

## **WFLHD SUPPLEMENT 13.3.2-1**

### **13.3.2 ACTIVE CONSTRUCTION PROJECTS**

Add the following:

#### **13.3.2.1 External Customer Feedback**

This supplement describes the process for obtaining feedback from external customers by means of the Federal Lands Highway (FLH) customer feedback contractor. This process is the WFLHD application of a larger FLH effort to obtain external customer feedback.

At PS&E Signoff the Project Manager notifies the Project Delivery Program Analyst (Joel Askland) that the Design has been delivered to contracts (PSE). The Program Analyst then sends an email to the Project Manager detailing instructions and forms to provide the appropriate project information for the customer survey. This information is then relayed to the FLH customer feedback contractor. [Figure..A](#) is a blank customer survey contact information form.

The contractor sends a notice to the external customers directing them to fill out the online survey. They will follow-up with further notices for those that have not completed the survey.

After the survey has been completed by our customers, the contractor will send WFLHD the completed survey and will also provide data on a monthly basis.

**Figure A – Customer Survey Contact Information Form**

**Western Federal Lands Highway Division  
Project Development Survey**

**Western Federal Lands Highway Division  
610 E. 5th St.  
Vancouver, WA 98661**

Attn: Dye Management Group, Inc,

Project Manager: First Name Last Name

Telephone: (360) 619-

**Project Information:**

Project Number	Project Name	FY Design Complete	Brief Description of the Work	Design Types	Sponsoring Agency (Abbreviate)

**Customer Information:**

	Respondent First Name	Respondent Last Name	Respondent Title	Respondent Email	Respondent Agency
1.					
2.					
3.					
4.					