

## Glenwood Complete Streets

### Project Background

- [Glenwood Complete Streets](#)
- Construction of the Hwy 28/29/104 Glenwood Complete Streets Project began in April 2018 after nearly a decade of planning and development.
- The project addresses pavement concerns, pedestrian accessibility (ADA) requirements, traffic flow, utility needs and boulevard improvements.
- The Complete Streets concept includes:
  - Three-lane concept (two 12' thru-lanes and a 12' center left turn lane)
  - 10' parking lane
  - 7' bike lane
  - 7' amenity and sign zone
  - 6 to 10' sidewalk

### Public Engagement Challenge

- The City of Glenwood, the local chamber of commerce, local businesses, and residents had mixed emotions at the start of the project. Many wanted to have the necessary work done, but there were significant concerns about the impact of the work on their main street.
- In addition, early project engagement practices were led by the City of Glenwood, not MnDOT District 4, and confusion occurred over who was developing and administering the project.
- As a result, the city council initially rejected the Hwy 28 realignment based on concerns about funding, lack of access to local businesses, safety, parking issues, potential loss of commercial loading zones, access to public transit and need for the project.

### Public Engagement Tool

- District 4 leadership met with stakeholders including the city council, local residents and business owners to discuss and address their concerns and questions.
- MnDOT staff held “town hall” question and answer sessions, public open houses and met face to face with concerned businesses and residents.
- MnDOT created a project brochure, staffed booths at a community business expos and the Pope County Fair, wrote letters to residents and surveyed business owners.
- The district also held a partnering session with MnDOT construction personnel, prime contractor and sub-contractors prior to construction to keep everyone informed.
- The local chamber of commerce also engaged with local residents and business owners to form a *Grow Glenwood* committee to work with the MnDOT project management team which, in turn, created a *Thrive during Construction* workbook for locals to use.
- MnDOT hired a business liaison for the project.

## Key Takeaways

- MnDOT was present at the very first meeting the business owners held to encourage them to set the tone for their customers and neighbors.
- District 4 staff worked closely with the city, chamber, the businesses and residents to make sure that any questions were answered and any concerns addressed.
- Face-to-face, proactive engagement helped MnDOT earn and maintain trust among key stakeholders

## Level of Engagement: Inform, Consult

- MnDOT informed Glenwood citizens, businesses and stakeholder groups using a focused approach to discuss and address specific concerns and questions about the Complete Streets concept.
- District 4 staff consulted Glenwood businesses on construction detours, staging and business-district access.

## Caveat

- Make sure there is consistent information provided early in project development and that impacted businesses are informed and consulted through letting and construction.

## Quote

- “Trust in MnDOT and the project management team was restored via a public engagement plan that focused on communication and transparency. This was crucial in the acceptance and support of the project by the City of Glenwood, its citizens, businesses and various stakeholder groups and helped set the project theme of ‘Ready. Set. Grow Glenwood.’ By having everyone work together to resolve project issues and concerns, we were able to help businesses ‘thrive during construction’ and for the community to take pride in the completed project.” – Thomas Pace, Project Manager

## Contact

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## Keywords

- Complete Streets, Business Impacts, Community Trust, Inform, Consult