City of Minneapolis 2016 Resident Survey

DECEMBER 2016

Authors:

Stephanie Peterson
Amanda Petersen, M.P.P.
Anna Bartholomay, M.P.H.
Wendy Huckaby, M.P.A.
Nicole MartinRogers, Ph.D.

Minneapolis City of Lakes | Wilder Research Information. Insight. Impact.

Acknowledgements

Wilder Research and the City of Minneapolis Neighborhood and Community Relations Department would like to thank the following individuals and departments from the City of Minneapolis who helped to revise the survey:
311: Trish Glover and Diane Nelson
911: Heather Hunt
Civil Rights: Velma Korbel
City Coordinator: Spencer Cronk and Joy Marsh Stephens
Communications: Brigitte Bornstein and Cheryl Boe
Community Planning and Economic Development: Craig Taylor
Fire: John Fruetel
Health: Gretchen Musicant
Human Resources: Patience Ferguson
Information Technology: Otto Doll and Elise Ebhardt
Police: Janeé Harteau
Public Works: Steve Kotke
Regulatory Services: Noah Schuchman

We would also like to thank the City of Minneapolis core study team, who provided guidance and oversight on all aspects of this study:
Donald Joseph
Christina Kendrick
Kim Keller
Andrea L. Larson
Jodi L. Molenaar-Hanson
Nuria Rivera-Vandermyde
David Rubedor
Laurelyn Sandkamp
Michael Yang

The Wilder Research staff who contributed to this project include:
Mark Anton
Steven Aviles
Barry Bloomgren, Jr.
Jennifer Bohlke
Walker Bosch
Cheryl Bourgeois
Marilyn Conrad
Phil Cooper
Amanda Eggers
Hollis Henry
April Lott
Ryan McArdle
Margie Peterson
Miguel Salazar
Dan Swanson
Pa Nhia Yang

Finally, we would like to thank the City of Minneapolis residents who participated in this survey.

Contents

Figures

Figures (continued)

Housing

Getting around Minneapolis

Getting information about the City of Minneapolis

Interaction with the City of Minneapolis departments and services

Satisfaction with City services, departments, and amenities

Figures (continued)

Satisfaction with City services, departments, and amenities (continued)

Diversity, equity, and discrimination in the City of Minneapolis

Executive summary

About the study

In 2014, the City of Minneapolis contracted with Wilder Research to conduct the 2016 Resident Survey. The purpose of the survey is to measure residents' opinions about their quality of life, understand residents' overall satisfaction with the City's services and amenities, and determine residents' need for new City services.

Why it's important

The City of Minneapolis' vision is a growing and vibrant world-class city with a flourishing economy and a pristine environment, where all people are safe, healthy, and have equitable opportunities for success and happiness. City departments, elected officials, and residents can use information collected from this survey to measure progress toward current City goals and determine new goals.

Gathering the data

Wilder Research and the City of Minneapolis Neighborhood and Community Relations Department (NCR) developed the survey in 2016. The survey was redesigned from previous versions to better engage residents who are typically underrepresented in survey research; we did this by ensuring that it was easy to fill out, did not take too long to complete, and that residents understood what was being asked. In July 2016, Wilder Research mailed the survey to 11,000 randomly selected households including representative samples of adults from each of the 11 residential communities across the City. Residents could complete the survey online, via a phone call to Wilder Research, or by filling out a paper copy and returning it via an enclosed postage paid return envelope. Wilder Research's Hmong, Somali, and Spanish phone numbers were also provided with all survey mailings. Wilder Research did additional outreach to encourage and increase participation from communities that had completed the survey at a lower rate, including Near North, Phillips, and University. Our bilingual staff also contacted sampled addresses at which there was a Somali, Hmong, or Latino-sounding surname to see if anyone at that household would be interested in completing the survey and to provide language assistance as needed. The survey took about 20 minutes to complete. Completed surveys were received from 2,320 residents, which is higher than the initial target of 1,100 completed surveys.

What we learned

Overall, residents of the City of Minneapolis enjoy a high quality of life and are satisfied with the services and amenities that are available to them, which is consistent with the results of past surveys of Minneapolis and similar cities around the country. However, there are notable differences between the survey results overall and results for specific groups based on location and demographic characteristics that indicate areas that the City could improve.

Based on large differences in the results across demographic or geographic groups, areas where the City could prioritize efforts include overall quality of life for residents, the availability of amenities within neighborhoods, knowledge of and satisfaction with City services, and experiences of discrimination while receiving City services. Because of the sensitive and nuanced nature of many of these topics, it would be best for the City to engage with communities around these topics in a more personal format, such as focus groups or community discussions.

Quality of life

Most respondents gave the City positive ratings as a good place to live with access to amenities like arts, farmers markets, parks, stores, and other services. This is consistent with trend data from the 2010 and 2012 Minneapolis surveys and comparable to ratings in similar cities.

Respondents from lower-income households, respondents of color and American Indian respondents, and respondents from the Camden, Near North, and Phillips communities were less likely to give positive ratings. Given that these three residential communities have some of the highest percentages of residents of color and the lowest median household incomes, there is likely a connection between these three groups (community, race/ethnicity, and income) and their relative access to the services and amenities available within the City.

The neighborhood experience

In general, most respondents viewed their neighborhood as a good or very good place to live: safe, nice to walk around, with neighbors who look out for one another. As with the overall Minneapolis rating, this positive neighborhood rating is similar to that of previous years, and comparable to other cities around the country that asked a similar question of their residents.

As with the overall quality of life ratings, the most notable differences in neighborhood experience come from respondents from lower-income households, respondents of color and American Indian respondents, and respondents from communities with higher concentrations of respondents of color and lower median household incomes. These differences are especially notable across residential communities, indicating that the City could focus its outreach and improvement efforts on specific residential communities.

Housing

Across the City, less than half of respondents gave positive ratings about the availability of high quality, affordable housing choices for all residents. Since the question asked about choices "for all residents," these low ratings may reflect perceptions of housing disparities among certain groups of residents as well as the direct experiences of respondents.

These ratings also vary somewhat by race/ethnicity and income, with American Indian, African American and African-born, and Asian and Asian American respondents sharing lower positive ratings than other groups. In addition, a higher percentage of respondents from communities of color and respondents with lower household incomes reported experiencing discrimination in housing (see the Discrimination section of the report for more information). Access to affordable housing and housing-related discrimination are important issues for the City of Minneapolis to consider and address in current and future planning efforts as well as in program management.

Getting around Minneapolis

Overall, the majority of respondents find it either easy or very easy to get where they need to go in the City. This was consistent across demographic groups, even though there were differences in how frequently respondents used particular modes of transportation to get around the City. For example, African American or African-born and American Indian respondents were more likely than other groups to ride the bus frequently and less likely to walk or bike.

Getting information about the City

Overall, respondents reported that they found it easy to both get and understand the information they received from the City. The main differences arose in how respondents received information about the City. Given some of the differences in awareness of City services among different racial/ethnic groups (see Satisfaction with City Services section for more information), it may make sense for the City to maintain and improve connections to the methods used by different groups to share information, such as cultural and community-based organizations and neighborhood associations. It is especially important to reach those who do not have access to the Internet at home (about 1 in 10 respondents), or who have not accessed the services available via the City website (anywhere from 20 to 50 percent of respondents depending on the service).

Interaction with City departments and services

Half of survey respondents shared that they had interacted with City of Minneapolis departments and services over the past year. Overall, most respondents reported feeling that the City of Minneapolis operates transparently and ethically, and that they are treated with respect and have a voice when interacting with the City. At the same time, fewer respondents reported feeling as though they could influence how decisions are made. These areas may improve with targeted and meaningful investment in outreach to show residents that their opinions matter and can influence City decision-making.

Satisfaction with City services

The majority of respondents reported being satisfied with City services overall, which is consistent across demographic groups and with past Minneapolis surveys. There are some differences in satisfaction with specific services based on residential community and respondent demographics, which could be due to real differences in the experiences residents have with these services based on where they live or their demographic characteristics, perceived differences among groups of respondents, different levels of awareness of these services, or other possible reasons. The City could consider ways of learning more about the reasons why there are different levels of satisfaction within residential communities and/or other respondent demographic groups to address specific areas or points of concern.

Diversity, equity, and discrimination in the City

Not surprisingly, there are notable differences by race/ethnicity and income with regard to experiences of discrimination in Minneapolis. These differences are especially large when comparing experiences of people of color and White non-Hispanic respondents. Nearly all White respondents (93%) indicated they had not experienced discrimination in any area, while respondents of color and American Indian respondents experienced discrimination in some areas that were much larger than the overall percentage. When asked follow-up questions about the circumstances of the discrimination, many respondents shared that they did not feel comfortable disclosing details. This sensitive topic may be better to explore through mechanisms other than a population-based survey, such as individual interviews, observations, and other approaches.

Conclusion

The City of Minneapolis is working to ensure all residents are safe, healthy, and have equitable opportunities for success and happiness. The 2016 resident survey provides important insight and information from a representative sample of Minneapolis residents about progress the City is making toward achieving its vision. This survey also identifies potential areas for improvement. This information can be used to inform planning and next steps, including identifying places where additional information may be needed, to meet the needs of and ensure equitable outcomes for all Minneapolis residents.

Introduction

Purpose of the survey

In 2014, the City of Minneapolis contracted with Wilder Research to conduct the 2016 Resident Survey. The City of Minneapolis conducts surveys of its residents every few years to measure residents' opinions of their quality of life, understand residents' overall satisfaction with the City and its services, and determine the need for new City services. City departments, elected officials, and residents use the survey results to measure progress toward current City goals and determine new goals.

How we gathered the data

Staff from Wilder Research and the City of Minneapolis Neighborhood and Community Relations Department (NCR) developed the survey in 2016. The 2016 survey includes a few questions from the 2012 version of the survey for comparison and benchmarking purposes but is mostly new. Wilder Research and NCR staff met with the heads of all of the City departments to ensure that the questions would gather information that would assess the City's progress toward achieving its goals. The survey was also reviewed to ensure it was not too long or difficult to fill out and that residents understood what was being asked, including residents from multiple cultural backgrounds.

In July 2016, Wilder Research mailed the survey to 11,000 randomly selected households including representative samples of adults from each of the 11 residential communities across the City. Residents were given the option to take the survey in one of three ways: online by filling out a confidential web survey; via a phone call with Wilder Research in English, Hmong, Somali, or Spanish; or by filling out a paper copy and mailing it in via the enclosed postage paid return envelope. All of the information gathered was confidential. The completed surveys were received over seven weeks, ending in September 2016. Wilder Research also completed outreach to encourage and increase participation from respondents from communities that had completed the survey at a lower rate, including Near North, Phillips, and University. The survey took an average time of 20 minutes for residents to complete.

Wilder Research received 2,320 completed surveys from residents across Minneapolis' 11 communities for a response rate of 22 percent, exceeding the goal of 10 percent in all communities (Figure 1). Survey respondents are representative of all Minneapolis residents within a margin of error of +/- 3.1 percent and representative of all residents within each residential community within a margin of error of +/- 7.3-17.2 percent.

1. Sample size, number of survey respondents, response rate, and margin of error by residential community

Community	Total sample	Un-deliverable	Total eligible	Number of completed surveys	Response rate	Margin of error
Calhoun Isles	1,000	62	938	227	24%	9.1%
Camden	1,000	61	939	188	20%	13.9%
Central	1,000	69	931	191	21%	9.2%
Longfellow	1,000	36	964	294	31%	8.2%
Near North	1,000	79	921	118	13%	15.7%
Nokomis	1,000	15	985	329	33%	7.3%
Northeast	1,000	40	960	227	24%	8.8%
Phillips	1,000	49	951	105	11%	17.2%
Powderhorn	1,000	40	960	210	22%	12.7%
Southwest	1,000	29	971	295	30%	8.0%
University	1,000	62	938	136	15%	11.6%
Total	11,000	542	10,458	2,320	22%	3.1%

Providing an option to call or fill out the survey on paper in addition to online proved helpful in reaching all of the residential communities in Minneapolis. In some of these communities, the number of submitted paper surveys was greater than the number of completed online surveys.

See the Data Book and Methodology report for a copy of the survey instrument, more information about how the survey was conducted, and detailed survey results by subgroups of respondents for every survey question.

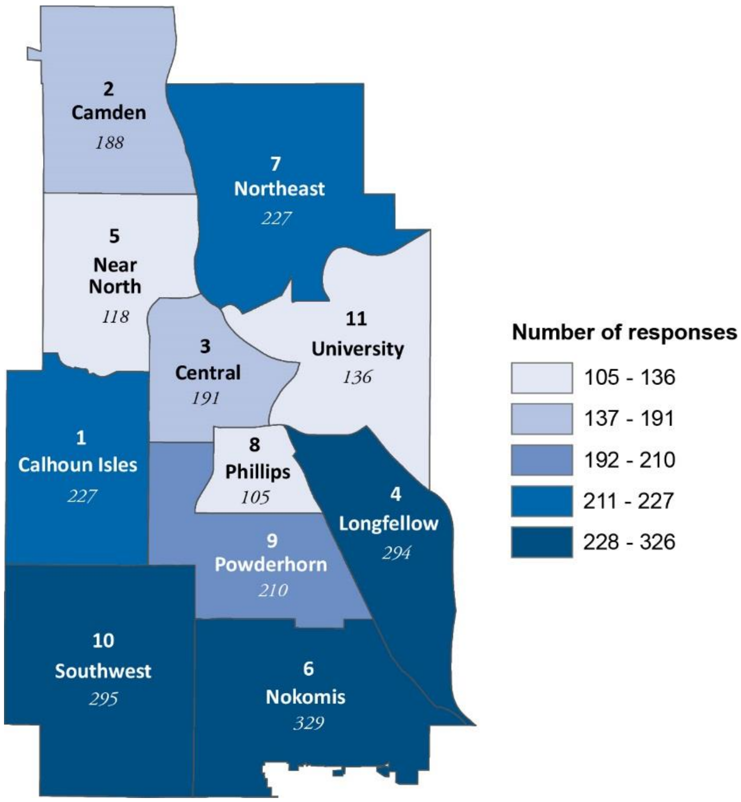
Once the data were analyzed and weighted to reflect the demographics of the City overall, Wilder Research used these data to write the main report by looking for notable differences between groups and the overall citywide result. Instances in the text of the report where one group is "somewhat" more or less likely to show a particular result represent differences of at least 10 percentage points between that group and the overall citywide result. Where there are differences of 20 percentage points or more, Wilder provided a chart of the data to provide visual representation. Wilder also included data on past Minneapolis survey data and comparisons to other cities where available.

Who are the residents of Minneapolis?

The City of Minneapolis has 412,517 residents, about 40 percent of whom are people of color or American Indian. The population has grown slowly since the 2000 Decennial Census, when the population was just over 380,000. One-quarter of households in Minneapolis have children under age 18. The median annual household income in Minneapolis is nearly $56,000.

The characteristics of Minneapolis residents varies significantly across the 11 residential communities designated by the City. Throughout this report and associated materials, all references to “residential community” or any of the named communities below refer to these officially designated areas. Figure 2 illustrates the total population, the percentage of the population of people color, the percentage of households with children under age 17, and the median household income for each residential community. The map includes the number of survey responses for each community.

2. Map of the City of Minneapolis and key demographic characteristics of residents, by residential community



		Total pop.	% POC	% of HHs with children	Median HH income	# of survey responses (unweighted)	Response rate*
	City of Minneapolis	394,419	39%	24%	$ 55,956	2,320	22%
1	Calhoun Isles	31,783	15%	12%	$ 71,528	227	24%
2	Camden	28,514	58%	35%	$ 44,514	188	20%
3	Central	31,353	36%	6%	$ 49,922	191	21%
4	Longfellow	28,309	27%	23%	$ 53,063	294	31%
5	Near North	33,109	82%	44%	$ 30,682	118	13%
6	Nokomis	38,060	24%	28%	$ 75,884	329	33%
7	Northeast	37,251	31%	23%	$ 53,131	227	24%
8	Phillips	21,015	80%	40%	$ 25,125	105	11%
9	Powderhorn	56,469	49%	27%	$ 45,319	210	22%
10	Southwest	48,871	15%	30%	$ 94,667	295	30%
11	University	39,400	36%	13%	$ 30,468	136	15%

Source. Minnesota Compass Minneapolis Neighborhood Profiles, http://www.mncompass.org/profiles/neighborhoods/minneapolis-saint-paul

* An equal number of households were sampled in each residential community to ensure the survey would be representative of the population at both the community level and the City overall. The survey data were weighted to ensure that all residential communities are proportionately represented in the Citywide data.

Who are the survey respondents?

As part of the survey, respondents were asked to report key demographic characteristics about themselves including their age, gender, race/ethnicity, language spoken at home, household income, education, homeownership status, disability status, number of adults and children in the household, and sexual orientation. The survey data were adjusted for non-response bias using statistical weighting procedures – in other words, some groups of residents were more or less likely to complete the survey than were other groups, which means the response rate varies by demographic group, as well as by residential community.

The data shown here and in the remainder of this report have been weighted to match the demographic characteristics of the residents of Minneapolis, using data form the U.S. Census Bureau (based on number of adults in the household, as well as the respondents' age, gender, race/ethnicity, homeownership, and residential community). This results in survey respondent data that is statistically representative of the overall population of Minneapolis, as well as the population within each residential community.

Age

Nearly half (46%) of survey respondents are age 18 to 34, 17 percent are age 35 to 44, 16 percent are age 45 to 54, 12 percent are age 55 to 64, and 10 percent are age 65+.

Gender

About half (47%) of survey respondents identified as male and the other half (48%) identified as female. A very small proportion (2%) of respondents identified their gender as transgender or "another way" and 3 percent of respondents declined to answer this question.

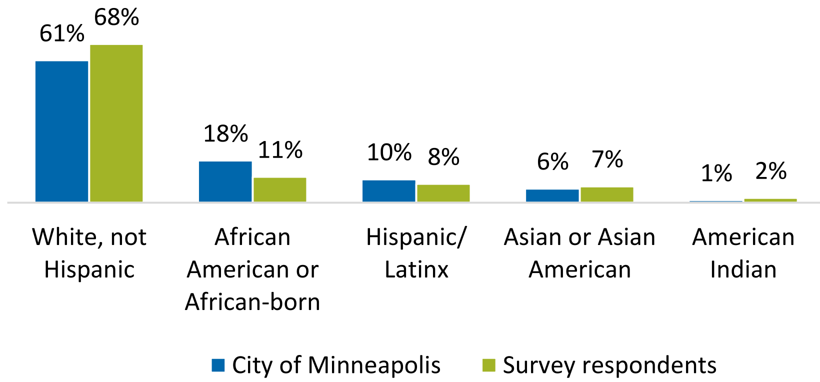
Race/ethnicity

Two-thirds (68%) of survey respondents are White, 11 percent are African American or African-born, 8 percent are Hispanic or Latinx[1], 7 percent are Asian or Asian American, and 2 percent are American Indian (Figure 3). The race/ethnicity of survey respondents is comparable to Minneapolis residents overall, although African American and African-born survey residents may be slightly underrepresented among survey respondents.

---

[1] In the survey, respondents were asked whether they were of "Hispanic, Latino, or Spanish origin" in line with the wording on the U.S. Census. In this report, we use the term "Hispanic/Latinx" as we understand it to be a more current, gender-inclusive way of describing this ethnic category.

3. Race/ethnicity of survey respondents, in comparison to Minneapolis residents*



**Note: We used the broad Census categories for race/ethnicity when comparing survey respondents to Minneapolis residents.*

Sources. 2016 City of Minneapolis Resident Survey and Minnesota Compass Minneapolis Neighborhood Profiles, http://www.mncompass.org/profiles/neighborhoods/minneapolis-saint-paul

In addition to selecting their racial/ethnic identity from the U.S. Census Bureau's categories, respondents also had the opportunity to select as many racial identities or cultural groups as they identified with, from a longer, more detailed list of categories, and including "other, specify: _____" options. The responses show that within each Census category there are actually two or more prominent cultural groups represented (Figure 4).

The overall sample size and the population-based sampling methods used for this study resulted in very small numbers of respondents from many of these cultural groups, so we are not able to report on the survey results disaggregated by each of these cultural groups in order to protect respondent confidentiality. However, when possible we recommend disaggregating data by more nuanced cultural group, rather than broad Census categories of race/ethnicity, to increase understanding about the differences, similarities, and unique needs of each cultural community. Specifically, the City could request Wilder Research to analyze the results of any of the survey questions of interest by cultural group, and we would be able to do that by combining subgroups with fewer than 20 respondents to protect confidentiality.

In addition, we recommend that the City find other ways to understand the experiences, preferences, and needs of the various cultural groups in Minneapolis through other methods than surveys that are only available in English and that use population-based sampling methods (for example, convenience sampling, respondent driven sampling, or other methods like focus groups, community convenings, etc.).

4. Race/ethnicity of survey respondents using more specific ethnic/cultural categories

Race/ethnicity and cultural identity	N
American Indian--Ojibwe	46
American Indian, all other identities[a]	60
Asian--Hmong	35
Asian, all other identities[b]	180
Black--African American	167
Black--Somali	52
Black, all other identities[c]	78
Hispanic/Latinx--Mexican	119
Hispanic/Latinx--Puerto Rican	27
Hispanic/Latinx--all other identities[d]	43
Native Hawaiian/Pacific Islander	NA
White/Caucasian--German	686
White/Caucasian--Irish	405
White/Caucasian--Norwegian	376
White/Caucasian--Swedish	282
White/Caucasian--Other, please specify	785
Another race, ethnicity or cultural group	119

[a] includes Dakota or Lakota, Ho-Chunk, and American Indian/Alaska Native, other please specify
[b] includes Cambodian, Vietnamese, Lao, and Asian--other, please specify
[c] includes Oromo, Ethiopian, Liberian, and Black/African American--other, please specify
[d] includes Ecuadorian, and Hispanic/Latinx--other, please specify

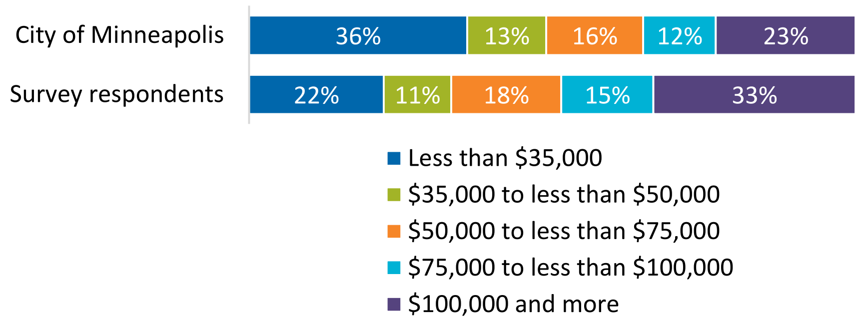
Language spoken at home

Nine out of 10 survey respondents (91%) reported speaking English in their home. Other languages spoken by survey respondents include Spanish (2%), Somali (2%), Hmong (1%), and 18 other languages that are each spoken by less than 1 percent of respondents.

Household income

Of those who answered the question about household income (88% of respondents overall), one-third (33%) of survey respondents reported household incomes of less than $35,000 per year (Figure 5). Just over one-quarter (30%) of survey respondents reported their annual household income to be $100,000 or more. The household incomes of survey respondents tend to be higher than the household incomes of Minneapolis residents overall.

5. Respondents' 2015 annual household incomes (self-reported) compared to the household income of all Minneapolis residents



Sources. 2016 City of Minneapolis Resident Survey and Minnesota Compass Minneapolis Neighborhood Profiles, http://www.mncompass.org/profiles/neighborhoods/minneapolis-saint-paul

Note. 12% of survey respondents marked "prefer not to answer' for this question – the percentages shown here were calculated based on the total number of respondents who did answer the question (2,011).

Number of adults and children per household

Over half (55%) of survey respondents live in households with two adults, about one-quarter (23%) live alone, and the rest (22%) have three or more adults in their household.

One-quarter (26%) of respondents have at least one young adult age 18 to 24 living in their household.

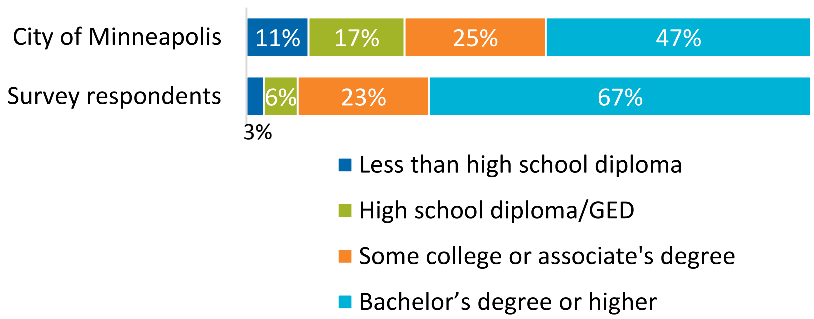
Nearly three-quarters (72%) of respondents do not have any children ages 0-17 living in the household, 12 percent have one child in their home, 11 percent have two children, and 5 percent have three or more children.

- 13% of respondents have a child age 0 to 3 living in their household, including 3% who have two or more children this age group
- 6% of respondents have at least one child age 4 to 5
- 9% have at least one child age 6 to 9
- 13% have at least one child age 10 to 17

Education

Two-thirds of survey respondents reported having a bachelor's degree or higher (Figure 6). Three percent of survey respondents report having less than a high school diploma and 6 percent said they have a high school diploma or GED. Survey respondents tend to be slightly more educated than Minneapolis residents overall.

6. Respondents' highest level of educational attainment, compared with the educational attainment all Minneapolis adult residents



Sources. 2016 City of Minneapolis Resident Survey and Minnesota Compass Minneapolis Neighborhood Profiles, http://www.mncompass.org/profiles/neighborhoods/minneapolis-saint-paul

Homeowners and renters

Just under half (47%) of survey respondents reported owning their home, and the other half (51%) are renters.

Types of housing

Half (48%) of respondents reported living in a detached single family home, and most of the remaining respondents reported living in 2-3 unit apartments, condominiums, or townhomes (16%), or 4+ unit buildings (30%).

Disability status

Twelve percent of survey respondents reported having a physical, mental, or sensory disability.

Sexual orientation

Three-quarters (76%) of respondents identified as straight or heterosexual, with the rest of respondents identifying as gay, lesbian, or queer (9%); bisexual (4%), asexual (1%), or "another way" (2%). Seven percent of respondents chose not to answer this question.

Access to the Internet

Nine out of 10 of survey respondents (91%) said they have access to the Internet at home. This varies by residential community, from 72 percent of respondents in Phillips to 95 percent of respondents in Calhoun Isles who said they have Internet access at home. Also, just 67 percent of American Indian respondents and 74 percent of African American and African-born respondents said they have Internet access at home, compared with 92 percent of Hispanic/Latinx respondents, 94 percent of White respondents, and 95 percent of Asian and Asian American respondents.

Of the respondents who do not have Internet access at home, over half (53%) said it was because they cannot afford it. One quarter (26%) said it was because they do not want or need Internet service at home.

Quality of life in Minneapolis

Most respondents gave the City positive ratings as a good place to live with access to amenities like arts, farmers markets, parks, and other services. This is consistent with trend data from the 2010 and 2012 Minneapolis surveys and comparable to ratings in 374 similar cities.[2]

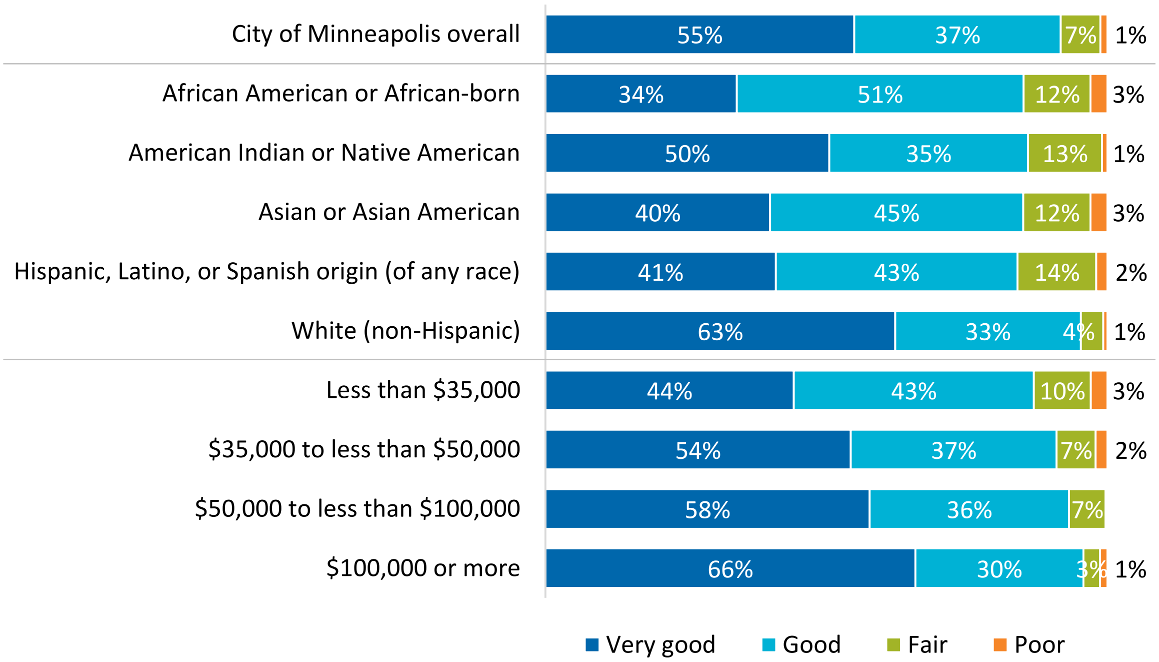
The high ratings for the City stayed fairly consistent even when separated by residential community, race/ethnicity, and household income, although respondents from lower-income households, respondents of color and American Indian respondents, and respondents from the Camden, Near North, and Phillips communities were less likely to give positive ratings. Given that these three residential communities have some of the highest percentages of residents of color and the lowest median household incomes, there is likely a connection between these three groups (community, race/ethnicity, and income) and their relative access to the services and amenities available within the City.

Overall City ratings

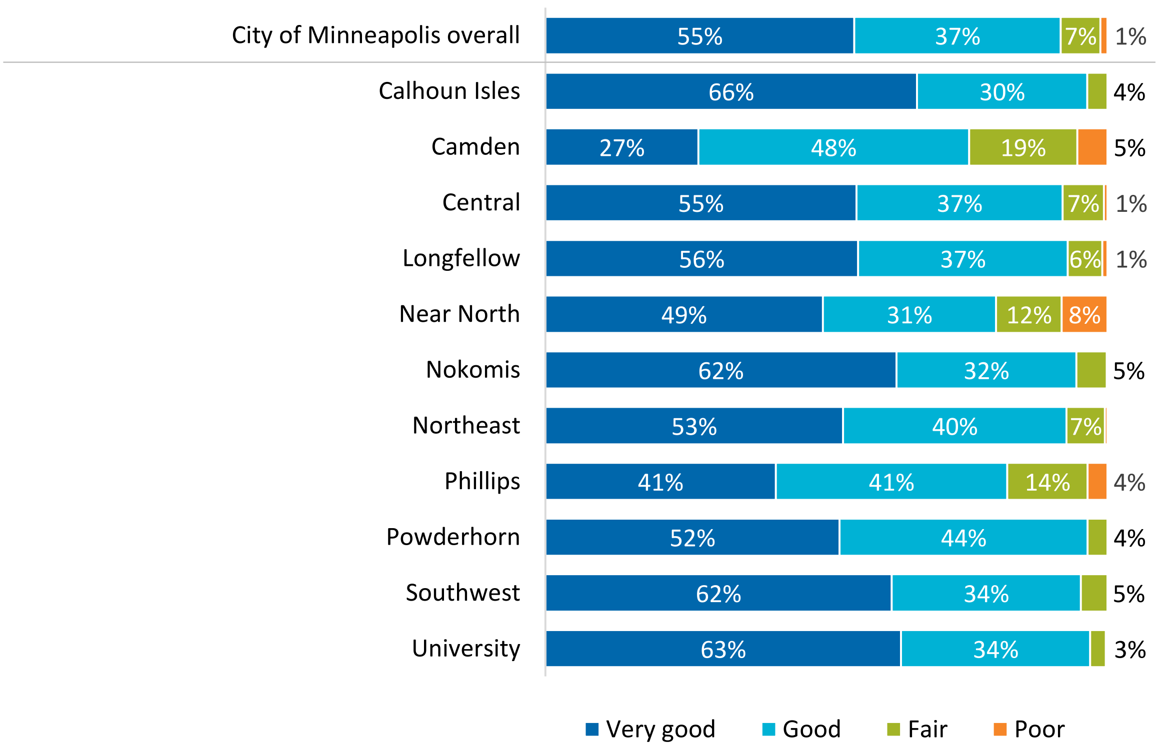
When asked to rate the quality of the City of Minneapolis as a place to live, almost all respondents (92%) responded with a rating of "very good" or "good" (Figure 7). There are differences in ratings when sorted by race/ethnicity and residential community. Asian American and Hispanic/Latinx respondents, respondents whose households earn less than $35,000 a year, and respondents from Phillips are somewhat less likely to rate the City as a "very good" place to live (Figure 8). African American and African-born respondents and respondents from Camden are much less likely to rate the City as "very good."

[2] *Benchmarking comparisons provided and owned by National Research Center, Inc. (www.n-r-c.com)*

7. Respondents' ratings of the City of Minneapolis as a place to live overall, by demographic characteristics of respondents



8. Respondents' ratings of the City of Minneapolis as a place to live overall, by residential community



Access to farmers markets and community gardens

Nearly half (47%) of respondents rated their access to farmers markets and community gardens as "very good" and another 41 percent said their access to these amenities is "good." These ratings vary somewhat by residential community as well as by respondent demographic characteristics. For example, respondents from Camden and Phillips were somewhat less likely to say their access to farmers markets is "very good." Interestingly, females were somewhat more likely than males to say their access to farmers markets and community gardens is "very good."

Cultural amenities

Ninety-four percent of respondents gave Minneapolis positive ratings on the availability of cultural amenities, such as museums, arts, music, and other entertainment, including 64 percent of respondents who said this availability is "very good." However, this varies by residential community and demographic characteristics of respondents, especially race/ethnicity. Asian and Asian American respondents and African American and African-born respondents were somewhat less likely to say this is "very good," while Hispanic/Latinx respondents, American Indian respondents, and White respondents were more likely to say their availability is "very good."

Parks

Ninety-four percent of survey respondents reported that they had visited a park in Minneapolis in the past year. This was fairly consistent across different demographic groups except adults age 65+, who were somewhat less likely to have been to a park in the past year. African American and African-born respondents were also somewhat less likely than respondents from other racial/ethnic groups to have reported visiting a park in that timeframe.

Of the respondents who reported visiting a park in the past year, 93 percent said the park they visit most often has programs, activities, and amenities that met their household's needs. The high ratings for park programs, activities, and amenities were consistent across different demographic groups.

Downtown area

When asked how they would rate the City of Minneapolis on its "lively, energetic downtown area," 30 percent of respondents said "very good" and 47 percent said "good." Nineteen percent of respondents gave this a rating of "fair" and 4 percent said "poor." These ratings vary somewhat by residential community as well as by respondent demographic characteristics. See the Data Book for further information.

Professional sports venues

Eighty-nine percent of respondents gave positive ratings to Minneapolis' professional sports venues. These ratings were consistent across communities and demographic groups.

The neighborhood experience

In general, most respondents viewed their neighborhood as a good or very good place to live: safe, nice to walk around, with neighbors who look out for one another. As with the overall Minneapolis rating, this positive neighborhood rating is similar to that of previous years, and comparable to 293 other cities around the country that asked a similar question of their residents.[3]

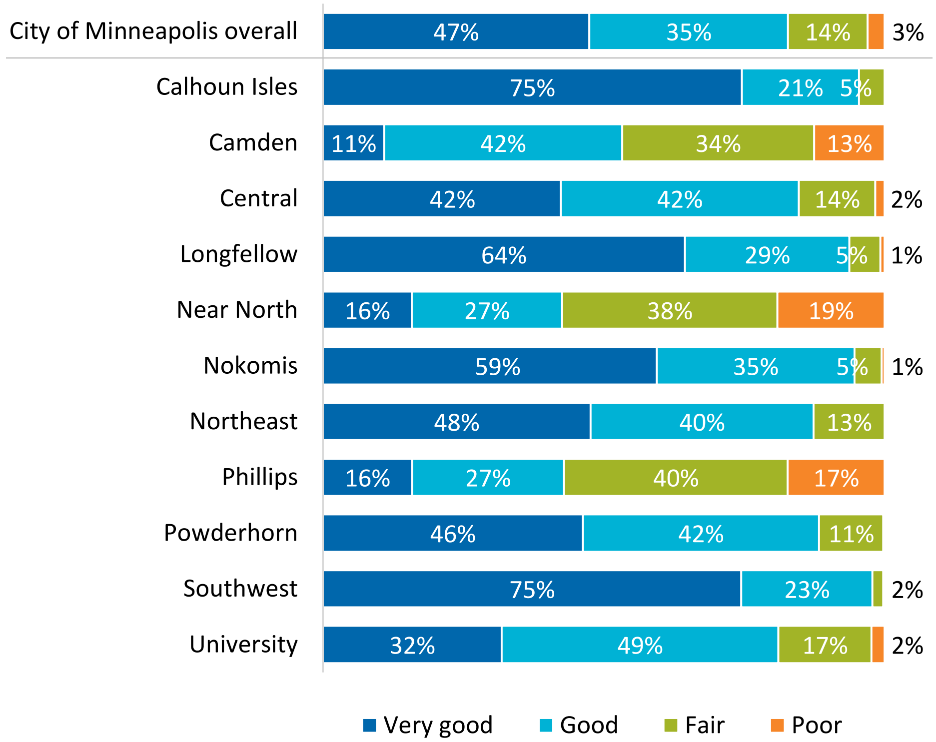
As with the overall quality of life ratings, the most notable differences in neighborhood experience come from respondents from lower-income households, respondents of color and American Indian respondents, and respondents from communities with higher concentrations of respondents of color and lower median household incomes. These differences are especially notable across residential communities, indicating that the City could focus its outreach and improvement efforts on specific residential communities.

Overall neighborhood ratings

Across the City, 47 percent of respondents felt that their neighborhood is a “very good” place to live; 35 percent said it is “good” (Figure 9). There are some substantial differences in ratings among different demographic groups and across residential communities. Respondents from the Calhoun Isles, Southwest, Longfellow, and Nokomis communities were most likely to rate their neighborhood as “very good,” whereas respondents from Near North, Camden, and Phillips were most likely to rate their neighborhood as “fair” or “poor.”

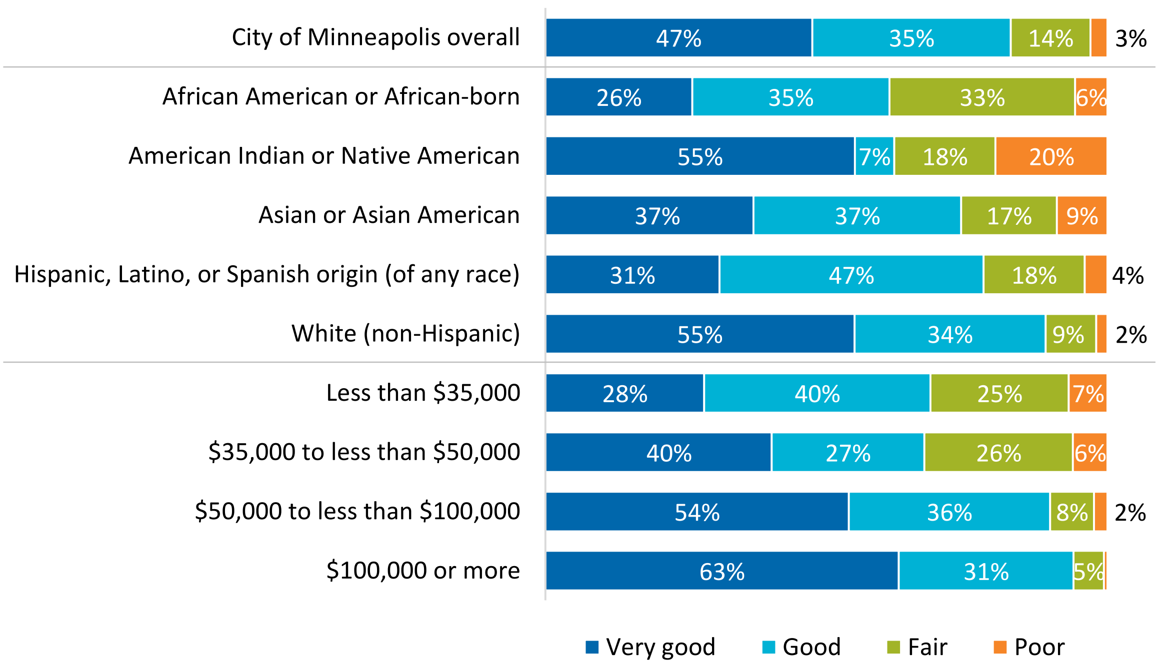
[3] *Benchmarking comparisons provided and owned by National Research Center, Inc. (www.n-r-c.com)*

9. Respondents' ratings of their neighborhood as a place to live, by residential community



Respondents who identified as African American and African-born or American Indian were less likely to give a positive rating than respondents from other racial/ethnic groups (Figure 10). Respondents who have household incomes less than $35,000 per year were less likely to rate their neighborhoods as "very good," while respondents who have household incomes of more than $100,000 per year or more were more likely to give a "very good" rating. These differences in ratings are likely due to the intersection of a number of different things including poverty, access to services, structural racism that is reflected in historic and contemporary housing policies and practices and the resulting segregation in neighborhoods, among many other factors.

10. Respondents' ratings of their neighborhood as a place to live, by demographic characteristics of respondents

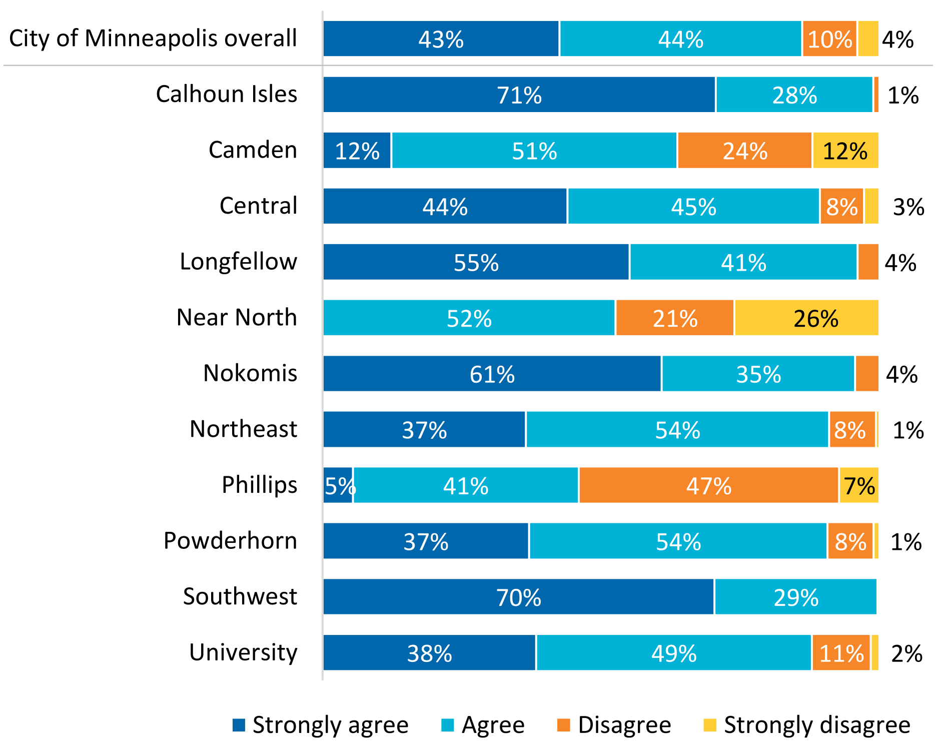


Rating of neighborhood safety and services

Survey respondents were asked a series of questions about the safety and quality of services in their neighborhoods.

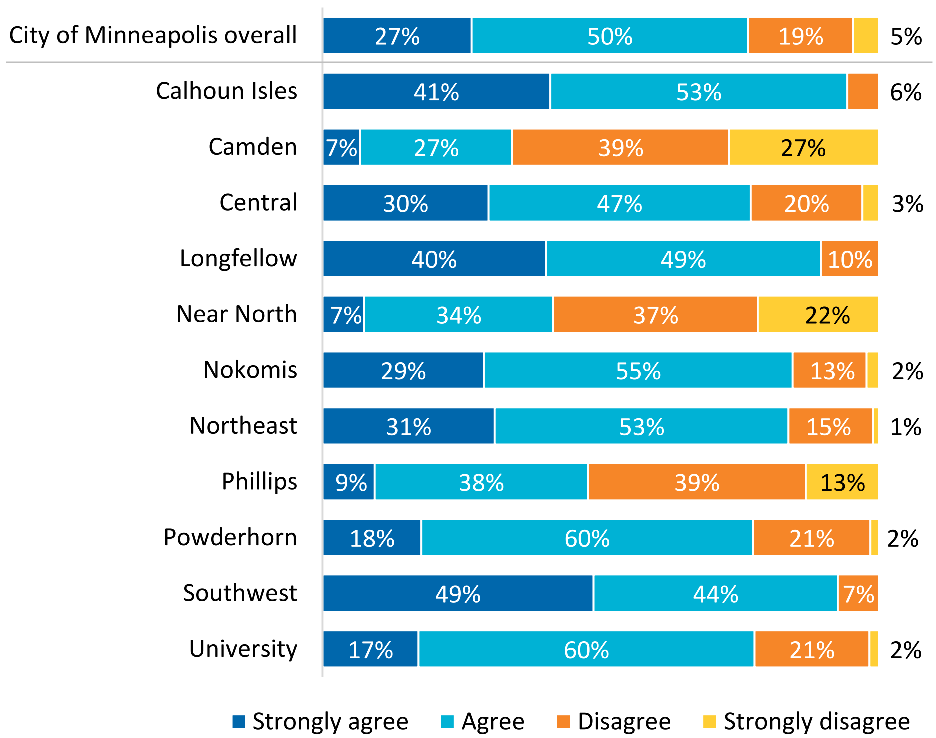
Eighty-eight percent of respondents overall "agree" or "strongly agree" with the statement: "**my neighborhood is nice to walk around**" (Figure 11). These ratings vary substantially by residential community and respondents' household income. For example, respondents of Calhoun Isles were much more likely to "strongly agree," and respondents from Near North were much less likely to "strongly agree," that their neighborhood is nice to walk around. There is less, but still notable, variation across respondents of different racial/ethnic groups. Asian and Asian American respondents, Hispanic/Latinx respondents, American Indian respondents, and African American and African-born respondents were least likely to "strongly agree" that their neighborhood is nice to walk around.

11. Respondents' ratings of their neighborhood as a place to walk around, by residential community



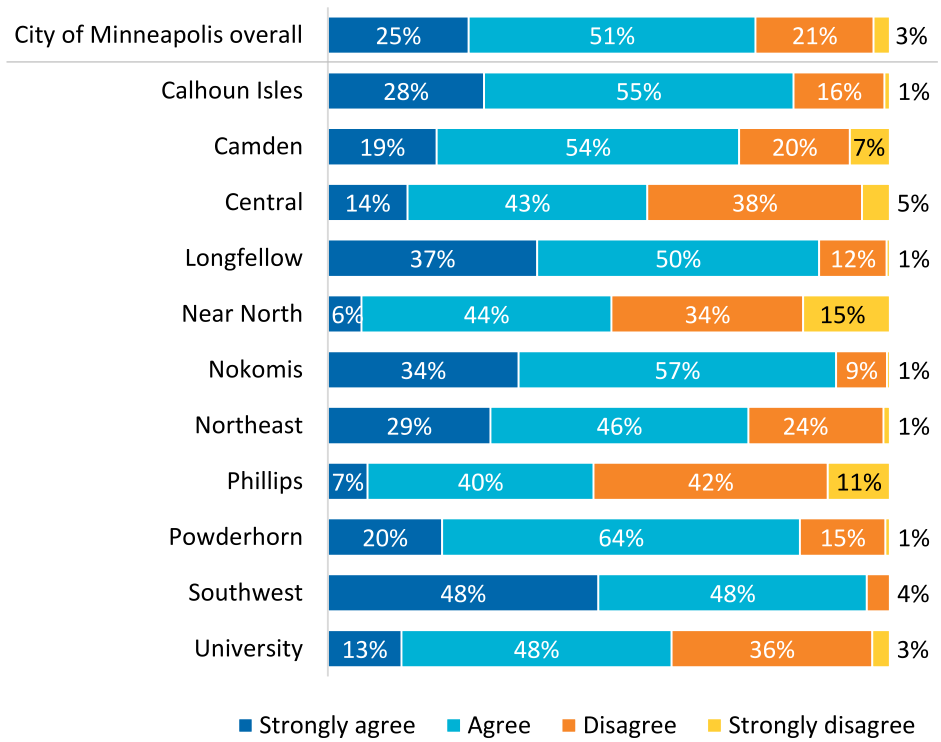
Seventy-eight percent of respondents overall "agree" or "strongly agree" with the statement: "**my neighborhood has a good selection of stores**" (Figure 12). Respondents from Camden, Near North, and Phillips were much less likely to give these ratings, while respondents from Calhoun Isles, Southwest, and Longfellow were more likely to "agree' or "strongly agree" with this statement. Respondents who are people of color were also somewhat less likely to endorse this statement when compared with White respondents.

12. Respondents' ratings of the selection of stores in their neighborhood, by residential community



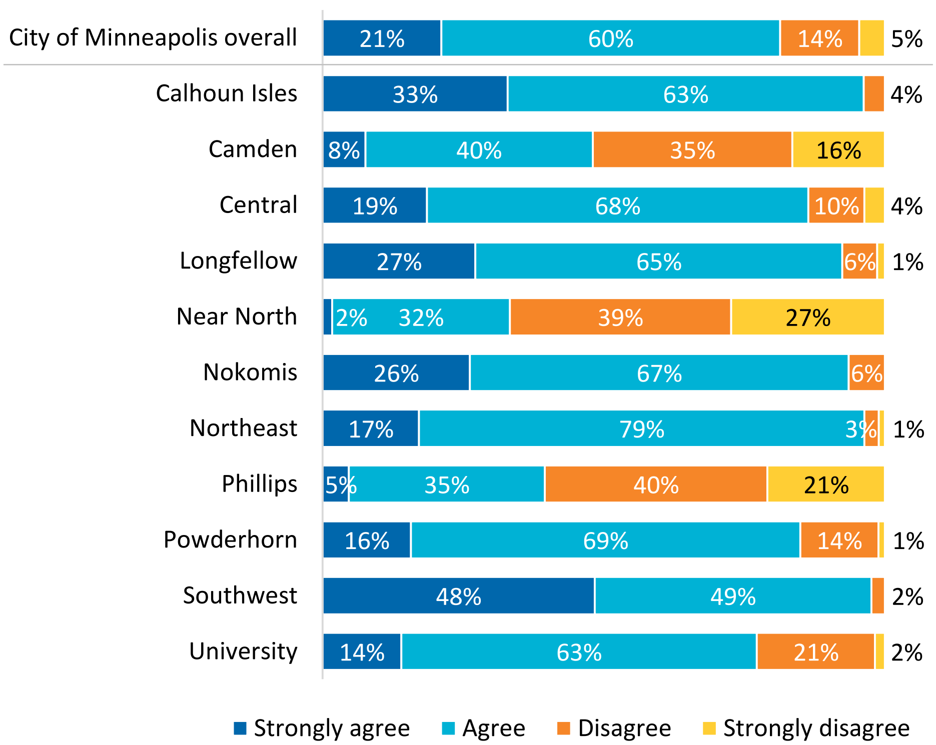
Seventy-six percent of respondents overall “agree” or “strongly agree” with the statement: “**my neighbors watch out for one another**” (Figure 13). Similar patterns of difference in ratings by residential community, race/ethnicity of respondent, and household income of respondents also appear in the results of this question.

13. Respondents’ responses to the statement: “my neighbors watch out for one another,” by residential community



Eighty-one percent of respondents overall “agree” or “strongly agree” with the statement: “**my neighborhood is safe**” (Figure 14). Again, there is variation in the response to this question based on residential community, as well as respondents’ age, race/ethnicity, and household income. White respondents, Asian or Asian American respondents, and Hispanic/Latinx respondents were somewhat more likely to “agree” or “strongly agree” that their neighborhood is safe, while American Indian respondents and African American and African-born respondents were somewhat less likely to “agree” or “strongly agree.” Also, respondents with household incomes less than $35,000 were somewhat less likely to “strongly agree” and respondents with household incomes of $100,000 or more were somewhat more likely. There are also differences by residential community, as seen below.

14. Respondents’ responses to the statement: “my neighborhood is safe,” by residential community



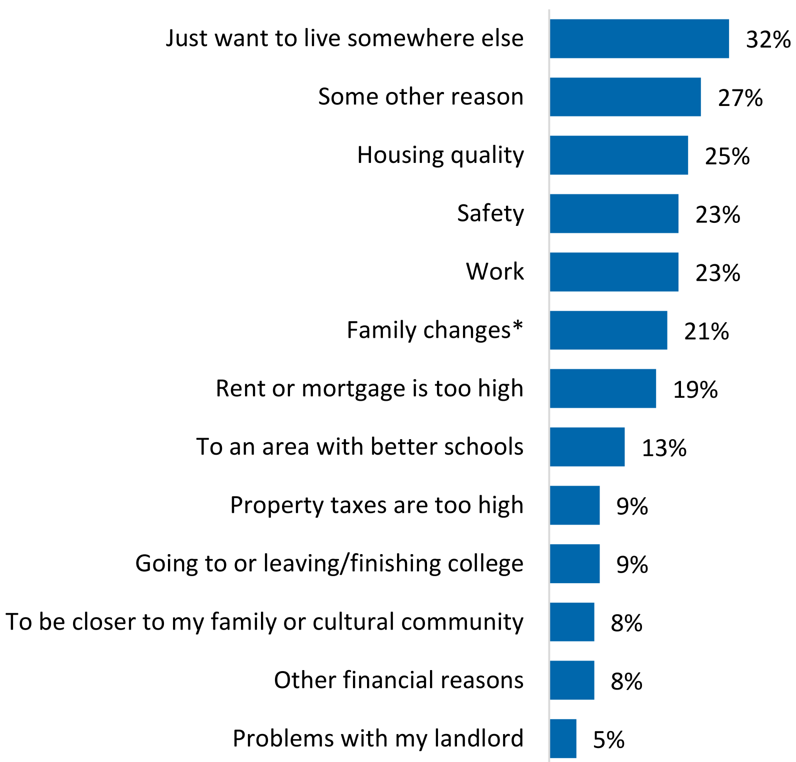
Intentions to move

Forty-six percent of respondents overall indicated that they were planning to move in the next few years. This is a larger percentage than in 2010 (34%) and 2012 (31%), but it is important to note that the question in those two earlier surveys asked residents about their plans in a more concrete span of time (the next two years).

There are some differences across demographic groups. Respondents from Camden, Central, Near North, and University were somewhat more likely to indicate that they planned to move in the next few years. In addition, respondents who identified as African American and African-born, American Indian, and those who reported having household incomes of less than $50,000 a year were somewhat more likely to indicate that they planned to move in the next few years.

When those who planned to move in the next few years were asked why they were planning to move, the most common responses overall were related to just wanting to live somewhere else, housing quality, safety, lower rent or mortgages, or work (Figure 15).

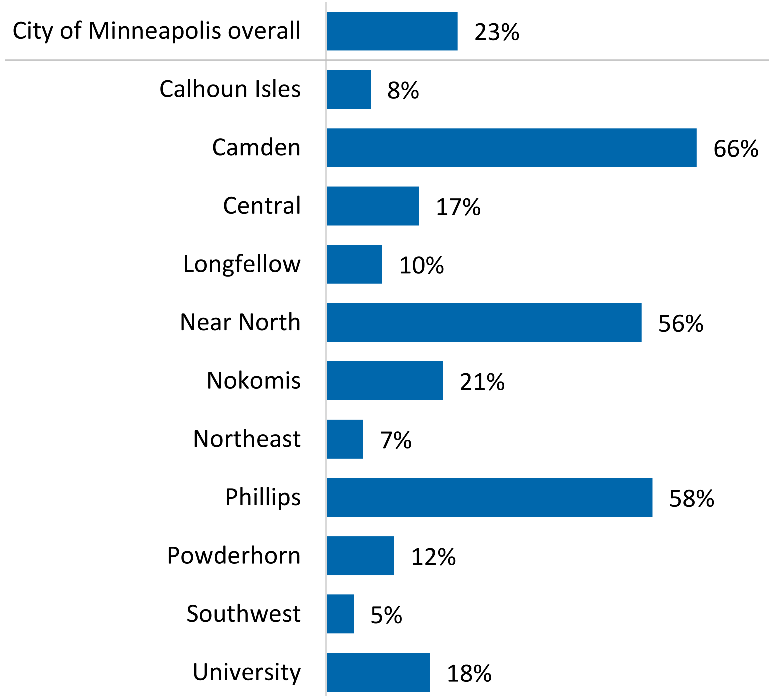
15. Reasons why respondents are planning to move



Note. Includes only respondents who indicated they intend to move in the next few years.
* More children/children moving out, downsizing, divorce, etc.

The reasons that respondents gave for wanting to move differed across residential communities. Safety emerged as a key concern for respondents from Camden, Near North, and Phillips (Figure 16).

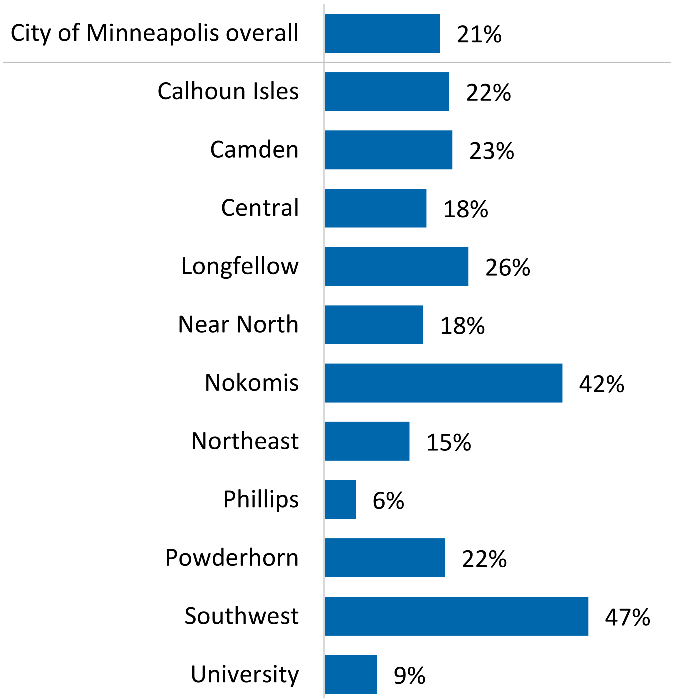
16. Respondents who want to move because of safety concerns, by neighborhood



Note. Includes only respondents who indicated they intend to move in the next few years.

Respondents from Southwest and Nokomis were much more likely to want to move due to family changes (Figure 17). Residents from Phillips and University were much less likely to indicate family changes as a reason to move compared to Minneapolis residents overall.

17. Respondents who want to move because of family changes, by neighborhood

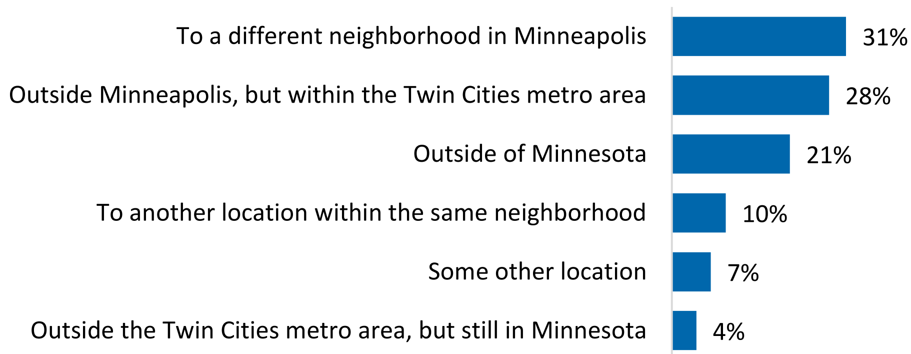


Note. Includes only respondents who indicated they intend to move in the next few years.

In addition, respondents from Calhoun Isles and Central were somewhat more likely to move because their current rent or mortgage is too high, and respondents from University were much more likely to move due to work.

Residents who indicated they planned to move most frequently shared that they planned to move either to a different neighborhood in Minneapolis or to another location within the Twin Cities metropolitan area (Figure 18).

18. Where respondents are planning to move



Note. Includes only respondents who indicated they intend to move in the next few years.

There were some differences in the responses to this item by residential community. Respondents from Camden, Near North, and Phillips were somewhat more likely to say they want to move out of Minneapolis but stay within the Twin Cities metropolitan area. Respondents from Longfellow were somewhat more likely to want to stay in the same neighborhood.

Housing

Across the City, respondents gave lower ratings for the availability of high quality, affordable housing choices for all respondents than on other items in the survey, with less than half of respondents giving positive ratings. Since the question asked about choices "for all residents," these low ratings may reflect perceptions of housing disparities for certain groups of residents as well as the direct experiences of respondents.

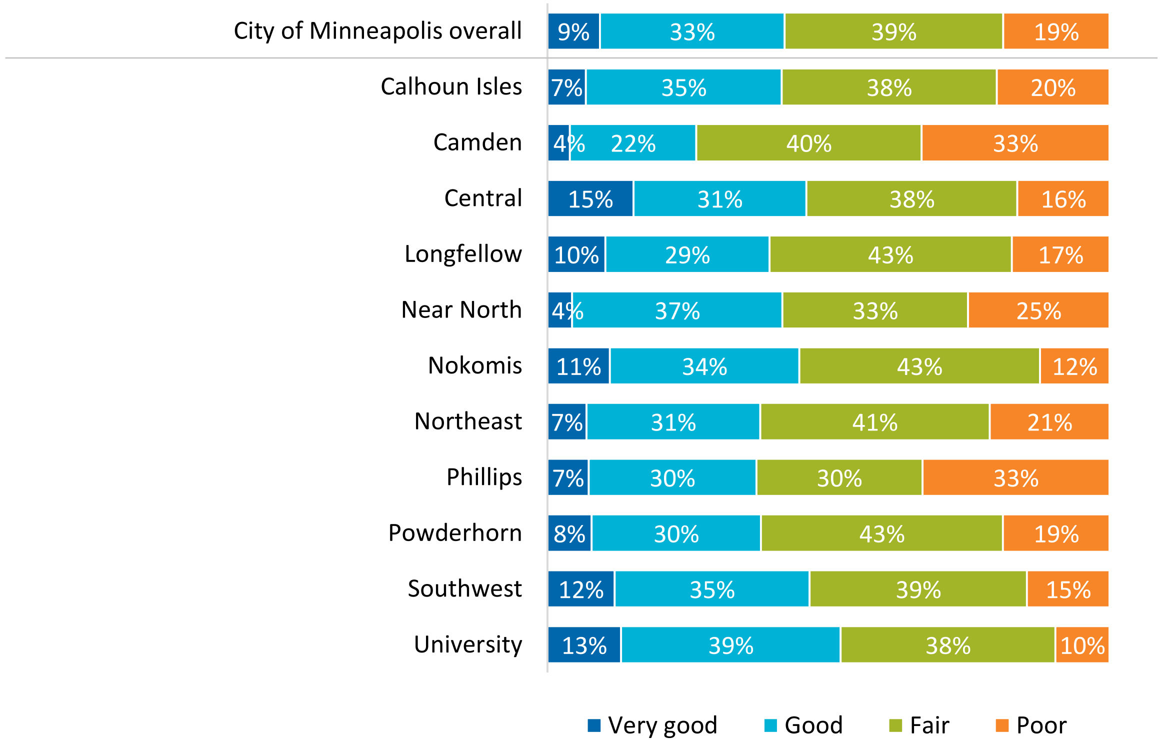
These ratings also vary somewhat by race/ethnicity and income, with American Indian, African American and African-born, and Asian and Asian American respondents sharing lower positive ratings than other groups. In addition, a higher percentage of respondents from communities of color and respondents with lower household incomes reported experiencing discrimination in housing (see the Discrimination section of the report for more information). Access to affordable housing and housing-related discrimination are important issues for the City of Minneapolis to consider and address in current and future planning efforts as well as in program management.

Affordable housing

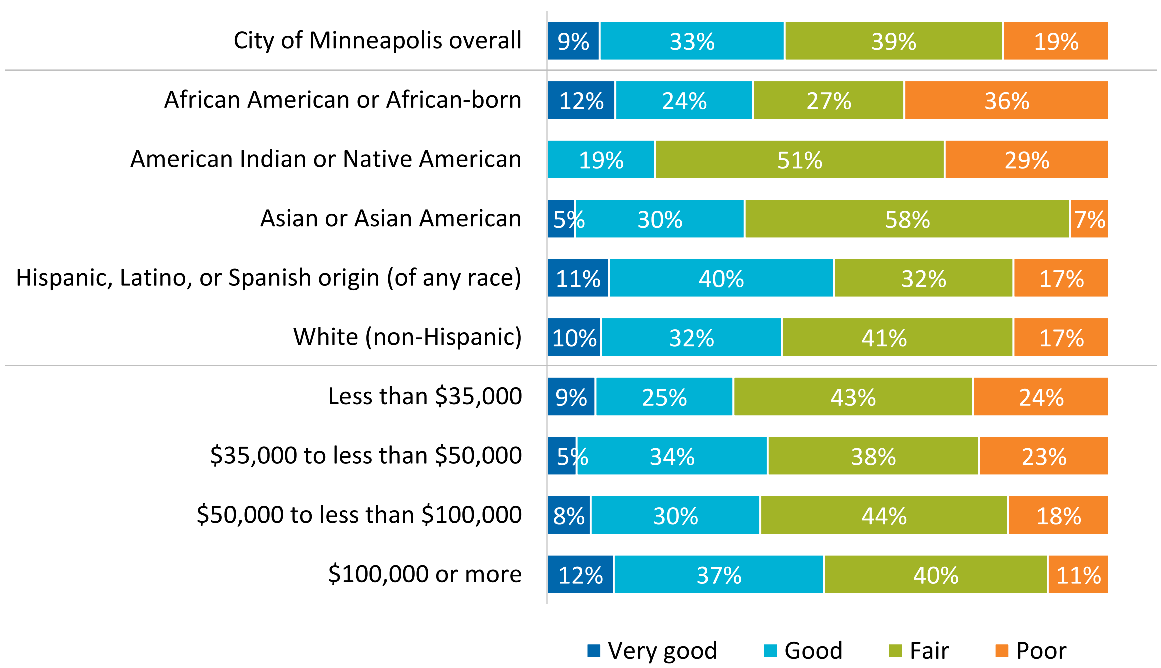
Just 1 out of 10 survey respondents (9%) said that Minneapolis is "very good" with regard to "high quality, affordable housing choices for all residents" (Figure 19). One-third (33%) of respondents rated Minneapolis as "good" on this item, whereas 39 percent said it is "fair," and 19 percent said Minneapolis rates "poor" on this item.

These ratings vary somewhat by residential community, with respondents from Camden and Phillips, and to a lesser degree Northeast and Near North, giving lower ratings than respondents from other areas. These ratings vary substantially by demographic characteristics of respondents, especially race/ ethnicity and household income (Figure 20).

19. Respondents' ratings of the City of Minneapolis in terms of having high quality, affordable housing for all residents, by residential community



20. Respondents' ratings of the City of Minneapolis in terms of having high quality, affordable housing for all residents, by demographic characteristics of respondents



Parking at home

Eighty-four percent of residents reported that the parking they have available at their home meets their needs, 11 percent said that parking does not meet their needs, and 5 percent said no one in their household has a car. There are no substantial differences in this result based on residential community or demographic characteristics.

Getting around Minneapolis

Overall, the majority of respondents find it either easy or very easy to get where they need to go in the City. This was consistent across demographic groups, even though there were differences in how frequently respondents used particular modes of transportation to get around the City. For example, African American or African-born and American Indian respondents were more likely than other groups to ride the bus frequently and less likely to walk or bike.

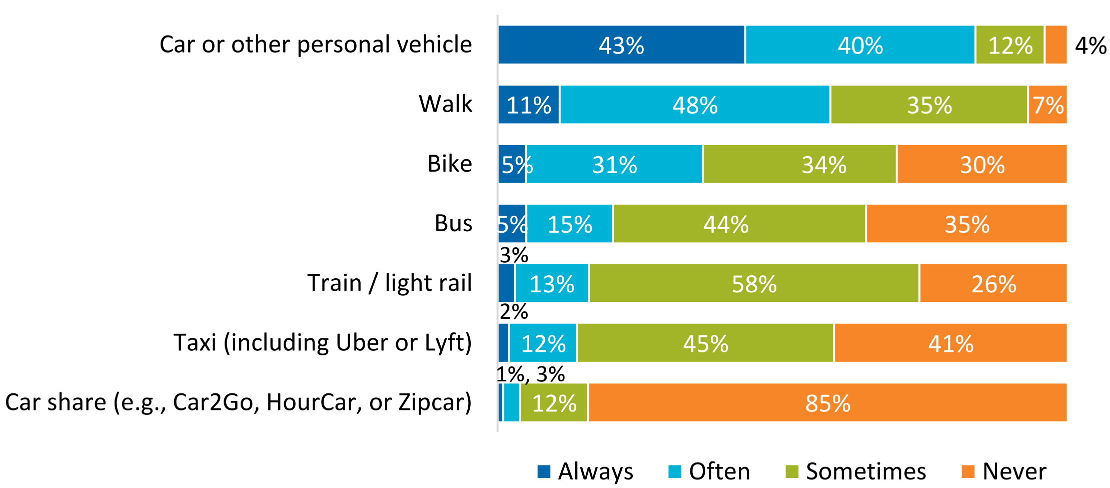
Ease of getting around

Respondents were asked how easy or hard it is for them to get where they need to go in Minneapolis. Forty-seven percent of respondents reported that it is “very easy” and 46 percent reported that it is “somewhat easy” to get where they need to go in Minneapolis, and less than 1 percent said it is “very hard.” The high ratings for ease of getting around in Minneapolis did not vary much by residential community or demographic characteristics of respondents.

Types of transportation used

Eighty-three percent of respondents reported that they “always” or “often” use a car or other personal vehicle to get around (Figure 21). Other types of transportation frequently used by residents of Minneapolis include walking and biking.

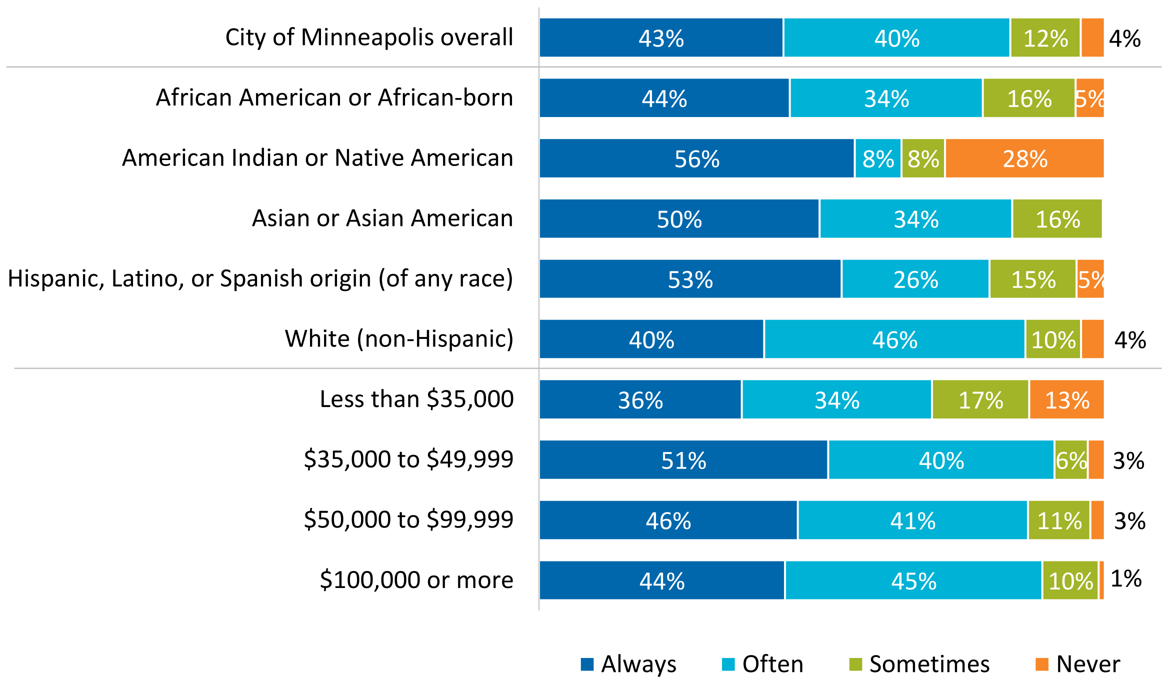
21. Types of transportation used by respondents and frequency of use



Driving a personal vehicle

The use of a personal vehicle as the primary mode of transportation varies by race/ethnicity and household income of respondents (Figure 22).

22. Respondents' frequency of use of a personal vehicle, by demographic characteristics of respondents



Frequency of using a car for transportation also varies somewhat by residential community; respondents from Central and Powderhorn were somewhat more likely to say they use a personal vehicle "sometimes" or "never."

Riding the bus

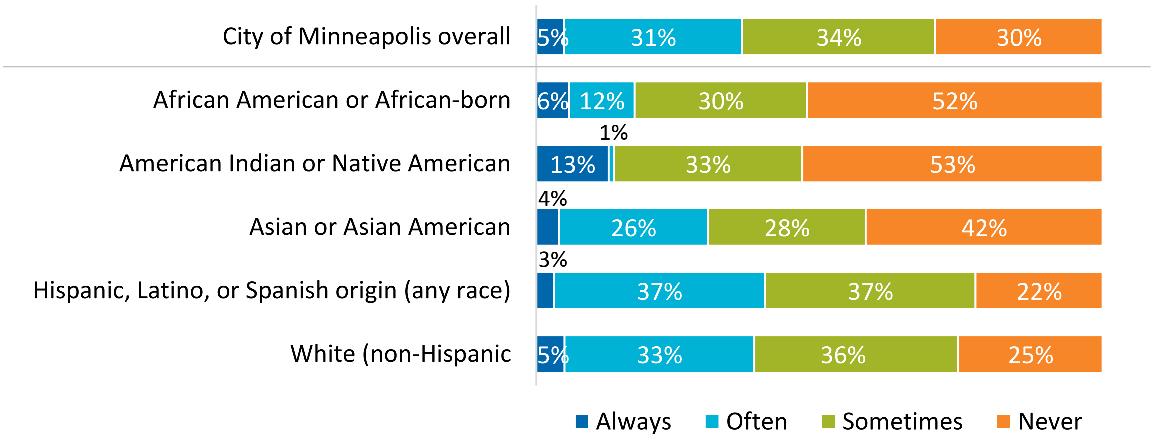
African American or African-born respondents, American Indian respondents, and respondents who have households incomes less than $35,000 were somewhat more likely to report using the bus to get around "often" or "always" compared with respondents overall.

Biking

African American and African-born and American Indian respondents were less likely to report the use of a bike to get around "often" or "always" compared with respondents overall (Figure 23). Respondents from Camden and Phillips were also somewhat less likely to use a bike to get around "often" or "always" compared with residents overall. A somewhat higher proportion of

Powderhorn respondents said they bike to get around "often" or "always" compared with respondents overall.

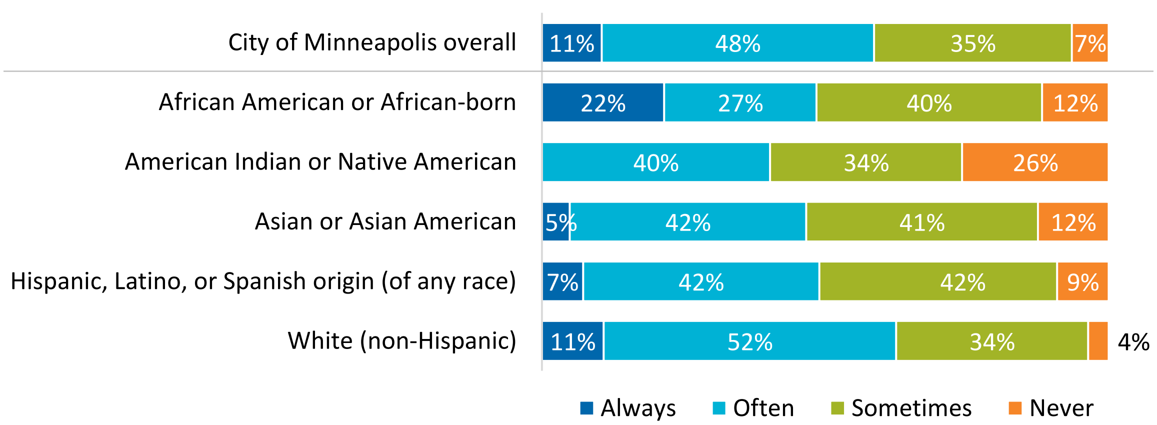
23. Respondents' frequency of using a bike to get around, by demographic characteristics of respondents



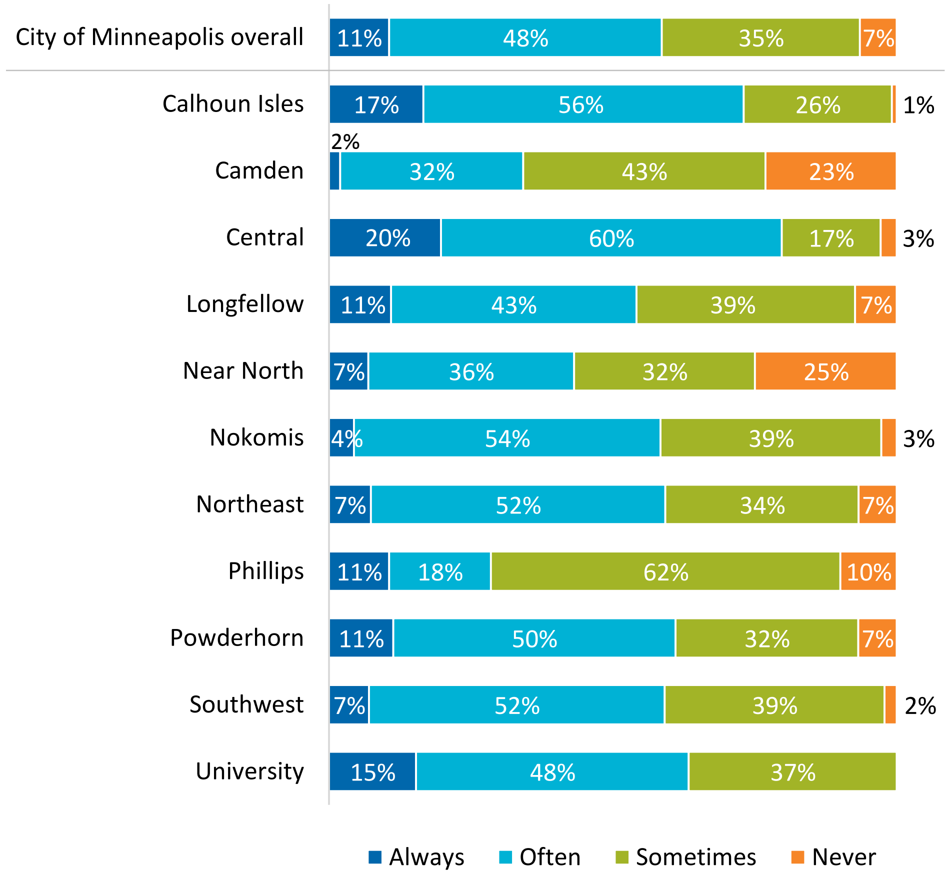
Walking

Frequency of walking to get around varies substantially by the race/ethnicity of respondents (Figure 24). In addition, respondents from Calhoun Isles and Central were more likely to say they walk to get around "often" or "always," whereas respondents from Camden, Near North, and Phillips were less likely to report walking "often" or "always" to get around (Figure 25).

24. Respondents' frequency of walking to get around, by demographic characteristics of respondents



25. Respondents' frequency of walking to get around, by residential community



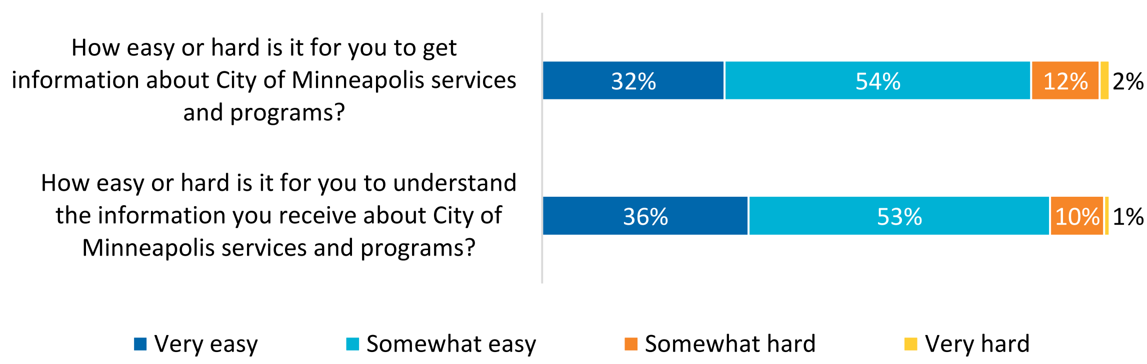
Getting information about the City of Minneapolis

Overall, respondents reported that they found it easy to both get and understand the information they received from the City. The main differences arose in how respondents received information about the City. Given some of the differences in awareness of City services among different racial/ethnic groups (see Satisfaction with City Services section for more information), it may make sense for the City to maintain and improve connections to the methods used by different groups to share information, such as cultural and community-based organizations and neighborhood associations. This is especially important to reach those who do not have access to the Internet at home (about 1 in 10 respondents), or who have not accessed the services available via the City website (anywhere from 1 in 5 to over half of respondents depending on the service).

Ease of getting and understanding information about the City

Overall, most respondents reported ease in receiving and understanding information about City of Minneapolis services and programs: 86 percent of residents said it was either “somewhat easy” or “very easy” to get information about the City, and 89 percent said it was either “somewhat easy” or “very easy” to understand information they receive (Figure 26). These responses were consistent across residential community and respondent demographic characteristics.

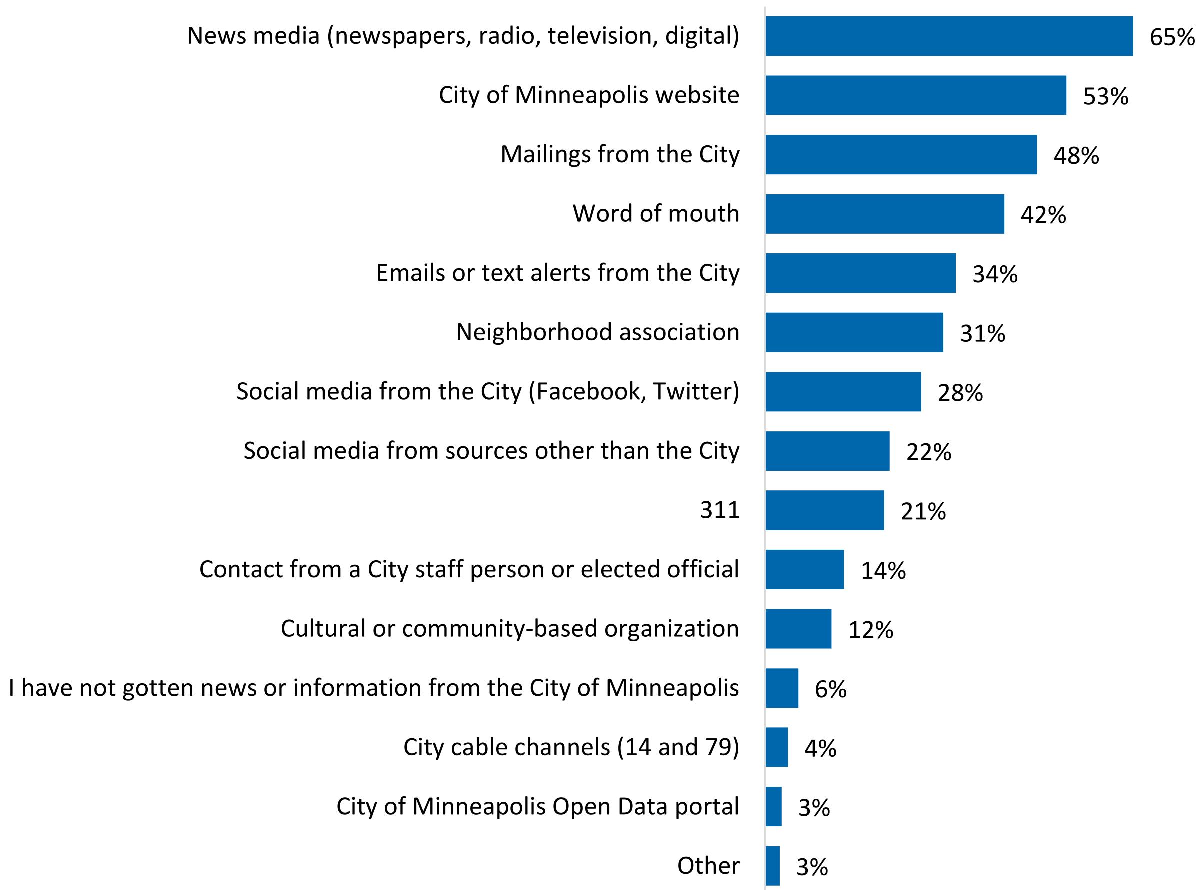
26. Respondents’ ratings of the ease of getting information from and about the City



Resources residents use to get news and information about the City

Respondents most frequently indicated that they used news media, such as newspapers, radio, and television, to receive information about the City of Minneapolis, followed by the City of Minneapolis website, mailings from the City, and word of mouth (Figure 27).

27. Resources respondents use to get information about the City

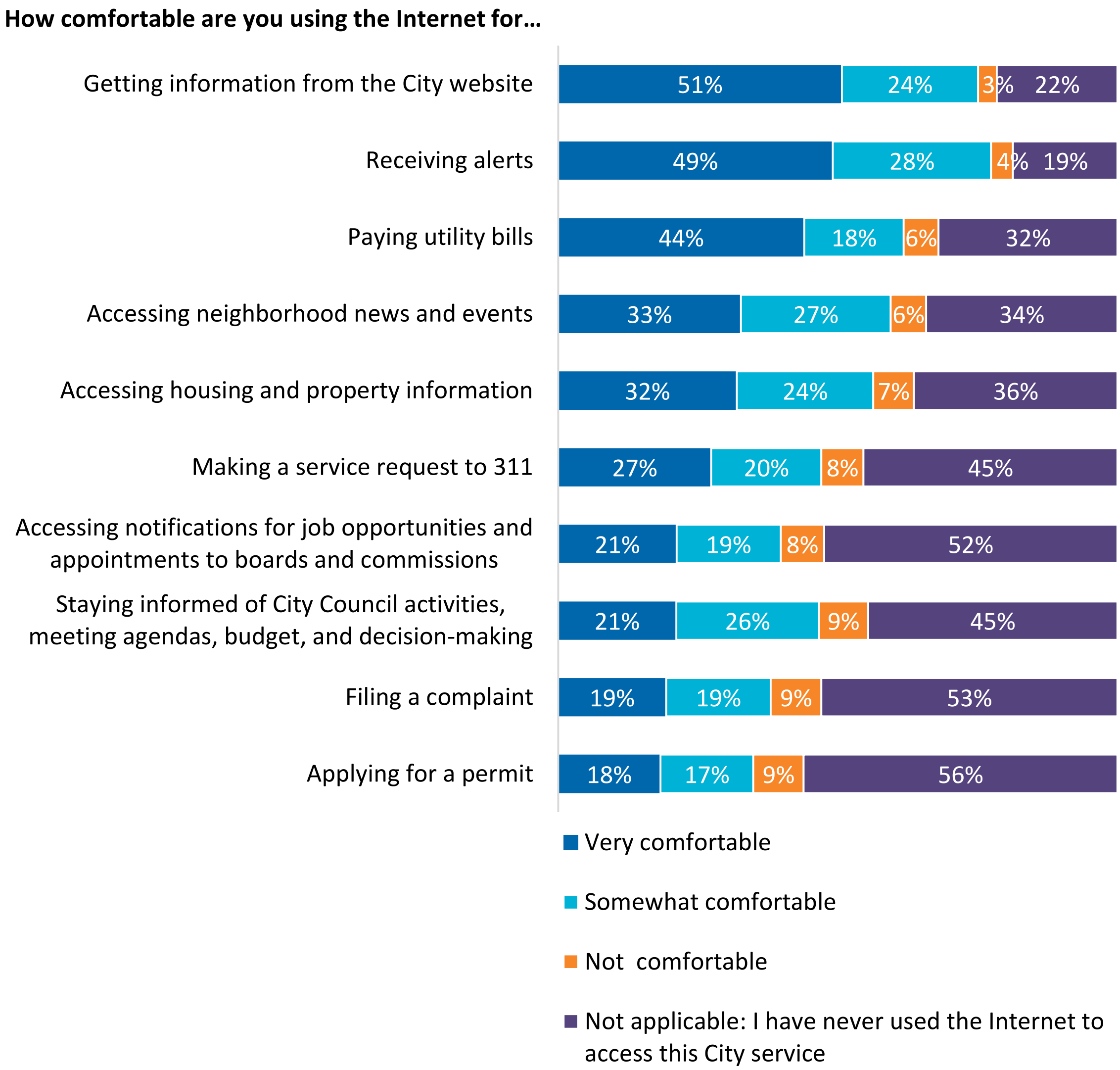


There are a few differences across demographic groups in terms of the types of resources people use to get information about the City. African American and African-born and American Indian respondents were somewhat less likely to use the City of Minneapolis website and somewhat more likely to look to cultural or community-based organizations for information. There are also some notable differences by respondents' household income. Respondents whose households earned less than $35,000 per year were somewhat less likely to use the City of Minneapolis website or email and text alerts. Respondents who have household incomes of $100,000 or more were somewhat more likely to use the City's website, email and text alerts, and rely on their neighborhood association for information.

Using the Internet to access City services

The survey asked respondents a series of questions about how comfortable they are using the Internet to access City information and services. In general, respondents most frequently mentioned they were very comfortable with getting information from the City website, receiving alerts, and paying utility bills (Figure 28). On the other hand, more than half of respondents indicated they had never used the Internet to access a number of services, including applying for permits, filing complaints, and accessing notifications for job opportunities and appointments to boards and commissions. Very few respondents said they are not comfortable using the Internet to access these various services and sources of information.

28. Respondents' self-reported comfort in using the Internet to access various City services and information



In addition to these overall results, there are consistent notable differences across demographic groups. In general, African American and African-born respondents, those who have household incomes of less than $35,000 a year, and those who reported not having Internet access at home were somewhat less likely to be "very comfortable" using the Internet for any of these services or resources.

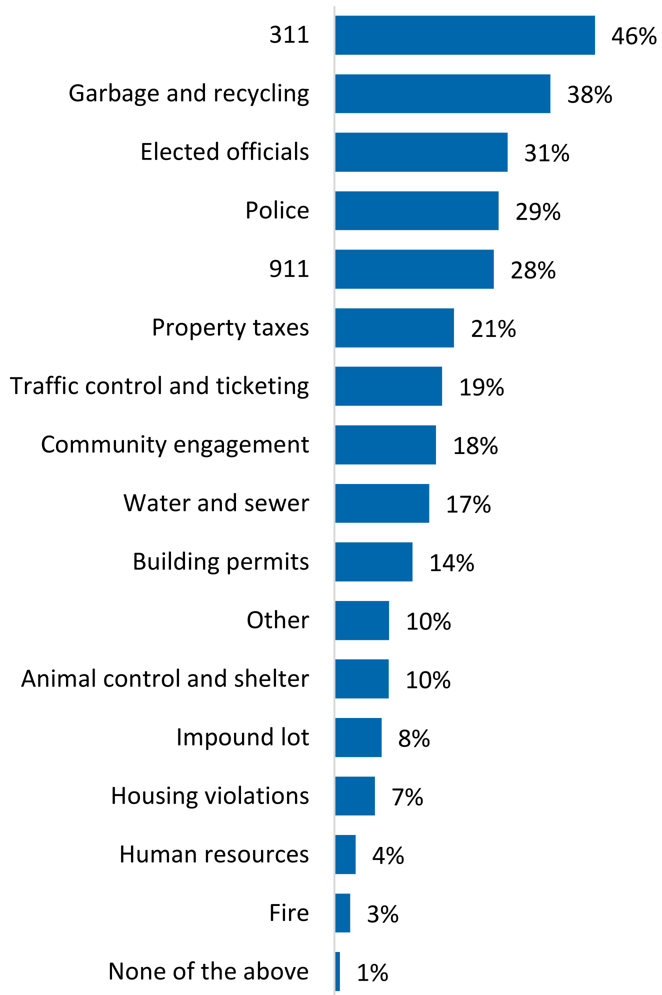
Interaction with City of Minneapolis departments and services

Half of survey respondents shared that they had interacted with City of Minneapolis departments and services over the past year. Overall, most respondents reported feeling that the City of Minneapolis operates transparently and ethically, and that they are treated with respect and have a voice when interacting with the City. At the same time, fewer respondents reported feeling as though they could influence how decisions are made. These areas may improve with targeted and meaningful investment and outreach to show residents that their opinions matter and can influence City decision-making.

Interaction with City services and departments

Half (49%) of survey respondents reported having interacted with City of Minneapolis departments and services in the past 12 months. The City of Minneapolis services that respondents most frequently reported having interacted with in the past 12 months were 311, garbage and recycling, elected officials, and police (Figure 29).

29. Respondents' self-reported interactions with City services and departments

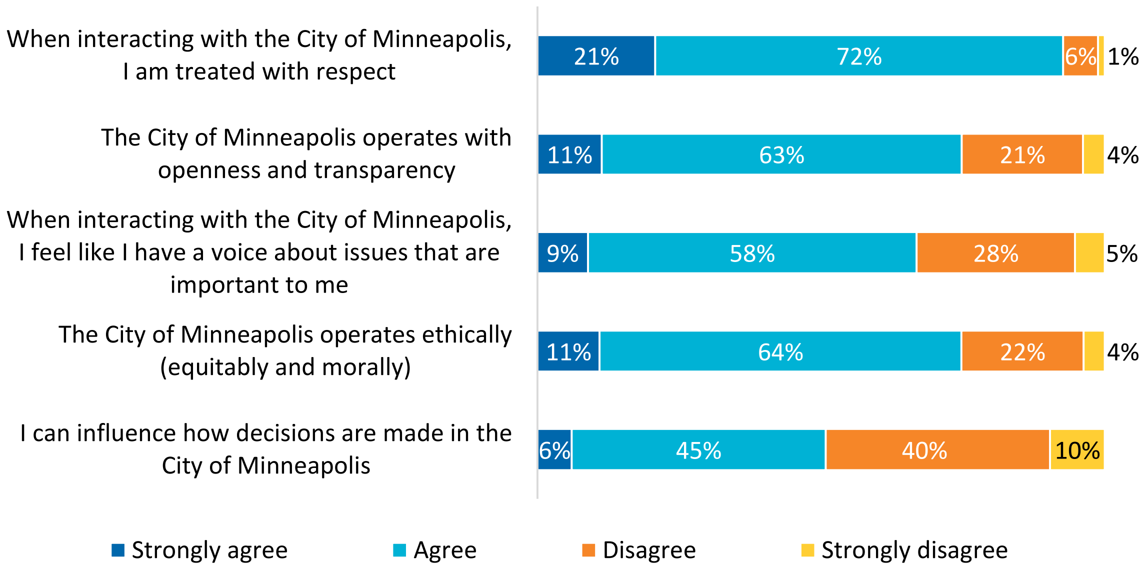


There are some differences in interactions across residential communities. Respondents from Near North were somewhat more likely to have interacted with an elected official in the past 12 months, while residents of Camden were somewhat less likely. Respondents from Camden and Phillips were somewhat more likely to have interacted with police in the past 12 months, and respondents from Near North and Southwest were somewhat less likely. Other variations in frequency of interaction with various City services and departments by residential community and demographic characteristics of respondents can be found in the Data Book.

Ratings about interactions with the City

A majority of respondents "agree" or "strongly agree" that they are treated with respect when interacting with the City of Minneapolis, that the City of Minneapolis operates with openness and transparency, that the City operates ethically, and that they have a voice about issues that are important to them when interacting with the City of Minneapolis (Figure 30). About half of residents "agree" or "strongly agree" that they can influence how decisions are made in the City of Minneapolis.

30. Respondents' ratings of their interactions with the City



The high percentage of respondents who "agree" or "strongly agree" that when they interact with City of Minneapolis services they feel treated with respect is fairly consistent across different demographic groups and residential communities. There is some variation in the responses to the other items by respondent demographic characteristics and residential community that mirror the differences found in other sections of this report, which can be found in the Data Book.

Value of City services for tax dollars

Most respondents rated the value of City services for tax dollars as a "good value" (55%) or a "very good value" (17%). Compared to respondents overall, respondents from Camden were somewhat less likely and respondents from Near North were somewhat more likely to perceive the value of City services for tax dollars as a "good value" or "very good value." The ratings of value of City services for tax dollars was fairly consistent across different demographic groups.

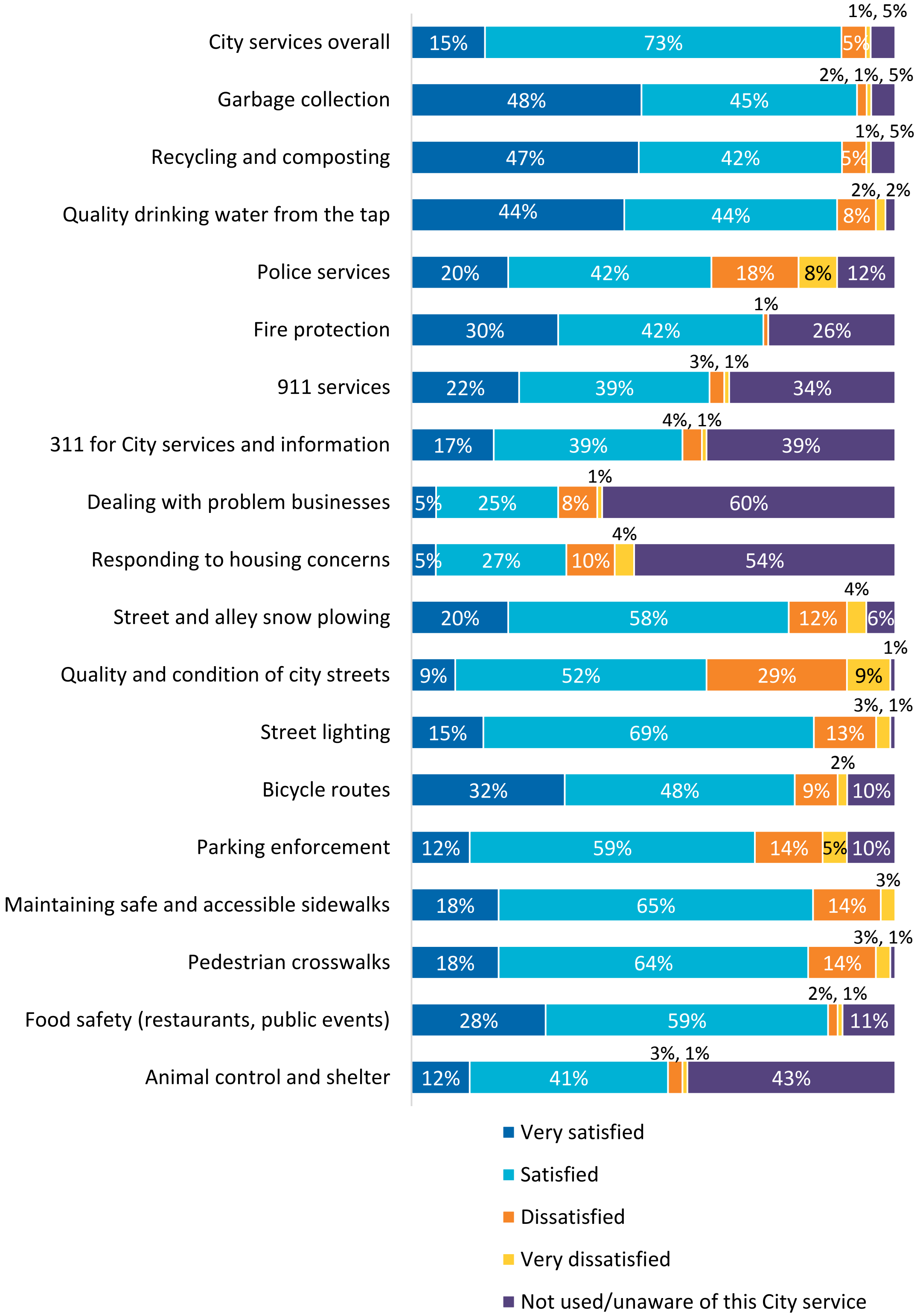
Satisfaction with City services, departments, and amenities

The majority of respondents reported being satisfied with City services overall, which is consistent across demographic groups and with past Minneapolis surveys. There are some differences in satisfaction with specific services based on residential community and respondent demographics, which could be due to differences in the experiences residents have with these services based on neighborhood or demographic characteristics, perceived differences among groups of respondents, different levels of awareness of these services, or other possible reasons. The City could learn more about the reasons why of satisfaction varies within residential communities and/or other respondent demographic groups in order to better address specific areas or points of concern.

Overall ratings of City services, departments, and amenities

The majority of survey respondents were “satisfied” (73%) or “very satisfied” (15%) with City services overall (Figure 31). Very few respondents (6%) indicated they were “dissatisfied” or “very dissatisfied.” Five percent of respondents indicated they did not use or were not aware of City services. Respondents’ ratings vary by item, with the highest overall satisfaction reported for garbage collection and recycling and composting programs, and the lowest overall satisfaction reported for police services and the quality and condition of city streets.

31. Respondents' ratings of City services, departments, and amenities

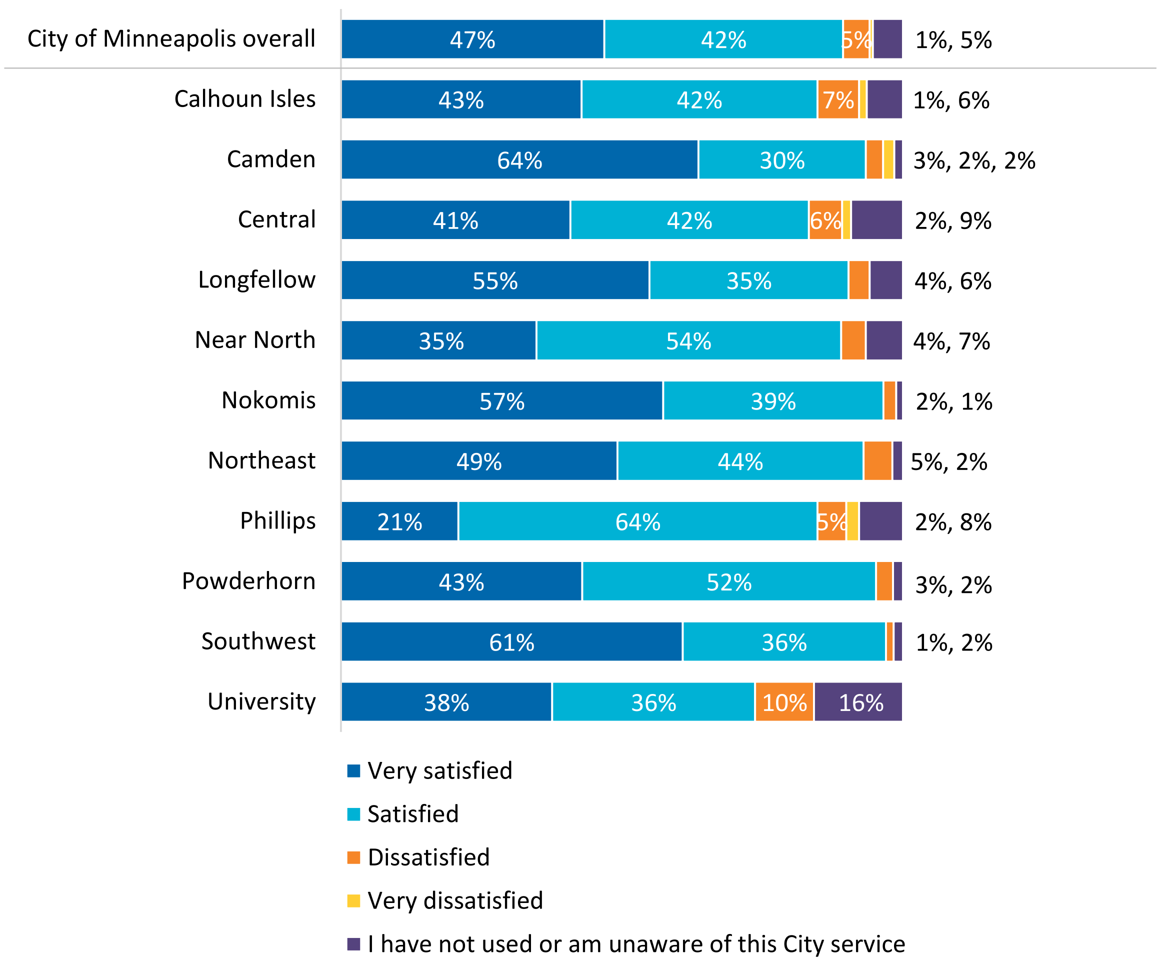


Garbage collection, recycling and composting programs, and drinking water

Most respondents indicated they were "satisfied" (45%) or "very satisfied" (48%) with the City of Minneapolis' garbage collection. Of note, 5 percent of all respondents reported that they had not used or were unaware of garbage collection services in Minneapolis.

Most respondents also said they were "very satisfied" (47%) or "satisfied" (42%) with the City's recycling and composting programs (Figure 32). Respondents from the University residential community were somewhat more likely to state that they had not used or were unaware of this City service, while respondents from Phillips were less likely to say they were "very satisfied" than respondents overall. There was some slight variation in responses by respondent demographic characteristics; these can be found in the Data Book.

32. Respondents' ratings of their satisfaction with the City's recycling and composting programs, by residential community



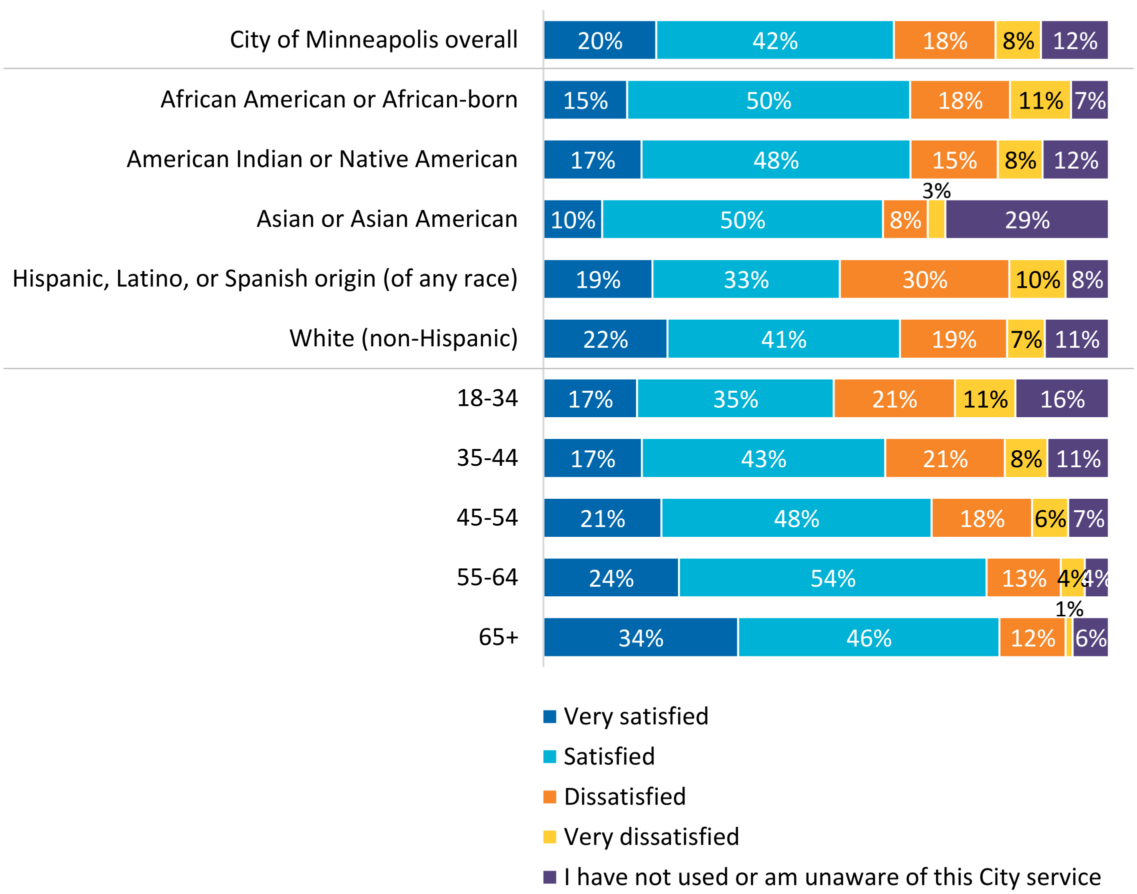
Most respondents indicated that they were “satisfied” (44%) or “very satisfied” (44%) with the quality of drinking water provided from the tap in Minneapolis. Respondents from Camden, those who are African American and African-born, and those who have household incomes less than $15,000 were somewhat more likely than respondents overall to be “dissatisfied” or “very dissatisfied” about the quality of the drinking water in Minneapolis.

Police, fire protection, and 911 emergency services

The majority of residents overall said they were “satisfied” (42%) or “very satisfied” (20%) with the police services that the City provides (Figure 33). However, more than one-quarter (26%) of respondents indicated they were “dissatisfied” or “very dissatisfied” with police services. Twelve percent of respondents indicated they have not used or are unaware of police services.

There are some differences in respondent satisfaction with police services by residential community and respondent demographic characteristics. Respondents from Nokomis and Southwest were somewhat more likely to be “very satisfied” or “satisfied” with police services, whereas respondents from Camden were somewhat more likely to be “dissatisfied” or “very dissatisfied” with police services. Also, respondents who identified as Hispanic/Latinx and respondents who have household incomes less than $15,000 were more likely to be “dissatisfied” or “very dissatisfied.” Younger respondents also tend to be less satisfied than older respondents with police services in Minneapolis.

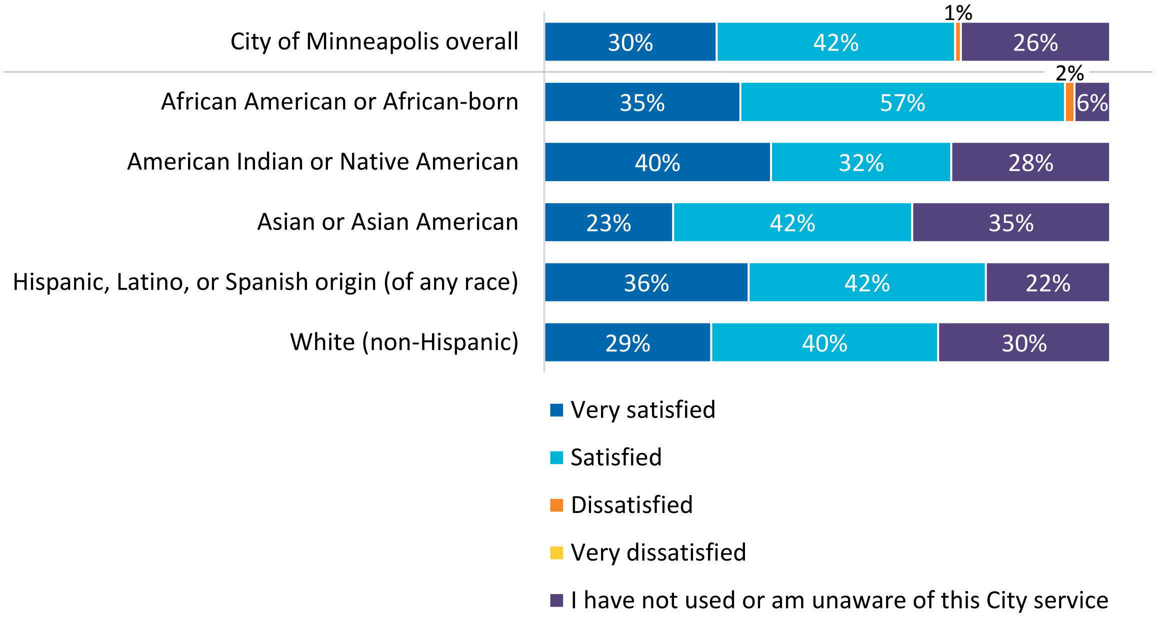
33. Respondents’ satisfaction with police services, by respondent demographic characteristics



Most respondents were "satisfied" (42%) or "very satisfied" (30%) with the City's fire protection services (Figure 34). One-quarter (26%) of respondents indicated that they had not used or were unaware of City fire protection services.

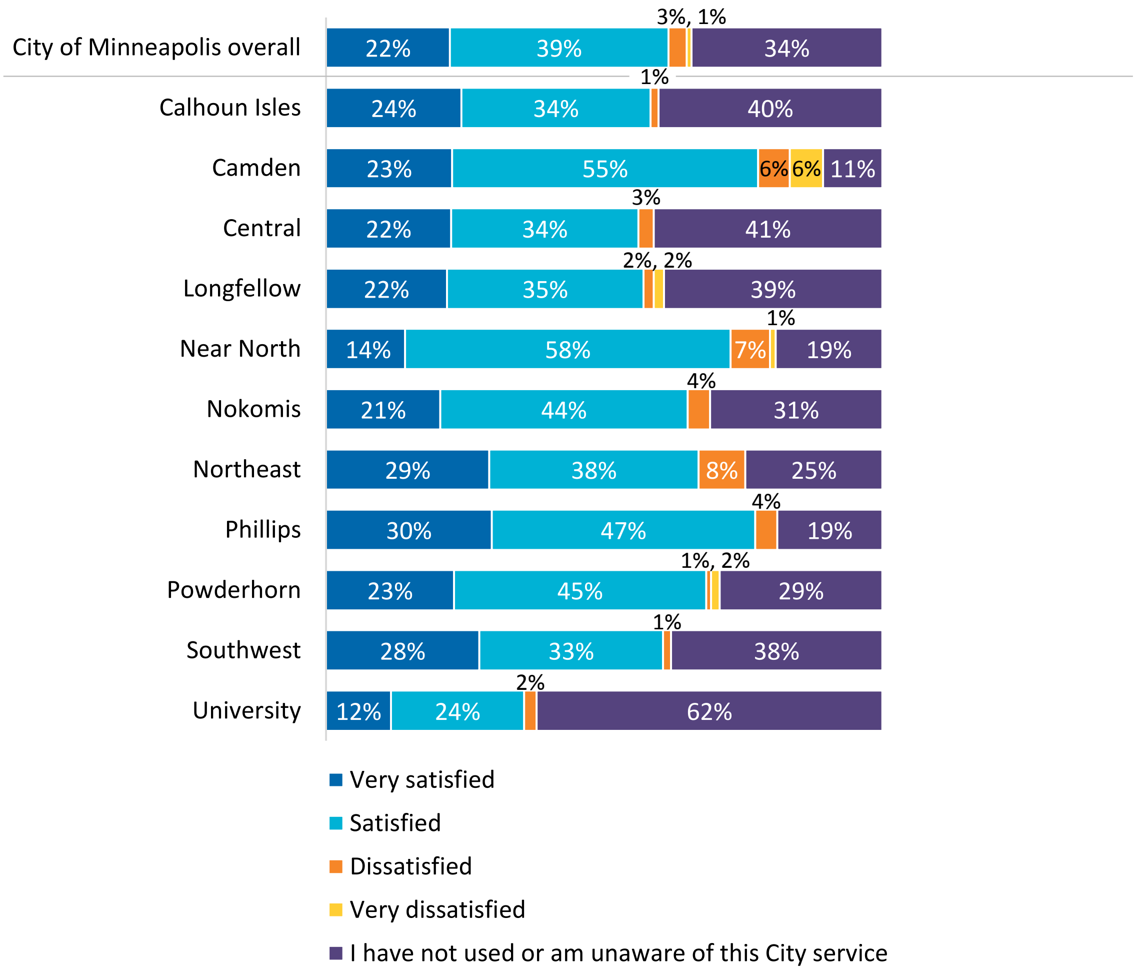
Respondents from Near North were somewhat more likely to be "very satisfied" or "satisfied" with fire protection services compared with respondents overall. Respondents from Near North and Phillips also had lower proportions of respondents who said they had not used or were unaware of fire protection services. There were also some differences in satisfaction with fire protection services by respondent race/ethnicity.

34. Respondents' satisfaction with fire protection services, by respondent demographic characteristics



Nearly two-thirds of respondents were either "satisfied" (39%) or "very satisfied" (22%) with the City's 911 emergency services (Figure 35). One-third (34%) of all respondents reported they have not used or were unaware of 911 services. Awareness of and satisfaction with 911 services varies by residential community, as seen below.

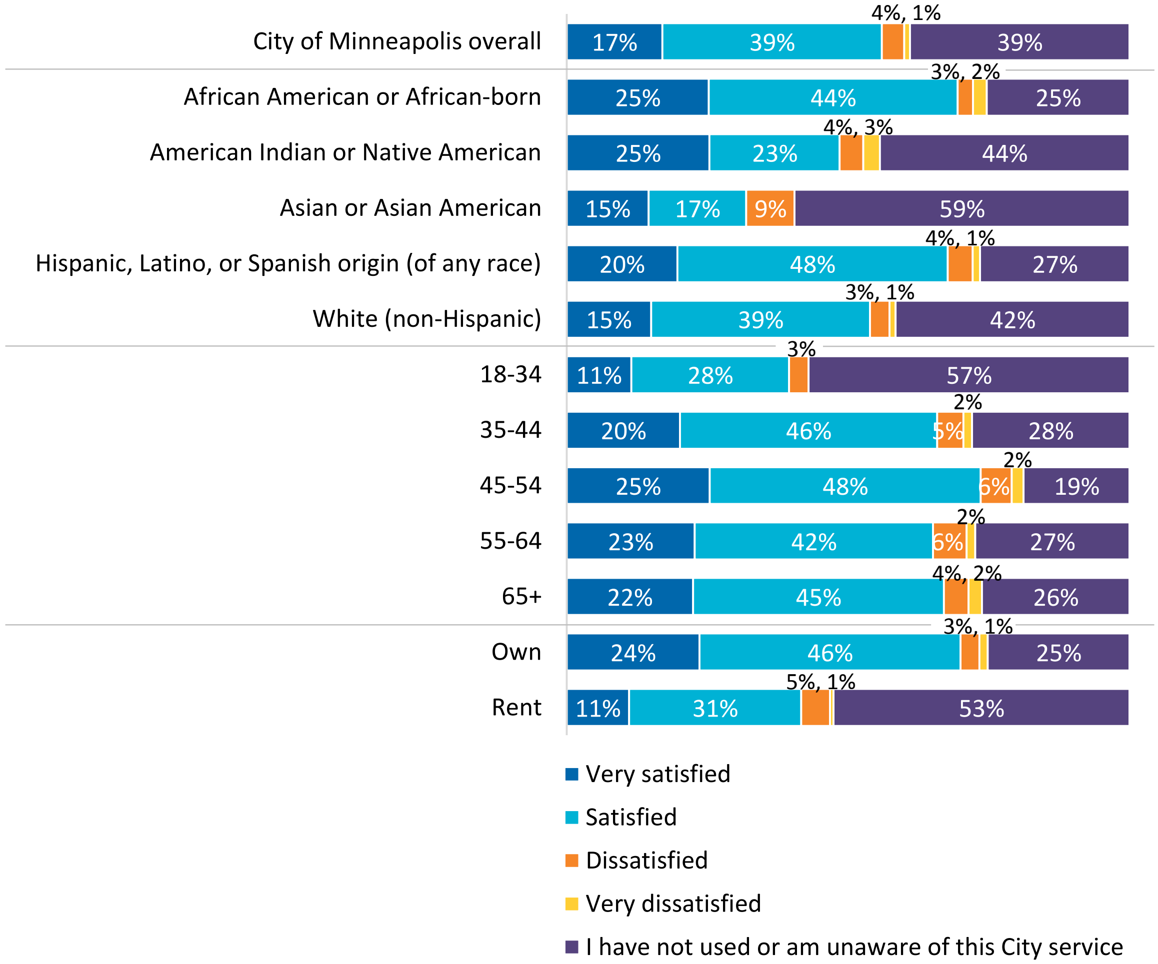
35. Respondents' satisfaction with 911 emergency services, by residential community



311 for City services and information

Most respondents were “satisfied (39%) or “very satisfied” (17%) with 311 for City services and information (Figure 36). Just 5 percent of respondents were “dissatisfied” or “very dissatisfied” with 311 services. However, 39 percent of respondents had not used or were unaware of this service. Awareness of and satisfaction with 311 for City services and information varies by residential community and respondent demographic characteristics, shown below.

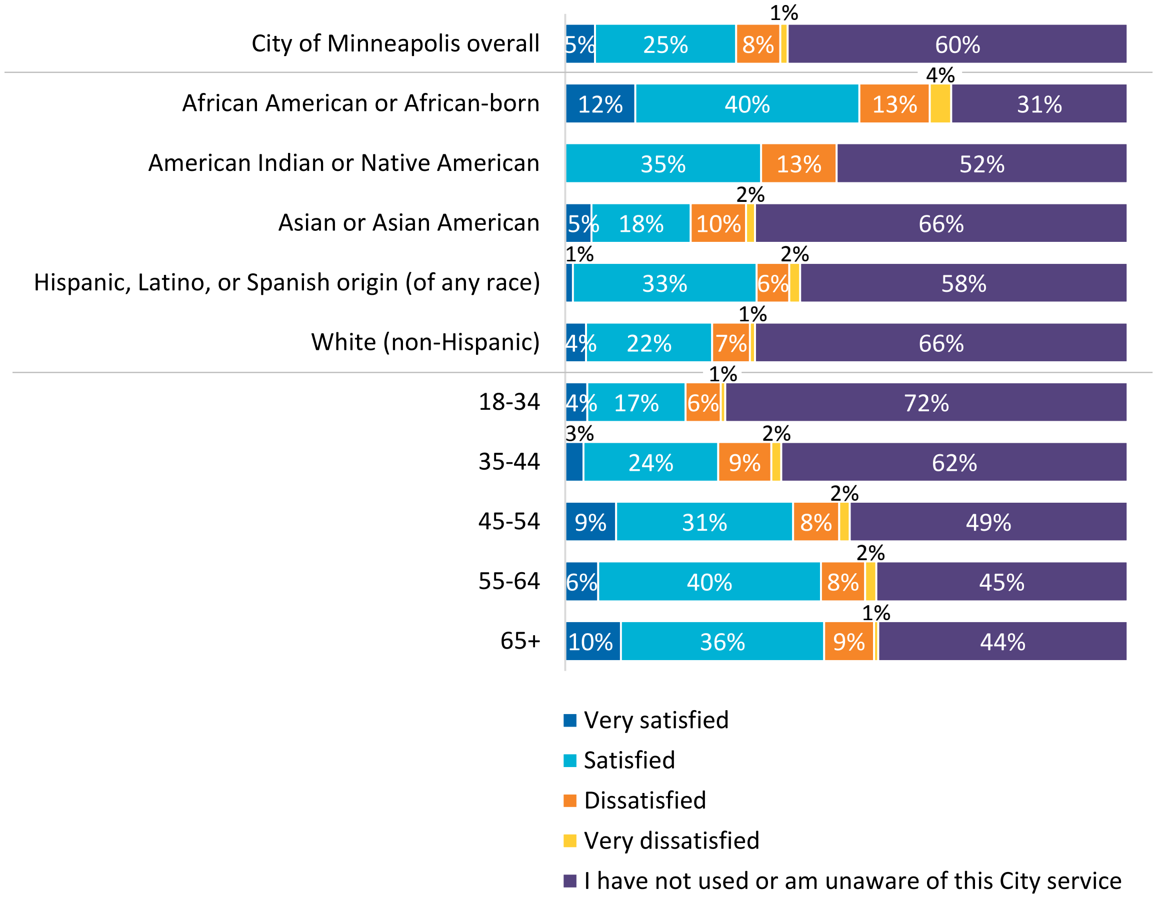
36. Respondents’ satisfaction with 311 for City services and information, by respondent demographic characteristics



Dealing with problem businesses and responding to housing concerns

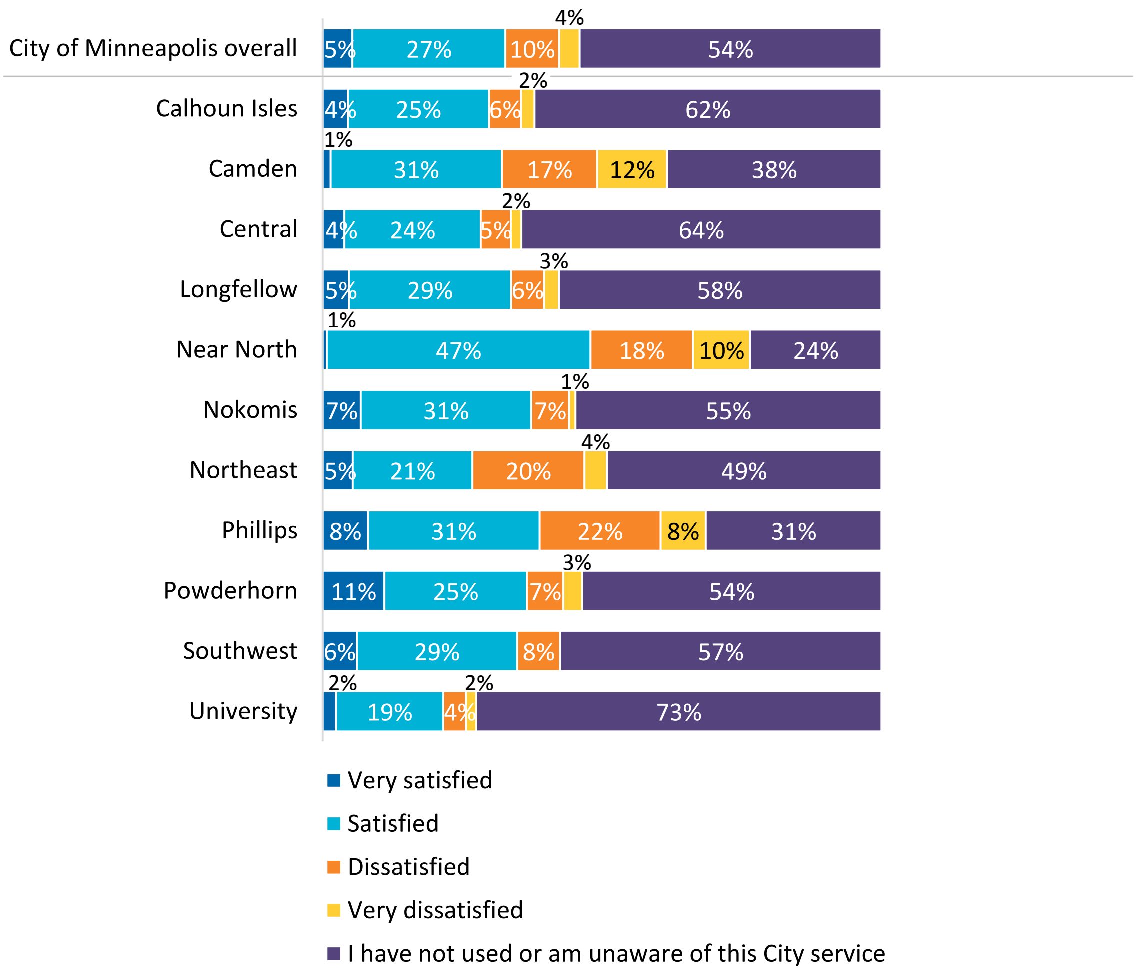
Sixty percent of respondents had not used or were unaware that the City deals with problem businesses (Figure 37). Thirty percent of residents indicated that they were "very satisfied" or "satisfied" with the way the City deals with problem businesses. Nine percent of respondents were "dissatisfied" or "very dissatisfied" with this service. Awareness of and satisfaction with this service varies by respondent demographic characteristics. Consult the Data Book for more information on satisfaction by residential community.

37. Respondents' satisfaction with how the City deals with problem businesses, by respondent demographic characteristics

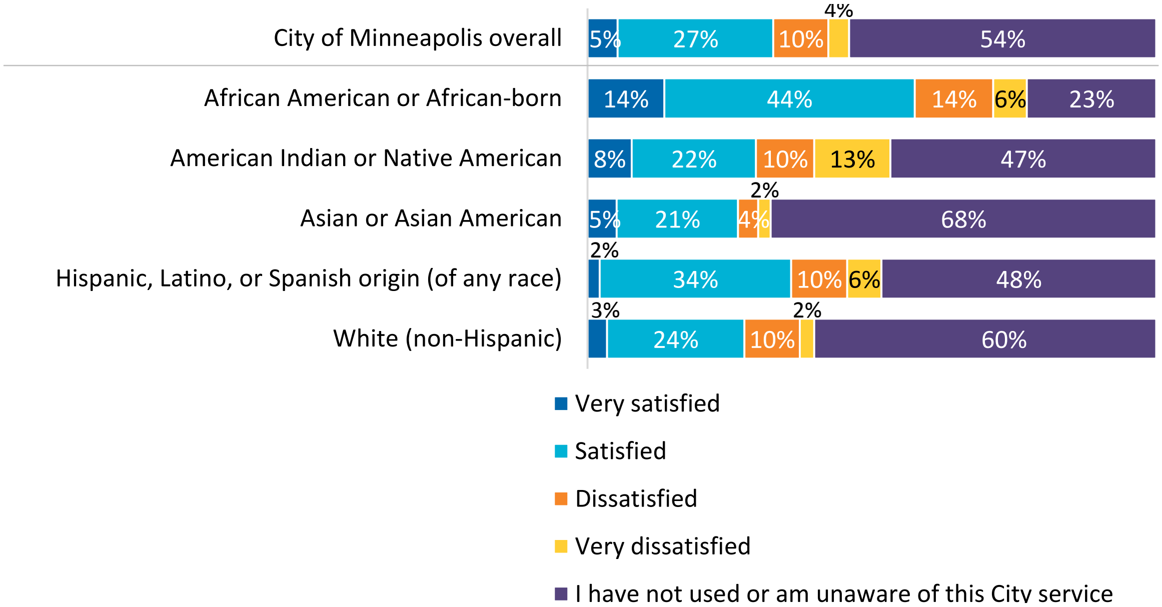


Over half (54%) of respondents had not used or were unaware of City services related to housing concerns (Figure 38). One-third (32%) of respondents said they were "very satisfied" or "satisfied" with this service, and 14 percent indicated they were "dissatisfied" or "very dissatisfied" with the City's response to housing concerns. Awareness of and satisfaction with this service varies by residential community and respondent demographic characteristics (Figure 39).

38. Respondents' satisfaction with how the City responds to housing concerns, by residential community



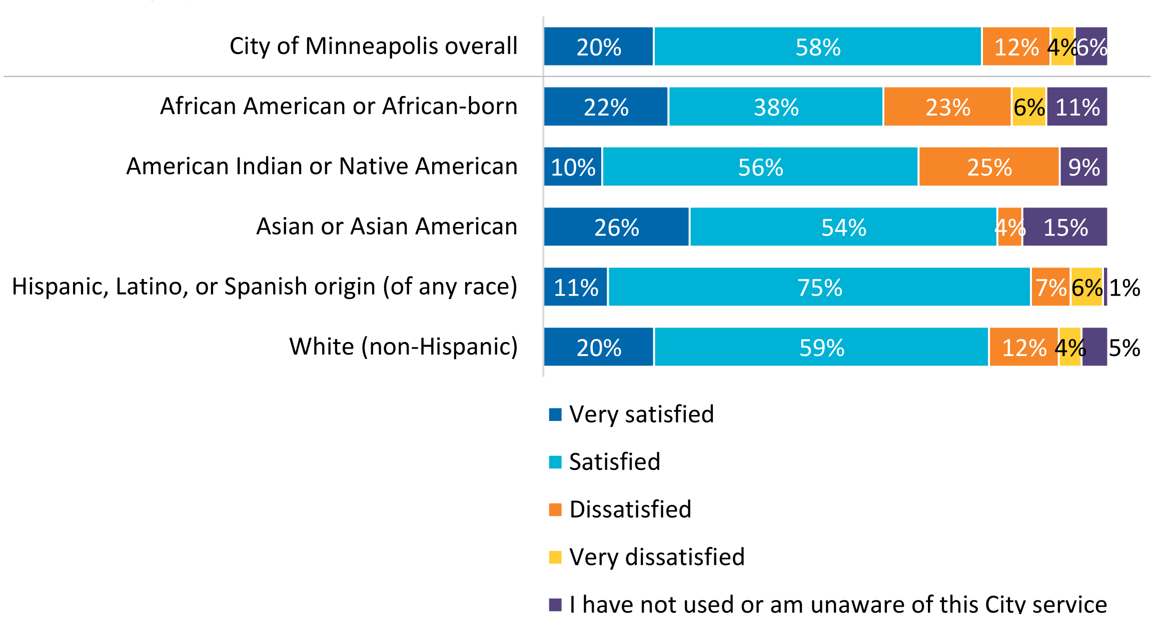
39. Respondents' satisfaction with how the City responds to housing concerns, by respondent demographic characteristics



Street and alley snow plowing

Most respondents were "satisfied" (58%) or "very satisfied" (20%) with street and alley snow plowing in Minneapolis (Figure 40). Sixteen percent of respondents were "dissatisfied" or "very dissatisfied" with snow plowing in the City, and 6 percent had not used or were unaware of this service. Awareness of and satisfaction with snow plowing varies by residential community and respondent demographic characteristics.

40. Respondents' satisfaction with street and alley snow plowing, by respondent demographic characteristics



Quality and condition of City streets and street lighting

Half (52%) of respondents said they are “satisfied” and 9 percent are “very satisfied” with the quality and condition of City streets in Minneapolis. Respondents from Calhoun Isles and Phillips were somewhat more likely than respondents from other residential communities to be satisfied with City streets.

Most respondents were “satisfied” (69%) or “very satisfied” (15%) with street lighting. Of note, respondents from Camden and Near North were somewhat more likely to report being “dissatisfied” or “very dissatisfied” with street lighting compared to all respondents.

Bicycle routes

Most respondents were “satisfied” (48%) or “very satisfied” (32%) with bicycle routes in the City. Ten percent of respondents indicated that they had not used or were unaware that the City provided bicycle routes. Respondents from Calhoun Isles and Nokomis were somewhat more likely to be “very satisfied” with bicycle routes in the City.

Parking enforcement

Seventy-one percent of respondents reported they were “very satisfied” or “satisfied” with parking enforcement services in the City. Nineteen percent indicated they were “dissatisfied” or “very dissatisfied” with parking enforcement services and 10 percent indicated they had not used or were unaware of this City service. There were no notable differences in satisfaction with this service by residential community or respondent demographic characteristics.

Maintaining safe and accessible sidewalks and pedestrian crosswalks

Most respondents were “satisfied” (65%) or “very satisfied” (18%) with the maintenance of safe and accessible sidewalks. Seventeen percent of respondents were “dissatisfied” or “very dissatisfied,” and less than 1 percent of respondents had not used or were unaware of this City service. There were no notable differences between demographic groups or residential communities.

Most respondents were “satisfied” (64%) or “very satisfied” (18%) with pedestrian crosswalks in the City. Seventeen percent of respondents were “dissatisfied” or “very dissatisfied,” and 1 percent of respondents had not used or were unaware of this City service. This result was consistent across residential communities and respondent demographic characteristics.

Food safety at restaurants and public events

Overall, most residents were “satisfied” (59%) or “very satisfied” (28%) with food safety at restaurants and public events. One in ten residents (11%) noted that they had not used or were unaware that the City provides this service. These results were consistent among different groups.

Animal control and shelter

About half of respondents said they were “satisfied” (41%) or “very satisfied” (12%) with animal control and shelter services provided by the City. Forty-three percent said they have not used or were unware of animal control and shelter services in the City, and very few (4%) were “dissatisfied” or “very dissatisfied.” Awareness of and satisfaction with animal control varies by residential community and respondent demographic characteristics; see the Data Book for more information.

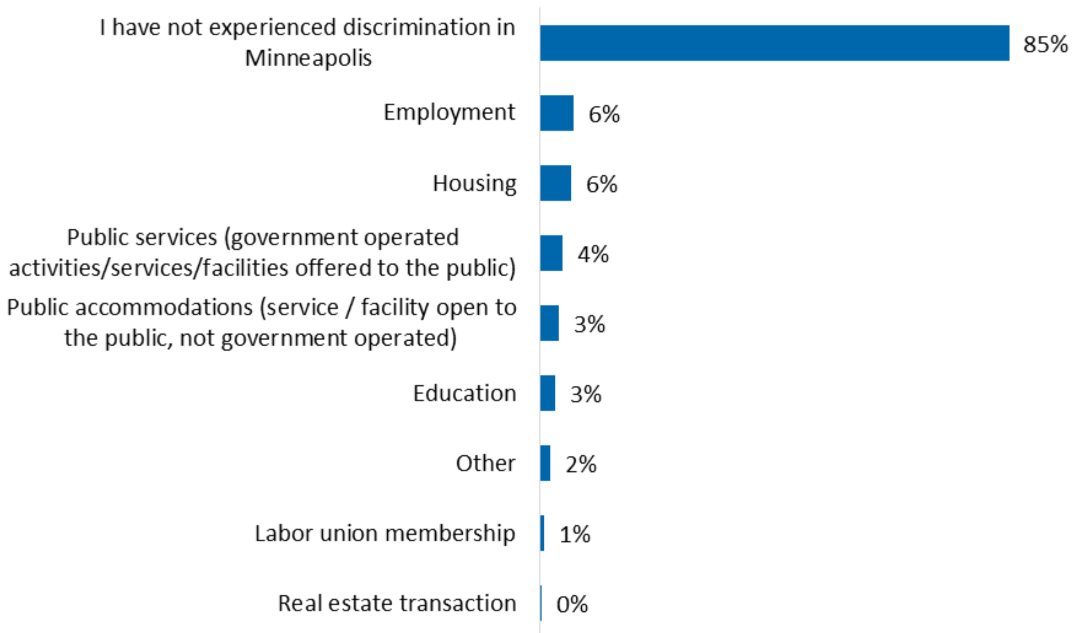
Diversity, equity, and discrimination in the City of Minneapolis

Not surprisingly, there are notable differences by race/ethnicity and income with regard to experiences of discrimination in Minneapolis. These differences are especially large when comparing experiences of people of color and White non-Hispanic respondents. Nearly all White respondents (93%) indicated they had not experienced discrimination in any area, while respondents of color and American Indian respondents experienced discrimination in some areas that were much larger than the overall percentage. When asked follow-up questions about the circumstances of the discrimination, many respondents shared that they did not feel comfortable disclosing details. This sensitive topic may be better to explore through mechanisms other than a population-based survey, such as individual interviews, observations, and other approaches.

Respondents' experiences with discrimination

The survey asked a series of questions about whether respondents had experienced discrimination in a number of types of interactions within the City, including government-operated services, public facilities, employment, and others. Overall, 85 percent of respondents reported that they had not experienced discrimination (Figure 41). Those who had experienced discrimination most often reported that they had experienced it with employment, housing, and public services.

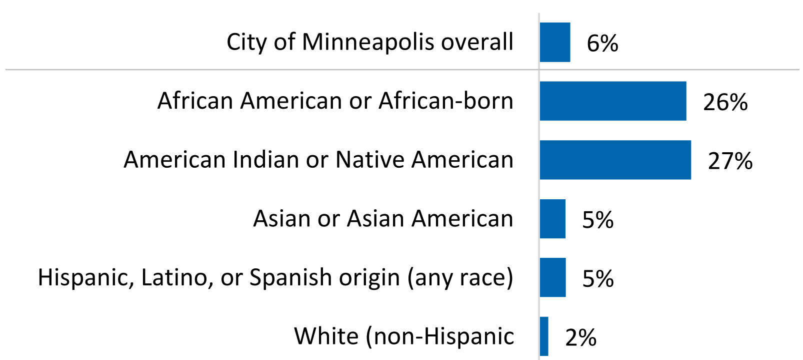
41. Respondents' self-reported experiences of discrimination when dealing with various parts of the City of Minneapolis



There are notable differences in experiences of discrimination based on respondent demographic characteristics, particularly race/ethnicity.

African American and African-born and American Indian respondents were much more likely to report that they had been discriminated against in housing compared to respondents overall (Figure 42). In addition, respondents whose household incomes are less than $35,000 a year were somewhat more likely to report that they had been discriminated against in housing.

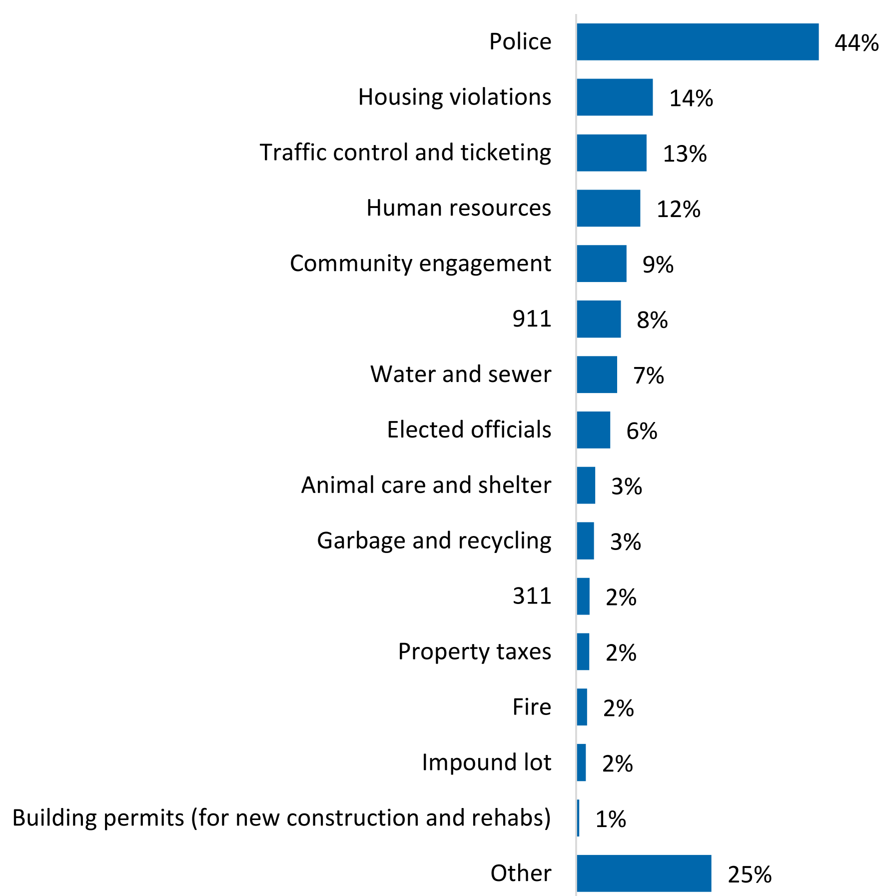
42. Respondents' self-reported experiences of discrimination in housing, by respondent demographic characteristics



Respondents who identified as African American and African-born and Asian or Asian American were somewhat more likely to indicate that they had been discriminated against in employment in the City of Minneapolis compared to respondents overall. In addition, respondents who identified as Hispanic/Latinx were somewhat more likely to share that they had been discriminated against in public services.

Those who shared that they had experienced discrimination were asked if they had experienced that discrimination while receiving City services. Over 4 in 10 respondents who had been discriminated against indicated they had been discriminated against while encountering police services (Figure 43). After police, the next most common City services where respondents felt they had experienced discrimination are housing violations, traffic control and ticketing, and human resources. In addition, one in four respondents shared that they had experienced discrimination while in the City but not receiving a City service, for example in a City park or on a City street.

43. Areas where respondents felt discriminated against in the City of Minneapolis



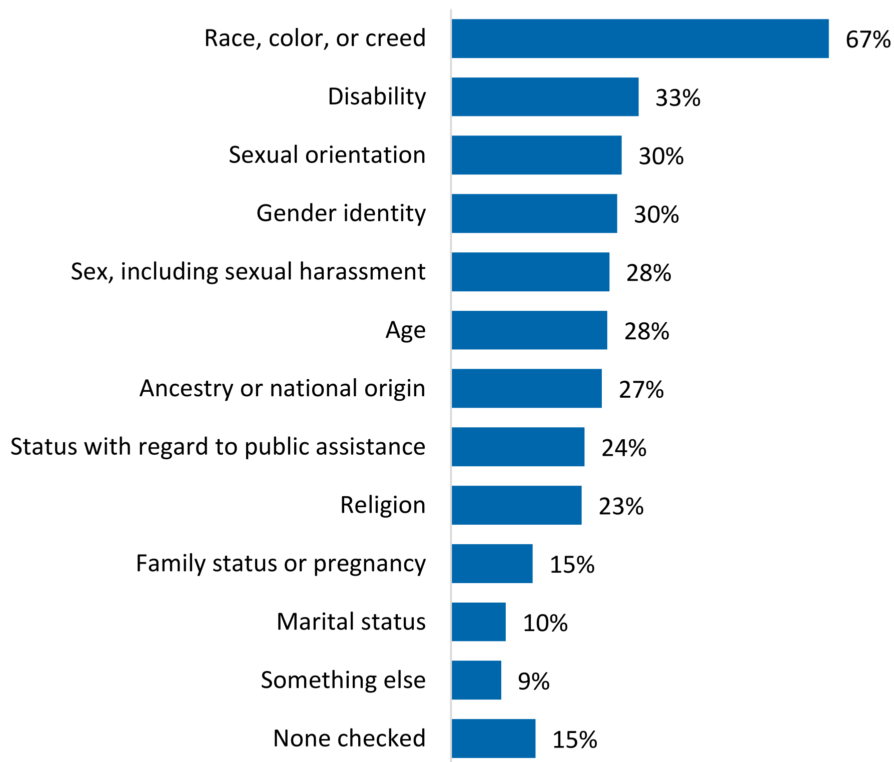
Note. Percentages were calculated out of those who said they had experienced discrimination.

Many residents, when asked to share the circumstances of the discrimination they experienced, indicated that they did not feel comfortable doing so. Very few of those who said they had experienced discrimination in Minneapolis (6%) filed a complaint with the City about the discrimination.

Equity priorities

Residents were given a list of different potential areas of inequity and were asked what areas should be a priority for the City to address. The area that was by far most commonly selected by respondents was race, color, or creed (Figure 44). The next most commonly selected areas were disability, sexual orientation, and gender identity.

44. Respondents' priority areas for the City's equity work



Some notable differences emerged by residential community. Respondents from Powderhorn were somewhat more likely to prioritize equity in the area of status with regard to public assistance, and respondents from Phillips were somewhat more likely to prioritize equity in the area of religion.