



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

# Chanhassen, MN

Trends over Time

2019



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# Summary

The National Community 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 2019 ratings for the City of Chanhassen to its previous survey results in 2005, 2007, 2010, 2013, and 2016. 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 2016 and 2019 surveys, otherwise the comparisons between 2016 and 2019 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 2019 generally remained stable. Of the 132 items for which comparisons were available, 95 items were rated similarly in 2016 and 2019, 36 items showed a decrease in ratings and one showed an increase in ratings. Notable trends over time included the following:

- Most aspects for Community Characteristics remained stable over time. Twelve measures decreased from 2016 to 2019, with the majority concentrated within Built Environment and Economy. Other decreases within this pillar include ease of travel by bicycle, health and wellness opportunities, availability of affordable quality child care/preschool, and opportunities to participate in social events and activities.
- Within Governance, ratings decreased from 2016 to 2019 for the overall quality of services provided by the City of Chanhassen and for most aspects of government performance, such as the overall direction the City is taking and the value of services for taxes paid. Declines were also observed in residents' scores for Mobility, Natural Environment, and Built Environment, among others.
- Compared to 2016, more residents reported campaigning for an issue, cause, or candidate in 2019, but fewer had walked or biked instead of driving, participated in religious or spiritual activities, or felt a strong sense of community in Chanhassen.

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Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)						2019 rating compared to 2016	Comparison to benchmark					
	2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Overall quality of life	93%	94%	97%	97%	96%	94%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
Overall image	NA	NA	96%	93%	95%	90%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher
Place to live	95%	96%	98%	99%	97%	95%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
Neighborhood	90%	91%	92%	94%	96%	94%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
Place to raise children	94%	96%	98%	98%	98%	95%	Similar	Much higher	Much higher	Much higher	Much higher	Much higher	Higher
Place to retire	50%	54%	75%	70%	74%	70%	Similar	Lower	Lower	Much higher	Similar	Similar	Similar
Overall appearance	80%	82%	94%	95%	93%	90%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Safety	Overall feeling of safety	NA	NA	NA	97%	97%	97%	Similar	NA	NA	NA	Higher	Higher	Higher
	Safe in neighborhood	96%	97%	99%	98%	99%	99%	Similar	Higher	Much higher	Much higher	Similar	Similar	Similar
	Safe downtown/commercial area	99%	98%	99%	98%	99%	99%	Similar	Much higher	Much higher	Much higher	Higher	Higher	Higher
	Overall ease of travel	NA	NA	NA	90%	90%	89%	Similar	NA	NA	NA	Higher	Higher	Higher
	Paths and walking trails	NA	NA	90%	90%	90%	87%	Similar	NA	NA	Much higher	Much higher	Much higher	Much higher
	Ease of walking	NA	75%	87%	83%	85%	79%	Similar	NA	Much higher	Much higher	Higher	Higher	Higher
	Travel by bicycle	70%	73%	85%	81%	83%	74%	Lower	Much higher	Much higher	Much higher	Much higher	Much higher	Higher
	Travel by public transportation	NA	NA	NA	66%	59%	55%	Similar	NA	NA	NA	Similar	Higher	Higher
	Travel by car	67%	72%	87%	92%	90%	90%	Similar	Higher	Much higher	Much higher	Much higher	Much higher	Higher
Mobility	Public parking	NA	NA	NA	87%	88%	85%	Similar	NA	NA	NA	NA	Much higher	Much higher
	Traffic flow	51%	61%	77%	83%	81%	77%	Similar	NA	NA	Much higher	Much higher	Much higher	Higher

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Natural Environment	Overall natural environment	NA	NA	94%	97%	95%	92%	Similar	NA	NA	Much higher	Much higher	Higher	Higher
	Cleanliness	NA	NA	NA	97%	96%	97%	Similar	NA	NA	NA	Much higher	Much higher	Higher
	Air quality	90%	89%	92%	96%	97%	97%	Similar	Much higher	Much higher	Much higher	Much higher	Higher	Higher
Built Environment	Overall built environment	NA	NA	NA	83%	82%	72%	Lower	NA	NA	NA	NA	Higher	Similar
	New development in Chanhassen	NA	NA	81%	66%	69%	60%	Lower	NA	NA	Much higher	Similar	Similar	Similar
	Affordable quality housing	36%	43%	61%	63%	61%	48%	Lower	Lower	Similar	Much higher	Higher	Higher	Similar
	Housing options	NA	NA	78%	79%	74%	75%	Similar	NA	NA	Much higher	Higher	Higher	Higher
	Public places	NA	NA	NA	80%	83%	75%	Lower	NA	NA	NA	NA	Higher	Similar
	Overall economic health	NA	NA	NA	90%	94%	89%	Similar	NA	NA	NA	Much higher	Much higher	Higher
Economy	Vibrant downtown/commercial area	NA	NA	NA	55%	53%	49%	Similar	NA	NA	NA	NA	Similar	Similar
	Business and services	NA	NA	73%	74%	73%	68%	Similar	NA	NA	Much higher	Similar	Similar	Similar
	Cost of living	NA	NA	NA	53%	61%	51%	Lower	NA	NA	NA	NA	Higher	Similar
	Shopping opportunities	39%	43%	50%	51%	54%	52%	Similar	Much lower	Lower	Similar	Similar	Similar	Similar
	Employment opportunities	38%	41%	39%	53%	68%	61%	Lower	Similar	Much higher	Much higher	Higher	Much higher	Higher
	Place to visit	NA	NA	NA	74%	79%	70%	Lower	NA	NA	NA	Similar	Similar	Similar
	Place to work	NA	70%	69%	80%	82%	72%	Lower	NA	Much higher	Much higher	Higher	Higher	Similar
	Health and wellness	NA	NA	NA	92%	90%	84%	Lower	NA	NA	NA	NA	Higher	Higher
	Mental health care	NA	NA	NA	77%	71%	67%	Similar	NA	NA	NA	NA	Much higher	Higher
	Preventive health services	NA	NA	80%	88%	89%	85%	Similar	NA	NA	Much higher	Much higher	Higher	Higher
Recreation and Wellness	Health care	68%	77%	79%	89%	88%	83%	Similar	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Food	NA	NA	NA	75%	78%	76%	Similar	NA	NA	NA	Similar	Higher	Similar
	Recreational opportunities	74%	82%	83%	87%	87%	87%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
	Fitness opportunities	NA	NA	NA	90%	88%	82%	Similar	NA	NA	NA	NA	Higher	Higher

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		Percent rating positively (e.g., excellent/good, very/somewhat safe)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Education and Enrichment	Education and enrichment opportunities	NA	NA	NA	87%	88%	84%	Similar	NA	NA	NA	NA	Higher	Higher
	Religious or spiritual events and activities	NA	NA	83%	89%	85%	87%	Similar	NA	NA	Higher	Similar	Similar	Similar
	Cultural/arts/music activities	40%	45%	54%	65%	67%	65%	Similar	Much lower	Much lower	Similar	Similar	Similar	Similar
	Adult education	NA	NA	NA	78%	73%	72%	Similar	NA	NA	NA	NA	Similar	Similar
	K-12 education	82%	87%	93%	95%	94%	92%	Similar	Much higher	Much higher	Much higher	Much higher	Higher	Higher
	Child care/preschool	53%	65%	65%	78%	79%	69%	Lower	Similar	Much higher	Much higher	Much higher	Higher	Higher
Community Engagement	Social events and activities	NA	NA	73%	70%	75%	68%	Lower	NA	NA	Much higher	Similar	Similar	Similar
	Neighborliness	NA	NA	NA	78%	80%	75%	Similar	NA	NA	NA	NA	Higher	Similar
	Openness and acceptance	55%	62%	NA	64%	64%	63%	Similar	Similar	Similar	NA	Similar	Similar	Similar
	Opportunities to participate in community matters	NA	NA	70%	72%	75%	70%	Similar	NA	NA	Much higher	Similar	Similar	Similar
	Opportunities to volunteer	NA	NA	73%	79%	75%	74%	Similar	NA	NA	Similar	Similar	Similar	Similar

Table 3: Governance General

		Percent rating positively (e.g., excellent/good)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Services provided by Chanhassen		79%	82%	91%	91%	90%	82%	Lower	Similar	Much higher	Much higher	Higher	Higher	Similar
Customer service		77%	84%	89%	89%	89%	85%	Similar	Similar	Much higher	Much higher	Similar	Similar	Similar
Value of services for taxes paid		NA	62%	63%	69%	71%	62%	Lower	NA	Higher	Much higher	Higher	Similar	Similar
Overall direction		64%	67%	76%	79%	77%	65%	Lower	Higher	Much higher	Much higher	Higher	Higher	Similar
Welcoming resident involvement		61%	65%	62%	67%	72%	59%	Lower	Similar	Much higher	Much higher	Similar	Higher	Similar
Confidence in City government		NA	NA	NA	75%	75%	64%	Lower	NA	NA	NA	NA	Higher	Similar
Acting in the best interest of Chanhassen		NA	NA	NA	74%	76%	63%	Lower	NA	NA	NA	NA	Higher	Similar
Being honest		NA	NA	NA	76%	79%	68%	Lower	NA	NA	NA	NA	Higher	Similar
Treating all residents fairly		NA	NA	NA	74%	78%	68%	Lower	NA	NA	NA	NA	Higher	Similar
Services provided by the Federal Government		49%	46%	46%	44%	47%	42%	Similar	Similar	Similar	Similar	Similar	Similar	Similar

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Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Safety	Police	80%	82%	87%	95%	88%	89%	Similar	Similar	Higher	Much higher	Higher	Similar	Similar
	Fire	94%	92%	96%	98%	94%	95%	Similar	Similar	Higher	Much higher	Similar	Similar	Similar
	Ambulance/EMS	90%	91%	95%	96%	94%	93%	Similar	Similar	Higher	Much higher	Similar	Similar	Similar
	Crime prevention	77%	75%	90%	92%	89%	87%	Similar	Higher	Much higher	Much higher	Higher	Higher	Higher
	Fire prevention	84%	83%	91%	93%	93%	87%	Similar	Similar	Higher	Much higher	Higher	Higher	Similar
	Animal control	71%	72%	77%	84%	79%	79%	Similar	Similar	Much higher	Much higher	Higher	Higher	Higher
	Emergency preparedness	NA	NA	80%	82%	81%	76%	Similar	NA	NA	Much higher	Higher	Higher	Similar
Mobility	Traffic enforcement	67%	71%	76%	81%	79%	77%	Similar	Similar	Much higher	Much higher	Higher	Similar	Higher
	Street repair	44%	53%	58%	67%	67%	56%	Lower	Similar	Higher	Much higher	Higher	Higher	Similar
	Street cleaning	68%	65%	78%	79%	80%	69%	Lower	Similar	Higher	Much higher	Higher	Similar	Similar
	Street lighting	61%	66%	73%	77%	78%	69%	Lower	Similar	Higher	Much higher	Higher	Higher	Similar
	Snow removal	78%	74%	81%	82%	86%	79%	Lower	Higher	Much higher	Much higher	Higher	Higher	Higher
	Sidewalk maintenance	73%	76%	81%	82%	79%	74%	Similar	Much higher	Much higher	Much higher	Higher	Higher	Higher
	Traffic signal timing	45%	52%	60%	68%	57%	57%	Similar	Similar	Higher	Much higher	Higher	Similar	Similar
	Bus or transit services	63%	63%	65%	82%	78%	72%	Lower	Similar	Much higher	Much higher	Higher	Much higher	Higher
Natural Environment	Garbage collection	87%	89%	93%	92%	89%	84%	Similar	Similar	Much higher	Much higher	Similar	Similar	Similar
	Recycling	86%	84%	92%	92%	89%	80%	Lower	Higher	Much higher	Much higher	Similar	Similar	Similar
	Yard waste pick-up	68%	68%	84%	81%	82%	67%	Lower	Similar	Similar	Much higher	Similar	Similar	Similar
	Drinking water	51%	53%	70%	79%	78%	74%	Similar	Much lower	Much lower	Higher	Similar	Similar	Similar

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		Percent rating positively (e.g., excellent/good)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
	Natural areas preservation	NA	NA	78%	79%	75%	62%	Lower	NA	NA	Much higher	Higher	Similar	Similar
	Open space	NA	NA	NA	80%	75%	70%	Similar	NA	NA	NA	Similar	Similar	Similar
Built Environment	Storm drainage	74%	70%	82%	82%	82%	74%	Lower	Higher	Much higher	Much higher	Higher	Higher	Similar
	Sewer services	78%	82%	86%	90%	93%	89%	Similar	Similar	Much higher	Much higher	Similar	Higher	Similar
	Power utility	NA	NA	NA	85%	88%	86%	Similar	NA	NA	NA	Similar	Similar	Similar
	Utility billing	NA	NA	NA	86%	83%	84%	Similar	NA	NA	NA	Similar	Similar	Higher
	Land use, planning and zoning	50%	46%	64%	65%	66%	51%	Lower	Similar	Higher	Much higher	Higher	Similar	Similar
	Code enforcement	69%	70%	73%	75%	73%	70%	Similar	Much higher	Much higher	Much higher	Higher	Higher	Higher
	Cable television	44%	46%	46%	48%	37%	34%	Similar	Lower	Lower	Lower	Similar	Lower	Lower
	Economy	Economic development	61%	64%	68%	74%	79%	65%	Lower	Higher	Much higher	Much higher	Higher	Higher
Recreation and Wellness	City parks	92%	91%	96%	97%	94%	94%	Similar	Much higher	Much higher	Much higher	Higher	Higher	Higher
	Recreation programs	84%	83%	90%	85%	82%	79%	Similar	Similar	Much higher	Much higher	Similar	Similar	Similar
	Recreation centers	70%	68%	83%	84%	75%	68%	Lower	Similar	Similar	Much higher	Similar	Similar	Similar
	Health services	82%	83%	86%	92%	91%	84%	Lower	Higher	Much higher	Much higher	Higher	Higher	Higher
	Special events	NA	NA	NA	83%	85%	79%	Similar	NA	NA	NA	Similar	Higher	Similar
Education and Enrichment	Public libraries	91%	91%	94%	96%	94%	95%	Similar	Similar	Much higher	Much higher	Higher	Higher	Similar
Community Engagement	Public information	73%	76%	86%	85%	85%	80%	Similar	Similar	Much higher	Much higher	Higher	Higher	Similar

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Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2019 rating compared to 2016	Comparison to benchmark					
	2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Sense of community	67%	70%	80%	77%	80%	71%	Lower	Similar	Much higher	Much higher	Higher	Higher	Similar
Recommend Chanhassen	NA	NA	98%	97%	97%	96%	Similar	NA	NA	Much higher	Higher	Higher	Higher
Remain in Chanhassen	NA	NA	93%	95%	93%	89%	Similar	NA	NA	Much higher	Higher	Similar	Similar
Contacted Chanhassen employees	57%	52%	48%	41%	44%	40%	Similar	NA	NA	Much lower	Similar	Similar	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
Safety	Did NOT report a crime	NA	NA	NA	86%	87%	93%	Similar	NA	NA	NA	NA	Similar	Higher
	Was NOT the victim of a crime	92%	95%	97%	94%	94%	96%	Similar	NA	NA	Much higher	Similar	Similar	Similar
Mobility	Used public transportation instead of driving	NA	NA	NA	89%	23%	26%	Similar	NA	NA	NA	NA	Similar	Similar
	Carpooled instead of driving alone	NA	NA	NA	38%	44%	43%	Similar	NA	NA	NA	NA	Similar	Similar
	Walked or biked instead of driving	NA	NA	NA	60%	65%	58%	Lower	NA	NA	NA	NA	Similar	Similar
Natural Environment	Conserved water	NA	NA	NA	NA	78%	79%	Similar	NA	NA	NA	NA	Similar	Similar
	Recycled at home	95%	94%	98%	96%	98%	99%	Similar	NA	NA	Much higher	Higher	Higher	Higher
Built Environment	Did NOT observe a code violation	NA	NA	NA	80%	77%	76%	Similar	NA	NA	NA	NA	Much higher	Much higher
	NOT under housing cost stress	NA	NA	73%	76%	78%	79%	Similar	NA	NA	Much higher	Higher	Similar	Higher
Economy	Purchased goods or services in Chanhassen	NA	NA	NA	98%	97%	98%	Similar	NA	NA	NA	NA	Similar	Similar
	Economy will have positive impact on income	25%	28%	20%	28%	34%	40%	Similar	NA	NA	Higher	Similar	Similar	Similar
	Work in Chanhassen	NA	NA	NA	28%	27%	26%	Similar	NA	NA	NA	NA	Lower	Lower
Recreation and Wellness	Used Chanhassen recreation centers	62%	63%	57%	59%	54%	56%	Similar	NA	NA	Similar	Similar	Similar	Similar
	Visited a City park	93%	93%	90%	91%	93%	93%	Similar	NA	NA	Higher	Similar	Higher	Higher
	Ate 5 portions of fruits and vegetables	NA	NA	NA	88%	86%	86%	Similar	NA	NA	NA	NA	Similar	Similar



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		Percent rating positively (e.g., always/sometimes, more than once a month, yes)						2019 rating compared to 2016	Comparison to benchmark					
		2005	2007	2010	2013	2016	2019		2005	2007	2010	2013	2016	2019
	Participated in moderate or vigorous physical activity	NA	NA	NA	89%	90%	92%	Similar	NA	NA	NA	NA	Similar	Similar
	In very good to excellent health	NA	NA	NA	78%	83%	81%	Similar	NA	NA	NA	NA	Similar	Similar
Education and Enrichment	Used Chanhassen public libraries	82%	86%	81%	77%	72%	71%	Similar	NA	NA	Much higher	Similar	Similar	Similar
	Participated in religious or spiritual activities	NA	NA	50%	53%	44%	38%	Lower	NA	NA	Similar	Similar	Similar	Similar
	Attended a City-sponsored event	NA	NA	NA	61%	64%	61%	Similar	NA	NA	NA	NA	Higher	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	NA	NA	15%	14%	21%	Higher	NA	NA	NA	NA	Similar	Similar
	Contacted Chanhassen elected officials	NA	NA	NA	15%	15%	16%	Similar	NA	NA	NA	NA	Similar	Similar
	Volunteered	40%	41%	36%	40%	34%	35%	Similar	NA	NA	Much lower	Similar	Similar	Similar
	Participated in a club	NA	NA	22%	25%	23%	22%	Similar	NA	NA	Much lower	Similar	Similar	Similar
	Talked to or visited with neighbors	NA	NA	NA	NA	96%	96%	Similar	NA	NA	NA	NA	Similar	Similar
	Done a favor for a neighbor	NA	NA	NA	NA	86%	88%	Similar	NA	NA	NA	NA	Similar	Similar
	Attended a local public meeting	30%	28%	18%	17%	21%	20%	Similar	NA	NA	Much lower	Similar	Similar	Similar
	Watched a local public meeting	39%	40%	22%	18%	10%	15%	Similar	NA	NA	Much lower	Lower	Lower	Similar
	Read or watched local news	NA	NA	NA	90%	85%	84%	Similar	NA	NA	NA	NA	Similar	Similar
	Voted in local elections	93%	87%	87%	93%	88%	94%	Similar	NA	NA	Much higher	Higher	Similar	Higher