



City of White Bear Lake

Engineering Department

STREET RECONSTRUCTION PROJECT FREQUENTLY ASKED QUESTIONS

How will I know what is happening in my neighborhood?

The Engineering Department works diligently in a number of ways to keep you informed of the construction taking place in your area:

- **Check your Doors for Notices** – Residents should check their doors daily for notices (printed on brightly-colored paper) that contain specific information regarding work occurring in their construction area. The City will routinely notify you about upcoming work, particularly if the work will make your driveway inaccessible for an extended period of time, or if your water will be shut off. Those same notices that are printed on the brightly-colored paper will be sent via e-mail for those e-mails addressed that are provided to us. Please call (651) 429-8531 or send an email to cvermeersch@whitebearlake.org to get on the project's email list.
- **City Website** – Visit www.whitebearlake.org to access information on construction happenings in your neighborhood. This website contains an archive of the above notices and newsletters as well as meeting handouts, assessment rolls, and other information. Click on the "Your Government" tab found on the top right of the home page and then click on "Engineering" under the Departments heading.

How specific can you be about when things are happening in front of my house?

We do our best to let you know when work is being done in your area, usually on a block-by-block basis. The City notifies you based on the schedule we receive from the Contractor. Because of the numerous variables involved, the schedules may change on short notice. Weather, delays by subcontractors, or other unforeseen events can cause schedule changes. The Contractor, along with the Engineering Department, makes every effort to notify residents as soon as possible. We appreciate your patience.

Who do I contact if I have questions or concerns during construction?

You are always welcome to call the Engineering Department at (651) 429-8531 during regular office hours (8:00 a.m. to 4:30 p.m.) Feel free to speak with a staff member on site as well. They will be wearing bright yellow safety vests clearly marked with "City of White Bear Lake." You may also send an email to cvermeersch@whitebearlake.org.

What if I have an emergency outside of regular office hours?

Call the White Bear Lake Police Non-Emergency line at (651) 429-8511 to report problems that require immediate assistance by the City (such as a flooded street, disruption to water service, sanitary sewer back-up, etc.) Your message will be relayed to on-call Public Works personnel.

What if I have special needs?

The Contractor will work to accommodate residents needing access for wheelchairs, Metro Mobility rides, etc. Call the Engineering Department at (651) 429-8531 or talk to a City staff member on site. The Contractor is very helpful in assuring access to those who have limited mobility.

Will I be able to park on my street during construction?

Throughout the construction process, it is important that all vehicles be removed from the roadway between 7:00 a.m. and 9:00 p.m. Even though you may not see construction equipment on site, work will be ongoing and schedules may change on short notice. At times during the day, you may have limited access to your driveways. Please park all vehicles, boats, trailers, etc. that you will need on a side street from 7:00 a.m. until 9:00 p.m. If a vehicle is on the street during working hours and is impeding the construction, the Engineering Department may take further action and tow the vehicle.

I have done some work in my yard near the street. Is this a problem?

Many homeowners have installed private irrigation systems, invisible fencing, and other landscape items adjacent to the street. Because these are within the City street right-of-way, they are potentially in the path of the reconstruction project and must be moved.

Homeowners are responsible for temporarily moving or relocating their own irrigation systems that are in the right-of-way. This work should be taken care of before crews start working on your street. The Engineering Department suggests that you remove sprinkler heads and plug lines that are located within 15 feet of the existing street and pull the pipe ends up or mark them in some way so they can be easily seen. You will still be responsible for repairing any irrigation or fencing systems you have placed within the right-of-way, but these suggestions will minimize costs for replacing the systems later on.

Is the construction zone safe?

Due to heavy truck traffic and general construction activity, we would ask all parents to inform and make their children aware of the dangers of construction sites and to keep their children a safe distance from all construction areas. Your support and cooperation in assisting us to maintain a safe work zone and cautioning children about the dangers of construction sites will be appreciated.

When new bituminous is placed, it is very hot (approximately 300°F). Parents should keep children and pets from walking or riding bikes on the new pavement until it cools. Please talk to your children and explain about the paving and that they should stay a safe distance from the construction equipment.

If construction is taking place in my neighborhood, does this affect garbage pickup?

Your garbage and recycling will be picked up as scheduled. Please continue to have your garbage and recycling curbside by 6:00 a.m. on your regularly scheduled pickup day. The hauler (Republic Services) will collect garbage and recycling in street reconstruction areas on schedule. On occasion, site conditions may make garbage pickup difficult, and the hauler will return on the next business day. Please report any missed pick-ups to the Utility Billing Clerk at (651) 429-8565.

What is the construction process?

1. Private Utility Work

Xcel Energy might install new gas mains in the construction areas. If so, they will contact you directly regarding this work, which will start prior to any work on the street. If you have any questions or concerns about the installation, please contact Xcel Energy at (800) 895-2999.

2. Mailbox Removal and Location of Temporary Mailboxes

Temporary mailboxes will be installed at the beginning of the project in strategic locations **identified by your Letter Carrier**. The Post Office will label the boxes, and you will be provided a map indicating the location of your particular box. During this transition, please check both your permanent and temporary mailboxes to ensure you receive your mail. Once delivery has changed to the temporary mailboxes, the Contractor will remove your permanent mailbox and place it in your yard, outside the construction limits. Please store your mailbox until it is ready to be reinstalled toward the end of the project. You will be notified when permanent mailboxes will be restored. If you encounter any problems with mail delivery during construction, please call the White Bear Lake Post Office at (651) 429-6284.

3. Tree Removal (if necessary)

We strive to preserve all healthy trees in our urban forest. However, there may be a limited number of trees on the street reconstruction project whereby removal is unavoidable. You will be notified if your tree has been marked for removal. At that time, you will be given information on the City's Tree Replacement Program.

4. Pavement Removal

One of the first steps in any reconstruction process is, of course, demolition. For street projects, this means removing the existing pavement. Typically, contractors will remove the pavement with large backhoes and haul it away in dump trucks, or they may grind it up in place.

You may have limited access to your driveway while this work is being completed.

5. Underground Utility Work

a. Water Shut Off (to replace hydrants or other watermain repairs)

When hydrants are replaced or other watermain repairs are needed, your water may have to be shut down for a period of time. This work is typically scheduled between 9:00 a.m. and 3:00 p.m. The Engineering Department will try to notify you of this work 24 hours in advance. For those properties affected, please draw plenty of water before 9:00 a.m. for your use during this timeframe. We will make every attempt to have the water back on as soon as possible.

Emergency (non-scheduled) water shutoffs may happen on occasion. We understand the inconvenience this causes, and work as quickly as possible to repair the damage.

b. Sanitary Sewer Wye Replacement

For residents who participate in the City’s Sanitary Sewer Wye Replacement Program, please be aware that your water service may need to be temporarily disconnected during this operation (depending on the reconfiguration of the utilities). It will be reconnected upon completion of the wye repair, which is typically about three hours.

c. Storm Sewer

Storm sewer work is typically done in only one location or intersection at a time and usually won’t affect access to your driveway. If your driveway will need to be blocked for installation of storm sewer pipe or structures, City staff and crews will notify you beforehand so you can get your vehicles out for the day. Alternate driving routes may be necessary during storm sewer work.

6. Subgrade Compaction and Gravel Base Placement

After all underground utility work has been completed, the subgrade soils are compacted and a new gravel base for the street is hauled in. These processes are vital to ensure a solid foundation for the street. The Contractor will use vibrating compactors which will cause various degrees of vibration which may be felt in your home. This will translate into shaky walls—**make sure hanging items and breakables on open shelving are secured or removed.**

7. Install Curb and Gutter

Once the gravel base placement is complete, concrete curb and gutter will be poured. Modern slip-form machines allow this work to proceed very quickly with a single crew, often completing over 5,000 feet per day.

One or two days prior to pouring the curb, we will mark your driveway openings with small white stakes. These stakes indicate the proposed extents of the curb opening (lowest “drive-able” portion of the curb). Generally, this will be the same width of your existing driveway. For homeowners changing the width through our Driveway Replacement Program, we will mark the curb opening at the proposed new width (a maximum of 24 feet). All driveways will also include a three-foot wing on each side which slopes up to match the full height of the curb. If you have questions or want any changes to your driveway opening, please contact an inspector on site or call our office.

After the curb and gutter has been placed, you will not be able to access your driveway for five (5) days, or until the Contractor has ramped your driveway with gravel. You will be able to parallel park in the street during the evenings, taking extreme care not to hit the newly-placed curb. Also, as a safety precaution, make sure vehicles are not parked on both sides of the street directly across from one another, as the street would be too narrow for emergency vehicles to get through. If possible, try to limit parking to one side of the street.

If you have physical disabilities or expect to have difficulty stepping over the curb in the time before a gravel ramp is made for vehicle access, **please let us know.** We will gladly do what we can to make a safe walkway over the curb to your home.

8. Install New Concrete Driveways and Aprons

Next, concrete aprons are installed for existing concrete driveways that had a portion removed. For those residents having full concrete driveway replacement as part of the City's program, this work is also completed. Please do not drive on the new concrete aprons and driveways for at least 5 days. The longer it cures, the better it is for the aprons and driveways. Also, attempting to access your driveway early may cause significant damage to your vehicle. Once the Contractor begins ramping your driveway with gravel at the curb, you can then drive on your completed driveway.

9. Pave First Lift of Bituminous

Once the curb and gutter are placed, the Contractor will haul in more gravel to place between the curbs and then compact it. They will then begin paving the first lift of bituminous.

You will not be able to drive on the paved portion of the road for at least two hours or until they have finished rolling the newly paved roads. We ask that you take extreme care not to make sharp turns on the new bituminous pavement.

New bituminous is very hot (**approximately 300°F**) when placed. Parents should keep children and pets away from the new pavement until it cools. Please talk to your children and explain about the paving and that they should stay a safe distance from the construction equipment.

10. Install Bituminous Driveways and Aprons

For those residents having full bituminous driveway replacement as part of the City's program, this work is now completed. As a courtesy reminder the Contractor will knock on your door to let you know that they will be beginning work on your driveway.

Vehicles can be driven across the new bituminous; however, we recommend that you do not park on the new bituminous aprons for at least 5 days. The longer it cools off and cures, the better it is for the aprons. We also ask that you take extreme care not to make sharp turns on the new bituminous.

11. Sod Installation/Restoration

The Landscape Contractor will grade and backfill the boulevards with topsoil and lay the sod. For residents that had new driveways installed and paid for restoration, the Contractor will also be completing that work.

Help maintain your new sod by following these simple guidelines:

- New sod requires 1 to 2 inches of water a week for the roots to take hold. The Contractor will water the sod and is responsible for the sod warranty **for 30 days after installation**.
- After the Contractor's 30 day warranty, the sod becomes the responsibility of the homeowner.
- Until the roots are established (the grass is usually at least 3 inches long), cut it at the highest setting on your mower throughout this growing season. The grass can then gradually be cut to the desired length, but not until next spring. **The Contractor will not replace sod that is damaged by premature mowing by residents.** If you question whether or not to mow, please err on the side of caution and wait.

- Fertilizing is recommended in the fall, but can also be done next spring. Helping provide the water and care your sod needs will reduce time and money spent to replace dead sod.
- Lawn irrigation using the City's water supply is prohibited between the hours of 10:00 AM and 5:00 PM through September 30th.

12. **Permanent Mailbox Restoration**

The contractor will reinstall permanent mailboxes. All posts must be a minimum of 60 inches long and will be installed in their original location at the USPS standards. As was done at the beginning of the job, please check both your permanent and temporary mailboxes during this transitional period.

13. **Final Lift of Bituminous**

The final step in the street reconstruction project is to pave the final lift of bituminous on the streets. You will not be able to drive on the paved portion of the road for at least two hours or until they have finished rolling the newly paved roads. We ask that you take extreme care not to make sharp turns on the new bituminous pavement.

New bituminous is very hot (**approximately 300°F**) when placed. Parents should keep children and pets away from the new pavement until it cools. Please talk to your children and explain about the paving and that they should stay a safe distance from the construction equipment.

WHO TO CALL:

City of White Bear Lake Engineering Department: 651-429-8531

City of White Bear Lake Police Non-Emergency: 651-429-8511

Utility Billing Clerk: 651-429-8565

Xcel Energy: 800-895-4999

White Bear Lake Post Office: 651-762-1437