



# Completed Project Survey

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 on-going 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 complete this survey based on your experience with the project.

**Please fill in the information for the project for which you are responding to this survey:**

Project Number: \_\_\_\_\_

Project Name: \_\_\_\_\_

**Your contact information:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Agency: \_\_\_\_\_

**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
Management of the construction schedule.						
Management of construction costs.						
Timeliness of response to guidance and requests by your agency.						
Quality of response to guidance and requests by your agency.						
FLH and construction contractors working together to resolve problems.						
Overall job of managing the construction.						

**Please provide any additional comments, suggestions or recommendations on FLH's 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 or bridge surface (texture and ride).						
Drainage structures (culverts, channels, and ditches).						
Major structures (bridges, walls, etc.)						
Stability of cut and fill slopes and road shoulders.						
Maintainability (mowing, vegetation, snow removal, etc.)						

**Please provide any additional comments, suggestions and recommendations about Completed Project Elements below:**

**Completed Project Aesthetics. 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
Landscaping and seeding.						
Striping (roadway and parking areas).						
Alignment of guardrail, walls, and roadside appurtenances.						
Earth shoulders and slopes (including rock slopes).						
Drainage structures (culverts, channels, and ditches).						
Major structures (bridges, walls, etc.)						
The overall aesthetics of the completed project.						

**Please provide any additional comments, suggestions and recommendations about Completed Project Aesthetics below:**

**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 nor Satisfied	Satisfied	Very Satisfied	NA or Don't Know
Roadway conditions.						
Detours and traffic flow.						
Safety of motorists and non-motorists.						
Accommodations of landowners.						
Access to business and adjacent property.						
Signage.						
Your perception of overall public reaction during construction.						

**Please provide any comments, suggestions and recommendations on Conditions During Construction below:**

**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
Preservation of existing vegetation.						
Protection and preservation of natural, historical, and cultural resources.						
Riparian (preservation and establishment of vegetation adjacent to streams).						
Erosion and sediment control.						
Materials source/waste area management.						
Environmental compliance with contract.						

**Please provide any additional comments, suggestions or recommendations on FLH's Management Practices below.**

**Overall Rating. Please indicate your overall level of satisfaction with the FLH construction process. Use the rating scale to select what represents your best judgment. (1 is very dissatisfied, 5 being very satisfied)**

- 1
- 2
- 3
- 4
- 5

**Please provide any overall comments, suggestions and recommendations below:**

**Thank you for taking time to complete the Federal Lands Highway Completed Project Survey. Your input is greatly appreciated.**