

**Project Information:**

Project Name: Sherman Phoenix

Address/City/State/Zip: 3536 W Fond Du Lac Ave, Milwaukee, WI, 53216

**Type of green infrastructure installed (check all that apply):**

- Green Roofs
- Constructed Wetlands
- Native Landscaping
- Porous Pavement
- Rain Barrels
- Cisterns
- Stormwater Trees
- Bioswales
- Rain Gardens
- Soil Amendments
- Other, Permeable Pavers

**Area of specialty for this project (check all that apply):**

- Design
- Engineering
- Construction
- Landscaping
- Maintenance
- Plumbing
- Downspouts and Gutters
- Inspection

**Project (Property) Owner Information:**

**Owner's Name:** Sherman Phoenix 1, LLC c/o Colliers International

**Address/City/State/Zip:** 833 E Michigan St Suite 500, Milwaukee, WI, 53202

**Phone:** 1-414-278-6875

**Email:** jenna.mulroy@colliers.com

**Project Construction Information:**

**Construction Management Vendor:** Walnut Way Conservation Corp.

**Project Manager Name:** Jeremy Davis

**Project Manager's Vendor history:**  currently employed  no longer employed  other [Click here to enter text.](#)

**Email:** jeremy@walnutway.org

**Contract information (if applicable):** [Click here to enter text.](#)

**Final Contract Amount (contracted and amended if applicable):** \$90,000.00

**Construction Start date (contracted):** 10/1/2019

**Construction Start date (actual):** 10/11/2019

**Construction End date (contracted):** 12/31/2019

**Construction End date (actual):** 12/5/2019

**Was the project completed on time?**  Yes  No; Explanation: [Click here to enter text.](#)

**Was the project completed on budget?**  Yes  No; Explanation: [Click here to enter text.](#)

**Was the project completed to the owner's satisfaction?**  Yes  No; Explanation: [Click here to enter text.](#)

**Project Description (Be sure to include cost information, photos, and a detailed description of the work performed by the Vendor applicant):** Please see the attached excerpt of our "Description of Services", containing both cost information and a description of the work performed, followed by (2) images of the project site near completion. Thank you.

**Description of Services:**

Digger's Hotline	\$25.00
Permits	
Private utility	
Barricade/tape	\$110.00
Sediment protection	\$70.00
Pedestrian wayfinding	\$425.00
Planter relocation	\$115.00
Infrastructure removal	\$55.00
Saw cut demarcations and relief joints	\$415.00
Erosion control (as directed \$320.00 if needed)	
Excavation under awning	\$700.00
Subcontract: excavation, haul, recycle/dispose	\$10,890.00
Bioswale additional excavation, haul/dispose	\$675.00
Rain garden additional excavation, haul/dispose	\$370.00
Safety barriers (t-posts, orange safety fencing)	
Hand cuts	\$465.00
Excavate underdrains	\$350.00
Geotextile barrier	\$125.00
Rain garden overflow, beehive, storm pipe	\$512.00
Perforated drain tiles	\$690.00
Core into manhole	\$420.00
Tuck, bed cover	\$925.00
Hand cuts	\$310.00
Geotextile barrier – paver areas with overlaps	\$565.00
Subcontract: F&I metal planters, installed in-place	\$4,950.00

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F&I drainage board and fabric	\$490.00
Subcontract: electrical	\$5,771.00
(8) Footings	\$1,800.00
(8) 6" x 6" x 12"	\$1,450.00
Wet set anchor plates 1104983, eye bolts and anchoring	\$865.00
No. 1 stone subgrade	\$4,620.00
Compaction in course to spec	\$700.00
Bioswale No. 2 stone	\$520.00
Concrete strip between lot and plaza	\$905.00
Concrete curb	\$3,753.00
Bike rack slab	\$600.00
Bioswale stone seam: 3" no1, 3" no. 8	\$504.00
Remove and replace riser rings	\$135.00

Bioswale engineered soil	\$675.00
Geotextile under cobbled flume	\$60.00
Riprap, cobbles, lannon in bioswale flume	\$825.00
Bioswale mulch	\$165.00
Rain garden engineered soil	\$546.00
Rain garden mulch	\$110.00
Paver screed: no. 8 chips	\$1,062.00
Stone bed grading	\$1,860.00
Pavers	\$20,020.00
Paver cuts, installations	\$7,750.00
Planter IPE wood	\$1,950.00
IPE milling to spec, IPE seat installations with stainless hardware	\$5,400.00
Planter soils	\$500.00
Planter mulch	\$42.00
Plant allowance	\$3,965.00





## Customer Service Approach

**Please provide a description of your firm's customer service approach. This section should give the reviewer a good idea of how conflicts with clients are resolved or how issues that arise during work are resolved. Please provide your customer service approach and at least one example of how your firm has implemented this approach.**

We at Walnut Way have the goal of establishing and cultivating longstanding relationships with our customers. Knowing the weight a first impression carries, our aim is to be professional and prompt during the initial phase of a service inquiry. We take the time to engage one-on-one with the customer, whether in person, or over the phone. During these discussions, we ensure the client is fully aware of what we are able to perform, while we ourselves look to have all the specifics the job requested, so no unexpected issues occur later during the construction phase. We are flexible with the proposals we submit, either strictly following specifications issued, allowing optional services to be included with a base job, or working with the customer by providing design ideas for their installation in question. Before we move to working on a project, we debrief our team of their tasks and timeline, checking and double checking that they have the equipment and materials necessary to complete the installation. We have full confidence our staff at Blue Skies Landscaping, both in the quality of their work, and their engagement with the customer on site. As the project moves forward towards completion, we continue to communicate with the client, providing status updates, and receiving feedback or addendums for the job. In the case of the Sherman Phoenix property, we have been requested to perform additional services, such as a streetscape installation, winter season snow removals, and a maintenance contract for the green infrastructure constructed. The results of approach to customer building has resulted in several long term relationships, contracts, and good word of mouth which carries to a future potential clientele. As Walnut Way is a neighborhood organization with a focus towards community cultivation, we realize that it's not just about building green spaces, but the continued maintenance to keep those spaces green, for the benefit of not just us and our children, but our children's children. Creating strong, lasting relationships with customers who share the same value for green infrastructure in their areas is how we can achieve that.

**Project Information:**

Project Name: Amy Donahue Home Landscaping Project  
Address/City/State/Zip: 2838 N Pierce St, Milwaukee, WI, 53212

**Type of green infrastructure installed (check all that apply):**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Green Roofs                   | <input type="checkbox"/> Rain Barrels     | <input checked="" type="checkbox"/> Rain Gardens |
| <input type="checkbox"/> Constructed Wetlands          | <input type="checkbox"/> Cisterns         | <input type="checkbox"/> Soil Amendments         |
| <input checked="" type="checkbox"/> Native Landscaping | <input type="checkbox"/> Stormwater Trees | <input type="checkbox"/> Other, Permeable Pavers |
| <input type="checkbox"/> Porous Pavement               | <input type="checkbox"/> Bioswales        |  |

**Area of specialty for this project (check all that apply):**

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Design       | <input checked="" type="checkbox"/> Landscaping | <input type="checkbox"/> Downspouts and Gutters |
| <input type="checkbox"/> Engineering             | <input type="checkbox"/> Maintenance            | <input type="checkbox"/> Inspection             |
| <input checked="" type="checkbox"/> Construction | <input type="checkbox"/> Plumbing               |   |

**Project (Property) Owner Information:**

**Owner's Name:** Amy Donahue  
**Address/City/State/Zip:** 2838 N Pierce St, Milwaukee, WI, 53212  
**Phone:** 206-914-0002  
**Email:** amy.e.donahue@gmail.com

**Project Construction Information:**

**Construction Management Vendor:** Walnut Way Conservation Corp.  
**Project Manager Name:** Jeremy Davis  
**Project Manager's Vendor history:**  currently employed  no longer employed  other [Click here to enter text.](#)  
**Email:** jeremy@walnutway.org  
**Contract information (if applicable):** [Click here to enter text.](#)  
**Final Contract Amount (contracted and amended if applicable):** \$565.00

**Construction Start date (contracted):** 6/21/2021  
**Construction Start date (actual):** 6/24/2021  
**Construction End date (contracted):** 7/2/2021  
**Construction End date (actual):** 6/25/2021

**Was the project completed on time?**  Yes  No; Explanation: [Click here to enter text.](#)  
**Was the project completed on budget?**  Yes  No; Explanation: [Click here to enter text.](#)  
**Was the project completed to the owner's satisfaction?**  Yes  No; Explanation: [Click here to enter text.](#)

**Project Description (Be sure to include cost information, photos, and a detailed description of the work performed by the Vendor applicant):** Please see the attached excerpt of our "Description of Services", containing both cost information and a description of the work performed, followed by (2) images of the project site near completion. Thank you.

**Rain garden installation (Spring/Summer 2021)**

**\$565.00+applicable tax/total**

- Excavate 4' x 10' area to a depth of 18", remove soils
- Furnish and install engineered soil, swale
- Furnish and install native perennials throughout
- Furnish and install shredded hardwood mulch
- Gutter re-route and downspout by others
- Connect drain tile to downspout, daylight into rain garden
- Cleanup



## Customer Service Approach

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**Project Information:**

Project Name: Mediation on Water at Galilee

Address/City/State/Zip: 2432 N Teutonia Ave, Milwaukee, WI, 53206

**Type of green infrastructure installed (check all that apply):**

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Green Roofs                   | <input type="checkbox"/> Rain Barrels                | <input type="checkbox"/> Rain Gardens            |
| <input type="checkbox"/> Constructed Wetlands          | <input type="checkbox"/> Cisterns                    | <input type="checkbox"/> Soil Amendments         |
| <input checked="" type="checkbox"/> Native Landscaping | <input checked="" type="checkbox"/> Stormwater Trees | <input type="checkbox"/> Other, Permeable Pavers |
| <input type="checkbox"/> Porous Pavement               | <input checked="" type="checkbox"/> Bioswales        |  |

**Area of specialty for this project (check all that apply):**

- |  |   |   |
|--|---|---|
| <input checked="" type="checkbox"/> Design       | <input checked="" type="checkbox"/> Landscaping | <input type="checkbox"/> Downspouts and Gutters |
| <input checked="" type="checkbox"/> Engineering  | <input type="checkbox"/> Maintenance            | <input type="checkbox"/> Inspection             |
| <input checked="" type="checkbox"/> Construction | <input checked="" type="checkbox"/> Plumbing    |   |

**Project (Property) Owner Information:**

**Owner's Name:** Greater Galilee Community Development Corp.

**Address/City/State/Zip:** 2432 N Teutonia Ave, Milwaukee, WI, 53206

**Phone:** 414-562-1110

**Email:** clyde2white@yahoo.com

**Project Construction Information:**

**Construction Management Vendor:** Walnut Way Conservation Corp.

**Project Manager Name:** Jeremy Davis

**Project Manager's Vendor history:**  currently employed  no longer employed  other [Click here to enter text.](#)

**Email:** jeremy@walnutway.org

**Contract information (if applicable):** Green Infrastructure Funding Agreement G98007P20

**Final Contract Amount (contracted and amended if applicable):** \$24,960.00

**Construction Start date (contracted):** 10/15/2018

**Construction Start date (actual):** 10/15/2018

**Construction End date (contracted):** 10/7/2019

**Construction End date (actual):** 10/4/2019

**Was the project completed on time?**  Yes  No; Explanation: [Click here to enter text.](#)

**Was the project completed on budget?**  Yes  No; Explanation: [Click here to enter text.](#)

**Was the project completed to the owner's satisfaction?**  Yes  No; Explanation: [Click here to enter text.](#)

**Project Description (Be sure to include cost information, photos, and a detailed description of the work performed by the Vendor applicant):** Please see the attached excerpt of our "Description of Services", containing both cost information and a description of the work performed, followed by (2) images of the project site near completion. Thank you.

Bioswale, south of new facility:

By Walnut Way:

- Excavate existing soils to a depth of 54" \$2,295.00
- Install EPDM rubber liner along pitch parallel to new building foundation \$460.00
- Scarify subgrade and install 6" depth #2 washed aggregate, grade \$765.00
- Install bioswale underdrain, tie into existing sewer connect \$2080.00
- Install bioswale overflow stand pipe with iron beehive grate, tie into underdrain \$325.00
- Install 6" depth #57 washed aggregate, grade \$675.00
- Install 24" depth engineered soil (70% sand 30% compost), compact, grade \$2,650.00
- Install stormwater inlets and cobbled flumes at base of piping \$450.00
- Install (985) perennial plugs throughout bioretention area \$4,925.00
- Install (650 SF) native landscaping \$5,425.00
- Install shredded hardwood mulch to a depth of 2" \$520.00

Tree swale, NE corner of existing parking lot:

- Mark, cut, remove 500 SF asphalt (2 parking stalls), remove and recycle asphalt \$460.00
- Remove asphalt in 12" wide trench to catch basin
- Install 6" deep by 10" wide concrete splash pad around perimeter of swale \$1,830.00
- Excavate existing subgrade to a depth of 40", remove spoils \$1,220.00
- Scarify subgrade, install 6" depth #2 washed aggregate, grade \$510.00
- Install bioswale underdrain, tie into existing sewer connect \$845.00
- Install bioswale overflow stand pipe with iron beehive grate, tie into underdrain \$325.00
- Install stone subgrade to trench \$210.00
- Repair asphalt in trench location \$550.00
- Install 6" depth #57 stone, grade \$420.00
- Install 24" depth engineered soil (70% sand 30% compost), compact and grade \$1,554.00
- Install angular riprap stone around perimeter of swale (12" width) \$900.00
- Install (1) 2" Ginkgo Biloba \$460.00
- Install (7) ornamental grasses \$125.00
- Install (21) perennials \$315.00
- Install shredded hardwood mulch to a depth of 2" \$195.00

Tree swale, SW corner of existing parking lot

- Mark, cut, remove 990 SF asphalt (5 parking stalls), remove and recycle asphalt \$735.00
- Install 6" deep by 10" wide concrete splash pad around perimeter of swale \$2,550.00
- Excavate existing subgrade to a depth of 40", remove spoils \$1,645.00
- Scarify subgrade, install 6" depth #2 washed aggregate, grade \$890.00
- Install 6" depth #57 stone, grade \$890.00
- Install bioswale underdrain, tie into existing sewer connect \$1,130.00
- Modify existing catch basin to beehive
- Install 24" depth engineered soil (70% sand 30% compost), compact and grade \$3,080.00
- Install angular riprap stone around perimeter of swale (12" width) \$1,500.00
- Install (3) 2" Ginkgo Biloba \$1,385.00
- Install (5) Iroquois Beauty Chokeberry \$360.00
- Install (15) ornamental grasses \$270.00
- Install (42) perennials \$630.00
- Install shredded hardwood mulch to a depth of 2" \$390.00





## Customer Service Approach

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