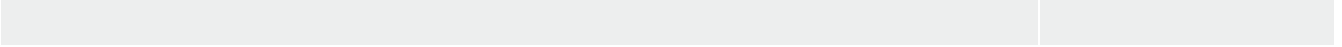


Q1 Project ID # (found on door hanger delivered to your home) Numero de Proyecto (encontrado en el folleto distribuido a su casa)

Answered: 42 Skipped: 0

ANSWER CHOICES	RESPONSES
C00158 North Trunk Sewer Replacement - Mendocino Ave to Terra Linda Dr	42
TOTAL	42



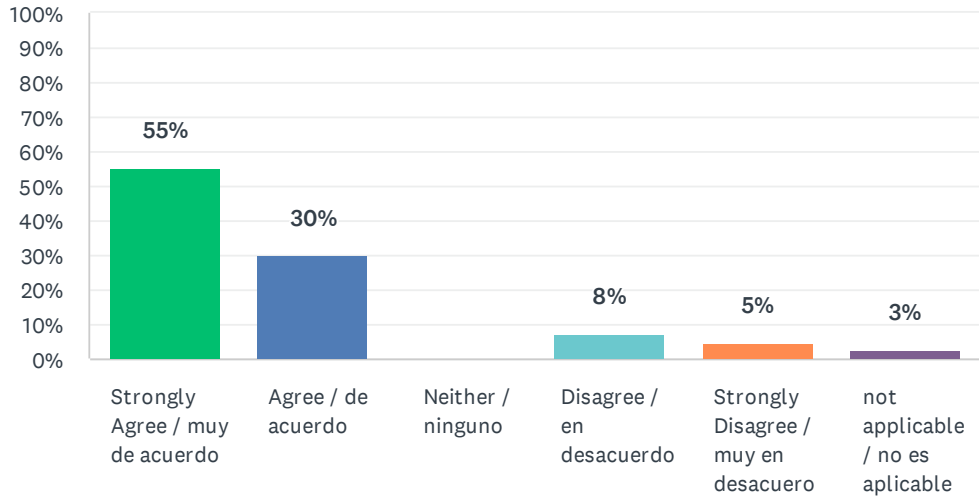
Number of Surveys Distributed: 170

Total Responses: 42

Report Completed 9/8/2022

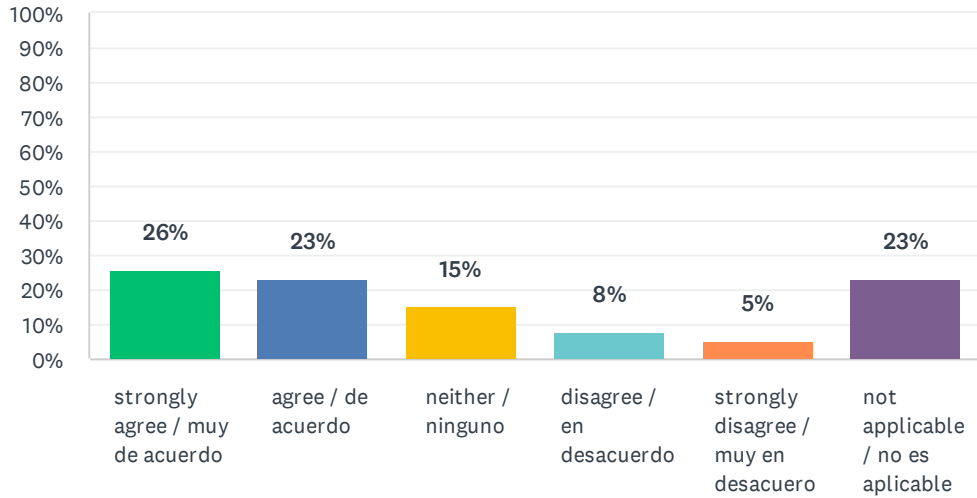
Q2 I was informed about the construction before it began. / Se me informó sobre la construcción antes de empezar.

Answered: 40 Skipped: 2



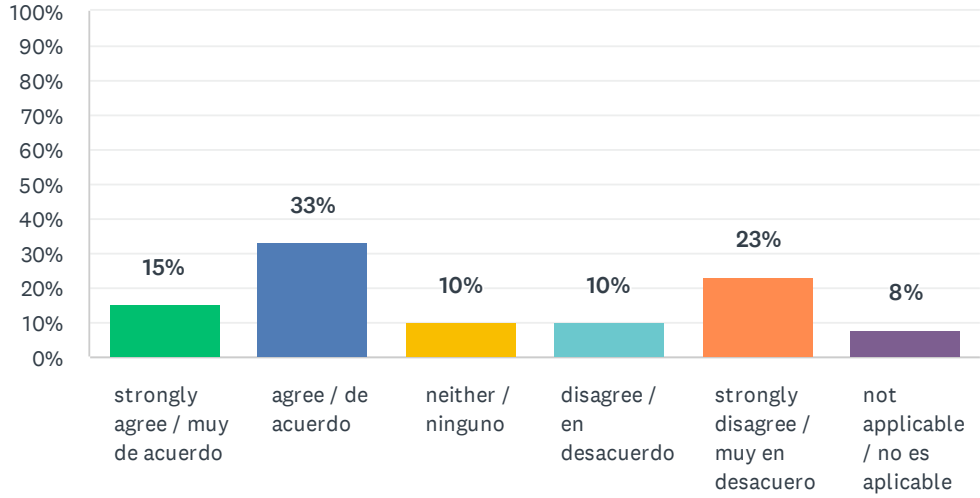
Q3 It was easy to use the project website to get progress updates. / Fue fácil de utilizar el sitio web para informarme sobre el progreso.

Answered: 39 Skipped: 3



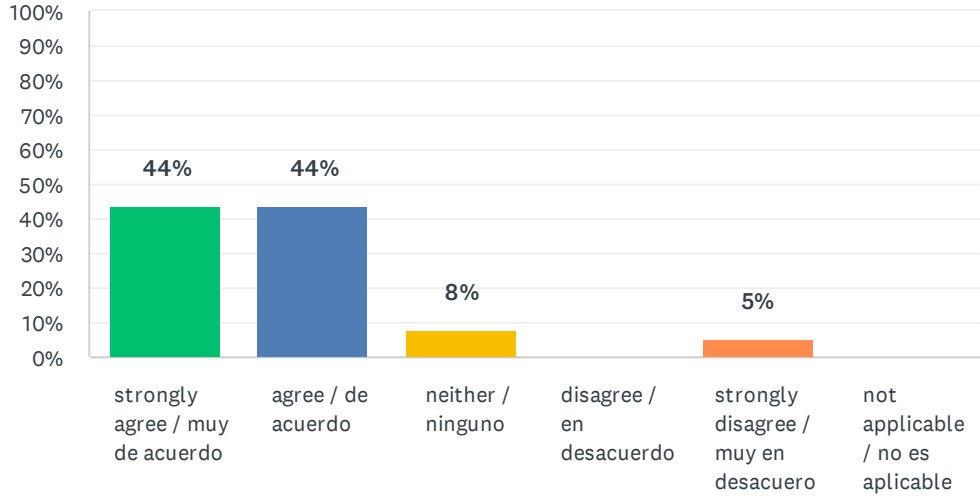
Q4 The construction noise level was reasonable. / El nivel de ruido de la construcción fue razonable.

Answered: 39 Skipped: 3



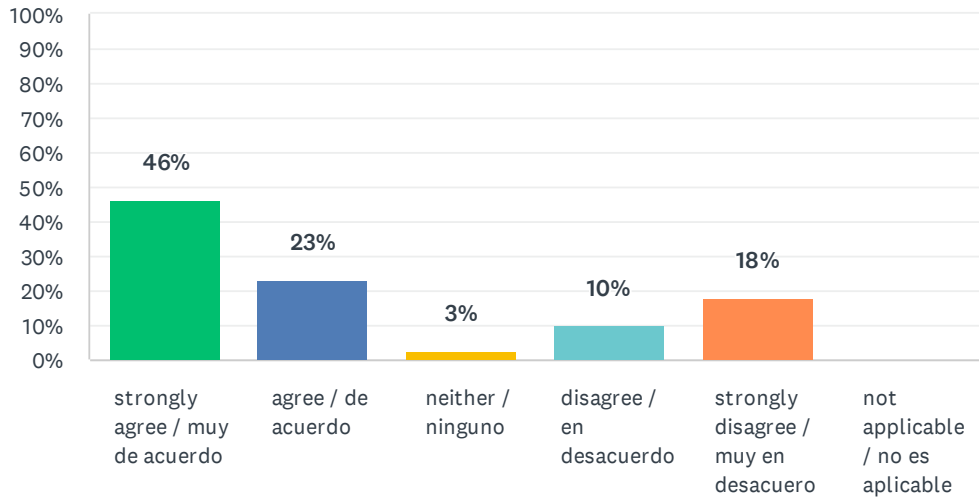
Q5 Reasonable efforts were made to keep the job site clean. / Se hicieron esfuerzos razonables para mantener el sitio limpio.

Answered: 39 Skipped: 3



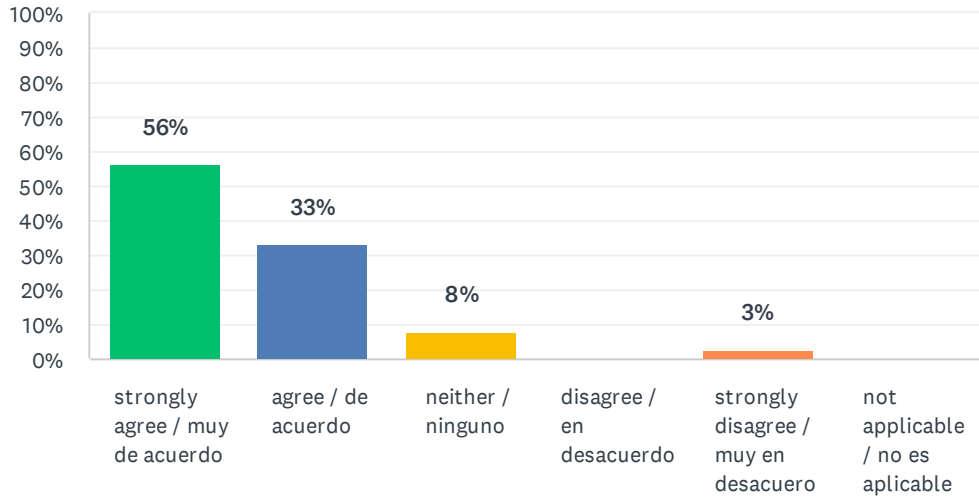
Q6 Impacts to traffic, driveway access and parking were managed well. /
Los impactos a tráfico, entradas particulares y estacionamiento se
manejaron bien.

Answered: 39 Skipped: 3



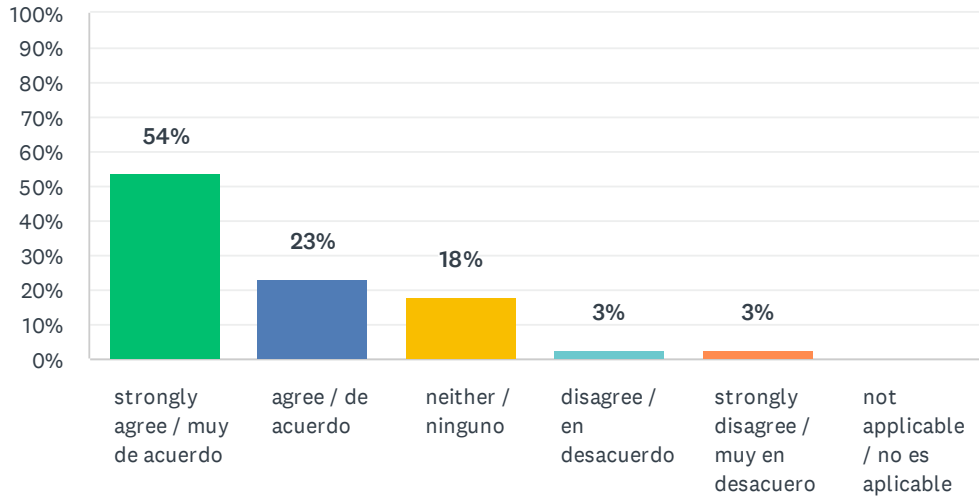
Q7 The construction crew was courteous. / El equipo de construcción fue cortés.

Answered: 39 Skipped: 3



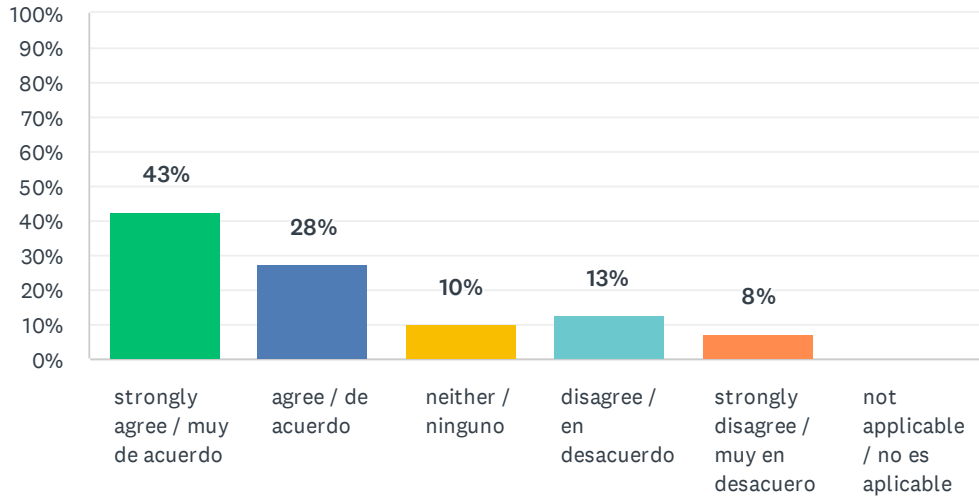
Q8 I understand the value of the project for the community. / Entiendo el valor del proyecto para la comunidad.

Answered: 39 Skipped: 3



Q9 Overall, I was satisfied with the construction project. / En general, estoy satisfecho con el proyecto de construcción.

Answered: 40 Skipped: 2



Q10 Comments/Comentario:

Answered: 27 Skipped: 15

#	RESPONSES	DATE
1	Thank you!	9/5/2022 12:07 PM
2	The final paving was perfect but when the manhole covers were extended the final repair was sloppy and left below road level creating bumps in an otherwise perfect road. This is in contrast to the recent work on Pacific Ave which was done correctly.	9/3/2022 7:33 PM
3	LIVE ON PLUM DR & THEY PUT CRACKS ON OUR RD W/O REPAIR	8/31/2022 4:19 PM
4	Team Ghilotti did a great job! And City Staff and GV were so attentive. Thank you so much! (Noise level - very loud, but expected.) Outhouses were a little bad a couple of times.	8/31/2022 4:17 PM
5	entrance to Strawberry too steep. I especially appreciated courteous crew. VERY NICE!	8/31/2022 4:14 PM
6	A few nights, there was tremendous noise & beeping of equipment as if it was daytime & night noise controls were taken. Like 2am, 3am, 4am :(8/31/2022 4:12 PM
7	Ghilottii still has not cleanup N. East end of Polien Creek Bridge on City property. Big fire hazzard & has been requested to do so	8/31/2022 4:10 PM
8	broken window - damaged landscaping. pick an issue. XXXX Terra Linda Dr.	8/31/2022 4:08 PM
9	The crew was great - the powers that be (the whole SR Gov.) sucks!	8/31/2022 4:05 PM
10	In 2018 there was news reported in the local newspaper about this project being in the planning stages. No specific details were given about the extent or duration of the {future} project. Then, nothing, no news until about the end of Dec 2020. Within 2 weeks the work started. This last 20 months have been a living hell. When the announcement was made and I saw the map and timetable and then construction started I attempted to move and find another permanent residence. Unfortunately, without adequate lead time a move was impracticable. I cannot begin to describe the constant noise and disruption, day after day after day for 20 months. You people knew the magnitude of this project. You were aware it would be a nightmare for the residents. Yet you waited until the last minute to announce its start. If this was a 1 or 2 month project, I could live with that. But your original estimate was 2 years; it's been 20 months - close. I read your "last" construction update announcement; they're still at it. I'm not sure if this will really actually ever end. This project has been in the planning stages for a long time. You knew it would eventually begin at some point, yet you said nothing until the last minute. This was not Ghilotti's first project of this magnitutue and the massive disruption it entailed was not a surprise. In retrospect, it is no surprise to me that the City of Santa Rosa allowed this project to proceed as it has without adequately warning the impacted residents. I usually expect the worst from government (at any level) and my expectations have been met again.	8/26/2022 12:46 PM
11	Noise was unbearable at times. I sure it couldn't be helped. Project dragged on for a long time. Overall everyone did a much better job than I expected.	8/25/2022 9:54 AM
12	Was not always informed when my section of st. would be closed.	8/25/2022 9:50 AM
13	You all did an amazing job! Thank you!	8/25/2022 9:48 AM
14	Particularly grateful for the transparency in communication updates. Crew members responded quickly to our concerns. A+!	8/25/2022 9:47 AM
15	I was unaware of the project website. Deadlines were not met as stated. Work was done very well. Courteously.	8/25/2022 9:44 AM
16	Ghilotti was great, but I feel that some consideration by the City was lacking.	8/25/2022 9:42 AM
17	The crew on the sewer project were the nicest guys possible. This second crew for water were yucky - rude, hostile, unhappy people.	8/25/2022 9:40 AM
18	This project severely impacted all of the surrounding neighborhoods for well over two years.	8/25/2022 7:03 AM

Capital Projects Engineering Post-Construction Survey

The road closure presented both an inconvenience (and danger for fire exodus, the contingency plan would have been extremely inadequate if an emergency had occurred). After enduring the road closure for years, the decision to open it up again while the project was still incomplete, created even more traffic issues. It presented a danger to the road crews as well as drivers with the road narrowed considerably and long traffic backups. It took a very long time to finish the project and to get the iron work finally paved over. My vehicle had two flat tires and a probably damaged suspension from the poorly patched road prior to its final paving.

19	Timely update communications via emails were very valuable in planning trips through the area. The info helped me avoid many delays during construction. I sent a few emails with observations of incomplete work that were responded to immediately with acknowledgment and info about completing the items mentioned.	8/23/2022 12:21 PM
20	Thank you for your hard work	8/19/2022 5:39 PM
21	Team Ghilotti was overall great. They worked hard to accomodate the neighbors. Once the night work finally was given up, the noise was better. Still have doubts that the drainage system at the end of Lomitas Lane will work, but we'll see.	8/19/2022 5:15 PM
22	As a former public works director, it is my opinion that the project was exceptionally well managed. Congratulations to everyone involved.	8/19/2022 4:33 PM
23	Strawberry Drive was made much steeper. It is still a problem and needs to be corrected. The road sign at the corner of Strawberry and Chanate was removed and not replaced. There is a large dead bush near the corner of Strawberry and Chanate that was killed and needs to be replaced.	8/19/2022 4:15 PM
24	There are problems on Strawberry Drive that have been reported by multiple neighbors but have not been addressed. The street sign that was previously on the corner as one entered Strawberry has NOT been replaced. Also, there is a dead bush near the new sidewalk between Strawberry and Chanate that died during construction. I image roots were cut and believe the City should replace it. Also, one side of the entrance to Strawberry is extremely steep causing problems for neighbors and at least one garbage truck. The garbage truck probably took 7 minutes of going forward and back before the driver figured out a way to scrape his way out of Strawberry and onto Chanate.	8/19/2022 1:36 PM
25	Nobody will comment on if the project was done to accommodate the future housing on Chanate properties just sold. Seems like it was	8/19/2022 1:15 PM
26	Overall, very good job. Communication was excellent. On the other hand the Terra Linda sewer and water project is the exact opposite. City and Green Valley will NOY respond to inquiries. NO Communication like your project. You get a A+ and they get F-.	8/19/2022 9:31 AM
27	Could the beep-beep-beeps have started a little later in the morning? Very impressed by crew's courteousness & thoughtfulness	8/18/2022 10:10 AM