



SAINT PAUL
MINNESOTA

HOW TO PREPARE AND THRIVE DURING STREET CONSTRUCTION



BUSINESS TOOLKIT

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This toolkit is designed to help businesses prepare for and manage the impacts of nearby Public Works construction, while offering practical guidance, resources, and proven strategies. With assistance from the City and insights gathered from past projects, the goal of this toolkit is to help your business survive and thrive through the construction period.

Dear Business Owners, Managers, and Staff,

We look forward to working with you on improving your street. We recognize the challenges and impacts to your business that street construction is likely to cause. To that end, we are sharing this business toolkit to help address some of those challenges.

As we move forward with this construction project, we're excited to partner with you to support businesses in our community. This toolkit will help prepare you and your business for construction and its impacts. Together we can promote local businesses throughout the construction project.

In advance, we appreciate your partnership and patience as we navigate construction on your street. Do not hesitate to reach out to us before, during, and after construction with any questions.

In partnership,

Saint Paul Public Works

FOR MORE INFORMATION

651-266-6100

publicworksinfo@ci.stpaul.mn.us

stpaul.gov/publicworks



UNDERSTANDING THE CONSTRUCTION PROCESS

To better prepare businesses for construction, here's an overview of the general construction process and associated timelines for Saint Paul Public Works. Every construction project is different — from the timeline, design decisions, community engagement, communications, and business access during construction. This section provides information to better prepare your business for the anticipated construction.



CONSTRUCTION PROJECT TIMELINE

This timeline provides an overview of a full street reconstruction project from design to the brand new street. It includes information on when you and your business can expect to provide input on the project design and when you will be impacted by construction.

PLANNED CONSTRUCTION (3-5 years)

- 5-year capital plan is updated and adopted by City Council every year, typically in December
- stpaul.gov/PW5yrplan

BEFORE CONSTRUCTION (1-3 years)

- Planning and Design Process
- Time for community to provide feedback and help shape the design
- Businesses should voice any concerns, likes, and/or dislikes with the new design options
- Technical design is completed

CONSTRUCTION (1-2 years)

- Utility construction often happens first and may be a year in advance of the road construction
- Road will be torn up and there will be traffic, parking, and access impacts

AFTER CONSTRUCTION (Following year)

- Final punchlist and clean up work, including tree planting

CONSTRUCTION PROJECT COMMUNICATION TIMELINE

When you'll hear from the City and have engagement opportunities



Project introduction letter



Various engagement opportunities – meetings, surveys, other communications



Communications from Sewer Utility and Saint Paul Regional Water Services regarding private sanitary sewer and water lines



Public hearing notification #1 (estimated assessment)



Public hearing #1: Improvement hearing (estimated assessment)



Communication regarding tree removals



Construction Information letter



Construction Information Meeting



Construction



Weekly construction updates via email and webpage



Flyers on doors as needed



Public hearing notification #2



Public hearing #2: Assessment hearing



Assessment due or added to yearly property taxes



BEFORE CONSTRUCTION

Before construction begins, work is done on the new street design, preparing the site for construction, and informing businesses and residents about the upcoming project. Planning and design work starts anywhere from one to three years before construction is scheduled to begin. During this time, the City seeks input from businesses and residents to help inform the new street design and improvements.

How you can be involved in informing the final design and learning about the project

- Community meetings and engagement activities provide opportunities for you to give feedback that helps inform the design for the street.
- Information is shared via mailings, flyers, online, emails.
 - Sign up for emails via the project webpage (stpaul.gov/construction).
 - Share contact information with project staff when asked.
- Communicate with project staff any questions or concerns early in the design process.

What you may see on site before the City's construction project starts

- Survey staff staking and measuring the area.
- Markings, paint, and flags on the street, sidewalk, and boulevard.
- Markings on trees and tree removals.
- Utility work (water, sewer, telecom, etc.).

PLANNING AND DESIGN PROCESS

Public Works Staff start engaging businesses and the community to help shape the design for the roadway anywhere from one to three years before construction is scheduled to begin. The timeline, engagement activities, and design process may look different for each project.

At this point in the process you have the opportunity to understand what the project design entails, and share ideas or concerns what the street will look like after reconstruction.

	STEP 1: Introduce and identify needs and goals of the street reconstruction project	STEP 2: Evaluate and share options for the street reconstruction	STEP 3: Report back and recommend a single design for the street reconstruction
How can you be involved?	• Sign up for project emails. • Let others know about the upcoming project. • Engage with City staff. • Share what you like about the street and what you would like changed.	• Share your thoughts and feedback on the different drawings and designs. • Attend engagement opportunities and respond to surveys. • Talk with project staff.	• Review the recommended design. • Share your feedback about the recommended design with staff. • Ask questions about the recommended design.
What are staff working on?	• Introduce the project to businesses and the community. • Listen to the community and looking at Citywide plans and policies to determine the project needs and goals. • Plan engagement opportunities and communications. • Gather and analyze information about the street, including vehicle and pedestrian use, parking use, trees, lighting, and underground utilities.	• Incorporate community input and technical data into initial design options. • Create drawings and designs showing potential alternatives for the reconstructed street. • Gather feedback from the community about the design alternatives.	• Incorporate feasible modifications to the recommended design based on feedback. • Share the recommended design with the community.

AFTER STEP 3: City staff spend their time designing the project and preparing technical documents for construction. You may not hear as much about the project – sometimes even for months. Staff will be back in touch with the neighborhood and businesses before construction begins.

This is the time businesses should start considering and preparing for construction impacts, if they haven't done so already.

TECHNICAL DESIGN PROCESS



- Initial designs are informed by input from the community and constraints of the right of way space.
- Time for community to provide feedback and help shape the design.
- Businesses should voice any concerns, likes, and/or dislikes with the new design options.

**30%
Design
plans**

**60%
Design
plans**

- General layout of the street is finalized.
- Community is informed of design decisions.

- Staff are working internally on the technical design details and plans based on the finalized layout.
- Staff are coordinating the work with utilities and other agencies.

**90%
Design
plans**

DURING CONSTRUCTION

Construction typically occurs from March through November. Construction is coordinated and completed in stages, so holes may be dug and refilled on the street multiple times. Work may not always be happening on your street or on your block as contractors can be working in multiple areas. Weather and other factors may impact schedules.



BUSINESS ACCESS

During construction, the City will work with your business to ensure access is maintained. Parking may not be available on the street and access to your business may be via an alternative route. Signs that say “road closed to thru traffic” or “local traffic only,” indicate that drivers can use the road to access businesses, but will eventually come to a road closed sign. Directional signs indicating business access routes may be posted in or near the construction area if needed to help direct business traffic.

GENERAL PROGRESSION OF CONSTRUCTION

Typically March through November



Tree removals

(could happen the Winter before construction)



Private/other utility work done in advance of road construction



Existing roadway pavement removals



Underground public utility work



Roadway construction



Concrete curb and gutter installation



Underground traffic signal, streetlight and electrical conduit work



New sidewalks, pedestrian ramps, and separated bikeways (if included in project) installation



Street paving



Driving lanes, bike lanes, pedestrian crossings striping



Street lights, signal poles and signs installation



Boulevard restoration



Landscaping (trees, plants, grass), often happen the following year



AFTER CONSTRUCTION

Typically the next year

Once major construction activities have been completed, there are usually some remaining items that occur in the late fall and into the following spring or summer. These items include:

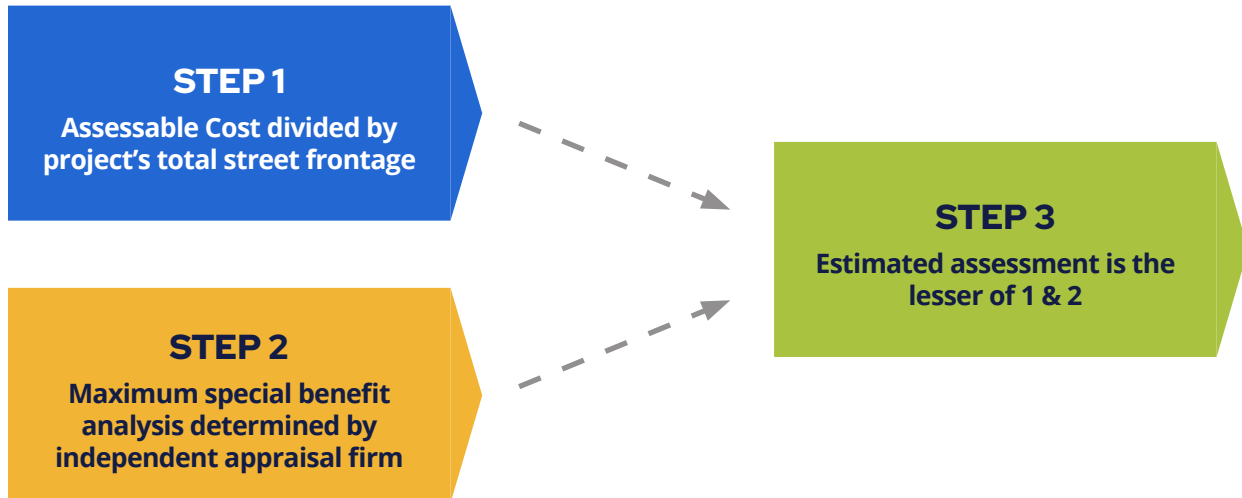
- Miscellaneous items that were identified in the inspection as incomplete or needing corrections.
- Landscaping (trees, plants, grass).
- Final cleanup of the site and removal of any remaining signs, barricades, and materials.

SPECIAL ASSESSMENTS

A special assessment is a charge imposed on private property (land and buildings) to help pay for a public improvement that benefits the property. Special assessments typically help pay for street reconstruction, road resurfacing, sanitary and storm sewer construction, sidewalks, alleys, and other public improvements. Special assessments are charged to most properties, including those that don't pay property taxes.



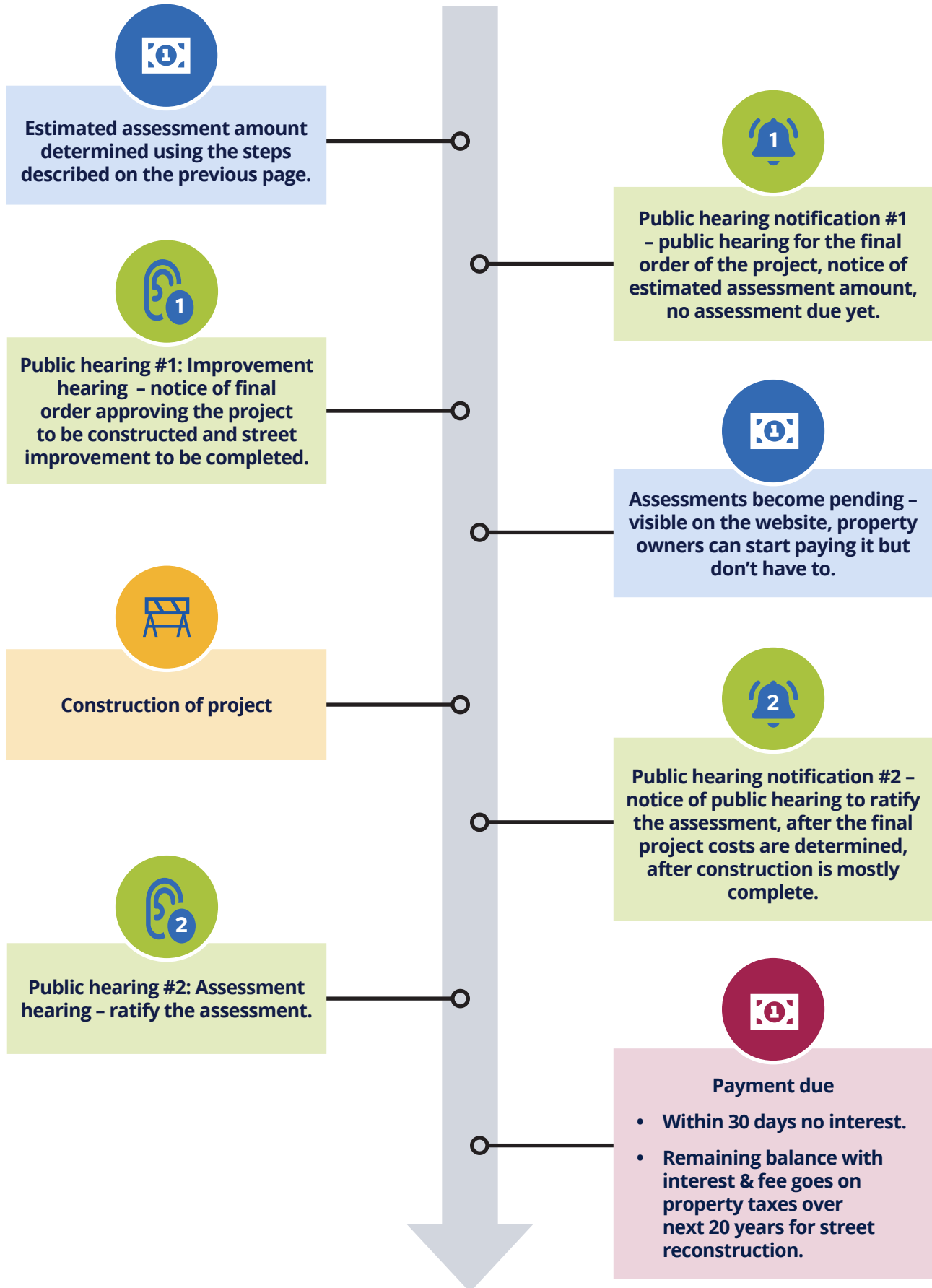
HOW IS A SPECIAL ASSESSMENT CALCULATED?



There are three steps in calculating a special assessment.

- 1.** The City's Department of Public Works calculates the total Project Cost and then determines an Assessable Cost, usually 25% of Project Cost for street reconstruction and road resurfacing projects. Assessable Cost is divided by the project's total street frontage to derive a per-foot assessment rate. That rate is multiplied by each property's assessable frontage to determine a preliminary estimated assessment amount for the property.
- 2.** The maximum special benefit of the project is then calculated for all properties. Special benefit is the increase in market value of a property resulting from the public improvement project. Special benefit is calculated as follows:
 - a.** Establish the estimated market value of each property based on Ramsey County assessed valuations.
 - b.** Assign a special benefit percentage to each property based on analysis from an independent appraisal consultant.
 - c.** Multiply the estimated market value by the special benefit percentage to derive a maximum special benefit assessment amount. This is the secondary assessment amount.
- 3.** The preliminary and secondary assessment amounts are compared and the Estimated Assessment is the lesser of the two amounts.

ASSESSMENT TIMELINE/SCHEDULE





ASSESSMENT PAYMENT INFORMATION

When do I pay my assessment?

- Assessment invoices are sent to property owners after the project is completed.
- You can pay your assessments in full, interest free, for up to 30 days after the City council levies the assessment and you receive the invoice.
- You have up to 20 years for street reconstruction projects and up to 10 years for road resurfacing projects to pay your assessment.
- Interest and a fee are added to the assessment amount after the initial 30 days.

Can I pay my assessments with my property taxes?

- Yes, this is the typical payment method. Every November the City transmits the total amount of principal and interest installments on your assessment to Ramsey County for collection with the next year's property taxes.



FOR MORE INFORMATION

651-266-8858

ofs-assessments@ci.stpaul.mn.us

stpaul.gov/assessments

SEWER

What Businesses Can Expect During Sewer Main Replacement

Sanitary and storm sewer mains may be replaced as part of a street reconstruction project. Typically, sewer work is done in conjunction with street reconstruction. The underground utility work occurs in the beginning stages of a project.



PRIVATE SANITARY SEWER SERVICE REPLACEMENT

During Street Construction

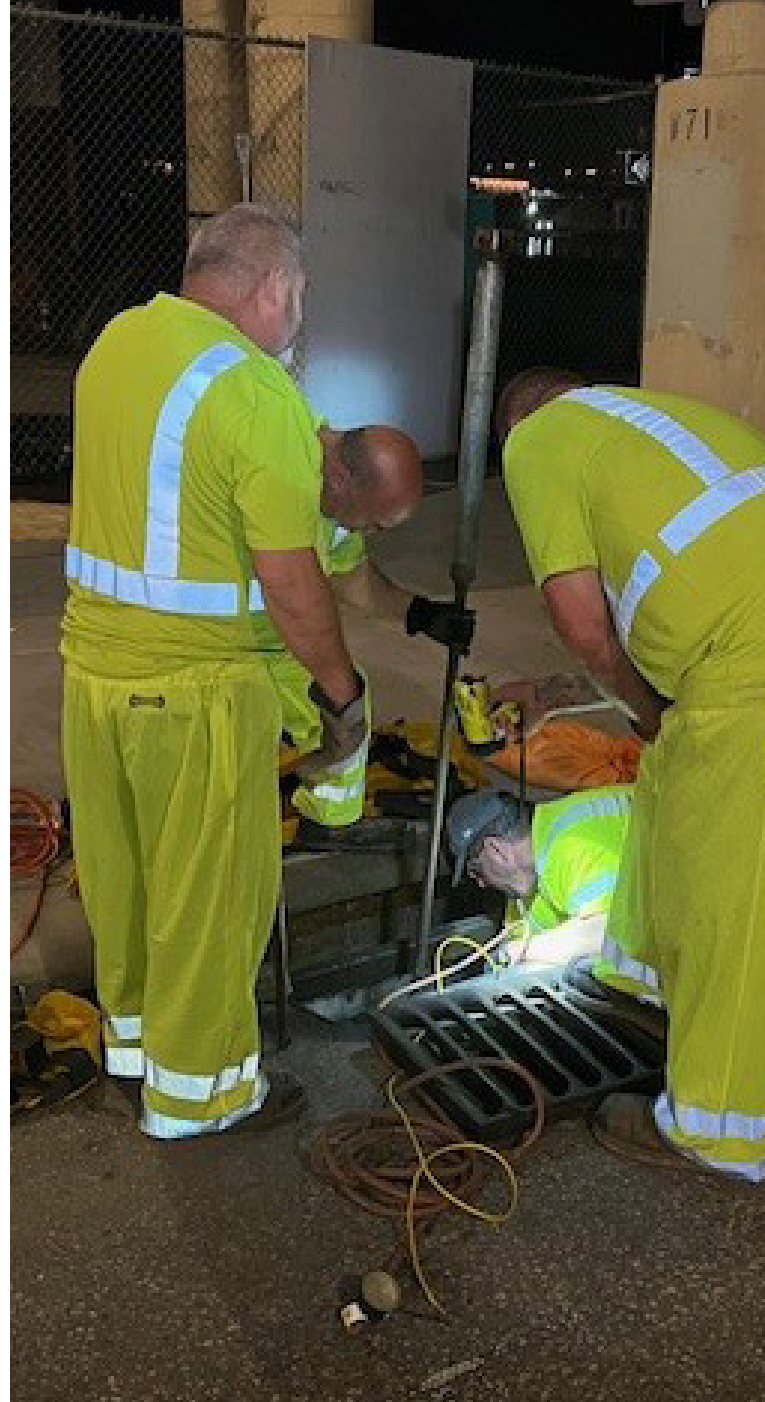
As part of a street construction project, property owners might be able to replace their private sanitary sewer pipes within the public right of way at a reduced cost. The sewer work is coordinated and completed by the contractor doing the street construction project.

Property owners are responsible for maintaining and repairing their private sewer pipes from their building to the connection to the main sewer line in the street. Street construction projects provide a unique opportunity for property owners to replace the portion of their private sanitary sewer from the main sewer line in the street to the property line, including the portions under the street, boulevard, and sidewalk, and the connection to the main sewer pipe. Note that the portion of your sanitary sewer service on your private property is not included in this work.

Before Replacement

Starting in November or December, if your property is eligible to replace the private sanitary sewer in the right of way, you will receive a letter from the Saint Paul Public Works Sewer Utility Division.

This letter will include information about your private sanitary sewer service, including its age and known information about repairs. Your estimates cost to complete this work in the public right of way in coordination with the street construction is also included.



FOR MORE INFORMATION

651-266-6234

pw-sewercounter@ci.stpaul.mn.us

stpaul.gov/sewer

What You Need to Do

If you would like to have the repair of your private sanitary sewer completed, you must sign and return the included form "Request for Sanitary Service Repair" by the date indicated. If you do not want to repair your private sanitary sewer as part of the street construction, please complete the form "Request for Sanitary Service Repair" declining replacement by the date indicated.

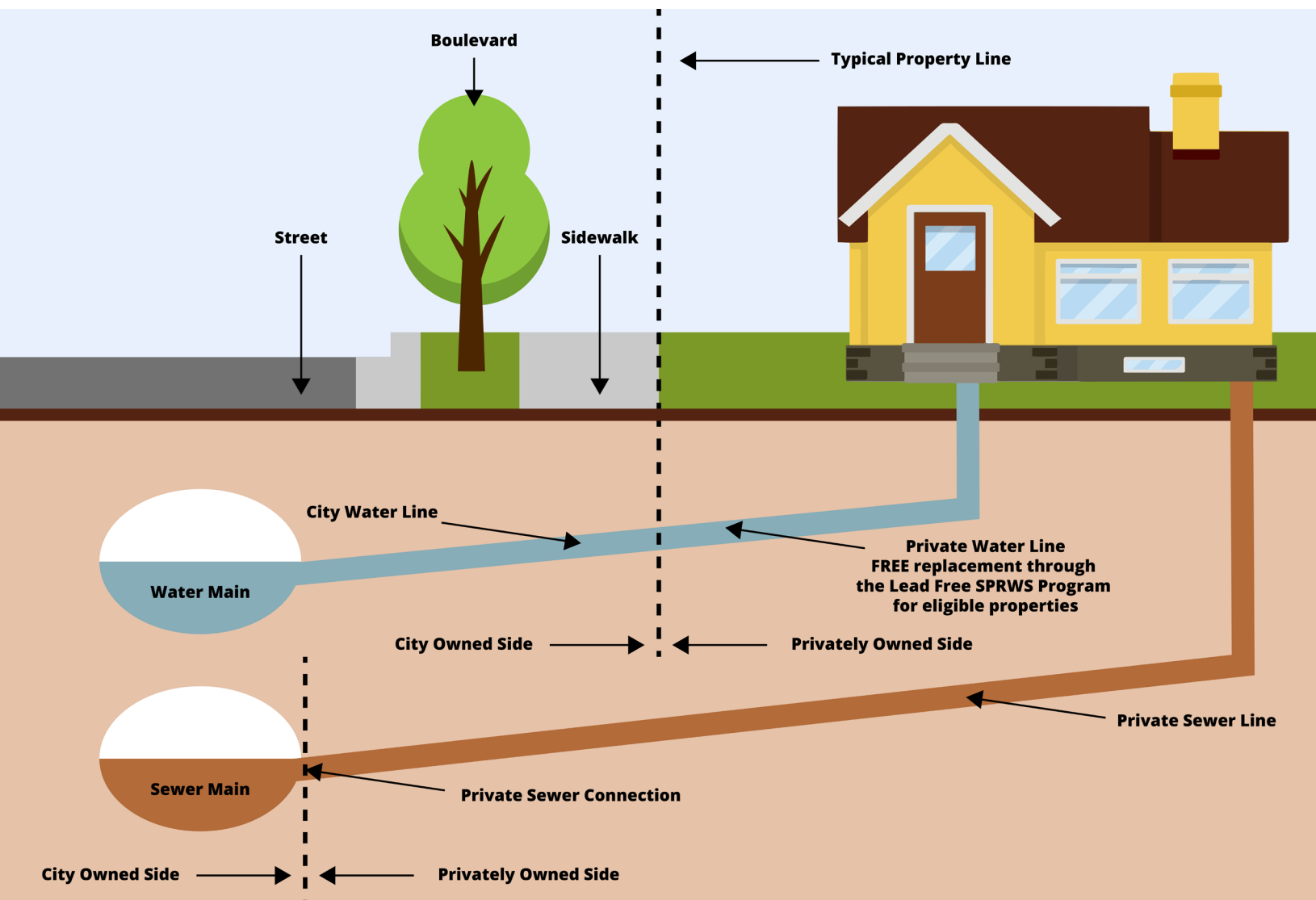
How You Will Pay for the Sewer Repair

- You will receive an invoice for the cost of private sanitary sewer replacement work once it is completed.
- You can pay the full cost of private sanitary sewer replacement, interest free.
- You can have the cost of the sewer work assessed to your property.
- You have up to 20 years to pay your assessment through your property tax payments.
- Interest and a fee are added to the sewer assessment amount.



WHO'S RESPONSIBLE FOR THE SEWER AND WATER LINES?

Please see the diagram below for more information on who's responsible for what section of the sewer and water lines during construction. Sewer lateral replacement during a City project **ONLY** goes from sewer main to the property line. The City does not replace beyond the property line to the house.



WHAT BUSINESSES CAN EXPECT DURING WATER MAIN REPLACEMENT

Saint Paul Regional Water Services (SPRWS) rehabilitates or replaces water mains as part of street construction. Water mains are the large underground pipes that deliver drinking water to neighborhoods and businesses. Replacing aging mains helps prevent breaks, improves reliability, and protects water quality.

Temporary Water Main Installation

In many projects, work begins with installing a temporary water main 2-3 weeks prior to construction.

- SPRWS notifies businesses and properties in advance.
- A temporary main is a surface-level pipe that keeps water service available during construction.
- For many businesses, this requires access to the building's water service line.
- During the switch:
 - You may experience a planned, short water outage.
 - Typical duration is a couple of hours.
 - Access to your water meter will be required.
- After the temporary connection:
 - Your building's water service runs from the temporary water main.
 - Normal operations can continue while street work is happening.
 - Temporary water supply is free of charge to impacted properties.

Connecting to the New Water Main

After the new main is installed and tested for water quality, service lines are moved from the temporary main to the new permanent or relined main. This requires a planned, temporary water outage that typically lasts between 2-4 hours. Impacted residents and businesses will receive advanced notice of the date and time for the outage.

After reconnecting to the new water main, water services will resume, and any temporary piping is removed.



LEAD WATER SERVICE LINE REPLACEMENT

What Businesses Can Expect During Lead Water Service Line Replacement

SPRWS is working to replace lead service lines as part of the Lead Free SPRWS program. This work occurs before construction, typically along with other utility work. If your property or business is located on a scheduled project street, here is what you can expect.

Before Replacement

Starting in November or December, if your property is identified as having a lead, partial lead, or unknown service line, you will be notified by SPRWS via letter and other mailings.

In early spring, all properties and businesses on streets affected by lead free work, whether they are getting their lead service lines replaced or not, will receive a general construction notice with anticipated timing and what to expect.

Scheduling Replacement

If your service line qualifies for replacement, you will be contacted by SPRWS. They will work with you to minimize disruption to business operations whenever possible. Building access will be required if the line being replaced is located on private property. Replacement typically takes one day per property.

During Replacement

Contractors will place signage in the area. Doorhangers will be delivered at least one week before work begins on your block with parking and access details.

What May Occur Outside Your Business

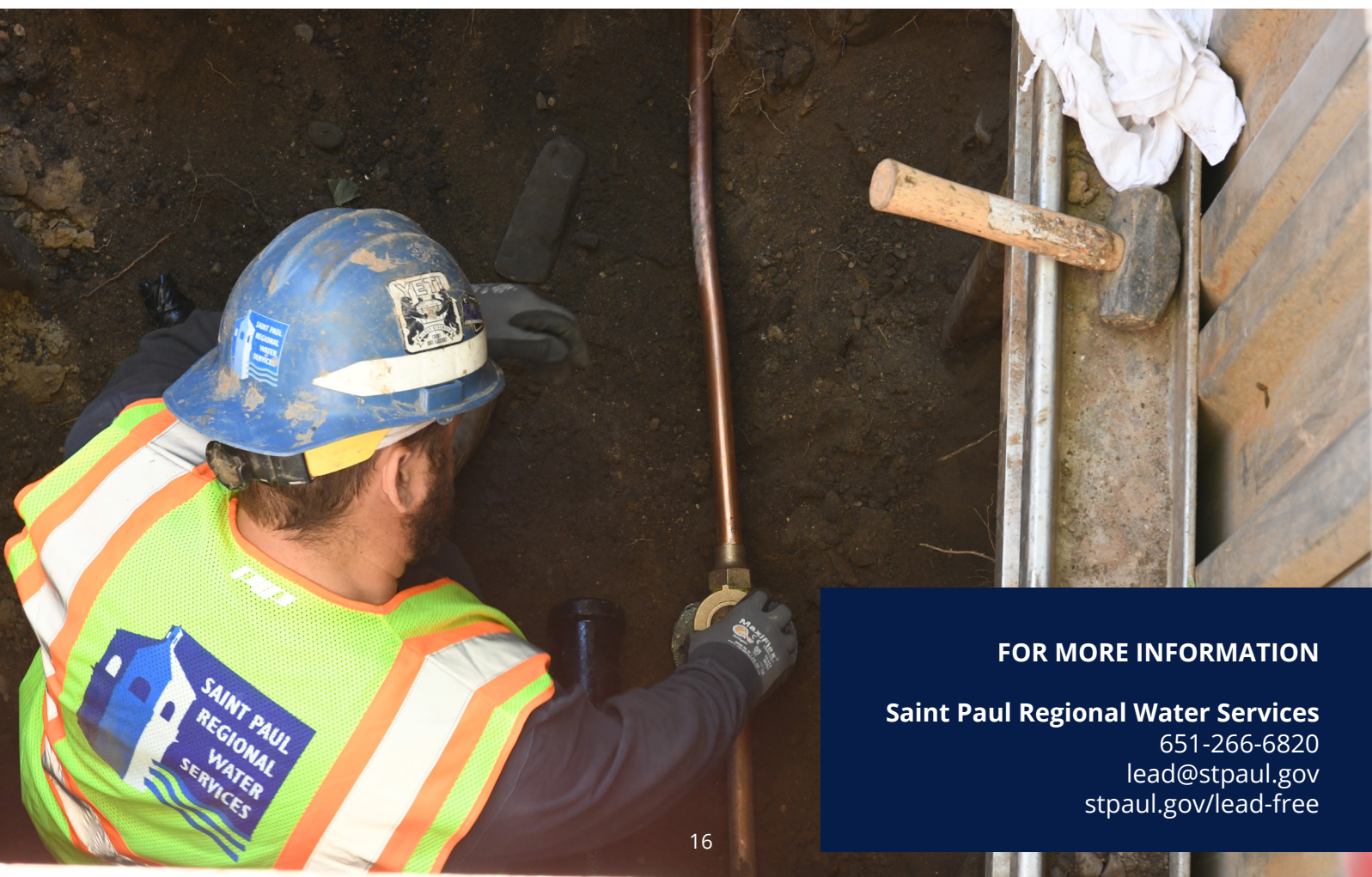
- Temporary lane closures or parking restrictions.
- Excavation near the curb and possibly near the building foundation.
- Construction equipment and crews working on the block.

What May Occur Inside Your Property/Business

- Temporary water shutoff during replacement.
- Access needed to the water meter area.
- Brief water flushing after service is restored.

After Replacement

Excavation areas are backfilled the same day and temporary surface restoration is completed promptly. Final restoration (concrete, asphalt, boulevard) occurs with the street reconstruction.



FOR MORE INFORMATION

Saint Paul Regional Water Services

651-266-6820

lead@stpaul.gov

stpaul.gov/lead-free

CITY COMMUNICATION CHANNELS

The City works with businesses and residents to share information and answer questions throughout all phases of a construction project. There are multiple ways to stay informed about construction projects.



PROJECT WEBSITE

- Your go-to for all project information.
- City-led promotions/coordinated campaigns for the project.
- Project contacts.
- FAQs.
- Archive of project documents including: letters, videos, and community meeting information.



PRINTED MATERIALS

- Letters or postcards sent to property owners and property addresses.
- Flyers left at front doors.



EMAIL UPDATES

- Sign up on the project website before construction starts to stay informed throughout the project.
- Updates contain current and upcoming construction activities and impacts.
- Sent regularly during active construction.



SOCIAL MEDIA

- Public Works posts information on project milestones.
- Promotes any City-led promotions/coordinated campaigns in the project area.
- Shares community-wide events near the project corridor.

CONSTRUCTION PROJECT STAFF

The City designates a transportation planner, project manager and communications staff from the preliminary design phase through construction. Staff may change throughout this process and may include a variety of consultants. You can check the project website throughout the project to see who the main point of contact is, or you can reach out to Public Works. The construction contractor, project manager, and staff are identified after the construction bid is awarded and the contract is signed.

- **City transportation planner:** leads the initial project visioning and community engagement to inform the design.
- **City project manager:** leads the project and oversees overall scheduling, planning, and coordination.
- **City project engineer:** manages or assists the project manager.
- **City project inspector:** helps ensure the project meets City, state, and federal regulations.
- **City communications and engagement staff:** informs community about City project.
- **Construction contractor project manager:** oversees the overall construction project.
- **Contractor superintendent/supervisor:** oversees daily on-site construction activities.



BUSINESS INPUT & PROJECT FEEDBACK

The City actively solicits feedback and input from businesses and residents throughout the entire process of a construction project.



COMMUNITY MEETINGS

- Held during the planning and design stages and before construction begins.
- All businesses, residents, and visitors to the area are welcome to attend.
- Representatives from the project are in attendance to present or explain the upcoming construction project.
- Attendees are encouraged to bring all questions they have about upcoming construction.
- Materials are provided to explain construction activities and the necessary detours, upcoming timelines, and staging of the construction.
- For multi-year projects, additional meetings may be held at the start of each new season or before any significant staging changes.



OPEN OFFICE HOURS

- Held regularly, or as needed, throughout the project.
- May be virtual, in-person, or hybrid.
- Designed to provide ongoing updates on construction activities and to fit the needs of the community and businesses.



SURVEYS

- May periodically be used before and throughout the project to help determine the needs of the community.
- Sent when construction is completed for feedback on what worked well and what could be improved.



PROJECT EMAIL AND PHONE NUMBER

- Provided to the community throughout planning, design and construction as an efficient way to communicate with the project staff.
- Businesses and residents can also always reach out to Public Works at any time at 651-266-6100 or publicworksinfo@ci.stpaul.mn.us.

PARTNERING WITH BUSINESSES AND COMMUNITY ORGANIZATIONS



COORDINATED BUSINESS MARKETING CAMPAIGN

The City can help create opportunities for local businesses and community groups to work together before and during construction. The purpose is to help businesses thrive during construction. This could include City-led campaign ideas, community-led campaigns, and for businesses to discuss ways to support each other through construction. City staff can help connect you to partner organizations that offer expertise in numerous areas. More information available at stpaul.gov/orgstoknow.

Possibilities include:

- Business support brainstorming sessions/meetings.
- “Open for Business” campaign.
- Social media campaigns and templates, content and graphics, for businesses to share on their social media platforms.
- Local business “punch” or “construction crawl” card with discounts/offers.
- Coordinated sales event.

Open for Business materials

The City has “Open for Business” branded materials that can be provided to businesses upon request. These are created to help remind residents and visitors to the area to support businesses during construction. Materials are available for businesses in and around the construction area and include:

- Window clings (available in various sizes).
- Posters.

Support Grand Avenue Businesses
We are open during construction!

OPEN

Individual business signs

- City will allow businesses to place individual signs, such as yard signs/sandwich boards, whenever feasible.

Project pre- and post-celebration events

- The City may coordinate events, as feasible, before and after construction. A groundbreaking ceremony may be held before construction starts, and a ribbon-cutting ceremony may be held at the end of the project.
- The City may partner with local businesses and community groups to share in the celebration and help highlight the area and local businesses, such as a block party or other community event.



HOW CAN MY BUSINESS SURVIVE AND THRIVE DURING CONSTRUCTION?

City construction projects are typically planned three to five years in advance of actual construction work. Community engagement begins one to three years prior to construction. This is a critical time for businesses to begin preparing for construction and connect with the City to try and minimize impacts.



WHAT YOUR BUSINESS SHOULD DO TO PREPARE

- Review your business model prior to the start of construction and prepare for construction which will disrupt regular business operations for a temporary period of time.
- Set realistic expectations.
 - Before and during construction, plan promotions that drive the message that you are “Open for Business” during construction.
 - Strengthen your marketing and communication tools and online presence (e.g. social media, website, emails, digital marketing).
- Plan for lower in-person customer traffic and likely decrease in sales.
- Manage budget, save funds, and review operational income and expenses prior to construction.
 - Negotiate a lease reduction with landlord.
 - Lengthen payment terms with your suppliers.
 - Research financing and grant options, including Neighborhood STAR. (See next page for more information.)



ATTEND PROJECT-SPONSORED COMMUNITY AND BUSINESS SUPPORT MEETINGS OR OFFICE HOURS

- The City hosts business support meetings prior to and throughout construction.
- Attend meetings regularly to share concerns and learn from and support other businesses.



REQUEST A CUSTOMIZED BUSINESS ACCESS MAP

- The City provides maps to businesses upon request, and is continuously updated with access changes during construction.
- Maps use the signed detour and/or local access routes to direct customers/clients to the business.
- Share the map through your marketing channels.



LEVERAGE CITY-LED CAMPAIGNS

- Help coordinate and participate in any City-led business support campaigns.
- Encourage other businesses to collaborate, cross-promote, and participate in help coordinate and participate in the campaigns.



PARTNER WITH BUSINESS ASSOCIATIONS/ COMMUNITY COUNCILS

- Partner with any nearby business associations and community councils as they can help in different ways than the City.

FOR MORE INFORMATION

Planning & Economic Development

651-266-6565

businessresources@City.stpaul.mn.us

stpaul.gov/business-resources



Partner with other businesses

- Talk to other businesses in the area before construction begins.
- Find opportunities to cross-promote or hold coordinated sales, etc.

Offer special sales or promotions

- Think of sales or promotions that may help drive traffic to your business during construction.
- Consider promotions to encourage construction crews to visit your business, e.g., “hard hat” specials.

Business access

Consider your business access and parking needs and the impacts to them during construction. Identify alternative options and ask yourself the following questions.

Parking

- Review where your employees, customers, and clients currently park or arrive to your business.
- Do you have a parking lot? Does it have more than one entrance and/or exit? Is it one-way?
- If your business uses on-street parking and it’s impacted by construction, what is the parking availability on nearby streets?

Customer entrance

- Do you have more than one customer entrance?
- Do you have any temporary alternatives?

Delivery needs

- Do you have large or oversized vehicles regularly accessing your business (such as semi-trucks, box trucks, etc.) whether they are yours or delivery vehicles to your business?
- How often are your deliveries?
- Do you have a loading dock?
- What changes may be needed for deliveries during construction?
- Do you have ride share/food delivery drivers regularly coming to your business?

Business needs

- Do you have any needs that are specific to your business? Examples: Specialty equipment, mobility needs, etc.

Consider alternatives to your business model

- Consider making repairs or remodeling during the downtime of construction
 - Remodeling/repairs
 - (refer to Neighborhood STAR).
- Make temporary or permanent changes to your business model.
 - Delivery service (in-store/third party).
 - Pop-up sales, etc.
 - Website updates.
 - Social media campaigns.
- Do special advertising and promos to promote your business and all the ways that they can still do business with you during construction.



SAINT PAUL'S NEIGHBORHOOD STAR PROGRAM

The Neighborhood STAR Program provides grants for physical (capital) improvement projects in Saint Paul neighborhoods. Eligible applicants include any public, private, nonprofit, or for-profit organization located in or doing business in Saint Paul.

Neighborhood STAR is funded by Saint Paul's half-cent sales tax. Grant requests up to \$50,000 do not require matching funds; grant requests greater than \$50,000 require a 1:1 match (for example, a grant request of \$55,000 would require a match of \$55,000).

The Neighborhood STAR program is a competitive application process. Guidelines and application materials are published in the early Spring and final funding decisions are made in the Fall/Winter. Projects typically start the year after the application and approval cycle, so staff recommend applying the year BEFORE construction starts.



FOR MORE INFORMATION

Neighborhood STAR Team

ped-neighborhoodstar@stpaul.gov
stpaul.gov/star

Cultural STAR Team

ped-culturalstar@stpaul.gov
stpaul.gov/star

LESSONS LEARNED FROM OTHER CONSTRUCTION PROJECTS

BUSINESS



RESTAURANT

A mid-size restaurant changed their business model to accommodate and promote third-party deliveries. By promoting online orders and third-party delivery services, they were able to maintain sales and the number of orders their restaurant received.

The area business association played a critical role by keeping us informed on construction progress, advocating for businesses, and actively encouraging the community to continue shopping on the corridor through promotions, coupons, and outreach. They also shared detour maps and consistently elevated the concerns of impacted businesses. At the same time, third-party delivery services played an important role in helping maintain sales when in-person access was limited. These platforms helped bridge the gap, allowing customers to continue supporting us despite the construction. Together, this support helped the business stay operational during an extremely difficult period.



BAKERY

A newly established bakery who used to rely on walk-ins for sales transitioned their business model and created a new revenue flow through catering. Through marketing and social media of this service, this business was able to find a completely new revenue flow which benefited them through construction and after construction.



RETAIL

A small-scale retail business that relied on walk-in customers and knew that with construction coming they would struggle to maintain the same revenue flow. Since they had time to prepare for construction, they were able to save extra funds before construction, which went towards keeping their business afloat while also planning a much-needed interior renovation.



SUPPLIER

A local construction supplier took advantage of the slow-down to take on a capital improvement project. They applied for a grant through their local business support organization and were able to secure funding to complete facade and building improvements that would have otherwise disrupted their business. After construction finished, they also presented a fresh, new look to their customer base and neighborhood.

“We found it helpful to assign a main point of contact that worked directly with the county/City/contractors for everything. Careful planning, clear communication with contractors/county/City, and maintaining flexibility were critical lessons learned. We would also emphasize the importance of early and ongoing coordination with [the contractors/county/City], realistic timelines, and clear signage and communication to customers to help mitigate the impact during construction. In addition, having the amazing resource of [the business association/district council/neighborhood organization] to help advocate for the businesses was instrumental in helping during the construction process.”

CONTACTS

PUBLIC WORKS

General Construction Information & Questions

651-266-6100
publicworksinfo@ci.stpaul.mn.us
stpaul.gov/construction

Sewer Assessment Program, Data Requests, Permits, Inspections, Billing, & Credits

651-266-6234
pw-sewercounter@ci.stpaul.mn.us

Sewer Cleaning, Inspection, & Repair

651-266-9850
pw-sewerdispatch@ci.stpaul.mn.us

PLANNING & ECONOMIC DEVELOPMENT

Business Resources Team

651-266-6565
businessresources@City.stpaul.mn.us
stpaul.gov/business-resources

Neighborhood STAR Team

ped-neighborhoodstar@stpaul.gov
stpaul.gov/star

Cultural STAR Team

ped-culturalstar@stpaul.gov
stpaul.gov/star

OFFICE OF FINANCIAL SERVICES

General Assessments Information & Questions

651-266-8858
ofs-assessments@ci.stpaul.mn.us
stpaul.gov/assessments

SAINT PAUL REGIONAL WATER SERVICES

Lead Free Water Team

651-266-6820
lead@stpaul.gov
stpaul.gov/lead-free

Emergency Water Dispatch Team

651-266-6874



Rivol Drive



SAINT PAUL
MINNESOTA