

Annual rehabilitation post-construction survey

JANUARY 2022



Strathcona County gathered resident input to help evaluate and inform communication and construction processes related to annual rehabilitation programs.

Survey results

In November 2021, Strathcona County invited residents to complete a survey about their experience during annual rehabilitation work near their property in spring/summer 2021. Residents were invited to take the survey via letters mailed to their residence, if their property was directly adjacent to the road work. A total of 492 letters were mailed, and 79 people responded to the survey.

The survey responses have been divided into two audiences: urban residents whose neighbourhood underwent improvements as part of the [Residential Road Rehabilitation program](#) (429 letters mailed; 69 respondents) and rural residents whose area underwent improvements as part of the [Rural Road Rehabilitation program](#) (63 letters mailed; 10 respondents).

COMMUNICATION

Urban

- Of those who received the door hanger, 94% found it at least somewhat useful for understanding the work involved in the construction program
- Of those who received the notice letter:
 - o 94% found it somewhat useful or very useful for understanding how they would be impacted
 - o 86% found it somewhat useful or very useful for understanding the timelines
- 87% of those who saw the roadside signs found them useful for understanding timelines
- 83% felt well informed or very well informed about what to expect with construction on their street

 **83%** OF URBAN RESPONDENTS FELT SOMEWHAT INFORMED OR WELL INFORMED ABOUT WHAT TO EXPECT WITH CONSTRUCTION ON THEIR STREET

Rural

- Of those who received the doorhanger, 83% found it at least somewhat useful for understanding the work involved in the construction program
- Of those who received the notice letter:
 - o 72% found it somewhat useful or very useful for understanding how they would be impacted
 - o 71% found it somewhat useful or very useful for understanding the timelines
- 100% of those who saw the roadside signs found them useful for understanding timelines
- 63% felt well informed or very well informed about what to expect with construction on their street

CONSTRUCTION PROCESS & QUALITY

Urban

- 80% were satisfied with the amount of concrete that was replaced
- 68% were satisfied with landscaping
- 74% were satisfied with length of time they were impacted
- 87% somewhat satisfied or very satisfied with the overall quality of construction

Rural

- 88% were satisfied with landscaping
- 88% were satisfied with length of time they were impacted
- 88% were somewhat satisfied or very satisfied with the overall quality of construction



88%

OF RURAL RESPONDENTS WERE SOMEWHAT SATISFIED OR VERY SATISFIED WITH THE OVERALL QUALITY OF CONSTRUCTION

OPEN-ENDED COMMENTS

Urban & Rural

Open-ended comments for both audiences included a range of topics including positive feedback for the improvements made and the quality of customer service for both County staff and contractors.

Concerns included the project taking longer than expected, issues with the quality of landscaping work or complaints about mess during the construction process.

What's next?

The survey responses will help inform improvements to the way residents are notified about rehabilitation work in 2022. This includes the timing and content of the communication materials.

More information

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