KITCHEN TABLE MEETINGS:
Applying the Golden Rule to Property Owner Outreach

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COMMUTER ANNOYANCES
PROPERTY OWNER ANNOYANCES
HISTORY OF KITCHEN TABLE MEETINGS

• Interstate 69: Evansville to Indianapolis
• 6 Sections of Independent Utility
• Emphasis on public involvement – project offices in all six locations
THE CONCEPT SURFACES

- December 2008
- Large-scale property owner meeting
- Gibson County
- People want information
- What about individual meetings?
TRIAL RUN

• May 2009
• Section 1, Package 5
• Individual meetings w/ 52 affected property owners
  • Discuss schedule, fieldwork, and R/W process
• Affectionately referred to as “kitchen table meetings”
WORLD CHANGES

- Governor announcement October 2009
  - “Open to traffic by end of 2012”
- Section 1
  - 13-miles new terrain interstate
  - 2 miles open in November 2009
  - Rest following more traditional path
WORLD CHANGES

• Sections 2 & 3
  • 55-miles new terrain interstate
  • 18 months
  • Topographical survey, geotechnical investigations, design, permitting, land acquisition, and contracting
• From “never in my lifetime” to “fast and furious”
• Overwhelming for affected property owners
• Complaints pile up
• Put out fires
LESSONS LEARNED

- Golden Rule
- Information is everything
CONCEPT BECOMES A REALITY

- Section 4 from Crane to Bloomington
- 27-miles “tough” terrain interstate
- KTM process formalized
THE PROCESS

- Kitchen Table Meeting
- Customer Service Training
- Customer service
- Green Light Process
KITCHEN TABLE MEETINGS

- Before field activities
- Project update
- Describe impacts to property
- Describe field activities
- Gather information about property
- Listen to concerns
- Complete “Customer Survey”
CUSTOMER SERVICE TRAINING

- Contractor and consultant field staff
- Respect
- Safety
- Communications
- Ownership
- Common courtesy
CUSTOMER SERVICE

• Assigned customer service representative
• Staff project office
• Address calls, visits, emails
• Communication throughout process
GREEN LIGHT PROCESS

• Contact before field activities
• Notification to field staff
• Green light – Red light
WHERE ELSE?

- I-69 Section 5
- Illiana Expressway
- What about LPA Projects?

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WHY?

• Common courtesy to those who “suffer” most
• Information is everything – both ways
• Property owner sacrifice for “Greater Good”
• Reduce project misinformation
• Reduce potential condemnations
• “Scale-able”
RESULTS

• 36% fewer complaints regarding survey and geotechnical investigations
• 94% participation from nearly 300 property owners
• Matched state average on condemnation rate @ 10%
• 2011 AASHTO Gold Performance Award
QUESTIONS?