

Memorandum

TO: City Council

FROM: Renee Eisenbeisz , Assistant City Manager

DATE: December 15, 2025

SUBJECT: Presentation of community survey results - National Research Center at Polco

ITEM NUMBER: 5.a

SECTION: PROCLAMATIONS AND RECOGNITIONS

REQUESTED MOTION

INTRODUCTION

Since the late 1980's, the city has conducted community surveys every three to four years to determine resident satisfaction levels with various city services and programs, as well as opinions on a variety of topics. Earlier this year, the city hired the National Research Center at Polco to conduct a community survey.

The survey was conducted August 28 - October 9 and mailed out to 3,000 households. The selected households were able to complete the survey either online or via mail. The city received 574 responses (19% response rate). The city also opened the survey to all residents September 25 - October 9 and received 241 responses from that.

DISCUSSION

Once again, the city received high marks in the survey, with 96% of the residents rating the quality of life as excellent or good. This places Shoreview as the top city in 20 of our local peer cities that Polco has surveyed and asked the same question in the last five years. Below is a list of the local cities that Shoreview is being benchmarked against.

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|-----------------|-----------------|
| • Bloomington | • Oakdale |
| • Cottage Grove | • Plymouth |
| • Eagan | • Prior Lake |
| • Eden Prairie | • Ramsey |
| • Edina | • Richfield |
| • Hastings | • Rosemount |
| • Lakeville | • Savage |
| • Maple Grove | • Shakopee |
| • Maplewood | • West St. Paul |
| • New Brighton | • Woodbury |

Grace Arneson, a senior project manager at Polco, will present the results to the city council at the December 15 meeting. They will be attending virtually. The presentation will take about 15 - 20 minutes with an opportunity for questions afterwards. Staff will also be bringing this back

to the January 20, 2026 workshop for a larger discussion with the city council.

The full results and PowerPoint presentation are attached. Staff will be issuing a press release on the results the week of December 15 and placing them online. Staff will also replay the presentation online.

RECOMMENDATION

ATTACHMENTS

[The 2025 NCS Report](#)

[PowerPoint Presentation](#)