

# Gravel program post- construction survey

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JANUARY 2022



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

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## Survey results

In November 2021, Strathcona County invited rural residents to complete a survey about their experience during gravel maintenance or 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. More than 90 letters were mailed, and 21 people responded to the survey.

### COMMUNICATION

- 58% said they did not receive the notice letter prior to construction (21% didn't know/couldn't recall)
  - Of those who recalled receiving the letter, 100% found it at least somewhat useful for understanding how they would be impacted
- 89% of respondents found roadside signs useful for understanding timelines
- 63% didn't know they could visit the website for more information
  - Of those who did visit the website, 100% found the information they were looking for
- 84% felt at somewhat informed or well-informed about what to expect during the construction process
- Roadside signs were identified as the most preferred method to receive information about construction on the road

 **84%** OF RESPONDENTS FELT SOMEWHAT INFORMED OR WELL INFORMED ABOUT WHAT TO EXPECT

### CONSTRUCTION PROCESS & QUALITY

- 68% felt somewhat or very satisfied with the quality of construction
- 80% found the length of time they were impacted acceptable
- 20% (four out of 15 responses) experienced a negative impact to their property

## OPEN-ENDED COMMENTS

Main themes included comments about potholes or questioning why the road is gravelled and redone annually/repeatedly rather than paved.

## What's next?

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

## More information

**Name:** Ryan Wilson, Manager, Transportation Operations

**Phone:** 780-417-7100

**Website:** [www.strathcona.ca/gravel](http://www.strathcona.ca/gravel)