

## **FREQUENTLY ASKED QUESTIONS**

### **Capital Improvement Program Projects**

#### **My street is scheduled for construction. Who do I contact for information and how will I know exactly what work is going to be done?**

The City assigns a Resident Engineer as the main contact for each project. The Resident Engineer is the City representative who can answer any questions, and will resolve any issues between the residents and the Contractors.

As the project progresses, detailed information will be distributed concerning the project schedule, street and driveway closings, where to park and any other pertinent information about the project.

Contact the Resident Engineer if you have specific questions regarding the scope of work, project schedule or any issues related to the construction.

#### **Who performs the work?**

Each project is bid on by various contracting firms and awarded to the lowest qualified bidder. The selected contractor performs the work, typically with subcontractors for each type of work. The general contractor will appoint a Project Superintendent who is responsible for all of the workers, equipment, and materials on the project. The City assigns a Resident Engineer who is responsible for all coordination between the City and the contractor. The Engineer is involved with all aspects of the project including field layout, material inspection, progress payments, and scheduling. A City Inspector may also be assigned to assist the Engineer with field inspection and measurements.

If you have problems or questions during the course of construction, please contact the Resident Engineer. Contact information is distributed with all resident notification letters.

#### **What are the colored flags, paint markings and wood stakes for?**

The colored flags and paint markings represent locations of underground utilities. Each color corresponds to a different type of utility. The most common are blue (water lines), green (sewer lines), yellow (gas lines), orange (telephone, cable or fiber-optic lines) and red (electrical lines). The City of Des Plaines uses pink to mark out project specific information, such as removal limits.

Wood staking is placed for reference points on the project. These indicate project stations, elevations or locations of various proposed features.

Please do not remove any flags or staking, as these are critical markers used for constructing the project.

#### **Will my garbage collection service be interrupted?**

No. During the project we ensure that refuse collectors have access to the street. If a special pick-up day and time is required, the City will arrange this with the service and notify residents accordingly.

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#### **Where do I place leaves for collection?**

During any construction project, leaves should be placed according to the normal schedule. If a special pick-up day is required, or if leaves should be left in the parkways instead of the street, the City will arrange this with Public Works and notify the residents accordingly.

#### **When do I need to move my car from my driveway and where do I park?**

The City will distribute letters informing residents of any driveway or special street closures. For all projects, parking on nearby side streets is encouraged. It is recommended that residents limit trips during project working hours (typically weekdays from 7am to 6pm). During non-working hours, vehicles may be parked on the street.

The contractor is required to maintain access to all driveways when not working.

If your driveway apron is to be replaced as part of the project, there will be a period where you cannot access it. The Contractor or Engineer will notify you when replacement work is scheduled.

If you have special concerns related to parking or access, please contact the project Resident Engineer.

#### **How much work will be done in the parkways, and will the City place new sod or seed?**

Depending on the underground utility locations, work may take place in the parkways. For example, fire hydrants may need to be upgraded in which case the contractor will be working in the parkway. Some trees may also need to be removed due to conflicts with the construction.

The City typically restores parkways with new sod. Special conditions such as a heavily shaded area or small area (less than 10 square feet) of disturbance may be seeded instead of sodded.

Residents are encouraged to remove any special landscaping items or plantings that may interfere with the construction. The City is not responsible for replacing any damaged plants located in the parkways.

#### **What if I want extra work done? Does the Contractor do private work?**

If the additional work is within the project scope and in the City right-of-way, it may be added to the project through a Resident Extra Agreement. After the resident signs the Agreement, the Engineer includes the work into the project and the resident is invoiced by the City using the established contract unit prices. Examples of this are minor widening of driveway aprons and replacing additional city sidewalk. Note that there are building code requirements to follow, so not all extra work can be authorized.

Residents should contact the project Resident Engineer to discuss specific details.

Work on private property cannot be included in the project. The homeowner is responsible for making all arrangements for private work, including acquiring applicable permits and hiring a contractor. For example, if you want to replace your driveway (from sidewalk to garage), you will need to acquire a permit from Community and Economic Development at 847-391-5380 and make arrangements with a contractor. The City's contractor may be available to do private work, but the homeowner must contact the contractor directly.