

EDEN PRAIRIE, MINNESOTA

The City of Eden Prairie Quality of Life Survey

REPORT OF RESULTS
FEBRUARY 2015

Prepared by:



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EXECUTIVE SUMMARY

SURVEY BACKGROUND

The 2014 Quality of Life Survey provided residents the opportunity to rate the quality of life in the City of Eden Prairie, as well as the quality of service delivery and overall workings of local government. The survey also permitted residents to provide feedback to government on what is working well and what is not, and to share their priorities for community planning and resource allocation.

Surveys were mailed to 1,200 randomly selected resident households in November, 2014. A total of 307 surveys were completed, yielding a response rate of 27%.

Survey results were weighted so that respondent gender, age, race, housing unit type (attached or detached) and housing tenure (rent or own) were represented in proportions reflective of the entire city. The margin of error is plus or minus six percentage points around any given percentage point reported for the entire sample.

Because Eden Prairie has administered resident surveys before, some comparisons could be made between 2014 responses and those from 2012, 2010, 2008 and 2006. Eden Prairie also elected to have its results compared to those of other jurisdictions around the nation and those in the north central region with populations over 15,000, comparisons made possible through a national benchmark database created and maintained by National Research Center, Inc. (NRC). This database contains resident perspectives gathered in citizen surveys from over 500 jurisdictions.

KEY FINDINGS

Eden Prairie residents enjoyed a high quality of life in 2014, as in previous years.

- ▶ In 2014, 95% of survey respondents rated their overall quality of life in Eden Prairie as “excellent” or “good;” no respondents gave a “poor” rating. Similar ratings were given in 2012 and prior years. When compared to communities across the nation as well as those in the north central region with populations over 15,000, Eden Prairie’s rating for overall quality of life was higher.
- ▶ Almost all respondents (97%) gave positive marks to Eden Prairie as a place to live while only slightly fewer gave positive marks to Eden Prairie as a place to raise children (92%) and their neighborhood as a place to live (92%). Each of these aspects of quality of life in the community were rated higher than ratings given in communities across the nation as well as communities in the north central region with populations over 15,000.
- ▶ About 9 in 10 residents would be likely to recommend living in Eden Prairie and plan to remain in the community for the next five years. These ratings were similar to what was seen in communities across the nation as well as communities in the north central region with populations over 15,000.

Residents appreciated dimensions of the community related to the appearance, natural environment, and outdoor amenities.

- ▶ About 9 in 10 residents rated the overall natural environment and overall image or reputation of Eden Prairie positively and higher than both benchmark comparisons.
- ▶ When asked to rate the quality of 19 individual community characteristics, cleanliness of Eden Prairie received the highest rating, with 97% indicating this as “excellent” or “good” followed closely by the overall appearance of Eden Prairie with 96% and air quality with 95%. About 9 in 10 residents gave positive ratings to fitness opportunities, availability of paths and walking trails, recreational opportunities and public places where people want to spend time. Fourteen of the 19 community characteristics received ratings that were either higher or much higher than both benchmark comparisons.
- ▶ When asked about the one thing they like most about living in Eden Prairie, the second most commonly cited topic was related to parks and trails and recreation centers (17%) which followed the topic area of convenient location (18%).
- ▶ When asked about frequency of using Parks and Recreation Department amenities, about 8 in 10 residents indicated they had used large community parks at least once in the 12 months prior to the survey and slightly fewer indicated they had used smaller neighborhood parks at least once. Nearly all survey respondents rated the quality of large community parks and smaller neighborhood parks positively.

Residents felt safe in Eden Prairie.

- ▶ Almost all residents (96%) gave “excellent” or “good” ratings to their overall feeling of safety in the community; a rating that is higher when compared to communities across the nation as well as communities in the north central region with populations over 15,000.
- ▶ At least 9 in 10 indicated they felt “very” or “somewhat safe” in their neighborhood (96%), at Eden Prairie Center mall (95%), on paths or walking trails (93%), in parks or open space (91%) and in retail parking lots (91%).
- ▶ When compared to the benchmarks, ratings of feelings of safety while in their neighborhood and in parks and open space were higher than other communities.
- ▶ About one-quarter of residents felt traffic speeding was at least a “moderate” problem in the community; however, this has been perceived as less of a problem in 2014 compared to 2012 and to when this question was first asked in 2006. The other six problems residents were asked to rate were thought of as at least a “moderate” problem by fewer than one-quarter of residents (vandalism and property crimes, stop sign violations, identity theft, youth crimes, drugs and violent crimes).

Survey respondents continued to think highly of the quality of services in Eden Prairie.

- ▶ Residents gave exceptionally high marks to the overall quality of City services, with about 9 in 10 awarding “excellent” or “good” ratings in 2014; no one gave a “poor” rating. When compared to both benchmarks, Eden Prairie’s rating for overall quality of City services was higher.
- ▶ Each of the 33 services listed on the survey were rated as “excellent” or “good” by at least 8 in 10 residents. Hennepin County EMS response time received the highest rating, with 99% indicating it as “excellent” or “good” followed closely by fire services (95%) and trail maintenance (95%).
- ▶ Of the 27 services that could be compared to communities across the nation, two services were rated much higher than the national comparison, 20 were rated higher and five were rated similar. Of the 26 services that could be compared to communities in the north central region with populations over 15,000, 18 services were rated higher than the north central region comparison and eight were similar. There were no characteristics that received a lower rating than either of the benchmark comparisons.
- ▶ Twenty-three of the 33 service quality ratings could be compared over time. Generally, ratings remained stable. One rating increased in 2014 compared to 2012 (Hennepin County EMS response time) and three decreased (building inspections, City planning services and assessing services).

Residents are generally engaged in the community, but efforts could be made to improve opportunities to be involved and information on how to get involved.

- ▶ Nearly 9 in 10 residents indicated they had participated or were at least aware of the Fourth of July celebration and about 8 in 10 had participated or were at least aware of the Staring Lake Concert Series. At least half of residents were not aware of the City-wide Open House and about three-quarters of residents were not aware of Senior Awareness Month.
- ▶ Participation in and awareness of Eden Prairie Night to Unite decreased in 2014 compared to 2012 along with City-wide Open House and Senior Awareness Month.
- ▶ In the 12 months prior to the survey, 58% of survey respondents had contact with a City department. About one-quarter of respondents had contacted the Police Department and about one-fifth had contact with the Community Center.
- ▶ When asked to rate the quality of 19 individual community characteristics, one of the three lowest rated items was opportunities for residents to provide input into City decision-making (58% “excellent” or “good”).

SURVEY BACKGROUND

The City of Eden Prairie contracted with National Research Center, Inc. (NRC) to conduct a community-wide citizen survey. The primary goal of the survey was to assess the attitudes and opinions of residents by:

- ▶ Evaluating City programs and services.
- ▶ Determining general perceptions of the quality of life in the city.
- ▶ Identifying issues facing the city.
- ▶ Setting benchmarks for future surveys.

The Eden Prairie Quality of Life Survey serves as a consumer report card for Eden Prairie by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery and their satisfaction with local government. Residents also provide feedback on what is working well and what is not, and communicate their priorities for community planning and resource allocation.

Focus on the quality of service delivery of services helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Eden Prairie City government, helping to assure maximum service quality over time.

This type of survey gets at the key services that local government control to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

This is the fifth iteration of the Eden Prairie Quality of Life Survey since the baseline study conducted in 2006. The 2014 survey was conducted by mail; all iterations prior to the 2014 survey were conducted by phone.

SURVEY ADMINISTRATION

A postcard was mailed to 1,200 Eden Prairie households, selected at random, notifying residents that they had been chosen to participate in the survey. A survey followed in the mail after one week and another one week later. There were 307 respondents to the mailed questionnaire (with 63 undeliverable addresses), yielding a response rate of 27%. The margin of error is plus or minus six percentage points around any given percentage for all respondents.

Survey results were weighted so that respondent gender, age, race, housing unit type (attached or detached) and housing tenure (rent or own) were represented in the proportions reflective of the entire city. More information about the survey methodology can be found in *Appendix F: Survey Methodology*.

HOW THE RESULTS ARE REPORTED

For the most part, the full set of frequencies or the “percent positive” are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “strongly support” and “somewhat support,” etc.).

On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Survey Frequencies* and is discussed in the body of this report if it is 30% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise

indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. 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 rounding values to the nearest whole number.

PRECISION OF ESTIMATES

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). The margin of error for this survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample (N=307).

COMPARISON OF RESULTS OVER TIME AND BY RESPONDENT SUBGROUPS

Because this survey was the fifth iteration of the citizen survey, the 2006, 2008, 2010 and 2012 results are presented along with past ratings when comparisons were available. Differences that surfaced may or may not be meaningful, as wording changes between survey versions and the switch in methodology from a mail to a telephone survey may account, at least in part, for any shift in ratings. NRC adjusted the findings from 2012 and prior in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail. Changes over time are regarded as significant if the difference in ratings between years is greater than ten percentage points. For more information on comparing results over time, see *Appendix F: Survey Methodology*.

Selected survey results were compared by geographic location of respondents home, presence of children in the home, respondent length of residency, age, gender, housing unit type, housing unit tenure (rent or own) and income. These crosstabulations are summarized and presented in tabular form in *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*. Where differences between subgroups are statistically significant, the results in these tables are shaded grey.

COMPARING SURVEY RESULTS TO OTHER COMMUNITIES

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 communities whose residents evaluated their services. Conducted with typically no fewer than 400 residents in each community, opinions are intended to represent over 30 million Americans.

Communities to which Eden Prairie is compared can be found in *Appendix E: Detailed Benchmark Comparisons*. National benchmark comparisons and comparisons to communities in the north central region with populations over 15,000 have been provided when similar questions on the Eden Prairie survey are included in NRC’s database and there are at least five communities in which the question was asked, though most questions are compared to more than five other communities.

Where comparisons for quality ratings were available, Eden Prairie’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. 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 lower” or “much higher”). These labels come from a statistical comparison of Eden Prairie’s rating to the benchmark where a rating is considered “similar” if it is within the standard margin of error (10 points or less on the 100-point scale); “higher” or “lower” if the difference between Eden Prairie’s rating and the benchmark is greater than but less than twice the standard margin of error (greater than 10 points but 20 points or less); and “much

higher” or “much lower” if the difference between Eden Prairie’s rating and the benchmark is more than twice the standard margin of error (greater than 20 points). Comparisons for a number of items on the survey are not available in the benchmark database. These items are excluded from the benchmark tables.

QUALITY OF LIFE AND COMMUNITY

The City of Eden Prairie Quality of Life Survey contained a set of questions related to quality of community life in the city ranging from the overall quality of life to Eden Prairie as a place to work and retire. Survey respondents also were asked to indicate how likely they would be to remain in the community and recommend it to others.

QUALITY OF LIFE

Residents gave exceptionally high marks to the overall quality of life in Eden Prairie, with more than 9 in 10 awarding “excellent” or “good” ratings in 2014; no respondents felt that the quality of life was “poor.” When compared to communities across the nation as well as those in the north central region with populations over 15,000, Eden Prairie’s rating for overall quality of life was higher (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons). When compared over time, ratings remained stable.

Survey results were compared by geographic location of residency and select respondent demographic characteristics. Residents ages 35 to 54 and those with children in the home tended to give lower ratings to their overall quality of life compared to their counterparts (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

FIGURE 1: OVERALL QUALITY OF LIFE IN EDEN PRAIRIE, 2014

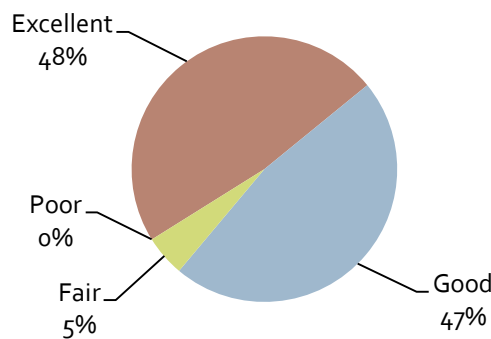
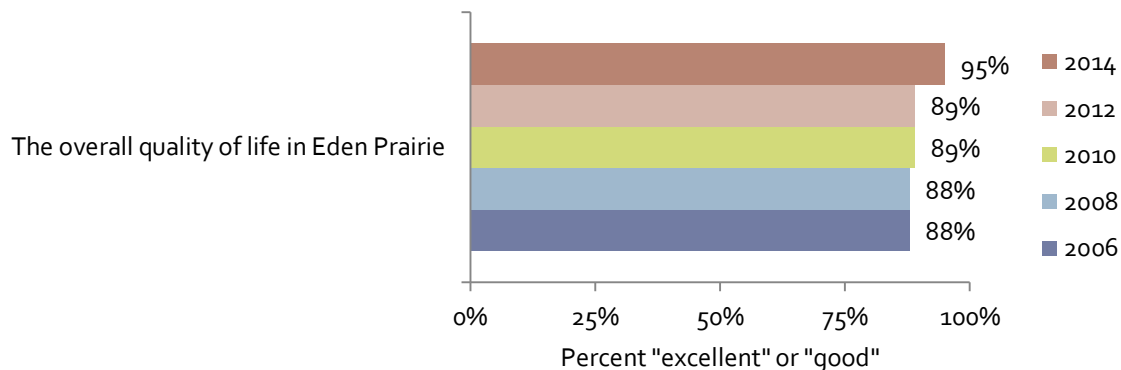


FIGURE 2: OVERALL QUALITY OF LIFE COMPARED BY YEAR



For the first time in 2014, residents responding to the survey rated six additional aspects of Eden Prairie quality of life. Almost all residents gave positive ratings of Eden Prairie as a place to live and about 9 in 10 gave positive ratings to Eden Prairie as a place to raise children and to their neighborhood as a place to live. About 8 in 10 gave positive ratings to Eden Prairie as a place to work and about 7 in 10 gave positive ratings for the city as a place to visit and retire.

Eden Prairie residents' ratings of aspects of quality of life were compared to those of other communities across the country and in the north central region with populations over 15,000. For Eden Prairie as a place to live, resident's neighborhood as a place to live, Eden Prairie as a place to raise children and to work, ratings were higher than both benchmark comparisons. Ratings for Eden Prairie as a place to visit and to retire received ratings that were similar to both benchmark comparisons.

Residents living in the northwest quadrant of the city tended to give lower ratings to Eden Prairie as a place to live while those that lived in the northeast region tended to give lower ratings to their neighborhood as a place to live compared to their counterparts. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics.*)

FIGURE 3: ASPECTS OF QUALITY OF LIFE, 2014

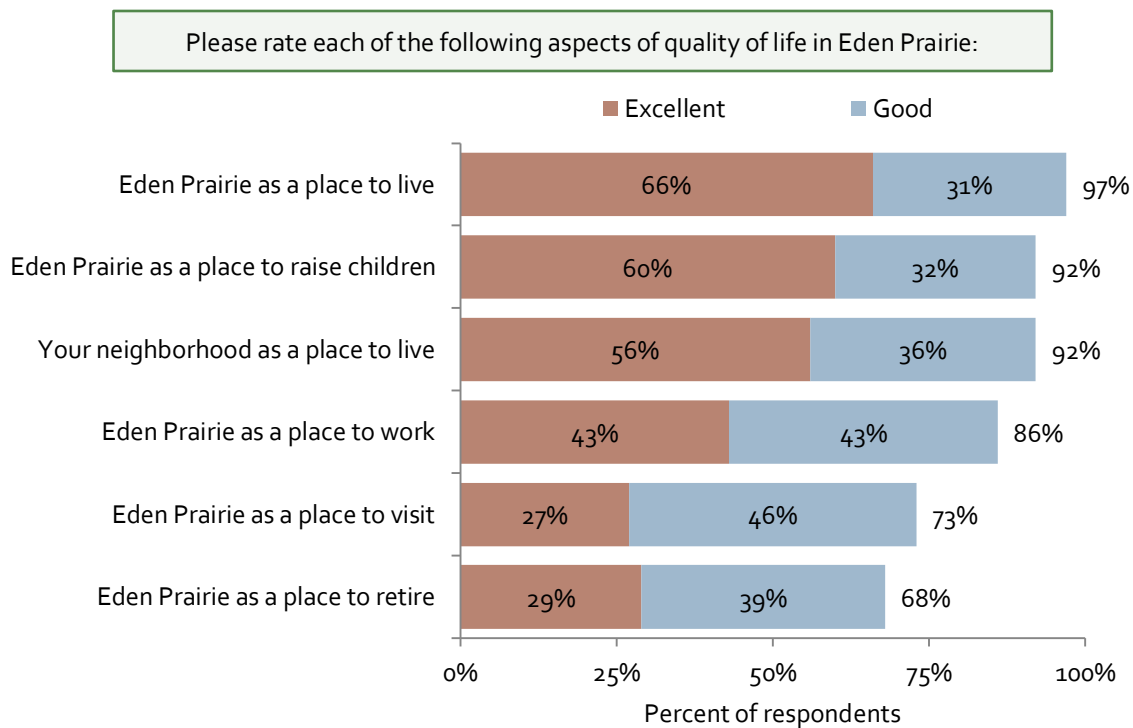


FIGURE 4: ASPECTS OF QUALITY OF LIFE BENCHMARKS

Please rate each of the following aspects of quality of life in Eden Prairie:	National benchmark	North Central region with populations over 15,000 benchmark
Eden Prairie as a place to live	Higher	Higher
Eden Prairie as a place to raise children	Higher	Higher
Your neighborhood as a place to live	Higher	Higher
Eden Prairie as a place to work	Higher	Higher
Eden Prairie as a place to visit	Similar	Similar
Eden Prairie as a place to retire	Similar	Similar

In addition to quality of life ratings, residents' perceptions of their community can be measured in their loyalty to the community. About 9 in 10 residents planned to remain in Eden Prairie for the next five years and would recommend living in Eden Prairie to someone who asks. A similar proportion indicated they would also recommend conducting business in Eden Prairie and about 8 in 10 said they would recommend visiting Eden Prairie.

Compared to communities across the nation as well as in the north central region with populations over 15,000, ratings for remaining in Eden Prairie and recommending living in Eden Prairie were similar. Benchmark comparisons were not available for conducting business in or visiting Eden Prairie.

FIGURE 5: RESIDENTIAL STABILITY, 2014

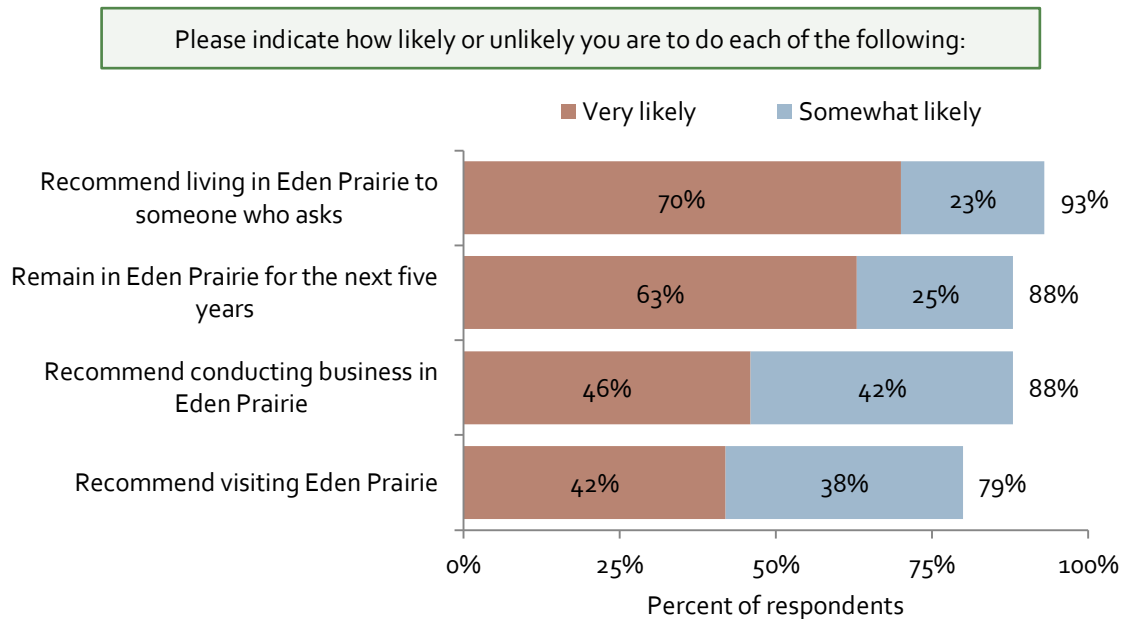


FIGURE 6: RESIDENTIAL STABILITY BENCHMARKS

Please indicate how likely or unlikely you are to do each of the following:	National benchmark	North Central region with populations over 15,000 benchmark
Recommend living in Eden Prairie to someone who asks	Similar	Similar
Remain in Eden Prairie for the next five years	Similar	Similar

COMMUNITY CHARACTERISTICS

For the first in 2014, those completing the questionnaire were asked to rate the quality of various overall community characteristics (see Figure 7 on the following page). At least two-thirds of residents evaluated all nine characteristics of Eden Prairie positively. Overall feeling of safety received the highest rating, with 96% indicating this as “excellent” or “good.” About 9 in 10 residents rated the overall natural environment of Eden Prairie, overall image or reputation, overall economic health, overall opportunities for education and enrichment and health and wellness opportunities positively. About 8 in 10 gave positive ratings for the overall built environment of Eden Prairie and the overall ease of getting to the places you usually have to visit. Sense of community received the lowest rating with 63% indicating it as “excellent” or “good.”

Each of the nine overall community characteristics rated in 2014 could be compared to communities across the nation and in the north central region with populations over 15,000. Most ratings were higher than those found in communities across the nation while ratings were a mix of higher and similar compared to communities in the north central region with populations over 15,000. For more detailed information about these comparisons, please see Figure 8 on the following page.

Ratings of the overall community characteristics were compared by respondent demographics and geographic location of residency. Residents living in the northeast quadrant of the city tended to give higher ratings to the overall ease of getting to the places you usually have to visit compared to their counterparts. Residents age 18 to 34 tended to give lower ratings to the overall built environment of Eden Prairie and health and wellness opportunities in Eden Prairie but higher ratings to the overall ease of getting to places you usually have to visit and the overall image or reputation of Eden Prairie compared to their counterparts. Women tended to give higher ratings compared to men for the overall quality of the natural environment in the community and the sense of community. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics.*)

FIGURE 7: RATINGS OF OVERALL COMMUNITY CHARACTERISTICS, 2014

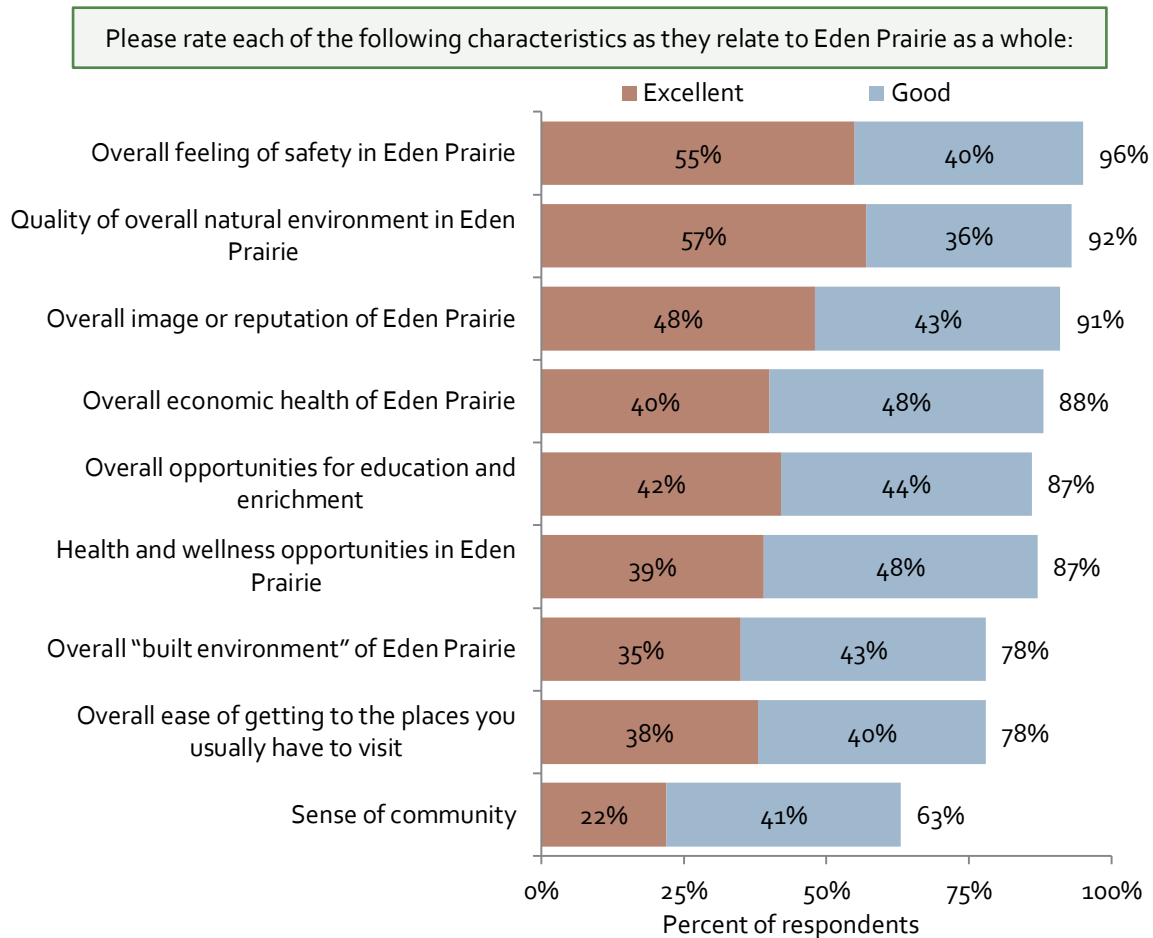


FIGURE 8: OVERALL COMMUNITY CHARACTERISTICS BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	National benchmark	North Central region with populations over 15,000 benchmark
Overall feeling of safety in Eden Prairie	Higher	Higher
Quality of overall natural environment in Eden Prairie	Higher	Higher
Overall image or reputation of Eden Prairie	Higher	Higher
Overall economic health of Eden Prairie	Higher	Higher
Overall opportunities for education and enrichment	Higher	Similar
Health and wellness opportunities in Eden Prairie	Higher	Similar
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	Higher	Similar
Overall ease of getting to the places you usually have to visit	Similar	Similar
Sense of community	Similar	Similar

In addition to rating various overall community characteristics, residents were given a more extensive list of 19 individual community characteristics and asked to rate the quality of each (see Figure 9 on the following page). Cleanliness of Eden Prairie received the highest rating, with 97% indicating this as “excellent” or “good” followed closely by the overall appearance of Eden Prairie with 96% and air quality with 95% giving an “excellent” or “good” rating. About 9 in 10 residents gave positive ratings to fitness opportunities, availability of paths and walking trails, recreational opportunities and public places where people want to spend time. The lowest rated items were opportunities for residents to provide input into City decision-making (58% “excellent” or “good”), availability of affordable quality housing (55%) and ease of travel by public transportation in Eden Prairie (41%).

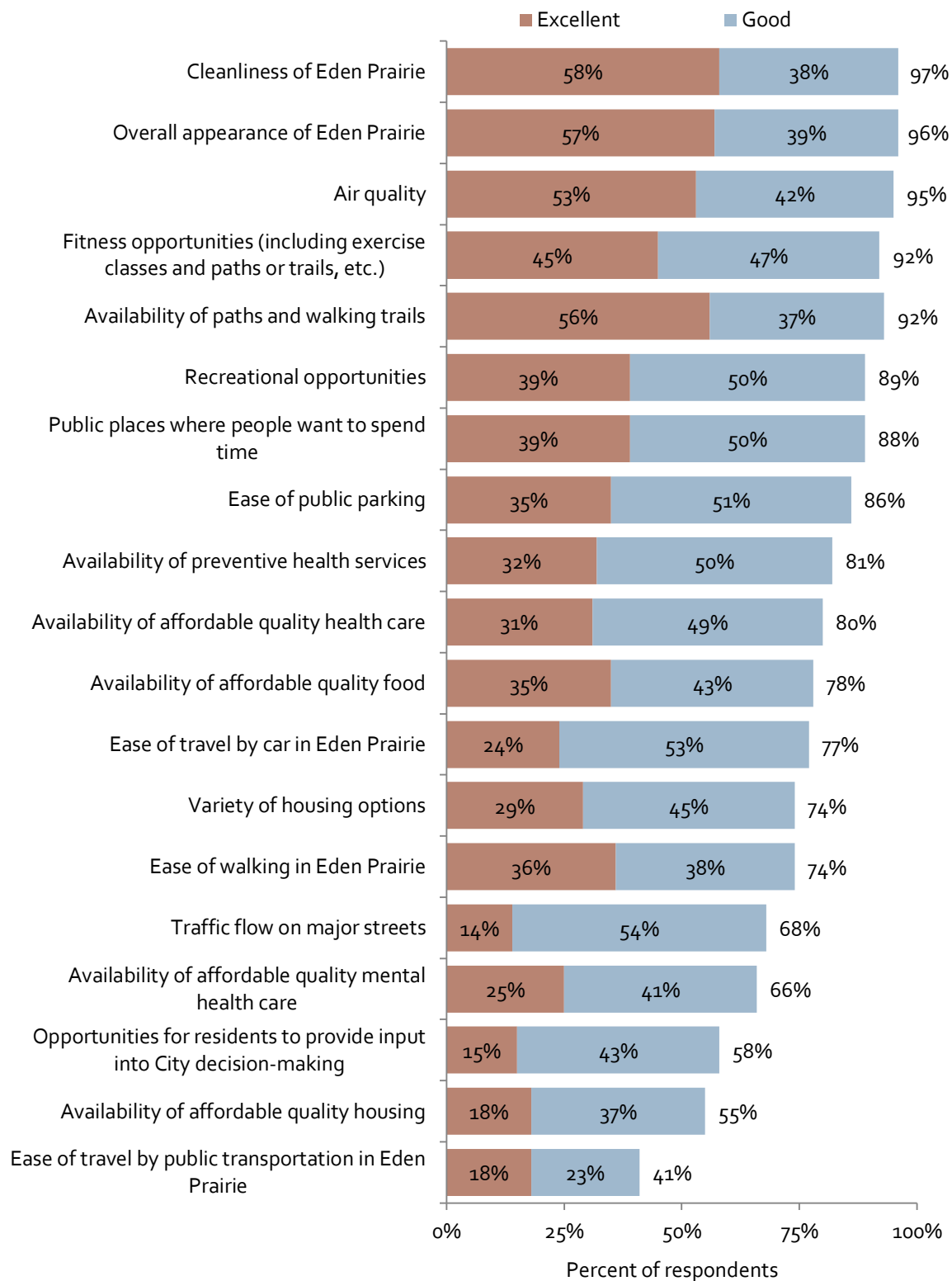
Of the 19 individual community characteristics rated in 2014, 18 could be compared to communities across the nation and in the north central region with populations over 15,000 (no comparison was available for opportunities for residents to provide input into City decision-making). Four characteristics were rated much higher than the national comparison, 10 were rated higher and four were similar. One characteristic was rated much higher than the north central region comparison, seven were higher and 10 were similar. There were no characteristics that received a lower rating than either of the benchmark comparisons. For more detailed information about these comparisons, please see Figure 10 on the following page.

Ratings of the individual community characteristics were compared by respondent demographics and geographic location of residency. Residents living in the southwest quadrant of the city tended to give higher ratings to the availability of paths and walking trails and fitness opportunities compared to their counterparts. Residents age 18 to 34 who rent their home, live in an attached housing unit and have a household income of less than \$49,999 tended to give lower ratings to the availability of affordable quality housing than their counterparts. Residents age 55 or older tended to give higher ratings to the variety of housing options than their counterparts. Residents who have lived in the community for less than five years tended to give higher ratings to the ease of car travel, overall appearance of Eden Prairie, and to public places where people want to spend time compared to those that have lived in the community for more than five years. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics.*)

At least 30% of respondents said “don’t know” when rating the following characteristics: ease of travel by public transportation in Eden Prairie, availability of affordable quality mental health care and opportunities for residents to provide input into City decision-making. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies.*

FIGURE 9: RATINGS OF INDIVIDUAL COMMUNITY CHARACTERISTICS, 2014

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:



Each of the above items were new in 2014 except for recreational opportunities (89% in 2012, 87% in 2010, 88% in 2008 and 87% in 2006).

FIGURE 10: INDIVIDUAL COMMUNITY CHARACTERISTICS BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	National benchmark	North Central region with populations over 15,000 benchmark
Cleanliness of Eden Prairie	Much higher	Higher
Overall appearance of Eden Prairie	Much higher	Much higher
Air quality	Higher	Higher
Availability of paths and walking trails	Much higher	Higher
Fitness opportunities (including exercise classes and paths or trails, etc.)	Higher	Higher
Recreational opportunities	Higher	Higher
Public places where people want to spend time	Higher	Higher
Ease of public parking	Much higher	Higher
Availability of preventive health services	Higher	Similar
Availability of affordable quality health care	Higher	Similar
Availability of affordable quality food	Higher	Similar
Ease of travel by car in Eden Prairie	Similar	Similar
Ease of walking in Eden Prairie	Higher	Similar
Variety of housing options	Higher	Similar
Traffic flow on major streets	Similar	Similar
Availability of affordable quality mental health care	Higher	Similar
Availability of affordable quality housing	Similar	Similar
Ease of travel by public transportation in Eden Prairie	Similar	Similar

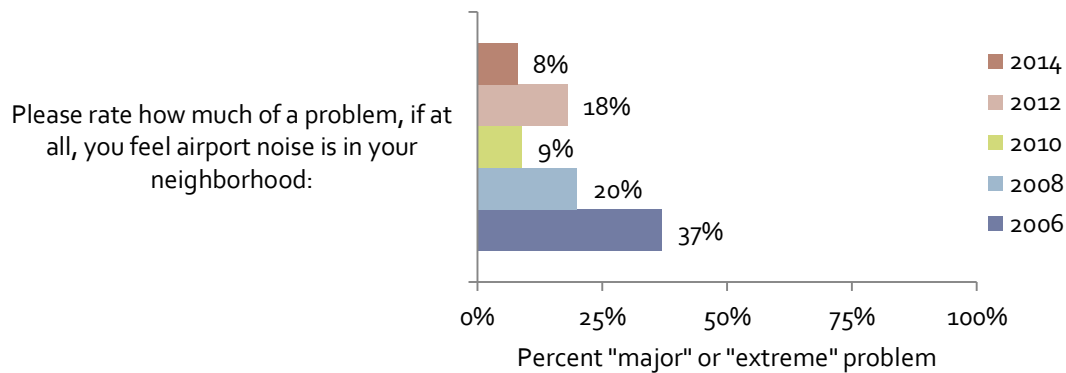
NEIGHBORHOOD ISSUES

AIRPORT NOISE

Survey respondents were asked to indicate how much of a problem they felt airport noise was in their neighborhood. Less than 1 in 10 indicated it was a “major” or “extreme” problem. Compared to 2012, fewer residents thought airport noise was a problem in their neighborhood, returning to levels reported in 2010.

Survey results were compared by geographic location of residency and select respondent demographic characteristics. Residents living in the southwest region of the city tended to rate airport noise as more problematic compared to those living in other regions of the city. There were no differences in ratings by respondent demographics (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

FIGURE II: AIRPORT NOISE COMPARED BY YEAR

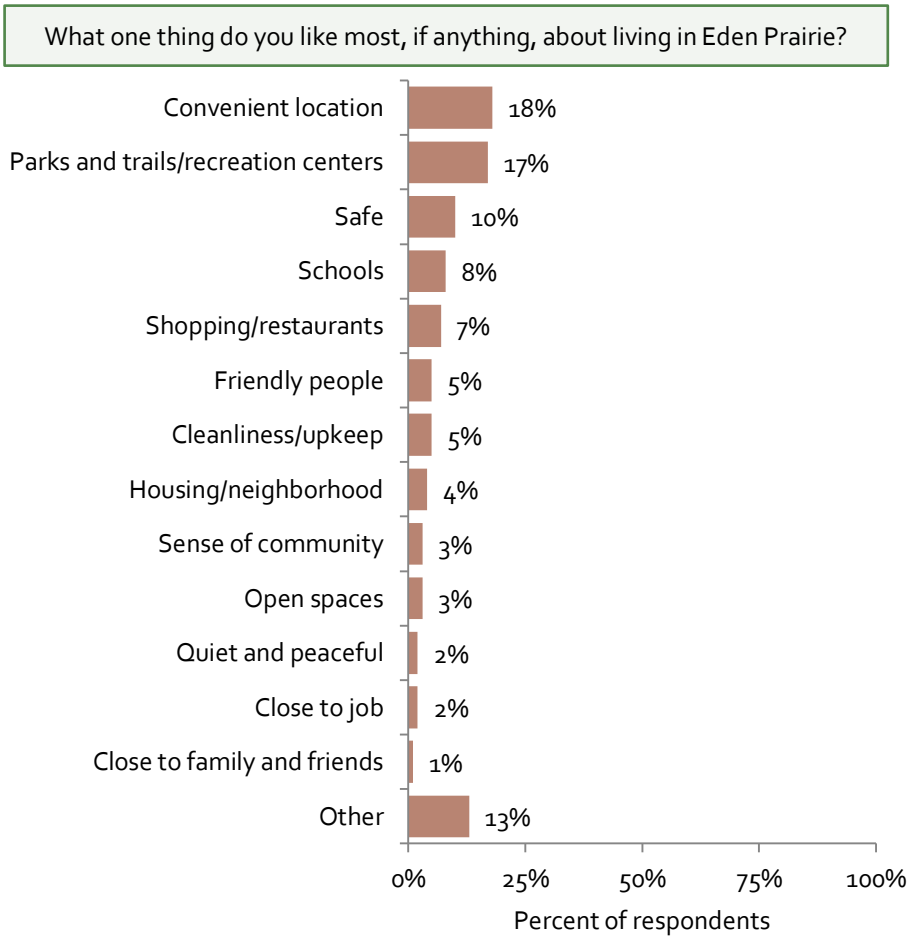


Prior to 2014, residents were asked to indicate how serious of a problem airport noise was in their neighborhood with a scale of very serious, somewhat serious, not too serious and not at all serious. In 2014, residents were asked to use the scale of extreme problem, major problem, minor problem and not a problem. For data prior to 2014, the scale points of somewhat serious and very serious are compared here to major problem or extreme problem.

LIVING IN EDEN PRAIRIE

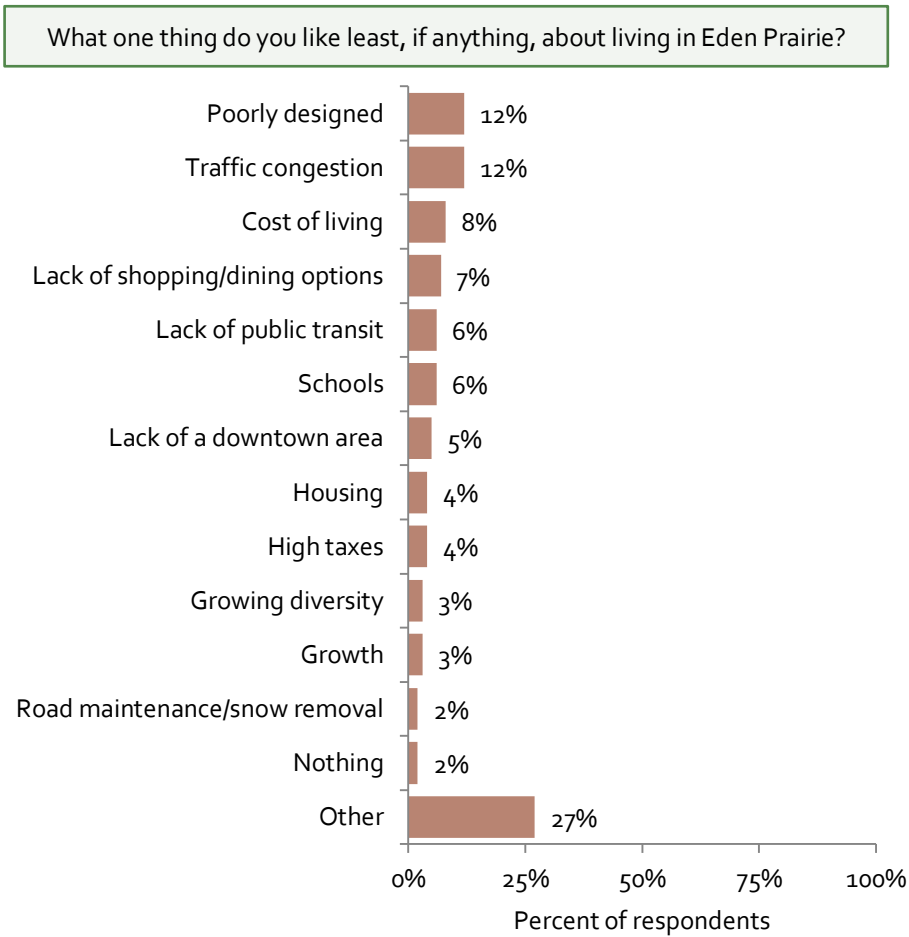
In 2014, survey respondents were given the opportunity to indicate what they like most about living in Eden Prairie. Respondents’ written responses were reviewed and grouped into categories by theme. Of the 236 respondents who had an opinion, 18% wrote comments related to Eden Prairie being a convenient location while 17% wrote comments about the parks and trails/recreation centers. About 10% wrote in comments about Eden Prairie being safe and less than 1 in 10 wrote comments about the remaining 10 categories. Due to the number of varied responses, an “other” category was also created. (For a full index of written responses, see *Appendix C: Verbatim Responses to Open-ended Survey Question.*)

FIGURE 12: LIKE MOST ABOUT LIVING IN EDEN PRAIRIE



In addition to considering what they like most about living in Eden Prairie, residents were asked what they liked least about living in Eden Prairie. Respondents' written responses were reviewed and grouped into categories by theme. Of the 226 respondents who had an opinion, 12% wrote comments related to the community being poorly designed and to traffic congestion. Less than 1 in 10 wrote comments about the remaining 11 categories. Due to the number of varied responses, an "other" category was also created. (For a full index of written responses, see *Appendix C: Verbatim Responses to Open-ended Survey Question.*)

FIGURE 13: LIKE LEAST ABOUT LIVING IN EDEN PRAIRIE



COMMUNITY ENGAGEMENT

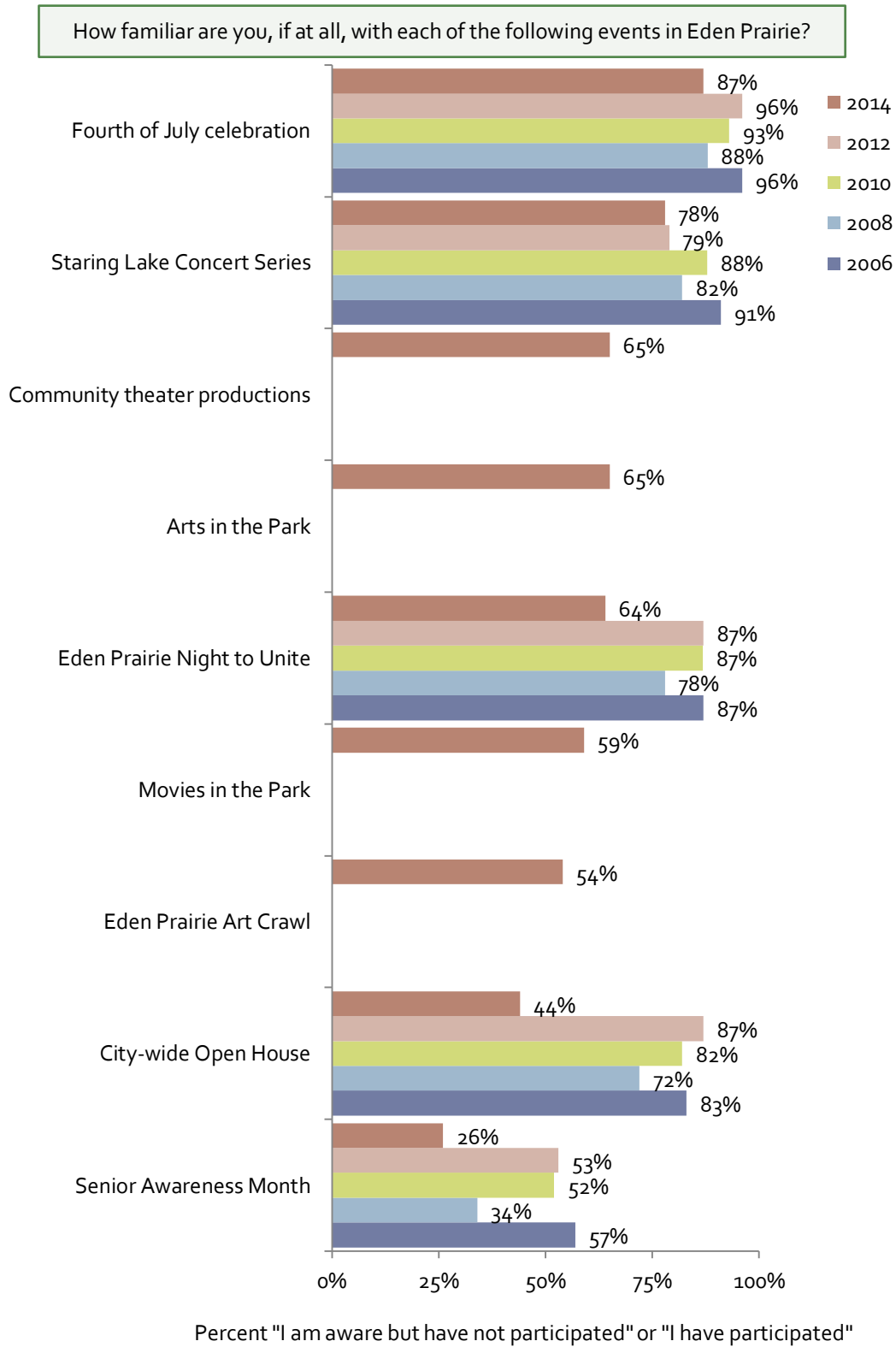
Survey participants were given a list of nine events and activities in Eden Prairie and were asked to indicate if they had participated, knew about them but not participated or did not know about them (see Figure 14 on the following page).

Nearly 9 in 10 residents had participated or were at least aware of the Fourth of July celebration and about 8 in 10 had participated or were at least aware of the Staring Lake Concert Series. At least half of residents were not aware of the City-wide Open House and about three-quarters of residents were not aware of Senior Awareness Month.

Five of the nine events and activities had awareness and participation ratings that could be compared over time. Of these five, three showed lower ratings in 2014 compared to 2012. Participation in and awareness of Eden Prairie Night to Unite decreased in 2014 compared to 2012 along with City-wide Open House and Senior Awareness Month. The participation and awareness rating for Senior Awareness Month returned to levels reported in 2008. Please note that differences that surfaced may or may not be meaningful, as the switch in methodology from a mail to a telephone survey may account, at least in part, for any shift in ratings. Changes over time are regarded as significant if the difference in ratings between years is greater than ten percentage points. (Please see *Appendix F: Survey Methodology* for more information on how to interpret changes over time.)

Residents residing in the southeast quadrant of the community tended to give higher participation and awareness ratings to the City-wide Open House compared to their counterparts. Those living in the northeast quadrant of the community tended to give lower participation and awareness ratings to the Staring Lake Concert Series and Arts in the Park compared to residents living in other areas of the community. Residents who had lived in the community for less than five years, were age 18 to 34, rented their home, lived in an attached housing unit and had a household income of less than \$49,999 tended to give lower ratings in general to the events and activities listed. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.)

FIGURE 14: FAMILIARITY WITH EVENTS COMPARED BY YEAR



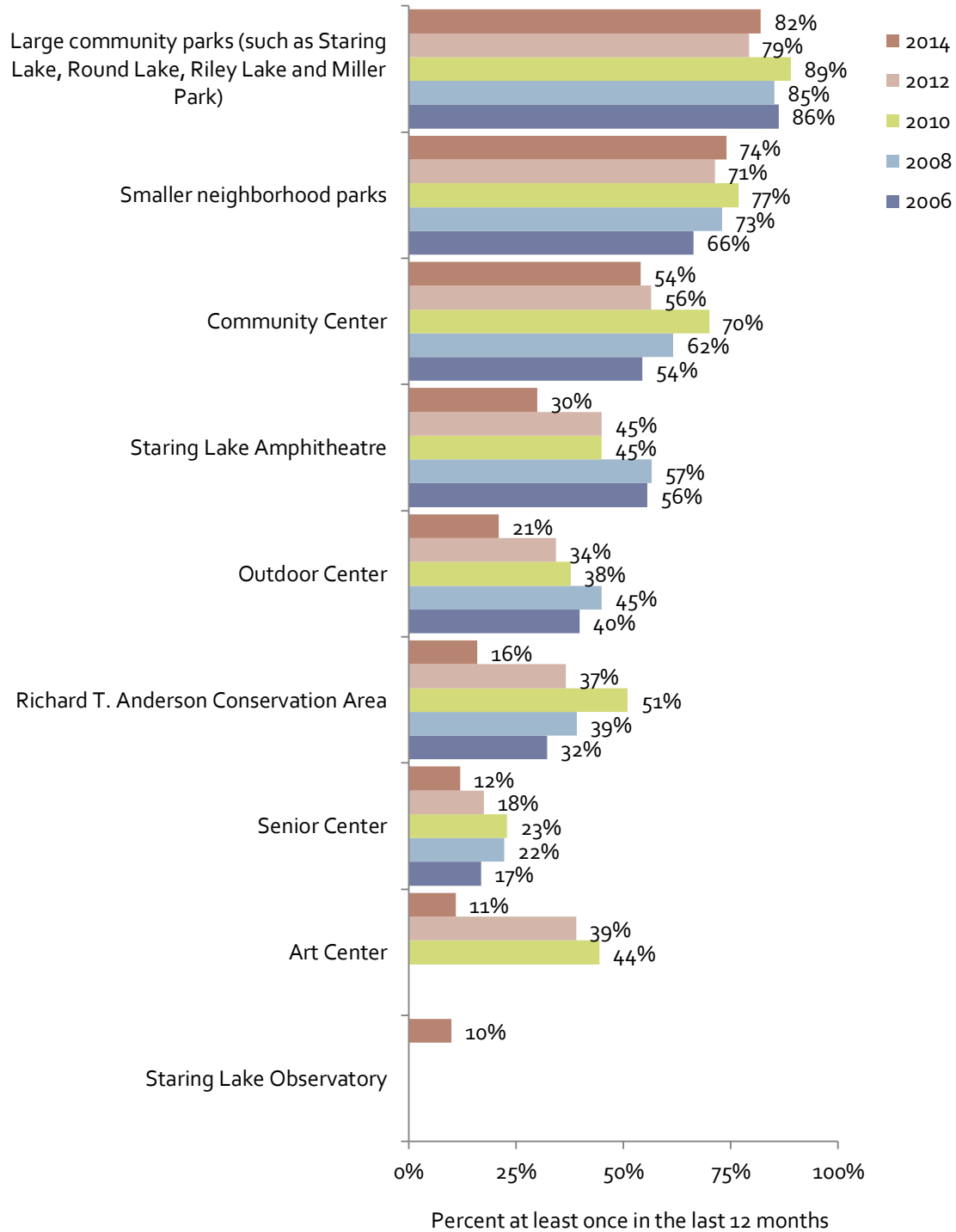
Survey respondents were asked to review a list of eight Parks and Recreation Department amenities and asked to indicate how frequently they have used each of them (Figure 15 on the following page). About 8 in 10 residents indicated they had used large community parks at least once in the 12 months prior to the survey and slightly fewer indicated they had used smaller neighborhood parks at least once. About half of survey respondents had used the Community Center at least once. About 3 in 10 had used the Staring Lake Amphitheatre and 2 in 10 had used the Outdoor Center. Between 16% and 10% indicated using each of the following listed amenities at least once in the 12 months prior to the survey: the Richard T. Anderson Conservation Area, the Senior Center, the Art Center and the Staring Lake Observatory.

Seven of the eight amenities had usage ratings that could be compared over time. Of these, four showed lower ratings in 2014 compared to 2012. Fewer residents reported using the Staring Lake Amphitheatre, the Outdoor Center, the Richard T. Anderson Conservation Area and the Art Center. (Please see *Appendix F: Survey Methodology* for more information on how to interpret changes over time.)

Residents living in the northeast quadrant of the community tended to give lower rates of usage for large community parks, smaller neighborhood parks, the Staring Lake Amphitheatre and the Community Center compared to their counterparts. Residents who had children in the home and were age 35 to 54 who own their home tended to report using large community parks and smaller neighborhood parks at a higher rate than their counterparts. When differences were significant, residents with higher household incomes tended to report using the amenities at a higher rate compared to their counterparts. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.)

FIGURE 15: USE OF PARKS AND RECREATION AMENITIES COMPARED BY YEAR

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?



In addition to indicating how frequently they have used each of a list of eight Parks and Recreation Department amenities, residents were also asked to rate the quality of each of the amenities. Nearly all residents felt that large community parks were “excellent” or “good” and slightly fewer felt that smaller neighborhood parks and the Staring Lake Observatory were “excellent” or “good.” The lowest rating, with about 8 in 10 giving a positive quality rating, was the Art Center.

One of the eight amenities could be compared to the national benchmark comparison. The Senior Center received ratings in Eden Prairie that were similar to those given in communities across the nation. (See *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

Seven of the eight amenities had usage ratings that could be compared over time. Of these only one showed a lower rating in 2014 compared to 2012. Fewer residents gave an “excellent” or “good” rating to the Art Center. (Please see *Appendix F: Survey Methodology* for more information on how to interpret changes over time.)

Generally, ratings did not differ by geographic location of resident’s home or various demographic characteristics. Residents with children in the home tended to give lower ratings of quality to the Richard T. Anderson Conservation Area compared to those without children. Residents who have lived in the community for more than 20 years gave lower ratings to the quality of the Staring Lake Amphitheatre while those who had lived in the community for 6 to 20 years gave lower ratings to the quality of smaller neighborhood parks compared to their counterparts (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.)

At least 30% of respondents said “don’t know” when rating the following amenities: quality of the Senior Center (83% “don’t know”), the Outdoor Center (71%), the Staring Lake Amphitheatre (50%), the Staring Lake Observatory (84%), the Richard T. Anderson Conservation Area (78%), the Art Center (81%) and the Community Center (39%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

FIGURE 16: QUALITY OF PARKS AND RECREATION AMENITIES COMPARED BY YEAR

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	2014	2012	2010	2008	2006
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	98%	89%	80%	89%	89%
Smaller neighborhood parks	95%	88%	89%	88%	85%
Staring Lake Observatory	94%	NA	NA	NA	NA
Staring Lake Amphitheatre	92%	90%	90%	88%	88%
Community Center	91%	88%	87%	88%	75%
Senior Center	90%	90%	90%	81%	90%
Outdoor Center	89%	90%	90%	88%	84%
Richard T. Anderson Conservation Area	85%	90%	90%	87%	90%
Art Center	78%	90%	88%	NA	NA

CITY GOVERNMENT

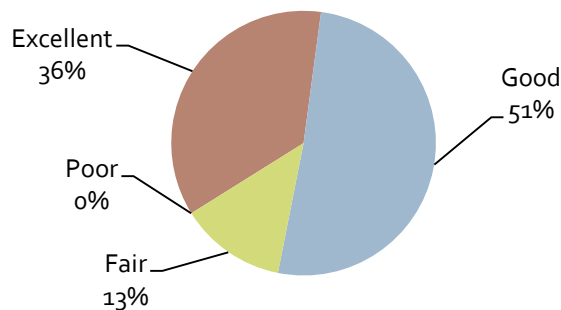
The City of Eden Prairie Quality of Life Survey contained a variety of questions related to City government ranging from the quality of City services and impressions of contact with City departments to support for the municipal liquor stores.

QUALITY AND VALUE OF CITY GOVERNMENT SERVICES

Residents gave exceptionally high marks to the overall quality of City services, with about 9 in 10 awarding “excellent” or “good” ratings in 2014; no one gave a “poor” rating. When compared to communities across the nation as well as those in the north central region with populations over 15,000, Eden Prairie’s rating for overall quality of City services was higher (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

Women and those who own their home tended to give higher ratings to the overall quality of City services compared to men and those who rent their home. No differences emerged based on residents’ geographic location (see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*).

FIGURE 17: OVERALL QUALITY OF CITY SERVICES, 2014



Residents also had the opportunity to rate the value of City services considering the property taxes they pay. About 6 in 10 gave positive ratings in 2014. Over time, this rating has decreased; however, it is similar to ratings given in communities across the nation as well as those in the north central region with populations over 15,000 (see *Appendix E: Detailed Benchmark Comparisons* for detailed information on the benchmark comparisons).

FIGURE 18: VALUE OF CITY SERVICES, 2014

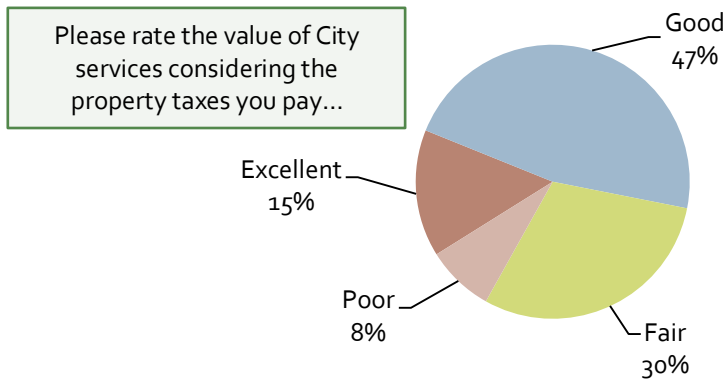
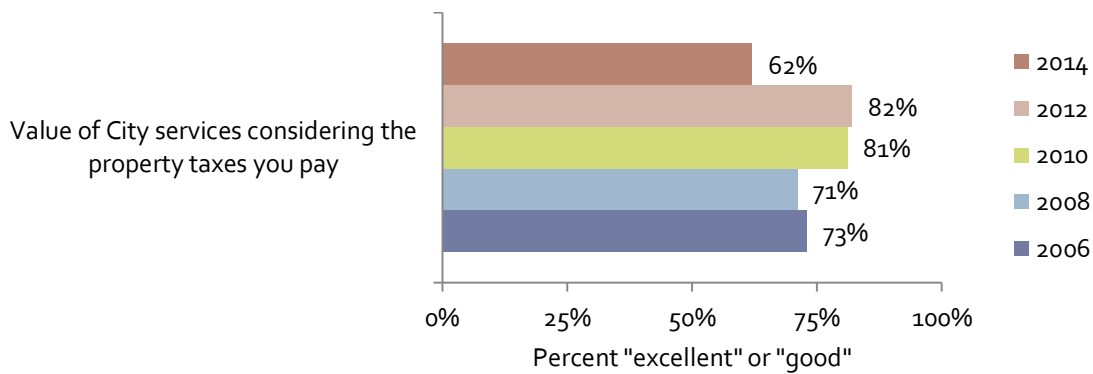


FIGURE 19: VALUE OF CITY SERVICES COMPARED BY YEAR



In addition to rating the value and overall quality of City services, residents were given a more extensive list of 33 individual services and asked to rate the quality of each (see Figure 20 on the following page). Each of the 33 services were rated as “excellent” or “good” by at least 8 in 10 residents. Hennepin County EMS response time received the highest rating, with 99% indicating it as “excellent” or “good” followed closely by fire services (95%) and trail maintenance (95%). Park maintenance received a positive rating from 94% of residents while four other services received a positive rating from 93% of residents (police services, crime prevention, fire department response time and recreation centers or facilities). The lowest rated services include street repair (74%), assessing services (68%) and traffic signal timing (58%).

Of the 33 individual services rated in 2014, 27 could be compared to communities across the nation and 26 could be compared to communities in the north central region with populations over 15,000. Two services were rated much higher than the national comparison, 20 were rated higher and five were rated similar. Eighteen services were rated higher than the north central region comparison and eight were similar. There were no characteristics that received a lower rating than either of the benchmark comparisons. For more detailed information about these comparisons, please see Figure 20 on the following page.

Twenty-three of the 33 service quality ratings could be compared over time. Generally, ratings remained stable. One rating increased in 2014 compared to 2012 (Hennepin County EMS response time) and three decreased (building inspections, City planning services and assessing services). (Please see *Appendix F: Survey Methodology* for more information on how to interpret changes over time.)

Ratings of the individual services were compared by respondent demographics and geographic location of residency. Generally, ratings did not differ by geographic location of resident’s home or various demographic characteristics. The few emerging geographic-based differences were that residents living in the southeast quadrant of the city tended to give lower ratings to recreation services while those living in the northwest quadrant gave lower ratings to assessing services than their counterparts. Residents age 55 or older tended to give higher ratings to snow removal and street sweeping on City streets but lower ratings to police services compared to younger residents. (For additional comparisons by respondent demographics, see *Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*.)

At least 30% of respondents said “don’t know” when rating the following services: emergency preparedness (44% “don’t know”), economic development (31%), housing and community services (63%), City engineering services (68%), City planning services (62%), assessing services (58%), building inspections (57%), senior programs and services (64%), animal control (53%), Hennepin County EMS response time (60%) and Fire Department response time (51%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

FIGURE 20: QUALITY OF CITY SERVICES COMPARED BY YEAR AND BENCHMARKS

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	2014	2012	2010	2008	2006	National benchmark	North Central region with populations over 15,000 benchmark
Hennepin County Emergency Medical Service (ambulance) response time	99%	89%	89%	86%	87%	Higher	Higher
Fire services	95%	90%	90%	89%	90%	Similar	Similar
Trail maintenance	95%	89%	89%	89%	89%	NA	NA
Park maintenance	94%	89%	89%	89%	88%	Higher	Higher
Police services	93%	88%	87%	87%	87%	Higher	Higher
Crime prevention	93%	NA	NA	NA	NA	Higher	Higher
Fire Department response time	93%	89%	89%	86%	87%	Similar	Similar
Recreation centers or facilities	93%	NA	NA	NA	NA	Higher	Higher
Senior programs and services	92%	86%	88%	87%	87%	Higher	Higher
Recreation services (i.e., recreation programs and classes, etc.)	90%	89%	89%	88%	89%	Similar	NA
Preservation of natural areas such as open space, parklands and wetlands	90%	NA	NA	NA	NA	Much higher	Higher
Water and sewer services	87%	89%	88%	89%	88%	Higher	Higher
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	86%	NA	NA	NA	NA	Higher	Higher
Animal control	85%	87%	88%	88%	82%	Higher	Higher
Snow removal on City streets (excludes 494, 62 and County roads)	85%	85%	88%	85%	80%	Higher	Higher
Streets in your neighborhood	83%	88%	86%	85%	NA	NA	NA
Storm drainage	83%	NA	NA	NA	NA	Higher	Higher
City streets as a whole	82%	86%	86%	85%	NA	Higher	Higher
Asphalt trails in your neighborhood	82%	NA	NA	NA	NA	NA	NA
Street sweeping on City streets (excludes 494, 62 and County roads)	82%	89%	89%	87%	NA	Higher	Higher
Drinking water	82%	81%	80%	80%	NA	Higher	Similar
City engineering services	81%	88%	88%	88%	88%	NA	NA
Housing and community services	81%	87%	87%	87%	NA	NA	NA
Economic development	79%	NA	NA	NA	NA	Much higher	Higher
Utility billing	79%	86%	89%	88%	88%	Similar	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	NA	NA	NA	NA	Higher	Similar
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	76%	71%	70%	74%	NA	Higher	Higher

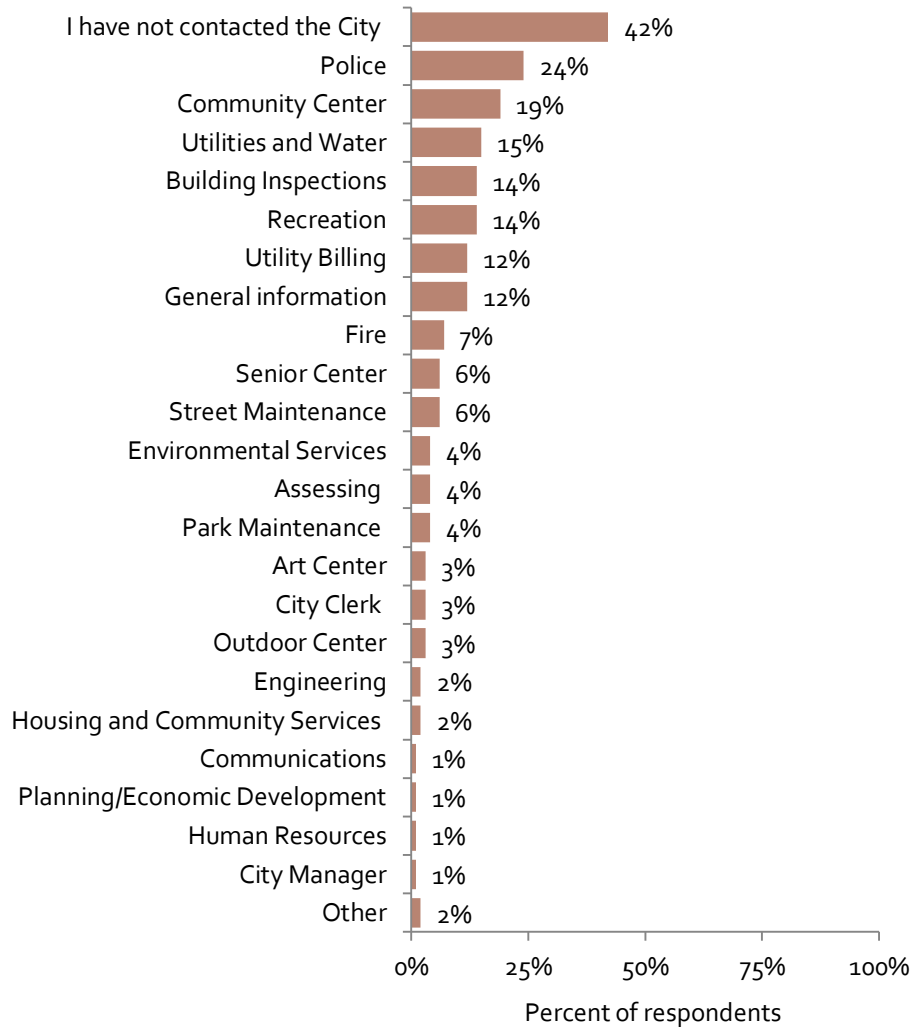
Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	2014	2012	2010	2008	2006	National benchmark	North Central region with populations over 15,000 benchmark
Building inspections	76%	88%	87%	90%	84%	Higher	Similar
City planning services	76%	89%	86%	84%	79%	Higher	Higher
Street lighting	75%	83%	85%	81%	74%	Higher	Similar
Street repair	74%	NA	NA	NA	NA	Higher	Higher
Assessing services	68%	87%	88%	87%	88%	NA	NA
Traffic signal timing	58%	NA	NA	NA	NA	Similar	Similar

CONTACT WITH CITY DEPARTMENTS

In the 12 months prior to the survey, 58% of survey respondents had contact with a City department. About one-quarter of respondents had contacted the Police Department and about one-fifth had contact with the Community Center. Between 12% and 15% had contact with utilities and water, building inspections, recreation, utility billing and general information. Less than 1 in 10 had contact with the remaining departments.

FIGURE 21: CONTACT WITH CITY DEPARTMENTS, 2014

With which of the following departments have you had contact (email, in-person or phone) in the last 12 months?



Total may exceed 100% as respondents could select more than one answer. Similar questions about contact with City departments were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

The 58% of survey respondents who reported having contacted a City department or office were then asked to rate the overall customer service they received as well as their impression of the City employee(s) courtesy, knowledge, responsiveness and follow-up. About 9 in 10 gave “excellent” or “good” ratings to each aspect of their impression of City employees including their impression of overall customer service. Courtesy and overall customer service could be compared over time; both 2014 ratings were similar to those given in 2012.

Each aspect of their impression rated in 2014 could be compared to communities across the nation and in the north central region with populations over 15,000. For both benchmarks, the ratings for courtesy and overall customer service were higher than those seen in comparison communities while the remaining three aspects (knowledge, responsiveness and follow-up) were similar (see Figure 23).

FIGURE 22: IMPRESSIONS OF CITY EMPLOYEE(S) COMPARED BY YEAR

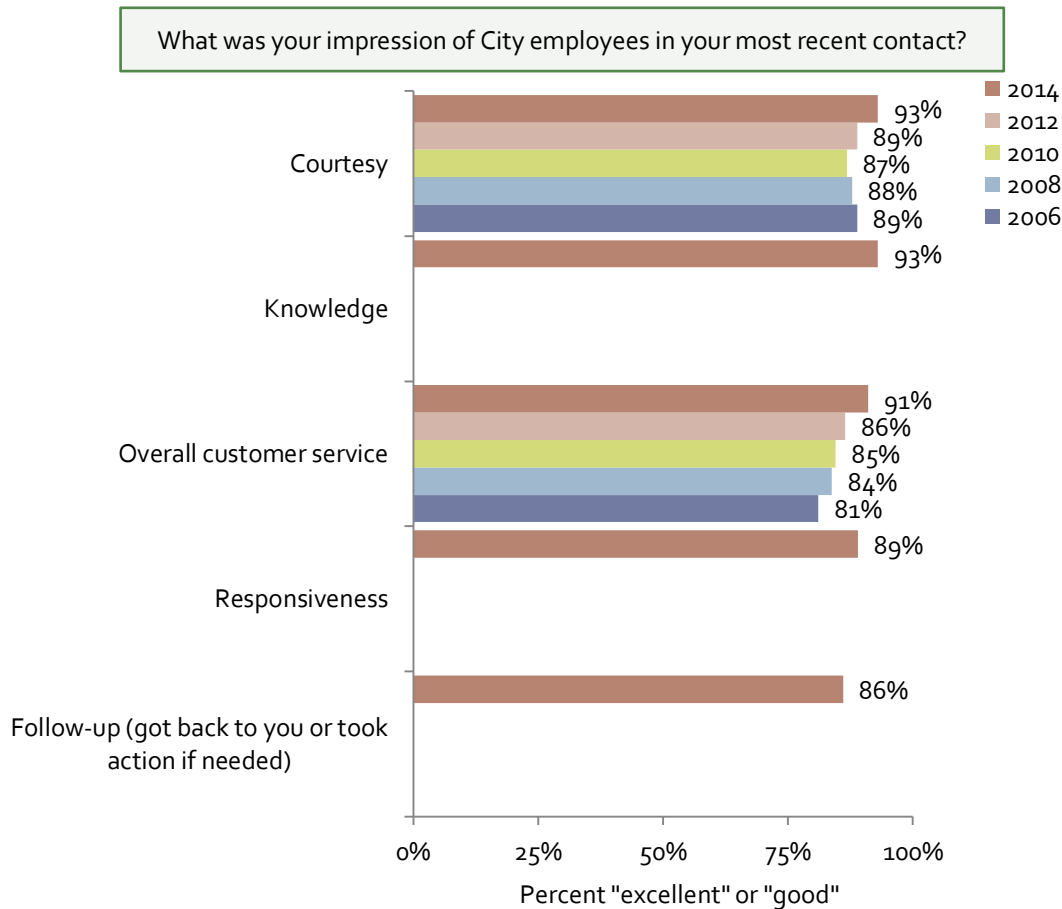


FIGURE 23: IMPRESSIONS OF CITY EMPLOYEE(S) BENCHMARKS

What was your impression of City employees in your most recent contact?	National benchmark	North Central region with populations over 15,000 benchmark
Knowledge	Similar	Similar
Courtesy	Higher	Higher
Responsiveness	Similar	Similar
Follow-up (got back to you or took action if needed)	Similar	Similar
Overall customer service	Higher	Higher

SAFETY

The City of Eden Prairie Quality of Life Survey contained a variety of questions related to safety in the community ranging from feelings of safety in the community to reasons for contact with the Police Department.

FEELINGS OF SAFETY AND PROBLEMS

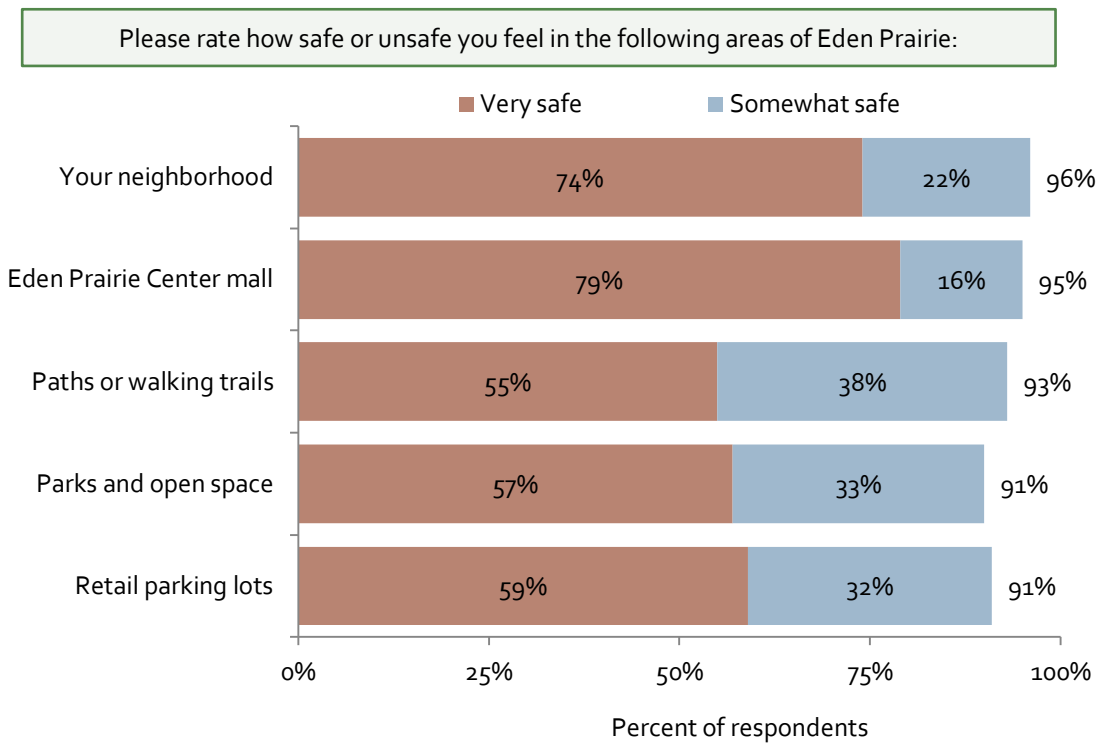
Residents were asked to indicate their overall feeling of safety in Eden Prairie (see Figure 7 on page 9 for more detail). Nearly all residents (96%) rated their overall feeling of safety as “excellent” or “good,” a rating higher than both benchmark comparisons (across the nation and in the north central region with populations over 15,000).

Residents were asked to indicate how safe they feel in five different areas of the community. At least 9 in 10 indicated they felt “very” or “somewhat safe” in each of the five areas. Nearly all survey respondents felt safe in their neighborhood and at the Eden Prairie Center mall while slightly fewer felt safe on paths and walking trails, in parks and open space and in retail parking lots (see Figure 24 on the following page).

Feelings of safety in two of the five areas rated in 2014 could be compared to communities across the nation and in the north central region with populations over 15,000. The ratings for feelings of safety in their neighborhood and in parks and open space were higher than those seen in comparison communities (see Figure 25 on the following page).

On the 2012 survey and prior, respondents were asked generally if there were areas of the community that they do not feel safe in, and if so, what those areas were. Due to the differences in the way the question was asked in 2012 and prior compared to 2014, comparisons over time have not been made. However, anecdotally, very few indicated there were areas they did not feel safe in (5% in 2012, 6% in 2010, 9% in 2008 and 9% in 2006). In 2012, of those 5% who said there are areas they do not feel safe indicated the areas as the Eden Prairie Mall (19%), trails (14%), parking lots (19%), low income housing areas (19%) and parks (19%).

FIGURE 24: FEELINGS OF SAFETY, 2014



Similar questions about feelings of safety were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

FIGURE 25: FEELINGS OF SAFETY BENCHMARKS

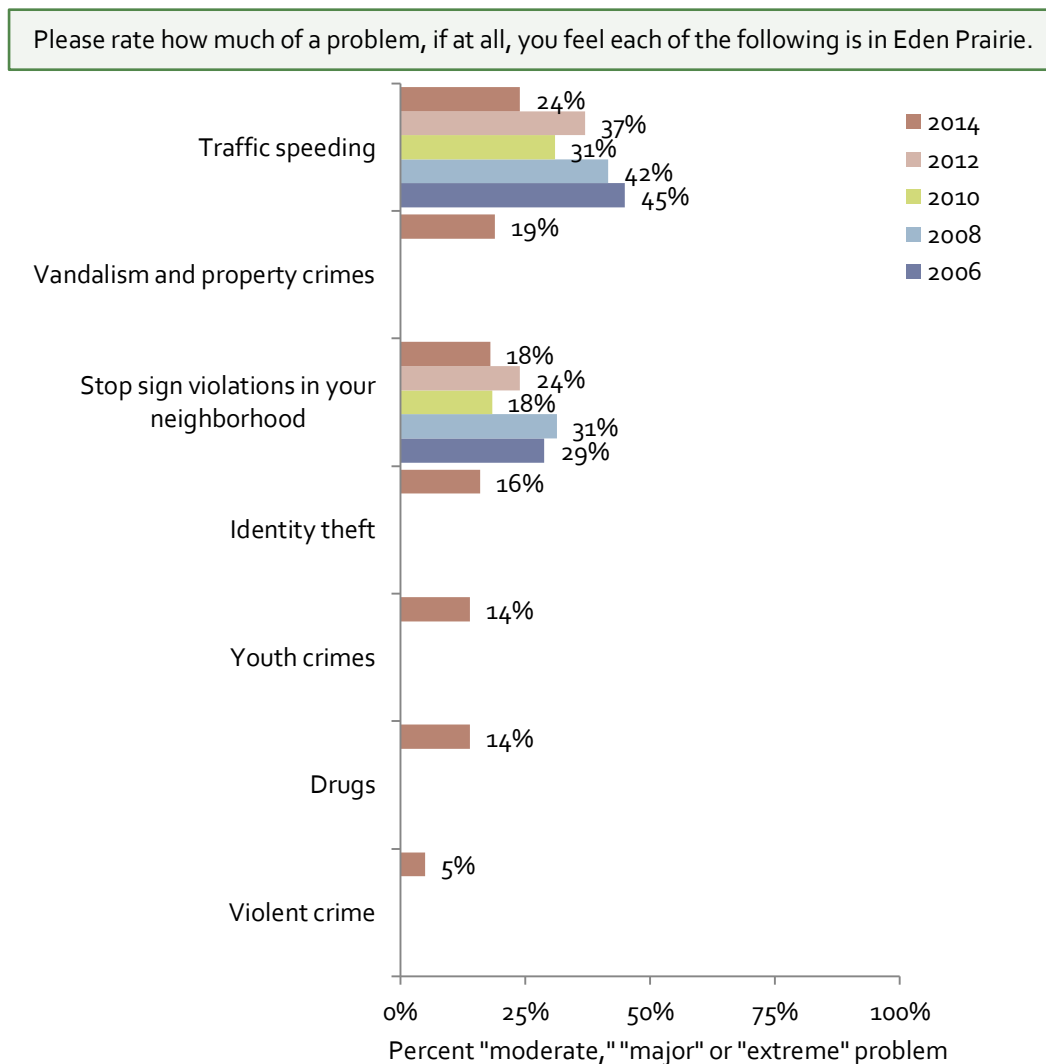
Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	National benchmark	North Central region with populations over 15,000 benchmark
Your neighborhood	Higher	Higher
Parks and open space	Higher	Higher

Residents were asked to indicate how much of a problem, if at all, seven different types of problems were in the community. Less than one-quarter of residents felt each problem listed was a “moderate,” “major” or “extreme” problem. Twenty-four percent of residents felt traffic speeding was at least a “moderate” problem in the community followed by vandalism and property crimes (19%) and stop sign violations in their neighborhood (18%). Only 16% felt identity theft was at least a “moderate” problem and fewer felt youth crimes (14%), drugs (14%) or violent crimes (5%) were at least a “moderate” problem.

Ratings for traffic speeding and stop sign violations in their neighborhood could be compared over time. Fewer residents felt traffic speeding was a problem while a similar amount felt stop sign violations in their neighborhood were a problem.

At least 30% of respondents said “don’t know” when rating how much of a problem identity theft (34%) was in the community. The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

FIGURE 26: PROBLEMS IN COMMUNITY COMPARED BY YEAR



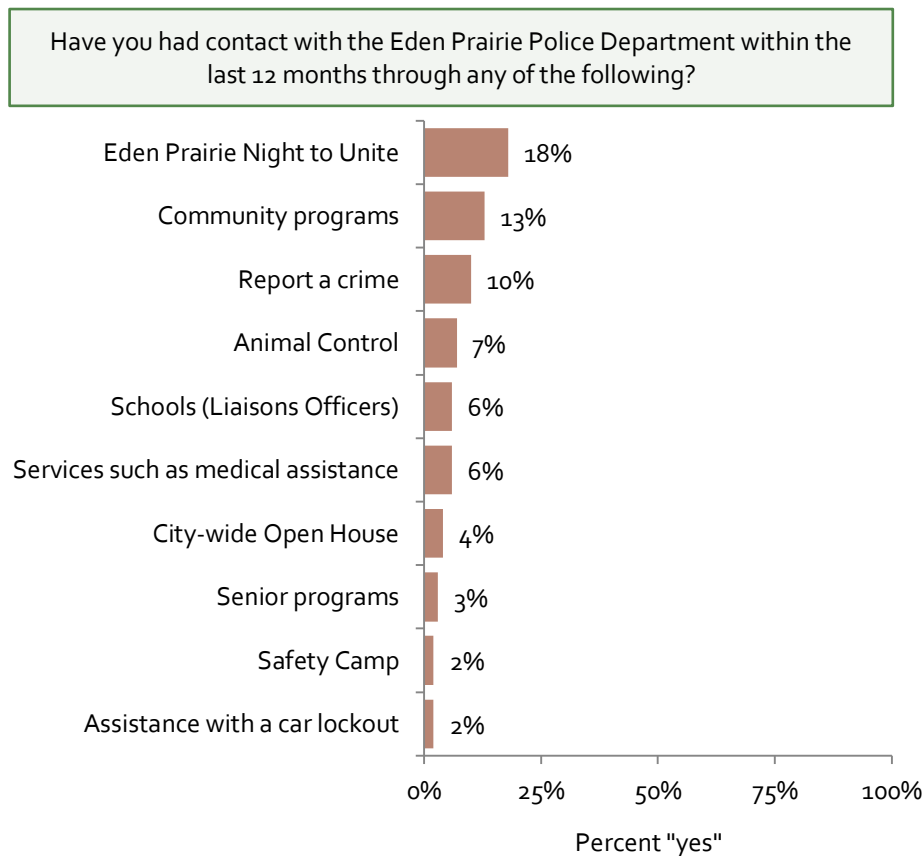
Prior to 2014, residents were asked to rate these various problems with a scale of very serious, somewhat serious, not too serious and not at all serious. In 2014, residents were asked to use the scale of extreme problem, major problem, moderate problem, minor problem and not a problem. For data prior to 2014, the scale points of somewhat serious and very serious are compared here to moderate, major or extreme problem.

POLICE DEPARTMENT AND FIRE DEPARTMENT

Residents were asked to indicate whether or not they had contact with the Police Department through 10 potential avenues. About 2 in 10 residents had come in contact with the Police Department at Eden Prairie Night to Unite while about 1 in 10 had come in contact with the Police Department through community programs or to report a crime. Less than 1 in 10 indicated being in contact with the Police Department through the remaining seven ways including animal control, schools, services such as medical assistance, the City-wide Open House, senior programs, Safety Camp or assistance with a car lock-out.

On the 2012 survey and prior, respondents were asked if they had contacted the Police Department for a service, such as medical assistance, animal control, or a car lock-out. Due to the differences in the way the question was asked in 2012 and prior compared to 2014, comparisons over time have not been made. However, anecdotally, about one-third had contacted the Police Department for one of these reasons in 2012 (27%), and slightly fewer in years prior (16% in 2010, 19% in 2008 and 15% in 2006).

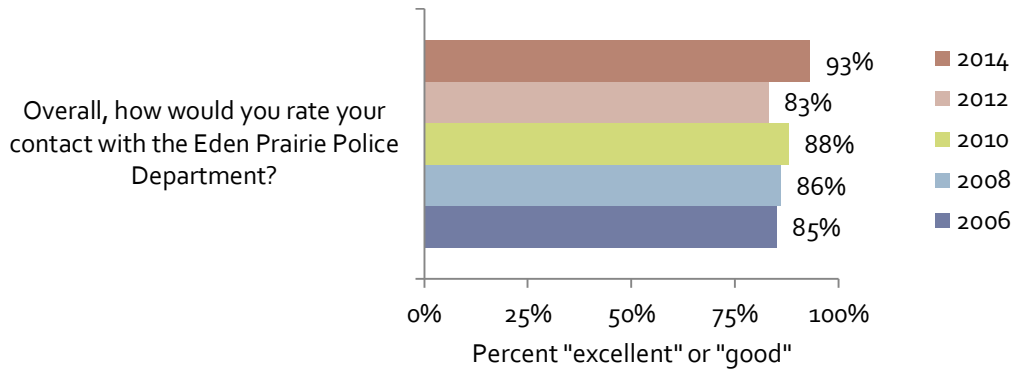
FIGURE 27: CONTACT WITH POLICE DEPARTMENT, 2014



Similar questions about reasons for contacting the Police Department were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

Residents were then asked to rate the quality of their contact with the Police Department. At least 9 in 10 residents indicated their contact was “excellent” or “good.” The 2014 overall quality of Police Department contact was higher than that reported in 2012, returning to levels reported in 2010.

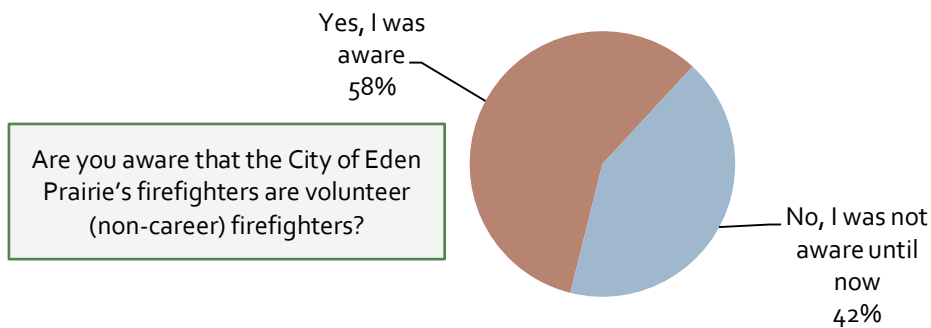
FIGURE 28: QUALITY OF CONTACT WITH POLICE DEPARTMENT COMPARED BY YEAR



FIREFIGHTER STATUS

Residents were also asked a question about their level of awareness of the volunteer status of firefighters in Eden Prairie. About 6 in 10 residents were aware, prior to taking the survey, that the City of Eden Prairie firefighters are volunteer and non-career firefighters.

FIGURE 29: AWARENESS OF FIREFIGHTER VOLUNTEER STATUS, 2014

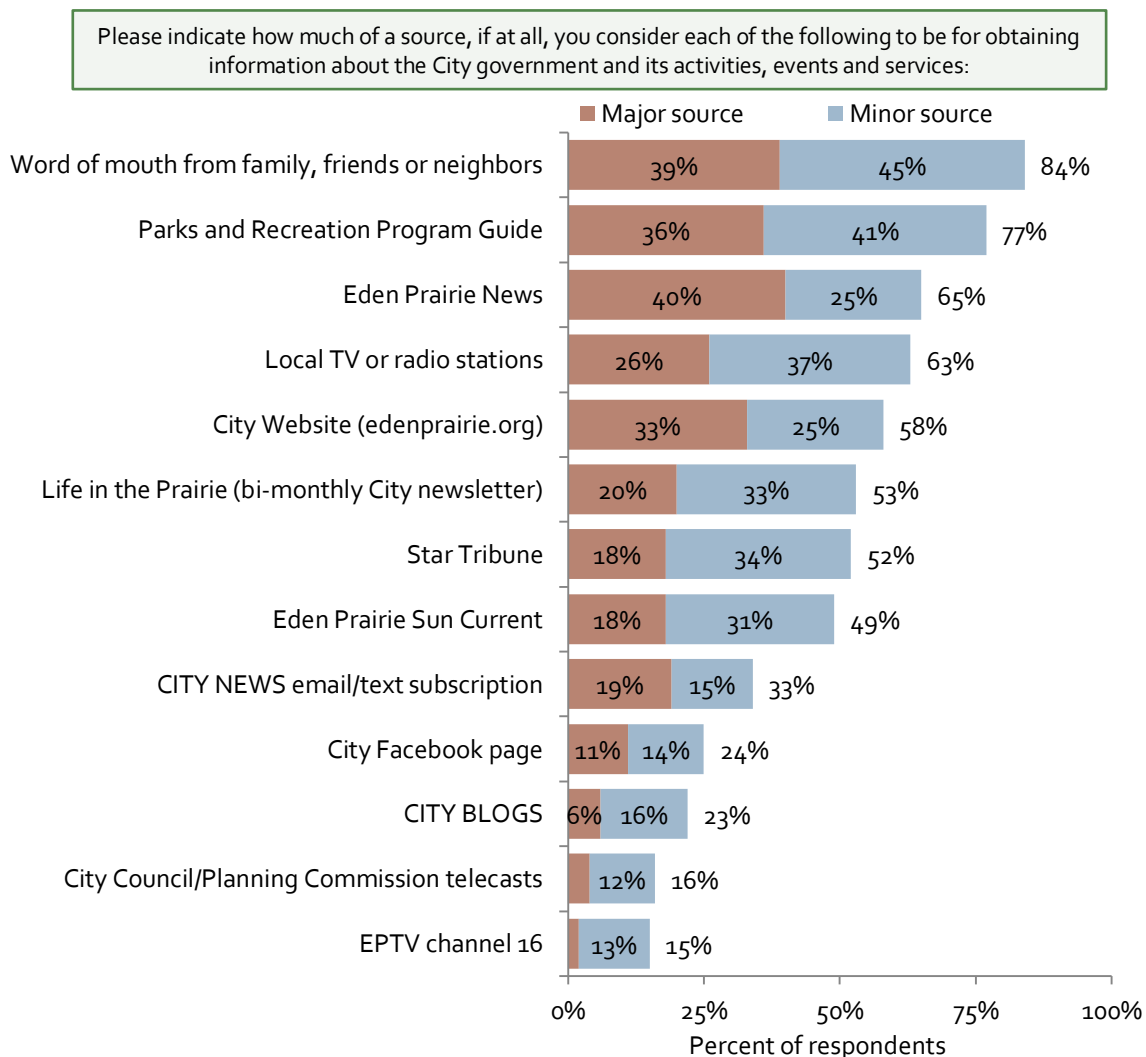


INFORMATION SOURCES

Survey respondents were given a list of 13 potential sources for receiving information about the City government and its activities, events and services. About 84% of residents indicated using word of mouth as at least a “minor” source of information about the City. Slightly fewer (77%) indicated using the Parks and Recreation Program Guide as at least a “minor” source while about two-thirds indicated using the Eden Prairie News (65% “major” or “minor” source) and local TV or radio stations (63%). The information services least relied upon were the EP TV channel 16 (15% “major” or “minor” source) and City Council and/or Planning Commission meeting telecasts (16%).

On the 2012 survey, respondents were asked to indicate their principal source of information about Eden Prairie. Due to the differences in the way the question was asked in 2012 compared to 2014, comparisons over time have not been made. However, anecdotally, Eden Prairie News was considered the principal source of information for residents (44% indicated this was their principal source) followed by the City website (20%) and the Sun Current (10%). In 2012, residents were also asked to indicate, if they could choose, which would be their preferred source of information about the City. Forty-two percent indicated Eden Prairie news followed by the City website (18%), e-mail (11%) and the Sun Current (9%).

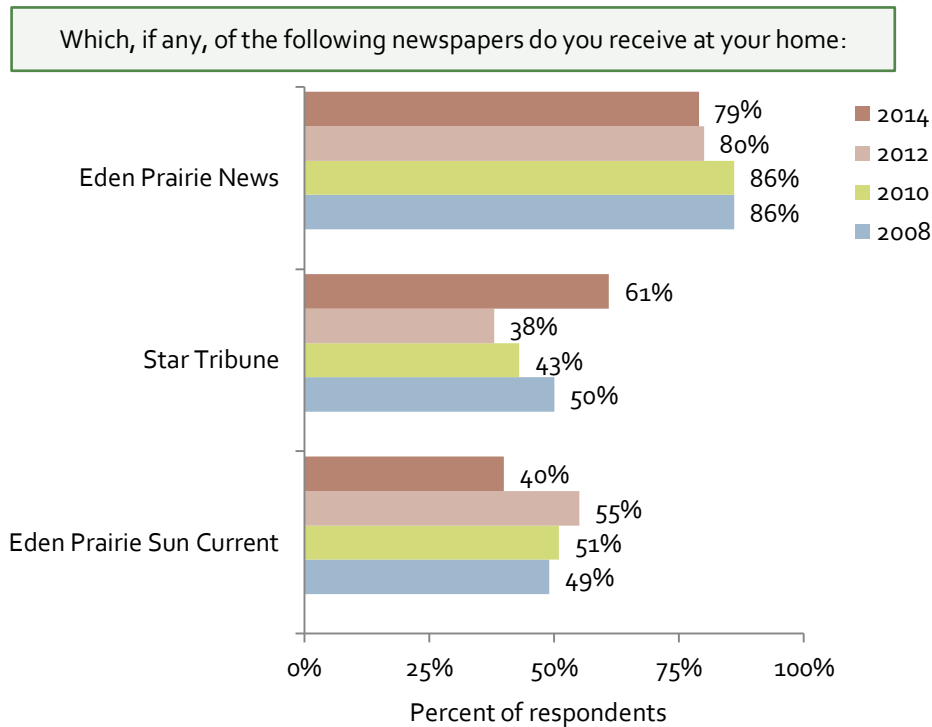
FIGURE 30: INFORMATION SOURCE PREFERENCE, 2014



Similar questions about information source preference were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

Since 2008, residents were asked to indicate which of three newspapers they receive at their home. About 8 in 10 residents indicated they received the *Eden Prairie News* at their home while about 6 in 10 indicated they received the *Star Tribune*. Less than half (40%) received the *Eden Prairie Sun Current*. Compared to 2012, a similar proportion of residents received the *Eden Prairie News*, more received the *Star Tribune*, and fewer received the *Eden Prairie Sun Current*.

FIGURE 31: NEWSPAPER SUBSCRIPTIONS COMPARED BY YEAR

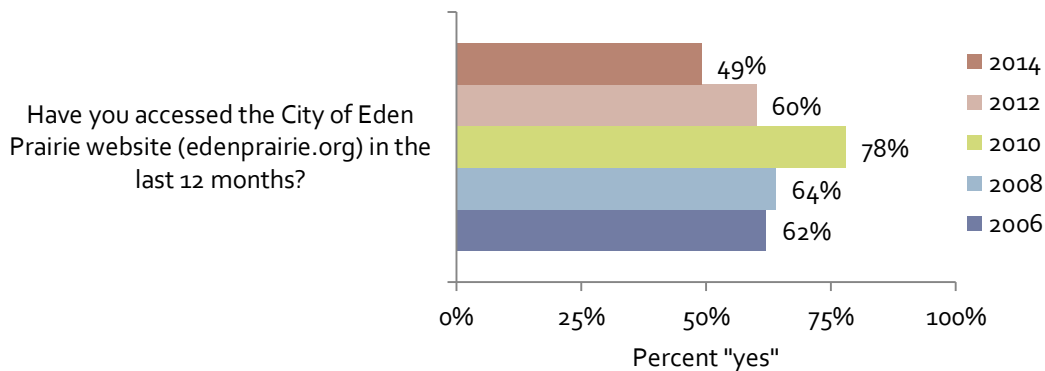


Total may exceed 100% as respondents could select more than one answer.

CITY WEBSITE

About half of survey respondents (49%) indicated they had visited the City website in the 12 months prior to the survey. This level of visitation is lower than reported in 2012 and prior and is lower when compared to communities across the nation and in the north central region with populations over 15,000.

FIGURE 32: VISITED CITY WEBSITE COMPARED BY YEAR



Those that have visited the City website were also asked to rate five aspects of the website. About 9 in 10 residents indicated that the online information and services offered and the appearance were “excellent” or “good” while about 8 in 10 felt online registration for recreation programs was “excellent” or “good.” About two-thirds felt the quality of the search function and ease of navigation and the ability to find information were “excellent” or “good.”

Ratings for online information and services offered and ease of navigation and the ability to find information could be compared over time. In 2014, a similar proportion of residents felt the online information and services offered were “excellent” or “good” while fewer felt the ease of navigation and the ability to find information was “excellent” or “good” than in 2012.

Four of the five aspects of the website rated in 2014 could be compared to communities across the nation (comparisons were not available for the north central region with populations over 15,000). The rating for online information and service offered was higher than the national comparison while the ratings for appearance, ease of navigation and the ability to find information and the search function were similar (see Figure 34 on the following page).

At least 30% of respondents said “don’t know” when rating the quality of online registration for recreation programs (41%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

FIGURE 33: ASPECTS OF CITY WEBSITE COMPARED BY YEAR

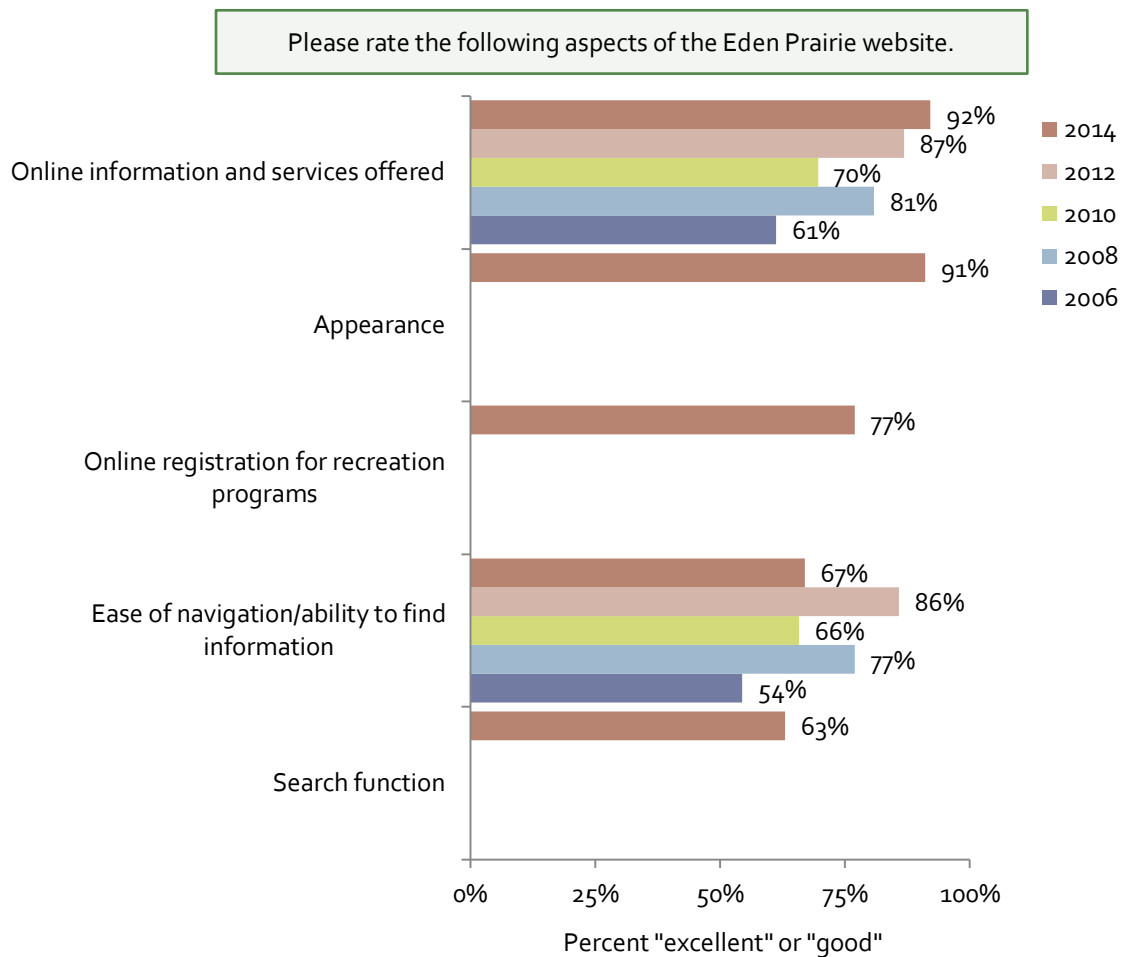


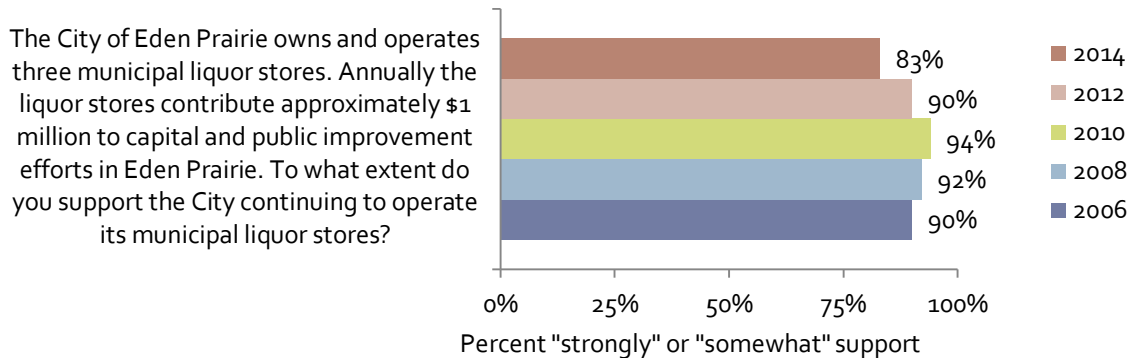
FIGURE 34: ASPECTS OF CITY WEBSITE BENCHMARKS

Please rate the following aspects of the Eden Prairie website.	National benchmark	North Central region with populations over 15,000 benchmark
Appearance	Similar	NA
Online information and services offered	Higher	NA
Ease of navigation/ability to find information	Similar	NA
Search function	Similar	NA

MUNICIPAL LIQUOR STORES

Since 2006, residents have been asked about their level of support for the City to continue to operate its municipal liquor stores. About 8 in 10 indicated at least “somewhat” supporting this. Compared to 2012 and when this question was first asked, the level of support has remained stable.

FIGURE 35: LEVEL OF SUPPORT FOR MUNICIPAL OWNED LIQUOR STORES COMPARED BY YEAR

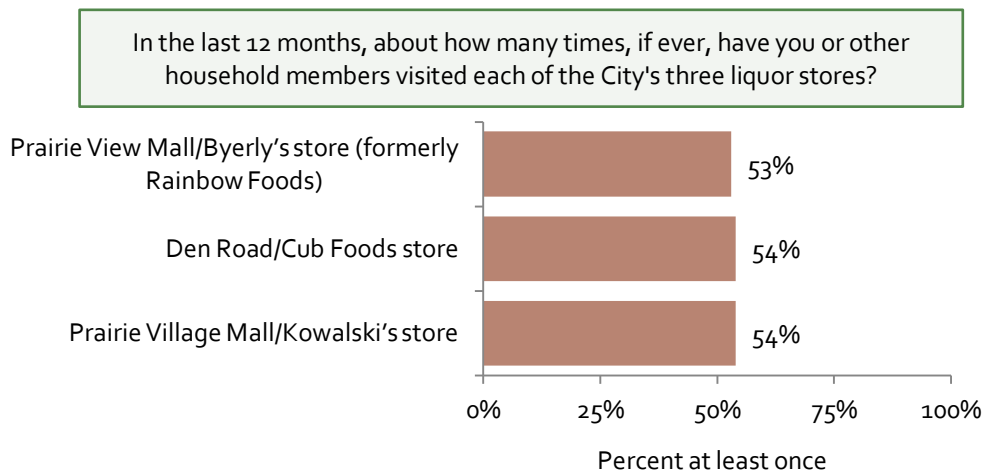


Prior to 2014, this question was asked on a scale of favor or oppose. In 2014, residents were asked to use the scale of strongly support, somewhat support, somewhat oppose and strongly oppose. For data prior to 2014, the scale point of favor is compared here to strongly or somewhat support.

Survey respondents were then asked to indicate how often they have visited each of the three liquor stores in the 12 months prior to the survey. A slight majority indicated they had visited each at least once in the past 12 months while about 1 in 10 had visited the Prairie Village Mall/Kowalski’s store and Den Road/Cub Foods store at least 13 times in the last 12 months (about once a month). (See Appendix B: Complete Survey Frequencies for the full set of responses.)

On the 2012 survey and prior, respondents were asked if they had visited any of these stores during the past 12 months and then asked which store they generally shop at. Due to the differences in the way the question was asked in 2012 and prior compared to 2014, comparisons over time have not been made. However, anecdotally, about three-quarters indicated they had visited any of these three stores in prior years (73% “yes” in 2012, 74% in 2010, 71% in 2008 and 72% in 2006). In 2012, the Den Road/Cub Foods store was indicated more than others as the one store residents generally shop at (43% in 2012 compared to 33% for Prairie Village Mall/Kowalski’s store and 21% for Prairie View Mall/Byerly’s store).

FIGURE 36: FREQUENCY OF VISITING MUNICIPAL LIQUOR STORES, 2014

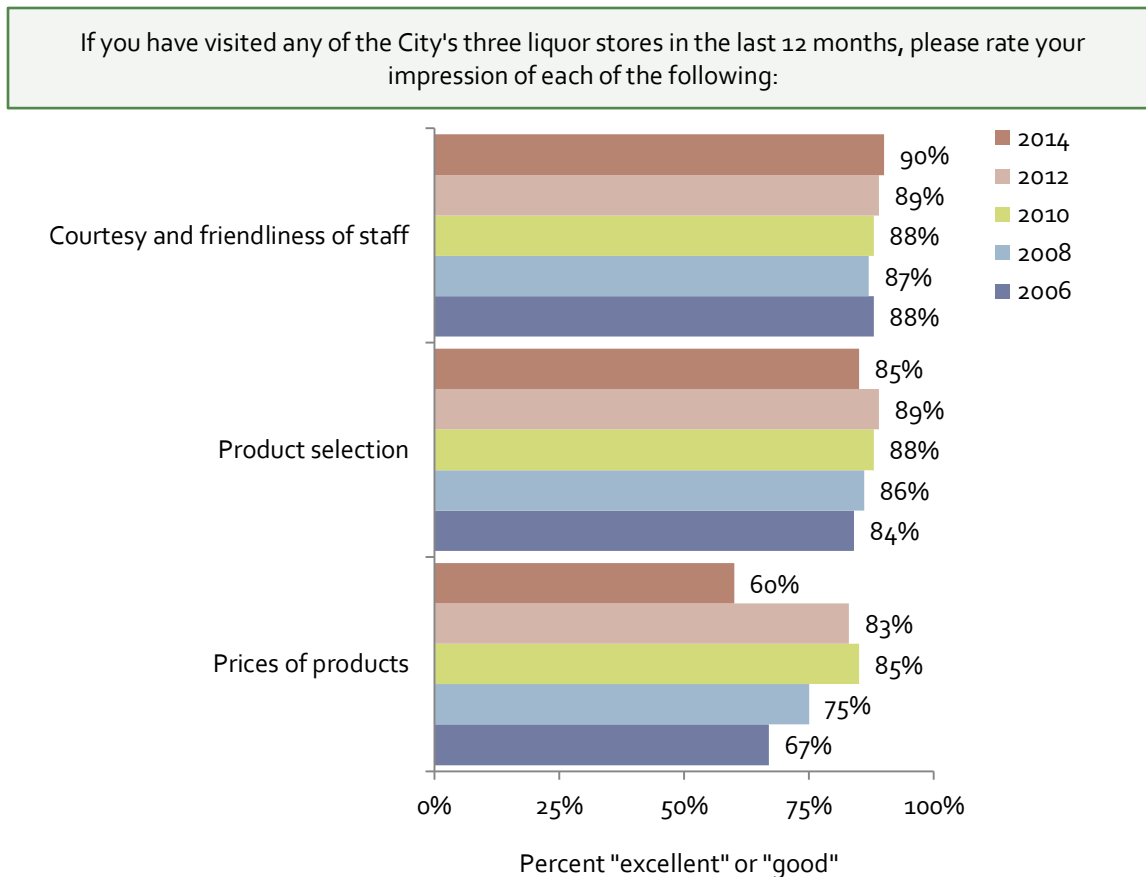


Similar questions about municipal liquor store visitation were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

After indicating their level of visitation, residents were then asked to rate the quality of three aspects of the liquor stores. About 9 in 10 gave “excellent” or good” ratings to the courtesy and friendliness of the staff while slightly fewer (85%) gave “excellent” or “good” marks to the product selection. About 6 in 10 gave positive marks to the prices of products.

When compared over time, ratings for the courtesy and friendliness of staff and product selection remained stable while ratings for the prices of products dropped in 2014 compared to 2012, 2010, and 2008, returning to levels reported in 2006.

FIGURE 37: ASPECTS OF MUNICIPAL LIQUOR STORES COMPARED BY YEAR COMPARED BY YEAR



PROPERTY DEVELOPMENT MANAGEMENT

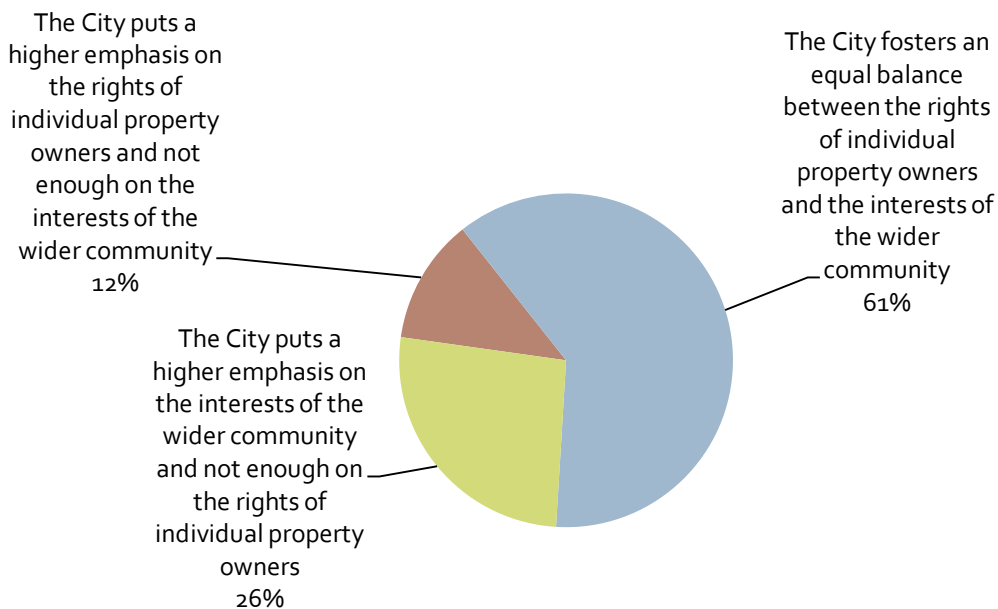
Residents were asked to consider the relationship between the rights of individual property owners and the interests of the wider community regarding property development and the City’s efforts to create a balance. About 6 in 10 residents felt the City fosters an equal balance between the rights of individual property owners and the interests of the wider community. One-quarter felt the City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners and about 1 in 10 felt the City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider community.

On the 2012 survey and prior, respondents were asked to indicate how successful they felt the City has been in maintaining the balance between rights of property owners and the interests of the wider community. Due to the differences in the way the question was asked in 2012 and prior compared to 2014, comparisons over time have not been made. However, anecdotally, 66% felt the City was somewhat or very successful in 2012, 65% in 2010, 86% in 2008 and 73% in 2006.

At least 30% of respondents said “don’t know” when indicating their view (51%). The responses presented in the body of the report are for those who had an opinion. The full set of responses, including “don’t know” can be found in *Appendix B: Complete Survey Frequencies*.

FIGURE 38: BALANCE OF RIGHTS OF PROPERTY OWNERS AND THE WIDER COMMUNITY, 2014

Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a balance.



Similar questions about the balance of rights between property owners and the wider community were asked in prior years; however, the format and structure of the questions were too different to provide comparisons.

APPENDIX A: RESPONDENT CHARACTERISTICS

The following tables summarize the demographic characteristics of Eden Prairie's survey respondents in 2014.

TABLE 1: RESPONDENT PLACE OF WORK

Do you work inside the boundaries of Eden Prairie?	Percent	Number
Yes, outside the home	27%	N=83
Yes, from home	10%	N=31
No	62%	N=187
Total	100%	N=301

TABLE 2: RESPONDENT LENGTH OF RESIDENCY

How many years have you lived in Eden Prairie?	Percent	Number
Less than 2 years	19%	N=59
2 to 5 years	20%	N=60
6 to 10 years	10%	N=29
11 to 20 years	22%	N=66
20-30 years	22%	N=67
More than 30 years	7%	N=22
Total	100%	N=304

TABLE 3: RESPONDENT HOUSING UNIT TYPE

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=161
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=141
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=303

TABLE 4: RESPONDENT HOUSING TENURE

Is this house, apartment or mobile home...	Percent	Number
Rented	26%	N=78
Owned	74%	N=225
Total	100%	N=303

TABLE 5: PRESENCE OF CHILDREN IN THE HOUSEHOLD

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=195
Yes	35%	N=107
Total	100%	N=301

TABLE 6: PRESENCE OF OLDER ADULTS IN THE HOUSEHOLD

Are you or any other members of your household aged 65 or older?	Percent	Number
No	82%	N=246
Yes	18%	N=54
Total	100%	N=300

TABLE 7: RESPONDENT 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	Number
Less than \$25,000	7%	N=21
\$25,000 to \$49,999	13%	N=36
\$50,000 to \$99,999	31%	N=86
\$100,000 to \$149,999	21%	N=60
\$150,000 or more	28%	N=77
Total	100%	N=280

TABLE 8: RESPONDENT ETHNICITY

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=296
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=5
Total	100%	N=301

TABLE 9: RESPONDENT RACE

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=4
Asian, Asian Indian or Pacific Islander	9%	N=28
Black or African American	2%	N=6
White	87%	N=260
Other	2%	N=5

Total may exceed 100% as respondents could select more than one answer.

TABLE 10: RESPONDENT AGE

In which category is your age?	Percent	Number
18 to 24 years	4%	N=12
25 to 34 years	23%	N=69
35 to 44 years	9%	N=27
45 to 54 years	33%	N=100
55 to 64 years	15%	N=46
65 to 74 years	9%	N=27
75 years or older	6%	N=19
Total	100%	N=300

TABLE 11: RESPONDENT GENDER

What is your sex?	Percent	Number
Female	52%	N=148
Male	48%	N=137
Total	100%	N=285

APPENDIX B: COMPLETE SURVEY FREQUENCIES

FREQUENCIES EXCLUDING “DON’T KNOW” RESPONSES

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses.

TABLE 12: QUESTION 1

Please rate each of the following aspects of quality of life in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Eden Prairie as a place to live	66%	N=204	31%	N=94	3%	N=9	0%	N=0	100%	N=307
Your neighborhood as a place to live	56%	N=171	36%	N=109	8%	N=25	0%	N=0	100%	N=305
Eden Prairie as a place to raise children	60%	N=159	32%	N=85	6%	N=17	2%	N=4	100%	N=265
Eden Prairie as a place to work	43%	N=93	43%	N=94	12%	N=26	2%	N=5	100%	N=218
Eden Prairie as a place to visit	27%	N=78	46%	N=135	22%	N=65	5%	N=14	100%	N=292
Eden Prairie as a place to retire	29%	N=67	39%	N=88	21%	N=49	10%	N=24	100%	N=228
The overall quality of life in Eden Prairie	48%	N=148	47%	N=143	5%	N=16	0%	N=0	100%	N=306

TABLE 13: QUESTION 2

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Eden Prairie	55%	N=169	40%	N=124	4%	N=11	1%	N=2	100%	N=306
Overall ease of getting to the places you usually have to visit	38%	N=117	40%	N=121	18%	N=54	4%	N=13	100%	N=305
Quality of overall natural environment in Eden Prairie	57%	N=170	36%	N=106	7%	N=20	1%	N=3	100%	N=300
Overall “built environment” of Eden Prairie (including overall design, buildings, parks and transportation systems)	35%	N=106	43%	N=131	17%	N=52	5%	N=15	100%	N=304
Health and wellness opportunities in Eden Prairie	39%	N=115	48%	N=139	11%	N=34	2%	N=5	100%	N=292
Overall opportunities for education and enrichment	42%	N=117	44%	N=123	13%	N=35	1%	N=2	100%	N=277
Overall economic health of Eden Prairie	40%	N=114	48%	N=138	11%	N=31	1%	N=2	100%	N=284
Sense of community	22%	N=65	41%	N=123	31%	N=93	6%	N=18	100%	N=298
Overall image or reputation of Eden Prairie	48%	N=145	43%	N=130	7%	N=21	2%	N=5	100%	N=302

TABLE 14: QUESTION 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Eden Prairie to someone who asks	70%	N=216	23%	N=69	5%	N=15	2%	N=6	100%	N=306
Recommend visiting Eden Prairie	42%	N=126	38%	N=115	18%	N=53	3%	N=9	100%	N=303
Recommend conducting business in Eden Prairie	46%	N=118	42%	N=108	10%	N=27	2%	N=4	100%	N=256
Remain in Eden Prairie for the next five years	63%	N=186	25%	N=74	7%	N=20	5%	N=15	100%	N=295

TABLE 15: QUESTION 4

What one thing do you like most, if anything, about living in Eden Prairie?	Percent	Number
Convenient location	18%	N=43
Close to job	2%	N=5
Close to family and friends	1%	N=3
Friendly people	5%	N=12
Housing/neighborhood	4%	N=9
Schools	8%	N=20
Safe	10%	N=23
Shopping/restaurants	7%	N=16
Open spaces	3%	N=8
Parks and trails/recreation centers	17%	N=41
Quiet and peaceful	2%	N=4
Sense of community	3%	N=8
Cleanliness/upkeep	5%	N=13
Other	13%	N=32
Total	100%	N=236

TABLE 16: QUESTION 5

What one thing do you like least, if anything, about living in Eden Prairie?	Percent	Number
Growth	3%	N=8
High taxes	4%	N=8
Traffic congestion	12%	N=27
Growing diversity	3%	N=7
Poorly designed	12%	N=27
Schools	6%	N=13
Housing	4%	N=9
Cost of living	8%	N=17
Lack of public transit	6%	N=13
Lack of a downtown area	5%	N=10
Nothing	2%	N=4
Lack of shopping/dining options	7%	N=16
Road maintenance/snow removal	2%	N=5
Other	27%	N=62
Total	100%	N=226

TABLE 17: QUESTION 6

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	14%	N=42	54%	N=166	24%	N=72	9%	N=26	100%	N=306
Ease of public parking	35%	N=102	51%	N=150	13%	N=39	1%	N=3	100%	N=294
Ease of travel by car in Eden Prairie	24%	N=70	53%	N=158	18%	N=54	5%	N=15	100%	N=297
Ease of travel by public transportation in Eden Prairie	18%	N=31	23%	N=40	32%	N=56	27%	N=48	100%	N=175
Ease of walking in Eden Prairie	36%	N=100	38%	N=106	23%	N=63	3%	N=9	100%	N=278
Availability of paths and walking trails	56%	N=162	37%	N=107	6%	N=17	2%	N=5	100%	N=291
Air quality	53%	N=156	42%	N=123	4%	N=12	0%	N=1	100%	N=293
Cleanliness of Eden Prairie	58%	N=177	38%	N=117	3%	N=10	0%	N=0	100%	N=304
Overall appearance of Eden Prairie	57%	N=172	39%	N=120	4%	N=13	0%	N=0	100%	N=305
Public places where people want to spend time	39%	N=112	50%	N=145	10%	N=29	2%	N=6	100%	N=292
Variety of housing options	29%	N=79	45%	N=123	22%	N=59	5%	N=13	100%	N=275
Availability of affordable quality housing	18%	N=43	37%	N=93	34%	N=83	11%	N=28	100%	N=247
Fitness opportunities (including exercise classes and paths or trails, etc.)	45%	N=129	47%	N=133	8%	N=22	0%	N=1	100%	N=286
Recreational opportunities	39%	N=113	50%	N=143	10%	N=30	0%	N=1	100%	N=287
Availability of affordable quality food	35%	N=106	43%	N=131	19%	N=57	3%	N=8	100%	N=303
Availability of affordable quality health care	31%	N=83	49%	N=132	15%	N=41	5%	N=13	100%	N=269
Availability of preventive health services	32%	N=84	50%	N=132	14%	N=36	5%	N=14	100%	N=266
Availability of affordable quality mental health care	25%	N=35	41%	N=57	26%	N=36	7%	N=10	100%	N=139
Opportunities for residents to provide input into City decision-making	15%	N=28	43%	N=82	27%	N=53	15%	N=28	100%	N=192
Value of City services considering the property taxes you pay	15%	N=40	47%	N=123	30%	N=79	8%	N=20	100%	N=261

TABLE 18: QUESTION 7

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Police services	54%	N=147	39%	N=107	7%	N=18	0%	N=1	100%	N=273
Crime prevention	43%	N=106	50%	N=124	7%	N=17	0%	N=1	100%	N=249
Fire services	64%	N=139	32%	N=69	3%	N=7	2%	N=3	100%	N=218
Fire Department response time	63%	N=91	29%	N=42	5%	N=7	2%	N=3	100%	N=144
Hennepin County Emergency Medical Service (ambulance) response time	65%	N=79	34%	N=42	1%	N=1	0%	N=0	100%	N=122
Animal control	29%	N=40	56%	N=78	12%	N=16	3%	N=4	100%	N=138
Recreation services (i.e., recreation programs and classes, etc.)	41%	N=100	50%	N=120	8%	N=19	2%	N=4	100%	N=243
Recreation centers or facilities	41%	N=108	51%	N=133	7%	N=17	1%	N=2	100%	N=260
Park maintenance	48%	N=136	46%	N=130	5%	N=14	1%	N=4	100%	N=284
Trail maintenance	46%	N=125	49%	N=134	4%	N=10	2%	N=5	100%	N=273
Senior programs and services	41%	N=43	51%	N=54	8%	N=9	0%	N=0	100%	N=107
Street lighting	26%	N=77	49%	N=142	21%	N=62	4%	N=11	100%	N=292
Street repair	27%	N=79	47%	N=138	21%	N=63	4%	N=13	100%	N=293
Traffic signal timing	17%	N=49	41%	N=121	31%	N=90	12%	N=34	100%	N=293
City streets as a whole	27%	N=78	55%	N=160	18%	N=52	1%	N=2	100%	N=292
Streets in your neighborhood	35%	N=105	47%	N=139	15%	N=46	2%	N=6	100%	N=295
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	35%	N=90	41%	N=107	14%	N=36	10%	N=26	100%	N=260
Asphalt trails in your neighborhood	43%	N=113	40%	N=104	16%	N=43	1%	N=3	100%	N=263
Snow removal on City streets (excludes 494, 62 and County roads)	43%	N=129	42%	N=124	10%	N=29	5%	N=15	100%	N=297
Street sweeping on City streets (excludes 494, 62 and County roads)	42%	N=113	40%	N=108	15%	N=40	4%	N=10	100%	N=271
Building inspections	29%	N=37	47%	N=60	18%	N=23	5%	N=7	100%	N=127
Assessing services	25%	N=31	44%	N=55	26%	N=32	6%	N=7	100%	N=125
City planning services	29%	N=33	47%	N=53	19%	N=21	5%	N=6	100%	N=113
City engineering services	27%	N=26	53%	N=51	16%	N=15	4%	N=4	100%	N=96
Housing and community services	28%	N=30	53%	N=57	18%	N=20	1%	N=1	100%	N=109
Drinking water	42%	N=124	39%	N=115	11%	N=31	8%	N=22	100%	N=292

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Economic development	29%	N=59	49%	N=99	19%	N=39	2%	N=4	100%	N=201
Storm drainage	27%	N=68	56%	N=140	15%	N=37	2%	N=4	100%	N=250
Water and sewer services	30%	N=80	57%	N=152	11%	N=28	3%	N=7	100%	N=268
Utility billing	25%	N=69	55%	N=151	17%	N=46	4%	N=11	100%	N=277
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	34%	N=56	44%	N=72	14%	N=23	8%	N=12	100%	N=163
Preservation of natural areas such as open space, parklands and wetlands	46%	N=123	44%	N=117	8%	N=20	2%	N=7	100%	N=267
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	44%	N=111	42%	N=107	14%	N=35	1%	N=2	100%	N=255
Overall quality of Eden Prairie services	36%	N=102	51%	N=144	13%	N=36	0%	N=0	100%	N=281

TABLE 19: QUESTION 8

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	Percent	Number
Not a problem	63%	N=189
Minor problem	29%	N=86
Major problem	6%	N=17
Extreme problem	2%	N=6
Total	100%	N=299

TABLE 20: QUESTION 9

How familiar are you, if at all, with each of the following events in Eden Prairie?	I have participated		I am aware but have not participated		I am not aware		Total	
	%	N	%	N	%	N	%	N
City-wide Open House	11%	N=32	33%	N=98	56%	N=167	100%	N=297
Eden Prairie Night to Unite	30%	N=91	34%	N=101	36%	N=107	100%	N=299
Fourth of July celebration	51%	N=154	36%	N=108	13%	N=39	100%	N=301
Staring Lake Concert Series	37%	N=112	40%	N=120	22%	N=67	100%	N=299
Senior Awareness Month	3%	N=10	22%	N=67	74%	N=222	100%	N=299
Arts in the Park	14%	N=41	51%	N=153	35%	N=105	100%	N=299
Community theater productions	19%	N=57	46%	N=139	35%	N=104	100%	N=300
Eden Prairie Art Crawl	8%	N=24	46%	N=138	46%	N=138	100%	N=300
Movies in the Park	12%	N=35	47%	N=142	41%	N=123	100%	N=300

TABLE 21: QUESTION 10

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	18%	N=53	24%	N=71	29%	N=86	15%	N=44	15%	N=46	100%	N=299
Smaller neighborhood parks	26%	N=78	24%	N=70	32%	N=95	10%	N=30	8%	N=24	100%	N=297
Senior Center	88%	N=259	7%	N=20	3%	N=8	1%	N=3	1%	N=4	100%	N=293
Outdoor Center	79%	N=234	14%	N=43	6%	N=18	0%	N=1	1%	N=2	100%	N=297
Staring Lake Amphitheatre	70%	N=207	24%	N=72	6%	N=17	0%	N=1	0%	N=1	100%	N=298
Staring Lake Observatory	90%	N=266	8%	N=25	1%	N=2	0%	N=1	1%	N=2	100%	N=296
Richard T. Anderson Conservation Area	84%	N=248	9%	N=26	5%	N=16	1%	N=4	1%	N=3	100%	N=296
Art Center	89%	N=263	8%	N=25	2%	N=5	1%	N=2	0%	N=1	100%	N=296
Community Center	46%	N=138	21%	N=62	15%	N=43	6%	N=16	13%	N=38	100%	N=298

TABLE 22: QUESTION 11

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	63%	N=163	35%	N=89	2%	N=5	0%	N=0	100%	N=257
Smaller neighborhood parks	40%	N=96	54%	N=131	4%	N=11	1%	N=3	100%	N=240
Senior Center	38%	N=18	52%	N=25	9%	N=4	1%	N=1	100%	N=49
Outdoor Center	29%	N=25	60%	N=51	10%	N=8	1%	N=1	100%	N=85
Staring Lake Amphitheatre	38%	N=55	54%	N=80	8%	N=11	0%	N=1	100%	N=148
Staring Lake Observatory	29%	N=14	65%	N=30	3%	N=2	2%	N=1	100%	N=46
Richard T. Anderson Conservation Area	38%	N=25	47%	N=31	13%	N=8	2%	N=1	100%	N=65
Art Center	26%	N=15	52%	N=30	21%	N=12	1%	N=1	100%	N=57
Community Center	41%	N=75	50%	N=90	9%	N=16	1%	N=1	100%	N=182

TABLE 23: QUESTION 12

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie Center mall	79%	N=234	16%	N=48	4%	N=12	0%	N=1	1%	N=2	100%	N=297
Paths or walking trails	55%	N=154	38%	N=108	4%	N=12	2%	N=7	1%	N=2	100%	N=283
Retail parking lots	59%	N=174	32%	N=94	8%	N=24	1%	N=2	1%	N=2	100%	N=296
Your neighborhood	74%	N=221	22%	N=64	2%	N=7	1%	N=4	1%	N=2	100%	N=297
Parks and open space	57%	N=162	33%	N=95	7%	N=20	2%	N=6	1%	N=2	100%	N=284

TABLE 24: QUESTION 13

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic speeding	43%	N=127	33%	N=97	14%	N=40	8%	N=24	2%	N=7	100%	N=296
Stop sign violations in your neighborhood	59%	N=169	23%	N=66	11%	N=31	5%	N=14	3%	N=8	100%	N=288
Violent crime	76%	N=196	19%	N=48	3%	N=9	2%	N=5	0%	N=0	100%	N=258
Drugs	60%	N=141	25%	N=59	9%	N=20	4%	N=9	2%	N=5	100%	N=233
Youth crimes	58%	N=133	29%	N=66	9%	N=20	3%	N=7	2%	N=5	100%	N=231
Vandalism and property crimes	53%	N=137	28%	N=72	14%	N=37	3%	N=8	2%	N=5	100%	N=258
Identity theft	61%	N=119	23%	N=45	11%	N=21	3%	N=7	2%	N=4	100%	N=195

TABLE 25: QUESTION 14

Have you had contact with the Eden Prairie Police Department within the last 12 months through any of the following?	No		Yes		Total	
	%	N	%	N	%	N
Report a crime	90%	N=265	10%	N=29	100%	N=293
Animal Control	93%	N=272	7%	N=21	100%	N=293
Services such as medical assistance	94%	N=277	6%	N=17	100%	N=294
Assistance with a car lockout	98%	N=287	2%	N=6	100%	N=293
Community programs	87%	N=256	13%	N=38	100%	N=294
Schools (Liaisons Officers)	94%	N=277	6%	N=16	100%	N=293
Senior programs	97%	N=284	3%	N=9	100%	N=293
Eden Prairie Night to Unite	82%	N=241	18%	N=51	100%	N=293
Safety Camp	98%	N=285	2%	N=7	100%	N=293
City-wide Open House	96%	N=278	4%	N=12	100%	N=290

TABLE 26: QUESTION 15

Overall, how would you rate your contact with the Eden Prairie Police Department?	Percent	Number
Excellent	52%	N=108
Good	40%	N=83
Fair	4%	N=8
Poor	4%	N=8
Total	100%	N=207

TABLE 27: QUESTION 16

Are you aware that the City of Eden Prairie’s firefighters are volunteer (non-career) firefighters?	Percent	Number
Yes, I was aware	58%	N=177
No, I was not aware until now	42%	N=128
Total	100%	N=305

TABLE 28: QUESTION 17

The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$1 million to capital and public improvement efforts in Eden Prairie. To what extent do you support the City continuing to operate its municipal liquor stores?	Percent	Number
Strongly support	48%	N=135
Somewhat support	35%	N=99
Somewhat oppose	6%	N=17
Strongly oppose	11%	N=31
Total	100%	N=281

TABLE 29: QUESTION 18

In the last 12 months, about how many times, if ever, have you or other household members visited each of the City's three liquor stores?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Prairie Village Mall/Kowalski's store	46%	N=138	24%	N=72	19%	N=56	7%	N=20	4%	N=11	100%	N=297
Den Road/Cub Foods store	46%	N=137	19%	N=58	25%	N=73	6%	N=18	4%	N=13	100%	N=300
Prairie View Mall/Byerly's store (formerly Rainbow Foods)	47%	N=139	27%	N=79	20%	N=59	4%	N=13	2%	N=6	100%	N=296

TABLE 30: QUESTION 19

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:	Excellent		Good		Fair		Poor		Total	
Product selection	37%	N=86	47%	N=109	14%	N=32	1%	N=3	100%	N=231
Prices of products	16%	N=35	44%	N=100	28%	N=64	12%	N=27	100%	N=227
Courtesy and friendliness of staff	60%	N=138	30%	N=70	9%	N=21	2%	N=4	100%	N=232

TABLE 31: QUESTION 20

Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a balance.	Percent	Number
The City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider community	12%	N=18
The City fosters an equal balance between the rights of individual property owners and the interests of the wider community	61%	N=89
The City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners	26%	N=38
Total	100%	N=145

TABLE 32: QUESTION 21

With which of the following departments have you had contact (email, in-person or phone) in the last 12 months?	Percent	Number
I have not contacted the City	42%	N=125
General information	12%	N=35
City Manager	1%	N=4
Police	24%	N=70
Fire	7%	N=22
Utilities and Water	15%	N=45
Human Resources	1%	N=3
Outdoor Center	3%	N=9
Recreation	14%	N=42
Park Maintenance	4%	N=12
Planning/Economic Development	1%	N=4
Building Inspections	14%	N=43
Assessing	4%	N=13
City Clerk	3%	N=8
Housing and Community Services	2%	N=5
Art Center	3%	N=9
Utility Billing	12%	N=35
Street Maintenance	6%	N=18
Engineering	2%	N=5
Community Center	19%	N=56
Senior Center	6%	N=18
Communications	1%	N=3
Environmental Services	4%	N=10
Other	2%	N=6

Total may exceed 100% as respondents could select more than one answer.

TABLE 33: QUESTION 22

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	54%	N=90	39%	N=65	5%	N=8	2%	N=3	100%	N=167
Courtesy	62%	N=104	31%	N=52	5%	N=8	2%	N=4	100%	N=167
Responsiveness	53%	N=89	36%	N=61	5%	N=9	6%	N=9	100%	N=169
Follow-up (got back to you or took action if needed)	46%	N=58	40%	N=51	7%	N=9	7%	N=9	100%	N=127
Overall customer service	54%	N=87	38%	N=61	3%	N=5	6%	N=9	100%	N=162

TABLE 34: QUESTION 23

Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	Percent	Number
No	51%	N=153
Yes	49%	N=145
Total	100%	N=299

TABLE 35: QUESTION 24

Please rate the following aspects of the Eden Prairie website.	Excellent		Good		Fair		Poor		Total	
Appearance	28%	N=41	63%	N=92	8%	N=12	1%	N=2	100%	N=147
Online information and services offered	31%	N=45	61%	N=88	8%	N=12	0%	N=0	100%	N=145
Ease of navigation/ability to find information	21%	N=30	47%	N=68	26%	N=38	7%	N=10	100%	N=147
Search function	21%	N=28	42%	N=54	33%	N=42	4%	N=5	100%	N=130
Online registration for recreation programs	31%	N=27	47%	N=41	18%	N=16	4%	N=4	100%	N=88

TABLE 36: QUESTION 25

Which, if any, of the following newspapers do you receive at your home:	Percent	Number
Star Tribune	61%	N=119
Eden Prairie News	79%	N=152
Eden Prairie Sun Current	40%	N=77

Total may exceed 100% as respondents could select more than one answer.

TABLE 37: QUESTION 26

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
Life in the Prairie (bi-monthly City newsletter)	20%	N=52	33%	N=85	47%	N=123	100%	N=261
City Website (edenprairie.org)	33%	N=89	25%	N=66	42%	N=113	100%	N=268
CITY NEWS email/text subscription	19%	N=46	15%	N=37	67%	N=167	100%	N=251
EPTV channel 16	2%	N=5	13%	N=33	85%	N=215	100%	N=253
City Council and/or Planning Commission meeting telecasts	4%	N=11	12%	N=30	84%	N=212	100%	N=253
CITY BLOGS (City Manager, Police, Fire, Liquor)	6%	N=16	16%	N=41	77%	N=194	100%	N=252
City Facebook page	11%	N=27	14%	N=35	76%	N=192	100%	N=254
Parks and Recreation Program Guide	36%	N=93	41%	N=108	23%	N=59	100%	N=260
Star Tribune	18%	N=47	34%	N=89	48%	N=124	100%	N=260
Eden Prairie Sun Current	18%	N=45	31%	N=80	51%	N=130	100%	N=255
Eden Prairie News	40%	N=104	25%	N=66	35%	N=90	100%	N=260
Local TV or radio stations	26%	N=69	37%	N=96	37%	N=98	100%	N=264
Word of mouth from family, friends or neighbors	39%	N=106	45%	N=122	16%	N=43	100%	N=271

TABLE 38: QUESTION D1

Do you work inside the boundaries of Eden Prairie?	Percent	Number
Yes, outside the home	27%	N=83
Yes, from home	10%	N=31
No	62%	N=187
Total	100%	N=301

TABLE 39: QUESTION D2

How many years have you lived in Eden Prairie?	Percent	Number
Less than 2 years	19%	N=59
2 to 5 years	20%	N=60
6 to 10 years	10%	N=29
11 to 20 years	22%	N=66
20-30 years	22%	N=67
More than 30 years	7%	N=22
Total	100%	N=304

TABLE 40: QUESTION D3

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=161
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=141
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=303

TABLE 41: QUESTION D4

Is this house, apartment or mobile home...	Percent	Number
Rented	26%	N=78
Owned	74%	N=225
Total	100%	N=303

TABLE 42: QUESTION D5

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=195
Yes	35%	N=107
Total	100%	N=301

TABLE 43: QUESTION D6

Are you or any other members of your household aged 65 or older?	Percent	Number
No	82%	N=246
Yes	18%	N=54
Total	100%	N=300

TABLE 44: QUESTION D7

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	Number
Less than \$25,000	7%	N=21
\$25,000 to \$49,999	13%	N=36
\$50,000 to \$99,999	31%	N=86
\$100,000 to \$149,999	21%	N=60
\$150,000 or more	28%	N=77
Total	100%	N=280

TABLE 45: QUESTION D8

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=296
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=5
Total	100%	N=301

TABLE 46: QUESTION D9

What is your race?	Percent	Number
White	87%	N=260
Asian, Asian Indian or Pacific Islander	9%	N=28
Black or African American	2%	N=6
Other	2%	N=5
American Indian or Alaskan Native	1%	N=4

Total may exceed 100% as respondents could select more than one answer.

TABLE 47: QUESTION D10

In which category is your age?	Percent	Number
18 to 24 years	4%	N=12
25 to 34 years	23%	N=69
35 to 44 years	9%	N=27
45 to 54 years	33%	N=100
55 to 64 years	15%	N=46
65 to 74 years	9%	N=27
75 years or older	6%	N=19
Total	100%	N=300

TABLE 48: QUESTION D11

What is your sex?	Percent	Number
Female	52%	N=148
Male	48%	N=137
Total	100%	N=285

FREQUENCIES INCLUDING “DON’T KNOW” RESPONSES

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents.

TABLE 49: QUESTION 1

Please rate each of the following aspects of quality of life in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie as a place to live	66%	N=204	31%	N=94	3%	N=9	0%	N=0	0%	N=0	100%	N=307
Your neighborhood as a place to live	56%	N=171	36%	N=109	8%	N=25	0%	N=0	0%	N=0	100%	N=305
Eden Prairie as a place to raise children	52%	N=159	28%	N=85	6%	N=17	1%	N=4	13%	N=39	100%	N=304
Eden Prairie as a place to work	31%	N=93	31%	N=94	9%	N=26	2%	N=5	27%	N=82	100%	N=300
Eden Prairie as a place to visit	26%	N=78	45%	N=135	22%	N=65	4%	N=14	3%	N=10	100%	N=302
Eden Prairie as a place to retire	22%	N=67	29%	N=88	16%	N=49	8%	N=24	24%	N=73	100%	N=301
The overall quality of life in Eden Prairie	48%	N=148	47%	N=143	5%	N=16	0%	N=0	0%	N=0	100%	N=306

TABLE 50: QUESTION 2

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Eden Prairie	55%	N=169	40%	N=124	4%	N=11	1%	N=2	0%	N=0	100%	N=306
Overall ease of getting to the places you usually have to visit	38%	N=117	40%	N=121	18%	N=54	4%	N=13	0%	N=0	100%	N=305
Quality of overall natural environment in Eden Prairie	56%	N=170	35%	N=106	7%	N=20	1%	N=3	1%	N=2	100%	N=302
Overall “built environment” of Eden Prairie (including overall design, buildings, parks and transportation systems)	35%	N=106	43%	N=131	17%	N=52	5%	N=15	0%	N=0	100%	N=304
Health and wellness opportunities in Eden Prairie	38%	N=115	45%	N=139	11%	N=34	2%	N=5	4%	N=13	100%	N=305
Overall opportunities for education and enrichment	39%	N=117	41%	N=123	11%	N=35	1%	N=2	9%	N=26	100%	N=303
Overall economic health of Eden Prairie	37%	N=114	45%	N=138	10%	N=31	1%	N=2	6%	N=19	100%	N=303
Sense of community	21%	N=65	41%	N=123	31%	N=93	6%	N=18	1%	N=3	100%	N=302
Overall image or reputation of Eden Prairie	48%	N=145	43%	N=130	7%	N=21	2%	N=5	0%	N=0	100%	N=302

TABLE 51: QUESTION 3

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Recommend living in Eden Prairie to someone who asks	70%	N=216	23%	N=69	5%	N=15	2%	N=6	0%	N=0	100%	N=306
Recommend visiting Eden Prairie	41%	N=126	38%	N=115	18%	N=53	3%	N=9	1%	N=2	100%	N=305
Recommend conducting business in Eden Prairie	39%	N=118	35%	N=108	9%	N=27	1%	N=4	16%	N=49	100%	N=304
Remain in Eden Prairie for the next five years	61%	N=186	24%	N=74	7%	N=20	5%	N=15	3%	N=9	100%	N=304

TABLE 52: QUESTION 4

What one thing do you like most, if anything, about living in Eden Prairie?	Percent	Number
Convenient location	18%	N=43
Close to job	2%	N=5
Close to family and friends	1%	N=3
Friendly people	5%	N=12
Housing/neighborhood	4%	N=9
Schools	8%	N=20
Safe	10%	N=23
Shopping/restaurants	7%	N=16
Open spaces	3%	N=8
Parks and trails/recreation centers	17%	N=41
Quiet and peaceful	2%	N=4
Sense of community	3%	N=8
Cleanliness/upkeep	5%	N=13
Other	13%	N=32
Don't know	0%	N=0
Total	100%	N=236

TABLE 53: QUESTION 5

What one thing do you like least, if anything, about living in Eden Prairie?	Percent	Number
Growth	3%	N=8
High taxes	4%	N=8
Traffic congestion	12%	N=27
Growing diversity	3%	N=7
Poorly designed	12%	N=27
Schools	6%	N=13
Housing	4%	N=9
Cost of living	7%	N=17
Lack of public transit	6%	N=13
Lack of a downtown area	4%	N=10
Nothing	2%	N=4
Lack of shopping/dining options	7%	N=16
Road maintenance/snow removal	2%	N=5
Other	27%	N=62
Don't know/unsure	2%	N=4
Total	100%	N=230

TABLE 54: QUESTION 6

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	14%	N=42	54%	N=166	24%	N=72	9%	N=26	0%	N=0	100%	N=306
Ease of public parking	34%	N=102	49%	N=150	13%	N=39	1%	N=3	3%	N=10	100%	N=304
Ease of travel by car in Eden Prairie	23%	N=70	52%	N=158	18%	N=54	5%	N=15	2%	N=7	100%	N=304
Ease of travel by public transportation in Eden Prairie	10%	N=31	13%	N=40	19%	N=56	16%	N=48	41%	N=124	100%	N=299
Ease of walking in Eden Prairie	34%	N=100	36%	N=106	21%	N=63	3%	N=9	5%	N=16	100%	N=293
Availability of paths and walking trails	53%	N=162	35%	N=107	6%	N=17	2%	N=5	4%	N=13	100%	N=305
Air quality	51%	N=156	41%	N=123	4%	N=12	0%	N=1	3%	N=10	100%	N=304
Cleanliness of Eden Prairie	58%	N=177	38%	N=117	3%	N=10	0%	N=0	0%	N=0	100%	N=304
Overall appearance of Eden Prairie	57%	N=172	39%	N=120	4%	N=13	0%	N=0	0%	N=0	100%	N=305
Public places where people want to spend time	37%	N=112	48%	N=145	9%	N=29	2%	N=6	4%	N=13	100%	N=305
Variety of housing options	26%	N=79	41%	N=123	19%	N=59	4%	N=13	10%	N=30	100%	N=305
Availability of affordable quality housing	14%	N=43	31%	N=93	28%	N=83	9%	N=28	18%	N=53	100%	N=300
Fitness opportunities (including exercise classes and paths or trails, etc.)	43%	N=129	44%	N=133	7%	N=22	0%	N=1	5%	N=16	100%	N=302
Recreational opportunities	38%	N=113	47%	N=143	10%	N=30	0%	N=1	5%	N=15	100%	N=301
Availability of affordable quality food	35%	N=106	43%	N=131	19%	N=57	3%	N=8	1%	N=3	100%	N=306
Availability of affordable quality health care	27%	N=83	43%	N=132	14%	N=41	4%	N=13	12%	N=36	100%	N=305
Availability of preventive health services	28%	N=84	43%	N=132	12%	N=36	5%	N=14	13%	N=39	100%	N=305
Availability of affordable quality mental health care	12%	N=35	19%	N=57	12%	N=36	3%	N=10	54%	N=164	100%	N=303
Opportunities for residents to provide input into City decision-making	9%	N=28	27%	N=82	17%	N=53	9%	N=28	37%	N=113	100%	N=304
Value of City services considering the property taxes you pay	13%	N=40	40%	N=123	26%	N=79	7%	N=20	14%	N=43	100%	N=305

TABLE 55: QUESTION 7

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Police services	49%	N=147	35%	N=107	6%	N=18	0%	N=1	9%	N=28	100%	N=301
Crime prevention	35%	N=106	41%	N=124	6%	N=17	0%	N=1	17%	N=52	100%	N=300
Fire services	46%	N=139	23%	N=69	2%	N=7	1%	N=3	27%	N=81	100%	N=300
Fire Department response time	31%	N=91	14%	N=42	2%	N=7	1%	N=3	51%	N=153	100%	N=297
Hennepin County Emergency Medical Service (ambulance) response time	26%	N=79	14%	N=42	0%	N=1	0%	N=0	60%	N=179	100%	N=300
Animal control	14%	N=40	26%	N=78	6%	N=16	1%	N=4	53%	N=156	100%	N=293
Recreation services (i.e., recreation programs and classes, etc.)	34%	N=100	41%	N=120	7%	N=19	1%	N=4	18%	N=52	100%	N=295
Recreation centers or facilities	36%	N=108	45%	N=133	6%	N=17	1%	N=2	12%	N=37	100%	N=297
Park maintenance	46%	N=136	44%	N=130	5%	N=14	1%	N=4	5%	N=14	100%	N=298
Trail maintenance	42%	N=125	45%	N=134	3%	N=10	2%	N=5	7%	N=21	100%	N=295
Senior programs and services	15%	N=43	18%	N=54	3%	N=9	0%	N=0	64%	N=190	100%	N=296
Street lighting	26%	N=77	48%	N=142	21%	N=62	4%	N=11	2%	N=5	100%	N=297
Street repair	27%	N=79	46%	N=138	21%	N=63	4%	N=13	2%	N=5	100%	N=299
Traffic signal timing	16%	N=49	40%	N=121	30%	N=90	11%	N=34	2%	N=6	100%	N=299
City streets as a whole	26%	N=78	54%	N=160	17%	N=52	1%	N=2	2%	N=5	100%	N=297
Streets in your neighborhood	35%	N=105	47%	N=139	15%	N=46	2%	N=6	1%	N=4	100%	N=299
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	31%	N=90	37%	N=107	12%	N=36	9%	N=26	11%	N=31	100%	N=290
Asphalt trails in your neighborhood	39%	N=113	36%	N=104	15%	N=43	1%	N=3	8%	N=24	100%	N=287
Snow removal on City streets (excludes 494, 62 and County roads)	43%	N=129	42%	N=124	10%	N=29	5%	N=15	0%	N=1	100%	N=297
Street sweeping on City streets (excludes 494, 62 and County roads)	38%	N=113	37%	N=108	13%	N=40	3%	N=10	8%	N=24	100%	N=296
Building inspections	12%	N=37	20%	N=60	8%	N=23	2%	N=7	57%	N=169	100%	N=296
Assessing services	10%	N=31	19%	N=55	11%	N=32	2%	N=7	58%	N=170	100%	N=295
City planning services	11%	N=33	18%	N=53	7%	N=21	2%	N=6	62%	N=183	100%	N=296

Please rate the quality of each of the following services in Eden Prairie:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
City engineering services	9%	N=26	17%	N=51	5%	N=15	1%	N=4	68%	N=200	100%	N=296
Housing and community services	10%	N=30	20%	N=57	7%	N=20	0%	N=1	63%	N=184	100%	N=292
Drinking water	41%	N=124	38%	N=115	10%	N=31	7%	N=22	3%	N=8	100%	N=299
Economic development	20%	N=59	34%	N=99	13%	N=39	2%	N=4	31%	N=90	100%	N=292
Storm drainage	23%	N=68	48%	N=140	13%	N=37	1%	N=4	15%	N=45	100%	N=295
Water and sewer services	27%	N=80	51%	N=152	10%	N=28	2%	N=7	10%	N=29	100%	N=297
Utility billing	23%	N=69	51%	N=151	16%	N=46	4%	N=11	6%	N=18	100%	N=295
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	19%	N=56	25%	N=72	8%	N=23	4%	N=12	44%	N=129	100%	N=292
Preservation of natural areas such as open space, parklands and wetlands	43%	N=123	41%	N=117	7%	N=20	2%	N=7	7%	N=19	100%	N=285
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	39%	N=111	37%	N=107	12%	N=35	1%	N=2	11%	N=33	100%	N=288
Overall quality of Eden Prairie services	35%	N=102	49%	N=144	12%	N=36	0%	N=0	3%	N=10	100%	N=291

TABLE 56: QUESTION 8

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	Percent	Number
Not a problem	63%	N=189
Minor problem	29%	N=86
Major problem	6%	N=17
Extreme problem	2%	N=6
Total	100%	N=299

TABLE 57: QUESTION 9

How familiar are you, if at all, with each of the following events in Eden Prairie?	I have participated		I am aware but have not participated		I am not aware		Total	
	%	N	%	N	%	N	%	N
City-wide Open House	11%	N=32	33%	N=98	56%	N=167	100%	N=297
Eden Prairie Night to Unite	30%	N=91	34%	N=101	36%	N=107	100%	N=299
Fourth of July celebration	51%	N=154	36%	N=108	13%	N=39	100%	N=301
Staring Lake Concert Series	37%	N=112	40%	N=120	22%	N=67	100%	N=299
Senior Awareness Month	3%	N=10	22%	N=67	74%	N=222	100%	N=299
Arts in the Park	14%	N=41	51%	N=153	35%	N=105	100%	N=299
Community theater productions	19%	N=57	46%	N=139	35%	N=104	100%	N=300
Eden Prairie Art Crawl	8%	N=24	46%	N=138	46%	N=138	100%	N=300
Movies in the Park	12%	N=35	47%	N=142	41%	N=123	100%	N=300

TABLE 58: QUESTION 10

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	18%	N=53	24%	N=71	29%	N=86	15%	N=44	15%	N=46	100%	N=299
Smaller neighborhood parks	26%	N=78	24%	N=70	32%	N=95	10%	N=30	8%	N=24	100%	N=297
Senior Center	88%	N=259	7%	N=20	3%	N=8	1%	N=3	1%	N=4	100%	N=293
Outdoor Center	79%	N=234	14%	N=43	6%	N=18	0%	N=1	1%	N=2	100%	N=297
Staring Lake Amphitheatre	70%	N=207	24%	N=72	6%	N=17	0%	N=1	0%	N=1	100%	N=298
Staring Lake Observatory	90%	N=266	8%	N=25	1%	N=2	0%	N=1	1%	N=2	100%	N=296
Richard T. Anderson Conservation Area	84%	N=248	9%	N=26	5%	N=16	1%	N=4	1%	N=3	100%	N=296
Art Center	89%	N=263	8%	N=25	2%	N=5	1%	N=2	0%	N=1	100%	N=296
Community Center	46%	N=138	21%	N=62	15%	N=43	6%	N=16	13%	N=38	100%	N=298

TABLE 59: QUESTION 11

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	55%	N=163	30%	N=89	2%	N=5	0%	N=0	13%	N=39	100%	N=296
Smaller neighborhood parks	32%	N=96	44%	N=131	4%	N=11	1%	N=3	19%	N=57	100%	N=297
Senior Center	6%	N=18	9%	N=25	2%	N=4	0%	N=1	83%	N=247	100%	N=295
Outdoor Center	8%	N=25	17%	N=51	3%	N=8	0%	N=1	71%	N=206	100%	N=292
Staring Lake Amphitheatre	19%	N=55	27%	N=80	4%	N=11	0%	N=1	50%	N=147	100%	N=295
Staring Lake Observatory	5%	N=14	10%	N=30	1%	N=2	0%	N=1	84%	N=249	100%	N=296
Richard T. Anderson Conservation Area	8%	N=25	10%	N=31	3%	N=8	0%	N=1	78%	N=231	100%	N=296
Art Center	5%	N=15	10%	N=30	4%	N=12	0%	N=1	81%	N=238	100%	N=294
Community Center	25%	N=75	30%	N=90	5%	N=16	0%	N=1	39%	N=115	100%	N=297

TABLE 60: QUESTION 12

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Eden Prairie Center mall	78%	N=234	16%	N=48	4%	N=12	0%	N=1	1%	N=2	1%	N=2	100%	N=299
Paths or walking trails	52%	N=154	36%	N=108	4%	N=12	2%	N=7	1%	N=2	5%	N=16	100%	N=299
Retail parking lots	58%	N=174	31%	N=94	8%	N=24	1%	N=2	1%	N=2	1%	N=3	100%	N=299
Your neighborhood	74%	N=221	22%	N=64	2%	N=7	1%	N=4	1%	N=2	1%	N=2	100%	N=299
Parks and open space	54%	N=162	32%	N=95	7%	N=20	2%	N=6	1%	N=2	5%	N=14	100%	N=298

TABLE 61: QUESTION 13

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Not a problem		Minor problem		Moderate problem		Major problem		Extreme problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Traffic speeding	43%	N=127	33%	N=97	14%	N=40	8%	N=24	2%	N=7	1%	N=3	100%	N=299
Stop sign violations in your neighborhood	57%	N=169	22%	N=66	10%	N=31	5%	N=14	3%	N=8	3%	N=10	100%	N=298
Violent crime	66%	N=196	16%	N=48	3%	N=9	2%	N=5	0%	N=0	13%	N=39	100%	N=297
Drugs	47%	N=141	20%	N=59	7%	N=20	3%	N=9	2%	N=5	22%	N=65	100%	N=298
Youth crimes	45%	N=133	22%	N=66	7%	N=20	2%	N=7	2%	N=5	23%	N=67	100%	N=298
Vandalism and property crimes	46%	N=137	24%	N=72	12%	N=37	3%	N=8	2%	N=5	13%	N=40	100%	N=298
Identity theft	40%	N=119	15%	N=45	7%	N=21	2%	N=7	1%	N=4	34%	N=103	100%	N=298

TABLE 62: QUESTION 14

Have you had contact with the Eden Prairie Police Department within the last 12 months through any of the following?	No		Yes		Don't know		Total	
	%	N	%	N	%	N	%	N
Report a crime	89%	N=265	10%	N=29	2%	N=6	100%	N=299
Animal Control	91%	N=272	7%	N=21	1%	N=4	100%	N=298
Services such as medical assistance	93%	N=277	6%	N=17	1%	N=4	100%	N=297
Assistance with a car lockout	96%	N=287	2%	N=6	2%	N=5	100%	N=298
Community programs	86%	N=256	13%	N=38	2%	N=5	100%	N=298
Schools (Liaisons Officers)	93%	N=277	5%	N=16	2%	N=5	100%	N=298
Senior programs	95%	N=284	3%	N=9	2%	N=5	100%	N=298
Eden Prairie Night to Unite	81%	N=241	17%	N=51	2%	N=6	100%	N=298
Safety Camp	96%	N=285	2%	N=7	2%	N=6	100%	N=298
City-wide Open House	94%	N=278	4%	N=12	2%	N=6	100%	N=296

TABLE 63: QUESTION 15

Overall, how would you rate your contact with the Eden Prairie Police Department?	Percent	Number
Excellent	36%	N=108
Good	28%	N=83
Fair	3%	N=8
Poor	3%	N=8
Don't know	32%	N=96
Total	100%	N=303

TABLE 64: QUESTION 16

Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters?	Percent	Number
Yes, I was aware	58%	N=177
No, I was not aware until now	42%	N=128
Total	100%	N=305

TABLE 65: QUESTION 17

The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$1 million to capital and public improvement efforts in Eden Prairie. To what extent do you support the City continuing to operate its municipal liquor stores?	Percent	Number
Strongly support	44%	N=135
Somewhat support	32%	N=99
Somewhat oppose	6%	N=17
Strongly oppose	10%	N=31
Don't know	8%	N=23
Total	100%	N=304

TABLE 66: QUESTION 18

In the last 12 months, about how many times, if ever, have you or other household members visited each of the City's three liquor stores?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
Prairie Village Mall/Kowalski's store	46%	N=138	24%	N=72	19%	N=56	7%	N=20	4%	N=11	100%	N=297
Den Road/Cub Foods store	46%	N=137	19%	N=58	25%	N=73	6%	N=18	4%	N=13	100%	N=300
Prairie View Mall/Byerly's store (formerly Rainbow Foods)	47%	N=139	27%	N=79	20%	N=59	4%	N=13	2%	N=6	100%	N=296

TABLE 67: QUESTION 19

If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Product selection	32%	N=86	40%	N=109	12%	N=32	1%	N=3	15%	N=41	100%	N=271
Prices of products	13%	N=35	37%	N=100	24%	N=64	10%	N=27	17%	N=45	100%	N=272
Courtesy and friendliness of staff	51%	N=138	26%	N=70	8%	N=21	1%	N=4	15%	N=40	100%	N=272

TABLE 68: QUESTION 20

Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a balance.	Percent	Number
The City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider community	6%	N=18
The City fosters an equal balance between the rights of individual property owners and the interests of the wider community	30%	N=89
The City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners	13%	N=38
Don't know	51%	N=154
Total	100%	N=299

TABLE 69: QUESTION 21

With which of the following departments have you had contact (email, in-person or phone) in the last 12 months?	Percent	Number
I have not contacted the City	42%	N=125
General information	12%	N=35
City Manager	1%	N=4
Police	24%	N=70
Fire	7%	N=22
Utilities and Water	15%	N=45
Human Resources	1%	N=3
Outdoor Center	3%	N=9
Recreation	14%	N=42
Park Maintenance	4%	N=12
Planning/Economic Development	1%	N=4
Building Inspections	14%	N=43
Assessing	4%	N=13
City Clerk	3%	N=8
Housing and Community Services	2%	N=5
Art Center	3%	N=9
Utility Billing	12%	N=35
Street Maintenance	6%	N=18
Engineering	2%	N=5
Community Center	19%	N=56
Senior Center	6%	N=18
Communications	1%	N=3
Environmental Services	4%	N=10
Other	2%	N=6

Total may exceed 100% as respondents could select more than one answer.

TABLE 70: QUESTION 22

What was your impression of City employees in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	52%	N=90	38%	N=65	5%	N=8	2%	N=3	3%	N=6	100%	N=173
Courtesy	61%	N=104	30%	N=52	4%	N=8	2%	N=4	2%	N=4	100%	N=171
Responsiveness	52%	N=89	36%	N=61	5%	N=9	5%	N=9	1%	N=2	100%	N=171
Follow-up (got back to you or took action if needed)	36%	N=58	31%	N=51	6%	N=9	5%	N=9	21%	N=34	100%	N=161
Overall customer service	53%	N=87	37%	N=61	3%	N=5	6%	N=9	2%	N=3	100%	N=165

TABLE 71: QUESTION 23

Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	Percent	Number
No	51%	N=153
Yes	49%	N=145
Total	100%	N=299

TABLE 72: QUESTION 24

Please rate the following aspects of the Eden Prairie website.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Appearance	28%	N=41	62%	N=92	8%	N=12	1%	N=2	1%	N=2	100%	N=149
Online information and services offered	30%	N=45	60%	N=88	8%	N=12	0%	N=0	2%	N=3	100%	N=148
Ease of navigation/ability to find information	20%	N=30	46%	N=68	25%	N=38	7%	N=10	1%	N=2	100%	N=149
Search function	19%	N=28	37%	N=54	28%	N=42	4%	N=5	13%	N=19	100%	N=148
Online registration for recreation programs	18%	N=27	28%	N=41	11%	N=16	3%	N=4	41%	N=61	100%	N=149

TABLE 73: QUESTION 25

Which, if any, of the following newspapers do you receive at your home:	Percent	Number
Star Tribune	61%	N=119
Eden Prairie News	79%	N=152
Eden Prairie Sun Current	40%	N=77

Total may exceed 100% as respondents could select more than one answer.

TABLE 74: QUESTION 26

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
Life in the Prairie (bi-monthly City newsletter)	20%	N=52	33%	N=85	47%	N=123	100%	N=261
City Website (edenprairie.org)	33%	N=89	25%	N=66	42%	N=113	100%	N=268
CITY NEWS email/text subscription	19%	N=46	15%	N=37	67%	N=167	100%	N=251
EPTV channel 16	2%	N=5	13%	N=33	85%	N=215	100%	N=253
City Council and/or Planning Commission meeting telecasts	4%	N=11	12%	N=30	84%	N=212	100%	N=253
CITY BLOGS (City Manager, Police, Fire, Liquor)	6%	N=16	16%	N=41	77%	N=194	100%	N=252
City Facebook page	11%	N=27	14%	N=35	76%	N=192	100%	N=254
Parks and Recreation Program Guide	36%	N=93	41%	N=108	23%	N=59	100%	N=260
Star Tribune	18%	N=47	34%	N=89	48%	N=124	100%	N=260
Eden Prairie Sun Current	18%	N=45	31%	N=80	51%	N=130	100%	N=255
Eden Prairie News	40%	N=104	25%	N=66	35%	N=90	100%	N=260
Local TV or radio stations	26%	N=69	37%	N=96	37%	N=98	100%	N=264
Word of mouth from family, friends or neighbors	39%	N=106	45%	N=122	16%	N=43	100%	N=271

TABLE 75: QUESTION D1

Do you work inside the boundaries of Eden Prairie?	Percent	Number
Yes, outside the home	27%	N=83
Yes, from home	10%	N=31
No	62%	N=187
Total	100%	N=301

TABLE 76: QUESTION D2

How many years have you lived in Eden Prairie?	Percent	Number
Less than 2 years	19%	N=59
2 to 5 years	20%	N=60
6 to 10 years	10%	N=29
11 to 20 years	22%	N=66
20-30 years	22%	N=67
More than 30 years	7%	N=22
Total	100%	N=304

TABLE 77: QUESTION D3

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	53%	N=161
Building with two or more homes (duplex, townhome, apartment or condominium)	46%	N=141
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=303

TABLE 78: QUESTION D4

Is this house, apartment or mobile home...	Percent	Number
Rented	26%	N=78
Owned	74%	N=225
Total	100%	N=303

TABLE 79: QUESTION D5

Do any children 17 or under live in your household?	Percent	Number
No	65%	N=195
Yes	35%	N=107
Total	100%	N=301

TABLE 80: QUESTION D6

Are you or any other members of your household aged 65 or older?	Percent	Number
No	82%	N=246
Yes	18%	N=54
Total	100%	N=300

TABLE 81: QUESTION D7

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	Number
Less than \$25,000	7%	N=21
\$25,000 to \$49,999	13%	N=36
\$50,000 to \$99,999	31%	N=86
\$100,000 to \$149,999	21%	N=60
\$150,000 or more	28%	N=77
Total	100%	N=280

TABLE 82: QUESTION D8

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=296
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=5
Total	100%	N=301

TABLE 83: QUESTION D9

What is your race?	Percent	Number
White	87%	N=260
Asian, Asian Indian or Pacific Islander	9%	N=28
Black or African American	2%	N=6
Other	2%	N=5
American Indian or Alaskan Native	1%	N=4

Total may exceed 100% as respondents could select more than one answer.

TABLE 84: QUESTION D10

In which category is your age?	Percent	Number
18 to 24 years	4%	N=12
25 to 34 years	23%	N=69
35 to 44 years	9%	N=27
45 to 54 years	33%	N=100
55 to 64 years	15%	N=46
65 to 74 years	9%	N=27
75 years or older	6%	N=19
Total	100%	N=300

TABLE 85: QUESTION D11

What is your sex?	Percent	Number
Female	52%	N=148
Male	48%	N=137
Total	100%	N=285

APPENDIX C: VERBATIM RESPONSES TO OPEN-ENDED SURVEY QUESTION

Following are verbatim responses to the open-ended question on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. The responses are grouped by category and are in alphabetical order.

QUESTION 4: WHAT ONE THING DO YOU LIKE MOST, IF ANYTHING, ABOUT LIVING IN EDEN PRAIRIE?

CONVENIENT LOCATION

- Access to MPLS, large companies to wait for other great communities nearby schools, parks.
- Access to things I enjoy
- Central location.
- Close to downtown Minneapolis, airport, amenities.
- Close to downtown MPLS.
- Close to downtown MSP & St. Paul.
- Close to everything one needs.
- Close to retail and major roads.
- Closeness of stores, gas stations, community centers, etc.
- Convenience (north of river crossings) nice neighborhood, walking paths.
- Convenience close to places I need to be.
- Convenience friendliness, parks & trails.
- Convenience.
- Convenient to everything.
- Ease of access, lot sizes & safe place.
- Ease of getting around to places & services.
- Easy access to major roadways, affordable housing.
- Easy access to shopping and major airport.
- Easy transportation to 494 and 169.
- Everything is very convenient & easy to get to.
- Getting to places made easier/convenience/pleasant & pretty parks.
- Handiness to freeways & highways.
- It's convenient and safe.
- Location
- Location & easy access to places we use .
- Location and ease to get places.
- Location, location, location.
- Location.
- Location.
- My location - ease of getting on & off 494, 62 & 169 - I'm close to shopping & church.
- One location for most things (i.e. EP center, lakes, parks, restaurants).
- Our proximity to what we need on a daily basis.
- Overall ease of getting what I need.
- Proximity and density of retail consumer centers.
- Proximity to highways.
- The convenience of everything. I need is so close.

- There is everything you need, such a great natural location.
- We can get most everything we need here in E.P.
- Were so close to everything - mall, hardware, fuel etc.

CLOSE TO JOB

- Close to work in Hopkins.
- Close to work.
- The location in relation to work, activities and the cities
- Work & home is in the same city - EP.

CLOSE TO FAMILY AND FRIENDS

- Being near my family.
- Close to family.
- My personal family history connection 1903-2015 - 112 yrs.
- Proximity to family
- Raised family in EP.

FRIENDLY PEOPLE

- Family friendly/just plain nice place to live.
- Friendly environment.
- Friendly people.
- Kindness of people.
- My neighbors are fantastic.
- My neighbors.
- Neighbors.
- People, police, activities, stores.
- Quality of people living here.
- Quality of people that live here - except Samalians.

HOUSING/NEIGHBORHOOD

- Good neighborhoods.
- Great neighborhood social.
- Large lots.
- My neighborhood.
- Neighborhood.
- Our neighborhood "Woods at Riley Creek".
- Our neighborhood.
- The preserve.
- The preserve.

SCHOOLS

- Band directors, elementary thru high schools - all excellent!
- Education
- Education for kids.
- Education is good, but offers like C.H. Robinson and UHG employees drive car like in a race, and never be patient while turning in signal.
- Educational opportunities.
- EHSI, my daughter's school.
- excellent schools
- Good schools, respectful neighbors & neighborhoods.
- Great schools & community involvement.
- Schools seem to be good, sidewalks.
- Schools that provide gifted & talented & honors classes.
- Schools.
- Schools.
- Schools.
- Schools.
- Schools.
- Schools.
- The school district.
- Very strong school districts - well supported - good services for space needs kids.

SAFE

- Feeling of safety.
- Feeling safe in my neighborhood & walking paths availability.
- Feeling safe.
- Low crime.
- Safe community.
- Safe.
- Safety
- Safety of suburb.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Safety.
- Secure neighborhoods.
- Security.

SHOPPING/RESTAURANTS

- A large variety of shops/restaurants/activities.
- Access to a nice mall, library and good restaurants.
- Convenient shopping.
- Costco.
- Ex. restaurants.

- Lap's shopping centers.
- Lots of restaurants & shopping.
- Nearby shopping and ease of travel.
- Shopping
- Shopping center.
- Shopping Mall.
- Shopping opportunities.
- Shopping opportunities.
- Shopping, healthcare all is close by.
- Shopping.
- The abundance of shopping and restaurants close by.
- The Mall, restaurants.
- The stores & the mall.
- The variety of businesses/shopping opportunities.
- Variety of shopping & services options.

OPEN SPACES

- Environment.
- Green space bike paths.
- Green spaces - parks, trails.
- Integration of green space in to city.
- Natural beauty of landscape.
- Natural environment.
- Nature not close to MPLS/ Blongta / Edinal Airport.
- Open spaces.
- The wooded natural neighborhood not close to freeway.
- Undeveloped space, parks & nature areas.

PARKS AND TRAILS/RECREATION CENTERS

- Access to nature trails.
- Access to trails.
- All the paved trails.
- Availability of Nature, Bike Trails, Staring Lake Outdoor Center
- Bike trails & parks.
- Bike trails but some are tough - need repairing.
- Classes (fitness) at community center a need public transportation to MOA and airport.
- Community center - best in the metro!
- Convenience, good schools.
- EP community center but not the million aquatic centers.
- Excellent parks and amenities
- Hiking trails.
- Lots of green area - trees - parks, open spaces.
- Lots of walking/biking trails
- Nature, parks especially dog parks, trails.
- Parks & trails.
- Parks and trails - Shopping center.
- Parks bike trails.
- Parks trails.
- Parks, bike trails/walking.
- Parks, Condos, Trees, Trails.
- Parks.
- Parks.

- Parks.
- Parks/Lakes.
- Paths & trails.
- Perfect mix of bike trails/lakes, with restaurants, shopping. Public beaches lots of options for store/restaurant. Lots of townhouse instead of apts.
- Purgatory creek park.
- There are a lot of park and green spaces.
- The awesome trail system.
- The community center.
- The dog parks.
- The parks and natural spaces & paths.
- The parks and trails throughout the city.
- The parks.
- The walking paths.
- Trail system.
- Trails parks open space.
- Trails, paths, lakes.
- Trails.
- Walking paths.
- Walking trails, trees.
- We love the parks & trails for walking our dog.

QUIET AND PEACEFUL

- Calm and peaceful place to live
- Quiet environment - good neighborhood.
- Quiet.
- Quite & nice town.

SENSE OF COMMUNITY

- It's a "warm" community with lots of opportunities - social, educational, shopping.
- Sense of community schools.
- Sense of community, emphasis on nature.
- Sense Of community.
- Sense of community.
- Sense of community.
- Sense of community.

CLEANLINESS/UPKEEP

- Clean and neat.
- Clean environment with good parks.
- Cleanliness & maintenance.

- Cleanliness, parks lakes, location, schools.
- It is a pretty community, you still see wild life.
- It's very clean. You don't see much garbage.
- Look, feel, cleanliness, quality experience and atmosphere.
- Looks nice, everything is very convenient.
- Natural beauty & how well is maintained / preserved.
- Things are clean & well-maintained.
- Upkeep & natural environments.

OTHER

- Access to good doctors.
- Community involvement - prop/elections.
- Cost of living.
- Educated population.
- Entertainment opportunities - green spaces.
- Family focus.
- good reputation
- Good reputation.
- High standard of living.
- Higher standard of living.
- I'm retired and have all things & need - real handy.
- My church - 55+% from other cities.
- No needs.
- Overall sense of well being.
- Public transportation - SW transit buses are nice.
- Quality of life.
- Quality of life/people with common values.
- Residential mostly removed from commercial area.
- Snow cleanup is excellent.
- Streets are well maintained in winter; fixed in summer.
- The beauty.
- The trees in are old neighborhood.
- The wild life that we see daily.
- There's a good balance between business, nature, education, residential.
- Vibrant city.
- We have been here since 1974 loved it here.
- Working.

QUESTION 5: WHAT ONE THING DO YOU LIKE LEAST, IF ANYTHING, ABOUT LIVING IN EDEN PRAIRIE?

GROWTH

- Building too many new developments.
- Growth rate especially of immigrants concentrated in neighborhoods
- It's getting way too built up and busy.
- So large of a city--just difficult to get from one side to the other sometimes
- The constant cramming in more condos, townhomes, etc.

HIGH TAXES

- High taxes.
- High taxes.
- High taxes.
- High taxes.
- High taxes.
- Real estate/school referendum taxes.
- Takes too long to get across EP due to too many lights, schools & outdoor pool, increase taxes, to many services for non-tax paying immigrants.
- Takes, too many garbage trucks on road (different co's).
- Taxes - Property.
- Taxes and lack at fiscal responsibility/accountability.
- Taxes.
- Taxes.
- Taxes.

TRAFFIC CONGESTION

- Congestion getting to other (east & north) locations.
- Congestion of traffic around mall.
- Congestion of traffic on city 4 and 5.
- Having to get on 62 to go east! Always backed-up traffic.
- It takes as long for us to get to the high school as it does to get downtown MPLS.
- Lack of traffic control, unenforced speed limits, traffic lights not synchronized etc.
- Long traffic lights on some roads.
- Rush hour traffic.
- Some X's traffic is busy.
- stop light coordination
- Too many poorly timed traffic lights on key through ways.
- Too many traffic lights and roads that need widening and/or sidewalks.
- Traffic
- Traffic & stop lights.
- Traffic & water construction & price.
- Traffic (hwys & EP Rd & pioneer trail) airport noise.

- Traffic @ rush hour.
- Traffic at rush hour is terrible on Prairie etc & flying cloud.
- Traffic at rush hours.
- Traffic at times.
- Traffic caused by flooding of Minnesota River (101 closure, excess 169 and flying cloud/pioneer traffic).
- Traffic congestion.
- Traffic in the commercial area.
- Traffic management.
- Traffic on hwy 5 at rush hour.
- Traffic on prairies center drive.
- Traffic on the 212.
- Traffic pattern around E.P. center.
- Traffic.
- Traffic.
- Traffic.
- Traffic.
- Traffic.

GROWING DIVERSITY

- Concentration of immigrants living in one area.
- It could be much more welcoming of diverse people.
- Language barrier to neighbors.
- Rising low - income population.
- The influx of Somalians has brought down reputation & education.
- There are too many Somalis.
- What the large Somali population is doing to our schools etc.

POORLY DESIGNED

- Can't walk to stores/for me.
- Circular street system in shopping area.
- Confusing streets - easy to get turned around.
- Difficult to get around - not easy connecting streets or highways
- Difficulty getting around
- Distance from some residential areas to grocery stores etc.
- Don't feel safe on staring lake walk paths either. Taxes and safe walking paths (lack of paths along roads side).
- Driving around EP center and lack of city center.
- Getting around town sometimes, have to really think.
- Getting from "A" to "B" not easy. Roads maintenance questionable.
- Hard to get to E.P. mall.
- Hard to navigate.
- I would like to walk to stores or restaurants. I always drive everywhere.

- Lack of sidewalks in residential areas.
- Layout of roads & 494 on/off ramp locations.
- No central main street that is walkable.
- Poor road designs.
- Road system - everyone that visits gets lost or confused!
- Roads can be confusing for those unfamiliar with it.
- Roundabouts!
- So many intersections/no quick way to get across town.
- Street design.
- Street navigation can be slow.
- Streets around EP Mall don't connect - hard to give directions.
- The crazy streets - no grid plan.
- Twisting roads to get to different stores.
- Very confusing roads not enough signage.
- Very few through streets - traffic gets congested & backed up - too many cul-de-sacs.

SCHOOLS

- But we are all planning to leave because of schooling and taxes.
- Class size in schools - Esp elementary. 1 or 2 trash companies - too many trucks in neighborhood on garbage day.
- Decline in education.
- High school is too big.
- Money wasted on schools for substandard education.
- Redistricting/change in school formats to K-6.
- School boundaries, high property tax, too many apartments subsidy!
- School district.
- School ratings seem low.
- Schools inequity of \$ spent on technology vs low level learners / dev. disabled.
- Schools not generations a higher caliber of graduates compared to int'l schools.
- The decline in our educational offerings.
- The designation of elementary schools as K-6 and loss of Oak Point and all issue with schools.
- The schools.

HOUSING

- A lot of section 8 apartments causing crime.
- City needs to crack down on banks setting on vacant homes. One on our street - Broken windows rundown & vacant almost 2 yrs.
- Low income housing/schools changing districts where children go to school.
- New housing developments encroaching on the above.
- Section 8 housing running down community - too many apt bldgs.

- Section Eight housing.
- Section of housing.
- Too many public housing units in the city - Keep the tax paying residents & decrease those that do not contribute financially this will ruin the good image of the city & hurt the budget I was appalled by the recent star tribune article of Somali community demanding more services from Eden Prairie. I pay taxes and am happy with the service levels received here. Why do they expect taxpayers to divert more \$ to them?

COST OF LIVING

- Cost of living is very high.
- Cost of living.
- Cost, some retail items are more expensive in EP than other communities.
- Expensive.
- High cost.
- More expensive.
- Price of living.
- Rent costs are very high for low paying jobs such as retail.
- Too expensive - housing.

LACK OF PUBLIC TRANSIT

- Commuter - only bus service (but I understand why).
- Lack of public transport.
- Lacking local transportation.
- Lacking rail service to Downtown MPLS.
- Mass transit to get around easier.
- No public transport on weekends.
- Poor but improving public transportation.
- Poor public transportation.
- Poor transportation (public).
- The idea of the light rail coming to EP!!!
- Transportation bus not enough.
- Very limited transit options.
- We need light rail - now!!

LACK OF A DOWNTOWN AREA

- Central or "Main" Street feel, center hub & restaurants or shop liter to St. Luis Park or Stillwater.
- Lack of "Downtown" feeling.
- Lack of a "downtown".
- No "Downtown" like Waipiata or Excelsior.
- No central downtown.
- No downtown.
- No downtown.
- No Town center - Mall doesn't count.
- No walkable downtown area.

NOTHING

- Can't find anything wrong.

- None.
- None.
- None.
- None.
- Nothing.

LACK OF SHOPPING/DINING OPTIONS

- Access to quality non-chain restaurant.
- Far from any really good - small unique restaurants, shops.
- I would like more shopping options.
- Lack of affordable and/or organic / co-op grocery stores.
- Lack of restaurant which are not chains. There are very few independent restaurants. I can think of no reason to come to or stay on Ede Prairie for a night out
- Lack of small restaurants - too many chains; fast food, lack of grocery stores, too many apartment buildings.
- Need natural organic food market.
- No whole foods.
- Shopping, restaurant.
- The EP mall does not have high-end shops.

ROAD MAINTENANCE/SNOW REMOVAL

- Bad roads.
- Many opportunities for road/traffic light improvements.
- Roads are not sanded & treated as good as I would like after storms.
- Roads.
- Slow snow removal.
- Snow clearing irregularities.
- The way they fix roads with rocks, then they come into house!

OTHER

- 1) Poor maintenance of park trees. 2) High taxes do not trim dead branches that may damage private property/or kill people.
- I. Living on hwy 101.2. One level & townhomes for retirees (too few).
- A bit far from uptown & downtown.
- Airplane & car noise in the summer.
- Airport noise.
- Any kind of surveys.
- Chronic problem with barking dogs in our neighborhood
- City council / mayor / approval of tax \$ to light rail buying property.
- City government attempts to be "politically correct" right of quality of life.
- Climate.
- Cold weather
- cold!!

- Cold/winter, traffic/congestion in some places, cost of water.
- Convenience.
- Dues to pay for the preserve.
- EP needs more indoor walking areas.
- Excessive monthly (capital and recurrent) spent in parks & recreation!
- Fewer things to do and for non-clean restaurants.
- Flying cloud and college view are really really noisy
- Freeway noise.
- Having more "free" family programs & outings.
- Hospital choice is far either go Chanhassen or Edina.
- I am not much of a city person.
- I love living in Eden Prairie.
- It is too far south to commute easily.
- Lack of culture.
- Lack of diversity.
- Lack of public water park, outdoor pool for kids.
- Lacks a central town feel.
- Less business opportunity.
- Light rail invasion that will ruin the environment.
- Living near a house owned by the met council people need to be screened better that move in.
- Midwest Asphalt plant near neighborhoods.
- My commute to downtown Minneapolis to work.
- Nearby airport.
- Need more ice skating rinks, near EP center.
- No outdoor public pool.
- No services in S.W. corner - roads to slow - too many cops.
- Noise pollution from 212.
- Not always the friendliest people.
- Our city not valuing what is important to their citizens they "think" they know & don't listen.
- Preservation of and access to open (undeveloped) spaces.
- Some residents are arrogant, knowing they have lots of money.
- Superior attitude of portions of community.
- The commute into Minneapolis.
- The people act as if they are better than anyone else.
- The poor care of smaller neighborhood parks (ie need control grass cutting).
- The winter!
- There is a lot of trash along the trail around Purgatory creek lake/park.
- There isn't a location to haul our yard waste/brush and receive free mulch.
- Top department heads of the city are incompetent and overpaid compared to their employees.
- Trees being cut down in favor of development.
- We spend a lot of money on world class soccer fields.

- weather
- Why doesn't city have one contract hauler? 4
Garbage vendors - Garbage, recycle, lard waste 12 trucks.
- Winter too long & cold.

DON'T KNOW/UNSURE

- ?
- N/A
- N/A.
- Not sure yet recently moved in.

APPENDIX D: RESPONSES TO SELECTED SURVEY QUESTIONS BY RESPONDENT CHARACTERISTICS

Responses in the following tables show only the proportion of respondents giving a certain answer; for example, the percent of respondents who rated the quality of life as “excellent” or “good,” or the percent of respondents who used the Outdoor Center more than once a month. ANOVA and chi-square tests of significance were applied to these comparisons of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” Where differences were statistically significant, they have been shaded grey.

COMPARISONS BY DEMOGRAPHIC CHARACTERISTICS

- ▶ Eden Prairie residents that have lived in the city six years or longer, are middle aged (35-54 years old), male, those who had children, lived in detached housing and made more than \$100,000 a year were less likely to report Eden Prairie as a good or excellent place to retire, compared to their counterparts.
- ▶ Respondents who are longer term (lived in Eden Prairie 6-20+ years), over the age of 35, lived in detached housing, owned their own homes, and made more than \$50,000 annually gave higher ratings to the health and wellness opportunities in Eden Prairie.
- ▶ Younger residents (those under the age of 35) tended to give higher ratings to the quality of services provided by Eden Prairie, including police services, trail maintenance, street lighting, street repair, city streets as a whole, and assessing services than older residents.
- ▶ Recreation services and recreation centers and facilities were given higher ratings by residents that lived in detached housing, owned their own homes and had a higher household income (\$50,000 or more a year) than residents who lived in attached, rented housing and made a smaller annual income.
- ▶ Eden Prairie residents that reported they were more familiar with events in the city tended to have lived in Eden Prairie longer (6 years or more), were over the age of 35, female, had children, lived in detached housing, owned their homes and made more money than other residents. These residents were also more likely to have utilized Eden Prairie Parks and Recreation amenities, such as large community parks, the Outdoor Center, and Staring Lake Amphitheatre.

TABLE 86: QUALITY OF LIFE RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Eden Prairie as a place to live	100%	96%	94%	100%	95%	96%	98%	96%	98%	95%	97%
Your neighborhood as a place to live	93%	91%	92%	88%	94%	93%	92%	91%	91%	94%	92%
Eden Prairie as a place to raise children	92%	96%	89%	91%	92%	94%	93%	91%	92%	92%	92%
Eden Prairie as a place to work	87%	85%	84%	87%	80%	93%	88%	83%	86%	84%	86%
Eden Prairie as a place to visit	74%	71%	74%	68%	67%	86%	77%	68%	79%	62%	73%
Eden Prairie as a place to retire	82%	66%	55%	88%	54%	72%	76%	61%	72%	58%	68%
The overall quality of life in Eden Prairie	97%	95%	92%	100%	90%	97%	96%	93%	97%	91%	95%

TABLE 87: QUALITY OF LIFE RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Eden Prairie as a place to live	97%	97%	97%	97%	100%	99%	95%	97%
Your neighborhood as a place to live	96%	87%	83%	95%	97%	85%	94%	92%
Eden Prairie as a place to raise children	93%	91%	91%	93%	95%	92%	91%	92%
Eden Prairie as a place to work	91%	80%	81%	87%	87%	83%	85%	86%
Eden Prairie as a place to visit	74%	71%	69%	74%	72%	79%	68%	73%
Eden Prairie as a place to retire	61%	75%	69%	67%	77%	77%	59%	68%
The overall quality of life in Eden Prairie	95%	94%	93%	95%	97%	96%	92%	95%

TABLE 88: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Overall feeling of safety in Eden Prairie	96%	94%	96%	97%	94%	96%	95%	96%	96%	95%	96%
Overall ease of getting to the places you usually have to visit	84%	70%	78%	88%	66%	84%	82%	74%	81%	71%	78%
Quality of overall natural environment in Eden Prairie	95%	92%	88%	96%	88%	94%	96%	87%	93%	89%	92%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	73%	81%	82%	69%	78%	88%	82%	74%	81%	74%	78%
Health and wellness opportunities in Eden Prairie	81%	90%	92%	80%	87%	93%	90%	84%	89%	82%	87%
Overall opportunities for education and enrichment	90%	86%	83%	89%	83%	90%	89%	84%	89%	83%	87%
Overall economic health of Eden Prairie	90%	89%	85%	92%	85%	89%	89%	87%	90%	86%	88%
Sense of community	56%	65%	70%	54%	63%	72%	70%	56%	66%	56%	63%
Overall image or reputation of Eden Prairie	94%	94%	86%	97%	85%	94%	91%	92%	94%	86%	91%

TABLE 89: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Overall feeling of safety in Eden Prairie	97%	94%	92%	97%	89%	99%	97%	96%
Overall ease of getting to the places you usually have to visit	75%	81%	81%	77%	84%	79%	74%	78%
Quality of overall natural environment in Eden Prairie	93%	91%	91%	92%	98%	92%	89%	92%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	80%	77%	74%	80%	84%	73%	79%	78%
Health and wellness opportunities in Eden Prairie	92%	81%	76%	91%	76%	88%	90%	87%
Overall opportunities for education and enrichment	88%	85%	80%	89%	88%	87%	87%	87%
Overall economic health of Eden Prairie	91%	85%	81%	91%	85%	89%	88%	88%
Sense of community	68%	57%	46%	68%	61%	59%	66%	63%
Overall image or reputation of Eden Prairie	90%	93%	92%	91%	92%	96%	88%	91%

TABLE 90: COMMUNITY CHARACTERISTICS RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Traffic flow on major streets	72%	64%	66%	76%	58%	74%	67%	68%	72%	60%	68%
Ease of public parking	82%	84%	92%	85%	87%	84%	86%	86%	85%	86%	86%
Ease of travel by car in Eden Prairie	84%	68%	76%	86%	71%	76%	75%	79%	76%	78%	77%
Ease of travel by public transportation in Eden Prairie	44%	36%	43%	42%	40%	42%	55%	27%	41%	39%	41%
Ease of walking in Eden Prairie	77%	70%	75%	77%	69%	77%	78%	69%	74%	74%	74%
Availability of paths and walking trails	90%	93%	95%	87%	93%	95%	93%	90%	91%	94%	92%
Air quality	98%	92%	96%	100%	92%	97%	96%	96%	97%	93%	95%
Cleanliness of Eden Prairie	99%	97%	94%	100%	94%	97%	98%	95%	98%	95%	97%
Overall appearance of Eden Prairie	99%	96%	91%	100%	94%	94%	97%	95%	97%	93%	96%
Public places where people want to spend time	92%	92%	79%	95%	85%	87%	92%	84%	88%	87%	88%
Variety of housing options	77%	77%	67%	68%	72%	84%	76%	70%	76%	69%	74%
Availability of affordable quality housing	54%	66%	46%	43%	59%	63%	58%	54%	49%	68%	55%
Fitness opportunities (including exercise classes and paths or trails, etc.)	93%	86%	98%	89%	91%	95%	94%	89%	92%	91%	92%
Recreational opportunities	93%	86%	89%	91%	87%	91%	89%	89%	92%	85%	89%
Availability of affordable quality food	78%	80%	77%	73%	76%	86%	85%	70%	83%	70%	78%
Availability of affordable quality health care	75%	80%	85%	69%	82%	84%	80%	80%	79%	81%	80%
Availability of preventive health services	77%	80%	87%	74%	84%	82%	83%	80%	81%	81%	81%
Availability of affordable quality mental health care	59%	69%	72%	62%	67%	69%	67%	64%	71%	56%	66%
Opportunities for residents to provide input into City decision-making	59%	59%	53%	65%	54%	61%	56%	62%	58%	55%	58%
Value of City services considering the property taxes you pay	67%	66%	55%	75%	57%	62%	64%	61%	64%	62%	62%

TABLE 91: COMMUNITY CHARACTERISTICS RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Traffic flow on major streets	62%	74%	77%	65%	69%	76%	62%	68%
Ease of public parking	86%	85%	79%	88%	86%	84%	87%	86%
Ease of travel by car in Eden Prairie	74%	79%	83%	74%	79%	83%	74%	77%
Ease of travel by public transportation in Eden Prairie	42%	40%	45%	40%	45%	36%	42%	41%
Ease of walking in Eden Prairie	76%	72%	73%	74%	76%	78%	69%	74%
Availability of paths and walking trails	93%	91%	86%	94%	91%	88%	95%	92%
Air quality	93%	98%	97%	95%	96%	97%	94%	95%
Cleanliness of Eden Prairie	95%	99%	97%	96%	97%	100%	95%	97%
Overall appearance of Eden Prairie	95%	96%	97%	95%	98%	99%	93%	96%
Public places where people want to spend time	87%	89%	89%	88%	91%	92%	85%	88%
Variety of housing options	76%	71%	67%	76%	66%	79%	73%	74%
Availability of affordable quality housing	61%	48%	42%	60%	40%	54%	63%	55%
Fitness opportunities (including exercise classes and paths or trails, etc.)	94%	89%	90%	92%	99%	80%	95%	92%
Recreational opportunities	90%	89%	88%	90%	91%	90%	88%	89%
Availability of affordable quality food	79%	77%	79%	78%	85%	79%	75%	78%
Availability of affordable quality health care	81%	78%	79%	80%	91%	74%	79%	80%
Availability of preventive health services	80%	83%	79%	82%	90%	77%	81%	81%
Availability of affordable quality mental health care	63%	70%	67%	66%	77%	66%	60%	66%
Opportunities for residents to provide input into City decision-making	57%	57%	48%	59%	44%	66%	58%	58%
Value of City services considering the property taxes you pay	60%	67%	61%	63%	59%	67%	65%	62%

TABLE 92: QUALITY OF SERVICE DELIVERY RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Police services	95%	90%	93%	100%	88%	94%	95%	90%	93%	92%	93%
Crime prevention	97%	88%	93%	100%	90%	91%	93%	92%	93%	91%	93%
Fire services	96%	96%	94%	100%	92%	98%	99%	90%	97%	92%	95%
Fire Department response time	92%	98%	88%	91%	90%	97%	95%	89%	94%	91%	93%
Hennepin County Emergency Medical Service (ambulance) response time	100%	100%	99%	100%	100%	99%	100%	99%	99%	100%	99%
Animal control	83%	91%	80%	84%	90%	80%	88%	88%	82%	91%	85%
Recreation services (i.e., recreation programs and classes, etc.)	89%	91%	91%	84%	92%	92%	92%	87%	92%	88%	90%
Recreation centers or facilities	92%	91%	95%	89%	93%	94%	93%	92%	95%	89%	93%
Park maintenance	95%	91%	96%	95%	91%	98%	96%	91%	94%	94%	94%
Trail maintenance	97%	91%	96%	100%	91%	95%	95%	94%	95%	93%	95%
Senior programs and services	89%	94%	92%	85%	97%	90%	91%	91%	91%	94%	92%
Street lighting	81%	72%	71%	84%	68%	78%	71%	79%	79%	68%	75%
Street repair	86%	68%	66%	91%	64%	73%	70%	80%	79%	67%	74%
Traffic signal timing	64%	51%	57%	66%	51%	60%	63%	54%	60%	53%	58%
City streets as a whole	88%	76%	81%	92%	75%	82%	83%	81%	85%	77%	82%
Streets in your neighborhood	86%	78%	83%	88%	79%	83%	83%	82%	84%	80%	83%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	77%	76%	73%	77%	73%	78%	83%	68%	78%	72%	76%
Asphalt trails in your neighborhood	82%	87%	78%	83%	81%	83%	82%	80%	81%	85%	82%
Snow removal on City streets (excludes 494, 62 and County roads)	84%	83%	89%	84%	80%	93%	83%	87%	87%	83%	85%
Street sweeping on City streets (excludes 494, 62 and County roads)	84%	79%	82%	84%	75%	88%	84%	79%	82%	81%	82%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Building inspections	84%	72%	73%	79%	72%	80%	79%	74%	74%	78%	76%
Assessing services	93%	64%	55%	90%	63%	65%	74%	65%	69%	70%	68%
City planning services	88%	79%	63%	91%	73%	70%	78%	75%	80%	71%	76%
City engineering services	93%	81%	65%	91%	75%	78%	82%	80%	85%	78%	81%
Housing and community services	85%	86%	66%	87%	80%	74%	84%	77%	82%	83%	81%
Drinking water	78%	85%	83%	78%	83%	83%	77%	88%	80%	85%	82%
Economic development	81%	77%	78%	75%	74%	87%	76%	80%	83%	71%	79%
Storm drainage	86%	79%	87%	85%	80%	87%	80%	87%	86%	79%	83%
Water and sewer services	87%	87%	87%	89%	84%	90%	89%	86%	88%	85%	87%
Utility billing	78%	79%	82%	80%	75%	86%	81%	78%	83%	73%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	78%	82%	77%	73%	86%	82%	71%	82%	72%	78%
Preservation of natural areas such as open space, parklands and wetlands	91%	89%	90%	91%	88%	92%	91%	88%	91%	89%	90%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	81%	88%	90%	76%	86%	93%	91%	78%	88%	81%	86%
Overall quality of Eden Prairie services	84%	89%	90%	80%	90%	89%	93%	82%	87%	87%	87%

TABLE 93: QUALITY OF SERVICE DELIVERY RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Police services	92%	94%	93%	93%	93%	93%	92%	93%
Crime prevention	93%	92%	91%	93%	90%	95%	93%	93%
Fire services	98%	91%	91%	96%	93%	100%	93%	95%
Fire Department response time	96%	89%	92%	93%	86%	100%	91%	93%
Hennepin County Emergency Medical Service (ambulance) response time	100%	99%	100%	99%	100%	98%	100%	99%
Animal control	82%	91%	91%	84%	87%	88%	86%	85%
Recreation services (i.e., recreation programs and classes, etc.)	94%	85%	77%	94%	70%	94%	94%	90%
Recreation centers or facilities	96%	88%	84%	95%	81%	93%	95%	93%
Park maintenance	96%	91%	88%	96%	95%	92%	94%	94%
Trail maintenance	94%	95%	94%	95%	95%	96%	94%	95%
Senior programs and services	92%	91%	88%	93%	81%	97%	92%	92%
Street lighting	74%	77%	74%	75%	72%	76%	73%	75%
Street repair	72%	77%	80%	73%	76%	82%	70%	74%
Traffic signal timing	55%	61%	66%	55%	71%	59%	54%	58%
City streets as a whole	79%	85%	85%	81%	81%	88%	79%	82%
Streets in your neighborhood	82%	84%	81%	83%	75%	87%	82%	83%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	78%	74%	64%	80%	65%	77%	78%	76%
Asphalt trails in your neighborhood	81%	84%	75%	85%	81%	80%	84%	82%
Snow removal on City streets (excludes 494, 62 and County roads)	88%	81%	77%	88%	79%	88%	86%	85%
Street sweeping on City streets (excludes 494, 62 and County roads)	82%	81%	77%	83%	85%	80%	82%	82%
Building inspections	78%	73%	70%	78%	85%	69%	75%	76%
Assessing services	64%	78%	86%	66%	93%	69%	66%	68%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
City planning services	75%	78%	86%	74%	82%	78%	77%	76%
City engineering services	81%	81%	85%	80%	91%	82%	80%	81%
Housing and community services	83%	77%	72%	83%	71%	83%	87%	81%
Drinking water	85%	78%	71%	85%	68%	81%	87%	82%
Economic development	82%	73%	72%	80%	75%	79%	78%	79%
Storm drainage	83%	84%	75%	86%	82%	87%	83%	83%
Water and sewer services	88%	85%	79%	89%	85%	87%	87%	87%
Utility billing	79%	81%	74%	82%	85%	77%	78%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	85%	70%	60%	83%	68%	79%	79%	78%
Preservation of natural areas such as open space, parklands and wetlands	91%	89%	84%	92%	93%	87%	91%	90%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	89%	81%	71%	90%	83%	81%	87%	86%
Overall quality of Eden Prairie services	90%	85%	76%	91%	91%	80%	90%	87%

TABLE 94: AIRPORT NOISE RATINGS BY DEMOGRAPHIC CHARACTERISTICS

(Percent "major" or "extreme" problem)	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	6%	8%	10%	4%	10%	9%	8%	8%	8%	9%	8%

TABLE 95: AIRPORT NOISE RATINGS BY DEMOGRAPHIC CHARACTERISTICS

(Percent "major" or "extreme" problem)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	9%	6%	5%	9%	2%	8%	11%	8%

TABLE 96: EVENT FAMILIARITY RATINGS BY DEMOGRAPHIC CHARACTERISTICS

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
City-wide Open House	29%	58%	50%	17%	56%	49%	46%	40%	36%	59%	44%
Eden Prairie Night to Unite	48%	79%	72%	44%	75%	66%	71%	57%	57%	78%	64%
Fourth of July celebration	73%	96%	97%	73%	92%	93%	91%	83%	86%	89%	87%
Staring Lake Concert Series	51%	94%	97%	43%	89%	92%	79%	76%	75%	83%	78%
Senior Awareness Month	14%	29%	38%	7%	23%	45%	29%	20%	25%	26%	26%
Arts in the Park	47%	79%	75%	38%	75%	76%	69%	59%	60%	75%	65%
Community theater productions	48%	81%	74%	40%	76%	73%	70%	59%	62%	74%	65%
Eden Prairie Art Crawl	38%	63%	66%	31%	62%	63%	65%	41%	51%	61%	54%
Movies in the Park	38%	73%	74%	32%	72%	67%	67%	52%	55%	67%	59%

TABLE 97: EVENT FAMILIARITY RATINGS BY DEMOGRAPHIC CHARACTERISTICS

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
City-wide Open House	53%	34%	19%	53%	26%	44%	50%	44%
Eden Prairie Night to Unite	72%	56%	46%	71%	44%	62%	72%	64%
Fourth of July celebration	95%	79%	70%	93%	74%	81%	96%	87%
Staring Lake Concert Series	86%	69%	51%	87%	63%	69%	87%	78%
Senior Awareness Month	30%	21%	13%	30%	20%	26%	25%	26%
Arts in the Park	76%	53%	44%	72%	52%	60%	71%	65%
Community theater productions	74%	57%	46%	73%	51%	67%	71%	65%
Eden Prairie Art Crawl	64%	43%	39%	60%	37%	52%	62%	54%
Movies in the Park	69%	48%	30%	70%	40%	56%	68%	59%

TABLE 98: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY DEMOGRAPHIC CHARACTERISTICS

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	75%	90%	84%	75%	90%	78%	85%	80%	76%	94%	82%
Smaller neighborhood parks	68%	80%	76%	59%	86%	70%	72%	75%	63%	95%	74%
Senior Center	3%	15%	20%	0%	3%	32%	13%	10%	16%	2%	12%
Outdoor Center	14%	30%	23%	12%	26%	24%	20%	23%	18%	27%	21%
Staring Lake Amphitheatre	17%	40%	39%	14%	38%	36%	32%	30%	27%	38%	30%
Staring Lake Observatory	5%	14%	13%	4%	12%	11%	11%	10%	11%	9%	10%
Richard T. Anderson Conservation Area	13%	18%	20%	8%	19%	20%	16%	14%	17%	16%	16%
Art Center	12%	11%	10%	8%	13%	11%	15%	7%	12%	10%	11%
Community Center	50%	59%	53%	44%	68%	43%	58%	52%	42%	75%	54%

TABLE 99: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY DEMOGRAPHIC CHARACTERISTICS

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	88%	76%	68%	87%	69%	77%	90%	82%
Smaller neighborhood parks	85%	62%	47%	84%	50%	64%	89%	74%
Senior Center	11%	12%	5%	14%	14%	12%	6%	12%
Outdoor Center	26%	17%	15%	24%	15%	22%	25%	21%
Staring Lake Amphitheatre	35%	26%	15%	36%	23%	32%	33%	30%
Staring Lake Observatory	10%	10%	9%	10%	5%	12%	12%	10%
Richard T. Anderson Conservation Area	21%	11%	9%	19%	4%	16%	19%	16%
Art Center	14%	8%	9%	12%	6%	15%	11%	11%
Community Center	69%	37%	31%	62%	28%	42%	71%	54%

TABLE 100: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Length of residency			Age			Gender		Presence of children		Overall
	Less than 5 years	6 to 20 years	More than 20 years	18-34	35-54	55+	Female	Male	No	Yes	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	97%	99%	97%	100%	98%	97%	98%	98%	98%	98%	98%
Smaller neighborhood parks	98%	89%	96%	100%	92%	94%	94%	94%	96%	92%	95%
Senior Center	77%	100%	89%	100%	69%	93%	91%	83%	92%	76%	90%
Outdoor Center	92%	87%	88%	100%	85%	89%	86%	90%	87%	91%	89%
Staring Lake Amphitheatre	96%	97%	84%	100%	87%	93%	91%	93%	95%	88%	92%
Staring Lake Observatory	90%	94%	97%	100%	91%	97%	89%	100%	95%	94%	94%
Richard T. Anderson Conservation Area	85%	86%	84%	100%	77%	91%	90%	77%	92%	73%	85%
Art Center	76%	81%	74%	76%	77%	77%	83%	66%	76%	79%	78%
Community Center	97%	86%	90%	100%	90%	85%	88%	93%	90%	91%	91%

TABLE 101: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY DEMOGRAPHIC CHARACTERISTICS

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Housing unit type		Rent or own		Household income			Overall
	Detached	Attached	Rent	Own	Less than \$49,999	\$50,000 to \$99,999	\$100,000 or more	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	97%	100%	100%	97%	97%	98%	98%	98%
Smaller neighborhood parks	93%	97%	96%	94%	98%	99%	91%	95%
Senior Center	82%	98%	100%	88%	89%	89%	83%	90%
Outdoor Center	87%	92%	84%	89%	87%	96%	85%	89%
Staring Lake Amphitheatre	90%	94%	100%	90%	98%	98%	87%	92%
Staring Lake Observatory	90%	100%	100%	93%	100%	87%	95%	94%
Richard T. Anderson Conservation Area	88%	81%	78%	86%	80%	90%	82%	85%
Art Center	76%	79%	72%	79%	86%	70%	76%	78%
Community Center	90%	91%	92%	90%	96%	92%	90%	91%

COMPARISONS BY GEOGRAPHIC AREAS

- ▶ Northeast Eden Prairie residents were more likely to report excellent or good overall ease of getting to the places they usually had to visit, while residents from all other areas of the city were less likely to give positive ratings.
- ▶ Residents of the Northwest region were less likely to give good ratings to aspects of traffic in Eden Prairie than those living in other areas.
- ▶ Respondents from the Southwest region have higher ratings to fitness opportunities and recreation centers and facilities, while residents from the Southeast area of city were less likely to rate those services highly.
- ▶ While residents from the Northwest, Northeast, and Southeast areas were not likely to rate airport noise as much of a problem in their neighborhoods, one in five respondents in the Southwest region reported the noise as a major or extreme problem.
- ▶ Eden Prairie residents from the Northeast area of the city were less likely to be aware or participate in the City-wide Open House, the Fourth of July celebration, the Staring Lake Concert Series and the Arts in the Park whereas Northwest residents were more likely to be familiar with these events.
- ▶ Residents of Southwest Eden Prairie were more likely to have utilized the Parks and Recreation Department amenities, including the large community parks, smaller neighborhood parks, the Outdoor Center, and the Community Center than their fellow residents. However, all residents rated the quality of these amenities similarly and positively.

TABLE 102: QUALITY OF LIFE RATINGS BY AREA

Please rate each of the following aspects of quality of life in Eden Prairie: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Eden Prairie as a place to live	89%	100%	97%	100%	97%
Your neighborhood as a place to live	91%	85%	99%	93%	92%
Eden Prairie as a place to raise children	89%	92%	94%	93%	92%
Eden Prairie as a place to work	79%	92%	87%	82%	86%
Eden Prairie as a place to visit	65%	81%	72%	70%	73%
Eden Prairie as a place to retire	68%	74%	66%	64%	68%
The overall quality of life in Eden Prairie	90%	97%	94%	96%	95%

TABLE 103: GENERAL COMMUNITY CHARACTERISTICS RATINGS BY AREA

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Overall feeling of safety in Eden Prairie	96%	97%	98%	92%	96%
Overall ease of getting to the places you usually have to visit	73%	89%	74%	74%	78%
Quality of overall natural environment in Eden Prairie	92%	93%	92%	91%	92%
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	84%	73%	75%	82%	78%
Health and wellness opportunities in Eden Prairie	93%	85%	80%	91%	87%
Overall opportunities for education and enrichment	81%	90%	88%	86%	87%
Overall economic health of Eden Prairie	89%	86%	90%	88%	88%
Sense of community	74%	58%	56%	67%	63%
Overall image or reputation of Eden Prairie	90%	94%	90%	90%	91%

TABLE 104: COMMUNITY CHARACTERISTICS RATINGS BY AREA

Please rate each of the following characteristics as they relate to Eden Prairie as a whole: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Traffic flow on major streets	60%	85%	63%	59%	68%
Ease of public parking	86%	87%	84%	87%	86%
Ease of travel by car in Eden Prairie	72%	85%	70%	78%	77%
Ease of travel by public transportation in Eden Prairie	28%	51%	30%	50%	41%
Ease of walking in Eden Prairie	70%	79%	71%	76%	74%
Availability of paths and walking trails	94%	85%	93%	98%	92%
Air quality	95%	97%	96%	93%	95%
Cleanliness of Eden Prairie	95%	99%	97%	95%	97%
Overall appearance of Eden Prairie	92%	97%	96%	97%	96%
Public places where people want to spend time	84%	89%	88%	91%	88%
Variety of housing options	77%	70%	74%	74%	74%
Availability of affordable quality housing	55%	44%	58%	64%	55%
Fitness opportunities (including exercise classes and paths or trails, etc.)	89%	94%	86%	98%	92%
Recreational opportunities	90%	86%	87%	95%	89%
Availability of affordable quality food	72%	80%	72%	88%	78%
Availability of affordable quality health care	74%	83%	74%	86%	80%
Availability of preventive health services	78%	82%	83%	82%	81%
Availability of affordable quality mental health care	63%	61%	79%	62%	66%
Opportunities for residents to provide input into City decision-making	57%	56%	58%	59%	58%
Value of City services considering the property taxes you pay	54%	60%	67%	66%	62%

TABLE 105: QUALITY OF SERVICE DELIVERY RATINGS BY AREA

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Police services	88%	99%	93%	91%	93%
Crime prevention	90%	98%	95%	87%	93%
Fire services	93%	99%	93%	96%	95%
Fire Department response time	95%	92%	88%	98%	93%
Hennepin County Emergency Medical Service (ambulance) response time	97%	100%	100%	100%	99%
Animal control	71%	89%	90%	90%	85%
Recreation services (i.e., recreation programs and classes, etc.)	93%	84%	92%	95%	90%
Recreation centers or facilities	95%	93%	85%	98%	93%
Park maintenance	96%	96%	93%	91%	94%
Trail maintenance	93%	98%	95%	93%	95%
Senior programs and services	100%	84%	93%	95%	92%
Street lighting	75%	77%	74%	74%	75%
Street repair	67%	76%	73%	80%	74%
Traffic signal timing	55%	65%	55%	54%	58%
City streets as a whole	82%	88%	78%	78%	82%
Streets in your neighborhood	84%	82%	83%	83%	83%
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	82%	69%	70%	84%	76%
Asphalt trails in your neighborhood	88%	75%	82%	86%	82%
Snow removal on City streets (excludes 494, 62 and County roads)	80%	86%	82%	92%	85%
Street sweeping on City streets (excludes 494, 62 and County roads)	71%	82%	88%	84%	82%
Building inspections	75%	85%	69%	73%	76%
Assessing services	47%	86%	72%	68%	68%
City planning services	78%	84%	69%	72%	76%
City engineering services	76%	86%	88%	73%	81%
Housing and community services	81%	86%	85%	70%	81%
Drinking water	84%	82%	81%	81%	82%

Please rate the quality of each of the following services in Eden Prairie: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Economic development	86%	79%	76%	73%	79%
Storm drainage	89%	82%	80%	83%	83%
Water and sewer services	87%	86%	88%	86%	87%
Utility billing	81%	81%	78%	78%	79%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	90%	81%	67%	79%	78%
Preservation of natural areas such as open space, parklands and wetlands	90%	90%	92%	87%	90%
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	90%	88%	83%	81%	86%
Overall quality of Eden Prairie services	89%	84%	90%	87%	87%

TABLE 106: AIRPORT NOISE RATINGS BY AREA

Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood: (Percent "major" or "extreme" problem)	Geographic Area				Overall
	NW	NE	SE	SW	
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:	2%	4%	5%	21%	8%

TABLE 107: EVENT FAMILIARITY RATINGS BY AREA

How familiar are you, if at all, with each of the following events in Eden Prairie? (Percent "I have participated" or "I am aware but have not participated")	Geographic Area				Overall
	NW	NE	SE	SW	
City-wide Open House	40%	30%	59%	47%	44%
Eden Prairie Night to Unite	65%	53%	71%	70%	64%
Fourth of July celebration	99%	81%	79%	92%	87%
Staring Lake Concert Series	85%	67%	80%	82%	78%
Senior Awareness Month	30%	17%	30%	28%	26%
Arts in the Park	79%	54%	63%	68%	65%
Community theater productions	67%	58%	65%	74%	65%
Eden Prairie Art Crawl	64%	44%	55%	56%	54%
Movies in the Park	61%	48%	63%	66%	59%

TABLE 108: PARTICIPATION IN PARKS AND RECREATION AMENITIES RATINGS BY AREA

In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities? (Percent at least once)	Geographic Area				Overall
	NW	NE	SE	SW	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	89%	70%	80%	93%	82%
Smaller neighborhood parks	80%	58%	76%	85%	74%
Senior Center	15%	12%	9%	12%	12%
Outdoor Center	12%	18%	23%	32%	21%
Staring Lake Amphitheatre	30%	19%	37%	37%	30%
Staring Lake Observatory	6%	14%	7%	12%	10%
Richard T. Anderson Conservation Area	14%	16%	15%	20%	16%
Art Center	7%	9%	15%	13%	11%
Community Center	62%	44%	46%	67%	54%

TABLE 109: QUALITY OF PARKS AND RECREATION AMENITIES RATINGS BY AREA

Please rate each of the following Eden Prairie Parks and Recreation Department amenities: (Percent "excellent" or "good")	Geographic Area				Overall
	NW	NE	SE	SW	
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park)	98%	99%	97%	98%	98%
Smaller neighborhood parks	90%	98%	94%	95%	95%
Senior Center	87%	100%	81%	89%	90%
Outdoor Center	84%	87%	90%	91%	89%
Staring Lake Amphitheatre	95%	95%	91%	88%	92%
Staring Lake Observatory	94%	100%	100%	79%	94%
Richard T. Anderson Conservation Area	68%	97%	82%	93%	85%
Art Center	61%	82%	81%	73%	78%
Community Center	88%	95%	89%	91%	91%

APPENDIX E: DETAILED BENCHMARK COMPARISONS

Comparison Data

National Research Center, Inc.'s (NRC) database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on the Eden Prairie Quality of Life Survey. The comparison evaluations are from the most recent survey completed in each community; 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 communities in the database represent a wide geographic and population range. National benchmark comparisons and comparisons to the north central region with populations over 15,000 have been provided when similar questions on the Eden Prairie Quality of Life Survey are included in NRC's database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Eden Prairie's "percent positive." The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important," etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating "yes" or participating in an activity at least once a month. The second column is the rank assigned to Eden Prairie's rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Eden Prairie's rating to the benchmark.

In that final column, Eden Prairie's results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as "much higher" or "much lower."

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

NATIONAL BENCHMARK COMPARISONS

TABLE 110: QUESTION 1 BENCHMARKS

Please rate each of the following aspects of quality of life in Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Eden Prairie as a place to live	97%	25	341	Higher
Your neighborhood as a place to live	92%	21	264	Higher
Eden Prairie as a place to raise children	92%	45	332	Higher
Eden Prairie as a place to work	86%	16	310	Higher
Eden Prairie as a place to visit	73%	39	104	Similar
Eden Prairie as a place to retire	68%	127	315	Similar
The overall quality of life in Eden Prairie	95%	4	27	Higher

TABLE 111: QUESTION 2 BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Eden Prairie	96%	23	184	Higher
Overall ease of getting to the places you usually have to visit	78%	31	95	Similar
Quality of overall natural environment in Eden Prairie	92%	10	239	Higher
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	78%	7	91	Higher
Health and wellness opportunities in Eden Prairie	87%	13	91	Higher
Overall opportunities for education and enrichment	87%	14	90	Higher
Overall economic health of Eden Prairie	88%	7	95	Higher
Sense of community	63%	125	265	Similar
Overall image or reputation of Eden Prairie	91%	26	301	Higher

TABLE 112: QUESTION 3 BENCHMARKS

Please indicate how likely or unlikely you are to do each of the following:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Eden Prairie to someone who asks	93%	76	237	Similar
Remain in Eden Prairie for the next five years	88%	69	234	Similar

TABLE 113: QUESTION 6 BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	68%	47	294	Similar
Ease of public parking	86%	2	74	Much higher
Ease of travel by car in Eden Prairie	77%	54	255	Similar
Ease of travel by public transportation in Eden Prairie	41%	47	97	Similar
Ease of walking in Eden Prairie	74%	55	250	Higher
Availability of paths and walking trails	92%	4	259	Much higher
Air quality	95%	6	217	Higher
Cleanliness of Eden Prairie	97%	7	227	Much higher
Overall appearance of Eden Prairie	96%	8	311	Much higher
Public places where people want to spend time	88%	7	85	Higher
Variety of housing options	74%	22	233	Higher
Availability of affordable quality housing	55%	59	258	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	6	89	Higher
Recreational opportunities	89%	17	262	Higher
Availability of affordable quality food	78%	14	188	Higher
Availability of affordable quality health care	80%	20	220	Higher
Availability of preventive health services	81%	17	188	Higher
Availability of affordable quality mental health care	66%	9	78	Higher
Value of City services considering the property taxes you pay	62%	100	354	Similar

TABLE 114: QUESTION 7 BENCHMARKS

Please rate the quality of each of the following services in Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	93%	8	374	Higher
Crime prevention	93%	5	304	Higher
Fire services	95%	23	309	Similar
Fire Department response time	93%	6	35	Similar
Hennepin County Emergency Medical Service (ambulance) response time	99%	7	301	Higher
Animal control	85%	7	285	Higher
Recreation services (i.e., recreation programs and classes, etc.)	90%	2	10	Similar
Recreation centers or facilities	93%	12	233	Higher
Park maintenance	94%	5	100	Higher
Senior programs and services	92%	3	175	Higher
Street lighting	75%	22	266	Higher
Street repair	74%	19	377	Higher
Traffic signal timing	58%	51	214	Similar
City streets as a whole	82%	3	44	Higher
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	76%	3	38	Higher
Snow removal on City streets (excludes 494, 62 and County roads)	85%	11	253	Higher
Street sweeping on City streets (excludes 494, 62 and County roads)	82%	10	264	Higher
Building inspections	76%	2	26	Higher
City planning services	76%	4	253	Higher
Drinking water	82%	46	290	Higher
Economic development	79%	5	243	Much higher
Storm drainage	83%	16	313	Higher
Water and sewer services	87%	2	24	Higher
Utility billing	79%	17	82	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	15	243	Higher
Preservation of natural areas such as open space, parklands and wetlands	90%	3	222	Much higher
Overall quality of Eden Prairie services	87%	29	380	Higher

TABLE 115: QUESTION 11 BENCHMARKS

Please rate each of the following Eden Prairie Parks and Recreation Department amenities:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Senior Center	90%	6	10	Similar

TABLE 116: QUESTION 12 BENCHMARKS

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Your neighborhood	96%	2	29	Higher
Parks and open space	91%	2	25	Higher

TABLE 117: QUESTION 15 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you rate your contact with the Eden Prairie Police Department?	93%	8	104	Higher

TABLE 118: QUESTION 22 BENCHMARKS

What was your impression of City employees in your most recent contact?	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	93%	9	188	Similar
Courtesy	93%	3	41	Higher
Responsiveness	89%	21	188	Similar
Follow-up (got back to you or took action if needed)	86%	3	15	Similar
Overall customer service	91%	12	318	Higher

TABLE 119: QUESTION 23 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	49%	126	155	Lower

TABLE 120: QUESTION 24 BENCHMARKS

Please rate the following aspects of the Eden Prairie website.	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Appearance	91%	1	6	Similar
Online information and services offered	92%	1	5	Higher
Ease of navigation/ability to find information	67%	1	8	Similar
Search function	63%	1	5	Similar

COMMUNITIES INCLUDED IN NATIONAL COMPARISONS

The communities included in the Eden Prairie comparisons are listed on the following pages along with their population according to the 2010 Census.

Abilene city, KS.....	6,844	Broomfield city, CO.....	55,889	Dallas city, OR.....	14,583
Adams County, CO.....	441,603	Brownsburg town, IN.....	21,285	Dallas city, TX.....	1,197,816
Airway Heights city, WA.....	6,114	Bryan city, TX.....	76,201	Dardenne Prairie city, MO.....	11,494
Albany city, OR.....	50,158	Burien city, WA.....	33,313	Davenport city, IA.....	99,685
Albemarle County, VA.....	98,970	Burleson city, TX.....	36,690	Davidson town, NC.....	10,944
Albert Lea city, MN.....	18,016	Cabarrus County, NC.....	178,011	Decatur city, GA.....	19,335
Algonquin village, IL.....	30,046	Cambridge city, MA.....	105,162	Delray Beach city, FL.....	60,522
Aliso Viejo city, CA.....	47,823	Canton city, SD.....	3,057	Denison city, TX.....	22,682
Altoona city, IA.....	14,541	Cape Coral city, FL.....	154,305	Denver city, CO.....	600,158
Ames city, IA.....	58,965	Cape Girardeau city, MO.....	37,941	Derby city, KS.....	22,158
Andover CDP, MA.....	8,762	Carlisle borough, PA.....	18,682	Des Moines city, IA.....	203,433
Ankeny city, IA.....	45,582	Carlsbad city, CA.....	105,328	Des Peres city, MO.....	8,373
Ann Arbor city, MI.....	113,934	Cartersville city, GA.....	19,731	Destin city, FL.....	12,305
Annapolis city, MD.....	38,394	Cary town, NC.....	135,234	Dewey-Humboldt town, AZ.....	3,894
Apple Valley town, CA.....	69,135	Casa Grande city, AZ.....	48,571	Dorchester County, MD.....	32,618
Arapahoe County, CO.....	572,003	Casper city, WY.....	55,316	Dothan city, AL.....	65,496
Arkansas City city, AR.....	366	Castine town, ME.....	1,366	Douglas County, CO.....	285,465
Arlington city, TX.....	365,438	Castle Pines North city, CO.....	10,360	Dover city, NH.....	29,987
Arlington County, VA.....	207,627	Castle Rock town, CO.....	48,231	Dublin city, OH.....	41,751
Arvada city, CO.....	106,433	Cedar Falls city, IA.....	39,260	Duluth city, MN.....	86,265
Ashland city, OR.....	20,078	Cedar Rapids city, IA.....	126,326	Duncanville city, TX.....	38,524
Ashland town, VA.....	7,225	Centennial city, CO.....	100,377	Durham city, NC.....	228,330
Aspen city, CO.....	6,658	Centralia city, IL.....	13,032	East Baton Rouge Parish, LA.....	440,171
Auburn city, AL.....	53,380	Chambersburg borough, PA.....	20,268	East Grand Forks city, MN.....	8,601
Auburn city, WA.....	70,180	Chandler city, AZ.....	236,123	East Lansing city, MI.....	48,579
Aurora city, CO.....	325,078	Chanhassen city, MN.....	22,952	Eau Claire city, WI.....	65,883
Austin city, TX.....	790,390	Chapel Hill town, NC.....	57,233	Eden Prairie city, MN.....	60,797
Bainbridge Island city, WA.....	23,025	Charlotte city, NC.....	731,424	Edgerton city, KS.....	1,671
Baltimore city, MD.....	620,961	Charlotte County, FL.....	159,978	Edina city, MN.....	47,941
Baltimore County, MD.....	805,029	Charlottesville city, VA.....	43,475	Edmond city, OK.....	81,405
Battle Creek city, MI.....	52,347	Chesterfield County, VA.....	316,236	Edmonds city, WA.....	39,709
Bay City city, MI.....	34,932	Chippewa Falls city, WI.....	13,661	El Cerrito city, CA.....	23,549
Baytown city, TX.....	71,802	Citrus Heights city, CA.....	83,301	El Dorado County, CA.....	181,058
Bedford city, TX.....	46,979	Clackamas County, OR.....	375,992	El Paso city, TX.....	649,121
Bedford town, MA.....	13,320	Clarendon Hills village, IL.....	8,427	Elk Grove city, CA.....	153,015
Bellevue city, WA.....	122,363	Clayton city, MO.....	15,939	Elk River city, MN.....	22,974
Bellingham city, WA.....	80,885	Clearwater city, FL.....	107,685	Elko New Market city, MN.....	4,110
Beltrami County, MN.....	44,442	Cleveland Heights city, OH.....	46,121	Elmhurst city, IL.....	44,121
Benbrook city, TX.....	21,234	Clive city, IA.....	15,447	Encinitas city, CA.....	59,518
Bend city, OR.....	76,639	Clovis city, CA.....	95,631	Englewood city, CO.....	30,255
Benicia city, CA.....	26,997	College Park city, MD.....	30,413	Erie town, CO.....	18,135
Bettendorf city, IA.....	33,217	College Station city, TX.....	93,857	Escambia County, FL.....	297,619
Billings city, MT.....	104,170	Colleyville city, TX.....	22,807	Estes Park town, CO.....	5,858
Blaine city, MN.....	57,186	Collinsville city, IL.....	25,579	Fairview town, TX.....	7,248
Bloomfield Hills city, MI.....	3,869	Columbia city, MO.....	108,500	Farmington Hills city, MI.....	79,740
Bloomington city, IL.....	76,610	Columbia city, SC.....	129,272	Fayetteville city, NC.....	200,564
Bloomington city, MN.....	82,893	Columbus city, WI.....	4,991	Fishers town, IN.....	76,794
Blue Springs city, MO.....	52,575	Commerce City city, CO.....	45,913	Flagstaff city, AZ.....	65,870
Boise City city, ID.....	205,671	Concord city, CA.....	122,067	Flower Mound town, TX.....	64,669
Boonville city, MO.....	8,319	Concord town, MA.....	17,668	Flushing city, MI.....	8,389
Boulder city, CO.....	97,385	Conyers city, GA.....	15,195	Forest Grove city, OR.....	21,083
Boulder County, CO.....	294,567	Cookeville city, TN.....	30,435	Fort Collins city, CO.....	143,986
Bowling Green city, KY.....	58,067	Coon Rapids city, MN.....	61,476	Fort Smith city, AR.....	86,209
Brentwood city, MO.....	8,055	Cooper City city, FL.....	28,547	Fort Worth city, TX.....	741,206
Brentwood city, TN.....	37,060	Coronado city, CA.....	18,912	Fountain Hills town, AZ.....	22,489
Brighton city, CO.....	33,352	Corvallis city, OR.....	54,462	Franklin city, TN.....	62,487
Bristol city, TN.....	26,702	Creve Coeur city, MO.....	17,833	Fredericksburg city, VA.....	24,286
Broken Arrow city, OK.....	98,850	Cross Roads town, TX.....	1,563	Freeport CDP, ME.....	1,485
Brookfield city, WI.....	37,920	Crystal Lake city, IL.....	40,743	Freeport city, IL.....	25,638
Brookline CDP, MA.....	58,732	Dade City city, FL.....	6,437	Fremont city, CA.....	214,089
Brookline town, NH.....	4,991	Dakota City, MN.....	398,552	Friendswood city, TX.....	35,805

Fruita city, CO.....	12,646	Jerome city, ID	10,890	Merriam city, KS	11,003
Gahanna city, OH.....	33,248	Johnson City city, TN	63,152	Merrill city, WI	9,661
Gainesville city, FL	124,354	Johnson County, KS.....	544,179	Mesa city, AZ	439,041
Gaithersburg city, MD	59,933	Johnston city, IA	17,278	Mesa County, CO	146,723
Galveston city, TX.....	47,743	Jupiter town, FL.....	55,156	Miami Beach city, FL	87,779
Garden City city, KS	26,658	Kalamazoo city, MI	74,262	Miami city, FL	399,457
Gardner city, KS.....	19,123	Kansas City city, KS	145,786	Midland city, MI	41,863
Geneva city, NY	13,261	Kansas City city, MO.....	459,787	Milford city, DE	9,559
Georgetown city, TX	47,400	Keizer city, OR.....	36,478	Milton city, GA	32,661
Gilbert town, AZ	208,453	Kenmore city, WA	20,460	Minneapolis city, MN.....	382,578
Gillette city, WY.....	29,087	Kennedale city, TX.....	6,763	Mission Viejo city, CA	93,305
Globe city, AZ	7,532	Kennett Square borough, PA	6,072	Modesto city, CA.....	201,165
Golden Valley city, MN.....	20,371	Kirkland city, WA	48,787	Monterey city, CA	27,810
Goodyear city, AZ.....	65,275	La Mesa city, CA	57,065	Montgomery County, MD.....	971,777
Grafton village, WI	11,459	La Plata town, MD	8,753	Montgomery County, VA.....	94,392
Grand Blanc city, MI	8,276	La Porte city, TX	33,800	Montpelier city, VT.....	7,855
Grand Island city, NE.....	48,520	La Vista city, NE	15,758	Monument town, CO.....	5,530
Grass Valley city, CA	12,860	Lafayette city, CO.....	24,453	Mooreville town, NC	32,711
Greeley city, CO.....	92,889	Laguna Beach city, CA	22,723	Morristown city, TN.....	29,137
Green Valley CDP, AZ	21,391	Laguna Hills city, CA	30,344	Moscow city, ID.....	23,800
Greenwood Village city, CO.....	13,925	Laguna Niguel city, CA.....	62,979	Mountain Village town, CO.....	1,320
Greer city, SC.....	25,515	Lake Oswego city, OR.....	36,619	Mountlake Terrace city, WA	19,909
Guilford County, NC.....	488,406	Lake Zurich village, IL	19,631	Munster town, IN	23,603
Gunnison County, CO.....	15,324	Lakeville city, MN	55,954	Muscatine city, IA	22,886
Gurnee village, IL	31,295	Lakewood city, CO	142,980	Naperville city, IL	141,853
Hailey city, ID.....	7,960	Lane County, OR	351,715	Needham CDP, MA	28,886
Haines Borough, AK.....	2,508	Larimer County, CO.....	299,630	New Braunfels city, TX	57,740
Hallandale Beach city, FL	37,113	Las Cruces city, NM	97,618	New Brighton city, MN	21,456
Hamilton city, OH	62,477	Las Vegas city, NV	583,756	New Hanover County, NC.....	202,667
Hampton city, VA	137,436	Lawrence city, KS	87,643	New Orleans city, LA	343,829
Hanover County, VA	99,863	League City city, TX.....	83,560	New Smyrna Beach city, FL	22,464
Harrisonburg city, VA.....	48,914	Lee County, FL	618,754	Newberg city, OR	22,068
Harrisonville city, MO.....	10,019	Lee's Summit city, MO.....	91,364	Newport Beach city, CA.....	85,186
Hayward city, CA	144,186	Lehi city, UT	47,407	Newport city, RI	24,672
Henderson city, NV	257,729	Lenexa city, KS	48,190	Newport News city, VA	180,719
Hermiston city, OR	16,745	Lewis County, NY	27,087	Newton city, IA	15,254
High Point city, NC.....	104,371	Lewiston city, ME	36,592	Noblesville city, IN.....	51,969
Highland Park city, IL	29,763	Lincoln city, NE	258,379	Nogales city, AZ.....	20,837
Highlands Ranch CDP, CO	96,713	Lindsborg city, KS.....	3,458	Norfolk city, VA.....	242,803
Hillsborough town, NC.....	6,087	Littleton city, CO	41,737	Norman city, OK	110,925
Holden town, MA.....	17,346	Livermore city, CA	80,968	North Las Vegas city, NV	216,961
Holland city, MI.....	33,051	Lone Tree city, CO	10,218	Northglenn city, CO	35,789
Honolulu County, HI.....	953,207	Longmont city, CO	86,270	Novato city, CA	54,904
Hooksett town, NH	13,451	Longview city, TX	80,455	Novi city, MI.....	55,224
Hopkins city, MN	17,591	Los Alamos County, NM	17,950	O'Fallon city, IL	28,281
Hopkinton town, MA.....	14,925	Louisville city, CO	18,376	O'Fallon city, MO	79,329
Hoquiam city, WA	8,726	Lynchburg city, VA	75,568	Oak Park village, IL.....	51,878
Houston city, TX	2,099,451	Lynnwood city, WA	35,836	Oakland Park city, FL	41,363
Hudson city, OH.....	22,262	Madison city, WI.....	233,209	Oakley city, CA.....	35,432
Hudson town, CO.....	2,356	Mankato city, MN	39,309	Ogdensburg city, NY	11,128
Hudsonville city, MI.....	7,116	Maple Grove city, MN	61,567	Oklahoma City city, OK	579,999
Huntersville town, NC	46,773	Maple Valley city, WA	22,684	Olathe city, KS	125,872
Hurst city, TX	37,337	Maricopa County, AZ.....	3,817,117	Old Town city, ME	7,840
Hutchinson city, MN	14,178	Marin County, CA	252,409	Olmsted County, MN	144,248
Hutto city, TX	14,698	Maryland Heights city, MO	27,472	Orland Park village, IL	56,767
Hyattsville city, MD	17,557	Matthews town, NC.....	27,198	Oshkosh city, WI	66,083
Independence city, MO	116,830	McAllen city, TX	129,877	Otsego County, MI	24,164
Indian Trail town, NC	33,518	McDonough city, GA	22,084	Overland Park city, KS	173,372
Indianola city, IA	14,782	McKinney city, TX.....	131,117	Oviedo city, FL	33,342
Iowa City city, IA	67,862	McMinnville city, OR.....	32,187	Paducah city, KY	25,024
Issaquah city, WA.....	30,434	Mecklenburg County, NC.....	919,628	Palm Coast city, FL.....	75,180
Jackson County, MI.....	160,248	Medford city, OR	74,907	Palm Springs city, CA	44,552
James City County, VA	67,009	Menlo Park city, CA	32,026	Palo Alto city, CA	64,403
Jefferson City city, MO	43,079	Mercer Island city, WA	22,699	Panama City city, FL.....	36,484
Jefferson County, CO	534,543	Meridian charter township, MI	39,688	Papillion city, NE	18,894
Jefferson County, NY	116,229	Meridian city, ID	75,092	Park City city, UT.....	7,558

Parker town, CO	45,297	Salida city, CO	5,236	Summit County, UT	36,324
Parkland city, FL	23,962	Salt Lake City city, UT	186,440	Sunnyvale city, CA	140,081
Pasadena city, CA	137,122	Sammamish city, WA	45,780	Surprise city, AZ	117,517
Pasco city, WA	59,781	San Anselmo town, CA	12,336	Suwanee city, GA	15,355
Pasco County, FL	464,697	San Antonio city, TX	1,327,407	Tacoma city, WA	198,397
Peachtree City city, GA	34,364	San Carlos city, CA	28,406	Takoma Park city, MD	16,715
Pearland city, TX	91,252	San Diego city, CA	1,307,402	Tamarac city, FL	60,427
Peoria city, AZ	154,065	San Francisco city, CA	805,235	Temecula city, CA	100,097
Peoria city, IL	115,007	San Jose city, CA	945,942	Temple city, TX	66,102
Peoria County, IL	186,494	San Juan County, NM	130,044	The Woodlands CDP, TX	93,847
Peters township, PA	21,213	San Marcos city, CA	83,781	Thornton city, CO	118,772
Petoskey city, MI	5,670	San Marcos city, TX	44,894	Thousand Oaks city, CA	126,683
Pflugerville city, TX	46,936	San Rafael city, CA	57,713	Tracy city, CA	82,922
Phoenix city, AZ	1,445,632	Sandy Springs city, GA	93,853	Tualatin city, OR	26,054
Pinal County, AZ	375,770	Sanford city, FL	53,570	Tulsa city, OK	391,906
Pinehurst village, NC	13,124	Sangamon County, IL	197,465	Twin Falls city, ID	44,125
Piqua city, OH	20,522	Santa Clarita city, CA	176,320	Tyler city, TX	96,900
Pitkin County, CO	17,148	Santa Fe County, NM	144,170	Umatilla city, OR	6,906
Platte City city, MO	4,691	Santa Monica city, CA	89,736	Upper Arlington city, OH	33,771
Plymouth city, MN	70,576	Sarasota County, FL	379,448	Urbandale city, IA	39,463
Pocatello city, ID	54,255	Savage city, MN	26,911	Vail town, CO	5,305
Polk County, IA	430,640	Savannah city, GA	136,286	Vancouver city, WA	161,791
Port Huron city, MI	30,184	Scarborough CDP, ME	4,403	Ventura CCD, CA	111,889
Port Orange city, FL	56,048	Schaumburg village, IL	74,227	Vestavia Hills city, AL	34,933
Port St. Lucie city, FL	164,603	Scott County, MN	129,928	Virginia Beach city, VA	437,994
Portland city, OR	583,776	Scottsdale city, AZ	217,385	Wake Forest town, NC	30,117
Post Falls city, ID	27,574	Seaside city, CA	33,025	Walnut Creek city, CA	64,173
Prince William County, VA	402,002	SeaTac city, WA	26,909	Washington County, MN	238,136
Prior Lake city, MN	22,796	Sevierville city, TN	14,807	Washoe County, NV	421,407
Provo city, UT	112,488	Sheboygan city, WI	49,288	Watauga city, TX	23,497
Pueblo city, CO	106,595	Shoreview city, MN	25,043	Wauwatosa city, WI	46,396
Purcellville town, VA	7,727	Shorewood city, MN	7,307	Waverly city, IA	9,874
Queen Creek town, AZ	26,361	Shorewood village, IL	15,615	Weddington town, NC	9,459
Radford city, VA	16,408	Shorewood village, WI	13,162	Wentzville city, MO	29,070
Radnor township, PA	31,531	Sioux Center city, IA	7,048	West Carrollton city, OH	13,143
Ramsey city, MN	23,668	Sioux Falls city, SD	153,888	West Chester borough, PA	18,461
Rapid City city, SD	67,956	Skokie village, IL	64,784	West Des Moines city, IA	56,609
Raymore city, MO	19,206	Snellville city, GA	18,242	West Richland city, WA	11,811
Redmond city, WA	54,144	South Kingstown town, RI	30,639	Westerville city, OH	36,120
Rehoboth Beach city, DE	1,327	South Lake Tahoe city, CA	21,403	Westlake town, TX	992
Reno city, NV	225,221	South Portland city, ME	25,002	Westminster city, CO	106,114
Reston CDP, VA	58,404	Southborough town, MA	9,767	Weston town, MA	11,261
Richmond city, CA	103,701	Southlake city, TX	26,575	Wheat Ridge city, CO	30,166
Richmond Heights city, MO	8,603	Sparks city, NV	90,264	White House city, TN	10,255
Rifle city, CO	9,172	Spokane Valley city, WA	89,755	Whitewater township, MI	2,597
River Falls city, WI	15,000	Spring Hill city, KS	5,437	Wichita city, KS	382,368
Riverdale city, UT	8,426	Springboro city, OH	17,409	Williamsburg city, VA	14,068
Riverside city, CA	303,871	Springfield city, MO	159,498	Wilmington city, NC	106,476
Riverside city, MO	2,937	Springfield city, OR	59,403	Wilsonville city, OR	19,509
Rochester city, MI	12,711	Springville city, UT	29,466	Winchester city, VA	26,203
Rochester Hills city, MI	70,995	St. Charles city, IL	32,974	Windsor town, CO	18,644
Rock Hill city, SC	66,154	St. Cloud city, FL	35,183	Windsor town, CT	29,044
Rockford city, IL	152,871	St. Cloud city, MN	65,842	Winnetka village, IL	12,187
Rockville city, MD	61,209	St. Joseph city, MO	76,780	Winston-Salem city, NC	229,617
Rogers city, MN	8,597	St. Louis County, MN	200,226	Winter Garden city, FL	34,568
Rolla city, MO	19,559	St. Louis Park city, MN	45,250	Woodland city, CA	55,468
Roselle village, IL	22,763	Stallings town, NC	13,831	Woodland city, WA	5,509
Roswell city, GA	88,346	State College borough, PA	42,034	Wrentham town, MA	10,955
Round Rock city, TX	99,887	Sterling Heights city, MI	129,699	Wyandotte city, MI	25,883
Royal Oak city, MI	57,236	Sugar Grove village, IL	8,997	Yakima city, WA	91,067
Saco city, ME	18,482	Sugar Land city, TX	78,817	York County, VA	65,464
Sahuarita town, AZ	25,259	Summit city, NJ	21,457	Yuma city, AZ	93,064

NORTH CENTRAL REGION WITH POPULATIONS OVER 15,000 BENCHMARK COMPARISONS

TABLE 121: QUESTION 1 BENCHMARKS

Please rate each of the following aspects of quality of life in Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Eden Prairie as a place to live	97%	8	80	Higher
Your neighborhood as a place to live	92%	7	60	Higher
Eden Prairie as a place to raise children	92%	14	80	Higher
Eden Prairie as a place to work	86%	8	71	Higher
Eden Prairie as a place to visit	73%	11	22	Similar
Eden Prairie as a place to retire	68%	20	73	Similar
The overall quality of life in Eden Prairie	95%	2	8	Higher

TABLE 122: QUESTION 2 BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall feeling of safety in Eden Prairie	96%	3	41	Higher
Overall ease of getting to the places you usually have to visit	78%	7	19	Similar
Quality of overall natural environment in Eden Prairie	92%	2	52	Higher
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	78%	3	18	Similar
Health and wellness opportunities in Eden Prairie	87%	4	18	Similar
Overall opportunities for education and enrichment	87%	4	18	Similar
Overall economic health of Eden Prairie	88%	2	18	Higher
Sense of community	63%	34	58	Similar
Overall image or reputation of Eden Prairie	91%	9	74	Higher

TABLE 123: QUESTION 3 BENCHMARKS

Please indicate how likely or unlikely you are to do each of the following:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recommend living in Eden Prairie to someone who asks	93%	26	52	Similar
Remain in Eden Prairie for the next five years	88%	22	51	Similar

TABLE 124: QUESTION 6 BENCHMARKS

Please rate each of the following characteristics as they relate to Eden Prairie as a whole:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Traffic flow on major streets	68%	13	70	Similar
Ease of public parking	86%	2	15	Higher
Ease of travel by car in Eden Prairie	77%	16	54	Similar
Ease of travel by public transportation in Eden Prairie	41%	12	21	Similar
Ease of walking in Eden Prairie	74%	15	56	Similar
Availability of paths and walking trails	92%	2	65	Higher
Air quality	95%	2	38	Higher
Cleanliness of Eden Prairie	97%	3	54	Higher
Overall appearance of Eden Prairie	96%	3	70	Much higher
Public places where people want to spend time	88%	1	18	Higher
Variety of housing options	74%	12	52	Similar
Availability of affordable quality housing	55%	24	61	Similar
Fitness opportunities (including exercise classes and paths or trails, etc.)	92%	3	18	Higher
Recreational opportunities	89%	4	61	Higher
Availability of affordable quality food	78%	8	39	Similar
Availability of affordable quality health care	80%	13	50	Similar
Availability of preventive health services	81%	10	40	Similar
Availability of affordable quality mental health care	66%	6	15	Similar
Value of City services considering the property taxes you pay	62%	37	93	Similar

TABLE 125: QUESTION 7 BENCHMARKS

Please rate the quality of each of the following services in Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Police services	93%	3	83	Higher
Crime prevention	93%	2	75	Higher
Fire services	95%	7	70	Similar
Fire Department response time	93%	2	7	Similar
Hennepin County Emergency Medical Service (ambulance) response time	99%	3	66	Higher
Animal control	85%	2	68	Higher
Recreation centers or facilities	93%	2	52	Higher
Park maintenance	94%	2	36	Higher
Senior programs and services	92%	1	42	Higher
Street lighting	75%	10	68	Similar
Street repair	74%	5	89	Higher
Traffic signal timing	58%	16	51	Similar
City streets as a whole	82%	1	10	Higher
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	76%	1	7	Higher
Snow removal on City streets (excludes 494, 62 and County roads)	85%	6	89	Higher
Street sweeping on City streets (excludes 494, 62 and County roads)	82%	3	68	Higher
Building inspections	76%	2	7	Similar
City planning services	76%	2	57	Higher
Drinking water	82%	16	69	Similar
Economic development	79%	3	55	Higher
Storm drainage	83%	4	80	Higher
Water and sewer services	87%	1	7	Higher
Utility billing	79%	7	17	Similar
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	78%	7	52	Similar
Preservation of natural areas such as open space, parklands and wetlands	90%	1	50	Higher
Overall quality of Eden Prairie services	87%	13	88	Higher

TABLE 126: QUESTION 12 BENCHMARKS

Please rate how safe or unsafe you feel in the following areas of Eden Prairie:	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Your neighborhood	96%	2	11	Higher
Parks and open space	91%	1	5	Higher

TABLE 127: QUESTION 15 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall, how would you rate your contact with the Eden Prairie Police Department?	93%	3	27	Higher

TABLE 128: QUESTION 22 BENCHMARKS

What was your impression of City employees in your most recent contact?	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	93%	5	43	Similar
Courtesy	93%	1	16	Higher
Responsiveness	89%	10	44	Similar
Follow-up (got back to you or took action if needed)	86%	2	6	Similar
Overall customer service	91%	8	79	Higher

TABLE 129: QUESTION 23 BENCHMARKS

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?	49%	29	35	Lower

COMMUNITIES INCLUDED IN NORTH CENTRAL REGION WITH POPULATIONS OVER 15,000 COMPARISONS

The communities included in the Eden Prairie comparisons are listed on the following pages along with their population according to the 2010 Census.

Albert Lea city, MN.....	18,016	Highland Park city, IL	29,763	Overland Park city, KS.....	173,372
Algonquin village, IL	30,046	Holland city, MI.....	33,051	Papillion city, NE.....	18,894
Ames city, IA	58,965	Hopkins city, MN	17,591	Peoria city, IL	115,007
Ankeny city, IA	45,582	Hudson city, OH	22,262	Peoria County, IL	186,494
Ann Arbor city, MI	113,934	Independence city, MO	116,830	Piqua city, OH	20,522
Bay City city, MI.....	34,932	Iowa City city, IA	67,862	Plymouth city, MN	70,576
Beltrami County, MN.....	44,442	Jackson County, MI.....	160,248	Polk County, IA	430,640
Bettendorf city, IA	33,217	Jefferson City city, MO.....	43,079	Port Huron city, MI.....	30,184
Blaine city, MN	57,186	Johnston city, IA	17,278	Prior Lake city, MN	22,796
Bloomington city, MN.....	82,893	Kalamazoo city, MI	74,262	Ramsey city, MN	23,668
Blue Springs city, MO	52,575	Kansas City city, KS	145,786	Rapid City city, SD	67,956
Brookfield city, WI	37,920	Kansas City city, MO	459,787	Raymore city, MO	19,206
Brownsburg town, IN.....	21,285	La Vista city, NE.....	15,758	Rochester Hills city, MI.....	70,995
Cape Girardeau city, MO.....	37,941	Lake Zurich village, IL	19,631	Rockford city, IL	152,871
Chanhassen city, MN	22,952	Lakeville city, MN	55,954	Rolla city, MO	19,559
Clayton city, MO.....	15,939	Lawrence city, KS	87,643	Royal Oak city, MI	57,236
Cleveland Heights city, OH	46,121	Lee's Summit city, MO.....	91,364	Sangamon County, IL.....	197,465
Clive city, IA.....	15,447	Lenexa city, KS	48,190	Savage city, MN	26,911
Collinsville city, IL	25,579	Lewis County, NY	27,087	Schaumburg village, IL	74,227
Columbia city, MO	108,500	Lincoln city, NE.....	258,379	Scott County, MN	129,928
Coon Rapids city, MN	61,476	Madison city, WI	233,209	Sheboygan city, WI	49,288
Creve Coeur city, MO.....	17,833	Mankato city, MN	39,309	Shoreview city, MN	25,043
Crystal Lake city, IL.....	40,743	Maple Grove city, MN	61,567	Sioux Falls city, SD	153,888
Dakota County, MN	398,552	Maryland Heights city, MO.....	27,472	Skokie village, IL	64,784
Davenport city, IA.....	99,685	Meridian charter		Springboro city, OH	17,409
Derby city, KS.....	22,158	township, MI	39,688	Springfield city, MO	159,498
Dublin city, OH	41,751	Midland city, MI	41,863	St. Charles city, IL	32,974
Duluth city, MN	86,265	Minneapolis city, MN	382,578	St. Cloud city, MN	65,842
East Lansing city, MI	48,579	Muscatine city, IA	22,886	St. Joseph city, MO	76,780
Eau Claire city, WI.....	65,883	Naperville city, IL	141,853	St. Louis County, MN	200,226
Eden Prairie city, MN	60,797	New Brighton city, MN.....	21,456	St. Louis Park city, MN	45,250
Edina city, MN	47,941	Newton city, IA	15,254	Sterling Heights city, MI	129,699
Elk River city, MN	22,974	Noblesville city, IN	51,969	Upper Arlington city, OH.....	33,771
Elmhurst city, IL.....	44,121	Novi city, MI	55,224	Urbandale city, IA	39,463
Farmington Hills city, MI	79,740	O'Fallon city, IL	28,281	Washington County, MN	238,136
Fishers town, IN.....	76,794	O'Fallon city, MO.....	79,329	Wauwatosa city, WI	46,396
Gahanna city, OH	33,248	Oak Park village, IL	51,878	Wentzville city, MO.....	29,070
Gardner city, KS	19,123	Olathe city, KS.....	125,872	West Des Moines city, IA	56,609
Golden Valley city, MN	20,371	Olmsted County, MN	144,248	Westerville city, OH	36,120
Grand Island city, NE	48,520	Orland Park village, IL	56,767	Wichita city, KS.....	382,368
Gurnee village, IL.....	31,295	Oshkosh city, WI	66,083		
Hamilton city, OH.....	62,477	Otsego County, MI.....	24,164		

APPENDIX F: SURVEY METHODOLOGY

DEVELOPING THE QUESTIONNAIRE

The City of Eden Prairie Quality of Life Survey was first administered in 2006. General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The 2014 survey instrument was developed by starting with the version from the previous implementation in 2012. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2014 questionnaire. In an iterative process between City staff and NRC staff, a final five-page questionnaire was created.

SELECTING SURVEY RECIPIENTS

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in Eden Prairie’s boundaries were eligible for the survey. Because local governments or organizations generally do not have inclusive lists of all the residences in the community (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used the USPS data to select the survey recipients.

A larger list than needed was pulled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside Eden Prairie’s boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries; in this case, within Eden Prairie. All addresses determined to be outside the study boundaries were eliminated from the list of potential households. A random selection was made of the remaining addresses to create a mailing list of 1,200 addresses.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

An individual within each household was randomly selected to complete the survey 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.

SURVEY ADMINISTRATION AND RESPONSE RATE

Each selected household was contacted three times. First, a prenotification announcement was sent, informing the household members that they had been selected to participate in the City of Eden Prairie Quality of Life Survey. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by Mayor Tyra-Lukens enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire directly to NRC. A reminder letter and survey, scheduled to arrive one to two weeks after the first survey, was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Each wave of the cover letter accompanying the survey included a web link for residents to visit if they preferred to take the survey online.

The mailings were sent in November 2014. Completed surveys were collected over the following eight weeks. About 5% of the 1,200 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,137 households presumed to have received a survey, 307 completed the survey (15 of which were completed online), providing a response rate of 27%.

RESPONSE RATE BY AREA

Area	Number Mailed	Number Undeliverable	Number Returned	Response Rate
NE	201	5	77	39%
NW	476	35	73	17%
SW	249	7	80	33%
SE	274	16	77	30%
Overall	1200	63	307	27%

MARGIN OF ERROR

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within six percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the margin of error for the survey is generally no greater than plus or minus six percentage points around any given percent reported for the entire sample, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise.

SURVEY PROCESSING (DATA ENTRY)

Mailed surveys were returned via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey is 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; 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 is 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.

WEIGHTING THE DATA

The demographic characteristics of the survey sample were compared to those found in the 2010 United States Census. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. 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 respondent gender, age, housing unit type (attached or detached) and housing tenure (rent or own). 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 differences of opinion among subgroups
- The historical profile created 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 special software program using mathematical algorithms is used to calculate the appropriate weights. Several different weighting “schemes” are tested to ensure the best fit for the data.

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

2014 EDEN PRAIRIE QUALITY OF LIFE SURVEY WEIGHTING TABLE

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	26%	16%	26%
Own home	74%	84%	74%
Detached unit	53%	59%	53%
Attached unit	47%	41%	47%
Race and Ethnicity			
White	84%	90%	86%
Not white	16%	10%	14%
Not Hispanic	98%	99%	98%
Hispanic	2%	1%	2%
Sex and Age			
Female	52%	60%	52%
Male	48%	40%	48%
18-34 years of age	28%	10%	27%
35-54 years of age	44%	33%	42%
55+ years of age	29%	57%	31%
Females 18-34	14%	5%	12%
Females 35-54	23%	22%	25%
Females 55+	15%	33%	15%
Males 18-34	14%	5%	15%
Males 35-54	21%	11%	18%
Males 55+	14%	24%	14%
Area			
NW	19%	24%	21%
NE	29%	25%	29%
SE	25%	25%	26%
SW	27%	26%	24%

¹ Source: 2010 Census

ANALYZING THE DATA

The electronic dataset was analyzed by NRC staff using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and mean ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix B: Complete Survey Frequencies*.

Also included are results by respondent characteristics (*Appendix D: Responses to Selected Survey Questions by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked with grey shading in the appendices.

Comparing to Previous Survey Results

For reporting comparability, the “don’t know” responses from past years data were removed in order to match the reporting of the 2014 data which shows the percentages without “don’t know” to focus on the results from those who had an opinion about a particular service or activity.

Eden Prairie’s survey data were collected by phone in 2012 and prior. In 2014, the City switched data collection from phone to mail. Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, socially-desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses.

As a consequence of the switch in methodology, a general decline in ratings was both expected and observed; an average of about 10 percentage points (after the removal of “don’t know” responses). Thus, NRC adjusted down the findings from 2012 and prior by this average difference in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

While the adjusted findings for data prior to 2012 reasonably control for the expected change from phone to mail data collection, the comparability of data over time does have some limitations. Not only is there sampling error in each survey administration, but also, the methods change occurred after a two-year gap in survey administrations and some question wording was inconsistent among survey years.

Because of the overall shift in the methodology and related survey changes, NRC recommends that any change in ratings or reported behaviors be viewed with caution and that Eden Prairie consider differences of more than 10 percentage points from previous years to be large enough to signal a genuine change in opinion from 2012. Differences that do not reach this threshold should not be considered changes worthy of further interpretation.

APPENDIX G: SURVEY MATERIALS

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

Dear Eden Prairie Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in the **2014 Eden Prairie Quality of Life Survey**. Your survey will arrive in a few days.

Thank you for providing your valuable feedback!

Sincerely,



Nancy Tyra-Lukens
Mayor

Dear Eden Prairie Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in the **2014 Eden Prairie Quality of Life Survey**. Your survey will arrive in a few days.

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Sincerely,



Nancy Tyra-Lukens
Mayor

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Sincerely,



Nancy Tyra-Lukens
Mayor

Dear Eden Prairie Resident,

It won't take much of your time to make a big difference!

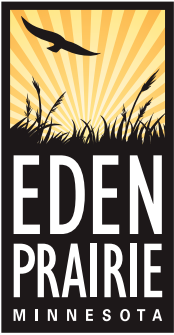
Your household has been randomly selected to participate in the **2014 Eden Prairie Quality of Life Survey**. Your survey will arrive in a few days.

Thank you for providing your valuable feedback!

Sincerely,



Nancy Tyra-Lukens
Mayor



City of Eden Prairie
8080 Mitchell Road
Eden Prairie, MN 55344

952-949-8300
edenprairie.org/qualityoflife

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



City of Eden Prairie
8080 Mitchell Road
Eden Prairie, MN 55344

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November 2014

Dear Eden Prairie Resident:

You have been selected at random to participate in the **2014 Eden Prairie Quality of Life Survey**.

Please help us shape the future of Eden Prairie by taking a few minutes to fill out the enclosed survey. Your participation in this **biennial** survey is very important – especially since yours is one of only a small number of **randomly selected** households. Your feedback will help **City leaders and elected officials** make decisions that affect the entire Eden Prairie community.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

n-r-c.com/survey/edenprairie.htm

If you have any questions about the survey please call **952-949-8300**.

Thank you for your time and participation!

Sincerely,



Nancy Tyra-Lukens
Mayor



8080 Mitchell Road
Eden Prairie, MN
55344-4485

952-949-8300
edenprairie.org

November 2014

Dear Eden Prairie Resident:

Here's a second chance if you haven't already responded to the 2014 Eden Prairie Quality of Life Survey! ***If you completed it and sent it back, we thank you for your time and ask you to recycle this survey, please do not respond twice.***

As you may remember, you were selected at random to participate in the **2014 Eden Prairie Quality of Life Survey**.

Please help us shape the future of Eden Prairie by taking a few minutes to fill out the enclosed survey. Your participation in this biennial survey is very important – especially since yours is one of only a small number of randomly selected households. Your feedback will help City leaders and elected officials make decisions that affect the entire Eden Prairie community.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
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Thank you for your time and participation!

Sincerely,



Nancy Tyra-Lukens
Mayor



8080 Mitchell Road
Eden Prairie, MN
55344-4485

952-949-8300
edenprairie.org

The City of Eden Prairie 2014 Quality of Life 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 Eden Prairie:

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Eden Prairie	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Eden Prairie	1	2	3	4	5
Overall "built environment" of Eden Prairie (including overall design, buildings, parks and transportation systems)	1	2	3	4	5
Health and wellness opportunities in Eden Prairie	1	2	3	4	5
Overall opportunities for education and enrichment	1	2	3	4	5
Overall economic health of Eden Prairie	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Eden Prairie	1	2	3	4	5

3. 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 Eden Prairie to someone who asks	1	2	3	4	5
Recommend visiting Eden Prairie	1	2	3	4	5
Recommend conducting business in Eden Prairie	1	2	3	4	5
Remain in Eden Prairie for the next five years	1	2	3	4	5

4. What one thing do you like most, if anything, about living in Eden Prairie?

5. What one thing do you like least, if anything, about living in Eden Prairie?

6. Please rate each of the following characteristics as they relate to Eden Prairie as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Eden Prairie	1	2	3	4	5
Ease of travel by public transportation in Eden Prairie	1	2	3	4	5
Ease of walking in Eden Prairie	1	2	3	4	5
Availability of paths and walking trails	1	2	3	4	5
Air quality	1	2	3	4	5
Cleanliness of Eden Prairie	1	2	3	4	5
Overall appearance of Eden Prairie	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of affordable quality food	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5
Opportunities for residents to provide input into City decision-making	1	2	3	4	5
Value of City services considering the property taxes you pay	1	2	3	4	5

7. Please rate the quality of each of the following services in Eden Prairie:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police services	1	2	3	4	5
Crime prevention	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire Department response time.....	1	2	3	4	5
Hennepin County Emergency Medical Service (ambulance) response time.....	1	2	3	4	5
Animal control	1	2	3	4	5
Recreation services (i.e., recreation programs and classes, etc.)	1	2	3	4	5
Recreation centers or facilities	1	2	3	4	5
Park maintenance.....	1	2	3	4	5
Trail maintenance.....	1	2	3	4	5
Senior programs and services.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Street repair	1	2	3	4	5
Traffic signal timing	1	2	3	4	5
City streets as a whole.....	1	2	3	4	5
Streets in your neighborhood.....	1	2	3	4	5
Sidewalks (5-foot wide concrete sidewalks) in your neighborhood	1	2	3	4	5
Asphalt trails in your neighborhood	1	2	3	4	5
Snow removal on City streets (excludes 494, 62 and County roads).....	1	2	3	4	5
Street sweeping on City streets (excludes 494, 62 and County roads)	1	2	3	4	5
Building inspections.....	1	2	3	4	5
Assessing services.....	1	2	3	4	5
City planning services.....	1	2	3	4	5
City engineering services	1	2	3	4	5
Housing and community services.....	1	2	3	4	5
Drinking water	1	2	3	4	5
Economic development	1	2	3	4	5
Storm drainage	1	2	3	4	5
Water and sewer services.....	1	2	3	4	5
Utility billing	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, parklands and wetlands.....	1	2	3	4	5
Overall customer service by Eden Prairie employees (police, receptionists, planners, etc.)	1	2	3	4	5
Overall quality of Eden Prairie services.....	1	2	3	4	5

8. Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood:

- Not a problem
- Minor problem
- Major problem
- Extreme problem

9. How familiar are you, if at all, with each of the following events in Eden Prairie?

	<i>I have participated</i>	<i>I am aware but have not participated</i>	<i>I am not aware</i>
City-wide Open House.....	1	2	3
Eden Prairie Night to Unite.....	1	2	3
Fourth of July celebration.....	1	2	3
Staring Lake Concert Series	1	2	3
Senior Awareness Month.....	1	2	3
Arts in the Park	1	2	3
Community theater productions	1	2	3
Eden Prairie Art Crawl.....	1	2	3
Movies in the Park	1	2	3

The City of Eden Prairie 2014 Quality of Life Survey

10. In the last 12 months, about how many times, if ever, have you or other household members used any of the following Eden Prairie Parks and Recreation Department amenities?

	<i>Never</i>	<i>Once or twice</i>	<i>3 to 12 times</i>	<i>13 to 26 times</i>	<i>More than 26 times</i>
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park).....	1	2	3	4	5
Smaller neighborhood parks.....	1	2	3	4	5
Senior Center.....	1	2	3	4	5
Outdoor Center.....	1	2	3	4	5
Staring Lake Amphitheatre.....	1	2	3	4	5
Staring Lake Observatory.....	1	2	3	4	5
Richard T. Anderson Conservation Area.....	1	2	3	4	5
Art Center.....	1	2	3	4	5
Community Center.....	1	2	3	4	5

11. Please rate each of the following Eden Prairie Parks and Recreation Department amenities:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Large community parks (such as Staring Lake, Round Lake, Riley Lake and Miller Park).....	1	2	3	4	5
Smaller neighborhood parks.....	1	2	3	4	5
Senior Center.....	1	2	3	4	5
Outdoor Center.....	1	2	3	4	5
Staring Lake Amphitheatre.....	1	2	3	4	5
Staring Lake Observatory.....	1	2	3	4	5
Richard T. Anderson Conservation Area.....	1	2	3	4	5
Art Center.....	1	2	3	4	5
Community Center.....	1	2	3	4	5

12. Please rate how safe or unsafe you feel in the following areas of Eden Prairie:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Eden Prairie Center mall.....	1	2	3	4	5	6
Paths or walking trails.....	1	2	3	4	5	6
Retail parking lots.....	1	2	3	4	5	6
Your neighborhood.....	1	2	3	4	5	6
Parks and open space.....	1	2	3	4	5	6

13. Please rate how much of a problem, if at all, you feel each of the following is in Eden Prairie.

	<i>Not a problem</i>	<i>Minor problem</i>	<i>Moderate problem</i>	<i>Major problem</i>	<i>Extreme problem</i>	<i>Don't know</i>
Traffic speeding.....	1	2	3	4	5	6
Stop sign violations in your neighborhood.....	1	2	3	4	5	6
Violent crime.....	1	2	3	4	5	6
Drugs.....	1	2	3	4	5	6
Youth crimes.....	1	2	3	4	5	6
Vandalism and property crimes.....	1	2	3	4	5	6
Identity theft.....	1	2	3	4	5	6

14. Have you had contact with the Eden Prairie Police Department within the last 12 months through any of the following?

	<i>No</i>	<i>Yes</i>	<i>Don't know</i>
Report a crime.....	1	2	3
Animal Control.....	1	2	3
Services such as medical assistance.....	1	2	3
Assistance with a car lockout.....	1	2	3
Community programs.....	1	2	3
Schools (Liaisons Officers).....	1	2	3
Senior programs.....	1	2	3
Eden Prairie Night to Unite.....	1	2	3
Safety Camp.....	1	2	3
City-wide Open House.....	1	2	3

15. Overall, how would you rate your contact with the Eden Prairie Police Department?

- Excellent
- Good
- Fair
- Poor
- Don't know

16. Are you aware that the City of Eden Prairie's firefighters are volunteer (non-career) firefighters?

- Yes, I was aware
- No, I was not aware until now

17. The City of Eden Prairie owns and operates three municipal liquor stores. Annually the liquor stores contribute approximately \$1 million to capital and public improvement efforts in Eden Prairie. To what extent do you support the City continuing to operate its municipal liquor stores?

- Strongly support
- Somewhat support
- Somewhat oppose
- Strongly oppose
- Don't know

18. In the last 12 months, about how many times, if ever, have you or other household members visited each of the City's three liquor stores?

	<i>Never</i>	<i>Once or twice</i>	<i>3 to 12 times</i>	<i>13 to 26 times</i>	<i>More than 26 times</i>
Prairie Village Mall/Kowalski's store.....	1	2	3	4	5
Den Road/Cub Foods store	1	2	3	4	5
Prairie View Mall/Byerly's store (formerly Rainbow Foods).....	1	2	3	4	5

19. If you have visited any of the City's three liquor stores in the last 12 months, please rate your impression of each of the following:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Product selection	1	2	3	4	5
Prices of products	1	2	3	4	5
Courtesy and friendliness of staff.....	1	2	3	4	5

20. Thinking about the relationship between the rights of individual property owners and the interests of the wider community regarding property development, please select which one of the following best reflects your view about the City's efforts to create a balance.

- The City puts a higher emphasis on the rights of individual property owners and not enough on the interests of the wider community
- The City fosters an equal balance between the rights of individual property owners and the interests of the wider community
- The City puts a higher emphasis on the interests of the wider community and not enough on the rights of individual property owners
- Don't know

21. With which of the following departments have you had contact (email, in-person or phone) in the last 12 months? (Please select all that apply.)

- I have not contacted the City → go to question #23
- General information
- City Manager
- Police
- Fire
- Utilities and Water
- Human Resources
- Outdoor Center
- Recreation
- Park Maintenance
- Planning/Economic Development
- Building Inspections
- Assessing
- City Clerk
- Housing and Community Services
- Art Center
- Utility Billing
- Street Maintenance
- Engineering
- Community Center
- Senior Center
- Communications
- Environmental Services
- Other

22. What was your impression of City employees in your most recent contact?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge.....	1	2	3	4	5
Courtesy	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Follow-up (got back to you or took action if needed).....	1	2	3	4	5
Overall customer service	1	2	3	4	5

The City of Eden Prairie 2014 Quality of Life Survey

23. Have you accessed the City of Eden Prairie website (edenprairie.org) in the last 12 months?

- No → go to question #25 Yes → go to question #24

24. Please rate the following aspects of the Eden Prairie website.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Appearance.....	1	2	3	4	5
Online information and services offered.....	1	2	3	4	5
Ease of navigation/ability to find information.....	1	2	3	4	5
Search function.....	1	2	3	4	5
Online registration for recreation programs.....	1	2	3	4	5

25. Which, if any, of the following newspapers do you receive at your home: (Please select all that apply.)

- Star Tribune Eden Prairie News Eden Prairie Sun Current

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

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
Life in the Prairie (bi-monthly City newsletter).....	1	2	3
City Website (edenprairie.org).....	1	2	3
CITY NEWS email/text subscription.....	1	2	3
EPTV channel 16.....	1	2	3
City Council and/or Planning Commission meeting telecasts.....	1	2	3
CITY BLOGS (City Manager, Police, Fire, Liquor).....	1	2	3
City Facebook page.....	1	2	3
Parks and Recreation Program Guide.....	1	2	3
Star Tribune.....	1	2	3
Eden Prairie Sun Current.....	1	2	3
Eden Prairie News.....	1	2	3
Local TV or radio stations.....	1	2	3
Word of mouth from family, friends or neighbors.....	1	2	3

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. Do you work inside the boundaries of Eden Prairie?

- Yes, outside the home No
 Yes, from home

D2. How many years have you lived in Eden Prairie?

- Less than 2 years 11-20 years
 2-5 years 20-30 years
 6-10 years More than 30 years

D3. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D4. Is this house, apartment or mobile home...

- Rented Owned

D5. Do any children 17 or under live in your household?

- No Yes

D6. Are you or any other members of your household aged 65 or older?

- No Yes

D7. 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 \$25,000 \$100,000 to \$149,999
 \$25,000 to \$49,999 \$150,000 or more
 \$50,000 to \$99,999

Please respond to both questions D8 and D9:

D8. Are you Spanish, Hispanic or Latino?

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

D9. 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

D10. 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

D11. What is your sex? Female Male

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



City of Eden Prairie

8080 Mitchell Road
Eden Prairie, MN 55344

952-949-8300

edenprairie.org/qualityoflife

IMPORTANT

City

Survey

Enclosed

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