



Eden Prairie

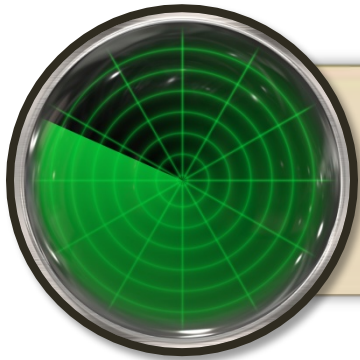
Quality of Life Survey

Presentation of Results



NRC
National Research Center Inc

Using Survey Results



Monitor trends in resident opinion



Measure government performance

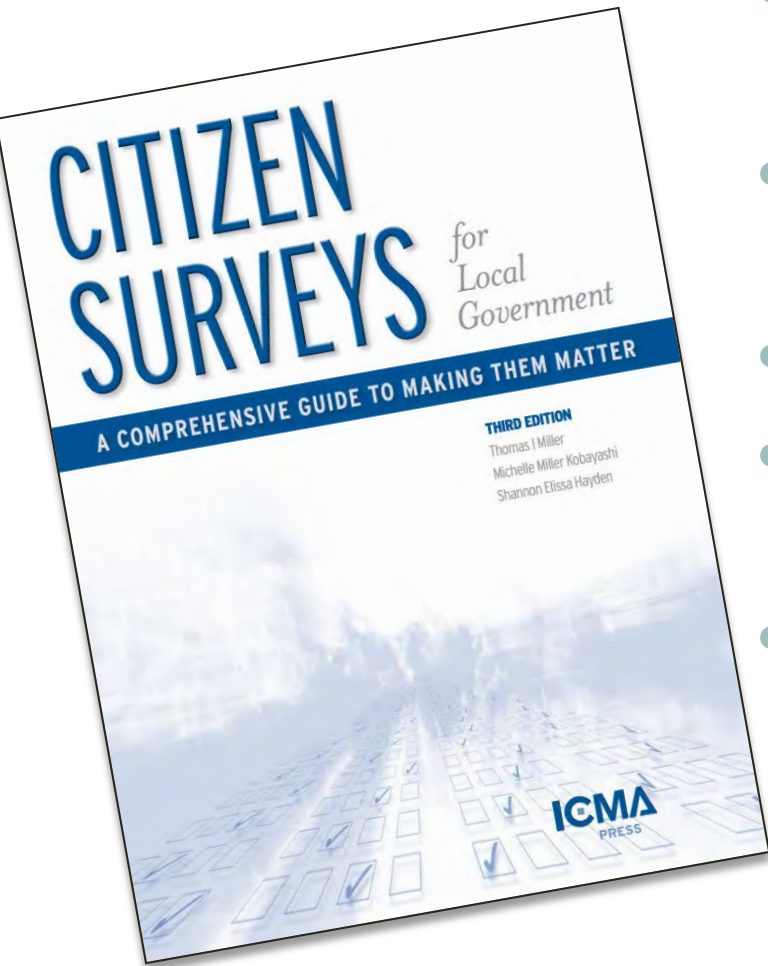


Inform budget, land use, strategic planning decisions



Benchmark service ratings

About NRC



- 21 years conducting survey research for local government
- Wrote the books on citizen surveying
- Industry pioneers
- Long-term partnerships with ICMA and NLC
- Charter members of AAPOR Transparency Initiative

Survey Background

- Second year conducting community survey with NRC
 - 2014, 2016
- Report card of community quality, City services and public opinion
- Results compared by:
 - Geographic area
(NW, NE, SW, SE)
 - Socio-demographic characteristics
 - National, Minnesota Communities and north central region with populations over 15,000 benchmark comparisons

Survey Methods

Surveys mailed to
2,000 households

491 completed
(26%)

Additional 1,398
“opt-in” surveys (total
of 1,889 responses)

Results weighted
to reflect
community

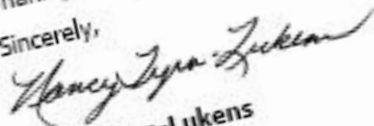
Dear Eden Prairie Resident,

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,

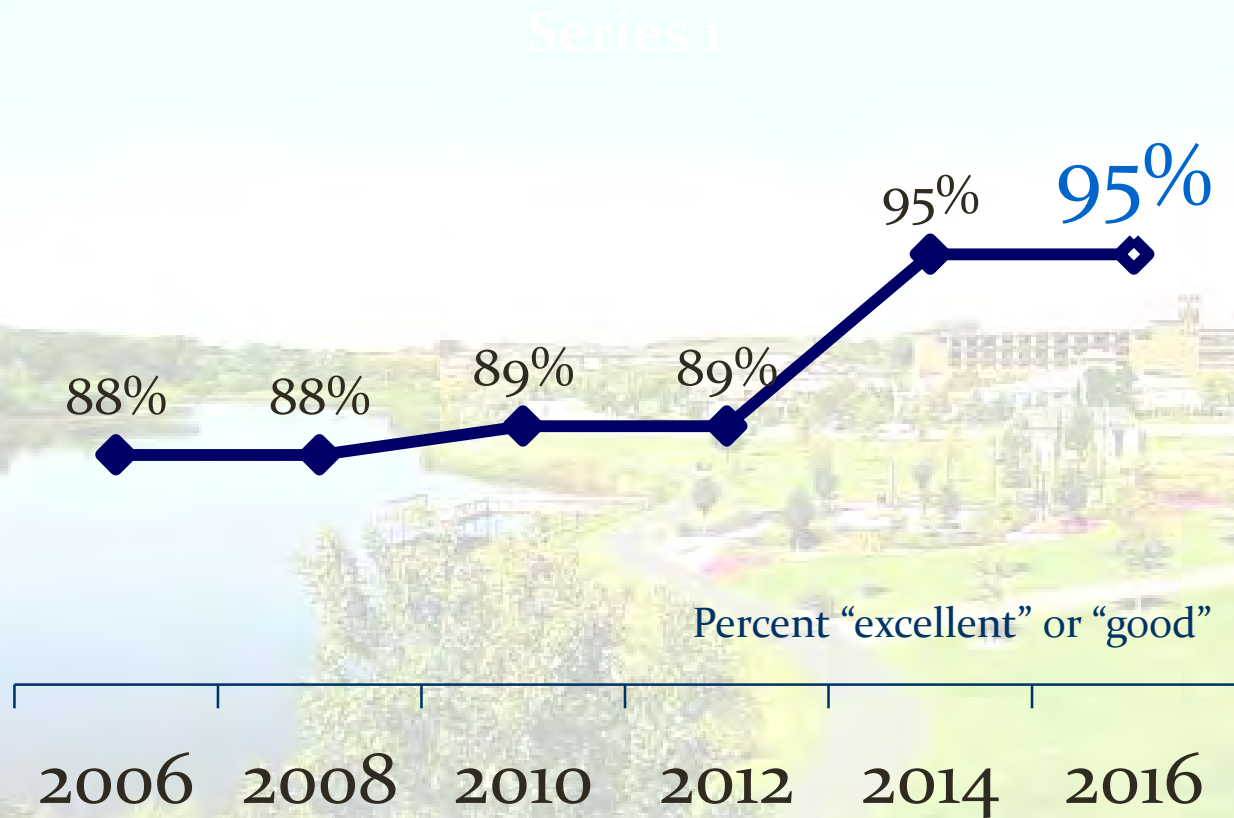


Nancy Tyra-Lukens
Mayor

Community Quality



Overall Quality of Life



Higher than benchmarks

Life in Eden Prairie



City as a place
to live



City as a place
to raise children



Neighborhood
as a place to live

9 in 10
“excellent” or “good”

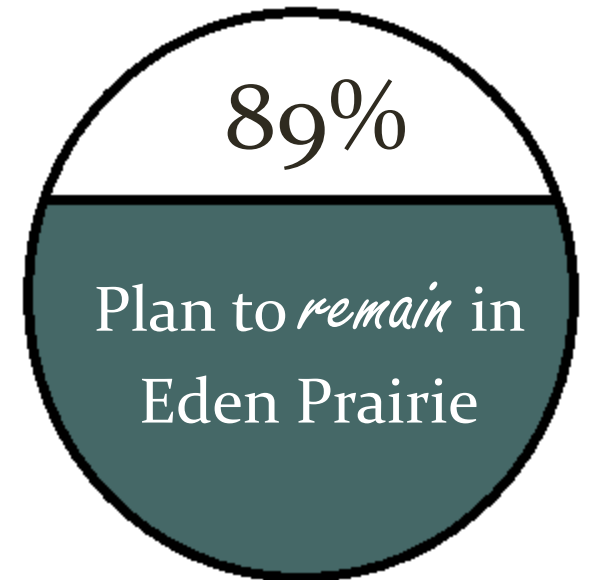
Aspects of Quality of Life Compared

Characteristic	National	Minnesota	NC Region with 15K+
Place to live	↑	↑	↑
Place to raise children	↑	↑	↑
Neighborhood as place to live	↑	=	=
Place to work	↑	↑	↑
Place to visit	=	=	=
Place to retire	=	=	=



Higher in 2016

Resident Loyalty



↑ Higher in 2016

Community Characteristics



↑ Higher in 2016

★ Higher than benchmarks

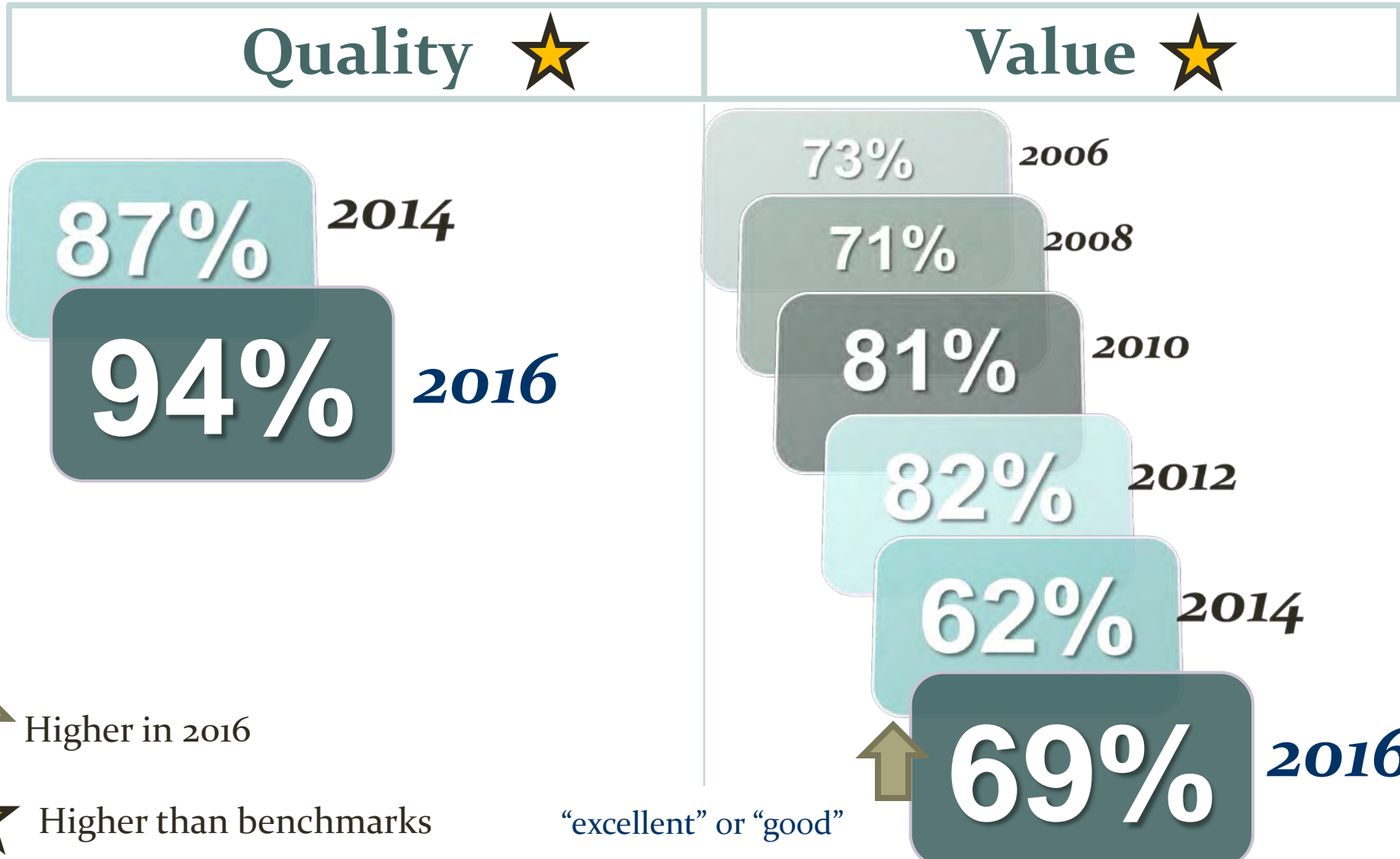
2016 Community Characteristics: Comparison to Benchmarks

	National	Minnesota	NC Region with 15+
Safety	↑	=	↑
Natural environment	↑	↑	↑
Image/reputation	↑	↑	↑
Economic health	↑	↑	↑
Education/enrichment	↑	↑	↑
Built environment	↑	↑	↑
Ease of getting places	=	=	=
Sense of community	=	=	=

Government Services



Quality and Value of City Services 2016



2016 Service Ratings

Highest

Park maintenance

Fire services

County EMS response
time

Trail maintenance

Police services

Recreation centers of
facilities

Lowest

Street lighting

Street repair

Assessing services

Sidewalks

Traffic signal timing

2016 Service Ratings: Comparison to Benchmarks (N=33)

	Nation	Minnesota	NC Region + 15K+
Higher	13 much higher 12 higher	4 much higher 13 higher	7 much higher 14 higher
Similar	2 similar: -Fire -EMS	6 similar -Fire -EMS -Utility billing -Storm drainage -Drinking water -Traffic signal timing	3 similar -Fire -EMS -Traffic signal timing

2016 Quality of Services: Trends Over Time (compared to 2014)

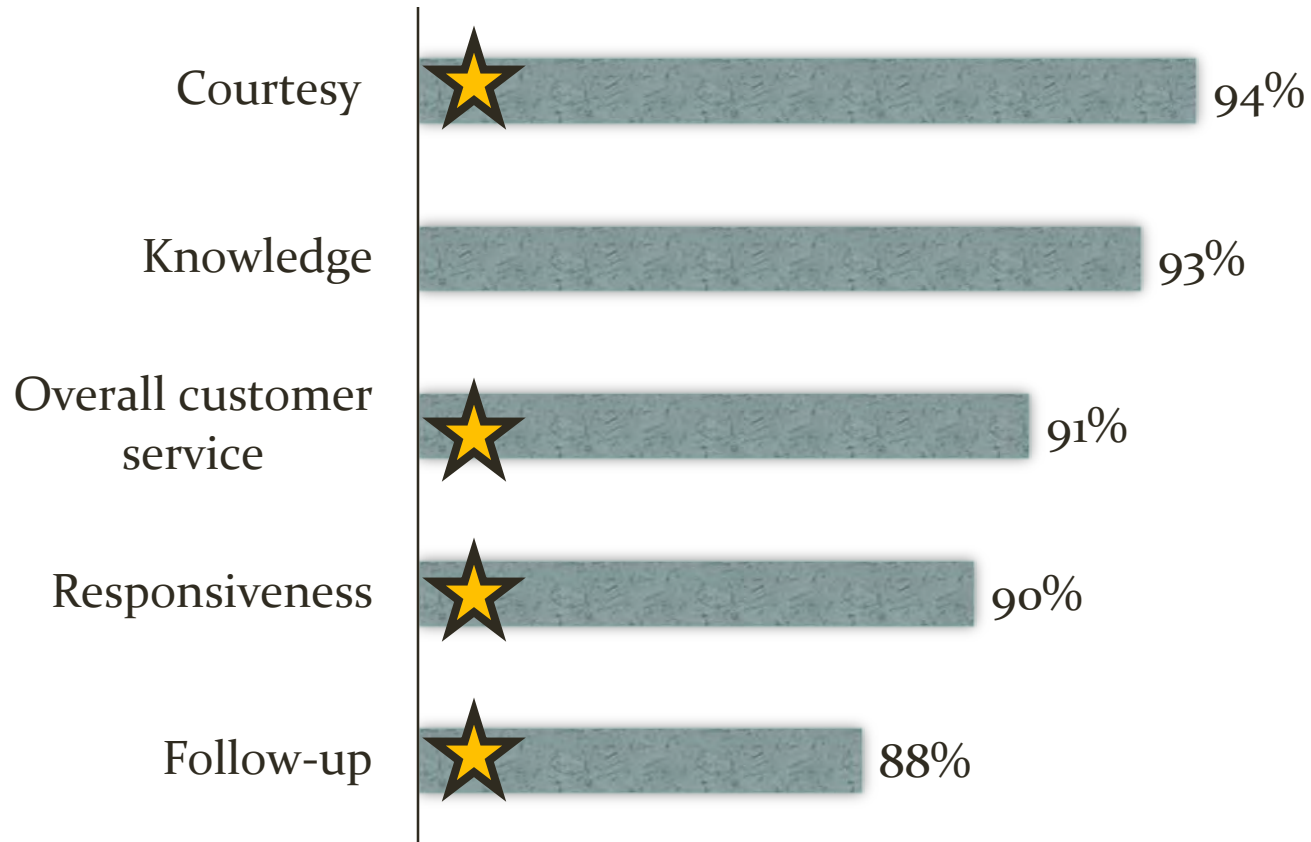


- Overall customer service by employees
- City streets
- Economic development
- Emergency preparedness
- Utility billing
- Assessing services
- Traffic signal timing

- None



Rating of City Employees

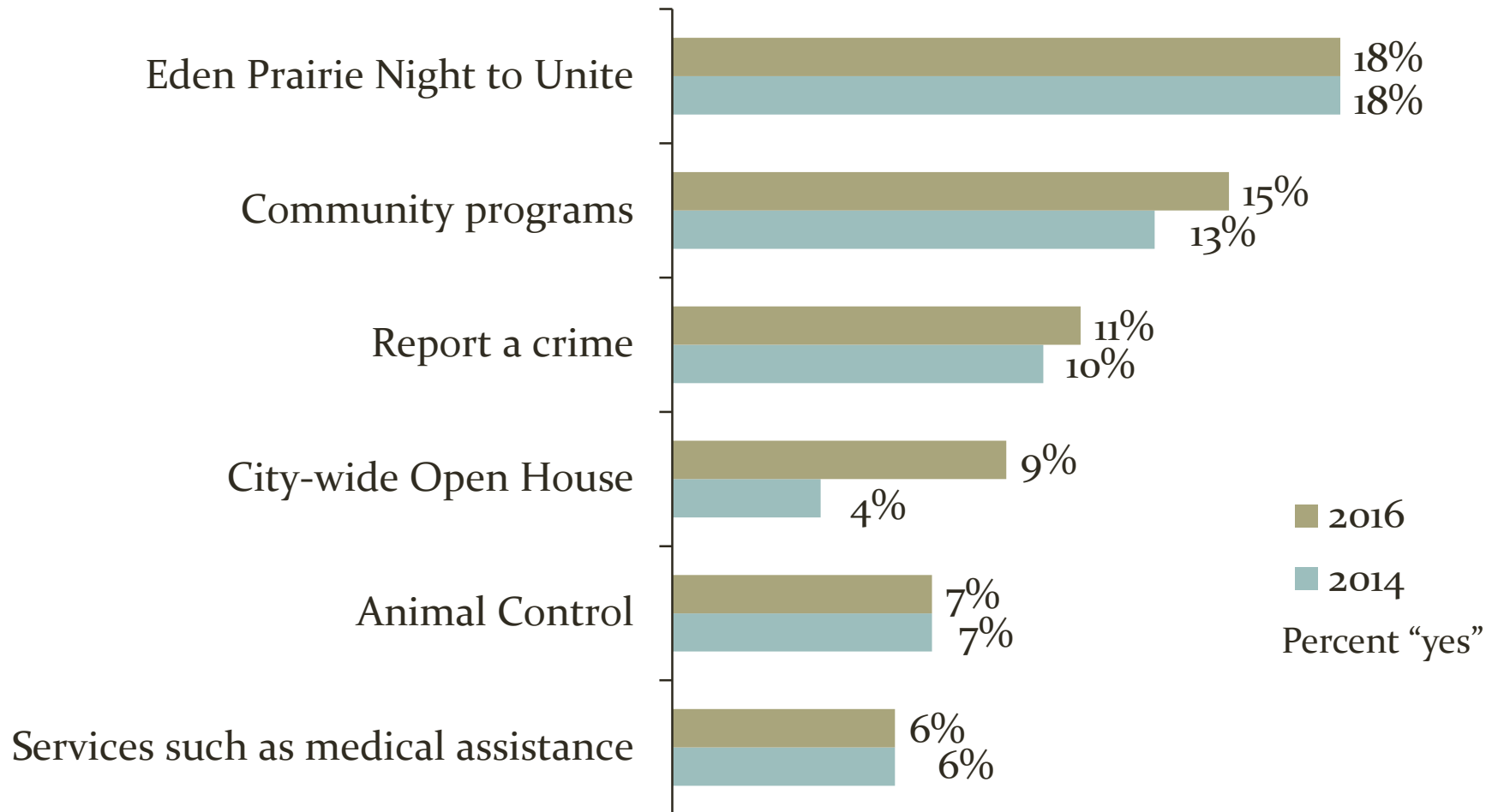


Higher than benchmarks

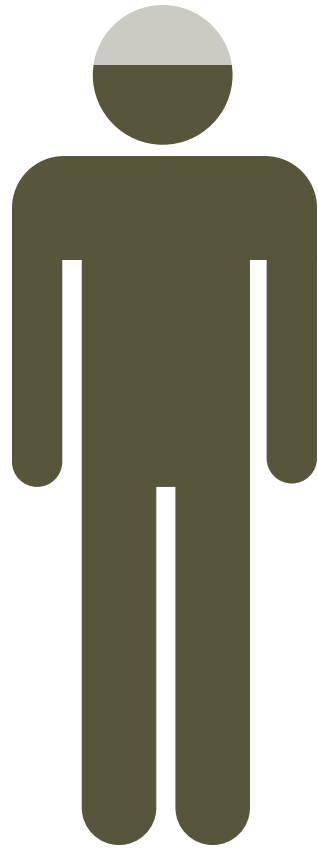
Participation and Partnerships



Contact with Police Department



Quality of Contact with Police Department



93%

“excellent” or “good”

Use of Parks and Recreation Amenities

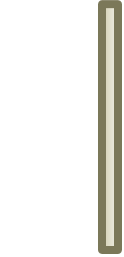
Used at least once in the last 12 months

Smaller neighborhood parks



Large community parks

Community Center

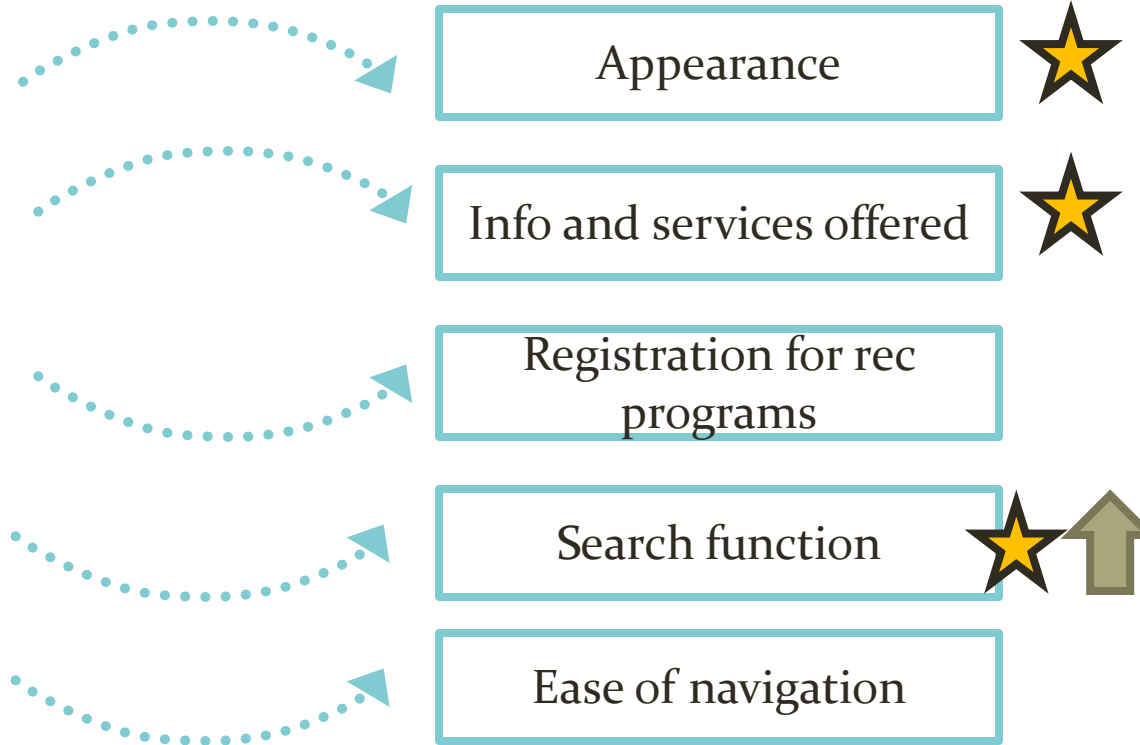


Website Use



Higher in 2016

Aspects of the City Website



“excellent” or “good”

Sources of Information

Word of mouth 86%

Parks and Recreation Program Guide 78%

City Website 77%

Eden Prairie News 70%

Life in the Prairie 67%




major or minor source

 Higher in 2016

Priorities for Residents



Like Most about living in Eden Prairie



Parks, trails/
recreation
centers

33%

Convenient
location

18%

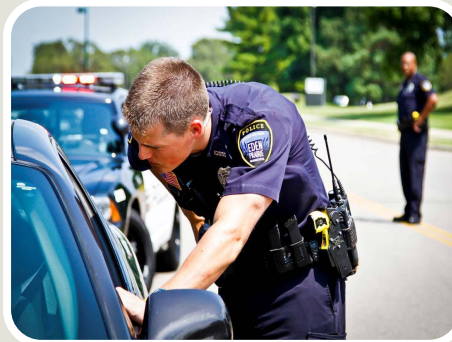
Problems or Issues in Eden Prairie



open-ended question

What do you like least about living in Eden Prairie?

(Traffic congestion)



“major” or “moderate” problem

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

(Traffic speeding)



“major” or “extreme” problem

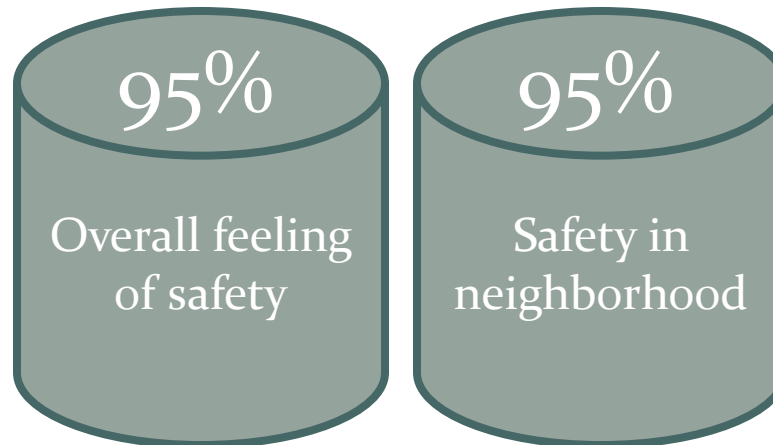
Please rate how much of a problem, if at all, you feel airport noise is in your neighborhood?

Mapping to City Goals

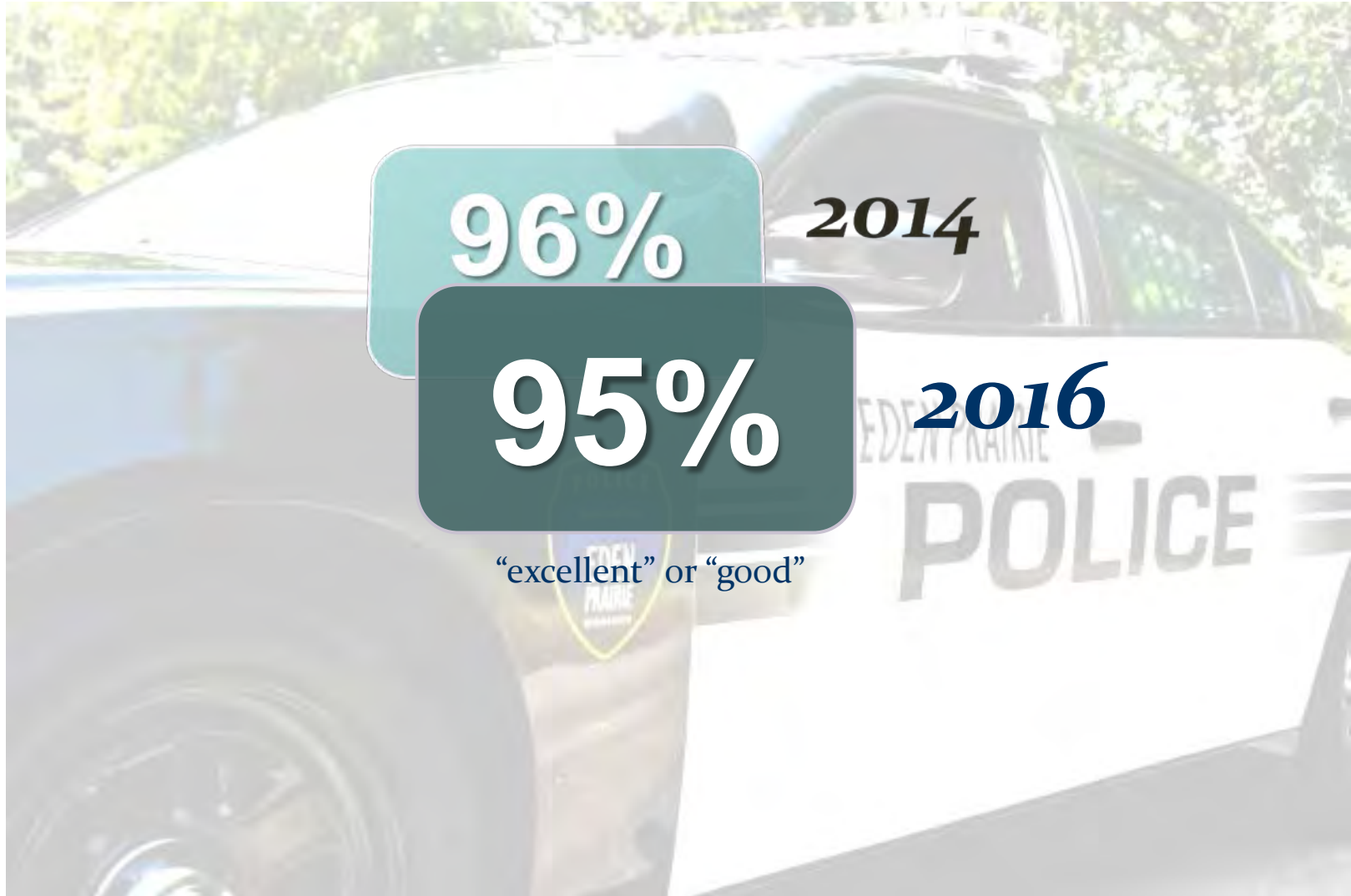


Priority Mapping

Community Well-Being and Safety

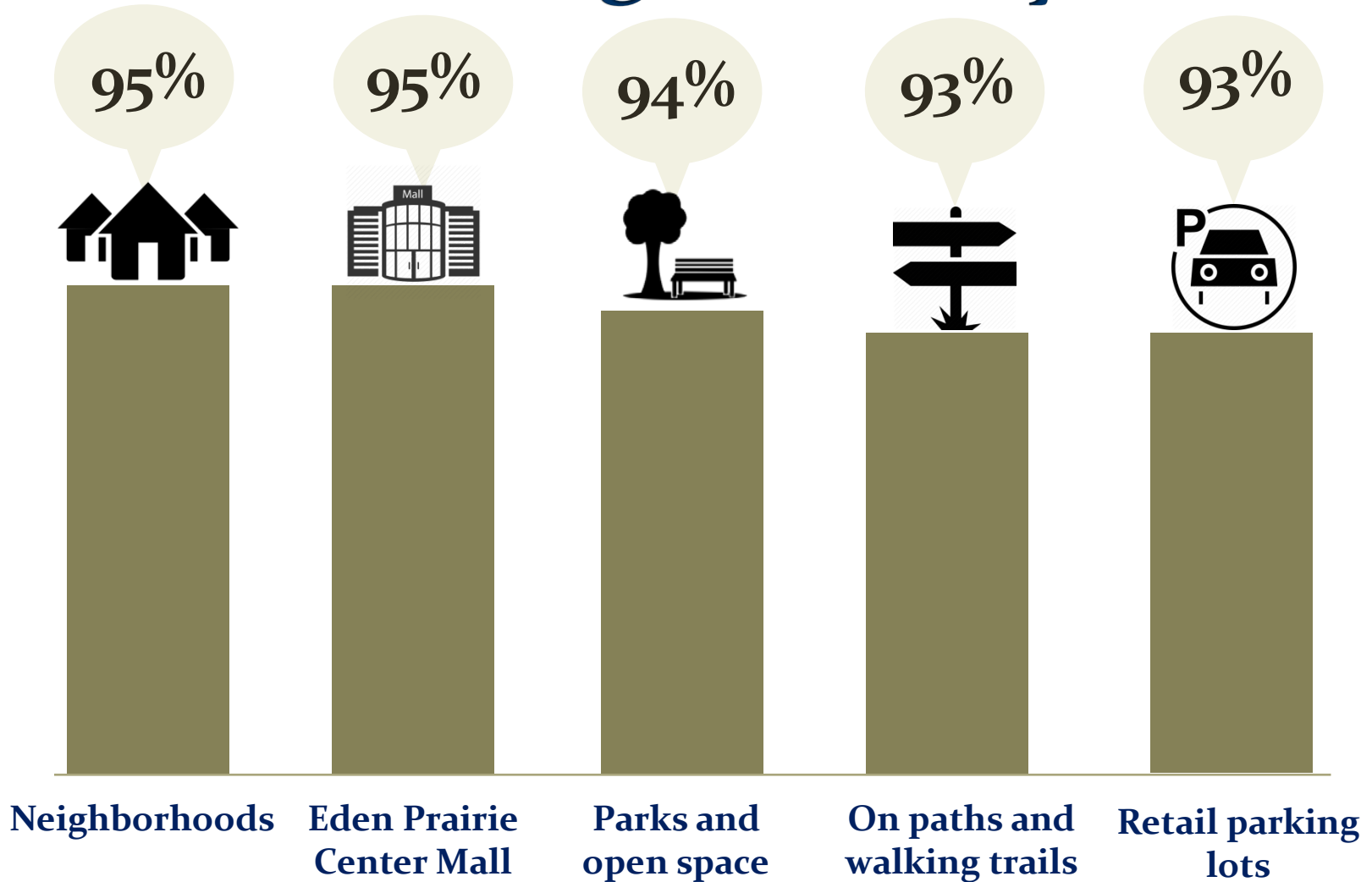


Overall Feeling of Safety



Higher than national and regional benchmarks

Feelings of Safety



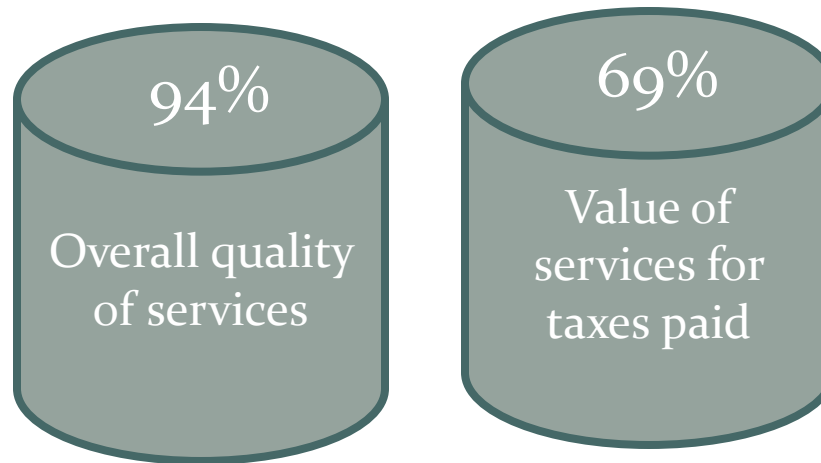
Percent "very" or "somewhat safe"



Higher than national and regional benchmarks

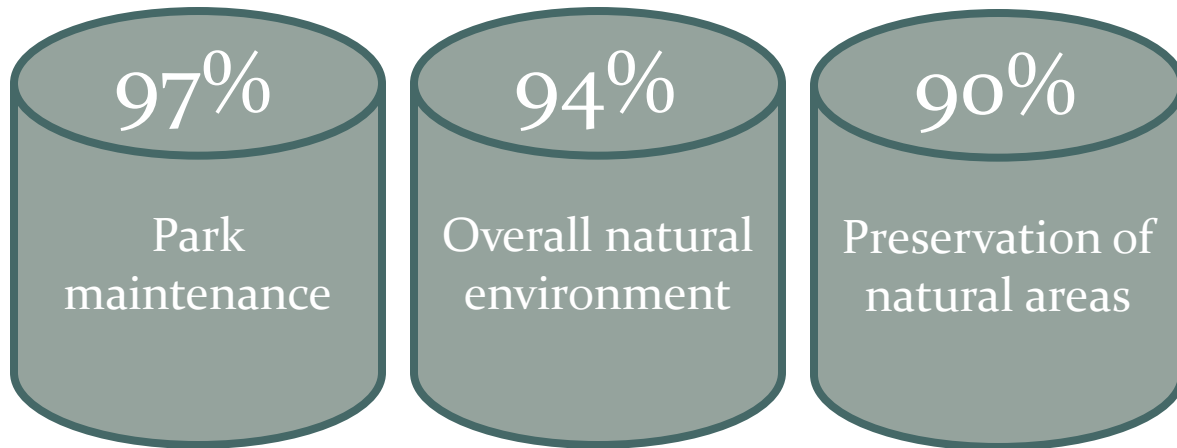
Priority Mapping

High Quality Services



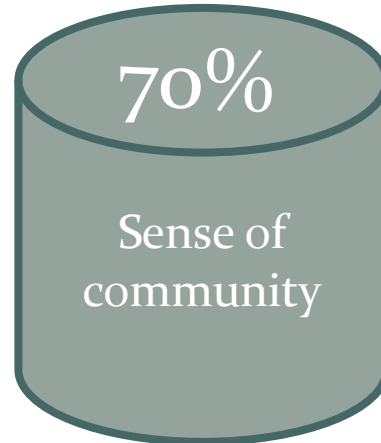
Priority Mapping

Preserved & Beautiful Environment



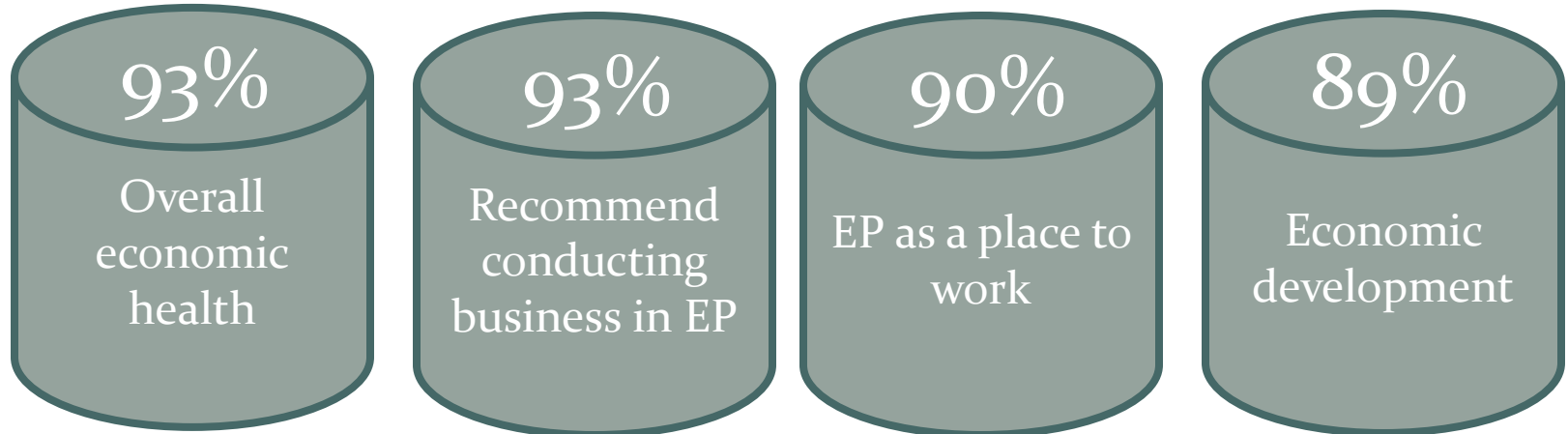
Priority Mapping

Sense of Community

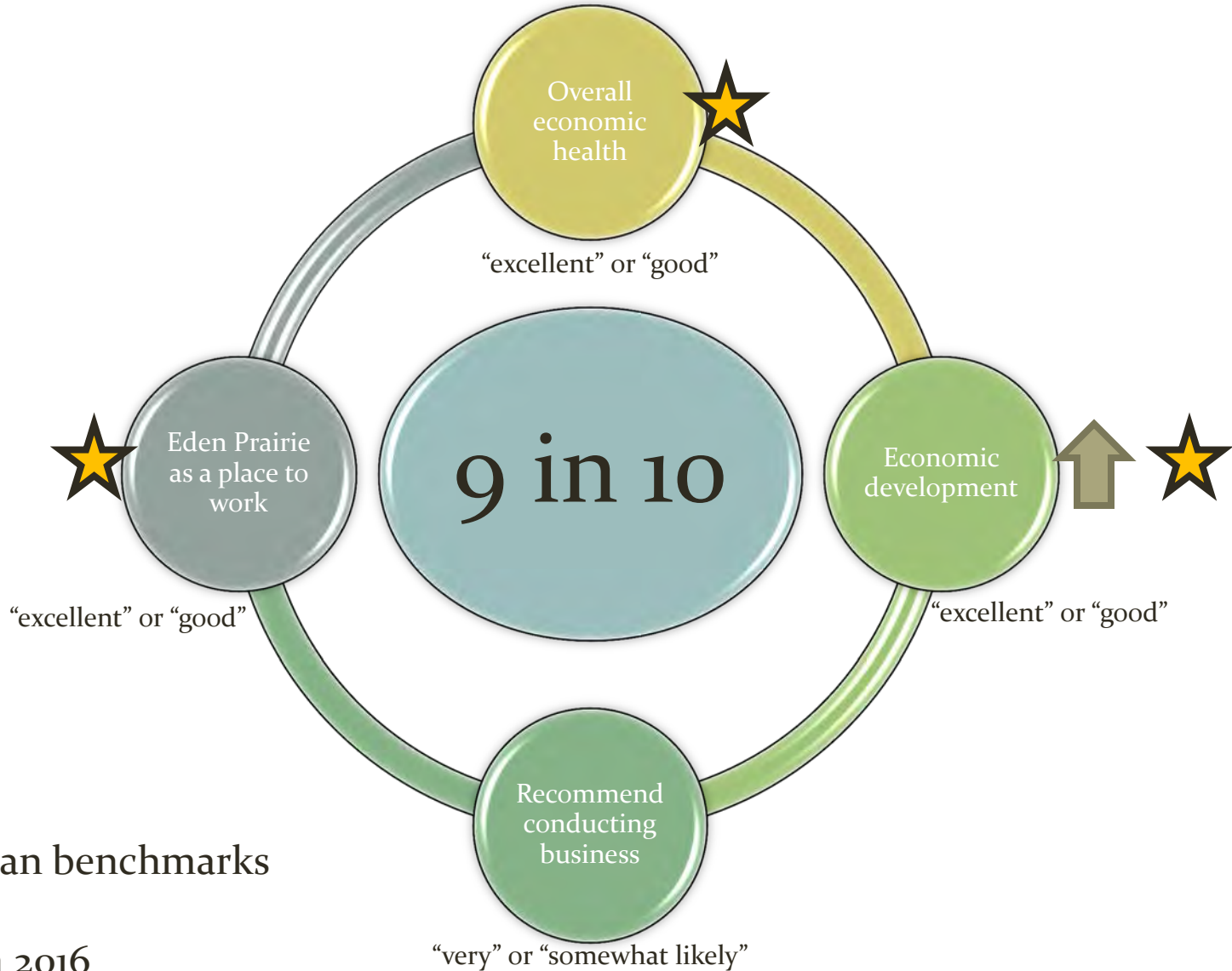


Priority Mapping

Economic Vitality



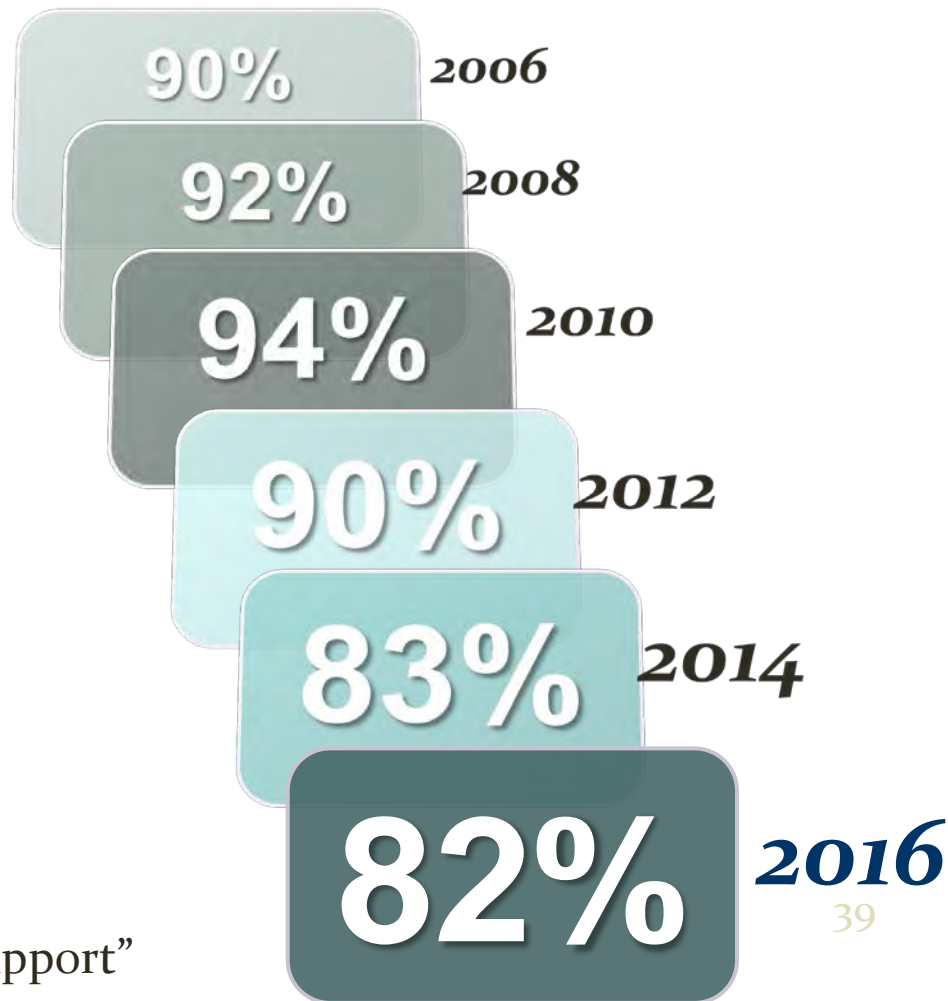
Economy



Policy Questions



Municipal Liquor Stores



“strongly” or “somewhat support”

Frequency of Visiting Municipal Liquor Stores



Den Road/Cub Foods

61%



Prairie View Mall/Byerly's

53%



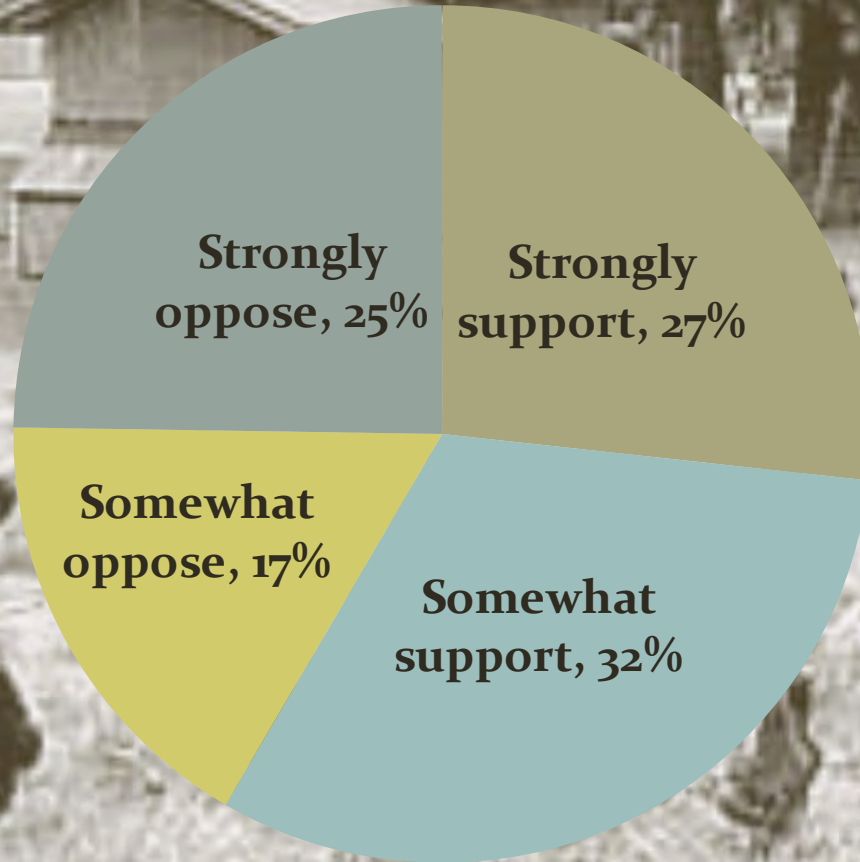
Prairie Village Mall/Kowalski's

52%

9 in 10

Appreciated the courtesy and friendliness of staff and product selection

Residential Chicken Regulations





Discussion

Which ratings were expected and which ones surprised you?

Summary of Key Findings

1 Residents continue to enjoy a high quality of life

2 A strong economy is a feature that makes Eden Prairie a desirable community

3 Traffic was identified as an issue

4 Residents are engaging more on the City website and provided intel on how they receive information

5 Safety remains a strong community feature of Eden Prairie

Staff Findings



Four Areas to Focus On

1

Sense of community

2

Traffic

3

Street lighting

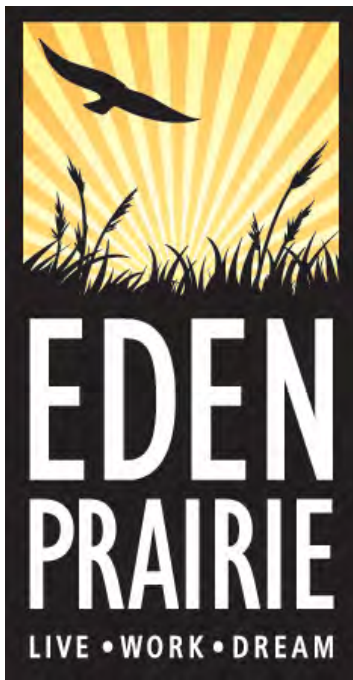
4

Value of services for taxes paid

Discussion

What do you think the main focus areas should be from the survey?

<https://www.menti.com> 80 23 57



Thank You!

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