

REPORT / RECOMMENDATION



To: MAYOR AND COUNCIL

Agenda Item #: VII. B.

From: Chad A. Millner, P.E. Director of Engineering

Action

Date: November 18, 2014

Discussion

Information

Subject: Survey Results from 2013 Street Reconstruction Projects

Action Requested:

None. For informational purposes

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.

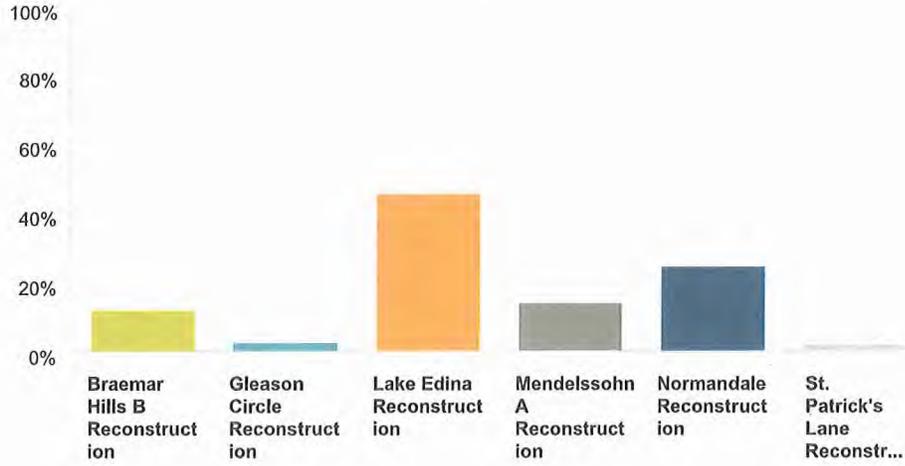
Attachment:

Survey Results

2013 Street Reconstruction Survey

Q1 To which street reconstruction project is this survey in response?

Answered: 152 Skipped: 0



Answer Choices

Responses

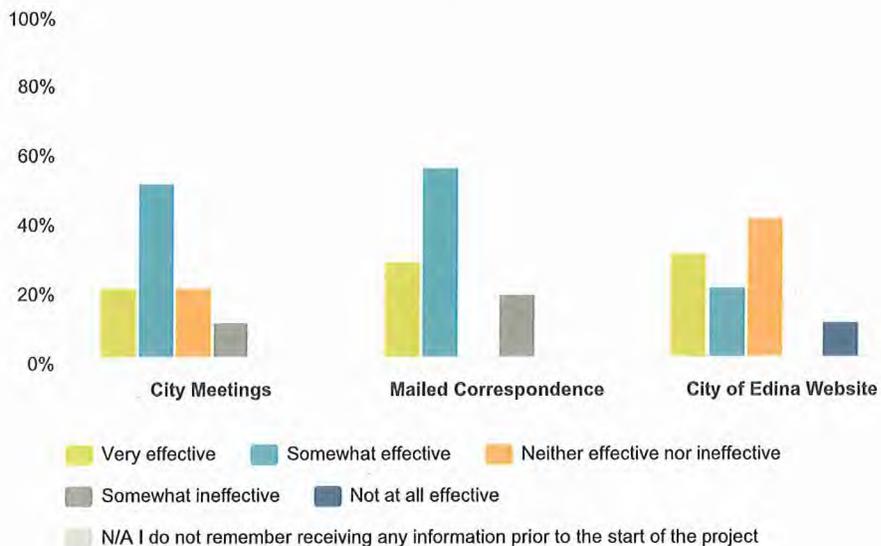
Braemar Hills B Reconstruction	11.84%	18
Gleason Circle Reconstruction	2.63%	4
Lake Edina Reconstruction	45.39%	69
Mendelssohn A Reconstruction	13.82%	21
Normandale Reconstruction	24.34%	37
St. Patrick's Lane Reconstruction	1.97%	3
Total		152

2013 Street Reconstruction Survey

BRAEMAR HILLS B

Q2 How effective was the communication you received prior to construction?

Answered: 11 Skipped: 141



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	20.00% 2	50.00% 5	20.00% 2	10.00% 1	0.00% 0	0.00% 0	10
Mailed Correspondence	27.27% 3	54.55% 6	0.00% 0	18.18% 2	0.00% 0	0.00% 0	11
City of Edina Website	30.00% 3	20.00% 2	40.00% 4	0.00% 0	10.00% 1	0.00% 0	10

COMMENTS:

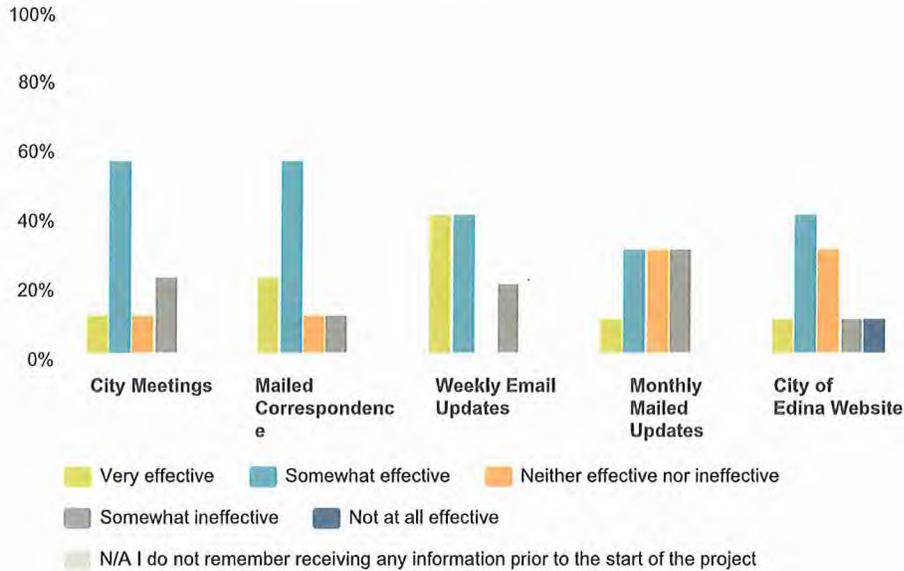
Communication from the City of Edina was vague and frequently inaccurate--particularly when the City knew that what was going to happen was/would be unpopular.

I signed up for web site e-mails & NEVER received a single notice. Called twice for help, spoke to interns and still unable to receive updates. Website was not easy to navigate to find updates.

2013 Street Reconstruction Survey BRAEMAR HILLS B

Q3 How effective was the communication you received during construction?

Answered: 11 Skipped: 141



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	11.11% 1	55.56% 5	11.11% 1	22.22% 2	0.00% 0	0.00% 0	9
Mailed Correspondence	22.22% 2	55.56% 5	11.11% 1	11.11% 1	0.00% 0	0.00% 0	9
Weekly Email Updates	40.00% 4	40.00% 4	0.00% 0	20.00% 2	0.00% 0	0.00% 0	10
Monthly Mailed Updates	10.00% 1	30.00% 3	30.00% 3	30.00% 3	0.00% 0	0.00% 0	10
City of Edina Website	10.00% 1	40.00% 4	30.00% 3	10.00% 1	10.00% 1	0.00% 0	10

COMMENTS:

They were often vague, lacking specifics such as which addresses, what day and what time.

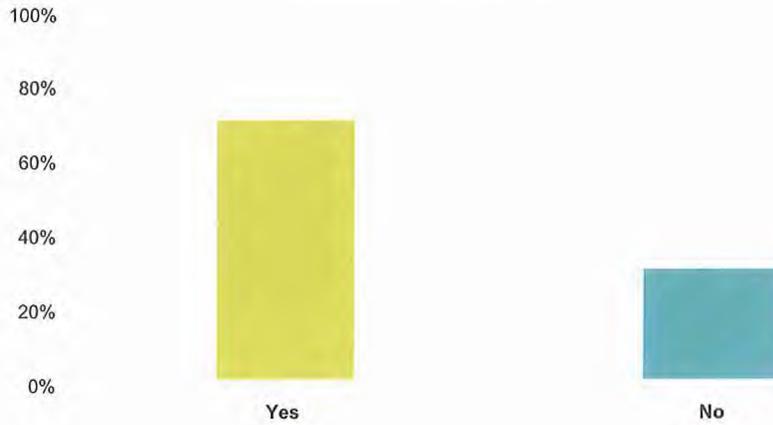
Communication from the City of Edina was vague and frequently inaccurate--particularly when the City knew that what was going to happen was/would be unpopular.

Only received e-mails from neighbors who were able to get them. On several occasions I updated the neighbors of road closures & water shut-offs were late in coming. Also, email notices only came on Fridays and had to go through the Communications Dept and were often info after the fact.

BRAEMAR HILLS B

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 10 Skipped: 142



Answer Choices

Yes

No

Total

Responses

70.00%

30.00%

7

3

10

COMMENTS:

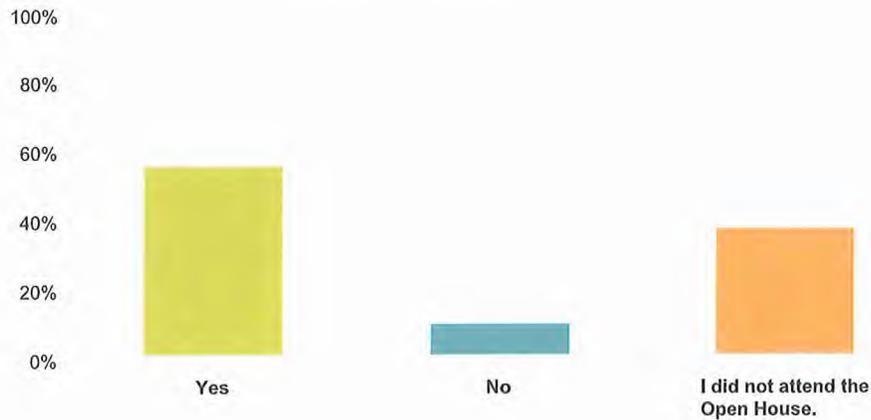
We were only given the approximate cost of the assessment no specifics were given.

2013 Street Reconstruction Survey

BRAEMAR HILLS B

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 11 Skipped: 141



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

54.55%

6

9.09%

1

36.36%

4

11

COMMENTS:

Somewhat, although the concerns increased during the project of which the open house did not address.

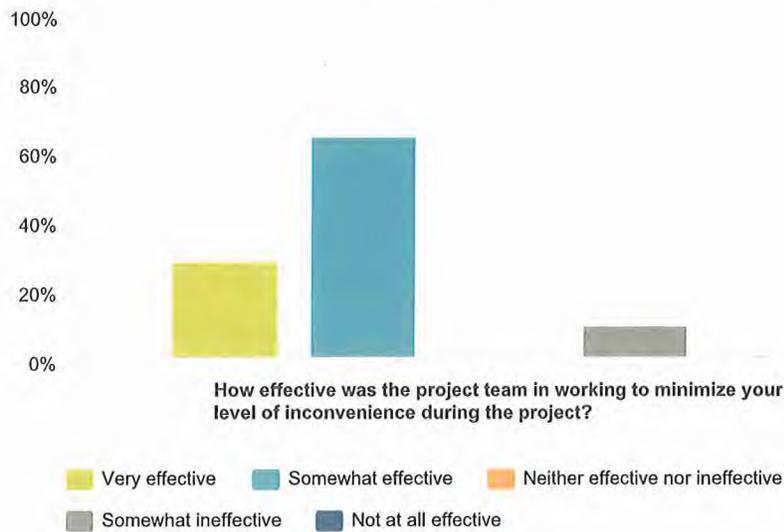
Some questions were answered, but concerns were not addressed--primarily responses to concerns were avoided. The City engineers claimed not the know answers and promised to respond at a later date, but did not.

Out of town.

Being able to review the drawings was highly beneficial to my understanding and expectations.

2013 Street Reconstruction Survey
BRAEMAR HILLS B
 Q6 Construction Phase

Answered: 11 Skipped: 141



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	27.27%	63.64%	0.00%	9.09%	0.00%	11
	3	7	0	1	0	

COMMENTS:

The contractor was unnecessarily intrusive much of the time.

My electricity, cable and telephone lines were all cut more than once. It was difficult to get them fixed as the city took no responsibility and the individual utilities gave no priority to restoring service, particularly if only one house was affected. Even more annoying, individual contractors admitted they did not care if they cut utility lines when digging...they said it was quicker and cheaper for them to just cut them and let the homeowners get them fixed!

Often time 'the right hand' wasn't aware of what the 'left hand' was doing. The contracted companies were not working together as well as what was expected.

Jeff Frahm did his best to assist us during the disruption caused by the project, but he often did not have the authority to do so. His Edina supervisors did not support him and, by extension, our neighborhood.

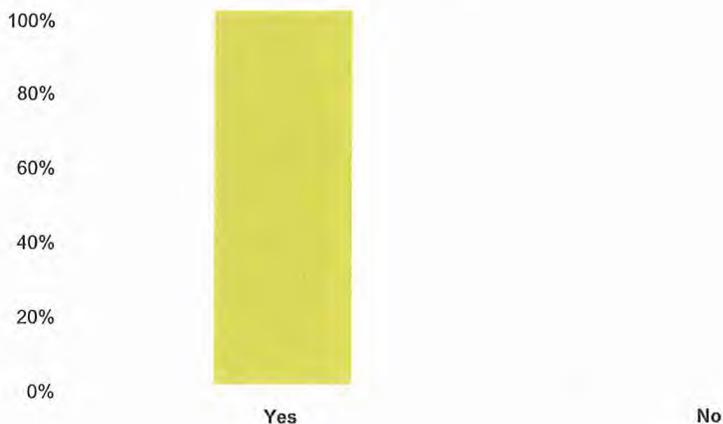
Jeff Frahm was very attentive and helpful. Wayne Houle NEVER returned phone calls ! I guess he was too busy working on looking for a new job. Glad he resigned.

We had to often personally address issues of damage and inconvenience that many sub contractors caused.

2013 Street Reconstruction Survey
BRAEMAR HILLS B

Q7 During construction, did you know the name of your City representative?

Answered: 11 Skipped: 141



Answer Choices

Yes

No

Total

Responses

100.00%

0.00%

11

0

11

COMMENTS:

Jeff Frahm

Jeff Fram

Jeff Frahm

Jeff Frahm

Jeff Frahm

Jeff Frahm. Fantastic communications and personality.

Jeff Frahm

2013 Street Reconstruction Survey
BRAEMAR HILLS B

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 11 Skipped: 141



Answer Choices

Yes

No

Total

Responses

81.82%

18.18%

9

2

11

COMMENTS:

It seemed the assumption was that people were not home during the day, so the effort was not always made in timely fashion.

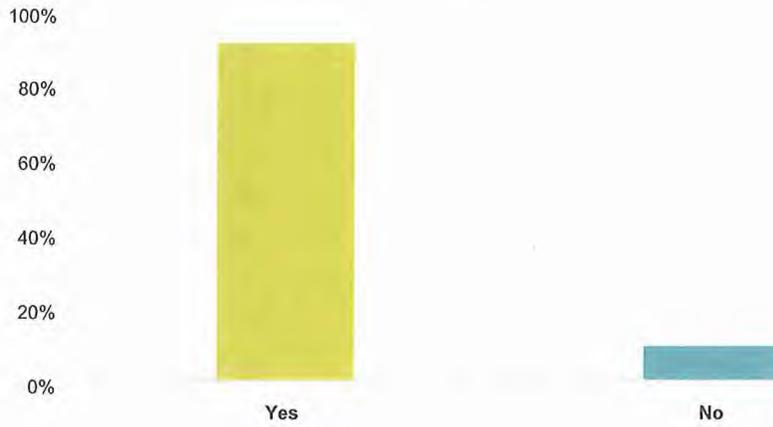
My gas and electricity were both disrupted several times without warning. When I questioned construction workers, twice I was told that it was believed that usually folks are at work during the day so there was no reason to notify us of shut-offs. Jeff Frahm worked hard on this and notifications improved toward the end of the project.

The Edina Team was great. The same cannot be said about the Utility Companies & their sub-contractors. The Subs cut off cable without notice.

2013 Street Reconstruction Survey
BRAEMAR HILLS B

Q9 During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 11 Skipped: 141



Answer Choices

Yes

No

Total

Responses

90.91%

9.09%

10

1

11

COMMENTS: See next page.

COMMENTS:

Workers would block driveways with their equipment while they went to lunch and didn't need to leave the front loaders sitting there.

Yes. See above...lost electricity, cable and phone service, each more than once. The contractors didn't care about cutting lines. One lied to my face while trying to hide a line he cut. Not only should the city have a better understanding with the contractors about not cutting marked lines, but there should be an easier way to get service restored. My husband often works from home and having our internet connections cut several times was a huge problem.

Phone lines cut, internet lines cut, and yet - my dog wire has not yet been repaired. Also, my yard was not repaired well following digging and I needed to request this to be improved. It seemed as if no one took responsibility until a complaint was made. The seeding of the yard does not appear as if it will provide an appearance representative of the 'before construction' appearance that was promised. I am very disappointed with the areas that were seeded.

During Jeff Frahm's vacation week, his City replacement told me: 1) the work crews did not have time to deal with replacing the boulders they'd moved in my yard back to their original spots and 2) just because I had had discussions with the City about returning my property to its pre-construction condition (dog fence restored, sprinkler system repaired, lawn leveled and restored) did not mean that the City promised to make sure this was done.

Xcel should have replaced their lines. They were the only utility not to do so. This neighborhood has had chronic power outages for years prior to the construction. I personally contacted Wayne Houle & Xcel to complain. During construction a under-street line from the transformer to our home broke days after it was moved for sewer work. It caused a power loss at 11pm for about 11 homes. Xcel restored power to all, but had to run a line up trees across the street to our home to provide power. This above ground line was there for more than a week.

Contractor damaged electrical utility feeders in several locations, leading to neighborhood and homeowner inconvenience. Due diligence should have been adhered to in an effort to avoid extra costs and inconvenience.

Many times we had underground sprinkler lines damaged and we told it was someone else's problem. No one took responsibility until we really pressed the issue. The common response was, "we didn't do that damage, it wS already damaged when we got her." Problem being that the sprinkler worked fine until those contractors performed any work on our property.

During the project, a large mountain of dirt was placed in my yard which hindered Xcel from reaching a transformer during a storm. Xcel then cut my pine trees. Also, I feel as if Jeff abandoned the neighborhood after he felt the project was done. My sprinkler system was still leaking; I called and received no response from Jeff. The dirt along the curb is still not correct (too loose and my foot sinks in) and still feel I have received no response or resolution from Jeff. I kept getting emails about the hydromulch which wasn't the issue. When the company replanted the grass, they spread grass seed all through my very well demarcated, edged gardens; Jeff told me the construction company would come pull the grass in my gardens. Never happened. Truly left a bad impression as I felt he moved on and didn't care about the residual issues in the neighborhood. While I understand that the City has to maintain the streets, I think the followup at the end of the project was poor.

BRAEMAR HILLS B

Q10 What aspects of the project process met your expectations and why?

Answered: 8 Skipped: 144

COMMENTS:

Streetlights nicer than thought .

Done more or less in the time frame promised. Worked with me to relieve particular drainage problem in front of our house.

Jeff Fram was excellent in communication as well as attempting to correct anything that did not run smoothly or was in error.

The process of taking out the old roads and replacing them met my expectations. We would have appreciated it being a quicker process, though.

New Utility lines by all except Xcel. Jeff Frahm. Nice new streets. Completed on schedule.

Communication on progress.

The timeliness of the project. It was completed when they said it would be.

When they first started, Jeff was able to contact the construction company and clear some debris and move the portapotty for my daughters grad party.

BRAEMAR HILLS B

Q11 What aspects of the process did not meet your expectations and why?

Answered: 10 Skipped: 142

COMMENTS:

Dirt in air from street cleaning machine. Circle, well used, made smaller.

the driveways and yards were not repaired to satisfaction. the yards look terrible and the driveways have lines across them making them look cheaply done.

See above about utility interruptions. Also the resodding was not done as promised and no one's yard looks the way it did before. We got the seed with the blue fertilizer cover and although the grass grew fairly well, the soil was not smoothed or compacted before the seed was applied and most people's lawns are uneven and bumpy. Also if anyone walked on your lawn for the first month or so, it left foot print divots as well. My front lawn looks horrible. I expect the City to actually re sod this Spring.

The repair of the property following this project. The yard areas that were dug up and needing repair have not been done to our satisfaction. Especially troublesome are the seeded areas and the non repair of our pet containment invisible fencing.

The restoration of our yards and systems fell way below expectations. After lengthy discussions, my dog fence was eventually jury-rigged together. It was not replaced in the manner promised. I still have 1 sprinkler head that has not been repaired. My lawn has not been restored: soil was inadequately replaced, areas were not seeded. I continue to pursue this with the City. Finally, the neighborhood's electricity was frequently out for long periods of time during construction. Xcel was the only utility that refused to replace its service lines in our neighborhood though they are past their useful life even by Xcel's standards. The City should have made a targeted effort on our behalf to encourage Xcel to make the necessary upgrades and kept the neighborhood apprised when they were not having success so additional steps could have been taken.

Xcel not updating lines & power issues continue for some neighbors. Substandard job done by the landscapers to restore our lawn & most other neighbors. Communications Department delaying messages. Wayne Houle.

Per Jeff Frahm, City of Edina declined our request to fix the damaged and unsafe drain catch basin/road curber area at Scotia-Gleason Road corner of our house. This issue has already caused damage to our new driveway. We are worried about further damages to the driveway and/or potential damages and accidents to vehicles. When the neighborhood roadway reconstruction was ongoing, it was the best timing to get this problem fixed. We don't understand why City of Edina is okay to make new drain catch basin and road curber on Gleason Road for the house on Tupa Drive -Gleason Road corner, but NOT to fix the damaged drain catch basin and road curber on Scotia-Gleason Road corner. We are very disappointed about differential treatments and discriminations in this neighborhood roadway reconstruction project.

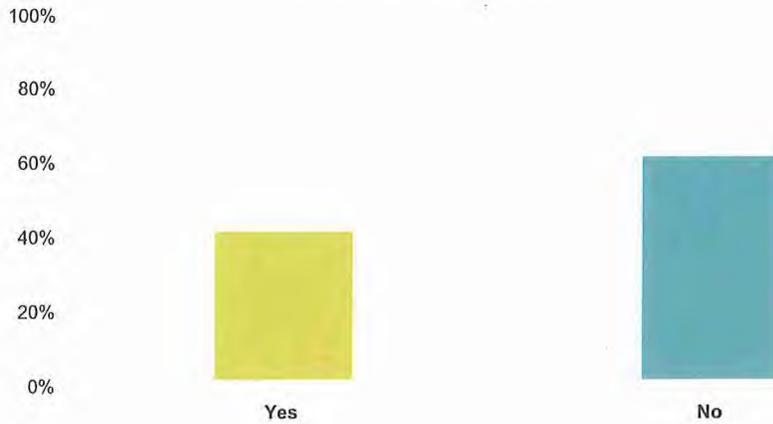
Restoration of landscaping was biggest failure. Shrubs were not replaced to the same degree as discussed, and although emails were sent seeking corrections, return communications insisted the work had been corrected. This is not the case. Mulch was accepted as a replacement for rock previously in place, however the minimal depth of mulch was less than should be expected. This was a benefit to the contractor at the expense of myself and ultimately the neighborhood. Overall I am disappointed in this aspect of the work.

The multitude of damages to our sprinkler system. As well as, the grass reseeding and leveling. Our yard was a disaster and we were forced to incur personal costs to have it fixed. We would also like to mention the fact that when the team cut the expansion joints in the pavement, they left ugly marks that permanently have stained the surface and appearance.

see above. Also, sometimes I felt that there was poor scheduling. They came and installed new cisterns for rainwater including in my yard. Then would leave piles of dirt just upstream. It would rain and all the dirt would go into the cistern and they wouldn't drain and had to be dug out. Seems there was little communication between groups. When they cut the expansion lines into the street, the machinery left deep, light brown marks on all the pavement, marring the appearance of the new street.

2013 Street Reconstruction Survey
BRAEMAR HILLS B
Q12 Did the final result of the project meet your expectations?

Answered: 10 Skipped: 142



Answer Choices

Yes

No

Total

Responses

40.00%

60.00%

4

6

10

COMMENTS:

The contractor did not do a very good job. the road is not smooth as expected.

My front lawn looks horrible....it is uneven, bumpy and has noticeable depressions.

Yes - and no. THe street project itself and the appearance of the street is fine - looks great, but the repair to property is currently not completely acceptable.

The roads are fine. My lawn and sprinkler system still require repair.

Yes, but with the exception of the landscaping noted above.

Except for the issues that we have noted in our previous comments.

See above.

2013 Street Reconstruction Survey
BRAEMAR HILLS B

**Q13 Do you have any other comments,
input or suggestions for City staff on street
reconstruction projects?**

COMMENTS:

This project went on too long. The contractor would disappear for days from all 3 areas of this reconstruction. They did not water the grass that they destroyed nor did they replace it properly. It's too expensive. The workers were sometimes disrespectful to neighbors leaving garbage in yards, blocking driveways without need or warning; it's too expensive. the city should find a way to cover the majority of the costs of these road reconstructions.

See above re cutting utility lines. Don't use the seed instead of the sod.

The subcontractors you use need to be in better sync with the project and must take responsibility for their errors and not wait for the property owners to file a complaint before the errors are rectified.

- 1) The City must see that properties damaged during construction projects are restored to their pre-construction condition.
- 2) The City should keep the neighborhoods apprised of issues they are having with any utility that services the affected neighborhood. In our neighborhood, Xcel refused the City's request to replace its service even though--at over 40 years old--it is antiquated and long past its expected 30-year service life. If the City discloses this type of issue to the public timely, we can joined together to make targeted efforts to change their minds. As it was, our neighborhood did not discover Xcel's position until May, when it proved too late to successfully do anything about it.

We send several emails to Jeff Frahm about this issue, but he did not call or meet with us to discuss our concern.

The Edina city team should have better oversight of subcontractors. Instead of being in damage control mode, the team could oversee the subcontractors better to prevent issues from arising. One thing that struck our attention was when we were told by a subcontractor that it was better for them to not take the time to look for wires or underground lines and just damage them. If the home owner finds the damage, then they would fix it. If this statement is true, all the initial markings, mean nothing to contractors. Obviously, the contractors care more about finishing the project then respecting the home owners property.

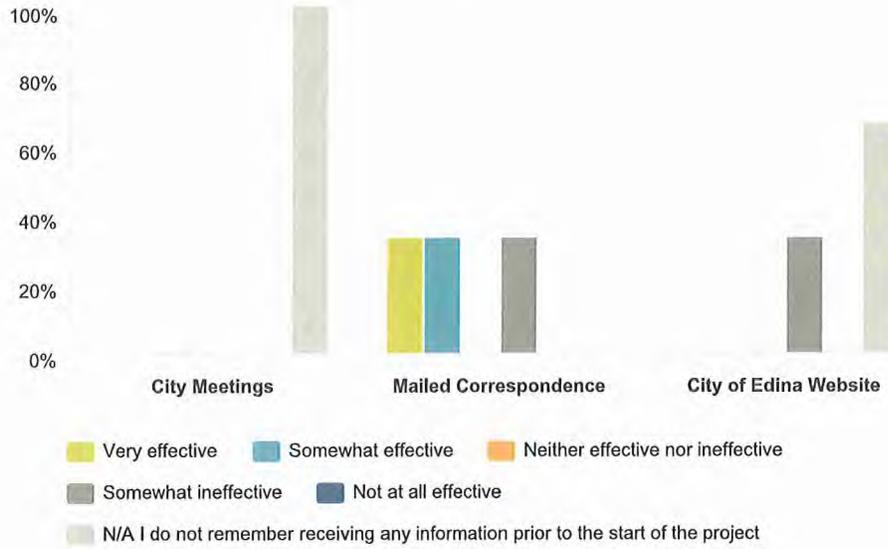
How about an Open House at the end to address issues--similar to a punch list during the final phases of constructing a home?

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q2 How effective was the communication you received prior to construction?

Answered: 3 Skipped: 149



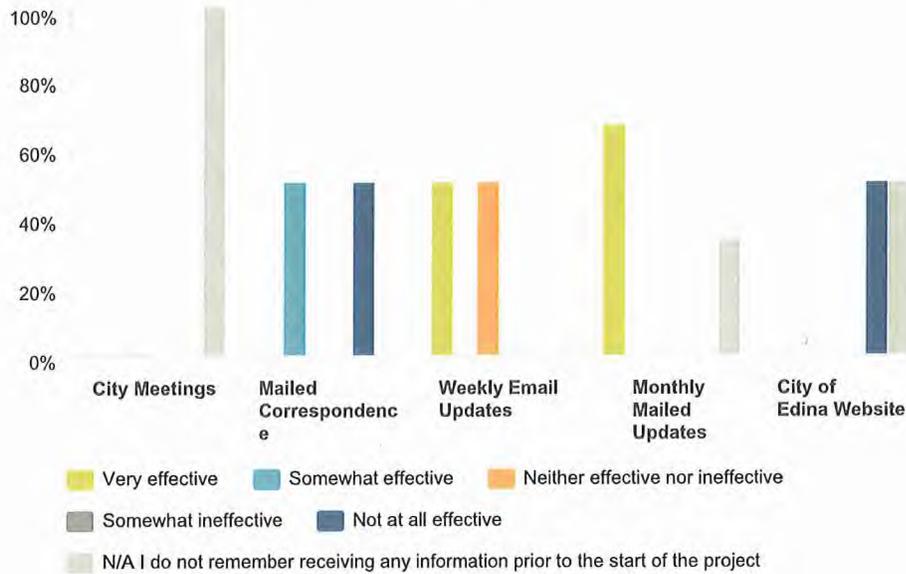
	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 3	3
Mailed Correspondence	33.33% 1	33.33% 1	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3
City of Edina Website	0.00% 0	0.00% 0	0.00% 0	33.33% 1	0.00% 0	66.67% 2	3

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q3 How effective was the communication you received during construction?

Answered: 3 Skipped: 149

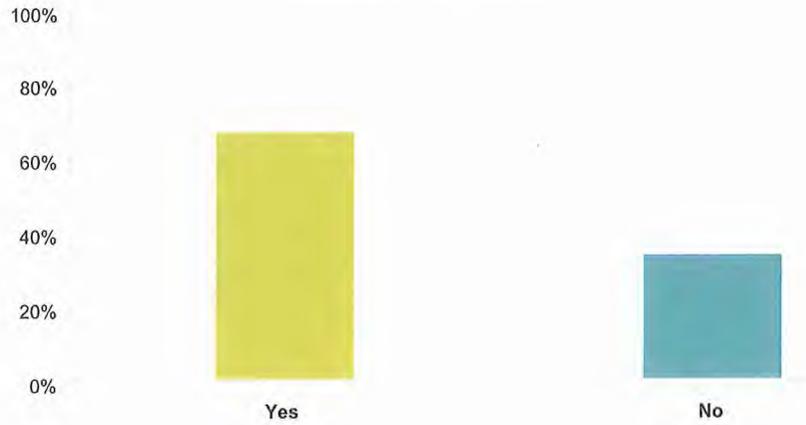


	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 2	2
Mailed Correspondence	0.00% 0	50.00% 1	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2
Weekly Email Updates	50.00% 1	0.00% 0	50.00% 1	0.00% 0	0.00% 0	0.00% 0	2
Monthly Mailed Updates	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	33.33% 1	3
City of Edina Website	0.00% 0	0.00% 0	0.00% 0	0.00% 0	50.00% 1	50.00% 1	2

2013 Street Reconstruction Survey
GLEASON CIRCLE

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

66.67%

2

33.33%

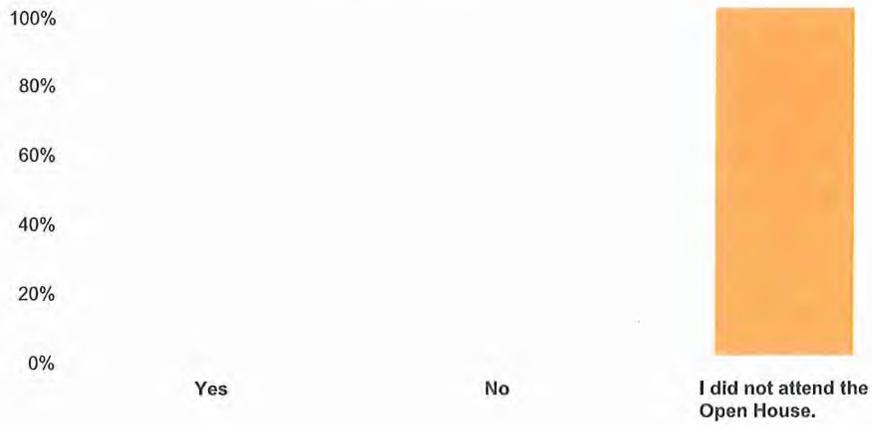
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3

GLEASON CIRCLE

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

0.00% 0

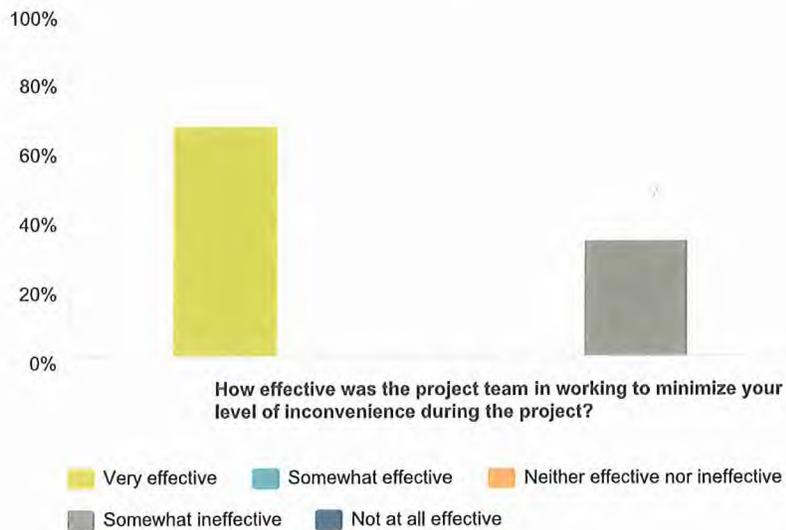
0.00% 0

100.00% 3

3

2013 Street Reconstruction Survey
GLEASON CIRCLE
 Q6 Construction Phase

Answered: 3 Skipped: 149



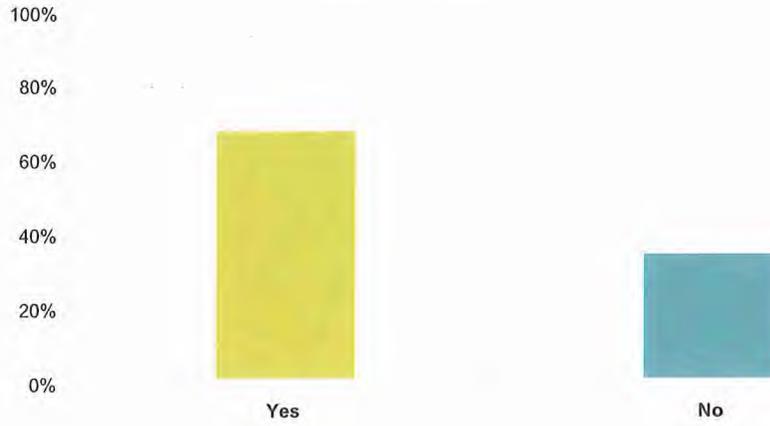
	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	66.67%	0.00%	0.00%	33.33%	0.00%	3
	2	0	0	1	0	

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q7 During construction, did you know the name of your City representative?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

66.67%

33.33%

2

1

3

COMMENTS:

Jeff?

Jeff Frahm

2013 Street Reconstruction Survey
GLEASON CIRCLE

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

66.67%

33.33%

2

1

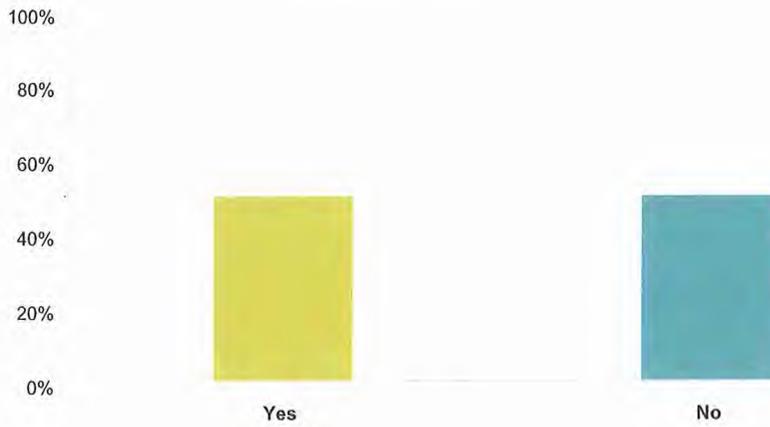
3

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q9 During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 2 Skipped: 150



Answer Choices

Yes

No

Total

Responses

50.00%

1

50.00%

1

2

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q10 What aspects of the project process met your expectations and why?

Answered: 0 Skipped: 152

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q11 What aspects of the process did not meet your expectations and why?

Answered: 1 Skipped: 131

COMMENTS:

The long protracted time of the project.

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q12 Did the final result of the project meet your expectations?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

33.33%

1

66.67%

2

3

COMMENTS:

The "hydroseed" for grass was near useless. I expected sod and was very disappointed. I will probably need to pay for my own sod later.

Questionable quality in asphalt work in a few areas

2013 Street Reconstruction Survey

GLEASON CIRCLE

Q13 Do you have any other comments,
input or suggestions for City staff on street
reconstruction projects?

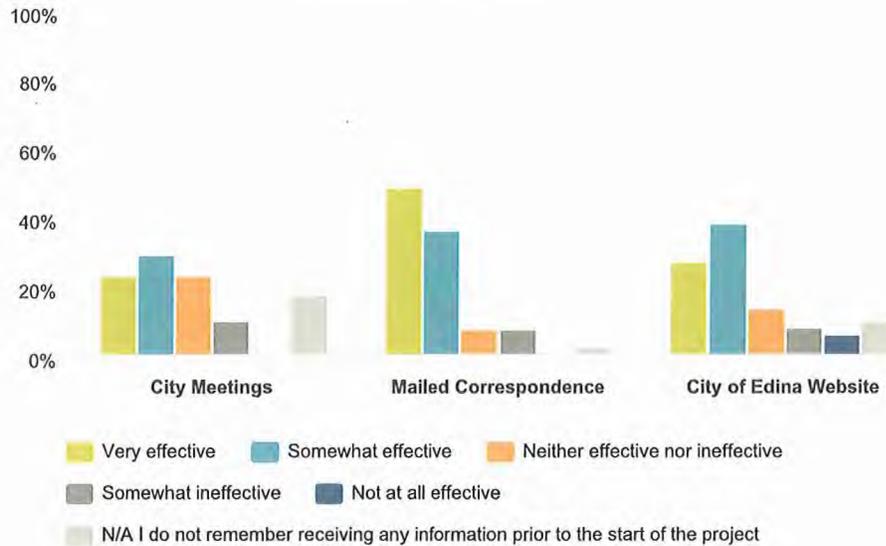
Answered: 0 Skipped: 152

2013 Street Reconstruction Survey

LAKE EDINA

Q2 How effective was the communication you received prior to construction?

Answered: 56 Skipped: 96



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	22.64% 12	28.30% 15	22.64% 12	9.43% 5	0.00% 0	16.98% 9	53
Mailed Correspondence	48.21% 27	35.71% 20	7.14% 4	7.14% 4	0.00% 0	1.79% 1	56
City of Edina Website	26.42% 14	37.74% 20	13.21% 7	7.55% 4	5.66% 3	9.43% 5	53

COMMENTS:

It was difficult to know how the construction would proceed, given the overlap in dates received

Aaron Kuznia was absolutely the best. Very professional and did an outstanding job communicating with the residents.

The city of Edina seems to think it is okay to approach every project as if it is a foregone conclusion of "yes"; and when the neighborhood does not seem to agree with the city's perspective, the neighborhood's issue(s) are either disregarded or maligned. This is disconcerting to taxpayers; and it does not instill faith in the city leaders.

Assume you mean meeting over at the Public Works building.

Didn't check the website but regular e-mails from Mr. Kuznia were very helpful

Helpful, but too much reliance on city meetings, not enough on mailed correspondence. City website not a good one.

I attended one communication prior to the construction which provided a good overview of the work.

I thought people were poorly informed or misinformed about sidewalks. Now that we and our dogs and kids are walking on filthy petroleum-and-salt-saturated slush and snow, and tracking it into our houses, it's a pity we don't have sidewalks.

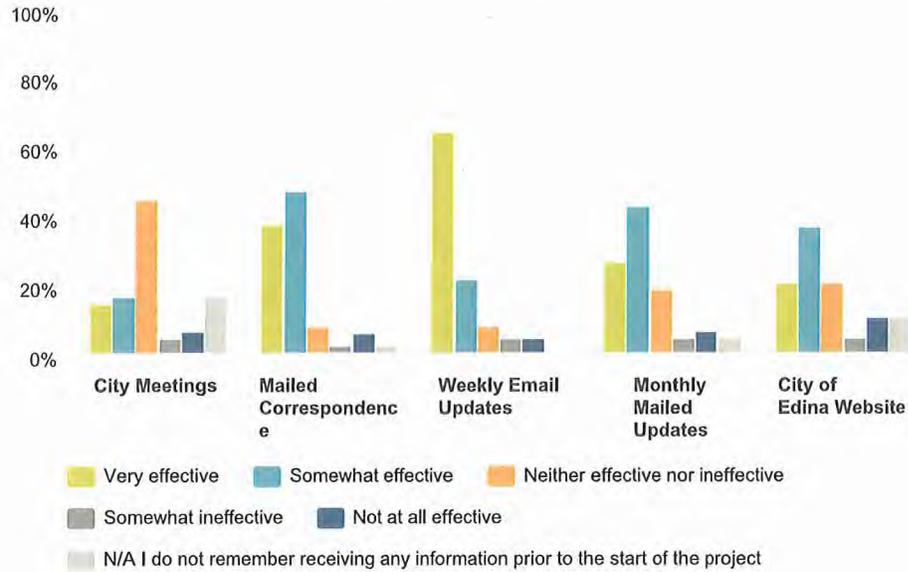
Meetings were scheduled at times when I could not attend. It would have been helpful to have some Saturday options or the ability to listen in via speaker phone or web cast. Also, a simple video could have been prepared/posted on the city web site or even watched on local cable access tv channels.

2013 Street Reconstruction Survey

LAKE EDINA

Q3 How effective was the communication you received during construction?

Answered: 55 Skipped: 97



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	14.00% 7	16.00% 8	44.00% 22	4.00% 2	6.00% 3	16.00% 8	50
Mailed Correspondence	37.04% 20	46.30% 25	7.41% 4	1.85% 1	5.56% 3	1.85% 1	54
Weekly Email Updates	63.46% 33	21.15% 11	7.69% 4	3.85% 2	3.85% 2	0.00% 0	52
Monthly Mailed Updates	26.00% 13	42.00% 21	18.00% 9	4.00% 2	6.00% 3	4.00% 2	50
City of Edina Website	20.00% 10	36.00% 18	20.00% 10	4.00% 2	10.00% 5	10.00% 5	50

COMMENTS: See next page.

COMMENTS:

The best information came from the project coordinator, Aaron, who spent a good deal of time in our neighborhood discussing the progress of the construction with us.

What is the point of the updates / homeowner action items when the City does NOT use / implement these items????

The City of Edina website was not easy to navigate for everyone; and I found myself being asked to help some of my neighbors to figure it out; and then suggested they call the city and request updates in the mail instead.

Same notices went out week after week. Work listed in updates rarely corresponded with updates. We were told for weeks that they would be shutting water off. We were not notified prior to the day they did. Care of hydroseed was miscommunicated. All notices stated that the contractor was responsible for water, weeding and mowing -- this did not occur.

We would be told to expect a certain type of work and often it started prior to that, so we were not prepared or it was 3 weeks later. In most cases it was not weather related.

Mailed updates were mostly a form letter.

Need to better communicate day to day changes, traffic control, ie road closed signs, we're never updated during construction so you never really knew what was going on - need more effective day to day communication.

City website is very poor for all needs...not user friendly.

I relied on email correspondence.

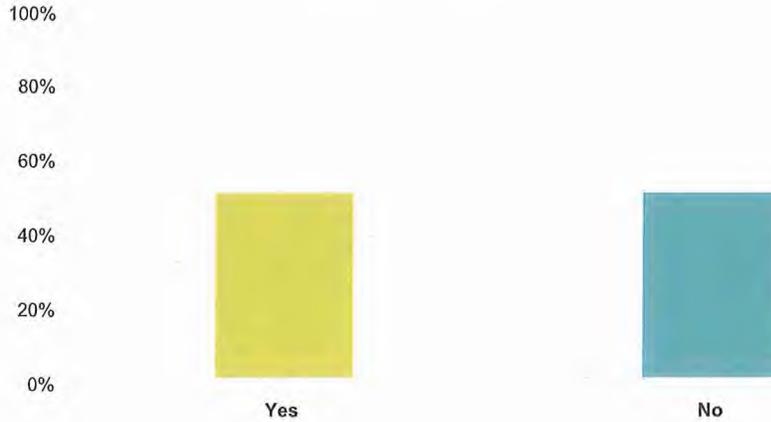
I appreciate the hard work that went into the notices to us.

2013 Street Reconstruction Survey

LAKE EDINA

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 54 Skipped: 98



Answer Choices

Yes

No

Total

Responses

50.00%

27

50.00%

27

54

COMMENTS: See next page.

COMMENTS:

We were not given the numbers stated in this question. Initial estimates were nearly twice as high in the beginning as they appear to be now, i.e. 12,000 vs 7,000. We have not received final billing yet, as that is not due till later this year.

it was not clear at the beginning when the bill would need to be paid.

If the cost will be on the low side of the projection. Good weather and road bed conditions were mentioned during construction as reason to expect a lower cost. I expect that to come out in the final assessed cost.

I heard conflicting reports as to the cost per property

Estimate was quite wide ranging. More specific estimates as to potential cost should be available in this day/age.

Not really clear; just that it was going to be expensive; and since our neighborhood did not want sidewalks or new lights, it was clear that our assessment was going to be large.

They did not continue

I do not remember any explanations.

We found out from workers how much money the city was paying for gutter/drain tiling piping and they thought it was a waste of money and we could have had curbs instead plus our yards were overly destroyed to accommodate this part of the project.

not definite until Sept. 2014

Maybe, Estimates are by nature hard to be specific on.

Still don't know what I'm paying for

Still unsure how much I owe...

We understand what our individual Special Assessment is, but never saw the total project cost, the competitive bid process used to select the contractor(s), and the line item bids for each portion of the job.

It was poorly communicated as to what and how the average homeowner would have to pay for it.

I was never sure when I would be "billed". Even at this date, I do not know the amount that will be charged

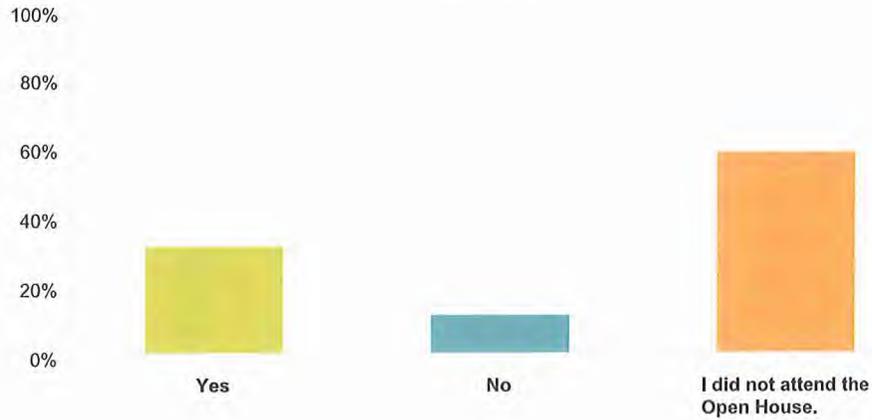
I really don't remember an explanation of our likely cost. There probably was an overall project cost but without knowing how many houses and the calculation method, I don't understand what my cost will likely be.

2013 Street Reconstruction Survey

LAKE EDINA

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 55 Skipped: 97



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

30.91%

17

10.91%

6

58.18%

32

55

COMMENTS: See next page.

COMMENTS:

Good overview of the entire project.

there were too many answers that were not concrete. also there were multiple groups present for the different projects so not everything applied to me.

didn't fit my schedule

I have lived in Edina my whole life (with the exception of the 7 years during which I was in college and law school; and the 2 years as newlyweds just outside of Edina prior to purchasing our home in Edina. I have lived in the Lake Edina neighborhood since 2001); and the roads are allowed to break down and are not properly maintained to begin with; and my impression of Open Houses and city council meetings is based on my experience: it always seems that the city already has its mind set as to what is going to be done; and how it is going to be done; and the public input process is just procedural, and therefore a waste of time for the citizens; and also results in frustration for the citizens. Our neighborhood, in particular, has been subjected to the 70th Street "discussions", the bike path "discussions", the reconstruction of the roads "discussions", and the Fred Richards "discussions". Each and every time, the city has its mind firmly in one direction and does not seem to want input from the citizens; and when neighbors have raised concerns, the answer is the same: "we respectfully disagree with you"--and then the project goes through, and the neighborhood is forced to live with the consequences "for the over-all good of the city". This has citizens upset and frustrated; and the city should really look at this when they decide on projects in general.

I was out of town

unable to make the meeting due to work conflict

but we were in Florida from Oct-May. may have missed some

I was able to attend only one session, but was pleased to receive notes regarding significant project dynamics.

City Halls mind is already made up even before the open house meeting!

Only the snooty seem to attend...they are not geared toward average homeowners.

This was helpful

Unfortunately I was traveling for one of the open houses.

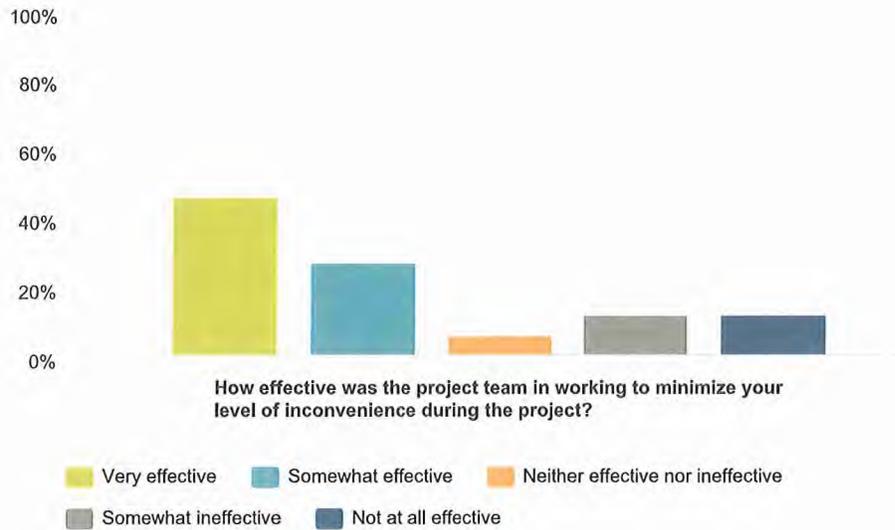
See comments above regarding meeting schedule. It would have been great to have other ways to attend/watch the meeting.

2013 Street Reconstruction Survey

LAKE EDINA

Q6 Construction Phase

Answered: 53 Skipped: 99



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	45.28%	26.42%	5.66%	11.32%	11.32%	
	24	14	3	6	6	53

COMMENTS: See next page.

COMMENTS:

We were notified of major events. The smaller stuff, like water shutoffs caused more difficulty as we had a number of plumbing difficulties, such as replacing faucets, after the water was turned back on

Did not care about flagged irrigation systems. Ripped up almost entire neighborhood sprinklers next to road.

Poor communication!! Lack of adequate advance notice. And what notice / homeowner actions items that we were to use were NOT followed.

More than once, the date and time we were given came to pass for some unknown reason; and the (non-weather-related disruption) unnecessary disruption was hard on families, whether the delay was reasonable or not. Also, we have a fire hydrant at the end of our driveway; so our disruption was long and dirty.

Phase 1 lasted till end

Aaron Kuznia was always very responsive to the concerns we raised

All were very nice and said the right things, but the timing of major work, was way off the mark and notices would be delivered on Thursday night or Friday for a street closing on Monday This is summer in Minnesota.....many, many residents are on vacation and they leave Thursday night. Most of my neighbors were caught off guard for these....Very unfortunate. Notices could be delivered by Wed. and avoid much of that frustration.

The construction guys often acted like we were an inconvenience, while trying to get out of the neighborhood.

Project took way too long relative to communication and expectations

It helped to know when our water/gas would be shut off so we could plan and also to know when we would have access to our driveways disrupted

Wonderful effort, but signage was often left in place while construction had moved on.

other than signs left in yards reg. parking, we woke up daily not knowing what piece of equipment would be left on our lawn or drilling so loud to shake our home!!!

Contractor did not care about residents, only there work, they need to realize they are impacting our lives - contract should have performance incentives based on # of complaints - both good and bad

Way too much work on tearing up same area multiple times, sometimes the very next day, then reworking the same exact spot over and over again...this was absurd to see. Tore up my driveway apron with no advance notice (as was promised) so I came home and could not get into my driveway. The water spray trucks, used to reduce dust and dirt, took great glee spraying cars rather than stopping spraying when a car needed to move the other way on the street. Saw this happen many times, twice to me. Still do not see why it took all year from spring thru summer to do this work...I know it was a lot of work...but a full year's worth? I don't see it. Also...why was it necessary to tear up a good 6' of everyone's lawn? To what point? My one 20' Norway pine was very damaged (root damage resulting in thinning of tree) when the new hydrant was put in...very sloppy work. Why also did they have to drive trucks over my yard??

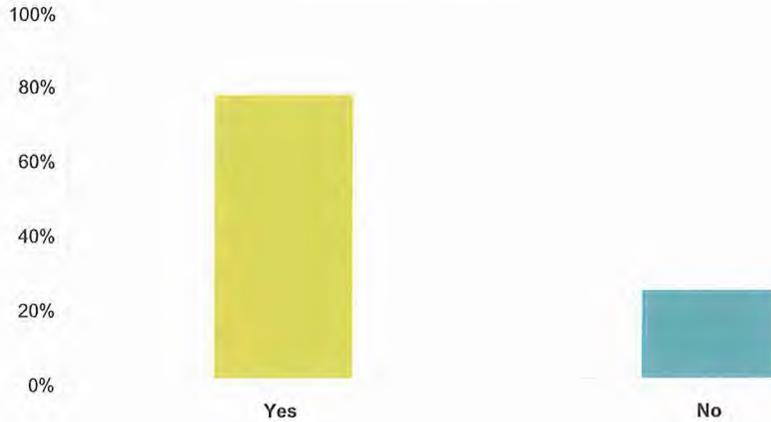
I just do not understand the sequencing - things were torn up, restored, torn up again, restored again, re-curbed, etc. I appreciate that you can't have crews tripping over each other but I didn't get the long breaks between contractors. We took out plants and flowers (nice rosebushes we've been cultivating for years) after directly talking to one of the work crews and left others, which they said were OK. Then months later, another crew ripped out the remaining bushes, with no warning to us or attempt to save them.

2013 Street Reconstruction Survey

LAKE EDINA

Q7 During construction, did you know the name of your City representative?

Answered: 55 Skipped: 97



Answer Choices

Yes

No

Total

Responses

76.36%

23.64%

42

13

55

COMMENTS:

Aaron

Aaron

Aaron Kuznia

Aaron Kuznia

Aaron Kuznia

Aaron

I cannot remember off the top of my head; however, whenever I called him, he was helpful and pleasant to deal with.

Aaron Kuznia

Aaron

Aaron Kuznia

Aaron

Aaron ?

Chad Milner

Yes, if I looked it up on correspondence.

Aaron Kuznia

Aron

Aaron Kuznia

Kuznia

Aaron

Name was on email correspondence, though do not recall from name from memory

Aaron Kuznia

I do not remember now....

Aaron of engineering

Aaron

I don't recall, but I spoke with him a few times.

Aaron

do not recall

Aaron Kuznia

Aaron kuznia

aaron k

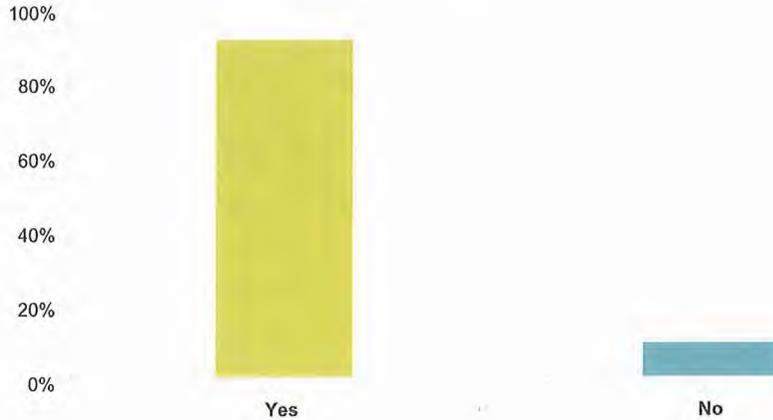
Aaron

2013 Street Reconstruction Survey

LAKE EDINA

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 55 Skipped: 97



Answer Choices

Yes

No

Total

Responses

90.91%

50

9.09%

5

55

COMMENTS:

Most of the time

One time i was out of town for 3 days to come home at 6pm, Friday, to find my road closed, road torn up. I had to park my car and boat at CPC in order to get clear of all the dust, dirt and truck traffic. Got access about 8pm that night.

See above comments.

See comments for #6

Some notifications assumed a notice would be found on the front door, but I think most residents were looking for notices simply because of the construction dynamics.

Palda did a great job. Michels did a very poor job.

yes for water shutoffs, no for driveway in accessibility

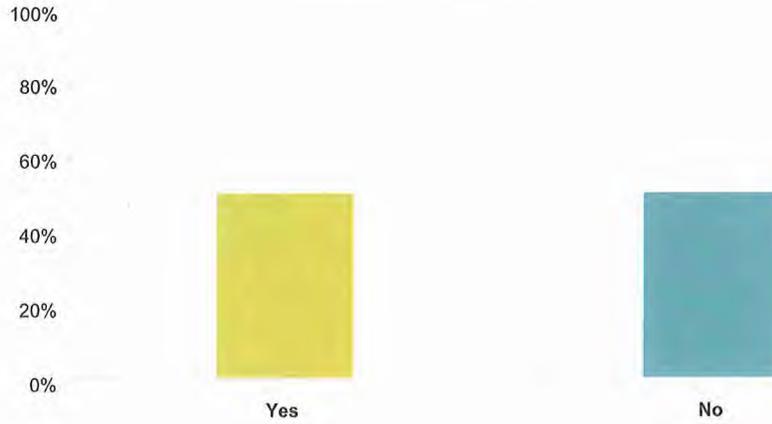
Enough notice, but not enough accuracy. See comments above related to driveway access. Good job on replacing gas meters and lines...very quick, efficient, and I still don't know how the team did the new gas lines without disrupting my lawn.

2013 Street Reconstruction Survey

LAKE EDINA

Q9. During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 54 Skipped: 98



Answer Choices

Yes

No

Total

Responses

50.00%

50.00%

27

27

54

COMMENTS: See next page.

COMMENTS:

sidewalk totally blocked for a weekend

Hydro seeding contractor rarely watered the patches.

Sprinkler issues

once contractor said my street would be closed and it wasn't, then another time the other way around. The Gas line replacement and gas shutoff was not well communicated. little notice. And they had trouble getting gas to flow. A plug was left in pipe by my meter.

I have already sent my issues to Aaron during the project.

Toward the end, when they were putting down the final coating, as I came down West Shore Drive to Hibiscus Avenue, I was unsure how long the coating had been down, and whether I could proceed across Hibiscus to get home without damaging my vehicle. I stopped and asked 2 of the male workers, and they were very Unhelpful, and told me to drive down the very road I was questioning to find the City of Edina representative. Obviously, this did not help me to know whether I would be damaging my car. I ended up turning around and came back after 5pm.

Did not level ground

Miscommunication of lawn care. How lawn care was handled.

One morning a front end loader appeared in our yard and tore up a good portion of it while removing a section of our neighbor' driveway, after the initial curb installation. We might have been calm about it had we been informed about it earlier. The front end loader operator was a total jerk. (this observation was consistent over several encounters.) Additionally, we felt the yard disruption due to sump pump line installation was excessive, and that portion of the project for us seemed to be pretty much of a boondoggle. During the whole project, fully one third of our front yard was torn up.

Storage of construction equipment and tear out materials on the Phlox & Kellogg circles made use of those areas by neighboring kids dangerous. When all the streets are torn up and you are in Phase 2 you don't expect to have construction piles, 10 feet high from the start of the project to the very end.. In the case of Phlox LANE, IT WAS THE END OF APRIL THROUGH OCTOBER. NO REAL REASON FOR THAT.

We had issues with plumbing after the water was turned off. We needed two new faucets. The plumber told us that the faucets should be turned on in a specific order after the water has been turned off and back on. We were not told this by the city.

The largest front loaders going back and forth down our street (Hibiscus) caused our whole house to shake significantly and we have sustained cracks in our floors and siding which we will be contacting the city about! Also the grass seeding process made our yards rock hard and our lawns are significantly worse than before the project started so more lawn repair will need to take place.

Minor issue with the city-contracted sprinkler service (Dave?). He was quite simply a jerk. His work appears to have been technically sound (hard to tell if leaks exist), but he was bull headed and in one case in my yard, wrong. If I had not been assertive, my sprinkler repair would not have gone well. I will acknowledge that he seems to have done good work, but he made the process quite difficult.

One day when we were to have moved our cars because the they were taking down the grade, I had to leave unexpectedly and had not moved my car. The crew installed a dirt ramp for me to be able to get out of my driveway. Fantastic service that was greatly appreciated!

lawn/irrigation repairs. totally inadequate!

Poor behavior from contractor, city and contractor need to better plan work phases to limit costs, work in front of my residence required multiple mobilization a of same equipment with no need if the work had been planned, utility work should occur before reclamation, this way residents can have actual roadways to drive on. SWPPP management was none existant - not

sure how city did not receive any fines - filter bag at CB near my house was never cleaned, why was there no clean up of sediment that entered lake edina?

I experienced a very rude grass spray technician who called me an Asshole and told me I could do it myself.

Crabby neighbors on other side of street (non-construction) complained when we had to park once overnight near their house because we were unable to access our driveway. Would have liked the city to post signs on all nearby streets allowing overnight parking there for the 1 or 2 nights when we couldn't get to our own houses.

just minor

During the extended period prior to the final surface coat of asphalt being placed, the lip between the curb and the initial asphalt layer was detrimental in causing a flat tire on my vehicle.

Not sure what you mean "conflicts".

Our yard was progressively, increasingly disturbed. At one point heavy equipment was in our driveway. I am not overly bothered, but I was surprised to see this after assurances this would not occur.

We had a 4-inch hold-down at our driveway lip that threatened to dent our car wheels for a month or so. We could have used some gravel to ameliorate

2013 Street Reconstruction Survey

LAKE EDINA

Q10 What aspects of the project process met your expectations and why?

Answered: 40 Skipped: 112

COMMENTS:

The streets, curbing, and driveways make the neighborhood look nearly new again. I hope we don't have to go through the experience for another 50 years.

the test will be this spring when the winter melting happens to know if the improved water draining was fixed. I assume it will be an improvement.

The project was well organized and the city and (for the most part) contractors worked well as a team. I give the city employees credit for pulling that off throughout the project.

Responsiveness of city

Well, i guess that i got done in one, long, summer.

All but cost estimates and apron replacement.

The road needed to be replaced, and it was replaced.

All aspects. Everyone was very efficient

Communication from city via email as well as Aaron Kuznia was exceptional. I never thought you would do that good of a job in communicating.

None

Generally, my expectations were met, because I have many friends and family members in Edina that have had this project done on their streets. I was pleased to have the whole project completed on time. It is a severe disruption and very messy. Timely completion with minimal inconvenience

None - expected more

Notifications were timely. Workers were friendly and helpful if questioned

Able to get in and out of neighborhood during the process. Dog fence repaired quickly.

It finally got finished.

WORKMEN WERE ALL VERY NICE. Started on time.

None

Project Manager prompt response to calls and he was very knowledgeable

We appreciated knowing ahead of time when we would have access to our street and water we left town before completion

The final result seems good - thanks. City employees and contractors (less sprinkler issue) were very approachable; if I ever had a question, I'd ask... the responses were always "invited" and considerate.

start to finish times were fairly accurate.

COMMENTS cont'd:

Work was completed in a timely matter

Overall the project seemed to be on time and work was done on the days it was scheduled. Aaron was very open to questions and timely in his responses. The seeding took better than I expected, but some additional work may be needed in the spring.

Mr Kuznia and contractor's employees were very approachable and responsive. Mr Kuznia returned calls and responded to e-mails.

Nice finished product. I was happy with the spray grass value, despite others wanting sod.

Construction personnel were VERY polite and accommodating. Work was done in a timely manner with very minimal inconveniences to residents.

Communication was exceptional!

I was especially impressed with the way Aaron Kuznia handled any concerns and questions. He would always answer any phone calls or call back quickly. He was great in addressing issues and remedy any problems.

It all seemed to go as expected. I think it went faster than anticipated.

Quality of the finished product was excellent

The email updates were effective along with the flyers in the door.

Gas meter and gas line replacement was super slick....fast, efficient, no tearing up of the lawn and done right the first time. They even came in to check / reset gas pilots...an excellent touch.

Timeline. Communication. Both were good.

great crew

Good weekly e-mails

like the new blacktop. Got rid of a big hump in the road.

Communication was very good

2013 Street Reconstruction Survey

LAKE EDINA

Q11 What aspects of the process did not meet your expectations and why?

Answered: 38 Skipped: 114

COMMENTS:

Plumbing difficulties, pipe and faucet damage. While the city did pay for some of the issues, I was surprised that we were not warned of the plumbing difficulties that could occur. This is, after all, not the first project of this type that the city has taken on. length of completion longer than we anticipated

I find it hard to believe that the cost projections could not be better pinpointed before the project and that we have to wait so long to know the exact bill.

The hydro seeding maintenance (weeding and watering) was not up to par with the rest of the project.

Lack of back up plan when I was out on vacation: ie getting in to restart gas fired items. Not more that one day notice of streets torn up/closed.

Driveway apron replacement. Should replace all of them. Ours is 50 yds. Old and will need replacing soon in any case. Reseeding the front yard could have been better. However a storm washed most of the seeds down the drain.

It concerns me that staff believe hydro seeding went well based on the youtube channel video Late October 2013. The hydro seeding process is not effective and produces serious weeds, and areas that did not grow. We watered daily.

Overall, most crews were very courteous and respected our neighborhood. However, two things... The lady that drove the front end loader was a real piece of work. Very rude and drove way too fast. I complained more than once. And second, the crews that did the curbs thought that their garbage could be thrown away behind the new curbs. Again, I complained to management. The rest of the crews were great. But I am telling you, get those people to slow down on the streets with the heavy equipment. No need to drive 30+ MPH in a front end loader.

Need to rethink how the best practices for the scope of work (hydroseed is really really dumb.... my neighbors lawns look terrible) and how this work will actually be performed (no need to destroy everyone's irrigation systems in the midst of the hottest part of the Summer.... dumb dumb dumb!!)

See comments at number 9, above.

n/a

Timeline

My expectations were met

This project began in April and was complete in October.

Neighborhood lawns are a mess of weeds.

See #9. Also, it was determined that a segment of our driveway needed to be replaced due to water run-off issues after the curb was put down. The asphalt company used heavy equipment to lay down new asphalt, and in the process, cracked a new section of curb which will require replacement in the spring.

It would have been great to know that the entire area was torn up during all 3 phases. That was never explained
Worst summer of my life

We were in the third phase and did not have any idea what a mess it would be all summer in our yard and street.

No - grass replacement was very dissappointing and not acceptable

damaging house shaking and subpar lawn repair. Too much damage and creates stress as to how we will go about seeking restitution.

COMMENTS Cont'd:

Costs, final landscaping, communications

I didn't understand why new curbs weren't installed instead vs. replacing some and not others.

Hydro seeding did not work, my yard needs regrading at hydro seeded areas who is going to do this? My yard should be treated as if it is workers yard, why were we not given option of sod? Sprinkler repair guy sucked, I ended up paying my person to fix system

Took way too long. Lots of time between steps due (presumably) to batch processing by low bidder.

I wish we would have gotten new streetlights throughout, and a sidewalk along W Shore Dr.

I wish we had lights. The reseeding was not handled well-they caked on the green stuff so nothing could grow. I ended up removing everything and reseeding it myself.

I was not very pleased with the lawn repair aspect. The soil used to repair the area was very poor quality (Yet they used black dirt to seed an area near the bike path nearby that was a poor use of those resources) . The grass was supposed to be watered and weeded, no weeding took place and the water truck was hardly around.

The dust and dirt generated...especially by the street sweeper toward the end of the project. They didn't use any water to hold dust down! Dust collected on our house, windows, cars, etc. It would have been helpful for the water trucks to wet the street more often when the front-end loader kept driving back/forth at high speed. We had to pay to have our furnace, ducts, windows cleaned after the project completion. The budget should have included filters on each home's fresh air intake, along with window cleaning at project completion. Also, the topsoil used to replace dirt/grass where they dug is full of rocks. The hydroseed is TBD.

It took longer than I expected

I thought it was an unfortunate means in which the city determined whether or not to include streetlighting in the project. It looks from the surveys received that essentially a single person voting "no" resulted in the lack of streetlighting, since it was 59 in favor and 60 opposed. The city needs additional means for evaluating this. Had the vote gone the other way would the city have included lighting?

Most of the rest. Took way too long to finish. Too much tearing up and filling in streets only to have the same thing done the next day...or next several days. Incomplete communication...but good response when I did communicate.

I am disappointed/surprised at the selection of curbs / aprons to be saved. As a result, the finished product is random, and yet the costs are equally shared by the neighborhood. So for example, if my apron was not replaced, but my neighbors was....we pay the same? And some driveways had more than the apron repaired.

None

The sequencing. We just could not understand the length between contractors.

The crew and workers were extremely rude and inconsiderate.

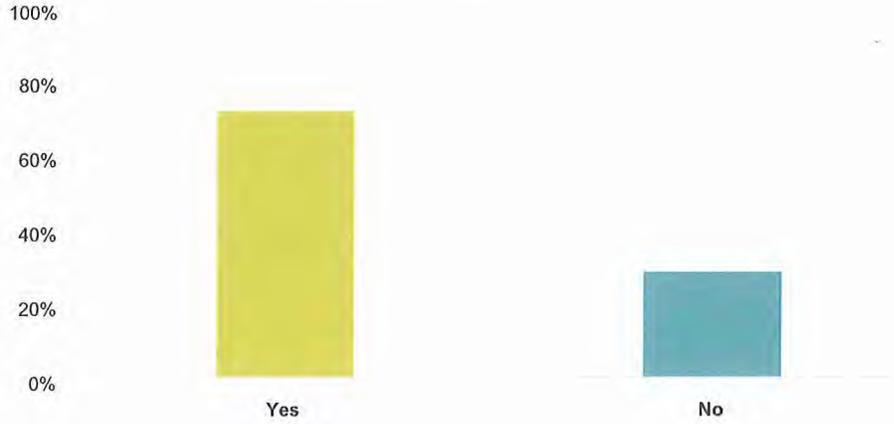
duration was too long. roads tore up for months. not all the curbs replaced. Looks patched.

2013 Street Reconstruction Survey

LAKE EDINA

Q12 Did the final result of the project meet your expectations?

Answered: 53 Skipped: 99



Answer Choices

Yes

No

Total

Responses

71.70%

28.30%

38

15

53

COMMENTS: See next page.

COMMENTS:

The neighborhood looks great. I hope that these streets, curbs, and driveways can last beyond a few years

I wish they had changed out all the curbs, final result would have looked nicer with all new curbs.

Often the equipment operators were "speeding", going full speed up and down my street. Scarrie seeing them going backwards so fast, seemingly not looking the direction of travel. Kids and dogs on my street too.

See #11.

Staff has a complete disregard of the failure of the hydro seeding process. I believe the maintenance period goes through mid - April. With the Minnesota growing season, that is unreasonable. We were told the failure was our responsibility, even though we watered daily.

Only because I did some of the work myself at my cost!!

I drive down Hibiscus Avenue every single day, multiple times, on the way to the service road for access to 70th Street; and the watermain that broke near Phlox and Monardo Lanes was upsetting, as is the bump that is now in the new road. I hope that the city will make sure that the road is FLAT and SMOOTH in that area.

Except my grass

Good job!

Curbing work very random and sloppy. Appears water was still pooling on corners

see #11.

Inconsistent curb replacement and seeding that never took.

Too expensive. Did not need the water run-off yard piping. Would rather have had new, uniform curbs in good repair rather than ugly patched mismatched concrete coloring up and down the blocks--looks ugly

we were not in town for the final result

It's really nice driving on the streets.

roads yes. We will see what our lawn look like next spring to determine if the seeding worked. W. delays, e do not have a good idea due to the fall project finish

Before the project started there was discussion about new street lights and a sidewalk. I never heard anything further and saw very few new street lights. My yard is worse than when the project started and still needs work. They did some cleanup along the sound wall on highway 100. The new paint was nice and they did some landscaping yet left other areas overgrown. Why did they not clean up the whole area??? I do not consider the project complete yet!! I still don't know what I am paying for. Curb and sewer work was minimal so I feel I overpaid for a new paved street.

The road at the end of Aspasia Circle was dug up after the project and on repair the smooth transition across the intersection was lost. Not really a big deal but had to comment. Also heading south on Normandale Blvd, south of 70th the slope of the road on the second curve tends to throw cars into the curb when the road is slippery with snow or ice. Probably can't do much about this but for future repairs the contactors might want to be aware of this kind of potential problem.

The lawn remains to be seen.

Disappointing that only portions of the curbing was replaced, and only select driveway aprons. All curbs and aprons should have been replaced.

Disappointed, however, that no streetlighting was added. It's a very, very dark neighborhood for walkers.

It looks nice and is very smooth. I am happy, as a homeowner, to have good new infrastructure. Not sure what created a need for a new street (name) sign or a new street light, as the old ones seemed fine. But not a big issue. I am curious about the lines carved into the finished street every 30-50 feet...seems like the ideal place for water to pool and freeze and then create potholes!

The surface is OK, but not a huge improvement for a fairly quiet road. Lack of (free) sidewalks is a huge disappointment. It was a real mess for the spring and summer - hard to ride bikes, dirty for walking or running, dog-walking, etc. We also prefer the concrete streets over the blacktop - blistering hot in the summer, degrades more in the winter. I just don't see much value for the money, especially without sidewalks.

Then you have a water main break and don't fix it. Add in how poorly a job was done pouring the final layer of blacktop. Some areas don't line up from one job to the next.

The landscaping should be more substantial in the common areas and if you rip up someone's driveway, the city should pay for a new drive way completely so there is no patch marks or at a minimum have the entire driveway sealcoated for the resident. I was left with a worse looking driveway for sure after the project was complete then before it.

2013 Street Reconstruction Survey

LAKE EDINA

Q13 Do you have any other comments, input or suggestions for City staff on street reconstruction projects?

Answered: 29 Skipped: 123

COMMENTS:

no

the weekly email updates were the best communication and very accurate and information. thanks for sending them.

Communication during the work on street by street bases should be more in advance. esp with the partial day closures and late evening work. Till 7pm or later.

Hydo seeding does not work.

Like I said before, overall the crews did a real nice job. Aaron should be given a raise as he is an outstanding member of the City of Edina. And just remind those workers to slow down please in the neighborhoods.

See above.

These projects are very expensive to homeowners regardless of interest rates and time allowed for repayment; and the streets MUST be maintained better in order to avoid having to perform total overhauls as we just experienced. Also, in general, my interaction with the City of Edina employees was always positive and pleasant, and I really appreciated that. Thank you.

n/a

Adjust watering bill during

We believe the City staff worked very hard to make this as smooth a process as possible. Most of the workers for the various subcontractors were courteous, but toward the final phases it seemed there was less communication all the way around, from the subcontractors to the City, and also back to the residents. Overall, it was a stressful process, and just completing this report recalls unpleasant memories. Finally, we feel that particularly in situations where lawn disruption is major, re-sodding should be a covered expense assuming that residents take responsibility for properly maintaining the sod. After all, this is Edina, and our property taxes aren't going down!

Tear up an area and complete it, then go to the next. I have family in other area and they tear up, work, resurface and sod in a 2 week period, then move to the next street. I do not believe all of those other communities are totally wasteful and spend alot more money because of it..Being torn up for 2-3 weeks instead of 3-6 months is a big difference ****Subcontractors near the end of the project, sweeping, watering, putting in grass seed, need much more supervision. I have experience in this type of property maintenance and truthfully, a child would have done a better job by just using their limited common sense. The watering, washed away the seed due to the way it was applied or only hit the street, not the seeded area. Seed went into many areas with no notice and died out before residents returned home to water it. Signs were staked as to when it was applied, with no dates on them.. Result..... It has to be redone in many area. How effective is that? Seems a waste.

People in the second and third phase need to be told that their yard will be dug up and a mess all summer, not just when they start to work on digging up the street.

Have someone look at the pavement and make sure it was done well. Too many road repairs in this city came up short on quality product and installation and we end up losing money by having to prematurely replace.

none

No.

Better communication reg. equipment size, shaking of houses during project, closing up house due to continuous dust, not leaving huge concrete piles in street for long periods of time,

Finish cleaning up along the sound wall

COMMENTS Cont'd:

More and better communication, field staff need to represent residents, not be friends of contractor

I was very pleased with Aaron Kuznia. He was always willing to meet with me and resolve issues. I do not hold him accountable for any of the negatives I experienced.

These projects are neap swarm but strain our budget

Aaron is to be highly commended for the job that he did. It has to be a very stressful situation trying to keep people happy and oversee the project of this dimension. I only hope that the final assessment will come under the estimate. I felt that the city should have picked up more of the tab .

See above

The city rep did a very good job and he was nice.

Addressed primarily under #11.

The survey should have come closer to the end of the project to take advantage of fresher memories and more accurate memories, but better to ask than not. Fix up the city's website...trendy but not user friendly.

Too bad there are no sidewalks on Normandale Blvd. It is a mess (dangerous) to walk to CPC church around that corner.

Implement Complete Streets. We ought to be building for the people we want to attract, not necessarily exclusively following the whims of the people who are there now, who may have grown up in a different era. How am I going to sell my house to a millennial or a young family without sidewalks? Who wants to dodge giant SUVs when you're teaching your kids to ride a bike? The neighborhood has lost an opportunity to compete favorably with Minneapolis and other communities, which will be glad to house the next generation of families. We'll be dinosaurs living in 1970s car-centered bad urban design. If the City wants to keep its tax base vibrant, it needs Complete Streets. Complete Streets principals haven't exactly been bad for Country Club and Morningside.

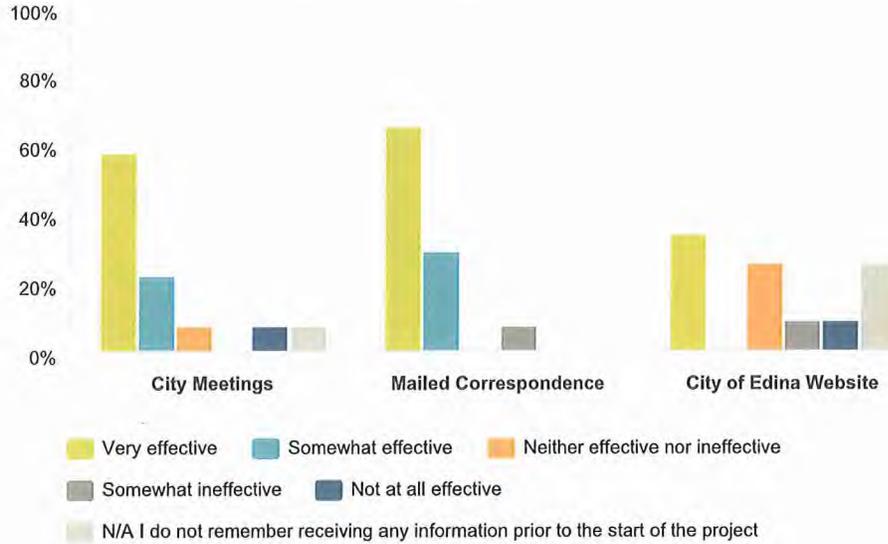
city could have been more sympathetic to my driveway concern. Very matter of fact and not helpful when we pay their salaries.

2013 Street Reconstruction Survey

MENDELSSOHN A

Q2 How effective was the communication you received prior to construction?

Answered: 15 Skipped: 137



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	57.14%	21.43%	7.14%	0.00%	7.14%	7.14%	14
	8	3	1	0	1	1	
Mailed Correspondence	64.29%	28.57%	0.00%	7.14%	0.00%	0.00%	14
	9	4	0	1	0	0	
City of Edina Website	33.33%	0.00%	25.00%	8.33%	8.33%	25.00%	12
	4	0	3	1	1	3	

COMMENTS:

I am not impressed with the information on the website. It is very general and wasn't very easy to navigate to where the project was located. The mailed correspondence was the only mode of communication that provided me information. The only thing I was able to find were copies of the mailed correspondence. I still don't know where to find the cost of the project. I wish that it was easier to find comparable financial information of past projects. Why is our project so much more than previous projects?

I'm very happy with the well thought out planning from the City of Edina. They kept us well informed and I know everyone appreciates their efforts.

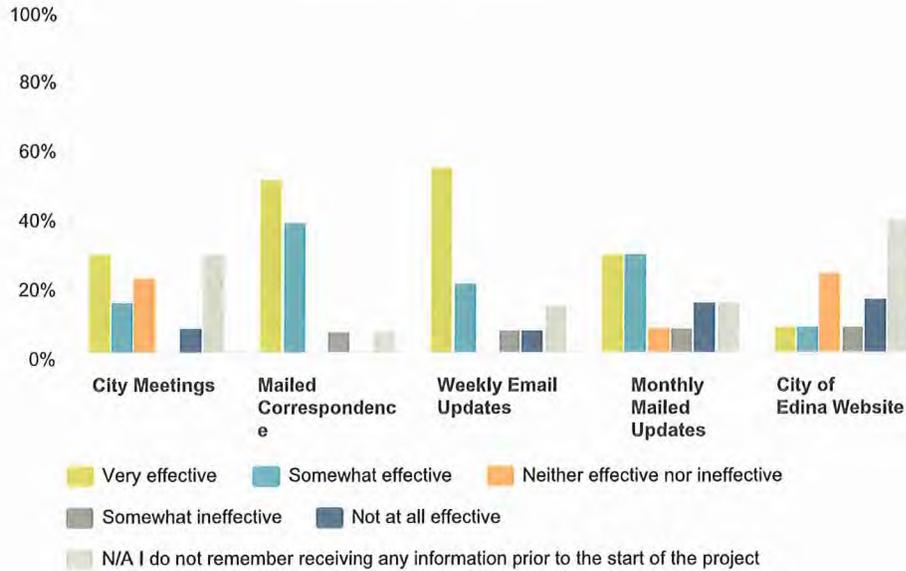
I moved into the area mid-project, so did not get a chance to participate in the full process. What I did see was excellent.

EXTREMELY well communicated - every step of the way.

2013 Street Reconstruction Survey MENDELSSOHN A

Q3 How effective was the communication you received during construction?

Answered: 16 Skipped: 136



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	28.57%	14.29%	21.43%	0.00%	7.14%	28.57%	14
	4	2	3	0	1	4	
Mailed Correspondence	50.00%	37.50%	0.00%	6.25%	0.00%	6.25%	16
	8	6	0	1	0	1	
Weekly Email Updates	53.33%	20.00%	0.00%	6.67%	6.67%	13.33%	15
	8	3	0	1	1	2	
Monthly Mailed Updates	28.57%	28.57%	7.14%	7.14%	14.29%	14.29%	14
	4	4	1	1	2	2	
City of Edina Website	7.69%	7.69%	23.08%	7.69%	15.38%	38.46%	13
	1	1	3	1	2	5	

COMMENTS:

I didn't use the web site. I didn't need to. The city kept me well informed.

I relied mostly on the weekly email updates - received those quicker than the mailed correspondence. Notices left in the door were extremely helpful.

neighborhood meeting prior to the beginning of construction was very helpful.

Didn't use the website, but the email and snail mail and letters on our door were great.

2013 Street Reconstruction Survey

MENDELSSOHN A

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 16 Skipped: 136



Answer Choices

Yes

No

Total

Responses

68.75%

31.25%

11

5

16

COMMENTS:

I've heard 3 different amounts that the project is going to cost and I still have no clue what the cost is. I can't find this on the website and when I talked to the city engineer at the open house, he didn't even know.

I believe so at the August 2012 meeting.

For the most part, the cost was explained in estimated overall project cost or per unit. We were told 100% special assessment of the roadway cost and City owned utility repairs will be from utility funds as explained in Wayne Houle's letter to the Mayor and Council on December 11, 2012

I don't remember hearing about the Utility fund being used

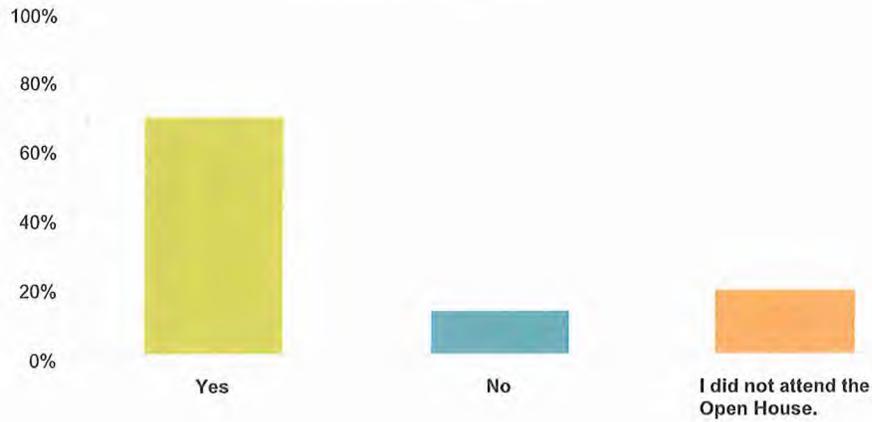
Yes, though the numbers kept changing materially.

Sort of. The process and timing was explained, as was an estimate of what the end individual cost might be. But that final number has not yet arrived, and as far as I know, there was explanation where all that money was going.

2013 Street Reconstruction Survey
MENDELSSOHN A

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 16 Skipped: 136



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

68.75%

12.50%

18.75%

11

2

3

16

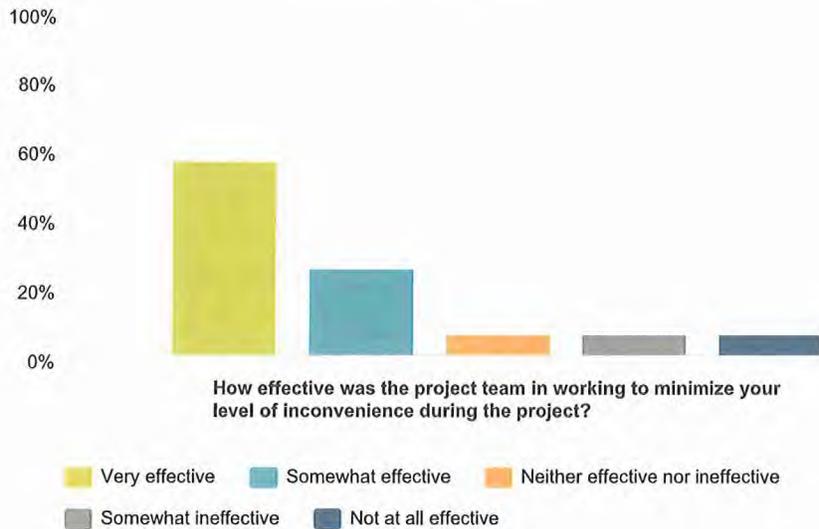
COMMENTS:

it was somewhat beneficial. 2 things that were not beneficial: 1. the foreman said that they would finish the project very quickly and wouldn't take as long as some of the Hopkins road projects on the west side of Blake School. It ended up taking longer. 2. the engineer and city representative didn't even know what the cost of the project was nor did they know where to find the costs.

The open house did answer some questions but most of the timeline given to us was not the way it actually happened..

2013 Street Reconstruction Survey
MENDELSSOHN A
 Q6 Construction Phase

Answered: 16 Skipped: 136



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	56.25%	25.00%	6.25%	6.25%	6.25%	
	9	4	1	1	1	16

COMMENTS:

This was a long project. The team did as well as they could to minimize their impact. For the most part the team was accommodating and courteous about their work.

The workers and supervisors were professional when I had contact with them.

I thought the team was GREAT!

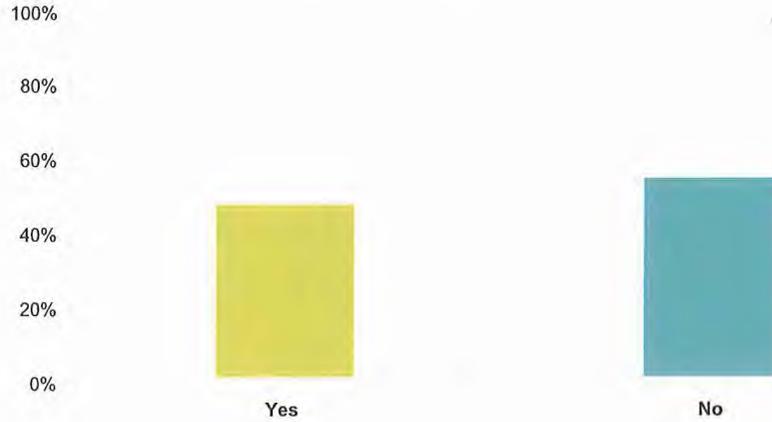
The pile of wastes were often just across from our driveway making it hard to back out.

Incredibly conscientious and nice crews!

2013 Street Reconstruction Survey
MENDELSSOHN A

Q7 During construction, did you know the name of your City representative?

Answered: 15 Skipped: 137



Answer Choices

Yes

No

Total

Responses

46.67%

53.33%

7

8

15

COMMENTS:

Jeff Frahm

Jeff Frahm

Jeff Frahm

I did but I can't remember the name.

Jeff Frahme and Chad Milner

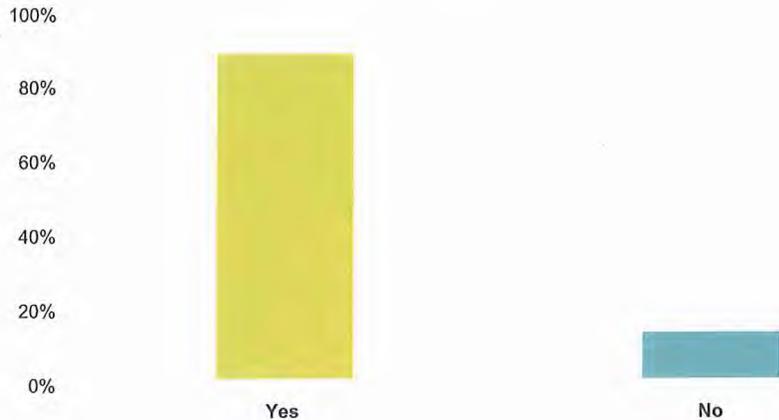
Jeff Frahm

I probably did, but am embarrassed to say I don't know at the moment.

2013 Street Reconstruction Survey
MENDELSSOHN A

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 16 Skipped: 136



Answer Choices

Yes

No

Total

Responses

87.50%

12.50%

14

2

16

COMMENTS:

I have heard from several neighbors on Belmore that they didn't receive some construction notifications but I do not know of any notices that I did not receive.

Every notice was given by a piece of paper stuck in our front door or garage service door around 5 PM the day before. We had to reschedule 3 service calls we had planned days in advance. Some days both my wife and myself work until after 10 PM and not seeing the notices until 10:30 PM makes very difficult to make changes for next day. And coming home one evening to find a cut across my new asphalt driveway with no notice or explanation was extremely upsetting.

Much of the time I was in and out of the city but always found any notices. Sometimes after the particular service was completed.

Some times the downtime for driveway was much longer than we had been told and no workers were in the neighborhood. Large delays on Grove Place though.

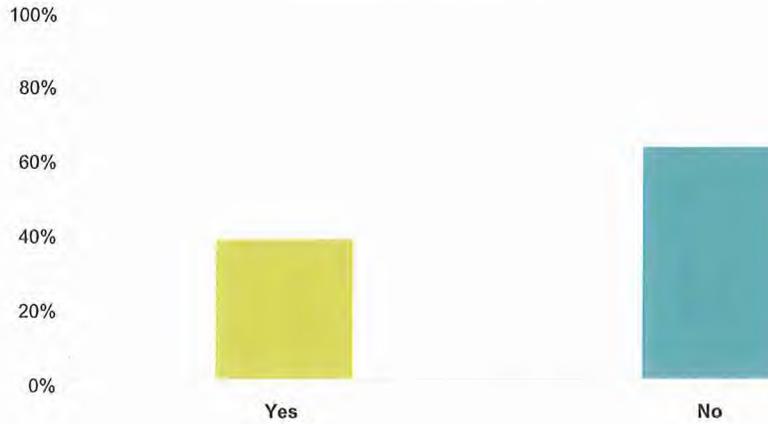
Some times and some times not. It was sort of wake up and see what's going on. We ended up parking on Holly St in Hopkins for a couple weeks.

2013 Street Reconstruction Survey

MENDELSSOHN A

Q9 During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 16 Skipped: 136



Answer Choices

Yes

No

Total

Responses

37.50%

62.50%

6

10

16

COMMENTS:

I don't believe the seeding process will work. I don't see how seeding and watering when the temperature drops to freezing levels will help our grass grow. I tried asking a few questions to the team but was shrugged off that everything will be fine.

I don't feel that the team did a very good job finishing the asphalt layering. I saw them laying asphalt in the rain and the temperature was so cold that the asphalt was steaming. I can't imagine that will help the long term life of the street.

The cut across my new asphalt driveway which was 9 months and then finding out they were going to remove 15 feet of it with no prior notice. I came home and found the cut and the explanation that they would be removing and digging a hole there. Had I known that was going to happen I would have never put in the new driveway in 9 months earlier. My less than one year old drive is poorly patched and 2 tone. The City of Edina did a great job ruining my investment in a new driveway.

toward the end of the project just before the new surface was applied we parked on the street in front of our house on a Sunday/ non-work day and received a parking ticket. The ticket was later forgiven thanks to the help of the project manager, Jeff Frahm which we very much appreciated.

I have two curb cuts and the city wanted to eliminate one of them but I escalated and they let me keep both. Thanks.

1. Tools and equipment left in my yard. 2. Massive pile of dirt across the street from my driveway. It made getting in and out of my driveway difficult (not impossible) and was responsible for a lot of dirt getting on my property (via wind). 3. Removed a feature to my property.

The crew installing the new gas meter was perturbed that I wanted a few minutes to think about where to put it. Secondly, I left a message months in advance about driveway apron and curb replacement possibly damaging a large tree on our property. No one responded until I held up the crew performing the actual work. Third, the guy who reinstalled our sprinkler system was not all that detailed oriented. My neighbor's sprinkler head is now on my side of the line, etc. Finally, I'm relatively sure the grass seed intended to repair disturbed areas was applied far too late in the season to take.

MENDELSSOHN A

Q10 What aspects of the project process met your expectations and why?

Answered: 10 Skipped: 142

COMMENTS:

the team was accommodating and worked to minimize their impact.

Not much. The only part that was better than expected was the workman on the project and their direct supervisors. They were very polite and helpful and did a good job of clean up. They were also very helpful making sure the residents could get in and out during the day. Since our area is all Cul de Sacs we only have one way out which makes that situation of in and out more difficult.

My family has lived at this residence since 1959 and we have always been appreciative of the services provided by the city.

We really didn't know what to expect as we had never experienced a road construction project on this magnitude before

The street looks very nice.

None.

Workers were friendly and accommodating.

The regular updates from the city were good.

All.

it's done!

MENDELSSOHN A

Q11 What aspects of the process did not meet your expectations and why?

Answered: 10 Skipped: 142

COMMENTS:

If the grass doesn't grow in the spring, I would strongly recommend that the construction team comes back to re-seed. I will not pay extra money out of pocket. I feel that the project lasted longer than it was supposed to. I don't see how it should last from May until October.

Almost all of it. It took way too long from start to finish of this project (we won't know how our lawn will turn out until next summer). In my opinion, for the cost to each homeowner, it will not benefit in the value of the properties. Much of the curbs that were replaced would have been just fine for the next 25 years. The road, had the city bothered to maintain the last 10 years as they did the first 25 years I have lived in our home (patch & seal coat with gravel) would last, at least, another 10 years. What the city decided to replace might have lasted for many more years. I'm unaware of any instances of what was replaced breaking down in our neighborhood or any other in Edina. I learned something early in life: I expect you to spend my money as wisely as you expect me to spend yours. The city of Edina failed miserably not only in our neighborhood but also in many others. Had the City paid for what they did out of a maintenance fund (I thought that what property taxes are for. Similar to the rules the state requires of townhouse and condo owners association) without assessing the home owners much less might have been done (when you are working with a defined budget good people will do only what's needed. It's not what you want. It's what you can afford.

They all met my expectations.

It started later than initially indicated and it seemed to last longer into the fall.

It took longer than I thought that it would.

1. I (and many others) did not believe a "reconstruction" was necessary. 2. False promises were given. For example, during the meeting in June 2013 which took place on the corner of Belmore Lane and John Street, the Edina city employee stated his enthusiasm for the contractor and said the project would have a VERY HIGH probability of being completed by the beginning of September 2013. 3. The project was VERY LATE. For example, the final top coat was installed on Friday October 25, 2013.

Grove Place took a long time to tar the street. Also, project ran longer than planned and grass seed not put down until October and many freezes occurred right after it was put down. Concerned I'll have to reseed in the spring.

For the most part, I found the communication pretty one-way. For example, at the Open House the information was good but the underlying message was clear: no individual property concerns will be addressed in this mtg. Uh, okay. So when and where can they be addressed? That's all most people care about: their yard.

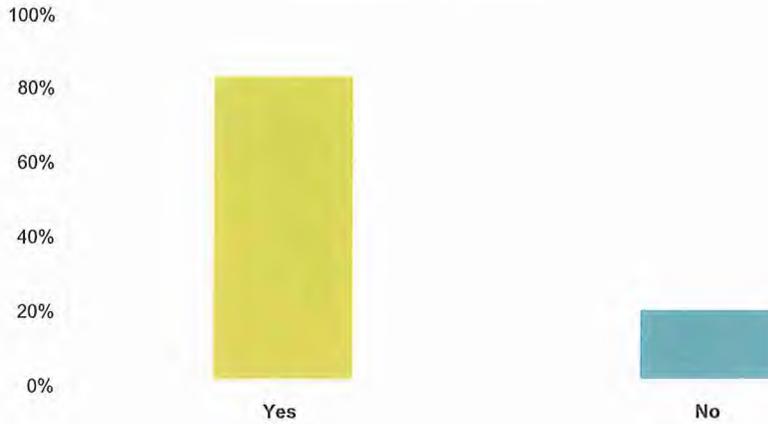
None.

it was really slow...

2013 Street Reconstruction Survey
MENDELSSOHN A

Q12 Did the final result of the project meet your expectations?

Answered: 16 Skipped: 136



Answer Choices

Yes

No

Total

Responses

81.25%

18.75%

13

3

16

COMMENTS:

see reasons above.

No. What ever the final assessment is going to be (\$10,00 to \$15,00), it will not benefit me or the sale value of my home to the tune anywhere close to the assessment. If anything, Edina has lowered the value of our home as a buyer will try to discount the asking price because of the assessment. I've got a 9 month old driveway that is patched and two toned. I've an incorrectly curved driveway apron. I've got a planted lawn that that I have no idea how it will turn out and that a city snow plow has torn part of it up. But I've got a new fire hydrants that can be shut off individually (I guess I have not heard that that is something so important that you replace perfectly working hydrants).

Of course I haven't been billed yet.... I hope you are smiling now.

The street looks great. But I have not received the bill yet either.

So far, but we were the last to get asphalt and not really sure how it actually has turned out since we've hardly used it without snow.

2013 Street Reconstruction Survey
MENDELSSOHN A

**Q13 Do you have any other comments,
input or suggestions for City staff on street
reconstruction projects?**

Answered: 8 Skipped: 144

COMMENTS:

i would feel much more comfortable with the project if I could receive reasons for the high cost. What exactly are we getting for the cost of our project? I was unable to find reasons why some streets were 50%-80% cheaper than other streets. I would also like to see if the city council had any affiliations whatsoever with the construction company chosen. How do we know of there are no conflicts of interest? If this information is all online, I would like an easier path to find it.

Do a better job of getting the job done in a shorter time frame. There is no good reason that our project took from end of May to end of October. Do a better job of communicating all of the loss of access. A 12 hour notice is not sufficient (some people work evening and nights. Some people travel a living or pleasure so 12 hour notice do much good if they are of town the day you give notice and come home the next day. You also must realize that most residents need or have service calls or repair services and it gets pretty hard to schedule when you only get 12 hour notice. I scheduled a service call on a day when I was going to be out of town and the day he came he had to carry his tools from 2 blocks away. He would not come back to finish the job until the city finished the project.

Just thank you for the great job. It is a pleasure to live in Edina.

It was tough going to be without water for 3 separate times, and not being able to park in driveway at times but we are glad it's done and it looks nice. Hopefully it won't have to be repaired for a long time.

The city and workers cannot give the home owner too much information. I realize weather plays a large role and that the company had a job somewhere else at the same time as they worked on our street. So some delays were due to an alternate worksite.

Water the streets. In 1970 when the street was first installed, a water truck drove by every day spraying water to keep the dirt down. This did not occur during this 2013 reconstruction.

Keep hiring the sale crews. They were great.

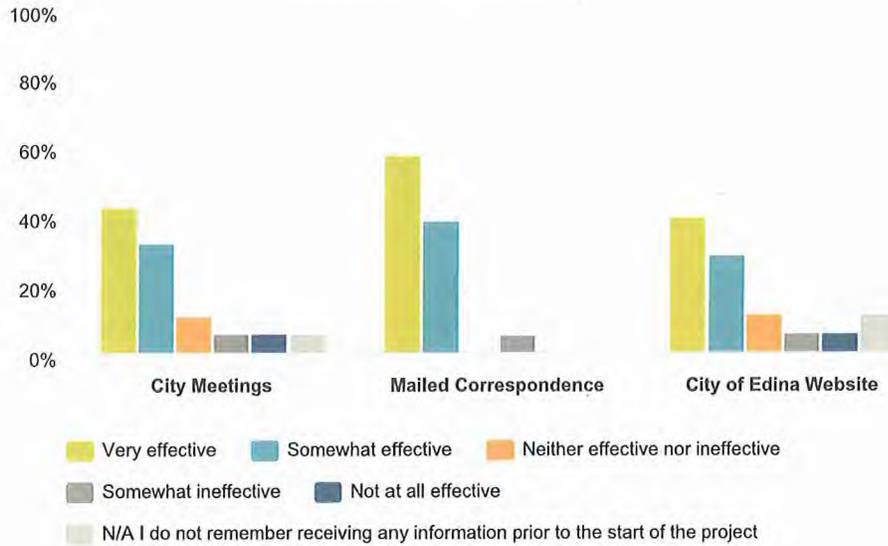
no

2013 Street Reconstruction Survey

NORMANDALE

Q2 How effective was the communication you received prior to construction?

Answered: 21 Skipped: 131



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	42.11%	31.58%	10.53%	5.26%	5.26%	5.26%	19
	8	6	2	1	1	1	
Mailed Correspondence	57.14%	38.10%	0.00%	4.76%	0.00%	0.00%	21
	12	8	0	1	0	0	
City of Edina Website	38.89%	27.78%	11.11%	5.56%	5.56%	11.11%	18
	7	5	2	1	1	2	

COMMENTS:

I do not have a computer. I did not attend meetings due to conflicts with my work scheduled. Neighbors informed.

Do not have a computer.

I appreciated getting information in more than one direction to make sure we got the items on our calendar in a timely manner.

Subscribing to the email service was the most helpful.

The talks with the city engineer on this project was more effective than any meetings.

The scope and consequences of the project were not explained in the detail necessary for home owners to make informed decisions.

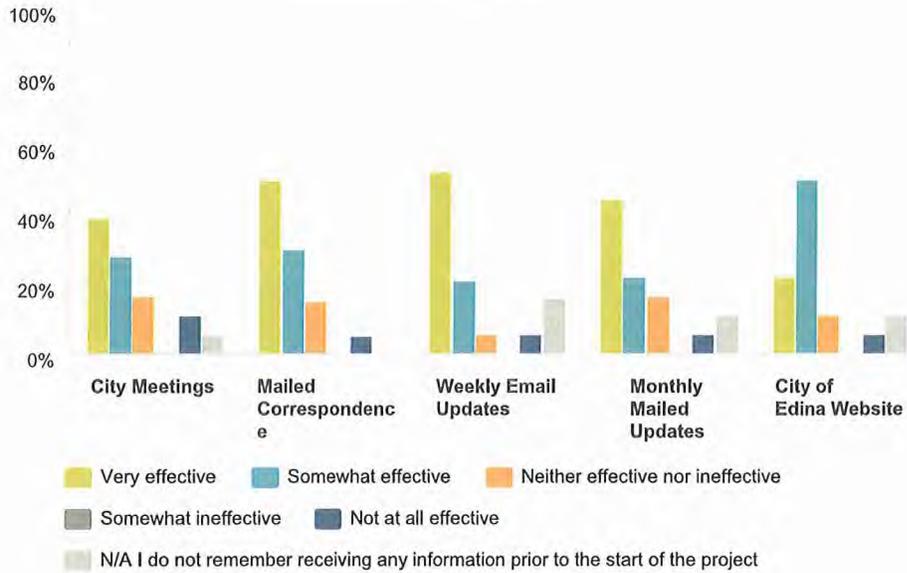
Did not always receive advance notice as to what would be happening.

2013 Street Reconstruction Survey

NORMANDALE

Q3 How effective was the communication you received during construction?

Answered: 21 Skipped: 131



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	38.89% 7	27.78% 5	16.67% 3	0.00% 0	11.11% 2	5.56% 1	18
Mailed Correspondence	50.00% 10	30.00% 6	15.00% 3	0.00% 0	5.00% 1	0.00% 0	20
Weekly Email Updates	52.63% 10	21.05% 4	5.26% 1	0.00% 0	5.26% 1	15.79% 3	19
Monthly Mailed Updates	44.44% 8	22.22% 4	16.67% 3	0.00% 0	5.56% 1	11.11% 2	18
City of Edina Website	22.22% 4	50.00% 9	11.11% 2	0.00% 0	5.56% 1	11.11% 2	18

COMMENTS:

Again, I do not have a computer, but I'm sure the emails were very informative. My neighbor told me about the info presented at the meetings.

Do not have a computer.

I just talked to the workmen in the neighborhood

We particularly appreciated the project manager, Joe's willingness to answer any questions we had onsite as well.

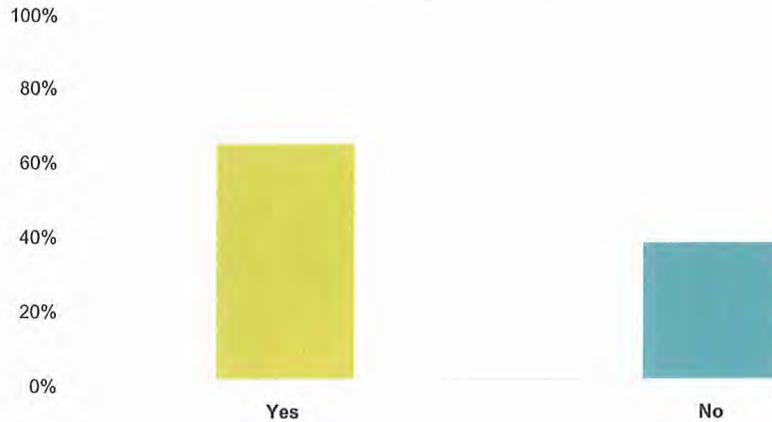
See response #2

2013 Street Reconstruction Survey

NORMANDALE

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 19 Skipped: 133



Answer Choices

Yes

No

Total

Responses

63.16%

36.84%

12

7

19

COMMENTS:

It seemed that we got different amounts that it would cost us,.

Missed this info because I did not go to meetings and have no email address. Received not much info by letter.

This is all relative to how well u can understand the specific jargon

I don't particularly remember that, but I felt the presenters were very thorough in their discussions with the residents.

Of course, we wish the entire project was funded by the City Utility Funds but it isn't.

Figures presented were not definite.

Street lights were not. Wish we could have had them

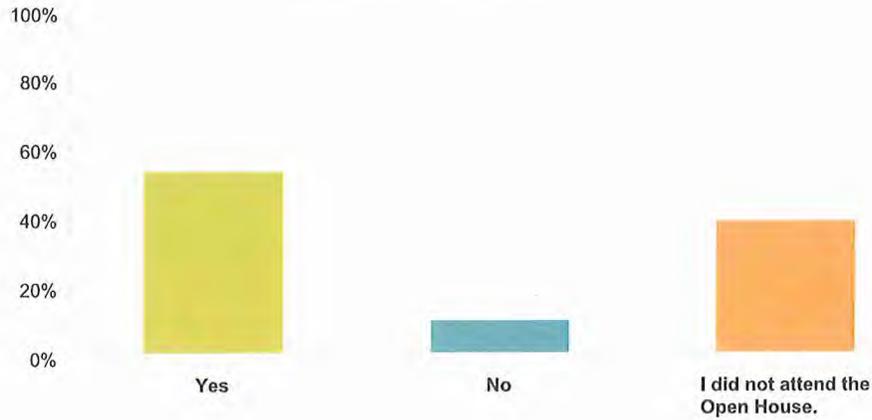
too general and not specific enough

2013 Street Reconstruction Survey

NORMANDALE

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 21 Skipped: 131



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

52.38%

9.52%

38.10%

11

2

8

21

COMMENTS:

I'm sure it was a good thing. My neighbors liked it.

Especially concerning bike trail on West Shore Dr 65th to 60th and neighbors opposition - plan set back to bike trail proponents tabled.

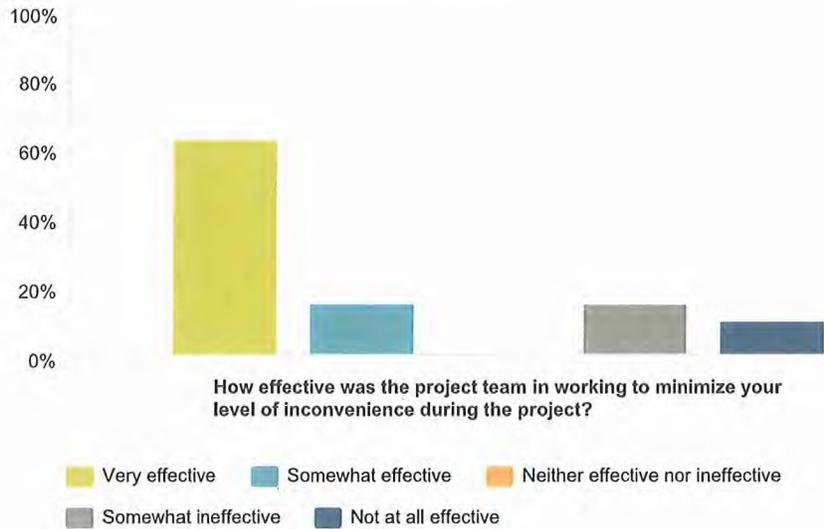
Didn't really know what to ask

Appreciated the displays and the extra time the city employees were willing to take to cover everyone's questions.

Somewhat but not entirely explained.

2013 Street Reconstruction Survey
NORMANDALE
Q6 Construction Phase

Answered: 21 Skipped: 131



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	61.90%	14.29%	0.00%	14.29%	9.52%	
	13	3	0	3	2	21

COMMENTS:

I only had to park elsewhere about 3 times. Water shutoffs were very minimal and not an inconvenience.

The people working here were great. I never had any traffic stalls or any other inconveniences.

Fantastic!

Joe made a note of everyone's particular concerns and then did a good job of keeping track of how the project impacted those dates.

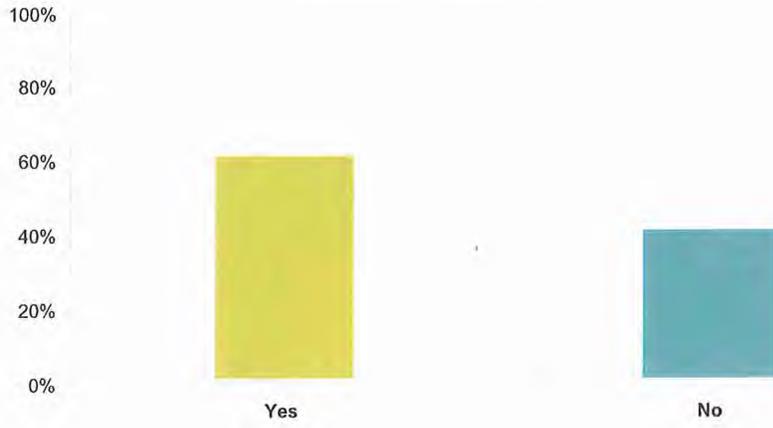
Blocking of storm sewer during heavy spring/summer rains caused considerable flooding of my property, resulting in a loss of a tree & topsoil. I complained, but no one would take any responsibility for the damage.

2013 Street Reconstruction Survey

NORMANDALE

Q7 During construction, did you know the name of your City representative?

Answered: 20 Skipped: 132



Answer Choices

Yes

No

Total

Responses

60.00%

40.00%

12

8

20

COMMENTS:

Joe Clement

Joe Clement

Chad Millner?

Can't remember his name but I talked to him many times.

Not initially

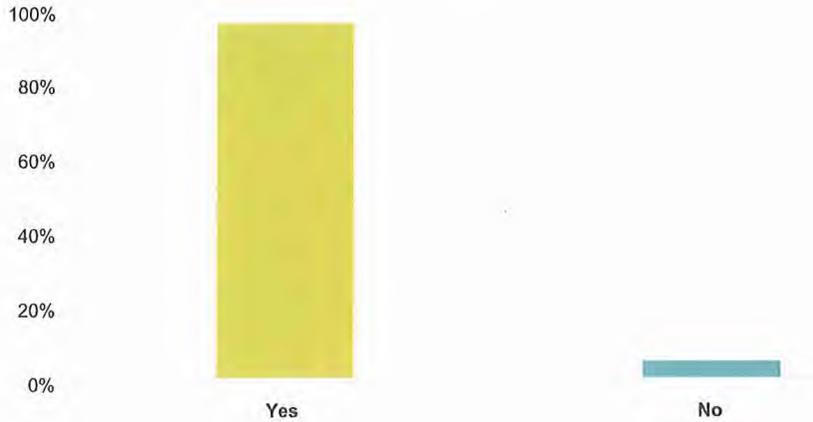
Joe Clement

2013 Street Reconstruction Survey

NORMANDALE

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 21 Skipped: 131



Answer Choices

Yes

No

Total

Responses

95.24%

4.76%

20

1

21

COMMENTS:

Joe often came to my door to explain what would happen next and when. There were many paper notices stuck inside my screen door so I had ample time to prepare. I could also tell Joe of my schedule so I could get out onto the street and draw water when necessary. He is great!

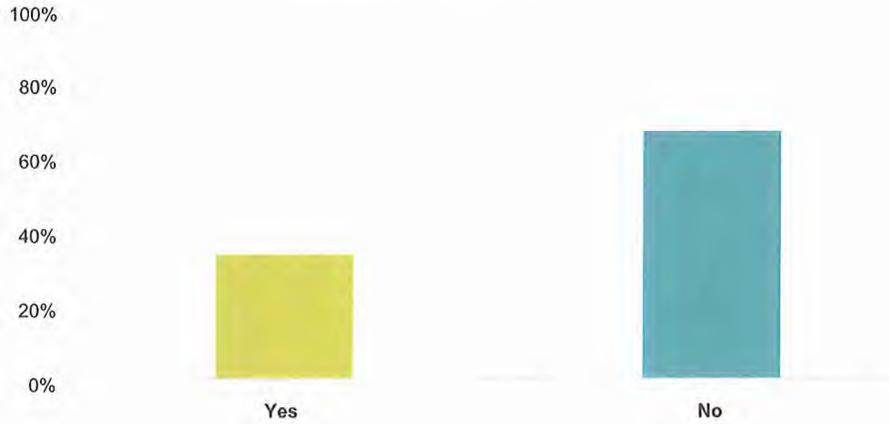
Let me qualify the waste water usage question. They were very good at telling us when to not use water but a couple of times didn't notify us when it was OK to begin using it again.

2013 Street Reconstruction Survey

NORMANDALE

Q9 During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 21 Skipped: 131



Answer Choices

Yes

No

Total

Responses

33.33%

66.67%

7

14

21

COMMENTS:

On a few occasions the construction vehicles had to move to let me drive past.

Our car was damaged by hail 8-6 because we were unable to get is into the garage because of a excavation hole. We had \$2300. in damage less \$500. deductible. We were advised that by their insurance department that it was an "act of God". We asked to at least pay our deductible and have. We have received a response. I plan to send your department of copy of my letter.

We were particularly pleased with the city's willingness to work with us on connecting our sump pump system to the city sewer.

The Center Point workers did a lousy job repairing the yard and we were told that it wasn't part of the street project and to deal directly with them

See comments above.

2013 Street Reconstruction Survey

NORMANDALE

Q10 What aspects of the project process met your expectations and why?

Answered: 11 Skipped: 141

COMMENTS:

Driveway looked good when completed after getting ripped up.

Very orderly, well-planned and executed. I thought it would be worse as far as inconveniences go.

Workmen highly skilled and diligent in their work.

When and when not I could use my driveway.

How nice the street looks now

The street is finished.

I was very pleased that the city would accommodate the widening of our driveway with a widened apron, etc.

I thought the work followed the schedule very well up until the last few weeks. There was minimal interruptions to our services. perty much all of them.

I wasn't sure what to expect so I would say it went well.

Cost Analysis

2013 Street Reconstruction Survey

NORMANDALE

Q11 What aspects of the process did not meet your expectations and why?

Answered: 12 Skipped: 140

COMMENTS:

repair of my sod..done poorly. Doesnt drain very well.

Time to complete the project was too long. Too much idle time.

I was not expecting so much noise and dust and odors. The house shook and dishes rattled when they tore up the asphalt. The trucks were noisy on some Saturday mornings.

Everything was pretty good. The workers/contractors were great.

The seeding, would much have preferred sod! D

Check # 9

We were on the end of the project that had seeding, etc. done at the very end of the project and because of that we were pushed to the limit of our driveway paver's window of opportunity, so when he finally got done, our landscaping aspects basically had to wait until spring of 2014. I assume that schedule was largely weather driven and was unavoidable.

We don't consider the project done. Our yard still needs more fill dirt and both the Center Point and Utility portions need seeding or sodding.

none

Performance

See comments above.

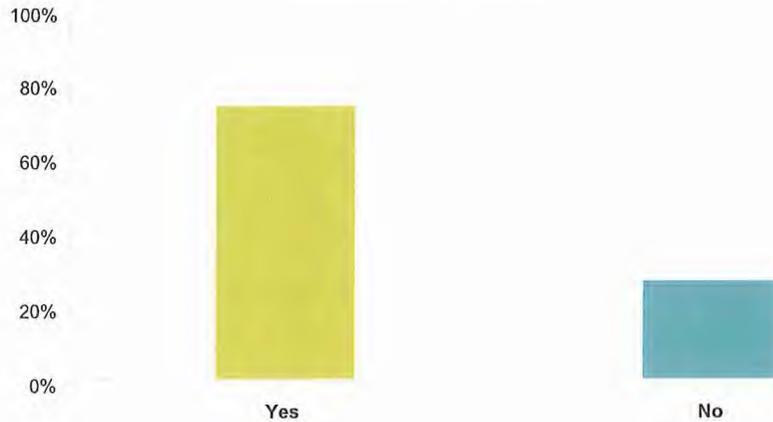
some days no one was around

2013 Street Reconstruction Survey

NORMANDALE

Q12 Did the final result of the project meet your expectations?

Answered: 19 Skipped: 133



Answer Choices

Yes

No

Total

Responses

73.68%

26.32%

14

5

19

COMMENTS:

Not yet as it was snowing when they finished. I still have stakes in my yard.

Just one little problem. The water connection in the yard now sticks up about 6-7". It was flush with the ground before. The wall needs to be higher at that point and add a bit.

We had no expectations and we still have not heard the most important aspect the COST.

I think you should use our corner and driveway as a good example of how the city can work with a homeowner and achieve great new results! (65th and West Shore)

The yard work was not completed while there was still a growing season for the lawn.

See comments above.

in our cul-de-sac, I think as do others that the quality of the asphalt was inferior

I hope so.

2013 Street Reconstruction Survey

NORMANDALE

Q13 Do you have any other comments, input or suggestions for City staff on street reconstruction projects?

Answered: 11 Skipped: 141

COMMENTS:

I am anxious to see the finished streets during the 2014 year. Hopefully they will hold up as planned.

No - I'm glad it's over and the streets are smooth once more. Are there plans to change the lighting in this area? We gave our choices to the City in a survey long ago. It would be nice, but so costly.

Very well coordinated by contractors and city rep.

The various contract workers were very friendly and helpful.

Well, my toilet on the main floor has low water level, ever since the project was completed, and it sounds funny when it is flushed. My downstairs bathroom is perfect. Someone should probably call me about it... 952 927 9849

Because of our location we were the storage area and the dump area for dirt and equipment for two phases of the project.

Project well done!

Get better concrete workers. The big diggers were very careful about maintaining our sprinkler infrastructure only to have the concrete guys completely disregard the fact that it was there (and well marked) and cause a lot of damage. It was then up to the sprinkler guy to make a lot of additional repairs.

Edina employees need to be more closely involved in the project to the extent that they direct progress and are more responsible for time. the project took far too long and our streets were torn up for far longer than they needed to be.

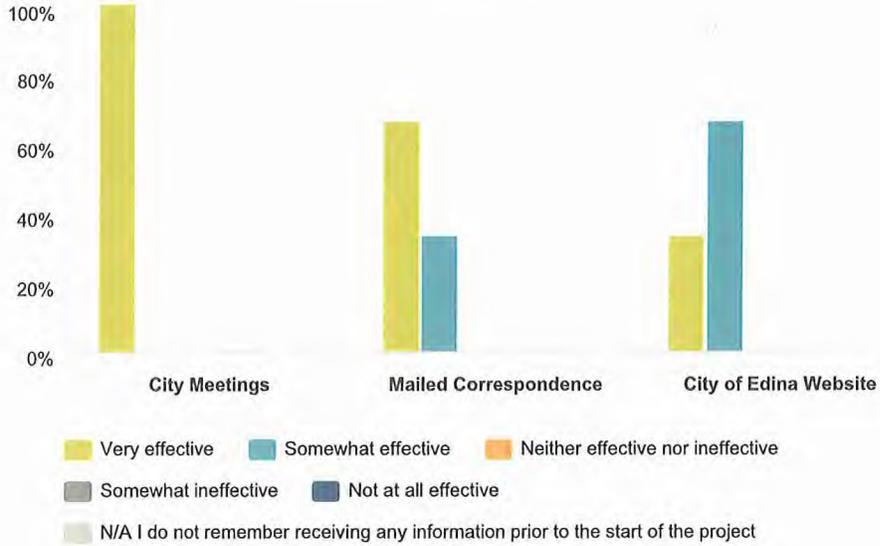
Yes. Don't block storm sewers during heavy rains!

I think the subcontractor could have finished the project much faster if they had not been working in so many different areas of the Twin Cities. They did a great job while working in the neighborhood, but then days and sometimes weeks would pass without any action. I wish they would've come in and just worked until the job was finished.

2013 Street Reconstruction Survey
ST. PATRICK'S LANE

Q2 How effective was the communication you received prior to construction?

Answered: 3 Skipped: 149

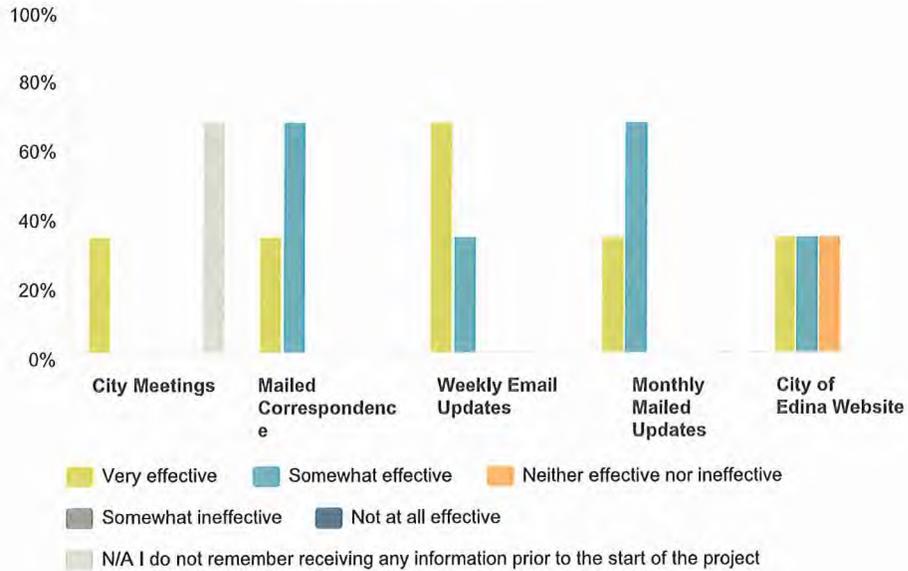


	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	100.00% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Mailed Correspondence	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
City of Edina Website	33.33% 1	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3

2013 Street Reconstruction Survey ST. PATRICK'S LANE

Q3 How effective was the communication you received during construction?

Answered: 3 Skipped: 149



	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	N/A I do not remember receiving any information prior to the start of the project	Total
City Meetings	33.33%	0.00%	0.00%	0.00%	0.00%	66.67%	3
	1	0	0	0	0	2	
Mailed Correspondence	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	3
	1	2	0	0	0	0	
Weekly Email Updates	66.67%	33.33%	0.00%	0.00%	0.00%	0.00%	3
	2	1	0	0	0	0	
Monthly Mailed Updates	33.33%	66.67%	0.00%	0.00%	0.00%	0.00%	3
	1	2	0	0	0	0	
City of Edina Website	33.33%	33.33%	33.33%	0.00%	0.00%	0.00%	3
	1	1	1	0	0	0	

COMMENTS:

The weekly emails were great. To bad many neighbors on the block didn't use this because it seemed like I had all the information they needed.

2013 Street Reconstruction Survey
ST. PATRICK'S LANE

Q4 The project is funded between City Utility Funds (approximately 60 percent) and Special Assessments (approximately 40 percent). Were the specific project costs explained to you in a manner that you could understand?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

66.67%

33.33%

2

1

3

COMMENTS:

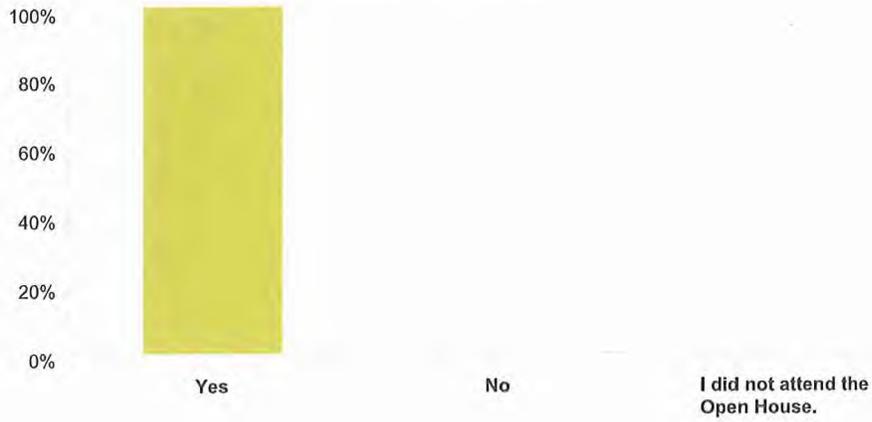
However since we live on the street with a church using 50% of the street. it didn't seem fair they were only assessed 6 RU versus a normal 10 RU they take up.

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q5 Did you find the Open House to be beneficial in answering your questions or addressing your concerns?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

I did not attend the Open House.

Total

Responses

100.00%

0.00%

0.00%

3

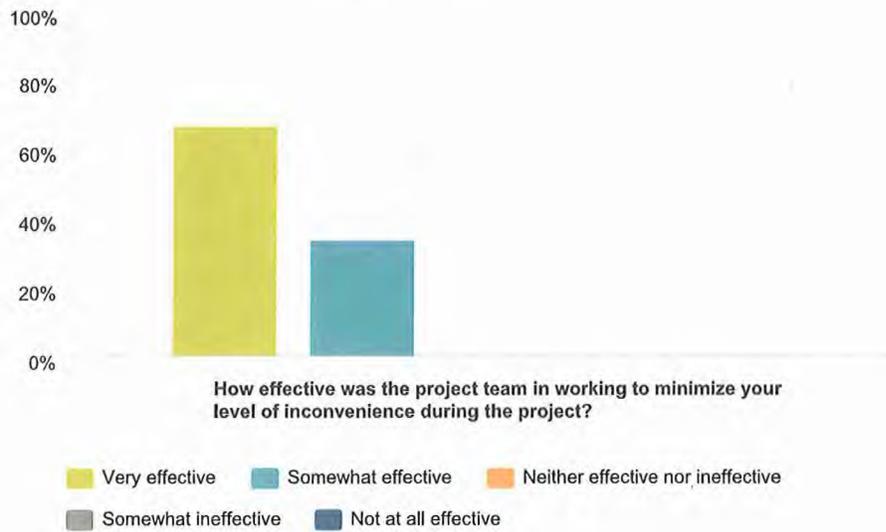
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3

2013 Street Reconstruction Survey
ST. PATRICK'S LANE
Q6 Construction Phase

Answered: 3 Skipped: 149



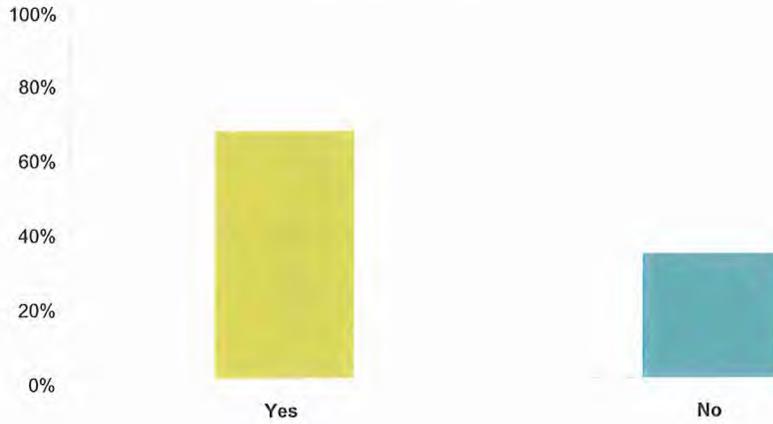
	Very effective	Somewhat effective	Neither effective nor ineffective	Somewhat ineffective	Not at all effective	Total
How effective was the project team in working to minimize your level of inconvenience during the project?	66.67%	33.33%	0.00%	0.00%	0.00%	3
	2	1	0	0	0	

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q7 During construction, did you know the name of your City representative?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

66.67%

33.33%

2

1

3

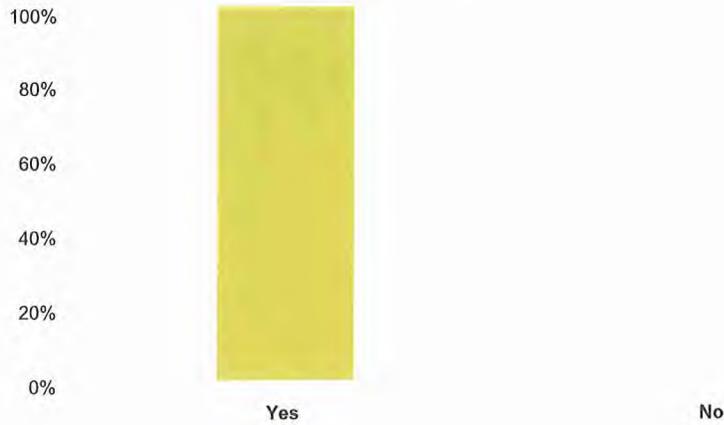
COMMENTS:

Chad
Jeff Frahm

2013 Street Reconstruction Survey
ST. PATRICK'S LANE

Q8 During construction, aside from weather-related delays, did the project team provide you with ample notices of water shut-offs, driveway access, etc.?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

100.00%

0.00%

3

0

3

COMMENTS:

The weekly emails were great. To bad many neighbors on the block didn't use this because it seemed like I had all the information they needed.

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q9 During any phase of the project, did you experience any conflicts in dealing with the project?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

0.00%

100.00%

0

3

3

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q10 What aspects of the project process met your expectations and why?

Answered: 1 Skipped: 151

COMMENTS:

All vendors were cooperative and friendly.

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q11 What aspects of the process did not meet your expectations and why?

Answered: 3 Skipped: 149

COMMENTS:

None

sod wasn't in at a good time at the end of the project. Our yard was pretty messed up as they had to put in a fire hydrant and a gas drum, etc.

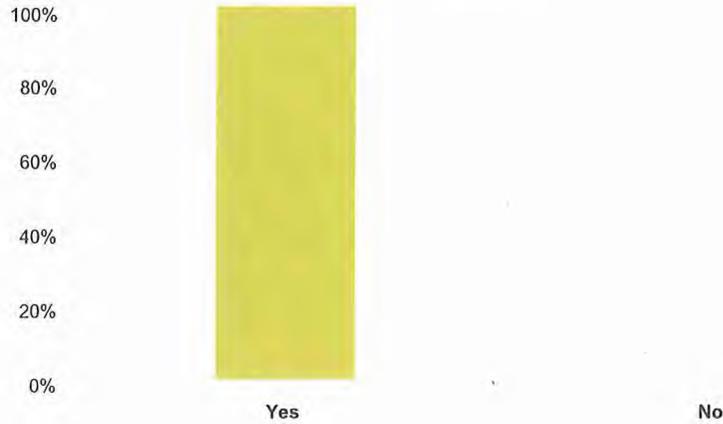
Regarding the hydroseeding, there was no notice (email) saying we needed to water it daily for the first two weeks until AFTER the two weeks were up. Many neighbors needed to sprinkle additional seed on those patches. I feel it was the responsibility of the city/contractors to establish new grass - including watering. Many people are out of town during the summer and don't have automatic sprinkler systems.

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

Q12 Did the final result of the project meet your expectations?

Answered: 3 Skipped: 149



Answer Choices

Yes

No

Total

Responses

100.00%

0.00%

3

0

3

COMMENTS:

Mostly. Everything was great except the permanent marks in the pavement from the blacktop relief cutting machines and the grass restoration.

2013 Street Reconstruction Survey

ST. PATRICK'S LANE

**Q13 Do you have any other comments,
input or suggestions for City staff on street
reconstruction projects?**

Answered: 2 Skipped: 150

COMMENTS:

It was well done.

I'm still annoyed regarding the RU assessment regarding the households on the street and the church. The traffic counts were taken at a time to benefit the churches activities (in the dead of the summer) when there is little going on (and much less traffic) coming and going from the church. I hope the city council reviews this again for our street for the final assessment and for future assessment on other streets with churches/schools/businesses. Traffic counts should be done multiple times and everyone treated fairly.