

Professional Reference Interview Questions and Answers:

1. What year did Houseal Lavigne work for you?
 - a. Aurora: 2016-2017
 - b. St. Cloud: 2013-2015
 - c. Gunnison: 2019-2020
 - d. Bentonville: 2015-2018
 - e. Hudson:
2. Was their project scope clear and did they follow it?
 - a. Aurora: Yes - had a pretty good scope of work; hit deadlines and deliverables; communication was great throughout the process.
 - b. St. Cloud: Yes
 - c. Gunnison: Yes - they were amenable to things that came up during the process to accommodate the needs the community felt they had. There was appropriate public outreach/interface with community.
 - d. Bentonville: Yes
 - e. Hudson:
3. Was communication adequate?
 - a. Aurora: Yes
 - b. St. Cloud: Yes
 - c. Gunnison: Yes
 - d. Bentonville: Yes
 - e. Hudson:
4. Did they stay on schedule?
 - a. Aurora: Yes. They were prompt on returning calls; delivering drafts. With them being out of town, there was a little of concern on what their availability would be like, but this was not an issue. The availability of their staff was excellent!
 - b. St. Cloud: Yes - they finished initial project on time.
 - c. Gunnison: Yes. The schedule was stretched out a bit (at the client's request) and there was an aggressive schedule of wanting to adopt the plan in one year. Houseal Lavigne did this successfully.
 - d. Bentonville: They were a little off schedule but this was due to the city adding work to the schedule and there was staff turnover causing a delay. There were unique circumstances which caused the city to be off schedule but this was expected and understood.
 - e. Hudson:
5. Did their team have the experience necessary for the job?
 - a. Aurora: Yes - John Houseal was the primary on the project. He was excellent to work with and his support staff was talented, easy to work with and very communicative.
 - b. St. Cloud: Yes - technical expertise and experience was adequate.
 - c. Gunnison: Yes
 - d. Bentonville: Yes
 - e. Hudson:
6. Did they stay on budget? Were there any unexpected expenses?
 - a. Aurora: Stayed on budget.

- b. St. Cloud: Yes, they were within the original budget. St. Cloud did ask for additional changes but Houseal Lavigne was reasonable with negotiations of costs.
 - c. Gunnison: There was some extending of budget but this was due to changes by the client.
 - d. Bentonville: Yes - they stayed on budget. The city also added a contract requesting Houseal Lavigne prepare a zoning district for the downtown neighborhoods. They stayed on budget for both of these projects.
 - e. Hudson:
7. Did you get the results you expected?
- a. Aurora: Yes. Staff and Council were very happy with the final product.
 - b. St. Cloud: Yes. Community engagement was what they had hoped for.
 - c. Gunnison: Yes. We are very happy with the comprehensive plan. The first year being implemented during the pandemic - the recommendation of the plan; the community interface; the production of plan; it all really held water even through the pandemic.
 - d. Bentonville: Yes
 - e. Hudson:
8. Were there any disagreements/conflicts between the consulting group and your group? Can you elaborate or confirm that you came to an adequate resolution?
- a. Aurora: The entire process was very smooth. There were no issues or real challenges. They stuck to their schedule and scope but were adaptable to changing the scope/schedule as needed. They were great on communication. There were no conflicts and they were flexible throughout.
 - b. St. Cloud: No disagreements/conflicts.
 - c. Gunnison: There were no conflicts. There was productive discussion when there were different points of view. How to proceed with the community, executing the plan, and deviation from frame work, was worked on collaboratively. Houseal Lavigne was accommodating and successful in the end.
 - d. Bentonville: No conflicts or issues. Worked through all aspects of the project.
 - e. Hudson:
9. In general, did you like working with Houseal Lavigne and; Would you hire them again?
- a. Aurora: Yes. This was a very good experience. They would work with them again - their staff was great to work with. Aurora is very happy to be a reference as this was a positive experience for the city.
 - b. St. Cloud: Yes. Did hire 2 subsequent times. (Park Master Plan and a Small Area Plan)
 - c. Gunnison: Yes. If an appropriate project presented itself, they would work with Houseal Lavigne again. Gunnison has kept in contact with them on other projects and inquiries. Gunnison did submit a plan for an APA Planning Award in which Houseal Lavigne assisted with with regards to producing the application/submittal. They have a good ongoing relationship.
 - d. Bentonville: Yes
 - e. Hudson:

Contact Information:

	Client	Project	Contact
a.	Aurora, CO	Comprehensive Plan	Daniel Krzyzanowski Principal Planner 303-739-7187
b.	St. Cloud, MN	Comprehensive Plan	Matt Glaesman Community Development Director 320-650-3110
c.	Gunnison, CO	Comprehensive Plan	Anton Sinkewich Community Development Director 970-641-8152
d. Troy hasn't been with the city for 7 years. Shelly in Planning provided the reference.	Bentonville, AR	Comprehensive Plan & Downtown Neighborhood Plan	Troy Galloway Community and Economic Development Director 479-271-3122
e.	Hudson, OH	Comprehensive Plan & Downtown Phase II Plan	Mark Richardson Director Department of Community Development 330-342-1888