

# DIGGING MAINE

*Business savvy tips to survive construction*



**MaineDOT**





# Helping you stay ahead of the curve

Having a smooth, safe, reliable transportation infrastructure can be a significant asset to Maine businesses. It brings customers to your door, allows for easy deliveries and shipments, and facilitates your employees getting to the job. When all is working well, it's easy to take Maine's infrastructure for granted. However, when the roads or bridges around your place of work need to be rebuilt or enhanced, businesses become acutely aware of how much they mean to successful day-to-day operations.

It's important to remember that MaineDOT has "been there, done that." Though we recognize that each community is "unique," there is little MaineDOT hasn't tackled before regarding traffic, environmental concerns, utilities, business impacts, etc.

Also, we realize Maine's construction season is short and coincides with the tourist season: the lifeblood of many Maine communities and businesses. MaineDOT strives to minimize the negative impacts of construction while being mindful of our responsibility as stewards of Maine's infrastructure.

Here's the good news. Once a major bridge or highway project is complete, it is likely MaineDOT won't be back for years! Your business will be able to enjoy the benefits of safe and improved infrastructure for a long time. So try to stay positive and keep the long-term gains in mind as we work together for the betterment of your community.





# **Business Savvy Tips to Survive Construction**

## Team up with other businesses.

Connect with local business groups, chambers of commerce and other businesses. Appoint a representative who will act as a liaison between local businesses, your town officials and MaineDOT.

## Gather information from your customers.

Ask them for email addresses and phone numbers so you can contact them during construction and make them aware of any sales, services or special promotions. The upcoming construction gives you a great excuse to gather contact info they may otherwise not want to share. (Sample customer survey on page 20)

## Develop a marketing plan together.

If your business group doesn't have funding or expertise in-house, consider reaching out to a college or vocational school. They often have students looking for a project or an internship. Maybe a local ad agency will be willing to do some work pro bono. The marketing plan may include:

- A logo to identify limited construction-related promotions or sales.
- Group (downtown) promotions/coupons and joint advertisements. Create cross-marketing opportunities such as buying a coffee at the local market which in turn gives you a discount for a pie at the nearby bakery. Or a frequent buyer card that can be used at every business in the community.
- A Facebook page for local businesses to post activities, special sales or coupons, construction schedules and so forth.
- A park & ride lot for employees to car pool so your most convenient spaces are available for customers. Can you promote walking or biking to work?
- Offer patrons van pool services from the park & ride lot.
- Promotions for construction workers. They are a captive audience.
- Depending on detour routes, design special and fun window treatments or signs so motorists will remember your store or community.



# Tips and topics for your business group meetings

If you have a chamber of commerce, a Main Street organization or a downtown business group, ask them to convene a meeting. If not, consider forming a group to prepare for the project. Try to include as many businesses as possible and ensure that the group is diverse, covering a range of services, locations, hours of operation, etc. It's always helpful to have a business that specializes in advertising and marketing as part of the team. Some topics to cover at your meeting include:

- ✔ Who is not here that should be part of the group?
- ✔ Should you invite someone from town government to attend your meetings and serve as a liaison for the group? Who would be the best municipal official to attend your meetings? Town Manager? Member of the Select Board? Code Enforcement? Economic Development?
- ✔ Should someone from the group serve as a liaison with the project construction team? This person could attend construction meetings, bring scheduling info back to the group, and represent business concerns.
- ✔ Does everyone understand the project location, schedules and other details? If not, should MaineDOT be invited to a meeting or provide the information in writing?

- ✔ Should you invite a representative from a community that has recently gone through infrastructure construction? Ask them how they prepared for the project, their successes and what they would do differently.
- ✔ Brainstorm the issues this group is concerned about related to the project.
- ✔ What realistic, actionable items can be addressed? Should you form subcommittees? Possible subcommittees may address parking issues, deliveries, communications, or special promotions.
- ✔ Brainstorm positive talking points about the project and encourage all businesses to use them. Possible positive talking points may include:
  - When this is done, it will revitalize our local economy.
  - This will improve traffic flow and lessen congestion.
  - We will have a more attractive streetscape which will enhance the local and visitor experience.
  - Bicycle and pedestrian access and safety will improve.
  - The road/bridge will be smoother and safer.
  - Our outdated utilities are being upgraded.

# During construction...

- **BE POSITIVE** – encourage and generate a positive environment for your community, your customers and your staff. It will minimize the project impacts and encourage employee and customer loyalty.
- Be knowledgeable about the project, the future benefits, timetable etc. Customers are bound to ask and you'll be viewed as a good resource.
- Sign up for email alerts if there is a project website. You'll be in the know about weekly schedules, press releases or special meetings.
- Know who the MaineDOT "Resident" is. This employee is the eyes and ears of MaineDOT on the job site. Though a private construction firm has crews doing the work, MaineDOT's Resident is managing the job and serves as a liaison to the community. The Resident documents weekly information about the work progress that may be too detailed and technical for your business. Depending on the project, the resident may send a weekly schedule that provides the hours and location of work activity. Keep in mind that construction is weather-dependent as well as dependent on the timely delivery of materials. Though the weekly schedules should be reliable, they will likely be tweaked from time to time.
- MaineDOT and its Resident want the project to go as smoothly and safely as possible. Notify him/her if you notice safety issues like problems with signage or pedestrian crossings. We will work with the community to find solutions quickly. We are all in this together.
- Ask about MaineDOT resources that can help your business. Depending on the size and location of construction, MaineDOT may have communication materials designed to notify motorists of the project. This may include a project logo, print ads, maps, a website, posters, and social media postings. The department is always happy to share and even modify these materials so they can be utilized by the community.
- Prepare a script and keep it by the phone so all employees are giving the same message about construction, including directions and schedules.
- Businesses benefit when "through" traffic finds another route, allowing destination shoppers easy access to parking and shops. Don't be alarmed if the department encourages through traffic to use alternate routes.
- **Support your community!** Ensure that you and your family are supporting your neighborhood shops and restaurants. It fosters an environment where your employees and friends will want to do the same thing.



# Construction completion...time to celebrate!

As the project nears completion, you may want to consider a celebration to notify the public that the work is done and the community is back to normal. This celebration may be a civic grand opening with a ribbon cutting, speeches, the media, and municipal, state or national officials. Or it can be a business celebration with special sales or promotions during a weekend. Either way, your business community should approach your local government about your ideas and wishes.

If the town would like a more formal civic event, MaineDOT can offer ideas and resources. Depending on the size and significance of the project, federal representatives may want to take part. MaineDOT will work with the community so that the event really represents the town's culture and values. A local committee will need to be formed to brainstorm ideas and contact resources. In addition to working with the community, MaineDOT can offer support such as:

- Podium and sound system;
- Press coverage and media outreach; and
- Contact with federal officials, such as the congressional delegation and the Federal Highway Administration.

If the community prefers a business celebration on the weekend, a local committee will design and implement the celebration. Be aware that scheduling an "opening" can be very last minute since contractors are adapting the scheduling for weather and other issues right up until completion. If you don't mind having the bridge or road open in advance of the event, you can schedule your event to coincide with other community festivals or activities.



Lannigan Bridge Opening in Kennebunk





# Samples and Resources

*Come in We're*  
**OPEN**

ALL AREA  
BUSINESSES  
**OPEN & ACCESSIBLE**



*MaineDOT can provide links and logos if you would like info on your business website.*

**1** **THOMASTON ROUTE 1 CONSTRUCTION**

*Construction is weather-dependent, so schedules are subject to change.  
Please drive carefully through the work zones and alternate routes.*

**f** Like us on Facebook    [mainedot.gov](http://mainedot.gov)    **MaineDOT**

**MAY 23 – JUNE 4**

**MONDAY 23<sup>rd</sup>**

- Installing waterline services at 308 & 232 Main St (From Georges St to Green St)
- Saw cutting road crossings Pine St to Fish St

**TUESDAY 24<sup>th</sup>**

- Installing waterline services at 224 & 218 Main St (Main Mall Rd to Green St)
- Saw cutting road crossings Pine St to Fish St and later between Ship St and Shibbes Ln

**WEDNESDAY 25<sup>th</sup>**

- Installing waterline services between Beechwood St and Knox St
- Start installing cross culvert and basins at Green St

**THURSDAY 26<sup>th</sup>**

- Finish cross culvert and basins at Green St
- *Vietnam War Memorial being delivered from the South on Route 1 - expecting to arrive around 8:30am through the work site.*

**FRIDAY 27<sup>th</sup>**

- Work on widening of shoulders from Erin St to Fish St
- Offsite by Noon for Memorial Day Weekend

**MONDAY 30<sup>th</sup>**

- *NO WORK - MEMORIAL DAY*

**TUESDAY 31<sup>st</sup>**

- Cross culvert & basins at School St
- Start clearing from Toll Bridge Rd to Oyster River Rd
- Start 20' overhead trimming from Oyster River Rd to Fish St
- Start single tree removals from Oyster River Rd to Stony Brook Ln - 15 total

*Weekly construction schedules are available by signing up for email alerts at the MaineDOT project website.*





**25 DAYS AHEAD OF SCHEDULE**

## THE NEW BATH VIADUCT IS NOW OPEN TO TRAFFIC!

**THANK YOU FOR YOUR PATIENCE, SAFE DRIVING AND COOPERATION.**

In 1959, construction of the original viaduct required 729 days. Demolition of the original and construction of the new viaduct has been accomplished in just 195 days. The work has included:

- Construction of 1,300 LF of viaduct roadway, 20 spans on 19 piers.
- Reconstruction of 240 LF of rail line underneath the viaduct.
- Construction of 1,200 LF of new sidewalks.
- Completion of a Storm Water Separation Project, with 1,800 LF of pipe.
- Widening of Northbound Ramp to two lanes, to accommodate approximately 33,000 cars/day.

Thank you to the residents and businesses of Bath for your patience, especially during demolition. And thank you to everyone for driving safely through work zones. We appreciate your cooperation, and thank you in advance for continuing to drive safely as we complete the remaining work underneath the new viaduct in coming weeks. Congratulations to the MaineDOT Bath Viaduct team and all of the contractors for a job well done.

**Plan Ahead. Stay Informed. Drive Safely.**



For project updates, visit [mainedot.gov](http://mainedot.gov) **MaineDOT**



**GO GUNQUIT!**  
Route 1 Project

**PRESENTING THE HOLIDAY GIFT EVERYONE IN OGUNQUIT HAS BEEN ASKING FOR:**

**COMPLETION OF OUR ROUTE 1 IMPROVEMENTS, AHEAD OF TIME AND UNDER BUDGET!**

**THANKS FOR YOUR COOPERATION AND PATIENCE OVER THE PAST TWO YEARS!**

On December 1, we officially completed our major upgrade of Route 1 through Ogunquit. We're proud of our MaineDOT team, lead contractor, RJ Grondin, and all the other men and women who helped accomplish so much:

- Two brand new bridges, now with sidewalks
- Two miles of complete road reconstruction
- An elegant new downtown streetscape, with antique streetlights, brick paving and more!
- 6.5 miles of drainage work
- 2.6 miles of brick and paved sidewalks

Most of all, we thank you, the residents and businesses of Ogunquit, for your patience and cooperation through all the necessary disruption our project caused. We hope you'll agree it was worth the effort.

**HAPPY HOLIDAYS FROM OUR ENTIRE TEAM! [MaineDOT.gov](http://MaineDOT.gov)**

*Print ads, sponsored by the department, let your customers know the project has been completed.*

MaineDOT

Doing Business Government Residents Explore Maine About

## The Bath Viaduct Reconstruction

The SML replacement project is a joint venture between the Maine and New Hampshire Departments of Transportation, with MaineDOT serving as the lead. This project is part of a "Three Bridge Agreement" between Maine and New Hampshire to address their jointly owned bridges spanning the Piscataquis River. The other two bridges are the "high level" bridge that carries I-95, and the Memorial Bridge that links the communities of Portsmouth and Kittery, and offers vehicle, bike and pedestrian travel.

The Sarah Mildred Long Bridge, built in 1940, provides a regional link between Maine and New Hampshire, and is the critical back-up route in case of disruption on the Interstate 95 bridge. SML carries crucial commercial traffic along the US Route 1 Bypass, including movement of people and goods to the Navy Shipyard in Kittery that employs 4,200 workers.

Maine and New Hampshire have agreed to replace Sarah Mildred Long Bridge instead of implementing the rehabilitation project outlined in the March 2011 Memorandum of Agreement between Maine and New Hampshire regarding the three Piscataquis River bridges. The DOTs will equally share the costs of replacing the SML Bridge which is now estimated to be \$170 million.

- The design process began in 2013 and construction started in January, 2015.
- The existing bridge is scheduled to be closed from November 1st, 2016 to September 1st, 2017.
- The new Sarah Mildred Long Bridge opens to traffic September, 2017.
- The project is scheduled to be completed by June 1st, 2018.

For news and construction updates, please visit the What's New page.

**Project Web Cams**

Sign Up for Project Email Alerts

Sign Up!

Project Facts  
Project Documents  
Public Participation

Information Useful Links Connect with MaineDOT

MaineDOT Home  
Maine.gov  
Site Policies  
Accessibility  
Report a Problem

Bureau of Motor Vehicles  
Maine Turnpike Authority  
Penobscot Narrows Bridge and Observatory

Document Readers

PDF DOCX EXCEL

MaineDOT's project websites allow you to stay up-to-date.  
It's important to sign up for email alerts.

→ SIGN UP FOR PROJECT EMAIL ALERTS HERE.

## BATH VIADUCT CLOSING AFTER COLUMBUS DAY

US Rt. 1 Traffic Rerouted To Frontage Roads Starting Oct.11

ALL DOWNTOWN BUSINESSES OPEN & ACCESSIBLE

The Bath Viaduct closes Tuesday, October 11 – the day after Columbus Day. US Rt. 1 traffic will be rerouted primarily to Leeman Highway and Commercial Street. Drivers should expect delays, with the lane closures and detours necessary to maintain traffic flow around this major project. Detour routes will vary, and most will occur overnight between 7 p.m. and 6 a.m. Please drive safely and courteously. Watch for changing traffic patterns, signs, and foggers. Access to Historic Downtown Bath will be maintained and all businesses will be open throughout the project.

For information, and to sign up for email alerts visit MaineDOT.gov


**MaineDOT**

Electronic and social media ads can be cost-effective. MaineDOT may sponsor ads about construction activity but local businesses may want to sponsor ads about downtown promotions.

**MaineDOT**  
16 State House Station  
Augusta, Maine 04333-0016

Local Postal Customer

POSTAGE WILL BE PAID BY ADDRESSEE PERMIT NO. 9



**BATH VIADUCT RECONSTRUCTION**

Community Update

**PHASE 1**  
Drainage work is nearing completion.

**PHASE 2**  
Demolition, then reconstruction of the Viaduct between...

**IT'S IMPORTANT THAT YOU KNOW WHAT TO EXPECT.**

Preliminary drainage work related to the Bath Viaduct reconstruction will be completed in the next few weeks. MaineDOT and our contractors want you to know what to expect as we move into the heavier work of demolition and then reconstruction of the Bath Viaduct.

On October 11, the day after Columbus Day, the Viaduct will be closed and U.S. Route 1 traffic will be rerouted over alternate roads. Heavy construction will start. Day and night work will continue through winter/spring to Memorial Day. Those in the immediate area should expect noise, vibration, dust and truck traffic at any time. Work has been scheduled for a time of year when most have windows closed, so that may help. We recognize this is unwelcome, but it is unavoidable. Working day and night shortens the total duration of the project dramatically. When it's done, it won't have to be repeated for many decades. So we ask for your patience and understanding.

**ALL DOWNTOWN BUSINESSES OPEN & ACCESSIBLE**

MaineDOT wants everyone to know that businesses in Historic Downtown Bath will be accessible throughout the project. Plus, MaineDOT encourages everyone to stay informed—here's how:

- Sign up for email updates at [MaineDOT.gov](http://MaineDOT.gov)
- Visit the Bath Viaduct construction project page at [MaineDOT.gov](http://MaineDOT.gov)


Connect with MaineDOT

**MaineDOT**

**MaineDOT**  
16 State House Station  
Augusta, Maine 04333-0016

Local Postal Customer

POSTAGE WILL BE PAID BY ADDRESSEE PERMIT NO. 9



**Preliminary Public Meeting**  
**Thursday, September 29th**  
**at 6:00 P.M.**  
**Coos Canyon School House**  
**1 Byron Village Road**

**Replacement of Coos Canyon Bridge**


Representatives of MaineDOT will hold a Preliminary Public Meeting to discuss the replacement of the Coos Canyon Bridge in Byron. The 97-year-old crossing over the Swift River needs a new bridge superstructure as well as a foundation rehabilitation. MaineDOT will share information on the upcoming project including the closure of Coos Canyon Bridge during construction and detouring traffic around the project site.

MaineDOT is particularly interested in learning about local views and resources, as well as answering questions about the project. Anyone with an interest is invited to attend and participate in the meeting.

**Come share your thoughts, ideas, and questions!**

**THE BRIDGE WILL BE CLOSED DURING CONSTRUCTION.**

For more information, visit [mainedot.gov](http://mainedot.gov) or contact Project Manager Andrew Lathe, Maine Department of Transportation, [andrew.w.lathe@maine.gov](mailto:andrew.w.lathe@maine.gov) or (207) 441-7362



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Accommodations will be made for persons with disabilities. Auxiliary aids will be provided upon advance request.

MaineDOT sometimes produces postcards to notify residents of meetings and updates.



# Bar Harbor Route 3 Improvements



Route 3 in Bar Harbor is undergoing significant improvements. Work will continue uninterrupted through spring 2019. To stay informed, visit the Bar Harbor Route 3 project page and sign up for email alerts at [mainedot.gov](http://mainedot.gov)



# Make Way for a Stunning New Sarah Mildred Long Bridge Opening in the Fall of 2017



MaineDOT can provide maps and posters of the project for your community.





# THE ANCHOR

MARCH 10, 2017

## Your bridge work survival deals

On Monday, March 6 the Lanigan Bridge closed for 45 days while work is done to bring in its replacement.

This weekend, March 11-13, some overnight work is likely to take place in the bridge area. While construction crews will try to keep night noise as low as they can, there will likely be some noise. What's a person to do?

Well, local businesses are offering some great deals to help you take the bite out of the boom, and ease you into the 45-day closure period.

Just remember: the pedestrian bridge is open, Durrell's Bridge Road is a great detour, and the Memorial Day parade will be crossing the new bridge before you know it.

Neighboring businesses are taking advantage of the once-in-a-lifetime opportunity by offering specials during this 45-day period.



businesses are partnering up to offer 50% off all breakfast sandwiches at H. B.'s with a gas fill-up at Guay's!

**Alisson's:** While the Lanigan bridge is closed, enjoy Burger + Brew every Tuesday night. All menu or specialty burgers with a pint of your favorite beer is \$12. Offer available between 5 and 9 p.m. every Tuesday.

**Striper's at the Breakwater Inn:** Since demolition isn't going to be for only an hour, neither should Happy Hour. Striper's is extending its Happy Hour for all day, any day, during March, which includes a glass of house wine or a craft draught beers for \$4 and 20% off appetizers. As part of their Lobster Lovers deal, get one appetizer and one entrée for \$30.

**H. B. Provisions:** Between March 6 and April 20, enjoy 45-cent coffee and breakfast sandwiches for \$4.50. There will be a daily sandwich special for \$4.50, plus 15% off all wine and 5% off all beer until April 20. Parking is available onsite, and if you're coming from the Port, park behind Alisson's and walk the footbridge!

#bravethebridge



**Toroso:** Thursday, March 9 is Happy Hour menu all night long! So that's 1/2 off glasses of wine and \$5 tapas menu all night!

**BERKSHIRE HATHAWAY** | N.E. Prisma Properties

1 Fletcher Street  
Kennebunk, Maine  
207-985-4952

Good to know™

A member of the Berkshire family of B&B Offshore, LLC

Now open in Kennebunk!

**SMHC WALK-IN CARE**  
OPEN 7 DAYS  
10AM - 7PM

2 Livewall Drive, Kennebunk | (207) 467-4900  
(Right behind Shopper's Village!)

For non-emergency care. Open to everyone.  
smhc.org/walk-in-care

Southern Maine Health Care  
Medicaid

**CUCINA ITALIANA** OPEN ALL YEAR ROUND

**PORTS OF ITALY**

THE KENNEBUNKS

**PIZZA, PASTA & SEAFOOD**

4 Western Ave.  
Kennebunk, ME 04043  
**207 204 0365**

PORTSOFITALY.COM

The Kennebunk-Kennebunkport-Arundel Chamber of Commerce newsletter organized and featured business specials to entice customers during construction.



# When posting on social media, try to keep positive and remind followers of the project benefits.



Here's a great seat to watch people on the new and improved Route 1 through Ogunquit. (But there won't be any construction workers to see till after Labor Day. Hope you won't be disappointed!) Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



Wide and smooth! Route 1 through Ogunquit is better than ever, with bike lanes, turning lanes and a brand new surface. Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



Please watch for runners, bikers, walkers and their dogs as they enjoy our new roadway and sidewalks in Ogunquit this summer! Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



Downtown Ogunquit is looking greener and prettier than ever. But please watch your step: some sidewalks still need their bricks installed. Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



The new and improved Route 1 is designed to make everyone happier: drivers, runners, cyclists and pedestrians. (If only it were always this traffic-free!) Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



We've done a lot this spring before our summer shutdown, but some of the sidewalks still need a layer of brick...so watch your step, please! Please visit [MaineDOT.gov](http://MaineDOT.gov) for regular email updates on the project. Thank you!



# Sample Facebook Pages

**Lanigan Bridge News**  
@laniganbridge

Home  
About  
Photos  
Videos  
**Posts**  
Community

Create a Page

Liked Following Share

**Lanigan Bridge News**  
May 15 · 🌐

Join us Friday!  
Come one, come all, come help Kennebunk and Kennebunkport re-open and re-dedicate the Mathew J. Lanigan Bridge over the Kennebunk River with a ceremony at 4 p.m. Friday, May 19.

Leaders from both towns and the Chamber, plus special guests, will participate in the double ribbon-cutting ceremony. There will be live music from the 207 band, antique vehicles from 1933 (the year the Lanigan Bridge was last built) and Girl Scouts on hand for the ceremonies, much more. See More

Like Comment Share

58

Chronological

21 shares

Liked Following Share

**Lanigan Bridge News** added 2 new photos.  
March 3 · 🌐

The bridge closes Monday - and all-night work begins next Saturday. Do you live in the Lower Village and Dock Square area? Wondering how you'll survive? [Never fear - we've got your FREE Bridge Survival Kit!](#) Complete with ear plugs, some candy and this week's Coast Star, the bags - provided by Kennebunk Savings - have a special Anchor newsletter inside with local deals and specials to help you through the coming bridge battle days. They'll be available for anyone who wants one starting Monday at the Chamber office at 16 Water St. in Kennebunk, Alisson's and HB Provisions. Courtesy of the Chamber and the KBA

Like Comment Share

76

Chronological

**Lanigan Bridge News**  
@laniganbridge

Home  
About  
Photos  
Videos  
Posts  
Community

Create a Page

Local communities create Facebook pages to keep followers informed.



# Don't reinvent the wheel!

*Here are some promotional ideas to drive customers to your downtown. But your community is unique! Have a brainstorming session and generate concepts that reflect your town.*

## PRIZES

Have prize drawings to attract customers. Customers can submit their names at each store and have a weekly drawing for a local business gift – dinner for two, a free tank of gas, free coffee for a week, a gift card from the local boutique!

## THEMES

Capitalize on a construction theme – one high-end clothing store sent a postcard to customers featuring models wearing high end fashion and hard hats! Others use the theme in window displays. Ogunquit had a construction theme in Halloween displays.

## CERTIFICATES

Monona, Wisconsin created “Monona Moola” certificates which cost \$4. People could redeem the certificates for \$5 at participating businesses. They also launched a Monona Drives Alive campaign which sponsored events such as local music, 3K run/walk, sidewalk sales, craft markets and other events.

## COUPONS

Create a “Bounce Back” coupon book redeemable after construction is completed to entice customers back to see the beautiful finished product.



*The Meadowmere Resort featured the Ogunquit Project on their postcard to highlight how the downtown would look after construction.*







*The Dunes Hotel in Ogunquit provided a survival kit for guests who might get stuck in traffic.*



*The Ogunquit community also used a construction theme in Halloween displays.*

# Customer surveys gather useful information and demonstrates your commitment to customer service.



You may know we have a transportation construction project in our community. To ensure that we continue to provide great customer service and that our business remains stable, we would like to get your feedback. We appreciate your help!

NAME: \_\_\_\_\_

EMAIL: \_\_\_\_\_

PHONE: \_\_\_\_\_

1. How often do you come to this area to shop or receive services?

- Daily
- Weekly
- Monthly
- A few times each season
- Other \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. What times during the day or week do you come here most often?

(Check all that apply)

- Morning
- Afternoon
- Evening
- Weekdays
- Weekends

4. If you normally come by car, where do you park?

\_\_\_\_\_  
\_\_\_\_\_

5. If we wanted to reach you to notify you of sales, a change of work hours, or a special event, what is the best way to reach you?

- Social Media: \_\_\_\_\_
- Email: \_\_\_\_\_
- Phone: \_\_\_\_\_
- Mail: \_\_\_\_\_
- Other: \_\_\_\_\_

# Here's a sample survey to identify potential delivery issues

1. What size truck(s) deliver to your business and how often? Check all boxes that apply.

**Single Unit Truck**  
(Typically 2-3 Axle)  
(UPS, FedEx, etc.)



**Small Tractor Trailer**  
(Typically 3-4 Axles)  
(Pepsi, Sysco, Pine State, etc.)



**Interstate Tractor-Trailer**  
(Typically 5-6+ Axles)  
(Hannaford, fuel tanker, etc.)



2. Approximate length of truck if known, center of front axle to rear axle. The truck driver may be able to provide this information.

Length \_\_\_\_ FT

Length \_\_\_\_ FT

Length \_\_\_\_ FT

3. Frequency and Timing of Deliveries:

- |                  |                          |                          |
|------------------|--------------------------|--------------------------|
| <b>Daily</b>     | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Weekly</b>    | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Monthly</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Morning</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Mid-day</b>   | <input type="checkbox"/> | <input type="checkbox"/> |
| <b>Afternoon</b> | <input type="checkbox"/> | <input type="checkbox"/> |

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4. Where are deliveries coming from or going to?
5. Local roads or routes used?
6. What are your normal weekday and weekend business hours?
7. What parking area is most important to your business? Please circle area on map (provided in survey). If more than one applies, please rank in order of priority.

Business Name: \_\_\_\_\_

Location: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Telephone: \_\_\_\_\_

Cell: \_\_\_\_\_

E-mail: \_\_\_\_\_

Please add any additional information if known.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Street smart resources and links

*Here are some organizations that offer services to Maine businesses.*

## **GrowSmart Maine**

GrowSmart Maine works with organizations and municipalities to convene discussion and take actions to revitalize our communities and economy while protecting our natural resources.

**growsmartmaine.org**

**facebook.com/GrowSmartMaine/**

149 Water Street, Gardiner, Maine 04345

Phone: (207) 582-4330.

## **Maine Department of Economic and Community Development**

DECD's broad mission is to help communities and businesses prosper through a variety of programs providing everything from targeted tax relief to community block grants to tourism marketing.

Department of Economic & Community Development

Burton Cross Building, 3rd Floor

111 Sewall St., Augusta, ME 04330-6830

Phone: (207) 624-9800 | TTY number: 1-800-437-1220



## **Maine Downtown Center**

The Maine Development Foundation's Maine Downtown Center, established in 1999, is the state coordinator for the National Trust for Historic Preservation's Main Street program. They serve as a statewide resource for preservation-based economic development and downtown revitalization.

| **mdf.org**

| Phone: (207) 512-4906

## **The Maine State Chamber of Commerce**

The Maine State Chamber of Commerce advocates on behalf of its 5,000 member companies before the Legislature and the state's regulatory agencies and through educational and networking events to ensure that the state's business environment continues to thrive by lowering the cost of doing business in Maine.

| For a listing of local Chambers in Maine:

| **[mainechamber.org/localchambers.php](http://mainechamber.org/localchambers.php)**

# Regional Planning Organizations

*Regional Planning Organizations (RPOs) promote cooperative efforts for regional development. RPOs receive funds from the Maine Legislature and Maine Coastal Program to provide general planning assistance to municipalities within their respective regions. This assistance is available upon request to the extent that the funding allows.*

## **Northern Maine Development Commission**

P.O. Box 779  
Caribou, ME 04736  
(207) 498-8736  
[nmdc.org](http://nmdc.org)

## **Washington County Council of Governments**

P.O. Box 631  
Calais, ME 04736  
(207) 454-0465  
[wccog.net](http://wccog.net)

## **Hancock County Planning Commission**

395 Water Street  
Ellsworth, ME 04605  
(207) 667-7131  
[hpcme.org](http://hpcme.org)

## **Kennebec Valley Council of Governments (KVCOG)**

17 Main Street  
Fairfield, ME 04937  
(207) 453-4258  
[kvkog.org](http://kvkog.org)

## **Lincoln County Regional Planning Commission (LCRPC)**

297 Bath Road  
Wiscasset, ME 04578  
(207) 882-5188  
[lcrpc.org](http://lcrpc.org)

## **Mid-Coast Regional Planning Commission (MCRPC)**

166 Main Street, Suite 201  
Rockland, ME 04841  
(207) 594-2299  
[midcoastplanning.org](http://midcoastplanning.org)

## **Greater Portland Council of Governments (GPCOG)**

970 Baxter Boulevard, Suite 201  
Portland ME 04103  
(207) 774-9891  
[gpcog.org](http://gpcog.org)

## **Southern Maine Planning and Development Commission (SMPDC)**

110 Main Street,  
Suite 1400, Saco, ME 04072  
(207) 571-7065  
[smrpc.org](http://smrpc.org)

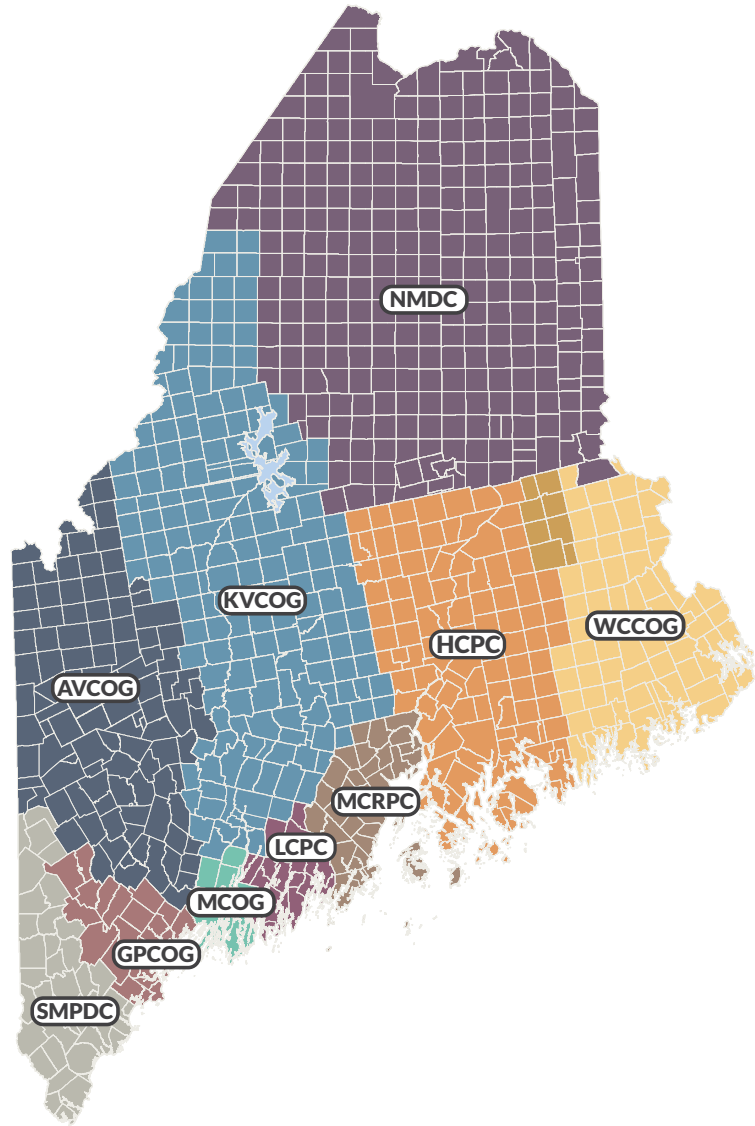
## **Midcoast Council of Governments (MCOG)**

165 Main Street, Suite 2D / P.O. Box 62  
Damariscotta, Maine 04543  
(207) 443-5790  
[midcoastcog.org](http://midcoastcog.org)

## **Androscoggin Valley Council of Governments (AVCOG)**

125 Manley Road  
Auburn, ME 04210  
(207) 783-9186  
[avcog.org](http://avcog.org)

## MaineDOT Regional Planning Organizations



-  Androscoggin Valley Council of Governments (AVCOG)
-  Greater Portland Council of Governments (GPCOG)
-  Hancock County Planning Commission (HCPC)
-  Kennebec Valley Council of Governments (KVCOG)
-  Lincoln County Planning Commission (LCPC)
-  Midcoast Council of Governments (MCOG)
-  Mid-Coast Regional Planning Commission (MCRPC)
-  Northern Maine Development Commission (NMDC)
-  Southern Maine Planning and Development Commission (SMPDC)
-  Washington County Council of Governments (WCCOG)

# Project Contacts

*Here's a place to keep track of important project-related contacts.*

## **MaineDOT Project Manager (Preconstruction Contact)**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

## **MaineDOT Project Resident (On Site During Construction)**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

## **Other MaineDOT Project Resources**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

## **Municipal Contacts (Town Manager, Planning Director, Economic Development Director)**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

## **Municipal Contacts (Town Manager, Planning Director, Economic Development Director)**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

## **Municipal Contacts (Town Manager, Planning Director, Economic Development Director)**

Name\_\_\_\_\_Phone\_\_\_\_\_Email\_\_\_\_\_

**Business Contacts** (Chamber of Commerce, Main Street Director, Downtown Merchants Group)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

**Business Contacts** (Chamber of Commerce, Main Street Director, Downtown Merchants Group)

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

**Other Contacts**

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_ Email \_\_\_\_\_



A vibrant street scene in a town with colorful buildings, a green car, and pedestrians. The street is paved with asphalt and has a brick sidewalk. The buildings are multi-story and feature various colors like red brick, yellow, and green. A green car is driving on the road, and several people are walking on the sidewalk. The sky is blue with some clouds.

Thank you for your patience.  
**Drive Safely!** *MaineDOT*

    [mainedot.gov](http://mainedot.gov)