

URMD Customer Feedback Report to URMDAC
November 15, 2017

1. URMD Pavement Surface Treatment Customer Satisfaction (postcards returned from door hangers)
 - 10 postcards received
 - 1 handwritten letter received

2. "Pavement Surface Treatment Customer Satisfaction Survey" (Survey Monkey)
 - Seven questions
 - Six responses received

3. "URMD Customer Satisfaction" [general customer satisfaction] (Survey Monkey)
 - Eleven questions
 - Nine responses received

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs Work	Poor	Not applicable
Adequate notification of scheduled road work	✓					
Access to information about the work, schedules	✓					
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone	✓					
Professional actions and appearance of road workers	✓					
Comments about this road work						
Excellent excellent work						
Road work location (road name) Knoilcrest Dr						

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs Work	Poor	Not applicable
Adequate notification of scheduled road work	✓					
Access to information about the work, schedules	✓					
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone	✓					
Professional actions and appearance of road workers	✓					
Comments about this road work						
Road work location (road name) SW Westgate way, PDX 972						

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs Work	Poor	Not applicable
Adequate notification of scheduled road work	✓					
Access to information about the work, schedules	✓					
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone	✓					
Professional actions and appearance of road workers	✓					
Comments about this road work						
Thanks - so glad it happened finally						
Road work location (road name) SW Alden St.						
71st Ave to 80th						

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs Work	Poor	Not applicable
Adequate notification of scheduled road work	✗					
Access to information about the work, schedules	✗					
Appropriate advance warning signs, work zone marked clearly	✗					
Feeling safe moving through work zone						
Professional actions and appearance of road workers	✗					
Comments about this road work						
good curbs, driveway treatment 😊						
Road work location (road name) Derby Street, 139th - Furlow						

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work	X					
Access to information about the work, schedules	X					
Appropriate advance warning signs, work zone marked clearly	X					
Feeling safe moving through work zone	X					
Professional actions and appearance of road workers	X					
Comments about this road work	12890 S.W. EVERGREEN					
Road work location (road name)						

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work				✓		
Access to information about the work, schedules			✓			
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone			✓			
Professional actions and appearance of road workers	✓					
Comments about this road work	I noticed the careful work? Westgate Way caution applied by the road workers					
Road work location (road name)	Westgate Way (with heat the man diverting traffic it would have been a disaster.					

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work	✓					
Access to information about the work, schedules	✓					
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone	✓					
Professional actions and appearance of road workers	✓					
Comments about this road work	Alden St.					
Road work location (road name)	Westgate Way Pkwy, OR					

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work	✓					
Access to information about the work, schedules	✓					
Appropriate advance warning signs, work zone marked clearly	✓					
Feeling safe moving through work zone	✓					
Professional actions and appearance of road workers	✓					
Comments about this road work	Grateford for smooth driving road					
Road work location (road name)	Westgate Way Pkwy, OR					

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work				2		
Access to information about the work, schedules				2		
Appropriate advance warning signs, work zone marked clearly				2		
Feeling safe moving through work zone		2				
Professional actions and appearance of road workers	2					
Comments about this road work	Beautiful Finish					
Road work location (road name)	84th Ave Tudatin					

*

Your feedback is important to us. Please rate our efforts related to the recent pavement surface treatment in your neighborhood.	Excellent	Good	Average	Needs work	Poor	Not applicable
Adequate notification of scheduled road work		✓				
Access to information about the work, schedules						✓
Appropriate advance warning signs, work zone marked clearly		✓				
Feeling safe moving through work zone				✓		
Professional actions and appearance of road workers						
Comments about this road work	K. River					
Road work location (road name)	[Redacted] (K. River)					

Comments about this road work Knife River still hasn't cleaned-up their Asphalt piles in front of 1920 Knalcrest Dr. or from repaving project on 84th Ave. The called Road work location (road name) [Redacted] numerous times but nothing gets done. His # is [Redacted] @ Knife River This guy is an outright liar. He said the bumps/me would be cleaned up by 8/16/17!! Same deal on 9/5/17. Still not done

To Whom it may concern? 8-8-11

We got less than a week's notice!

I would have been very mad if I came home from vacation and my car got towed because I did not know about this? Then I would have been

slapped with a storage fee on top of it too! When people go on vacation how many leave car keys with neighbors? So they can move your car - NONE, please give at least 2 weeks notice, not less than one, I think this was

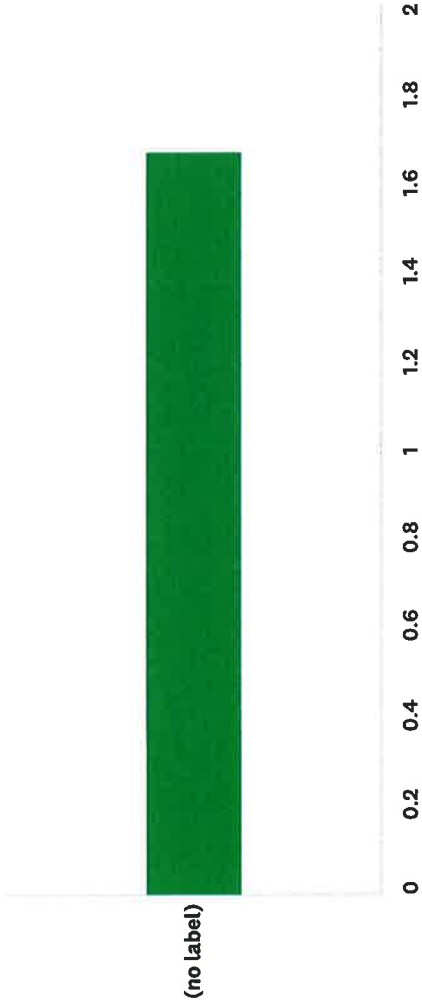
rude, I am glad I was home otherwise you would have towed ~~by~~ my daughter's car which she needs for work + school!

School!



Q1 Adequate notification of scheduled road work

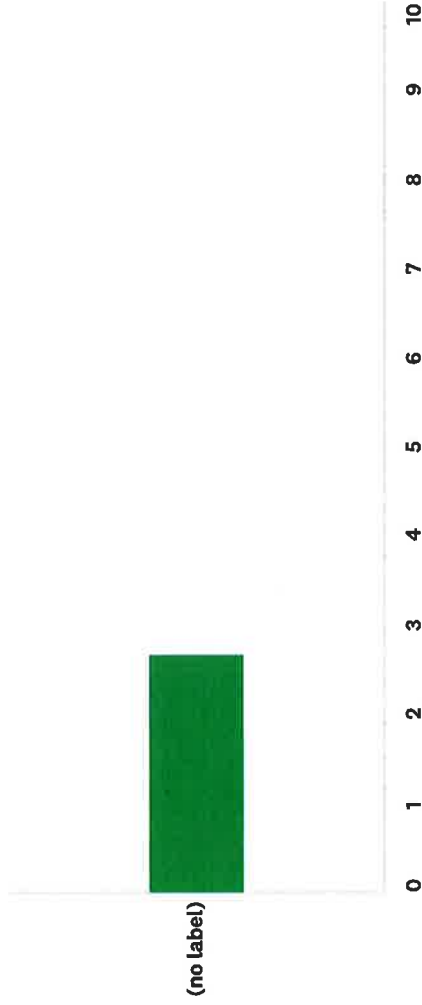
Answered: 6 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	66.67% 4	16.67% 1	0.00% 0	16.67% 1	0.00% 0	0.00% 0	6	1.67

Q2 Access to information about the work, schedules

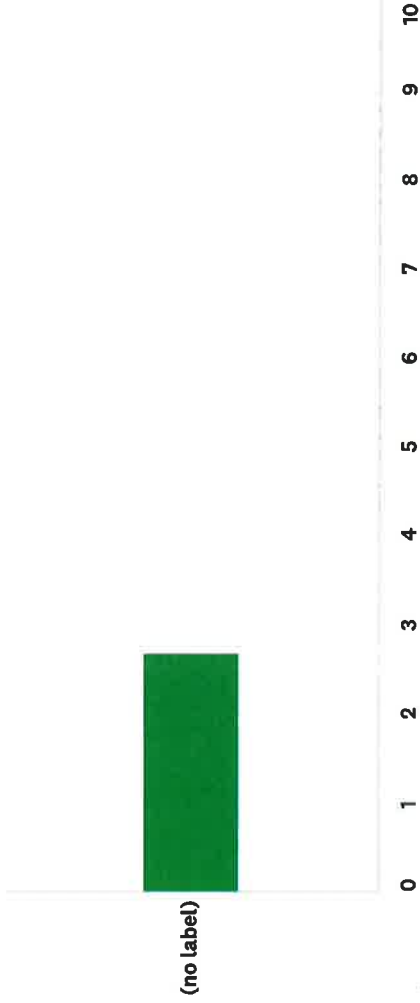
Answered: 6 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33% 2	16.67% 1	16.67% 1	16.67% 1	16.67% 1	0.00% 0	6	2.67

Q3 Appropriate advance warning signs, work zone marked clearly

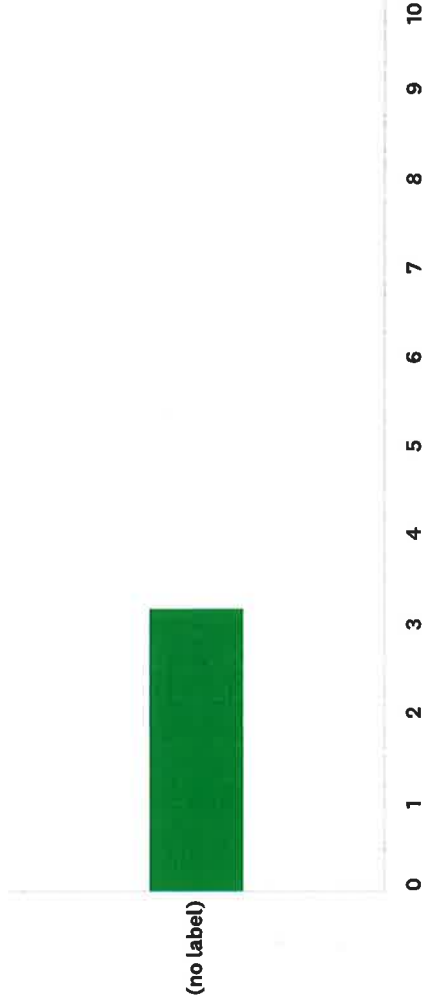
Answered: 6 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00% 3	0.00% 0	0.00% 0	33.33% 2	16.67% 1	0.00% 0	6	2.67

Q4 Feeling safe moving through work zone

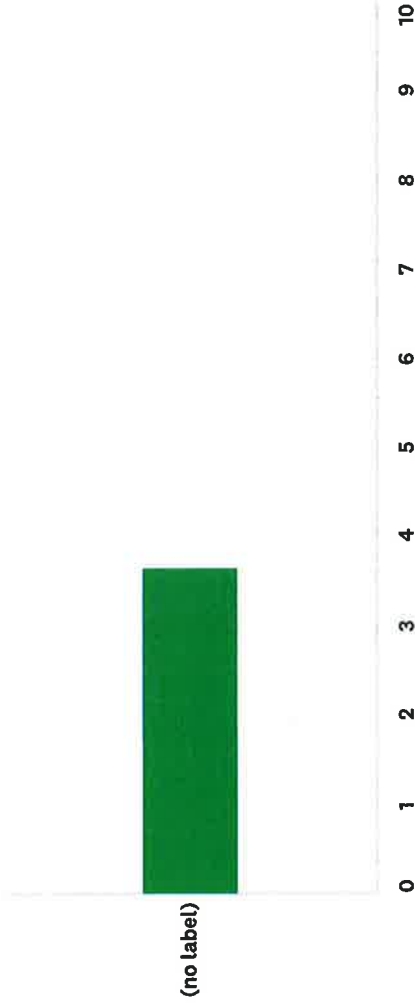
Answered: 6 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	50.00%	0.00%	0.00%	33.33%	16.67%		6	3.17
	3	0	0	2	1			

Q5 Professional actions and appearance of road workers

Answered: 6 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	33.33%	16.67%	0.00%	0.00%	0.00%	50.00%	6	3.67
	2	1	0	0	0	3		

Q6 Comments about this road work

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Walker Rd paving. I sure hope you are adding a sidewalk to one side. And definitely, add bike lanes	8/25/2017 7:39 AM
2	Loose paying materials still on roadway weeks after initial paving was completed. Now car has Tar and Rock Chips – Road was not cleaned after paving	8/11/2017 1:34 PM
3	Paving was completed 3 weeks ago. No cleanup was performed after paving or the cleanup was very poorly done. As of 08/10/17 there is still loose paving rocks in the intersections (Scholls Ferry Rd and Springwood Drive) rocks and tar all over my car. Paving looks nice but there is NO valid reason why the cleanup wasn't adequately and timely performed. Very unacceptable Damage to cars, due to lack of cleanup is wrong. Now I have a cracked windshield	8/10/2017 2:43 PM
4	I couldn't be more pleased with the way this work was carried out. I was worried at first and hoped it would be done at night due to the horrific traffic conditions on Scholls Ferry Road. The work was done while I slept. Amazing job!!!!	8/9/2017 2:31 PM
5	Not sure our road here was actually in disrepair but I suppose there was extra money that needed spending in the budget... Sad to see that just before road stripping the temporary vinyl tabs were shredded and lying along the roadside for us to pick up though. sad to see the workers litter on non biodegradables.	7/27/2017 4:24 PM
6	Last time road work was done in front of my property the bottom of my driveway became a LAKE when it rains. This will likely just make it WORSE not better. 10305 SW Walker.	6/30/2017 8:56 AM

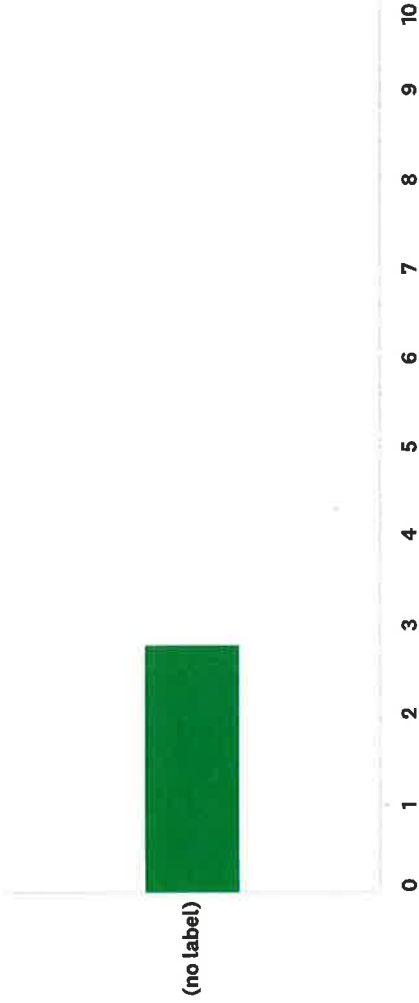
Q7 Road work location (road name)

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Walker road paving between canyon Rd and hey 217	8/25/2017 7:39 AM
2	Schools Ferry Road to Murray Blvd	8/11/2017 1:34 PM
3	Scholls Ferry Rd and Springwood Drive	8/10/2017 2:43 PM
4	Scholls Ferry Road	8/9/2017 2:31 PM
5	Leahy Rd 97229	7/27/2017 4:24 PM
6	Walker Road	6/30/2017 8:56 AM

Q1 Pavement surface condition

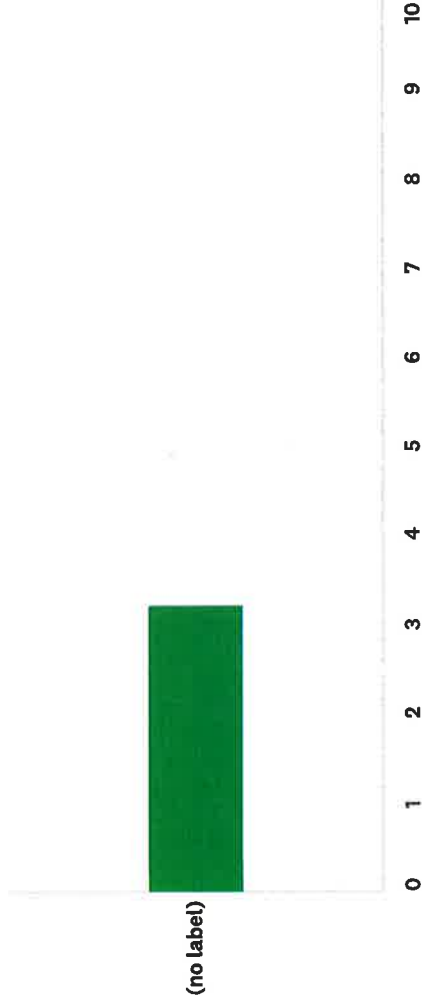
Answered: 9 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	11.11% 1	44.44% 4	22.22% 2	11.11% 1	0.00% 0	11.11% 1	9	2.78

Q2 Pavement striping and markings

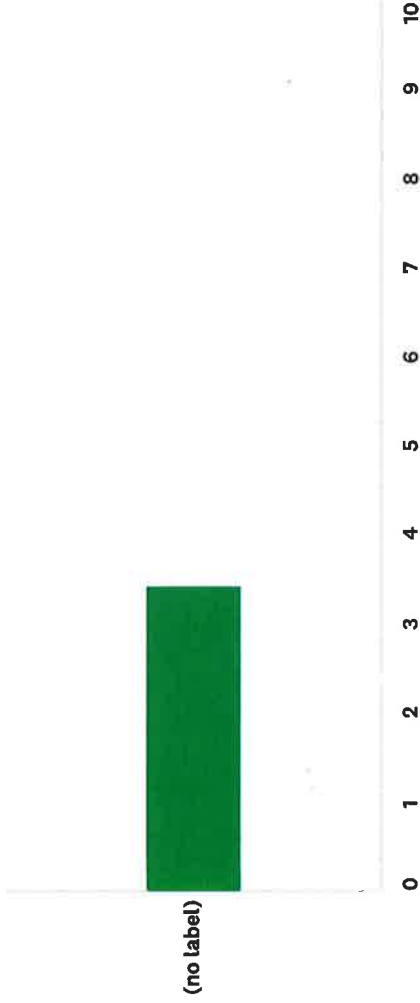
Answered: 9 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	11.11% 1	33.33% 3	11.11% 1	22.22% 2	11.11% 1	11.11% 1	9	3.22

Q3 Traffic signs

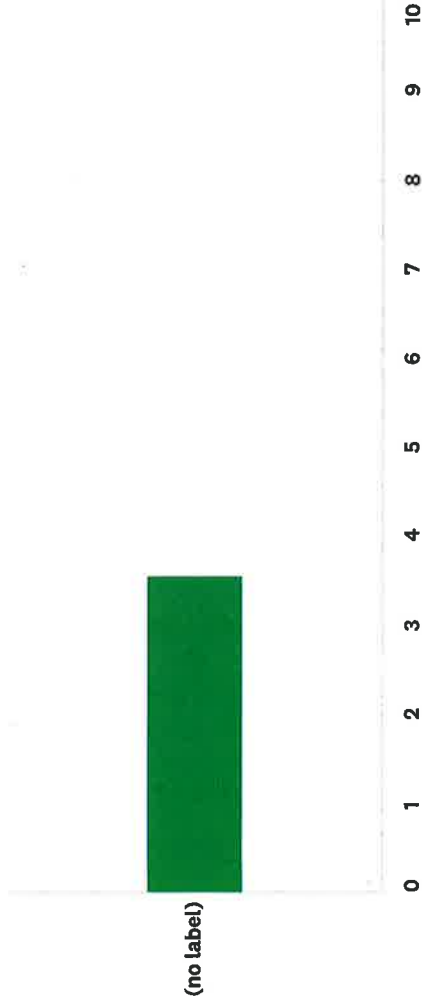
Answered: 9 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	11.11%	22.22%	22.22%	22.22%	0.00%	22.22%	9	3.44
	1	2	2	0	2	2		

Q4 Roadway drainage and culverts

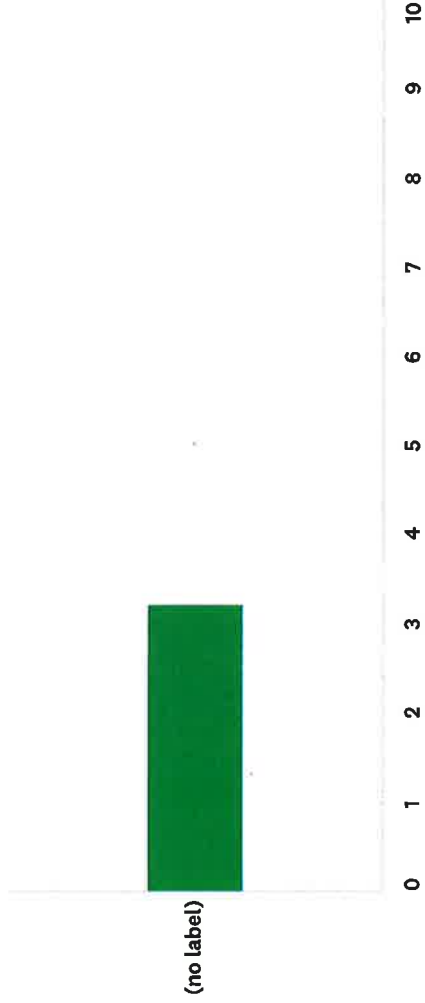
Answered: 9 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	11.11% 1	22.22% 2	22.22% 2	0.00% 0	33.33% 3	11.11% 1	9	3.56

Q5 Roadway appearance on major roads (roadside mowing, median landscape maintenance, debris and litter removal)

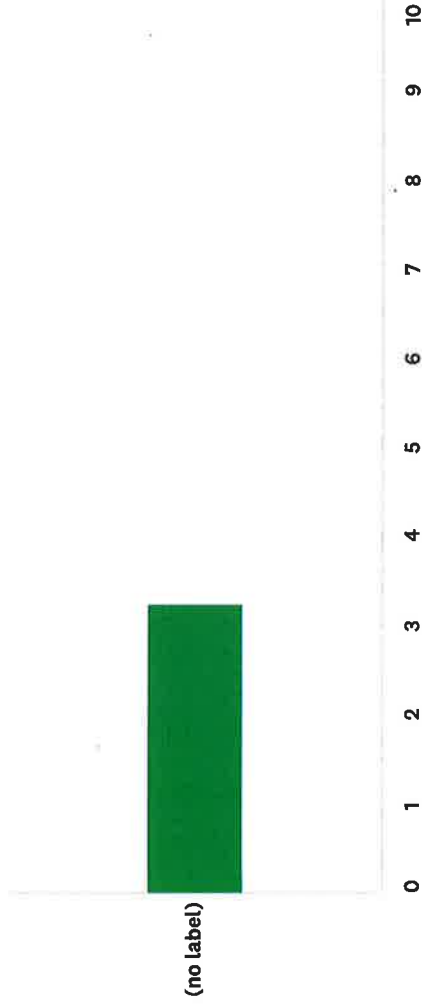
Answered: 9 Skipped: 0



	EXCELLENT	GOOD	AVERAGE	NEEDS WORK	POOR	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	11.11%	11.11%	55.56%	0.00%	11.11%	11.11%	9	3.22
	1	1	5	0	1	1		

Q6 Information about URMD is easy to find

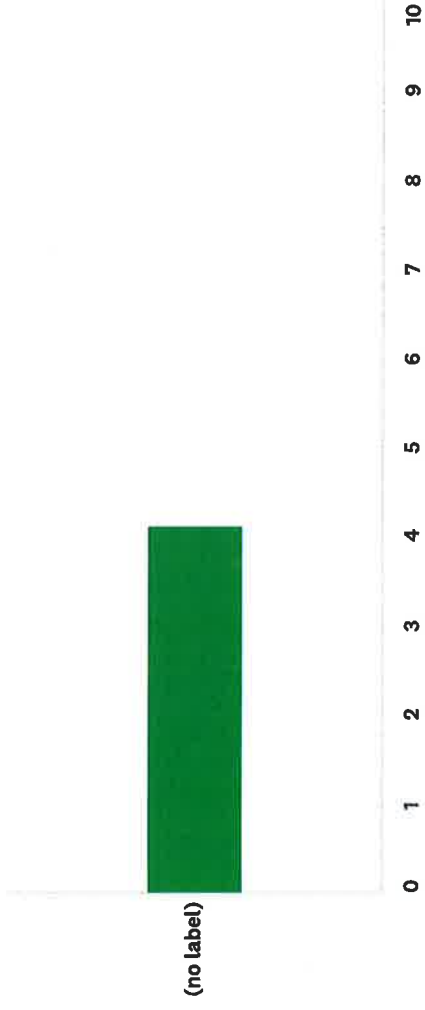
Answered: 8 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	37.50% 3	12.50% 1	37.50% 3	12.50% 1	8	3.25

Q7 Requesting services or reporting road problems is convenient

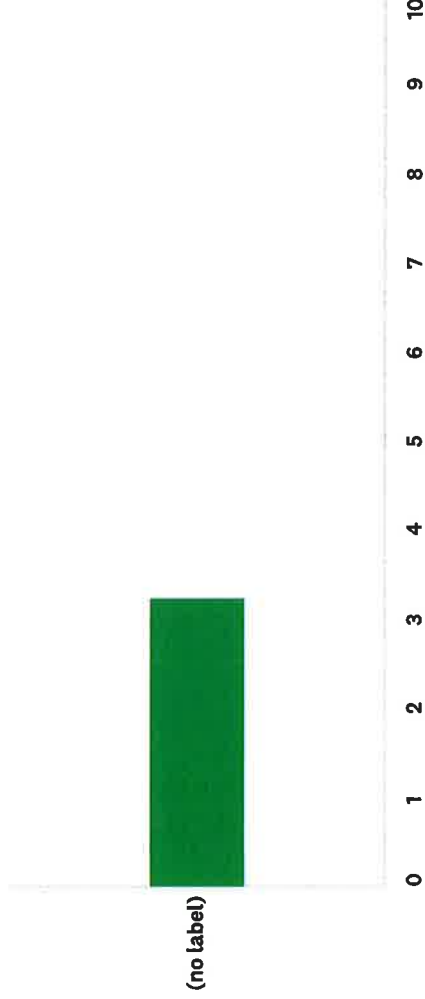
Answered: 8 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	12.50%	12.50%	25.00%	50.00%	8	4.13
	0	1	1	2	4		

Q8 Given current funding (25 cents per \$1000 property tax rate), URMD services are appropriate and moving in the right direction

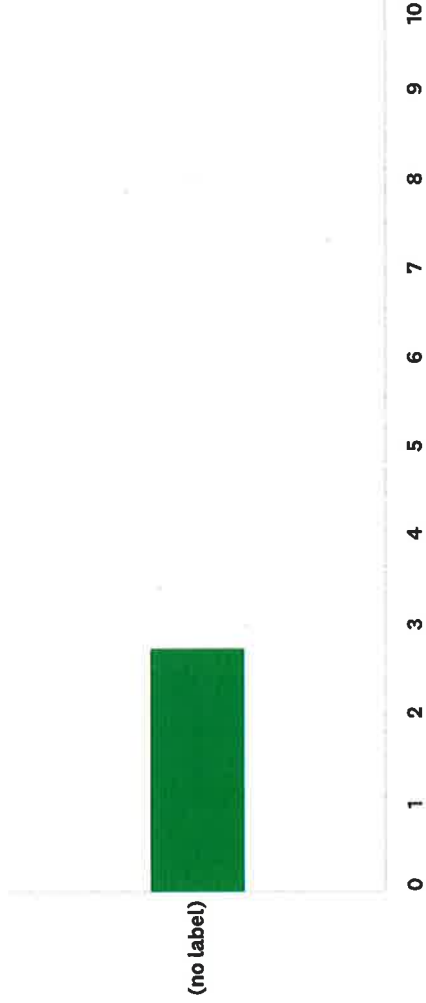
Answered: 8 Skipped: 1



	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	50.00%	0.00%	25.00%	25.00%	8	3.25
	0	4	0	2	2		

Q9 Overall satisfaction with the services provided by URMD

Answered: 8 Skipped: 1



	VERY SATISFIED	SATISFIED	NOT SATISFIED	VERY DISSATISFIED	NOT APPLICABLE / NO OPINION	TOTAL	WEIGHTED AVERAGE
(no label)	0.00%	62.50%	12.50%	12.50%	12.50%	8	2.75
	0	5	1	1	1		

Q10 What else would you like to share about URMD

Answered: 4 Skipped: 5

#	RESPONSES	DATE
1	Sidewalks! Pedestrian access. Esp on cornell	6/8/2017 7:47 AM
2	Public safety is my main concern. My roadway (Butner Road) has open culverts, neighbors who do not keep the strip between their land and the street clear of vegetation which necessitates walkers going out into the street. I see many families, dog walkers, children and strollers that have to take a very risky walk down my street. We have NO sidewalks and I doubt we will ever get them, but I would be happy to have the county take several feet of my personal property for a walkway of some sort. The speed limit is still too high and is a public safety issue. It should be 25 on our street as it is on Parkway. We are a major thoroughfare and end up being an alternative when there is backup on Murray or Cedar Hills. Sometimes traffic is lined up from the intersection at Cedar Hills Blvd and Butner all the way past our house back to the Lutheran Church. This happened just last week. I would like to see improvement on my street to include covering the open culverts, making residents remove vegetation (especially ivy), creating a walking area along at least one side of the road and lowering the speed limit. I've lived here 16 years and it only gets worse.	6/7/2017 12:30 PM
3	Need more bike paths so bikes can be safe and drivers don't have to worry about unpredictable cyclists.	6/7/2017 7:59 AM
4	Need to monitor the quality of the repaving work. Seems to be very questionable and the crews aren't cleaning up the debris they leave behind.	9/21/2016 8:27 AM

Q11 What road do you live on (road name, nearest crossroad)

Answered: 6 Skipped: 3

#	RESPONSES	DATE
1	Cornell and 95th	6/8/2017 7:47 AM
2	McDaniel Road lack safe sidewalks, and English Laurel and other plants grow into roadway, which makes pedestrians unsafe.	6/7/2017 4:37 PM
3	Here is exactly where I live: 	6/7/2017 12:30 PM
4	McDaniel & 119th	6/7/2017 11:02 AM
5	West Union and 185th	6/7/2017 7:59 AM
6	107th and NW Cornell	9/21/2016 8:27 AM