

Appendix III: Complete Set of Frequencies

The following pages contain a complete set of survey frequencies. The number of respondents for each question is 1,172 unless noted otherwise.

Question B	
How long have you lived in the City of Minneapolis?	Percent of respondents
Less than one year	3%
1 to 4 years	16%
5 to 9 years	21%
10 to 19 years	20%
20 years or more	41%
Don't know	0%
Refused	0%
Total	100%

Question C	
What is your home zip code?	Percent of respondents
55111	0%
55401	2%
55402	0%
55403	7%
55404	9%
55405	7%
55406	10%
55407	9%
55408	7%
55409	4%
55410	3%
55411	6%
55412	5%
55413	6%
55414	6%
55415	0%
55416	1%
55417	5%
55418	5%
55419	5%
55421	0%
55422	0%
55423	0%
55424	0%
55429	0%
55430	1%
55435	0%

Question C	
What is your home zip code?	Percent of respondents
55450	0%
55454	1%
55455	0%
55487	0%
55488	0%
Other	0%
Don't know	0%
Refused	0%
Total	100%

Question D	
Which of the following applies to your phone usage?	Percent of respondents
I only have a cell phone which is my primary phone	6%
I only have a landline which is my primary phone	27%
I have a cell phone and a landline with my cell phone being my primary phone	29%
I have a landline and a cell phone with my landline being my primary phone	38%
Total	100%

Question 1	
Overall, how do you rate the City of Minneapolis as a place to live?	Percent of respondents
Very good	53%
Good	36%
Only fair	9%
Poor	2%
Don't know	0%
Refused	0%
Total	100%

Question 2	
Overall, how do you rate your neighborhood as a place to live?	Percent of respondents
Very good	45%
Good	37%
Only fair	13%
Poor	4%
Don't know	1%
Refused	0%
Total	100%

Question 3

Over the past two years, do you think Minneapolis has gotten better, gotten worse or stayed about the same as a place to live?	Percent of respondents
Better	21%
Stayed the same	58%
Worse	17%
Don't know	4%
Refused	0%
Total	100%

Question 4

In your opinion, what are the three biggest challenges Minneapolis will face in the next five years?	Percent of respondents
Public safety	24%
City government	7%
Transportation related issues - includes traffic related responses	18%
Education	30%
Economic development	16%
Housing	12%
Growth	6%
Job opportunities	18%
Maintain public infrastructure - including bridge and road maintenance	20%
Foreclosure	2%
Property/Real Estate Taxes	18%
Other	34%
Don't know	14%
Refused	0%

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

Question 4a

Please indicate whether you strongly agree, agree, disagree, or strongly disagree with the following statements:	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Refused	Total
I am proud to live in the City of Minneapolis	44%	50%	4%	0%	0%	0%	100%
I would recommend the City of Minneapolis as a great place to live	42%	50%	5%	1%	1%	0%	100%

Question 5

Please tell me whether you strongly agree, agree, disagree or strongly disagree with each statement.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Refused	Total
People in my neighborhood look out for one another	23%	55%	16%	2%	4%	0%	100%
My neighborhood is a safe place to live	20%	63%	12%	3%	2%	0%	100%
My neighborhood has a good selection of stores and services that meet my needs	26%	50%	17%	6%	1%	0%	100%
My neighborhood is clean and well maintained	24%	58%	13%	3%	1%	0%	100%
Street lighting in my neighborhood is adequate	18%	63%	14%	4%	1%	0%	100%

Question 6

Which of the following best describes the size of your current place of residence based on your household's needs?	Percent of respondents
It is much too big	0%
It is too big	6%
It is just the right size	72%
It is too small	18%
It is much too small	3%
Don't know	0%
Refused	0%
Total	100%

Question 7

Please indicate the extent to which you agree or disagree with each of the following statements about your current place of residence using the scale strongly agree, agree, disagree or strongly disagree.	Strongly agree	Agree	Disagree	Strongly disagree	Don't know	Refused	Total
My housing costs are affordable and within my household's budget	19%	60%	16%	3%	2%	0%	100%
The location of my house or apartment is convenient for my household's needs	45%	48%	5%	1%	0%	0%	100%
The physical condition of my house is adequate to meet my household's needs	29%	60%	9%	1%	1%	0%	100%
I intend to move within the next two years	9%	24%	35%	27%	4%	0%	100%

Question 7aa	
Which of the following best describes where you intend to move?	Percent of respondents
To another location within the same neighborhood	20%
To another neighborhood in Minneapolis	20%
Outside Minneapolis but within the metro area	15%
Outside the Minneapolis metro area	18%
Out of state	21%
Some other location	2%
Don't know	3%
Refused	0%
Total	100%

*This question was asked only of those who reported a likelihood of moving in the next two years.
N=110*

Question 7bb	
Which one of the following best describes why you intend to move?	Percent of respondents
Work	5%
Family	15%
Financial reasons	15%
Just want to live somewhere else	12%
Children are grown/moved out – don't need the big house anymore	1%
Current Property Taxes are too high	4%
Schools – I want to get my child(ren) into better schools	9%
Some other reason	38%
Don't know	1%
Refused	0%
Total	100%

*This question was asked only of those who reported a likelihood of moving in the next two years.
N=110*

Question 8	
Do you live or work Downtown	Percent of respondents
Live	7%
Work	15%
Neither	73%
Both	3%
Don't know	1%
Refused	0%
Total	100%

Question 9	
In the last year, how often, if ever, did you go Downtown?	Percent of respondents
Once or twice	11%
3 to 12 times	27%
13-26 times	16%
26 times or more	39%
Never	6%
Don't know	1%
Refused	0%
Total	100%

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

N=867

Question 10	
What are the major reasons that keep you from spending more time Downtown?	Percent of respondents
Lack of parking	16%
Cost of parking	11%
Traffic (congestion/one-way grid/construction, etc.)	12%
Safety	4%
Prefer other shopping areas	7%
Nowhere to go	15%
Expensive	3%
General dislike	6%
Get lost/hard to find way around	4%
Don't want to go downtown	24%
Other	36%
Don't know	1%
Refused	1%

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

This question was asked only of those who reported going downtown twice in the last year or less.

N=210

Question 11	
In general, how safe do you feel in Downtown Minneapolis?	Percent of respondents
Very safe	39%
Somewhat safe	52%
Not very safe	6%
Not at all safe	1%
Don't know	2%
Refused	0%
Total	100%

Question 11a	
How familiar or unfamiliar are you with Minneapolis 311?	Percent of respondents
Very familiar	23%
Somewhat familiar	44%
Not at all familiar	33%
Refused	0%
Total	100%

Question 11b					
Please indicate if you have access to the Internet at any of the following locations.			Don't know	Refused	Total
	Yes	No			
At home	80%	19%	0%	0%	100%
At school	29%	51%	20%	0%	100%
At work	63%	34%	3%	0%	100%
On a mobile device	40%	60%	0%	0%	100%

Question 12	
In the last 12 months, have you contacted the City to get information or services?	Percent of respondents
Yes	44%
No	55%
Don't know	1%
Refused	0%
Total	100%

Question 13	
How did you contact the City (i.e., in person, by telephone, by mail, by email or visit the City's Web site?)	Percent of respondents
In person	11%
By telephone - other	43%
By telephone - 311	40%
By mail	1%
By email	8%
Visit the City's Web site	29%
Other	2%
Don't know	0%
Refused	0%

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

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

N=869

Question 14

Please tell me how you would rate each of the following characteristics of the City employee with which you most recently had contact, using the scale very good, good, only fair or poor.							Total
	Very good	Good	Only fair	Poor	Don't know/No opinion	Refused	
Knowledge	39%	45%	10%	3%	2%	0%	100%
Courteousness	43%	43%	8%	4%	2%	0%	100%
Timely response	36%	40%	14%	6%	3%	0%	100%
Ease of getting in touch with the employee	33%	44%	16%	6%	2%	0%	100%
Respectfulness	45%	43%	7%	3%	2%	0%	100%
Willingness to help or understand	42%	40%	12%	5%	1%	0%	100%
Willingness to accommodate the need for foreign language and/or sign language interpreting	13%	12%	3%	1%	71%	0%	100%

*This question was only asked of those who reported contacting the City in that last 12 months.
N=859*

Question 15

Please tell me how you would rate each of the following characteristics of the City Web site.							Total
	Very good	Good	Only fair	Poor	Don't know/No opinion	Refused	
Usefulness of information	33%	42%	20%	3%	2%	0%	100%
Ease of use	14%	57%	19%	7%	3%	0%	100%
Design and graphics	11%	58%	20%	6%	6%	0%	100%

*This question was asked only of those who reported contacting the city via the City's Web site.
N=186*

Question 16a

How do you typically find out that a Snow Emergency has been declared?	Percent of respondents
I don't have a car so this doesn't apply to me	1%
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the city web site	3%
I have off-street parking so this doesn't apply to me	1%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
Don't know	1%
Declined or refused	0%
Total	100%

Question 16b	
What information source do you use to understand the Snow Emergency rules and to know where to park?	Percent of respondents
I don't have a car so this doesn't apply to me	1%
Automated phone call from the city	45%
Radio or television	24%
I call 348-snow	5%
Facebook message from the city	4%
Word of mouth/friends/family	4%
E-mail notification from the city	3%
I check the city web site	3%
I have off-street parking so this doesn't apply to me	1%
Newspapers	1%
Text message from the city	1%
Twitter feed from the city	1%
I call 311	1%
E-mail notification from other than city	0%
Other	5%
Don't know	1%
Declined or refused	0%
Total	100%

Question 17					
Now I would like to ask a series of questions related to City services. In the past two years, have you had any contact with...?	Yes	No	Don't know	Refused	Total
Fire department	13%	87%	0%	0%	100%
Police	38%	62%	0%	0%	100%
911 operators	32%	68%	0%	0%	100%
311 agents	36%	63%	1%	0%	100%

Question 17aa to 17dd							
How satisfied were you with the professionalism shown by:	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know	Refused	Total
How satisfied were you with the professionalism shown by the Fire Department staff including firefighters?	75%	20%	4%	0%	1%	0%	100%
How satisfied were you with the professionalism shown by the Police Department staff including police officers?	47%	36%	9%	8%	0%	0%	100%
How satisfied were you with the professionalism shown by the 911 operator?	66%	27%	2%	3%	1%	0%	100%
How satisfied were you with the professionalism shown by the 311 agent?	56%	37%	3%	1%	2%	0%	100%

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

Fire: N=150

Police: N=441

911 operators: N=375

311 agents: N=422

Question 18

I will now read a list of services provided by the City of Minneapolis government. For each please tell me how satisfied or dissatisfied you are with the way the City provides the service.	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Don't know/No opinion	Refused	Total
Protecting the environment, including air, water and land	13%	63%	14%	2%	9%	0%	100%
Preparing for disasters	7%	53%	7%	1%	31%	0%	100%
Affordable housing development	6%	43%	19%	3%	28%	0%	100%
Revitalizing Downtown	14%	62%	12%	2%	10%	0%	100%
Revitalizing Neighborhoods	7%	61%	18%	2%	12%	0%	100%
Repairing streets	3%	37%	44%	15%	1%	0%	100%
Repairing alleys	4%	45%	25%	3%	23%	0%	100%
Keeping streets clean	14%	70%	12%	3%	1%	0%	100%
Cleaning up graffiti	10%	62%	15%	3%	10%	0%	100%
Dealing with problem businesses and unkempt properties	5%	51%	19%	3%	21%	0%	100%
Garbage collection and recycling programs	31%	55%	8%	2%	4%	0%	100%
Animal control services	12%	60%	5%	2%	21%	0%	100%
Police services	19%	63%	9%	3%	6%	0%	100%
Fire protection and emergency medical response	30%	55%	2%	1%	12%	0%	100%
Providing quality drinking water	26%	61%	11%	1%	2%	0%	100%
Providing sewer services	17%	69%	3%	1%	10%	0%	100%
Protecting health and wellbeing of residents	12%	70%	8%	1%	9%	0%	100%
Providing park and recreation services	37%	52%	6%	1%	3%	1%	100%
Mortgage foreclosure assistance	1%	21%	11%	4%	63%	0%	100%
Snow removal	15%	51%	25%	8%	1%	0%	100%

Question 18a

Please tell me how satisfied or dissatisfied you are with public education (K-12) in the Minneapolis Public Schools.	Percent of respondents
Very satisfied	10%
Satisfied	30%
Dissatisfied	27%
Very dissatisfied	9%
Don't know/No opinion	23%
Refused	0%
Total	100%

Question 18b

Over the last two years, would you say that the quality of public education (K-12) in the Minneapolis Public Schools has....	Percent of respondents
Improved a lot	3%
Improved slightly	15%
Stayed the same	24%
Declined slightly	21%
Declined a lot	10%
Don't know/No opinion	27%
Refused	0%
Total	100%

Question 19

Minneapolis is facing increasing financial challenges in providing City services. Please rate the importance of the following services on a 5-point scale, with 5 being "extremely important" and 1 being "not at all important."	Not at all important	2	3	4	Extremely important	Don't know/No opinion	Total
Protecting the environment, including air, water and land	1%	4%	14%	28%	53%	1%	100%
Preparing for disasters	3%	8%	23%	30%	33%	3%	100%
Affordable housing development	4%	9%	23%	28%	34%	3%	100%
Revitalizing Downtown	7%	9%	32%	33%	18%	2%	100%
Revitalizing Neighborhoods	2%	5%	25%	34%	32%	1%	100%
Repairing streets	2%	2%	14%	37%	44%	0%	100%
Repairing alleys	6%	18%	33%	23%	16%	3%	100%
Keeping streets clean	0%	7%	28%	35%	29%	1%	100%
Cleaning up graffiti	9%	17%	34%	22%	17%	1%	100%
Dealing with problem businesses and unkempt properties	3%	9%	31%	30%	24%	2%	100%
Garbage collection and recycling programs	1%	3%	17%	32%	45%	1%	100%
Animal control services	7%	16%	37%	23%	15%	3%	100%
Police services	2%	2%	7%	23%	66%	1%	100%
Fire protection and emergency medical response	1%	1%	2%	17%	77%	1%	100%
Providing quality drinking water	1%	0%	6%	23%	68%	1%	100%
Providing sewer services	1%	3%	16%	28%	51%	2%	100%
Protecting health and wellbeing of residents	2%	2%	12%	26%	57%	1%	100%
Providing park and recreation services	1%	7%	18%	36%	36%	1%	100%
Mortgage foreclosure assistance	8%	11%	27%	23%	20%	10%	100%
Snow removal	1%	3%	12%	34%	50%	0%	100%
311 services	7%	9%	32%	26%	16%	11%	100%

Question 20	
To what extent do you agree or disagree that property taxes or fees should be increased to maintain or improve City services?	Percent of respondents
Strongly agree	11%
Agree	39%
Disagree	28%
Strongly disagree	16%
Don't know/No opinion	5%
Refused	0%
Total	100%

Question 20a	
How likely or unlikely are you to vote in the next election for mayor and City Council, on November 2013?	Percent of respondents
Very likely	71%
Somewhat likely	15%
Somewhat unlikely	5%
Very unlikely	8%
Don't know/No opinion	1%
Refused	0%
Total	100%

Question 20b	
What are some reasons you are less likely to vote in the election for mayor and City Council on November 2013?	Percent of respondents
No interest	16%
No time - too busy	5%
Not aware of options/Don't know how	9%
Wouldn't change the result/Don't believe in it	14%
Other	55%
Don't know	5%
Refused	0%

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

This question was asked only of those who reported they would be unlikely to vote in the 2009 election.

N=159

Question 21

How likely or unlikely are you to use each of the following approaches to try to influence a City decision on an issue you care about?	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Don't know/No opinion	Refused	Total
Contacting my elected official	26%	42%	17%	14%	1%	0%	100%
Joining a City advisory group	8%	21%	37%	33%	1%	0%	100%
Contacting my neighborhood group	25%	38%	21%	14%	1%	0%	100%
Attending a community meeting	26%	42%	17%	14%	1%	0%	100%
Contacting City staff	22%	43%	19%	15%	1%	0%	100%
Working with a group not affiliated with the City	15%	35%	28%	18%	3%	0%	100%

Question 22

What are some reasons you are less likely to participate in City Government decisions?	Percent of respondents
No interest	18%
No time	39%
Not aware of options/Don't know how	7%
Wouldn't change the result	15%
Other	25%
Don't know	6%
Refused	1%

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

Question 23

Now I'd like your opinion on how you feel the City governs. How would you rate the Minneapolis City Government on...	Very good	Good	Only fair	Poor	Don't know	Refused	Total
Informing residents on major issues in the City of Minneapolis	15%	45%	26%	10%	4%	0%	100%
Representing and providing for the needs of all its citizens	12%	47%	29%	9%	4%	0%	100%
Effectively planning for the future	9%	43%	31%	9%	8%	0%	100%
Providing value for your tax dollars	11%	44%	29%	12%	5%	0%	100%
Providing meaningful opportunities for citizens to give input on important issues	14%	45%	26%	9%	6%	0%	100%
The overall direction that the City is taking	11%	51%	22%	10%	5%	0%	100%

Question 24

During the past 12 months, have you, yourself experienced any type of discrimination in Minneapolis?	Percent of respondents
Yes	16%
No	83%
Don't know	0%
Refused	0%
Total	100%

Question 24a	
In what type of situation did you experience the discrimination?	Percent of respondents
Getting a job, or at work	21%
Getting housing	4%
Getting service in a restaurant or store	10%
In dealing with the City	7%
In my neighborhood	14%
General public statements	6%
On public transportation (bus)	8%
Other	30%
Don't know	0%
Refused	1%
Total	100%

This question was asked only of those who reported experiencing discrimination within the last 12 months.
N=192

Question 24b	
For what reason or reasons do you feel you were discriminated against?	Number of respondents
Gender	0
Age	1
Economic status	2
Marital status	0
Social status	5
Race or color	2
Affectional preference	0
Disability	2
Ethnic background or country of origin	0
Language or accent	0
Religion	0
Other	2
Don't know	0
Refused	0
Total	15

This question was asked only of those who reported experiencing discrimination within the last 12 months.

Question 24c	
Do you recall which City department was involved?	Number of respondents
Police	3
Public Works	3
Community Planning and Economic Development (CPED)	0
City Attorney	0
Fire	0
Human Resources	1
Inspections/Licensing	0
Other	5
Don't know	2
Refused	0
Total	14

This question was asked only of those who reported experiencing discrimination in dealing with the City within the last 12 months.

Question 25	
Do you currently own or rent your current residence?	Percent of respondents
Own	51%
Rent	48%
Don't know	1%
Refused	0%
Total	100%

Question 26					
Please tell me if each of the following statements is true of your household/members of your household? What about...	Yes	No	Don't know	Refused	Total
There are children under the age of 18	38%	62%	0%	0%	100%
There are adults age 70 or older	12%	88%	0%	0%	100%

Question 27	
What is your primary mode of transportation?	Percent of respondents
Car	66%
Bus	21%
Bike	5%
Walk	5%
Training/lightrail	2%
Taxi	1%
Other	1%
Don't know	0%
Refused	0%
Total	100%

Question 28	
Is English the primary language spoken in the house?	Percent of respondents
Yes	90%
No	10%
Don't know	0%
Refused	0%
Total	100%

Question 29	
Please stop me when I reach the category that includes your age.	Percent of respondents
18 to 24 years	9%
25 to 34 years	32%
35 to 44 years	15%
45 to 54 years	20%
55 to 64 years	12%
65 years and over	11%
Refused	0%
Total	100%

Question 30	
Please stop me when I reach the category that includes your household's annual income for 2011.	Percent of respondents
Less than \$10,000	8%
\$10,000 to less than \$15,000	11%
\$15,000 to less than \$25,000	9%
\$25,000 to less than \$35,000	13%
\$35,000 to less than \$50,000	15%
\$50,000 to less than \$75,000	13%
\$75,000 to less than \$100,000	9%
\$100,000 to less than \$150,000	10%
\$150,000 to less than \$200,000	2%
\$200,000 or more	2%
Don't know	4%
Refused	5%
Total	100%

Question 31	
For statistical purposes only, could you please tell me if you are of Latino or Hispanic origin?	Percent of respondents
Yes	7%
No	92%
Don't know	0%
Refused	1%
Total	100%

Question 32	
Now, can you tell me what best describes your racial origin?	Percent of respondents
White	70%
Black, African American or African	12%
American Indian/Native American or Alaskan Native	3%
Asian, Native Hawaiian or other Pacific Islander	2%
Hmong	<1%
Somali	1%
Vietnamese	<1%
Laotian	0%
Ethiopian	<1%
Hispanic/Spanish	5%
Two or more races	4%
Some other race	2%
Refused	2%
Total	100%

Question 38	
Record gender	Percent of respondents
Male	51%
Female	49%
Total	100%

Community District	
District	Percent of respondents
Calhoun-Isle	10%
Camden	7%
Central	9%
Longfellow	8%
Near North	7%
Nokomis	9%
Northeast	10%
Phillips	4%
Powderhorn	14%
Southwest	11%
University	8%
Unknown	2%
Total	100%

Survey Language	
Language	Percent of respondents
English	98%
Spanish	1%
Vietnamese	<1%
Hmong	<1%
Somali	<1%
Oromo	<1%
Laotian	0%
Total	100%