



Broadway: Euclid to Country Club Roadway Improvements Project

July 2014 Business and Property Owner Meetings Summary of Survey Responses

General Overview

Attendees at the July, 2014 Business and Property Owners meetings were provided a survey form and asked to turn in the forms before leaving the meeting. The 2-page form was divided into five (5) sections - a copy of the form is included in Appendix A, pages 8-9.

Section A. Personal Information

Section B. Tell us about your Property and Business

Section C. Tell us about yourself and your Travel Habits

Section D. The following questions relate to this meeting and materials:

Section E. Please provide feedback about this business and property owner meeting.

Twenty-seven (27) forms were collected in total: 16 from the July 24 meeting, and 11 from the July 31 meeting. The following summary report provides a summary of the responses collected, by section. The data collected and reported keeps the personal information for each form anonymous. The only manner in which the personal information provided will be used is to update the project mailing lists, to update the project email notification list, and where indicated, to follow-up as requested.

Responses to Section A. Personal Information

Twenty-six of the respondents provided contact information. Eleven (11) – or 42% – indicated that they would like to be followed-up with.

Responses to Section B. Tell us about your Property and Business

There were five questions in this section to better understand who was a property owner, a tenant, a property manager.

1. Do you own your property on Broadway?	Yes	No	I represent the owner
	19 (70%)	4 (15%)	4 (15%)
2. Do you utilize this property for your business? <i>If yes, how many employees do you have?</i> <i>If no, do you lease or rent out your space to others?</i>	Yes	No	Other
	19 (70%)	8 (30%)	
	11 responses, ranging from 2 employees to 45. The average number of employees is 9. 8 responses indicated 'Yes', they lease the space out.		
3. Do you lease / rent your own space?	Yes	No	Other
	6 (22%)	21 (78%)	

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4. Do you want to stay at / keep your location?

Yes	No	Not Sure	No Response
10 (37%)	8 (30%)	8 (30%)	1 (3%)

This questions provided space for people to ‘Please explain why.’ There are 15 responses:

Yes: Of the ten (10) people who responded ‘yes,’ three (3) provided an explanation:

- “Been in the neighborhood 60 years. Part of the Tucson identity.”
- “We like the midcentury area.”
- “As long as I can be ‘as is’.” [This relates to one of the options for properties that experience takings for the roadway improvements, the ‘As Is’ of ‘Cryogenic’ Ordinance.]

No: Of the eight (8) people who responded ‘no’, six (6) explained why:

- “Any of the takings would great impact the function of the property.”
- “Due to the 25 years plus Broadway Corridor, RTA, etc., the business environment of the area is DEAD! The instability of the area has taken its toll!”
- “At great personal expense, I moved my insurance agency (ABC Insurance) in 2011 based on conversations/emails with Jim Glock, City of Tucson Real Estate Dept. Price and timelines were given until the plan changed.”
- “Traffic is bad and at standstill for blocks; dangerous at night; parking is difficult; we get no walk-in business.”
- “I am retirement age - I want to sell the property to the City.”
- “It’s become an undesirable location.”

Not Sure: All eight (8) people who responded that they were ‘unsure’ (or ‘depends’, or ‘maybe’), explained their perspectives:

- “If we cannot maintain a tenantable property with adequate parking, access, noise level, then we would prefer to sell.”
- “Want to stay if I can stay in business.”
- “If we can get more parking (onsite)”
- “Great location but if land is taken for project, it will impact livability”
- “Depends on plan, actions of city and alternatives”
- “Depends on plan, and alternatives, and use of property to east (Black Chamber of Commerce)”

5. If you have the choice to relocate / reinvest in new property, would your preference be to stay in the project area?

Yes	No	Not Sure	No Response
8 (30%)	7 (26%)	4 (14%)	8 (30%)

Question 5 also asked responders to ‘Please explain why.’ Nine (9) responses were given:

Yes: Of the eight (8) responses indicating ‘yes’ (or ‘probably’), three (3) provided some context:

- “Able to walk, bike, drive to UA, downtown, shopping all within minutes”
- “Convenience of access to courts downtown (1433 used as law office since 1965)”
- “Down the street”

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No: Of the seven (7) who responded ‘no,’ five (5) provided explanations:

- “Due to the 25 years plus Broadway Corridor, RTA, etc., the business environment of the area is DEAD! The instability of the area has taken its toll!”
- “Based on City of Tucson's advice, I moved from the building and my old clients must go to either of my other southside or northside locations. I now have a crisis in confidence in this area's future.”
- “Not a good location for our type of business”
- “Don't want to reinvest”
- “Indecision has hurt the business, then construction will further hurt us”

Not Sure: Of the four (4) who responded ‘not sure’ (or ‘undecided,’ three (3) provided additional reasoning:

- “Business decision – depends on market plan”
- “Depends on the solutions”
- “Unsure. Again, specifics are needed.”

Responses to Section C. Tell us about yourself and your Travel Habits

This section asked about how the respondents themselves, as well as their employees, travel in the project area. The numbers of responses will reflect that not everyone responded to these questions. Percentages are based on the total number of surveys received, (27), not responses.

1. Do you live in the Broadway Project area?

Yes	No	No response
2 (8%)	24 (89%)	1 (3%)

2. Do you commute to the Broadway Project area?

Yes	No	No response
16 (59%)	10 (37%)	1 (3%)

3. How do your **employees** get to work? *(Some responses included multiple modes. Each mode mentioned receives one count.)*

Car / Drive	Bus	Bike	Walk	No response
15	2	3	2	12

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4. How frequently do **you** travel on Broadway between Euclid and Country Club using the following modes?

Mode	Purpose: (for example work, shopping, etc.)	Daily	Weekly	Monthly	Never	Total # Selections for Mode	Mode Not Selected / No Response	Total
Drive	Work; travel to I-10	16	3			19	8	27
Bus					6	6	21	27
Bicycle			2	1	4	6	20	27
Walk			1	2	3	6	21	27
Other					3	3	24	27

Responses to Section D. The following questions relate to this meeting and materials:

There were three questions asked in this section, and space was provided for responders to write in their answers.

1. What possible impacts to your property /location concern you most?

Fifteen (15) forms provided responses to this question, often with one or more concern or issue. Because there were repeated comments, the responses have been organized into broader categories. Some comments are repeated in other categories because they overlap.

Parking

- Loss of parking - I do not have enough now.
- Loss of parking!!!
- Loss of parking
- Loss of parking
- loss of parking
- Loss of useful parking will make this building unusable/unleasable. Possibly closing Stewart and maintaining current access/driveways or expand the driveway just east of it to include this property. Also, maybe eliminating the median in front of this building would help with usable parking on front of building.
- In other words, either make my parking/access whole or plan on taking the building.

Construction

- No access during construction
- Access during construction
- Old ladies aren't going to come down Broadway construction. Also, many younger women won't.
- Interruption of client traffic

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- impact of construction on biz access
- Because of all the talk about construction, nobody wants to lease. I need to know ASAP which way City is inclined to proceed on this building so if complete taking will take place, we will not spend anymore time and money. Especially if Stewart will stay open.

Loss of building

- Loss of character of the area,
- Loss of identity by changing the building look
- You will need to take the entire building and property. It is one of the narrower intersections
- Being a gateway to Downtown instead of a destination

Property Value / Marketability

- Reduction in value and long-term viability of property
- I am now unable to sell this unneeded property due to the uncertain future that has transpired due to the volatility and politics in this situation. Regardless, parking will be a problem going forward.
- Loss of tenants
- Because of all the talk about construction, nobody wants to lease. I need to know ASAP which way City is inclined to proceed on this building so if complete taking will take place, we will not spend any more time and money.

Access (ingress & egress)

- No access during construction
- Access
- Change of ingress & egress, curb cuts

Roadway Design

- proper, efficient design
- Being a gateway to Downtown instead of a destination
- Noise [from roadway being closer to building]

Relocation

- Relocation
- Loss of my business at this location.

Environmental

- Noise (from roadway being closer to building)
- Noise, dust, congestion

Signage

- Loss of space for signage

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2. Did you learn about any tools or options at this meeting that might help address your concerns? (Please specify.)

Fourteen (14) forms provided responses to this question. The responses were largely concise, and have been summarized here by main topic. The numbers in parens – for example, (4) – indicate how often that topic was mentioned, and where more lengthy responses were provided, the comments are included.

- Maybe / No / Nothing specific (4)
- Ombudsman / Patricia Gehlen (3)
- Parking (3)
 - “Dealing with parking lot issues”
 - “Need to explore the overlays to get City involved with parking issues.”
 - “Possible closing Manchester [Stratford]. “
- Contacts (3)
- Real Estate
 - “Myrlene Francis gave me more info than I have heard in **30 years!**”
- MainStreet (2)
- Roadway Design / Project Schedule / Process (2)
 - “Yes, that I must wait for the end of the year (hopefully) for the final alignment.”
 - “Don’t want [Variation] C or Base Option!”
- “Need more interaction with adjacent property owners” (1)
- “Very helpful – thank you” (1)

3. Is there anything that you want to encourage the Broadway Citizens Task Force to consider about the project design?

Eighteen (18) forms provided responses to the third and last question in this section. These responses are provided verbatim, by category.

Design Decision (Timing; Certainty)

- “Just pick a design and move forward”
- “Delays are killing values and viability of the corridor”
- “Just pick a design and move forward”
- “Yes. Please finish the project!!”
- “Make a decision and stick to it. The back and forth has caused financial damage to my business and others, obviously.”
- “Please make a decision.”
- “Move ahead and widen road!”
- “The sooner a decision is made, the better. It seems amongst the owners of buildings/business on north side between Campbell and Euclid that we would rather see an "all or nothing" acquisition of our properties.”
- “Make a decision! Your lack of a decision is hurting us terribly. Give the CTF a deadline.”

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Roadway Design Considerations

- “Closing Manchester [Stratford] was the only option that could create parking.”
- “Keep it narrow”
- “Have the Task Force spend more time talking to each other”
- “Leave Miles School intact”
- “Miles school is a jewel. Leave it alone. Northside better to use for widening. Many properties already owned by City.”
- “Make sure it will accommodate future streetcar extension.”
- “Light rail, trolley car - bringing people to the financial business and city centers”

Property Impacts

- “Don't leave us with a functionally obsolete property. “
- “All "As Is" as often as possible”
- “The objective is growth, economic development - find a way to not harm businesses that are thriving”

Collaboration

- “Have another business meeting later this year”

Construction

- “Do [construction] in the evening or 24-hour with 3 construction crews and no shift differential.”
- “No”

Responses to Section E. Please provide feedback about this business and property owner meeting.

Based on the responses provided, of which there are six (6), the meetings were generally well-received:

- “Very informative! Glad to be included.”
- “It was a good meeting.”
- “These conversations are good, but business owners around our property were not in attendance tonight.”
- “I see a need to get more property owners involved and educated about more than just the impact on their property.”
- “Good to get the process started.”
- “7/31 session was excellent. Very informative. No nonsense.”

APPENDIX A – COPY OF THE SURVEY

Figure 1. Page 1 of the 2-page Survey Form

BROADWAY: EUCLID TO COUNTRY CLUB ROADWAY IMPROVEMENTS PROJECT

Business and Property Owner Meetings

Information used from this form will remain anonymous.

A. PERSONAL INFORMATION (OPTIONAL)

Name: _____

Broadway Address: _____

Business/Organization: _____

Mailing Address: _____

Email: _____

Work Phone: _____ Cell: _____

Would you like someone to follow-up with you? Yes No

If yes, what is the best method/time to do so? _____

B. TELL US ABOUT YOUR PROPERTY AND BUSINESS

1. Do you own property on Broadway? Yes No I represent the owner

2. Do you utilize this property for your business? Yes No Other: _____

If yes, how many employees do you have? _____

If no, do you lease or rent your property to others? Yes No Other: _____

3. Do you lease / rent your space? Yes No Other: _____

4. Do you want to stay at/keep your location? Yes No Other: _____

Please explain why: _____

5. If you have the choice to relocate/reinvest in new property, would your preference be to stay in the project area? Yes No Other: _____

Please explain why: _____

C. TELL US ABOUT YOURSELF AND YOUR TRAVEL HABITS

Do you live in the Broadway Project area? Yes No

Do you commute to the Broadway Project area? Yes No

How do your employees get to work? _____

How frequently do you travel on Broadway between Euclid and Country Club using the following modes?

Mode	Purpose: (for example work, shopping, etc.)	Daily	Weekly	Monthly	Never
Drive					
Bus					
Bicycle					
Walk					
Other					

Figure 2. Page 2 of the 2-page Survey Form

D. THE FOLLOWING QUESTIONS RELATE TO THIS MEETING AND MATERIALS

1. What possible impacts to your property/location concern you most? (e.g. loss of parking, etc.)
2. Did you learn about any tools or options at this meeting that might help address your concerns? (Please specify.)
3. Is there anything that you want to encourage the Broadway Citizens Task Force to consider about the project design?

E. PLEASE PROVIDE FEEDBACK ABOUT THIS BUSINESS & PROPERTY OWNER MEETING

Thank you for attending this meeting! Information from the forms (not the forms themselves) will be shared with the Citizens Task Force for their deliberations as they define their Recommended Corridor Development Concept for the consideration of the Tucson Mayor and Council.

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APPENDIX B. RESPONSES BY SECTION

Also available online at <http://tdot.tucsonaz.gov/projects/broadway/business>

(Section A. Personal Information is not included intentionally.)