2025 Build Arizona Award

The Associated General Contractors of America Arizona Chapter

INNER BASIN WATERLINE

Public | $10 Million - $50 Million | Utilities

Hunter CONTRACTING CO.

2025 AZAGC Build Arizona Awards

Contractor-Project Information Sheet

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Please select an award category below:

New Construction [X] **Public** [ ] **Private**

[ ] Under $10 Million [X] $10 Million - $50 Million [ ] Over $50 Million

[ ] Heavy Industrial [ ] Highway Construction [ ] Municipal [X] Utilities

[ ] Maricopa [ ] Pima [X] 13 Other Counties Coconino County

Reconstruction [ ] **Public** [ ] **Private**

[ ] Under $5 Million [ ] $5 Million - $10 Million [ ] $10 Million - $50 Million [ ] Over $50 Million

[ ] Heavy Industrial [ ] Highway Construction [ ] Municipal [ ] Utilities

Pavement Preservation

[ ] Under $2 Million [ ] $2 Million - $5 Million [ ] Over $5 Million

[ ] Maricopa [ ] Pima [ ] Pinal [ ] 12 Other Counties

PROJECT INFORMATION

Project Name: Inner Basin Waterline
Project Location: Flagstaff, Arizona
Is this project a JV (joint venture)? No
Please enter JV Partners:
Project Start Date: 5/22/2023
Project End Date: 10/28/2024 Final Project Amount: $15,130,611
Project Owner: City of Flagstaff
Project Contact: David Pedersen
Project Contact Email: dpedersen@flagstaffaz.gov
City: Flagstaff State: AZ

Owner Contract Type:
[ ] Design Bid Build [ ] JOC [X] Construction Manager At Risk [ ] Design Build [ ] Public Private Partnership

Signed by Principal/Officer _____ **Date** 12/03/2024

1

Why the project should receive an award; uniqueness of project

FROM DESTRUCTION, NEW LIFE

The Inner Basin Waterline Rehabilitation Project stands as a remarkable example of resilience and innovation, transforming devastation into renewal. Following the 2022 Pipeline Fire near Flagstaff, which ravaged 26,532 acres—including areas still recovering from the 2010 Schultz Fire—post-fire monsoon rains compounded the destruction, unleashing severe flooding and erosion. This calamity threatened critical infrastructure, including the 120-year-old Inner Basin waterline, which supplies 20% of Flagstaff's summer potable water using gravity-fed snowmelt and springs. The loss of this essential pipeline would have imposed daily replacement costs amounting to thousands of dollars, jeopardizing the city's water supply. Despite the dire circumstances, the City of Flagstaff, in partnership with the US Forest Service, the Department of Forestry and Fire Management, Jacobs Engineering, and Hunter Contracting Co., undertook an extraordinary effort to restore and fortify this vital infrastructure. The project's complexity was amplified by its remote location, steep terrain with inclines reaching 50 feet, narrow access roads, and the limited construction season due to harsh winter conditions.

Over two years, the team completed vital upgrades to 46 sites along the waterline - over a 13-mile stretch - employing innovative solutions such as installing 2,288 cubic yards of concrete and 5,326 linear feet of Gabion Baskets to stabilize the terrain and protect against future flooding. Beyond ensuring a reliable water supply for Flagstaff, the project mitigates erosion risks, safeguards the adjacent Transwestern gas line, and enhances safety for hikers and mountain bikers who explore the area's renowned trail system.

This project exemplifies ingenuity, perseverance, and environmental stewardship, addressing immediate needs while providing long-term benefits for the community and ecosystem. From the ashes of destruction, the Inner Basin Waterline Rehabilitation Project has given new life to a critical resource and an iconic natural area, making it a deserving candidate for recognition.

Gabion baskets seamlessly integrate with the environment, offering an effective and natural solution to slow rushing water.

2

Meeting the timeframe of the project

MOVING IN SYNERGY TO FINISH EARLY

From the outset, meeting the project's aggressive schedule was paramount. The Inner Basin waterline, essential for Flagstaff's potable water supply and reservoir replenishment for firefighting, faced imminent threats from monsoon rains and winter storms. Delays risked further erosion, jeopardizing the pipeline and the Transwestern gas line. Compounding the challenge, the high-elevation location restricted construction to the short summer season, necessitating meticulous coordination and unwavering urgency.

The project's innovative approach combined simultaneous design and construction phases to maximize efficiency. As crews began work on one or two sites, engineers designed the next phases, allowing progress to continue uninterrupted. This phased, "design-construct-design-construct" strategy prioritized high-risk sites identified through peak flow calculations by Jacobs Engineering, mitigating the greatest threats first.

Synergy among specialized crews ensured seamless transitions between phases. For example, one team would set structural walls, immediately followed by another pouring concrete, with crews systematically moving through sites. These efforts required navigating narrow roadways and limited access in active construction zones, where carefully choreographed patterns minimized disruptions and maximized productivity.

Weather forecasting played a critical role in maintaining momentum, allowing teams to adjust plans dynamically in response to Flagstaff's unpredictable weather. This proactive strategy avoided delays and safeguarded progress, even in the face of potential disruptions.

Thanks to this collaborative, highly organized approach, the project finished ahead of schedule. By prioritizing efficiency and risk mitigation, the Inner Basin Waterline Project not only met its critical timeframe but also stands as a model for effective planning and execution under tight constraints.

Navigating narrow mountain roads while clearing downed trees and debris from the fire and floods posed significant challenges.

3

Scope of the project

PROTECTING THE DAMAGED FOREST

The Pipeline Fire devastated the forest ecosystem, stripping the natural plant and tree canopy that shields the ground from the impact of rainfall and destroying vegetation essential for erosion control. The resulting heavy monsoon rains caused severe erosion, washed away soil protecting critical infrastructure, and left behind extensive damage, including blocked roadways, downed trees, and compromised waterline structures.

The project scope addressed these challenges through a comprehensive two-phase approach:

1. Cleanup and Site Preparation:

The first phase involved clearing the way for safe and effective work. Crews removed dead trees, debris, and sediment from roads, work areas, and around the damaged waterline. Unsafe trees that posed a risk to workers and infrastructure were cut down, while rocks and boulders blocking pathways were excavated and relocated. This phase also included stabilizing access roads to ensure safe transportation of materials and equipment to the remote sites.

2. Repair and Erosion Control:

The second phase focused on restoring and fortifying the area. Crews repaired the damaged waterline and implemented erosion control measures to protect slopes and infrastructure from future storm flows. Key improvements included:

- Constructing gabion baskets and concrete structures to stabilize slopes and reduce erosion.
- Armoring and repairing road surfaces to withstand future storm impacts.
- Utilizing concrete and shotcrete to fill erosion voids.
- Building temporary roads and staging areas to facilitate access, which were later removed to restore the natural landscape.
- Re-establishing native vegetation to support long-term erosion control and ecological recovery.

By addressing immediate threats and laying the groundwork for sustainable restoration, the project not only protected critical infrastructure but also contributed to the long-term recovery of the damaged forest ecosystem.

Before construction, exposed soil was vulnerable to washouts, sweeping away debris and downed trees. Erosion control measures implemented during the project now ensure a more stable and secure environment.

4

Difficulties of the project

LOCATION, LOCATION, LOCATION

The Inner Basin Waterline Project faced significant difficulties due to its remote location within the San Francisco Mountains, just north of Flagstaff. The unique challenges of this mountainous terrain and post-fire landscape required innovative solutions, meticulous coordination, and adaptive planning.

1. **Remote Access and Terrain** | Access to many sites was restricted by narrow, damaged roadways and steep slopes. Some locations necessitated the construction of temporary roadways, adding two to three days for both construction and subsequent removal. These temporary roads were carefully deconstructed, and natural vegetation was restored to minimize ecological impact.
2. **Tight Workspaces** | Construction was confined to limited areas to prevent further disturbance. Most work zones allowed only 100 feet downhill and 50 feet uphill from the structure's center, with some sites constrained to just 20 feet. These restrictions posed challenges for maneuvering large equipment and coordinating material deliveries. Teams also had to share these tight spaces with water department personnel conducting well inspections, requiring careful scheduling and communication.
3. **Steep Slopes and Limited Staging Areas** | Many sites were located on steep inclines with no available space for staging equipment or materials. Supplies were stored as close as possible and transported to the worksite on demand, adding logistical complexity to the already constrained access routes.
4. **Weather and Seasonal Limitations** | Flagstaff's unpredictable weather necessitated frequent last-minute adjustments to plans, with snow and ice during the harsh winters halting all construction activity. This seasonal limitation reduced the available time to complete the project, further emphasizing the need for efficiency.
5. **Coordination with the Waterline Operations** | All work on the waterline had to be completed without disrupting the City of Flagstaff's water treatment plants. Extended interruptions to the water flow could force plant shutdowns, so precise coordination with the Water Department was essential to minimize impact and maintain water supply.
6. **Challenging Soil and Rock Conditions** | The varied terrain presented geotechnical challenges. Sites with solid rock required either anchoring structures to the rock or breaking it apart, while loose soil sites were deemed unsafe and required structural relocations. These adjustments increased material needs, extended timelines, and necessitated close collaboration with the City, engineers, and construction teams.

Despite these obstacles, the project's teams overcame the challenges of location, weather, and terrain through innovative planning, teamwork, and adaptability, ensuring the successful rehabilitation of the waterline and the protection of Flagstaff's critical resources.

5

Contractor's use of innovation and problem-solving techniques applied throughout the project

ADAPTING TO THE LOCATION

The Inner Basin Waterline Project required creative and adaptive approaches to overcome the challenges of working in a remote, high-elevation environment with narrow access roads and limited resources. The contractor's use of innovation and problem-solving techniques was key to the project's success.

1. **Tailoring Equipment to the Environment** | Given the restricted access and tight workspaces, the team opted for mid-size excavators instead of standard large excavators and used five-cubic-yard dump trucks instead of traditional cement mixers. These smaller vehicles allowed for easier navigation of narrow roads and staging areas but introduced challenges such as faster-drying concrete.
2. **Custom Concrete Solutions** | To address the drying issues caused by smaller loads and high-altitude conditions, the concrete mix design was modified to include a three-hour retarder, providing crews with more working time. Additionally, the concrete was air-entrained to withstand freeze-thaw cycles, enhancing its durability in cold, high-elevation weather.
4. **Efficient Resource Management** | Moving large equipment between sites was time-intensive, so innovative scheduling ensured equipment stayed on the mountain as long as possible to avoid repeated transport. Materials and crews were carefully coordinated around these immobile pieces to maintain productivity and progress.
5. **Creative Water Sourcing** | The remote location presented limited access to construction water. To resolve this, water was sourced from the existing waterline in a way that did not disrupt Flagstaff's water treatment plants, ensuring both construction efficiency and uninterrupted municipal water service.
6. **Streamlined Logistics and Coordination** | The limited staging areas and remote environment required exceptional daily planning. Crews coordinated material deliveries, equipment use, and personnel movements to minimize delays and maximize efficiency in the confined spaces.

Through these innovative and practical problem-solving strategies, the team successfully adapted to the location's unique challenges, delivering a project that met its objectives while maintaining safety, efficiency, and environmental stewardship.

In tight spaces, five-cubic-yard dump trucks replaced traditional cement mixers to navigate the restricted access areas.

6

Unique safety challenges on the jobsite and the methods used to remedy the issues

KNOW YOUR SURROUNDINGS

The Inner Basin Waterline Project presented a variety of unique safety challenges that required innovative solutions and meticulous planning to ensure the safety of both crews and the public.

1. **Working on Steep Slopes** | With slopes featuring sheer drops up to 60 feet, fall protection was paramount. All crew members were trained in fall protection techniques and equipped with yoyo harnesses tailored to each site's height and scope. Spotters monitored equipment near the edges, ensuring safe operation, while preplanning ensured appropriately sized equipment for the limited maneuvering space.
2. **Extreme Weather Conditions** | The area's unpredictable weather posed risks ranging from flash floods carrying fast-moving debris to fire hazards during dry conditions. Crews were trained to respond to flash flood warnings and fire risks. Coordination with Coconino County Emergency Management provided real-time updates on nearby storms and fires. During Stage 2 Fire Restrictions, a Fire Marshal-approved plan required onsite firefighting equipment and fire-trained personnel, with at least one experienced fire safety team member present at all times. Smoke from nearby fires occasionally halted work to protect crews from inhalation risks and low visibility.
3. **Limited Workspace** | Tight work areas necessitated daily huddles to address specific risks and pre-activity meetings for high-risk tasks. Safety personnel, including a Safety Manager, were on-site frequently to monitor activities and enforce protocols. Crews were carefully assigned to ensure only experienced members operated in these constrained conditions.
4. **Public Safety** | The area's popularity with hikers and mountain bikers added another layer of complexity. Closure and detour signs were strategically placed to inform visitors of temporary restrictions, and spotters ensured no pedestrians entered work zones. Equipment operators were trained to halt operations and exit their machinery to guide pedestrians safely through construction areas, prioritizing public safety despite added time to the project.
5. **Proactive Communication and Training** | Daily huddles addressed evolving risks, and all team members underwent comprehensive safety training tailored to site-specific hazards. Equipment operators were reminded daily to remain vigilant for pedestrians and other potential hazards.

By integrating these proactive safety measures, the team navigated the site's unique challenges while safeguarding workers, the public, and the surrounding environment. This steadfast commitment to safety was a cornerstone of the project's success, ensuring its completion without compromise.

7

Project design

A COMPREHENSIVE APPROACH TO RESILIENCY AND RESTORATION

The Inner Basin Waterline Post-Fire Repairs and Road Reconstruction Project showcases innovative and adaptive engineering, thoughtfully crafted by Jacobs Engineering in collaboration with project stakeholders. The design aimed to address the extensive damage caused by the 2022 Pipeline Fire and subsequent flooding, ensuring the long-term stability of critical infrastructure while restoring the surrounding environment.

1. **Comprehensive Damage Assessment** | Jacobs Engineering conducted extensive topographic and hydraulic surveys to identify 46 critical points along the pipeline and access roads requiring repair or realignment. This included addressing damaged retaining walls, eroded road surfaces, and vulnerable water crossings. The design prioritized sustainable solutions tailored to the area's steep slopes, narrow access, and high-elevation challenges. Key to the success was a comprehensive hydraulic model to understand the volumes of both runoff and debris that each crossing site needed to convey until the vegetated floor is restored to this fire-devastated environment.
2. **Tailored Engineering Solutions**
    - **Slope Stabilization:** The use of gabion baskets, concrete retaining walls, and rock mattresses was integral to mitigating erosion and supporting slopes. Structures were designed to blend naturally with the environment, using locally sourced materials wherever possible.
    - **Erosion Control:** The project incorporated advanced erosion control methods, including armoring road surfaces and designing water crossings with durable, eco-friendly materials like riprap blankets and reinforced concrete slabs.
    - **Road Realignment:** In areas where existing routes were irreparably damaged, such as at Point I, roadways were relocated with careful consideration of environmental impacts and proximity to protected wilderness areas.
3. **Innovative Waterline Protection** | Design elements ensured the durability of the 120-year-old waterline by protecting it from future erosion and debris flows. The integration of reinforced water crossings and reestablished protective soil layers around the pipeline minimized risks to the city's potable water supply.
4. **Integrated Environmental Stewardship** | The design emphasized restoring native vegetation post-construction, stabilizing soil, and minimizing ecological disruption. Reclaimed and recycled materials, such as burned trees for retaining walls, were utilized to align with sustainability goals.
5. **Collaborative Implementation Strategy** | Jacobs Engineering's phased "design-construct-design" approach ensured continuous progress by addressing high-risk sites first. Initial designs were tweaked during construction, resulting in a tool-box of improved details for the balance of the project. This iterative method facilitated efficient resource allocation and immediate mitigation of the most vulnerable areas.

The project design reflects a harmonious balance between engineering excellence and environmental stewardship, making it a model for post-disaster infrastructure restoration.

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Outstanding features of the project

RESTORING AND PROTECTING THE INNER BASIN

One of the project's most remarkable achievements was the successful mitigation of severe erosion caused by recent fires and subsequent monsoon rains. Key accomplishments included:

1. **Erosion Control and Slope Stabilization:**
   - Over 5,326 linear feet of gabion baskets—equivalent to approximately one mile—were installed. These cost-effective and eco-friendly structures stabilize steep slopes while promoting the growth of native vegetation around and through their wire mesh and rock fill. Some gabion baskets, towering 20 to 40 feet high, were thoughtfully designed to resemble waterfalls, blending seamlessly into the natural landscape.
   - Concrete Ford Crossings were constructed in low wash areas to further prevent erosion, enhancing roadway durability against the region's severe weather conditions.
2. **Integration with the Natural Environment** | Jacobs Engineering and Hunter Contracting ensured all constructed features followed the natural slope and water flow, minimizing environmental disruption and creating a harmonious integration with the surrounding ecosystem.
3. **Complex Logistics and Coordination** | Navigating the rugged mountain terrain presented significant challenges, requiring exceptional coordination.
   - Materials, crews, and equipment had to be maneuvered through narrow access points and active worksites.
   - Alternate routes were identified to bypass obstructed areas, ensuring continuous progress even when digging or other site activities blocked key paths.
   - Phased construction allowed work to begin at some sites while others were still in the design stage, optimizing resource allocation and minimizing downtime.
4. **Adapting to Unpredictable Weather** | The team effectively navigated weather-related challenges, including fire risks during dry summers, flooding during monsoon seasons, and complete shutdowns in winter due to snow. Immense phasing and rephasing efforts ensured the project remained on track despite these obstacles.
5. **Enhanced Regional Benefits** | Beyond erosion control, the project provides:
   - Improved flood prevention, protecting critical infrastructure not only on the mountainside, but downstream protecting the Mount Elden Foothills communities of Flagstaff.
   - Stabilization of the nearby Transwestern gas line.
   - Enhanced access for maintenance personnel and recreational users, benefiting hikers, mountain bikers, and equestrian enthusiasts.

This comprehensive effort not only addressed immediate challenges but also set the stage for long-term environmental and community benefits, exemplifying resilience and thoughtful engineering.

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Contractors contribution to the community

COMMUNITY FIRST: NOW AND INTO THE FUTURE

Hunter Contracting Co.'s contributions to the Inner Basin Waterline Project exemplify a steadfast commitment to the community of Flagstaff, ensuring a safer, more sustainable future while addressing immediate needs.

1. **Safeguarding Essential Resources:**
   - For over 120 years, the Inner Basin Waterline has been a cornerstone of Flagstaff's water supply, providing a safe, abundant, and reliable resource. The project mitigated the impacts of fire and flooding that left the waterline exposed, vulnerable, and losing millions of gallons of water daily.
   - The repairs not only restored the pipeline but also stabilized erosion-prone areas, preventing further damage to vital infrastructure, including the Transwestern gas line.
2. **Enhanced Public Safety and Accessibility:**
   - Improved roadways ensure safer access for utility workers, forest maintenance crews, and emergency personnel in this fire-prone area.
   - Recreational users, including hikers, mountain bikers, and equestrians, benefit from safer trails and improved infrastructure. Team members volunteered on a Saturday alongside members from the US Forest Service and a local mountain biking organization to realign the Oldham Trail as part of the 2024 Flagstaff Biking Organization Trail Days.
   - Erosion controls and flood prevention measures protect local properties and reduce the risk of future safety hazards.
3. **Thoughtful Community Engagement:**
   - Before construction, extensive outreach was conducted, including public notices mailed to 44 households and 76 emails to stakeholders, inviting feedback and collaboration.
   - Updates were shared via the Coconino National Forest Schedule of Proposed Actions, keeping the community informed throughout the planning and construction phases.
4. **Minimizing Disruptions:**
   - Recognizing the area's popularity and essential access routes, phasing schedules were carefully planned to limit road closures, reduce waterline downtime, and re-open access as quickly as possible.
   - Construction traffic was managed to accommodate both public use and project needs, ensuring minimal inconvenience.
5. **Blending with the Natural Environment:**
   - Materials sourced from the area and designs that harmonize with the landscape preserved the region's natural beauty, ensuring the improvements enhance rather than detract from the environment loved by the community.

By prioritizing public safety, environmental stewardship, and transparent communication, Hunter Contracting Co. has not only restored critical infrastructure but also strengthened the community's connection to the Inner Basin, leaving a lasting legacy for generations to come.

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Media coverage and promotion of construction and AZAGC logos on project

KEEPING THE COMMUNITY INFORMED

Hunter Contracting Co.'s commitment to excellence and transparency was highlighted through effective media coverage, community engagement, and the prominent display of AZAGC logos on the Inner Basin Waterline Project.

- **AZAGC Affiliation:** Displaying AZAGC logos on jobsite banners and participating in industry events like AZ Water Association, APWA, and ACEC conferences, as well as ASCE luncheons, to highlight expertise and leadership.
- **Community Communication:** Providing regular updates via the City of Flagstaff and Forest Service websites, local media outlets, and project tours for council members to ensure transparency.
- **Public Engagement:** Proactively minimizing disruptions while keeping residents informed of road closures and project progress.
  These efforts reinforced Hunter's dedication to excellence and its role as a trusted partner in the community.

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Inner Basin Waterline Restoration Project | City of Flagstaff Official Website

Inner-Basin-Waterline-Restoration-Project

Coconino National Forest - News & Events

Update on the City of Flagstaff's Inner Basin Waterline Project – Arizona Hydrological Society

Inner Basin Waterline Project Update

Coconino National Forest - News & Events

Substantial Work Completed on Inner Basin Waterline in Flagstaff | MyRadioPlace

Inner Basin Waterline Repairs Pauses for Winter | MyRadioPlace

Forest Service

The AGC logo was proudly displayed on project banners.

11

Sensitivity to environment and surroundings

LEAVING IT BETTER THAN WE FOUND IT

The Inner Basin Waterline Project exemplified careful stewardship of the environment and cultural heritage through the following measures:

1. **Cultural and Tribal Engagement:**
   - Located within the San Francisco Peaks Traditional Cultural Property boundary, the project respected tribal connections by inviting 13 consulting Tribal Nations to participate in discussions before work began.
   - Archaeologists flagged and mapped historically significant segments of abandoned clay pipelines, protecting these sites from disturbance. In sensitive areas, roadways were filled in to shield historical artifacts from equipment impact.
2. **Wildlife and Habitat Protection:**
   - Coordination with the U.S. Fish and Wildlife Service ensured minimal impact on the breeding habitat of the Mexican spotted owl. Work in restricted areas was meticulously phased to meet seasonal breeding and weather constraints.
   - Arizona Game and Fish Department installed water stations to keep wildlife away from work zones, and crews employed strategies to deter animals such as bears, bobcats, and elk from approaching.
3. **Environmental Safeguards:**
   - Construction activities were confined to designated zones using temporary fencing and flagging to prevent unnecessary vegetation loss.
   - Proper equipment maintenance, on-site spill kits, and refueling protocols at designated staging areas prevented hazardous material contamination.
   - Structures were designed to integrate seamlessly into the natural landscape using local materials and earth-toned finishes.
4. **Invasive Species Prevention and Cleanup:**
   - Equipment and materials were inspected to prevent the introduction of invasive plants.
   - Post-construction, no trash or materials were left on-site, preserving the natural environment and avoiding wildlife attraction.
5. **Minimal Impact Approach:**
   - Established trees and vegetation not affected by the fire were preserved, while native materials were reused whenever possible to reduce ecological disruption.

Through these thoughtful strategies, the project maintained a deep respect for the area's ecological integrity and cultural significance, setting a high standard for environmental sensitivity in construction.

Team members volunteered on a Saturday for the Flagstaff Biking Organization's Trail Days to realign the Oldham Trail.

12

Partnering

STRENGTH IN PARTNERSHIP

The success of the Inner Basin Waterline Project reflects the power of collaboration, with diverse organizations working together toward a common goal to benefit the Flagstaff community.

1. **Engagement with Tribal Nations:** Thirteen consulting Tribal Nations with cultural ties to the forest were contacted and invited to consult on the project, ensuring respect for traditional and cultural considerations. These included the Hopi Tribe, Navajo Nation, Pueblo of Zuni, and others, fostering inclusivity and cultural sensitivity.
2. **Cross-Agency Collaboration:** Jacobs Engineering and Hunter Contracting Co. worked closely with key agencies, including the City of Flagstaff, US Forest Service, Department of Forestry and Fire Management, Arizona Game and Fish, and the U.S. Fish and Wildlife Service. Their collective expertise ensured the project met technical, environmental, and community needs.
3. **Coordination with Supporting Teams:** Partnerships with organizations such as Arizona Survey, Speedy and Associates, Adhura, CoreMain, and Cemex streamlined construction and logistics, while Coconino County Emergency Management provided critical safety and emergency response support during unpredictable weather and fire conditions.
4. **Outcome of Collaboration:** The combined efforts of all participants resulted in a high-quality, resilient infrastructure project delivered ahead of schedule, safeguarding Flagstaff's water supply and enhancing the area's ecological and recreational value.

This project stands as a testament to the effectiveness of shared vision and constant communication, demonstrating how collaboration can drive innovation and ensure project success.

Decomposed granite enhances roadway safety, while gabion baskets and supports provide crucial stabilization for the steep slopes.

13

Excellence in client service - were client's expectations met?

DELIVERING ON EXPECTATIONS: A SUCCESSFUL PROJECT

The success of the Inner Basin Waterline Project is reflected in the City of Flagstaff's satisfaction and confidence in the team's ability to overcome challenges and deliver exceptional results.

1. **Exceeding Client Expectations:** Positive feedback from the City of Flagstaff highlights not just acknowledgment of the project's completion but recognition of the dedication, precision, and expertise brought to every phase of the work.
2. **Commitment to Excellence:** The project was completed on time and within budget, showcasing meticulous design, effective communication, and efficient construction practices. This combination ensured smooth execution and a high-quality result.
3. **Building Trust for the Future:** By exceeding expectations in performance and coordination, the project exemplified Hunter Contracting Co.'s commitment to excellence in client service, setting the stage for continued collaboration in the future.

This project's successful delivery reaffirms the value of proactive communication, teamwork, and a client-focused approach.

Tours provided the public with insight into the planned work in the area, highlighting the challenges of navigating narrow roads to move crews and equipment.

"Hunter Contracting Co has completed remarkable work in one of the most challenging work environments in Arizona. Despite the high-elevation environment, a shortened construction season, and working in mountain drainages during monsoon season, Hunter was able to keep safety first and maintain no injuries to personnel. Furthermore, Hunter was exceptional in keeping lines of communication open and dynamic with the myriad of project partners and stakeholders, which span every level of government and the private side. The understanding of complex and intricate construction work in this sensitive environment, most of which borders a federally designated wilderness area, was completed through partnerships, the knowledgeable leadership, and experience-based labor to accomplish the restorative construction and integrity of one of our community's most critical water supply. Knowing the time-sensitive nature of the critical water supply to our community, Hunter prioritized work to get the water back to our community and increased the labor force to not only get water delivered but to expedite the project progress at nearly 50 sites to minimize project longevity. Thank you, Hunter, for not only stepping up to this challenge but successfully navigating the gauntlet of complexities, both anticipated and unforeseen."

-David Pedersen, Project Manager Senior Lead
City of Flagstaff Capital Improvements

Hunter
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