



# THE DELTA ADVANTAGE

Design Topics for Precasters

Volume 3, Issue 4

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## Y2K In Review

*Your opinion counts*

By all accounts, 2000 appears to have been a banner year for the precast industry. The number of projects completed by Delta for its precast clientele has increased approximately 40% over 1999.

Needless to say, completing this volume of work has created a daunting challenge for us in meeting the aggressive schedules inherent to this type of work. We have taken several measures in order to meet this demand and maintain a consistent level of service to our clients, among them:

- Our recruiting efforts have resulted in the addition of several talented and dedicated people to our staff.
- We have upgraded both hardware and software capabilities.
- Ralph Verrastro has secured professional registration in several more states bringing our total to 34.

## Client Survey

Your answers to the following survey will be very helpful to us in assessing our strengths and where we might be able to improve. Please take a few minutes to answer the following questions and return them by fax or mail.

**Return by fax to 1-607-231-6650**

Using 1 through 5, 1 being the lowest and 5 being the highest, how would you rate Delta on the following:

1. \_\_\_ Listening to and understanding your needs
2. \_\_\_ Technical capability
3. \_\_\_ Innovation
4. \_\_\_ Quality of our work
5. \_\_\_ Our responsiveness
6. \_\_\_ Frequent follow-up on questions and issues
7. \_\_\_ Meeting your schedule
8. \_\_\_ Meeting your budget
9. \_\_\_ Quality of our project management
10. \_\_\_ Quality of our staff

Compared to prior years or projects, have our services improved? (Circle one)

Yes                      No                      N/A

Were you or your customer ever disappointed over something we did or did not do? (Circle one)

Yes                      No                      (If yes, please explain)

If we could do something better or provide an additional service that would help you, what would it be? Please list as many as needed.

Will you consider Delta for future work? (Circle one)

Yes                      No

May we use you as reference? (Circle one)

Yes                      No

Feel free to add additional comments

If you feel Delta did an excellent job, we would welcome a letter of recommendation that we could use for our business development efforts. Thank you.

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*Delta Engineers, P.C. provides specialized services to the precast/prestressed concrete industry including:*

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- *Structural design and analysis*
  - *Erection plans*
  - *Detailed shop drawings*
  - *Plant automation consulting*
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## Featured Project

Vortechics™ Stormwater Treatment Systems  
Produced by: Various precast producers  
Structural Design: Delta Engineers, P.C.

Delta Engineers, PC has worked with several precast companies preparing structural designs for their Vortechs™ tanks. Delta has also worked directly with Vortechics, Inc. on the design of larger cast-in-place units. Each unit houses a swirl chamber and baffles for the removal of sediment and other debris from stormwater runoff.



**Typical precast Vortechsä unit**

*Please send us your project photos to be featured here*

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ADDRESS CORRECTION REQUESTED

