

THE NCSTM
The National Citizen SurveyTM

Rosemount, MN

Dashboard Summary of Findings

2018



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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 summarizes Rosemount’s performance in the eight facets of community livability with the “General” rating as a summary of results from the overarching questions not shown within any of the eight facets. The “Overall” represents the community pillar in its entirety (the eight facets and general).

By summarizing resident ratings across the eight facets and three pillars of a livable community, a picture of Rosemount’s community livability emerges. Below, the color of each community facet summarizes how residents rated each of the pillars that support it – Community Characteristics, Governance and Participation. When most ratings were higher than the benchmark, the color is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes. This information can be helpful in identifying the areas of community strength or areas that merit more attention.

In the pillar of Community Characteristics, ratings for most aspects of Mobility were higher than those observed in other communities (including traffic flow, ease of travel by car and by bicycle) as were ratings for Education and Enrichment (including K-12 education and availability of affordable quality child care). Levels of Participation within Education and Enrichment were also higher than average (with a greater proportion of Rosemount respondents reporting using the public library and attending City-sponsored events compared to residents in other communities across the country).

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	13	35	3	7	39	0	4	28	4
General	1	6	0	0	3	0	0	3	0
Safety	0	3	0	2	5	0	1	1	1
Mobility	5	2	0	3	5	0	0	2	1
Natural Environment	1	2	0	0	6	0	1	2	0
Built Environment	2	3	0	1	6	0	0	2	0
Economy	1	4	3	0	1	0	0	2	1
Recreation and Wellness	0	7	0	0	4	0	0	5	0
Education and Enrichment	3	3	0	0	2	0	2	1	0
Community Engagement	0	5	0	1	7	0	0	10	1

National Benchmark	
	Higher
	Similar
	Lower

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Figure 2: Detailed Dashboard

	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
General	Overall appearance	↔	87%	Customer service	↔	85%	Recommend Rosemount	↔	95%
	Overall quality of life	↔	91%	Services provided by Rosemount	↔	84%	Remain in Rosemount	↔	91%
	Place to retire	↔	67%	Services provided by the Federal Government	↔	46%	Contacted Rosemount employees	↔	40%
	Place to raise children	↑	97%						
	Place to live	↔	95%						
	Neighborhood	↔	92%						
	Overall image	↔	83%						
Safety	Overall feeling of safety	↔	94%	Police	↑	92%	Was NOT the victim of a crime	↔	93%
	Safe in neighborhood	↔	97%	Crime prevention	↑	92%	Did NOT report a crime	↑	88%
	Safe downtown/commercial area	↔	98%	Fire	↔	98%	Stocked supplies for an emergency	↓	20%
				Fire prevention	↔	90%			
				Ambulance/EMS	↔	94%			
				Emergency preparedness	↔	72%			
Mobility	Traffic flow	↑	74%	Traffic enforcement	↑	79%	Carpooled instead of driving alone	↔	43%
	Travel by car	↑	85%	Street repair	↑	67%	Walked or biked instead of driving	↔	64%
	Travel by bicycle	↑	69%	Street cleaning	↔	76%	Used public transportation instead of driving	↓	7%
	Ease of walking	↑	84%	Street lighting	↔	77%			
	Travel by public transportation	↔	35%	Snow removal	↔	70%			
	Overall ease of travel	↔	85%	Sidewalk maintenance	↑	77%			
	Paths and walking trails	↑	81%	Traffic signal timing	↔	68%			
				Bus or transit services	↔	53%			
Natural Environment	Overall natural environment	↔	86%	Garbage collection	↔	85%	Recycled at home	↑	98%
	Air quality	↔	89%	Recycling	↔	84%	Conserved water	↔	81%
	Cleanliness	↑	92%	Yard waste pick-up	↔	82%	Made home more energy efficient	↔	77%
				Drinking water	↔	81%			
				Open space	↔	68%			
Built Environment	New development in Rosemount	↔	59%	Natural areas preservation	↔	67%			
	Affordable quality housing	↑	65%	Sewer services	↔	91%	NOT experiencing housing cost stress	↔	77%
	Housing options	↑	76%	Storm drainage	↑	84%	Did NOT observe a code violation	↔	63%
	Overall built environment	↔	67%	Power utility	↔	87%			
	Public places	↔	70%	Utility billing	↔	80%			
				Land use, planning and zoning	↔	57%			
				Code enforcement	↔	64%			
			Cable television	↔	49%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	77%	Economic development	↔	56%	Economy will have positive impact on income	↔	37%
	Shopping opportunities	↓	27%				Purchased goods or services in Rosemount	↔	95%
	Employment opportunities	↔	34%				Work in Rosemount	↓	23%
	Place to visit	↓	43%						
	Cost of living	↑	58%						
	Vibrant downtown/commercial area	↓	29%						
	Place to work	↔	48%						
Recreation and Wellness	Business and services	↔	52%						
	Fitness opportunities	↔	70%	City parks	↔	92%	In very good to excellent health	↔	66%
	Recreational opportunities	↔	68%	Recreation centers	↔	72%	Used Rosemount recreation centers	↔	59%
	Health care	↔	58%	Recreation programs	↔	81%	Visited a City park	↔	86%
	Food	↔	68%	Health services	↔	65%	Ate 5 portions of fruits and vegetables	↔	82%
	Mental health care	↔	46%				Participated in moderate or vigorous physical activity	↔	87%
	Health and wellness	↔	63%						
Education and Enrichment	Preventive health services	↔	61%						
	K-12 education	↑↑	95%	Public libraries	↔	91%	Used Rosemount public libraries	↑	73%
	Cultural/arts/music activities	↔	57%	Special events	↔	76%	Participated in religious or spiritual activities	↔	37%
	Child care/preschool	↑	72%				Attended a City-sponsored event	↑	66%
	Religious or spiritual events and activities	↔	85%						
	Adult education	↑	79%						
Community Engagement	Overall education and enrichment	↔	78%						
	Opportunities to participate in community matters	↔	67%	Public information	↔	79%	Sense of community	↔	74%
	Opportunities to volunteer	↔	69%	Overall direction	↔	64%	Voted in local elections	↔	90%
	Openness and acceptance	↔	66%	Value of services for taxes paid	↔	65%	Talked to or visited with neighbors	↔	96%
	Social events and activities	↔	57%	Welcoming citizen involvement	↔	59%	Attended a local public meeting	↔	19%
	Neighborhoodliness	↔	75%	Confidence in City government	↔	65%	Watched a local public meeting	↓	12%
				Acting in the best interest of Rosemount	↔	67%	Volunteered	↔	32%
				Being honest	↔	73%	Participated in a club	↔	22%
				Treating all residents fairly	↑	73%	Campaigned for an issue, cause or candidate	↔	16%
							Contacted Rosemount elected officials	↔	12%
						Read or watched local news	↔	80%	
						Done a favor for a neighbor	↔	87%	

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower * Not available