



CITY OF CHANHASSEN, MN 2010



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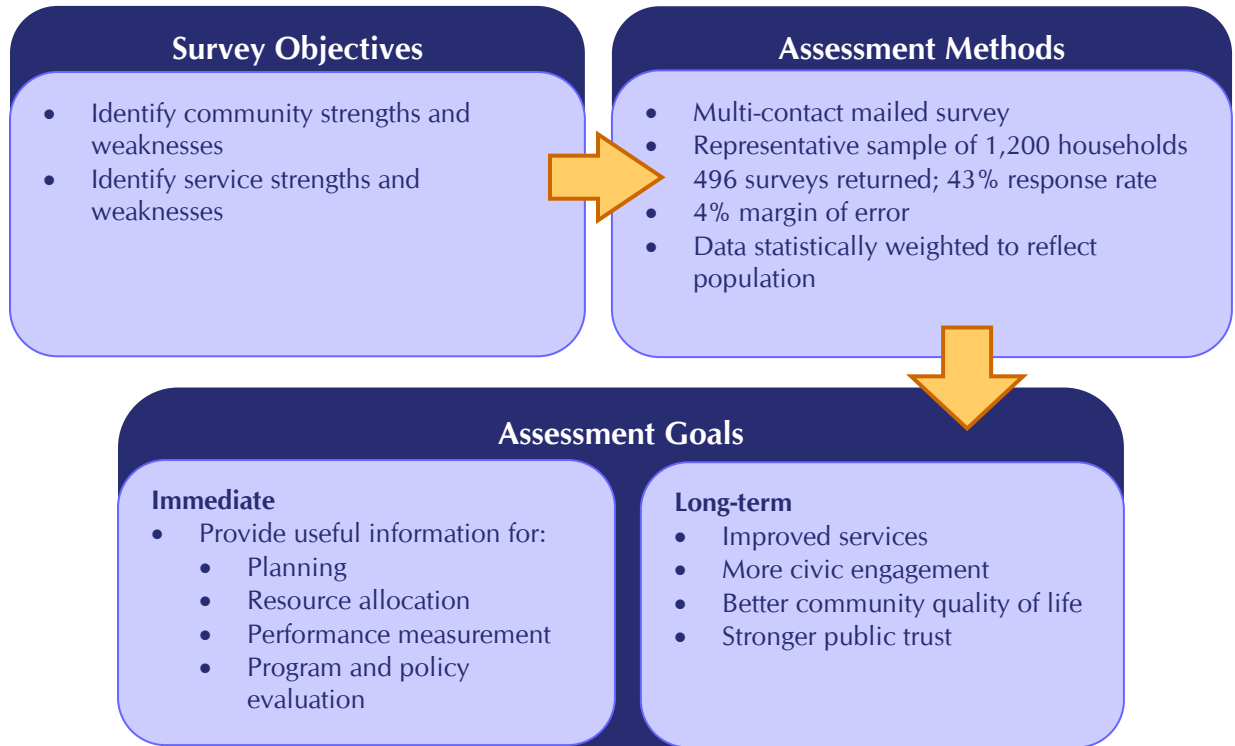
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SURVEY BACKGROUND

ABOUT THE NATIONAL CITIZEN SURVEY™

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 NCS was developed by NRC to provide a statistically valid survey of resident opinions about community and services provided by local government. The survey results may be used by staff, elected officials and other stakeholders for community planning and resource allocation, program improvement and policy making.

FIGURE 1: THE NATIONAL CITIZEN SURVEY™ METHODS AND GOALS



The NCS focuses on a series of community characteristics and local government services, as well as issues of public trust. Resident behaviors related to civic engagement in the community also were measured in the survey.

FIGURE 2: THE NATIONAL CITIZEN SURVEY™ FOCUS AREAS



The survey and its administration are standardized to assure high quality research methods and directly comparable results across The National Citizen Survey™ jurisdictions. Participating households are selected at random and the household member who responds is selected without bias. Multiple mailings give each household more than one chance to participate with self-addressed and postage-paid envelopes. Results are statistically weighted to reflect the proper demographic composition of the entire community. A total of 496 completed surveys were obtained, providing an overall response rate of 43%. Typically, response rates obtained on citizen surveys range from 25% to 40%.

The National Citizen Survey™ customized for the City of Chanhasen was developed in close cooperation with local jurisdiction staff. Chanhasen staff selected items from a menu of questions about services and community problems and provided the appropriate letterhead and signatures for mailings. City of Chanhasen staff also augmented The National Citizen Survey™ basic service through a variety of options including several policy questions and an open-ended question.

UNDERSTANDING THE RESULTS

As shown in Figure 2, this report is based around respondents' opinions about eight larger categories: community quality, community design, public safety, environmental sustainability, recreation and wellness, community inclusiveness, civic engagement and public trust. Each report section begins with residents' ratings of community characteristics and is followed by residents' ratings of service quality. For all evaluative questions, the percent of residents rating the service or community feature as "excellent" or "good" is presented. To see the full set of responses for each question on the survey, please see Appendix A: Complete Survey Frequencies.

Margin of Error

The margin of error around results for the City of Chanhassen Survey (496 completed surveys) is plus or minus four percentage points. This is a measure of the precision of your results; a larger number of completed surveys gives a smaller (more precise) margin of error, while a smaller number of surveys yields a larger margin of error. With your margin of error, you may conclude that when 60% of survey respondents report that a particular service is "excellent" or "good," somewhere between 56-64% of all residents are likely to feel that way.

Comparing Survey Results

Certain kinds of services tend to be thought better of by residents in many communities across the country. For example, public safety services tend to be received better than transportation services by residents of most American communities. Where possible, the better comparison is not from one service to another in the City of Chanhassen, but from City of Chanhassen services to services like them provided by other jurisdictions.

Interpreting Comparisons to Previous Years

This report contains comparisons with prior years' results. In this report, we are comparing this year's data with existing data in the graphs. Differences between years can be considered "statistically significant" if they are greater than six percentage points. Trend data for your jurisdiction 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.

Benchmark Comparisons

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The City of Chanhassen chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the City of Chanhassen survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Chanhasen results were generally noted as being “above” the benchmark, “below” the benchmark or “similar” to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as “more,” “similar” or “less” (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much less” or “much above”). These labels come from a statistical comparison of the City of Chanhasen's rating to the benchmark.

“Don’t Know” Responses and Rounding

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select more than one answer. When the total exceeds 100% in a table for a multiple response question, it is because some respondents did select more than one response. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

For more information on understanding The NCS report, please see Appendix B: Survey Methodology.

EXECUTIVE SUMMARY

This report of the City of Chanhasen survey provides the opinions of a representative sample of residents about community quality of life, service delivery, civic participation and unique issues of local interest. A periodic sounding of resident opinion offers staff, elected officials and other stakeholders an opportunity to identify challenges and to plan for and evaluate improvements and to sustain services and amenities for long-term success.

Most residents experienced a good quality of life in the City of Chanhasen and believed the City was a good place to live. The overall quality of life in the City of Chanhasen was rated as “excellent” or “good” by 97% of respondents. Almost all reported they plan on staying in the City of Chanhasen for the next five years.

A variety of characteristics of the community was evaluated by those participating in the study. Among the characteristics receiving the most favorable ratings were the overall image or reputation of Chanhasen, the overall quality of the natural environment and the overall appearance of Chanhasen. The three characteristics receiving the least positive ratings were employment opportunities, shopping opportunities and opportunities to attend cultural activities.

Ratings of community characteristics were compared to the benchmark database. Of the 27 characteristics for which comparisons were available, 24 were above the national benchmark comparison, three were similar to the national benchmark comparison and none were below.

Residents in the City of Chanhasen were somewhat civically engaged. While only 18% had attended a meeting of local elected public officials or other local public meeting in the previous 12 months, 95% had provided help to a friend or neighbor. Less than half had volunteered their time to some group or activity in the City of Chanhasen, which was lower than the benchmark.

In general, survey respondents demonstrated strong trust in local government. A majority rated the overall direction being taken by the City of Chanhasen as “good” or “excellent.” This was higher than the benchmark. Those residents who had interacted with an employee of the City of Chanhasen in the previous 12 months gave high marks to those employees. Nearly all rated their overall impression of employees as “excellent” or “good.”

On average, residents gave favorable ratings to almost all local government services. City services rated were able to be compared to the benchmark database. Of the 35 services for which comparisons were available, 34 were above the benchmark comparison, none were similar to the benchmark comparison and just one was below.

A Key Driver Analysis was conducted for the City of Chanhasen which examined the relationships between ratings of each service and ratings of the City of Chanhasen's services overall. Those key driver services that correlated most strongly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Chanhasen can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Services found to be influential in ratings of overall service quality from the Key Driver Analysis were:

- Sewer services
- Sheriff services
- Economic development
- Health services
- Public information services

For all of these services, the City of Chanhasen was above the benchmark and should continue to ensure high quality performance.

COMMUNITY RATINGS

OVERALL COMMUNITY QUALITY

Overall quality of community life may be the single best indicator of success in providing the natural ambience, services and amenities that make for an attractive community. The National Citizen Survey™ contained many questions related to quality of community life in the City of Chanhassen – not only direct questions about quality of life overall and in neighborhoods, but questions to measure residents’ commitment to the City of Chanhassen. Residents were asked whether they planned to move soon or if they would recommend the City of Chanhassen to others. Intentions to stay and willingness to make recommendations provide evidence that the City of Chanhassen offers services and amenities that work.

Almost all of the City of Chanhassen’s residents gave high ratings to their neighborhoods and the community as a place to live. Further, almost all reported they would recommend the community to others and plan to stay for the next five years. Ratings have remained stable over time.

FIGURE 3: RATINGS OF OVERALL COMMUNITY QUALITY BY YEAR

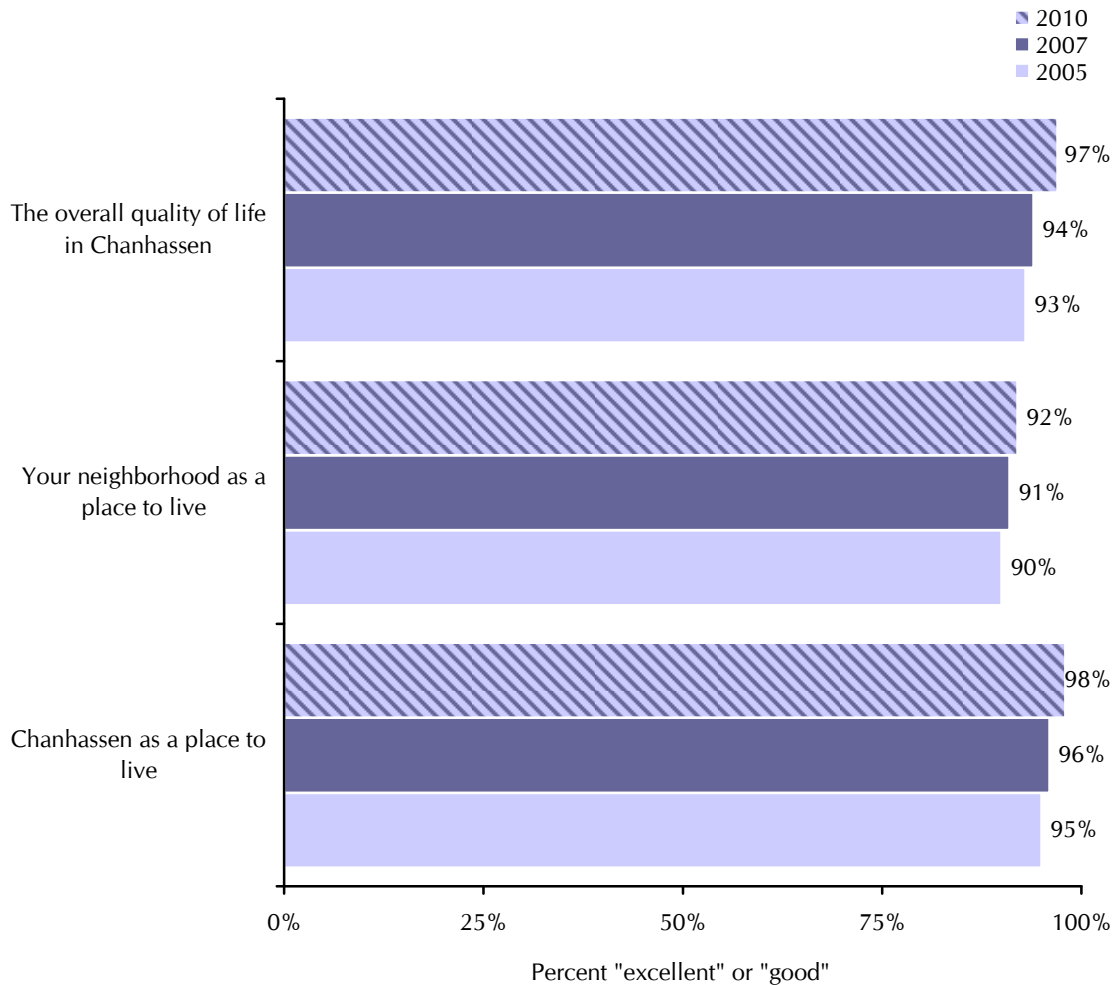


FIGURE 4: LIKELIHOOD OF REMAINING IN COMMUNITY AND RECOMMENDING COMMUNITY

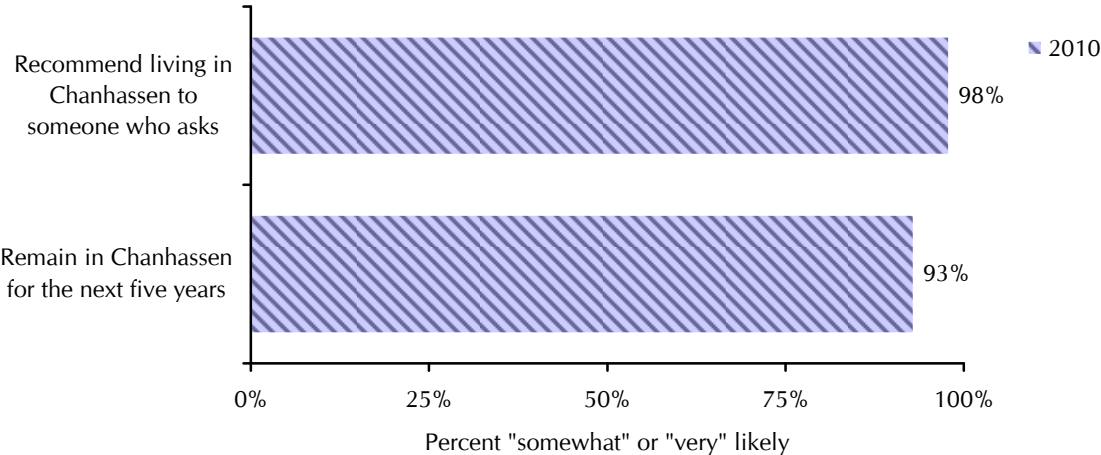


FIGURE 5: OVERALL COMMUNITY QUALITY BENCHMARKS

	Comparison to benchmark
Overall quality of life in Chanhassen	Much above
Your neighborhood as place to live	Much above
Chanhassen as a place to live	Much above
Recommend living in Chanhassen to someone who asks	Much above
Remain in Chanhassen for the next five years	Much above

COMMUNITY DESIGN

Transportation

The ability to move easily throughout a community can greatly affect the quality of life of residents by diminishing time wasted in traffic congestion and by providing opportunities to travel quickly and safely by modes other than the automobile. High quality options for resident mobility not only require local government to remove barriers to flow but they require government programs and policies that create quality opportunities for all modes of travel.

Residents responding to the survey were given a list of six aspects of mobility to rate on a scale of “excellent,” “good,” “fair” and “poor.” The availability of paths and walking trails was given the most positive rating, followed by ease of walking and ease of car travel in Chanhassen. These ratings tended to be much higher than the benchmark higher than years past.

FIGURE 6: RATINGS OF TRANSPORTATION IN COMMUNITY BY YEAR

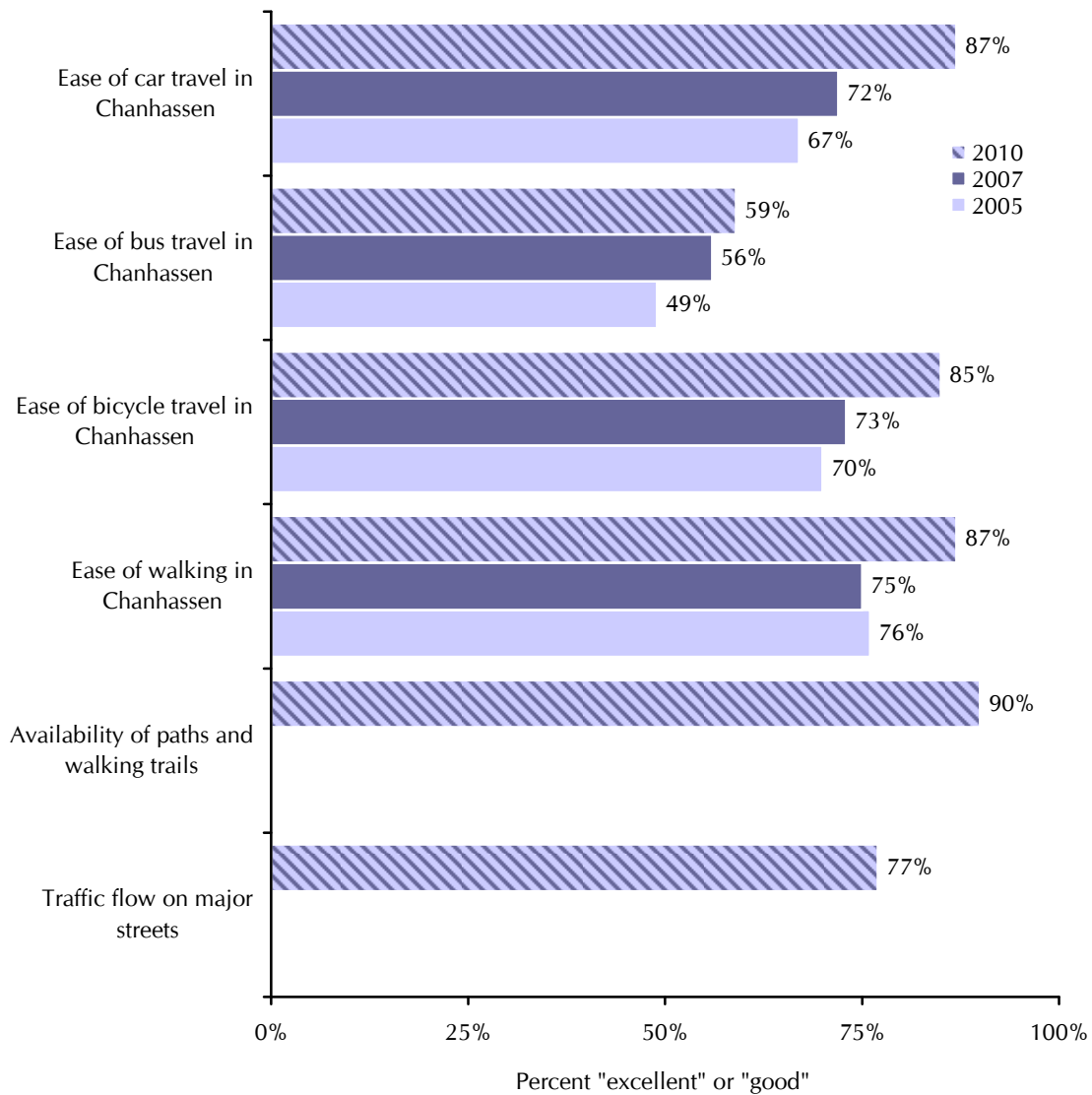


FIGURE 7: COMMUNITY TRANSPORTATION BENCHMARKS

	Comparison to benchmark
Ease of car travel in Chanhassen	Much above
Ease of bus travel in Chanhassen	Much above
Ease of bicycle travel in Chanhassen	Much above
Ease of walking in Chanhassen	Much above
Availability of paths and walking trails	Much above
Traffic flow on major streets	Much above

Seven transportation services were rated in Chanhassen. As compared to most communities across America, ratings tended to be very favorable; all were much above the benchmark. Ratings had improved or remained stable over time.

FIGURE 8: RATINGS OF TRANSPORTATION AND PARKING SERVICES BY YEAR

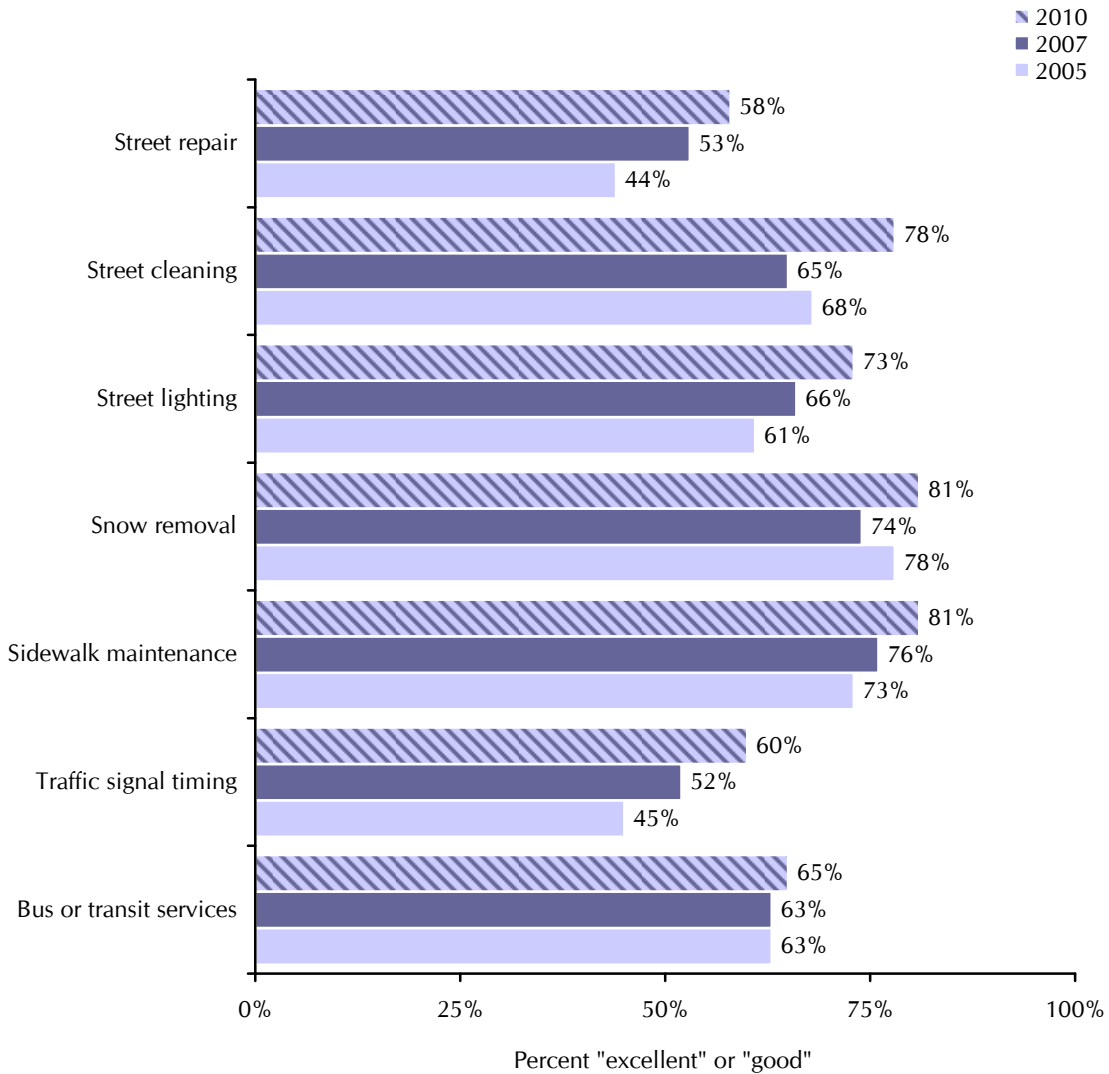


FIGURE 9: TRANSPORTATION AND PARKING SERVICES BENCHMARKS

	Comparison to benchmark
Street repair	Much above
Street cleaning	Much above
Street lighting	Much above
Snow removal	Much above
Sidewalk maintenance	Much above
Traffic signal timing	Much above
Bus or transit services	Much above

By measuring choice of travel mode over time, communities can monitor their success in providing attractive alternatives to the traditional mode of travel, the single-occupied automobile. When asked how they typically traveled to work, single-occupancy (SOV) travel was the overwhelming mode of use.

FIGURE 10: FREQUENCY OF BUS USE IN LAST 12 MONTHS BY YEAR

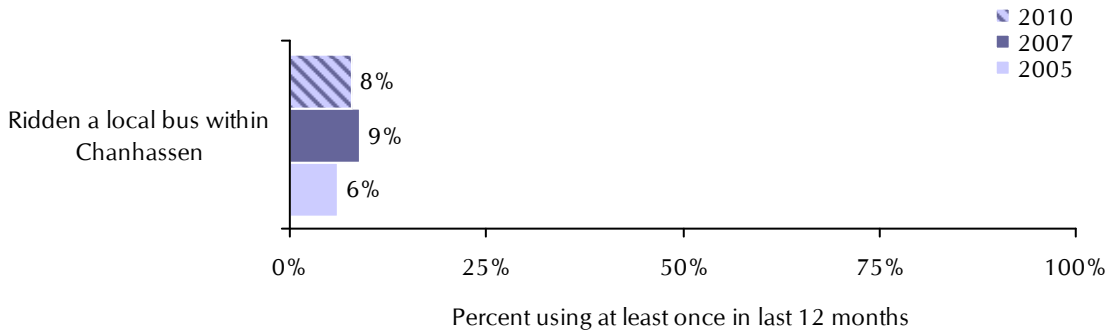


FIGURE 11: FREQUENCY OF BUS USE BENCHMARKS

	Comparison to benchmark
Ridden a local bus within Chanhassen	Much less

FIGURE 12: MODE OF TRAVEL USED FOR WORK COMMUTE

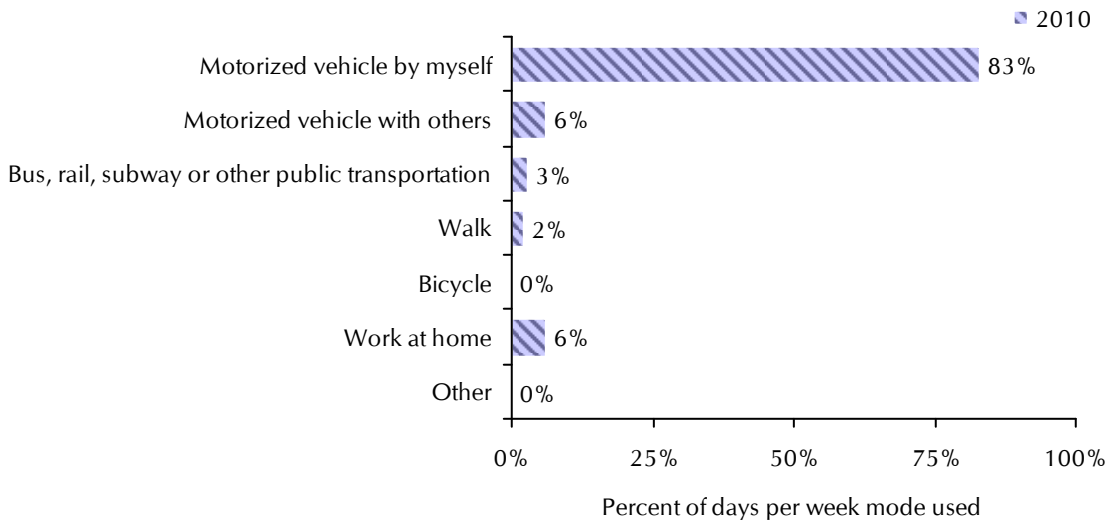


FIGURE 13: DRIVE ALONE BENCHMARKS

	Comparison to benchmark
Average percent of work commute trips made by driving alone	Much more

Housing

Housing variety and affordability are not luxuries for any community. When there are too few options for housing style and affordability, the characteristics of a community tilt toward a single group, often of well-off residents. While this may seem attractive to a community, the absence of affordable townhomes, condominiums, mobile homes, single family detached homes and apartments means that in addition to losing the vibrancy of diverse thoughts and lifestyles, the community loses the service workers that sustain all communities – police officers, school teachers, house painters and electricians. These workers must live elsewhere and commute in at great personal cost and to the detriment of traffic flow and air quality. Furthermore lower income residents pay so much of their income to rent or mortgage that little remains to bolster their own quality of life or local business.

The survey of the City of Chanhassen residents asked respondents to reflect on the availability of affordable housing as well as the variety of housing options. The availability of affordable housing was rated as “excellent” or “good” by 61% of respondents, while the variety of housing options was rated as “excellent” or “good” by 78% of respondents. The rating of perceived affordable housing availability was much better in the City of Chanhassen than the ratings, on average, in comparison jurisdictions. The rating for the availability of affordable housing had increased over time.

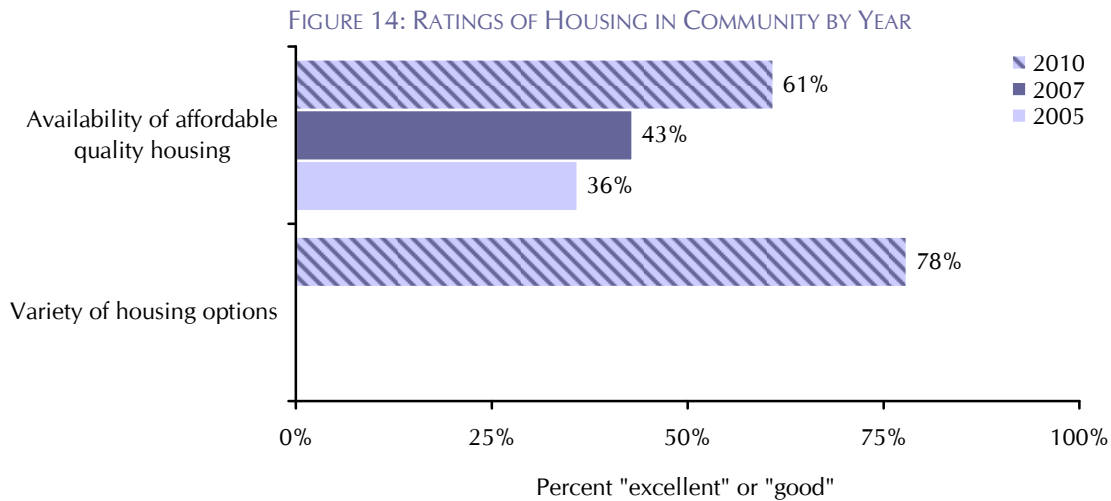
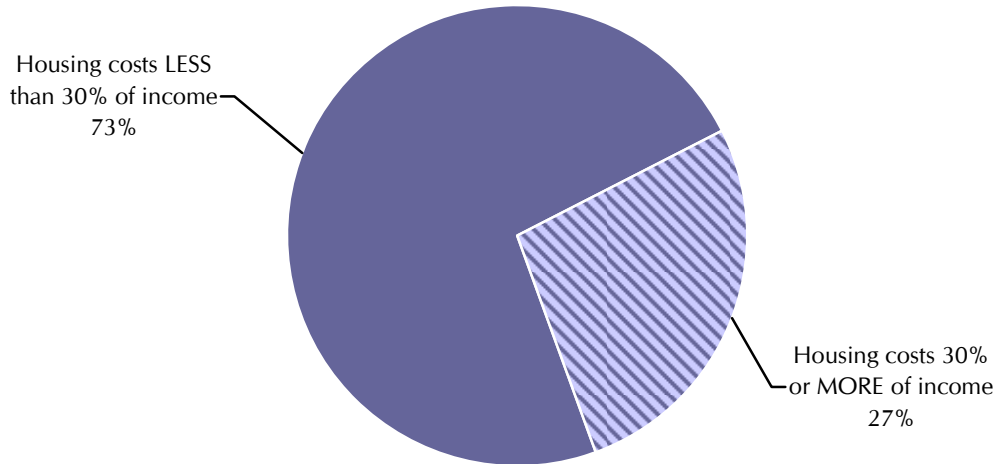


FIGURE 15: HOUSING CHARACTERISTICS BENCHMARKS

	Comparison to benchmark
Availability of affordable quality housing	Much above
Variety of housing options	Much above

To augment the perceptions of affordable housing in Chanhassen, the cost of housing as reported in the survey was compared to residents' reported monthly income to create a rough estimate of the proportion of residents of the City of Chanhassen experiencing housing cost stress. About 27% of survey participants were found to pay housing costs of more than 30% of their monthly household income.

FIGURE 16: PROPORTION OF RESPONDENTS WHOSE HOUSING COSTS ARE "AFFORDABLE"



Note: This question was not asked in previous surveys.

FIGURE 17: HOUSING COSTS BENCHMARKS

	Comparison to benchmark
Experiencing housing costs stress (housing costs 30% or MORE of income)	Much less

Land Use and Zoning

Community development contributes to a feeling among residents and even visitors of the attention given to the speed of growth, the location of residences and businesses, the kind of housing that is appropriate for the community and the ease of access to commerce, green space and residences. Even the community's overall appearance often is attributed to the planning and enforcement functions of the local jurisdiction. Residents will appreciate an attractive, well-planned community. The NCS questionnaire asked residents to evaluate the quality of new development, the appearance of the City of Chanhassen and the speed of population growth. Problems with the appearance of property were rated, and the quality of land use planning, zoning and code enforcement services were evaluated.

The overall quality of new development in the City of Chanhassen was rated as "excellent" by 28% of respondents and as "good" by an additional 54%. The overall appearance of Chanhassen was rated as "excellent" or "good" by 94% of respondents and was much higher than the benchmark. When rating to what extent run down buildings, weed lots or junk vehicles were a problem in the City of Chanhassen, 2% thought they were a "major" problem. The services of code enforcement, animal control, and land use, planning and zoning were much higher than the benchmark. Some ratings showed an upward when compared to past years.

FIGURE 18: RATINGS OF THE COMMUNITY'S "BUILT ENVIRONMENT" BY YEAR

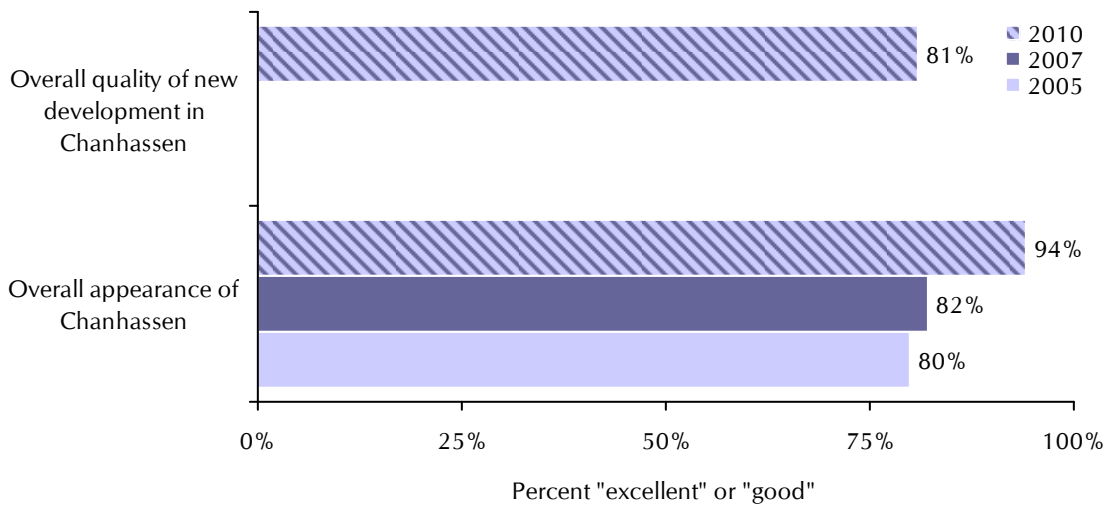


FIGURE 19: BUILT ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of new development in Chanhassen	Much above
Overall appearance of Chanhassen	Much above

FIGURE 20: RATINGS OF POPULATION GROWTH BY YEAR

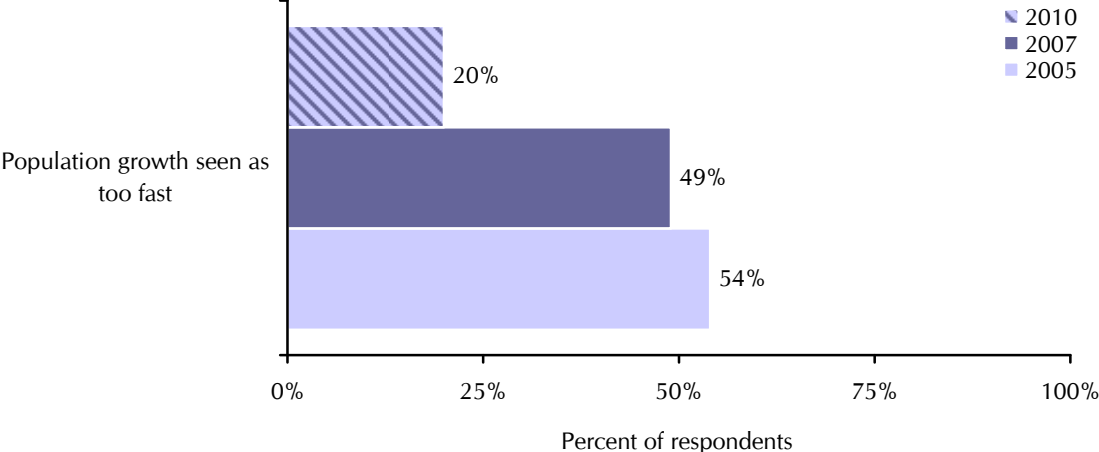


FIGURE 21: POPULATION GROWTH BENCHMARKS

Comparison to benchmark	
Population growth seen as too fast	Much less

FIGURE 22: RATINGS OF NUISANCE PROBLEMS BY YEAR

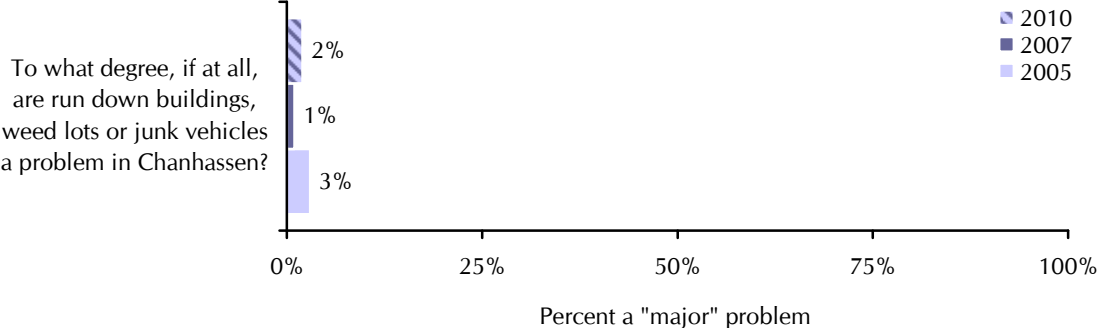


FIGURE 23: NUISANCE PROBLEMS BENCHMARKS

Comparison to benchmark	
Run down buildings, weed lots and junk vehicles seen as a "major" problem	Much less

The National Citizen Survey™ by National Research Center, Inc.

FIGURE 24: RATINGS OF PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BY YEAR

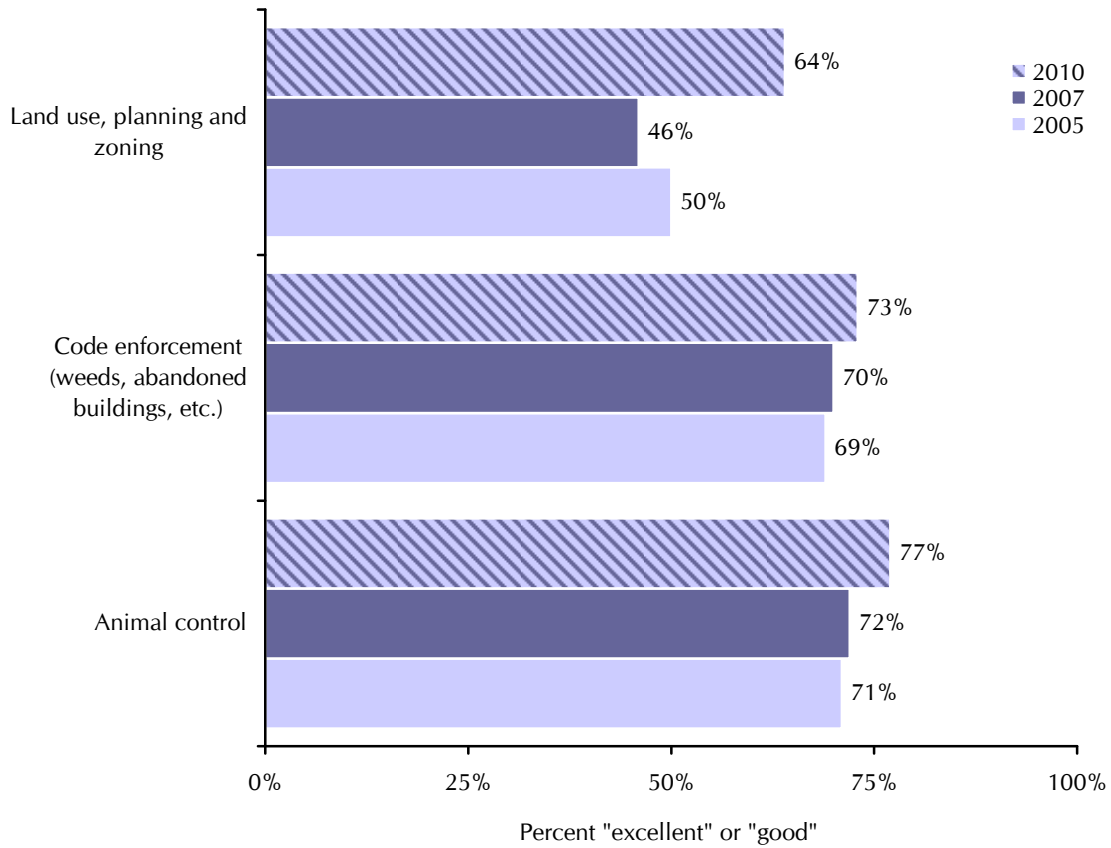


FIGURE 25: PLANNING AND COMMUNITY CODE ENFORCEMENT SERVICES BENCHMARKS

	Comparison to benchmark
Land use, planning and zoning	Much above
Code enforcement (weeds, abandoned buildings, etc.)	Much above
Animal control	Much above

ECONOMIC SUSTAINABILITY

The United States has been in recession since late 2007 with an accelerated downturn occurring in the fourth quarter of 2008. Officially we emerged from recession in the third quarter of 2009, but high unemployment lingers, keeping a lid on a strong recovery. Many readers worry that the ill health of the economy will color how residents perceive their environment and the services that local government delivers. NRC researchers have found that the economic downturn has chastened Americans' view of their own economic futures but has not colored their perspectives about community services or quality of life.

Survey respondents were asked to rate a number of community features related to economic opportunity and growth. The most positively rated features were the overall quality of business and service establishments in Chanhassen and Chanhassen as a place to work. Receiving the lowest rating was employment opportunities. Shopping opportunities improved over time.

FIGURE 26: RATINGS OF ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BY YEAR

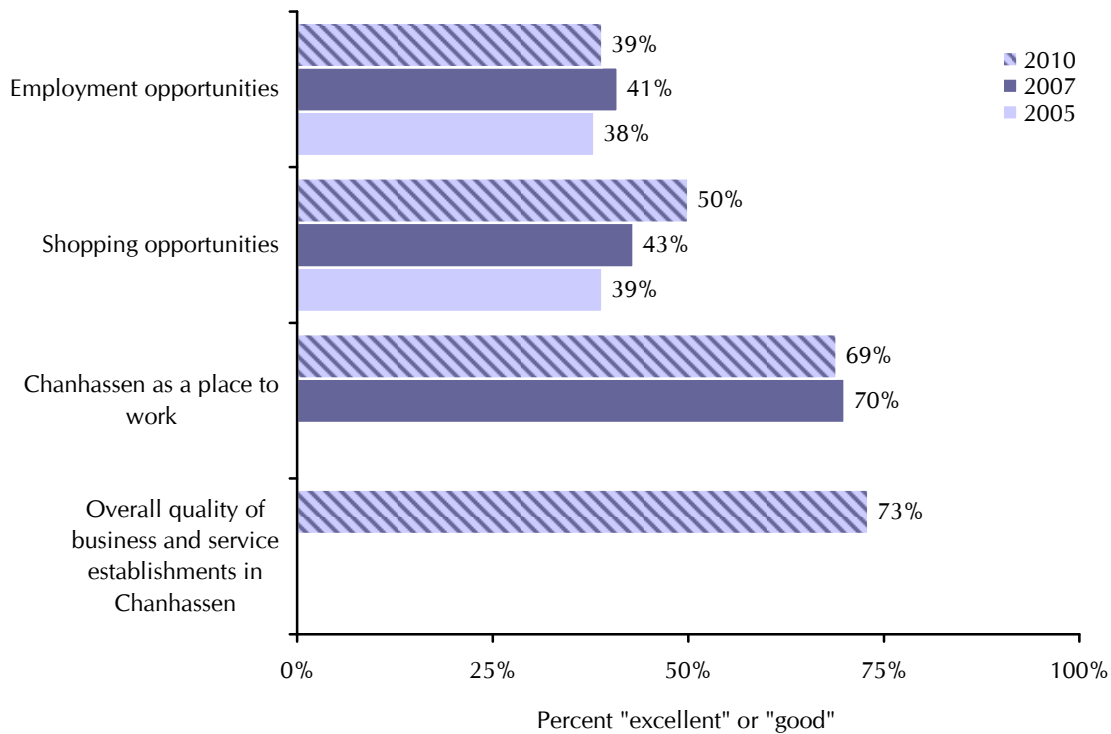


FIGURE 27: ECONOMIC SUSTAINABILITY AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Employment opportunities	Much above
Shopping opportunities	Similar
Chanhassen as a place to work	Much above
Overall quality of business and service establishments in Chanhassen	Much above

Residents were asked to evaluate the speed of jobs growth and retail growth on scale from “much too slow” to “much too fast.” When asked about the rate of job growth in Chanhassen, 67% responded that it was “too slow,” while 47% reported retail growth as “too slow.” More residents in Chanhassen compared to other jurisdictions believed that retail growth was too slow and fewer residents believed that job growth was too slow.

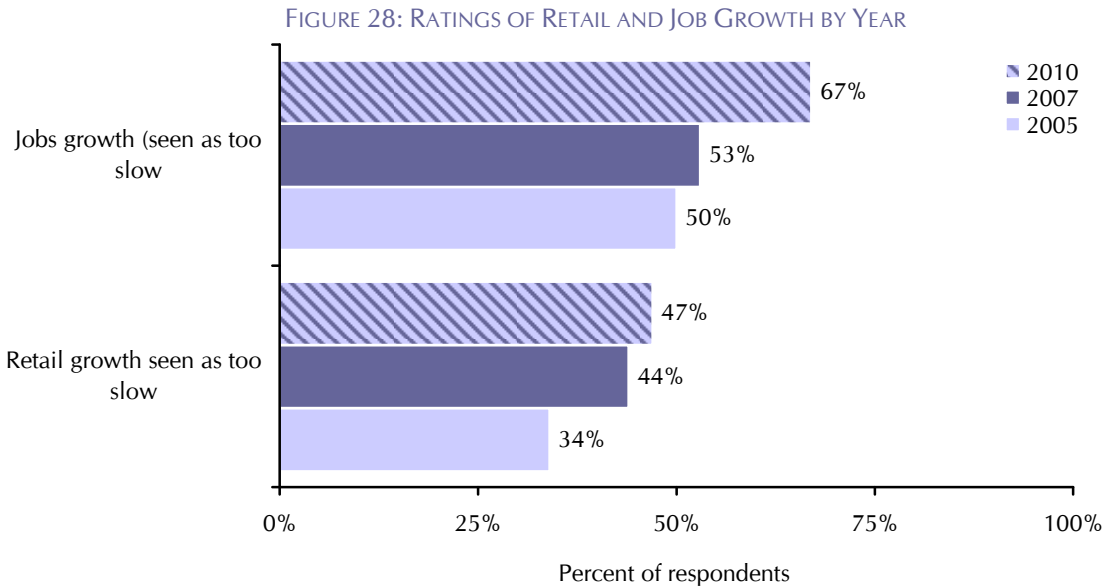


FIGURE 29: RETAIL AND JOB GROWTH BENCHMARKS

	Comparison to benchmark
Retail growth seen as too slow	Much more
Jobs growth seen as too slow	Much less

FIGURE 30: RATINGS OF ECONOMIC DEVELOPMENT SERVICES BY YEAR

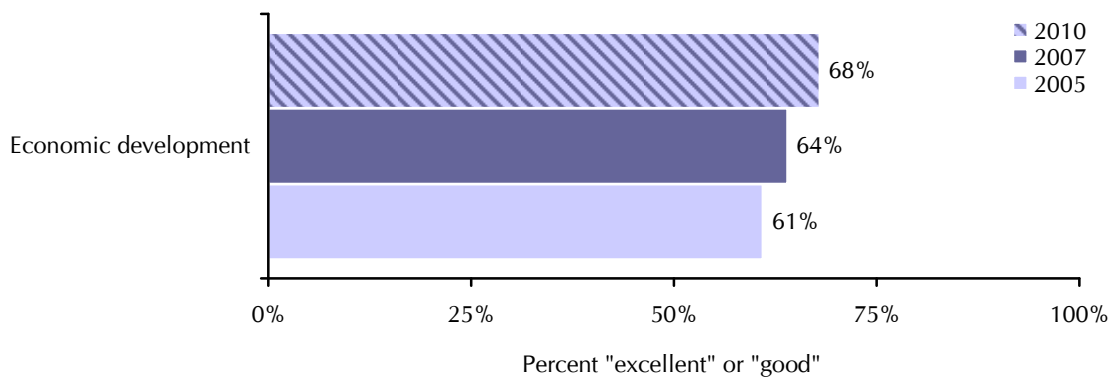


FIGURE 31: ECONOMIC DEVELOPMENT SERVICES BENCHMARKS

	Comparison to benchmark
Economic development	Much above

Residents were asked to reflect on their economic prospects in the near term. Twenty-one percent of the City of Chanhassen residents expected that the coming six months would have a “somewhat” or “very” positive impact on their family. The percent of residents with an optimistic outlook on their household income was higher than comparison jurisdictions.

FIGURE 32: RATINGS OF PERSONAL ECONOMIC FUTURE BY YEAR

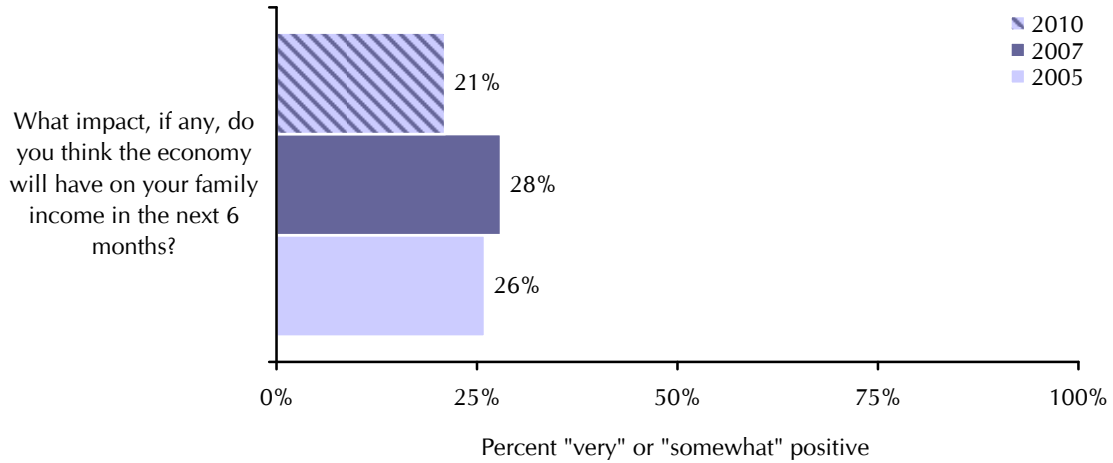


FIGURE 33: PERSONAL ECONOMIC FUTURE BENCHMARKS

Comparison to benchmark	
Positive impact of economy on household income	Above

PUBLIC SAFETY

Safety from violent or property crimes creates the cornerstone of an attractive community. No one wants to live in fear of crime, fire or natural hazards, and communities in which residents feel protected or unthreatened are communities that are more likely to show growth in population, commerce and property value.

Residents were asked to rate their feelings of safety from violent crimes, property crimes, fire and environmental dangers and to evaluate the local agencies whose main charge is to provide protection from these dangers. Almost all gave positive ratings of safety in the City Chanhassen. About 95% percent of those completing the questionnaire said they felt “very” or “somewhat” safe from violent crimes and 89% felt “very” or “somewhat” safe from environmental hazards. Safety ratings remained stable or improved over time.

FIGURE 34: RATINGS OF COMMUNITY AND PERSONAL PUBLIC SAFETY BY YEAR

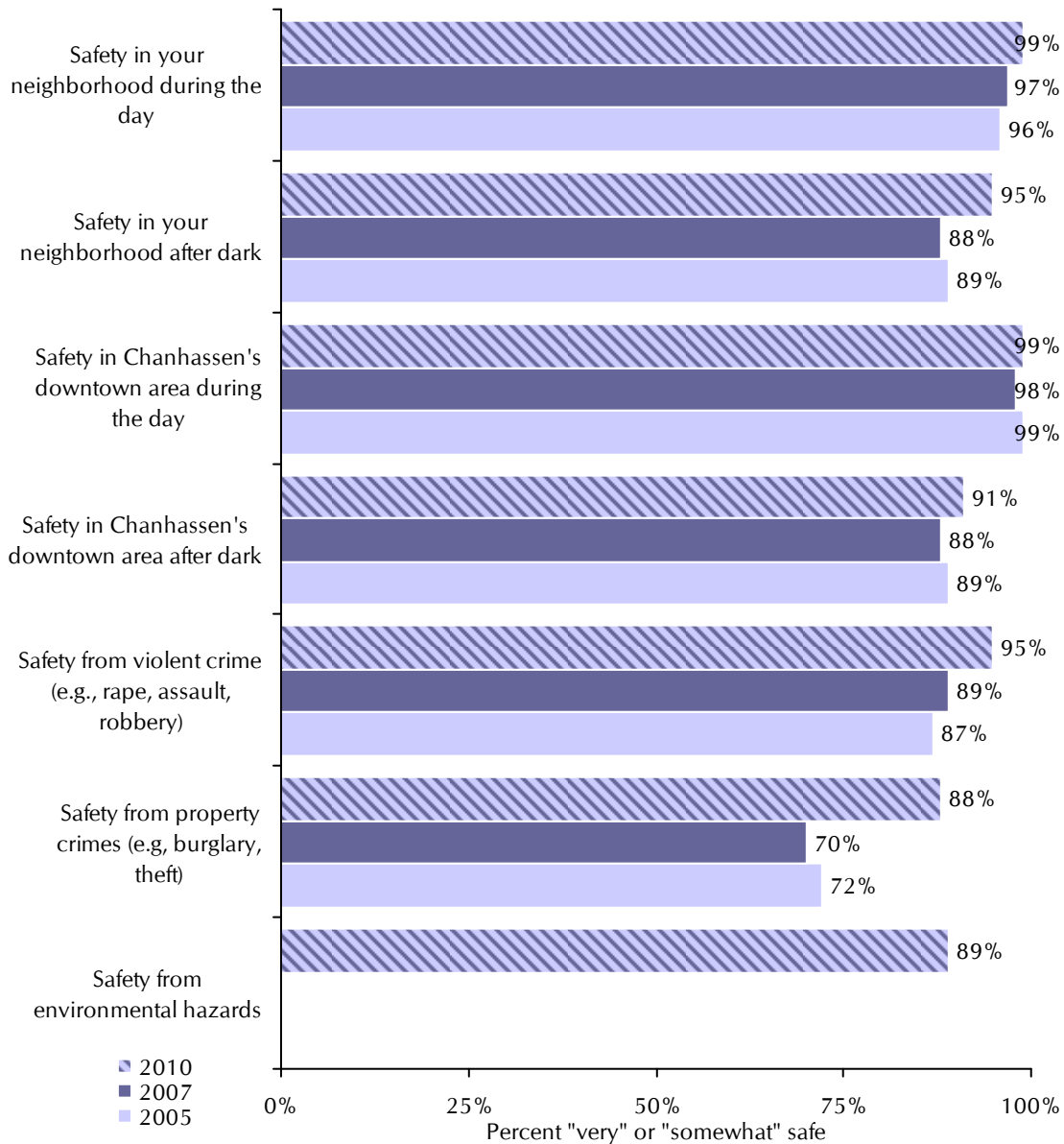


FIGURE 35: COMMUNITY AND PERSONAL PUBLIC SAFETY BENCHMARKS

	Comparison to benchmark
In your neighborhood during the day	Much above
In your neighborhood after dark	Much above
In Chanhassen's downtown area during the day	Much above
In Chanhassen's downtown area after dark	Much above
Violent crime (e.g., rape, assault, robbery)	Much above
Property crimes (e.g., burglary, theft)	Much above
Environmental hazards, including toxic waste	Much above

As assessed by the survey, 3% of respondents reported that someone in the household had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 100% had reported it to police. Compared to other jurisdictions fewer Chanhassen residents had been victims of crime in the 12 months preceding the survey and more of Chanhassen residents had reported their most recent crime victimization to the police.

FIGURE 36: CRIME VICTIMIZATION AND REPORTING BY YEAR

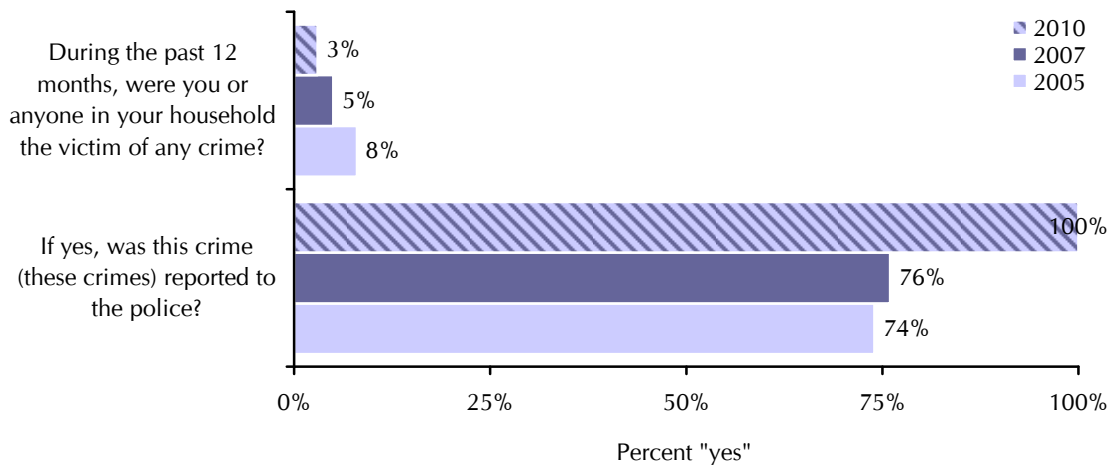


FIGURE 37: CRIME VICTIMIZATION AND REPORTING BENCHMARKS

	Comparison to benchmark
Victim of crime	Much less
Reported crimes	Much more

Residents rated seven City public safety services; of these, all seven were rated much above the benchmark comparison. Fire services and ambulance or emergency medical services received the highest ratings, while traffic enforcement and emergency preparedness received the lowest ratings. The rating for crime prevention improved from 2007 to 2010.

FIGURE 38: RATINGS OF PUBLIC SAFETY SERVICES BY YEAR

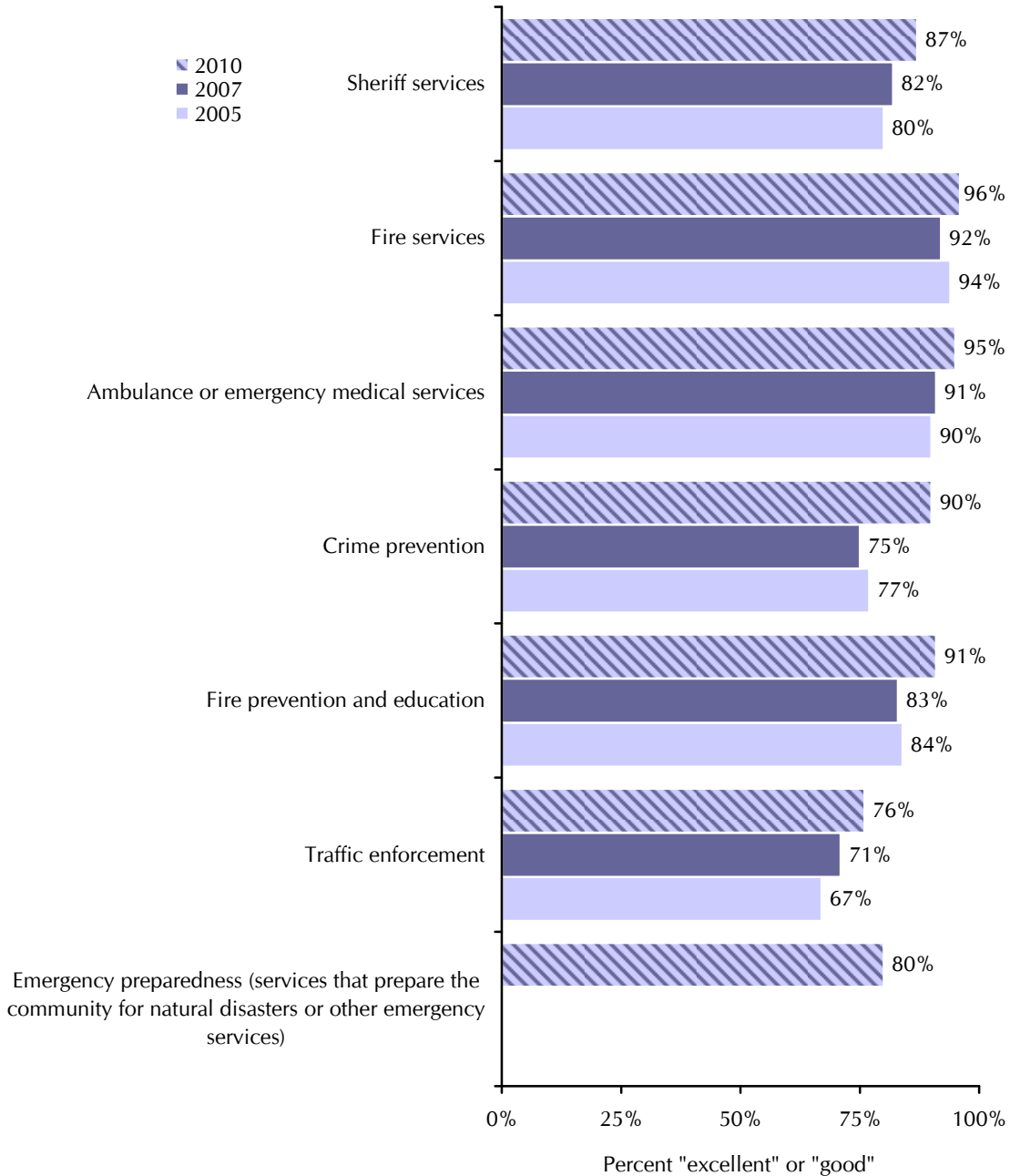


FIGURE 39: PUBLIC SAFETY SERVICES BENCHMARKS

	Comparison to benchmark
Sheriff services	Much above
Fire services	Much above
Ambulance or emergency medical services	Much above
Crime prevention	Much above
Fire prevention and education	Much above
Traffic enforcement	Much above
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Much above

FIGURE 40: CONTACT WITH POLICE DEPARTMENT

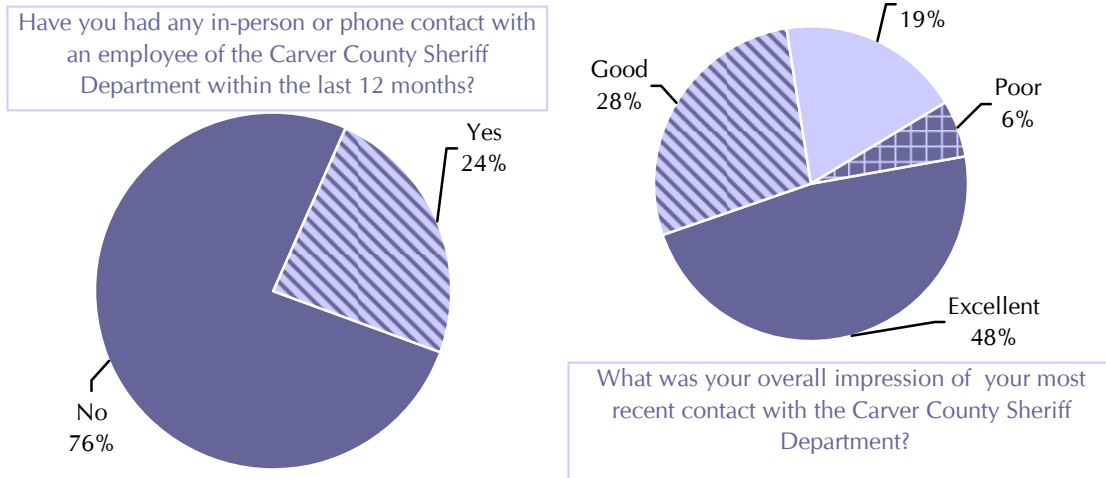


FIGURE 41: CONTACT WITH FIRE DEPARTMENT

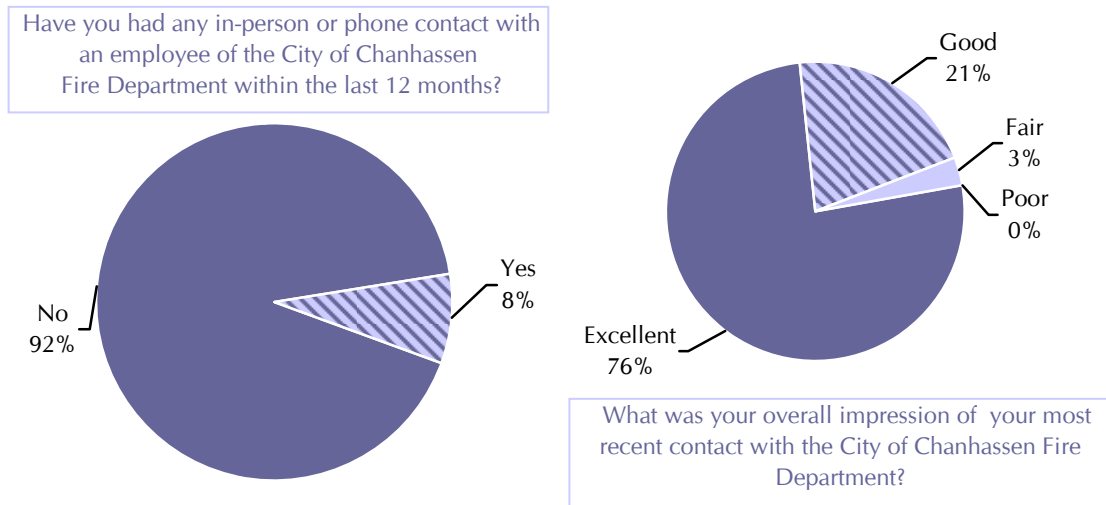


FIGURE 42: CONTACT WITH POLICE AND FIRE DEPARTMENTS BENCHMARKS

	Comparison to benchmark
Had contact with the Carver County Sheriff Department	Much less
Overall impression of most recent contact with the Carver County Sheriff Department	Much above
Had contact with the City of Chanhasen Fire Department	Much less
Overall impression of most recent contact with the City of Chanhasen Fire Department	Much above

ENVIRONMENTAL SUSTAINABILITY

Residents value the aesthetic qualities of their hometowns and appreciate features such as overall cleanliness and landscaping. In addition, the appearance and smell or taste of the air and water do not go unnoticed. These days, increasing attention is paid to proper treatment of the environment. At the same time that they are attending to community appearance and cleanliness, cities, counties, states and the nation are going “Green”. These strengthening environmental concerns extend to trash haul, recycling, sewer services, the delivery of power and water and preservation of open spaces. Treatment of the environment affects air and water quality and, generally, how habitable and inviting a place appears.

Residents of the City of Chanhassen were asked to evaluate their local environment and the services provided to ensure its quality. The overall quality of the natural environment was rated as “excellent” or “good” by 94% of survey respondents.

FIGURE 43: RATINGS OF THE COMMUNITY'S NATURAL ENVIRONMENT BY YEAR

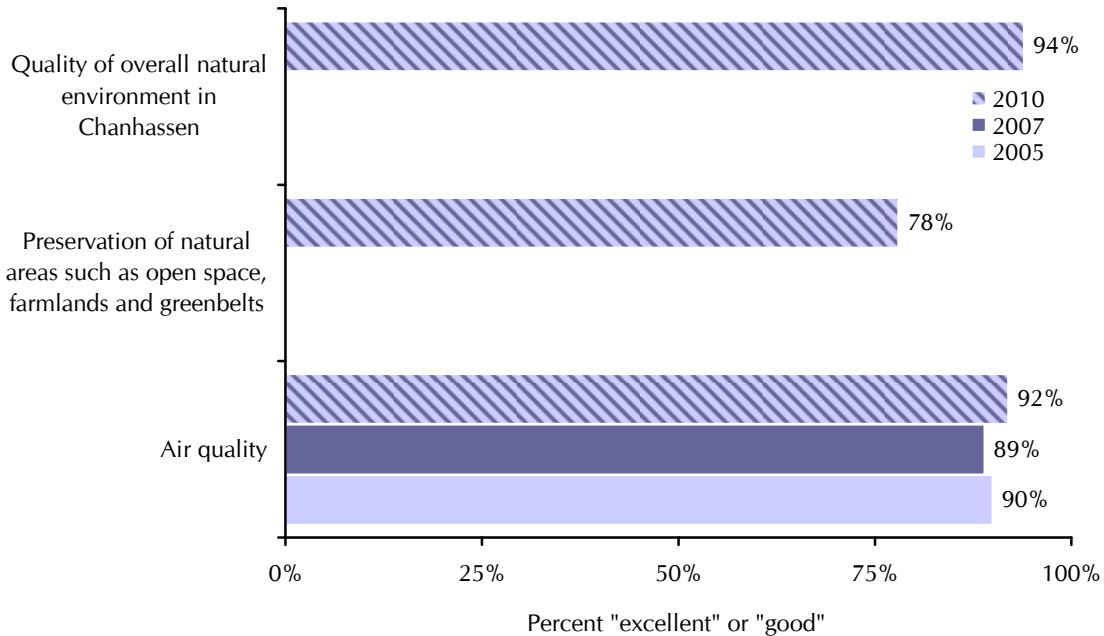


FIGURE 44: COMMUNITY ENVIRONMENT BENCHMARKS

	Comparison to benchmark
Quality of overall natural environment in Chanhassen	Much above
Preservation of natural areas such as open space, farmlands and greenbelts	Much above
Air quality	Much above

Resident recycling was greater than recycling reported in comparison communities.

FIGURE 45: FREQUENCY OF RECYCLING IN LAST 12 MONTHS BY YEAR

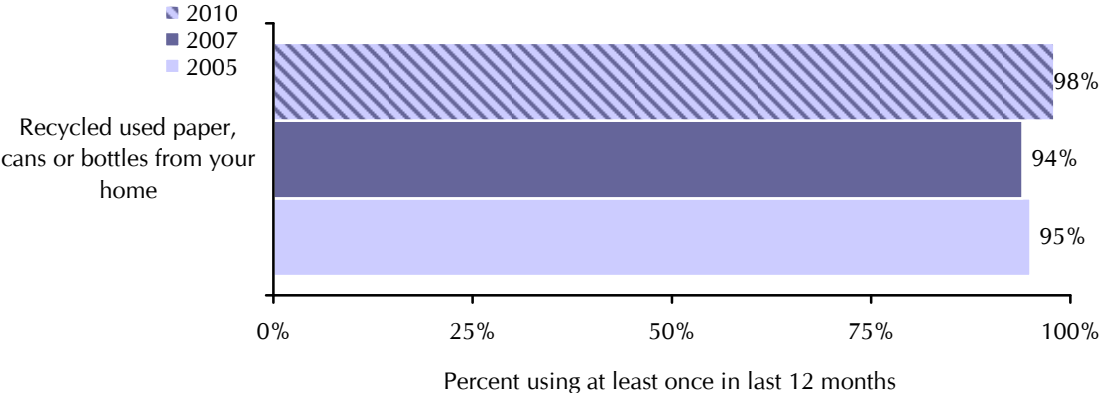


FIGURE 46: FREQUENCY OF RECYCLING BENCHMARKS

	Comparison to benchmark
Recycled used paper, cans or bottles from your home	Much more

Of the six utility services rated by those completing the questionnaire, all six were higher than the benchmark comparison. These service ratings trends were upward when compared to past surveys.

FIGURE 47: RATINGS OF UTILITY SERVICES BY YEAR

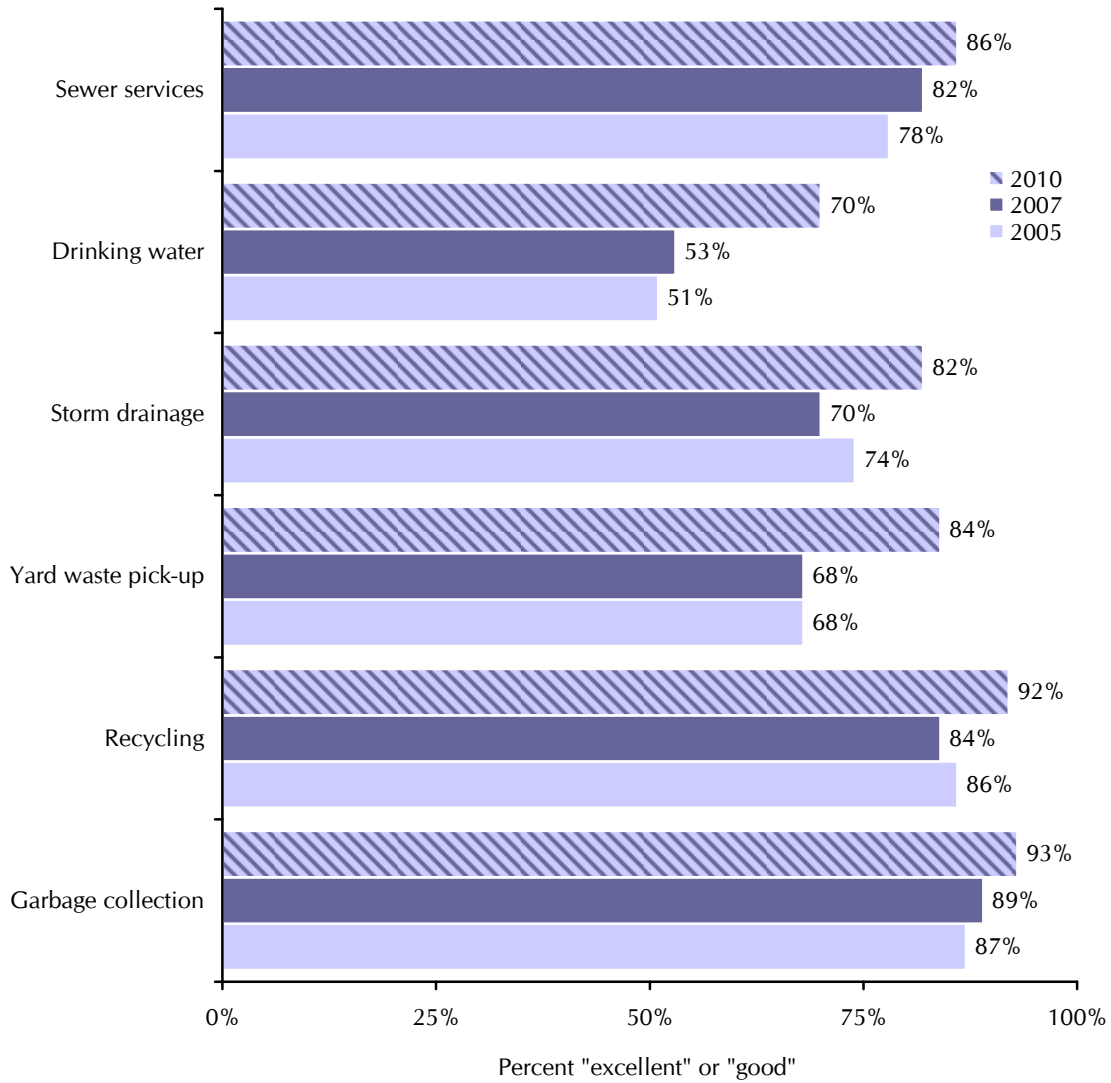


FIGURE 48: UTILITY SERVICES BENCHMARKS

	Comparison to benchmark
Sewer services	Much above
Drinking water	Above
Storm drainage	Much above
Yard waste pick-up	Much above
Recycling	Much above
Garbage collection	Much above

RECREATION AND WELLNESS

Parks and Recreation

Quality parks and recreation opportunities help to define a community as more than the grind of its business, traffic and hard work. Leisure activities vastly can improve the quality of life of residents, serving both to entertain and mobilize good health. The survey contained questions seeking residents' perspectives about opportunities and services related to the community's parks and recreation services.

Recreation opportunities in the City of Chanhasen were rated positively as were services related to parks and recreation. Parks and recreation ratings have increased over time.

Resident use of Chanhasen parks and recreation facilities tells its own story about the attractiveness and accessibility of those services. The percent of residents that used Chanhasen recreation centers was about the same as the percent of users in comparison jurisdictions. Similarly, recreation program use in Chanhasen was about the same as use in comparison jurisdictions.

FIGURE 49: RATINGS OF COMMUNITY RECREATIONAL OPPORTUNITIES BY YEAR

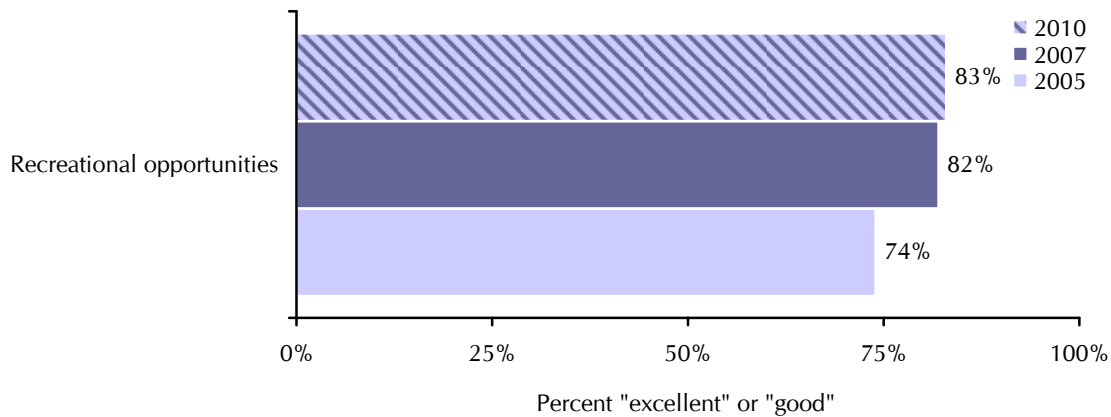


FIGURE 50: COMMUNITY RECREATIONAL OPPORTUNITIES BENCHMARKS

Comparison to benchmark	
Recreation opportunities	Much above

FIGURE 51: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BY YEAR

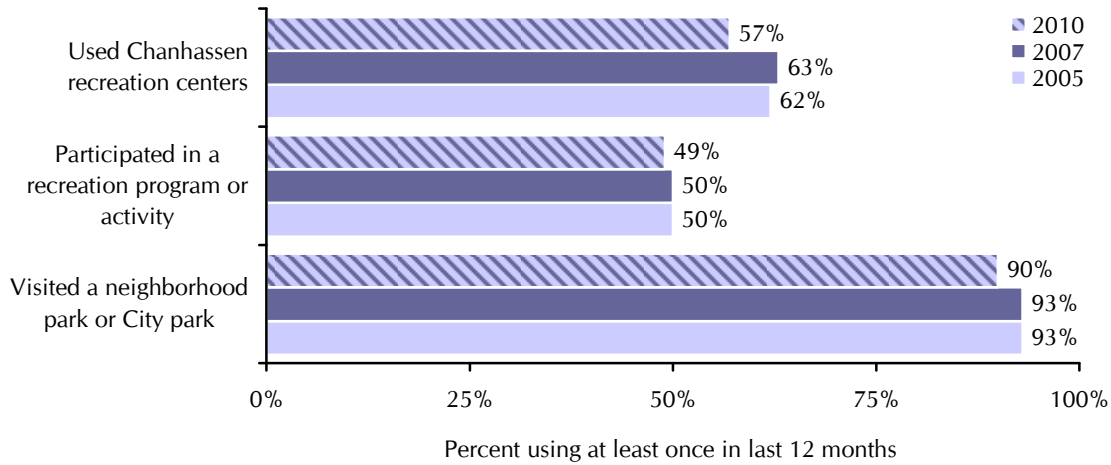


FIGURE 52: PARTICIPATION IN PARKS AND RECREATION OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Chanhassen recreation centers	Similar
Participated in a recreation program or activity	Similar
Visited a neighborhood park or City park	More

FIGURE 53: RATINGS OF PARKS AND RECREATION SERVICES BY YEAR

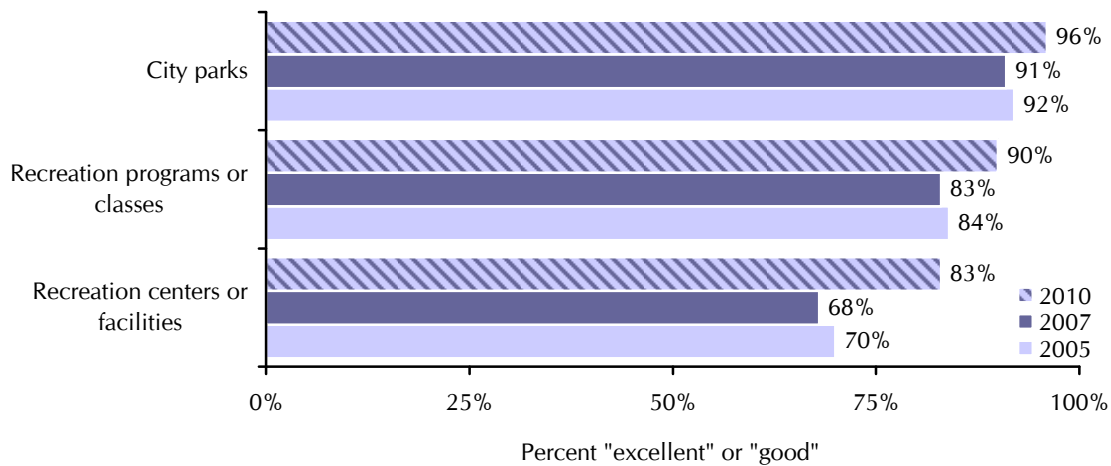


FIGURE 54: PARKS AND RECREATION SERVICES BENCHMARKS

	Comparison to benchmark
City parks	Much above
Recreation programs or classes	Much above
Recreation centers or facilities	Much above

Culture, Arts and Education

A full service community does not address only the life and safety of its residents. Like individuals who simply go to the office and return home, a community that pays attention only to the life sustaining basics becomes insular, dreary and uninspiring to business and themselves. In the case of communities without thriving culture, arts and education opportunities, the magnet that attracts those who might consider relocating there is vastly weakened. Cultural, artistic, social and educational services elevate the opportunities for personal growth among residents. In the survey, residents were asked about the quality of opportunities to participate in cultural and educational activities.

Opportunities to attend cultural activities were rated as “excellent” or “good” by 54% of respondents. Educational opportunities were rated as “excellent” or “good” by 76% of respondents. Compared to the benchmark data, educational opportunities were similar to the average of comparison jurisdictions, while cultural activity opportunities much above the benchmark comparison.

About 81% of Chanhassen residents used a City library at least once in the 12 months preceding the survey. This participation rate for library use was much higher than comparison jurisdictions.

FIGURE 55: RATINGS OF CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

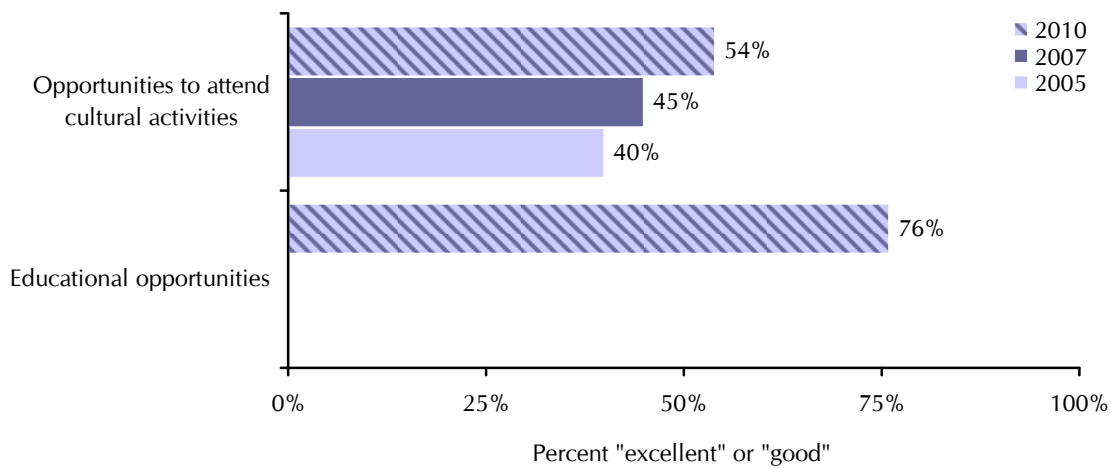


FIGURE 56: CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to attend cultural activities	Similar
Educational opportunities	Much above

FIGURE 57: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BY YEAR

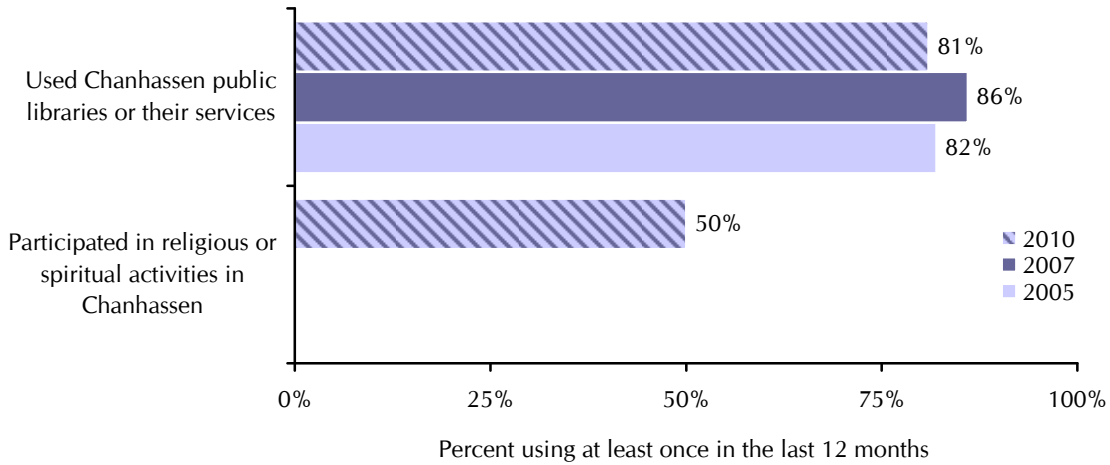


FIGURE 58: PARTICIPATION IN CULTURAL AND EDUCATIONAL OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Used Chanhassen public libraries or their services	Much more
Participated in religious or spiritual activities in Chanhassen	Similar

FIGURE 59: PERCEPTION OF CULTURAL AND EDUCATIONAL SERVICES BY YEAR

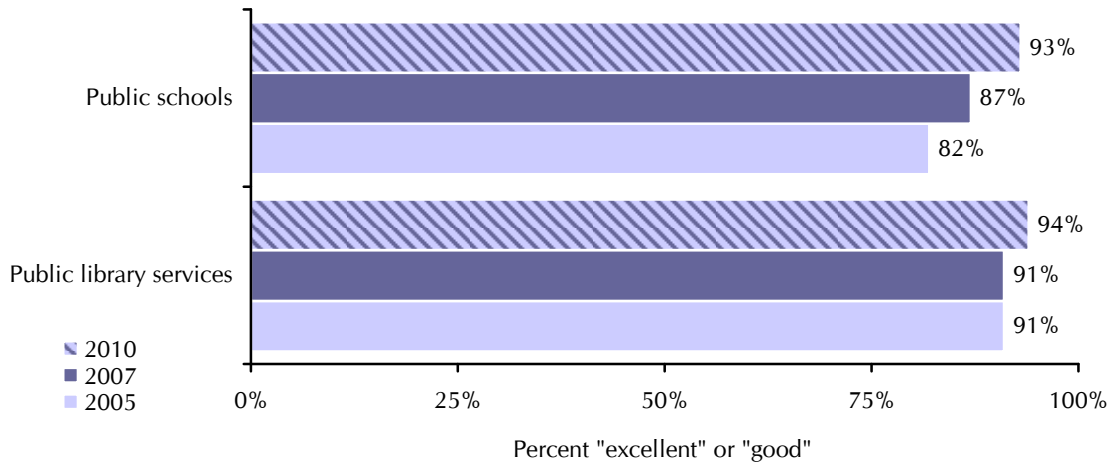


FIGURE 60: CULTURAL AND EDUCATIONAL SERVICES BENCHMARKS

	Comparison to benchmark
Public schools	Much above
Public library services	Much above

Health and Wellness

Healthy residents have the wherewithal to contribute to the economy as volunteers or employees and they do not present a burden in cost and time to others. Although residents bear the primary responsibility for their good health, local government provides services that can foster that well being and that provide care when residents are ill.

Residents of the City of Chanhassen were asked to rate the community's health services as well as the availability of health care, high quality affordable food and preventive health care services.

Among Chanhassen residents, 79% rated affordable quality health care as "excellent" or "good." Those ratings were much above the ratings of comparison communities.

FIGURE 61: RATINGS OF COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BY YEAR

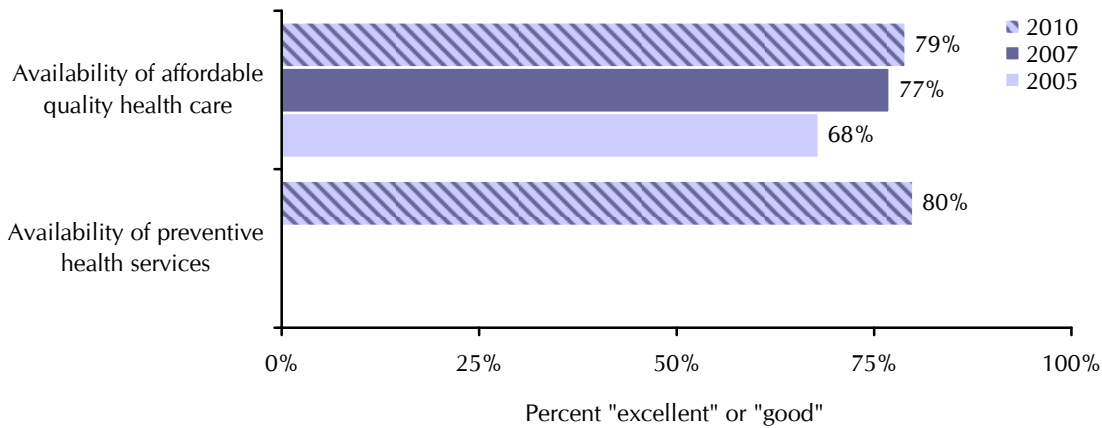


FIGURE 62: COMMUNITY HEALTH AND WELLNESS ACCESS AND OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Availability of affordable quality health care	Much above
Availability of preventive health services	Much above

FIGURE 63: RATINGS OF HEALTH AND WELLNESS SERVICES BY YEAR

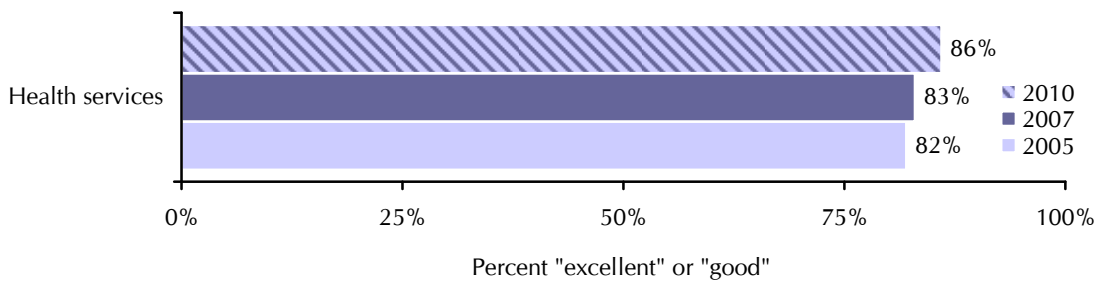


FIGURE 64: HEALTH AND WELLNESS SERVICES BENCHMARKS

	Comparison to benchmark
Health services	Much above

COMMUNITY INCLUSIVENESS

Diverse communities that include among their residents a mix of races, ages, wealth, ideas and beliefs have the raw material for the most vibrant and creative society. However, the presence of these features alone does not ensure a high quality or desirable space. Surveyed residents were asked about the success of the mix: the sense of community, the openness of residents to people of diverse backgrounds and the attractiveness of the City of Chanhassen as a place to raise children or to retire. They were also questioned about the quality of services delivered to various population subgroups, including older adults. A community that succeeds in creating an inclusive environment for a variety of residents is a community that offers more to many.

More than nine in ten residents rated the City of Chanhassen as an “excellent” or “good” place to raise kids and about three quarters rated it as an excellent or good place to retire. Most residents felt that the local sense of community was “excellent” or “good.” The availability of affordable quality child care was rated the lowest by residents but was much higher than the benchmark. The ratings for sense of community and Chanhassen as a place to retire improved from 2007 to 2010.

FIGURE 65: RATINGS OF COMMUNITY QUALITY AND INCLUSIVENESS BY YEAR

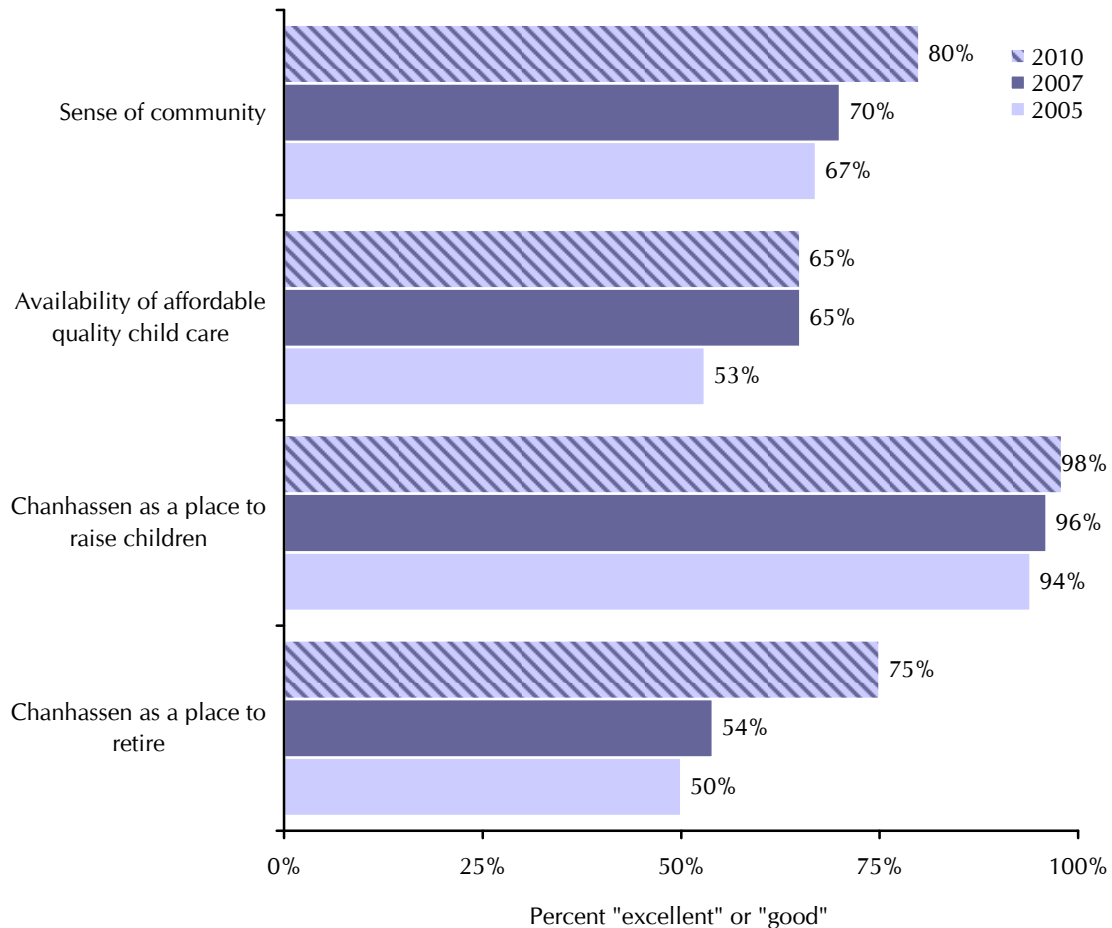


FIGURE 66: COMMUNITY QUALITY AND INCLUSIVENESS BENCHMARKS

	Comparison to benchmark
Sense of community	Much above
Availability of affordable quality child care	Much above
Chanhassen as a place to raise kids	Much above
Chanhassen as a place to retire	Much above

Services to more vulnerable populations (e.g., seniors or youth) ranged from 84% to 89% with ratings of “excellent” or “good.”

FIGURE 67: RATINGS OF QUALITY OF SERVICES PROVIDED FOR POPULATION SUBGROUPS BY YEAR

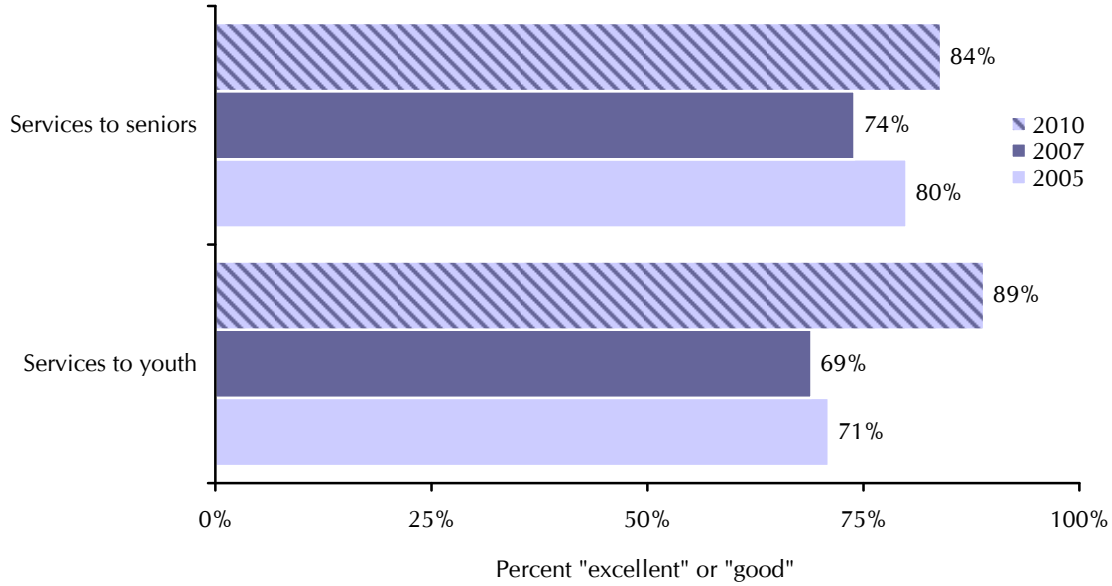


FIGURE 68: SERVICES PROVIDED FOR POPULATION SUBGROUPS BENCHMARKS

	Comparison to benchmark
Services to seniors	Much above
Services to youth	Much above

CIVIC ENGAGEMENT

Government leaders, elected or hired, cannot run a jurisdiction alone and a jurisdiction cannot run effectively if residents remain strangers with little to connect them. Elected officials and staff require the assistance of local residents whether that assistance comes in tacit approval or eager help; and commonality of purpose among the electorate facilitates policies and programs that appeal to most and causes discord among few. Furthermore, when neighbors help neighbors, the cost to the community to provide services to residents in need declines. When residents are civically engaged, they have taken the opportunity to participate in making the community more livable for all. The extent to which local government provides opportunities to become informed and engaged and the extent to which residents take those opportunities is an indicator of the connection between government and populace. By understanding your residents' level of connection to, knowledge of and participation in local government, the City can find better opportunities to communicate and educate citizens about its mission, services, accomplishments and plans. Communities with strong civic engagement may be more likely to see the benefits of programs intended to improve the quality of life of all residents and therefore would be more likely to support those new policies or programs.

Civic Activity

Respondents were asked about the perceived community volunteering opportunities and their participation as citizens of the City of Chanhassen. Survey participants rated the volunteer opportunities in the City of Chanhassen somewhat favorably. Opportunities to attend or participate in community matters were rated similarly.

The rating for opportunities to participate in community matters was much above the benchmark while the rating for opportunities to volunteer was similar.

FIGURE 69: RATINGS OF CIVIC ENGAGEMENT OPPORTUNITIES

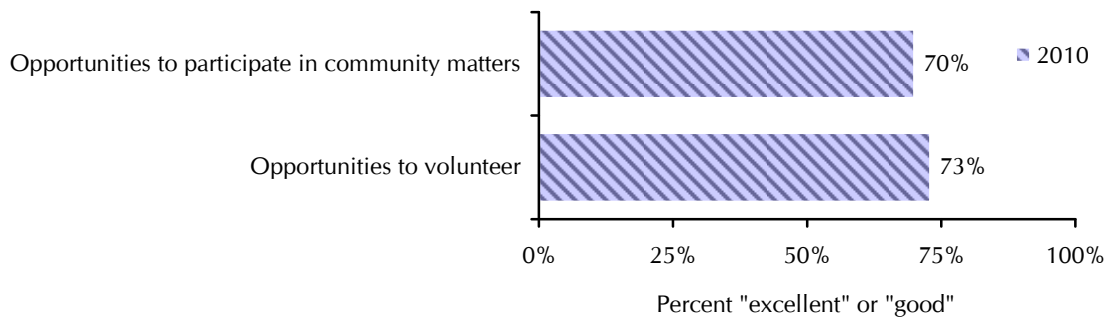


FIGURE 70: CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in community matters	Much above
Opportunities to volunteer	Similar

Most of the participants in this survey had not attended a public meeting, volunteered time to a group or participated in a club in the 12 months prior to the survey, but the vast majority had helped a friend. The participation rates of these civic behaviors were compared to the rates in other jurisdictions. Providing help to a friend or neighbor showed similar rates of involvement; while attending a meeting, watching a meeting, volunteering and participating in a club showed lower rates of community engagement.

FIGURE 71: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BY YEAR¹

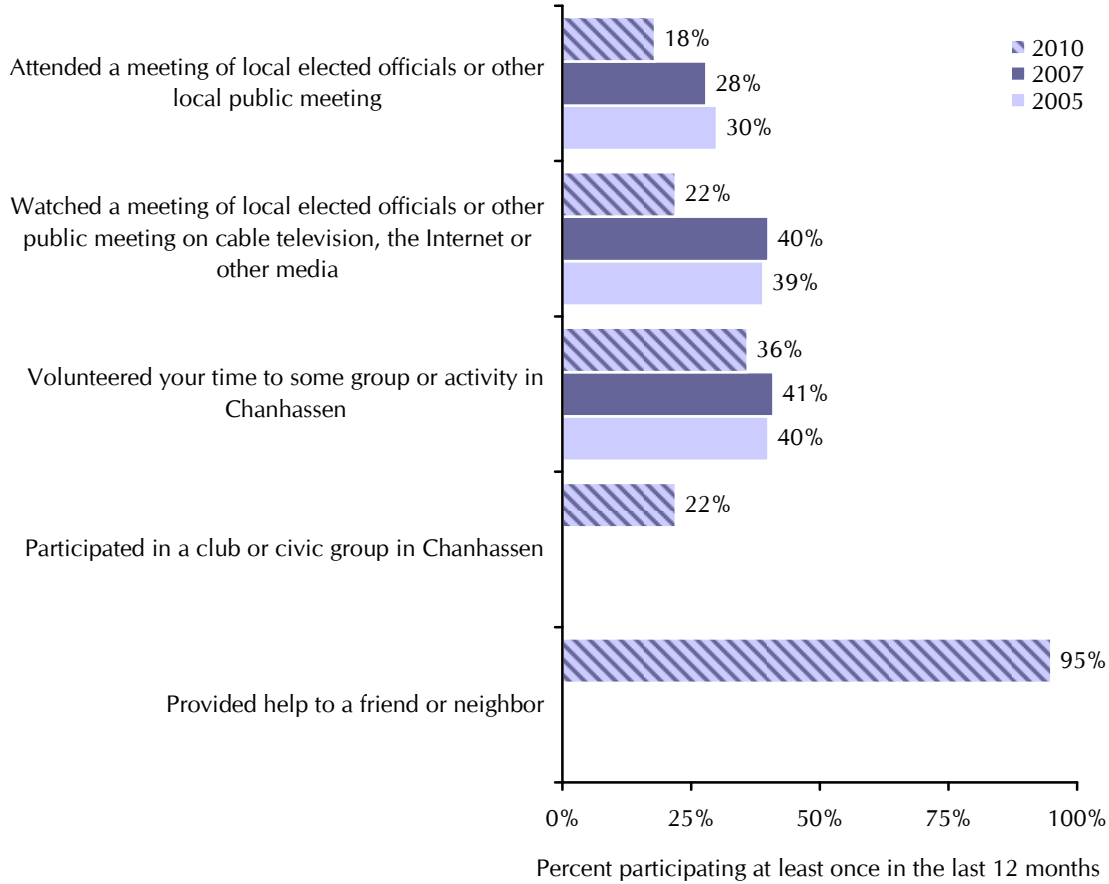
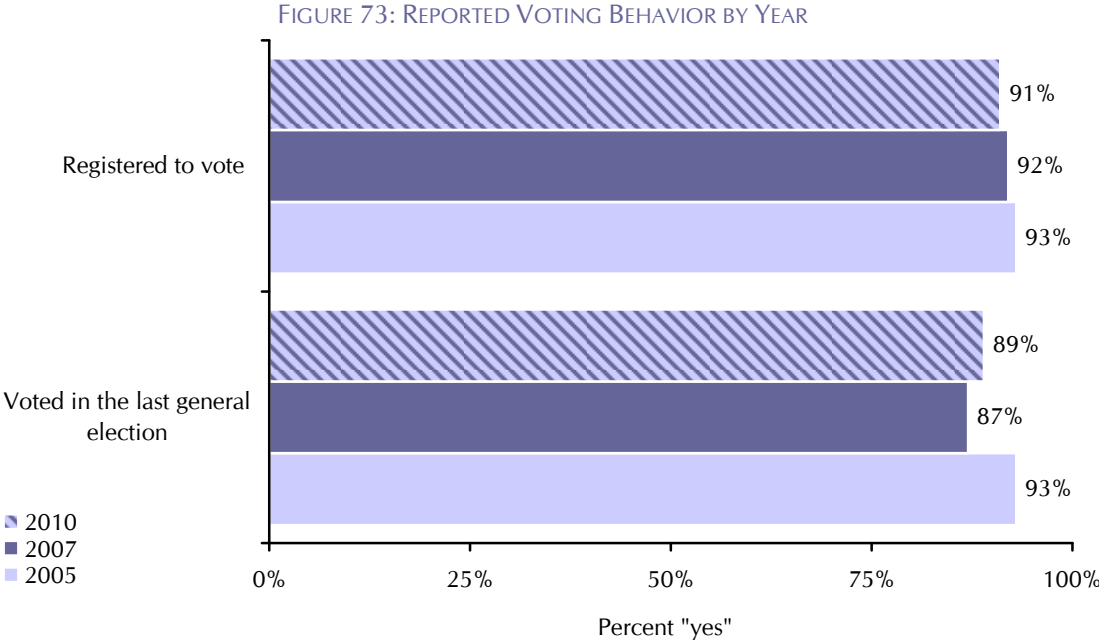


FIGURE 72: PARTICIPATION IN CIVIC ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Attended a meeting of local elected officials or other local public meeting	Much less
Watched a meeting of local elected officials or other public meeting on cable television, the Internet or other media	Much less
Volunteered your time to some group or activity in Chanhassen	Much less
Participated in a club or civic group in Chanhassen	Much less
Provided help to a friend or neighbor	Similar

¹ Over the past few years, local governments have adopted communication strategies that embrace the Internet and new media. In 2010, the question, “Watched a meeting of local elected officials or other local public meeting on cable television” was revised to include “the Internet or other media” to better reflect this trend.

City of Chanhassen residents showed the largest amount of civic engagement in the area of electoral participation. Ninety-one percent reported they were registered to vote and 89% indicated they had voted in the last general election. This rate of self-reported voting was much higher than comparison communities.



Note: In addition to the removal of “don’t know” responses, those who said “ineligible to vote” also have been omitted from this calculation. The full frequencies appear in Appendix A.

FIGURE 74: VOTING BEHAVIOR BENCHMARKS

	Comparison to benchmark
Registered to vote	Much more
Voted in last general election	Much more

Information and Awareness

Those completing the survey were asked about their use and perceptions of various information sources and local government media services. When asked whether they had visited the City of Chanhassen Web site in the previous 12 months, 73% reported they had done so at least once. Public information services were rated favorably compared to benchmark data and had increased over time.

FIGURE 75: USE OF INFORMATION SOURCES BY YEAR

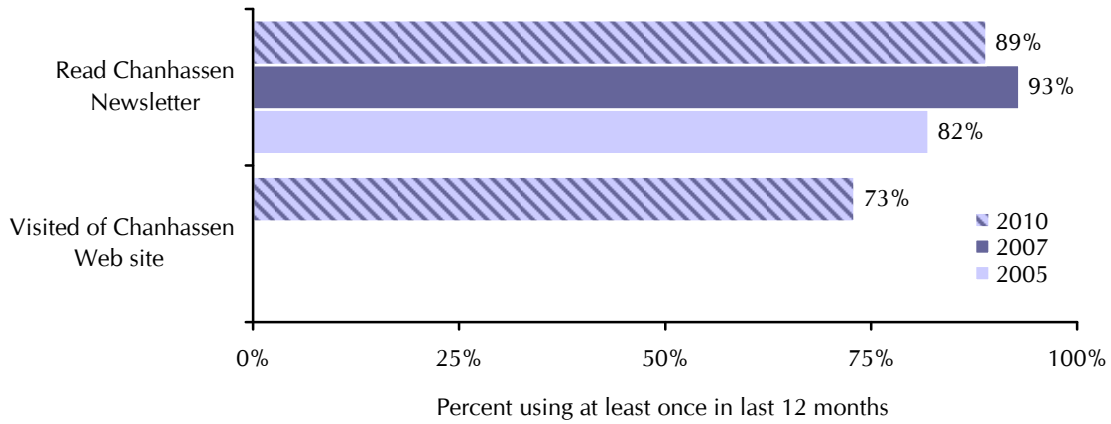


FIGURE 76: USE OF INFORMATION SOURCES BENCHMARKS

	Comparison to benchmark
Read Chanhassen Newsletter	Much more
Visited the City of Chanhassen Web site (at www.ci.chanhassen.mn.us)	Much more

FIGURE 77: RATINGS OF LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BY YEAR

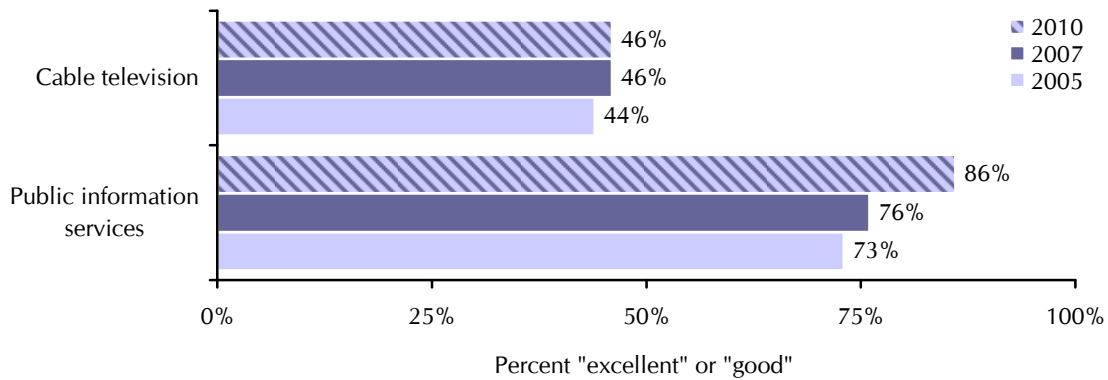


FIGURE 78: LOCAL GOVERNMENT MEDIA SERVICES AND INFORMATION DISSEMINATION BENCHMARKS

	Comparison to benchmark
Cable television	Below
Public information services	Much above

Social Engagement

Opportunities to participate in social events and activities were rated as “excellent” or “good” by 74% of respondents, while even more rated opportunities to participate in religious or spiritual events and activities as “excellent” or “good.”

FIGURE 79: RATINGS OF SOCIAL ENGAGEMENT OPPORTUNITIES

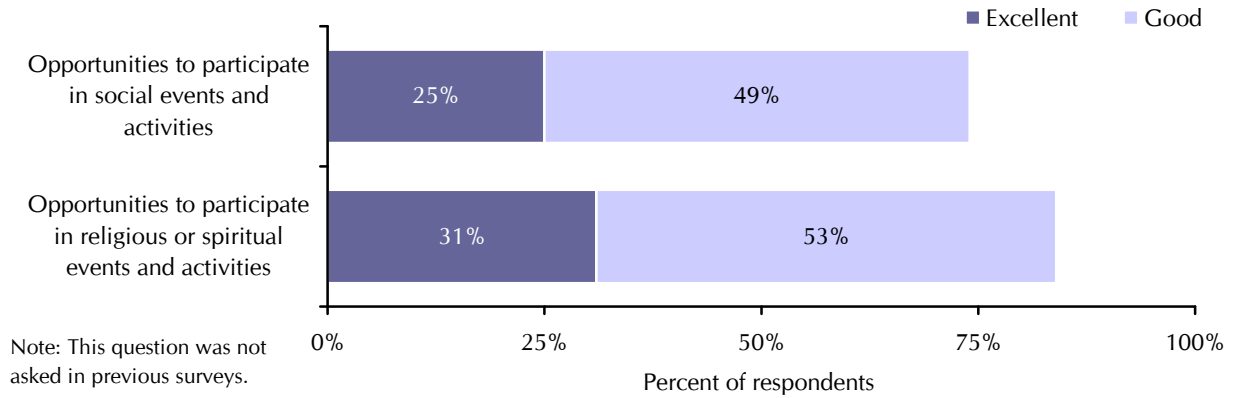


FIGURE 80: SOCIAL ENGAGEMENT OPPORTUNITIES BENCHMARKS

	Comparison to benchmark
Opportunities to participate in social events and activities	Much above
Opportunities to participate in religious or spiritual events and activities	Above

Residents in Chanhassen reported a strong amount of neighborliness. More than 64% indicated talking or visiting with their neighbors at least several times a week. This amount of contact with neighbors was much more than the amount of contact reported in other communities.

FIGURE 81: CONTACT WITH IMMEDIATE NEIGHBORS

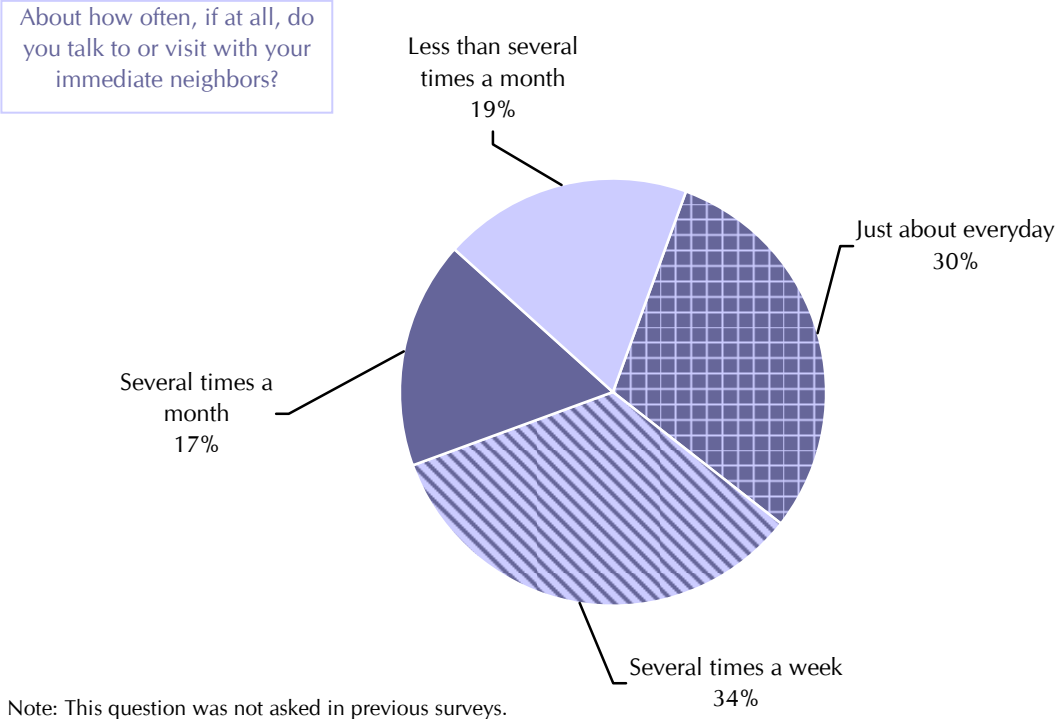


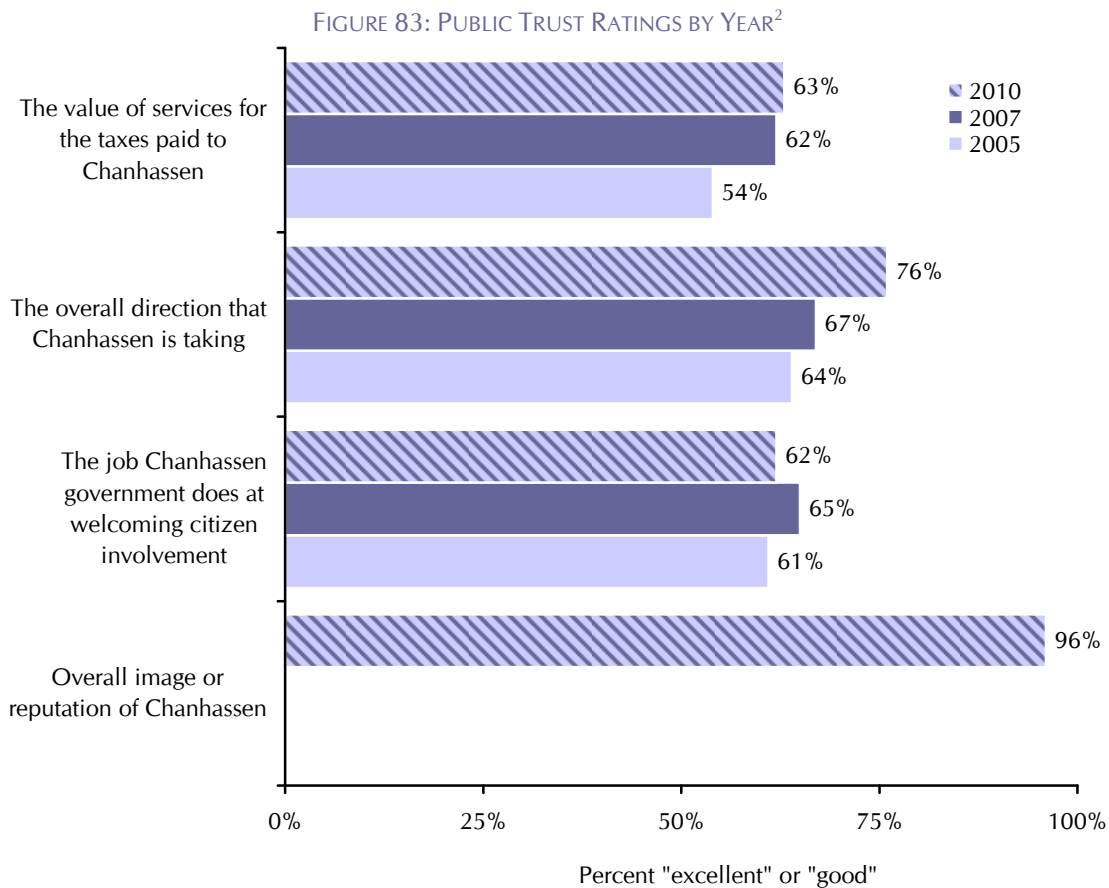
FIGURE 82: CONTACT WITH IMMEDIATE NEIGHBORS BENCHMARKS

Comparison to benchmark	
Has contact with neighbors at least several times per week	Much more

PUBLIC TRUST

When local government leaders are trusted, an environment of cooperation is more likely to surround all decisions they make. Cooperation leads to easier communication between leaders and residents and increases the likelihood that high value policies and programs will be implemented to improve the quality of life of the entire community. Trust can be measured in residents' opinions about the overall direction the City of Chanhassen is taking, their perspectives about the service value their taxes purchase and the openness of government to citizen participation. In addition, resident opinion about services provided by the City of Chanhassen could be compared to their opinion about services provided by the state and federal governments. If residents find nothing to admire in the services delivered by any level of government, their opinions about the City of Chanhassen may be colored by their dislike of what all levels of government provide.

A majority of respondents felt that the value of services for taxes paid was "excellent" or "good." When asked to rate the job the City of Chanhassen does at welcoming citizen involvement, 62% rated it as "excellent" or "good." Of these four ratings, all were much above the benchmark.



² For jurisdictions that have conducted The NCS prior to 2008, this change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust. It is well to factor in the possible change due to question wording this way: if you show an increase, you may have found even more improvement with the same question wording; if you show no change, you may have shown a slight increase with the same question wording; if you show a decrease, community sentiment is probably about stable.

FIGURE 84: PUBLIC TRUST BENCHMARKS

	Comparison to benchmark
Value of services for the taxes paid to Chanhassen	Much above
The overall direction that Chanhassen is taking	Much above
Job Chanhassen government does at welcoming citizen involvement	Much above
Overall image or reputation of Chanhassen	Much above

On average, residents of the City of Chanhassen gave the highest evaluations to their own local government and the lowest average rating to the federal government. The overall quality of services delivered by the City of Chanhassen was rated as “excellent” or “good” by 91% of survey participants. The City of Chanhassen’s rating was much above benchmark. Ratings of overall City services have increased over the last three years.

FIGURE 85: RATINGS OF SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BY YEAR

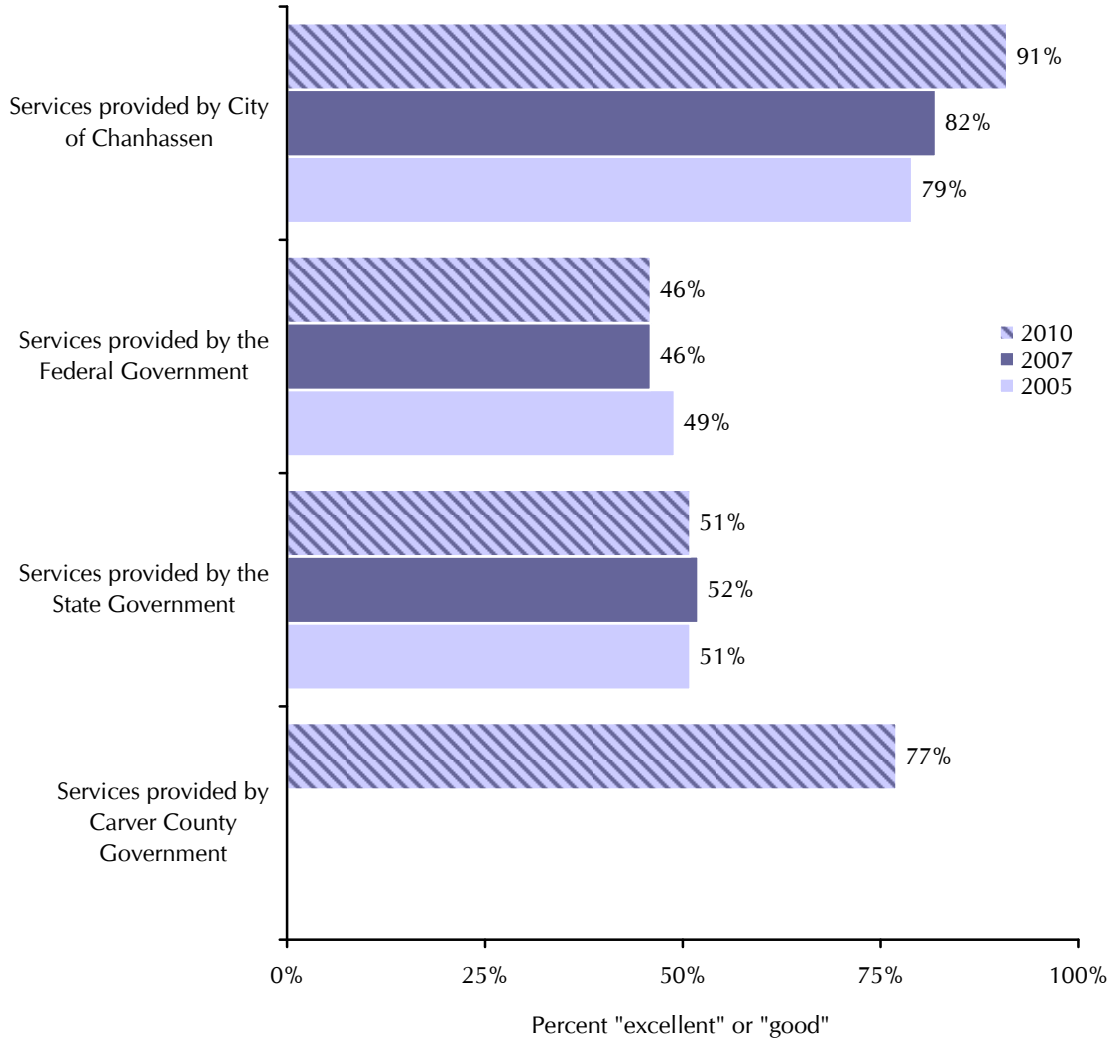


FIGURE 86: SERVICES PROVIDED BY LOCAL, STATE AND FEDERAL GOVERNMENTS BENCHMARKS

	Comparison to benchmark
Services provided by the City of Chanhassen	Much above
Services provided by the Federal Government	Similar
Services provided by the State Government	Much above
Services provided by Carver County Government	Much above

City of Chanhassen Employees

The employees of the City of Chanhassen who interact with the public create the first impression that most residents have of the City of Chanhassen. Front line staff who provide information, assist with bill paying, collect trash, create service schedules, fight fires and crime and even give traffic tickets are the collective face of the City of Chanhassen. As such, it is important to know about residents' experience talking with that "face." When employees appear to be knowledgeable, responsive and courteous, residents are more likely to feel that any needs or problems may be solved through positive and productive interactions with the City of Chanhassen staff.

Those completing the survey were asked if they had been in contact with a City employee either in-person or over the phone in the last 12 months; the 48% who reported that they had been in contact (a percent that is lower than the benchmark comparison) were then asked to indicate overall how satisfied they were with the employee in their most recent contact. City employees were rated highly; 89% of respondents rated their overall impression as "excellent" or "good." Employee ratings were higher than the benchmark and were higher than or similar to past survey years.

FIGURE 87: PROPORTION OF RESPONDENTS WHO HAD CONTACT WITH CITY EMPLOYEES IN PREVIOUS 12 MONTHS BY YEAR

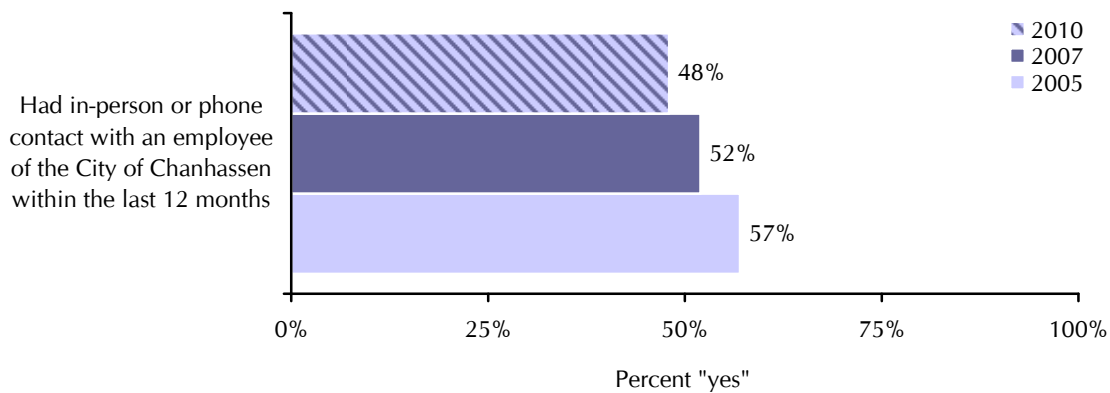


FIGURE 88: CONTACT WITH CITY EMPLOYEES BENCHMARKS

	Comparison to benchmark
Had contact with City employee(s) in last 12 months	Much less

FIGURE 89: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BY YEAR

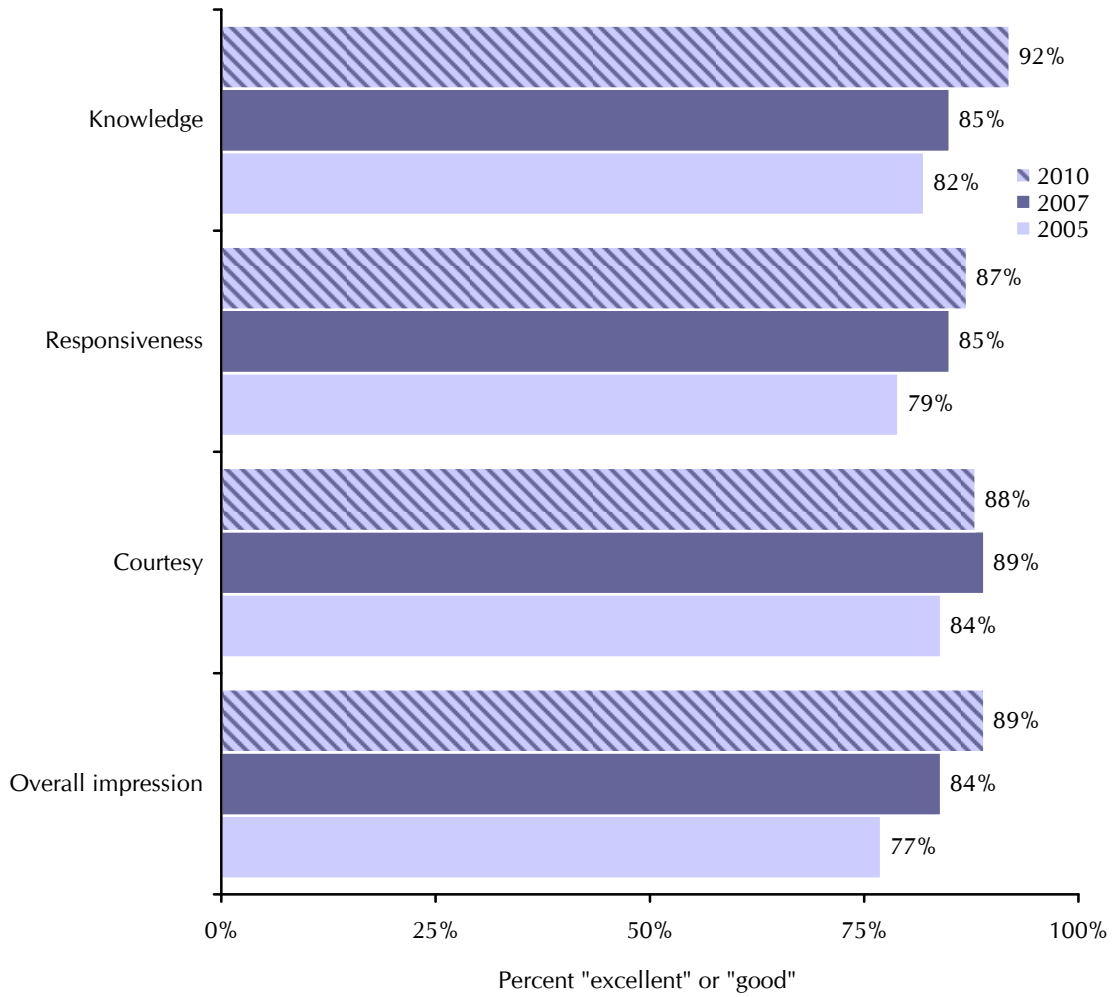


FIGURE 90: RATINGS OF CITY EMPLOYEES (AMONG THOSE WHO HAD CONTACT) BENCHMARKS

	Comparison to benchmark
Knowledge	Much above
Responsiveness	Much above
Courteousness	Much above
Overall impression	Much above

FROM DATA TO ACTION

RESIDENT PRIORITIES

Knowing where to focus limited resources to improve residents' opinions of local government requires information that targets the services that are most important to residents. However, when residents are asked what services are most important, they rarely stray beyond core services – those directed to save lives and improve safety.

In market research, identifying the most important characteristics of a transaction or product is called Key Driver Analysis (KDA). The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, responses often are expected or misleading – just as they can be in the context of a citizen survey. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions.

In local government core services – like fire protection – invariably land at the top of the list created when residents are asked about the most important local government services. And core services are important. But by using KDA, our approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services. Because services focused directly on life and safety remain essential to quality government, it is suggested that core services should remain the focus of continuous monitoring and improvement where necessary – but monitoring core services or asking residents to identify important services is not enough.

A KDA was conducted for the City of Chanhassen by examining the relationships between ratings of each service and ratings of the City of Chanhassen's overall services. Those Key Driver services that correlated most highly with residents' perceptions about overall City service quality have been identified. By targeting improvements in key services, the City of Chanhassen can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality. Because a strong correlation is not the same as a cause, there is no guarantee that improving ratings on key drivers necessarily will improve ratings. What is certain from these analyses is that key drivers are good predictors of overall resident opinion and that the key drivers presented may be useful focus areas to consider for enhancement of overall service ratings.

Services found to be most strongly correlated with ratings of overall service quality from the Chanhassen Key Driver Analysis were:

- Sewer services
- Sheriff services
- Economic development
- Health services
- Public information services

CITY OF CHANHASSEN ACTION CHART

The 2010 City of Chanhasen Action Chart™ on the following page combines three dimensions of performance:

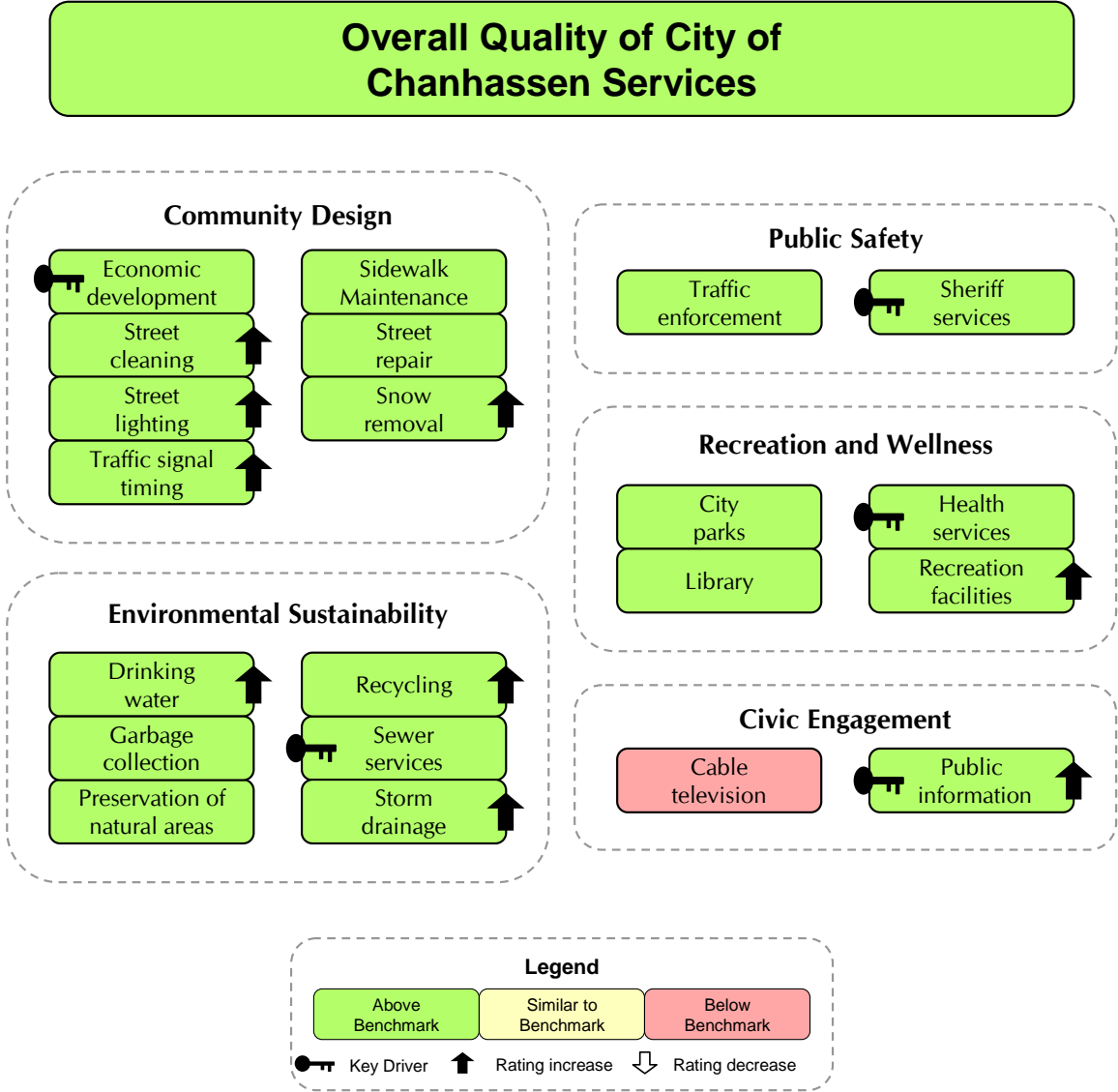
- Comparison to resident evaluations from other communities. When a comparison is available, the background color of each service box indicates whether the service is above the national benchmark (green), similar to the benchmark (yellow) or below the benchmark (red).
- Identification of key services. A black key icon (🔑) next to a service box indicates it as a key driver for the City.
- Trendline icons (up and down arrows), indicating whether the current ratings are higher or lower than the previous survey.

Twenty-one services were included in the KDA for the City of Chanhasen. Of these, 20 were above the benchmark and one was below the benchmark.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. In the case of Chanhasen, no key drivers were below the benchmark. More detail about interpreting results can be found in the next section.

Services with a high percent of respondents answering “don’t know” were excluded from the analysis and were considered services that would be less influential. See Appendix A: Complete Survey Frequencies,

FIGURE 91: CITY OF CHANHASSEN ACTION CHART™



Using Your Action Chart™

The key drivers derived for the City of Chanhassen provide a list of those services that are uniquely related to overall service quality. Those key drivers are marked with the symbol of a key in the action chart. Because key driver results are based on a relatively small number of responses, the relationships or correlations that define the key drivers are subject to more variability than is seen when key drivers are derived from a large national dataset of resident responses. To benefit the City of Chanhassen, NRC lists the key drivers derived from tens of thousands of resident responses from across the country. This national list is updated periodically so that you can compare your key drivers to the key drivers from the entire NRC dataset. Where your locally derived key drivers overlap national key drivers, it makes sense to focus even more strongly on your keys. Similarly, when your local key drivers overlap your core services, there is stronger argument to make for attending to your key drivers that overlap with core services.

As staff review key drivers, not all drivers may resonate as likely links to residents' perspectives about overall service quality. For example, in Chanhassen, planning and zoning and police services may be obvious links to overall service delivery (and each is a key driver from our national database), since it could be easy for staff to see how residents' view of overall service delivery could be colored by how well they perceive police and land use planning to be delivered. But animal control could be a surprise. Before rejecting a key driver that does not pass the first test of conventional wisdom, consider whether residents' opinions about overall service quality could reasonably be influenced by this unexpected driver. For example, in the case of animal control, was there a visible case of violation prior to the survey data collection? Do Chanhassen residents have different expectations for animal control than what current policy provides? Are the rare instances of violation serious enough to cause a word of mouth campaign about service delivery?

If, after deeper review, the "suspect" driver still does not square with your understanding of the services that could influence residents' perspectives about overall service quality (and if that driver is not a core service or a key driver from NRC's national research), put action in that area on hold and wait to see if it appears as a key driver the next time the survey is conducted.

In the following table, we have listed your key drivers, core services and the national key drivers and we have indicated (in **bold** typeface and with the symbol "•"), the City of Chanhassen key drivers that overlap core services or the nationally derived keys. In general, key drivers below the benchmark may be targeted for improvement. Additionally, we have indicated (with the symbol "◦") those services that neither are local nor national key drivers nor are they core services. It is these services that could be considered first for resource reductions.

FIGURE 92: KEY DRIVERS COMPARED

Service	City of Chanhassen Key Drivers	National Key Drivers	Core Services
• Sheriff services	✓	✓	✓
◦ Traffic enforcement			
Street repair			✓
◦ Street cleaning			
◦ Street lighting			
◦ Snow removal			
◦ Sidewalk maintenance			
◦ Traffic signal timing			
Garbage collection			✓
◦ Recycling			
Storm drainage			✓
Drinking water			✓
• Sewer services	✓		✓
◦ City parks			
◦ Recreation centers or facilities			
• Economic development	✓	✓	
Health services	✓		
◦ Public library			
• Public information services	✓	✓	
◦ Cable television			
◦ Preservation of natural areas			

- Key driver overlaps with national and or core services
- Service may be targeted for reductions it is not a key driver or core service

POLICY QUESTIONS

“Don’t know” responses have been removed from the following questions.

Policy Question 1					
Please rate how effective, if at all, each of the following methods of communication currently used by the City is at communicating information to residents:	Highly effective	Somewhat effective	Somewhat ineffective	Not at all effective	Total
Mailed communications from the City	36%	56%	7%	2%	100%
The City Web site - www.ci.chanhassen.mn.us	33%	56%	8%	3%	100%
The Chanhassen Villager	53%	38%	8%	2%	100%
Chanhassen Cable Channel 8	6%	36%	27%	31%	100%
E-Mail communications from the City	26%	50%	12%	12%	100%
City of Chanhassen's Facebook Page	10%	38%	20%	33%	100%
The Chanhassen Connection (Newsletter)	27%	58%	11%	4%	100%
Electronic Message Sign at the Chanhassen Library	21%	51%	16%	12%	100%

Policy Question 2	
Which one of the following do you think will be the single biggest issue facing Chanhassen in the next 5 years?	Percent of respondents
Property taxes	50%
Property values	30%
Traffic	9%
Loss of jobs	7%
Crime	2%
None of these/other	2%
Total	100%

Policy Question 3	
What do you enjoy most about living in Chanhassen (Please select all that apply)	Percent of respondents
Location	60%
Park and Trail System	54%
Small town feel	53%
Neighborhoods	50%
Lakes	39%
Schools	28%
Downtown Chanhassen	28%
Proximity to family	21%
Other	4%
Total may exceed 100% as respondents could select more than one option	

APPENDIX A: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

Question 1: Quality of Life					
Please rate each of the following aspects of quality of life in Chanhasen:	Excellent	Good	Fair	Poor	Total
Chanhasen as a place to live	64%	34%	2%	0%	100%
Your neighborhood as a place to live	63%	29%	7%	1%	100%
Chanhasen as a place to raise children	67%	31%	2%	0%	100%
Chanhasen as a place to work	34%	35%	23%	7%	100%
Chanhasen as a place to retire	35%	40%	18%	7%	100%
The overall quality of life in Chanhasen	52%	45%	3%	0%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Chanhasen as a whole:	Excellent	Good	Fair	Poor	Total
Sense of community	29%	50%	18%	2%	100%
Overall appearance of Chanhasen	40%	54%	6%	1%	100%
Overall quality of new development in Chanhasen	28%	54%	16%	3%	100%
Variety of housing options	28%	50%	20%	3%	100%
Overall quality of business and service establishments in Chanhasen	26%	47%	23%	5%	100%
Shopping opportunities	14%	37%	39%	11%	100%
Opportunities to attend cultural activities	14%	40%	35%	11%	100%
Recreational opportunities	33%	50%	16%	1%	100%
Employment opportunities	10%	29%	50%	12%	100%
Educational opportunities	30%	46%	21%	3%	100%
Opportunities to participate in social events and activities	25%	49%	25%	2%	100%
Opportunities to participate in religious or spiritual events and activities	31%	53%	16%	1%	100%
Opportunities to volunteer	23%	50%	24%	3%	100%
Opportunities to participate in community matters	22%	48%	28%	2%	100%
Ease of car travel in Chanhasen	40%	46%	10%	4%	100%
Ease of bus travel in Chanhasen	23%	36%	22%	20%	100%
Ease of bicycle travel in Chanhasen	40%	45%	14%	1%	100%
Ease of walking in Chanhasen	45%	42%	11%	2%	100%
Availability of paths and walking trails	53%	37%	9%	1%	100%
Traffic flow on major streets	23%	54%	19%	4%	100%
Availability of affordable quality housing	16%	46%	32%	7%	100%
Availability of affordable quality child care	20%	45%	30%	5%	100%
Availability of affordable quality health care	30%	49%	18%	3%	100%

Question 2: Community Characteristics					
Please rate each of the following characteristics as they relate to Chanhassen as a whole:	Excellent	Good	Fair	Poor	Total
Availability of preventive health services	29%	52%	17%	3%	100%
Air quality	42%	50%	7%	1%	100%
Quality of overall natural environment in Chanhassen	45%	49%	6%	0%	100%
Overall image or reputation of Chanhassen	50%	45%	4%	0%	100%

Question 3: Growth						
Please rate the speed of growth in the following categories in Chanhassen over the past 2 years:	Much too slow	Somewhat too slow	Right amount	Somewhat too fast	Much too fast	Total
Population growth	0%	3%	78%	16%	3%	100%
Retail growth (stores, restaurants, etc.)	7%	41%	49%	3%	0%	100%
Jobs growth	17%	51%	31%	2%	0%	100%

Question 4: Code Enforcement	
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Chanhassen?	Percent of respondents
Not a problem	52%
Minor problem	40%
Moderate problem	6%
Major problem	2%
Total	100%

Question 5: Community Safety						
Please rate how safe or unsafe you feel from the following in Chanhassen:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery)	68%	26%	4%	1%	0%	100%
Property crimes (e.g., burglary, theft)	35%	53%	9%	4%	0%	100%
Environmental hazards, including toxic waste	64%	25%	9%	2%	0%	100%

Question 6: Personal Safety						
Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your neighborhood during the day	89%	10%	1%	0%	0%	100%
In your neighborhood after dark	57%	38%	3%	2%	0%	100%
In Chanhassen's downtown area during the day	86%	13%	1%	0%	0%	100%
In Chanhassen's downtown area after dark	49%	42%	6%	2%	0%	100%

Question 7: Contact with Sheriff Department		
Have you had any in-person or phone contact with an employee of the Carver County Sheriff Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the Carver County Sheriff Department within the last 12 months?	76%	24%

Question 8: Ratings of Contact with Sheriff Department				
What was your overall impression of your most recent contact with the Carver County Sheriff Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the Carver County Sheriff Department?	48%	28%	19%	6%

Question 9: Crime Victim	
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents
No	97%
Yes	3%
Total	100%

Question 10: Crime Reporting	
If yes, was this crime (these crimes) reported to the police?	Percent of respondents
No	0%
Yes	100%
Total	100%

Question 11: Resident Behaviors						
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chanhassen?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Chanhassen public libraries or their services	19%	22%	32%	16%	11%	100%
Used Chanhassen recreation centers	43%	27%	17%	7%	6%	100%
Participated in a recreation program or activity	51%	22%	18%	6%	4%	100%
Visited a neighborhood park or City park	10%	18%	29%	22%	21%	100%
Ridden a local bus within Chanhassen	92%	4%	1%	0%	2%	100%
Attended a meeting of local elected officials or other local public meeting	82%	14%	4%	0%	0%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	78%	15%	6%	0%	0%	100%
Read Chanhassen Newsletter	11%	21%	48%	13%	8%	100%
Visited the City of Chanhassen Web site (at www.ci.chanhassen.mn.us)	27%	30%	34%	5%	4%	100%
Recycled used paper, cans or bottles from your home	2%	3%	6%	15%	74%	100%
Volunteered your time to some group or activity in Chanhassen	64%	15%	12%	4%	5%	100%
Participated in religious or spiritual activities in Chanhassen	50%	8%	13%	9%	20%	100%
Participated in a club or civic group in Chanhassen	78%	10%	6%	3%	4%	100%
Provided help to a friend or neighbor	5%	14%	46%	19%	15%	100%

Question 12: Neighborliness	
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents
Just about everyday	30%
Several times a week	34%
Several times a month	17%
Less than several times a month	19%
Total	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Chanhassen:	Excellent	Good	Fair	Poor	Total
Sheriff services	37%	50%	9%	4%	100%
Fire services	51%	45%	3%	1%	100%
Ambulance or emergency medical services	51%	44%	3%	1%	100%

Question 13: Service Quality					
Please rate the quality of each of the following services in Chanhasen:	Excellent	Good	Fair	Poor	Total
Crime prevention	34%	56%	9%	1%	100%
Fire prevention and education	36%	55%	9%	0%	100%
Traffic enforcement	22%	54%	19%	5%	100%
Street repair	12%	46%	36%	7%	100%
Street cleaning	20%	59%	19%	3%	100%
Street lighting	22%	52%	22%	4%	100%
Snow removal	31%	50%	14%	4%	100%
Sidewalk maintenance	22%	59%	16%	2%	100%
Traffic signal timing	14%	46%	29%	11%	100%
Bus or transit services	21%	45%	24%	11%	100%
Garbage collection	32%	60%	7%	1%	100%
Recycling	40%	52%	7%	1%	100%
Yard waste pick-up	32%	51%	12%	4%	100%
Storm drainage	25%	57%	14%	4%	100%
Drinking water	26%	44%	24%	7%	100%
Sewer services	26%	61%	12%	2%	100%
City parks	54%	42%	4%	0%	100%
Recreation programs or classes	36%	54%	10%	0%	100%
Recreation centers or facilities	26%	57%	13%	4%	100%
Land use, planning and zoning	17%	47%	28%	7%	100%
Code enforcement (weeds, abandoned buildings, etc)	21%	51%	20%	7%	100%
Animal control	23%	54%	16%	7%	100%
Economic development	16%	53%	25%	6%	100%
Health services	29%	57%	13%	1%	100%
Services to seniors	31%	52%	12%	4%	100%
Services to youth	32%	57%	11%	0%	100%
Public library services	52%	42%	6%	0%	100%
Public information services	29%	57%	14%	0%	100%
Public schools	46%	47%	7%	0%	100%
Cable television	14%	32%	31%	22%	100%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	22%	59%	17%	3%	100%
Preservation of natural areas such as open space, farmlands and greenbelts	29%	48%	18%	4%	100%

Question 14: Government Services Overall					
Overall, how would you rate the quality of the services provided by each of the following?	Excellent	Good	Fair	Poor	Total
The City of Chanhassen	29%	62%	9%	1%	100%
The Federal Government	4%	42%	35%	19%	100%
The State Government	4%	47%	39%	10%	100%
Carver County Government	14%	63%	20%	3%	100%

Question 15: Recommendation and Longevity					
Please indicate how likely or unlikely you are to do each of the following:	Very likely	Somewhat likely	Somewhat unlikely	Very unlikely	Total
Recommend living in Chanhassen to someone who asks	73%	24%	1%	1%	100%
Remain in Chanhassen for the next five years	70%	23%	4%	3%	100%

Question 16: Impact of the Economy	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents
Very positive	2%
Somewhat positive	18%
Neutral	46%
Somewhat negative	28%
Very negative	6%
Total	100%

Question 17: Contact with Fire Department		
Have you had any in-person or phone contact with an employee of the City of Chanhassen Fire Department within the last 12 months?	No	Yes
Have you had any in-person or phone contact with an employee of the City of Chanhassen Fire Department within the last 12 months?	92%	8%

Question 18: Ratings of Contact with Fire Department				
What was your overall impression of your most recent contact with the City of Chanhassen Fire Department?	Excellent	Good	Fair	Poor
What was your overall impression of your most recent contact with the City of Chanhassen Fire Department?	76%	21%	3%	0%

Question 19: Contact with City Employees	
Have you had any in-person or phone contact with an employee of the City of Chanhassen within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	52%
Yes	48%
Total	100%

Question 20: City Employees					
What was your impression of the employee(s) of the City of Chanhassen in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	50%	42%	6%	2%	100%
Responsiveness	52%	35%	7%	7%	100%
Courtesy	56%	31%	9%	3%	100%
Overall impression	50%	38%	7%	5%	100%

Question 21: Government Performance					
Please rate the following categories of Chanhassen government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Chanhassen	13%	50%	32%	5%	100%
The overall direction that Chanhassen is taking	17%	59%	22%	2%	100%
The job Chanhassen government does at welcoming citizen involvement	14%	48%	30%	8%	100%

Question 22a: Policy Question 1					
Please rate how effective, if at all, each of the following methods of communication currently used by the City is at communicating information to residents:	Highly effective	Somewhat effective	Somewhat ineffective	Not at all effective	Total
Mailed communications from the City	36%	56%	7%	2%	100%
The City Web site - www.ci.chanhassen.mn.us	33%	56%	8%	3%	100%
The Chanhassen Villager	53%	38%	8%	2%	100%
Chanhassen Cable Channel 8	6%	36%	27%	31%	100%
E-Mail communications from the City	26%	50%	12%	12%	100%
City of Chanhassen's Facebook Page	10%	38%	20%	33%	100%
The Chanhassen Connection (Newsletter)	27%	58%	11%	4%	100%
Electronic Message Sign at the Chanhassen Library	21%	51%	16%	12%	100%

Question 22b: Policy Question 2	
Which one of the following do you think will be the single biggest issue facing Chanhasen in the next 5 years?	Percent of respondents
Property taxes	50%
Traffic	9%
Crime	2%
Loss of jobs	7%
Property values	30%
None of these/other	2%
Total	100%

Question 22c: Policy Question 3	
What do you enjoy most about living in Chanhasen (Please select all that apply)	Percent of respondents
Park and Trail System	54%
Proximity to family	21%
Location	60%
Lakes	39%
Schools	28%
Neighborhoods	50%
Downtown Chanhasen	28%
Small town feel	53%
Other	4%
Total may exceed 100% as respondents could select more than one option	

Question D1: Employment Status	
Are you currently employed for pay?	Percent of respondents
No	23%
Yes, full-time	68%
Yes, part-time	9%
Total	100%

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	83%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	6%
Bus, rail, subway or other public transportation	3%
Walk	2%
Bicycle	0%
Work at home	6%
Other	0%

Question D3: Length of Residency	
How many years have you lived in Chanhassen?	Percent of respondents
Less than 2 years	16%
2 to 5 years	23%
6 to 10 years	22%
11 to 20 years	25%
More than 20 years	15%
Total	100%

Question D4: Housing Unit Type	
Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	75%
House attached to one or more houses (e.g., a duplex or townhome)	13%
Building with two or more apartments or condominiums	12%
Mobile home	0%
Other	0%
Total	100%

Question D5: Housing Tenure (Rent/Own)	
Is this house, apartment or mobile home...	Percent of respondents
Rented for cash or occupied without cash payment	10%
Owned by you or someone in this house with a mortgage or free and clear	90%
Total	100%

Question D6: Monthly Housing Cost	
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent of respondents
Less than \$300 per month	1%
\$300 to \$599 per month	5%
\$600 to \$999 per month	12%
\$1,000 to \$1,499 per month	25%
\$1,500 to \$2,499 per month	39%
\$2,500 or more per month	18%
Total	100%

Question D7: Presence of Children in Household	
Do any children 17 or under live in your household?	Percent of respondents
No	52%
Yes	48%
Total	100%

Question D8: Presence of Older Adults in Household	
Are you or any other members of your household aged 65 or older?	Percent of respondents
No	87%
Yes	13%
Total	100%

Question D9: Household Income	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	3%
\$25,000 to \$49,999	11%
\$50,000 to \$99,999	33%
\$100,000 to \$149,000	25%
\$150,000 or more	28%
Total	100%

Question D10: Ethnicity	
Are you Spanish, Hispanic or Latino?	Percent of respondents
No, not Spanish, Hispanic or Latino	99%
Yes, I consider myself to be Spanish, Hispanic or Latino	1%
Total	100%

Question D11: Race	
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents
American Indian or Alaskan Native	1%
Asian, Asian Indian or Pacific Islander	3%
Black or African American	3%
White	93%
Other	1%
Total may exceed 100% as respondents could select more than one option	

Question D12: Age	
In which category is your age?	Percent of respondents
18 to 24 years	2%
25 to 34 years	26%
35 to 44 years	23%
45 to 54 years	29%
55 to 64 years	10%
65 to 74 years	6%
75 years or older	4%
Total	100%

Question D13: Gender	
What is your sex?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D14: Registered to Vote	
Are you registered to vote in your jurisdiction?	Percent of respondents
No	9%
Yes	90%
Ineligible to vote	1%
Total	100%

Question D15: Voted in Last General Election	
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	11%
Yes	87%
Ineligible to vote	2%
Total	100%

Question D16: Has Cell Phone	
Do you have a cell phone?	Percent of respondents
No	4%
Yes	96%
Total	100%

Question D17: Has Land Line	
Do you have a land line at home?	Percent of respondents
No	26%
Yes	74%
Total	100%

Question D18: Primary Phone	
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents
Cell	18%
Land line	66%
Both	15%
Total	100%

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

These tables contain the percentage of respondents for each response category as well as the “n” or total number of respondents for each category, next to the percentage.

Question 1: Quality of Life												
Please rate each of the following aspects of quality of life in Chanhassen:	Excellent		Good		Fair		Poor		Don't know		Total	
	Chanhassen as a place to live	64%	315	34%	166	2%	10	0%	1	0%	2	100%
Your neighborhood as a place to live	63%	309	29%	143	7%	36	1%	3	1%	3	100%	494
Chanhassen as a place to raise children	57%	277	26%	129	2%	8	0%	0	15%	73	100%	487
Chanhassen as a place to work	17%	82	17%	84	12%	56	4%	18	50%	243	100%	483
Chanhassen as a place to retire	22%	107	25%	124	11%	56	5%	22	37%	181	100%	490
The overall quality of life in Chanhassen	51%	254	45%	222	3%	16	0%	0	0%	2	100%	494

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Chanhassen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sense of community	29%	139	49%	238	18%	86	2%	9	2%	12	100%
Overall appearance of Chanhassen	40%	194	54%	262	6%	27	1%	4	0%	0	100%	488
Overall quality of new development in Chanhassen	26%	125	49%	240	14%	71	3%	12	8%	42	100%	490
Variety of housing options	25%	122	45%	219	18%	87	2%	12	9%	43	100%	484
Overall quality of business and service establishments in Chanhassen	26%	127	46%	227	22%	111	5%	23	1%	4	100%	492
Shopping opportunities	14%	67	36%	178	39%	190	11%	53	1%	3	100%	490
Opportunities to attend cultural activities	12%	60	35%	174	31%	153	9%	46	12%	59	100%	492
Recreational opportunities	32%	157	48%	235	15%	74	1%	4	3%	17	100%	487
Employment opportunities	5%	27	16%	77	27%	133	7%	32	45%	217	100%	487
Educational opportunities	24%	115	37%	178	17%	81	3%	13	20%	94	100%	482
Opportunities to participate in social events and activities	23%	110	44%	217	23%	111	2%	9	8%	41	100%	489
Opportunities to participate in religious or spiritual events and activities	25%	122	43%	212	13%	64	1%	3	18%	87	100%	488

Question 2: Community Characteristics												
Please rate each of the following characteristics as they relate to Chanhasseen as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	Opportunities to volunteer	17%	82	36%	177	18%	86	2%	9	27%	134	100%
Opportunities to participate in community matters	17%	83	38%	182	22%	104	2%	8	22%	106	100%	484
Ease of car travel in Chanhasseen	40%	194	46%	223	10%	47	4%	17	1%	4	100%	485
Ease of bus travel in Chanhasseen	12%	56	18%	89	11%	53	10%	48	49%	237	100%	484
Ease of bicycle travel in Chanhasseen	34%	163	38%	181	12%	57	1%	5	15%	71	100%	477
Ease of walking in Chanhasseen	44%	212	41%	200	11%	53	2%	10	2%	10	100%	485
Availability of paths and walking trails	52%	255	36%	176	9%	43	1%	6	2%	12	100%	491
Traffic flow on major streets	23%	111	54%	266	19%	95	4%	20	0%	1	100%	492
Availability of affordable quality housing	13%	63	37%	182	26%	126	6%	28	18%	89	100%	488
Availability of affordable quality child care	7%	35	16%	77	11%	53	2%	8	64%	314	100%	487
Availability of affordable quality health care	24%	113	38%	183	14%	69	2%	10	22%	106	100%	481
Availability of preventive health services	22%	107	40%	195	13%	64	2%	10	22%	107	100%	483
Air quality	40%	196	47%	230	7%	33	1%	3	5%	23	100%	484
Quality of overall natural environment in Chanhasseen	45%	219	48%	237	6%	28	0%	2	1%	3	100%	489
Overall image or reputation of Chanhasseen	50%	244	45%	222	4%	21	0%	1	1%	3	100%	490

Question 3: Growth														
Please rate the speed of growth in the following categories in Chanhasseen over the past 2 years:	Much too slow		Somewhat too slow		Right amount		Somewhat too fast		Much too fast		Don't know		Total	
	Population growth	0%	1	2%	11	64%	312	13%	66	3%	13	18%	88	100%
Retail growth (stores, restaurants, etc.)	6%	30	38%	187	46%	227	3%	14	0%	2	6%	31	100%	491
Jobs growth	8%	38	23%	114	14%	69	1%	5	0%	0	54%	265	100%	490

Question 4: Code Enforcement		
To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Chanhassen?	Percent of respondents	Count
Not a problem	46%	223
Minor problem	35%	172
Moderate problem	5%	25
Major problem	2%	9
Don't know	12%	58
Total	100%	487

Question 5: Community Safety														
Please rate how safe or unsafe you feel from the following in Chanhassen:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Violent crime (e.g., rape, assault, robbery)	68%	332	26%	128	4%	21	1%	4	0%	0	0%	2	100%
Property crimes (e.g., burglary, theft)	35%	169	52%	255	9%	43	4%	18	0%	0	1%	3	100%	487
Environmental hazards, including toxic waste	61%	299	24%	116	8%	41	2%	8	0%	1	5%	23	100%	488

Question 6: Personal Safety														
Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	In your neighborhood during the day	89%	428	10%	50	1%	3	0%	1	0%	0	0%	1	100%
In your neighborhood after dark	57%	276	38%	181	3%	13	2%	12	0%	0	0%	1	100%	483
In Chanhassen's downtown area during the day	85%	410	12%	60	1%	5	0%	1	0%	0	1%	5	100%	481
In Chanhassen's downtown area after dark	46%	219	39%	189	6%	27	2%	11	0%	1	7%	34	100%	481

Question 7: Contact with Sheriff Department								
Have you had any in-person or phone contact with an employee of the Carver County Sheriff Department within the last 12 months?	No		Yes		Don't know		Total	
Have you had any in-person or phone contact with an employee of the Carver County Sheriff Department within the last 12 months?	76%	368	24%	115	1%	2	100%	486

Question 8: Ratings of Contact with Sheriff Department												
What was your overall impression of your most recent contact with the Carver County Sheriff Department?	Excellent		Good		Fair		Poor		Don't know		Total	
What was your overall impression of your most recent contact with the Carver County Sheriff Department?	48%	55	28%	32	19%	22	6%	7	0%	0	100%	115

Question 9: Crime Victim		
During the past 12 months, were you or anyone in your household the victim of any crime?	Percent of respondents	Count
No	96%	466
Yes	3%	13
Don't know	1%	5
Total	100%	484

Question 10: Crime Reporting		
If yes, was this crime (these crimes) reported to the police?	Percent of respondents	Count
No	0%	0
Yes	98%	13
Don't know	2%	0
Total	100%	13

Question 11: Resident Behaviors												
In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chanhassen?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Used Chanhassen public libraries or their services	19%	95	22%	106	32%	156	16%	77	11%	54	100%
Used Chanhassen recreation centers	43%	211	27%	131	17%	83	7%	33	6%	31	100%	488
Participated in a recreation program or activity	51%	247	22%	108	18%	85	6%	27	4%	18	100%	484
Visited a neighborhood park or City park	10%	47	18%	85	29%	141	22%	108	21%	101	100%	482
Ridden a local bus within Chanhassen	92%	447	4%	17	1%	7	0%	1	2%	12	100%	484
Attended a meeting of local elected officials or other local public meeting	82%	401	14%	66	4%	19	0%	0	0%	1	100%	487
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	78%	380	15%	72	6%	32	0%	2	0%	2	100%	487
Read Chanhassen Newsletter	11%	52	21%	102	48%	232	13%	61	8%	38	100%	486
Visited the City of Chanhassen Web site (at www.ci.chanhassen.mn.us)	27%	129	30%	145	34%	163	5%	26	4%	19	100%	482
Recycled used paper, cans or bottles from your home	2%	8	3%	14	6%	27	15%	74	74%	358	100%	481
Volunteered your time to some group or activity in Chanhassen	64%	306	15%	73	12%	60	4%	18	5%	25	100%	481
Participated in religious or spiritual activities in Chanhassen	50%	240	8%	39	13%	65	9%	42	20%	97	100%	483
Participated in a club or civic group in Chanhassen	78%	378	10%	46	6%	28	3%	13	4%	20	100%	487
Provided help to a friend or neighbor	5%	26	14%	71	46%	224	19%	95	15%	74	100%	490

Question 12: Neighborliness		
About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?	Percent of respondents	Count
Just about everyday	30%	146
Several times a week	34%	164
Several times a month	17%	81
Less than several times a month	19%	92
Total	100%	484

Question 13: Service Quality												
Please rate the quality of each of the following services in Chanhassen:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sheriff services	26%	128	35%	171	7%	32	3%	14	29%	143	100%
Fire services	30%	146	27%	131	2%	9	0%	2	41%	199	100%	487
Ambulance or emergency medical services	26%	122	22%	106	2%	8	1%	3	50%	240	100%	480
Crime prevention	24%	117	40%	196	7%	32	1%	3	28%	137	100%	485
Fire prevention and education	21%	100	31%	150	5%	24	0%	0	43%	206	100%	479
Traffic enforcement	18%	89	44%	215	16%	75	4%	19	18%	86	100%	483
Street repair	12%	56	44%	212	34%	165	6%	31	4%	21	100%	484
Street cleaning	19%	92	56%	274	18%	90	3%	12	4%	19	100%	488
Street lighting	22%	105	51%	248	22%	107	4%	21	1%	6	100%	486
Snow removal	31%	149	49%	239	14%	68	4%	21	2%	11	100%	488
Sidewalk maintenance	19%	90	49%	236	13%	65	2%	10	17%	83	100%	484
Traffic signal timing	14%	66	45%	217	28%	137	11%	53	2%	10	100%	484
Bus or transit services	9%	43	19%	92	10%	50	5%	22	57%	274	100%	481
Garbage collection	31%	152	58%	282	6%	31	1%	4	3%	15	100%	484
Recycling	38%	185	50%	241	7%	34	1%	3	4%	20	100%	483
Yard waste pick-up	21%	103	34%	163	8%	39	3%	13	34%	167	100%	485
Storm drainage	21%	98	47%	224	12%	56	3%	15	18%	84	100%	476
Drinking water	25%	120	43%	207	23%	112	7%	32	3%	16	100%	487

Question 13: Service Quality												
Please rate the quality of each of the following services in Chanhassen:	Excellent		Good		Fair		Poor		Don't know		Total	
	Sewer services	22%	108	53%	255	11%	51	1%	6	13%	62	100%
City parks	52%	250	40%	193	4%	17	0%	0	5%	22	100%	483
Recreation programs or classes	24%	116	36%	173	7%	32	0%	0	34%	164	100%	486
Recreation centers or facilities	20%	97	43%	208	10%	48	3%	14	24%	115	100%	482
Land use, planning and zoning	12%	58	33%	160	20%	96	5%	25	30%	143	100%	482
Code enforcement (weeds, abandoned buildings, etc)	15%	71	35%	170	14%	68	5%	22	31%	151	100%	483
Animal control	16%	76	37%	181	11%	55	5%	23	31%	151	100%	487
Economic development	12%	57	39%	191	19%	91	5%	23	25%	123	100%	485
Health services	23%	107	44%	207	10%	48	1%	5	23%	109	100%	475
Services to seniors	11%	54	19%	90	4%	21	2%	7	64%	307	100%	480
Services to youth	20%	95	35%	169	7%	33	0%	1	38%	184	100%	482
Public library services	46%	223	37%	178	5%	25	0%	0	12%	57	100%	483
Public information services	22%	104	43%	206	11%	50	0%	1	25%	118	100%	480
Public schools	30%	144	31%	147	5%	22	0%	2	35%	166	100%	480
Cable television	10%	49	23%	112	23%	110	16%	78	27%	131	100%	480
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	11%	53	31%	145	9%	41	2%	7	48%	229	100%	476
Preservation of natural areas such as open space, farmlands and greenbelts	24%	113	39%	187	14%	68	4%	17	19%	89	100%	474

Question 14: Government Services Overall												
Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
	The City of Chanhassen	28%	136	59%	285	8%	40	0%	2	3%	17	100%
The Federal Government	3%	16	36%	171	30%	142	16%	77	14%	69	100%	475
The State Government	4%	17	41%	197	34%	162	8%	40	12%	59	100%	475
Carver County Government	12%	58	55%	265	17%	83	3%	13	13%	60	100%	479

Question 15: Recommendation and Longevity												
Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
	Recommend living in Chanhassen to someone who asks	73%	350	24%	116	1%	5	1%	6	1%	4	100%
Remain in Chanhassen for the next five years	67%	326	23%	109	4%	18	3%	15	3%	15	100%	483

Question 16: Impact of the Economy		
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent of respondents	Count
Very positive	2%	9
Somewhat positive	18%	87
Neutral	46%	223
Somewhat negative	28%	134
Very negative	6%	27
Total	100%	481

Question 17: Contact with Fire Department									
Have you had any in-person or phone contact with an employee of the City of Chanhassen Fire Department within the last 12 months?	No		Yes		Don't know		Total		
Have you had any in-person or phone contact with an employee of the City of Chanhassen Fire Department within the last 12 months?	92%	444	8%	40	0%	0	100%	485	

Question 18: Ratings of Contact with Fire Department												
What was your overall impression of your most recent contact with the City of Chanhassen Fire Department?	Excellent		Good		Fair		Poor		Don't know		Total	
	What was your overall impression of your most recent contact with the City of Chanhassen Fire Department?	76%	31	21%	8	3%	1	0%	0	0%	0	100%

Question 19: Contact with City Employees		
Have you had any in-person or phone contact with an employee of the City of Chanhassen within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents	Count
No	52%	254
Yes	48%	232
Total	100%	486

Question 20: City Employees												
What was your impression of the employee(s) of the City of Chanhassen in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Knowledge	50%	117	42%	97	6%	14	2%	4	0%	0	100%
Responsiveness	52%	119	35%	82	7%	15	7%	15	0%	0	100%	232
Courtesy	56%	130	31%	73	9%	21	3%	8	0%	0	100%	232
Overall impression	50%	117	38%	89	7%	16	5%	10	0%	0	100%	232

Question 21: Government Performance												
Please rate the following categories of Chanhassen government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	The value of services for the taxes paid to Chanhassen	12%	56	45%	219	29%	140	4%	21	10%	48	100%
The overall direction that Chanhassen is taking	15%	74	52%	256	20%	96	2%	9	11%	52	100%	487
The job Chanhassen government does at welcoming citizen involvement	10%	48	34%	163	21%	100	6%	29	30%	144	100%	484

Question 22a: Policy Question 1												
Please rate how effective, if at all, each of the following methods of communication currently used by the City is at communicating information to residents:	Highly effective		Somewhat effective		Somewhat ineffective		Not at all effective		Don't know		Total	
	Mailed communications from the City	34%	164	52%	254	6%	31	2%	8	6%	28	100%
The City Web site - www.ci.chanhassen.mn.us	24%	118	42%	206	6%	28	2%	12	25%	122	100%	486
The Chanhassen Villager	47%	228	34%	163	7%	35	1%	7	10%	50	100%	483
Chanhassen Cable Channel 8	3%	14	18%	87	14%	66	16%	75	50%	241	100%	484
E-Mail communications from the City	11%	52	20%	98	5%	23	5%	24	59%	285	100%	481
City of Chanhassen's Facebook Page	3%	14	11%	53	6%	28	10%	46	70%	336	100%	478
The Chanhassen Connection (Newsletter)	20%	96	43%	210	8%	38	3%	16	26%	125	100%	484
Electronic Message Sign at the Chanhassen Library	16%	80	39%	188	12%	60	9%	43	24%	116	100%	487

Question 22b: Policy Question 2		
Which one of the following do you think will be the single biggest issue facing Chanhassen in the next 5 years?	Percent of respondents	Count
Property taxes	42%	180
Traffic	7%	31
Crime	2%	8
Loss of jobs	6%	25
Property values	25%	108
None of these/other	2%	7
Don't know	16%	67
Total	100%	426

Question 22c: Policy Question 3		
What do you enjoy most about living in Chanhasen (Please select all that apply)	Percent of respondents	Count
Park and Trail System	54%	267
Don't know	1%	5
Proximity to family	21%	101
Location	60%	293
Lakes	39%	191
Schools	28%	136
Neighborhoods	50%	244
Downtown Chanhasen	28%	140
Small town feel	53%	258
Other	4%	20
Total may exceed 100% as respondents could select more than one option		

Question D1: Employment Status		
Are you currently employed for pay?	Percent of respondents	Count
No	23%	112
Yes, full-time	68%	331
Yes, part-time	9%	44
Total	100%	487

Question D2: Mode of Transportation Used for Commute	
During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below?	Percent of days mode used
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself	83%
Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults	6%
Bus, rail, subway or other public transportation	3%
Walk	2%
Bicycle	0%
Work at home	6%
Other	0%

Question D3: Length of Residency		
How many years have you lived in Chanhasen?	Percent of respondents	Count
Less than 2 years	16%	77
2 to 5 years	23%	111
6 to 10 years	22%	110
11 to 20 years	25%	121
More than 20 years	15%	71
Total	100%	491

Question D4: Housing Unit Type		
Which best describes the building you live in?	Percent of respondents	Count
One family house detached from any other houses	75%	370
House attached to one or more houses (e.g., a duplex or townhome)	13%	62
Building with two or more apartments or condominiums	12%	58
Mobile home	0%	0
Other	0%	1
Total	100%	491

Question D5: Housing Tenure (Rent/Own)		
Is this house, apartment or mobile home...	Percent of respondents	Count
Rented for cash or occupied without cash payment	10%	49
Owned by you or someone in this house with a mortgage or free and clear	90%	428
Total	100%	477

Question D6: Monthly Housing Cost		
About how much is the total monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners" association (HOA) fees)?	Percent of respondents	Count
Less than \$300 per month	1%	6
\$300 to \$599 per month	5%	24
\$600 to \$999 per month	12%	54
\$1,000 to \$1,499 per month	25%	115
\$1,500 to \$2,499 per month	39%	182
\$2,500 or more per month	18%	86
Total	100%	468

Question D7: Presence of Children in Household		
Do any children 17 or under live in your household?	Percent of respondents	Count
No	52%	256
Yes	48%	231
Total	100%	487

Question D8: Presence of Older Adults in Household		
Are you or any other members of your household aged 65 or older?	Percent of respondents	Count
No	87%	426
Yes	13%	63
Total	100%	489

Question D9: Household Income		
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents	Count
Less than \$24,999	3%	13
\$25,000 to \$49,999	11%	49
\$50,000 to \$99,999	33%	148
\$100,000 to \$149,000	25%	114
\$150,000 or more	28%	124
Total	100%	450

Question D10: Ethnicity		
Are you Spanish, Hispanic or Latino?	Percent of respondents	Count
No, not Spanish, Hispanic or Latino	99%	485
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	4
Total	100%	490

Question D11: Race		
What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent of respondents	Count
American Indian or Alaskan Native	1%	3
Asian, Asian Indian or Pacific Islander	3%	15
Black or African American	3%	13
White	93%	456
Other	1%	6
Total may exceed 100% as respondents could select more than one option		

Question D12: Age		
In which category is your age?	Percent of respondents	Count
18 to 24 years	2%	8
25 to 34 years	26%	128
35 to 44 years	23%	110
45 to 54 years	29%	142
55 to 64 years	10%	48
65 to 74 years	6%	31
75 years or older	4%	19
Total	100%	485

Question D13: Gender		
What is your sex?	Percent of respondents	Count
Female	52%	251
Male	48%	234
Total	100%	485

Question D14: Registered to Vote		
Are you registered to vote in your jurisdiction?	Percent of respondents	Count
No	9%	42
Yes	88%	430
Ineligible to vote	1%	4
Don't know	2%	11
Total	100%	488

Question D15: Voted in Last General Election		
Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents	Count
No	11%	53
Yes	86%	423
Ineligible to vote	2%	10
Don't know	1%	4
Total	100%	489

Question D16: Has Cell Phone		
Do you have a cell phone?	Percent of respondents	Count
No	4%	21
Yes	96%	470
Total	100%	492

Question D17: Has Land Line		
Do you have a land line at home?	Percent of respondents	Count
No	26%	127
Yes	74%	365
Total	100%	492

Question D18: Primary Phone		
If you have both a cell phone and a land line, which do you consider your primary telephone number?	Percent of respondents	Count
Cell	18%	63
Land line	66%	227
Both	15%	52
Total	100%	343

APPENDIX B: SURVEY METHODOLOGY

The National Citizen Survey™ (The NCS) was developed to provide local jurisdictions an accurate, affordable and easy way to assess and interpret resident opinion about important community issues. While standardization of question wording and survey methods provide the rigor to assure valid results, each jurisdiction has enough flexibility to construct a customized version of The NCS that asks residents about key local services and important local issues.

Results offer insight into residents' perspectives about local government performance and as such provide important benchmarks for jurisdictions working on performance measurement. The NCS is designed to help with budget, land use and strategic planning as well as to communicate with local residents. The NCS permits questions to test support for local policies and answers to its questions also speak to community trust and involvement in community-building activities as well as to resident demographic characteristics.

SURVEY VALIDITY

The question of survey validity has two parts: 1) how can a jurisdiction be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire jurisdiction. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the jurisdiction to receive the survey. A random selection ensures that the households selected to receive the survey are similar to the entire population. A non-random sample may only include households from one geographic area, or from households of only one type.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income, or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Soliciting response on jurisdiction letterhead signed by the highest ranking elected official or staff member, thus appealing to the recipients' sense of civic responsibility.
- Providing a self-addressed, postage-paid return envelope.
- Offering the survey in Spanish when appropriate and requested by City officials.
- Using the most recent available information about the characteristics of jurisdiction residents to weight the data to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for

service quality play a role as well as the “objective” quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident’s report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward “oppressed groups,” likelihood of voting a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents’ tendency to report what they think the “correct” response should be.

Research on the correlation of resident opinion about service quality and “objective” ratings of service quality tend to be ambiguous, some showing stronger relationships than others. NRC’s own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be “objectively” worse than the highest rated fire services (expenditures per capita, response time, “professional” status of firefighters, breadth of services and training provided). Whether or not some research confirms the relationship between what residents think about a community and what can be seen “objectively” in a community, NRC has argued that resident opinion is a perspective that cannot be ignored by government administrators. NRC principals have written, “If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem.”

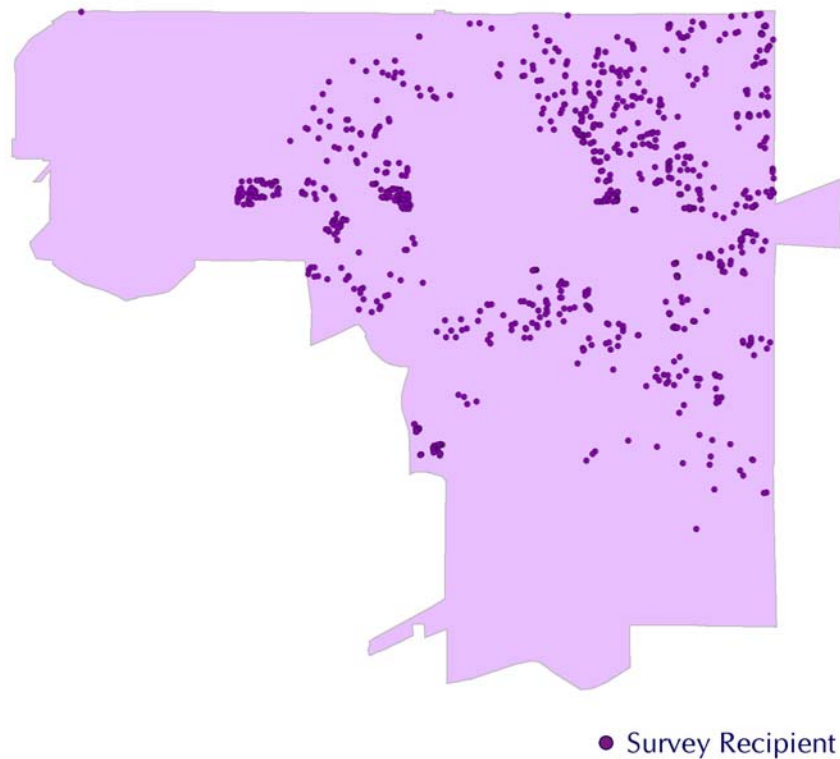
SURVEY SAMPLING

“Sampling” refers to the method by which survey recipients were chosen. All households within the City of Chanhassen were eligible to participate in the survey; 1,200 were selected to receive the survey. These 1,200 households were randomly selected from a comprehensive list of all housing units within the City of Chanhassen boundaries. The basis of the list of all housing units was a United States Postal Service listing of housing units within zip codes. Since some of the zip codes that serve the City of Chanhassen households may also serve addresses that lie outside of the jurisdiction, the exact geographic location of each housing unit was compared to jurisdiction boundaries, using the most current municipal boundary file (updated on a quarterly basis), and addresses located outside of the City of Chanhassen boundaries were removed from consideration.

To choose the 496 survey recipients, a systematic sampling method was applied to the list of households known to be within the City of Chanhassen. Systematic sampling is a procedure whereby a complete list of all possible items is culled, selecting every Nth one until the appropriate amount of items is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units.

FIGURE 93: LOCATION OF SURVEY RECIPIENTS

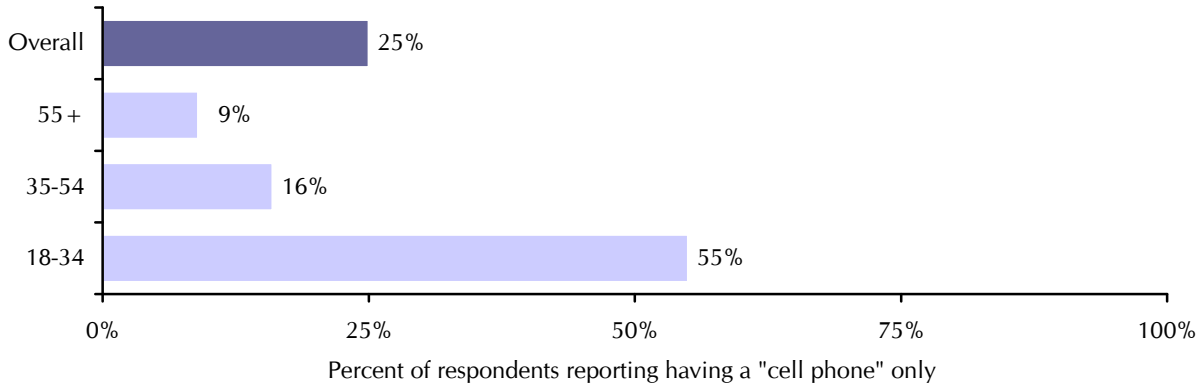
The National Citizen Survey™ City of Chanhassen, MN 2010



An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

In response to the growing number of the cell-phone population (so-called “cord cutters”), which includes a large proportion of young adults, questions about cell phones and land lines were added to The NCS™ questionnaire. According to recent estimates, about 12 percent of all U.S. households have a cell phone but no landline. By 2010, researchers predict that 40 percent of Americans 18 to 30 years old will have only a cell phone and no landline.³ Based on survey results, Chanhassen has a “cord cutter” population greater than researchers’ predictions.

FIGURE 94: PREVALENCE OF CELL-PHONE ONLY RESPONDENTS IN CHANHASSEN



³ . Paul J. Lavrakas, Charles D. Shuttles, Charlotte Steeh, and Howard Fienberg, “The State of Surveying Cell Phone Numbers in the United States: 2007 and Beyond,” *Public Opinion Quarterly* 71, no. 5 (2007), 840-854.

SURVEY ADMINISTRATION

Selected households received three mailings, one week apart, beginning May 17, 2010. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who have already done so to refrain from turning in another survey. Completed surveys were collected over the following five weeks.

SURVEY RESPONSE RATE AND CONFIDENCE INTERVALS

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents' opinions are relied on to estimate all residents' opinions. The confidence interval for the City of Chanhassen survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (496 completed surveys).

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire jurisdiction is between 71% and 79%. This source of error is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

For subgroups of responses, the margin of error increases because the sample size for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points

SURVEY PROCESSING (DATA ENTRY)

Completed surveys received by NRC were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

SURVEY DATA WEIGHTING

The demographic characteristics of the survey sample were compared to those found in the 2000 Census estimates and the 2006-2008 American Community Survey for adults in the City of Chanhassen. Sample results were weighted using the population norms to reflect the appropriate percent of those residents. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were housing tenure, housing unit type, and sex and age. This decision was based on:

- The disparity between the survey respondent characteristics and the population norms for these variables
- The saliency of these variables in detecting differences of opinion among subgroups
- The historical use of the variables and the desirability of consistently representing different groups over the years

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable.

A special software program using mathematical algorithms is used to calculate the appropriate weights. Data weighting can adjust up to 5 demographic variables. Several different weighting “schemes” may be tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure their proper representation in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented in the table on the following page.

Chanhassen Citizen Survey Weighting Table			
Characteristic	Population Norm ⁴	Unweighted Data	Weighted Data
Housing			
Rent home	10%	18%	10%
Own home	90%	82%	90%
Detached unit	77%	56%	75%
Attached unit	23%	44%	25%
Race and Ethnicity			
White alone, not Hispanic	92%	93%	92%
Hispanic and/or other race	8%	7%	8%
Sex and Age			
Female	52%	58%	52%
Male	48%	42%	48%
18-34 years of age	29%	13%	28%
35-54 years of age	51%	46%	52%
55+ years of age	19%	40%	20%
Females 18-34	16%	8%	16%
Females 35-54	26%	26%	26%
Females 55+	10%	23%	10%
Males 18-34	13%	5%	13%
Males 35-54	26%	20%	26%
Males 55+	10%	17%	10%

⁴ Housing from 2000 Census, all else 2006-2008 ACS

SURVEY DATA ANALYSIS AND REPORTING

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions were presented in the body of the report.

Use of the “Excellent, Good, Fair, Poor” Response Scale

The scale on which respondents are asked to record their opinions about service and community quality is “excellent,” “good,” “fair” or “poor” (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity was one that NRC did not want to dismiss when crafting The National Citizen Survey™ questionnaire, because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, NRC has found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents’ perceptions of quality in favor of their report on the acceptability of the level of service offered).

“Don’t Know” Responses

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Benchmark Comparisons

NRC has been leading the strategic use of surveys for local governments since 1991, when the principals of the company wrote the first edition of what became the classic text on citizen surveying. In *Citizen Surveys: how to do them, how to use them, what they mean*, published by ICMA, not only were the principles for quality survey methods articulated, but both the idea of benchmark data for citizen opinion and the method for gathering benchmark data were pioneered. The argument for benchmarks was called “In Search of Standards.” “What has been missing from a local government’s analysis of its survey results is the context that school administrators can supply when they tell parents how an 80 percent score on the social studies test compares to test results from other school systems...”

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that are conducted by NRC with those that others have conducted. The integration methods have been thoroughly described not only in the *Citizen Surveys* book, but also in *Public Administration Review*, *Journal of Policy Analysis and Management*. Scholars who specialize in the analysis of citizen surveys regularly have relied on this work (e.g., Kelly, J. &

Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction. *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331- 341). The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC's proprietary databases. NRC's work on calculating national benchmarks for resident opinions about service delivery and quality of life won the Samuel C. May award for research excellence from the Western Governmental Research Association.

The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

The Role of Comparisons

Benchmark comparisons are used for performance measurement. Jurisdictions use the comparative information to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" citizen evaluations, jurisdictions need to know how others rate their services to understand if "good" is good enough. Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair. Streets always lose to fire. More important and harder questions need to be asked; for example, how do residents' ratings of fire service compare to opinions about fire service in other communities?

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes and keeps the crime rate low – still has a problem to fix if the residents in the community it intends to protect believe services are not very good compared to ratings given by residents to their own objectively "worse" departments. The benchmark data can help that police department – or any department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. NRC recommends that citizen opinion be used in conjunction with other sources of data about budget, personnel and politics to help managers know how to respond to comparative results.

Jurisdictions in the benchmark database are distributed geographically across the country and range from small to large in population size. Most commonly, comparisons are made to the entire database. Comparisons may also be made to subsets of jurisdictions (for example, within a given region or population category). Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources and practices vary, the objective in every community is to provide services that are so timely, tailored and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

Comparison of Chanhassen to the Benchmark Database

The City of Chanhassen chose to have comparisons made to the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was

asked) has been provided when a similar question on the City of Chanhasen Survey was included in NRC's database and there were at least five jurisdictions in which the question was asked. For most questions compared to the entire dataset, there were more than 100 jurisdictions included in the benchmark comparison.

Where comparisons for quality ratings were available, the City of Chanhasen results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, the percent of crime victims, residents visiting a park or residents identifying code enforcement as a problem.) In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of the City of Chanhasen's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "above," "below," "more" or "less" if the difference between your jurisdiction's rating and the benchmark is greater the margin of error; and "much above," "much below," "much more" or "much less" if the difference between your jurisdiction's rating and the benchmark is more than twice the margin of error.

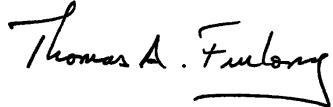
APPENDIX C: SURVEY MATERIALS

The following pages contain copies of the survey materials sent to randomly selected households within the City of Chanhasen.

Dear Chanhassen Resident,

Your household has been selected at random to participate in an anonymous citizen survey about the City of Chanhassen. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,

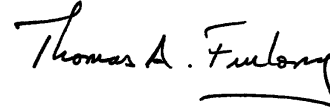
A handwritten signature in black ink that reads "Thomas A. Furlong". The signature is written in a cursive style with a prominent underline at the end.

Thomas A. Furlong
Mayor

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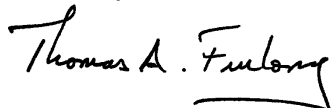
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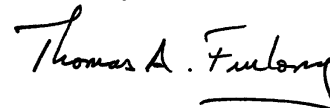
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Thomas A. Furlong
Mayor



**CITY OF
CHANHASSEN**

7700 Market Boulevard
PO Box 147
Chanhassen, MN 55317

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



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CITY OF CHANHASSEN

7700 Market Boulevard
PO Box 147
Chanhassen, MN 55317

Administration

Phone: 952.227.1100
Fax: 952.227.1110

Building Inspections

Phone: 952.227.1180
Fax: 952.227.1190

Engineering

Phone: 952.227.1160
Fax: 952.227.1170

Finance

Phone: 952.227.1140
Fax: 952.227.1110

Park & Recreation

Phone: 952.227.1120
Fax: 952.227.1110

Recreation Center

2310 Coultter Boulevard
Phone: 952.227.1400
Fax: 952.227.1404

Planning &

Natural Resources

Phone: 952.227.1130
Fax: 952.227.1110

Public Works

1591 Park Road
Phone: 952.227.1300
Fax: 952.227.1310

Senior Center

Phone: 952.227.1125
Fax: 952.227.1110

Web Site

www.ci.chanhassen.mn.us

May 2010

Dear Chanhassen Resident:

The City of Chanhassen wants to know what you think about our community and municipal government. You have been randomly selected to participate in Chanhassen's 2010 Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

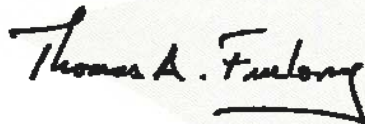
To get a representative sample of Chanhassen residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call 952-227-1118.

Please help us shape the future of Chanhassen. Thank you for your time and participation.

Sincerely,



Thomas A. Furlong
Mayor



CITY OF CHANHASSEN

7700 Market Boulevard
PO Box 147
Chanhassen, MN 55317

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Web Site

www.ci.chanhassen.mn.us

June 2010

Dear Chanhassen Resident:

About one week ago, you should have received a copy of the enclosed survey. **If you completed it and sent it back, we thank you for your time and ask you to discard this survey. Please do not respond twice.** If you have not had a chance to complete the survey, we would appreciate your response. The City of Chanhassen wants to know what you think about our community and municipal government. You have been randomly selected to participate in the City of Chanhassen Citizen Survey.

Please take a few minutes to fill out the enclosed Citizen Survey. Your answers will help the City Council make decisions that affect our community. You should find the questions interesting and we will definitely find your answers useful. Please participate!

To get a representative sample of Chanhassen residents, the adult (anyone 18 years or older) in your household who most recently had a birthday should complete this survey. Year of birth of the adult does not matter.

Please have the appropriate member of the household spend a few minutes to answer all the questions and return the survey in the enclosed postage-paid envelope. **Your responses will remain completely anonymous.**

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have any questions about the Citizen Survey, please call 952-227-1118.

Please help us shape the future of Chanhassen. Thank you for your time and participation.

Sincerely,

Thomas A. Furlong
Mayor

The City of Chanhassen 2010 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Chanhassen:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Chanhassen as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Chanhassen as a place to raise children	1	2	3	4	5
Chanhassen as a place to work	1	2	3	4	5
Chanhassen as a place to retire	1	2	3	4	5
The overall quality of life in Chanhassen.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Chanhassen as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community.....	1	2	3	4	5
Overall appearance of Chanhassen	1	2	3	4	5
Overall quality of new development in Chanhassen	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Chanhassen	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to participate in social events and activities	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Ease of car travel in Chanhassen	1	2	3	4	5
Ease of bus travel in Chanhassen.....	1	2	3	4	5
Ease of bicycle travel in Chanhassen	1	2	3	4	5
Ease of walking in Chanhassen.....	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Traffic flow on major streets.....	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Availability of affordable quality child care	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventative health services.....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Quality of overall natural environment in Chanhassen	1	2	3	4	5
Overall image or reputation of Chanhassen.....	1	2	3	4	5

3. Please rate the speed of growth in the following categories in Chanhassen over the past 2 years:

	<i>Much too slow</i>	<i>Somewhat too slow</i>	<i>Right amount</i>	<i>Somewhat too fast</i>	<i>Much too fast</i>	<i>Don't know</i>
Population growth	1	2	3	4	5	6
Retail growth (stores, restaurants, etc.).....	1	2	3	4	5	6
Jobs growth.....	1	2	3	4	5	6

4. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in Chanhassen?
 Not a problem Minor problem Moderate problem Major problem Don't know

5. Please rate how safe or unsafe you feel from the following in Chanhassen:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
Violent crime (e.g., rape, assault, robbery)	1	2	3	4	5	6
Property crimes (e.g., burglary, theft).....	1	2	3	4	5	6
Environmental hazards, including toxic waste.....	1	2	3	4	5	6

6. Please rate how safe or unsafe you feel:

	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Don't know
In your neighborhood during the day.....	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Chanhassen's downtown area during the day.....	1	2	3	4	5	6
In Chanhassen's downtown area after dark	1	2	3	4	5	6

7. Have you had any in-person or phone contact with an employee of the Carver County Sheriff Department within the last 12 months?

- No → Go to Question 9 Yes → Go to Question 8 Don't know → Go to Question 9

8. What was your overall impression of your most recent contact with the Carver County Sheriff Department?

- Excellent Good Fair Poor Don't know

9. During the past twelve months, were you or anyone in your household the victim of any crime?

- No → Go to Question 11 Yes → Go to Question 10 Don't know → Go to Question 11

10. If yes, was this crime (these crimes) reported to the police?

- No Yes Don't know

11. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Chanhassen?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Used Chanhassen public libraries or their services	1	2	3	4	5
Used Chanhassen recreation centers	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Ridden a local bus within Chanhassen	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	1	2	3	4	5
Read Chanhassen Newsletter	1	2	3	4	5
Visited the City of Chanhassen Web site (at www.ci.chanhassen.mn.us)	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Chanhassen	1	2	3	4	5
Participated in religious or spiritual activities in Chanhassen	1	2	3	4	5
Participated in a club or civic group in Chanhassen	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5

12. About how often, if at all, do you talk to or visit with your immediate neighbors (people who live in the 10 or 20 households that are closest to you)?

- Just about every day
 Several times a week
 Several times a month
 Less than several times a month

The City of Chanhassen 2010 Citizen Survey

13. Please rate the quality of each of the following services in Chanhassen:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sheriff services	1	2	3	4	5
Fire services	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc)	1	2	3	4	5
Animal control	1	2	3	4	5
Economic development	1	2	3	4	5
Health services	1	2	3	4	5
Services to seniors.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Public library services	1	2	3	4	5
Public information services	1	2	3	4	5
Public schools.....	1	2	3	4	5
Cable television	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5

14. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Chanhassen	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State Government	1	2	3	4	5
Carver County Government	1	2	3	4	5

15. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Chanhassen to someone who asks	1	2	3	4	5
Remain in Chanhassen for the next five years	1	2	3	4	5

16. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

17. Have you had any in-person or phone contact with an employee of the City of Chanhassen Fire Department within the last 12 months?

- No → Go to Question 19 Yes → Go to Question 18 Don't know → Go to Question 19

18. What was your overall impression of your most recent contact with the City of Chanhassen Fire Department?

- Excellent Good Fair Poor Don't know

19. Have you had any in-person or phone contact with an employee of the City of Chanhassen within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 21 Yes → Go to Question 20

20. What was your impression of the employee(s) of the City of Chanhassen in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

21. Please rate the following categories of Chanhassen government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Chanhassen.....	1	2	3	4	5
The overall direction that Chanhassen is taking.....	1	2	3	4	5
The job Chanhassen government does at welcoming citizen involvement.....	1	2	3	4	5

22. Please check the response that comes closest to your opinion for each of the following questions:

a. Please rate how effective, if at all, each of the following methods of communication currently used by the City is at communicating information to residents?

	<i>Highly effective</i>	<i>Somewhat effective</i>	<i>Somewhat ineffective</i>	<i>Not at all effective</i>	<i>Don't know</i>
Mailed communications from the City.....	1	2	3	4	5
The City Web site – www.ci.chanhassen.mn.us.....	1	2	3	4	5
The Chanhassen Villager.....	1	2	3	4	5
Chanhassen Cable Channel 8.....	1	2	3	4	5
E-Mail communications from the City.....	1	2	3	4	5
City of Chanhassen's Facebook Page.....	1	2	3	4	5
The Chanhassen Connection (Newsletter).....	1	2	3	4	5
Electronic Message Sign at the Chanhassen Library.....	1	2	3	4	5

b. Which one of the following do you think will be the single biggest issue facing Chanhassen in the next 5 years?

- Property Taxes Loss of jobs Don't know
 Traffic Property values
 Crime None of these/other

c. What do you enjoy most about living in Chanhassen? (Please select all that apply)

- Park and Trail System Schools Other
 Proximity to Family Neighborhoods Don't know
 Location Downtown Chanhassen
 Lakes Small Town feel

d. If the City government could change one thing to make Chanhassen a better place to live, now or in the future, what change would you like to see?

The City of Chanhassen 2010 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. Are you currently employed for pay?

- No → Go to Question D3
- Yes, full time → Go to Question D2
- Yes, part time → Go to Question D2

D2. During a typical week, how many days do you commute to work (for the longest distance of your commute) in each of the ways listed below? (Enter the total number of days, using whole numbers.)

- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) by myself days
- Motorized vehicle (e.g., car, truck, van, motorcycle, etc...) with other children or adults days
- Bus, Rail, Subway or other public transportation days
- Walk days
- Bicycle days
- Work at home days
- Other days

D3. How many years have you lived in Chanhassen?

- Less than 2 years 11-20 years
- 2-5 years More than 20 years
- 6-10 years

D4. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condominiums
- Mobile home
- Other

D5. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment?
- Owned by you or someone in this house with a mortgage or free and clear?

D6. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
- \$300 to \$599 per month
- \$600 to \$999 per month
- \$1,000 to \$1,499 per month
- \$1,500 to \$2,499 per month
- \$2,500 or more per month

D7. Do any children 17 or under live in your household?

- No Yes

D8. Are you or any other members of your household aged 65 or older?

- No Yes

D9. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
- \$25,000 to \$49,999
- \$50,000 to \$99,999
- \$100,000 to \$149,999
- \$150,000 or more

Please respond to both questions D10 and D11:

D10. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D11. What is your race? (Mark one or more races to indicate what race you consider yourself to be)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D12. In which category is your age?

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

D13. What is your sex?

- Female Male

D14. Are you registered to vote in your jurisdiction?

- No Ineligible to vote
- Yes Don't know

D15. Many people don't have time to vote in elections. Did you vote in the last general election?

- No Ineligible to vote
- Yes Don't know

D16. Do you have a cell phone?

- No Yes

D17. Do you have a land line at home?

- No Yes

D18. If you have both a cell phone and a land line, which do you consider your primary telephone number?

- Cell Land line Both

Thank you for completing this survey. Please return the completed survey in the postage paid envelope to: National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



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