Ombudsman
Customer Sensitive and Context Sensitive Approaches
Case Examples and Responding to the Public

Grant Park  Crosstown
Pequot Lakes  169/494

Vibratory Impacts Research
Conflict Prediction Model
Excellence in Customer Involvement
Grant Park- Safety
Pequot Lakes Bypass

STOP THE BYPASS
SAVE PEQUOT
KEEP 371 THRU TOWN
Crosstown
Vibratory Impacts Research

• Origin from impacts to houses from vibratory construction equipment

• Conflict resolution process best practices for vibration-producing activities

• Avoiding damage, documenting pre- and post-construction surrounding environments, public engagement and 3rd party claims process
Conflict Prediction Model

Developing model that will:
• Identify external and internal stakeholders, impacts, and issues
• Assess the potential of escalation of conflict
• Manage and track each of the issues towards resolution
• Determine cost savings to agency through reducing or eliminating conflict
• To be implemented on 35E MnPASS and Cayuga
• Goal to implement at Planning level and track through to project completion
Excellence in Customer Involvement

Research to build upon Hear Every Voice with four deliverables:
Document of findings/best practices
Handbook
Training for PMs and project team members
Video for educating impacted public: project funding, potential impacts, involvement opportunities
Questions?

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