

Survey Results: Snow Plowing

[Survey Info](#) - This survey was sent on behalf of City of Chanhassen to the FlashVote community for Chanhassen, MN.

These FlashVote results are shared with local officials

432

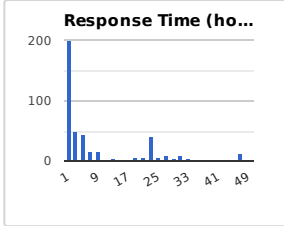
Total Participants

411 of 568 initially invited (72%)
21 others
Margin of error: ± 5%

Applied Filter:
Locals only

Participants for filter:
368

Response Time (ho...



Started:
Apr 19, 2022 11:06am CDT

Ended:
Apr 21, 2022 11:06am CDT

Target Participants:
All Chanhassen

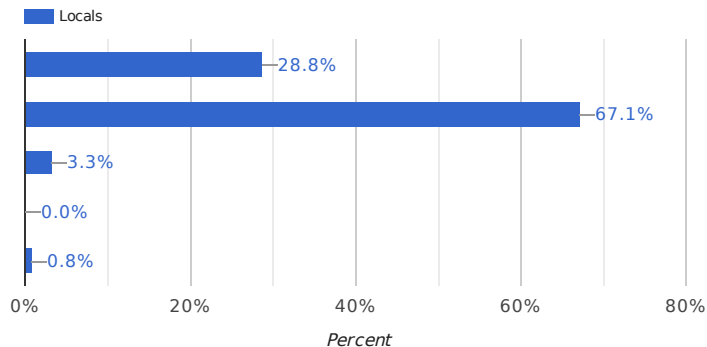
Q1 The City of Chanhassen is responsible for snow plowing on local city streets, trails, and public parking lots. Other public streets (primarily highways) are plowed by Carver County or MnDOT. Privately owned streets and parking lots are typically plowed by hired contractors.

If less than 1 inch of snowfall accumulates, the City only plows major streets and critical areas. If more than 1 inch of snow accumulates all City streets are plowed curb-to-curb including cul-de-sacs, which can take up to 12 hours to fully complete.

Which best describes where you live?

(368 responses by)

Options	Locals (368)
I live on a cul-de-sac	28.8% (106)
I live on a residential street	67.1% (247)
I live on a major/collector city street (not a highway)	3.3% (12)
I live on a County/State highway	0.0% (0)
Not Sure	0.8% (3)

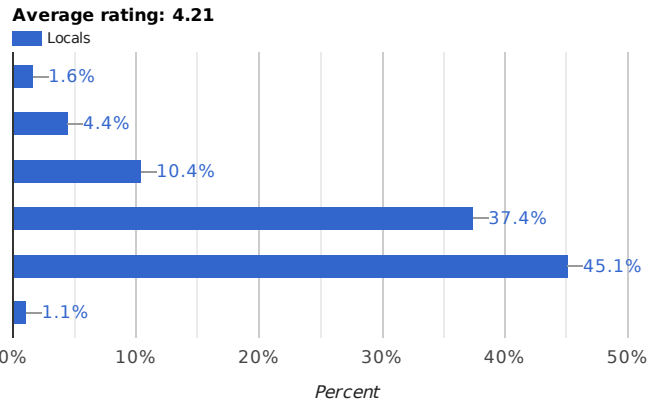


Q2 Please rate your overall satisfaction with snow plowing on city streets this winter:

(364 responses by)

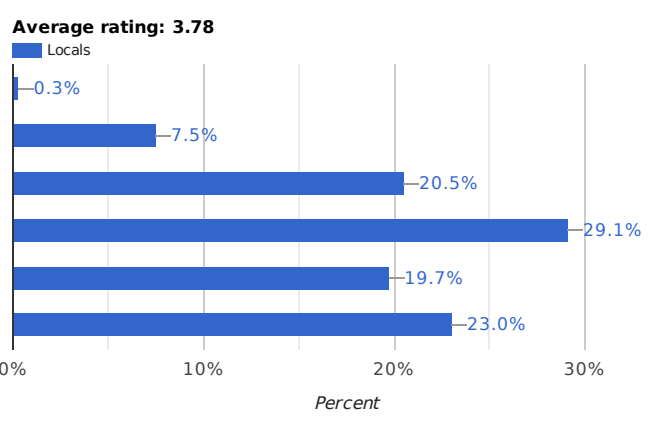
Options	Locals (364)
Very Dissatisfied (1)	1.6% (6)

Options	Locals (364)
Dissatisfied (2)	4.4% (16)
Neutral (3)	10.4% (38)
Satisfied (4)	37.4% (136)
Very Satisfied (5)	45.1% (164)
Not Sure	1.1% (4)



Q3 Please rate your overall satisfaction with snow plowing on trails in the city this winter:
(361 responses by)

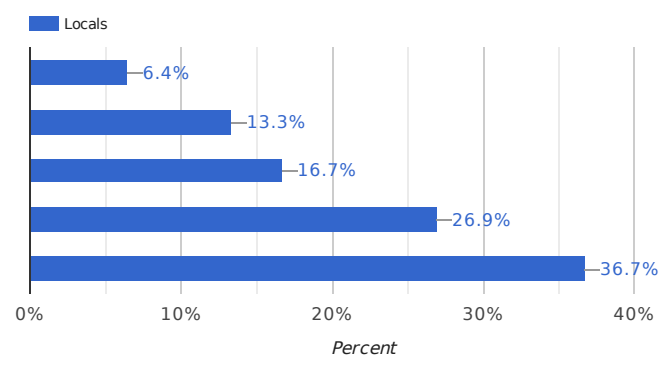
Options	Locals (361)
Very Dissatisfied (1)	0.3% (1)
Dissatisfied (2)	7.5% (27)
Neutral (3)	20.5% (74)
Satisfied (4)	29.1% (105)
Very Satisfied (5)	19.7% (71)
Not Sure/Haven't used	23.0% (83)



Q4 About how long have you lived in Chanhasen?
(360 responses by)

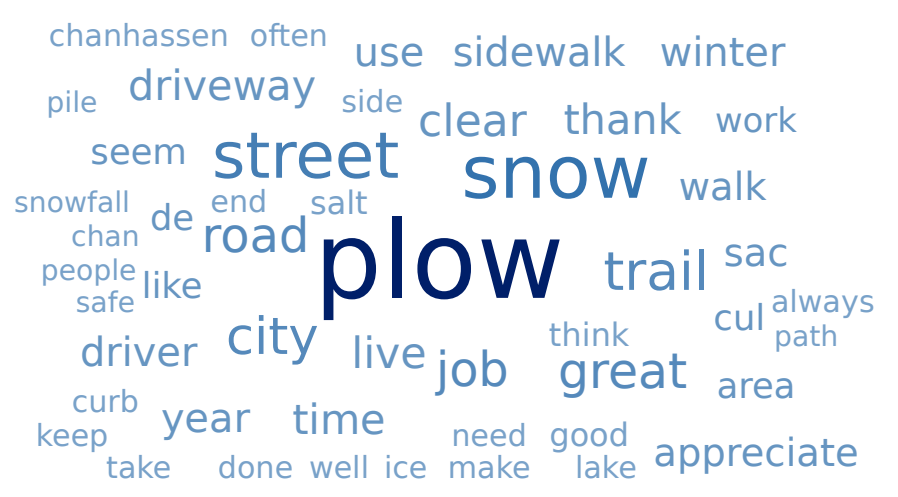
Options	Locals (360)
Less than 2 years	6.4% (23)

Options	Locals (360)
2 to 5 years	13.3% (48)
6 to 10 years	16.7% (60)
11 to 20 years	26.9% (97)
More than 20 years	36.7% (132)



Q5 Any other comments or suggestions about snow plowing in Chanhassen, including anything you would change?

(143 responses by)



The city plow crews have consistently been fantastic! Always out when needed and do a great job!

YSE SOME SAND ON CRITICAL AREAS LIKE HILLS . WE HAVE HAD CRASHES ON WEST 77TH STREET 7 MINNEWASHTA PARKWAY BECAUSE THE HILL FACING WEST DOES NOT GET THE RIGHT MELTING TO MAKE IT SAFE. SOME SAND ON THE ICE THAT FORMS WOULD PROVIDE TRACTION.

Need better internet now

I think they do a very nice job. They really should get all the sidewalks cleared as soon as the streets so people can get outside. We just got a 12% increase on our home tax rates so we certainly have the money to have world class ammenities in Chanhassen!

really important salt/sand when ice/rain expected as we live on a hill and over the years a number of accidents right by our house: people coming over top and can't slow down and slide and hit our mailbox, car on street, etc. Also many can't get up the hill. So plowing great BUT really need to hit these residential areas even with small hills like in our neighborhood with a

curve on it as well and get to them early if temp and freezing rain as really dangerous and frustrating when can't get up and out or living by that hill as people coming down it on dead end street no other way in or out.

I have bragged to friends in surrounding cities that Chanhassen plows best! Often times the streets in Chan are plowed well before Minnetonka and EP

I have been very pleased with the snow plowing in Chanhassen (previously lived in St. Cloud, MN; Milwaukee, WI; Chicago, IL; and Minneapolis, MN and I have nightmare stories for each of those cities. Chanhassen's plowing schedule and rules enforcement has been exceedingly reasonable. Thank you for excellent management.

I live in a private street.

They do a great job on the city streets and in our culdesac. The only issue for us is that sometimes with a snowfall of 6 or more inches, the berm that is left at the end of our driveway can be two feet high and difficult for us to manage with our snowblower that we use on the driveway.

Often it seems that by the time our street is plowed, the snow has already been packed down so plowing doesn't do much. Then the packed snow turns to ice. I know that there are a lot of streets in Chanhassen and only so many plows and drivers, so do understand the limitations. And I appreciate the city workers who work so hard.

The quality of the snowplow is fantastic! Sometimes I question the timing. For one storm in particular there wasn't any plows on the road during the super heavy part of the storm. I don't have any suggestions since you seem to honestly have a great routine. It's just a little frustrating because when no one is plowing during heavy part of snowfalls then roads are challenging to navigate.

Plow non-sidewalk side of the street first. I often have to snowblow my sidewalk twice because the plows push street snow on the sidewalk.

Some sidewalks have been ignored the past two winters along Lake Drive East, between Great Plains Blvd (Lake Drive) and Dell Road. It seems that some businesses have been very good about clearing the sidewalk on Lake Drive, while others never touch it. That has made walking on Lake Drive very, very difficult. McDonald's, for example, hasn't cleared the sidewalk for two winters, making it extremely difficult to access Lake Drive businesses safely on foot. If there's a way to hold those property owners responsible for snow removal, that would be a tremendous help to me and others who access Lake Drive businesses on foot, those who jog or walk dogs, etc. Thanks!

Keep up the good work

use less chemicals

be more force full on overnite parking during winter days as to snow plowing streets. To often they have to plow around the vehicles and then that leaves snow in the roadway after the vehicle moves. Need to maybe make it a parking fine for it, because now nothing seems to happen and there is no real reason to change the habits of some people.

We used to be super impressed with how quickly and thoroughly our cul-de-sac was plowed. In the last few years, the plow has made a swipe around the outside edge of the cul-de-sac relatively quickly, but then it can be quite some time before the middle of the cul-de-sac is plowed.

Buy plows that don't plow the snow into driveways

they usually miss the trail from lot to gazebo at Power Park

I would love to see sidewalks and trails plowed faster. I noticed that Lake Drive near Starbucks had a long wait time for being plowed last winter.

Generally speaking, I think our plow crew does good work under what are often very challenging circumstances. In residential neighborhoods without sidewalks, I feel that they drive too fast. Appreciating that they are trying to get to all streets quickly, the absence of sidewalks makes it very dangerous for pedestrians who encounter plows traveling at a high rate of speed. Pedestrian/plow interaction is inevitable (thinking specifically about school children on the way to bus stops, often in the dark, morning hours). It would be helpful if the city could consider a plowing strategy that allowed drivers to take a slower pace in residential neighborhoods.

Nope they do a great job

It's always very prompt! Thank you!

Try not to fill my driveway entrance when you plow or blow snow from the trail that's on my side of the street!

We live on a cul-de-sac that also has an access to the trail and there were a couple times this winter where the plow also blocked the entrance to the trail. It would be nice if prior to snow season the city would mark that trail head so the plow drivers were aware it was there prior to snow fall.

Find experienced drivers who understand how to plow without digging up lawns and leaving intersections a mess. Often when I call, I'm told; "oh we have a new driver" or "regular driver is on vacation". No reason cull-da-sacs can't be plowed like another street.

Eden Prairie diligently plows their "half" of Rice Marsh trail within a day or two of snow. Very frustrating for the Chan side to not get plowed for a week or more

My wife was born and raised in Mpls proper. She swore she would never leave. After living in Chan, she says she will never move back. Reason being, Chan plows my streets. I think that speaks highly of Chan's street department and personnel.

Over the past 5 years or so I have been unhappy with snowplowing on my cul de sac. Our cul de sac is a priority C for city plowing. I get that it will not be plowed right away, but over the past few years there have been 2 - 4 inch snowfalls where our cul de sac has not been touched at all. The road is uphill to get to my home and I have had to use my snowblower to clear the street just to get the car to the driveway. This is because we have been bypassed completely for plowing. Emails to the city with pictures last year have brought better snow clearing this winter. We have not been ignored. I would love to see the drivers just do a quick pass through the cul de sac when there is significant snow. Otherwise we will not have a way in or out until the priority C streets are cleared curb to curb. Just give me the ability to get my car in and out please.

Pay particular attention to shady areas on trails. They half melt and then ice over. Trails behind the National Weather Center were not well maintained.

We need residential roads plowed in the townhouse roads. We pay taxes for all these roads and shouldn't have to pay extra for a separate service. Get this done or lower my taxes to accommodate for the fact that I have to pay a special service to plow our roads. It's completely unfair and price gouging.

I think the snow plows do a great job!!

Very Nice Job!!

I think snow plowing in Chanhassen is great! In some other communities I visit, snow plowing is not nearly as good. I appreciate how early my street gets plowed.

The plowing has been inconsistent in quality and timing, but particularly quality. Streets with more tree cover over them deserve to have the plows take an extra pass, since the sun can't reach that area for melt. We are in that situation on our residential street, and since the plows aren't very conscientious of it, the street is often covered in thick ice most of the winter since they don't plow it effectively.

My area doesn't have curb/gutter, making it difficult for the plow drivers to see the shoulders. If there is anything we homeowners could do to make the job easier it would be good information to publish.

I live at a T in the road and the plow folks do a great job of not pushing a bunch of snow into my yard which is much appreciated. Additionally, I love how fast the trails around Lake Susan Hills and along Powers Blvd are plowed. We have dogs and it's very much appreciated to have the sidewalks cleared.

The sidewalk along Lake Drive hardly got plowed (if it ever even did) making that whole street unusable for pedestrian traffic. People end up trudging through the snow or walking on the very busy street. I often use this path to take walks, including walking to pick my son up from daycare (when it's usable) and have noticed a lot of people walking to work on this same path. Next winter it either needs to get plowed full stop.

My only complaint is that in some areas they plow quite a ways from the curb. Like 3-4 feet from the curb. Otherwise service is good

Thank you for being prompt with snow removal! Much appreciated

Keep up the great work.

Plowing seems to rarely be done down to the pavement in our community. Seems to be focused on just leveling the snow, vs removing it all in our community/on our cul de sac.

Two areas for improvement: 1) The sidewalk that runs along Lake Drive between Great Plains Blvd and Dakota is not always plowed throughout the winter. 2) The path along the Chanhassen side of Rice Marsh Lake is not always plowed

I think the plowing is very good in our city.

We've lived here 20 years and haven't had any issues with snowplowing. Nor have we ever thought the snowplows come too often or not often enough. Seems just right.

Keep up the work!

Thank you for all you do

Live on cul du sac. Lawn damage every spring from snowplow. Frustrating.

We live in a neighborhood without curbs/sidewalks. Plows often tear up the grassy areas off of the road. Would appreciate being more careful to stay on the road

City does a great job of snow removal and winter road treatment

They do a great job.

Chan does very well with plowing and keeping up with the snowfall throughout the winter months. MN is a challenge so kudos to the team. Anytime you can move the snow piles to locations that don't block traffic view is always a plus.

snow plows continue to rip up lawns

I feel like Chanhassen does a great job plowing the roads. I think that some of the trails lacked clean up this year in certain parts. I also don't feel like residents with sidewalks are held accountable to shoveling so there were lots of dangerous areas this year

I ride my bike in the winter, and early plowing of the trails is appreciated.

I live on the end of a cul-de sac. We had a new driver this year and he didn't have a full size truck. There was enormous amounts of turf damage because he didn't know where the edge of the street was. Not his fault, but was a tough year for quality plowing experience (Troendle Circle)

I love that you plow the sidewalks. It's just that most of the time they get too icy to walk on. So I don't know if it's worth it.

Much better than St. Paul!!!

Would love to have the Rice Marsh Lake trail plowed during the winter months.

I live on red cedar Pt and the road was plowed with a full size dump truck for years and years with no issue, within the last 4-5 years the plow has hit my mailbox multiple times, now you're using a pickup to plow it, but the pickup doesn't get there in a timely manner. Thank you

Thank you to the snow plow drivers. We appreciate them keeping the roads safe.

I'd like to see the trails plowed at the same rate at streets.

Not too often is the street plowed curb to curb. Over all salt/sanding is substandard compared to Carver Cty Rds. Trail is not plowed from curb edge[often 2' of snow curl is left at curb (even though asphalt goes to curb)] and then they are plowing 2' into the grass.

Very satisfied. Continue to investigate ice melting chemicals that won't pollute our lakes.

Snow plow usually blocks my driveway with snow when does my side of street. Appreciate the job drivers do but pain to have to clear my driveway everytime plow passes.

I live on Horseshoe Curve. The plowing in the last 2 years has been great. An area of concern is the Pleasant View approach at Chan Rd. East bound Pleasant View is very slippery in this area. It can use more attention with sand / salt, especially in mornings after a snow fall or ice conditions.

Appreciate the salting/sanding on the hills when it's not a plowable snow.

They never plow curb to curb on our street. Our driveway is on a downhill street slope, the snow left in the street melts and creates an ice floe in front of our driveway. And The street gutters don't get cleared, so we end up having to shovel those. Mostly a spring snow problem. For the most part, the plowers do a great job.

they do an excellent job!

The drivers have always done a great job in our neighborhood. Several years back we asked the driver to not plow snow into the fire hydrant which elderly residents were responsible for 'digging out' - which they did if we weren't back from work or home during snowfall. However, we caught the driver that winter and ask to plow so the snow would be redirected towards our home - problem solved! Just an example of the great service we have always gotten from our city staff!

I appreciate that trails get done, and maybe this is the best we can do, but they don't always end up feeling safe.

Is the city practicing environmentally sensitive use of salt? Especially near lakes, ponds and streams (which is just about everywhere around here.).

bike/walking paths along bluff creek from lyman pump station to end of Camden Ridge development and up to Commonwealth in disrepair (maybe plow related?) but substantial cracks across and along path. Danger to cyclists, especially kids, and has turned ankles.

I think the city does a good job with snow removal. I know that the plows want to avoid damage to curbs and resident lawns, but there have been times that our postal delivery truck has gotten stuck in the snow in front of our street mailbox. I typically need to plow that area with my snow blower to prevent this. Not sure if anything could be done to plow closer to the curb.

On our cul-de-sac (Castle Ridge Court), the plow has at times piled snow up on the fire hydrant, when there is a whole stretch of a side yard available for that instead. That seems very unsafe and unnecessary, as it is frustrating and difficult to have to shovel out a fire hydrant from a plow drift.

They do a great job getting roads and trails cleared!

This was my first year in Chan so I don't have much to contribute. Overall, the plowing seemed fine.

Paths plowed inconsistently, sometimes 2 or more days after snowfall, other times it seems that they were plowed but a road crew came by after and threw snow onto the paths which were never revisited to be cleared again.

Remind businesses to plough side walks. Some don't and I have tried to use the SeeClickFix app to mention. Mostly my complaints have been for businesses not the city.

I think the team does a great job. ON the case early and frequently. I really appreciate them helping keep the streets clear.

I live at the head of cul d'sac and the main storm dtain continues to get covered by snow..about 4 feet away from the curb!
Hard for plows to plow in a cire

No

We appreciate the excellent snow plowing consistently done in Chanhassen!

More attention to sidewalks and de-icing them would be great.

Thank you to all of the city workers that keep our streets and trails clear!

Snow plow has destroyed our mailbox and the grass next to the road, and knocks over our "reflective snow plow road or driveway market poles" (not sure what they are called). In short, drivers are occasionally careless.

I live on a corner and the plow driver typically dumps the snow from the side street at the end of my driveway rather than going another 40' and leaving it where I don't have to take an extra foot to three feet of snow (depending on the snowfall) out of the end of the driveway. It is particularly irritating when I have to drag out my snowblower to clear the last foot of my driveway when I could easily and quickly shovel the rest.

I'm very happy with the city's snow plowing in my neighborhood. The smaller trucks this year meant less backwash on my driveway.

Any way to prevent heavy piles across the end of the driveway? Sometimes that has been the hardest part of shoveling. I understand the need to clear the street but the plowing can add another hour to clearing my driveway.

I live on a road that is plowed by a private contractor, but in general, the city streets always seem to be well plowed. I am especially pleased that the city plows the trail system so that people can use them even in winter.

I hate the fact that our yard gets 90% of the snow from the cul-de-sac when plowed. That also buries the only fire hydrant in deep heavy snow that I don't have kids or a snowblower to dig it out. So many other spots to dump it!!

I think they do a great job!

I am really impressed with how good the snowplowing on streets and trails is in Chanhassen. I use the trails daily for running and walking, all throughout the winter. It would be ideal to have them plowed sooner after a snowstorm. I recognize that is not necessarily a priority over the streets. Also, I do have annual yard damage from the snowplowing that needs repair. I live on a corner, so they pile the snow up in my yard.

Would really like it if the plows didn't remove a bunch of my grass but I get it.

I like the new approach of plowing in cul-de-sacs, quick pass around the outer circle and then coming back later to finish and clean up.

We have a sidewalk right on the street that has no boulevard between it and the street, so plowing overwhelms the sidewalk and sometimes I can't shovel it. I'm not sure what to do about this.

I live in the Arboretum Village townhouse complex just off Highway 5 and 41 and felt our roads were very poorly plowed with little or no salt used. To be honest it seemed like the trails were maintained better because there was dry pavement while the roads were slick and icy. In our complex there are a lot of senior citizens who enjoy walking, some even use walkers to stroll around the neighborhood, but with the road conditions many didn't walk. It is great to see them getting out and about again.

Try to avoid leaving huge piles in driveways.

I truly am amazed at how well the City completes plowing in such an efficient and timely manner so thank you! We are lucky to live here.

Great job...keep it up!

Our City usually does an excellent job in snow plowing our streets and trails!!!

Since there are no driveways or the other side of our street, I suggest that the plows go in the direction which would pile the snow on the other side of the street instead of into our driveways.

I rely on public works judgment but does 1" snow fall need to be plowed? The snowplow are scraping the lane striping paint off the road

In residential areas, it would be nice if on ascending or descending hills and intersections were salted. I get saving salt in residential areas, but there is sliding at interesections.

By and large, you guys do a great job, thank you!

They could use more salt at times where there is an icy situation.

I was nearly hit by a plow that reversed without warning onto Yosemite Ave. from Knob Hill Lane. I was following at a safe distance but his reversing was totally unexpected and the roads were icy. I appreciate that snow plow drivers have many miles of roads to plow but safety should be their #1 priority even if it takes a little longer to clear the roads. Thank you.

Would like to see more ticketed and towed cars in cul de sac where no parking is allowed, especially prior to snow plow going by

Please be mindful of the cul de sac people. Ours is the first one from the mail boxes and it loops around. There is a HUGE ridge at the end of our driveway and it takes us a twice as long to get it shoveled out. We are retiree's and it is making our life difficult at times. We want to stay in our home as long as possible it would be a tad easier if your snow plow trucks could be a little more mindful.

We are on a school bus route so I think we can plowed earlier than other streets? Nonetheless we have been very satisfied.

One of our corners, Osprey and Audubon, gets to be a challenge to see out of once we have had a few snowfalls. The snow is piled so high you can't see on-coming traffic very well.

according to first screen it stated the City only plows when more than 1" of snow. I don't feel this is accurate when there were multiple times the plows came by this past winter scraping the pavement as there was barely any snow. This just tears up the streets for nothing.

We hope the snow plows quits piling snow in front of our driveway after our own plow removes it

This year, unlike years past, when the plow would complete their morning pass (not the full plow), the driver would leave massive mounds/piles of snow where his path overlapped. This caused you to either drive through the unplowed portion of the cut-de-sac or through these piles, scraping the bottom of an SUV. When the snow event didn't qualify for a full plow, but just a pass through, the remaining snowpack in the center of the cup-de-sac got extremely icy. I understand that there are not many homes on a cut-de-sac, but we definitely pay our fair share of taxes and I don't see why we don't deserve a curb-to-curb plow like those that live on a "normal" street.

I walk a lot to keep fit, and I'm so grateful that the paths in Chan are consistently cleared of snow. It's something I don't take for granted, knowing that few cities have as many well-maintained trails as we do in Chanhassen.

Living here 16 years and always have been satisfied.

Trails and sidewalks along major roads (e.g Powers) are often used on weekends, but often these do not get plowed until Monday. It would be nice if they were plowed on weekends as well, if there is a measurable snowfall

The difference on Powers Blvd from Chan into Shorewood is unbelievable. Whatever they are doing, Chan should do.

As a homeowner of a house on a corner, it feels like the snowplows push way more snow in front of our driveway than in front of driveways that are not on corners. If anything can be done about this, that would be terrific. I have a bad back and don't always have a working snowblower so huge piles of snow at the end of the driveway can be a real issue.

Appreciate snow plow drivers but wish they didn't snow in my driveway when they passed on my side of street.

We seem to be one of the first streets plowed. (Lone Cedar Lane) Please don't change a thing!

I am quite happy with the plow service the city provides.

We really appreciate how quickly and thoroughly walking paths are cleared. The more traveled area streets seem to be cleared promptly. Our cul-de-sac, however, has been inconsistently plowed over the years. Typically, the plow takes a sweep down the area leaving the center covered in snow. Sometimes they return to clear it and sometimes they do not. For most of the winter our cul-de-sac was covered in compacted snow and ice due to the fact that it took so long for the area to be cleared. We understand that the more highly traveled roads need to be prioritized, but neighborhood roads also need to be cleared thoroughly so that cars and pedestrians can maneuver safely. Taking our dog for a walk was dangerous due to the slippery conditions. This has been a consistent problem and pretty frustrating considering how high property taxes are and in light of the upcoming road assessments. Please ensure that all areas are cleared as soon as possible, including cul-de-sacs. Thank you so much!

I realize this survey is about plowing but I'd like to take the chance to mention that I'm concerned about the impact of salt on our ecosystem and hope all street-clearing decisions are done so with the idea that less salt/chemicals is better.

More care/better marking on trails. More consistency on streets.

Would not mind if plowing happened less with minimal snow on residential streets in order to prevent the salt/chemical/etc applied to streets

I really appreciate the exceptional work the public works people do. Charlie Burke and the crews works their tails off to get our streets cleared. I understand people have a certain level of expectation for how "clean" their roads are, but it would be nice to work on some education and outreach so that people accept some level of snow and ice. Chloride impairments of our lakes, streams, and wetlands are real and irreversible.

Thank you to all those who do this important work!!

Plowing the trails and sidewalks sooner would be nice, but it's lower priority than the streets

I am so proud of our staff and with how quickly they plow our roads to keep us safe. We lived in Mpls for 5 years and when we moved to Chan 35 years ago we were so very happy with the snow removal from the city compared with the horrible job that Mpls does. Please thank the staff for us!

The sidewalk on Lake Drive between Dakota & Great Plains is impassible after snow. Many people walk to work on this road and the sidewalk isn't safe. Plow the sidewalk!

A little sooner on Powers Blvd would be good, not sure if that is county or city?

The service this year was as seamless as any season in my memory. Good job!

Snow plowing of trails should be a much lower priority. Sidewalks, so of which double as trails, should be done quickly if course. But there are many trails that could be done only occasionally or not at all as it is a waste of money. Many could be done after several days vs after every snow fall.

We've never had issues anywhere in Chan with plowing. Thank you for asking! If you are looking for ways to save a few dollars, maybe change the policy from plowing at an inch to 1 1/2 or 2 inches. Not sure what the data would say about the difference in navigating your car through 1 versus 2 inches. Maybe it's harder to plow???

Many years ago we remember plows having some sort of bar that would drop as a plow went by a driveway to keep from burying the driveway. If some sort of device like the still exists it would be nice not to have to dig our a driveway after the plows come by.

With an undersized staff for a municipality this size I believe the plowing crews perform very well. I recently read an article in the Villager and was very surprised that a city this size has such a small crew. I feel the public works department could be expanded which would lead to better plowing operations and street repairs. My tax dollars would gladly pay for that.

The bigger plow will come through and plow a loop around the outer rim of our cul-de-sac, but the middle is not frequently plowed

how badly do our city council and mayor have to suck that this is what you're concerned with

I would like to see the regional trail and Bandimere park placed on priority for plowing as many residents use these trails...even in the middle of winter. Thank you.

I wish there was a way to minimize the huge berm of snow left by the snowplow at the end if my driveway. Having said that - I am very appreciative of our snowplow drivers.

find someone new to plow the trails. or at least to go back over them after high winds that put thr snow back on. SEVERAL times paths were not open

Thank you for asking! That alone is impressive. I have no complaints!

[Additional survey reports](#)