



Chanhassen, MN

Community Livability Report

2019



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Contents

About..... 1

Quality of Life in Chanhassen 2

Community Characteristics 3

Governance 5

Participation 7

Special Topics..... 9

Conclusions 13



The National Community Survey™
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

About

The National Community Survey™ (The NCS™) report is about the “livability” of Chanhassen. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. 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).

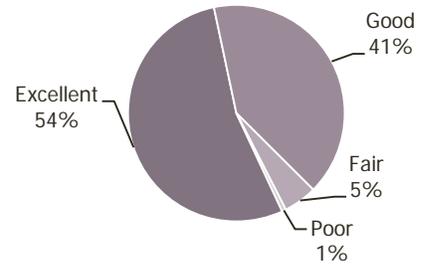
The Community Livability Report provides the opinions of a representative sample of 548 residents of the City of Chanhassen. The margin of error around any reported percentage is 4% for all respondents. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



Quality of Life in Chanhassen

Almost all residents rated the quality of life in Chanhassen as excellent or good. This rating was higher than the national benchmark (see Appendix B of the *Technical Appendices* provided under separate cover).

Overall Quality of Life



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet 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.

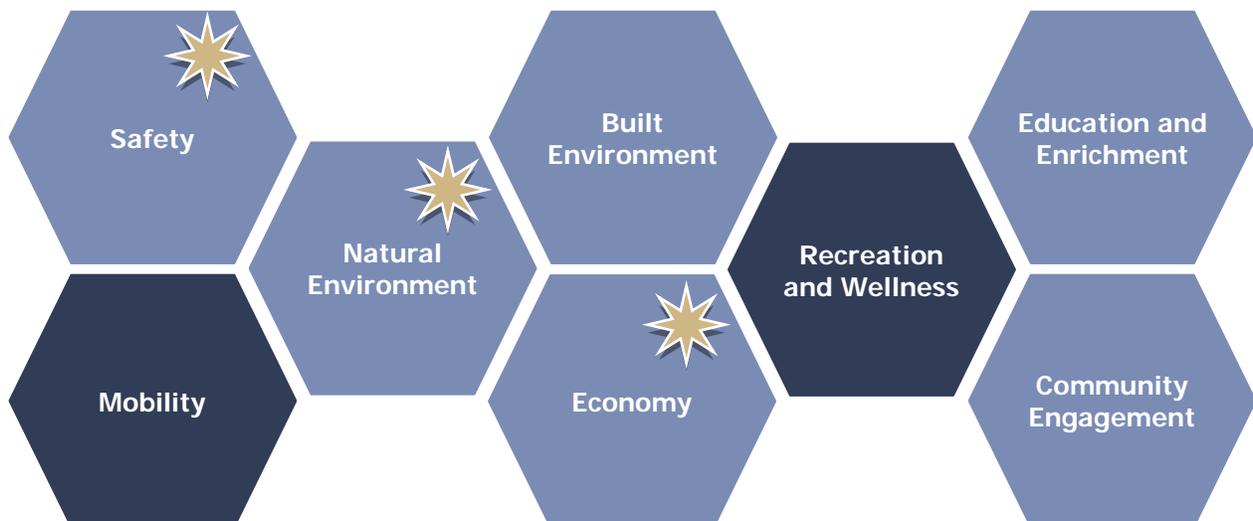
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Safety, Natural Environment, and Economy as priorities for the Chanhassen community in the coming two years. Ratings for most facets of community livability were positive and similar to other communities across the nation, with the exception of Mobility and Recreation and Wellness, where reviews were higher than those observed elsewhere. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Chanhassen’s unique questions.

Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



Community Characteristics

What makes a community livable, attractive and a place where people want to be?

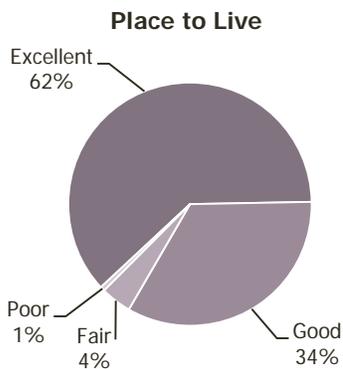
Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Chanhassen, 95% rated the city as an excellent or good place to live. Respondents' ratings of Chanhassen as a place to live were higher than ratings in other communities across the nation.

In addition to rating the city as a place to live, respondents rated several aspects of community quality. Ratings for Chanhassen as a place to raise children, the city's overall image or reputation, its overall appearance, and neighborhoods as a place to live were exceptional and above average, with about 9 in 10 residents assigning positive reviews. Similar to comparison communities, about 7 in 10 residents gave high marks to Chanhassen as a place to retire.

Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. Overall, at least 6 in 10 respondents reviewed most aspects of Community Characteristics positively and ratings were similar to or higher than other benchmark communities.

Evaluations of most aspects within Safety, Mobility, Natural Environment, Mobility, and Recreation and Wellness were outstanding and higher than the national benchmarks.

Other areas where above-average ratings were observed included overall education and enrichment opportunities, K-12 education, and availability of affordable quality child care/preschool.



Within the facets of Economy and Built Environment, most aspects were on par with comparison communities; reviews of variety of housing options, overall economic health, and employment opportunities were higher than the national benchmarks. While scores for Economy and Built Environment were similar to or higher than the national averages, downward trends in ratings from 2016 to 2019 were concentrated within these two facets (such as new

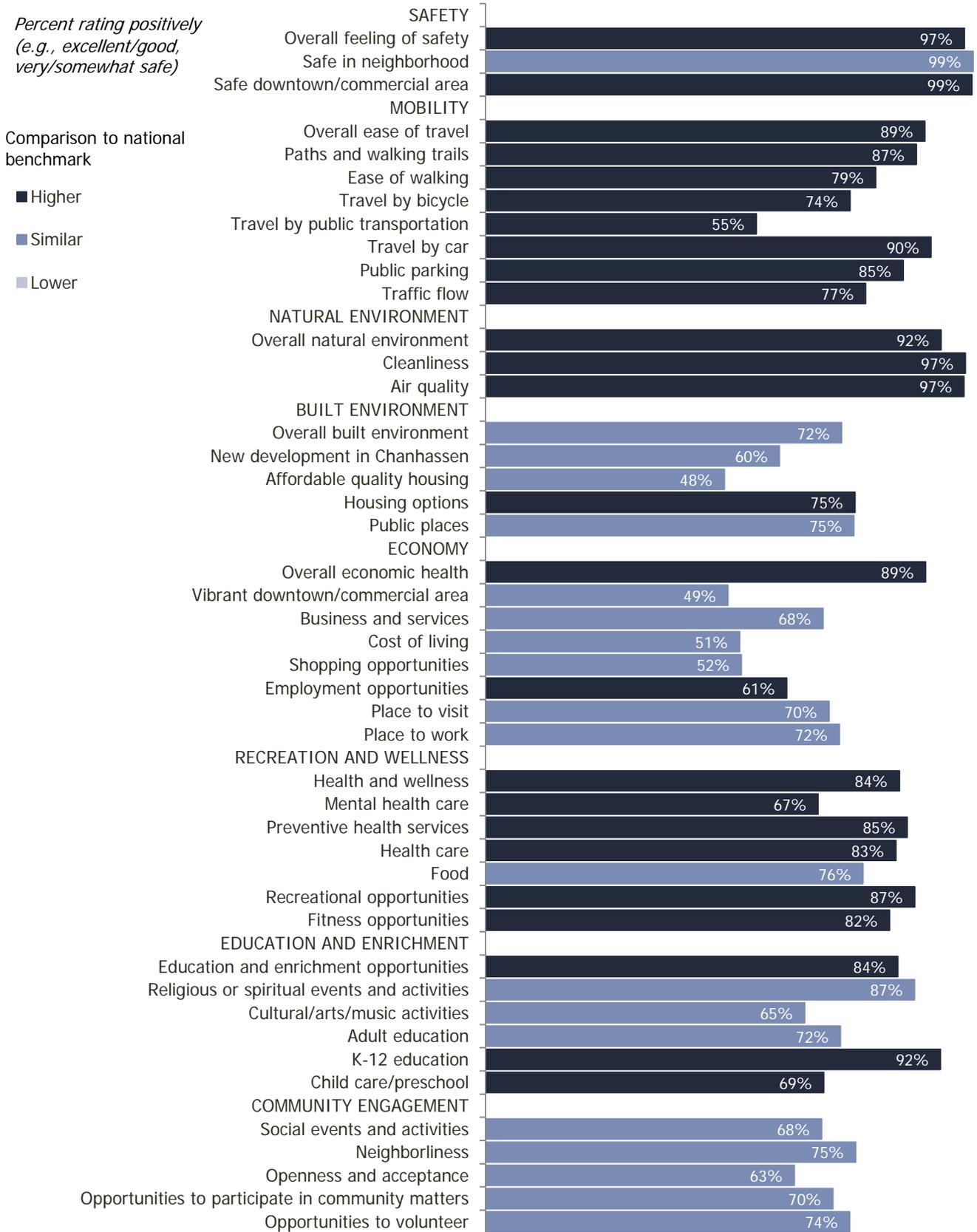
development in Chanhassen, availability of affordable quality housing, employment opportunities, and cost of living) (see *Trends over Time* report provided under separate cover).

Percent rating positively (e.g., excellent/good)



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Figure 1: Aspects of Community Characteristics



Governance

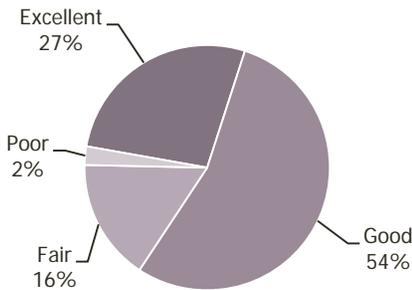
How well does the government of Chanhassen meet the needs and expectations of its residents?

The overall quality of the services provided by Chanhassen as well as the manner in which these services are provided is a key component of how residents rate their quality of life. About 8 in 10 residents gave favorable evaluations to the overall quality of services provided by the City; while this rating was on par with national averages, it decreased from 2016 to 2019. About 4 in 10 respondents were pleased with services provided by the Federal Government.

Survey respondents also rated various aspects of Chanhassen’s leadership and governance. About 8 in 10 residents assigned high marks to the overall customer service provided by Chanhassen employees, which was similar to other comparison communities and remained stable from 2016 to 2019. About 6 in 10 positively rated all other aspects of government performance. These ratings were similar to the national benchmarks, yet declined from 2016 to 2019.

Respondents evaluated over 30 individual services and amenities available in Chanhassen. Broadly, a majority reviewed most government services positively and ratings tended to be similar to those observed in other communities. The highest-rated services included police, fire, ambulance/EMS, sewer services, City parks, and public libraries, with 9 in 10 residents assigning positive scores. Reviews for crime prevention, animal control, utility billing, code enforcement, City parks, and health services were exceptional and higher than the national benchmarks.

Overall Quality of City Services

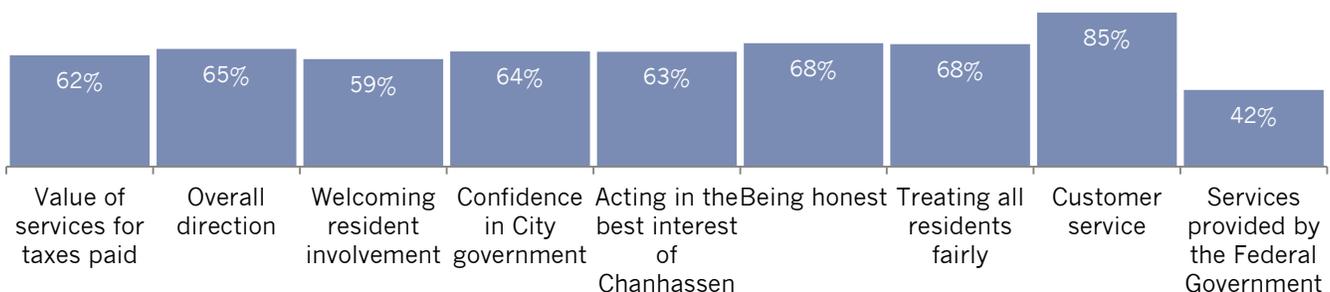


Within Mobility, evaluations of traffic enforcement, snow removal, sidewalk maintenance, and bus or transit services were above average. However, most ratings for services that decreased from 2016 to 2019 were mobility-related, including reviews of street repair, street cleaning, street lighting, snow removal, and bus or transit services.

Percent rating positively (e.g., excellent/good)

Comparison to national benchmark

■ Higher ■ Similar ■ Lower



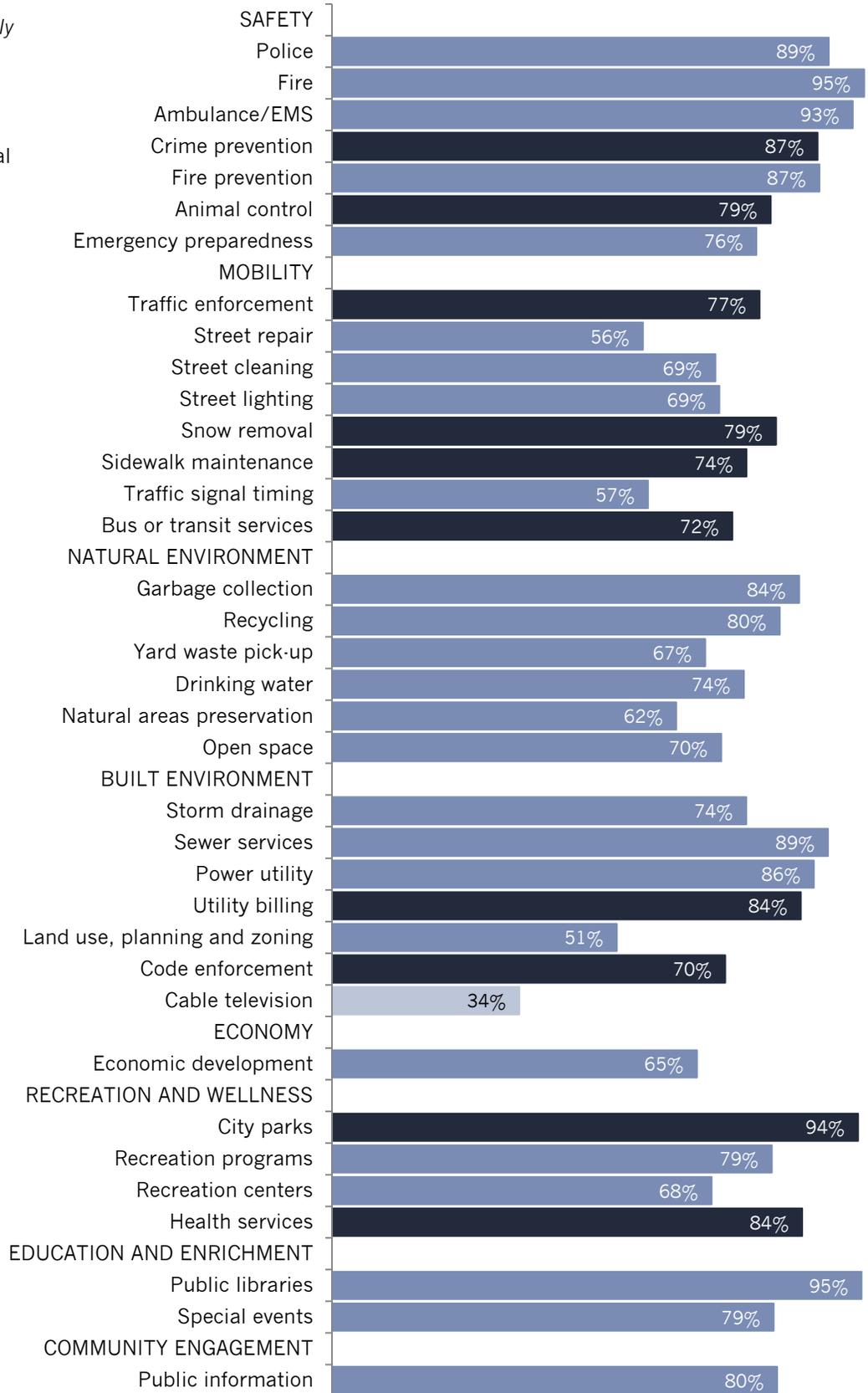
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Figure 2: Aspects of Governance

Percent rating positively
(e.g., excellent/good)

Comparison to national
benchmark

- Higher
- Similar
- Lower



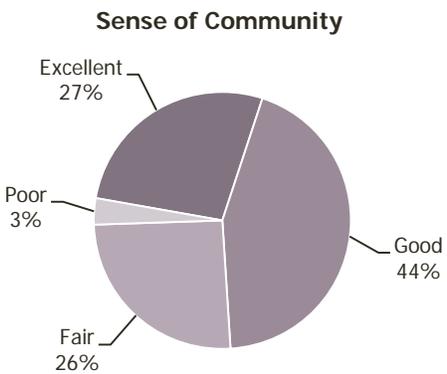
Participation

Are the residents of Chanhassen connected to the community and each other?

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. Similar to other communities in the U.S., about 7 in 10 respondents gave excellent or good scores to the sense of community in Chanhassen; yet, this rate declined from 2016 to 2019.

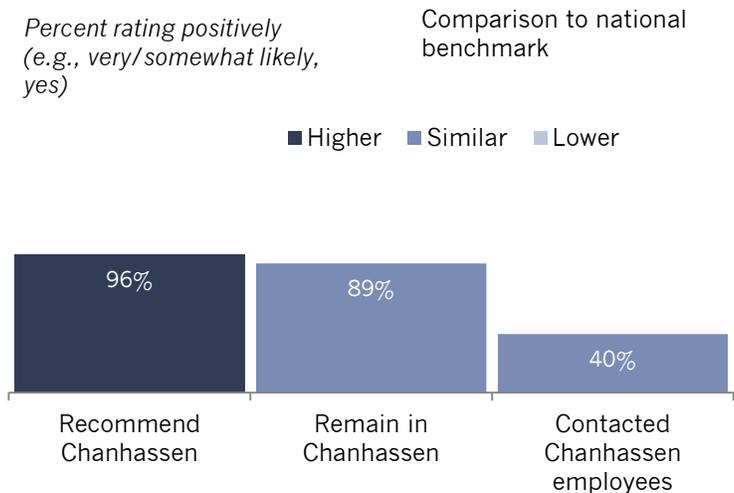
Almost all residents (96%) indicated they would recommend living in Chanhassen to someone who asked, which was higher than in comparison communities. About 9 in 10 respondents planned to remain in the community for the next five years, and 4 in 10 had contacted City employees; these rates were on par with the national benchmarks.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of Participation varied widely across the different facets, making the benchmark comparisons, as well as comparisons to Chanhassen over time, useful for interpreting the results. About 9 in 10 respondents had purchased goods or services in Chanhassen, participated in physical activity, or talked to or visited with neighbors, while 3 in 10 used public transportation instead of driving; these ratings were all on par with communities nationwide.



Compared to municipalities across the country, more residents in Chanhassen recycled at home, visited a City park, and voted in local elections, with 9 in 10 residents reporting these activities. Additionally, respondents in Chanhassen were less likely to report a crime, observe a code violation, and be under housing cost stress than those in other communities. Fewer residents reported working in Chanhassen compared to other communities in the country.

In 2019, more respondents reported campaigning for an issue, cause, or candidate than in 2016; however, fewer residents had walked or biked instead of driving or participated in religious or spiritual activities.



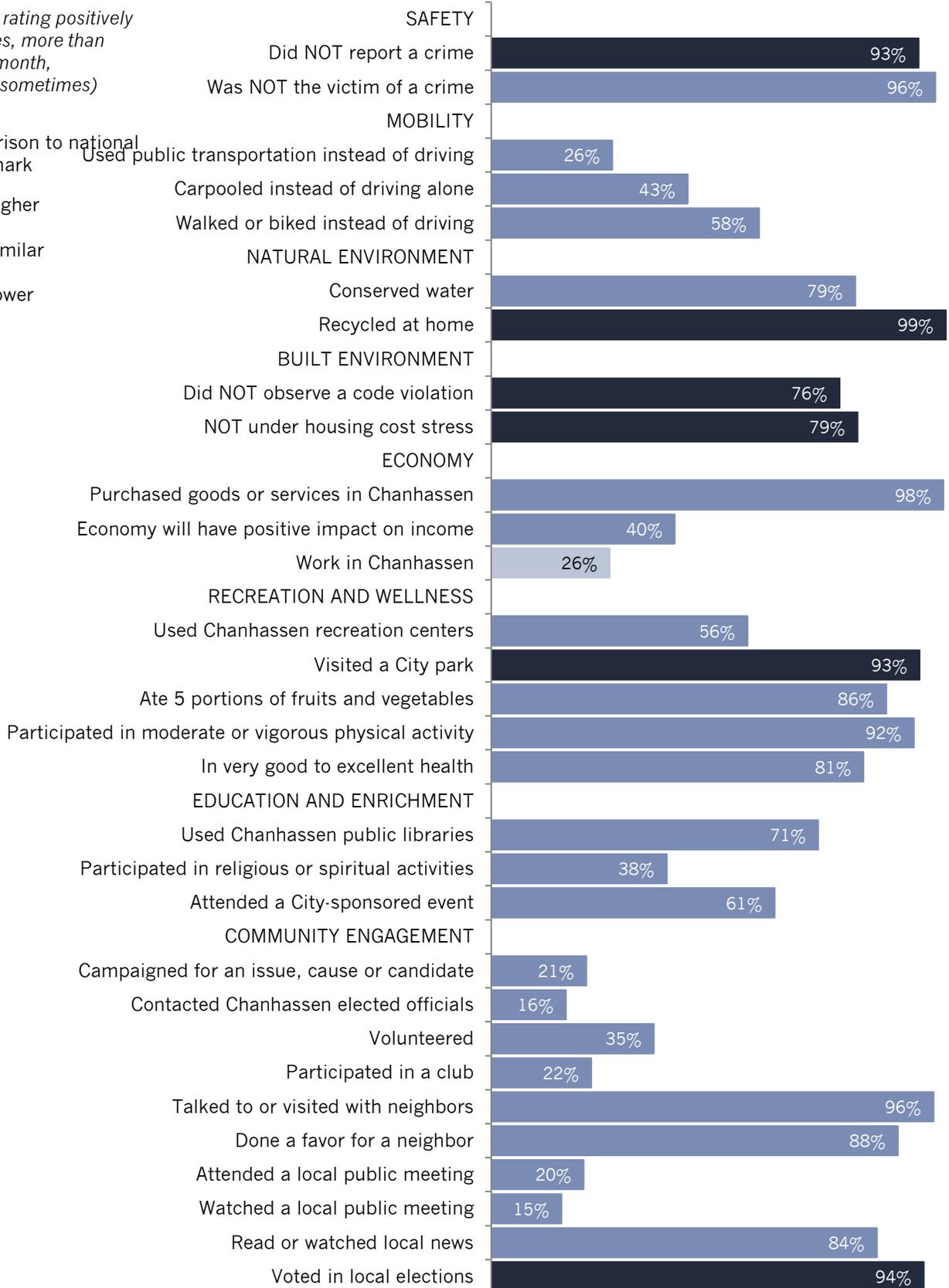
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Figure 3: Aspects of Participation

Percent rating positively
(e.g., yes, more than
once a month,
always/sometimes)

Comparison to national
benchmark

- Higher
- Similar
- Lower



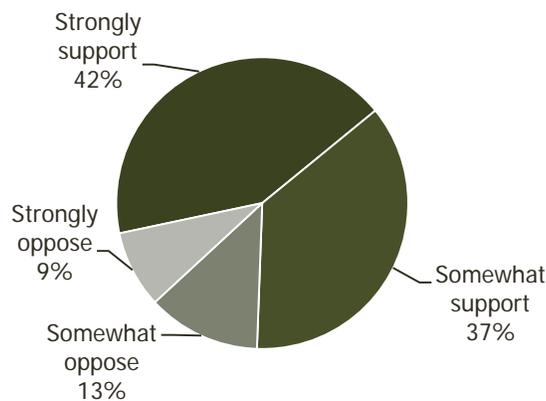
Special Topics

The City of Chanhassen included five questions of special interest on The NCS, with topics related to park improvements, strategic planning areas, sources of City information, and mental wellness initiatives in Chanhassen.

About 8 in 10 residents strongly or somewhat supported a permanent tax levy of \$250,000 annually to fund the repair and refurbishment of existing City park equipment, structures, and playgrounds; 4 in 10 strongly supported it. Only 1 in 10 respondents strongly opposed the tax levy.

Figure 4: Repair and Refurbishment of City Park Equipment, Structures and Playgrounds

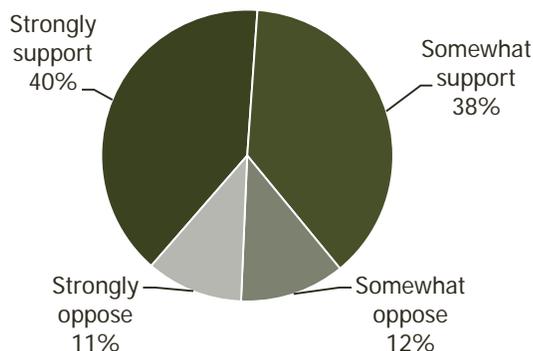
To fund the repair and refurbishment of existing City park equipment, structures and playgrounds, the City is considering a permanent tax levy of \$250,000 annually that would cost approximately \$22 per year, per household. To what extent would you support or oppose this tax?



About 8 in 10 community members strongly or somewhat supported a property tax increase to make general improvements to community parks, with 4 in 10 strongly supporting it. Only 1 in 10 respondents strongly opposed the property tax increase.

Figure 5: General Improvements to Community Parks

The City is considering a ballot question that would ask residents to approve a property tax increase of approximately \$5 per month for a home valued at \$430,000 in order to make general improvements to a number of community parks (e.g., Lake Ann Park, Bandimere Park, Lake Susan Park, and Chanhassen Recreation Center). To what extent would you support or oppose this property tax?

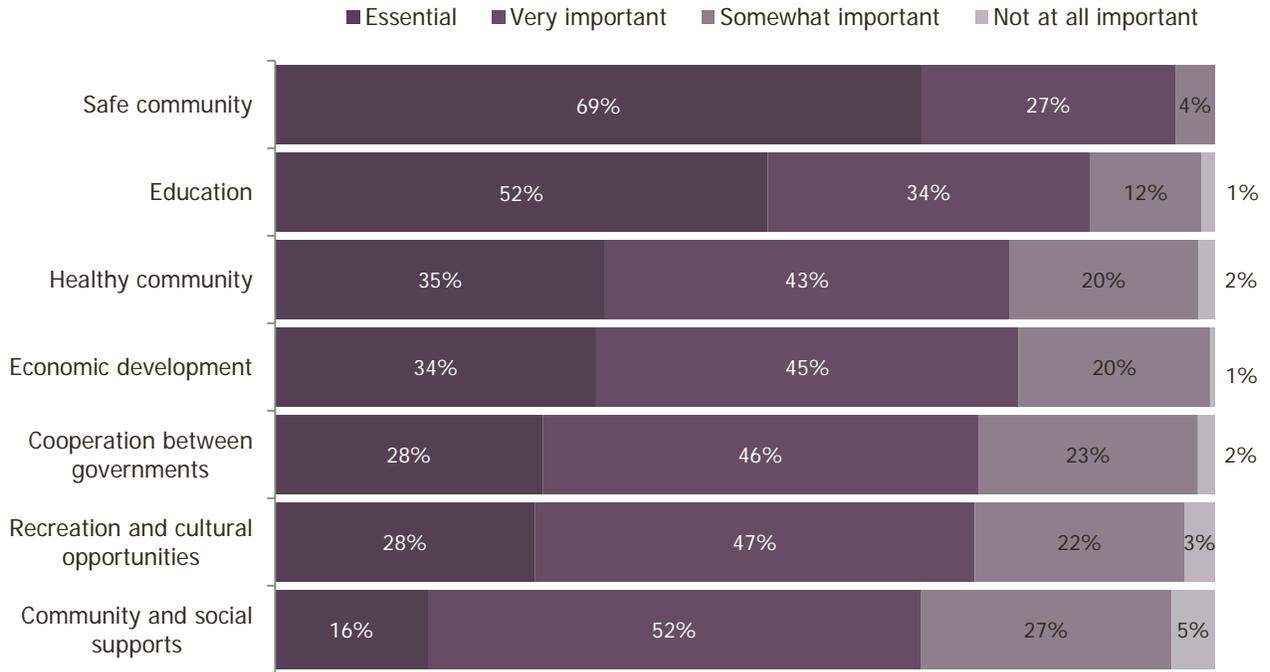


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Residents rated how important various strategic planning areas were to the overall quality of life in Chanhassen. About 9 in 10 respondents felt that a safe community and education were essential or very important to the overall quality of life; over half felt these were essential. Roughly 8 in 10 felt that a healthy community, economic development, cooperation between governments, and recreation and cultural opportunities were essential or very important, and 7 in 10 felt similarly about community and social supports.

Figure 6: Importance of Strategic Planning Areas

Please rate how important, if at all, each of the following strategic planning areas are to the overall quality of life in the City.

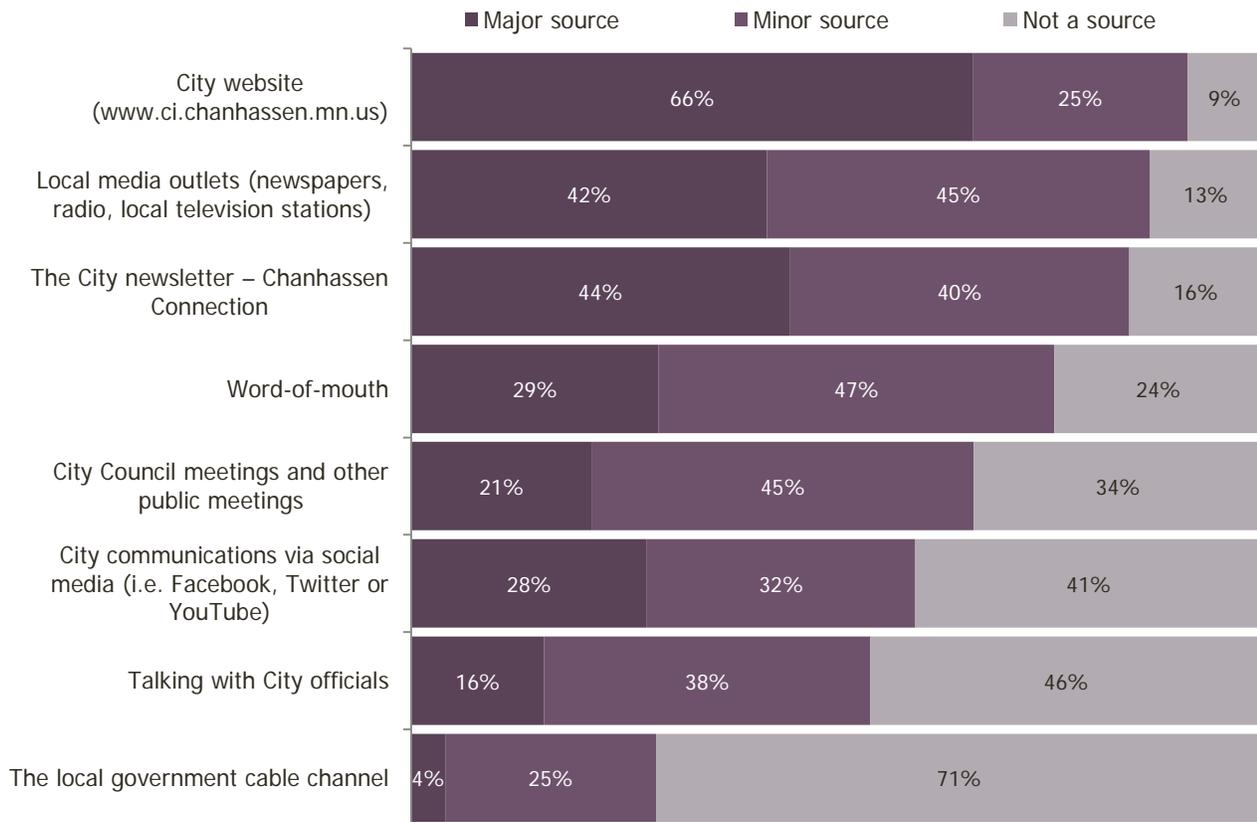


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When asked about sources utilized for obtaining information about the City government and its activities, events, and services, at least 3 in 10 residents said they used each source as a major or minor source of information. The City website, local media outlets, and the City newsletter were utilized most, while the local government cable channel was the least-used source.

Figure 7: Sources of City Information

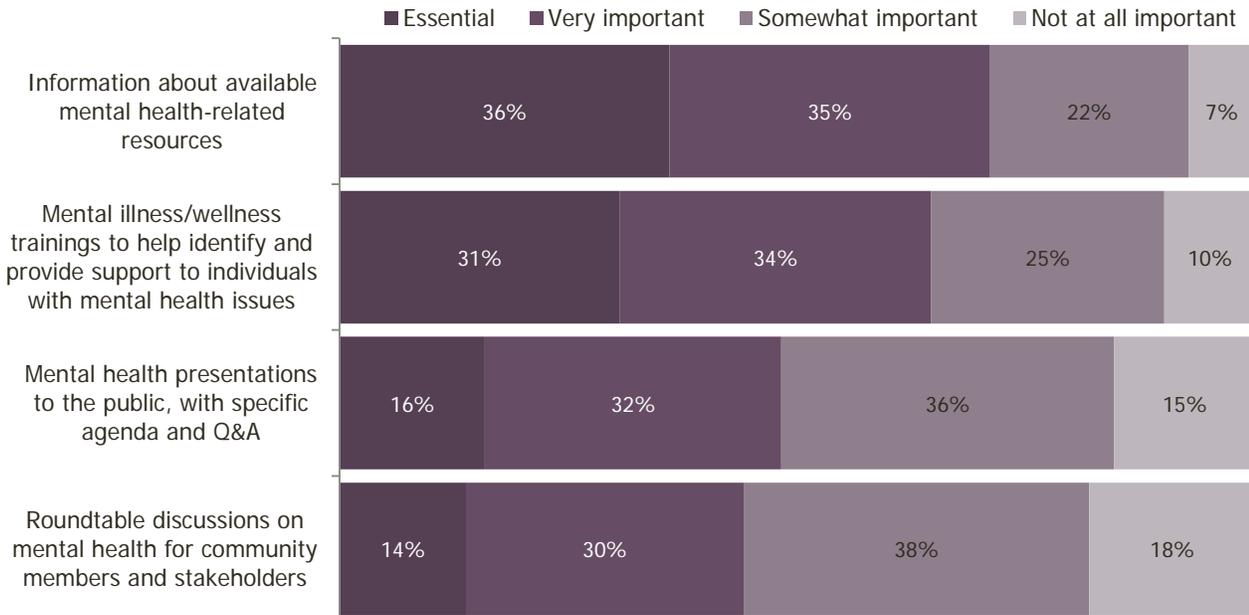
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services.



About 7 in 10 residents felt that providing information about available mental health-related resources was an essential or very important way to help address mental wellness in Chanhassen, while two-thirds felt similarly about providing mental illness/wellness trainings to help identify and provide support to individuals with mental health issues. Less than half of respondents felt that providing mental health presentations to the public and roundtable discussions on mental health for community members and stakeholders were essential or very important mental wellness initiatives in Chanhassen.

Figure 8: Importance of Mental Wellness Initiatives in Chanhassen

The City is considering ways to help address mental wellness in Chanhassen. Please rate how important, if at all, it is for the City to provide each of the following.



Conclusions

Residents feel safe in their community.

About 9 in 10 residents felt that safety was an essential or very important focus for the Chanhassen community in the coming two years. Almost all residents (97%) assigned positive scores to the overall feeling of safety in Chanhassen, which was higher than the national benchmarks. Additionally, almost all residents felt safe in their neighborhoods (99%) and in the downtown/commercial area (99%) (higher than the nation). Out of all City services, police, fire, and ambulance/EMS were given some of the most positive reviews. Assessments of crime prevention and animal control were outstanding and higher than the national averages. At least three-quarters of respondents positively rated police, fire, fire prevention, ambulance/EMS, and emergency preparedness; these ratings were on par with comparison communities. Fewer Chanhassen community members reported a crime in the 12 months prior to the survey than community members in other municipalities in the U.S. About 9 in 10 residents felt that a safe community was essential or very important to the overall quality of life in Chanhassen.

Mobility ratings are high, yet mobility-related services are declining.

Overall, reviews for Mobility were exceptional and higher than elsewhere in the nation. At least 8 in 10 community members gave high marks to the overall ease of travel, ease of travel by car and by walking, public parking, availability of paths and walking trails, and snow removal, while more than half positively rated traffic flow on major streets, ease of travel by bicycle and by public transportation, sidewalk maintenance, and bus or transit services. These ratings were outstanding and higher than the national benchmarks. Similar to comparison communities, over half of residents walked or biked instead of driving, 4 in 10 carpooled instead of driving alone, and one-quarter used public transportation instead of driving. However, reviews of street repair, street cleaning, street lighting, snow removal, sidewalk maintenance, and bus or transit services declined from 2016 to 2019. While evaluations of these services were similar to or higher than the national averages, the decrease in ratings may highlight an area of opportunity for Chanhassen.

Residents praise Recreation and Wellness opportunities and support initiatives to improve City parks and mental wellness.

At least 8 in 10 community members gave high marks to fitness and recreational opportunities, availability of affordable quality health care and preventive health services, health and wellness opportunities, City parks, and health services; these ratings were exceptional and higher than the national benchmarks. More Chanhassen residents (94%) reported visiting a City park than residents in comparison communities across the country. However, evaluations of health and wellness opportunities, recreation centers or programs, and health services declined from 2016 to 2019. About three-quarters of residents felt that a healthy community and recreational and cultural opportunities were essential or very important to the overall quality of life in Chanhassen. About 8 in 10 residents strongly or somewhat supported a tax levy to fund the repair and refurbishment of existing City park equipment, structures, and playgrounds, and strongly or somewhat supported a property tax increase to make general improvements to a number of City parks, such as Lake Anne Park, Bandimere Park, Lake Susan Park, and Chanhassen Recreation Center.

Evaluations of the availability of affordable quality mental health care were outstanding and above average, with two-thirds of residents assigning positive reviews. At least two-thirds of respondents felt that providing information about available mental health-related resources and providing mental illness/wellness trainings to help identify and provide support to individuals with mental health issues were essential or very important to address mental wellness in Chanhassen. Additionally, just under half of residents felt that providing mental health presentations to the public and providing roundtable discussions on mental health for community members and stakeholders were essential or very important initiatives to address mental wellness.