

THE NCSTM
The National Citizen SurveyTM

Chanhassen, MN

Trends over Time

2016



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Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2016 ratings for the City of Chanhassen to its previous survey results in 2005, 2007, 2010 and 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Chanhassen represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than six percentage points between the 2013 and 2016 surveys, otherwise the comparison between 2013 and 2016 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Chanhassen for 2016 generally remained stable. Of the 129 items for which comparisons were available, 116 items were rated similarly in 2013 and 2016, 9 items showed a decrease in ratings and 4 showed an increase in ratings. Notable trends over time included the following:

- Ratings within Community Characteristics were generally stable over time; however, there were a few noteworthy exceptions. Between 2013 and 2016, ratings increased for employment opportunities and the cost of living in Chanhassen. Ratings for travel by public transportation and the availability of affordable quality mental health care declined over time.
- Four aspects within the pillar of Governance were trending downward this year. Ratings decreased from 2013 to 2016 for police services, traffic signal timing, cable television and recreation centers.
- In 2016, more survey respondents reported that they had carpooled instead of driving alone and a higher proportion of Chanhassen residents thought that the economy will have a positive impact on their income in the coming six months. However, rates of residents who reported participating in religious or spiritual activities, watching a local public meeting or volunteering their time to a group/activity in Chanhassen declined over time.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)					2016 rating compared to 2013	Comparison to benchmark				
	2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Overall quality of life	93%	94%	97%	97%	96%	Similar	Higher	Much higher	Much higher	Higher	Higher
Overall image	NA	NA	96%	93%	95%	Similar	NA	NA	Much higher	Much higher	Much higher
Place to live	95%	96%	98%	99%	97%	Similar	Higher	Much higher	Much higher	Higher	Higher
Neighborhood	90%	91%	92%	94%	96%	Similar	Higher	Much higher	Much higher	Higher	Higher
Place to raise children	94%	96%	98%	98%	98%	Similar	Much higher	Much higher	Much higher	Much higher	Much higher
Place to retire	50%	54%	75%	70%	74%	Similar	Lower	Lower	Much higher	Similar	Similar
Overall appearance	80%	82%	94%	95%	93%	Similar	Higher	Much higher	Much higher	Higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Safety	Overall feeling of safety	NA	NA	NA	97%	97%	Similar	NA	NA	NA	Higher	Higher
	Safe in neighborhood	96%	97%	99%	98%	99%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Safe downtown/commercial area	99%	98%	99%	98%	99%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Overall ease of travel	NA	NA	NA	90%	90%	Similar	NA	NA	NA	Higher	Higher
	Paths and walking trails	NA	NA	90%	90%	90%	Similar	NA	NA	Much higher	Much higher	Much higher
	Ease of walking	NA	75%	87%	83%	85%	Similar	NA	Much higher	Much higher	Higher	Higher
	Travel by bicycle	70%	73%	85%	81%	83%	Similar	Much higher	Much higher	Much higher	Much higher	Much higher
	Travel by public transportation	NA	NA	NA	66%	59%	Lower	NA	NA	NA	Similar	Higher
Mobility	Travel by car	67%	72%	87%	92%	90%	Similar	Higher	Much higher	Much higher	Much higher	Much higher
	Public parking	NA	NA	NA	87%	88%	Similar	NA	NA	NA	NA	Much higher
	Traffic flow	51%	61%	77%	83%	81%	Similar	NA	NA	Much higher	Much higher	Much higher
	Overall natural environment	NA	NA	94%	97%	95%	Similar	NA	NA	Much higher	Much higher	Higher
Natural Environment	Cleanliness	NA	NA	NA	97%	96%	Similar	NA	NA	NA	Much higher	Much higher
	Air quality	90%	89%	92%	96%	97%	Similar	Much higher	Much higher	Much higher	Much higher	Higher
Built Environment	Overall built environment	NA	NA	NA	83%	82%	Similar	NA	NA	NA	NA	Higher

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
	New development in Chanhassen	NA	NA	81%	66%	69%	Similar	NA	NA	Much higher	Similar	Similar
	Affordable quality housing	36%	43%	61%	63%	61%	Similar	Lower	Similar	Much higher	Higher	Higher
	Housing options	NA	NA	78%	79%	74%	Similar	NA	NA	Much higher	Higher	Higher
	Public places	NA	NA	NA	80%	83%	Similar	NA	NA	NA	NA	Higher
Economy	Overall economic health	NA	NA	NA	90%	94%	Similar	NA	NA	NA	Much higher	Much higher
	Vibrant downtown/commercial area	NA	NA	NA	55%	53%	Similar	NA	NA	NA	NA	Similar
	Business and services	NA	NA	73%	74%	73%	Similar	NA	NA	Much higher	Similar	Similar
	Cost of living	NA	NA	NA	53%	61%	Higher	NA	NA	NA	NA	Higher
	Shopping opportunities	39%	43%	50%	51%	54%	Similar	Much lower	Lower	Similar	Similar	Similar
	Employment opportunities	38%	41%	39%	53%	68%	Higher	Similar	Much higher	Much higher	Higher	Much higher
	Place to visit	NA	NA	NA	74%	79%	Similar	NA	NA	NA	Similar	Similar
	Place to work	NA	70%	69%	80%	82%	Similar	NA	Much higher	Much higher	Higher	Higher
	Health and wellness	NA	NA	NA	92%	90%	Similar	NA	NA	NA	NA	Higher
	Mental health care	NA	NA	NA	77%	71%	Lower	NA	NA	NA	NA	Much higher
	Preventive health services	NA	NA	80%	88%	89%	Similar	NA	NA	Much higher	Much higher	Higher
	Health care	68%	77%	79%	89%	88%	Similar	Much higher	Much higher	Much higher	Much higher	Higher
Recreation and Wellness	Food	NA	NA	NA	75%	78%	Similar	NA	NA	NA	Similar	Higher
	Recreational opportunities	74%	82%	83%	87%	87%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Fitness opportunities	NA	NA	NA	90%	88%	Similar	NA	NA	NA	NA	Higher
Education and Enrichment	Religious or spiritual events and activities	NA	NA	83%	89%	85%	Similar	NA	NA	Higher	Similar	Similar
	Cultural/arts/music activities	40%	45%	54%	65%	67%	Similar	Much lower	Much lower	Similar	Similar	Similar
	Adult education	NA	NA	NA	78%	73%	Similar	NA	NA	NA	NA	Similar
	K-12 education	82%	87%	93%	95%	94%	Similar	Much higher	Much higher	Much higher	Much higher	Higher

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Community Engagement	Child care/preschool	53%	65%	65%	78%	79%	Similar	Similar	Much higher	Much higher	Much higher	Higher
	Social events and activities	NA	NA	73%	70%	75%	Similar	NA	NA	Much higher	Similar	Similar
	Neighborhoodliness	NA	NA	NA	78%	80%	Similar	NA	NA	NA	NA	Higher
	Openness and acceptance	55%	62%	NA	64%	64%	Similar	Similar	Similar	NA	Similar	Similar
	Opportunities to participate in community matters	NA	NA	70%	72%	75%	Similar	NA	NA	Much higher	Similar	Similar
	Opportunities to volunteer	NA	NA	73%	79%	75%	Similar	NA	NA	Similar	Similar	Similar

Table 3: Governance General

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
	Services provided by Chanhassen	79%	82%	91%	91%	90%	Similar	Similar	Much higher	Much higher	Higher	Higher
	Customer service	77%	84%	89%	89%	89%	Similar	Similar	Much higher	Much higher	Similar	Similar
	Value of services for taxes paid	NA	62%	63%	69%	71%	Similar	NA	Higher	Much higher	Higher	Similar
	Overall direction	64%	67%	76%	79%	77%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Welcoming citizen involvement	61%	65%	62%	67%	72%	Similar	Similar	Much higher	Much higher	Similar	Higher
	Confidence in City government	NA	NA	NA	75%	75%	Similar	NA	NA	NA	NA	Higher
	Acting in the best interest of Chanhassen	NA	NA	NA	74%	76%	Similar	NA	NA	NA	NA	Higher
	Being honest	NA	NA	NA	76%	79%	Similar	NA	NA	NA	NA	Higher
	Treating all residents fairly	NA	NA	NA	74%	78%	Similar	NA	NA	NA	NA	Higher
	Services provided by the Federal Government	49%	46%	46%	44%	47%	Similar	Similar	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Safety	Police	80%	82%	87%	95%	88%	Lower	Similar	Higher	Much higher	Higher	Similar
	Fire	94%	92%	96%	98%	94%	Similar	Similar	Higher	Much higher	Similar	Similar
	Ambulance/EMS	90%	91%	95%	96%	94%	Similar	Similar	Higher	Much higher	Similar	Similar
	Crime prevention	77%	75%	90%	92%	89%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Fire prevention	84%	83%	91%	93%	93%	Similar	Similar	Higher	Much higher	Higher	Higher

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		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
	Animal control	71%	72%	77%	84%	79%	Similar	Similar	Much higher	Much higher	Higher	Higher
	Emergency preparedness	NA	NA	80%	82%	81%	Similar	NA	NA	Much higher	Higher	Higher
Mobility	Traffic enforcement	67%	71%	76%	81%	79%	Similar	Similar	Much higher	Much higher	Higher	Similar
	Street repair	44%	53%	58%	67%	67%	Similar	Similar	Higher	Much higher	Higher	Higher
	Street cleaning	68%	65%	78%	79%	80%	Similar	Similar	Higher	Much higher	Higher	Similar
	Street lighting	61%	66%	73%	77%	78%	Similar	Similar	Higher	Much higher	Higher	Higher
	Snow removal	78%	74%	81%	82%	86%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Sidewalk maintenance	73%	76%	81%	82%	79%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Traffic signal timing	45%	52%	60%	68%	57%	Lower	Similar	Higher	Much higher	Higher	Similar
	Bus or transit services	63%	63%	65%	82%	78%	Similar	Similar	Much higher	Much higher	Higher	Much higher
Natural Environment	Garbage collection	87%	89%	93%	92%	89%	Similar	Similar	Much higher	Much higher	Similar	Similar
	Recycling	86%	84%	92%	92%	89%	Similar	Higher	Much higher	Much higher	Similar	Similar
	Yard waste pick-up	68%	68%	84%	81%	82%	Similar	Similar	Similar	Much higher	Similar	Similar
	Drinking water	51%	53%	70%	79%	78%	Similar	Much lower	Much lower	Higher	Similar	Similar
	Natural areas preservation	NA	NA	78%	79%	75%	Similar	NA	NA	Much higher	Higher	Similar
	Open space	NA	NA	NA	80%	75%	Similar	NA	NA	NA	Similar	Similar
Built Environment	Storm drainage	74%	70%	82%	82%	82%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Sewer services	78%	82%	86%	90%	93%	Similar	Similar	Much higher	Much higher	Similar	Higher
	Power utility	NA	NA	NA	85%	88%	Similar	NA	NA	NA	Similar	Similar
	Utility billing	NA	NA	NA	86%	83%	Similar	NA	NA	NA	Similar	Similar
	Land use, planning and zoning	50%	46%	64%	65%	66%	Similar	Similar	Higher	Much higher	Higher	Similar

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		Percent rating positively (e.g., excellent/good)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
	Code enforcement	69%	70%	73%	75%	73%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Cable television	44%	46%	46%	48%	37%	Lower	Lower	Lower	Lower	Similar	Lower
Economy	Economic development	61%	64%	68%	74%	79%	Similar	Higher	Much higher	Much higher	Higher	Higher
Recreation and Wellness	City parks	92%	91%	96%	97%	94%	Similar	Much higher	Much higher	Much higher	Higher	Higher
	Recreation programs	84%	83%	90%	85%	82%	Similar	Similar	Much higher	Much higher	Similar	Similar
	Recreation centers	70%	68%	83%	84%	75%	Lower	Similar	Similar	Much higher	Similar	Similar
	Health services	82%	83%	86%	92%	91%	Similar	Higher	Much higher	Much higher	Higher	Higher
	Special events	NA	NA	NA	83%	85%	Similar	NA	NA	NA	Similar	Higher
Education and Enrichment	Public libraries	91%	91%	94%	96%	94%	Similar	Similar	Much higher	Much higher	Higher	Higher
Community Engagement	Public information	73%	76%	86%	85%	85%	Similar	Similar	Much higher	Much higher	Higher	Higher

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2013	Comparison to benchmark				
	2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Sense of community	67%	70%	80%	77%	80%	Similar	Similar	Much higher	Much higher	Higher	Higher
Recommend Chanhassen	NA	NA	98%	97%	97%	Similar	NA	NA	Much higher	Higher	Higher
Remain in Chanhassen	NA	NA	93%	95%	93%	Similar	NA	NA	Much higher	Higher	Similar
Contacted Chanhassen employees	57%	52%	48%	41%	44%	Similar	NA	NA	Much lower	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Safety	Did NOT report a crime	NA	NA	NA	86%	87%	Similar	NA	NA	NA	NA	Similar
	Was NOT the victim of a crime	92%	95%	97%	94%	94%	Similar	NA	NA	Much higher	Similar	Similar

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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2013	Comparison to benchmark				
		2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Mobility	Used public transportation instead of driving	NA	NA	NA	26%	23%	Similar	NA	NA	NA	NA	Similar
	Carpooled instead of driving alone	NA	NA	NA	38%	44%	Higher	NA	NA	NA	NA	Similar
	Walked or biked instead of driving	NA	NA	NA	60%	65%	Similar	NA	NA	NA	NA	Similar
Natural Environment	Conserved water	NA	NA	NA	NA	78%	NA	NA	NA	NA	Similar	
	Recycled at home	95%	94%	98%	96%	98%	Similar	NA	NA	Much higher	Higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	NA	80%	77%	Similar	NA	NA	NA	NA	Much higher
	NOT under housing cost stress	NA	NA	73%	76%	78%	Similar	NA	NA	Much higher	Higher	Similar
Economy	Purchased goods or services in Chanhassen	NA	NA	NA	98%	97%	Similar	NA	NA	NA	NA	Similar
	Economy will have positive impact on income	25%	28%	20%	28%	34%	Higher	NA	NA	Higher	Similar	Similar
	Work in Chanhassen	NA	NA	NA	28%	27%	Similar	NA	NA	NA	NA	Lower
Recreation and Wellness	Used Chanhassen recreation centers	62%	63%	57%	59%	54%	Similar	NA	NA	Similar	Similar	Similar
	Visited a City park	93%	93%	90%	91%	93%	Similar	NA	NA	Higher	Similar	Higher
	Ate 5 portions of fruits and vegetables	NA	NA	NA	88%	86%	Similar	NA	NA	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	NA	NA	89%	90%	Similar	NA	NA	NA	NA	Similar
	In very good to excellent health	NA	NA	NA	78%	83%	Similar	NA	NA	NA	NA	Similar
Education and Enrichment	Used Chanhassen public libraries	82%	86%	81%	77%	72%	Similar	NA	NA	Much higher	Similar	Similar
	Participated in religious or spiritual activities	NA	NA	50%	53%	44%	Lower	NA	NA	Similar	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	61%	64%	Similar	NA	NA	NA	NA	Higher
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	15%	14%	Similar	NA	NA	NA	NA	Similar
	Contacted Chanhassen elected officials	NA	NA	NA	15%	15%	Similar	NA	NA	NA	NA	Similar
	Volunteered	40%	41%	36%	40%	34%	Lower	NA	NA	Much lower	Similar	Similar
	Participated in a club	NA	NA	22%	25%	23%	Similar	NA	NA	Much lower	Similar	Similar

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	Percent rating positively (e.g., always/sometimes, more than once a month, yes)					2016 rating compared to 2013	Comparison to benchmark				
	2005	2007	2010	2013	2016		2005	2007	2010	2013	2016
Talked to or visited with neighbors	NA	NA	NA	NA	96%	NA	NA	NA	NA	NA	Similar
Done a favor for a neighbor	NA	NA	NA	NA	86%	NA	NA	NA	NA	NA	Similar
Attended a local public meeting	30%	28%	18%	17%	21%	Similar	NA	NA	Much lower	Similar	Similar
Watched a local public meeting	39%	40%	22%	18%	10%	Lower	NA	NA	Much lower	Lower	Lower
Read or watched local news	NA	NA	NA	90%	85%	Similar	NA	NA	NA	NA	Similar
Voted in local elections	93%	87%	87%	93%	88%	Similar	NA	NA	Much higher	Higher	Similar