



THE NCSTM
The National Citizen SurveyTM

Lakeville, MN

Trends over Time

2018



NRC
National Research Center Inc.

2955 Valmont Road Suite 300
Boulder, Colorado 80301
n-r-c.com • 303-444-7863

ICMA

Leaders at the Core of Better Communities

777 North Capitol Street NE Suite 500
Washington, DC 20002
icma.org • 800-745-8780

Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. The NCS captures residents' opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement). This report discusses trends over time, comparing the 2018 ratings for the City of Lakeville to its previous survey results in 2013. Additional reports and technical appendices are available under separate cover.

Trend data for Lakeville represent important comparison data and should be examined for improvements or declines. Deviations from stable trends over time, especially, represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Meaningful differences between survey years have been noted within the following tables as being "higher" or "lower" if the differences are greater than seven percentage points between the 2013 and 2018 surveys, otherwise the comparisons between 2013 and 2018 are noted as being "similar." Additionally, benchmark comparisons for all survey years are presented for reference. Changes in the benchmark comparison over time can be impacted by various trends, including varying survey cycles for the individual communities that comprise the benchmarks, regional and national economic or other events, as well as emerging survey methodologies.

Overall, ratings in Lakeville for 2018 generally remained stable. Of the 90 items for which comparisons were available, 67 items were rated similarly in 2013 and 2018, 10 items showed a decrease in ratings and 13 showed an increase in ratings. Notable trends over time included the following:

- Across pillars of community livability, six increases in 2018 were concentrated in the areas of Economy and Mobility: employment opportunities, economic development, traffic flow, ease of travel by car and street repair, as well as the proportion of residents who believed the economy would have a positive impact on their income, were higher than in 2013. No Economy or Mobility measures were rated lower since the last survey iteration.
- Changes for Built Environment included one increase and two decreases in positive assessments between the two survey administrations. Fewer Lakeville participants reported they were under less housing cost stress in 2018, but residents were also less likely to positively rate the availability of affordable quality housing. Ratings for cable television were also less positive in 2018 than in 2013.
- Overall, rates of Participation were similar over time. However, there were a few notable differences regarding resident engagement within the community; Lakeville respondents indicated they were participating in religious or spiritual activities, attending or watching local public meetings, volunteering and participating in clubs at lower levels than in 2013.

The National Citizen Survey™

Table 1: Community Characteristics General

	Percent rating positively (e.g., excellent/good)		2018 rating compared to 2013	Comparison to benchmark	
	2013	2018		2013	2018
Overall quality of life	92%	94%	Similar	Much higher	Higher
Overall image	85%	88%	Similar	Much higher	Higher
Place to live	96%	96%	Similar	Much higher	Similar
Neighborhood	88%	91%	Similar	Much higher	Similar
Place to raise children	92%	97%	Similar	Much higher	Higher
Place to retire	57%	65%	Higher	Lower	Similar
Overall appearance	86%	90%	Similar	Much higher	Higher

Table 2: Community Characteristics by Facet

		Percent rating positively (e.g., excellent/good, very/somewhat safe)		2018 rating compared to 2013	Comparison to benchmark	
		2013	2018		2013	2018
Safety	Overall feeling of safety	NA	96%	NA	NA	Higher
	Safe in neighborhood	98%	97%	Similar	Much higher	Similar
	Safe downtown/commercial area	98%	98%	Similar	Much higher	Similar
Mobility	Overall ease of travel	NA	85%	NA	NA	Similar
	Paths and walking trails	77%	81%	Similar	Much higher	Higher
	Ease of walking	74%	75%	Similar	Much higher	Similar
	Travel by bicycle	67%	70%	Similar	Much higher	Higher
	Travel by car	80%	87%	Higher	Much higher	Higher
	Public parking	NA	82%	NA	NA	Higher
	Traffic flow	64%	80%	Higher	Much higher	Higher
Natural Environment	Overall natural environment	81%	91%	Higher	Higher	Similar
	Cleanliness	91%	90%	Similar	Much higher	Higher
Built Environment	Overall built environment	NA	75%	NA	NA	Similar
	New development in Lakeville	78%	73%	Similar	Much higher	Higher
	Affordable quality housing	62%	52%	Lower	Much higher	Similar
	Housing options	71%	70%	Similar	Much higher	Higher
Economy	Public places	NA	75%	NA	NA	Similar
	Overall economic health	NA	88%	NA	NA	Higher
	Vibrant downtown/commercial area	NA	43%	NA	NA	Similar
	Business and services	63%	65%	Similar	Similar	Similar
	Cost of living	NA	50%	NA	NA	Similar
	Shopping opportunities	42%	43%	Similar	Much lower	Similar
	Employment opportunities	32%	49%	Higher	Similar	Similar
	Place to visit	NA	57%	NA	NA	Similar
	Place to work	59%	64%	Similar	Similar	Similar
	Recreation and Wellness	Health and wellness	NA	81%	NA	NA
Mental health care		NA	52%	NA	NA	Similar
Preventive health services		71%	75%	Similar	Much higher	Similar
Health care		66%	72%	Similar	Much higher	Similar
Recreational opportunities		72%	78%	Similar	Higher	Similar
Fitness opportunities		NA	78%	NA	NA	Similar
Education and Enrichment	Education and enrichment opportunities	NA	86%	NA	NA	Higher
	Religious or spiritual events and activities	83%	89%	Similar	Higher	Similar
	Cultural/arts/music activities	50%	71%	Higher	Lower	Similar
	Adult education	NA	73%	NA	NA	Similar
	K-12 education	83%	90%	Similar	Much higher	Higher
Community Engagement	Child care/preschool	57%	65%	Higher	Much higher	Similar
	Social events and activities	65%	66%	Similar	Similar	Similar
	Neighborliness	NA	69%	NA	NA	Similar
	Openness and acceptance	61%	63%	Similar	Similar	Similar
	Opportunities to participate in community matters	66%	63%	Similar	Similar	Similar
	Opportunities to volunteer	73%	68%	Similar	Similar	Similar

The National Citizen Survey™

Table 3: Governance General

	Percent rating positively (e.g., excellent/good)		2018 rating compared to 2013	Comparison to benchmark	
	2013	2018		2013	2018
Services provided by Lakeville	84%	88%	Similar	Higher	Similar
Customer service	90%	87%	Similar	Much higher	Similar
Value of services for taxes paid	65%	64%	Similar	Much higher	Similar
Overall direction	69%	71%	Similar	Much higher	Similar
Welcoming citizen involvement	57%	60%	Similar	Higher	Similar
Confidence in City government	NA	71%	NA	NA	Similar
Acting in the best interest of Lakeville	NA	76%	NA	NA	Similar
Being honest	NA	76%	NA	NA	Higher
Treating all residents fairly	NA	75%	NA	NA	Higher
Services provided by the Federal Government	44%	51%	Higher	Similar	Similar

Table 4: Governance by Facet

		Percent rating positively (e.g., excellent/good)		2018 rating compared to 2013	Comparison to benchmark		
		2013	2018		2013	2018	
Safety	Police	92%	94%	Similar	Much higher	Higher	
	Fire	97%	97%	Similar	Much higher	Similar	
	Ambulance/EMS	95%	94%	Similar	Much higher	Similar	
	Crime prevention	87%	89%	Similar	Much higher	Higher	
	Fire prevention	90%	91%	Similar	Much higher	Similar	
	Animal control	76%	80%	Similar	Much higher	Higher	
	Emergency preparedness	74%	74%	Similar	Much higher	Similar	
Mobility	Traffic enforcement	79%	80%	Similar	Much higher	Higher	
	Street repair	45%	52%	Higher	Similar	Similar	
	Street cleaning	70%	68%	Similar	Higher	Similar	
	Street lighting	71%	75%	Similar	Much higher	Higher	
	Snow removal	74%	69%	Similar	Much higher	Similar	
	Sidewalk maintenance	70%	70%	Similar	Much higher	Higher	
	Traffic signal timing	69%	73%	Similar	Much higher	Higher	
	Bus or transit services	56%	61%	Similar	Similar	Similar	
	Natural Environment	Garbage collection	89%	84%	Similar	Similar	Similar
		Recycling	90%	81%	Lower	Much higher	Similar
Yard waste pick-up		82%	73%	Lower	Higher	Similar	
Drinking water		80%	83%	Similar	Much higher	Similar	
Natural areas preservation		70%	63%	Similar	Higher	Similar	
Open space		NA	69%	NA	NA	Similar	
Built Environment	Storm drainage	81%	80%	Similar	Much higher	Higher	
	Sewer services	87%	92%	Similar	Much higher	Higher	
	Power utility	89%	89%	Similar	Much higher	Similar	
	Utility billing	NA	85%	NA	NA	Similar	
	Land use, planning and zoning	58%	59%	Similar	Much higher	Similar	
	Code enforcement	63%	69%	Similar	Much higher	Higher	
	Cable television	50%	40%	Lower	Lower	Similar	
Economy	Economic development	57%	66%	Higher	Much higher	Similar	
Recreation and Wellness	City parks	94%	91%	Similar	Much higher	Similar	
	Recreation programs	86%	80%	Similar	Much higher	Similar	
	Recreation centers	80%	73%	Lower	Higher	Similar	
	Health services	73%	83%	Higher	Higher	Similar	
Education and Enrichment	Special events	NA	80%	NA	NA	Similar	
	Public libraries	91%	90%	Similar	Higher	Similar	
Community Engagement	Public information	79%	80%	Similar	Much higher	Similar	

The National Citizen Survey™

Table 5: Participation General

	Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2018 rating compared to 2013	Comparison to benchmark	
	2013	2018		2013	2018
Sense of community	73%	67%	Similar	Higher	Similar
Recommend Lakeville	94%	96%	Similar	Much higher	Higher
Remain in Lakeville	91%	94%	Similar	Much higher	Higher
Contacted Lakeville employees	42%	40%	Similar	Much lower	Similar

Table 6: Participation by Facet

		Percent rating positively (e.g., always/sometimes, more than once a month, yes)		2018 rating compared to 2013	Comparison to benchmark	
		2013	2018		2013	2018
Safety	Stocked supplies for an emergency	NA	20%	NA	NA	Lower
	Did NOT report a crime	NA	85%	NA	NA	Similar
	Was NOT the victim of a crime	94%	92%	Similar	Much higher	Similar
Mobility	Used public transportation instead of driving	NA	12%	NA	NA	Lower
	Carpooled instead of driving alone	NA	44%	NA	NA	Similar
	Walked or biked instead of driving	NA	54%	NA	NA	Similar
Natural Environment	Conserved water	NA	81%	NA	NA	Similar
	Made home more energy efficient	NA	81%	NA	NA	Similar
	Recycled at home	97%	96%	Similar	Much higher	Higher
Built Environment	Did NOT observe a code violation	NA	75%	NA	NA	Much higher
	NOT under housing cost stress	76%	84%	Higher	Much higher	Higher
Economy	Purchased goods or services in Lakeville	NA	93%	NA	NA	Similar
	Economy will have positive impact on income	20%	45%	Higher	Similar	Higher
	Work in Lakeville	NA	24%	NA	NA	Lower
Recreation and Wellness	Used Lakeville recreation centers	50%	57%	Similar	Much lower	Similar
	Visited a City park	89%	90%	Similar	Higher	Similar
	Ate 5 portions of fruits and vegetables	NA	86%	NA	NA	Similar
	Participated in moderate or vigorous physical activity	NA	88%	NA	NA	Similar
Education and Enrichment	In very good to excellent health	NA	76%	NA	NA	Similar
	Used Lakeville public libraries	71%	66%	Similar	Similar	Similar
	Participated in religious or spiritual activities	59%	50%	Lower	Much higher	Similar
	Attended a City-sponsored event	NA	51%	NA	NA	Similar
Community Engagement	Campaigned for an issue, cause or candidate	NA	13%	NA	NA	Lower
	Contacted Lakeville elected officials	NA	12%	NA	NA	Similar
	Volunteered	42%	29%	Lower	Similar	Lower
	Participated in a club	31%	22%	Lower	Similar	Similar
	Talked to or visited with neighbors	NA	95%	NA	NA	Similar
	Done a favor for a neighbor	NA	90%	NA	NA	Similar
	Attended a local public meeting	22%	10%	Lower	Lower	Lower
	Watched a local public meeting	38%	16%	Lower	Similar	Similar
	Read or watched local news	NA	87%	NA	NA	Similar
	Voted in local elections	92%	87%	Similar	Much higher	Similar