

Conduit Task Force Project Opportunities  
Vista Neighborhood Association  
August 1, 2016

The following suggestions are “Lessons Learned” experienced by the Vista sub-division residents during the AT&T GigaPower installation in 2016.

1. The work group marking the ground for cable lines, water pipes, power lines and gas lines, came out too early (Nov, 2015). By the time the excavation group begin work (Jan/Feb, 2016), the markings had disappeared. Either the colored flags had been removed or the spray paint on the grass had been mowed over.

**Guideline:** Coordinate ground markings as close as possible to the start digging date.

2. Power lines, cable lines and gas lines were cut because they were not buried deep enough or the markings were off by inches. In a couple of occasions, a water main was hit, SAWS had to be called and folks were without running water for a day, another time a gas line was hit and all worked had to be stopped.

**Guideline:** A more precise method to locate buried lines is needed.

3. Sidewalks are marked with permanent spray paint. Even though this is just a nuisance, residents are upset because they feel the same practice would not be done at other neighborhoods, like Stone Oak or the Dominion. Resident have attempted to power wash it off to no avail.

**Guideline:** Use a paint that can be washed away by a water hose or rain.

4. The Vista sub-division is 35 years old, Gates and fences are in bad shape but are functional. They keep back-yards secured and keep the dogs inside the yard.

Contractors don't want to fix broken fences and gates because it is obvious that they were in need of repair before the job started. Home owners just want their yards and fences restored to their original state. This was probably the most common complaint of the project. Most residents are understanding and will not demand repairs, however there are those residents that just want the fences and gates functional again.

**Guideline:** Pictures should be taken before the work starts, especially if there is a problem with the fence or gate before work begins. This would solve the issue of whether the damage was there to begin with or was it caused by the work crew.

5. Some home owners did not believe the contractor had the “Right to the Eastman” and wanted written proof. Once written proof and permits were produced the homeowner did not have a problem.

**Guideline:** Contractor should have a copy of the city permit and a copy of the right-of-way ordinance to hand out if requested. This gesture could save the contractor a lot of unnecessary down time.

6. Some home owners refused to allow entry to the property. Police had to be called. We can't assume that all homeowners know the “right of way” rules. Contractors claim that the right-of-way ordinance should have been explained to the homeowner when they bought the property by the realtor. The problem with this assumption is that the sales transaction took place more than 30 years ago.

**Guideline:** Before any work is started, Contractors need to attempt getting permission from the homeowner to enter their property. If the homeowner refuses, the neighborhood leaders, HOA/NA Leaders, should be contacted to mediate the situation.

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7. Restoration was supposed to be over in March/April. Restoration did not get completed until August.

**Guideline:** Contractors/AT&T need to stay in touch with the HOA/NA leaders and keep them informed of changes to the schedule and project progress.

8. Contractor used same people doing the digging to restore and repair backyards and that resulted in a lot of re-work.

**Guideline:** Contractors need to employ landscaping people that know how to restore a backyards and/or repair a fence or gate.

8. Some restoration requires CPS/SAWS cooperation, which Contractors have no control of.

**Guideline:** A Mediator should be identified up front to reduce the amount of time and effort wasted by none of the participating parties taking responsibility for damages.

9. Meeting with the HOA/NA was conducted half way through the project.

Residents were already upset. Meeting needed to happen before work started.

**Guideline:** The Service Provider Company (AT&T) should have contacted the HOA/NA and attend one of the neighborhood meetings to talk to the folks face to face about what to expect and when to expect it and to assure the residents that they will make things right once the project is over. Contractors/AT&T should plan on a follow meeting to update the residents on the progress and answer questions.

10. Workers parking heavy equipment in front yards or in Empty lots.

**Guideline:** Contractors need to haul away heavy equipment during the off hours. They need to get permission from property owners if they plan to leave heavy equipment on a front yard, street or empty lot.

11. Contract workers urinating in empty lot. Portable Potty were not available. Some workers were having to visit the nearest Valero store, others were just urinating behind the bushes.

**Guideline:** Contractors need to provide restroom facilities for workers before a project starts.

13. Three different contractors. They did not communicate with each other very well. At one point, they were pointing at each other for damages done to properties. The owner does not care or necessarily know that the people doing the work or no AT&T employees. To them if it is an AT&T project than the workers are AT&T.

**Guideline:** Workers should wear uniforms or name tags that represent the contractor or company they are working for.

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