

URMD 2014 Surface Treatment Customer Satisfaction Survey Responses

as of 10/14/14

Date	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)
10/09/2014	Good	Good	Good	Good	Average	The paving was good; however, there was one incident which I reported over a month ago regarding the cracked driveway. I called Eagle Elsner (Contractor) and talked to Jake. He informed me that they will investigate and let me know. I haven't heard from him or anybody else since Sept. 6. The problem was the grinder went through and chipped the gutter line and as a result cracked the driveway. I called the inspector (Ludean Siemon) on the day of the paving and met her at the site which I pointed out the problem. She agreed that the grinder cracked the driveway and informed me that the contractor should fix it. It doesn't cost that much to fix it but the Contractor appears trying to avoid the situation. I was truly disappointed that they haven't called me. All they care was their job and nothing about customer relation.	SW Taylor Street
09/21/2014	Good	Good	Good	Average	Excellent	I don't think the work started on time so road were still soft/wet when open and messy for cars and driveways. Completely unacceptable.	SW Salmon St
09/18/2014	Excellent	Excellent	Excellent	Excellent	Excellent		198th to 202nd Ave. SW WRIGHT 09-16-2014
09/17/2014	Poor	Good	Poor	Good	Average	We didn't get adequate notice, a few days notice would be better than one day notice. But the road looks great now, thank you!	108th ave, Beaverton 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					X	
Comments about this road work DRIVING IN AFTER SETTING SETTER SPLASHED ON FRONT OF WALKWAY. LOOKS TERRIBLE. I WANT IT LIKE IT WAS PREVIOUSLY.						
Road work location (road name) 3840 SW 75th						

Kathy Schroeder: 503-312-3457

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 S.W Blaine St + Cornelius Pass.						
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					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 Poor notification of dates						
Road work location (road name) SW Berkshire St. (both days)						

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						
Road work location (road name) Alden St. (85th to Olson)						

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						
Professional actions and appearance of road workers						
Comments about this road work	I had clay surgery & could not get home after surgery about 3 No way to contact inspector - no one on site					
Road work location (road name)	SW 108th between Walker & Canyon					

Carolyn Shonk 503-646-6443

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	Not enough notification of dates					
Road work location (road name)	SW Berkshire St.					

2 days doesn't cut it & had to change 2 appts. on the day I scheduled

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	Only 2 days notice was very inconvenient -					
Road work location (road name)	Pineridge Ct. 97225					

*Also, would have been nice to know option of parking car some place nearby to get out.

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Adequate notification of scheduled road work		X				
Access to information about the work, schedules				X	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	I am a stay at home mom with 2 small children. I took them to a walk + had a stroller. We went down 160th +					
Road work location (road name)	160th Ave.					

Barrows and it was a little scary as I had to go out on the street w/ kids because the curb cut also was blocked! Just a tip - when you block people in (as I did) at least walk it to the end

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						
Friday at noon is not 48 notice for Monday 7AM!						
Road work location (road name) 196th Ave Beaverton						

Weeks before noon maybe!

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	4					
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 Clean & quick Thank you						
Road work location (road name) 144th Ave						

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					Y	
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 work didn't even start till almost 10am, unclear work area, it would be great if there was a map of						
Road work location (road name) 194th PL + Blaine						

196th from York till end areas work

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 Looks good						
Road work location (road name) Berkshire Street						

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>NADERS, DROVE IT TO SCHOOL, LEFT RUTS.</i>						
Road work location (road name) <i>BLAINE ST, ALHA</i>						

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 <i>EXCELLENT SURVEILLANCE WITH THE MENTAL GIANT @ 21195 SW BLAINE DROVE UP TO THE BARRICADES AND BACK TO HIS HOUSE BEFORE IT SET UP. HE SHOULD BE FINED AND FORCED TO PAY FOR REPAIRS. THERE WERE WITNESSES.</i>						
Road work location (road name) <i>SW BLAINE ST, 21800 ALHA, OR.</i>						