

The National Citizen Survey™

Chanhassen, MN

DRAFT Dashboard Summary of
Findings

2013

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 National Citizen Survey™ communities. The NCS captures residents’ opinions within the three pillars of a community, Community Characteristics, Governance and Participation, and across eight central facets of community, Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. This report summarizes the Chanhassen’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions that introduce each community pillar and are not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Chanhassen’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is dark purple; when most ratings were lower than the benchmark, the color is the lightest purple. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

Community Characteristics were seen to be especially good for seven of the eight facets of community. Within the Natural Environment, Community Characteristics and Participation also saw high ratings, but for Community Engagement and Built Environment, Governance and Engagement were not as strong. Broadly, ratings about the Community Characteristics across most of the facets were stronger than were ratings of Governance or Participation. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	28	14	0	25	17	0	5	12	1
General	6	1	0	1	2	0	2	1	0
Safety	2	1	0	5	2	0	0	1	0
Mobility	6	1	0	8	0	0	0	0	0
Natural Environment	3	0	0	1	5	0	1	0	0
Built Environment	2	1	0	3	4	0	1	0	0
Economy	3	3	0	1	0	0	0	1	0
Recreation and Wellness	3	1	0	2	2	0	0	2	0
Education and Enrichment	2	2	0	1	1	0	0	2	0
Community Engagement	1	4	0	3	1	0	1	5	1

Legend	
	Higher
	Similar
	Lower
	Not available

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Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	95%	Customer service	↔	↔	89%	Recommend Chanhassen	↑	↑	97%
	Overall quality of life	↔	↑	97%	Services provided by Chanhassen	↔	↑	91%	Remain in Chanhassen	↑	↑	95%
	Place to retire	↔	↔	70%	Services provided by the Federal Government	↔	↔	44%	Contacted Chanhassen employees	↓	↔	41%
	Place to raise children	↔	↑↑	98%								
	Place to live	↔	↑	99%								
	Neighborhood	↔	↑	94%								
	Overall image	↔	↑↑	93%								
Safety	Overall feeling of safety	*	↑	97%	Police	↑	↑	95%	Was NOT the victim of a crime	↔	↔	94%
	Safe in neighborhood	↔	↔	98%	Crime prevention	↔	↑	92%	Did NOT report a crime	*	*	86%
	Safe downtown/commercial area	↔	↑	98%	Fire	↔	↔	98%				
					Fire prevention	↔	↑	93%				
					Ambulance/EMS	↔	↔	96%				
					Emergency preparedness	↔	↑	82%				
Mobility					Animal control	↑	↑	84%				
	Traffic flow	↑	↑↑	83%	Traffic enforcement	↔	↑	81%	Carpooled instead of driving alone	*	*	38%
	Travel by car	↔	↑↑	92%	Street repair	↑	↑	67%	Walked or biked instead of driving	*	*	60%
	Travel by bicycle	↔	↑↑	81%	Street cleaning	↔	↑	79%	Used public transportation instead of driving	*	*	89%
	Ease of walking	↔	↑	83%	Street lighting	↔	↑	77%				
	Travel by public transportation	*	↔	66%	Snow removal	↔	↑	82%				
	Overall ease travel	*	↑	90%	Sidewalk maintenance	↔	↑	82%				
Public parking	*	*	87%	Traffic signal timing	↑	↑	68%					
Paths and walking trails	↔	↑↑	90%	Bus or transit services	↑	↑	82%					
Natural Environment	Overall natural environment	↔	↑↑	97%	Garbage collection	↔	↔	92%	Recycled at home	↔	↑	96%
	Air quality	↔	↑↑	96%	Recycling	↔	↔	92%				
	Cleanliness	*	↑↑	97%	Yard waste pick-up	↔	↔	81%				
					Drinking water	↑	↔	79%				
					Open space	*	↔	80%				
Built Environment					Natural areas preservation	↔	↑	79%				
	New development in Chanhassen	↓	↔	66%	Sewer services	↔	↔	90%	NOT under housing cost stress	↔	↑	76%
	Affordable quality housing	↔	↑	63%	Storm drainage	↔	↑	82%	Did NOT observe a code violation	*	*	80%
	Housing options	↔	↑	79%	Power utility	*	↔	85%				
	Overall built environment	*	*	83%	Utility billing	*	↔	86%				
	Public places	*	*	80%	Land use, planning and zoning	↔	↑	65%				
				Code enforcement	↔	↑	75%					
				Cable television	↔	↔	48%					

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
Economy	Overall economic health	*	↑↑	90%	Economic development	↔	↑	74%	Economy will have positive impact on income	↑	↔	28%
	Shopping opportunities	↔	↔	51%					Purchased goods or services in Chanhassen	*	*	98%
	Employment opportunities	↑	↑	53%					Work in Chanhassen	*	*	28%
	Place to visit	*	↔	74%								
	Cost of living	*	*	53%								
	Vibrant downtown/commercial area	*	*	55%								
	Place to work	↑	↑	80%								
Recreation and Wellness	Business and services	↔	↔	74%								
	Fitness opportunities	*	*	90%	City parks	↔	↑	97%	In very good to excellent health	*	*	78%
	Recreational opportunities	↔	↑	87%	Recreation centers	↔	↔	84%	Used Chanhassen public libraries	↔	↔	77%
	Health care	↑	↑↑	89%	Recreation programs	↔	↔	85%	Used Chanhassen recreation centers	↔	↔	59%
	Food	*	↔	75%	Health services	↑	↑	92%	Visited a City park	↔	↔	91%
	Mental health care	*	*	77%					Ate 5 portions of fruits and vegetables	*	*	88%
	Health and wellness	*	*	92%					Participated in moderate or vigorous physical activity	*	*	89%
Education and Enrichment	Preventive health services	↑	↑↑	88%								
	Overall education and enrichment	*	*	87%	Public libraries	↔	↑	96%	Participated in religious or spiritual activities	↔	↔	53%
	K-12 education	↔	↑↑	95%	Special events	*	↔	83%	Attended a City-sponsored event	*	*	61%
	Cultural/arts/music activities	↑	↔	65%								
	Child care/preschool	↑	↑↑	78%								
Community Engagement	Religious or spiritual events and activities	↔	↔	89%								
	Adult education	*	*	78%								
	Opportunities to participate in community matters	↔	↔	72%	Public information	↔	↑	85%	Talked to or visited with neighbors	↔	↔	59%
	Opportunities to volunteer	↑	↔	79%	Overall direction	↔	↑	79%	Voted in local elections	↑	↑	93%
	Sense of community	↔	↑	77%	Value of services for taxes paid	↔	↑	69%	Attended a local public meeting	↔	↔	17%
	Openness and acceptance	↔	↔	64%	Welcoming citizen involvement	↔	↔	67%	Watched a local public meeting	↔	↓	18%
	Social events and activities	↔	↔	70%	Confidence in City government	*	*	75%	Volunteered	↔	↔	40%
	Neighborliness	*	*	78%	Acting in the best interest of Chanhassen	*	*	74%	Participated in a club	↔	↔	25%
					Being honest	*	*	76%	Done a favor for a neighbor	↔	↔	91%
				Treating all residents fairly	*	*	74%	Campaigned for an issue, cause or candidate	*	*	15%	
								Contacted Chanhassen elected officials	*	*	15%	
								Read or watched local news	*	*	90%	

Legend

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