

## Appendix E—Agency Checklist

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### Contents:

1. Transportation Agency Staff Checklist for Assessing and Tracking Business Outreach

## Mitigating Small Business Impacts

### Pre-Construction Process for Major Construction Projects

1. Identify potential impacts to businesses and the degree of those impacts. Issues to consider:
  - duration of project
  - lane closures
  - detours
  - periods of complete highway/street closure
  - increased congestion
  - access impacts: customers, suppliers, shipping
  - parking impacts: customers, employees
  - confusion on how to reach business: customers
  - visibility
  - noise
  - dust
  - vibration
  - travel time and accessibility for emergency responders
  
2. Coordinate with local units of government to: a) review expected impacts; b) discuss potential mitigation measures; c) identify issues specific to the project area that may affect how businesses are impacted. Local governments and businesses have the greatest knowledge and insight on these issues.
  
3. Develop business information packet that includes:
  - Nature, extent, and timing of planned construction, including anticipated changes in parking, traffic, and public access in the area.
  - Identification of a contact that can provide information about construction progress and timing.
  - A listing of area business development organizations that can assist businesses with financing, marketing, and technical counseling during the construction period.
  
4. Engage key individuals. Identify opportunities for coordination and partnership.
  - Agencies**
    - Pre-Construction or Design Manager
    - Construction Manager
    - Public Affairs Coordinator
    - Signing Engineer
    - Area Manager
    - City/County Planner
    - City/County Economic Development Office
  - Resources**
    - Minnesota Department of Employment and Economic Development
    - Transportation Management Organizations
    - Small Business Development Centers
  - Partners**
    - Business Owners/Operators
    - Business Organizations/Chambers of Commerce
    - Community/Neighborhood Organizations
    - Contractor
  
5. Ensure that mitigation measures committed to during pre-construction are carried forward and implemented in the construction phase.

**Mitigating Small Business Impacts**

**Checklist**

**Trunk Highway Number** \_\_\_\_\_

**Minnesota Project Number** \_\_\_\_\_

**State Project Number** \_\_\_\_\_

**Project Limits** \_\_\_\_\_

**Pre-Construction**

(Planning → Scoping → Programming → Design)

**Comments**

- Identify potential impacts to businesses.
  
- Compile a list of affected businesses and contact information. Include both property owners and tenants.
  
- Notify businesses of the project. Establish relationships and preferred communication methods for on-going communication and updates.
  
- Consider special outreach for certain business populations such as tenant-operated, recently-located, and immigrant.

- Prepare information packet. For major projects include: 1) summary of construction project, preliminary schedule, and expected impacts including changes in parking, traffic, and access; 2) identification of a contact who can provide information on construction progress and timing; 3) listing of organizations that can assist businesses during construction.
  
- Contact the Minnesota Department of Employment and Economic Development for assistance with identification of organizations that assist businesses: Madeline Harris, Business Advisor  
[Madeline.Harris@state.mn.us](mailto:Madeline.Harris@state.mn.us)  
651-259-7474
  
- Determine when to send information packet.
  
  
  
  
  
  
  
  
  
  
- Identify measures that will mitigate business impacts, with input from business owners, local governments, and construction personnel. These measures are incorporated into the contract documents (plans, specifications, special provisions) or separately documented to ensure implementation during construction.
  
  
- Investigate the use of signing to help drivers locate business areas/districts.
  
  
  
  
  
  
  
  
  
  
- Involve agency decision-makers early on issues such as special signing to ensure that proposed measures are feasible.

- Identify a single point of contact who businesses can contact directly with questions and concerns. For smaller projects, this may be the construction engineer, Public Affairs Coordinator, or other agency staff person. For larger projects, a separate individual may need to be dedicated to work with businesses, the community, and the media.
- Emphasize the importance of coordination with businesses at the pre-construction meeting with the contractor. Contractor is informed that any proposed construction and schedule changes must be approved by the construction engineer so that impacts on business can be assessed and coordinated.
- Provide the more detailed construction schedule provided by the winning contractor to businesses.

## **During Construction**

- Ensure that the construction engineer is aware of and committed to mitigation measures that were identified in the pre-construction phase. Share documentation on mitigating business impacts with the construction engineer.
- Keep businesses up-to-date on construction progress and the timing of impacts.
- Notify the construction engineer as early as possible of other construction work in the area (including private development construction).

- Evaluate effectiveness of communication with businesses and make necessary adjustments.

**Post Construction**

- Provide business owners the opportunity to provide feedback on what worked well and what could be improved. Feedback is made available to project staff, but may also be used to improve agency guidance on business coordination and impact mitigation on future projects.
- Notify business owners when project is complete.