

The National Citizen Survey™

Ramsey, MN

Dashboard Summary of
Findings

2014

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 Ramsey’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 Ramsey’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.

Overall, ratings in each pillar and facet in Ramsey were on par with other communities. Residents identified Safety, Natural Environment and Built Environment as community facets that had the strongest Participation compared to other places. Participation within Community Engagement and Community Characteristics related to Ramsey’s Economy were not as strong. This information can be helpful in identifying the areas that merit more attention.

Figure 1: Dashboard Summary

	Community Characteristics			Governance			Participation		
	Higher	Similar	Lower	Higher	Similar	Lower	Higher	Similar	Lower
Overall	2	30	9	0	30	1	3	14	5
General	0	5	2	0	2	0	0	3	0
Safety	0	3	0	0	5	0	1	1	0
Mobility	0	6	0	0	7	0	0	2	0
Natural Environment	0	2	0	0	2	0	1	0	0
Built Environment	2	3	0	0	4	0	1	0	0
Economy	0	3	5	0	1	0	0	2	1
Recreation and Wellness	0	3	0	0	1	1	0	2	0
Education and Enrichment	0	4	1	n/a	n/a	n/a	0	1	0
Community Engagement	0	1	1	0	8	0	0	3	4

Legend	
	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	↔	77%	Customer service	↔	79%	Recommend Ramsey	↔	82%
	Overall quality of life	↔	72%	Services provided by Ramsey	↔	74%	Remain in Ramsey	↔	85%
	Place to retire	↓	51%				Contacted Ramsey employees	↔	44%
	Place to raise children	↔	83%						
	Place to live	↔	82%						
	Neighborhood	↔	84%						
Safety	Overall image	↓	51%						
	Overall feeling of safety	↔	90%	Police	↔	86%	Was NOT the victim of a crime	↔	94%
	Safe in neighborhood	↔	94%	Crime prevention	↔	80%	Did NOT report a crime	↑	90%
	Safe downtown/commercial area	↔	94%	Fire	↔	92%			
				Fire prevention	↔	83%			
				Animal control	↔	60%			
Mobility	Traffic flow	↔	55%	Traffic enforcement	↔	68%	Walked or biked instead of driving	↔	56%
	Travel by car	↔	64%	Street repair	↔	45%	Used public transportation instead of driving	↔	38%
	Travel by bicycle	↔	66%	Street cleaning	↔	57%			
	Ease of walking	↔	70%	Street lighting	↔	55%			
	Overall ease of travel	↔	68%	Snow removal	↔	55%			
	Paths and walking trails	↔	75%	Sidewalk maintenance	↔	61%			
Natural Environment				Traffic signal timing	↔	42%			
	Overall natural environment	↔	84%	Drinking water	↔	72%	Recycled at home	↑	95%
	Cleanliness	↔	82%	Natural areas preservation	↔	69%			
Built Environment									
	New development in Ramsey	↔	48%	Sewer services	↔	81%	NOT experiencing housing cost stress	↑	78%
	Affordable quality housing	↑	69%	Storm drainage	↔	73%			
	Housing options	↑	75%	Land use, planning and zoning	↔	43%			
	Overall built environment	↔	56%	Code enforcement	↔	40%			
	Public places	↔	50%						

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower

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	Community Characteristics	Benchmark	Percent positive	Governance	Benchmark	Percent positive	Participation	Benchmark	Percent positive
Economy	Overall economic health	↔	50%	Economic development	↔	43%	Economy will have positive impact on income	↔	29%
	Shopping opportunities	↓↓	23%				Purchased goods or services in Ramsey	↔	95%
	Employment opportunities	↔	27%				Work in Ramsey	↓↓	20%
	Place to visit	↓	35%						
	Cost of living	↔	49%						
	Vibrant downtown/commercial area	↓	21%						
	Place to work	↓	42%						
Recreation & Wellness	Business and services	↓	49%						
	Fitness opportunities	↔	60%	City parks	↔	75%	In very good to excellent health	↔	71%
	Recreational opportunities	↔	53%	Recreation centers	↓	59%	Visited a City park	↔	83%
	Health and wellness	↔	66%						
Education & Enrichment	K-12 education	↔	75%				Attended a City-sponsored event	↔	53%
	Cultural/arts/music activities	↔	41%						
	Child care/preschool	↔	69%						
	Adult education	↔	54%						
	Overall education and enrichment	↓	54%						
Community Engagement	Opportunities to participate in community matters	↔	52%	Public information	↔	58%	Sense of community	↓	45%
	Opportunities to volunteer	↓	55%	Overall direction	↔	48%	Voted in local elections	↔	83%
				Value of services for taxes paid	↔	44%	Attended a local public meeting	↓	14%
				Welcoming citizen involvement	↔	48%	Watched a local public meeting	↔	26%
				Confidence in City government	↔	43%	Volunteered	↓↓	22%
				Acting in the best interest of Ramsey	↔	43%	Campaigned for an issue, cause or candidate	↓	11%
				Being honest	↔	47%	Contacted Ramsey elected officials	↔	11%
			Treating all residents fairly	↔	52%				

Legend

↑↑ Much higher ↑ Higher ↔ Similar ↓ Lower ↓↓ Much lower