



## Agenda

City of Chanhassen  
Parks and Recreation System Plan

Advisory Committee Meeting #3 – Vision Workshop with Parks and Recreation Commission  
Thursday, January 12, 2017, 7:00-9:00pm

**Meeting Location** Recreation Center Rooms #2 and #3, 2310 Coulter Blvd

**Meeting Purpose** Vision Workshop focused on identifying System Plan Guiding Principles and providing initial direction on system components.

### Agenda

1. Introductions
2. Approval of November Meeting Notes by Advisory Committee
3. Guiding Principles
4. 5-Minute Brainstorming
5. Next steps

### Background

The system planning process uses a series of tasks to develop the set of recommendations that will guide the City over the next 20 years. Tasks 1 and 2, which were completed in the fall of 2015, included an analysis of the system, exploration of current trends, and a comparison of the system to national standards and peer communities. With this understanding of what the system is today, the next task will be to develop a vision for what the system should be in 20 years. This step is important as it provides a framework for the development of specific recommendations in February and March. For the park system plan, the vision will be established through a set of guiding principles. Key characteristics of guiding principles include:

- Oriented to the future
- Identifies what the community desires for itself
- Becomes a basis for coordination and cooperation
- Serves as a tool for evaluation of proposals, projects, ideas, and future directions
- Provides an anchor during conflict, a way of finding common ground and shared values

The development of the guiding principles will build off the City's existing community-wide vision:

**“Chanhassen is a Community for Life – Providing for Today and Planning for Tomorrow”**

To facilitate the development of the guiding principles, the draft set attached is provided as a starting point for discussion. The draft guiding principles were developed based on the work from Tasks 1 and 2 and are organized into overarching categories with accompanying bullets. This structure is

recommended as it will be easy to use the categories to describe the system plan vision when brevity is needed. Once the guiding principles have been finalized, the bullets will be replaced with a brief descriptive paragraph for each overarching statement.

Please review the draft guiding principles and be prepared to discuss whether they make sense, whether anything is missing, or if something should be eliminated. Please also think about the appropriate order of the guiding principles. While we will generally discuss wording, please be aware that we will not have time to finalize all of the wording. Please feel free to give staff or the consultant team any written suggestions while at the meeting or email us your thoughts afterwards. A revised set of guiding principles will be sent for comment following the meeting. The guiding principles will then be presented to the City Council as part of a planning process update.

After our discussion about the guiding principles, the consultant team will facilitate a series of “5-minute brainstorms” regarding specific components of the system. These discussions are intended to provide initial thoughts to assist with the development of specific plan recommendations and identify additional information that is needed. Please note that given time constraints, not all system components will be addressed and, at times, consensus on a particular direction may not be reached.

As requested at the previous Advisory Committee meeting, a map and spreadsheet about neighboring community centers and senior centers has been attached for reference. Also included is the current draft of the Key Findings discussed at the last Advisory Committee Meeting and presented to the Parks and Recreation Commission in December. The final reference item is a compilation of portions of the draft results from the National Citizen Survey completed last fall. The portions selected include the Community Livability Report and the Open Ended Responses report, which has much of the parks information.

***Advisory Committee Members - please also mark your calendars for our next meeting on March 9, 2017***

# DRAFT Chanhassen Guiding Principles

The following is a draft set of Guiding Principles that are intended to describe what the system will be in 20 years. These principles include areas in which the City is already doing well and areas where improvements may be needed. Following input, the guiding principles will be reformatted into the header categories and a descriptive paragraph. These guiding principles will form the foundation for the development of the specific system plan recommendations.

## 1. Safe & Connected

- a. Develop a connected park, preserve, and trail system
- b. Strengthen links to neighborhoods and community destinations
- c. Improve accessibility by reducing physical and financial barriers
- d. Make facilities and programming welcoming to users of all ages and abilities
- e. Make the system easy to navigate
- f. Expand opportunities to connect with nature
- g. Design and maintain safe facilities

## 2. Active & Engaged

- a. Provide a diversity of quality facilities to support life-long activity
- b. Support healthy living by providing a pedestrian/bicycling network
- c. Promote community pride and expand opportunities for gathering (shelters, events programming, etc.)
- d. Collaborate with users on park, facility, and trail development
- e. Inspire beginners of all ages to discover new recreational activities, arts, and culture
- f. Attract visitors through unique facilities and easy access
- g. Educate residents and users about the quality of life benefits of parks and recreation

## 3. Effective & Efficient

- a. Build and strengthen partnerships with neighborhoods, associations, agencies, schools, and surrounding communities
- b. Ensure sufficient distribution of parks, facilities, and open spaces
- c. Enhance and maintain system quality and condition
- d. Complement non-City facilities both in and surrounding Chanhassen in park, trail, and facility development
- e. Pursue financial stability, now and in the future
- f. Staff appropriately to maintain a high-quality system
- g. Involve volunteers to expand capabilities
- h. Capitalize on technology to improve user experience and operations
- i. Adapt to busy lifestyles and recreation trends

## 4. Preserve & Protect

- a. Encourage sustainable design, native plant diversity, and ecological maintenance practices
- b. Protect quality natural resources by maintaining and expanding preserves
- c. Provide access to preserves and other natural resources so residents can enjoy, explore, and learn about nature
- d. Promote environmental stewardship

## Neighboring Community Centers

	Chaska	Eden Prairie	Victoria	Southshore
<b>General</b>				
Year Built	1989	1982		
Service Area	Chaska	Eden Prairie	Victoria	Deephaven, Tonka Bay, Greenwood, Excelsior, Shorewood
Construction Cost	While exact costs are not available given that they have been built over a number of years, in general, the current facilities in Chaska and Eden Prairie are estimated to cost more than \$45 million.			
Square Footage	200,000	150,000	90,000	9,000









## Amenities

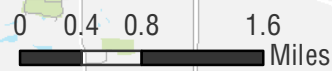
Art Gallery	x			
Auditorium	x			
Batting Cage	x			
Café		x		
Cardio Equipment	x	x	x	
Daycare	x	x		
Fitness Classes	x	x	x	x
Gymnasium	x	x	x	
Ice Arena	x	x	x	
Indoor Play	x	x		
Indoor Track	x		x	
Kitchen				x
Personal Training	x	x	x	
Pickleball Court		x		
Pool	x	x		
Racquetball Court	x	x		
Rooms for Rent	x	x	x	x
Sport Training Classes	x	x	x	
Tennis Court	x			
Water Park	x	x		
Weight Equipment	x	x	x	

# SURROUNDING FACILITIES



## LEGEND

-  Indoor Rink
-  Pool
-  Recreation/Senior Center
-  Chanhasen Parks
-  4 Mile Buffer
-  2 Mile Buffer
-  Surrounding Municipal Trails
-  Surrounding Municipal Parks
-  Water Bodies
-  Municipal Boundaries





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## **City of Chanhassen Park & Rec System Plan Needs Assessment: Key Findings**

### **Parks**

1. Chanhassen has a large number of park acres compared to other cities of similar population. The City is still active in developing new parks, which should serve its growing population well into the future. Future park development should be strategic to address new development and currently underserved areas.
2. Accessibility to a park (neighborhood, regional, community, etc) is good. There are pockets of low accessibility in the north and west due to the barriers of Lake Minnewashta, major roads, and large lot residential development. Some of these areas are served by non-City facilities. In the south, accessibility is reduced due to fewer parks, major roads, and neighborhoods of large lot residential development. Consideration of park access in the south should occur as development of low, medium or high density residential occurs. Overall in the City, additional tunnels under busy roads would help improve park access.
3. Partnerships with school district have contributed positively to availability of facilities and efficiency of operations.
4. Interest in park amenities like permanent restrooms, shade, lighting, grills, wifi, etc.
5. Picnic shelters are in high demand and rent out quickly.

### **Facilities (including Recreation Center & Senior Center)**

1. There is interest from residents in improving small neighborhood parks with updated facilities (basketball courts, playgrounds) that are falling apart or old.
2. Community parks are generally well used and well liked. Some residents feel that athletic facilities could be enhanced and permanent restrooms should be added.
3. There is a desire for an improved, state of the art Recreation Center with indoor facilities like a running/walking track, larger fitness center, indoor/outdoor pool, meeting spaces, family activities, and additional fitness classes. Many residents say they use Recreation Centers in Eden Prairie, Chaska, and Victoria because the Chanhassen Rec Center is not up to par with their needs. Rec Center and Senior Center should be co-located to improve overall usage and facility offerings.
4. Seniors appreciate the existing Senior Center offerings, but there is a desire for more active programming, fitness facilities, and meeting space. Increased awareness of Senior Center continues to be needed.
5. In comparison to other cities, Chanhassen meets or exceeds the amount of outdoor facilities and fields. Athletic fields should be evaluated by field size and need for each size in order to properly allocate fields at various parks. While in good shape, there are improvements needed to better serve athletics, such as lighting, restrooms, etc..
6. While an indoor skating/hockey rink is not provided in Chanhassen, there are rinks available in Chaska (2), Victoria (2), Shakopee (1), Eden Prairie (3), and Minnetonka (4).

7. Chanhassen needs to continue to evaluate and respond to changing recreation trends. For example, while the City has responded well to pickleball, it has not addressed disc golf needs for experienced players as well.

### **Open Spaces**

1. Most residents are very happy with the amount of perceived natural open space throughout the city.
2. There is an opportunity to improve connections to the City's park preserves to address interest in more natural play areas. While valued for their visual appeal, park preserves are currently not widely used.
3. Residents want the city to acquire more natural open space (particularly around Lake Ann) in order to preserve land, prevent future development within the City, and to provide more natural trail corridors.

### **Programming**

1. The city has good working relationships with recreation groups and associations, who do a good job of providing a variety of programs.
2. The City provides introductory level athletic programming for very young children (under 6) and team, league athletics (softball) for adults. There is a desire from some residents that the young athletic programming be improved in terms of structure and coaching.
3. Interest in more teen, adult, and senior programming in arts, fitness, and outdoor education.
4. The City provides several holiday, themed, and summer concert events, which are well attended by residents. There is interest in additional events in the parks, possibly associated with "places" defined for those events.
5. Better facilities are desired for events, such as a kitchen.
6. There is a desire from many residents for the City to provide more programming, such as aquatics, to meet the needs of those who can't afford private facilities.

### **Trails**

1. Most popular facility provided in community. Community's 76 miles of trails is notable in comparison to peer communities.
2. There is a strong desire to complete trail gaps, continue to expand the system, and to improve crossings of busy, high traffic roads. High priority areas include the crossing of Highway 5 and the completion of a trail around Lake Ann and Lake Lucy.
3. Safety issues need to be addressed on the trail system.
4. Interest in natural surface trails.
5. Ongoing maintenance, lighting to expand nighttime use, and winter access important.

### **Management and Operations**

1. There are concerns about deferred maintenance issues, especially on trails and in small neighborhood parks (playgrounds, basketball courts, hockey rinks).
2. Concerns about maintaining natural resources and lake water quality.
3. Recognition needed that ongoing investments will be needed to maintain the quality system developed.



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

# Chanhassen, MN

Community Livability Report

DRAFT  
2016



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The National Citizen Survey™  
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The NCS™ is presented by NRC in collaboration with ICMA.

NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.

# About

The National Citizen Survey™ (The NCS) report is about the “livability” of Chanhassen. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

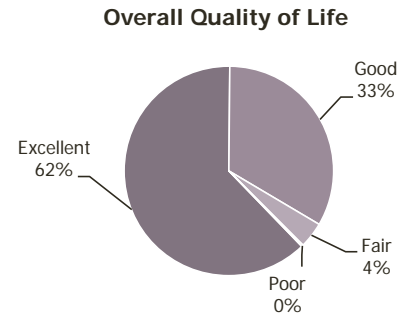
Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions within the three pillars of a community (Community Characteristics, Governance and Participation) across eight central facets of community (Safety, Mobility, Natural Environment, Built Environment, Economy, Recreation and Wellness, Education and Enrichment and Community Engagement).

The Community Livability Report provides the opinions of a representative sample of 541 residents of the City of Chanhassen. The margin of error around any reported percentage is 4% for the entire sample. The full description of methods used to garner these opinions can be found in the *Technical Appendices* provided under separate cover.



# Quality of Life in Chanhassen

Almost all residents rated the quality of life in Chanhassen as excellent or good. This rating is higher than quality of life ratings seen in other communities across the country (see Appendix B of the *Technical Appendices* provided under separate cover).



Shown below are the eight facets of community. The color of each community facet summarizes how residents rated it across the three sections of the survey that represent the pillars of a community – Community Characteristics, Governance and Participation. When most ratings across the three pillars were higher than the benchmark, the color for that facet is the darkest shade; when most ratings were lower than the benchmark, the color is the lightest shade. A mix of ratings (higher and lower than the benchmark) results in a color between the extremes.

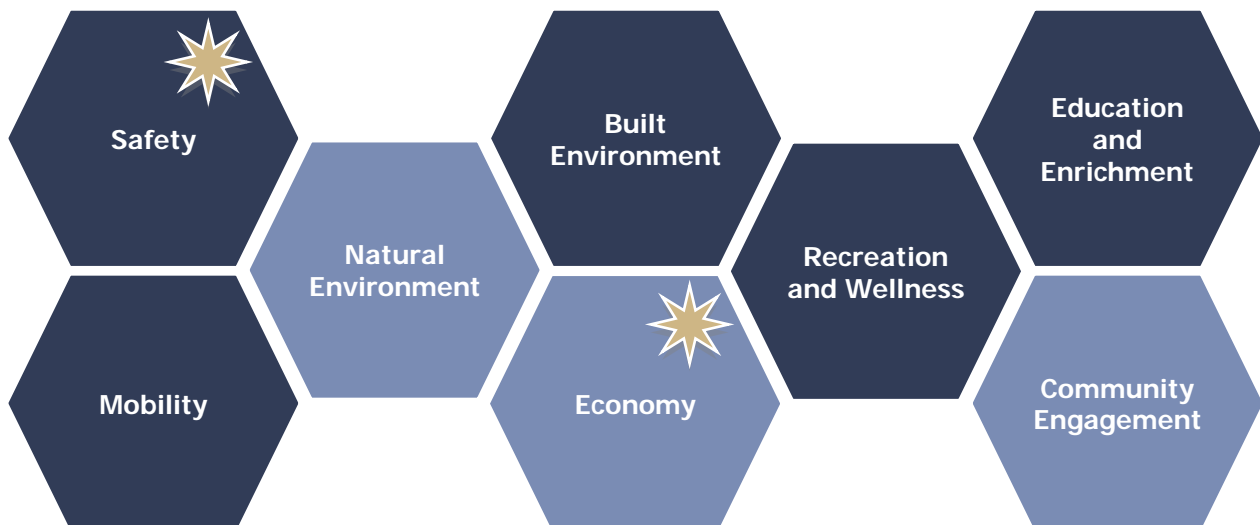
In addition to a summary of ratings, the image below includes one or more stars to indicate which community facets were the most important focus areas for the community. Residents identified Economy and Safety as priorities for the Chanhassen community in the coming two years. It is noteworthy that Chanhassen residents gave favorable ratings that tended to be higher than the national benchmarks to aspects of Safety, Mobility, Built Environment, Recreation and Wellness and Education and Enrichment. Ratings for aspects Natural Environment, Economy and Community Engagement were positive and similar to other communities. This overview of the key aspects of community quality provides a quick summary of where residents see exceptionally strong performance and where performance offers the greatest opportunity for improvement. Linking quality to importance offers community members and leaders a view into the characteristics of the community that matter most and that seem to be working best.

Details that support these findings are contained in the remainder of this Livability Report, starting with the ratings for Community Characteristics, Governance and Participation and ending with results for Chanhassen’s unique questions.

## Legend

- Higher than national benchmark
- Similar to national benchmark
- Lower than national benchmark

- Most important



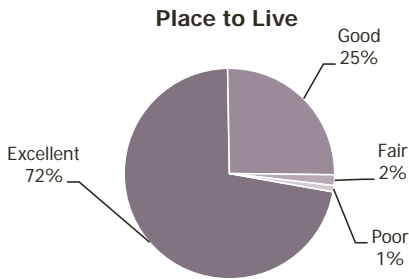
# Community Characteristics

*What makes a community livable, attractive and a place where people want to be?*

Overall quality of community life represents the natural ambience, services and amenities that make for an attractive community. How residents rate their overall quality of life is an indicator of the overall health of a community. In the case of Chanhassen, 97% rated the City as an excellent or good place to live. Respondents' ratings of Chanhassen as a place to live were higher than ratings in other communities across the nation.

In addition to rating the City as a place to live, respondents rated several aspects of community quality including Chanhassen as a place to raise children and to retire, their neighborhood as a place to live, the overall image or reputation of Chanhassen and its overall appearance. At least 9 in 10 survey participants gave excellent or good ratings to the overall image and overall appearance of Chanhassen, their neighborhood as a place to live and to Chanhassen as a place to raise children; all of these aspects were higher than the national benchmark comparisons. Chanhassen as a place to retire was rated favorably by about three-quarters of respondents, which was similar to ratings seen in comparison communities.

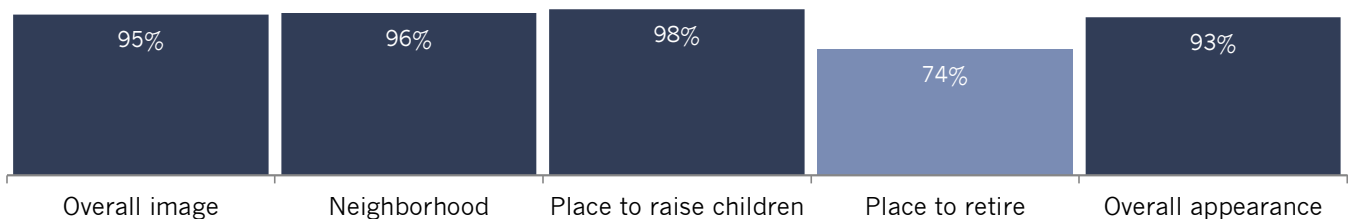
Delving deeper into Community Characteristics, survey respondents rated over 40 features of the community within the eight facets of Community Livability. All aspects of Community Characteristics received ratings similar to or higher than the national benchmarks and were rated positively by at least half of respondents. Almost all residents awarded high marks to the overall feeling of safety in Chanhassen, the feeling of safety in their neighborhood and the feeling of safety in Chanhassen's downtown/commercial area. All aspects within the facet of Mobility were rated higher than the benchmarks. More than 9 in 10 respondents gave excellent or good ratings to all aspects of Natural Environment; every aspect within this facet received ratings that were higher than what is typically seen in comparison communities. Within Built Environment, about three-quarters of respondents or more gave favorable ratings to the overall built environment, the variety of housing options, and public places where people like to spend time. Aspects of Economy received a mix of ratings that were similar to and higher than the national benchmarks. Noteworthy ratings in Economy included the overall economic health of Chanhassen (rated excellent or good by 94% of respondents), the city as a place to visit (79%) and Chanhassen as a place to work (82%). Ratings for employment opportunities and the cost of living increased from 2013 to 2016 (see the *Trends over Time* report provided under a separate cover for more detail). All aspects within the facet of Recreation and Wellness were rated higher than the benchmarks. Ratings for Education and Enrichment were generally strong, and ranged from a low of 67% excellent or good for opportunities to attend cultural, arts and music activities to a high of 94% for K-12 education. About 6 in 10 respondents or more awarded high marks to all aspects of Community Engagement; the rating for the neighborliness of residents in Chanhassen was higher than ratings reported in other communities nationwide.



Percent rating positively (e.g., excellent/good)

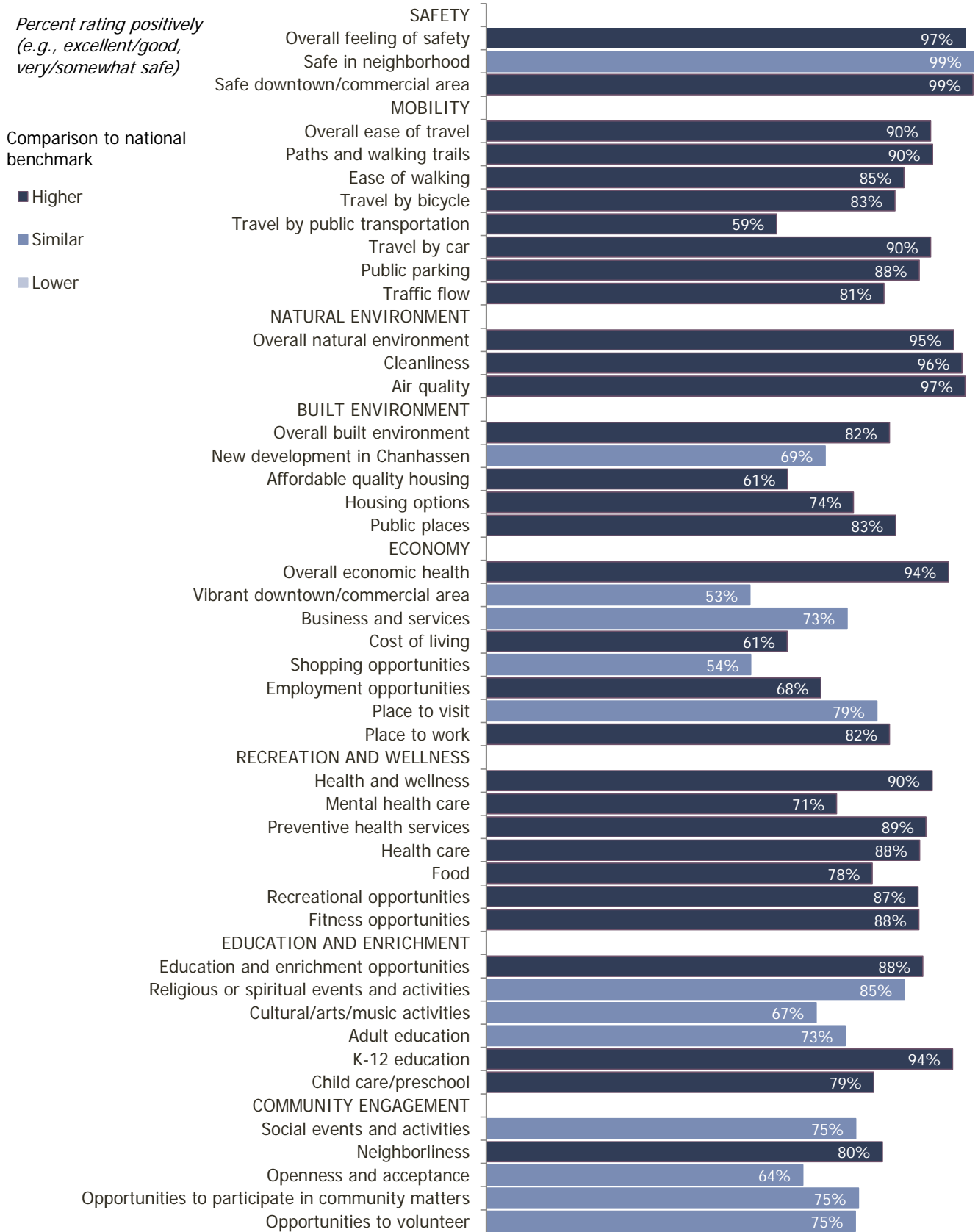
Comparison to national benchmark

■ Higher ■ Similar ■ Lower



# The National Citizen Survey™

Figure 1: Aspects of Community Characteristics



# Governance

*How well does the government of Chanhassen meet the needs and expectations of its residents?*

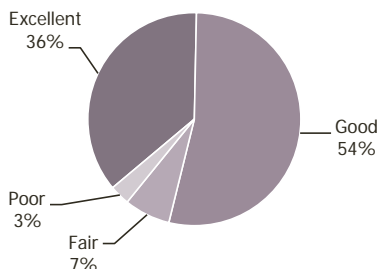
The overall quality of the services provided by Chanhassen as well as the manner in which these services are provided are a key component of how residents rate their quality of life. The overall quality of City services were rated positively by about 9 in 10 respondents, which is higher than ratings typically seen in other communities across the country. In comparison, about half of respondents favorably rated services provided by the Federal Government; this rating is similar to the benchmark comparison.

Survey respondents also rated various aspects of Chanhassen’s leadership and governance. About 7 in 10 or more respondents gave excellent or good ratings to the overall direction Chanhassen is taking, the job the City does at welcoming citizen involvement, confidence in the City government, acting in the best interest of the community, being honest and treating all residents fairly; all of these aspects of leadership and governance were rated higher in Chanhassen than in other communities nationwide. Both the value of services for taxes paid and the customer service of Chanhassen employees were rated positively by at least two-thirds of respondents, and were similar to the benchmarks.

Respondents evaluated over 30 individual services and amenities available in Chanhassen. About 8 in 10 or more respondents awarded excellent or good ratings to all Safety-related services, including police, fire and ambulance/EMS services. Ratings for crime prevention, fire prevention, animal control and emergency preparedness were all higher than the benchmarks. Ratings within Mobility were similarly strong: a majority of residents gave favorable marks to all Mobility-related services, and street repair, street lighting, snow removal and bus or transit services were all rated higher in Chanhassen than elsewhere. All aspects of Natural Environment were rated positively by about three-quarters of residents or more and were similar to the benchmarks. Ratings within Built Environment tended to be more mixed: while at least 7 in 10 respondents gave high marks to storm drainage, sewer services and code enforcement (which are all higher than the benchmarks), only about 2 in 5 gave favorable ratings to cable television (which was lower than the benchmark comparison). Within Recreation and Wellness, about 9 in 10 respondents gave favorable ratings to city parks and the availability of affordable quality health services; both of these ratings are higher than ratings seen in other communities across the country. All aspects of Economy, Education and Enrichment and Community Engagement were rated positively by at least three-quarters of respondents. Ratings for all aspects in these three facets were higher than ratings seen in comparison communities.

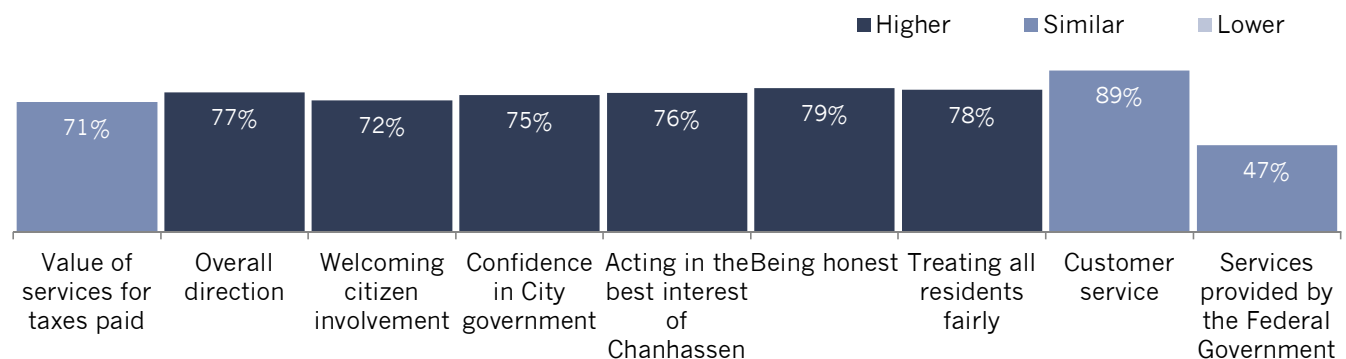
Ratings for four Chanhassen services and amenities declined from 2013 to 2016. Ratings decreased for police services, traffic signal timing, cable television and recreation centers.

Overall Quality of City Services



Percent rating positively (e.g., excellent/good)

Comparison to national benchmark



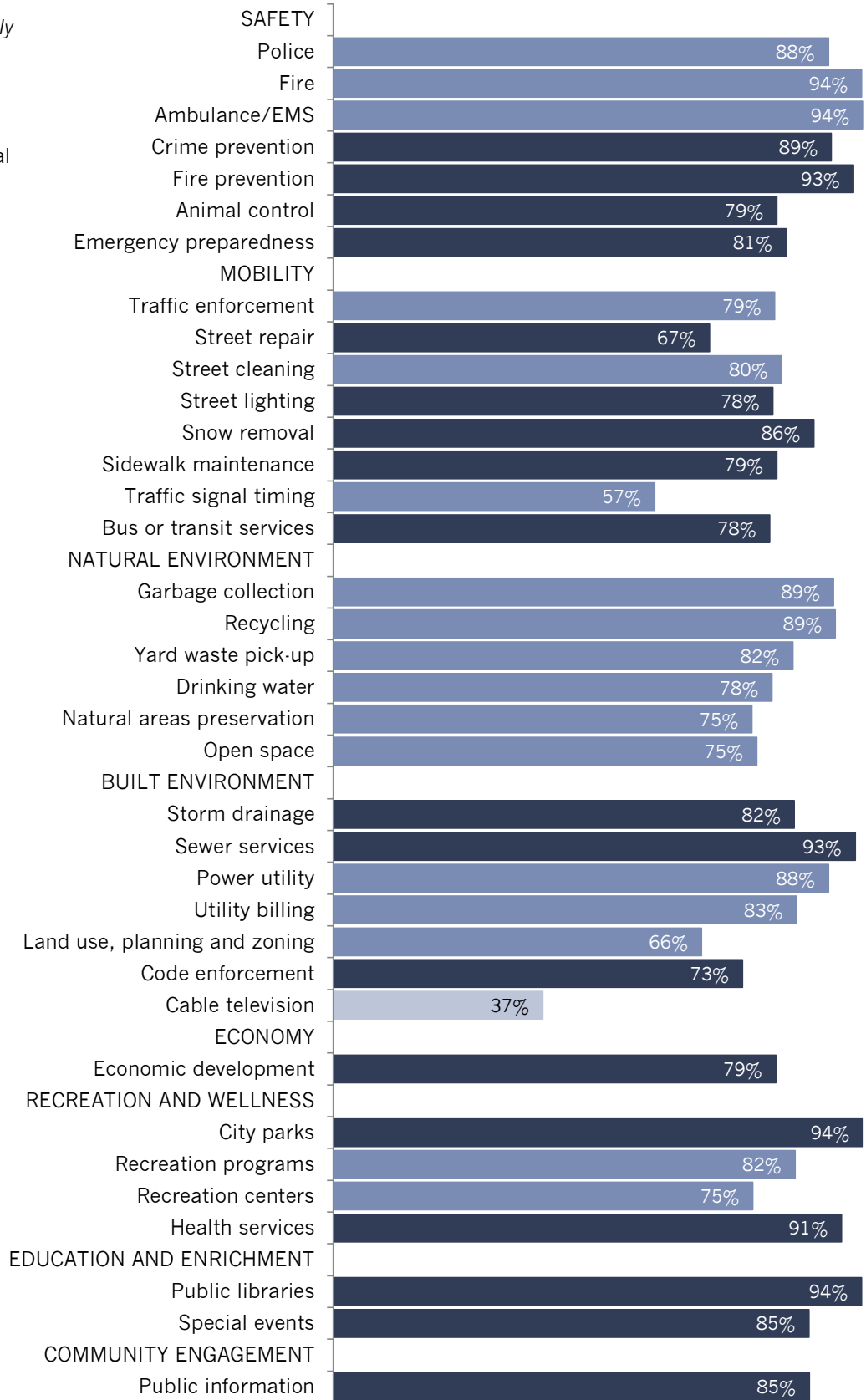
# The National Citizen Survey™

Figure 2: Aspects of Governance

Percent rating positively  
(e.g., excellent/good)

Comparison to national  
benchmark

- Higher
- Similar
- Lower



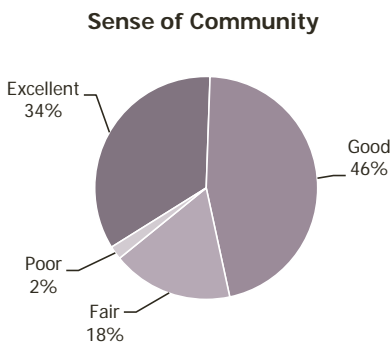
# Participation

*Are the residents of Chanhassen connected to the community and each other?*

An engaged community harnesses its most valuable resource, its residents. The connections and trust among residents, government, businesses and other organizations help to create a sense of community, a shared sense of membership, belonging and history. About 4 in 5 respondents gave favorable ratings to the sense of community in Chanhassen, which is higher than ratings seen in other communities. Almost all residents (97%) reported that they would recommend living in Chanhassen to someone who asked, and slightly fewer indicated that they plan to remain in Chanhassen in the coming five years.

The survey included over 30 activities and behaviors for which respondents indicated how often they participated in or performed each, if at all. Levels of participation tended to be mixed across the different facets. Within the facet of Safety, about 9 in 10 residents had not been the victim of a crime and 87% of residents had not reported a crime in the 12 months prior to the survey. About two-thirds of participants had walked or biked instead of driving; rates of participation in Mobility were all similar to the benchmarks. Nearly all residents reported that they recycled at home (98%), a level that was higher than comparison communities, and about three-quarters of participants had conserved water. Within Built Environment, about three-quarters of participants had not observed a code violation, which is higher than the benchmark. Almost all residents reported purchasing goods or services in Chanhassen, but only about 1 in 4 reported working in the City (a rate that was lower than the national benchmark). It is noteworthy that the proportion of residents who reported that the economy will have a positive impact on their income in the next six months increased from 2013 to 2016. A majority of residents reported

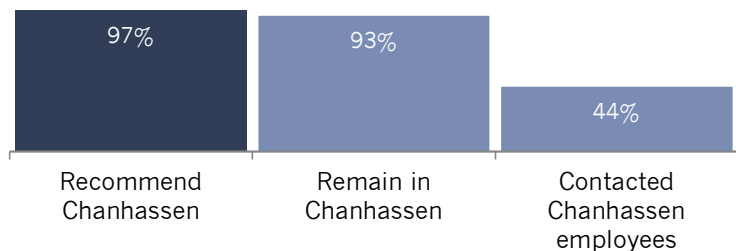
participating in most aspects of Recreation and Wellness and Education and Enrichment. More residents in Chanhassen reported that they visited a City park and attended a City-sponsored special event in the last 12 months than residents from comparison communities. Rates of participation in Community Engagement were mostly strong and similar to the benchmark comparisons; however, only about 1 in 10 respondents reported watching a local public meeting in the 12 months prior to the survey, a rate which decreased from 2013 to 2016 and was lower than the benchmarks.



Percent rating positively  
(e.g., very/somewhat likely,  
yes)

Comparison to national  
benchmark

■ Higher ■ Similar ■ Lower





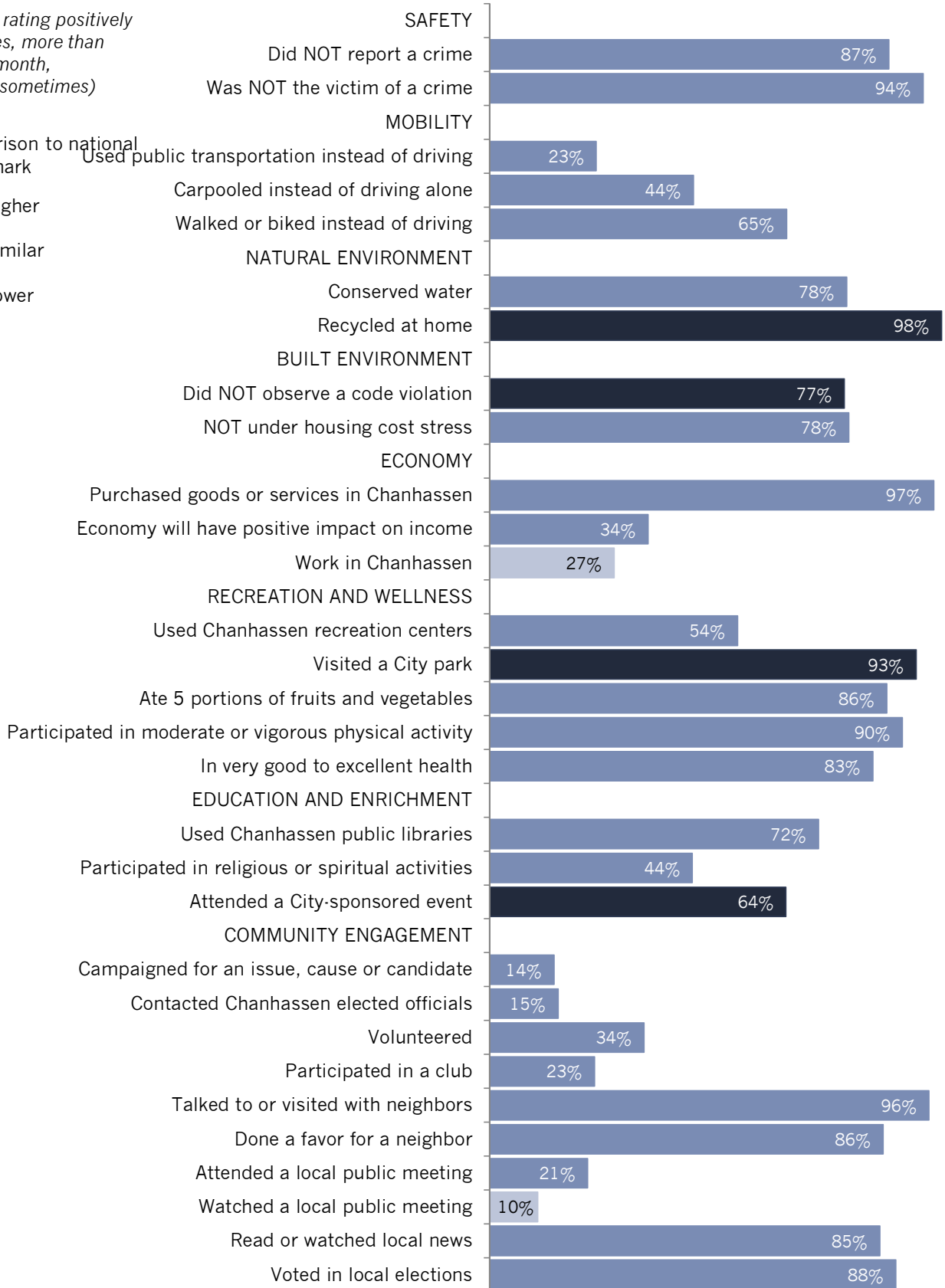
# The National Citizen Survey™

Figure 3: Aspects of Participation

Percent rating positively  
(e.g., yes, more than  
once a month,  
always/sometimes)

Comparison to national  
benchmark

- Higher
- Similar
- Lower

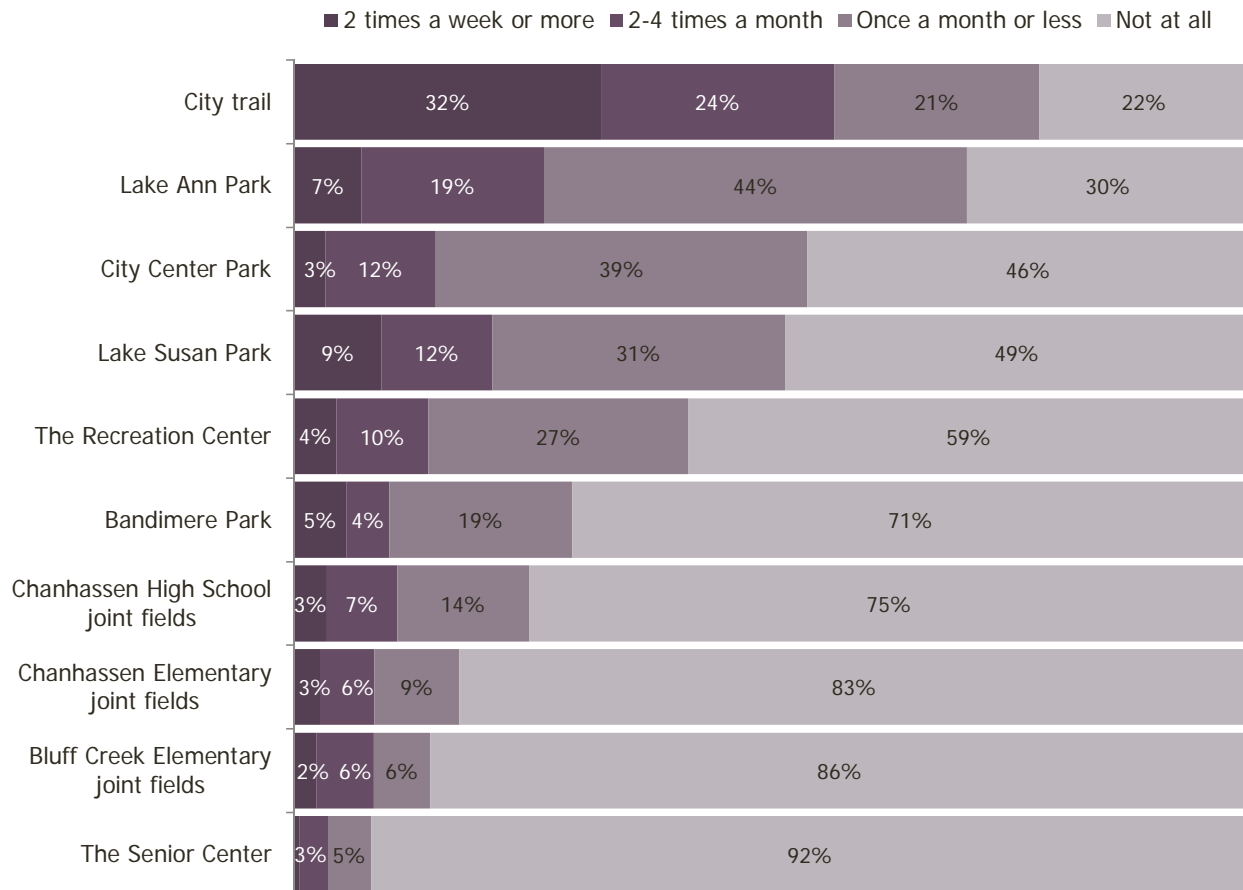


# Special Topics

The City of Chanhassen included four questions of special interest on The NCS, as well as one open-ended question where residents could write down a response in their own words. The first special-interest question asked residents how often they used various Chanhassen recreation areas and facilities. About 8 in 10 respondents reported using a City trail at least once in the past 12 months. A majority of respondents indicated using Lake Ann Park, City Center Park and Lake Susan Park at least once in the 12 months before the survey. All other recreational facilities and areas were used by less than half of Chanhassen residents.

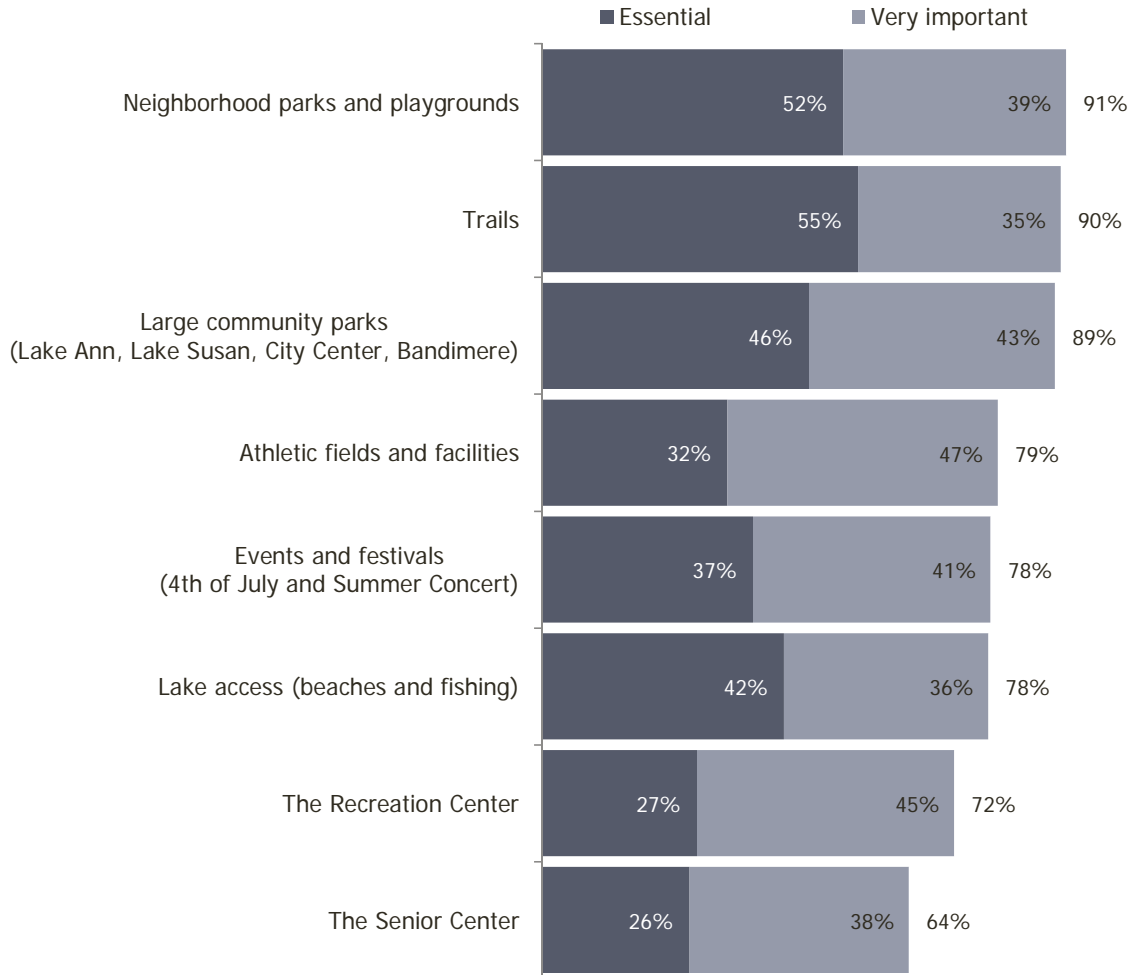
Figure 4: Use of Recreational Amenities

*In the last 12 months, about how many times, if at all, have you or members of your household used each of the following in the City of Chanhassen?*



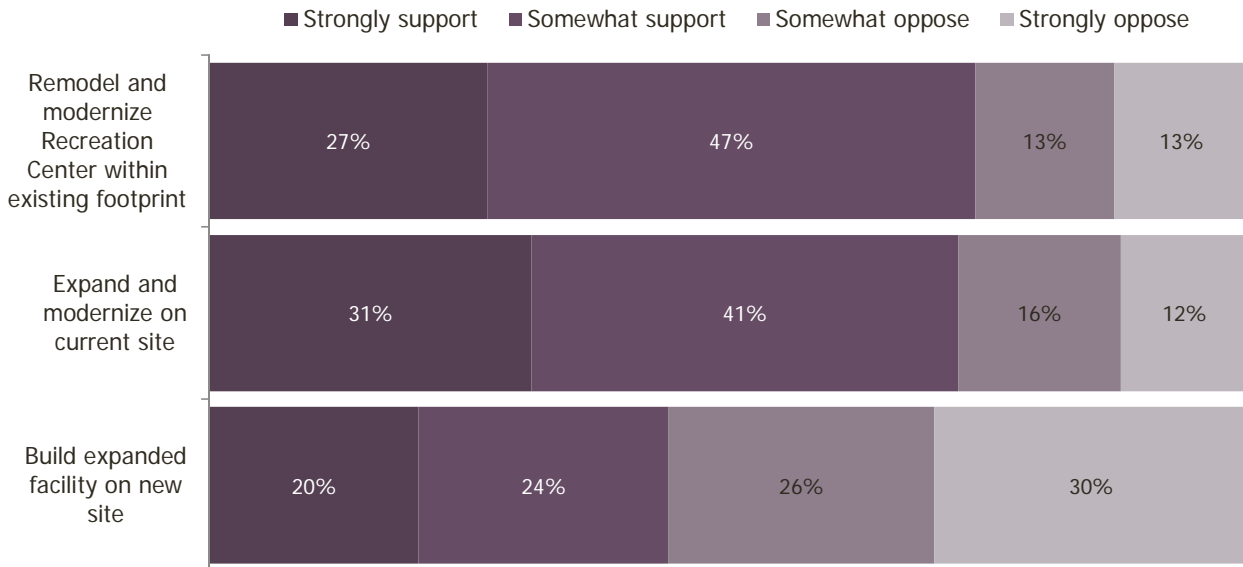
Respondents were next asked to evaluate the importance of various components of Chanhassen’s parks and recreation system. About 9 in 10 survey participants indicated that neighborhood parks and playgrounds, trails and large community parks were essential or very important components of the parks and recreation system. At least 6 in 10 respondents thought it was essential or very important for Chanhassen to provide all other components of the parks and recreation system.

Figure 5: Importance of Recreation Amenities  
 Please rate how important, if at all, each of the following components of Chanhassen’s parks and recreation system are for Chanhassen to provide:



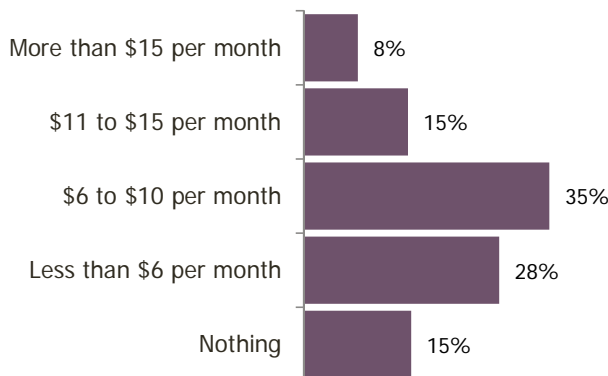
The third special-interest question asked residents to what extent they would support or oppose an additional property tax that would help fund renovations, expansions or replacements to Chanhassen’s Recreation Center. About three-quarters of respondents indicated support for an additional property tax that would help remodel and modernize the Recreation Center within its existing foot print, while about 72% would strongly or somewhat support expanding and modernizing on the current site. A majority of respondents (56%) opposed building an expanded facility on a new site.

Figure 6: Support for Tax to Fund Recreation Center  
*Chanhassen is considering updates to the recreation center including renovations, expansion or a replacement of the current facility with a new larger facility. Please indicate the degree to which you would support or oppose the following improvements to the recreation center, funded by an additional property tax:*



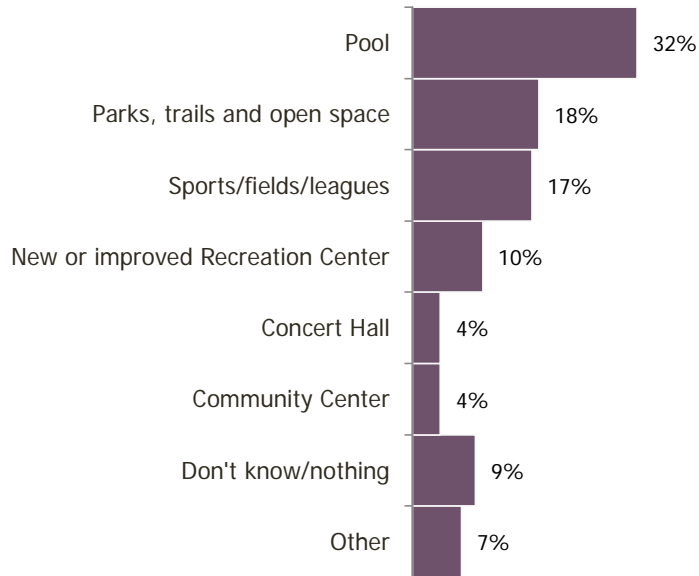
Respondents were next asked how much additional monthly property tax they would be willing to pay to support the implementation of high priority projects. A majority of respondents (56%) said that they would be willing to pay at least \$6 a month to support implementation of these projects. About 3 in 10 indicated that they would be willing to pay less than \$6 per month, and 15% reported they were not willing to pay any additional property taxes.

Figure 7: Property Tax Support  
*What would be the MAXIMUM amount in additional tax funding you would be willing to pay per month through property tax to support implementation of high priority projects?*



Chanhasen's open-ended question asked residents to write down the number one public recreation amenity they thought was missing in the City. The verbatim responses were categorized by topic area and those topics are reported in the chart below with the percent of responses given in each category. Of the respondents who wrote in a response, the most frequently cited missing recreation amenity was a pool (for the full verbatim responses, see the *Open End Report* under separate cover).

Figure 8: Number One Missing Recreation Amenity  
*What is the number one public recreation amenity you think is missing from Chanhasen?*



# Conclusions

## Chanhassen continues to be a great place to live.

Almost all survey respondents rated the overall quality of life in Chanhassen and the city as a place to live as excellent or good; these ratings were higher than ratings reported in comparison communities and were stable over time. Several features that enhance quality of life, including Chanhassen as a place to raise children, the respondent's neighborhood as a place to live and the overall appearance of the city were rated positively by about 9 in 10 residents; these ratings were higher than ratings seen in other communities nationwide. Almost all survey participants (97%) would recommend living in Chanhassen to someone who asked, and only slightly fewer (93%) planned to remain in the city for the coming 5 years. Additionally, about 7 in 10 residents rated Chanhassen's sense of community as excellent or good, which was higher than ratings reported in comparison communities.

## Safety is an important and positive feature of the community.

Residents identified Safety as a priority for the Chanhassen community in the coming two years. Ratings in the facet of Safety tended to be strong and similar to or higher than ratings seen elsewhere. Almost all respondents gave excellent or good ratings to the overall feeling of safety in Chanhassen, and to the feeling of safety in their neighborhood. Safety-related services also tended to receive strong ratings from participants: police, fire, crime prevention, ambulance/EMS and fire prevention services were rated favorably by about 9 in 10 respondents. Ratings for Safety-related services were generally stable over time, except for police services, which decreased from 2013 to 2016. It is also noteworthy that about 9 in 10 residents had not been the victim of a crime and slightly fewer (87%) had not reported a crime in the 12 months prior to the survey.

## The Economy is a priority for the Chanhassen community, and residents noted several improvements from 2013 to 2016.

About 9 in 10 participants indicated that it is essential or very important for the Chanhassen community to focus on the overall economic health of the City in the coming two years. Further, about 9 in 10 respondents gave excellent or good ratings to the overall economic health of Chanhassen; this rating, and ratings for the cost of living, employment opportunities and the City as a place to work, were all higher in Chanhassen than in comparison communities. About 4 in 5 residents gave favorable ratings to economic development in the City, and almost all respondents reported purchasing goods or services in the City. However, only about one-quarter of respondents reported working in Chanhassen, a rate that was lower than the benchmark comparisons. Several ratings in the facet of Economy improved from 2013 to 2016. Ratings for employment opportunities and the cost of living in Chanhassen increased over time, and in 2016, more respondents reported that the economy will have a positive impact on their income in the next six months than in 2013.

## Residents highly value Recreation and Wellness opportunities in Chanhassen.

Chanhassen residents tended to give very high ratings to aspects of Recreation and Wellness in the City. About 9 in 10 respondents awarded high marks to overall health and wellness opportunities, the availability of preventive health care, fitness opportunities, City parks and health services; all of these aspects were rated higher in Chanhassen than in other communities across the country. Residents also reported frequently using recreation amenities in Chanhassen: about 9 in 10 residents reported using a City park, while a majority of residents indicated using a City trail, Lake Ann Park, City Center Park and Lake Susan Park at least once in the 12 months prior to the survey. Further, 9 in 10 participants reported that neighborhood parks and playgrounds, trails and large community parks were essential or very important for the City to provide. Residents also reported support for improving and expanding Chanhassen's recreation amenities. When asked about different ways to improve upon the City's recreation center, about three-quarters of respondents indicated support for an additional property tax that would help remodel and modernize the Recreation Center within its existing foot print, while about 7 in 10 would strongly or somewhat support expanding and modernizing on the current site. Additionally, about 3 in 10 participants indicated that the number one missing recreation amenity in Chanhassen was a pool.



**THE NCS**<sup>TM</sup>  
The National Citizen Survey<sup>TM</sup>

## Chanhassen, MN

Open Ended Responses

DRAFT  
2016



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The National Citizen Survey™  
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NRC is a charter member of the AAPOR Transparency Initiative, providing clear disclosure of our sound and ethical survey research practices.



# Summary

The National Citizen Survey™ (The NCS™) is a collaborative effort between National Research Center, Inc. (NRC) and the International City/County Management Association (ICMA). The survey and its administration are standardized to assure high quality research methods and directly comparable results across The NCS communities. This report includes the verbatim responses to an open ended question included on The NCS 2016 survey for Chanhassen. Additional reports and the technical appendices are available under separate cover.

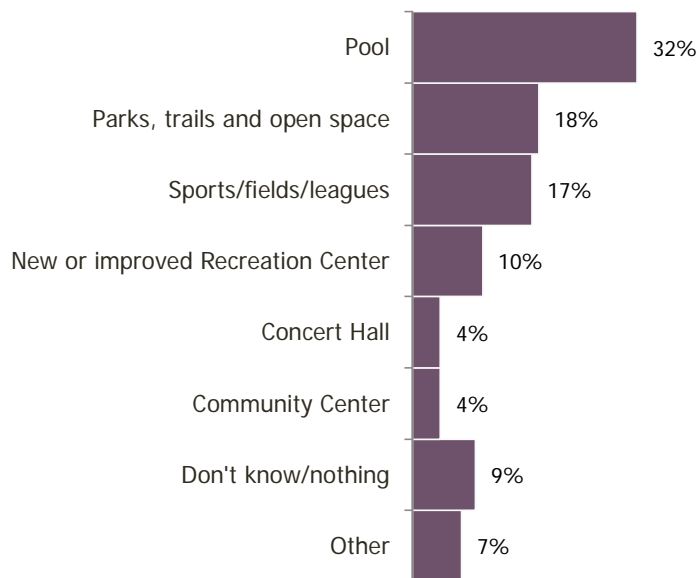
Respondents were asked to record their opinions about the City’s recreational amenities in the following question:

- What is the number one public recreation amenity you think is missing from Chanhassen?

The verbatim responses were categorized by topic area and those topics are reported in the following chart with the percent of responses given in each category. Because some comments from residents covered more than a single topic, those verbatim responses are grouped by the first topic listed in each comment whenever a respondent mentioned more than a single topic.

Results from the open-ended question are best understood by reviewing the frequencies that summarize responses as well as the actual verbatim responses themselves. A total of 541 surveys were completed by Chanhassen residents; of these, 252 respondents wrote in responses for the open-ended question. About one-third of respondents indicated that a pool was the number one public recreation amenity missing from Chanhassen. Other commonly cited missing amenities were parks, trails and open space (18%), sports/fields/leagues (17%) and improvements to the recreation center (10%).

Figure 1: Number One Missing Recreation Amenity  
*What is the number one public recreation amenity you think is missing from Chanhassen?*



# Verbatim Responses to Open Ended Question

The following pages contain the respondents' verbatim responses as written on the survey and have not been edited for spelling or grammar. Responses have been organized by coded topic areas.

## What is the number one public recreation amenity you think is missing from Chanhassen?

### Pool

- A community pool.
- A community pool.
- A good swimming pool. I have to go to lifetime for lap swimming.
- a pool
- A public outdoor pool, like Richfield & Bloomington have.
- A public pool.
- A public swimming & wading pool.
- A public swimming pool
- A public swimming pool/park concept.
- A splash pad for little ones.
- A swimming pool.
- A water park or swimming pool.
- An outdoor pool for city residents.
- Bigger Community Center with indoor/outdoor pool.
- Chlorinated swim pond/beach.
- City pool (outdoor).
- Community pool & better Rec Center.
- Community pool.
- Dog park with access to a lake for dog swimming.
- Dome/pool (both coming).
- Expanded/improved Fitness Ctr with indoor/outdoor pool.
- Indoor community pool.
- Indoor pool at Rec Center for those who can't afford "lifetime" fitness.
- Indoor pool.
- Indoor Rec Pool.
- Indoor swimming pool.
- Indoor swimming pool.
- Indoor/Outdoor pool as part of rec center
- indoor/outdoor swimming pool
- Larger splash pad (like Eden Prairie's Round Lake).
- Maybe a public pool.
- Maybe a swimming pool, but really just need to be more creative with offerings at Rec Center. Adult basketball, adult soccer league, more relevant classes, foreign languages.
- Municipal swim pool.
- Outdoor pool or mini golf.
- Outdoor pool with lazy river.
- Outdoor pool.
- Outdoor pool/aquatic center.
- Outdoor public pool.
- Outdoor public swimming pool with water park area and concession stand.
- Pool
- Pool & decent event center to rent room/banquet hall. Chaska & E.P Rec is great.
- Pool for chan residents.

- Pool for summer outdoor use.
- Pool, racquetball.
- Pool.
- Pool.
- Pool.
- Pool.
- Pool.
- Pool.
- Pool/ splash pad.
- Public outdoor pod/splash park for families.
- public pool
- Public pool - indoor and/or outdoor.
- Public pool - indoor/outdoor.
- Public pool especially with lake issues this summer.
- Public pool.
- Public pool or splash pad (could have both on the same campus).
- Public swimming pool facility like they have at Chaska Community Center.
- Public swimming pool with times for adult swimming.
- Public swimming pool.
- Public swimming pool.
- Public swimming pool.
- Splash pad.
- Splash pad.
- Swimming Pool
- Swimming pool (indoor).
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool.
- Swimming pool... upgrade is needed to Rec Center. Not everyone wants lifetime but Rec Center is to limited.
- Swimming Pool/Splash Pad
- Water activities: Splash pad/indoor pool or water park.
- Water play area (like Miller Park).

#### Parks, trails and open space

- #1) Connected trail system. #2) Public pool.
- A dedicated dog park.
- A good bicycle /pedestrian connection to the Lake Minnetonka community trail.
- A larger community gathering space (i.e. Fireman's Park in Chaska).
- A walking/biking trail around a lake.
- Benches and bathroom facilities along the trails.
- better access to biking trails
- Bike lanes separated from walking paths and roadways where major transportation corridor they should be.
- Bike trails throughout the city & downtown.
- Bike trails.
- Biking and x-country ski trails
- Can't think of any missing. Great bike/walking trails.
- Connecting western bike trails near Lake Minnewashta to further western/northern trails.

- Continue bike/walking trails.
- Cross Country ski trails.
- Dirt/gravel running/walking trails (not the LRT style, but cross-country/forested)
- Dog park
- Dog park.
- Dog Park.
- Dog Park; Free roam zone.
- Easier access to bike trails from individual neighborhoods.
- Free workouts (in the park, at a workout place).
- Groomed cross country ski trails.
- Handicap access to parks & trails & community buildings.
- just continue to maintain. the paths, parks, natural landscape... don't over-do it.
- Keeping the parks maintained. (mowed)
- More bike trails.
- More biking trails. Better access to downtown by bike/walking.
- More canoe/Kayak Racks at the lake with park services open for more days & longer hours.
- More connected biking trails.
- More connected trails into & around Chanhassen for biking.
- More walking paths.
- Mountain bike trails.
- Mountain bike trails.
- Mountain biking access
- Mountain biking single track trail.
- Mountain biking trails.
- Natural areas.
- Off lease trails (long trails!).
- Open space.
- Paved bike path ta E.P on railroad tracks.
- Proper public sidewalks, crosswalks, and over/underpasses for foot traffic to get to facilities.
- Reasonable access to bike trails.
- Sidewalks.
- Trail into Excelsior and Victoria.
- Well maintained trails - trails need resurfacing.
- Wooded dog park.

#### Sports/fields/leagues

- A public golf course!!!
- An ice skating rink! (Indoor).
- An indoor soccer dome. Archery range.
- Archery Range
- Bowling.
- Broomball at neighborhood parks.
- Curling rink like Chaska.
- Golf course, pool, common central facility like Chaska's curling club with facilities.
- Golf course.
- Golf course.
- Good golf course.
- Hockey rink!
- Hockey/ice facility.
- Ice arena.
- Ice rink & Community Center.
- Ice skating rink (indoor).

- Indoor ice arena.
- Indoor ice rink.
- Indoor ice skating.
- Indoor soccer etc - The dome will be very beneficial.
- Indoor training - Soccer - facility.
- Men's basketball league.
- More sports leagues.
- Motorized sports.
- Outdoor ice rink or aquatic park.
- Semi-pro sports club/"stadium".
- Skate park (here might be one but we don't know it so).
- Skeet range
- Ski slope.
- Soccer stadium.
- Sports dome.
- Tennis - golf - lawn bowling.
- Tennis.
- Track (other than at CHS).

#### New or improved Recreation Center

- "Real" Rec Center - like Chaska.
- A better Rec Center.
- A bigger Recreation Center.
- A quality Rec Center with pool, ice rink (indoor), & large workout area.
- An affordable community Rec Center (full service) like Chaska's - we can't afford lifetime.
- An enhanced Rec Center.
- Better exercise space & equipment at Recreation Center. My family joined the Chaska Center due to better facilities.
- Better Rec center for chan residents i.e Chaska-Eden Prairie.
- Better Rec Ctr.
- Bigger community Rec center.
- Comprehensive Rec Center (pool/ steam rm/ etc).
- Fitness Center.
- Good Rec Center.
- Inside recreation buildings in different areas.
- Modern Rec Center with pools, hockey rinks, golf courses.
- More activities at the REc Center. We actually belong to EP Community Center as there is alot more to do.
- More expansion Rec Center.
- New Rec Center with indoor & outdoor swimming.
- quality rec center. The rec center is embarrassing. The town has allowed businesses like lifetime and the new childcare center to privatize services that the city should be doing a MUCH better job of
- Rec Center & neighborhood parks.
- Rec Ctr like Chaska - Pools, indoor walking path, ice rinks etc.
- Recreation Center with more opportunities for programs/classes/community involvement (like Chaska).
- Recreation Center with updated and expanded amenities.
- Splash pad/better fitness facility (compared to Chaska we are a joke).
- Updated Recreation Center, family membership for fitness package at Rec Center. Indoor sporting facilities (i.e ice arena).

### Concert Hall

- An outdoor theater for education and music offerings.
- Concert Center/Hall.
- Concert hall.
- Dance Hall for live music events.
- Free concerts at a park/lake.
- Larger area for farmers market & music.
- Music amphitheatre.
- Outdoor stage for concerts.
- Outdoor theater.
- Venue for outdoor music - small bandshell with seating.
- Would love to see an amphitheatre for outdoor concerts!

### Community Center

- A better Community Center with a pool.
- A community center like EP & Chaska currently have - a pool.
- A Community Center with indoor pool & walk track.
- A community Health Center like Eden Prairie - with trails i.e. Round Lake trail.
- A quality community center similar to Eden Prairie and Chaska with pools, rinks, and a good fitness area.
- An indoor walking/running track ala Chaska's.
- Bigger, move Robert Community Center.
- Community area around Prince Mural.
- Full service community center similar to Eden Prairie.
- Indoor walking track. More pronounced trails for walking/biking - maps located at more businesses ex: grocery stores etc.
- Modern/up to date community center/ meeting place.
- Should have a larger City Center ex. Chaska.

### Don't know/nothing

- Can't really think of any!
- Can't think of any.
- Can't think of any.
- Don't know.
- Don't know.
- I barely know what they are.
- I can't think of anything.
- I don't know.
- I think it's all good.
- No opinion.
- none
- none come to mind
- None have many underutilized now.
- None I can think of.
- Not missing.
- Not sure.
- Not sure.
- Not sure. Have lived here less than 2 yrs. Our neighborhood provides many activities so we haven't had to look much further than that.
- Nothing - I think we have a good variety now.
- Nothing for my family.
- Nothing is missing.
- Nothing.

- Nothing.
- Nothing.

#### Other

- "Rental bicycles".
- A museum.
- Better quality restaurants & shopping!
- Boat rentals
- Good sand at the beaches.
- High quality dining experience with patio seating available.
- Maple Leaf festival - Last weekend of September.
- Maybe a program just for seniors.
- NA AIS - need more water launch inspections for all lakes (longer time covered in season).
- New and better restaurants.
- Nicer restaurants, loss fast food - ick - & liquor stores & banks.
- Non chain restaurants.
- Parking at Chan library.
- Reliable snow removal.
- Restaurants/bars for 30-40 years olds. Something trendy like Kona Grill, Crave, etc. - Similar to E.P.
- Sense of "Main Street".
- Small town feel.
- Something geared towards High School students.
- Transportation from Summerwood to Recreation Center.
- Young adult classes/activities.