

PAVEMENT MANAGEMENT PROGRAM (PMP)

THE QUESTIONS AND THE ANSWERS

Last updated October 7, 2020

COMMUNICATIONS

Q1. How can homeowners submit questions that can be answered in writing either by a post online or by email?

A: Residents can submit questions to the City at any time by phone, mail, or email, and someone on staff will respond as long as the resident provides contact information (sometimes callers don't leave a name or phone number). Most general information about the PMP is available on the City website at www.goldenvalleymn.gov/streets/pmp. If general questions arise that aren't answered on the website, staff will add that information to the website. For questions regarding individual residents or their property, the City will respond directly to the party involved.

Q2. What are options for communication if you don't have access to the Internet?

A: Residents can contact the City by phone. The City also mails periodic project updates newsletters to the PMP area. In addition, the City is establishing a project hotline with recorded project updates; the numbers will be provided in the project newsletters.

Q3. Can you get email updates? If not, can you have information mailed to you?

A: The link to sign up for email updates is prominently displayed at the top of the PMP web page (www.goldenvalleymn.gov/streets/pmp). All properties in the project area will also receive periodic mailings in the form of a project newsletter.

Q4. Who is the first point of contact for problems during the PMP? How can this person be reached?

A: This information is supplied to homeowners at the beginning of the project and in subsequent project newsletters.

Q5. Who is the backup person for problems during the PMP?

A: This information is supplied to homeowners at the beginning of the project and in subsequent project newsletters.

Q6. If the response is not satisfactory to the homeowner, how can this problem be escalated?

A: You can contact the City Council.

Q7. What issues should be addressed directly to contractors on the ground vs. going to city staff?

A: None. All questions go to City staff.

Q8. What issues should always be addressed to city staff only?

A: All.