



Ombudsman

Customer Sensitive and Context Sensitive Approaches



Your Destination...Our Priority





Case Examples and Responding to the Public

Grant Park
Pequot Lakes

Crosstown
169/494

Vibratory Impacts Research
Conflict Prediction Model
Excellence in Customer Involvement





Grant Park- Safety





Grant Park- Safety





Pequot Lakes Bypass





Crosstown





169/494





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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