



1200 Wilmette Avenue  
Wilmette, Illinois 60091-0040

Engineering & Public Works  
Department

(847) 853-7660  
Fax (847) 853-7701

August 21, 2020

**Re: 2020 Road Program – Construction Update and Satisfaction Survey Request**

Dear Wilmette Resident,

We are excited to inform you that the construction work on your street, as part of the 2020 Road Program, is now substantially complete! The final step for the Contractor is to complete any punch list items identified by the Engineering staff, which includes clean-up work and additional restoration needs. This remaining work should conclude over the next couple weeks, weather permitting.

To help improve our service to the community in the future, the Engineering Division kindly requests a moment of your time to provide valuable feedback on this project. Please complete this short questionnaire and provide any comments by **Friday, September 4, 2020**. You may return this original by mail or complete the online version available on the project webpage:

<https://www.wilmette.com/roadprogram>

If you have any questions, please contact me at 847-853-7629 or [kearneyr@wilmette.com](mailto:kearneyr@wilmette.com).

Sincerely,

*Ryan Kearney*

Ryan Kearney, P.E.  
Project Manager – Engineering

Street: **NAME**

Name (optional): \_\_\_\_\_ Address (optional): \_\_\_\_\_

**Please complete the questions below by circling a rating from 1 (Not Satisfied) to 5 (Very Satisfied)**

Do the improvements meet your expectations? .....1 2 3 4 5 N/A

Was the project completed in a timely manner?.....1 2 3 4 5 N/A

Was the Contractor courteous and respectful? .....1 2 3 4 5 N/A

Was the Engineering Department staff courteous and respectful? .....1 2 3 4 5 N/A

Was the Engineering Department staff responsive to your concerns? .....1 2 3 4 5 N/A

Did you feel informed during construction? .....1 2 3 4 5 N/A

Overall, how would you rate the project? .....1 2 3 4 5 N/A

In your opinion, this project would have gone smoother if...(optional)

\_\_\_\_\_

Comments? (optional)

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