



# 2022 Community Survey PRESENTATION OF RESULTS

JANUARY 2023



# NATIONAL COMMUNITY SURVEY

- Plymouth first conducted the NCS in 2019
- 2022: scientific sample of 2,800 randomly selected households
  - Mailed survey, with option to take it online instead
  - Survey responses accepted for 7 weeks (Aug. 19 through Oct. 7)
  - 20% response rate, 2% of surveys returned due to vacancy/USPS inability to deliver mail
  - 95% level of confidence (+/- 4% margin of error)
- Benchmarking survey
- Results weighted to reflect the population of the community



# OPEN PARTICIPATION ONLINE SURVEY

- Supplemental online option open to all residents
- Available for 2 weeks: Sept. 23 through Oct. 7
- 595 responses
- Complete report included in packet





# COMMUNITY SURVEY



## Plymouth residents invited to participate in community survey by Oct. 7

The City of Plymouth is conducting a communitywide survey – and residents are invited to participate. The deadline to complete the survey is Friday, Oct. 7.

The city has partnered with Polco/the National Research Center to conduct the survey, which is aimed at collecting community feedback and gauging city service satisfaction. The survey includes questions about quality of life, public safety, customer satisfaction and more.

### Open to the Community

The online open-participation survey is available to all residents Sept. 23-Oct. 7. Click the button below to take the survey.

[TAKE THE SURVEY](#)



*Plymouth residents will have the opportunity to participate in a community-wide survey this year.*

## Community-wide survey underway

In an effort to collect community feedback and gauge city service satisfaction, the City of Plymouth is working with Polco/the National Research Center to complete a community survey. The survey includes questions about quality of life, public safety, customer satisfaction and more.

Surveys have been mailed to 2,800 randomly selected households in Plymouth. Those households received a mailing in mid-August notifying them that they were selected to participate in the survey.

Residents not a part of the randomly selected group will also have the opportunity to fill out a survey online at [plymouthmn.gov/survey](http://plymouthmn.gov/survey), which will be available Sept. 23 through Oct. 7.

Results will be presented to the City Council at a future meeting and published online at [plymouthmn.gov/survey](http://plymouthmn.gov/survey).

Community surveys will be completed every three years. Consistent surveys allow the city to assess changes in resident input and encourage data-driven, evidence-based decision making.



City of Plymouth, MN - Local Government

September 23, 2022

Calling all Plymouth residents: Take part in Plymouth's community survey, available online through Friday, Oct. 7.

Take the survey: [plymouthmn.gov/survey](http://plymouthmn.gov/survey)

The City of Plymouth has partnered with Polco/the National Research Center to complete the community survey, which is aimed at collecting community feedback and gauging city service satisfaction. The survey includes questions about quality of life, public safety, customer satisfaction and more.

# COMMUNITY SURVEY

## DEADLINE: OCT. 7



Insights unavailable for this post

Boost a post

53

4 comments 12 shares

Like

Comment

Share





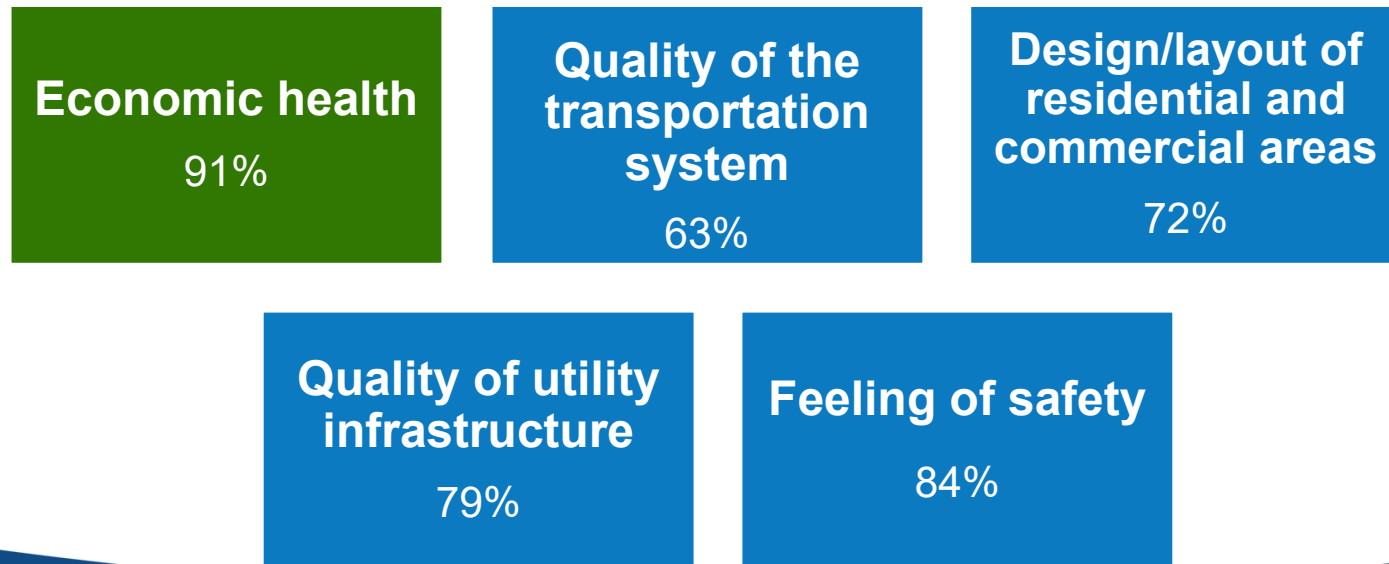
# FACETS OF COMMUNITY LIVABILITY



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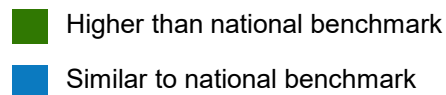
Ratings for Plymouth overall (% excellent or good):

-  Higher than national benchmark
-  Similar to national benchmark

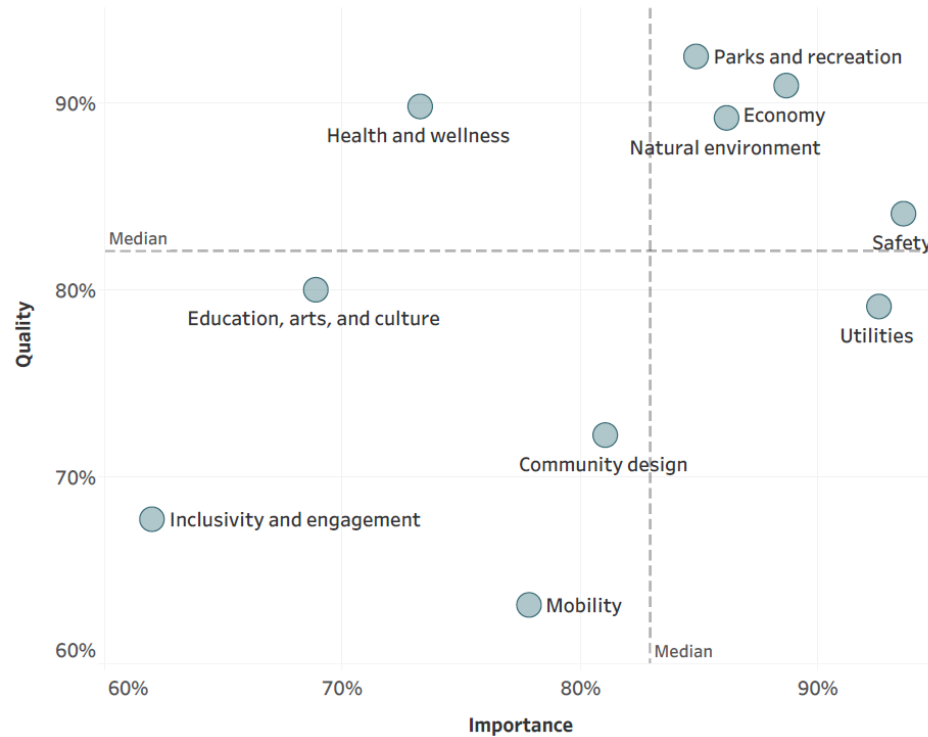


# FACETS OF COMMUNITY LIVABILITY

Ratings for Plymouth overall (% excellent or good):



# BALANCING PERFORMANCE + IMPORTANCE





# KEY FINDING: QUALITY OF LIFE

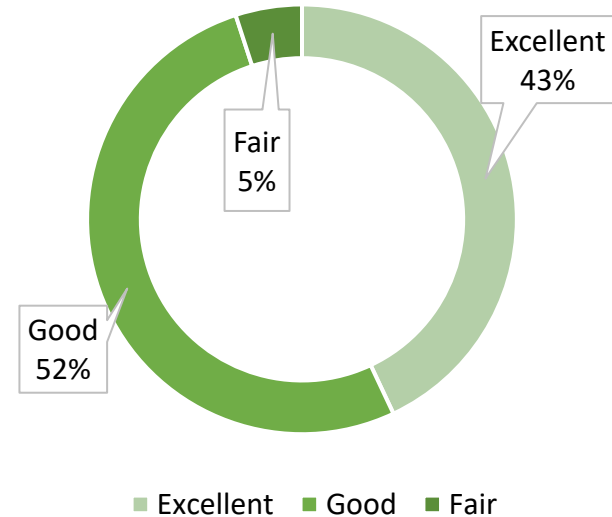
Plymouth residents praise their overall quality of life in the city.

Ratings (% excellent or good):

**Overall quality of life**  
95%


**Plymouth as a place to live**  
97%

## OVERALL QUALITY OF LIFE



# KEY FINDING: QUALITY OF LIFE

Ratings (% excellent or good):

 Higher than national benchmark

 Similar to national benchmark

**Recommend living  
in Plymouth**

94%

**Plan to remain in  
Plymouth 5 years**

85%

**Plymouth as a place  
to raise children**

92%

**Place to retire**

75%

**Making all residents  
feel welcome**

79%

**Attracting people  
from diverse  
backgrounds**

70%

**Valuing/respecting  
people from diverse  
backgrounds**

77%

**Taking care of  
vulnerable residents**

71%



# KEY FINDING: SAFETY

Safety is a high priority for Plymouth residents and is rated very positively.

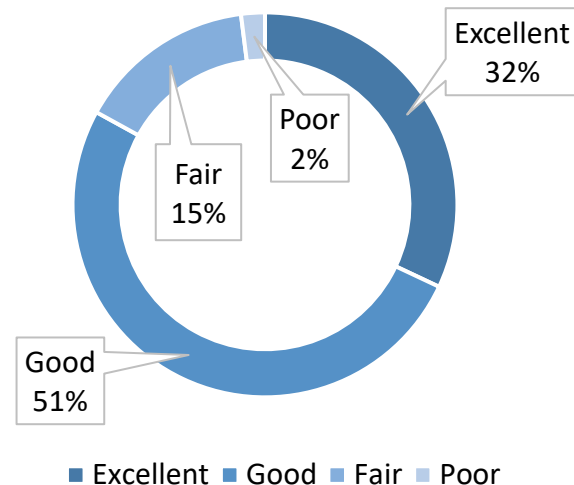
Overall feeling of safety

84%  
(excellent or good)

Essential/very important to focus on safety in coming years



94%

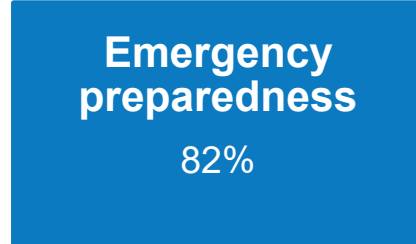
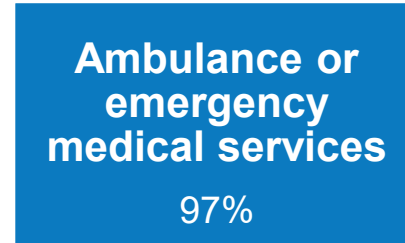
## OVERALL FEELING OF SAFETY IN PLYMOUTH



# KEY FINDING: SAFETY

Ratings (% excellent or good):

 Higher than national benchmark  
 Similar to national benchmark



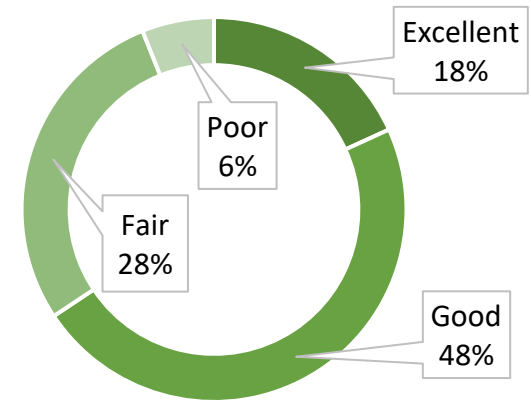
# KEY FINDING: LOCAL GOVERNMENT

Plymouth residents are pleased with their local government performance.

Ratings (% excellent or good):



## OVERALL CONFIDENCE IN PLYMOUTH GOVERNMENT

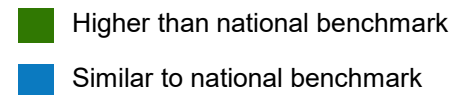


■ Excellent ■ Good ■ Fair ■ Poor



# KEY FINDING: LOCAL GOVERNMENT

Ratings (% excellent or good):



**Overall quality of services**

85%

**Value of services for taxes paid**

71%

**Acting in the best interest of the community**

71%

**Being honest**

71%

**Being open and transparent**

69%

**Treating all residents fairly**

73%

**Treating all residents with respect**

82%

**Welcoming resident involvement**

67%

**Overall direction of the city**

68%

**Informing residents about issues**

66%



# KEY FINDING: ECONOMY

A strong economy makes Plymouth a desirable community.

Ratings (% excellent or good):

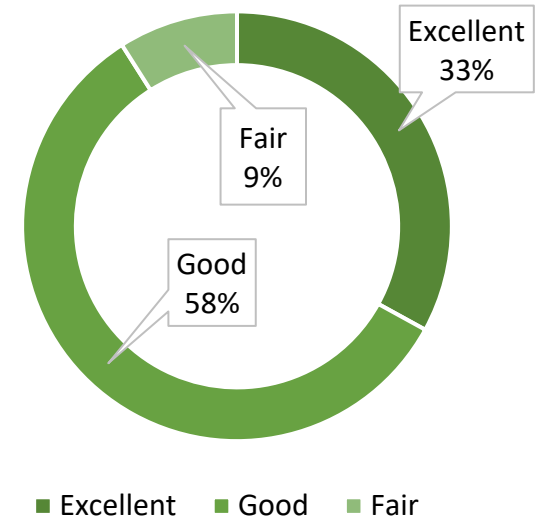
**Overall  
economic health**

**91%**

**Plymouth as a  
place to work**


**87%**


## OVERALL ECONOMIC HEALTH



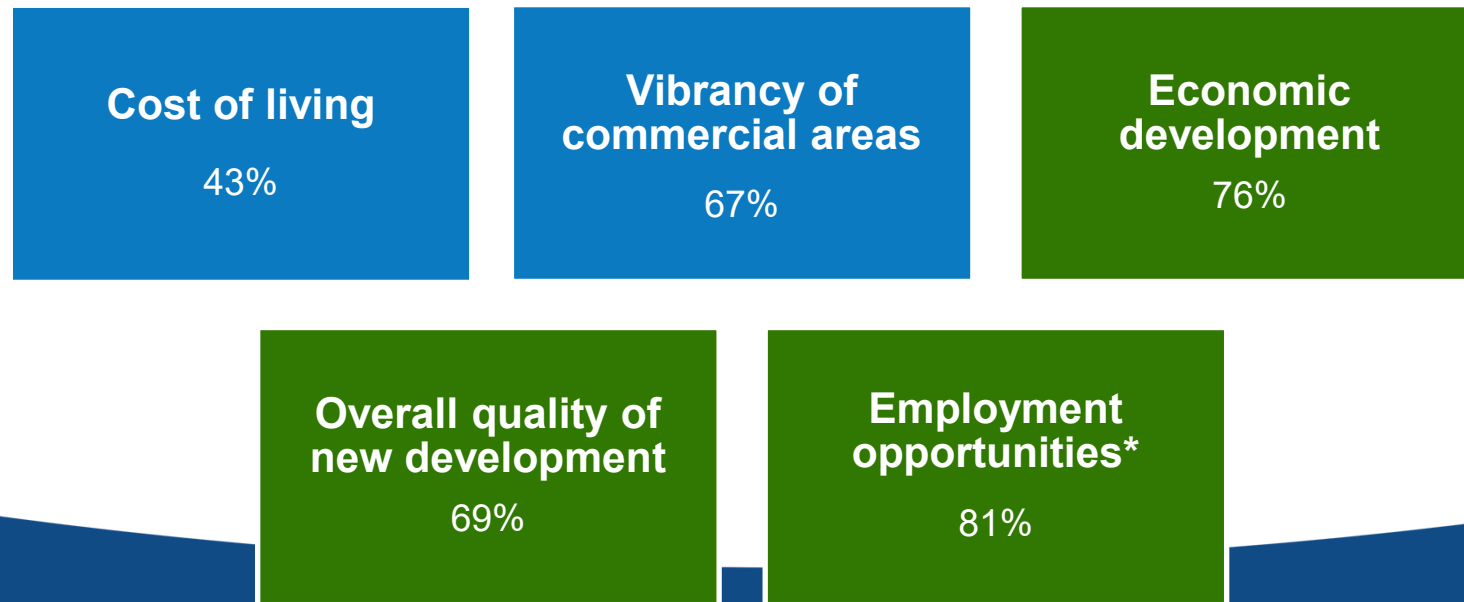
# KEY FINDING: ECONOMY

Ratings (% excellent or good):

 Higher than national benchmark

 Similar to national benchmark

\* = much higher than national benchmark





# KEY FINDING: NATURE + RECREATION

Plymouth residents highly value the natural environment and recreational opportunities.

Ratings (% excellent or good):

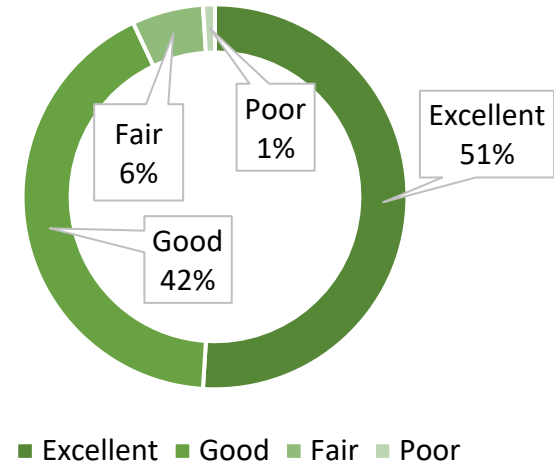
Quality of natural environment

89%

Quality of parks & recreation opportunities



92%

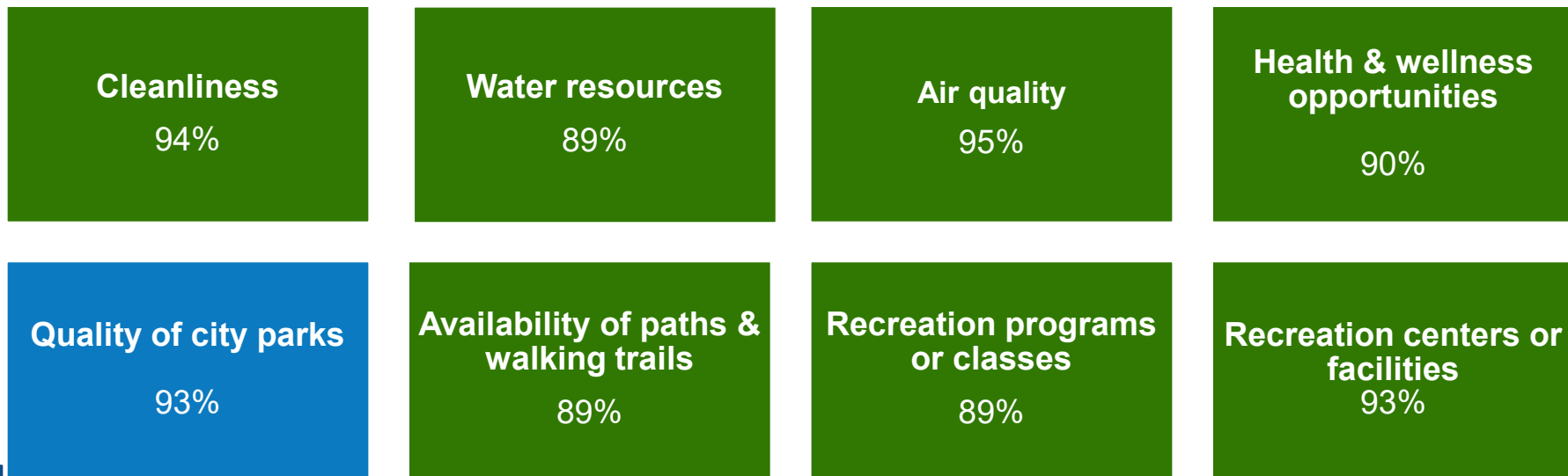
## OVERALL QUALITY OF PARKS & RECREATION OPPORTUNITIES



# KEY FINDING: NATURE + RECREATION

Ratings (% excellent or good):

-  Higher than national benchmark
-  Similar to national benchmark

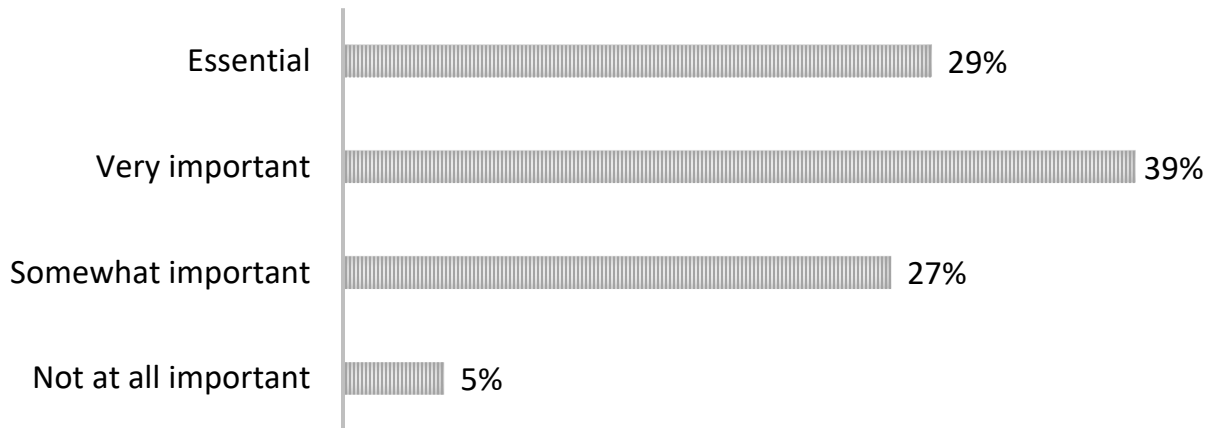


# KEY FINDING: NATURE + RECREATION

How important it is for the Plymouth community to focus on walkability and bikeability in the next three years?

2/3

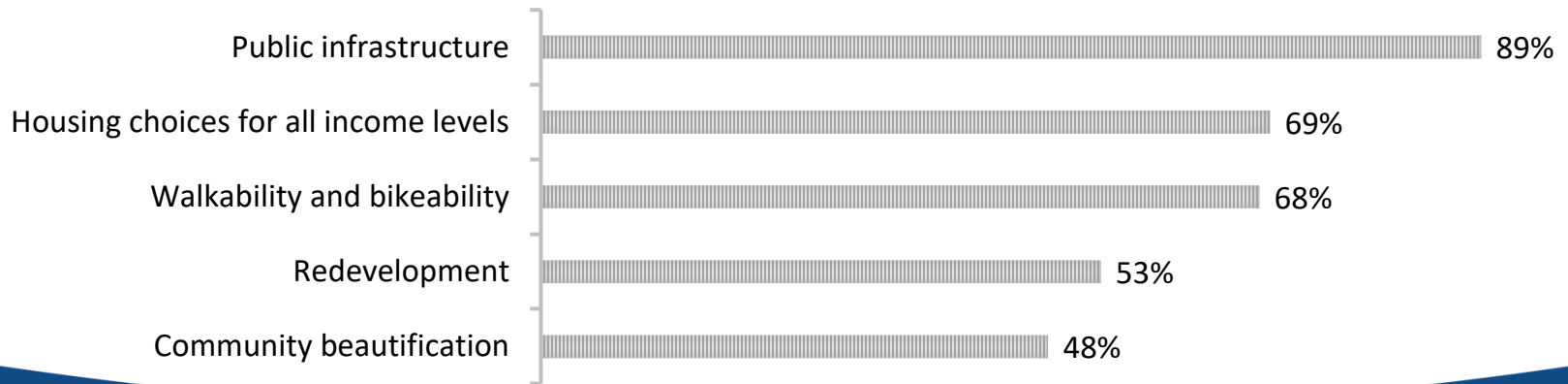
ESSENTIAL OR  
VERY IMPORTANT



# CUSTOM QUESTION #1

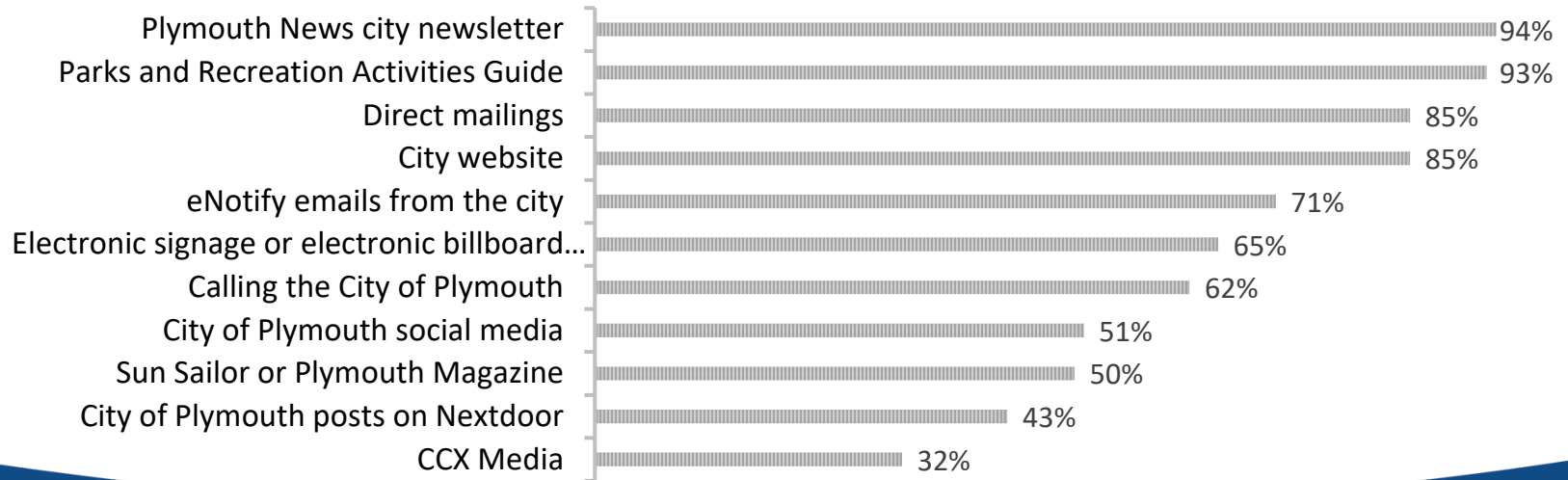
Please rate how important it is for the Plymouth community to focus on each of the following in the coming three years.

Ratings (% essential or very important):



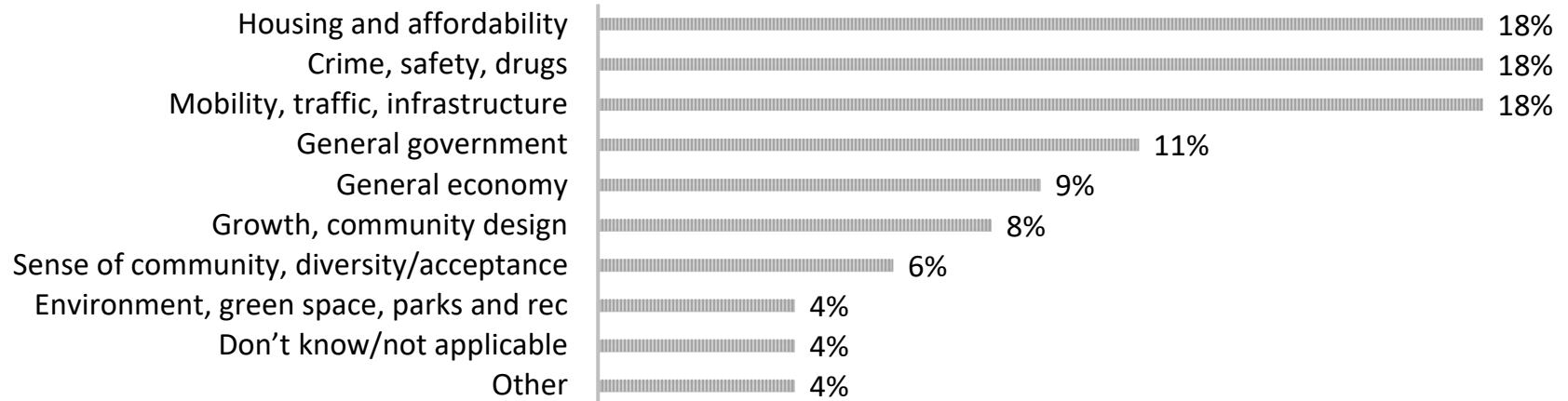
# CUSTOM QUESTION #2

How much of a source are each the following for obtaining information about the city government and its activities, events, and services? (% major or minor source)



# OPEN-ENDED QUESTION

What do you think is the single biggest challenge facing Plymouth today?



## NEXT STEPS

- Share results with the community via the website, local media, eNotify email, social media
- Include a summary of results in the March/April Plymouth News
- Use data to help City Council and city staff make informed decisions about community priorities
- Will conduct surveys every 3 years to provide comparative data

