

Why We Surveyed

The Agreement requires two anonymous surveys, repeated over time so we can measure whether reform is changing how people experience policing in Minneapolis.

WHAT PARAGRAPH 415 REQUIRES



Community survey

Resident satisfaction with MPD's services, trustworthiness, engagement, effectiveness, responsiveness, and the misconduct complaint system.



Officer survey

Officers' experiences inside MPD, organizational culture, and officer support and wellness.

Both Are:

- Anonymous
- Published Online
- Statistically Significant

WHY IT MATTERS



Trust is the real test

Policies and audits show what MPD does on paper. Surveys show whether people actually feel the difference.



A baseline for change

2026 sets the starting point. Each yearly survey shows which direction things are moving.

SURVEY RESULTS

What We Heard from Residents and Officers

This spring, the independent evaluation team ran two surveys to hear directly from the people most affected by the agreement. Over 20 surveyors deployed to diverse neighborhoods across Minneapolis.



1,530

Minneapolis community members

Online and in person, from all 13 City Council wards,
May 11 to June 11, 2026



244

MPD officers and staff

Online and fully anonymous. About 4 in 10 of all
eligible personnel took part

Both surveys were voluntary, not random samples. The results show the direction of opinion, not exact citywide numbers.

Residents are critical of MPD, most of all on accountability and fairness

29 of 30

rating questions came out more negative than positive

Views were critical across the board, not concentrated in one area.



3 in 10 believe officers are held accountable for misconduct. Half disagree. This was the lowest scoring question.



Over half (52%) disagree that MPD treats people of all races and ethnicities fairly.



1 in 4 say they personally saw an MPD officer use excessive force in the past year.

Many residents are still open to MPD, and are waiting to see real change

Where views were more positive



47%

see regular police patrols in their neighborhood



42%

feel comfortable approaching an officer



40%

feel confident calling MPD in an emergency

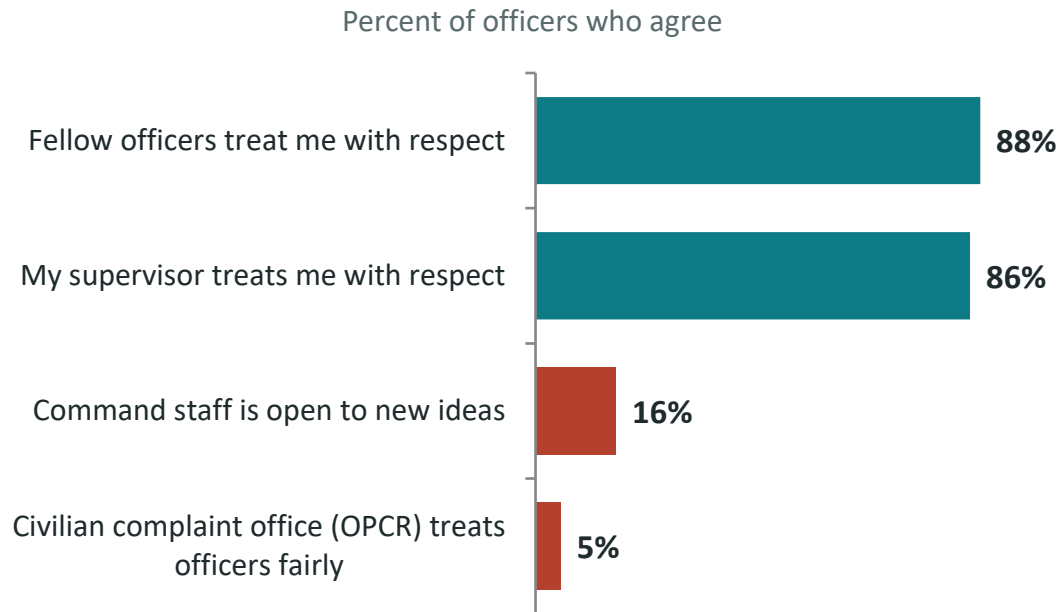


Has MPD changed?

Many people can't tell. When asked whether things are better than a few years ago, the most common answer was "neither agree nor disagree" (34% to 44% on each question).

Change that people can't see won't rebuild trust on its own.

Officers trust their teams, but not the system above them



83%

worry they could be punished, or lose their job, for making a mistake

Officers say this fear leads some to step back from proactive policing.

Officers see gaps in training, equipment, and support



53%

disagree that the Academy prepares new officers well. Hiring and training standards were officers' top concern in written comments.



53%

disagree that MPD gives officers the tools they need to do the job. Many also say facilities and vehicles have not improved.



64% vs. 15%

know about the employee wellness program, but only 15% used it in the past year. Trust and stigma, not awareness, hold people back.

What officers say causes the most strain: staffing shortages, overtime changes, and schedule pressure.

Where residents and officers agree, and where they don't

COMMON GROUND

Neither group trusts the accountability system



30%

of residents believe officers are held accountable for misconduct



15%

of officers believe the discipline process is fair

BIGGEST GAP

Whether MPD treats people fairly



32%

of residents agree MPD treats people of all races fairly



88%

of officers agree MPD treats people equally, on average

The two surveys asked these questions in different words, so compare the direction, not the exact numbers.

WHAT THIS MEANS

Both surveys point to the same need: change people can see



Public data

Use of force dashboards in Year 3; stops, searches, arrests, and misconduct in Year 4



Fair, timely discipline

Clear complaint backlogs and build one consistent discipline system



Crisis response

Crisis training for officers and dispatchers, plus 24/7 behavioral crisis teams



Ask again every year

Both surveys repeat yearly so we can measure change. Next public report: December 2026

Progress reports and meeting updates at elefa.org/minneapolis