

# The National Citizen Survey™

## Chanhassen, MN

DRAFT Trends over Time

2013

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The National Citizen Survey™  
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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 2013 ratings for the city of Chanhassen to its previous survey results in 2005, 2007 and 2010. 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 2010 and 2013 survey, otherwise the comparison between 2010 and 2013 are noted as being "similar." Additionally benchmark comparison 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 2013 generally remained stable. Of the 91 items for which comparisons were available, 70 items were rated similarly in 2010 and 2013, two items showed a decrease in ratings and 19 showed an increase in ratings. Notable trends over time included the following:

- Most facets of the Community Characteristics remained stable between 2010 and 2013. Increases in ratings were in the area of Economy with employment opportunities and the city as a place to work both showing improvement from 2010. Within Built Environment, the quality of new development declined.
- Aspects of Governance saw increases in several services related to Mobility (i.e., street repair, traffic signal timing, traffic flow and bus or transit services). Recreation and Wellness had notable improvements in the areas of health services and the availability of affordable health care and preventive health services.
- Overall, levels of Participation in various activities available in Chanhassen in 2013 were similar to 2010. Fewer respondents had contacted Chanhassen employees, but more had voted. The proportion of residents that would recommend living in the city increased as well.

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)				2013 compared to 2010	Comparison to benchmark			
	2005	2007	2010	2013		2005	2007	2010	2013
The overall quality of life in Chanhassen	93%	94%	97%	97%	Similar	Higher	Much higher	Much higher	Higher
Overall image or reputation of Chanhassen	NA	NA	96%	93%	Similar	NA	NA	Much higher	Much higher
Chanhassen as a place to live	95%	96%	98%	99%	Similar	Higher	Much higher	Much higher	Higher
Your neighborhood as a place to live	90%	91%	92%	94%	Similar	Higher	Much higher	Much higher	Higher
Chanhassen as a place to raise children	94%	96%	98%	98%	Similar	Much higher	Much higher	Much higher	Much higher
Chanhassen as a place to retire	50%	54%	75%	70%	Similar	Lower	Lower	Much higher	Similar
Overall appearance of Chanhassen	80%	82%	94%	95%	Similar	Higher	Much higher	Much higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Safety	Overall feeling of safety in Chanhassen	NA	NA	NA	97%	NA	NA	NA	NA	Higher
	In your neighborhood during the day	96%	97%	99%	98%	Similar	Higher	Much higher	Much higher	Similar
	In Chanhassen's downtown/commercial area during the day	99%	98%	99%	98%	Similar	Much higher	Much higher	Much higher	Higher
Mobility	Overall ease of getting to the places you usually have to visit	NA	NA	NA	90%	NA	NA	NA	NA	Higher
	Availability of paths and walking trails	NA	NA	90%	90%	Similar	NA	NA	Much higher	Much higher
	Ease of walking in Chanhassen	NA	75%	87%	83%	Similar	NA	Much higher	Much higher	Higher
	Ease of travel by bicycle in Chanhassen	70%	73%	85%	81%	Similar	Much higher	Much higher	Much higher	Much higher
	Ease of travel by public transportation in Chanhassen	NA	NA	NA	66%	NA	NA	NA	NA	Similar
	Ease of travel by car in Chanhassen	67%	72%	87%	92%	Similar	Higher	Much higher	Much higher	Much higher
	Ease of public parking	NA	NA	NA	87%	NA	NA	NA	NA	NA
Natural Environment	Traffic flow on major streets	51%	61%	77%	83%	Higher	NA	NA	Much higher	Much higher
	Quality of overall natural environment in Chanhassen	NA	NA	94%	97%	Similar	NA	NA	Much higher	Much higher
	Cleanliness of Chanhassen	NA	NA	NA	97%	NA	NA	NA	NA	Much higher
Built Environment	Air quality	90%	89%	92%	96%	Similar	Much higher	Much higher	Much higher	Much higher
	Overall "built environment" of Chanhassen (including overall design, buildings, parks and transportation systems)	NA	NA	NA	83%	NA	NA	NA	NA	NA
	Overall quality of new development in Chanhassen	NA	NA	81%	66%	Lower	NA	NA	Much higher	Similar
	Availability of affordable quality housing	36%	43%	61%	63%	Similar	Lower	Similar	Much higher	Higher
	Variety of housing options	NA	NA	78%	79%	Similar	NA	NA	Much higher	Higher
	Public places where people want to spend time	NA	NA	NA	80%	NA	NA	NA	NA	NA

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Economy	Overall economic health of Chanhassen	NA	NA	NA	90%	NA	NA	NA	NA	Much higher
	Vibrant downtown/commercial area	NA	NA	NA	55%	NA	NA	NA	NA	NA
	Overall quality of business and service establishments in Chanhassen	NA	NA	73%	74%	Similar	NA	NA	Much higher	Similar
	Cost of living in Chanhassen	NA	NA	NA	53%	NA	NA	NA	NA	NA
	Shopping opportunities	39%	43%	50%	51%	Similar	Much lower	Lower	Similar	Similar
	Employment opportunities	38%	41%	39%	53%	Higher	Similar	Much higher	Much higher	Higher
	Chanhassen as a place to visit	NA	NA	NA	74%	NA	NA	NA	NA	Similar
	Chanhassen as a place to work	NA	70%	69%	80%	Higher	NA	Much higher	Much higher	Higher
Recreation and Wellness	Health and wellness opportunities in Chanhassen	NA	NA	NA	92%	NA	NA	NA	NA	NA
	Availability of affordable quality mental health care	NA	NA	NA	77%	NA	NA	NA	NA	NA
	Availability of preventive health services	NA	NA	80%	88%	Higher	NA	NA	Much higher	Much higher
	Availability of affordable quality health care	68%	77%	79%	89%	Higher	Much higher	Much higher	Much higher	Much higher
	Availability of affordable quality food	NA	NA	NA	75%	NA	NA	NA	NA	Similar
	Recreational opportunities	74%	82%	83%	87%	Similar	Higher	Much higher	Much higher	Higher
Education and Enrichment	Fitness opportunities (including exercise classes and paths or trails, etc.)	NA	NA	NA	90%	NA	NA	NA	NA	NA
	Opportunities to participate in religious or spiritual events and activities	NA	NA	83%	89%	Similar	NA	NA	Higher	Similar
	Opportunities to attend cultural/arts/music activities	40%	45%	54%	65%	Higher	Much lower	Much lower	Similar	Similar
	Adult educational opportunities	NA	NA	NA	78%	NA	NA	NA	NA	NA
	K-12 education	82%	87%	93%	95%	Similar	Much higher	Much higher	Much higher	Much higher
Community Engagement	Availability of affordable quality child care/preschool	53%	65%	65%	78%	Higher	Similar	Much higher	Much higher	Much higher
	Opportunities to participate in social events and activities	NA	NA	73%	70%	Similar	NA	NA	Much higher	Similar
	Neighborliness of Chanhassen	NA	NA	NA	78%	NA	NA	NA	NA	NA
	Openness and acceptance of the community toward people of diverse backgrounds	55%	62%	NA	64%	Similar	Similar	Similar	NA	Similar
	Opportunities to participate in community matters	NA	NA	70%	72%	Similar	NA	NA	Much higher	Similar
Opportunities to volunteer	NA	NA	73%	79%	Higher	NA	NA	Similar	Similar	

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)				2013 compared to 2010	Comparison to benchmark			
	2005	2007	2010	2013		2005	2007	2010	2013
Services provided by the City of Chanhassen	79%	82%	91%	91%	Similar	Similar	Much higher	Much higher	Higher
Overall customer service by Chanhassen employees (police, receptionists, planners, etc.)	77%	84%	89%	89%	Similar	Similar	Much higher	Much higher	Similar
Value of services for the taxes paid to Chanhassen	NA	62%	63%	69%	Similar	NA	Higher	Much higher	Higher
Overall direction that Chanhassen is taking	64%	67%	76%	79%	Similar	Higher	Much higher	Much higher	Higher
Job Chanhassen government does at welcoming citizen involvement	61%	65%	62%	67%	Similar	Similar	Much higher	Much higher	Similar
Overall confidence in Chanhassen government	NA	NA	NA	75%	NA	NA	NA	NA	NA
Generally acting in the best interest of the community	NA	NA	NA	74%	NA	NA	NA	NA	NA
Being honest	NA	NA	NA	76%	NA	NA	NA	NA	NA
Treating all residents fairly	NA	NA	NA	74%	NA	NA	NA	NA	NA
Services provided by the Federal Government	49%	46%	46%	44%	Similar	Similar	Similar	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Safety	Police/Sheriff services	80%	82%	87%	95%	Higher	Similar	Higher	Much higher	Higher
	Fire services	94%	92%	96%	98%	Similar	Similar	Higher	Much higher	Similar
	Ambulance or emergency medical services	90%	91%	95%	96%	Similar	Similar	Higher	Much higher	Similar
	Crime prevention	77%	75%	90%	92%	Similar	Higher	Much higher	Much higher	Higher
	Fire prevention and education	84%	83%	91%	93%	Similar	Similar	Higher	Much higher	Higher
	Animal control	71%	72%	77%	84%	Higher	Similar	Much higher	Much higher	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	NA	NA	80%	82%	Similar	NA	NA	Much higher	Higher
Mobility	Traffic enforcement	67%	71%	76%	81%	Similar	Similar	Much higher	Much higher	Higher
	Street repair	44%	53%	58%	67%	Higher	Similar	Higher	Much higher	Higher
	Street cleaning	68%	65%	78%	79%	Similar	Similar	Higher	Much higher	Higher
	Street lighting	61%	66%	73%	77%	Similar	Similar	Higher	Much higher	Higher
	Snow removal	78%	74%	81%	82%	Similar	Higher	Much higher	Much higher	Higher
	Sidewalk maintenance	73%	76%	81%	82%	Similar	Much higher	Much higher	Much higher	Higher
	Traffic signal timing	45%	52%	60%	68%	Higher	Similar	Higher	Much higher	Higher
Bus or transit services	63%	63%	65%	82%	Higher	Similar	Much higher	Much higher	Higher	

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		Percent rating positively (e.g., excellent/good)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Natural Environment	Garbage collection	87%	89%	93%	92%	Similar	Similar	Much higher	Much higher	Similar
	Recycling	86%	84%	92%	92%	Similar	Higher	Much higher	Much higher	Similar
	Yard waste pick-up	68%	68%	84%	81%	Similar	Similar	Similar	Much higher	Similar
	Drinking water	51%	53%	70%	79%	Higher	Much lower	Much lower	Higher	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	NA	NA	78%	79%	Similar	NA	NA	Much higher	Higher
	Chanhassen open space	NA	NA	NA	80%	NA	NA	NA	NA	Similar
Built Environment	Storm drainage	74%	70%	82%	82%	Similar	Higher	Much higher	Much higher	Higher
	Sewer services	78%	82%	86%	90%	Similar	Similar	Much higher	Much higher	Similar
	Power (electric and/or gas) utility	NA	NA	NA	85%	NA	NA	NA	NA	Similar
	Utility billing	NA	NA	NA	86%	NA	NA	NA	NA	Similar
	Land use, planning and zoning	50%	46%	64%	65%	Similar	Similar	Higher	Much higher	Higher
	Code enforcement (weeds, abandoned buildings, etc.)	69%	70%	73%	75%	Similar	Much higher	Much higher	Much higher	Higher
Economy	Economic development	61%	64%	68%	74%	Similar	Higher	Much higher	Much higher	Higher
Recreation and Wellness	City parks	92%	91%	96%	97%	Similar	Much higher	Much higher	Much higher	Higher
	Recreation programs or classes	84%	83%	90%	85%	Similar	Similar	Much higher	Much higher	Similar
	Recreation centers or facilities	70%	68%	83%	84%	Similar	Similar	Similar	Much higher	Similar
	Health services	82%	83%	86%	92%	Higher	Higher	Much higher	Much higher	Higher
Education and Enrichment	City-sponsored special events	NA	NA	NA	83%	NA	NA	NA	NA	Similar
	Public library services	91%	91%	94%	96%	Similar	Similar	Much higher	Much higher	Higher
Community Engagement	Public information services	73%	76%	86%	85%	Similar	Similar	Much higher	Much higher	Higher

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2010	Comparison to benchmark			
	2005	2007	2010	2013		2005	2007	2010	2013
Sense of community	67%	70%	80%	77%	Similar	Similar	Much higher	Much higher	Higher
Recommend living in Chanhassen to someone who asks	NA	NA	90%	97%	Higher	NA	NA	Much higher	Higher
Remain in Chanhassen for the next five years	NA	NA	86%	95%	Higher	NA	NA	Much higher	Higher
Contacted Chanhassen (in-person, phone, email or web) for help or information	NA	NA	48%	41%	Lower	NA	NA	Much lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Safety	Household member was NOT a victim of a crime	NA	NA	97%	94%	Similar	NA	NA	Much higher	Similar
	Did NOT report a crime to the police	NA	NA	NA	86%	NA	NA	NA	NA	NA
Mobility	Used bus, rail, subway or other public transportation instead of driving	NA	NA	NA	89%	NA	NA	NA	NA	NA
	Carpooled with other adults or children instead of driving alone	NA	NA	NA	38%	NA	NA	NA	NA	NA
	Walked or biked instead of driving	NA	NA	NA	60%	NA	NA	NA	NA	NA
Natural Environment	Recycle at home	NA	NA	98%	96%	Similar	NA	NA	Much higher	Higher
Built Environment	Did NOT observe a code violation or other hazard in Chanhassen	NA	NA	NA	80%	NA	NA	NA	NA	NA
	NOT experiencing housing costs stress	NA	NA	73%	76%	Similar	NA	NA	Much higher	Higher
Economy	Purchase goods or services from a business located in Chanhassen	NA	NA	NA	98%	NA	NA	NA	NA	NA
	Economy will have positive impact on income	NA	NA	20%	28%	Higher	NA	NA	Higher	Similar
	Work inside boundaries of Chanhassen	NA	NA	NA	28%	NA	NA	NA	NA	NA
Recreation and Wellness	Used Chanhassen recreation centers or their services	NA	NA	57%	59%	Similar	NA	NA	Similar	Similar
	Visited a neighborhood park or City park	NA	NA	90%	91%	Similar	NA	NA	Higher	Similar
	Eat at least 5 portions of fruits and vegetables a day	NA	NA	NA	88%	NA	NA	NA	NA	NA
	Participate in moderate or vigorous physical activity	NA	NA	NA	89%	NA	NA	NA	NA	NA
	In very good to excellent health	NA	NA	NA	78%	NA	NA	NA	NA	NA
	Used Chanhassen public libraries or their services	NA	NA	81%	77%	Similar	NA	NA	Much higher	Similar



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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)				2013 compared to 2010	Comparison to benchmark			
		2005	2007	2010	2013		2005	2007	2010	2013
Education and Enrichment	Participated in religious or spiritual activities in Chanhassen	NA	NA	50%	53%	Similar	NA	NA	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	61%	NA	NA	NA	NA	NA
Community Engagement	Campaigned or advocated for an issue, cause or candidate	NA	NA	NA	15%	NA	NA	NA	NA	NA
	Contacted Chanhassen elected officials (in-person, phone, email or web) to express your opinion	NA	NA	NA	15%	NA	NA	NA	NA	NA
	Volunteered your time to some group/activity in Chanhassen	NA	NA	36%	40%	Similar	NA	NA	Much lower	Similar
	Participated in a club	NA	NA	22%	25%	Similar	NA	NA	Much lower	Similar
	Talked to or visited with your immediate neighbors	NA	NA	64%	59%	Similar	NA	NA	Much higher	Similar
	Done a favor for a neighbor	NA	NA	95%	91%	Similar	NA	NA	Similar	Similar
	Attended a local public meeting	NA	NA	18%	17%	Similar	NA	NA	Much lower	Similar
	Watched (online or on television) a local public meeting	NA	NA	22%	18%	Similar	NA	NA	Much lower	Lower
	Read or watch local news (via television, paper, computer, etc.)	NA	NA	NA	90%	NA	NA	NA	NA	NA
	Vote in local elections	NA	NA	87%	93%	Higher	NA	NA	Much higher	Higher