

# BUSINESS SUPPORT PROGRAM // FAQs



## FAST FORWARD

RIVERSIDE COUNTY TRANSPORTATION COMMISSION



### What is the Business Support Program for the 91 Project?

The program provides local businesses with construction information, access to team members and opportunities to promote their services through project resources.

### How do I report concerns or ask questions?

Please call the project helpline, 877-770-9191, or use the "Contact Us" page of the website, [sr91project.info](http://sr91project.info) to ask questions or provide feedback.

### What is the construction schedule and when will construction crews be working in front of my business?

Construction began in July 2014 and will continue to 2017. To view the schedule, please visit [sr91project.info](http://sr91project.info). For specific information regarding your business area, please call the helpline or visit the website as noted above.

### If there is a dust issue near my business, what should I do?

Dust control measures are required on this project and are being monitored on a regular basis. Please call the project helpline immediately to report an issue.

### Will street parking be affected?

Efforts have been made to minimize impacts to street parking near businesses. In areas where streets are being reconfigured, a 72-hour notice will be provided to business owners. Project representatives will assist with directional signage as needed.

### Will my driveway be closed for construction activities?

Business access will be provided at all times, or we will work with the business on an agreeable solution. However, some changes to driveway configurations may be required during construction.

### Will my property be acquired for the project?

Right of way acquisitions for the project have been completed. Impacted property owners and tenants have already been contacted and terms negotiated to access the properties.

### Will my water, electricity, gas or telephone utility be shut off?

Utility relocations will take place throughout the project corridor. Shut-off notifications will be coordinated by the respective utility companies. Every effort is being made to minimize impacts during working hours.

### What is the process for filing a claim?

To file a claim for physical damages to a property, please call the project helpline immediately at 877-770-9191. A project representative will gather information to begin the process. A follow-up call will take place, and an investigation of the claim will occur. A response letter will be issued once the findings are determined.

**Project Helpline:** 877-770-9191  
**Website:** [sr91project.info](http://sr91project.info)



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