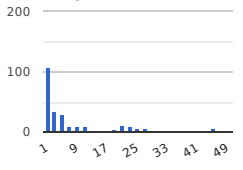


# Survey Results: Resident Engagement

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

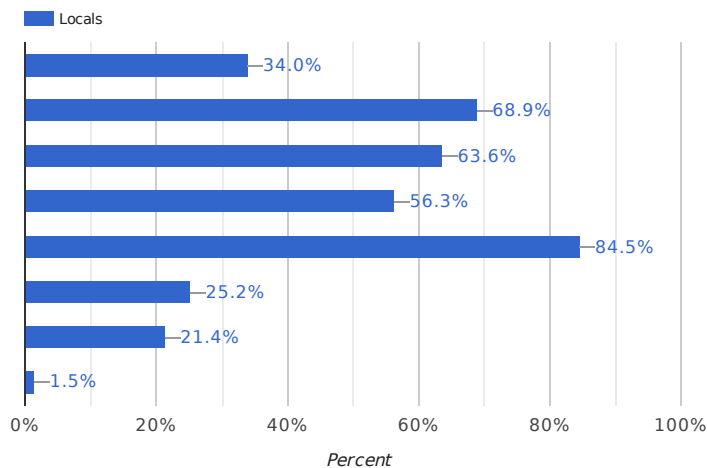
**These FlashVote results are shared with local officials**

<p><b>244</b> Total Participants</p> <p>227 of 303 initially invited (75%) 17 others Margin of error: ± 7%</p>	<p>Applied Filter: <b>Locals only</b></p> <p>Participants for filter: <b>206</b></p>	<p><b>Response Time (ho...</b></p> 	<p>Started: <b>Jun 22, 2021 11:30am CDT</b></p> <p>Ended: <b>Jun 24, 2021 11:30am CDT</b></p> <p>Target Participants: <b>All Chanhassen</b></p>
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**Q1** The City of Chanhassen is looking at how it engages with residents. Which of the following do you do (or expect to do) regularly, if any? (Choose all that apply)

(206 responses by locals)

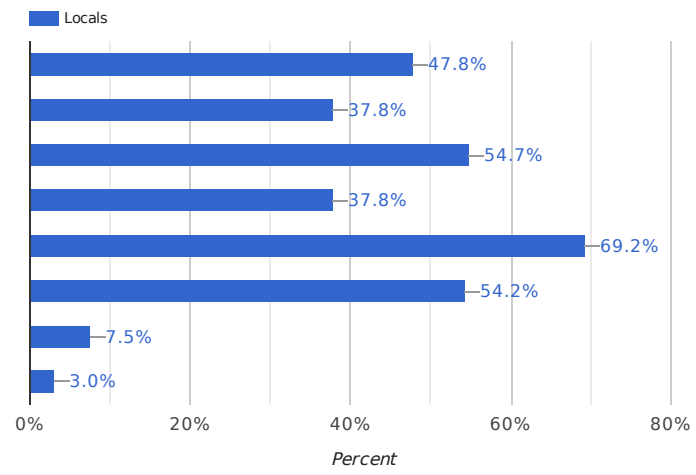
Options	Locals (206)
Complete tasks online through the city website	34.0% (70)
Get information on city events and activities through social media	68.9% (142)
Get updates on City Council actions through the city website or social media	63.6% (131)
Read each issue of the Chanhassen Connection city newsletter (mailed 2 times each year)	56.3% (116)
Participate in future FlashVote surveys	84.5% (174)
Track the city's strategic plan progress through online dashboards (coming to city's website late summer 2021)	25.2% (52)
Attend an open house or neighborhood meeting	21.4% (44)
None of these	1.5% (3)



**Q2** Which of the following, if any, are the most valuable ways you currently get information about the City of Chanhassen and its activities, events, and services? (You can choose up to FOUR)

(201 responses by locals)

Options	Locals (201)
Chanhasen Connection city newsletter (mailed 2 times each year)	47.8% (96)
Other notices and letters from the City sent by mail	37.8% (76)
Chanhasen Villager newspaper (ads and legal notices, stories and social media posts)	54.7% (110)
City website (www.ci.chanhasen.mn.us)	37.8% (76)
Emails from the City of Chanhasen or Mayor's Message email	69.2% (139)
City of Chanhasen social media (Facebook, Twitter, Instagram)	54.2% (109)
Calling the City of Chanhasen	7.5% (15)
Other:	3.0% (6)



- How do I get the Chanhasen Villager newspaper delivered to me?
- Talk to city council members
  - Chanhasen neighbor monthly magazine
  - Speaking to council members.
  - Have the fire department get a social media page
  - Text message with link to update

**Q3** Which of the following types of information, if any, are you most interested in receiving from the City of Chanhasen? (Choose all that apply)  
 (198 responses by locals)

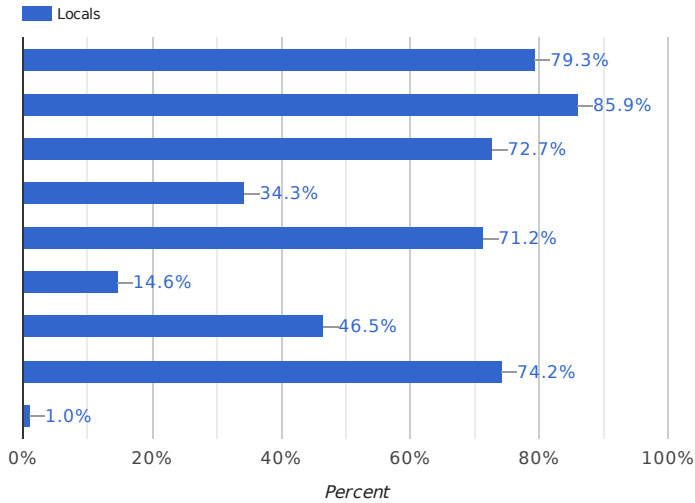
Options	Locals (198)
Community events and programming	79.3% (157)
Proposed developments	85.9% (170)
Construction project updates	72.7% (144)
Meeting notifications/agendas	34.3% (68)
Meeting actions and recaps (policy/ordinance changes, approved projects, etc.)	71.2% (141)
Committee openings and employment opportunities	14.6% (29)
Information about community services	46.5% (92)
Public safety information (from Chanhasen Fire and the Carver County's Sheriff's office)	74.2% (147)

**Options**

**Locals** (198)

Other:

1.0% (2)



Would love to hear about updates to recreational facilities, bike path extensions, new crosswalks

County Updates that effect Chanhasen

**Q4** What, if anything, could the City of Chanhasen do differently to do a better job of giving you the information you want and need?

(50 responses by locals)



Is there a way to sign up to get the PC and CC agendas automatically emailed each week? If not, that would be good. Also information from each department in the newsletter.

Weekly email update

You're doing a great job. I enjoy reading the mayor's emails, and getting updates on Facebook. Thanks for all you do!

I have seen other cities put up proposed development signs with specific codes that allow you to easily find the project. I think Minnetonka let's you text a code. Makes it a lot easier to find the specific project quickly vs navigating the site to figure out which project it is.

Love the mayor emails with the top updates. Keeping us more informed of developments or constructions updates and thought process into recreation updates for enjoyment and SAFETY! We need more sidewalks and bike options for our kids.

Improve communication to residents about projects that affect them directly - construction for example.

Post election results on social media. Specially city council persons. This last election it was hard to know who won until a while later.

Be more responsive, especially Jerry MacDonald when contacted

When using communications, remember that not everyone uses social media (I.E., Facebook, Twitter, LinkedIn). You cannot rely solely on these for communication.

I really like seeing the mayor and city post on Facebook as it is an easy way to get updates etc. I am concerned with plans and projects and love when they post a link to read through agendas or minutes after city meetings

I'm very happy with the newer and new tools that are/will be(ing) used.

I'm not sure since we are new here. We haven't had a chance to experience the communication much yet.

Fix the roads!

I wish we knew more about businesses that are coming to town and when they will be constructed and opening.

More info about source and quality of our drinking water

I appreciate the mayor's emails providing city council updates. Perhaps broaden the scope of that to interested subscribers for things noted on the previous pages here (e.g. public safety announcements, community service info, construction updates etc.). Also provide an easier method to contact the city regarding concerns..for example I seem to call every year to make sure my street gets pothole repairs. We have a particularly bad spot that is a problem each season. I always have to hunt for the number on the city web site. Is there a way you can facilitate how a resident can find the correct contact number for this and other potential issues?

I would like to see a recap on the city website of the city council meetings.

I really like the Mayor's emails, it's a nice way to stay informed.

Bring back the public safety coordinator position. Beth Hoiseth used to coordinate National Night Out, public safety information events, etc.

More communication more frequently. Greater transparency around decisions.

I really like the emails that Mayor Ryan sends. I also like to get updates through social media.

The city website could be easier to navigate. I've had trouble finding clear information about development proposals and updates. I appreciate mailed information (proposals, scheduled meetings, etc.) as I do not use social media very often

It is very difficult to find information on future projects - like which streets will be worked on in the next 5 years.

More around proposed developments

More via email

Regularly email updates and highlights of city events, departments and service.

Would be nice to have type of membership login for the city website or even an app then be able to choose what information we won't to receive by email or way to filter thru articles on a home page of membership login to more quickly see what I want to read.

I feel that if I need to look anything up, the city Web page is optimized well with google. Maybe a short, proactive email on seasonal issues bulletpointed (e.g. watering days, snow removal, etc). However, you are doing an excellent job, so, thanks!

Keep posting events on Facebook. Also create events on Facebook helps for people to remember that something is going on and can RSVP

It may be that I have missed them, but more regular updates on key decisions, issues, progress, etc. MAYbe a 2x per year newsletter is light.

The website could use some updating.

Put it on the library sign

Continue to email and publish updates in the CHANHASSEN Villager

Nothing

How- send information directly to my inbox When- we'll in advance of action required from me to allow time to plan to act/attend/think about and draft input.



I appreciate this survey and the effort to make all voices heard

Thank you for being so engaged.

More speeches at big events. ☹️

I like seeing information regarding events such as the 4th of July celebration on social media.

I like the mayor's letters. Maybe something similar from our police department.

We, as a neighborhood feel a disconnect with the City. We are very concerned about the increased traffic on Minnewashta Parkway, but we feel we not a priority by the City.

I would like to me more involved but don't know how to do so. So more information about volunteer opportunities, committees, etc

The Mayor's cupcake e-mails are worthless.

What's the update regarding this city getting fiber optics with more people working from home we need a faster internet option then what mediacom and centurylink can provide

We would like to have by email any ordinance change proposals - like was done with the chicken and outdoor boat storage issues.

The leadership and outreach in Chanhassen is excellent. I'm so proud to live. Chanhassen is a leader in what functional cities can aspire to and this is due to the dedication and ideas of those who run our community. Thank you.

no

Would love a way to provide feedback to city anonymously

None

Ask a wide range of residents about their interest in organized trash collection AND spell out the benefits to the residents, roadways and environment.

None.

Mayor Ryan's letters have been fantastic...keep it up!

No.

Emails regarding neighborhood thefts

Follow up needs to be provided