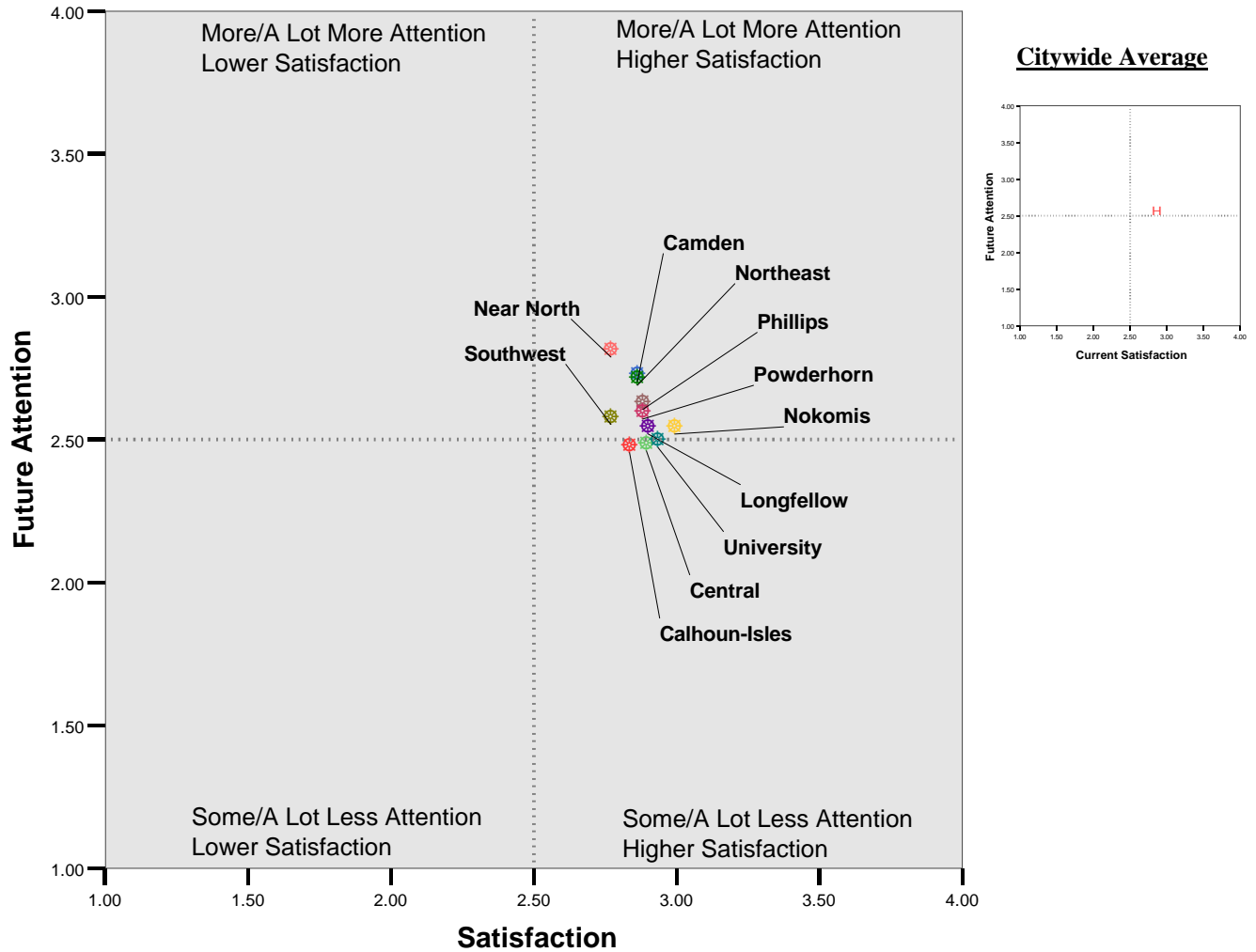
Street and Alley Repair: Satisfaction vs. Future Attention

I.   Repairing streets and alleys

Citizens view current efforts favorably and would devote more attention and resources to street repairs in the future. Citizens in the Nokomis and Southwest Communities are the least interested in focusing more resources to street and alley repairs.

More/A Lot More Attention
Lower Satisfaction

More/A Lot More Attention
Higher Satisfaction

Citywide Average

Near North

Camden

Phillips
Northeast
Powderhorn

Longfellow

Calhoun-Isles

Central

University

Southwest

Nokomis

Some/A Lot Less Attention
Lower Satisfaction

Some/A Lot Less Attention
Higher Satisfaction

Future Attention
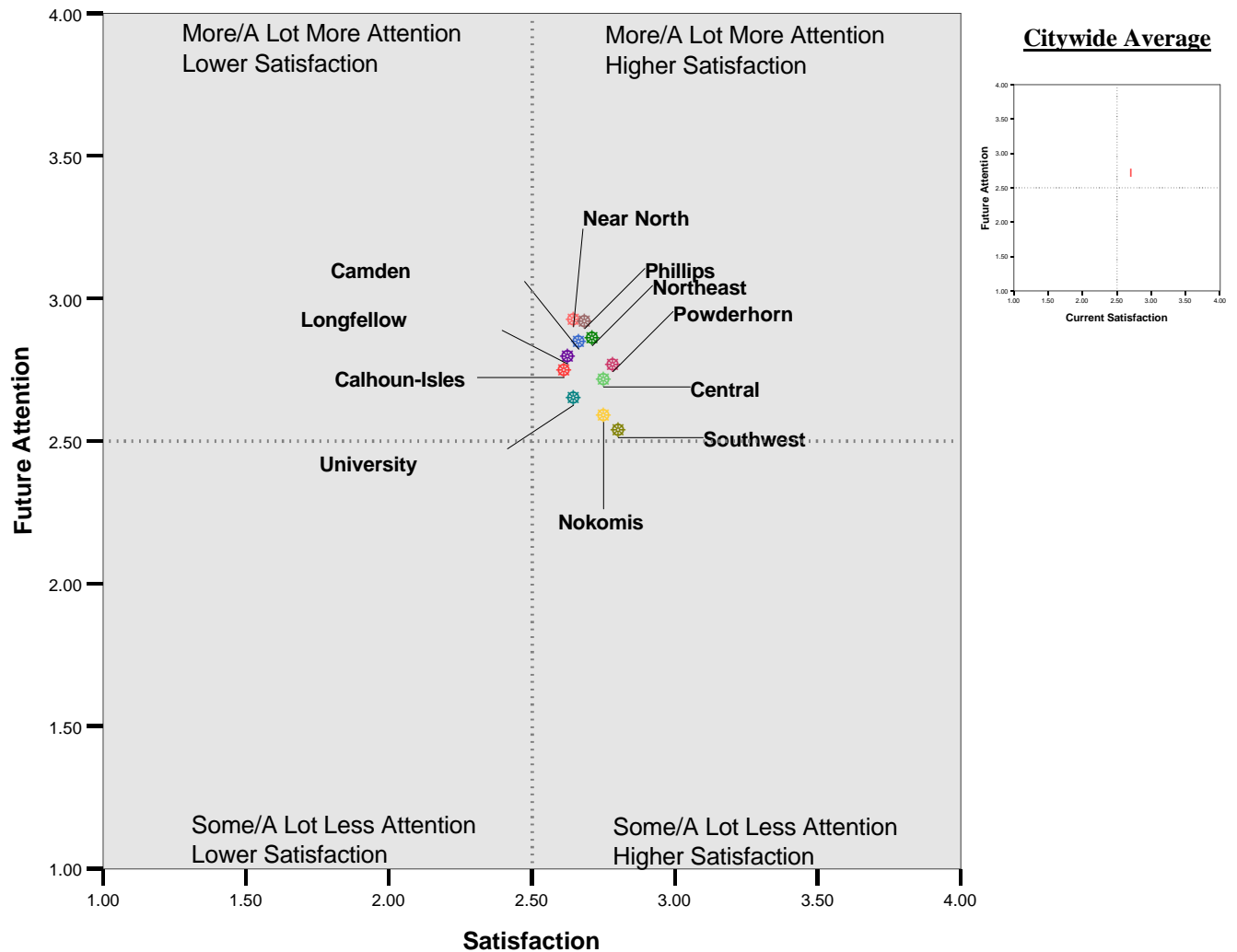
Satisfaction

Street Cleaning: Satisfaction vs. Future Attention

J.   Keeping streets clean

Citizens in all 11 communities are satisfied with efforts to date. However, views on whether the City should devote additional attention and resources in the future to street cleaning are split about evenly across the City.

Five communities (Camden, Central, Near North, Phillips and Powderhorn) would devote more resources to street cleaning in the future. The remaining six communities do not view street cleaning as an area requiring more attention.

Citizens in the Nokomis and Southwest Communities are the most satisfied with current efforts and the least interested in devoting additional future attention. Citizens in the Near North and Phillips Communities are the most interested in devoting additional attention to street cleaning.
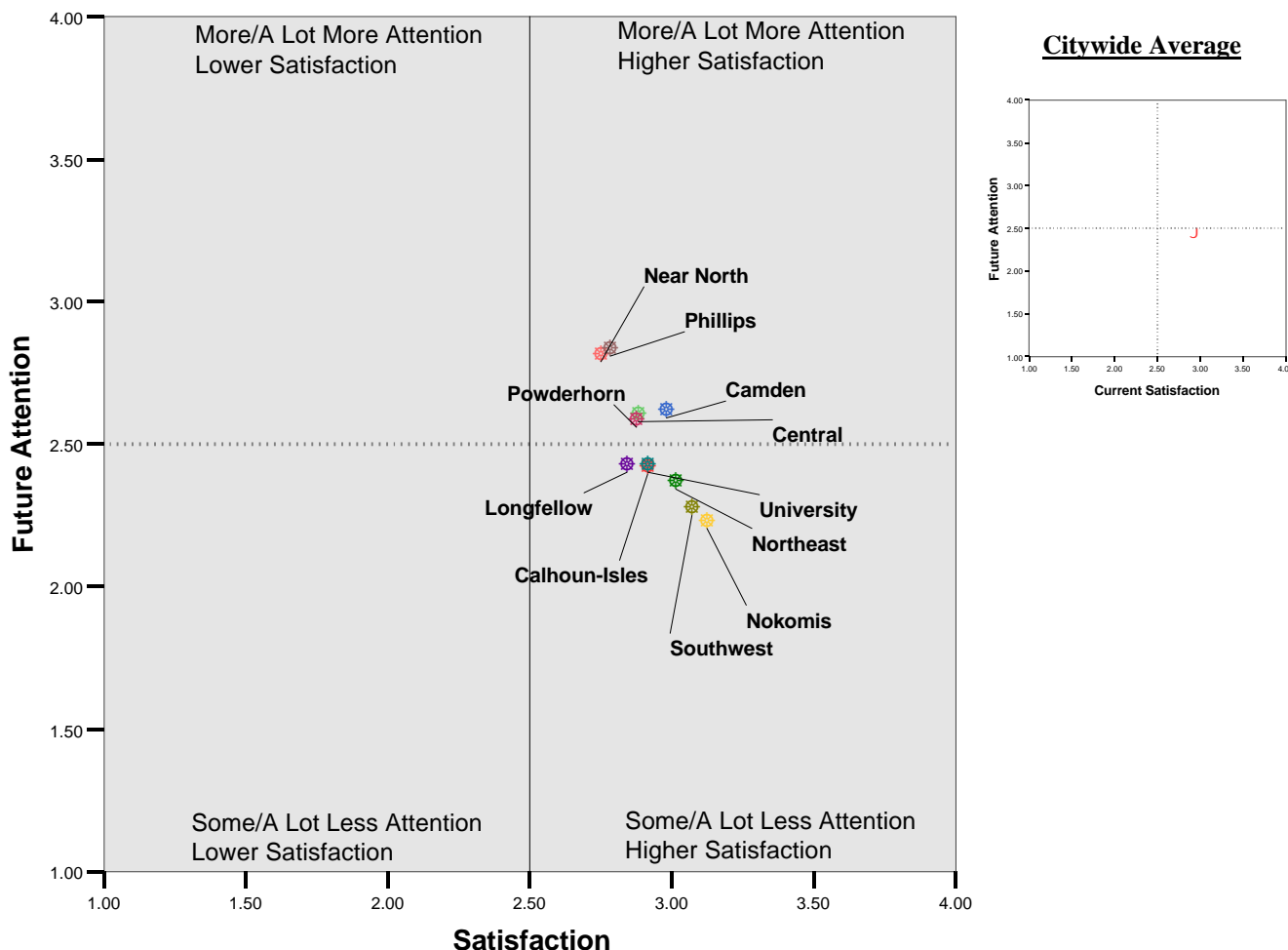
Cleaning Graffiti: Satisfaction vs. Future Attention

K.   Cleaning up graffiti

Citizens in all 11 communities favorably view current City efforts at cleaning graffiti. Some communities would have the City devote greater attention and resources, while a majority of communities (9) would not.

Citizens in the Near North, Phillips, and Powderhorn Communities would have the City devote more resources to this area in the future.
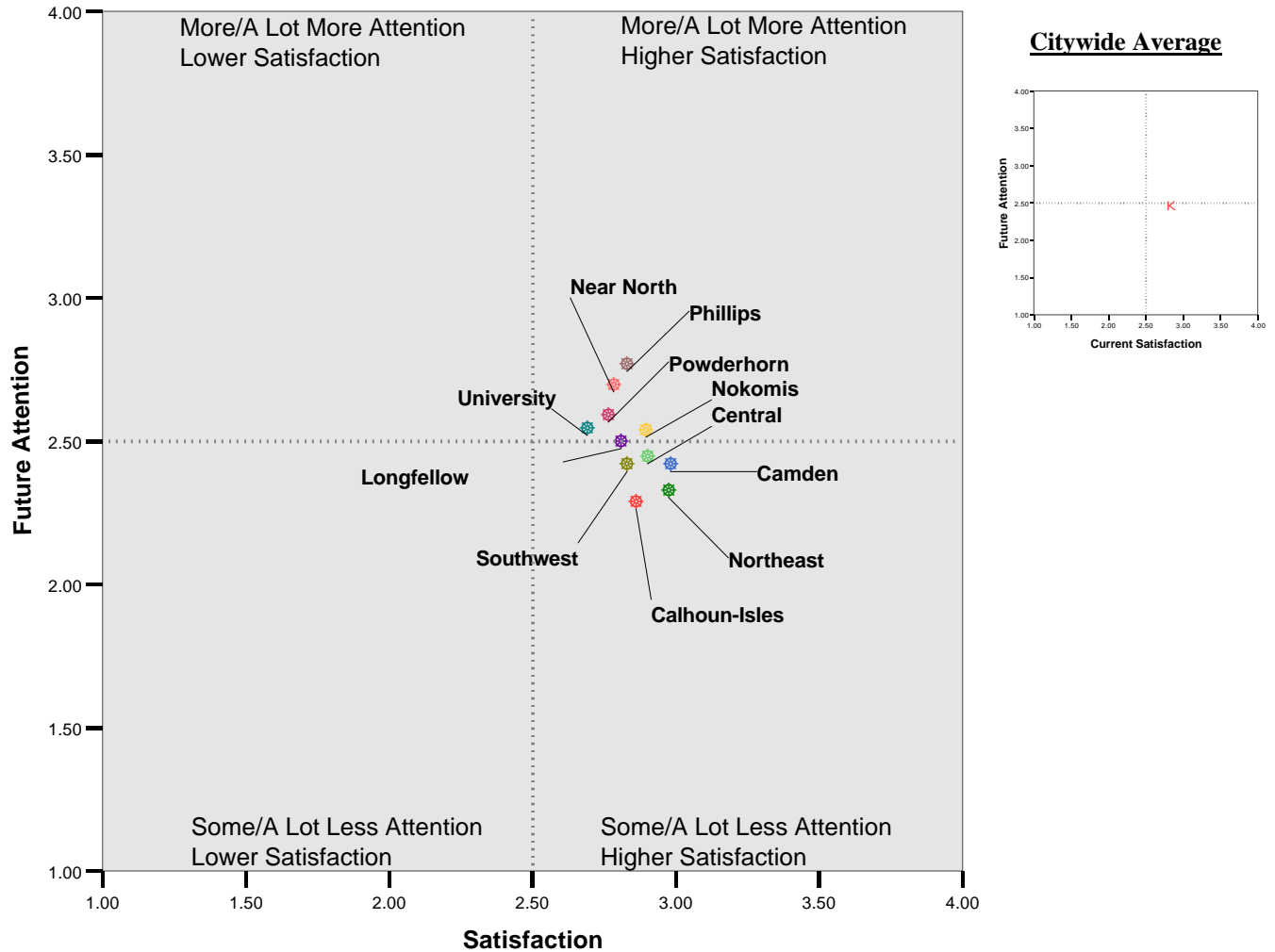
Problem Businesses: Satisfaction vs. Future Attention

L.   Dealing with problem businesses and unkempt properties

For the most part, citizens are satisfied with current efforts and desire more attention to be paid to this service in the future. Citizens in the three Communities of Camden, Near North and Phillips expressed higher levels of interest in having the City devote more resources and attention to dealing with problem business and unkempt properties.
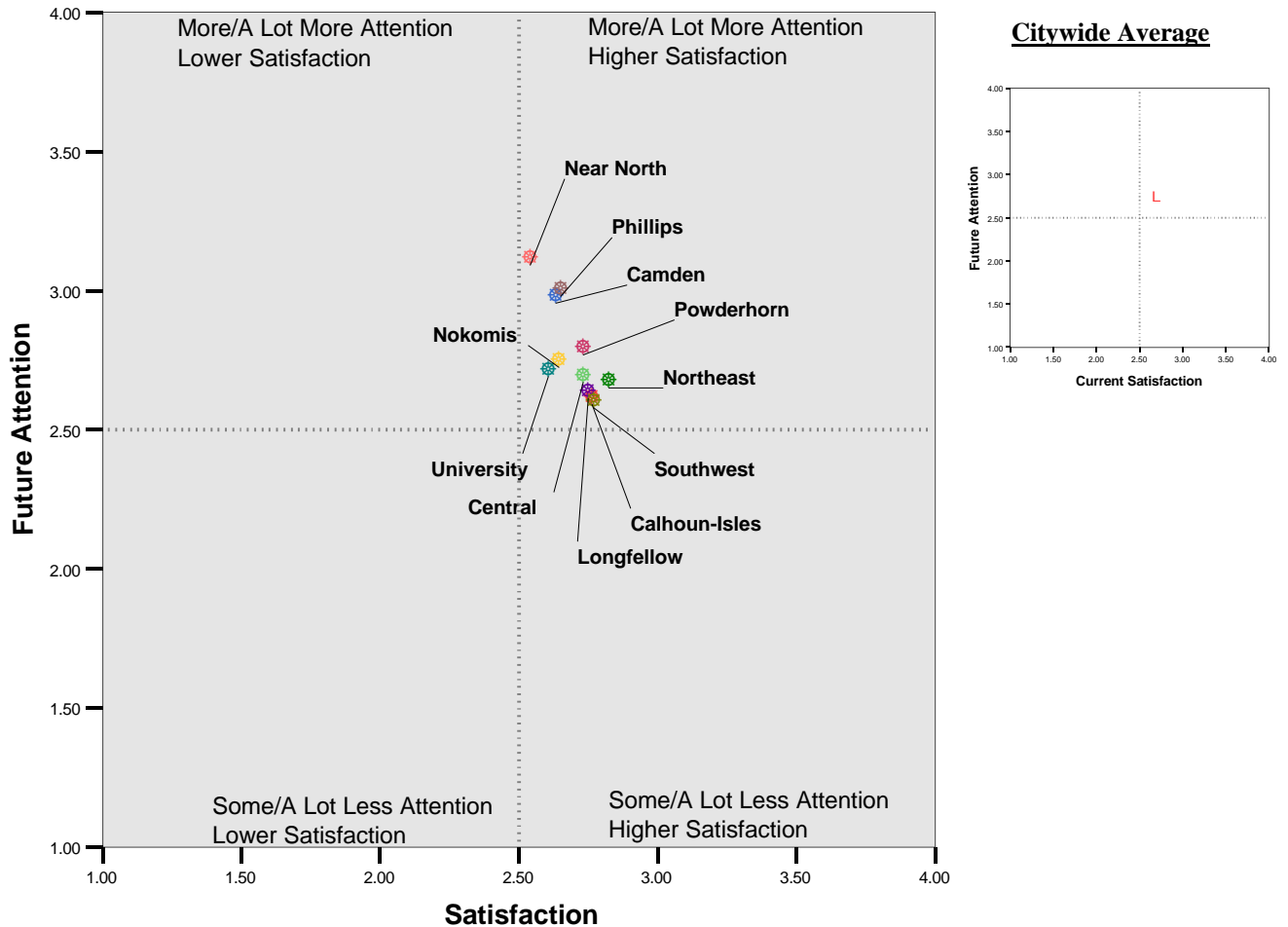
Garbage Collection: Satisfaction vs. Future Attention

N. Providing garbage collection and recycling programs

Citizens are very satisfied with efforts to date and not interested in directing more attention or resources to this area in the future. This best describes attitudes of citizens in all 11 communities when asked about garbage collection and recycling programs.
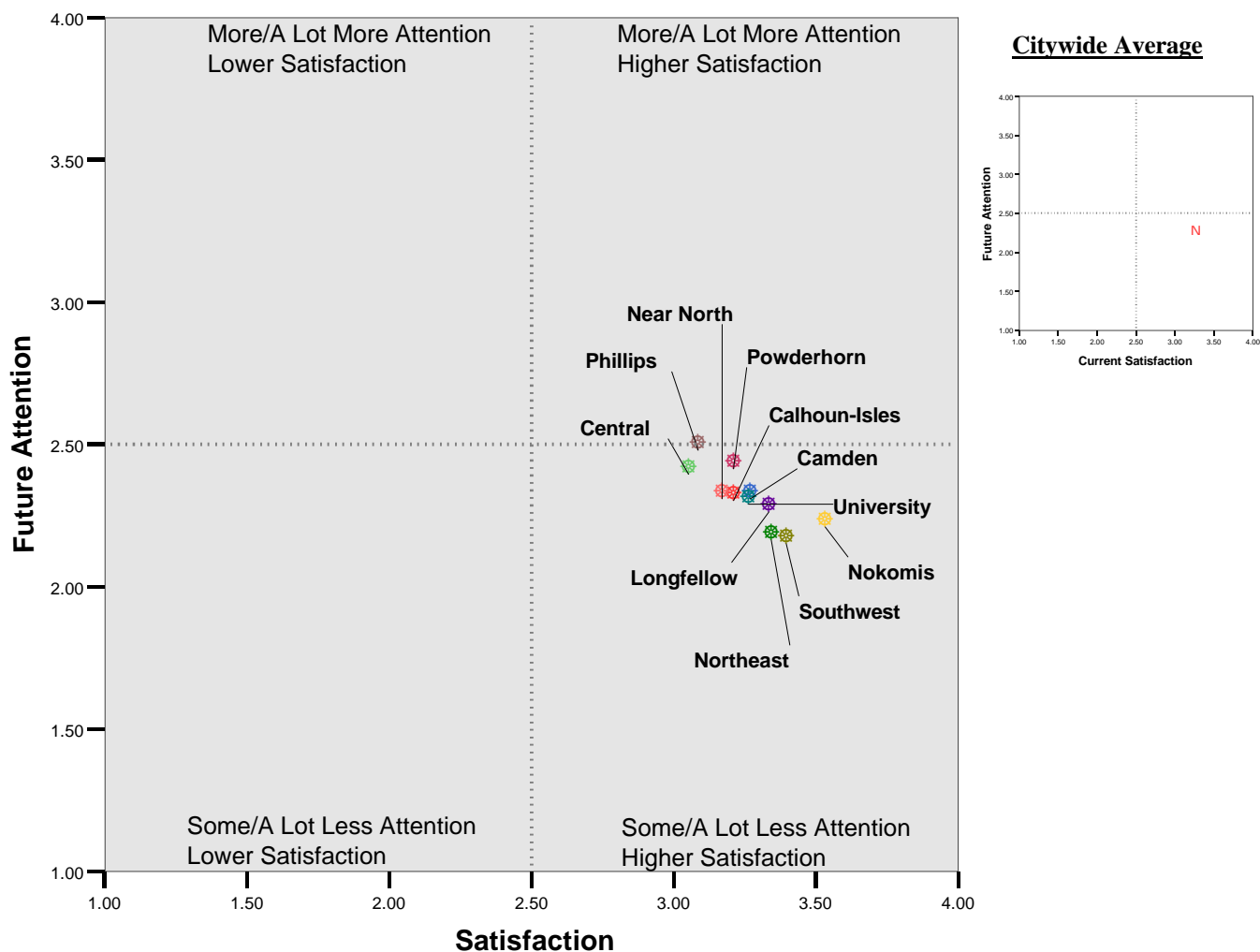
Animal Control: Satisfaction vs. Future Attention

O.   Providing animal control services

Citizens are satisfied with efforts to date and not interested in having the City direct more attention and resources to this service in the future. All communities view City efforts at animal control very favorably. Citizens in all 11 communities do not feel more attention should be provided to this service in the future.
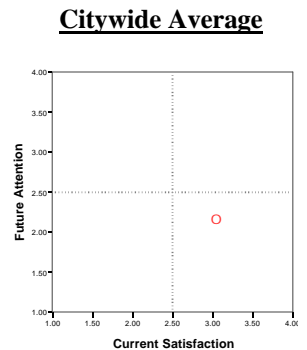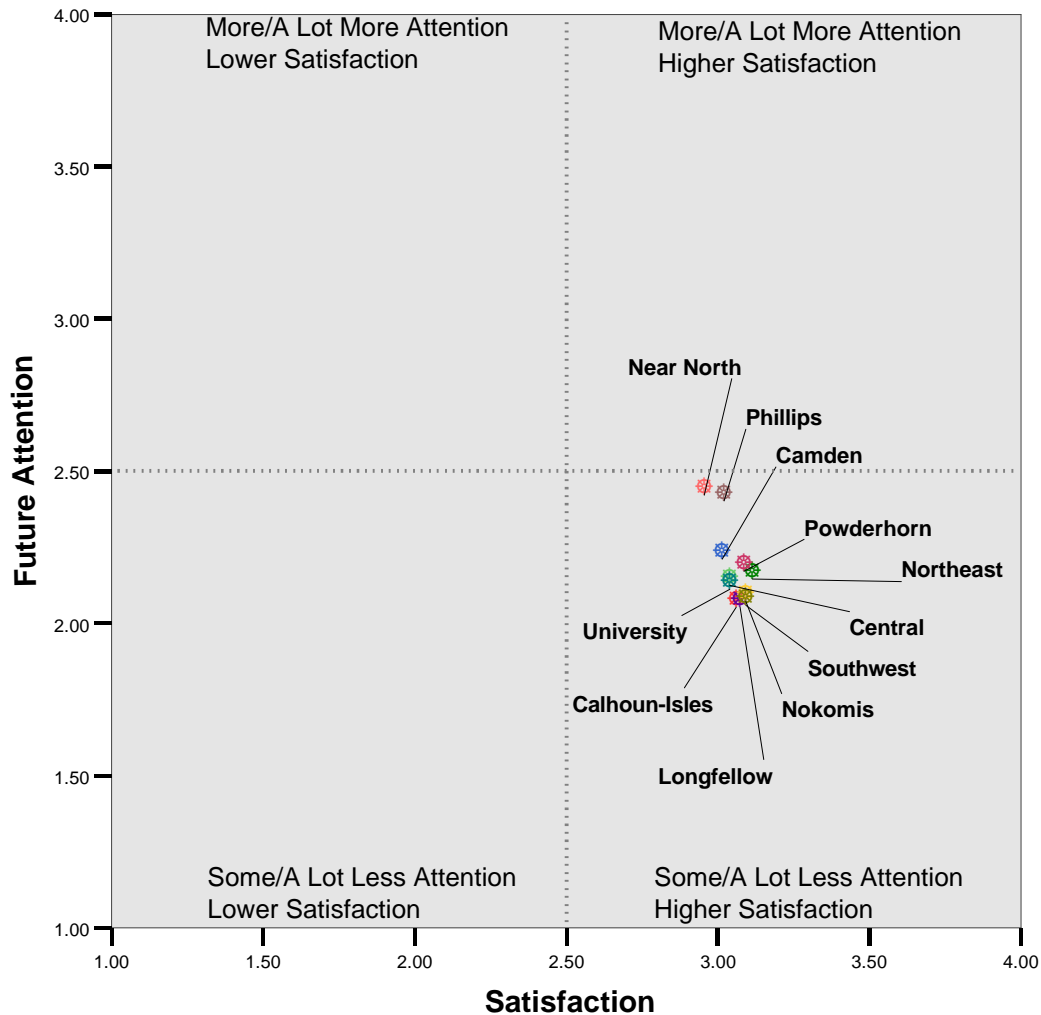
Police Services: Satisfaction vs. Future Attention

P.   Providing police services

Citizens in all 11 communities favorably view the City's efforts at providing Police services. Most communities would have the City direct more attention and resources to providing Police Services in the future. Two communities (Southwest and University) would not have the City devote more attention and resources.

Interest in additional resources and future attention is highest in the Camden, Near North and Phillips Communities.
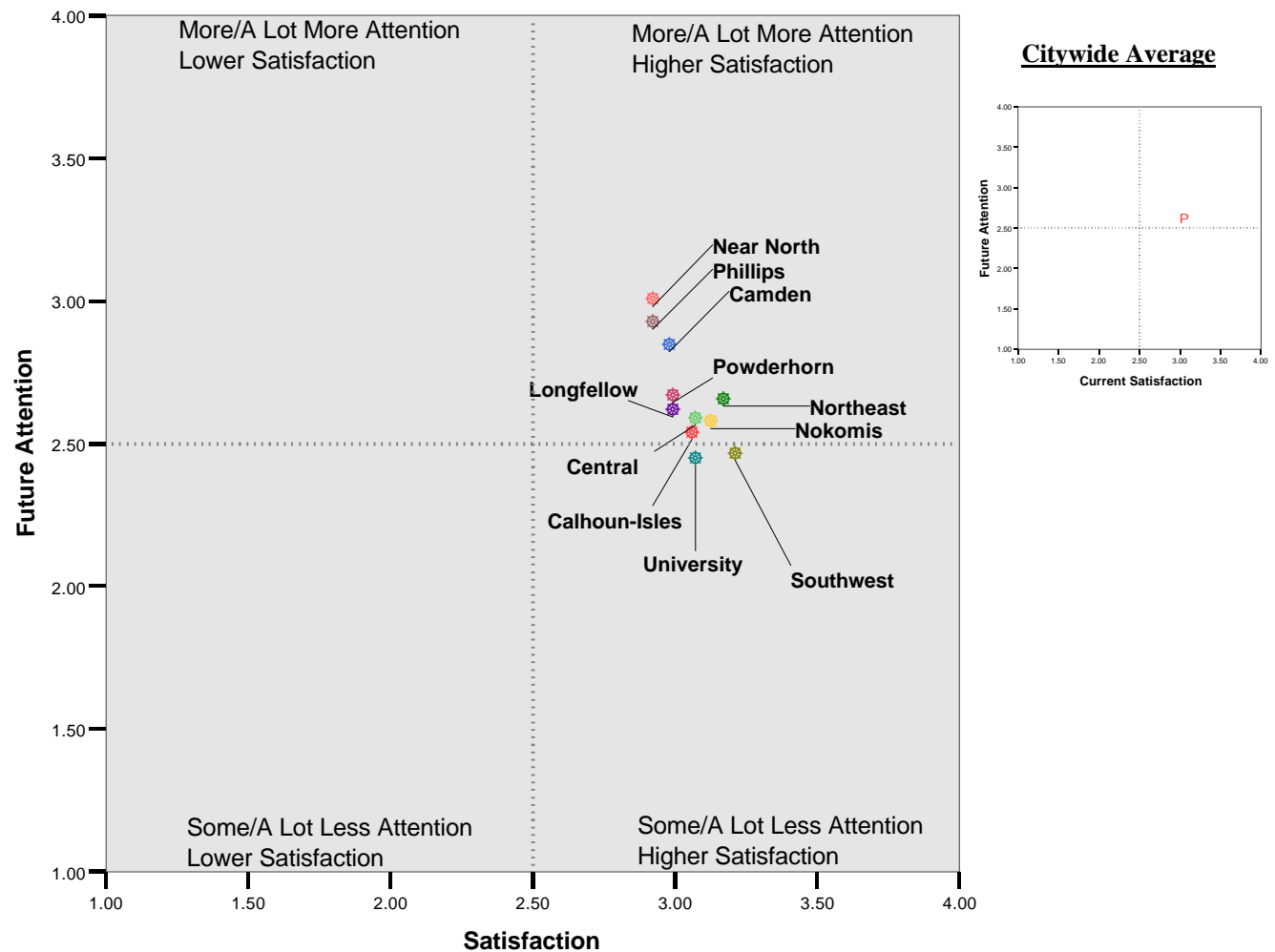
Fire Protection: Satisfaction vs. Future Attention

Q.   Providing fire protection and emergency medical response

Current citizen satisfaction for Fire Protection and Emergency Medical Response is the highest of any of the 15 evaluated City services.

Citizens in the Near North and Phillips Communities would have the City devote more attention and resources to Fire Protection and Emergency Medical Response service in the future. Citizens in the Camden and Powderhorn Communities are borderline on the issue of added future attention.

Citizens in the remaining communities, although very satisfied with current efforts, do not see a need for the City to devote added resources and give this service area more attention in the future.
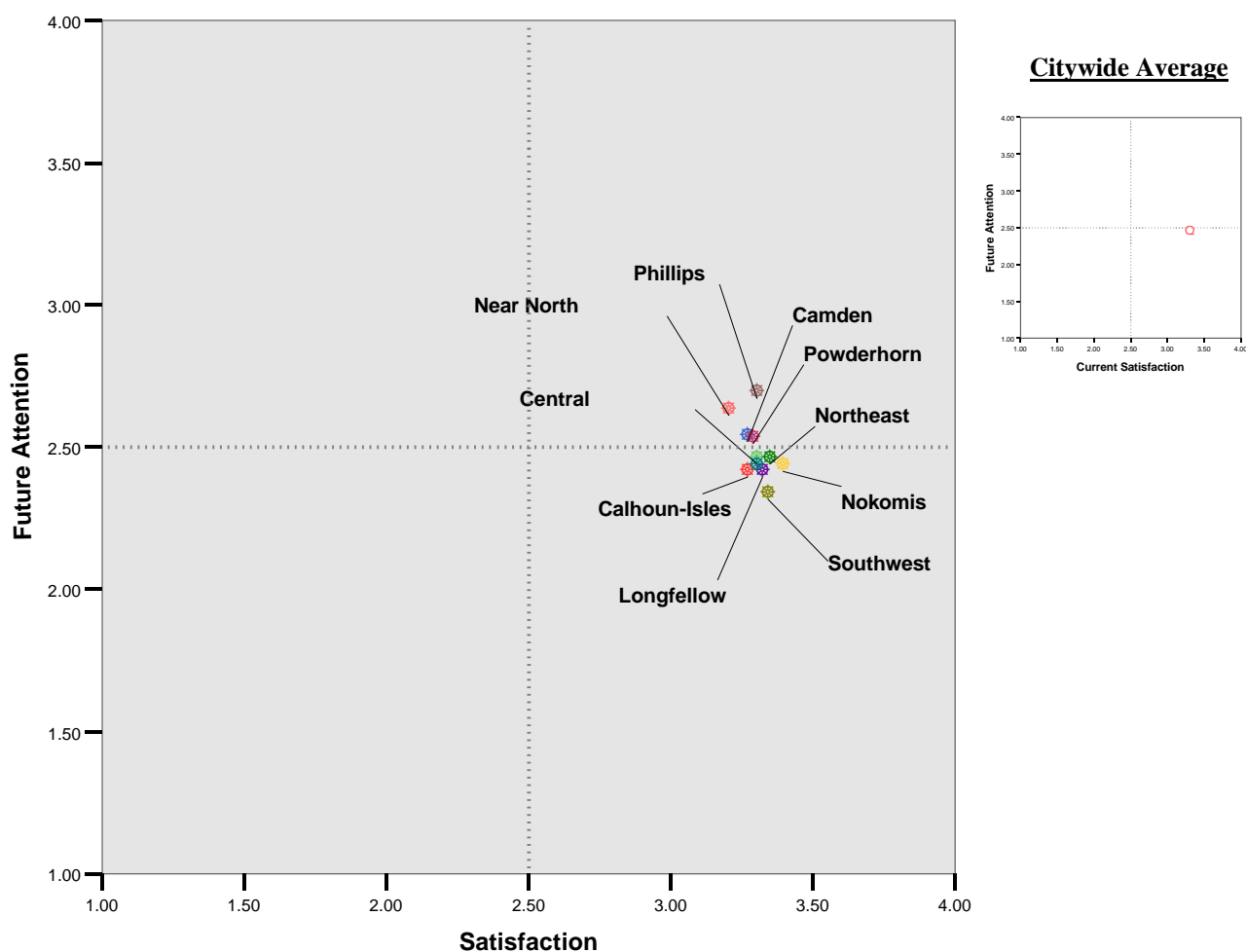
DISCREPANCY (GAP) ANALYSIS: A GUIDE TO PERFORMANCE

Definition & Application

Discrepancy analysis is commonly used in helping make decisions about priorities in performance management. Perceptual data of how citizens evaluate "services being received" in comparison to their expectations for the future is very helpful. Discrepancies or gaps are useful indicators of performance and good benchmarks for future comparison to determine if actual progress is being made and is being perceived in the experiences of citizens.

The discrepancy indicators are computed by subtracting from the level of current satisfaction for a service area the level of future attention (priority) seen for that service area.

Citywide Discrepancies by Service Area

Area of Service	Average Level of Satisfaction	Average Level of Attention	Gap	Significant Difference .05/>
a. Providing affordable housing	2.27	3.08	(0.81)	-
b. Protecting the environment	2.83	2.83	No gap	
d. Reducing impact airport noise	2.71	2.51	0.20	+
e. Preparing for disasters	2.97	2.67	0.30	+
f. Revitalizing downtown	2.91	2.35	0.56	+
g. Revitalizing neighborhood commercial areas	2.80	2.74	0.06	
h. Snowplowing	2.86	2.58	0.28	+
i. Repairing streets	2.70	2.72	(0.02)	
j. Keeping streets clean	2.93	2.46	0.47	+
k. Cleaning up graffiti	2.84	2.47	0.37	+
l. Dealing with problem businesses	2.69	2.75	(0.06)	
n. Providing garbage collection	3.27	2.29	0.98	+
o. Providing animal control service	3.05	2.16	0.89	+
p. Providing Police services	3.05	2.63	0.42	+
q. Providing fire and emergency medical	3.30	2.46	0.84	+

n = 1210
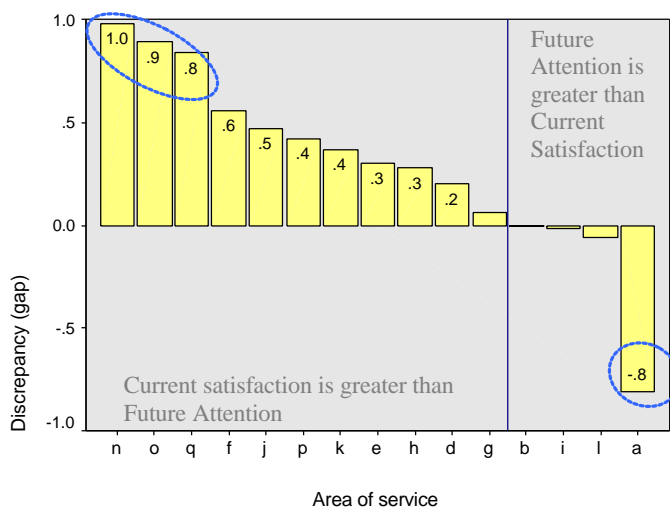
The size and sign of the discrepancy are important. Approaching one full point on a 4-point scale represents a substantial discrepancy in satisfaction and attention.

Positive gaps indicate citizens are very satisfied with current performance. Two-thirds of the services are judged as exceeding expectations. Performance in the areas of garbage collection, animal control and fire protection are seen as substantially exceeding expectations.

Affordable housing is the one area seen as having substantial room for improvement.

PROPERTY TAX SUPPORT FOR SERVICE

Tax Support for Desired Improvements

Q40.   For services you thought the City should focus greater attention on, tell me how much you agree or disagree that property taxes should be increased to maintain or improve [SERVICE]. Would you say you agree, strongly agree, disagree or strongly disagree?

The above question was asked of each citizen that said the City should devote more or a lot more attention to a particular service. The table below lists the percentage of respondents that believe the City should devote more or a lot more attention to the service in the future.

a. Providing affordable housing	70%	j. Keeping streets clean	37%
b. Protecting the environment	61%	k. Cleaning up graffiti	38%
d. Reducing impact airport noise	42%	l. Dealing with problem businesses	54%
e. Preparing for disasters	49%	n. Providing garbage collection	26%
f. Revitalizing downtown	37%	o. Providing animal control service	19%
g. Revitalizing neighborhoods	55%	p. Providing Police services	49%
h. Snowplowing	44%	q. Providing fire and emergency medical	36%
i. Repairing streets	53%		

The percentage of citizens in agreement with increasing property taxes to maintain or improve each service is shown below as a percentage of the total survey population (1210 respondents).

a. Providing affordable housing	51%	j. Keeping streets clean	24%
b. Protecting the environment	44%	k. Cleaning up graffiti	21%
d. Reducing impact airport noise	20%	l. Dealing with problem businesses	26%
e. Preparing for disasters	33%	n. Providing garbage collection	N/A
f. Revitalizing downtown	20%	o. Providing animal control service	10%
g. Revitalizing neighborhoods	32%	p. Providing Police services	35%
h. Snowplowing	26%	q. Providing fire and emergency medical	28%
i. Repairing streets	36%		

A majority of citizens (51%) support a property tax increase only in the case of affordable housing. The service having the next strongest support for increased taxes to maintain or improve service is protection of the environment (44%).
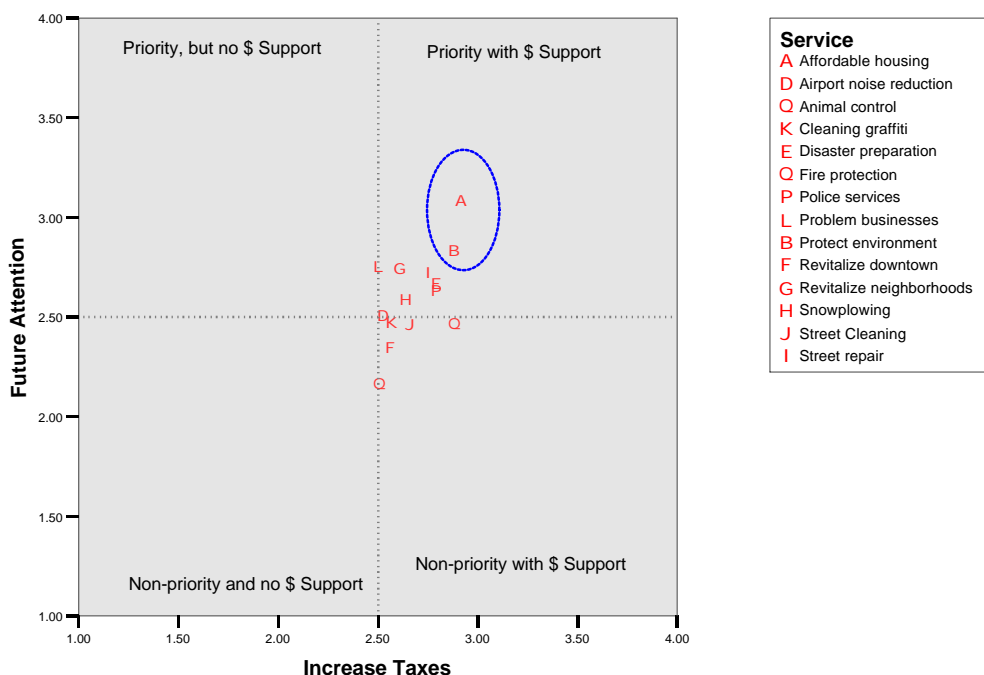
Increased Tax Support for Affordable Housing

Strong support exists for increasing property taxes to support added efforts in providing affordable housing.

In all 11 communities the majority of the citizens that desire the City commit more or a lot more attention and resources for affordable housing also on average support raising property taxes to maintain or improve the City's affordable housing efforts.
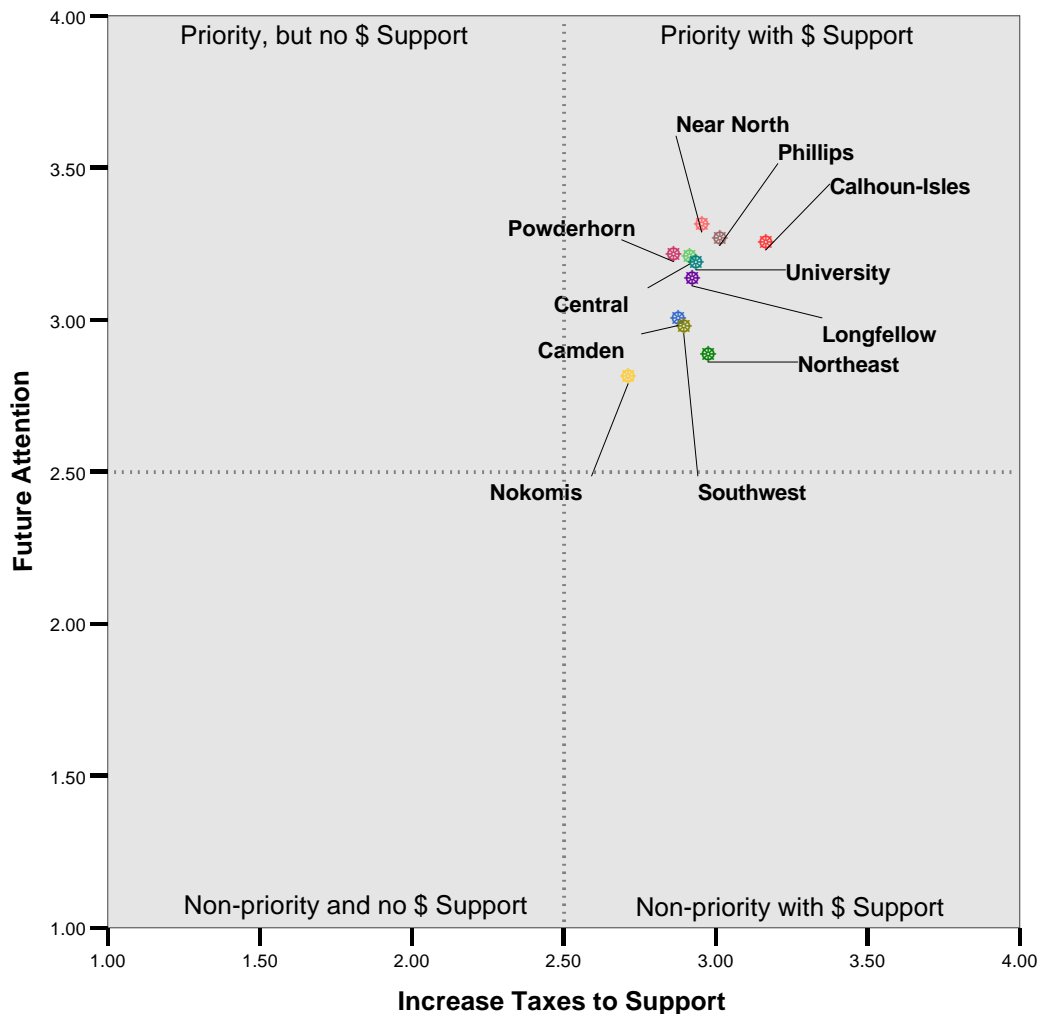
(Note: The tax question was asked only of those respondents who thought more or a lot more attention should be focused on a particular service in the future.)

Relationship Summary

Observations based on responses to the three sets of service provision questions are summarized in the table below.

Current Satisfaction – Future Attention – Stated Support for Property Tax Increase[33]

Service	CITY	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Affordable housing	● (gray)	● (yel)	●	● (yel)	●	● (yel)	●	●	● (yel)	●	●	● (yel)
Protecting Environment	● (yel)	●	●	● (yel)	●	●	● (gray)	●	● (yel)	● (gray)	●	●
Reducing Impact Airport Noise	●	●	●	●	●	●	●	●	●	●	●	●
Disaster Preparation	●	● (yel)	●	●	●	●	●	● (yel)	●	●	●	●
Revitalize Downtown	●	●	●	●	●	●	●	●	●	●	●	●
Revitalize Neigh. Commercial	●	● (yel)	● (yel)	●	●	●	●	● (yel)	●	●	●	●
Snowplowing	●	● (yel)	●	●	●	●	●	●	●	●	●	●
Repair Streets and Alleys	●	● (yel)	● (yel)	●	●	●	●	● (yel)	●	● (yel)	●	●
Keeping Streets Clean	●	●	●	●	●	●	●	●	●	●	●	●
Cleaning up Graffiti	●	●	●	●	●	●	●	●	●	●	●	●
Problem Businesses / Properties	●	●	● (yel)	●	●	●	●	●	●	●	●	●
Garbage Collection[34]	●	●	●	●	●	●	●	●	●	●	●	●
Providing Animal Control Serv.	●	●	●	●	●	●	●	●	●	●	●	●
Police Services	●	● (yel)	● (yel)	●	●	●	●	● (yel)	●	● (yel)	●	●
Fire Protection	●	●	●	●	●	●	●	●	●	●	●	●

Key: Quadrant Descriptions

More/A Lot More Attention Lower Satisfaction	● (red)
More/A Lot More Attention Higher Satisfaction	● (blue)
Some/ A Lot Less Attention Higher Satisfaction	● (black)
Some/ A Lot Less Attention Lower Satisfaction	● (green)

51% of total respondents in the community support increasing property taxes	(gray)
40% of total respondents in the community support increasing property taxes	(yellow)

The above grid shows how citizens in each community evaluated current satisfaction and needed attention on a service by service basis. The grid also highlights those areas where either 40% or 51% (a simple majority) of the total respondents in a community support increasing property taxes to maintain or enhance a specific service. (This assumes that those who answered "some" or "a lot less" attention should be focused on a particular service in the future would have disagreed that property taxes should be increased to support that particular service.)

Observations:
- Citizens in a majority of communities (6) would support increased property taxes for the City to devote more attention to affordable housing. Moreover, 40% of citizens within four additional communities would support an increase.
- 40% of the citizens in the Near North Community would be in favor of property tax increases for commercial revitalization efforts in their neighborhood. This was the same Community that expressed significantly lower assessment of NRP impact in their Community.

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[33] The property tax support question was posed to citizens that identified a particular service as needing 'more' or 'a lot more' future attention and resources.

[34] Garbage collection is not supported by property tax dollars; therefore, respondents were not asked if they'd support a property tax increase to maintain or improve this service.

SATISFACTION WITH SERVICES PROVIDED BY OTHER PUBLIC ENTITIES

Satisfaction with City Parks and Recreational Facilities, Libraries, and Public Education

Rating Statements
How satisfied are you with Minneapolis' efforts at…
Q41a. *Maintaining parks and providing recreational opportunities?*
Q41b. *Providing library services?*
Q41c. *Providing public education?*

Scale
Positive

↑	4	Very satisfied
	3	Satisfied
	2.5	Neutral (scale midpoint)
↓	2	Dissatisfied
	1	Very dissatisfied
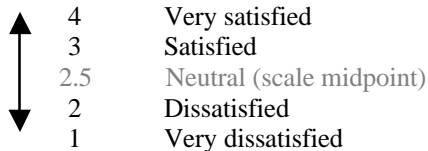
Negative

Most (about 9 in 10) citizens' views of library service and parks and recreational opportunities vary little.   Satisfaction is generally high across all communities. A smaller majority (62%) express satisfaction with public education.

Average Response

	Citywide	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Library Services	3.21	3.17	3.21	3.24	2.99	3.06	3.15	3.26	3.35	3.29	3.22	3.25
Parks & Recreation	3.18	3.08	3.06	3.14	3.10	3.21	3.28	3.07	3.22	3.18	3.27	3.29
Public Education	2.71	2.71	2.63	2.69	2.83	2.63	2.61	2.84	2.70	2.77	2.71	2.69

Citywide Performance Comparison
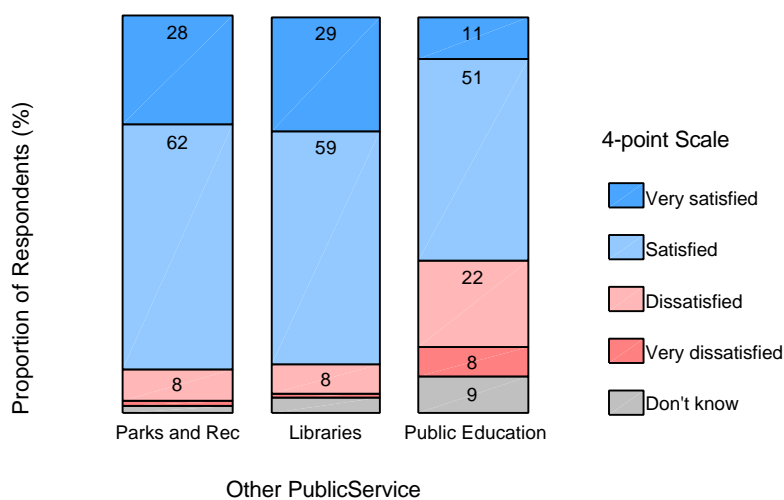
n = 1210

Observations regarding Public Education:
62% of citizens are satisfied with public education in Minneapolis; 30% are dissatisfied.

There is no significant rating difference for public education between citizens with children under 18 and those without (mean 2.65 and mean 2.74, respectively).

Almost 1 in 10 citizens feel they do not know enough to have an opinion.

Citizen ratings are negatively correlated to income.

Impact of Other Service Ratings on City Perception
All three services provided by other public entities in Minneapolis have a significant impact on how citizens view quality of life and judge Minneapolis. For all three there are significant correlations to:

- City rating
- Perception of change over the past three years
- Migration – likelihood to stay or go some place else

Positive correlations (favorable ratings in one likely to have favorable ratings in other) are shown in the table below. For example, citizens expressing high ratings of satisfaction for the City's parks and recreational opportunities are likely to positively rate the City as a good place to live, provide a favorable rating of their neighborhood, perceive the City as getting better over the past three years and are likely to anticipate residing in Minneapolis 5 years from now.

City Measure of Performance	Other Service Provided		
	Parks and Recreation Opportunities	Libraries	Public Education
City Rating	▓	▓	
Neighborhood Rating	▓	▓	▓
Perceived Change Past 3 Years	▓	▓	▓
Likelihood to stay	▓		

� Correlation significant at .01 level

REACTION TO CRIMINAL JUSTICE APPROACHES

Criminal Justice Approaches

Q42. *In this last section, I'd like your opinion on possible new approaches to criminal justice in Minneapolis For each of the following statements please tell whether you Agree, Strongly agree, or Disagree or Strongly disagree?*

> *a. For minor crimes, offenders should be made to do community service instead of time in jail.*
> *b. Assuming it is more effective in preventing future crime; offenders should also be given treatment and counseling rather than only jail time.*
> *c. Not all offenders of minor crimes are able to pay their fines to avoid jail time. For offenders unable to pay, a program should be set up to allow them to work off the fine to avoid jail time.*

More than 4 in 5 citizens see value in any one of the three criminal justice approaches.

A strong majority of citizens across all communities are supportive of all three criminal justice approaches presented them. A quarter or more of all citizens stated they were in strong agreement with each of the three approaches presented. All three approaches appear to have been easily understood - less than 4% were unable to offer an opinion on any one of the three approaches. Average ratings for the three approaches are nearly indistinguishable – means were in a range from 3.12 to 3.18.

Citywide Comparison of Three Approaches
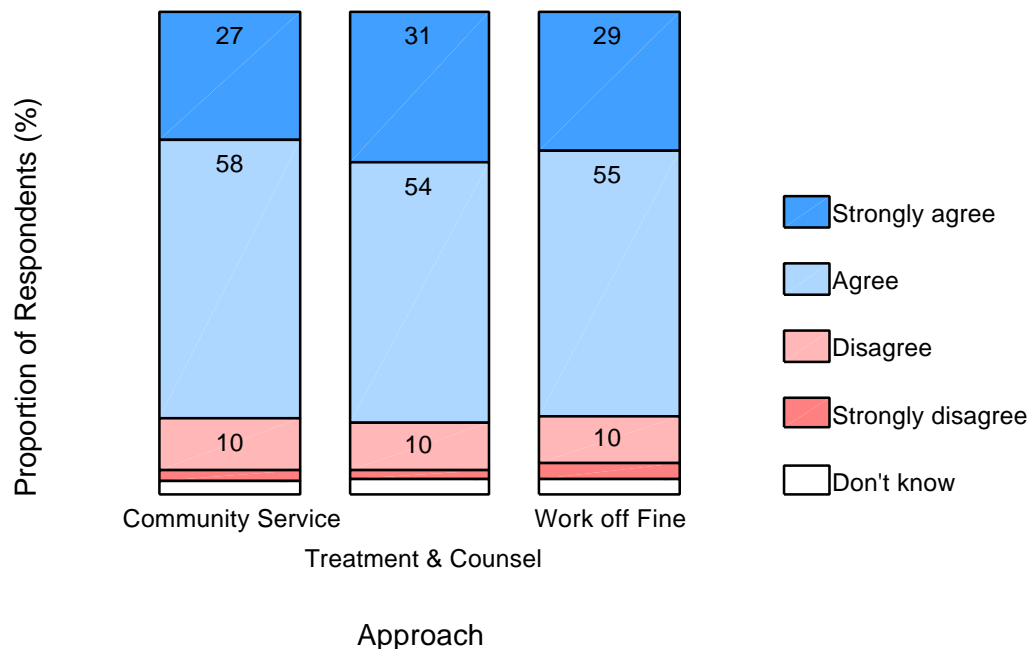
n = 1210

Community Comparisons

Support varies little across demographic subgroups of the population.

Citizens of Asian origin were least supportive of the community service in lieu of jail time approach. Their support was significantly lower than that of white citizens (mean of 2.85 versus 3.15, respectively).[35] No other demographic differences exist.

Support for Community Service in Lieu of Jail Time
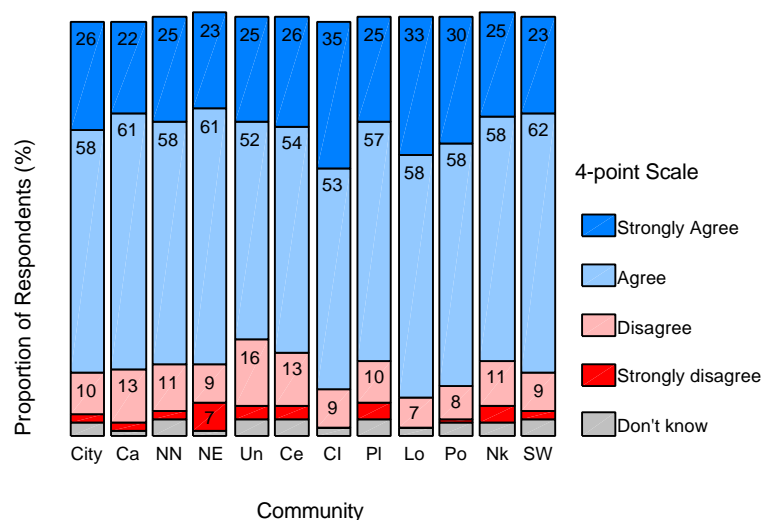
n = 1210

.2% refused citywide (uneven bars due to rounding and refusal)

Black/African American citizens were the most supportive of the treatment and counseling approach in lieu of jail time. Opinions of whites and people of color in general did not vary.

Support for Treatment & Counseling in Lieu of Jail Time
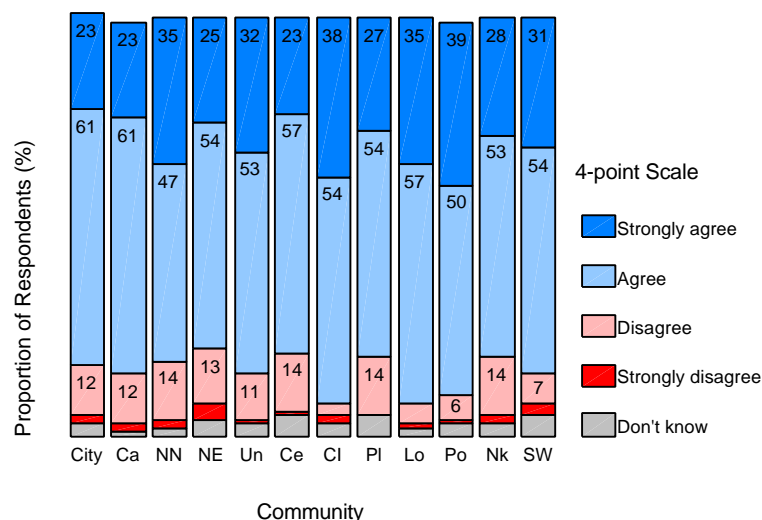
n = 1210

.1% refused citywide (uneven bars due to rounding and refusal)

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[35] Statistically significant difference at .05.

Citizens were in uniform agreement in support of working off the fine in lieu of jail time.

Work off Fine in Lieu of Jail Time
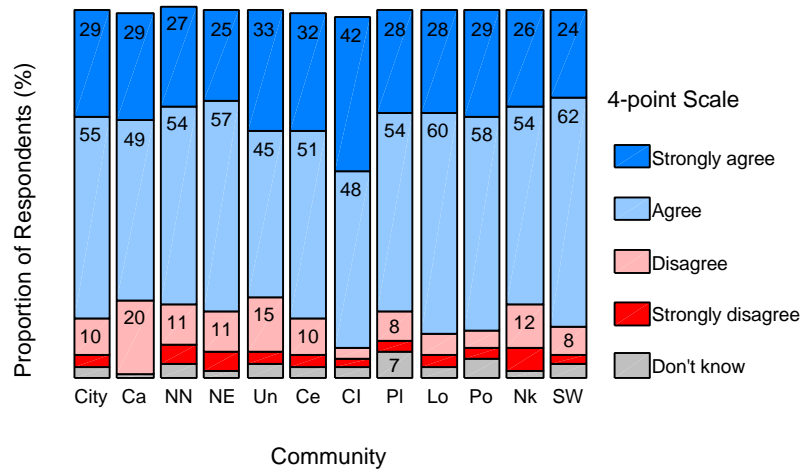
n = 1210

.2% refused citywide (uneven bars due to rounding and refusal)

QUALITY OF CITY GOVERNANCE

How would you rate Minneapolis City Government on…
Q44a.   Communicating with its citizens?
Q44b.   Representing and providing for the needs of all its citizens?
Q44c.   Effectively planning for the future?
Q44e.   Providing value for your tax dollars?

Citizens offered mixed views on City governance.

4-point Scale

■ Very good
■ Good
■ Only Fair
■ Poor
▦ Don't know
  No Opinion

n = 1210
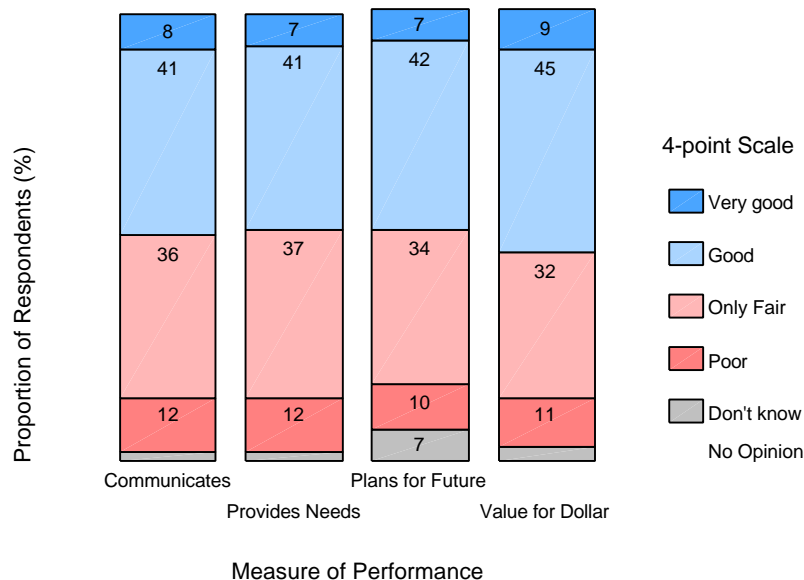
Favorable and unfavorable reaction is uniform across all four areas of performance measured. Some forty plus percent of citizens feel the City is performing well in its governance versus a like number that feels performance is only fair or poor.

Most all citizens had a clear opinion of performance (Only 2% to 7% had no opinion, with future planning being the highest)

Scale
Positive

4	Very good
3	Good
2.5	Neutral (scale midpoint)
2	Only fair
1	Poor
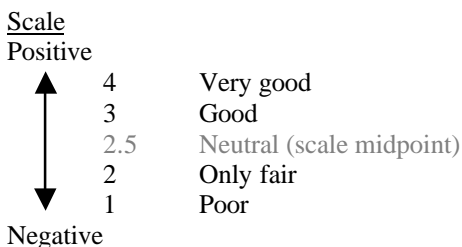
Negative

Positive rating (>2.5)
Negative rating (<2.5)

Response Comparison by Community

Measure	Citywide	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Communication	2.46	2.39	2.49	2.42	2.43	2.48	2.49	2.44	2.37	2.58	2.36	2.49
Meeting Needs	2.44	2.42	2.40	2.44	2.38	2.52	2.48	2.54	2.32	2.40	2.47	2.51
Future Planning	2.50	2.46	2.45	2.56	2.50	2.56	2.50	2.59	2.46	2.58	2.50	2.40
Tax Dollar Value	2.54	2.32	2.41	2.58	2.59	2.56	2.66	2.48	2.61	2.61	2.54	2.55

Observations:
- No performance measure received an average rating of 3.0 'Good' by a majority of citizens in any community.
- Citizens in 8 of 11 communities judge value for tax dollars to be more favorable than unfavorable.
- Assessment of City planning for the future is mixed – 4 communities favorable, 4 communities unfavorable and another 3 neutral.
- Communicating with citizens is seen as only fair or poor in all but one community.
- Citizens in 8 of the City's 11 communities feel the City does not do a good job on representing and providing for the needs of all its citizens.
- Camden and Near North are not positive toward any of the four areas of performance.

Consistency of Citizen Ratings

A little less than half (45%) of all respondents gave similar ratings for all four performance measures.   The percentage of citizens offering similar opinions on the four measures is summarized in the table below.

Similar Measures	% Respondents
'Only fair' or 'Poor	21
'Good' or 'Very good'	24

Demographic Differences in Citizen Perceptions of City Governance

Statistically significant differences between demographic subgroups are summarized in the table below.

	Communication	Needs	Planning	Tax Dollar Value		
Citywide Rating	**2.46**	**2.44**	**2.50**	**2.54**		Significantly higher than dark gray
Race/Ethnicity						Significantly lower than light gray
White	2.47	2.45	2.49	2.57		
People of Color	2.40	2.41	2.60	2.46		
Black/African Am	2.33	2.33	2.65	2.41		
HH Income						
<$20k	2.49	2.49	2.65	2.57		
$20 to $39k	2.41	2.39	2.47	2.46		
$40 to $69k	2.41	2.42	2.44	2.51		
$70/+ k	2.52	2.49	2.49	2.71		
Length Residency						
<5 years	2.52	2.47	2.64	2.51		
15 to 19 years	2.46	2.50	2.57	2.56		
20/+ years	2.41	2.38	2.38	2.55		
Housing Status						
Owner	2.44	2.43	2.45	2.55		
Renter	2.46	2.46	2.57	2.53		

Observations:
- Black/African American citizens are significantly more unfavorable in their assessments of City government meeting the needs of all citizens and in providing good value for the tax dollar.
- As a group, citizens at the highest income level are significantly more likely to judge tax dollar value more favorably than citizens at income levels between $20,000 and $69,999.
- Renters and homeowners have differing opinions of City government's future planning effectiveness. Homeowners are significantly less favorable in their performance assessment.

There are no statistically significant differences between individual communities and the City as a whole.

Charts comparing average responses across communities appear on the following pages. Community responses are compared against citywide response.

Communicating with Citizens
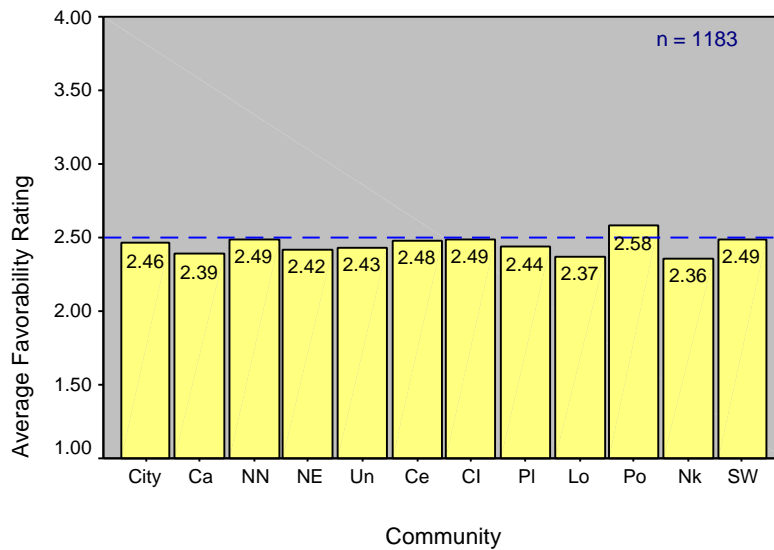
n = 1183

Community	City	Ca	NN	NE	Un	Ce	Cl	Pl	Lo	Po	Nk	SW
Rating	2.46	2.39	2.49	2.42	2.43	2.48	2.49	2.44	2.37	2.58	2.36	2.49

Average Favorability Rating

No statistical difference exists between any one community and the City as a whole.

Dotted line represents midpoint of scale

4-point scale: 1 = Poor   4 = Very good

Representing and Providing for Needs of All Citizens
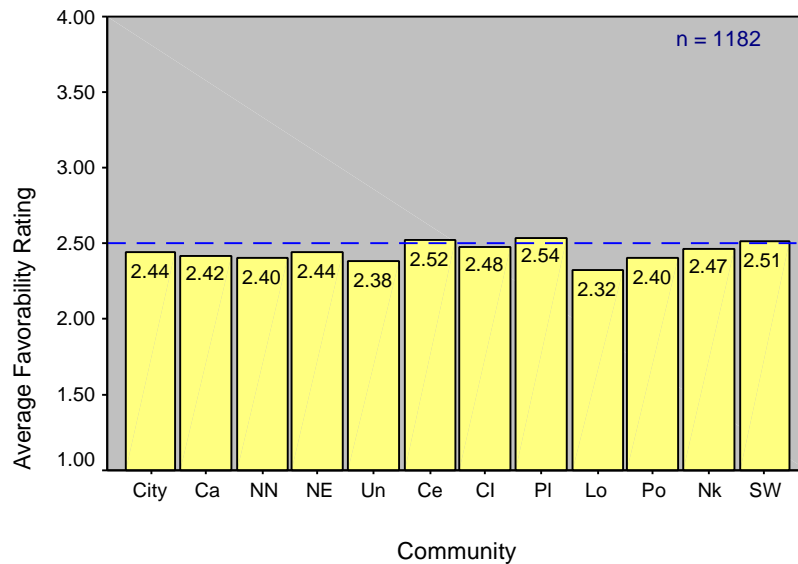
n = 1182

Community	City	Ca	NN	NE	Un	Ce	Cl	Pl	Lo	Po	Nk	SW
Rating	2.44	2.42	2.40	2.44	2.38	2.52	2.48	2.54	2.32	2.40	2.47	2.51

Average Favorability Rating

No statistical difference exists between any one community and the City as a whole.

Dotted line represents midpoint of scale

4-point scale: 1 = Poor   4 = Very good

Effectively Planning for Future
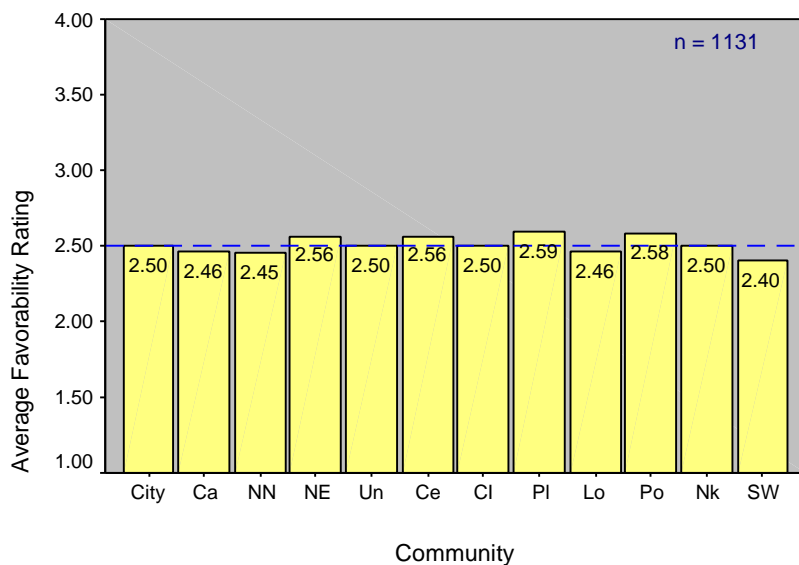
Community

Dotted line represents midpoint of scale

4-point scale: 1 = Poor   4 = Very good

No statistical difference exists between any one community and the City as a whole.

Providing Value for Tax Dollar
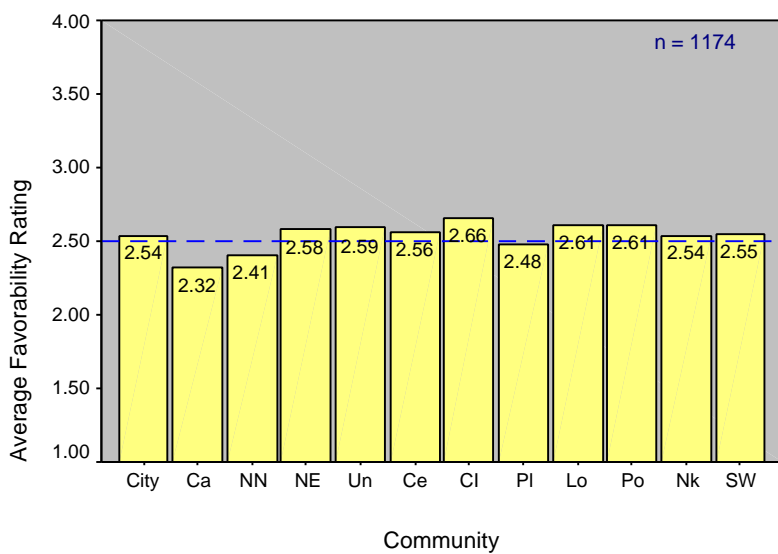
Community

Dotted line represents midpoint of scale

4-point scale: 1 = Poor   4 = Very good

No statistical difference exists between any one community and the City as a whole.

APPENDICES

A – Calling Result Summary

B – Comparison of Ending Sample to 2000 Census Data & Demographic Weightings

C – Summary of Satisfaction and Increased Tax Support for Services Seen as Worthy of More or A Lot More Attention

D – Summary of Discrepancy Plots (Satisfaction vs. Future Attention)

E – Available Data Tables

F – Neighborhood Representation

G – Survey Instrument

APPENDIX A – CALLING RESULT SUMMARY

Calling sample for this study came from two sources:
1.	Initial sample purchased from Survey Sampling (Random Digit Dial Sample)
2.	Seeds from Minneapolis zip codes drawn at random from electronic telephone directory and then created into random digit dial telephone numbers.

There were two issues with the calling sample for this study.
1.	Recent changes in area codes for the Minneapolis market area caused many of the random digit dial numbers to be outside the 612 calling area.
2.	Recent changes in the area codes opened up many of the telephone working blocks and as a result, caused many of the random digit dial numbers to be classified as "bad numbers".

Below is a summary of Last Call Results for this study.*

	Counts	%
Total number of calls attempted	39850	
Total number of records used	22787	100.0%
Number of records dialed 4 or more times	3563	15.6%
Completed interviews	1210	5.3
Partial completes	15	0.
"Bad numbers"	5046	22.1%
Wrong number 5		
Fax/Modem/Pager/Cell number 660		
Disconnected/Not working 2692		
Phone location not qualified (Bus.) 1689		
Wrong area code	6272	27.5%
Refuse to begin	1345	5.9%
Terminated	185	0.8%
Communication barrier	43	0.2%
Duplicate phone numbers	9	0.
No blocked calls accepted	31	0.1%
Foreign Language **	332	1.5%
(Asian, Spanish, Somali, Other)		

Other "Non-Qualified" records: live outside City limits, no one in household 18 years of age or older, profession, lived less than 4 months in City, refused to give location identifying information

* These call results do not include calling attempts made by foreign language interviewers.
** These records were given to foreign language interviewers.

APPENDIX B – COMPARISON OF ENDING SAMPLE TO 2000 CENSUS DATA & DEMOGRAPHIC WEIGHTINGS

Age Category[36]	Population Data	% of Population	# Survey Respondents	% of Sample	Variance
18 - 34	134,066	44.9%	457	37.7%	-7.2%
35 - 59	120,064	40.2%	550	45.4	+5.2
60 and over	44,319	14.8%	201	16.6	-1.8
Refused			2		
Totals	298,449	100%	1210		
Gender	**Population Data**	**% of Population**	**# Survey Respondents**	**% of Sample**	**Variance**
Female	190,386	49.8%	620	51.2%	+1.4%
Male	192,232	50.2%	590	48.8	-1.4
Racial Group[37]	**Population Data**	**% of Population**	**# Survey Respondents**	**% of Sample**	**Variance**
White	249,186	65.1%	858	70.9%	+5.8%
Non-white	133,432	34.9%	301	24.9	-10.0
Black/African American	68,818	18.0%	154	12.7	-5.3
Refused			51		
Other ethnic groups	**Population Data**	**% of Population**	**# Survey Respondents**	**% of Sample**	**Variance**
Am Indian	8,378	2.2%	26	2.1%	-0.1%
Asian	23,455	6.1%	47	3.9	-2.2
2/more races	16,694	4.4%	37	3.1	-1.3
Other race	22,089	5.8%	37	3.1	-2.7
Latino	**Population Data**	**% of Population**	**# Survey Respondents**	**% of Sample**	**Variance**
Latino/ Hispanic origin	29,175	7.6%	78	6.4%	-1.2%
Non-Latino		92.4	1116	92.2	-0.2
Don't know			2	0.2	
Refused			14	1.2	
HH w. individuals under 18	**Household Data**	**% of Households**	**# Survey Respondents**	**% of Sample**	**Variance**
In HH	49,579	25.0%	352	29.1	+4.1%
Not in HH		75.0	857	70.8	+4.2
Refused			1	0.1	
Housing[38]	**Household Data**	**% of Household**	**# Survey Respondents**	**% of Sample**	**Variance**
Owner	83,408	51.4%	642	53.1%	+1.7
Renter	78,944	48.6%	557	46.0	-2.6
Refused			11	0.9	

[36] 2 respondents refused to provide age.
[37] 46 (3.9%) refused to provide racial origin.
[38] 11 respondents refused housing response.

Demographic Weightings:

<u>Community Population</u>

Community	Population Data	Un-weighted # of Survey Respondents	Weighting Factor	Weighted # of Survey Respondents
Camden	31698	101	.9901	100
Calhoun	30429	113	.8496	96
Central	24149	117	.6496	76
Longfellow	27776	101	.8713	88
Near North	35976	108	.1.0556	114
Northeast	36913	104	1.1250	117
Nokomis	37270	111	1.0631	118
Phillips	19805	100	.6300	63
Powderhorn	57299	147	1.2313	181
Southwest	47863	108	1.3981	151
University	33440	100	1.0600	106
Totals	382,618	1210		1210

<u>Age & Ethnicity</u>

Segment	Population Data	Un-weighted # of Survey Respondents	Weighting Factor	Weighted # of Survey Respondents
White 18 - 34	88,999	278	1.2410	345
White 35 - 59	88,793	406	.8498	345
White 60/+	38,076	173	.8555	148
Other races 18-34	45,067	83	1.1446	95
Other races 35-59	31,271	53	.9245	49
Other races 60/+	6,243	11	.9091	10
Black/African American 18-34	20,486	66	1.1970	79
Black/African American 35-59	18,525	75	.9600	72
Black/African American 60/+	3,753	13	1.1538	15

APPENDIX C – SUMMARY OF SATISFACTION AND INCREASED TAX SUPPORT FOR SERVICES SEEN AS WORTHY OF MORE OR A LOT MORE ATTENTION & RESOURCES IN THE FUTURE

(Order based on City "Future Attention" mean.)

Providing Affordable Housing

	% More[39]	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.27	2.37	2.26	2.33	2.25	2.16	2.17	2.35	2.19	2.25	2.39	2.28
Future Attention	70.4%	3.08	2.98	3.29	2.86	3.16	3.18	3.23	3.24	3.11	3.19	2.79	2.95
Property Tax		2.92	2.87	2.95	2.97	2.93	2.91	3.16	3.01	2.92	2.86	2.71	2.89

Protecting the Environment

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.83	2.82	2.80	2.91	2.83	2.77	2.81	2.88	2.80	2.79	2.84	2.90
Future Attention	60.6%	2.83	2.88	2.96	2.84	2.69	2.75	2.87	2.84	2.85	2.94	2.66	2.79
Property Tax		2.88	2.85	2.94	2.78	2.90	2.87	3.07	3.02	2.86	2.92	2.72	2.82

Dealing with Problem Businesses

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.69	2.63	2.54	2.82	2.60	2.73	2.76	2.65	2.75	2.73	2.64	2.77
Future Attention	53.9%	2.75	2.95	3.09	2.65	2.69	2.67	2.59	2.98	2.61	2.77	2.72	2.58
Property Tax		2.50	2.42	2.68	2.44	2.55	2.53	2.41	2.73	2.46	2.57	2.32	2.40

Revitalizing Neighborhood Commercial Areas

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.80	2.70	2.48	2.92	2.75	2.92	2.91	2.78	2.86	2.89	2.67	2.87
Future Attention	55.3%	2.74	3.00	3.17	2.78	2.66	2.68	2.63	2.99	2.66	2.70	2.61	2.48
Property Tax		2.61	2.63	2.61	2.54	2.54	2.73	2.59	2.64	2.73	2.71	2.48	2.49

Repairing Streets and Alleys

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.70	2.66	2.64	2.71	2.64	2.75	2.61	2.68	2.62	2.78	2.75	2.80
Future Attention	53.2%	2.72	2.82	2.90	2.83	2.62	2.69	2.72	2.89	2.77	2.74	2.56	2.51
Property Tax		2.75	2.84	2.71	2.66	2.62	2.83	2.77	2.80	2.75	2.89	2.64	2.68

Preparing for Disasters

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.97	2.91	2.96	3.06	2.92	3.02	2.94	3.00	2.96	3.04	2.96	2.90
Future Attention	49.3%	2.67	2.73	2.85	2.82	2.58	2.67	2.54	2.79	2.55	2.60	2.64	2.65
Property Tax		2.79	2.84	2.77	2.81	2.88	2.71	2.87	2.88	2.79	2.83	2.67	2.67

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[39] Percentage of citywide residents that suggest more or a lot more attention be given to the service.

Providing Police Services

	% More[40]	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		3.05	2.98	2.92	3.17	3.07	3.07	3.06	2.92	2.99	2.99	3.12	3.21
Future Attention	49.4%	2.63	2.82	2.98	2.63	2.42	2.56	2.51	2.90	2.59	2.64	2.55	2.44
Property Tax		2.79	2.93	2.80	2.73	2.76	2.79	2.73	2.77	2.89	2.78	2.81	2.63

Snowplowing

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.86	2.86	2.77	2.86	2.93	2.89	2.83	2.88	2.90	2.88	2.99	2.77
Future Attention	43.6%	2.58	2.70	2.79	2.69	2.47	2.46	2.45	2.60	2.52	2.57	2.52	2.55
Property Tax		2.64	2.80	2.69	2.65	2.56	2.86	2.60	2.82	2.74	2.62	2.44	2.51

Reducing Airport Noise

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.71	3.01	2.89	2.97	2.83	2.86	2.70	2.82	2.59	2.68	2.46	2.36
Future Attention	41.5%	2.51	2.22	2.39	2.34	2.26	2.39	2.41	2.53	2.48	2.62	2.81	2.86
Property Tax		2.53	2.50	2.61	2.39	2.50	2.53	2.46	2.64	2.56	2.59	2.44	2.55

Cleaning up Graffiti

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.84	2.98	2.78	2.97	2.69	2.90	2.86	2.83	2.81	2.76	2.89	2.83
Future Attention	38.0%	2.47	2.39	2.67	2.30	2.52	2.42	2.26	2.74	2.47	2.56	2.51	2.39
Property Tax		2.57	2.54	2.59	2.56	2.61	2.54	2.47	2.69	2.72	2.61	2.51	2.46

Providing Fire Protection

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		3.30	3.27	3.20	3.35	3.30	3.30	3.27	3.30	3.32	3.29	3.39	3.34
Future Attention	36.3%	2.46	2.52	2.61	2.44	2.41	2.44	2.39	2.67	2.39	2.51	2.41	2.31
Property Tax		2.88	2.93	2.94	2.82	2.87	2.84	2.79	2.84	3.10	3.02	2.62	2.79

Keeping Streets Clean

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.93	2.98	2.75	3.01	2.91	2.88	2.91	2.78	2.84	2.87	3.12	3.07
Future Attention	37.4%	2.46	2.59	2.79	2.34	2.40	2.58	2.39	2.81	2.40	2.56	2.20	2.25
Property Tax		2.66	2.60	2.81	2.52	2.57	2.71	2.53	2.81	2.67	2.69	2.58	2.62

---

[40] Percentage of citywide residents that suggest more or a lot more attention be given to the service.

Revitalizing Downtown

	% More[41]	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		2.91	2.85	2.92	3.00	2.91	3.00	2.84	2.99	2.83	2.92	2.88	2.92
Future Attention	37.2%	2.35	2.48	2.29	2.43	2.38	2.50	2.42	2.41	2.23	2.34	2.27	2.25
Property Tax		2.56	2.50	2.73	2.50	2.45	2.69	2.64	2.64	2.48	2.63	2.42	2.45

**Providing Garbage Collection and Recycling** *(Property tax question not asked for this service)*

	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		3.27	3.27	3.17	3.34	3.26	3.05	3.21	3.08	3.33	3.21	3.53	3.39
Future Attention	25.7%	2.29	2.31	2.31	2.16	2.29	2.39	2.30	2.48	2.26	2.41	2.21	2.15

Providing Animal Control Services

|	% More	City	Ca	NN	NE	Un	Ce	CI	Pl	Lo	Po	Nk	SW
Current Satisfaction		3.05	3.01	2.95	3.11	3.04	3.04	3.06	3.02	3.07	3.08	3.09	3.09
Future Attention	19.1%	2.16	2.21	2.42	2.14	2.11	2.12	2.05	2.40	2.05	2.17	2.07	2.06
Property Tax		2.51	2.29	2.58	2.50	2.27	2.92	2.47	2.64	2.18	2.76	2.53	2.31

---

[41] Percentage of citywide residents that suggest more or a lot more attention be given to the service.

APPENDIX D – Summary Discrepancy Plots (Satisfaction vs. Future Attention)

More Attention

More Satisfaction
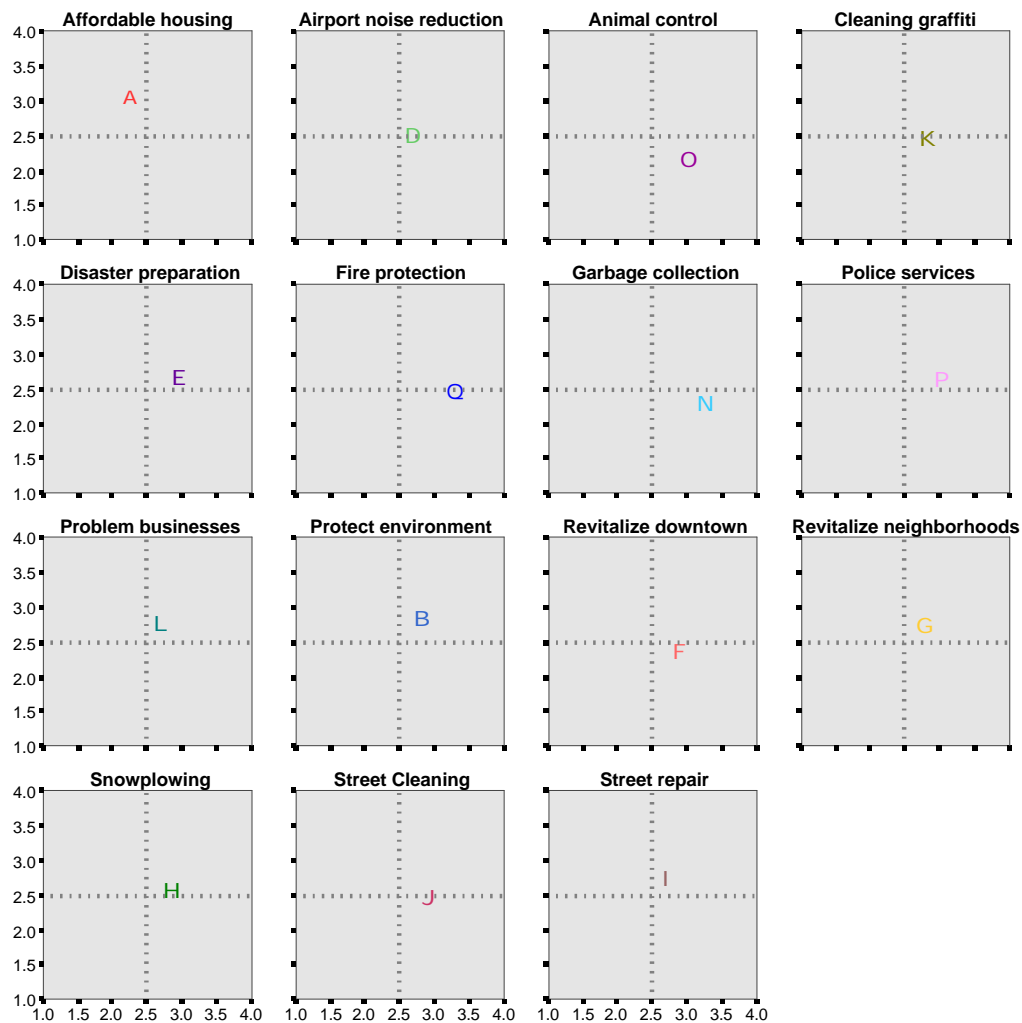
Service Description

a.   Preserving and providing affordable housing for low-income residents
b.   Protecting the environment, including air, water and land
d.   Reducing the impacts of airport noise
e.   Preparing for disasters
f.   Revitalizing downtown
g.   Revitalizing neighborhood commercial areas
h.   Snowplowing City streets
i.   Repairing streets and alleys
j.   Keeping streets clean
k.   Cleaning up graffiti
l.   Dealing with problem businesses and unkempt properties
n.   Providing garbage collection and recycling programs
o.   Providing Animal control services
p.   Providing Police services
q.   Providing Fire protection and Emergency Medical Response
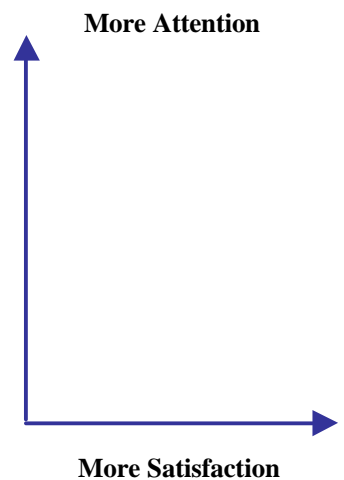
APPENDIX E – AVAILABLE DATA TABLES

The following sets of data tables are available:

Banner point label   Banner point question source

Table 1 - Community Table (Weighted data)

Grand Total   All respondents in study

Communities   S2. Communities
- Camden
- Calhoun
- Central
- Longfellow
- Near North
- Northeast
- Nokomis
- Phillips
- Powderhorn
- Southwest
- University

Table 2.1 - Demographics Table (Weighted data)

Grand Total   All respondents in study

Ethnicity   Q53b. Now can you tell me which of the following best describes your racial origin?
- White
- Non-white

- Black, African American
- Asian
- Other (includes Am Indian or native Alaskan, two or more races and some other race)

Latino/Hispanic   Q53a. 'Yes' Are you of Latino or Hispanic origin

Age   Q51. In which of the following categories does your age fall?
- 18 to 34
- 35 to 59
- 60/+

Income   Q52a + b. Which of the following category comes closest to your actual income?
- <$20,000
- $20,000 to $39,999
- $40,000 to $69,999
- $70,000 or more
- Refused

Gender   Q57. Record gender
- Female
- Male

Table 2.2 - Demographics Table

Grand Total   All respondents in study

Housing   Q46.   Do you currently own or rent your residence?
     Own
     Rent

Length of Residency   QE.   How long have you lived in the City of Minneapolis?
     <5 yrs
     5 to 9 yrs
     10 to 19 yrs
     20/+ yrs

Household   Q49.   Do you have children under the age 18 living in your household?
     Kids under 18
     No kids under 18

Internet Usage   Q24a.   Do you use the Internet?
     Yes
     No

Table 3 - Performance Table

Grand Total   All respondents in study

City Contact   Q20.   Over the past 12 months, have you contacted the City to get information or services?

     Yes
     No

Dept. Contact   Q30.   Turning to the three public safety services provided by the City of Minneapolis – fire, police and 911 operators, in the past 3 years have you had contact with…

     Fire
     Police
     911
     None

City Gov Performance
     Communication   Q44a.   How would you rate Minneapolis City Government on communicating with its citizens?

          Good to very good
          Fair to poor
          Don't know

     Needs Provision   Q44b.   Representing and providing for the needs of all its citizens

          Good to very good
          Fair to poor
          Don't know

     Planning   Q44c.   Effectively planning for the future
          Good to very good
          Fair to poor
          Don't know

     Tax $ Value   Q44d.   Providing value for your tax dollars
          Good to very good
          Fair to poor
          Don't know

Table 4 - Perceptions Table

Grand Total	All respondents in study

City Rating	Q1. Overall, how do you rate the City of Minneapolis as a place to live?
Good to very good	
Fair to poor	

Neighborhood Rating	Q1a. Overall, how do you rate your neighborhood as a place to live?
Good to very good	
Fair to poor	

Livability	Q2. Over the past three years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?
Better	
Same	
Worse	

Migration	Q4. Do you think you will be living in Minneapolis five years from now, or do you think you will be living some place else?
Stay in City	
Leave City	
Don't know	

Discrimination	Q12. During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?
Yes	
No	

Copies of Data Tables Available from:

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Performance Management & Business Planning Coordinator
City of Minneapolis
350 South 5ᵗʰ Street – Room 301M
Minneapolis, MN 55415
612.673.3258
leslie.krueger@ci.minneapolis.mn.us

APPENDIX F – NEIGHBORHOOD REPRESENTATION

QGa. In which Minneapolis neighborhood do you live?

Community and Neighborhood	Frequency	Percent
Camden		
Camden Industrial Area	0	0
Cleveland	12	1.0
Folwell	16	1.3
Humboldt Industrial Area	0	0
Lind Bohanon	13	1.1
McKinley	5	.4
Shingle Creek	11	.9
Victory	27	2.2
Webber Camden	17	1.4
Calhoun Isles		
Bryn Mawr	8	.7
Carag	22	1.8
Cedar Isles Dean	1	.1
East Isles	13	1.1
Ecco	8	.7
Kenwood	5	.4
Lowry Hill	12	1.0
Lowry Hill East	38	3.1
West Calhoun	5	.4
Downtown		
Downtown East	0	0
Downtown West	13	1.1
Elliot Park	12	1.0
Loring Park	42	3.5
North Loop	6	.5
Stevens Square/Loring Hgts.	44	3.6
Longfellow		
Cooper	9	.7
Hiawatha	16	1.3
Howe	30	2.5
Longfellow	21	1.7
Seward	25	2.1
Northeast		
Audubon Park	16	1.3
Beltrami	3	.2
Bottineau	3	.2
Columbia	8	.7
Holland	7	.6
Logan Park	6	.5
Marshall Terrace	5	.4
Mid City Ind. Area	0	0
Northeast Park	3	.2
Sheridan	11	.9
St. Anthony East	10	.8
St. Anthony West	2	.2
Waite Park	12	1.0
Windom Park	16	1.3
Near North		
Harrison	5	.4
Hawthorne	13	1.1
Jordon	39	3.2
Near North	17	1.4
Sumner Glenwood	0	0
Willard Hay	34	2.8
NOKOMIS		
Diamond Lake	5	.4
Ericsson	11	.9
Field	6	.5
Hale	8	.7
Keewaydin	13	1.1
Minnehaha	15	1.2
Morris Park	3	.2
Northrop	13	1.1
Page	3	.2
Regina	7	.6
Wenonah	24	2.0
Powderhorn		
Bancroft	6	.5
Bryant	6	.5
Central	7	.6
Corcoran	8	.7
Lyndale	17	1.4
Powderhorn Park	20	1.7
Standish	15	1.2
Whittier	67	5.5
Phillips		
Phillips	100	8.3
Southwest		
Armatage	13	1.1
East Harriet	11	.9
Fulton	10	.8
Kenny	4	.3
King Field	19	1.6
Linden Hills	20	1.7
Lynnhurst	14	1.2
Tangletown	12	1.0
Windom	4	.3
University		
Cedar Riverside West Bank	14	1.2
Como	21	1.7
Marcy Holmes	30	2.5
Nicollet Island East Bank	1	.1
Prospect Park East River Road	31	2.6
U of MN	3	.2
Not attributable to a specific neighborhood, but could be placed within a community	8	.7
Total	1210	100.0

APPENDIX G – SURVEY INSTRUMENT WITH BASIC RESULTS

An electronic version of the survey was administered to English speaking residents using a computer-assisted telephone interviewing system (CATI). The survey was also translated into Hmong, Somali and Spanish language versions and administered using paper copies of the survey.

English Version

Introduction

Hello, my name is [YOUR NAME] with MarketLine Research. We are conducting a study on behalf of the City of Minneapolis and would like to include your opinions. We are not selling anything; this is a research study with residents of Minneapolis. All your responses will remain confidential.

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

Screening

QA.   Are you 18 years of age or older and celebrated the most recent birthday in your household?

       Yes   [CONTINUE]

       No   [ASK TO SPEAK WITH SOMEONE IN HOUSEHOLD 18 OR OLDER HAVING LAST BIRTHDAY. IF NOT AVAILABLE, ASK FOR BEST TIME TO REACH THEM. IF NO ONE LIVES IN HOUSEHOLD 18 OR OLDER, THANK AND TERMINATE]

IF NO ONE IN HOUSEHOLD SPEAKS ENGLISH RECORD BEST GUESS OF LANGUAGE AND TERMINATE

QB.   Do you or does anyone in your household work for:

       Minneapolis City government as an employee or elected official   [CONTINUE]

       A newspaper, radio or TV station, or   [TERMINATE]

       A marketing research firm, advertising agency, or public relations firm.   [TERMINATE]

QC.   All information in this survey will be kept confidential. You may choose to participate, or you may begin the survey and quit at any time. The study design requires we speak with persons living in the City of Minneapolis.

       CONTINUE

       For this study we need to gather the opinions of a variety of Minneapolis residents. What is your home zip code?   [SELECT ONE]

55401	55407	55414	55430
55402	55408	55415	55450
55403	55409	55416	55454
55404	55410	55417	55455
55405	55411	55418	Don't know
55406	55412	55419	Refused
	55413		Other [TERMINATE]

IF ZIP CODES 55410, 55416, 55418, 55430 OR 55450 SELECTED IN QC, ASK:

QD.   Do you live within the Minneapolis City limits?

       Yes   [CONTINUE]

       No   [THANK AND TERMINATE]

QE.   How long have you lived in the City of Minneapolis?

        INTERVIEWER, ENTER RESPONSE IN CORRECT CATEGORY
                0 to less than 3 months   [THANK AND TERMINATE]
                4 to 11 months   [CONTINUE]
                1 to 4 years   [CONTINUE]
                5 to 9 years   [CONTINUE]
                10 to 14 years   [CONTINUE]
                15 to 19 years   [CONTINUE]
                20 to 30 years   [CONTINUE]
                30 years or more   [CONTINUE]

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

	East Calhoun (ECCO)	Loring Park	Regina
Audubon Park	Elliot Park	Lowry Hill	Seward
Bancroft	Ericsson	Lowry Hill East (Wedge)	Sheridan
Beltrami	Field	Lyndale	Shingle Creek
Bottineau	Folwell	Lynnhurst	St. Anthony East
Bryant	Fuller/Tangletown	Marcy-Holmes	St. Anthony West
Bryn-Mawr	Fulton	Marshall Terrace	Standish
Camden/Weber-Camden	Hale	McKinley	Stevens Square
	Harrison		Sumner-Glenwood
Carag/Calhoun Area	Hawthorne	Minnehaha	University
Cleveland	Humboldt Indust Area	North Loop	Ventura Village
Cedar-Isles-Dean	Hiawatha	Morris Park	Victory
Cedar-Riverside	Holland	Near North	Waite Park
Central	Howe	Nicollet Island/East bank	Wenonah
Columbia Park	Jordan	Nokomis	West Calhoun
Como	Keewaydin	Northeast Park	Whittier
Cooper	Kenny	Northrop	Willard-Hay
Corcoran	Kenwood	Page	Windom
Diamond Lake	King Field	Phillips	Windom Park
Downtown East	Lind-Bohanon		Don't know / Refused
Downtown West	Linden Hills		Other [Specify]
East Harriet Farmstead	Logan Park	Powderhorn Park	Uptown
East Isles	Longfellow	Prospect Park E River Rd	Warehouse District

[ASK IF QF IS DON'T KNOW OR OTHER]
QG.   Could you please give me the name of your nearest Park or public school.
        [RECORD VERBATIM]

Quality of Life
Q1.   Overall, how do you rate the City of Minneapolis as a place to live? Would you say…?
        [READ LIST]   n = 1210
        Very good   42.4%
        Good   43.5%
        Only fair, or   11.0%
        Poor   2.5%
        [DO NOT READ] Don't know   .4%
        [DO NOT READ] Refused   .1%

Q1a.   Overall, how do you rate your neighborhood as a place to live? Would you say…?   [READ LIST]
        [READ LIST]   n = 1210
        Very good   39.1%
        Good   39.6%
        Only fair, or   15.6%
        Poor   5.6%
        [DO NOT READ] Don't know   .1%
        [DO NOT READ] Refused   0%

Q2.   Over the past three years, do you think Minneapolis has gotten better, gotten worse, or stayed about the same as a place to live?

	n=1210
Better	33.1%
Stayed the same	51.7%
Worse	15.2%

Q4.   Do you think you will be living in Minneapolis five years from now, or do you think you will be living some place else?

	n=1210
City of Minneapolis	65.9%
Some place else	24.8%
Don't know	9.0%
Refused	.3%

Q6.   In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?
[RECORD RESPONSE VERBATIM] [DO NOT PROBE FOR THREE]

Neighborhood Perception & Image

Q7.   Now I'm going to read some statements. For each please tell me whether you agree or disagree with the statement. [READ STATEMENT],would you say you Agree, Strongly agree, or Disagree, Strongly disagree.

[ROTATE STATEMENTS]

	n = 1210				
	Strongly agree	Agree	Disagree	Strongly disagree	Don't know
a. People in my neighborhood look out for one another	14.8%	57.6%	20.2%	3.5%	3.9%
c. My neighborhood is a safe place to live	15.6%	65.5%	14.3%	3.6%	1.0%
d. My neighborhood has a good selection of stores and services that meet my needs	15.6%	53.1%	24.5%	5.8%	.9%
e. My neighborhood is clean and well maintained	15.5%	64.5%	15.7%	4.0%	.2%
f. Traffic speeds in my neighborhood are not a problem	8.9%	55.4%	27.3%	7.8%	.5%
g. In Minneapolis, residents have a good choice of different housing types, such as apartments, condos and single-family homes	7.1%	52.8%	27.2%	8.3%	4.5%

Q8a.   Thinking about your particular neighborhood, what two things bother you most?
[RECORD VERBATIM] [DO NOT PROBE]

Q9.   Are you familiar with the Neighborhood Revitalization Program, or NRP, in which each neighborhood in Minneapolis develops projects for improving housing, parks, the environment, and other aspects of community?

		n = 1210
Yes	[CONTINUE]	58.5%
No	[SKIP TO Q12]	40.5%
Don't know	[SKIP TO Q12]	1.0%

Q10.   How would you rate the impact the NRP has had on your neighborhood? Would you say it has had a
        Positive impact, Very positive impact, or Negative impact, Very Negative impact or No Impact on your
        neighborhood?

        [DO NOT READ LIST, CHECK ONLY ONE]
                                        n = 708
        Very positive impact   11.9%
        Positive impact   46.7%
        No impact   22.1%
        Negative impact   5.4%
        Very negative impact   1.0%
        Don't know/no opinion   12.7%
        Refused   .2%

Q11a.   Please tell me how much you agree or disagree with the following statement.
        because of the NRP, City residents have more influence on how important issues are addressed, public
        services delivered and public funds used, would you say you Agree, Strongly agree, or Disagree, Strongly
        disagree.

        [DO NOT READ LIST, CHECK ONLY ONE]
                                        n = 708
        Strongly agree   9.8%
        Agree   54.9%
        Disagree   18.8%
        Strongly disagree   3.9%
        Don't know/no opinion   12.6%
        Refused   0%

Q12.   During the past 12 months, have you, yourself experienced any type of discrimination
        in Minneapolis?
                                                        n = 1210
                Yes   [CONTINUE]   16.0%
                No   [SKIP TO Q15a]   84.0%

Q13a.   Was the discrimination you faced in getting…?
                [READ LIST, CHECK ALL MENTIONS]   n = 194
                A job, or at work   31.1%
                Housing   19.5%
                Service in a restaurant or store, or   41.8%
                In dealing with City police, or   28.2%
                Some other type of situation [SPECIFY] 34.7%

Q13b.   Other situation for discrimination.
        [RECORD RESPONSE VERBATIM]

Q14a.   For what reason or reasons do you feel you were discriminated against?
        [DO NOT READ LIST, CHECK ALL THAT APPLY]
                                        n = 194
                Gender   11.8%
                Age   11.2%
                Economic status   10.4%
                Marital status   2.1%
                Social status   7.0%
                Race or color   51.5%
                Sexual orientation   7.5%
                Disability   3.6%
                Ethnic background or   6.2%
                county of origin
                Language or accent   2.9%
                Religion   2.4%
                Other   18.3%

Q14b.   Other reason for discrimination.
            [RECORD RESPONSE VERBATIM]

Downtown Usage & Image
Q15a   Now I'd like to ask you some questions about Downtown Minneapolis. Do you work in downtown
            Minneapolis?

                                                        n = 1210
            Yes   [ASK Q15b.]   16.6%
            No   [ASK Q15c.]   83.4%

Q15b.   Excluding work, how often do you go to downtown Minneapolis?
            [DO NOT READ LIST, CHECK ONLY ONE]
                                                                        n = 201
            Two or more times a week   [ASK Q17]   39.6%
            Once a week   [ASK Q17]   13.8%
            Two or three time a month   [ASK Q17]   15.4%
            Once a month   [ASK Q17]   9.7%
            Once every two or three months [ASK Q17]   3.1%
            Two or three times a year   [ASK Q17]   2.6%
            Less than twice a year   [ASK Q17]   1.7%
            Never go downtown Minneapolis   [ASK Q16 THEN   13.2%
                                            SKIP TO Q20]
            Don't know   [ASK Q17]   1.0%
            Refused   [ASK Q17]   0%

Q15c.   Excluding work related visits, how often do you go to downtown Minneapolis?
            [DO NOT READ LIST, CHECK ONLY ONE]
                                                                        n = 1009
            Two or more times a week   [ASK Q17]   17.6%
            Once a week   [ASK Q17]   12.2%
            Two or three time a month   [ASK Q17]   15.2%
            Once a month   [ASK Q17]   14.5%
            Once every two or three months [ASK Q17]   10.9%
            Two or three times a year   [ASK Q17]   12.4%
            Less than twice a year   [ASK Q17]   6.5%
            Never go downtown Minneapolis   [ASK Q16 THEN   10.3%
                                            SKIP TO Q20]
            Don't know   [ASK Q17]   .2%
            Refused   [ASK Q17]   .1%

ASK Q16. ONLY IF "NEVER" SELECTED IN Q15b. or Q15c
Q16.   What is the main reason you never go to downtown Minneapolis?
            [RECORD RESPONSE VERBATIM]

Q17a.   How safe do you feel walking through downtown during evening hours?
            Would you say you feel…?   [READ LIST, CHECK ONLY ONE]
                                                        n = 1079
            Very safe   30.3%
            Somewhat safe   42.7%
            Not very safe, or   13.7%
            Not at all safe   3.8%
            [DO NOT READ] Don't know   8.7%
            [DO NOT READ] Refused   .8%

Q18. How would you rate the cleanliness of downtown? Would you say it is…? [READ LIST]

	n = 1079
Very clean	29.2%
Somewhat clean	56.0%
Not very clean, or	9.7%
Not at all clean	2.5%
[DO NOT READ] Don't know	2.3%
[DO NOT READ] Refused	.3%

Access to Information

Q20. Over the last 12 months, have you contacted the City to get information or services?

		n = 1210
Yes	[CONTINUE]	38.3%
No	[SKIP TO Q24a]	60.7%
Don't Know	[SKIP TO Q24a]	1.0%

Q21. Did you contact the City in person, by telephone, by mail, or by Internet?
[RECORD ALL THAT APPLY]

	n = 464
In person	23.7%
By telephone	90.5%
By mail	10.1%
By Internet	18.0%

Q22. When you last contacted the City, how satisfied were you with the time it took to reach the right person? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied?

	n = 464
Very satisfied	21.4%
Satisfied	53.2%
Dissatisfied, or	15.3%
Very dissatisfied	9.0%
Don't know	1.1%
Refused	0%

Q23. When you last contacted the City, how satisfied were you with the helpfulness of the City employees? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied?

	n = 464
Very satisfied	28.1%
Satisfied	50.6%
Dissatisfied	12.2%
Very dissatisfied	7.0%
Don't know	2.0%
Refused	0%

Q24a. My next questions are about the Internet. Do you use the Internet?

		n = 1210
Yes		62.5%
No	[SKIP TO Q25.]	37.5%

Q25. Have you ever visited the City of Minneapolis' website?

		n = 1210
Yes	[CONTINUE]	23.1%
No	[SKIP TO Q28.]	76.9%

Q26a.   For each of the following, please tell me if you would find it helpful to be able to access the information or service through the City's Website, if available?
[ROTATE LIST]
[READ FIRST STATEMENT AND CHECK ALL THAT APPLY]

	n = 279
Information about a City department or service	92.7%
Information about your neighborhood	83.8%
Information regarding City regulations or policies and City Council Actions	90.1%
Acquire a City permit or license	78.8%
Report a problem such as bad street pavement or a missing sign	84.3%
Apply for a City job	78.4%
Other [SPECIFY]	20.5%

Q27.   Other use of City website.
[RECORD RESPONSE VERBATIM]

Q28.   The City of Minneapolis provides its residents with a City calendar that includes information about City Services. Do you use the calendar?

	n = 1210
Yes	46.6%
No	48.1%
[DO NOT READ] Don't recall getting it	5.3%

City Services

Q30.   Turning to the three public safety services provided by the City of Minneapolis – fire, police and 911 operators. In the past 3 years, have you had any contact with…?

[CHECK ALL THAT APPLY]		n = 1210
Fire	[ASK Q32]	13.3%
Police	[ASK Q33]	45.1%
911 operators	[ASK Q34]	33.3%
None	[DO NOT READ]	44.4%

ASK Q32 IF HAD INTERACTION WITH FIRE DEPARTMENT IN PAST 3 YEARS

Q32.   How satisfied were you with the professionalism shown by the firefighters? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.
[DO NOT READ LIST]   [CHECK ONLY ONE]

	n = 161
Very satisfied	67.3%
Satisfied	29.2%
Dissatisfied	2.4%
Very dissatisfied	0.0%
Don't know/no opinion	1.1%
Refused	0%

ASK Q33 IF HAD INTERACTION WITH POLICE DEPARTMENT IN PAST 3 YEARS

Q33.   How satisfied were you with the professionalism shown by the police officers? Would you say you were Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.
[DO NOT READ LIST]   [CHECK ONLY ONE]

	n = 546
Very satisfied	33.8%
Satisfied	44.0%
Dissatisfied	13.0%
Very dissatisfied	8.4%
Don't know/no opinion	.8%
Refused	0%

ASK Q34 IF HAD INTERACTION WITH 911 IN PAST 3 YEARS

Q34.   How satisfied were you with the professionalism shown by the 911 operator? Would you say you were
        Satisfied, Very satisfied, or Dissatisfied, Very dissatisfied.
             [DO NOT READ LIST]   [CHECK ONLY ONE]

	n = 402
Very satisfied	49.4%
Satisfied	41.3%
Dissatisfied	5.5%
Very dissatisfied	2.9%
Don't know/no opinion	.9%
Refused	0%

Q38.   I will now read a list of services provided by City of Minneapolis government. For each please tell me how
        satisfied you are with the way the City provides the service. How satisfied are you with Minneapolis'
        efforts at [READ FIRST SERVICE]?   Are you satisfied, very satisfied, dissatisfied, or very Dissatisfied?
        [ROTATE LIST]

Service   n = 1210

Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/No opinion
a. Preserving and providing affordable housing for low-income residents	3.8%	30.3%	35.6%	14.8%	15.3%
b. Protecting the environment, including air, water and land	10.0%	61.9%	17.6%	4.1%	6.5%
d. Reducing the impacts of airport noise	6.5%	53.9%	19.9%	5.9%	13.8%
e. Preparing for Disasters	6.4%	56.9%	6.4%	1.1%	28.9%
f. Revitalizing downtown	14.0%	58.9%	15.8%	3.2%	8.1%
g. Revitalizing neighborhood commercial areas	7.5%	58.2%	19.9%	2.7%	11.7%
h. Snowplowing City streets	16.5%	57.5%	19.6%	5.2%	1.3%
i. Repairing streets and alleys	7.6%	59.3%	25.6%	5.4%	2.1%
j. Keeping streets clean	12.9%	69.9%	13.7%	3.0%	.4%
k. Cleaning up graffiti	7.7%	63.7%	16.5%	3.0%	9.1%
l. Dealing with problem businesses and unkempt properties	4.7%	53.1%	22.2%	4.1%	15.8%
n. Providing garbage collection and recycling programs	33.4%	58.6%	5.2%	.8%	2.1%
o. Providing Animal control services	13.1%	66.5%	4.8%	1.8%	13.5%
p. Providing Police services	18.1%	67.8%	9.4%	1.7%	2.8%
q. Providing Fire protection and emergency medical response	29.6%	62.9%	.7%	.3%	6.4%

Q39. As you probably know, Minneapolis, is faced with the task of providing City services with limited resources. With this in mind, please tell me how much attention and resources you feel the City should give each of the following services in the future. How much attention should the City devote to [READ FIRST SERVICE] in the future? Would you say, a lot more attention, more attention, some attention, or a lot less attention
[ROTATE SERVICES]

n = 1210

		A Lot More Attention	More Attention	Some Attention	A Lot Less Attention	Don't Know/No opinion
a.	Preserving and providing affordable housing for low-income residents	37.7%	32.7%	1.3%	4.4%	3.9%
b.	Protecting the environment, including air, water and land	23.4%	37.2%	34.0%	3.0%	2.3%
d.	Reducing the impacts of airport noise	16.2%	25.4%	43.3%	9.3%	5.7%
e.	Preparing for Disasters	16.7%	32.7%	42.5%	2.6%	5.4%
f.	Revitalizing downtown	9.6%	27.6%	44.4%	13.2%	5.2%
g.	Revitalizing neighborhood commercial areas	20.1%	35.2%	37.1%	3.8%	3.7%
h.	Snowplowing City streets	15.3%	28.2%	51.3%	2.7%	2.4%
i.	Repairing streets and alleys	19.1%	34.1%	42.6%	2.0%	2.0%
j.	Keeping streets clean	11.3%	26.1%	57.3%	3.2%	1.9%
k.	Cleaning up graffiti	13.0%	25.0%	50.4%	6.3%	5.1%
l.	Dealing with problem businesses and unkempt properties	19.3%	34.7%	38.0%	2.6%	5.4%
n.	Providing garbage collection and recycling programs	7.4%	18.3%	65.1%	5.4%	3.5%
o.	Providing Animal control services	4.9%	14.1%	63.4%	9.6%	7.7%
p.	Providing Police services	14.8%	34.6%	44.5%	3.1%	2.8%
q.	Providing Fire protection and emergency medical response	8.5%	27.7%	57.1%	1.4%	5.0%

[ASK ONLY IF 'A LOT MORE ATTENTION' or 'MORE ATTENTION' RESPONSE TO Q40]
Q40. For services you thought the City should focus greater attention on, tell me how much you agree or disagree that property taxes should be increased to maintain or improve [SERVICE]. Would you say you agree, strongly agree, disagree, or strongly disagree

		n =	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/No opinion
a.	Preserving and providing affordable housing for low-income residents	n = 852	21.1%	50.9%	21.2%	3.9%	2.8%
b.	Protecting the environment, including air, water and land	n = 733	15.2%	57.5%	21.6%	2.5%	3.0%
d.	Reducing the impacts of airport noise	n = 502	9.5%	39.6%	39.9%	7.6%	3.4%
e.	Preparing for Disasters	n = 597	12.3%	54.2%	28.0%	2.5%	2.7%
f.	Revitalizing downtown	n = 450	7.3%	46.2%	38.9%	5.7%	1.9%
g.	Revitalizing neighborhood commercial areas	n = 669	6.7%	50.9%	34.9%	5.0%	2.5%
h.	Snowplowing City streets	n = 527	7.5%	52.2%	32.8%	4.7%	2.7%
i.	Repairing streets and alleys	n = 644	8.5%	59.7%	26.3%	3.4%	2.1%
j.	Keeping streets clean	n = 453	6.6%	56.2%	29.2%	5.2%	2.6%
k.	Cleaning up graffiti	n = 460	6.3%	49.4%	35.2%	6.3%	2.6%
l.	Dealing with problem businesses and unkempt properties	n = 652	6.9%	41.8%	42.7%	6.5%	2.0%
o.	Providing Animal control services	n = 231	6.8%	43.8%	40.6%	7.1%	1.6%
p.	Providing Police services	n = 598	9.5%	61.2%	23.1%	3.6%	2.6%
q.	Providing Fire protection and emergency medical response	n = 439	11.0%	65.2%	19.5%	1.6%	2.8%

Q35a.   Moving now to snow emergencies in Minneapolis. From which of the following sources would you prefer to get snow emergency information?
[READ LIST]   [CHECK ALL MENTIONS]

	n = 1210
Newspapers	45.9%
Radio or television	89.7%
348-SNOW phone hotline	65.6%
City of Minneapolis website or email notification	48.9%
Snow Emergency brochure	56.4%
Signage along the streets	73.3%
City Calendar	58.7%
[DO NOT READ] Other, [Specify]	.4%
[DO NOT READ] Don't know/refused	.6%
[DO NOT READ] Have off street parking/don't care	.3%
[DO NOT READ] No car [SKIP TO Q41]	1.7%

Q37.   In your opinion, what could the City do to help you comply with parking restrictions during a snow emergency?
[RECORD VERBATIM]

Issues

Q41.   I'd now like you to consider some services provided by other Minneapolis government bodies such as the Park, Library or School Boards. Please tell me how satisfied you are with the way each service is provided. How satisfied are you with Minneapolis' efforts at [STATEMENT]? Are you satisfied, very satisfied, dissatisfied, or very dissatisfied?

n =1210

[ROTATE]	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know/ No Opinion
a. Maintaining parks and providing recreational opportunities	27.6%	61.5%	8.0%	1.1%	1.6%
b. Providing Library services	28.6%	58.9%	7.5%	.58%	4.1%
c. Providing public education	10.7%	50.6%	21.9%	7.5%	9.0%

Q42.   In this last section, I'd like your opinion on possible new approaches to criminal justice in Minneapolis. For each of the following statements please tell whether you Agree, Strongly agree, or Disagree, Strongly disagree?
[READ FIRST STATEMENT   [ROTATE STATEMENTS]

n =1210

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/ No Opinion
a. For minor crimes, offenders should be made to do community service instead of time in jail.	26.5%	57.8%	10.3%	2.4%	2.9%
b. Assuming it is more effective in preventing future crime, offenders should also be given treatment and counseling rather than only jail time.	31.3%	53.7%	10.0%	1.8%	3.2%
c. Not all offenders of minor crimes are able to pay their fines to avoid jail time. For offenders unable to pay, a program should be setup to allow them to work off the fine to avoid jail time.	28.9%	54.6%	9.8%	3.2%	3.4%

Q44a.   Lastly I'd like your opinion on how you feel the City governs. How would you rate Minneapolis City
        Government on [STATEMENT]? Would you say very good, good, only fair, or poor?

        ROTATE LIST, READ FIRST STATEMENT]

                                                        n = 1210

	Very Good	Good	Only Fair	Poor	Don't Know/ No Opinion
a. Communicating with its citizens	7.9%	41.2%	36.4%	12.2%	2.2%
b. Representing and providing for the needs of all its citizens	7.2%	40.8%	37.3%	12.4%	2.3%
c. Effectively planning for the future	7.4%	41.9%	34.3%	9.8%	6.5%
e. Providing value for your tax dollars	8.9%	45.4%	31.9%	10.7%	3.0%

Demographic/Classification Questions
My last questions are for classification purposes only. We collect this information to make sure we have gathered
the opinions from a variety of people.

Q46.   Do you currently own or rent your current residence?
                Own
                Rent
                [DO NOT READ]   Refused

Q49.   Do you have children under the age 18 living in your household?
                Yes
                No
                [DO NOT READ]   Refused

Q50.   What was the last grade of school you completed? Was it…?
        [READ LIST]
                Some high school or less
                High school graduate
                Some college or technical school
                Technical school graduate
                College graduate, or
                Postgraduate degree
                [DO NOT READ]   Refused

Q51.   In which of the following categories does your age fall? Please stop me when I get to the
        right range.   [READ LIST]
                18 TO 19   45 TO 54
                20 TO 24   55 TO 59
                25 TO 34   60 TO 64
                35 TO 44   65 TO 74
                                     75 OR OLDER
                                     [DO NOT READ]   Refused

Q52. For statistical purposes only, was your total 2000 annual household income before taxes <u>under</u> $50,000 or $50,000 or more?

      Under $50,000   [ASK Q52a.]
      Over $50,000   [ASK Q52b.]
      Refused   [SKIP TO Q53]

Which of the following category comes closest to your actual income?

a. [READ LIST]	b. [READ LIST]
Was it under $10,000	Was it under $60,000
$10,000 to $19,999	$60,000 to $69,999
$20,000 to $29,999	$70,000 to $79,999
$30,000 to $39,999	$80,000 to $89,999
$40,000 or more	$90,000 to $99,999
[DO NOT READ] Refused	$100,000 to $199,000
	$200,000 or more
	[DO NOT READ] Refused

Q53a. For statistical purposes only could you please tell me if you are of Latino or Hispanic origin?
        Yes
        No
        [DO NOT READ] Don't know
        [DO NOT READ] Refused

Q53b. Now can you tell me which of the following best describes your racial origin? Are you?
[READ LIST]
        White
        Black, African American or African
        American Indian or Alaskan Native
        Asian, Native Hawaiian or other Pacific Islander, or
        Two or more races, or
        Some other race
        [DO NOT READ]   Refused

Q54. Survey responses will be reviewed by community and neighborhood units. To help us place your responses with the proper community and neighborhood units, would you please give me your current street address?
[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.]

      Refused   [ASK Q55]
      Don't know   [ASK Q55]

[IF COMPLETE ADDRESS PROVIDED SKIP TO Q56]
Q55. 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.

      Refused
      Don't know

Q56. In case my supervisor needs to verify my work could you give me your first name only?
        [RECORD VERBATIM]

Q57. That is all the questions I have. Thank you for your time. The information you have provided will help the City of Minneapolis to enhance services to all citizens.

Record gender

Questions regarding the survey may be forwarded to
Leslie Krueger
Performance Management & Business Planning Coordinator
City of Minneapolis
350 South 5th Street – Room 301M
Minneapolis, MN 55415
612.673.3258
leslie.krueger@ci.minneapolis.mn.us