

Year 3 Feedback Summary - Main Street Reconstruction

Survey Dates: Wednesday, September 1, 2021 - Tuesday, September 14, 2021

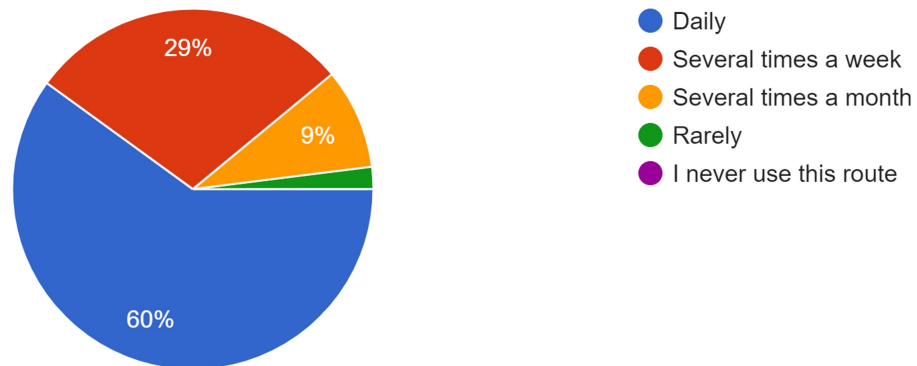
Total Respondents: 200

The survey was sent to approximately 500 stakeholders multiple times through direct email, sent to all contacts that signed up for notifications on WaterburyWorks.com, posted on Front Porch Forum, and posted on the Waterbury Works Facebook page.

The summary survey results can be found on the following pages.

How often do you travel along Main Street in Waterbury?

200 responses



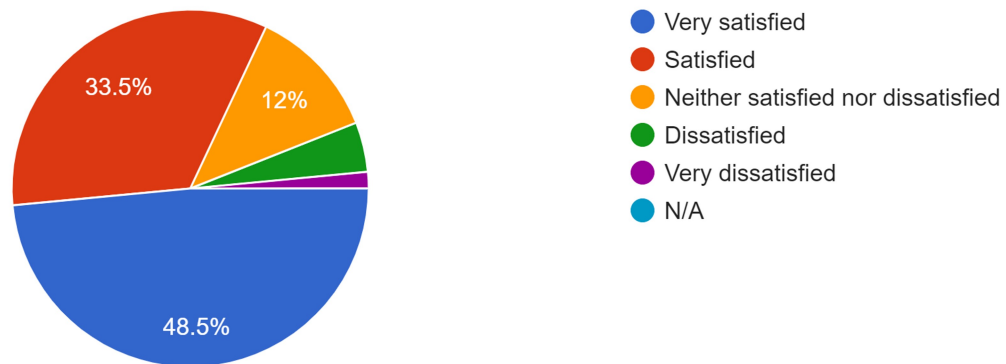
Why do you travel on Main Street in Waterbury?

200 responses



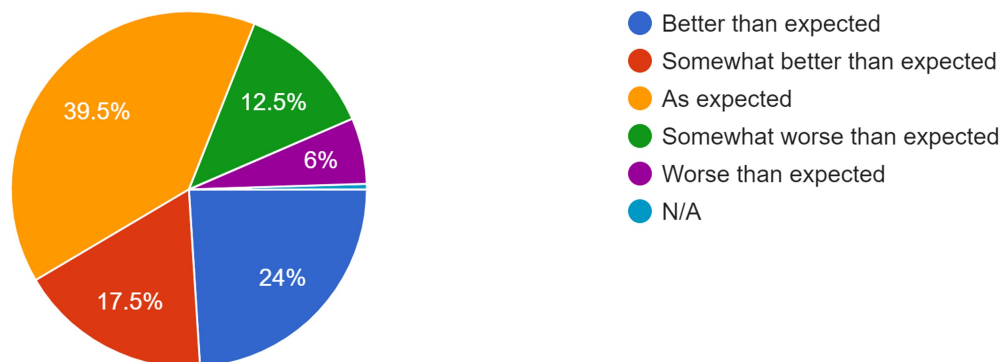
How satisfied are you with how VTrans, the contractor, the town and Revitalizing Waterbury worked to reduce the impacts on businesses and residents during construction?

200 responses



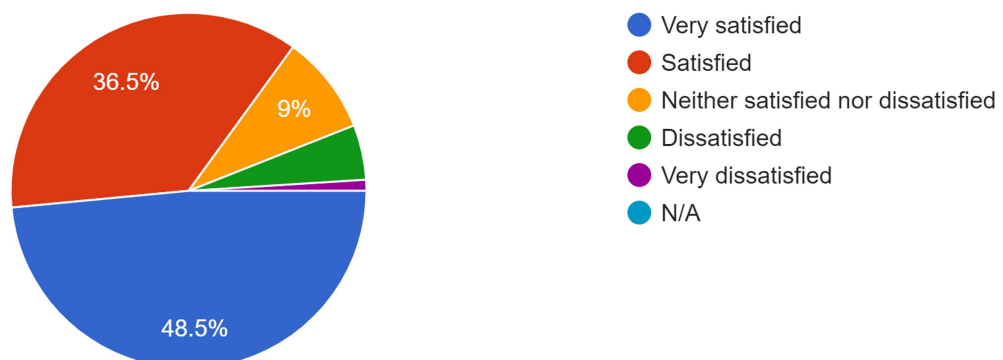
How would you rate the Main Street's construction impact on your daily activities?

200 responses



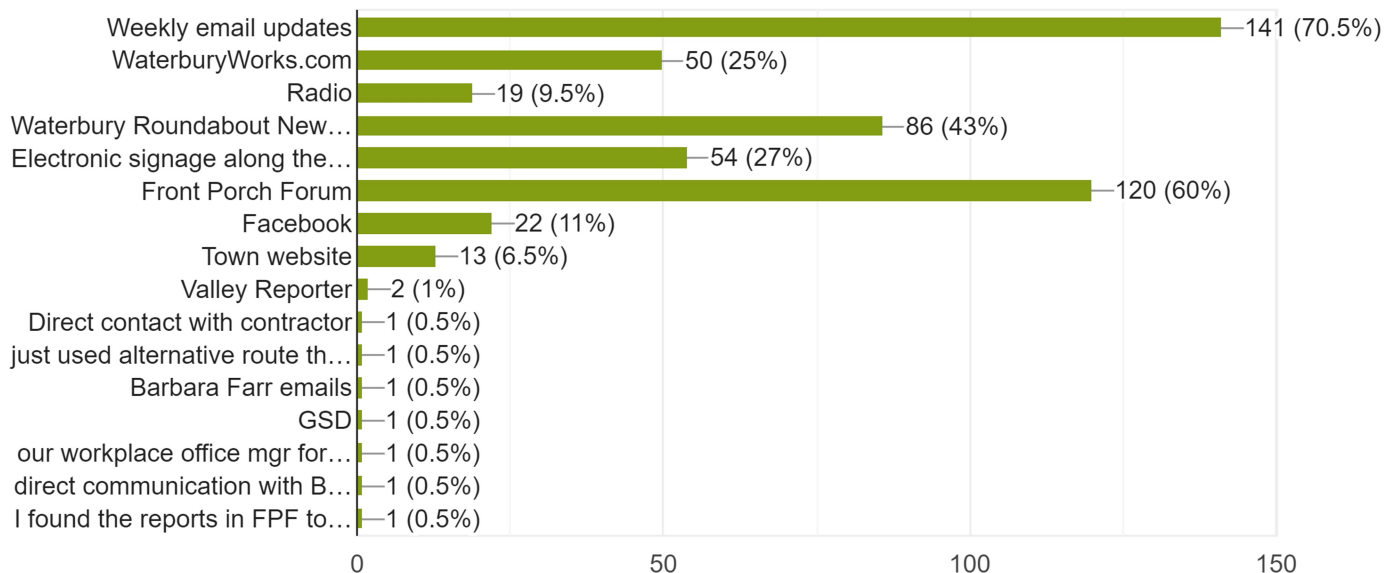
Overall, how satisfied are you with the Main Street Reconstruction?

200 responses



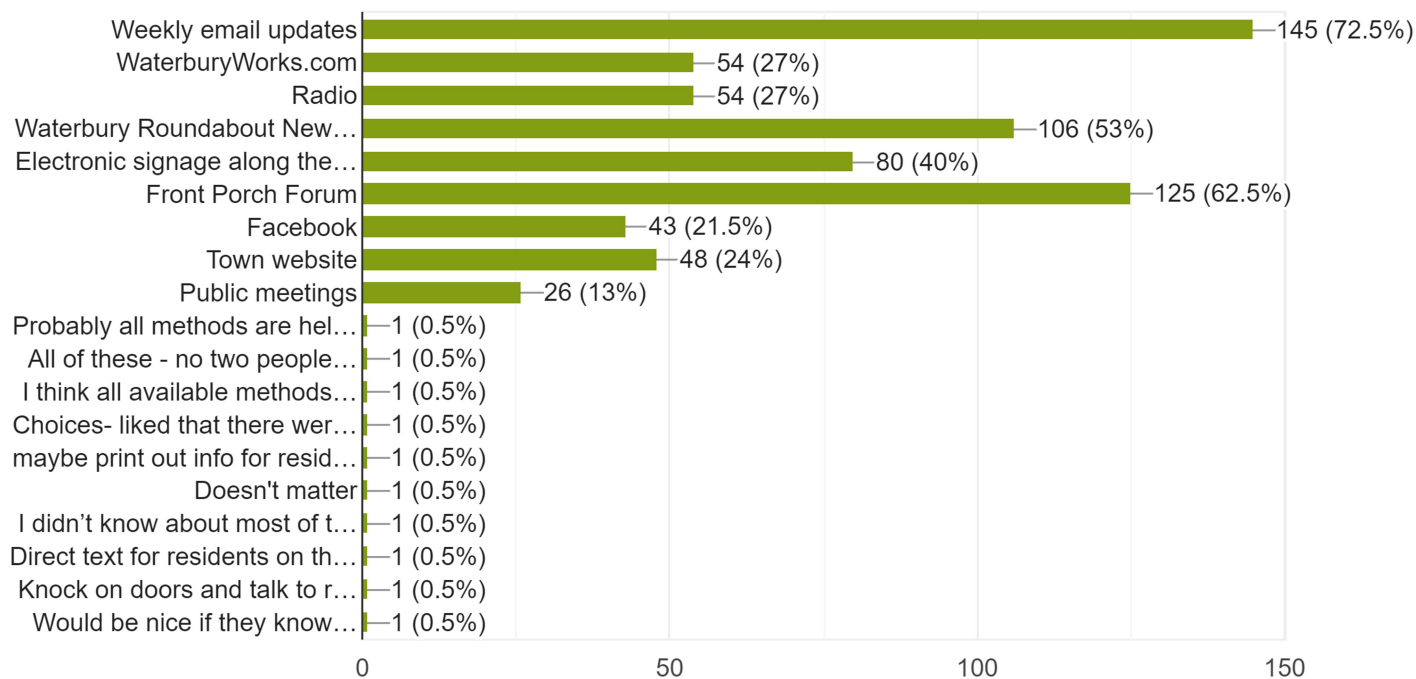
The Town of Waterbury used several methods to inform residents, businesses and travelers about construction activities. Which of the following sour...ject information did you use? Check all that apply.

200 responses



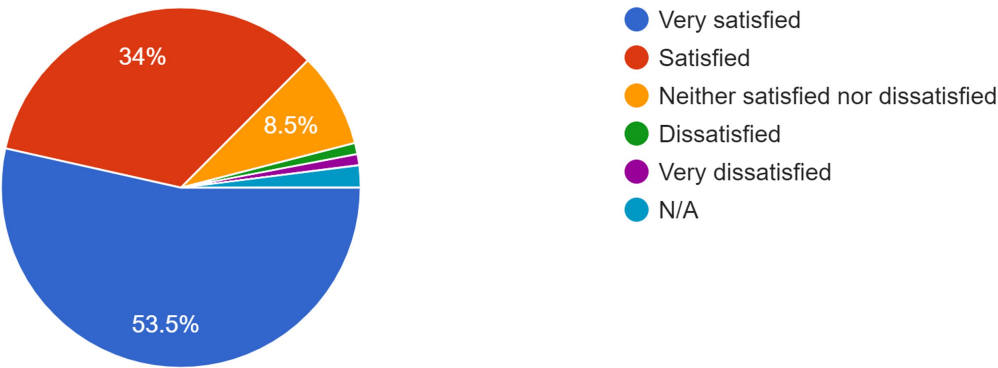
What do you feel are the best methods to inform residents, businesses and travelers about construction activities? Check all that apply.

200 responses



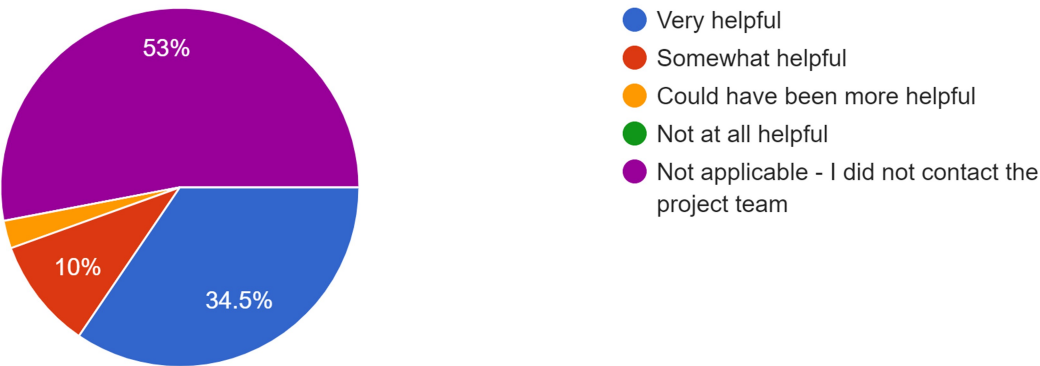
How satisfied are you with the communication you received about the Waterbury Main Street Reconstruction project?

200 responses



If you contacted anyone on the project team during construction, how helpful was the response?

200 responses



Do you have any other feedback or suggestions you would like to share?

105 responses

- No
- no
- I live on North Main St. Its been hell. Especially being locked in my house most of last summer. But at least I felt like I was in the loop on what was happening. So that was the silver lining. So happy its over. Thank you for all you do.
- The Start Time on Main Street was too early (5am) for non-essential work and was very loud. I would have preferred that non-essential work start at 7am including the large heavy construction equipment. My tenants complained about the loud construction noise for the entire time Main Street was under construction.
- The information coming out should match what the contractors are doing. Maybe they should put out the information and get it directly from them, and not just put out what someone thinks is going to be done.
- It took longer than I had anticipated. I guess some major work on water mains was a main culprit. The finished product looks GREAT!
- Not at the moment
- downtown looks great, but Randall street still is sad looking...the sidewalks need addressing as it is our most pedestrian street besides main. There are safety issues for elderly, etc. Please consider this in the soon future! Also, hope signage will help with the amt of parking on Randall and still encourage a one way for safety if not. Thank you!
- Bumpouts were a waste of budget, effort, time and will end up damaging lots of vehicles. Why is the rest of Stowe street besides that one block completely neglected? Why did the crew dig up and refill Stowe street every day for weeks. No more efficient process could be devised? Overall the results are OK, but 3 years of excavators smashing the ground and traffic jams?
- flaggers were very conscious of us trying to get out our driveway on main st and they always appreciated we waited till they said go.
- This was such a massive overhaul and I truly expected it to be a bit of a mess in terms of dealing with the construction. I was pleasantly surprised. I appreciated being informed through the weekly emails on what was happening and what streets were going to be unavailable, and when to expect or not to expect delays. On top of that the road crews were super nice (interacted directly a few times), the signage was clear, the wait times were bearable compared to what they could have been. Overall this seemed to be a huge success. It looks great and will look even better once the wires are down. Thank you so much!!
- Town is already looking brilliant. 99% thrilled, but since it's a survey and there's no time to list ALL the things I love, I'll just share the one complaint... I wish we had extended to the bridge on south main and to the school on stowe street. Crews deserve all the accolades. Well done.
- The communications were absolutely incredible. We were always so informed and there were hardly any surprises, which is amazing for a project of this scale. I am very impressed and love the outcome! It looks great!
- It was three years of hell that I would like to forget!
- They were always courteous, helpful and under hot and stressful construction they were so focused and did a beautiful job
- The communication about the project was helpful but it was not able to inform you about every possible situation. The construction team was very incompetent on using signage when locations were closed (i.e., expecting to go into a parking lot and finding it not accessible and no signage to warn you; expecting to go

around from Main Street through Foundry Street to Stowe Street and finding Stowe Street not accessible and no signage to warn you). Also, prior to the paving happening, the manholes (or whatever they were) were left high in the road for an extended period of time, which it was not clear was necessary to have it that way for that long. Also, it is unclear why the paving needs to look as though it is unfinished as the look of it is uneven. Also, it seemed that it was a waste at the end of the project to see portions of what already been completed to be ripped up and redone. Three years was an extremely long period to put up with construction. I am aware that some things need to happen and it has to be done in the best way possible, however, it does seem like some things could of been done better.

- question the placing of lights under trees, signs behind light poles. there are too many signs, some are not necessary(4 signs regarding I-89 between the roundabout and entrance heading south--2 would have been sufficient) there are too many lights resulting in light pollution and greater use of electricity instead of less.
- I am glad it is over and done!
- The disruption to local businesses lasted too long.
- Barb Farr rocks logistics!
- Great Work everyone! I always got out of my driveway within 5-10 min no matter what- even if they were in the middle of a huge project. They were so good!
- Some of the flaggers were rather inattentive (to put it nicely), which caused a whole set of problems and delays. Their response to their own incompetence was often rudeness. Construction delays are a given. Mistreatment by lazy flaggers made it harder and harder to deal with.
- Can't wait to see the final project.
- Well done!
- I looked forward every week to Barb Farr's posts on Front Porch Forum. Barb Farr is THE BEST!
- No.
- Bike lanes!! I would have loved to see some bicycle lanes put in on Main Street. Lots of bikers in town and the parking spaces are infrequently used except for around Stowe Street and in front of the Rez and Pro Pig.
- I'm disappointed that the utilities won't be buried on more of Main Street.
- The out croppings for the cross walks , they seem to take up too much of the road way. Will the stick on striping stay on with snowplows? The hanging plants look great! A nice looking job over all.
- thank you
- I don't live downtown so the impact was minimal for me. I must say that all the workers were friendly and very helpful. One even let us know that the restaurant we were approaching was not open and what days they were!
- Difficult at times and glad it is over. Looks great!!!!
- This project took far too long. Never seen any project on such limited area take this long.
- We feel was poorly done.
- I expected that all the utility poles would be removed and the cables run underground.
- waste of money & safety with the curbs jutting out on to road for cross walks may be beautiful but not practical re snow removal, driving hazzard in fog ,snow etc.
- Don't really like the bump outs that were created along the sides of the roads. They took away some much needed parking spaces and must be very difficult to plow around.
- The only negative about the results is the way the traffic/walk voice is programmed. At both Park Row & Stowe St, it would be very helpful if the voice simply said "Walk" when it is safe to cross, just as it says "Wait" when you first push it. Since both intersections coordinate a safe crossing in either direction, and the specific words are difficult to discern and/or hear, it makes no sense for the voice to say the name of the cross street.

It would be more helpful, especially for someone who is visually impaired, or if the pedestrian happens to look away, to be able to hear the word WALK, just as clearly as you hear the word WAIT.

- Great job everyone!! The streets look so nice and new!
- Project came out great!
- Yes - Thanks for all of your hard work!!
- Overall I think the curbs are ridiculous, especially those directly in front of private homes. They are too far out in the road when people parking are opening their doors into traffic, and they are too high. Someone is going to get seriously hurt, be it biker, pedestrian, or car tires. The paving down Main Street doesn't match, and the streets were never cleaned of debris after the project was finished, giving it an unclean look for such a new project. The taped lines look ok now, but will soon look like the worn off lines from the roundabout up 100. The lamp posts are nice, but not having them the length of town looks odd.
- Matt and his crew were awesome. I'm not happy about the connectors the Feds had them use to connect the old and new sewer pipes as we already had a backup where tree roots came in around the joint and Roto Rooter had to come and take care of it. However, Matt didn't spec that joiner so I'm not upset with him. I was just hoping I had seen an end to Roto Rooters' annual visits. When reconstruction was complete.
- Barb Farr was FANTASTIC in keeping Waterbury informed and coordinating complex daily issues
- Flagmen were incredibly respectful and helpful
- No. The job was well done.
- Barb was really helpful. She navigated the extreme noise at my house when bulldozers were being parked there every day and responded quickly and helped make the pain go away. Even when I was irritable from sleeplessness and inconvenience. I would always wake up irritated but check my Email to find I had been notified the evening before but hadn't checked email—hence the possibility of a direct message in the future. I think the crew did a great job, but could have a better eye on the trash left behind, snack wrappers and beverages. I am just SO THANKFUL it's done. It shook my building every. day. and my existence with my bedroom road side.
- Thank you for keeping everyone informed as we went through this. It was a lot but it was worth it.
- Main st is terrible and dangerous for bicycles. I'm very disappointed there is no bike lane or safe travel space for bikes.
- Its all been good so far.
- Lots of workers standing around no regard for sound pollution
- Barb Farr did a great job of replying quickly and graciously to my office's concerns when there were water outages, etc.
- Less temp paving,
- I think this survey is off base the credit is mostly due to the contractor J.A
- Excellent communication throughout. Thank you, Barb!
- The town looks BEAUTIFUL! The only disappointment is our inability to create a bike lane is a town that is full of bike commuters. I know there are reasons this wasn't possible, but it feels so important to our town and it's inhabitants, and feels like something that is sorely missing. Communication was great throughout the project, thank you.
- Thank you to Barb Farr for being a communication lifeline during the project! Your updates were essential to getting around efficiently during the construction. A huge thank you to the construction crews- they were so polite and respectful of all of us who live on main street, and they worked to get us in and out of our driveways as fast as possible. Thanks again!

- Barb Farr did a great job keeping us updated
- Great job by everyone involved!
- We love how Waterbury is now a walking town. However - in the future we need to have the flashing crosswalks installed. Trying to cross at a crosswalk is a 50/50 chance cars will stop!
- They never finished our lawn at 125 So. Main after informing us all lawns would be done to owners approval.
- I know it was a bit difficult for some but it really give Waterbury the finishing touch! Can't wait till the wires come down. Proud to be a resident of Waterbury! Really looks great!
- make sure all manholes and water valve boxes in roadway are shimmed and do not settle. There are many in the travel surface and will give a bad feel to the road if not finished correctly.
- Great job everyone!
- Road crew was very respectful and courteous
- Not thrilled with the bump outs.
- The road sections near the crosswalks are not being cleared of snow next to the curb which creates a parking issue. My office is at 65 South Main and found it difficult to exit my car since I parked away from the snow mound at the curb, putting me closer to traffic on the drivers side. I suggest that this be addressed by the town. Thanks
- Barb Farr did an amazing job of keeping us informed, responding to our questions and dealing with any issues!
- I thought the construction company did an excellent job. The workers seemed to be invested in keeping the disruptions/inconveniences at a minimum. And I think the town officials did an excellent job in seeing this difficult project to a positive ending.
- Great job and well worth the inconvenience!!
- I only wish that JA MacDonald had taken some responsibility for the damage to the basement at 143 South Main Street. There were several leaks, walls moved and the stairs will be replaced, but they denied any liability. I had a specialist come in and she said the seismograph readings were not within parameters, although MacDonald's said they were. It cost and is still costing me a lot of out of pocket funds.
- Exceptional, honest communication throughout entire project...hats off to Barb Farr. Also...the entire McDonalds crew was thoughtful, considerate, careful and truly fun. Great all around- we'll miss them!
- Having a community leason was key and hopefully VTrans realizes the importance of that role for other projects.
- Very little negative impact on my 5-days-a-week commute b/c I was informed ahead of time, the signage was excellent (except for one wk, and hey, that's not bad), almost every worker from every company was pleasant (which is saying a lot under the stressful conditions they had). The only negative thing is some of the "curb-outs," I don't know the name for them, where they stick out into the roadway, are a hazard. And the brickwork is very slippery in the winter and will get caught up in the sidewalk plow and require ongoing repair.
- I thought this was an incredibly complex project and went as well as it could have from the distance I was at. My personal interactions with the contractor and Barb were all completed satisfactorily and in a reasonable amount of time. Can't wait for the telephone poles to be down. Nice job.
- Barb did a great job. Without her guidance it could have been a mess.
- Information provided by Barb Farr at various throughout the project was not accurate. Big Problem!!!
- I applaud everyone having to do with this project. It was well organized and allowed for as little inconvenience as would be expected. The communication concerning the project was above and beyond EXCELLENT!! Thank you to everyone involved
- I feel sorry for the poor guys that are going to have try to plow snow on this obstacle course.

- Beautiful result, expertly handled.
- Where is the promises of pressure washing, plantings and painting?
- Why do we need the bump outs?
- Did not meet a single deadline. Had to redo work. Not done yet. Compared to Stowe work is shoddy.
- The people directing traffic always seemed to be very friendly and helpful. I thought I would share this as I know they often take the brunt of it from impatient drivers.
- I do not like the build outs at the crosswalks. They seem very intrusive to the flow of traffic and I'm sure will cause problems for the snow plows.
- They should have added bicycle lanes (protected or green paint). Feels like a total missed opportunity!
- All was good, very few frets, no real lost time and happy with the end result!
- The drawings showed flowering trees outside Steele Block building but there are no trees there.
- Thanks!
- A little better communications with surrounding town effected. Like Duxbury on the other side of Winooski St.
- The results look great!
- Excellent job by barb farr and j. A. Mcdonald
- I am a transportation coordinator that deals with various construction sites around the state. By far the communication and liason with Barb Farr was 100 percent better than any other project.
- The street design is pulled from a 1960s planners textbook—preposterous amounts of free, unused parking, little protection for pedestrians, curb cut-outs designed to kill bicyclists.
- Great Job Everyone! Thank you!
- Barb, you did an excellent job considering all the moving parts of this project. Kudos!
- The flaggers and pedestrian escorts were all fantastic and important to this project! They were always kind and helpful, especially for those of us who frequently walk through town. Of course, Barb was absolutely critical for communication and making this whole thing happen! Enjoy retirement :)
- Great Job Barb (and team)!
- wasn't there going to be some services available to homes significantly impacted like powerwashing?
- I hope the utility poles come down soon.