

# Street & Utility Improvements FAQ



Construction is approaching, and many people may be wondering about how the process may interact with your daily business operations. Construction can be a source of stress and frustration for many, but is necessary to replace aging infrastructure. The City aims to reduce the disruptions through different strategies, including working with the City's contractor on phasing, regular communications, and having an on-site representative between the contractor and property owners. We hope that by providing information about frequently asked questions, we can ease concerns about the upcoming construction. While construction can be frustrating, working together to create a better community is something we can all get behind.

## How will information about the project be communicated?

**Communication is key to keeping everyone informed during the construction process. In Downtown areas, a multi-faceted approach must be used. Communications can fall into three categories.**

**1. General Communications** – During construction, updates will be provided in a number of ways:

- Newsletters – provided at key project milestones, such as the beginning of the project and phasing shifts
- Email & Text Blasts – sent on a weekly basis to provide a summary of work completed for the week, work anticipated for the upcoming week, and any schedule updates
- Project website – The website will be kept up to date with all general information presented to the community



**2. Communications to Property Owners** – We understand minimizing disruption to your property is of the utmost importance through construction. During construction the city will have an on-site project representative that will serve as a liaison between the contractor and you as the property owner.

The representative will:

- Communicate updates on a regular basis, sometimes daily, with direct impacts to your property.
- Coordinate on information and timing of potential water shutdowns, concrete placements, etc.
- Coordinate needs for special access, such as deliveries and loading.

Communicating on a regular basis with the representative will allow for the best coordination with the project contractor.

**3. Communications with Customers** – Businesses know their customer base the best. The city and its engineer can provide communications and outreach materials, but we ask businesses to assist in spreading the message and passing on information regarding changes in construction.

## How will construction affect access to my business?



**The contractor is required to maintain a safe and adequate path for access.**

To replace the aging sewer and water systems, the contractor will have to excavate a trench to remove the old pipes and install the new. It's important to keep the work zone clear of both vehicular and pedestrian traffic to maintain safety of both the work crews and pedestrians accessing properties.

A pedestrian access route will generally be provided at all times during construction. A number of strategies will be utilized to provide this access that include walkable mats, ramping, delineators, and alternate side or rear access. There will be disruption when the concrete panel is poured directly in front of access doors. The project liaison will coordinate scheduling of these panels as a way to minimize disruption.

Limited vehicular access will be provided for deliveries or other special access needs. Communication with the on-site liaison in advance is key to meeting these limited access needs.

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## Will there be any road closures?

**In order to facilitate the reconstruction of the street and utilities and to maintain a safe work zone for both the work crews and customers of the businesses, the street will need to be closed within each phase of construction.** Alternate parking will be identified and the City will work with businesses to share viable parking options with their customers.



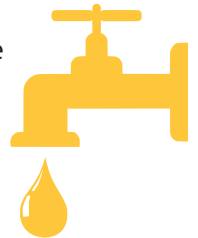
## How many roads will be closed at a time?



**A contractor can repair or rebuild a road more quickly and less expensively if all traffic is removed during the work. Developing phasing helps to break the construction into areas to allow better access to property owners.** However, defining more phases in a project can stretch the overall construction timeline out significantly. A phasing approach will be utilized on this project to balance construction efficiency and costs while minimizing access disruptions. Phasing is developed during the final design process considering utility constructability and access needs.

## Will my utilities remain intact?

During construction both water and sewer mains along with services to the buildings will be replaced. A temporary water system will be utilized while the new watermain and service line is replaced. There will be slight disruptions to water service during the change over from one system to the other, and there will be no disruption to sewer service. **48 hour notice will be provided ahead of any water shut down. Water shut downs typically last 3-6 hours.**



## How can I provide information about my business needs?



The project design team has developed a survey to understand your businesses needs during construction and to help inform the phasing and staging plans.

To take the survey, please scan the QR code or visit [tinyurl.com/376szm7p](https://tinyurl.com/376szm7p).

If you prefer to fill out the paper version of the survey, please email a copy of the completed form to Katy Gehler (Bolton & Menk, Inc) at [Katy.Gehler@bolton-menk.com](mailto:Katy.Gehler@bolton-menk.com) or mail to:

**Katy Gehler**  
Bolton & Menk  
2900 43rd Street NW  
Suite 100  
Rochester, MN 55901

**For project information and email updates, visit:**  
[clients.bolton-menk.com/wabashastreets/](https://clients.bolton-menk.com/wabashastreets/)

