

Frequently Asked Questions (FAQ):

➤ **Q: *What year is my road going to be completed?***

A: Please see the listing of road/project listing which is also available on the Ross Township website.

➤ **Q: *How were projects selected?***

A: Projects were selected based on asset management principles and determining the right fix at the right time within budget. Additional information on asset management can be found on the RCKC website "Road Data" page. All, local roads could not be completed in one year.

➤ **Q: *How will roads selected be maintained?***

A: Roads will continue to have routine maintenance activities until improvements. Please call and/or email the RCKC for any routine maintenance issues, pothole issues, etc. service requests.

➤ **Q: *What is the time frame for 2018 projects to be completed?***

A: At this time, a contractor has not been selected. However, we anticipate 2018 projects will begin approximately April with a completion date by the end of October. Please follow the weekly updates with RCKC Connect and Press Releases. Understanding weather and other factors may impact scheduling.

➤ **Q: *What type of access will be available during construction?***

A: Access to your home will be maintained at all times, however there will be delays please be patient. This is especially important to areas of limited access, you may need to seek alternative means to get to your home during construction. Emergency situations will be addressed on -site.

➤ **Q: *What will be the hours of construction operations?***

A: Hours of preparation and construction may be from Sunrise to Sunset, Monday - Saturday.

➤ **Q: *What about garbage pick-up, mail delivery, etc.?***

A: Garbage trucks and mail service will have access. Please try to keep garbage cans away from the edge of pavement to allow for construction equipment.

➤ **Q: *Can we park on the road/road shoulder?***

A: Please do not park on the road or shoulder of the road to allow for construction equipment to safely operate. If a vehicle is impacting construction activities, it will be towed at the owner's expense. Please follow the weekly updates with RCKC Connect and Press Releases.

➤ **Q: *What about lawn and shoulder restoration?***

A: Please note contractors will be working throughout Ross Township with various construction activities and will return to restore lawn and shoulder areas that were disturbed. Restoration is typically the last activity to take place. Please be patient as other priority work and weather may impact this area.

➤ **Q: *What kind of delays can we expect?***

A: Delays may vary based on the construction activity. Please be patient as we will try to minimize the impact to allow safe passage.

➤ **Q: What about asking for addition work – driveways, etc. by contractors in the area?**

A: Additional work will not be available during road repair. We have a large amount of projects and road improvement, timely completion of public roadways is priority. Note that concrete driveways will be replaced with asphalt, unless the homeowner makes prior arrangements/notifications to the RCKC and Township that the driveway would be preferred to remain gravel.

➤ **Q: What about drainage, puddles, water standing?**

A: Preventive maintenance and rehabilitation projects are primarily for road preservation, therefore major drainage issues are not addressed. Stormwater will be addressed in reconstruction projects. If there are known areas where water is currently standing for 48 hours or longer and is approximately larger than the size of a car, please let us know.

You may see additional puddles and water in different areas. This is a result of the road being sealed, preventing water from draining through the old cracks to below the road surface.

➤ **Q: What about tree removals and tree trimming?**

A: Trees are part of our road project work and have been identified for removal or pruning. For additional information please see the RCKC Tree Removal Brochure. If a tree is marked with orange this indicates the tree will be removed; if a tree is marked with green this indicates the tree will be pruned. If a tree is marked with blue, this is NOT RCKC, but rather Consumers Power.

➤ **Q: How will we receive updates on construction?**

A: Updates on construction will be available on the RCKC and Ross Township websites and Facebook pages.

➤ **Q: What is the process for communicating questions?**

A: The process for communicating questions is with the RCKC by using our "SERVICE REQUEST" or "Contact Us" website page or by calling our office at 269-381-3171 with your service request. Ross Township Supervisor Rob Baker is the Township contact. The RCKC will be tracking service requests for service delivery and opportunities to refine our processes FAQ for future years.

Websites: <http://www.ross-township.us/>

www.kalamazoocountyroads.com



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