



PUBLIC WORKS DEPARTMENT, 11707 E. Sprague Avenue, Suite 106, Spokane Valley, WA 99206 509-720-5003 FAX 509-688-0261

Tips for Making It Through Construction Season

Just as predictably as warmer weather arrives each year, so does the road construction season.

While road construction projects are necessary to keep our roadways in good condition, accommodate new development and help traffic move more smoothly, they also impact the community. Whether its dust, noise, detours or delays, we've all been through it.

We wish there was a way we could completely eliminate all the negative impacts of construction projects, but since we can't, we do what we can to minimize them whenever possible.

One way we can help you make it through the construction season is to provide information that will tell you when, where, and what type of impacts to expect. You can use the information to change your route, adjust your schedule, and find other ways to reduce the impact the construction project has on you.

In addition to resources for getting information about construction projects, we've put together some tips that residents and businesses of other communities have found helpful. We hope you find some you can use, too.

Stay informed:

- When you receive information in the mail from the City of Spokane Valley, please open it. It could contain important information you need to know about upcoming projects.
- If you're invited to come to a meeting or asked to share information, please do so. We really DO want to hear from you. Many times information provided by community members has resulted in adjustments to maximize project results or reduce impacts during construction.
- Get more details about construction projects on our website at www.spokanevalley.org by holding the cursor over the "Departments" tab at the top of the home page and selecting "Public Works" from the drop down menu.
- While you're there, sign up to get weekly emailed Traffic Alerts or subscribe to our Traffic Alerts RSS feed. Find the links at the bottom left corner of the home page.
- Use information in our Traffic Alerts, in mailers about the project you may receive, or that may be found on our website to know when and where detours and delays are expected.
- Check local media traffic reports and construction stories for updates and information.
- Let your friends and family know what to expect, including alternative routes.

Plan your commute and driving routes in advance:

- Consider using an alternative route to avoid congestion and delays.
- Give yourself a little extra time to reach your destination.
- If it's an option, you may wish to schedule your trip outside peak travel times during the morning and afternoon commutes.
- Combine multiple trips into one; if you're meeting friends for dinner, drop off your dry cleaning and mail your package on the way to the restaurant, and do your grocery shopping on the way home. Not only will you avoid going through the construction area more than once, you'll get a lot done in a single trip and have more time to relax or spend time with family and friends. You'll also help reduce traffic congestion in the project area.

Stay positive:

- Construction season does come to an end, although it may not seem that way while you're in the middle of it.
- Wave at a construction worker. Like you, they have important things to get done.

If you have a specific concern, please let us know. We really do like to help when we can. Contact us at 720-5003.



PUBLIC WORKS DEPARTMENT, 11707 E. Sprague Avenue, Suite 106, Spokane Valley, WA 99206 509-720-5003 FAX 509-688-0261

Tips for Businesses during Construction Season

We understand that construction projects can have impacts on businesses near the projects. We are committed to working with you to help minimize those impacts. One of the ways we do that is to provide you with information about the projects so you know what to expect and can plan the business strategy you'll use during construction.

No one knows your business and your customers better than you do. Some of these tips may work for you; others may spark an idea you can use. Maybe you have some great tips and ideas that could help other businesses. If so, please let us know so we can share them. Call 720-5411 or email cbranch@spokanevalley.org.

Tell Your Customers:

- When your customers call, tell them about the construction and let them know your business will still be open and accessible.
- Tell customers about alternative routes they can use to get to your business.
- If you have a website you can easily update, include a link to project information on our website.
- If you send your customers newsletters or emails, include information about what to expect during construction and how to get to your business.
- If you do your own advertising, you may want to include messages that say "Open during construction."
- If the timing is right for you, you might want to do a special promotion to help keep customers coming while construction is under way.
- Get together with other businesses in the construction area to brainstorm advertising, promotions, or special events you can do as a group to help your advertising dollar go a little further and keep customers coming during construction.
- Form mutually beneficial referral partnerships with other nearby businesses that have products and services that are complementary to yours.
- Businesses with more flexibility may want to consider adjusting hours or staffing to capture business outside peak commute hours when construction delays may be longer.

Tell Your Staff

- Let them know about the construction and which routes to use so they can get to work on time.
- Talk to your staff about your business strategy during construction so their efforts can support your success.
- Share details about the project with them and encourage them to let your customers know, too.

Focus on the Positive:

- Spokane Valley is a great place to do business, so it's especially important to let people know that during construction projects, it's still a great place to do business.
- You know that it's usually very easy to get around Spokane Valley. When construction calls for temporary detours, reassure your customers that they can still get to your business, and provide clear and concise directions so they'll be less likely to go to your competitor who is outside the construction area.
- When that potential new customer calls to ask how to find you, your encouragement and reassurance that they can still get to you during construction can help you not only get them in your business for the first time, but can earn you a repeat customer.
- Focus on what you CAN do to help your business get through the construction season rather than how it will be impacted.
- Let customers know how much you appreciate the extra effort it took for them to get to you during construction.

If you have a specific concern, please let us know. We really do like to help when we can. Contact us at 720-5003.