

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

469

Total Participants

435 of 661 initially invited (66%)
34 others

Margin of error: ± 5%

Applied Filter:
Locals only

Participants for filter:
405

Response Time (hours)



Started: **May 9, 2023 11:07am CDT**
 Ended: **May 11, 2023 11:06am CDT**
 Target Participants: **All Chanhassen**

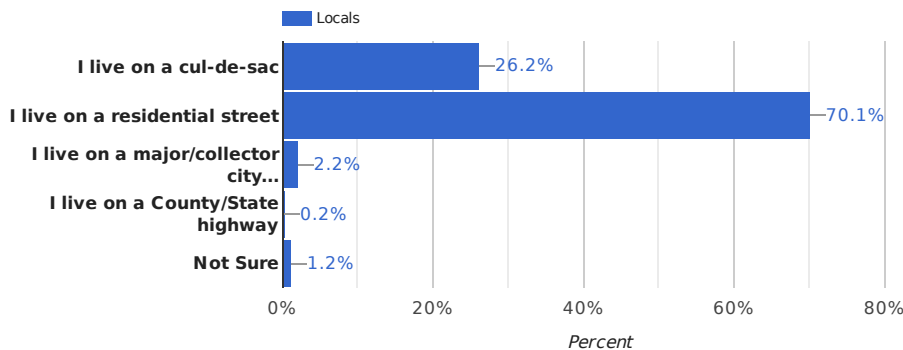
Q1 The City of Chanhassen is responsible for snow plowing on local city streets, trails, and public parking lots. Other public streets (primarily highways) are plowed by Carver County or MnDOT. Privately owned streets and parking lots are typically plowed by hired contractors.

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?

(405 responses by)

Options	Locals (405)
I live on a cul-de-sac	26.2% (106)
I live on a residential street	70.1% (284)
I live on a major/collector city street (not a highway)	2.2% (9)
I live on a County/State highway	0.2% (1)
Not Sure	1.2% (5)

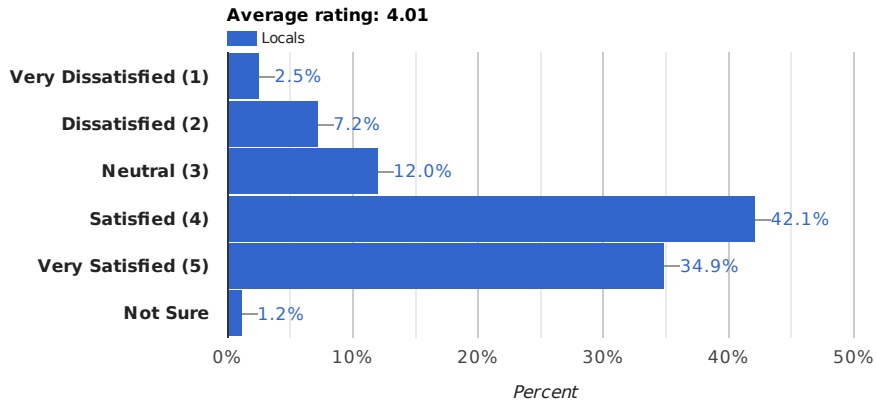


Q2 Please rate your overall satisfaction with snow plowing on city streets this winter:

(401 responses by)

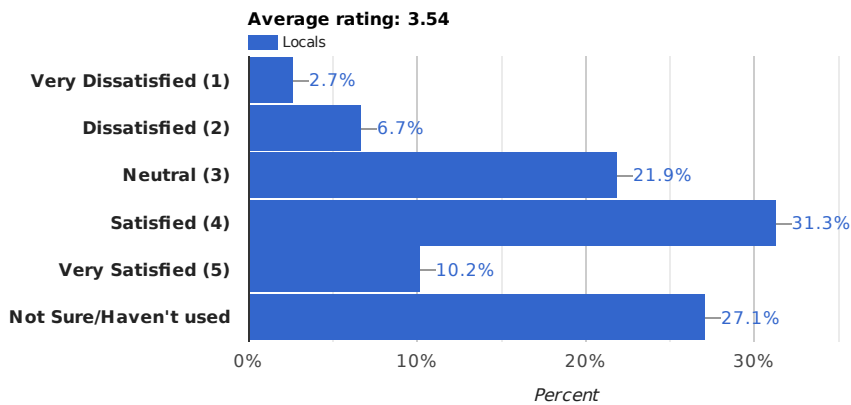
Options	Locals (401)
Very Dissatisfied (1)	2.5% (10)

Options	Locals (401)
Dissatisfied (2)	7.2% (29)
Neutral (3)	12.0% (48)
Satisfied (4)	42.1% (169)
Very Satisfied (5)	34.9% (140)
Not Sure	1.2% (5)



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

Options	Locals (402)
Very Dissatisfied (1)	2.7% (11)
Dissatisfied (2)	6.7% (27)
Neutral (3)	21.9% (88)
Satisfied (4)	31.3% (126)
Very Satisfied (5)	10.2% (41)
Not Sure/Haven't used	27.1% (109)



Q4 About how long have you lived in Chanhassen?
(402 responses by)

Options	Locals (402)
Less than 2 years	4.2% (17)

Small residential streets are sometimes missed and we have had to call the city to send the plows back. Sometimes they plow both ends of a street and forget the street in the middle. Other than that it is a great service. Thank you

I'm very impressed with the snowplow operators in Chanhassen. I understand that during heavy snowfalls driveways can get plugged, however, I've noticed that the snowplow operators take the time and care to slow down by driveways (or the common mailboxes) to prevent damage to property. From living in other cities (Minneapolis/Milwaukee/Chicago), I feel that Chanhassen has the best residential snowplow services.

When they plow the path in front of my house, please don't fill in my driveway after it's been plowed!!!!!!

The plowing definitely was not plowed curb to curb this year. The ice build up on my street was very bad. Also, when the plowing took place at the beginning of the season, my front lawn was dragged along with the snow.

I think they do a great job

The major sidewalks/bike trails were hardly plowed at all. (We live off of Audubon by the Weather Center.). There was already such a snowpack that when they were plowed it was treacherous walking. I wouldn't have been able to walk there if I didn't have Yak Tracks or something like that.

Plowing around corners is often not very good. There is a wide amount of snow missed between the curb and the street. It piles up over the winter and turns into a huge sheet of ice. It makes it very difficult to plow to our mailbox when so much is left by the big snow plows.

I live on Wood Hill Drive. Notice the plows go the wrong way on the one way. Maybe there is a reason for this? I am always concerned about an accident. Otherwise the plows get out early and often and it is much appreciated.

Please clean up yards that are on park paths.. ie. Bandimere park.. our yard is ripped up a bit.

Any way to avoid piling up the snow in front of every driveway?

Ideally plow both sides of street to ensure fully plowed ... roads became pretty narrow this year to due the amount of snow received.

We live in a cul-de-sac. It would be nice to not have the snow plow push ALL the snow into our yard. We had over 8' of snow in our yard while the neighbors had the "normal" amount.

Continues to ruin our grass each year.

I think the snow plowing has been fine.

I used to boast about how quickly our neighborhood would get plowed. This past winter, it sometimes took a full day (or two) before our street was cleared. The delay in plowing resulted in roads becoming very icy and treacherous.

The plan of plowing with less than 1 inch is good. This year it seems there was a lot of grass damage with the plows ripping up yards. I know there will be some, but it seems like more than normal this year.

I live on a Cul De Sac and over the past decade have seen the snow plowing service levels diminish. Many times the plows just blow past our cul de sac and do not even make one pass. Many times making the street un-passable. I understand and have reviewed the Snow and Ice Policy. Being on a Cul De Sac we are ignored during heavier snow falls. From the City Policy with snowfalls of 2 or more inches the policy is "Cul-de-sacs will only be treated/plowed with one pass along the curb to provide an outlet for driveways." I would love it if this were to happen. Most of the snow falls we do not get the "One Pass". This has prevented me from leaving the house on occasion for fear of becoming stuck in the cul-de-sac. I have contacted public works on occasion and have not received responses. I understand that is is cost prohibitive to plow the cul-de-sacs curb to curb before a snow event is complete. But just PLEASE follow your own published policy!

The team is very quick to clean up. Even the sidewalk trails.

Plowing the trails consistently would be nice. Also sweeping them to the same condition of streets would make them safer for pedestrians and bikes.

No need to change service level.

The trails all dive streets in particular are not being plowed consistently or timely, leading to a lot of thick snowpack and ice to the extent they're nearly uneven sable for portions of the winter between melts. Some residential streets like ours that have a lot of tree cover need more plow passes to ensure they scrape as much snow as possible off the road, as it doesn't melt as readily as streets with full sun exposure. Please also switch to ecologically safer alternatives rather than salt, as the salt is horrible for our lawns and water systems.

I think the city does a great job. My husband works in healthcare, and for the most part this winter had no trouble getting where he needed to go. I noticed that the snow plow driver checked behind the snowbank before putting more snow there on a snow day in the event that children were behind their plane. This is above and beyond. Thank you so much.

Our park trails were plowed before St. Paul even plowed their streets! Keep up the good work - very satisfied!

25 year resident here. Snowplowing has always been great. My wife was born and raised in MPLS proper. She always said she would never leave there. Now she says she would never move back. Reason being - Chan plows my streets.

I appreciate all of the efforts the city puts in to plow the roads and trails. It is not easy, and it's appreciated!

It often took a long time for trails to be plowed (multiple days) and over all get that street plowing in our neighborhood could have been done with more care. We much worse potholes than normal, yards were torn up pretty badly, and piles or chunks of snow left in the streets.

Great job plowing in this very snowy winter season. Good job plowing main roads and felt timely in plowing my cul-de-sac. The trail along Pioneer Trail we often use (east of Great Plains Blvd) was plowed in a timely fashion except for one time when it wasn't plowed after a major storm at all until the next snow storm, despite multiple message being shared about this with the city.

Kerber Pond was not plowed very well. The hill down to it was often very slippery/icy. It could have used salt. Also, it would have been helpful to groom the grass trail around the pond to make it easier to walk on.

Roads were getting very narrow last winter with volume of snow. Impacted sightlines. We live at bottom of hill and the amount of snow deposited in our driveway was excessive, way more than our neighbors. Hard to manage.

I know there was a lot of snow this year, but our neighborhood streets were very poorly done. There would be huge sections that for some reason (not cars parked in the way) almost half of the street was left covered in snow. A few times the streets were so bad it was like driving in sand. We appreciate your work but a more thorough and, when possible, more timely job would be very helpful. Thank you!

Our cul de sac is immediately off a major Chanhassen thoroughfare-Lake Lucy. It used to get plowed at the same time as the major roads, but no longer and it is one of the last roads to be plowed, nearly a whole day after major snow events. It seems more efficient and would make sense to plow those adjacent, short, cul de sac roads as the plows are clearing adjacent major ones. We have had to dig out a whole street ourselves or wait whole days to get to work, etc after these events. Also our roads have consistently been left with sheets of ice/compacted layers of snow on them after plowing, not plowed all the way to the surface. This is Manchester Dr, south of Lake Lucy.

Skid loader did a much better job in cul de sac than trucks have done in previous years. As far as the rest of the streets, personally I'm fine if they aren't cleared all the way down to the road. You can see the issues (potholes) created by the plows taking out huge chunks of the road as they fly down the rods pushing a several thousand pound blade dragging across the road, and those potholes still aren't dealt with now months later creating a huge safety hazard to the taxpayers as well as tens of thousands of dollars in damage to vehicles being caused by the cities poor planning and lack of urgency in repairing said potholes...a couple of inches of packed snow is easy to drive on. When we receive a lot of snow and the plows leave 2 foot snow barricades across intersections, neighborhood entrances, and on/off ramps this creates a safety hazard and should be cleared more quickly than/if they are now.

Our cul-de-sac is not plowed consistently. We regularly get over an inch and it is not plowed. Our cul-de-sac was in terrible shape this winter. Since it was not plowed regularly, the snow became compacted into ice and was treacherous for months since the bitter cold did not allow for any melting. We go for regular walks and while most of the trails were pretty well plowed, our cul-de-sac was very dangerous to walk on. We understand that major roads and more frequently traveled neighborhood roads need to be prioritized when it comes to clearing and salting them, but please ensure that cul-de-sacs are also cleared well. Thank you for soliciting our feedback.

It is unfortunate that so many residents seem to demand that roads in winter are 100% free of snow and that they achieve that status almost immediately. This expectation leads to a need for salt application when it isn't necessary. Given that chloride impairments to water bodies is irreversible, the only way to address chloride impairments is to prevent them from occurring in the first place. The publics work crews do an incredible job and an often thankless job. They are to be commended for their efforts.

Our cul-de-sac is missed about half the time, even when the residential street is plowed. Other time it's not missed completely, but the plow only goes around the outside edge of the cul-de-sac. This opens a lane around but is quickly blocked by parked cars.

I know it's hard to avoid in a cul-de-sac, but I would appreciate the drivers not dumping three feet of snow at the bottom of my driveway.

Trails could be plowed faster to enable walkers to get exercise. Street plowing times were excellent.

Important they salt as that is critical or we cant get up and down a small hill in and out our neighborhood and causes crashes without it: its as or even more critical than plowing! Without this on our residential side street and main roads it is very hazardous. Need to be ahead of the ice not just after.

None

There were a lot of instances of a quick run through the circle that left an 18-24+ inch line for everyone to have to plow their way through

I live on a corner and the plow digs up our yard every year.

The plows overfill my driveway making it difficult to clean but I doubt anything can be done about it.

It was a unusual winter, felt they did an unusually good job of keeping up.

On Laredo north of the school, after clearing the sidewalk, street plowing throws snow on the sidewalk making it impassable.

Our street got missed so we had 6-8 inches of rutted ice for months. Months, I'm not exaggerating.

Ice and snow accumulated on our residential streets this winter. It was a very snowy winter - we understand that. But the amount of accumulation was borderline unsafe. Have plows come through residential streets to clean up during melt/freeze timeframes better. That said, when the plows did come drivers were prompt and courteous!

Keep up the good work!

Our house is just before our cul de sac starts and the plows have to swing a little wide to make the turn into the cul de sac and it creates a HUGE berm in front of our house that creeps far enough into the street that it's hard for the letter carrier to reach the mailbox. I don't know if there is really anything to be done about it but all I can do is complain to my city government so here we are! :)

We had good experiences with snowplowing since we've lived here.

Better than most

Maybe share a map of snow plow routes.

Living on a corner lot with a sidewalk can be challenging when the snowplow returns for a second pass with a wing-blade and buries the sidewalk in 3 feet of snow, ice, slush. I would ask that if it is going to happen to return the favor with a city crew and a bobcat or other snow removal service to clear it. The older neighbor down the street could not remove the snow after the wing-blade came through and buried the sidewalk.

The streets are well maintained, however, our mailbox was hit four times. We did report and heard nothing back

Thank you to all who plowed for us.

I live on Horseshoe Curve. I believe you are trying to clear snow with one pass using the wing blade. It's a good idea but requires the driver to be careful not to tear up the yards given the curved nature of the street and it's width. Perhaps you could suggest how homeowners can stake the edge to help guide the driver. Once the path is set after a little snow piles up it should be easy to keep on track.

I'm mostly very satisfied with the residential plowing. I don't know what can be done about Hwy 5, but any more plowing that can be done to make it less dangerous would be helpful. (I know you can't force people to drive a reasonable speed, which is half the problem.)

I appreciate the hard working Chanhassen snow plow drivers and am very satisfied with their work. I know they get it done as well and as soon as possible

Not piling snow at the end of driveways or on top of fire hydrants.

The service seems timely enough. It seems really inconsistent somehow on the same cul de sac which driveways get mountains and which get molehills to dig out of. There's always some lawn damage even with stakes, but I don't know if that's just inevitable once the snow gets a certain height.

Heavy Winter, plowing was awesome. Give the drivers a bonus check.

a large stretch of Hickory Lane, Excelsior, MN was left unplowed for many, many weeks in front of our house and other houses of the street!

Snowplow loads on streets excessive. Through scheduling and other means, where wear and tear on roads can be reduced, which reduces extreme maintenance requirements. Also, certain trails are barely used in the winter. No assessments have been done to see which trails could be eliminated from snow contracts. Again, the city is missing another cost reduction opportunity. This is been going on for 32 years. I know. I have studied it..

keep up the good work

Snow plow away from the sidewalk side of the street. Our plow driver seems to come down the middle toward the sidewalk side, then proceeds to do each curb side. We always end up with more snow pushed up onto the sidewalk than the other side of the street. The first middle pass should be directed to the non-sidewalk side of the street. Stop plowing when there is no snow....you are tearing up the new asphalt that we paid for a few years ago!

Very rarely is our cul de sac plowed down to the pavement which means we drive on ice all winter long which is so unsafe. I know it's possible to do as main streets are plowed to the pavement

The opposite side of our street, Utica Ln as it runs aside Lake Lucy, has no driveways or mailboxes. The residents here would be overjoyed to have the plow push both lanes of snow to that side. Just saying.

Snow plowing has always been a work progress, it gets better as the season progresses.

I would LOVE to see the snowplows plow the non-sidewalk side first. They tend to do my sidewalk side first and most of the snow ends up on my sidewalk and I have to shovel twice. If they pushed most of the snow on the non-sidewalk side, it would save me a second trip outside to clear snow.

In our neighborhood they don't plow from curb to curb. Normally they leave about 3' of street unplowed on one side and up to 6' on the other; so the street is 9' narrower than normal. I can only assume they do this because that's what you get from one pass in each direction? Sidewalks on and around Pleasantview can take an extra day. The part that makes me laugh is that, often, after they do the sidewalk, they come by and push the street snow back up on the sidewalk and us dog walkers have to use the street!

This year may have been a particularly tough year with weather but the trails would often be covered with snow for days (or plowed once but then left with "road overspray" the next day).

The Snowplow operators do an excellent job and clear snow right after it accumulates.

There needs to be more salt put down and the plowing needs to make sure it's getting as close to pavement as possible. It was so icy on the roads - very thick layer.

There is a very distinct line on Powers when it snows from excelsior/Shorewood into Chan. We do seem to be far behind, or use less chemicals to help keep ice from accumulating.

In my experience trails are only plowed on weekdays. While I appreciate certain logistics for this it would be nice if some efforts could be made to clear sooner than later especially when a storm hits Friday and then it's until Tuesday before they are fully cleared.

Thank you to all of the drivers that plow our roads and trails and keep us safe! You do a great job!

I live on a corner and the plow dumps an incredible amount of snow in my driveway. Sometimes knee high. Very difficult to clear.

Your questions fail to acknowledge those of us who live on a private street and have no experience with the City's snowplowing.

Our cul de sac was skipped at certain times, my driveway was consistently plowed shut, and all the snow is always piled in our yard. There is a way to plow so that peoples driveways don't get plowed in. Please teach it to your drivers. Thank you.

The sidewalks along Lake Drive East were a problem again this year, as they have been the past few winters. My assumption is that the businesses along Lake Drive are responsible for clearing those, as some sections were cleared better than others. Due to deep snow and/or ice, much of the sidewalk along Lake Drive has been unusable for the past few winters, which has really been a bummer for those who live nearby.

My only comment would be the problem of finally getting our driveways and mailboxes shoveled clear and then the plows come and fill them back up again. I know this mostly can't be helped. They seem to be very timely and this is appreciated very much. Winter is difficult and we all do the best we can.

My dissatisfaction with city street plowing is how long it takes to get our street plowed (if it gets plowed) in relation to the feeder street. The feeder street gets plowed early and our street gets plowed late in the day. So we need to get a running start to clear the plow berm to get on the feeder street for most of the day. It would often be better if nothing was plowed. And occasionally our street gets skipped altogether. It's a short street on a culdesac and takes the plow maybe two minutes to complete.

Some plow drivers leave pile ups in front of driveways and some don't, which can be very frustrating after shoveling the driveway and when you need to drive somewhere in a hurry.

We feel very well cared for. The city does a fantastic job. Thank you!

Anyone who gives a negative response to the service provided during the 2022-2023 snow season just has no clue as to the challenges this season presented!

I live in a community next to 101 north of highway 5. I'm not sure if it is Chanhassen, MnDOT, or Three Rivers Park District that is responsible for plowing the trail, but the maintenance of the trail has not been acceptable this past winter. Plowing of the streets has been acceptable.

Should raise the amount of snowfall before plowing. Not always needed and just messed up driveways.

The struggle with the cul de sac plowing is that I'm one of the two houses that get 70 percent of the snow. I know it was a difficult winter. We just ran out of room to put the snow

We live at Liberty on Bluff Creek Townhouse Association and are very pleased with the contractor the past several years. The city streets always seem to be plowed well also; we really appreciate the hard work and dedication of the plows and drivers!

Tough winter so I really feel badly answering with as many 1s or 2s, but its not gonna get easier either. Felt like we lost 3-4 feet on each side of the street this winter from early plows not getting to the curbs. I live near a recessed sewer collection that got buried early too and that thing needed some convincing to get the spring melt to drain into it.... Either way, be safe and thanks as always

We are in a cul de sac and we inevitably always have the sadness of having a big ridge at the end of the driveway. My husband (age 68) gets up early in the morning (6 am) to snow plow the driveway so that I can get into work. It's seemingly a magnet for the city snow plows to come right before I have to leave for work. So my dear husband and I are out there hand shoveling so that I can get my car out. I measured it this year!!!! It was a 2 foot ridge.....That's insane!!!! Please be respectful of the cul di sack and the ridges. We really do try our best to keep it up, but I'm worried that my husband will have a heart attack!!!! If you see the driveway has been snow plowed in the morning, be cognizant that we may need to get out to go to work. Gunning the car to plow through it, doesn't always work! But I try.

Salting (more) at intersections and slipper curves would be very helpful.

Yes. My husband is a Camp Lejeune water victim and has Parkinson's. I pay a lot of money for a plow service. During the last major storm my plow service came and plowed me out so I could visit him in the hospital after he broke his hip. They came as

requested. I stood outside and the city came by and plowed me in so bad I could not get out. I even motioned the driver. He saw me and ignored me and drive off. My neighbors spent at least two hours shoveling me out. I was very unhappy with this. This was very upsetting and a bad way to treat seniors.

The clearing of city sidewalks in our area, Liberty on Bluff Creek was not good. The use of small tractors just creates ice side walks that can't be walked on.

Just remember those of us in cul de sacs don't have much space to move the snow, not blocking our entrances is a challenge.

Sidewalks need to be cleared earlier and better. Also when snow along streets get too high it's hard to see.

We use trails all year long and appreciate whenever you can keep them ice free. Thanks for asking

We live on Lakeway Drive in Chanhassen in a cul-d-sac at the bottom of the hill. I would like to see a little more salt used on the hill to get out of the cul-d-sac. Otherwise, we are happy with the snow plowing in Chanhassen.

Try to do a better job salting turn lanes, they seem to be missed at intersections where there are turn lanes. ie Layman and 101 intersection.

Seems the trails are done better than the streets. Often the trails are down to the pavement when the streets are icy and often ruddy from the freeze thaw process. When you go to other communities such as Eden Prairie, Chaska, Minnetonka, Wayzata, and Plymouth the streets are clean down to the pavement. Why can those communities clean their streets well and Chanhassen do such a poor job.

This winter the trails weren't plowed as nicely as prior years. In many spots a path was plowed but it wasn't necessarily on the trail. Would it help to have volunteers place markers on the trails in the fall? By no means do I mean marking every mile of trail, but maybe on the sharp curves or hills? The trails were treacherously icy this past winter, but that's on mother nature!

Thank you for getting the plowing done in a timely and thorough manner.

We live on the a cul de sac. Our front yard faces north. We get all the snow piled on the north side and the person on the south side gets almost none. The south side person has a very long front yard and ours is very very short. Our grass is killed every year. We have complained but it does no good. We were really really unhappy this year.

I bike the trails in the winter, and would appreciate the trails being cleared sooner. Also, the snowplows clearing the north bound lane of Powers Blvd will throw the snow onto the trail. Clearing the Powers Blvd trail soon after the road would be great.

A heavier than normal snow this past season for sure! I live on the Pontiac Court cul d'sac and tried to keep the storm in front of my TH open...to no avail! My compliments to the great crew who plow out our cul D'sac!

The plow in my neighborhood this year was really destructive. There were multiple mailboxes destroyed. This is more problematic than it seems since the city refuses to pay to replace for your negligence. Our association requires a mailbox that costs close to \$1000. The plow also left strange banks jutting out into intersections. Trails were never plowed.

I use the trails everyday. I wish they could get plowed sooner, but that's just being picky.

Appreciate the effort by powers considering the immense amount of snow!

Keep up the good work!

Trail plowing at the end of this past winter was sub-par and created dangerous walking conditions in many areas. As someone who walks outside frequently in winter, this was disappointing.

It would be nice if they could get a little closer to the curb in the residential neighborhoods.

The plow drivers did a great job keeping up with the heavy and frequent snow we had this past winter. They all deserve our thanks and recognition!

Our plow driver makes it impossible for the mail person to deliver the mail

It was a little inconsistent at the end of the season.

It's just specific to my street. The way they plow by my driveway it makes it unusually difficult to dig out my mailbox and the surrounding area. The plow only gets something like 3-4 feet from the curb for a significant stretch of road by my driveway.

I am always amazed at what a good job the plow drivers do. Thank you.

The plowing crew added 16 extra feet to the end of our driveway into the Cul-de-sac that we had to shovel out. When the plows come in, we are at the 12 o' clock spot and get dumped on our right side and left side of our driveway. We are so tiered of this BS when there are other spots to drop the snow. If you need photos, I have them. mg

In past years, the plow driver entered our cul-de-sac and kept to the far right curb, nearly completing the circle, before pushing snow onto our neighbor's side yard. There is a lot of room there, with nothing to damage, and this worked well for everyone. This year, the plow driver pushed snow onto our tiny front yard instead (at 86 Castle Ridge Court), covering up a fire hydrant, damaging our landscaping and creating huge piles on both sides of our driveway that extended at least five feet into the street. It was then very difficult to shovel our driveway since we had to throw snow up onto those high piles or walk it a long ways instead. Please ask the plow drivers to put it in a side yard instead of pushing straight into a front yard and driveway. Thank you.

Unfortunately I am unable to give you an accurate response. We were out of the state from December 30th and didn't return till April 9th, so was not here to see how my roads were gangled. According to my neighbors, it was satisfactory. Thank you.

I live in a townhome association and the roads were terrible this winter. I often felt like I was on a safari with so many bumps in the road. I wish there was a way for the city to plow our streets!

Plowing within Chanhassen was pretty decent, given the amount of snowfall this past winter. Many roads within the neighborhood were not plowed fully open, leaving them extremely narrow, sometimes 10+ feet narrower. Additionally, I feel like cul-de-sac plowing was poor. There were numerous times main and side streets were plowed, but cul-de-sac was not. After these said times, walking/driving within the cul-de-sac was like walking/driving on an ice rink. While I understand that fewer people live within a cul-de-sac, I still pay the same amount of taxes as someone who lives on a "regular" street which saw curb to curb plowing, so I don't understand why I am provided less service by the City. I guess I just don't understand why I am penalized with poor plowing for living in a cup-de-sac.

We live on a school bus route so the Main Street into our neighborhood has always been taken care. Keep up the great work!

I'm happy and amazed at the high level of snow plowing service.

There was at least one snow storm where I was stranded at home because my road had not been plowed by even 6pm when it hadn't snowed in so many hours. This was challenging to feel so trapped.

Would be great to get extra help shoveling out hydrants. this winter was so hard and the hydrant by us isn't technically on our property but we are the closest to it and have a newborn so didn't make it to shovel out the hydrant like we would have wanted.

Seems circles and cul de sac residents are the last to get plowed out. It has caused many people to get stuck.

Street plowing is really good. Don't change a thing.

Drivers did a good job this past winter especially since there was a lot of snow. We always think some can do better about not tearing up the grass in our yards but we also need to mark them properly. Sidewalks should be a priority over trails and trails should only be done when all streets and sidewalks are completed.

Plenty of yard damage to my lawn near the "curb" and end of the driveway where the plow driver ran the blade on the lawn instead of just the street. Happy to do a show and tell if you're interested. Thanks...Glenn Kaufmann, 6870 Redwing Lane. 763-568-6867

I live on a last minute-poorly designed cul de sac which means I often have to plow out part of the street in front of my driveway, and a lot of snow gets pushed and piled up on my lawn. Charlie has been great and so responsive to my communication about the issues, it's just unfortunate that the issue persists because of the design of the roadway.

This was a tough winter! The ICE was the cause of problems on trails. The park trails were often cleared but, the ingress to the trails were covered with a dangerous ice pack making many trails inaccessible. More care about ingress and egress to paths. How to get rid of ice? Mostly I think you all did a good job considering how much ice we had. Thank you.

They do a really good job!

Overall great! The intersection of Powers abs Hwy 5 was super icy and could have been prioritized quicker. Thankful for all the efforts this winter!!

If I am out the plow drivers are always friendly and acknowledge us. They go out of their way to make way for us if needed. I have no complaints

I understand resource constraints, but on really heavy snows it'd be nice to have the entire cul de sac plowed vs just a quick sweep, only getting everything later in the day. We try to do our part by clearing snow within a 3 ft radius of the fire hydrant, and many times it's plowed in again, or cleared snow 15 feet into the cul de sac so the driver can steer the snow away vs plowing us in again, but many times that doesn't happen. I know this sounds petty, but maybe just some awareness of who is trying to make it easier for the drivers, and return the favor?

The trail from the street to the trail system near 2539 Bridle Creek Trail was not plowed after the heavy snowstorms. They became icy and several people slipped and fell. Yeah, I know it was a tough winter.

It was a difficult winter and we can't be snowflakes. That said, the trails were very icy and late on plowing which created the ice.

I think Chanhassen does a great job of plowing! Trails do need to be cleaned more because they can get so icy

Sometimes it could take a couple of days for the trails to be plowed.

The drivers do an amazing job. I would love if the city invested in the newer equipment that prevent snow birms from the end of the driveways. They are extremely difficult to remove.

I live on Red Cedar Point Road and it is very narrow in the past they have hit our mailbox several times. This year they went off the road, got stuck in our yard and torn a big section of our yard and busted the whole asphalt curb that needs to be replaced

Nice job, overall.

1. On occasion, plowable slush was not plowed and then refroze later, leaving a bumpy, slippery surface.

Please plow the major sidewalks, too. The sidewalk along Lake Drive is completely impossible all winter.

I wish that there was a solution to plow the trail section between Barbara Court and the trail that runs along Lake Susan. Several in our neighborhood use it and it's extremely unsafe in the winter.

I have found the service provided by Chanhassen to be exceptional. I notified the city about a new section of sidewalk that was icy because of the concrete used and a warning sign was there the next time I walked by. My sister reported a concern about a frozen street drain causing an ice backup and someone fixed it promptly. I don't take this great service for granted.

Thank you to the drivers and managers that get after it in a very timely manner. When you hear about the plowing woes in Minneapolis, we should be grateful.

I saw a video of a mechanism that attaches to the plow and goes up and down so the snow plow truck does not dump snow in peoples driveway. That would be nice:)

Generally y'all do a fantastic job. Cul-de-sacs are the worst and I really appreciate you switching directions so that the snow mountains are even. The trails I feel are so-so. The fact you clear them at all is amazing, I just don't love the idea of risking a slip and fall for me personally.

The trails and sidewalks could use more plowing/salt so people are still able to walk year round.

The snow plowing is always excellent in Chanhassen. Thank you so much. We appreciate it. Please keep up the high quality standard.

Appreciate the plowing done on the MN Bluffs Trail this year. Makes it a lot easier to use year round!

I live at the end of a cul-de-sac which is at the bottom of a hill. My front yard is a major repository for snow from the cul-de-sac, which is not a problem. However, I always end up with a snow bank at the end of my driveway. Sometimes it isn't too bad other times it is massive. The size is not always commensurate with the amount of snow. It appears that the size is to some extent dependent of snow but rather on plowing technique. I'm 76 years old, still do my own snow removal. I'm wondering if there isn't some way to minimize the snowbank at the end of my driveway.

I realize we had a lot of snow, but sometimes the plows dont get near the curb. Towards the wnd of the season, the curbs were 3-4 feet in from the snow and can make thebroads narrow. I do feel they were very prompt all season. Appreciate the service and hard work.

They didn't get to the curb in our culdesac, so it kept getting more and more narrow as winter went on. We had our private company bring a tractor to move the snow in the street. The snow was maybe 5-10 feet away from the curb. It was so tight.

The plow comes down the street and throws the snow in our front yard. there is a fire hydrant between our home and the one to the east of us. The plow often buries this fire hydrant and the past few years it has been a huge chore to keep it clear as the heavy slush and compact snow from the plow is too much for our snowblowers. Also, as the season goes on they pile the snow almost two stories tall in our yard, and we can barely see the street from upstairs! Bummer! The last house on the right as you enter the culdesac has a HUGE side yard and if the plow were to enter the culdesac and push AROUND the circle they could dump some snow over there. The first 10 -15 years we lived here the drivers did that! It was much easier and SAFER to SEE when backing out of our driveways too. This year my neighbor and I nearly collided backing out at the same time because each of our driveways were like a tunnel and we could not see one another. I slid but did stop in time so as not to collide!

They didn't plow to the edge of the street, which constricted the width of the street.

Our street is damaged from plowing.

Plow the middle of the culedesac's every time. I get it that sometimes they're really busy, but it makes getting out of my driveway way more difficult.

They do a great job!

Chanhassen does the best job of all the surrounding cities.

I live on the corner of Fox Hollow Drive and Grey Fox Curve and we constantly get the Grey Fox Curve's snow plowed into our driveway instead of driving past our driveway and then stopping to go back and finish plowing Grey Fox Curve. As a result, I am constantly having to shovel (most of the time) or blow out significant amounts of snow because of the amount from Grey Fox Curve. It was particularly bad this year as we had more heavy snow falls. I will say that very early one morning as I was struggling with about 4.5' of snow he had left and the plow driver apparently took pity on me and pushed the snow out of my driveway. It would be nice if the drivers could just plow all of that snow past our driveway that would be great.

Thanks for keeping the roads clear. Of note, I do not drive, but SW Prime was able to continue their services. The sidewalk on Great Plains Blvd was treacherous and I did take a fall. Although, ice was a particular problem this winter. The City of Chanhassen may not consider pedestrian traffic along main routes. For example, I was going to try to walk to Lakewinds Co-op from Mission Hills to pick up a few items. Thanks.

I am generally very happy with the plowing. One thing I find difficult is how big the snow mounds get on one side of my driveway. Sometimes this covers a little bit of my driveway and I have to move that, which isn't the greatest.

I know the snow plow drivers were doing their best, but the roads were plowed so narrow in our neighborhood this year. There was a lot of snow, but the trails (including our bus stop along 101) took days sometimes to get cleared.

This past winter I took the time to watch a plow remove snow in our cul-du-sac. I have an appreciation of the challenges a plow driver has for clearing this area (fences, cars parked at the end of the driveways, space, fire hydrants, trees, mailboxes, etc. It is very frustrating to see so much snow dumped at the end of one cul-du-sac driveway when neighbors around you have so much smaller amounts. Without a snowblower, there are days it can be exhausting-most specifically the last snow storm this past year that was large and heavy amount of snow. There is one truck number that I have seen that does the best at making sure the snow is not at the end of the driveway and more to the grass/yard area. If there is anything I would change, please avoid at all possibility, large dumps at the end of driveways. Thank you for your overnight work and quick clearing of our roads. We really are fortunate to have clear roads so quickly after snow.

Trails were getting missed by us, but after submitting a see click fix it was taken care of, thank you. There were several times our culdesac took so long it was hard for us to get out for the bus and work. The pile of snow was always pushed down into our yard by the street light, given the amount this year, that was a very high mountain! I'm wondering if it's possible to have a few "snow mountains" to push snow at within the same culdesac? I

They did a great job in a challenging, snowy winter. Thank you crew for your hard work!

Trails are always icy and prevent outdoor movement in the winter! With the late snowstorms they weren't plowed at all leaving everyone to be less safe in the streets

This year we saw a lot of damage to the edges of our yards, grass due to snow plows.

Always very impressed with the number of times we have a plow coming through our neighborhood

When walking our dog it is helpful to have the trail in our neighborhood plowed (StoneCreek) it cuts the circle in half so we like to cut through. Very important to keep plowed as many people use daily. I cannot remember if it was this winter or last that it seems like it was missed a lot but thought I would mention it.

Used to live in Eden Prairie and I have to say they were amazing when it came to plowing. They did a great, timely job. They also kept the trails neatly groomed. Would love to see more walking areas available and accessible in the winter in Chan.

[Additional survey reports](#)