

2018 URMD Customer Satisfaction Report

October 17, 2018

I. URMD Surface Treatment Customer Satisfaction Results

2018 URMD Slurry Seal Work Overview

- 19.2 miles of URMD roads treated (budgeted cost: \$750,000)
- Communication includes:
 - ✓ Postcard mailing #1 (initial notification, re: trimming vegetation): 2,554 postcards sent
 - ✓ Postcard mailing #2 (before work begins): 4,153 postcards sent
 - ✓ “Doorhangers” left at doorsteps immediately before work begins: 3,000
 - ✓ Website (for scheduling and other information)
 - ✓ Notification on WC-Roads

Postcards Received

45 postcards were received (only 10 postcards and one letter were received last year).

- 37 of the postcards contained only “Excellent” and “Good” (or “Not Applicable”) boxes checked!
- 8 postcards contained at least one “Average,” “Needs Work,” or “Poor” box checked.

Calls Received

The Urban Road Services Coordinator (Steve Franks) did not receive a single call this year about the URMD surface maintenance work! This, as well as the very positive postcard results, is particularly surprising and noteworthy since slurry seal work is more “messy” than overlay work (done last year). Also slurry seal treatment is applied to more miles of road than overlay work (2018 slurry seal work was on 19.2 miles of road; 2017 overlay work was on 4.4 miles of road).

Survey Monkey Results

Eleven responses were received this calendar year (all in August and September), containing ten comments and six responses to the other survey questions.

1. *Got a flyer on my door @ 3:00 p.m. today (Sunday Sept. 23) notifying me that my street (Oatfield Ct.?) would be closed for slurry seal on Sept. 24. There were no signs on Oatfield Ct. but there were signs about this on adjacent street Big Fir Circle. Big Fir Circle was already sealed about 2-3 weeks ago. So, are they resealing Big Fir Circle again or just Oatfield Ct. and why the less than 24 hour notice? Moreover, there's nothing I can find on Washington County's slurry seal schedule that deals with either Big Fir Circle or Oatfield Court. It's very unclear as to what is going on. 9/23/18 8:54 p.m. Oatfield Court or Big Fir Circle*
2. *We were given notice at noon on Sunday 9/23 not even 24 hours before the work was schedule - the instructions were uh clear the signs in the road just say no parking but the sign posted on our door say no driving so it is not clear if our road is closed or if we just can't park there. Less than 24 hours is not enough notice to make arrangements for work and kids in school especially since their isn't a side walk at the end of our street so we have to walk through a neighbors yard to access our street 9/23/18 2:05 p.m. Marylee Court*
3. *The work was rescheduled multiple times due to inclimate weather- so the less than perfect review is reflective of this, which was out of your control. But I wish I had received better communication 9/22/18 2:03 pm 216th Avenue*

4. *The edge work at the curb in front of my house left a long black tar residue approximately 12 feet long) on the face of the curb which is very unattractive to the general appearance at 9905 SW Imperial Dr. Can the work crew have someone return to remove (or minimize) the residue? 9/19/18 11:51 a.m. Imperial Drive*
5. *We were given only 3 days' notification that the work was going to be done, and the notifications were only in English. Considering most of my neighbors are Hispanic and don't read English well, it was not good. I know at least one neighbor had his car towed, but he didn't understand why. If you're going to be working in a predominately Hispanic neighborhood, Spanish language signs/notices are a must. 9/19/18 7:21 a.m. 192nd Ave*
6. *My section of the road has the worst straightness on the whole block. Unacceptable quality. 9/17/18 8:25 a.m. SW Rosa Road*
7. *Excellent communication and signage! The work looks very good as well. Nice job! 9/12/18 11:33 p.m. SW Burlwood Street*
8. *Terrible choice. slurry softens every year in hot weather and is a cheap fix. Rather have well executed and engineered patches than tar slurry any day. Suggest to get suggestions from German roadwork engineers and coats. Why not go pavers for slow speed roads. holding up centuries. maybe do a trial on 20 streets that are locked for 25 mph over last several decades. e.g. Rock Road, Rock Dr. 9/10/18 4:10 p.m. Rock Road/Rock Drive*
9. *Disappointed that my street was not done as well even though all of the roads around me were done. All of the trouble without any benefit for me. 9/6/18 4:43 p.m. Broad Oak, Aloha*
10. *Contractor did a great job prepping and finishing road work. Really appreciated talking to Tracy at the WC Roads phone number to verify work schedule when it rained this morning. Thanks for the awesome customer service!! 8/31/18 8:28 p.m. SW 130th Ave Beaverton*

II. URMD Customer Satisfaction (General)

Four Survey Monkey responses were received this calendar year. Going back to July 1, 2017 adds two responses. There were five responses to question 10 ("What else would you like to share about URMD?"):

1. *With regard to my answer about road appearance - weed abatement it my biggest concern. Weeds sometimes appear in the roadside or medians after winter sediment collects. It seems like proactive street sweeping would get after this need.*
2. *We need more lanes, straighter roads, more through roads.*
3. *Every road needs to be paved.*
4. *I think it is the name that makes the web site hard to find. I would look up Washington County Roads, would I find you?*
5. *They should allow people to suggest smaller pieces of roads for road/sidewalk improvement. Lumping Cornell from Cedar mill blvd to county line makes it appear to be a huge project. Please allow us to request minor improvements along that piece of cornell to allow for critical sidewalk infill!*

III. URMD Safety Improvement Customer Satisfaction

The last response received to this Survey Monkey poll was on 8/27/2013.