

REPORT / RECOMMENDATION



To: Edina Transportation Commission

Agenda Item #: VI. C.

From: Mark K. Nolan, AICP, Transportation Planner

Action

Discussion

Date: December 18, 2014

Information

Subject: 2013 Street Reconstruction Project Survey Results

Action Requested:

None.

Information / Background:

Please recall over the past few years the engineering department has conducted a survey of residents that were affected by our street reconstruction projects. The results attached are from our 2013 Street Reconstruction Projects which include the following neighborhoods: Braemar Hills B, Gleason Circle, Lake Edina, Mendelssohn A, Normandale, and St. Patrick's Lane.

These results help us identify trends in how we communicate with residents about street reconstruction. We use this data to improve our processes and/or communications so that the residents understand the process better.

Attached is the presentation given by Engineering Director Chad Millner to City Council at their Nov. 18, 2014 meeting.

Attachments:

Nov. 18, 2014 Presentation to City Council: 2013 Survey Results

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2013 Street Reconstruction Survey Results

Braemar Hills B Neighborhood

Gleason Circle

Lake Edina Neighborhood

Mendelssohn A Neighborhood

Normandale Neighborhood

St. Patrick's Lane

November 18, 2014

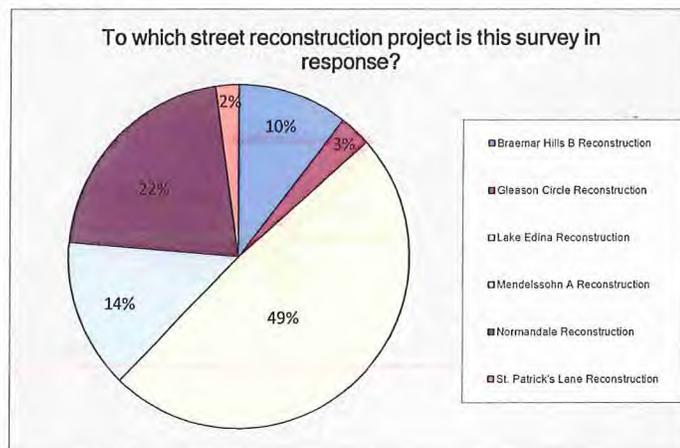
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Question #1:

To which street reconstruction project is this survey in response?



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Question #2: How effective was the communication you received prior to construction?

	Very effective to Somewhat effective	
	2013	2012
City Meetings	81%	63%
Mailed Correspondence	87%	74%
City of Edina Website	70%	42%

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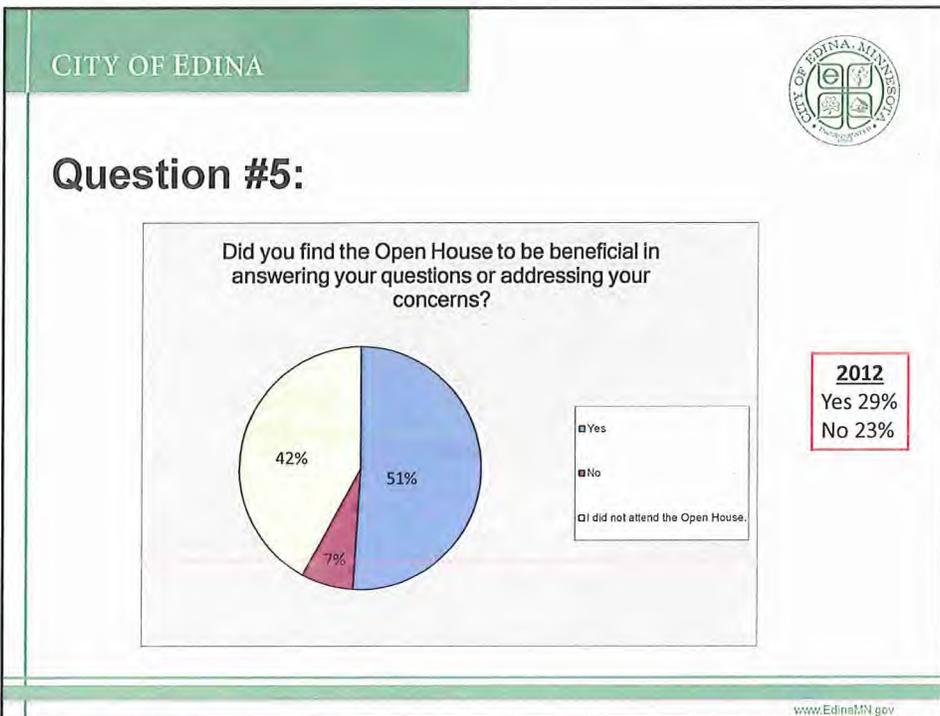
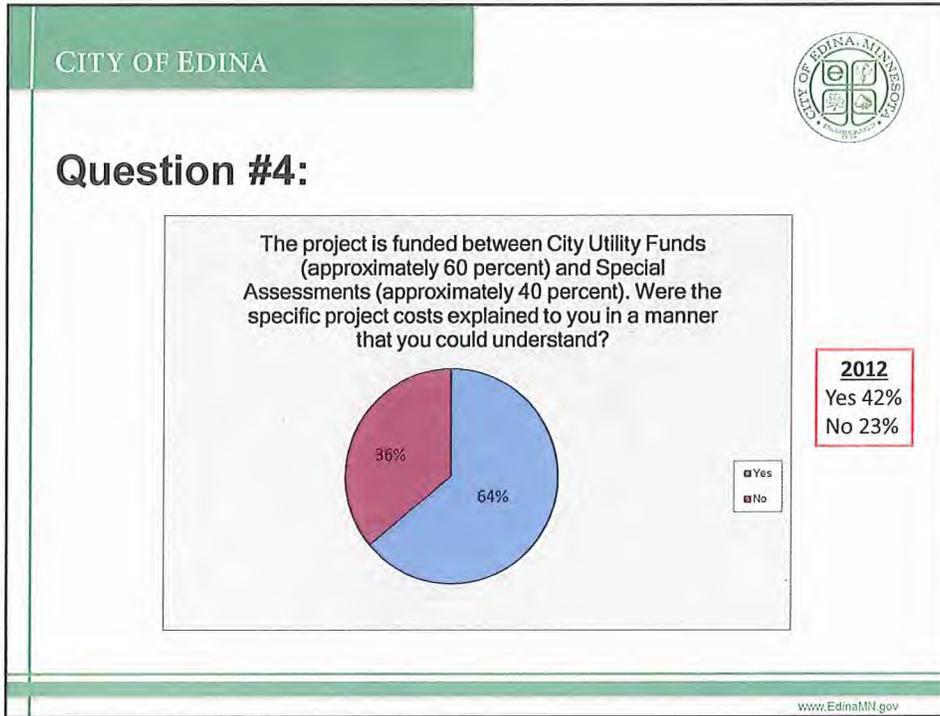
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Question #3: How effective was the communication you received during construction?

	Very effective to Somewhat effective	
	2013	2012
City Meetings	53%	39%
Mailed Correspondence	86%	71%
Weekly Email Update	81%	76%
Monthly Mailed Updates	73%	60%
City of Edina Website	52%	41%

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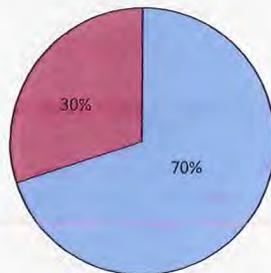
Question #6: How effective was the project team in working to minimize your level of inconvenience during the project?

Very effective to Somewhat effective	
2013	2012
81%	76%



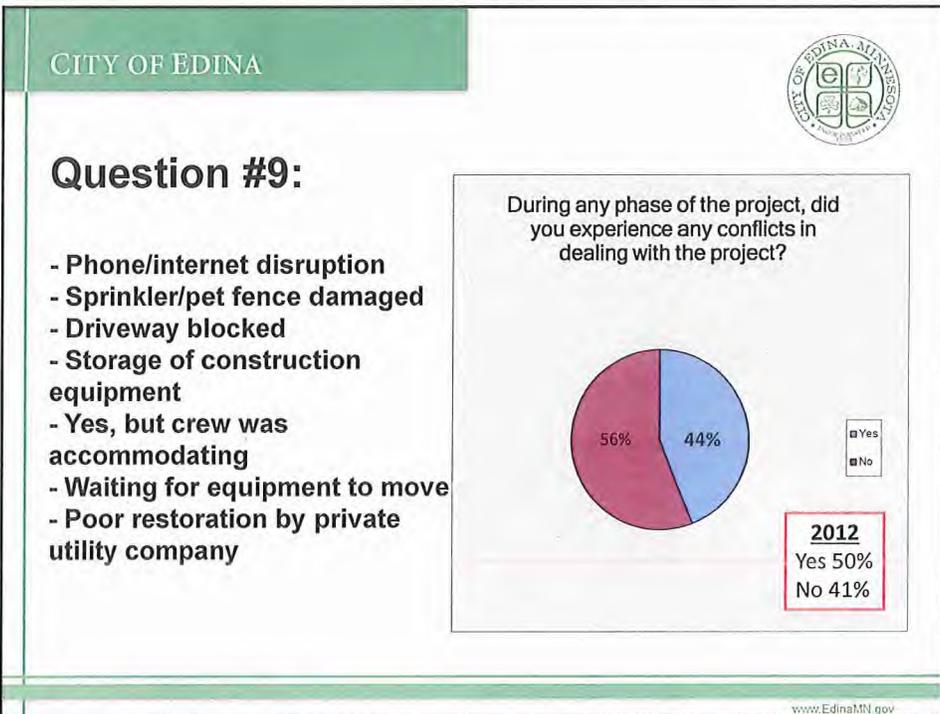
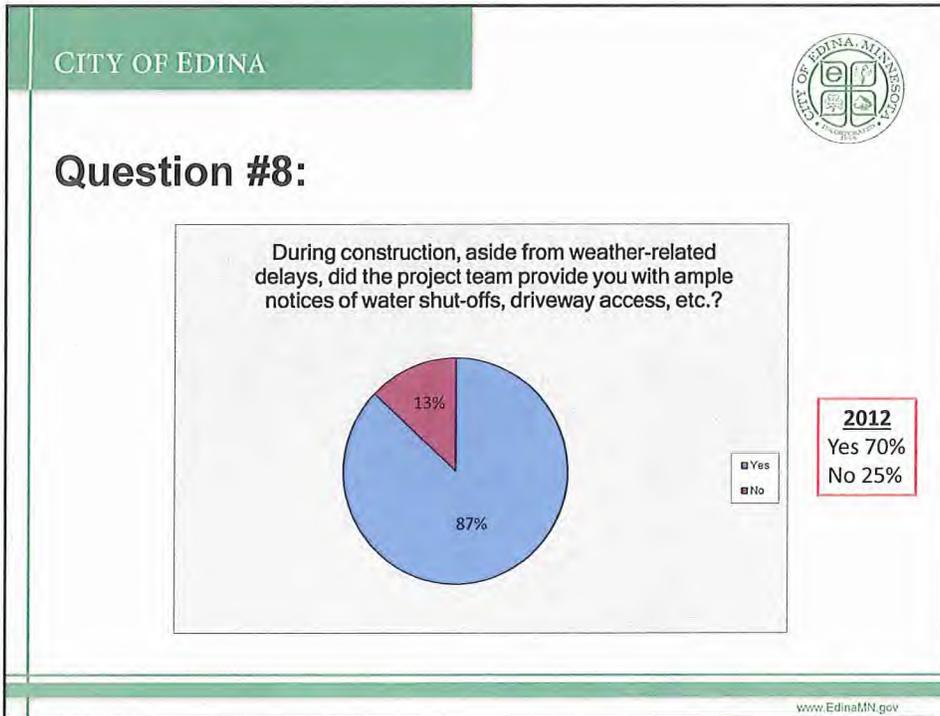
Question #7:

During construction, did you know the name of your City representative?



Yes
No

2012
Yes 50%
No 50%



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Question #10: What aspects of the project process met your expectations and why?

- Communication
- Friendly, courteous, polite, accommodating, organized project team
- New infrastructure – looks good!
- Responsiveness
- Project on schedule
- Project is done
- Orderly, well-planned and executed
- None

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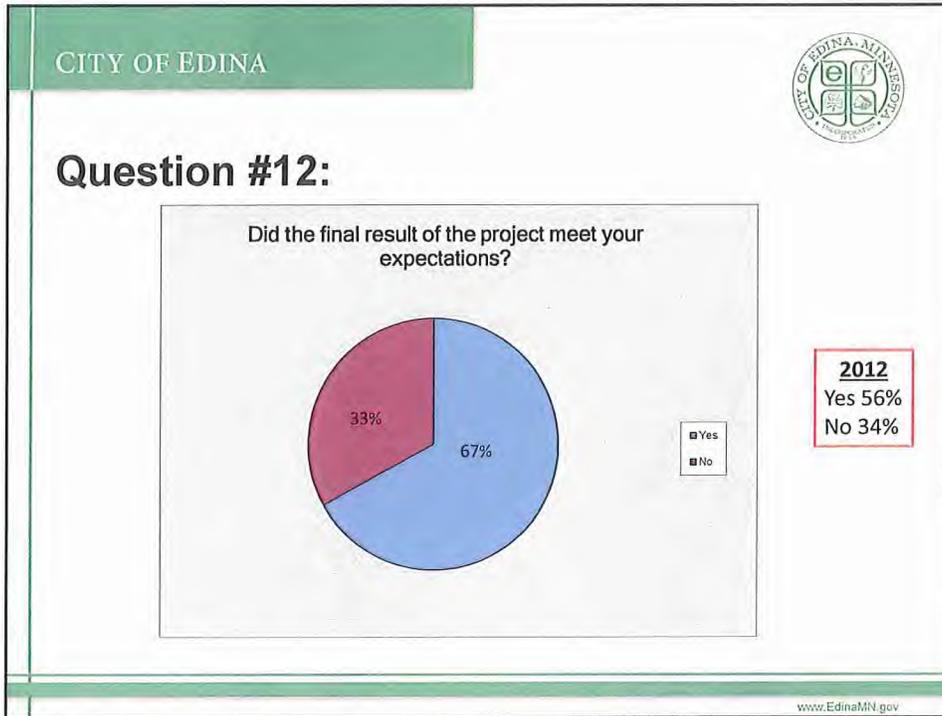
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Question #11: What aspects of the project did not meet your expectations and why?

- None
- Cost
- Communication
- Hydroseeding/restoration/personal cost to restore sod
- Damaged sprinklers
- Inconvenience factor
- Utility interruptions
- Length of project
- Not including streetlights
- Noise/dust/odor

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- Question #13: Do you have any other comments, input or suggestions for City staff on street reconstruction projects?**
- Better communication between City, residents and private utility companies
 - Open house end of project to address concerns
 - Weekly email updates were best communication and accurate
 - Implement Complete Streets
 - Adjust water bill for lawn restoration
 - Staff worked hard to make process as smooth as possible
 - Complete project in shorter time frame
 - Project delay because contractor work multiple projects at once
 - Streetlights would have been nice
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Thank You!

**To the residents for their
patience and participation
in their projects.**

Questions / Comments*

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**Mendelssohn A Neighborhood
Restoration Update**

**Resident Comment from October 21
Assessment Hearing**

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