

# Construction Without Disruption

We're here to gather your input on construction impacts to inform better planning and decision-making.

- Share your experiences and priorities
- Help us understand what matters most before, during, and after construction

# What should happen BEFORE construction begins on your block?

I should be notified

Community Notice /  
Project Details

Clear notification of project  
and the potential  
environmental effects it can  
have on the community

Door Hanger  
Notifications AND face  
to face conversations.

Flyers

Each resident should  
receive a mailer that details  
the construction schedule  
and any closures/hours  
impacted

1. Send fliers to each home  
in a 3 street radius. 2. Go  
door to door.

Be notified via text of  
upcoming construction  
and schedule

# What should happen BEFORE construction begins on your block?

Targeted social media posts

Emergency notifications

Clear construction management plan

I believe we should work more with the council members and engage their communities at stakeholder meetings and either block club meetings to let them know the importance of what's about to happen.

Timeline expectations

Posters at neighborhood stores

Community impact assessment (non-negotiable first step)

Realtime updates

# What should happen BEFORE construction begins on your block?

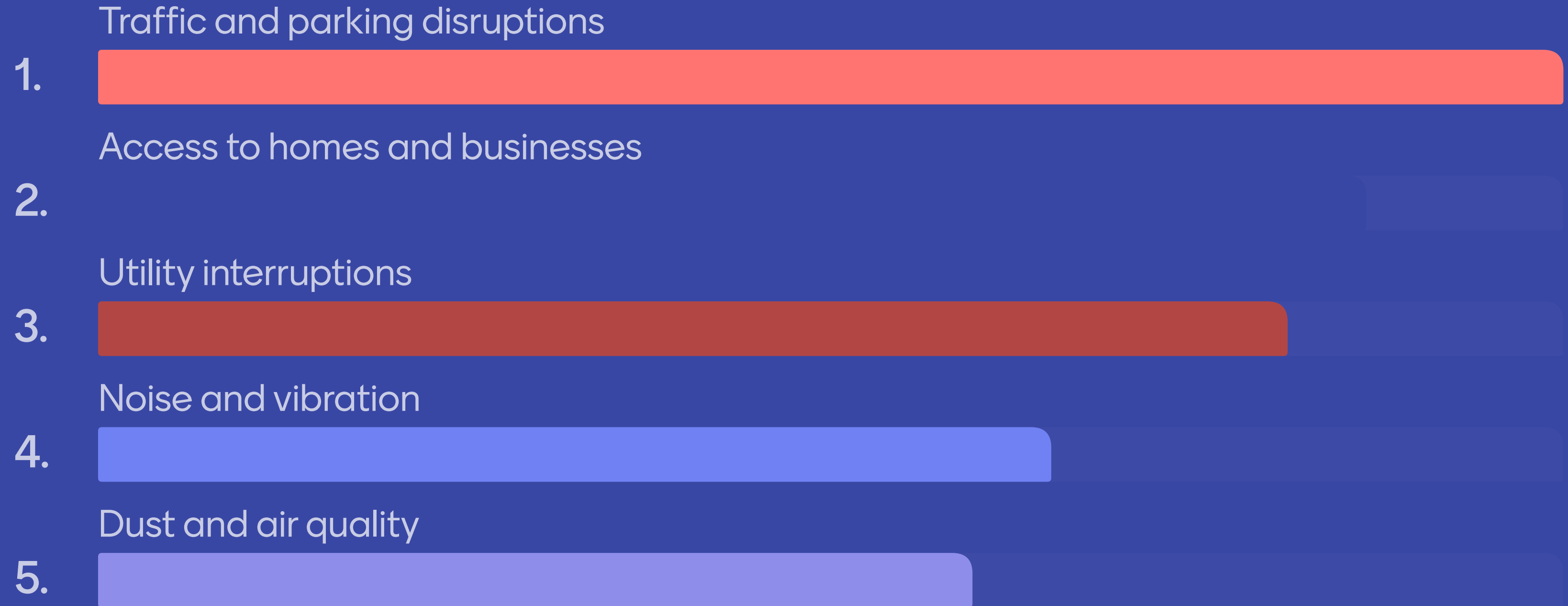
If construction is your block - someone from the block should be stakeholder. Should be clear notification of when , where and how the disruption will impact updated during the entire project.

Facebook notification

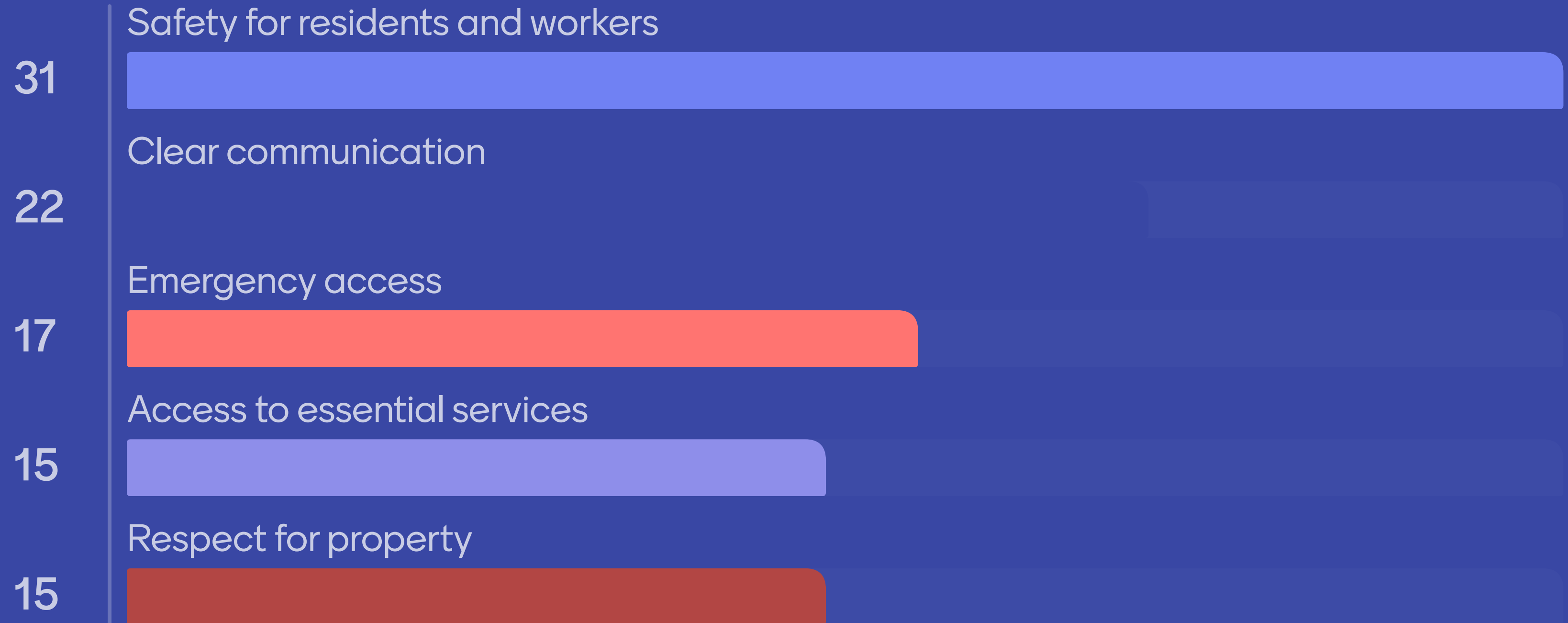
Put up a temporary bulletin Board near the work site.

Clear schedule

# What is the biggest impact on your quality of life from construction?



# What should NEVER be compromised during a construction project?



# What would be the BEST way for residents to report issues and actually get a response?

Text Message

A hotline connecting to project team

Apps Text messages

Hotline?

Text message

Have a dedicated line. Residents can take a picture and report the issue

Text similar to 311

Have a CONTACT PERSON who is directly responsible for handling resident issues.



# What would be the BEST way for residents to report issues and actually get a response?

A similar system to the City of Buffalo 311 type of portal, where you get a receipt of your complaint and can track it.

Set up a mail box at the jobsite and have the onsite manager obtain the questions and respond to them.

Text message or app

Having communication with 311 regarding areas that are currently construction sites for BSA. Also, keep a tally of issues that may happen

Direct Contact with Construction Site

walk to construction trainer and talk to site manager

Dedicated email that is reviewed by the project team so that no one person gets overwhelmed with responding to residents and the response time from the team doesn't get bottlenecked.