This survey is your opportunity to provide information that will allow the Federal Lands Highway Division to improve our program and project delivery processes on an ongoing basis. The information will be used to gauge overall customer satisfaction with our service delivery and to strategically implement process improvements. Your participation is vital to ensuring that the information is valid and representative of our customers.

This collection of information is voluntary and replies will be confidential. It takes an average of 10 minutes to complete this survey. Please note that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB temporary control number for this collection is 201301-2125-001.

Please complete this survey based on your experience with the project

Please indicate your organization:	
O Bureau of Land Management	
O Bureau of Reclamation	
O City or County Government	
O National Park Service	
O State Department of Transportation	
O U.S. Fish and Wildlife	
O U.S. Forest Service	
O U.S. Virgin Islands	
(Ontional) Your Contact Information	
(Optional) Your Contact Information	
Name	_
Title	
Phone	_
Email	
(End of Page 1)	

FLH's Management Practices:

Please indicate your level of satisfaction with the conditions addressed below. Use the rating scale to select what represents your best judgment

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Timeliness of response to requests by your organization.	•	•	O O	0	0	•
Quality of response to requests by your organization.	0	•	0	•	•	O
Issue resolution (FLH and Construction Contractor).	0	•	0	•	•	O
Overall job of managing the construction contract.	•	•	•	•	•	•

Please provide your comments, suggestions or recommendations about FLH	S
Construction Management Practices below.	

Completed Project Elements:

Please indicate your level of satisfaction with the conditions addressed below. Use the rating scale to select what represents your best judgment.

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Pavement and/or bridge surface (texture and ride).	0	0	O	0	0	•
Drainage structures	•	•	•	•	•	•

(culverts, channels, and ditches).						
Major structures (bridges, walls,	O	O	0	O	•	•
etc.) Stability of cut and fill slopes and road shoulders.	O	•	•	O	•	•
Landscaping and/or turf establishment.	•	O	•	•	O	•
Striping (roadway and parking areas).	O	•	•	O	0	O
Alignment of guardrail, walls, and roadside appurtenances.	0	0	O	0	•	•
The overall aesthetics of the completed project.	0	•	•	•	•	•
Please provide any additional comments, suggestions and recommendations about Completed Project Elements below:						
(End of Page 2)						

Conditions During Construction:

Please indicate your level of satisfaction with the conditions addressed below. Use the rating scale to select what represents your best judgment.

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied not Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Surface conditions (pavement, gravel, trails, etc.).	•	•	0	0	0	0
Traffic control (signage, detours, and safety).	O	O	0	0	0	•
Accommodations and access to landowners, businesses, and adjacent property.	O	O	0	O	0	•
Overall public reaction during construction.	•	•	O	O	O	•

Please provide your comments, suggestions and recommendations about Conditions during construction below:

Environmental Sensitivity:

Please indicate your level of satisfaction with the conditions addressed below. Use the rating scale to select what represents your best judgment.

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Protection and preservation of natural, historical, and cultural resources.	O	Q	Q	•	•	•
Management of materials	0	0	•	0	0	0

sources and/or waste areas.	_					
Compliance with environments mitigation commitments and permits.		•	•	•	•	•
		mments, sug			endations a	bout
	cate your le	vel of satisfa select what				sed below.
	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Please indicate your overall level of satisfaction with this Completed Project.	•	O	O	•	•	•
Please prov	vide any ove	erall commei	nts, suggest	ions and re	commenda	tions
		(E	and of Page 3)			

Thank you for taking time to complete the FHWA Federal Lands Highwa	ıy
Completed Project Survey. Your input is greatly appreciated.	

(End of Page 4)