

**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Chanhassen, MN

Dashboard Summary of Findings

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 summarizes Chanhassen’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions 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 the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

A majority of aspects within the pillars of Community Characteristics and Governance received ratings that were higher than ratings seen in other communities nationwide. Within Community Characteristics, every facet (with the exception of Community Engagement) was rated higher than the national benchmarks. Ratings within Governance were especially strong in the facets of Safety, Mobility, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement. Levels of Participation in Chanhassen were generally similar to levels seen in comparison communities; however, rates of participation in Built Environment and Natural Environment were higher in Chanhassen than in other communities across the country.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	38	14	0	25	20	1	6	26	2
General	6	1	0	1	2	0	1	2	0
Safety	2	1	0	4	3	0	0	2	0
Mobility	8	0	0	5	3	0	0	3	0
Natural Environment	3	0	0	0	6	0	1	1	0
Built Environment	4	1	0	3	3	1	1	1	0
Economy	4	4	0	1	0	0	0	2	1
Recreation and Wellness	7	0	0	2	2	0	1	4	0
Education and Enrichment	3	3	0	2	0	0	1	2	0
Community Engagement	1	4	0	7	1	0	1	9	1

Legend	
	Higher
	Similar
	Lower

# The National Citizen Survey™

Figure 2: Detailed Dashboard

	Community Characteristics	Trend	Benchmark	Percent positive	Governance	Trend	Benchmark	Percent positive	Participation	Trend	Benchmark	Percent positive
General	Overall appearance	↔	↑	93%	Customer service	↔	↔	89%	Recommend Chanhassen	↔	↑	97%
	Overall quality of life	↔	↑	96%	Services provided by Chanhassen	↔	↑	90%	Remain in Chanhassen	↔	↔	93%
	Place to retire	↔	↔	74%	Services provided by the Federal Government	↔	↔	47%	Contacted Chanhassen employees	↔	↔	44%
	Place to raise children	↔	↑↑	98%								
	Place to live	↔	↑	97%								
	Neighborhood	↔	↑	96%								
	Overall image	↔	↑↑	95%								
Safety	Overall feeling of safety	↔	↑	97%	Police	↓	↔	88%	Was NOT the victim of a crime	↑	↔	94%
	Safe in neighborhood	↔	↔	99%	Crime prevention	↔	↑	89%	Did NOT report a crime	↔	↔	87%
	Safe downtown/commercial area	↔	↑	99%	Fire	↔	↔	94%				
					Fire prevention	↔	↑	93%				
					Ambulance/EMS	↔	↔	94%				
					Emergency preparedness	↔	↑	81%				
					Animal control	↔	↑	79%				
Mobility	Traffic flow	↔	↑↑	81%	Police	↓	↔	88%	Carpooled instead of driving alone	↑	↔	44%
	Travel by car	↔	↑↑	90%	Crime prevention	↔	↑	89%	Walked or biked instead of driving	↔	↔	65%
	Travel by bicycle	↔	↑↑	83%	Fire	↔	↔	94%	Used public transportation instead of driving	↓	↔	23%
	Ease of walking	↔	↑	85%	Fire prevention	↔	↑	93%				
	Travel by public transportation	↓	↑	59%	Ambulance/EMS	↔	↔	94%				
	Overall ease travel	↔	↑	90%	Emergency preparedness	↔	↑	81%				
	Public parking	↔	↑↑	88%	Animal control	↔	↑	79%				
Natural Environment	Paths and walking trails	↔	↑↑	90%	Police	↓	↔	88%				
	Overall natural environment	↔	↑	95%	Garbage collection	↔	↔	89%	Recycled at home	↔	↑	98%
	Air quality	↔	↑	97%	Recycling	↔	↔	89%	Conserved water	*	↔	78%
	Cleanliness	↔	↑↑	96%	Yard waste pick-up	↔	↔	82%				
					Drinking water	↔	↔	78%				
					Open space	↔	↔	75%				
Built Environment					Natural areas preservation	↔	↔	75%				
	New development in Chanhassen	↔	↔	69%	Sewer services	↔	↑	93%	NOT experiencing housing cost stress	↑	↔	78%
	Affordable quality housing	↔	↑	61%	Storm drainage	↔	↑	82%	Did NOT observe a code violation	↔	↑↑	77%
	Housing options	↔	↑	74%	Power utility	↔	↔	88%				
	Overall built environment	↔	↑	82%	Utility billing	↔	↔	83%				
	Public places	↔	↑	83%	Land use, planning and zoning	↔	↔	66%				
					Code enforcement	↔	↑	73%				
				Cable television	↓	↓	37%					

**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	↔	↑↑	94%	Economic development	↔	↑	79%	Economy will have positive impact on income	↑	↔	34%
	Shopping opportunities	↔	↔	54%					Purchased goods or services in Chanhassen	↔	↔	97%
	Employment opportunities	↑	↑↑	68%					Work in Chanhassen	↔	↓	27%
	Place to visit	↔	↔	79%								
	Cost of living	↑	↑	61%								
	Vibrant downtown/commercial area	↔	↔	53%								
	Place to work	↔	↑	82%								
Recreation and Wellness	Business and services	↔	↔	73%								
	Fitness opportunities	↔	↑	88%	City parks	↔	↑	94%	In very good to excellent health	↔	↔	83%
	Recreational opportunities	↔	↑	87%	Recreation centers	↓	↔	75%	Used Chanhassen recreation centers	↔	↔	54%
	Health care	↔	↑	88%	Recreation programs	↔	↔	82%	Visited a City park	↔	↑	93%
	Food	↔	↑	78%	Health services	↔	↑	91%	Ate 5 portions of fruits and vegetables	↔	↔	86%
	Mental health care	↓	↑↑	71%					Participated in moderate or vigorous physical activity	↔	↔	90%
	Health and wellness	↔	↑	90%								
Education and Enrichment	Preventive health services	↔	↑	89%								
	K-12 education	↔	↑	94%	Public libraries	↔	↑	94%	Used Chanhassen public libraries	↔	↔	72%
	Cultural/arts/music activities	↔	↔	67%	Special events	↔	↑	85%	Participated in religious or spiritual activities	↓	↔	44%
	Child care/preschool	↔	↑	79%					Attended a City-sponsored event	↔	↑	64%
	Religious or spiritual events and activities	↔	↔	85%								
	Adult education	↔	↔	73%								
Community Engagement	Overall education and enrichment	↔	↑	88%								
	Opportunities to participate in community matters	↔	↔	75%	Public information	↔	↑	85%	Sense of community	↔	↑	80%
	Opportunities to volunteer	↔	↔	75%	Overall direction	↔	↑	77%	Voted in local elections	↔	↔	88%
	Openness and acceptance	↔	↔	64%	Value of services for taxes paid	↔	↔	71%	Talked to or visited with neighbors	*	↔	96%
	Social events and activities	↔	↔	75%	Welcoming citizen involvement	↔	↑	72%	Attended a local public meeting	↔	↔	21%
	Neighborhoodliness	↔	↑	80%	Confidence in City government	↔	↑	75%	Watched a local public meeting	↓	↓	10%
					Acting in the best interest of Chanhassen	↔	↑	76%	Volunteered	↓	↔	34%
					Being honest	↔	↑	79%	Participated in a club	↔	↔	23%
					Treating all residents fairly	↔	↑	78%	Campaigned for an issue, cause or candidate	↔	↔	14%
									Contacted Chanhassen elected officials	↔	↔	15%
								Read or watched local news	↔	↔	85%	
								Done a favor for a neighbor	*	↔	86%	

**Legend**

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