

MISC 11-99

**SWEET HOME BUSINESS
AND CUSTOMER SURVEY**

**SWEET HOME WCL – FOSTER
DAM RD. SECTION**

November 29, 1999



**Oregon Department of
Transportation**

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1.0 INTRODUCTION

The results of the telephone survey are provided in this report. The survey was conducted by the University of Oregon's Survey Research Laboratory in mid-October, 1999 to determine the impact of the highway construction on access to businesses and to judge the effectiveness of the "temporary business access" signs. The survey includes a customer survey of people living in Sweet Home and a survey of businesses located along Highway 20 in Sweet Home.



Figure 1.1 Business Access Sign Used in Sweet Home

The customer survey sample size was 371 respondents. All had driven through the highway construction area at least once during the project duration. The business survey included 28 respondents out of a total of 41 businesses that were contacted. Some of the businesses that were contacted like Texaco, on 18th and Main, did not want to participate. There were several others called where the manager or owner was never available, even after repeated attempts. Three businesses could not be reached because of incorrect phone numbers.

The business and customer survey results in this report are presented in several ways. In the business survey, the results to each yes/no question are presented in frequency distribution tables and then are graphically presented as bar charts. Answers to the open ended questions are also included.

The customer responses to yes/no questions are also presented in frequency distribution tables and bar charts. Answers to the open ended questions are provided as well.

Additionally, five cross tabulation tables are included in the report, which show the relationship of customer responses to different questions. The cross tabulation tables are two-variable frequency distribution tables that present the results of two questions simultaneously in order to determine if any relationships exist between the answers.

The results of the survey indicate that the blue temporary business access signs had a positive effect. Businesses that were surveyed which had signs placed on their access drives, thought they helped. Additionally, the most of the customers who were surveyed noticed the blue signs and generally provided favorable responses about their use.

The narrative responses to open-ended questions were recorded verbatim. Some of the answers are rather blunt and critical of some aspect about the construction or access to businesses. Other answers are very complimentary of the efforts taken to reconstruct Hwy 20 and to improve access.



Figure 1.2: Business Access Sign Showing the Entrance to Safeway in Sweet Home

In addition, to the surveys, traffic counts were recorded throughout the summer at Sweet Home businesses. An analysis of the traffic counts and the survey results will be included in a final research report. The research report will also include the results of the survey and traffic counts at Pleasant Hill (Goshen – Pheasant Lane Section). The surveys for Pleasant Hill businesses and customers will be conducted in the summer of 2000 when construction in the Pleasant Hill business area is complete.

Based on lessons learned in Sweet Home and Pleasant Hill, the research report will also include recommendations for improvements in the placement of traffic control devices at business accesses.

If there are questions regarding the contents of this report, please contact Andrew Griffith, ODOT Research Coordinator, at (503) 986-3538.

2.0 BUSINESS SURVEY – QUESTIONS AND RESULTS

1) How has the construction impacted your business?

Open-ended

2) Do you feel that customers are having a difficult time locating the entrance to your business because of the construction?

Yes	14	50.0%
No	14	50.0%
Total	28	100.0%

3) Do you feel that customers are having a hard time parking at your business because of the construction?

Yes	8	28.6%
No	20	71.4%
Total	28	100.0%

4) Do you feel that customers are not stopping at your business because of reduced access caused by construction?

Yes	16	57.1%
No	12	42.9%
Total	28	100.0%

5) Do you think that ODOT could be doing more to help provide better access to your business?

Yes	9	32.1%
No	15	53.6%
Don't Know or No Response	4	14.3%
Total	28	100.0%

6) What could ODOT do to help provide better access to your business?

OPEN-ENDED

7) Do you understand what ODOT is doing to reconstruct Highway 20 through Sweet Home?

Yes	23	82.1%
No	5*	17.9%
Total	28	100.0%

* Note: The respondents of the 5 “No” answers were not asked question # 8.

8) Is the construction impact on your business reasonable for the size and complexity of the project?

Yes	18	78.3%
No	2	8.7%
Don't Know or No Response	3	13.0%
Total	23	100.0%

9) Have you had blue signs indicating “temporary business access” placed in front of one of your driveways during the construction?

Yes	14	50.0%
No	12*	42.9%
Don't Know or No Response	2	7.1%
Total	28	100.0%

* Note: The respondents of the 12 “No” answers were not asked question # 10.

10) Do you feel the blue temporary business access signs have helped customers locate the driveways to your business?

Yes	12	75.0%
No	2	12.5%
Don't Know or No Response	2	12.5%
Total	16	100.0%

11) May we identify your business in reporting this information back to ODOT (Oregon Department of Transportation)?

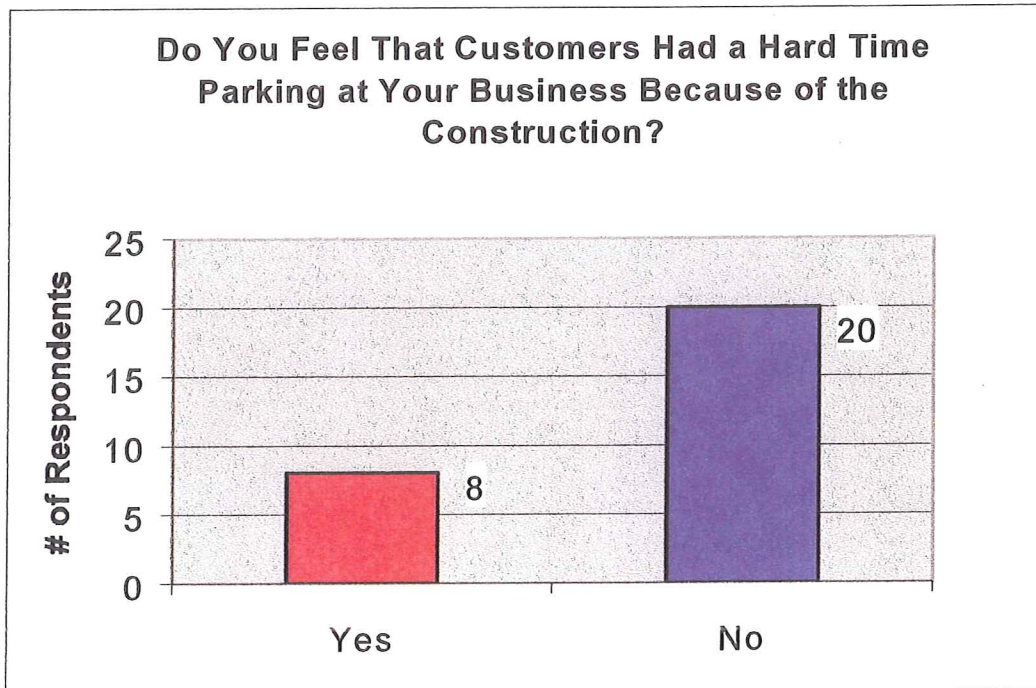
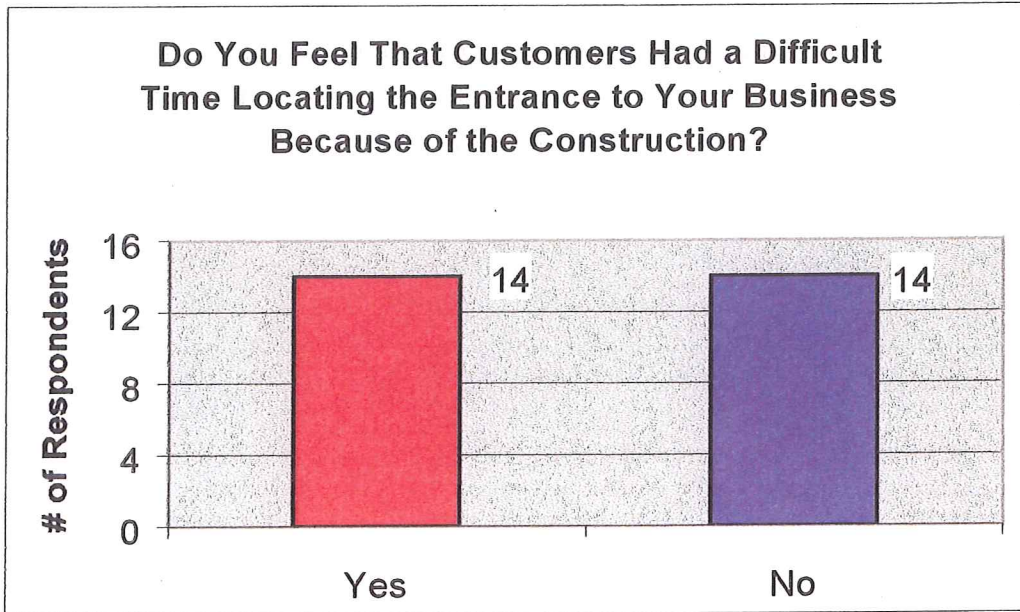
Yes	26	92.8%
No	1	3.6%
Don't Know or No Response	1	3.6%
Total	28	100.0%

12)What is your business name?

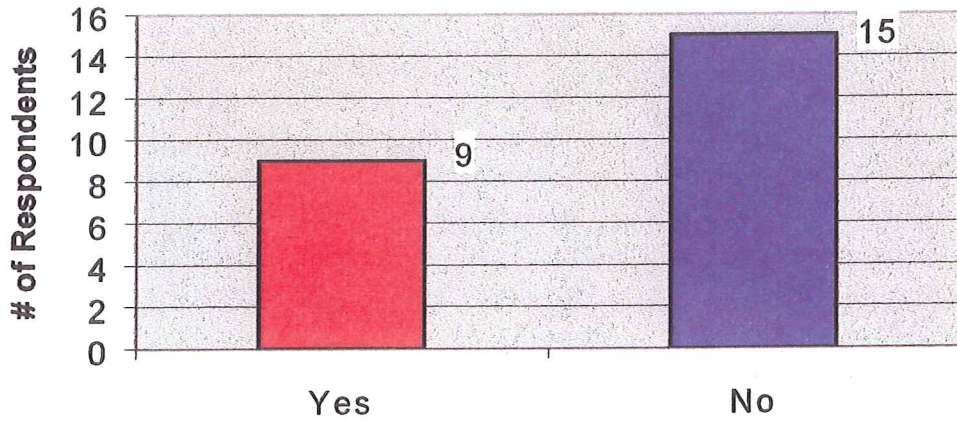
OPEN-ENDED

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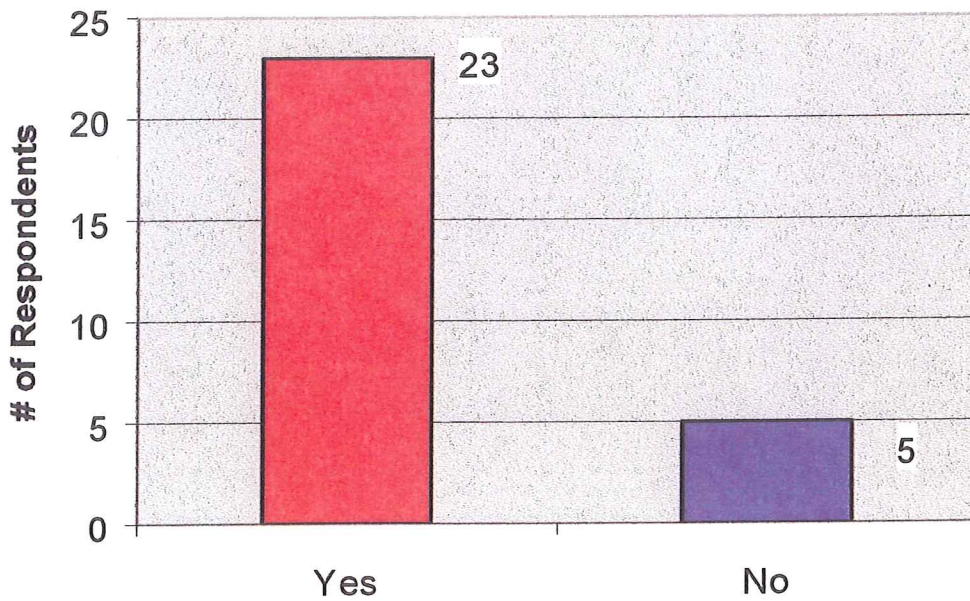
3.0 BUSINESS SURVEY – QUESTIONS WITH RESULTS IN BAR CHART FORMAT



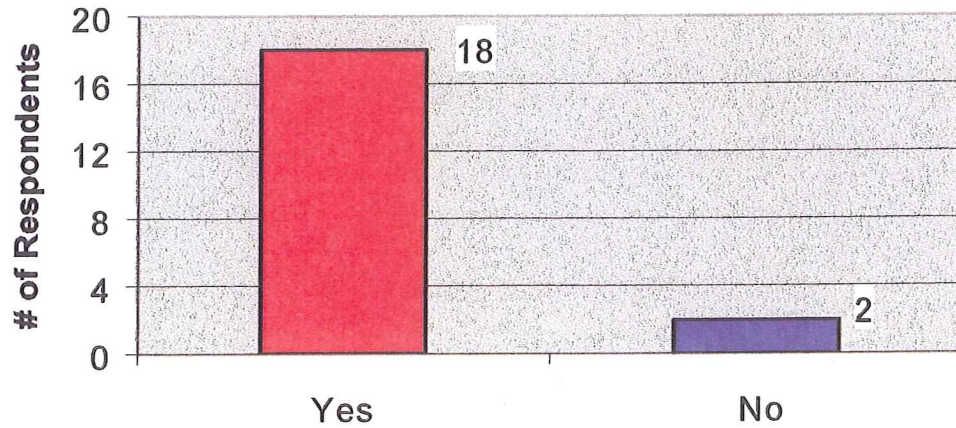
Do You Think ODOT Could Have Done More To Help Provide Better Access To Your Business?



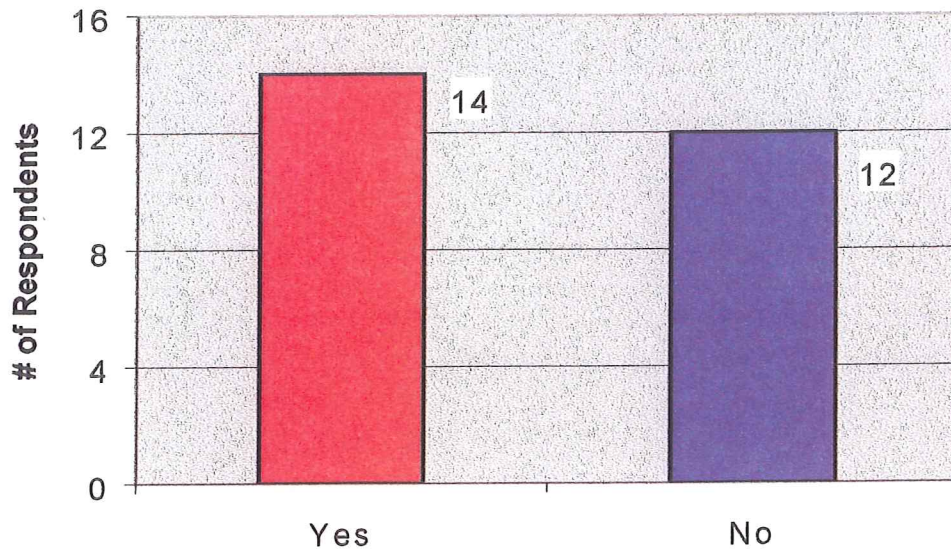
Do You Understand What ODOT Was Doing To Reconstruct Highway 20 Through Sweet Home?



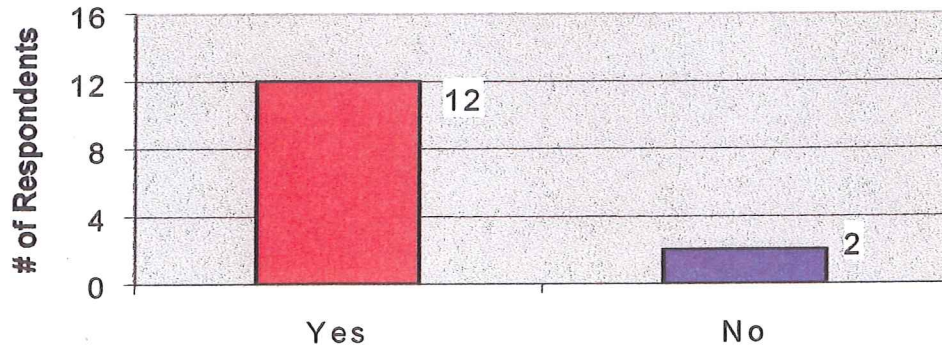
Was The Construction Impact on Your Business Reasonable for the Size and Complexity of the Project?



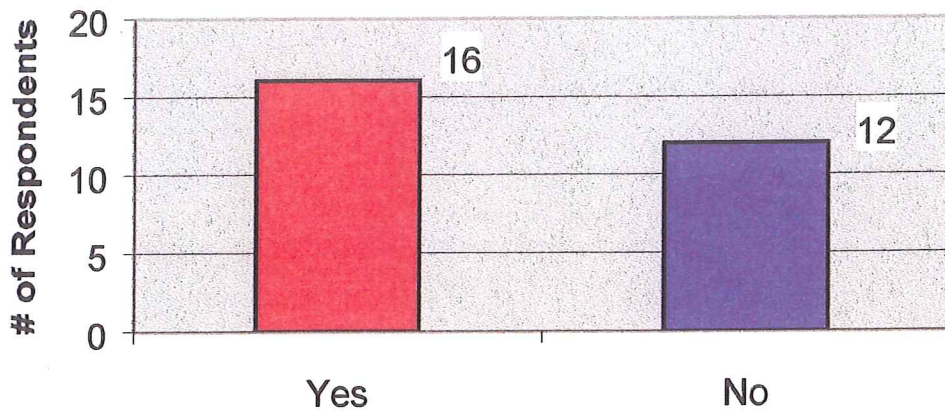
Did You Have Blue Signs Indicating "Temporary Business Access" Placed In Front of One of Your Driveways During the Construction?



**Do You Feel the Blue Temporary Business Access Signs Helped Customers Locate the Driveways To Your Business?
(responses of signed businesses)**



Do You Feel that Customers Did Not Stop At Your Business Because of Reduced Access Caused By Construction?



4.0 BUSINESS SURVEY - ANSWERS TO OPEN ENDED QUESTIONS

Note: these answers are recorded verbatim. They have been corrected for spelling, but not for grammar.

How did the construction impact your business?

We had less vacancy.

There were about 3 days which customers couldn't get to the store because the driveways were block out.

There were times it really slowed down one entrance off highway was totally blocked one night entrance was blocked for 3 hours no business during that time. That happened only twice.

We found that when they were working in front of our business, it was very difficult for our customers to access our ATM and the entrance door that faces the street. I don't think there was too much impact on our business. All of the construction workers were very nice. The person who could have been a supervisor or something would come in and informed us of what was going to happen next so we knew. That's nice.

It didn't

It slowed down a little but we didn't have any decrease in money.

Oh, it was huge loss for us. We have a little coffee stand drive through, it was very noisy and it was hard for people to get it.

Don't think it was that big a deal, I'm on west side of town they were in and out pretty quickly

There were times where my driveway was kinda blocked or there was a bump at the entrance. Other than that it wasn't too bad

They've been very very nice. Good hard working people. Tried to get work done, they've been very very good.

It was fine with us, its not really hurt us at all.

In our delivery service. It overextended time it took to deliver parts trying to maneuver around construction

Uh, it had been down about 50% or more.

Don't think it hurt at all

It didn't

It almost killed my business [p] I'm a pizza place and so I do deliveries and when you can't get out because they have 2 or 3 blocks in a row are like blocked so you're having a hard time getting around here, our avenues are across Main Street so we're having a hard time getting to the avenues across Main Street and Long Street, that's the other street they're blocking out, its just a pain in the ass and I'll be glad when they're out of here

It slowed it down

It impacted my retail sales decrease in tire sales. A lot of times they couldn't figure out how to get in. Just a lack of communication. Les Schwab is the inlet to the store, but there was equipment parked there, and I let them park it there. They would leave access at the middle of it. The flaggers for the contractor did not communicate. They made a lot of people mad. The access was on Long Street.

We were probably down as much as 20 percent. We dealt with them twenty years ago and they almost put us under. This year they had signage. The only reason I thought they did one heck of a job I have nothing but praise for these guys. In the long run I think this will be a really good thing for us

It hurt it. It depended how bad we were blocked off. We were down 8 or 9 percent

As a restaurant it was good for us, we got the construction workers

It made it really hard to get to the facility. They had to park at the neighboring businesses and walked here. Made it very inconvenient for the customers and staff. They had to park blocks away and walked.

Slowed it down about thirty percent, I didn't like it.

Well it impacted it greatly, for a couple days we barely had any business and for the rest of the time it has been at about 75%

It slowed it down

What could ODOT have done to help provide better access to your business?

Well, not block it off totally, they just totally blocked it off and no one could get in.

Maybe a bigger sign to let people know we had access. They had a little sign.

They should have a better sign. They had little sign about the size 2 by 3 or less. I want the bigger sign at least at 1/10 of a mile ahead. In my opinion they were unorganized. They should finish earlier but they took long time. They blocked in front of the store. They had one line traffic both ways so they had long traffic, so the customers didn't stop, long waiting people didn't stop because of the traffic. It just takes about 1 mile for 30 min. I really don't know what they should have done.

I think they should have planned this a little bit better, this is a main hwy, people are traveling through Sweet Home, the businesses, we have to, summer is our busiest time, now we're going into winter, half my customers thought I wasn't here because of the big equipment in front of my shop, this was not business friendly, people are still complaining, I cant wait for a city council meeting, plus some of the work they did here is pretty shabby for the amount of money that was paid for this. [p] I don't know how they could have done this better, but they seem to be doing it in pieces, I make pizzas for a living, ya know, this was not planned very well, they're doing this paving at night, I'm open at night! I think they need to go to bigger places, I'm from LA and I've never experienced this, so I don't know,

I think the main thing was on some days all the side streets were blocked off. They could have left some of them open but they blocked them all off

Umm, I would say they could leave one entrance available for customers to get through.

Well they don't block the main drag and the side street; because it is partly perception that once they figure everything is blocked on they keep on driving.
OK, they could have had the people doing the driveways, we had the choice of having half the access taken out at a time or all of it taken out and repaired 7 days later, but it was 2 and a half, almost 3 weeks by they time they got back to repair it.

What is your business name?

Barny's
Guns
Sun Motel
Hoy's True Value Hardware
Wells Fargo Bank
Town Pump
A&W Restaurant
Sun shine Espresso
Coldwell Banker
Backcountry Pedaler
Hill Top Market Sweet Home
Slyline Inn
Sweet Home Auto and Truck Supply
Glen's Market
Santiam Drug
Groves Pharmacy
Yo Mamas Pizza on the corner of Main and 12th
McDonalds
Les Schwab Tires Center
Sweet Home Thriftway
Safeway
The Spring Restaurant
Linn Benton Bank
Santiam Supplies
Cedar Shack at 4102 hwy 20
Taco Time

Interviewer Observations

R thought it would be a good idea to complete construction in the "Off Season"
Manager did not want to identify business name, wanted to allow owner to do that.
R said that they had to ask for a blue sign (SIGNS qu.) ACCESS qu.: its hurt us really bad. They, ODOT, were very arrogant--this is gonna happen no matter what, and now it has. We've only had a few deaths in this town, where people have been hit by cars. When the cops write citations, it goes to ODOT. I wish there was a way OR could supplement our income. I'm selling my business. ODOT did us dirty, and the sidewalks will flood, and they said they'd come back to look at them.

He said there was not problem with the state, and that the disruption that the project caused was livable.

The manager was extremely pleased with how ODOT dealt with the construction. He said they were, "nothing short of perfect".

The temporary business access signs were not in front of Safeway during the entire project. Some days they were there some days they were not.

Did not understand why they re-paved the highway the way they did.

She said that the Temporary access sign was just in her place for just only one day and it was good. The rest of the days they didn't have it for her place. She mentioned that her bank wasn't really informed about the construction. She wanted to have been informed more.

Apparently he has a big parking lot, but was most disgruntled about both the front AND side streets being blocked off. Felt it was "reasonable" but "I didn't like August."

Counters across driveway which was not in use because it was torn out, didn't understand why it was there

Added that the signs were not put out until a week & 1/2 after construction & then at request; were placed such that customers didn't see them until they were nearly past the business

5.0 CUSTOMER SURVEY – QUESTIONS WITH RESULTS

1) Are you aware that Highway 20 is being reconstructed through Sweet Home?

Yes	371	100.0%
No	0	0.0%
Total	371	100.0%

2) Have you driven through Sweet Home during the construction?

Yes	371	100.0%
No	0	0.0%
Total	371	100.0%

3) Approximately how many times have you driven through the highway construction area in Sweet Home?

Once or Twice	5	1.3%
3-5 Times	17	4.6%
6-10 Times	33	8.9%
11-20 Times	37	10.0%
21-50 Times	83	22.4%
More Than 50 Times	184	49.6%
Don't Know or No Response	12	3.2%
Total	371	100.0%

4) Have you had difficulty getting into or out of any business in Sweet Home (trouble using businesses because of the construction)?

Yes	219	59.0%
No	152	41.0%
Total	371	100.0%

5) What was that difficulty?

OPEN-ENDED

6) Do you understand what ODOT is doing to reconstruct Highway 20 through Sweet Home?

Yes	276	74.4%
No	89*	24.0%
Don't Know or No Response	6	1.6%
Total	371	100.0%

* Note: The respondents of the 89 "No" answers were not asked question # 7.

7) Do you feel the impact the construction has had on the ability to access (get to and from) the business you use reasonable for the size and complexity of the project?

Yes	247	87.6%
No	31	11.0%
Don't Know or No Response	4	1.4%
Total	282	100.0%

8) Have you noticed the blue signs indicating "temporary business access" placed in front of the driveways to businesses during the construction?

Yes	292	78.7%
No	71*	19.1%
Don't Know or No Response	8*	2.2%
Total	371	100.0%

* Note: The respondents of the 71 "No" and 8 "Don't Know or No Response" answers were not asked question # 9.

9) Do you feel the blue temporary business access signs have helped customers including yourself locate the driveways to businesses?

Yes	242	82.9%
No	47	16.1%
Don't Know or No Response	3	1.0%
Total	292	100.0%

10) Do you feel that ODOT (Oregon Department of Transportation) could be doing more to help businesses with customer access during the highway construction?

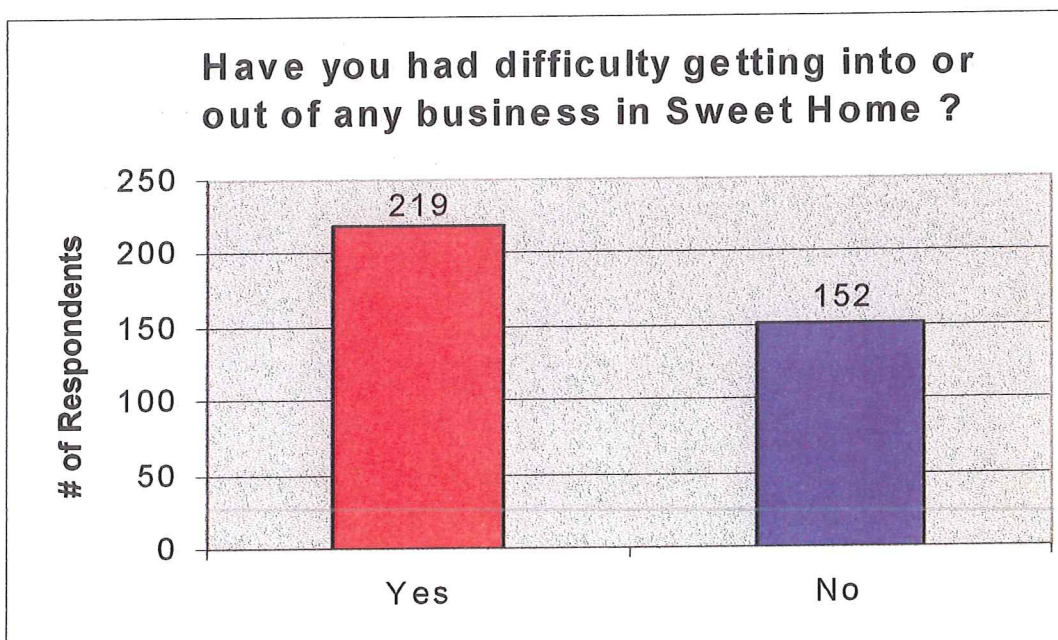
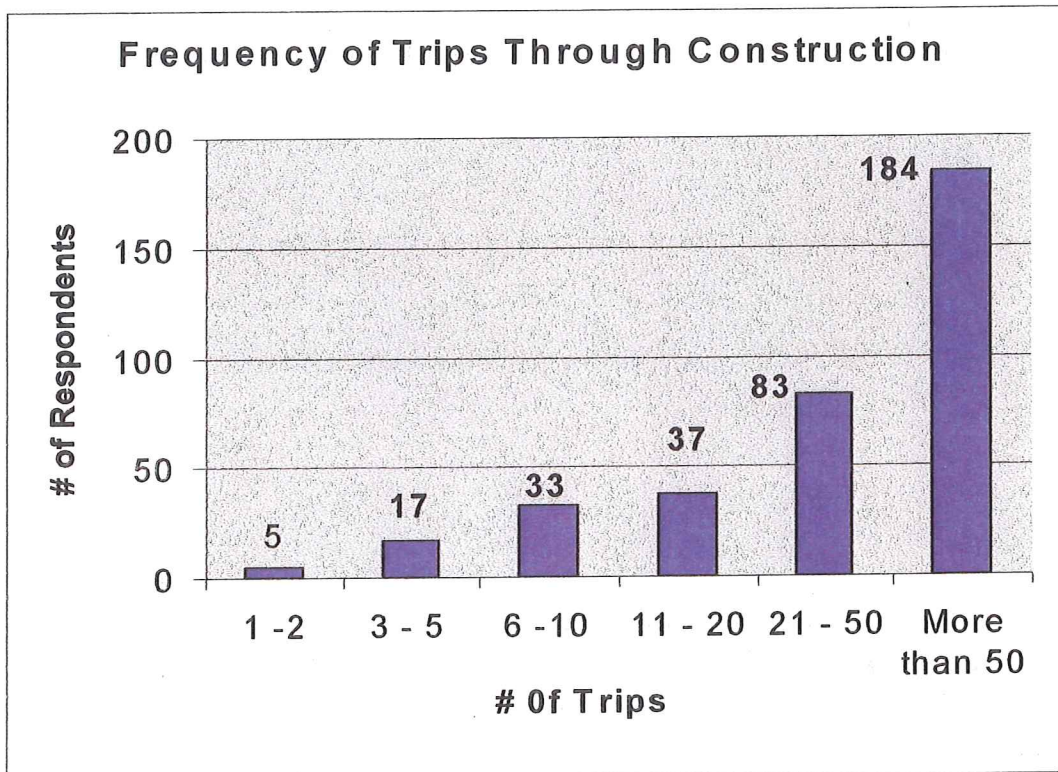
Yes	126	34.0%
No	213	57.4%
Don't Know or No Response	32	8.6%
Total	371	100.0%

11) What do you think ODOT could do to help customer access to the businesses during construction?

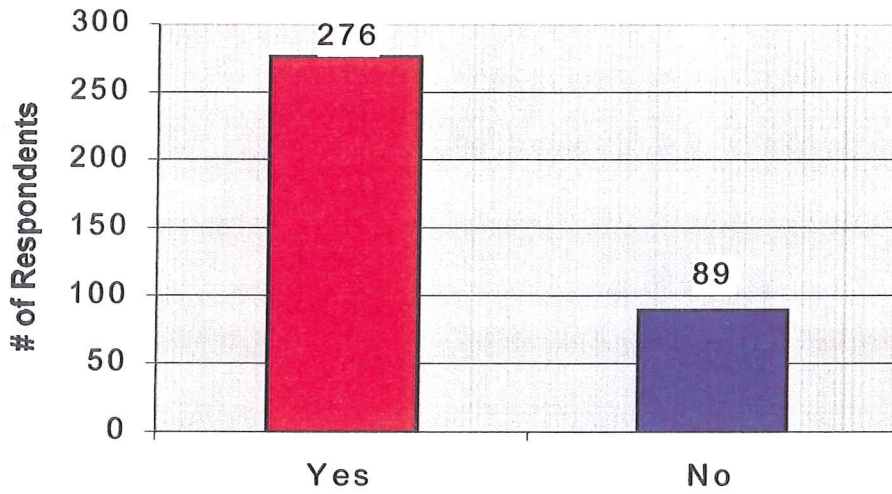
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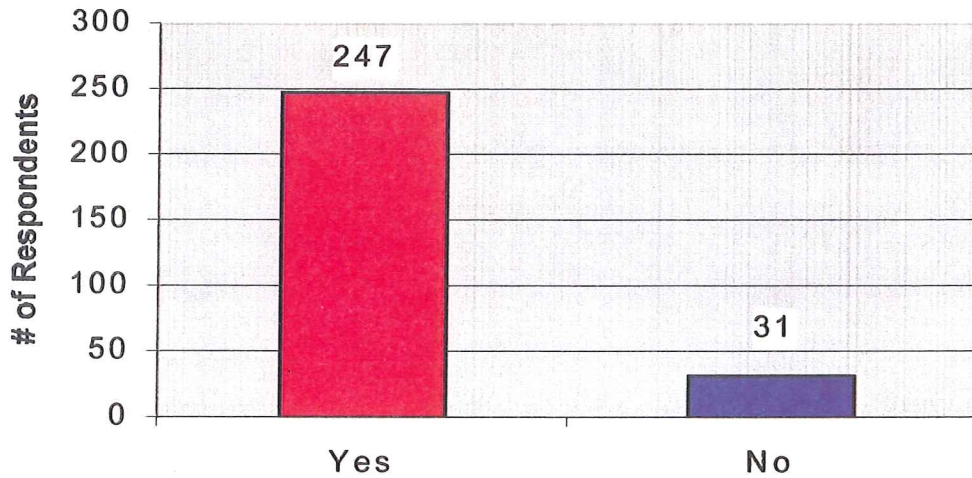
6.0 CUSTOMER SURVEY – QUESTIONS WITH RESULTS IN BAR CHART FORMAT



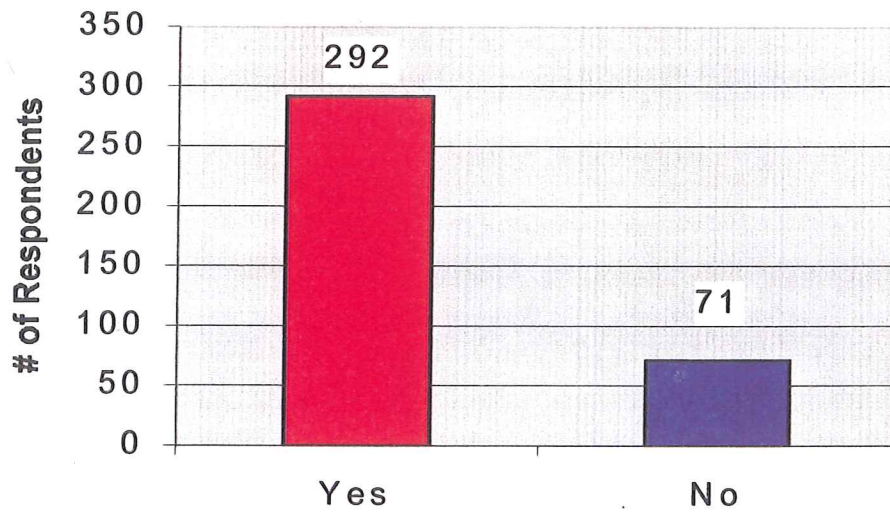
Did You Understand What ODOT Was Doing to Reconstruct Highway 20 Through Sweet Home?



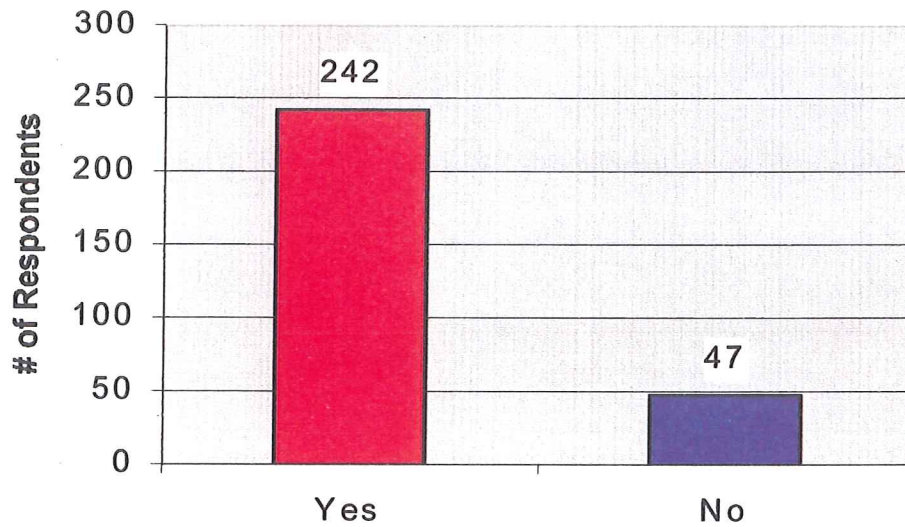
Do You Feel the Impact the Construction Had on Your Access to Businesses Was Reasonable for the Size and Complexity of the Project?



Did You Notice the Blue Signs Indicating "Temporary Business Access" Placed in Front of the Driveways to Businesses During the Construction?



Do You Feel the Blue Temporary Business Access Signs Helped Customers Including Yourself Locate the Driveways to Businesses?



7.0 CROSS TABULATION TABLES

The table below shows a breakout (by number of times traveled) of the respondents answering the question about difficulty getting into or out of businesses in Sweet Home.

	HAVE YOU HAD DIFFICULTY GETTING INTO OR OUT OF ANY BUSINESS IN SWEET HOME?		
NUMBER OF TIMES TRAVELED IN PROJECT AREA	YES	NO	TOTAL
1-2	1	4	5
3-5	7	10	17
6-10	19	14	33
11-20	20	17	37
21-50	47	36	83
MORE THAN 50	124	60	184
Grand Total	218	141	359

The table below shows a breakout (by number of times traveled) of the respondents answering the question about noticing the blue business access signs in Sweet Home.

	DID YOU NOTICE THE BLUE "BUSINESS ACCESS" SIGNS?		
NUMBER OF TIMES TRAVELED IN PROJECT AREA	YES	NO	TOTAL
1-2	2	3	5
3-5	11	6	17
6-10	22	8	30
11-20	21	16	37
21-50	68	14	82
MORE THAN 50	158	22	180
Grand Total	282	69	351

The table below shows a breakout (by number of times traveled) of the respondents answering the question about understanding what ODOT was doing to reconstruct Hwy 20.

	DID YOU UNDERSTAND WHAT ODOT WAS DOING TO RECONSTRUCT HWY 20?		
NUMBER OF TIMES TRAVELED IN PROJECT AREA	YES	NO	Grand Total
1-2	2	3	5
3-5	13	4	17
6-10	22	11	33
11-20	23	13	36
21-50	67	13	80
MORE THAN 50	140	42	182
Grand Total	267	86	353

The table below cross tabulates the answers to the questions about difficulty getting into and out of businesses and noticing the blue signs. For instance, there were 178 respondents out of 214 (83.2%), who answered yes to: "Have you had difficulty getting into or out of any business in Sweet Home?" and yes to: "Did you notice the blue "business access" signs?" Alternatively, there were 114 respondents out of 149 (76.5%), who did not have difficulty getting into and out of businesses, and who did notice the blue signs.

	DID YOU NOTICE THE BLUE "BUSINESS ACCESS" SIGNS?		
HAVE YOU HAD DIFFICULTY GETTING INTO OR OUT OF ANY BUSINESS IN SWEET HOME?	YES	NO	Grand Total
YES	178	36	214
NO	114	35	149
Grand Total	292	71	363

The table below cross tabulates the understanding what ODOT was doing to reconstruct Highway 20 and noticing the blue signs. For example, there were 225 respondents out of 274 (82.1%) who answered yes to: "Did you understand what ODOT was doing to reconstruct Hwy 20?" and yes to: "Did you notice the blue "business access" signs?" Alternatively, 64 of the 85 (75.3%) respondents who said they didn't understand what ODOT was doing, had noticed the blue signs.

	DID YOU NOTICE THE BLUE "BUSINESS ACCESS" SIGNS?		
DID YOU UNDERSTAND WHAT ODOT WAS DOING TO RECONSTRUCT HWY 20?	YES	NO	Grand Total
YES	225	49	274
NO	64	21	85
Grand Total	289	70	359

8.0 CUSTOMER SURVEY – ANSWERS TO OPEN ENDED QUESTIONS

Note: these answers are recorded verbatim. They have been corrected for spelling, but not for grammar.

Did you have difficulty getting in and out of businesses in Sweet Home? What was that difficulty?

- You had roads closed, there was parking not available to get to. When there is one lane, you can't get into the business because it's on the other side.
- Well, they built these stick out curbs going out to the street, they call them wheel access ramps, they also have some on the corners, where you have to turn, and you have to drive clear to the opposite side with a truck or motor home. They've fixed one corner, at Safeway, and its better. The no parking has changed.
- Just getting to them, either because work was ongoing, or just so torn up that it was difficult to get to.
- Waiting to turn and areas I couldn't turn into because of the block off, so I had to drive clear to the end to get to my place of my business.
- They had the driveway blocked, so they could work n it.
- I had to go out of the way to where I wanted to go.
- Couldn't find a place to park in the front anywhere. They just now leveled the lip where the pavement didn't match. God forbid you didn't slow down. It is better today than yesterday. Couldn't get around to go home yesterday.
- They closed the streets down and you had to go way out of your way to get where you wanted to go. I live on 8th Ave and I usually go down Long St. and have to go way out of the way to get over there to the Shopping Mall with Safeway, Santiam Plaza. Then had to go down 18th and back down.
- Trying to figure out how to get there you had to figure out you started to go one way and couldn't get there and had to figure a different way, trying to get to some place, have a house cleaning businesses one morning it took 3 or 4 tries to get to where I could pick up the gal who works for me.
- They were completely shut off side streets. Often had more than side street blocked off at the same time so going around the block didn't help.
- Closed access, not well signed, side roads all torn up at once, all the traffic entering and exiting in one place, with no one directing it and you drive through the side roads, the cross streets, and you don't know where you can turn, and there's no signs and there are workers everywhere, and there's mass confusion if you ask me, and everybody hates it and is furious with it

Well you try to turn into a business and you would have to go blocks out of your way to get in. At one point, you couldn't get into that business at all because I never found it because I couldn't get close enough to look at anything.

No place to park to get to the automatic machine we had to park a block and walk to the building. Specialty shops along the highway had to park on streets parallel to the highway and hard to find places to park and walk over to Main Street.

Um they had some of them blocked off so they could repave them and you had to go like two blocks out of the way to get to them.

Well, I think the biggest problem is that...they're working on 12th and main one day and its obvious that they haven't finished and then they start on 14 15 16 when they are not done with 12th. There are no warnings. You don't know what street is going to be blocked. I think that is the biggest bitch of everyone

Uh...getting across the side street to the other side of the street and at one point we were at a light and they were working on the other lane. The light turned green and we waited for some direction as to what to do. We inched out and got yelled at. We went to another street and they had cones out but no flags. All the side streets were practically blocked.

Um not being aware of what roads were going to be closed when, and just having to go around block and block after block

Well the streets have been closed off on going over to Safeway and the drug store in that area you have to go through the parking lot.

Uh...they had the roads blocked off

Um just trying to find the way- they wanted me to go through there

Getting in and out of the business

The ways that they are doing the streets pulling out. They are not wide enough for when the semis come through. You can't park anywhere. The sidewalks are extended out so the drivers can see the pedestrians. But then we never had any problems in the first place. The semis cannot fit in the turn lanes.

The roadwork was in the way

Making a left turn into a business and uh for a couple of day the service station and the garage that I go to I had to go in the back way instead of on highway 20. And sometimes you would have to go up farther than the entry to the building and them come back down again

Um, let see once you get down to if your going down Long Street trying to get on Main Street you have to go all the way down Long Street

Um roads being blocked um road closed signs, um poor flagging

Because of the drop off and my car

Uh they taken out a lot of the parking spaces

They had the whole town screwed up; I may driven through on every hour

Having most of the roads blocked. Most of the guys were just standing around, with four flaggers. They're really dumb about getting people into the bank. The rock moving area is quite busy nearby trucks that pull in and out; they don't stop to see if anyone is coming

Well just areas closed, not much they can do about it, there was sometimes it was closed when there wasn't anyone working

It was difficult to see where to turn in, it wasn't clear

They had the streets all blocked they had to go through all the alleys,

For one they had construction sign where not any construction, major intersections were closed off where you could not get to one side to another, there were flag men left to be desired and the flag men were extremely rude.

The construction had it blocked off, my Geo-Metro could not get in, the way they marked their equipment, they were there when they didn't need to be

Slowness of the traffic

I couldn't drive my car to the businesses cause they were blocked off

Trying to find a best way to get to the business either drive around or if couldn't get in from the front, trying find place wasn't blocked

You didn't know from one day to the next which streets were open

Well their equipment would be parked in driveways on the east end...

Finding a place to turn off the highway into a business access

Try to get across the street or turning right or left

Access mainly... you couldn't get in you had to detour way around to even get in. it seem to me that they tore up a lot and then let it set... they just tore every thing up and then started to put back together

Well because you couldn't get to them.. They shut the side roads off.. Had to walk or go around the block... find some where else to park

Sometimes couldn't get in unless you could go all the way around have to go three or four blocks out of your way

Umm, being that the highway is divided is one side was blocked off you only go one way

Just being able to get across or down the highway construction across all four lanes and intersections

Driveways blocked with deep ditches between sidewalk and roads sometimes could not drive through at all.

Driving around areas where sidewalks were being put on. Lanes weren't always clearly marked. Getting to parking areas was hard.

Umm.. accessing the businesses getting to them... lack of parking

Go up to turn, streets were blocked off completely

The entrances, having to go around the block to get into driveways

Had to go around the block it wasn't insurmountable

Parking lots streets were closed didn't know till you got to them

Uh.. road blockage barricades.

The way they had some of the curbing dug up... didn't have marked that you were dropping off 4 to 5 inches. I think that they did a crappy job... don't feel that they informed people well enough... they had streets closed off and then in the middle you find yourself somewhere, they would have them marked off and there was no reason to be closed

What places? The roads were blocked. One day there would be one side of the street working the next day the other side.

Ah just trying to get into my street. They were doing the black top right at the end of the road I live right at the end of highway 20

Well they were doing sidewalks curbing for the handicapped and it was hard to get into parking spaces. Well whenever they tore up all the sidewalks 15 feet back down town it made it difficult to go through in the car

Um unable to turn into store parking lots and large ruts in the road from where they had ground down the asphalt that were not visibly marked. Switching lanes consistently instead of just working on 1 lane in one place.

Yes it was difficult to get to Periwinkles and I shop there about once a month.

If you know this is going to be done then you'll find a way; it desperately needed to be done. Yea why did they put those white cement things out in the street there? They're cause people to have a wreck. Their wheel chair accessible ramps these are sticking out there and they're in the way.

Just the espresso shop

Just at the doctor's office which Mid Valley Medical Group right where they started construction. It wasn't so much the construction as it was the line of cars getting ready to go

We had to think ahead, how you get to where you're going.

Streets blocked off

The side streets were blocked off because they were paving, or grinding.

Working in front of areas in the road. Tried to avoid it.

Just because confusion where the red thing - a - majiggers are.

It was difficult to get over to the curb on the south side.

Parking was not available

Lanes blocked off. Center isle caused you to go back and fourth. Wife blew a tire out.

Les Schwab said they had five blow-outs on same day from same construction problem. Don't believe they're handling the intersections closings right.

I'm a volunteer at Sweet Home Cleaners and they did not mark new route with signs.

To get through.

Biggest problems that I had was getting into work. The bank down town. The customers had trouble had getting in. But it didn't hold them up for too long. I have a small car. The drop-offs were hard on my car. A lot of my customers said that they broke their rims.

Temporary deals, you never knew where they were going to be. They were inconsistent.

Right lane closed according to sign and then left lane closed.

My biggest complaint would be the flaggers. The flaggers are dangerous. In my opinion they need more adequate training. They have almost caused a wreck. I don't know if was the training or neglect. They don't have clue. I do that for living, I know.

Highway auto wrecking business blocked

Just coming off the road that we live on.

Turning across the oncoming lane of traffic wasn't feasible, you have to get ahead of the paver and come back to where you want to go. All the side streets were closed or you didn't want to drive down them because of the drop-offs.

Car access was difficult. But you could still get into the doors if you didn't mind parking somewhere else. Parking was a problem.

It was just the paving made it difficult. It's all done now,

They had the streets all blocked off and I live way up near the Cedar Shack and had to go all the way down by the first light to get anywhere.

Um it was when there were flaggers it was easier. In the last week or two they just used the system of cones and it was more confusing.

On the road entering my business the road had a drop off that was more then 6 inches and therefore go around the main entry. It wasn't posted either. The drop-off. They had side streets blocked off and had to go out of my way to work without notice. If you were headed East you could never North. If headed west, you could never South. Well, you didn't know how far up the road you had to go and come back to get into a business. I'd have to go up about a half a mile to get a road that might be open to get across. One road would be closed, then the next one and you just didn't know because it changed from day to day.

Time-wise, traffic-wise.

Well, the access was closed. They had all the access block off while they were working on it. They had the whole place torn up. I guess you have to do that for that kind of project.

Just trouble getting into some of the store. Some of the stores I wanted to get to. It's hard to get to because of the construction it was hard to get into, but I got into, considering everything, they did very well. At times it make my job difficult; I'm a letter carrier.

Never knowing which roads were cut off or weren't.

Sometime you'd have to make a, go around two or three block to get to where you wanted to get to, but it something that had to be done because of the work had to be done, they are not to blame.

Um, not being able to get access, there were times they had entrances completely blocked. There were time businesses were not notified about the construction, so they had to stay closed.

You couldn't get in because of the construction. You had to go around. They diddled around, they were not efficient. If it was a private job they would have got it done faster. They made several construction and design errors. One of the major ones was the drainage, in several areas they had it going up hill instead of downhill, and for some reason, in every intersection they created traffic hazards.

Well, I drive a big truck, big tire, and I had a lot of trouble turning, and hitting the bumps, that wasn't very easy on my truck, and there wasn't a whole lot of room to park my truck.

Some of the abrupt edges, I hit sometimes, because I didn't know it was there.

Just the way that you had to get into the gas station because of the driveway access being cut off and the access being cut off? It was difficult at times; again it wasn't a high level of difficulty

You couldn't park in front of their places, and you had to go somewhere else to park.

No I didn't think it was really well marked whether you could turn into the business at all... I wasn't sure if you couldn't turn into the business at all because of how they had it marked

I'm not sure I can name specific ones, I think they made quite an effort to give us alternate routes, but at times it wasn't easy to do that

That the road was torn up and a lot of things in the way and just hard getting around for awhile. I understood they their job but it was a pain in the butt.

Um, there's a couple of them that Safeway, Speedy-mart, um, the Texaco gas station, uh, let me think, Les Schwab tire. It was just that they were doing construction along the area, had areas blocked off, the sides roads, had some of the busses delayed 15-20 minutes en route some of the places where they narrowed we couldn't get

through with our busses because there were cars parked on the side of the road the cement dividers took up too much space and the cement walkways that come out onto the road are a hazard too when you happen to be in the slower lane of traffic I've seen some of the vehicles drive right over those

A small amount with their flagman other than just being patient, which we all should be Only because usually every road was blocked and you had to find one that wasn't blocked It's a pain in the ass. Let's put it like that.

Speedy mart was pretty hard to get into Safeway was hard you had to go all the way up and around

Trying to find parking. Trying to avoid extreme bumps.

Well, like Safeway road was closed.

Um, just new curb thing they have on there (pr) just the sidewalks in the way it's not straight

Mainly with parking and the of course some of the roads were closed

Having trouble getting from the side street onto the highway driving looking for entrance I had to park quite a distance to get to them on side streets

I wouldn't go to the other end of town to shop because of it the inconvenience. It was more of a time thing because it would just take too long. It wasn't because they were inconsiderate; it would just longer

Yes, gas stations fast food restaurants. The layout of their sections of sidewalks come out further the cement curved out into the street its ridiculous. It's a joke; it is poorly engineered and will caused more accidents. There are a lot of points people will make a lot.

Just had to take routes that to go around construction area it was annoying, well I remember thinking it would be hard to for someone who did not know the area to get around the Sweet Home area, other than that it was fine

They were like digging holes or something like that on the side of the roads. They wouldn't let traffic out when they were supposed to

Trying to get through traffic it made all kinds of traffic congestion

Getting close to where your want to be older people you know need to get close to where they need to be

The roads were blocked driveways were blocked off uh, I almost got into an accident because of where one of the construction trucks were parked

They didn't mark where they tore up the sidewalk and I almost crashed. I did crash; I missed my turn off

No go with the flow you have to take another street to avoid it

Normally we got through pretty good but today we couldn't get off our road to hwy 20 we had to wait for a pilot car and that took about ten to fifteen minutes

There was just a lot of convenience, tried to go to grocery stores I do not it was hard to get to. It was hard on business and everyone has been under standing me personally

They had us all backed up they had us stopped they wouldn't let people through I was stuck for 25 minutes one time

There was a little bit and you have to take things under consideration

They had like the streets all blocked off, like all the alleys, and you had to around.

Getting from one area to another, in order to do business with another business, but is was minimal.

Lots of lanes were closed so we had to wait, streets closed off
They just had it blocked off, so you couldn't get through.
Well, once I couldn't get into beauty shop, so I had to park 2 blocks away.
I had to go clear around town cause they had all the roads closed off.
I don't know how they and build a road without. There was a lot of delays we would go
in a different direction to miss it. They did a pretty good job keeping the delays
to a minimum

Well, oh man, oh boy, at night when I was I was going to drift way and I had no idea
how to get to other side to go to drift way, it really bothered me and made me
angry, was hard to get where I go to church.

One time I went to doctor I didn't know where to go.
Just blocking the roads off, sometimes you have to go 5 to 6 blocks around to get to a
place you want to get. I didn't realize that there was a drop off 2 inches to get in
and out the streets, so my car is now out of line

A little minor delay nothing that any other construction wouldn't do
There was a couple of times when a side street was blocked off and I had to use a
different street, um but I didn't think it was a real problem

Very little parking available to where I was going. I live in the area where all the trucks
are going by, it is extremely noisy, lots of dust

Trying to get to the traffic that was backed up, trapped up, trying to get out of driveways,
roads that were blocked off, one lane traffic.

They had too many streets blocked off, I had to go to east end of the town to get to my
house that is in the west side of the town, I think they took too long, and I think
the way they have got now will cause many more accidents in some off the
intersections, some of the flaggers were not friendly. They are not done yet and I
thought that they should be done by now it took too long to get done. The new
turn lanes people do not use them yet so there are going to be lots of accidents.

Just where they dug out something close to some businesses so I couldn't get there
Chunks in the road, and then roads being blocked off.

Um I couldn't get into Texaco there was bumps and lumps and I couldn't get into the
driveway safely.

Well, if you try to get to Safeway then they have blocked some streets and you have to
go around to get there. At times there was difficulty to tell if the turning lanes
were under construction or open

Getting in and out places, being stopped and not being able to get back on to the road.
One time to Safeway, I was totally confused there was no place to take a U-turn

Occasionally yes, ah occasionally there was some difficulty in determining where the
access were. Not so much in the downtown area more in the corner of 18th
avenue and highway 20. Chevron station was worst. I had to make a big detour
to get in to station. But I understood the inconvenience.

Um just getting across the highway getting across Main Street. And ah the driveways into
the businesses were blocked off a lot

They closed off the drive way to the video store so you couldn't drop off the video, and
they closed off 5th street, so you had to go all around, if you wanted to get to a
specific business you had to go all the way around.

Um turning into circle K getting to the Skyline restaurant. (Pr) having to go all the way
up and around 20th highway to get to bank by Texaco.

The road was blocked off

Getting in, couldn't even drive in, just had to park across the hwy and walk across the hwy.

Sometimes I guess just going to Midway grocery store. I got a rock flew up and cracked my windshield (loose gravel) Happened near cedar shack.

Well they had traffic held up for ten minutes or so when you got off work...even though they made a temporary access to business you were going through the other lanes from the left to get into the business

Um they had the roads there blocked off quite a bit

Trying to enter and exit the driveways they were blocked by construction vehicles

You know roads blocked off

Some you could get into and some you couldn't.

Um, people working, roads detoured from one place to another

Just had some of the streets blocked off had to reroute. Sometimes forgot about it and went to a different store

You had to detour around quite a bit to get where you were going

Just rerouting to avoid traffic

Not being able to get into the road, and not knowing where the entrances were, things not being marked, things being blocked off when there wasn't any work being done. Mostly things not being blocked off clearly.

Umm.. Several times the driveways were totally blocked. They had the traffic would stop right in front of a business making it impossible to get in to the business

Uh getting through the traffic, the flaggers were not directing traffic very well, hard to tell where the lanes are where the accesses were, where the established lanes were, mostly the flaggers, they were I couldn't tell when to start and stop you couldn't tell where the flaggers were standing there were so many orange cones

Just the access. Lots of times flaggers were in accurate as to where to direct you. Cones in the way... seemed like cones were in places with no explanation making it hard figure out where to park

Being able to get access to the building, and having to go out of my way, the bank I bank at, I had to go at least 1/2 mile out of my way in order to get to my bank, it wasn't just one time, it was several days I had to do that. I live on Liberty road, I didn't think it was fair that the trucks worked all night, and it kept me up.

Um it was just they were blocking, the sidewalks were blocked off there was no parking

Uh well sometimes the street would just be blocked off I went out of Safeway the other day and it was blocked off so I went all the way to the end of town then went back the other way. I pretty much just didn't go to the stores and I know that that is a problem for the stores.

No space to get in

They just got screwed up, they got the dividers built, medium in the middle of the highway, the way they got it laid out, they took out parking, they got islands where they don't need them, the trucks cant make the turn, cause the way the island are built, they make a turn, they going to run right on top of them, they're going to destroy them.

Driveways blocked

They blocked the roads off

They would have them pretty well closed off so you couldn't get in

I'd cut around on back roads we'd cut in on some of the blocks and I knew about where it was and I guess where the construction was I could not get into the cemetery

Getting out of my work and back into it

They were blocked

Just I almost hit one of those cement things out in the middle of the road. Being not used to the road, I just didn't expect it. It stuck out in the middle of the lane a bit. They made it pretty obvious now.

Um just the business access that they put wasn't clearly marked that was the biggest problem; they just weren't clearly marked. They had these little tiny signs Having to go a ways out of my way to access parking lot, and being able to figure out where I could park and not park. Do one section at a time, it went for miles.

Just the roads blocked off the roads...

Just, you know, with certain lanes closed off, it was rough, you know, things like that. Trying to get into parking lot trying to get to the banks couple of the convenience stores had smaller driveways causing congestion

You had to be careful of those bumps, so you had to be careful. I'm glad it's done. They've smoothed it out, so it's ok.

Uh the big bumps in the road going over the curb

Streets were blocked no on street parking.

To Safeway. Well every cross street from long street was blocked off

Umm... having to go way out of your way having to turn around and come back and access another way

Umm... driveway access and parking

Uh quite often the accesses were blocked off the streets were blocked off and access and streets were blocked off and no work was being performed though out the day there was not very good line of communication between the people who set up the cones and the people doing the work

All the roads were blocked going north and south, they were blocked with saw horse things and it said no through traffic, the road that didn't have those, where I wanted to go, the road either blocked, or there was a 3 inch drop off, which was ok if you were going slow, there was a water main, and the man holes, they were sticking out of the ground.

Umm... I couldn't get to your destination. All the roads were blocked

Uh they had roadblocks

When you would try to go into the entrance in a parking lot, the entrances were either blocked off, or simply didn't exist anymore, so you would have to backtrack to find a side street that was not blocked off so that you could use another entrance to the business parking lot. The side streets going into Main St., it was very difficult to get out of where you were.

The pavement was cut down deep on the approaches, if there were any problems I would say that was the only one

Access to the business through the regular entry doors. They created new entrances to the businesses and they were uneven, bumpy hard on the tires it just was not worth it to go to that business

Just try to get across the construction...have to drive all the way to the end of town..Turned around and came back to the way I wanted to go to...well I own the

business in town. For 3 days we had no business...all the delays. It's real a big pain...

Trying to get out on the road they had them blocked off and you couldn't get out

Um making left hand turns across the street, parking, are the major problems.

Well it would be turning on the right street, I'd have to go around (p) just um a couple of times when I hit them when they were closed and I'd have to go around.

Well the main street was closed so you had to find a parking spot in the back of the store.

And sometimes it was hard to maneuver

Uh you know it's hard to see what kind o set ups they have, they've got stuff blocked off and yet they want you to drive around them or through them and you can't see it's not well defined.

Getting across the streets, yeah the driveways kept moving. I thought the access used to be there but it wouldn't be there anymore.

Sometime they; were working on paving or putting in traffic bubbles. They tore it up and put back together it made it hard d to move

Umm...how do I explain it...big bump...different levels in pavements...like you know...you had to have the 4 -wheel drive to go through Sweet Home...they should have only worked on one small area at the time instead of tearing the whole town in Sweet Home at one time. There was a time I got into my bank ..I had to park my car and walked...because they had both accesses blocked off...

Probably access to parking

Um...well like some of the businesses I know one in particular there was no access at all, there would be a temporary access but if you went in there was no way to get out because before, the only access was on 15th Avenue from Main Street but Fifteenth Avenue was blocked off so usually if you had to get to that particular store you had to get to 15th Avenue but since 15th Avenue was blocked off for at least a month you had to go through Main street but that was hassle because the driveway was narrow, it was hard to get in. They were also doing work along the curb there and one of the ways you got into that store you just parked along the curb on Main Street near 15th avenue but since they were working on it there was nowhere to park and since 15th Avenue was closed you just drove along.

Because they kept closing off the cross roads for getting from one store into another, like from Safeway off Main street, to the Post Office off Long Street, sometimes I wound up doing an extra six blocks.

They screw up the streets ..the entrance to parking lots...about 4 or 5 inches...really thick like you are going up on the sidewalk. The people who were inside the store didn't even know what they were doing. This was on Main Street. There is one thing...the intersection by the traffic lights...they dug up the pavement and left a manhole stick up of the ground.

Well the way they have the curbs lined up it is hard to pull in and out

You could drive in the driveway, but it was blocked off to Main Street. Could not turn around.

Uh well one thing was merging traffic one of the lanes was blocked off some of the stuff they had to pour, they had four inch bumps and I think they should have had signs it's pretty hard on your car

Tore up roads, entrances. Changing entrances.

Obstructions of workmen and crews, barricades prohibiting the parking.

At Texaco, getting in and out because it's close to the light.
They had taken out a driveway and it was that I use all the time and so I had to go around
and get in another way
99 oh well when they had the signs up you didn't know which streets they would have
blocked up and you'd have to go another way
Street blocked off. Had to make some detours.

What do you think ODOT could have done to help customer access to the businesses during construction?

Probably do one side at a time, instead of both sides because it's hard to swerve in and out of traffic.

Well, I'm not sure, but I think they could have done a little better then they did.
Could have left a little more parking in front. It changed during the business day. I spent a lot of time backtracking. Better signage and what is coming up. You didn't whether it was a mile up or what. The flashing light doesn't tell what. Whether lane switch or what.

They could have worked at nights instead of daytime. Right in the city of SH they do it during the daytime. The paving on 20 from Sweet Home to Foster is being done at night.

Well boy I don't know I am not an engineer I guess. Bigger signs I guess put up a sign saying this is what is happening tomorrow pre-warn everybody

Possibly better signing like further ahead of the area that was inaccessible or torn up, just more clear signing and direction about what was going on and what was open or not open, it seems that there's so much going on at once that its quite confusing

More warning on the sections they were going to be tearing up in advance.

If they could have done smaller sections at a time. Also if they could have done night work too.

Could have made the bumps six-inch bumps you had to drive over to get into some place.
(P) Could have poured some asphalt into them to make them less blunt.

The problem is that the signs are kind of hard to see and at waist level so need to be bigger and maybe fluorescent. A little bit higher in the air. I noticed people driving around trying to figure out how to get in.

Mainly at Safeway. Well, Safeway is hard to get in and out of as it is. I don't know...probably took down intersection at light and you had to go around

I think they could have helped more with info. WE have a community reader that would have been easy to do

Uh well they took out a lot of 2 way entrances, that mean you had to go way out of your way to get into a business.

Post signs for the speed. Going into town and downtown even 25 is faster then you should go and I couldn't see a sign that said low to 15.

Well on every through street there has been a big old rut.

They could have done most on their work at night

I don't know, I got into the stores I needed too

If they directed the traffic around the main road instead of right down the middle. I try to just go around it.

If they could have worked at night instead of day shift that would have helped
Lots of times they had large areas of town that were closed off. I won a business
downtown and they had barricades out front but they were working a block or
two down.

I'm not sure that part I never thought about

Areas they cone off should have been accessible till they were ready to work

I think the area they left pulling into the businesses could have been more obvious, there
were times I had to pass the businesses. I'm sure it had an impact on the
business.

Oh boy, they just had a situation when you couldn't get there because the construction.

I'm not sure what ODOT could have done

I think they could have worked with the businesses. They could have done one side of
the street at a time

I really don't know, a little easier access to turning into buss would have been better.

They could have put something in the paper; they could have had better signs

Uh... I don't really know I can't really answer that

Well they should have kept the driveways open... couldn't even get into one of the
hardware stores or the bank

It they would have started at one end of the town and did that before they tore up
anything else then you would have put up with that... so much of it just sat there
before they got to fixing it

Not made access to businesses... entrance were left rough. Leave one entrance open while
working on another one. Let the project go a little longer so only one entrance
was torn up at a time. Side streets were torn up for too long, two weeks on 23rd
Ave. Why couldn't they do that the day before paving?

They might have been able to do more of their work in the evenings after businesses
closed

Less during the day more on weekends and at night

Don't think they should have closed so many intersections. Should have been closed
every other block rather than every block

Well I'm not sure if this was ODOT or not... they kept moving around before finishing
one part

More work should have been done during off business hours

Could have phased it better so that only one section of road was worked on at one time

Don't really know

Just get more of those signs... the blue temporary access signs

Could have been better organized. Should have finished completely with one spot before
going to another. They went over the same spot 3 or 4 times.

Maybe if there were more signs that said more road hazards let people know up coming
obstructions

You know I think they could have completed a section at a time instead of stringing
whole sections out You know they would tear sections of both sidewalk and
street and then just leave it there for weeks unattended. The sidewalks and
crosswalks would have holes in them I do a lot of walking from one end of town
to another. I live at the west end of town Safeway is on the east end and it takes
me 20 to 25 minutes to walk it each way.

Done it in stages. Staggered it instead of doing the whole thing at once.

You've got to block it off, but they're finally getting paving on sides, sewer, and neatly.

A long drawn out process. From beginning.

Possibly to route people around from another direction.

If there were some way to stop the equipment from blocking the road. Better supervision of vehicles on outside lane. Two or three people giving different directions, but no sign in front of me. Told me to go through and almost had an accident.

Perhaps my business friends could have had more notice of work. ODOT did an excellent job considering the size of the job.

Could have opened up and made easier to get to. Whole streets blocked. Safeway totally blocked off.

Stick to one side at a time. I had to go to the parking lot to get to it and it did not tell you ahead of time. Designers are really bad. 13th street did not have enough and still does not have enough room. Not enough lanes going West to get two cars down if cars parked at the curb. ODOT wasting our time and money. Not going to vote for gas tax.

They started down there by Thrifty. They put the sidewalks up to Foster and they had everybody goofed up. Had to go into stations for my car and it was impossible to get in and out. They did too much at one time. I did not understand booth Sweet Home and Foster at one time. Everybody is complaining. Too many people directing traffic. It was really. They had a lot of machinery, but their instructions were poor.

They could have taken driveways back by concrete by the sidewalk. They've come out too far

Bigger signs.

Actually what they could have done is avoided the rush hours between 3 and 6 in the evening. I work construction myself. We work around the customers. If we have to work at night we do that. They didn't seem to have problem stopping traffic during the rush hour for 20 and 30 minutes. I think ODOT did poor job at policing to keep the signs correct. You can go to town now and there are signs that say for example left lane closed and the right lane was closed. They had them screwed up all the time. If we did that someone would be on our case.

They could have given more parking and even now there is not enough room.

Well, part of my complaint about the thing is that they strung it out so far. If they would have kept their construction closer together. They had the whole town tore up. (P) I'm not an engineer but if they could have worked their way through town on these intersections it might have been better.

I think they could have fixed the driveways better. They should have fixed the driveways so they didn't tare up your muffler system.

I think better communication. I think most business would have cooperated if they know what was happening.

I think there was very poorly done through advanced warning. You didn't know what was going on till you were on top of it. They just could have given more warning.

Improve the timetable. They took, what, 4 months, and they are still not done.

Well that part of the question, I think they probably do everything that they can do, again I didn't have any problems with the exception of the gas station, it was more difficult but it wasn't unreasonable

I have no idea

Good signing is very important, I look at it as sort of a safety feature a situation that comes to mind is at sweet home RV center have a trailer dump which we use we had to do some turning around in his lot which was difficult worst part was that there were several severe drops and you would have to negotiate over the drops which were hard for recreational vehicles, but I'm not sure how they could eliminate that

It seemed like it was awfully rough on a vehicle. Bumps were big. My car may have suffered front-end damage.

Well being as I didn't see those blue signs I don't know, usually I watch for signs I don't know if maybe they needed to run something in the newspaper to let people know. I just know in some places it was closed up. In the sides roads we'd be driving along and then they'd be closed in the future it would be good to keep in mind letting us know what roads would be closed other than that I'm really pleased with the road condition except for that cement divider it has been a big improvement through sweet home because the roads with the pot holes were pretty bad

Should have made turning lanes bigger some of the turning lanes aren't even big enough for cars to get into the turning lanes aren't right as your coming towards the second lane it don't seem to be wide enough for the right side actually the left lane they have those little things that you aren't supposed to run over and if you have a bronco or something, heck it's pretty skinny a truck can't go through there

Had a few more inspectors catching the problems they were having flaggers directing the traffic the wrong way, signs directing traffic the wrong.

I don't know why they put those islands out front it took down the parking area in front of stores.

Worked at night more if they could. Especially downtown Sweet Home.

I think they could have done some of that stuff in the evening when the businesses were closed

Well it just seems like they had such a big area blocked off at one time. It would have been easier if they didn't; if had less businesses closed off at a time. There seemed to be several blocks closed off at one time

I think that signs as to what areas were being used and when at what stage they were at periodic signs and announcements in the paper. I didn't want to interfere with the construction underway by not being notified about my driveway it was blocked for over an hour I could not get into my home. They did a job that looks great I things being notified ahead of time let the residents know ahead of time so they could use a different route. Better signs so that people normally taking the route so they can plan AHEAD. FUTURE projects can be more organized.

They're the ones hiring the 100 000 dollar engineers and since when do they listen to the taxpayers and users. It takes 10 engineers to figure out one corner. It's a no brainer. They're way behind on what needs to be done in the areas that really need it, and when they do have it done I think that there is too much of a monopoly on the bids. Like Moors Brothers. Personally I have seen Moors Brothers use inferior products. They take too long to do a project. I think traffic tie-ups that last 45 minutes is too long. It took us 45 minutes to get from Lebanon to the highway. Your talking to a retired inspector so there is some validity to what I say. And perhaps Moors' Brothers merger may have helped

upgrade the product, but not necessarily all. I am not happy taxpayers do not get the

I think they could have done 1 or 2 places at 1 time. They tore up the whole town. They had that overpass by town torn up.

Well they way they did it. They did the whole a t once. Um they should have done one area at a time completed that and gone on to the next

Could have marked them a little bit, little tiny signs said temporary access

Well there was sometimes when you needed to get in there it would be piled up and you had to wait but on the average it wasn't too bad

There is a big bump off where the street crossings are that stick out into the street there are all ready have tire marks on there. Many people will be complaining about these. They are a nuisance

We have an adult foster care home, and some of the construction was done at night. There was one night where they were awake all night. We tried to be understanding and it was very hard. We also have a store and customers were complaining about having to circle the block several times. We live right in the construction area so it has been difficult

Give them better parking and easier access to businesses.

More street available to go through

I sort of thought they did to gig an area at one time. They did so much area at one time it caused too much confusion and too much backed up traffic.

More noticeable signs and at night ...we had no idea where we suppose to go ...so finally one worker came to us...I am not sure what he said..., more patience with drivers

Um they could have speeded up the traffic um no that was about it. Delay at pleasant valley that was about half-hour one night

To let you know ahead of time in the areas they are going to work

I think there should have been better planning they said it was suppose to start in august and be done by end of Sept but it's still going on

They could have waited till a little latter, when people get off work or something like that, to get in and out of it. (To get in and out of the business parking)

Um probably not.

Ok make it easier to get across the street .

Well, I think they tore up all along , and if they had stayed with one area and got finish, instead they tore up places all along hwy 20, and they left it tore up along. When they tore out by glen market, at least 3 times, there were long wait, 10 to 20min to go under railway tressel, they should have detoured people around poplar St. and over the dam.

Made it easier when they made those big old ruts in the road they could have filled it in at night so we didn't have to hit them and another thing I think is crappy is those concrete things in the middle of the road everyone runs into them they have nothing on them so you can avoid them at night.

Could have left the some of the cross streets open

I think working on 5 different areas, I think working on one spot would be much easier. I feel they should plan their attack better.

The only thing they didn't do that I think they could have done was to have flaggers in the immediate area of the business. Where they were working at the time I mean a flagger - if they were working right in front of a business and you were pulling

out you couldn't see. More than 1x I had to go ahead and go a different direction than I wanted to go so I could see.

Uh...do all the business entry construction at night when they are closed and customers are less apt to enter the business

I, m not sure but I feel that they could have done more

It could have been more clearly; things could have been marked more clearly. They could have had easier access.

I think more publicity in the media... which portions of the highway would be closed and at what times... just better informing the public of work schedules... by the time you came up to the blue signs .. already into traffic. They were too small and too late

Um maybe just not block off so many businesses at one time they had construction way out by the lake for miles businesses were blocked off if you wanted to go to one store it was messed up and so you go to the next and its messed up too. Sweet home has hwy 20 and it has long street you could take long street to avoid some of the construction but they had that blocked off. There was no way of getting around it there was no way to avoid any of it

I think that they were unorganized and could had better communication with the public... didn't know work schedules

I don't know I think they really went out of their way to help

I just feel that they could maybe not block off side streets, and they did have a lot of the businesses blocked off.

Just the way they laid it out, I think the way the engineers laid it out wasn't right. I think they tried to fix something that wasn't broke.

Maybe bigger signs.

I think they could have pointed out where we are going

More explanation to people

Uh... some of them could have not tore the roads out so far away from the stores

Not torn up the entire town done it in sections... would have made it easier everyone that is coming and going and going into the business... then you could have found alternate ways to get into businesses

Well not blocked off all the cross streets on one day

By doing one side first and then the other...

Just been all little more efficient, not blocked streets and left their cones up in streets when they were not working there was mass confusion between people doing the cones and people doing the work

Some businesses in Sweet Home have rear or side entrance, many don't, so when the would block entire blocks in Sweet Home, it was virtually impossible to get into some of them.

I think they could have been more careful where the put their signs for lane changes. I think they need to be more careful where they put their lane change signs. They should not putt signs in front of businesses.

Specifically I don't know

Make sure that they were the temporary signs up...because there were just a few...we didn't even get one in our business.

They needed to be a little bit more organized. Instead of doing it randomly they should have done it one section at a time.

Only that some of the side streets were not marked and the pavement was uneven at times but only temporarily.

Well it could have maybe don't know just the way they tore the whole thing up at the same time. Maybe they should have just done it in sections. Some days one road would be blocked and then another day another road would and you didn't know what road you would be using to get to Highway 20

Umm.. They could have rerouted some of the traffic, so it would be easier to get downtown.

Well...like I said ..working one small area at a time. Another comment could be having them work early morning or late evening..

When they had 15th Avenue blocked off they also had 13th Ave and Twelfth Ave blocked off and another way to access Safeway Plaza there, you could take Nandina St but when they had Twelfth, Thirteenth and Fifteenth you couldn't get there, you had to go past Eighteenth and make a U-turn or make your decision to get to Nandina all the way back at Ninth Ave to take the side street. (p) they could have left Thirteenth Ave open and that would have made inaccessible to turn there, also there is one area past Fifteenth Ave where there's a driveway into the store only if you're west on the Highway you could make a right turn, but if you're heading east there's a concrete divider so you can't go into there, they could have knocked out a section of the divider to make access, they worked on it anyway

Well better planning on closing off alternate access. (p) Well if they have the all the cross streets,... one day they had all the cross streets closed off from Fourteenth to Twelfth, to get from the east end of town to the west end of town you had to go to Ninth. We don't have a cross street on every block. (p) when they're working on the access to the cross streets, to not close off a whole long section at a time, but do it in pieces so they could rotate the closings. Two streets blocked off at a time is not bad but when you only have four cross streets and three of them are blocked off it makes life difficult.

Well I'm not sure how to answer that. I don' think that access to business was the primary problem there. Pedestrian safety and crossing is much more important.

I don't think it was done in the greatest fashion, to get to one or two of the stores you had to go two blocks out of your way. I'm not sure what they could have done though Do one at a time instead of all entrances to businesses at one time

Other pertinent information

Respondent said access to residents' homes was blocked, and it took 30 minutes to get to the post office (he was upset about it)

Respondent was old, and seemed somewhat incomprehensive.

Elderly lady said she didn't get out that much but she didn't see how ODOT could have improved accesses.

Lady had several elderly clients she runs errands for and found street changes and signs were different every time she went to town which was up to 3 times a day if I understood her correctly.

He felt that what they were doing on the Hwy from SH to Foster at night would have been a better way to do it in the down town Sweet Home area as well.

I believe she was more concerned about getting around to the different streets instead of being worried about the accesses into the businesses themselves.

She answered no to the last so was cut off from saying that the particular businesses she went to were not the ones with the signs on them so they could have made more signs available to more businesses. Had she answered yes she would have had to chance to say that. What she actually said at first was "I don't see how" Then with prompt for yes or no she had chosen the answer no.

After last? she said that a lot of people just started going out of the area for shopping and she felt that had destroyed the businesses in SH as they would continue to going out of the area.

At end of survey, R wanted to add: there are some turn areas that have cement barriers, specifically by Wells Fargo bank cross walk area, when you get to the island there's a turn area, its bizarre.

She wants to note that it was "a hell of a mess." She also indicated at the beginning that the city was doing a lot of construction also and it was hard to tell who was doing what. She mentioned something about bumpers or bunkers? Didn't know what she meant by those but it was evidently a city project.

Main complaint seemed to be that they were tearing up large sections at a time and not getting to it when they could have done smaller sections at a time and finish it more quickly.

He drives a garbage truck so was very aware of the blunt edges.

The signs were helpful, but needed to be bigger and at a height that was easier to see.

She said it was inconvenient, but had no trouble getting around it just took a little longer.

R felt the signs probably helped other people but she was aware of where she wanted to go so it didn't matter to her. R was unsure of answer to whether they knew what was trying to be accomplished. They knew the resurfacing was going to happen and needed to be done, but didn't know in advance about the sidewalks etc.

She thought that the general way it was handled, made it difficult to get through town.

She felt she never knew what lane she was supposed to be in. They had the lanes zigzagging back and forth. She also felt that when they were re-paving, the drop off on the edges were too steep and dangerous and you had to take it real easy through there.

At some of the corners the sidewalk goes out and juts out about two feet and it makes parking hard. And there are some parts where its just out like three feet into the road. There are wheel chair ramps but the way they put them in is hazardous.

Where they have the flipper markers. Those where they widen the highways it is terrible to find the turn lane I was almost in a wreck and I almost saw two other wrecks people coming in either direction don't see the little yellow markers

May be impartial because he manages Les Schwab Tires and his business suffered as a result of the construction

Owens business downtown and his business was affected by the construction

Thought that blue "temporary business access" signs were too small

The sidewalks were buckled up, they should have done what they did in Lebanon

The sidewalks were built out onto the streets and people run over and bump into them. some things they should not have done, some things they did were alright.

The cones did not make the businesses accessible, had to go four blocks past before you could get in

The wheel chair access stick out, the semi trucks have to jump over them.

Construction was okay, they just should not have ever done it, it ruined the road.

Felt that ODOT could have somehow made it clearer as to where to access businesses... didn't really notice the blue signs... said that she wasn't really looking for them

Thought that ODOT did a very good job with making directions well known to drivers... didn't think that they could have done much more

She was disgruntled that the equipment both backhoes and pickups blocked entrances... didn't really pay much attention to any signs or anything

Thought that ODOT did a great job during the construction

Highway 20 should be improved all the way over the mountains and all the way to Ontario.

Felt that they did an excellent job of letting people know where to get in... the signs helped a lot

R had difficulty accessing his own residence driveway during the project.

Felt that ODOT did the best that they could do

Felt that the people of sweet home should have been informed more about the length and complexity of the job before it began...

Passed through construction 4x per day over 100 times interviewee said " they did a "heck of a job"

Very supportive of ODOT's efforts in cons. project.

They could have made it simpler by only tearing up about a block at a time instead of large areas. It made it hard to drive.

Interviewee stressed that the blue signs that indicated alternate business entrances to businesses were not posted until "later", this apparently caused some confusion until they were put out.

They put the blue signs in the normal entrances she said so it was kind of funny that they were the same entrances as always but labeled differently.

The caller made the following comment, "I think that next time that they do a construction like this, they should consider having someone who comes and takes a look at the situation before. There's not enough room for all the vehicles. There's log trucks and all. It looks beautiful I just don't think its practical

Caller thought that the blue signs could have been bigger

Was only in town for first little part of reconstruction

R said ODOT did a beautiful job, not on the work but on the way they handled the project. R never needed access to any of the business therefore she did not know for many of the questions about business access.

Was not familiar with the access to businesses issue

Does not think the taxpayers are getting their dollars worth

We have a business on highway 20 & they kept 1 entrance open all the time. They made a nice road.(Quotes)

The cross walk with handicap access is too far out on the road - she thought and many others according to her.

She felt the project did not inconvenience her very much and she drove through more than 50 times.

This man was very happy with the project and aside from a few delays, thought the project was done very effectively- drove through more than 50 times

Didn't notice blue signs

Important! - Res. says" I'm not sure I'm Happy with the engineering decisions made at junction of 15th Ave and highway 20., near Safeway. There's a left turn and now they made a right turn too that's a gradual curve. This is a good place for a yield sign because drivers in other lane can't see other drivers. It is unsigned as of yet and a possible danger of being blindsided. Possible call back to get more specific info of needed sign(s). Also there's a little section between 12th and 13th Ave. where there used to be lots of parking. Now they put lots of bump things & eliminated lots of parking. This really puts a cramp on parking on Main Street because he really likes to shop in some of those little shops and now it is hard to park.

Res. very concerned with a lack of flaggers creating areas of danger due to blind spots. Machinery or equip. blocking view of oncoming cars.

Actually felt that there really wasn't any thing that ODOT could have done to lessen the impact... was sure that it hurt businesses but felt that the project needed to be done and like the results so far

They did all the outside areas first and would do the downtown areas at night to lessen congestion she appreciated this and said now it's beautiful downtown (assume the project improved her driving and shopping experience.)

Didn't think that the signs really helped at all... even though the signs were there... the driveways were still blocked... kept talking about letting the public know work schedules and areas that would be closed and at what times so people could have scheduled their trips and taken different routes if possible

I hate it, I hate it. It cost the taxpayers so much and we had one meridian that we paid for and then they put in another meridian and we had to pay for that

Felt that they tore up too much of town at once

R felt that there was too many errors, mismanagement and duplication of tasks.

Felt that there was no way to improve customer access and finish the project in a timely manner

Thought the construction went pretty smoothly

R said he had a really hard time getting in and out of his residential street, the street was four lanes going into two lanes then it goes under a train trestle and half the time it's only one lane so you have all this traffic going into one lane so there's long lines on both sides and they let the construction trucks through to do their things so it's quite a delay sometimes and it involves his street which is 57th street, it's hard to get in and out of his street. R works two hundred yards away from his street and sometimes it takes over twenty minutes.