

Your City Construction Roadmap



A Guide To Help Lincoln Businesses Thrive During City Construction.



CITY of LINCOLN

INTRODUCTION

If you're reading this, you're likely a business owner or work for one. That means Lincoln owes a lot to you. You're at the heart of our City's growth. And you know firsthand what growth means: more traffic, more wear and tear on our infrastructure, more need for improvements.

Lincoln Transportation and Utilities (LTU) is here to keep our streets running smoothly so customers can reach you.

You're often the first to see where improvements are needed. You may also be one of the first to feel the impact of construction. While orange barrels and street closures can be frustrating, they're essential to keeping Lincoln's infrastructure and businesses strong.

City improvement projects are chosen with care and consideration. They are planned years in advance, with guidance from many stakeholders, including Lincoln businesses. Every construction project that gets the green light must balance the needs of taxpayers, businesses and residents.

Unfortunately, there will still be disruptions and inconvenience. That's why we created this guide, because we're here to help you minimize those headaches and keep customers coming through your door.

WHAT TO EXPECT

We've all been around construction sites. City improvement projects are no different. Just so we're setting expectations, you and your customers can expect to experience at least some of the following:

- *Dust and mud*
- *Noise pollution*
- *Orange barrels, traffic cones and barricades*
- *Changes in traffic patterns*
- *Heavy machinery equipment and vehicles*
- *Contractors, construction workers and city staff*

The City's goal is to reduce the time you'll be dealing with these inconveniences, and to keep you fully informed along the way.

ACCESS DURING CONSTRUCTION

We know keeping your business accessible is a main priority. Your customers, employees and suppliers need to get to you, no matter what. When construction messes with normal traffic flow, we will make sure there's a way to reach your business, even if it means using a temporary access road or changing routes a few times. **Customers will reach you!**

Directional Signs

We recommend using City-approved directional signs to help customers find their way to your business during construction. Check the "Tips and Ideas" section on page 8 for more info and other helpful ideas.



COMMUNICATION

Before Construction

The City will reach out to businesses that might be affected and let them know what's coming. **We'll keep you in the loop with things like:**

- *Postcards and/or letters in the mail*
- *Open houses for the community*
- *One-on-one meetings with business owners*
- *Door hangers*
- *Project website updates*

Sometimes plans shift once a contractor is hired. That's when you'll get more details about closures or access changes.

During Construction

The City will have a contact person listed on the Project webpage at any stage of the project, from design to construction, to help the business stay informed of progress and timing. **Go to lincoln.ne.gov/Projects.**

Other ways we'll communicate:

- *Text message and postcard progress updates*
- *One-on-one meetings*
- *In-person and/or virtual community open houses*

CLOSURES AND DETOURS

We work hard to give contractors what they need to get the construction done quickly, but we also know that you and your customers need to get around. Safety for workers, drivers, pedestrians, bicyclists and customers is always the top priority.

Sometimes closing streets down is because our heavy equipment is unable to maneuver around the area to accomplish the work without full access to the street. We also close streets down because water mains are right in the middle of the street and we have no choice but to do so and replace it.

Types of Closures

Before construction starts, we look at every project to figure out the best way to manage traffic and balance the needs of the community. **Here are the typical options:**

- 1 Open to traffic** – *minimal impacts to normal traffic patterns.*
 - 2 Open to traffic with lane closures** – *lanes may be closed for some directions of travel. For example, the northbound lane may be open, but the southbound lane closed.*
 - 3 Closed to through traffic, open to local traffic** – *Detours are marked, and local traffic can still get in, though it might be rough, dusty or muddy. This helps reduce conflicts with heavy equipment.*
 - 4 Head-to-head traffic** – *traffic may be shifted so opposite directions are adjacent to each other. For example, northbound traffic is shifted into a shared left turn lane to go head-to-head with southbound traffic. No left turns allowed.*
 - 5 Full closure, open only to emergency vehicles** – *You will be notified, and we'll work fast to wrap things up.*
- TIP:** *Encourage your customers to use the free Waze app to stay current on street closures and detours.*





UTILITIES

A variety of utility lines — such as phone, gas, electric, fiber, water, storm drains, and wastewater lines — run along the street where construction happens.



Before crews can start, those lines need to be located, and sometimes carefully moved. This work can be dangerous and requires coordination between utility companies and the construction crew. Construction can't begin until the lines are marked, service is shut off, and lines are moved.



If a planned service interruption is needed, you'll get a heads-up. If something unexpected happens and service gets cut, the contractor will work quickly to let you know and get things back up and running. Sometimes they can even work with you to schedule an interruption that works best for your business.

A NEW ENVIRONMENT

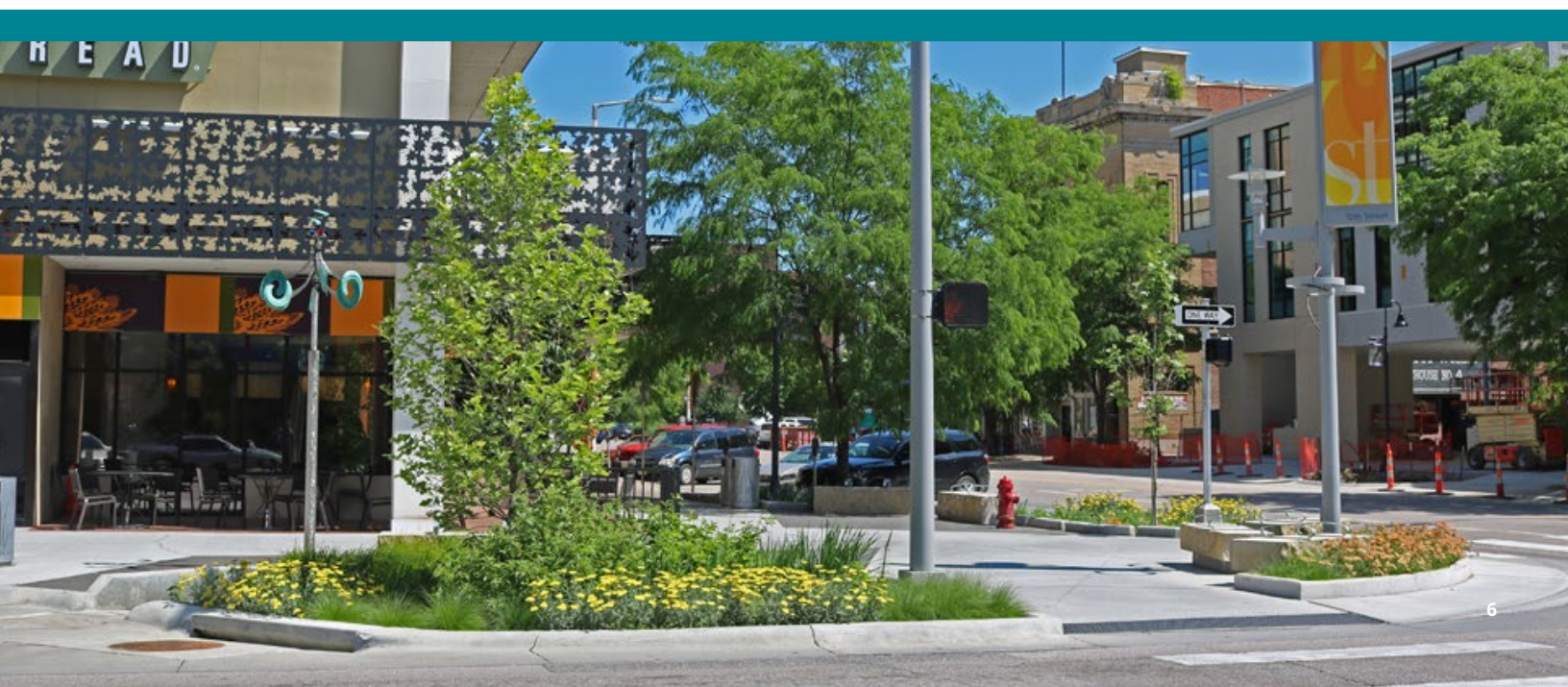
Once the work is done, things are going to look a bit different, and a lot better. Depending on the project, you might see:

- *New lanes and traffic signals*
- *Fresh pavement and markings*
- *Improved sidewalks, ADA ramps, streetlights and signs*

Driveways might be steeper or flatter, depending on how the street lines up with the property. Curbs, sidewalks and landscaping could also be higher or lower.

Depending on the project, sometimes trees or other landscaping may be altered or removed. The City works hard to find ways to minimize these situations where we can. We strive to keep trees and greenery wherever we can.

Even if you don't notice all the improvements right away, you'll likely feel the benefits. New water mains mean better pressure and reliability. New storm drainage pipes help manage rainwater, and upgraded wastewater lines keep the system running smoothly.





THE BLUEPRINT FOR SUCCESS

Dealing with construction may not be a cakewalk, but a little planning and teamwork can make a big difference. **Here are some ideas to help keep your business humming and your customers visiting:**

Get to know the project team.



We'll make sure you know who's leading the project on site — the project manager or inspector. They're your best go-to for daily updates and will be your point person for questions or concerns. We'll provide their names and contact info at lincoln.ne.gov/Projects.

Team up with neighboring businesses.



Work together to share resources and find solutions that make things easier for everyone. A strong business community can get through construction with some creative planning.

Stay in touch with your customers.



The City will share updates to community members through project webpages and the media (*traditional and social*). You know your customers best and how to reach them. So be proactive and communicate with them creatively and often. We've got some tips and ideas in the following pages.

TIPS AND IDEAS

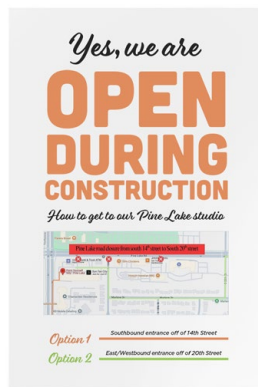
Tap into local organizations.

Connect with the Lincoln Chamber of Commerce or similar groups to team up with other businesses and coordinate with the City during construction.

Keep your customers in the loop.

Use social media, ads, direct mail, and in-store flyers to share info like street closures, detours and the best ways to reach you.

- ▶ Check out the Travel Guide on [page 10](#) for more details.



Make it easy to find you.

Apply for City-approved temporary signs to help drivers navigate to your business.

- ▶ Find the form on lincoln.ne.gov/Projects.

Plan ahead with your suppliers.

Let them know the best routes and delivery times to avoid construction delays. Coordinate with contractors to prevent blockages.

TIPS AND IDEAS

Get creative with promotions.

Run special deals or discounts to encourage customers to keep coming.

Offer delivery or pickup options.

If traffic is tricky, think about adding or promoting delivery or curbside pickup services so customers can still reach you.

Use customer feedback.

Ask your regulars how construction is affecting their visit, and adjust your communication or signage based on what they tell you.

Boost your online presence.

Update your website, Google listing, and social media pages with construction info, hours and easy ways to contact you.

Remain positive when discussing construction and construction projects to customers. Repeated negative comments can turn customers away, making some feel they should avoid the area. Help them feel at ease navigating to your business. Remember, the City always makes a plan for customers to reach you.

Coordinate parking solutions.

If parking is limited, talk to neighboring businesses about sharing lots or directing customers to nearby public parking.

▶ See the Travel Guide on [page 10](#).

Stay engaged with the City's project team.

Attend open houses, info sessions, or stakeholder meetings; these are a great way to hear the latest plans for project improvements and other updates.

TRAVEL GUIDE

Navigating around Lincoln during construction doesn't have to be a headache. Here are some resources you can share with your customers to help them reach you more easily.

Parking



Heading downtown or through the Haymarket? Park and Go has nearly 20 parking garages, plus plenty of metered parking.

- ▶ For all public parking options, check out lincoln.ne.gov/ParkandGo.

Public Transit



Lincoln offers a great public transit system. So hop on StarTran and let the City do the driving.

- ▶ Find bus routes, fares and a live bus tracker at lincoln.ne.gov/StarTran.

Street Closures Map



Want to avoid the orange barrels? Check the City's Street Closures Map for a live look at what's closed and where.

- ▶ You can also see all current and upcoming projects on our Projects page at lincoln.ne.gov/Projects.
- ▶ Another way to stay up-to-date is with the City's new text messaging service. For details go to lincoln.ne.gov/TextLNK.

Detours Made Easy



Download the free Waze app to help you navigate around full street closures. The City updates its street closures daily.

FREQUENTLY ASKED QUESTIONS

How can I navigate a construction project near my business?

Stay in touch with the project manager, team up with neighboring businesses, and keep your customers informed. It makes a difference.

Who do I talk to about questions and concerns?

Talk directly to the project manager. They know what's happening day to day and can answer questions.

What should I expect during construction?

You might experience:

- *Dust, dirt, and mud*
- *Changes in access*
- *Noise and heavy equipment*
- *Occasional utility interruptions*
- *Changes in traffic patterns*
- *Contractors, construction workers, and city staff*

Will I be compensated for property impacts?

The City follows the law when compensating for property impacts, like extra land needed for a wider street or temporary access on private property. Check out lincoln.ne.gov/Urban or call 402-441-7864 for details.

Will I get compensation for lost revenue?

No. The City has a responsibility to maintain and improve street and utility infrastructure for all businesses and residents across Lincoln. This ongoing effort ensures a high quality of life in the capital city.

Can I put up signs to guide customers?

Yes, with a permit. Fill out the form and apply for a permit at lincoln.ne.gov/Projects. City staff can remove unapproved signs, so make sure you're in compliance.

When should I get involved in a project?

Get involved early — before construction begins. Check project details, closures and contacts at lincoln.ne.gov/Projects.

How do I contact LTU?

Visit lincoln.ne.gov/LTU or call 402-441-7548.

WE'RE IN THIS TOGETHER

We know construction may bring short-term inconveniences, but the long-term benefits are worth it. Safe and reliable infrastructure, along with smooth and beautiful streets and sidewalks elevate the area and those who work and live in them.

On the City's end, we are dedicated to keeping you updated and informed through the project. When improvements are complete, they will be here to serve you and your customers for years to come.

For more information on specific projects and contact details for the construction project managers, visit lincoln.ne.gov/Projects.

