

City of Lansing CSO Program Post-Construction Satisfaction Survey

Please take a moment to tell us about your experience with the Combined Sewer Overflow (CSO) Program Construction that was recently completed in your neighborhood. Feel free to use the back of the page when commenting. You can return this questionnaire by: mail to Public Service Department, 7th Floor City Hall, 124 W. Michigan Ave., Lansing, MI 48893; in person; by fax 483.6082; or complete the form online at the City's website, www.lansingcso.com.

Name: _____ Address: _____

(If you prefer to remain anonymous, please provide your closest major intersection)

1. In hindsight, was the construction process better or worse than you expected? (please select one)

- Better Worse Neutral

Please explain why: _____

2. What were you **most satisfied** with in regards to the construction process? (please check one or prioritize by numbering your answers, with 1 being the most satisfied)

- | | |
|---|--|
| <input type="checkbox"/> Access to Local Roads | <input type="checkbox"/> Project Professionals |
| <input type="checkbox"/> Public Meetings | <input type="checkbox"/> Cleanup and Restoration Work |
| <input type="checkbox"/> Information Provided by the City | <input type="checkbox"/> The End Result - Environmental Protection |
| <input type="checkbox"/> CSO Hotline/Personal Visits | Other: _____ |

3. What were you **least satisfied** with in regards to the construction process? (please check one or prioritize by numbering your answers, with 1 being the least satisfied)

- | | |
|---|--|
| <input type="checkbox"/> Access to Local Roads | <input type="checkbox"/> Project Professionals |
| <input type="checkbox"/> Public Meetings | <input type="checkbox"/> Cleanup and Restoration Work |
| <input type="checkbox"/> Information Provided by the City | <input type="checkbox"/> The End Result - Environmental Protection |
| <input type="checkbox"/> CSO Hotline/Personal Visits | Other: _____ |

4. Do you feel you were well informed about the project? (please select one) Yes No

If no, what would have helped? _____

5. How do you prefer to receive information about the project? (please check all that apply)

U.S. Mail E-mail Newspaper Website Hotline Other: _____

6. If you have web access, did you use the City's website for construction updates? Yes No NA

If yes, please comment on the CSO portion of the website: _____

7. Did you use the CSO Hotline? Yes No If yes, was your experience: Good Bad Neutral

Please share suggestions for improvement: _____

8. Did you use the Inflow Helpline? Yes No If yes, was your experience: Good Bad Neutral

Please share suggestions for improvement: _____

9. What could the City have done to make the construction process easier on you?

10. If you have any outstanding or unresolved issues, or anything you want to share, please explain on the back, or contact Alec Malvetis, Assistant City Engineer, at 483.4455 or amalvetis@ci.lansing.mi.us.