

REPORT / RECOMMENDATION



To: Edina Transportation Commission

Agenda Item #: IX. A.

From: Wayne D. Houle, PE, Director of Engineering

Action

Date: January 17, 2013

Discussion

Information

Subject: 2011 Neighborhood Reconstruction Survey Results

Action Requested:

Review and provide feedback.

Information / Background:

Several members have asked if staff conducts follow-up surveys at the end of our neighborhood reconstruction projects. In September, 2011, we did our first follow-up survey to residents in the 2010 neighborhood reconstruction project areas. A copy of the survey and survey tabulation for each neighborhood are attached.

Staff will be updating the survey process and would like feedback from the ETC. Feedback could include revision to survey questions, best time to mail the survey, electronic survey i.e. survey monkey, how to use the data, etc. Your feedback will be forwarded to our communications department to assist in developing a survey that will be sent to residents at the end of each neighborhood project.

Attachments:

Survey

Survey tabulation for:

1. Interlachen Bluff & Circle Neighborhood Reconstruction
2. Parkwood Knolls Neighborhood Reconstruction
3. Pamela Park Neighborhood Reconstruction
4. Braemar Hills Neighborhood Reconstruction

PARKWOOD KNOLLS NEIGHBORHOOD RECONSTRUCTION FOLLOW-UP PROJECT SURVEY

Thank you for taking the time to provide us with your feedback. Your input is invaluable to us. For your convenience, a postage paid envelope is enclosed for returning the survey.

1. Did you find the Open House meeting beneficial? Yes No

If no, explain _____

2. At the informational meeting, was the roadway reconstruction process explained in a manner you could understand? Yes No

If no, explain _____

3. Prior to construction, the following information was clear, concise and helpful. (1 strongly agree, 5 strongly disagree)

Pre-Project Mailed Correspondence	Neighborhood Meetings	Edina Web Site	Phone / Verbal Communication
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

4. How can we improve on communication prior to the start of the project?

5. Were there any conflicts for you in dealing with the project? Yes No

If yes, explain _____

6. The project inspector and contractor were able to address my concerns in a quick, friendly manner. (1 strongly agree, 5 strongly disagree)

1 2 3 4 5

Explain _____

7. Please rate the effectiveness of the communication you received during the project. (1 strongly agree, 5 strongly disagree)

Project Mailed / Delivered Correspondence	City Extra Weekly Email Updates	Edina Web Site	Phone / Verbal Communication
1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	1 2 3 4 5

8. How can we improve upon communication during the construction of the project?

Explain _____

9. Were the crews effective in working to minimize your level of inconvenience during the project? Yes No

If no, explain _____

10. What aspects of the process did you like? _____

11. What aspects of the process would you recommend be improved? _____

12. Were you satisfied with the end result and final product? _____

13. Please rate the effectiveness of the communication after the project was completed.

14. Would you utilize social media as an additional form of communication?

Yes No

Which one? Facebook Twitter Other _____

15. Any other comments, input, or suggestions for city staff/city council? _____

BRAEMAR HILLS NEIGHBORHOOD RECONSTRUCTION
 ENG 10-4
 FOLLOW-UP SURVEY
 SEPTEMBER 2011

Returned Survey	1. Did you find the Open House Mtg beneficial?			2. At the Mtg was the process explained in a manner you could understand?			3. Prior to construction, info clear, concise, helpful (1 strongly agree, 5 strongly disagree)				4. How can we improve on comm prior to start of project?	5. Were there any conflicts for you dealing with project?			6. Project Inspector and contractor addressed my concerns in quick, friendly manner.					7. Rate effectiveness of comm rec'd during project.				8. How can we improve comm during constr of project?	9. Were crews effective in working to minimize your level of inconvenience during the project?			10. What aspects of process did you like?	11. What aspects of process would you recommend be improved?	12. Were you satisfied with the end result and final product?	13. Rate effectiveness of comm after project was completed.					14. Would you utilize social media as additional form of communication?					15. Other comments, input or suggestions?
	Yes	No	Explain	Yes	No	Explain	Pre-Project Mailed Corr	N'hood Mtgs	Edina Web Site	Phone / Verbal Comm	Explain	Yes	No	Explain	1	2	3	4	5	Explain	Project Mailed/ Delivered Corr	City Extra Weekly Email Update	Edina Web Site	Phone/ Verbal Comm	Explain	Yes	No	Explain	Explain	Explain	Explain	Yes	No	Facebook	Twitter	Other	Explain				
14			I did not attend			See #1	1		1	I thought it was fine		1							Sometimes it took a few days- re how going to fix damaged street end of driveway.	1	1	2	1					Getting the street and infrastructure upgraded.	Cut the costs! If not possible, why not tax deductible?	yes											
15	1			1			1	1	1	Don't see how you could do more		1							We did not have any concerns	1	1	1		Don't see how you could	1			That we were well informed	When the project is over and yardsprinkler repair is going on trying harder?? to contact homeowners that are renting their property. Our neighbors were renters and the sprinkler was out of the ground beyond the date that the City would pay for it. The renters themselves did nothing.	very							We had a few holes dug in our yard. I think they could have done a better job of repairing (level ground out) or adding seed if the area is too small for sod.				
BROR ROAD																																									
16			Didn't attend			Didn't attend	1		2	2									None that weren't handled well	1							End result														
MOCCASIN VALLEY ROAD																																									
17	1			1			5		5	5	Generally well done								Only major slips in communications between different crews on job sight.				1				Communication. Excellent follow-up when small part of driveway had to be relaid.														
18							4		3	4		1							Graduation party				1																		
19			Didn't get to one			Didn't get to one	1					1							The high cost	1							Our street and driveway were shut down far less than we would have expected. Thank you														
20																																						I thought project was well managed and well done. Jack Burnes 6929 Moccasin Valley Rd			
TOTAL	7	6		8	3	0	37	26	34	33	0	7	9	0	2	5	0	1	7	0	43	29	28	39	0	16	3	0	0	0	0	0	1	4	10	3	0	0			

Total Surveys Mailed:(107)
 Braemar: 91
 Bror Rd: 5
 Moccasin Valley Rd: 11