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From: **Tillson, Rebecca** <Rebecca.Tillson@portlandoregon.gov>

Date: Thu, Dec 5, 2013 at 1:37 PM

Subject: (E10184) FW: Feedback on Vernon-Sabin-Alameda North Sewer Repair Project

To: "Rahman, Fahim" <FAHIM.RAHMAN@portlandoregon.gov>, "Nguyen, Sonny (BES)" <Sonny.Nguyen@portlandoregon.gov>, "Nault, Josh"

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Cc: "Callahan, Megan" <Megan.Callahan@portlandoregon.gov>

Hello All,

I wanted to share this email that I got from a neighbor on the VSA North project – it's always nice to celebrate positive feedback!

Thanks everyone for their hard work!

Becky

Becky Tillson

Community Outreach and Information

City of Portland Environmental Services

1120 SW 5th Ave, Room 1000, Portland, Oregon 97204

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Working for clean rivers

The Bureau of Environmental Services works with Portland residents and businesses to protect water quality, public health, and the environment through wastewater collection and treatment, sewer construction and maintenance, stormwater management, and stream and watershed restoration. Learn more at www.portlandoregon.gov/bes.

From: Beth Madison [mailto:bmadhome@gmail.com]

Sent: Thursday, December 05, 2013 1:32 PM

To: Tillson, Rebecca

Subject: Feedback on Vernon-Sabin-Alameda North Sewer Repair Project

Hello Ms. Tillson,

As a resident of NE 32nd PL, our street now has a new sewer line. I would like to express how impressed I have been:

1. The communication from Environmental Services has been timely and profuse.
2. We were given adequate notice on every part of the project by the contractors.
3. The contractors were very personable to the adults and were skilled in talking to the fascinated children who thought the big machines were super cool.
4. The work the contractors did, while I have no expertise, appeared to be of very high quality.
5. The efficiency of the contractors was most impressive and they beat their projected timeline in each phase.
6. The post-job clean up was remarkable and most appreciated. They took the time to remove the gravel and other debris that had landed on my yard.

If I may make a suggestion, it would be that you let the residents know that there will be significant particulate matter in the air for a prolonged period of time when the construction causes dust. It literally fell on our cars all night long, so residents with breathing difficulties are particularly at risk.

Nice work! Thanks to all of you.

Beth Madison
4842 NE 32nd PL