



West County Connectors Community Outreach Update



Commuters and Residents

- 121,500 Construction Flyers / Door Hangers
- 156 Detour and Closure E-Alerts
- 140 Community Meetings
- 6 Stakeholder Working Group Meetings
- Changeable Message / Detour Signs
- Radio, TV, Print, and Online Media
- Automated Calls
- Construction Helpline



CLOSURE & DETOUR NOTICE						
West County Connectors Construction Nighttime Closures for the Week of March 20						
WHAT: During the week of March 20, nightly closures will occur to allow for minor Valley View Street bridge demolition activities, concrete barrier installation, median removal, vegetation removal and construction of a temporary sidewalk on Seal Beach Boulevard Bridge.						
WHEN: Closures on the East segment will occur Sunday night, March 20 through Friday morning, March 23. Closures on the West segment will occur Sunday night, March 20 through Saturday morning, March 26. Specific times are listed below.						
DISCLAIMER: Due to unforeseen operational factors or inclement weather, these dates and times may change.						
EAST SEGMENT CLOSURES						
CLOSURE	Sunday 3/20/21	Monday 3/21/21	Tuesday 3/22/21	Wednesday 3/23/21	Thursday 3/24/21	Friday 3/25/21
WB SR-22 Lane Closure from Knott Street / Goldenwest Street to the Valley View Street off-ramp Two lanes closed from 10 p.m. to 5 a.m.	✓	✓	✓	✓	✓	✓
DETOUR 1: At least one lane will remain open at all times on the WB SR-22 from Knott Street / Goldenwest Street to the Valley View Street off-ramp.						
EB SR-22 Lane Closure from the Valley View Street off-ramp to Knott Street / Goldenwest Street Two lanes closed from 10 p.m. to 5 a.m.	✓	✓	✓	✓	✓	✓
DETOUR 2: At least one lane will remain open at all times on the EB SR-22 from the Valley View Street off-ramp to Knott Street / Goldenwest Street.						
SB I-405 to EB SR-22 Connector Closed from midnight to 5 a.m.	✓	✓	✓	✓	✓	✓
DETOUR 3: Exit Seal Beach Boulevard from SB I-405, left on Seal Beach Boulevard, left on Windward Avenue, left on Goldenwest Street, proceed north on Goldenwest Street to access the EB SR-22 on-ramp.						
WB SR-22 to NB I-405 Connector Closed from midnight to 5 a.m.	✓	✓	✓	✓	✓	✓
DETOUR 4: Exit Goldenwest Street / Knott Avenue from the WB SR-22, left on Garden Grove Boulevard, left on Goldenwest Street, right on Windward Avenue to access the NB I-405 on-ramp.						



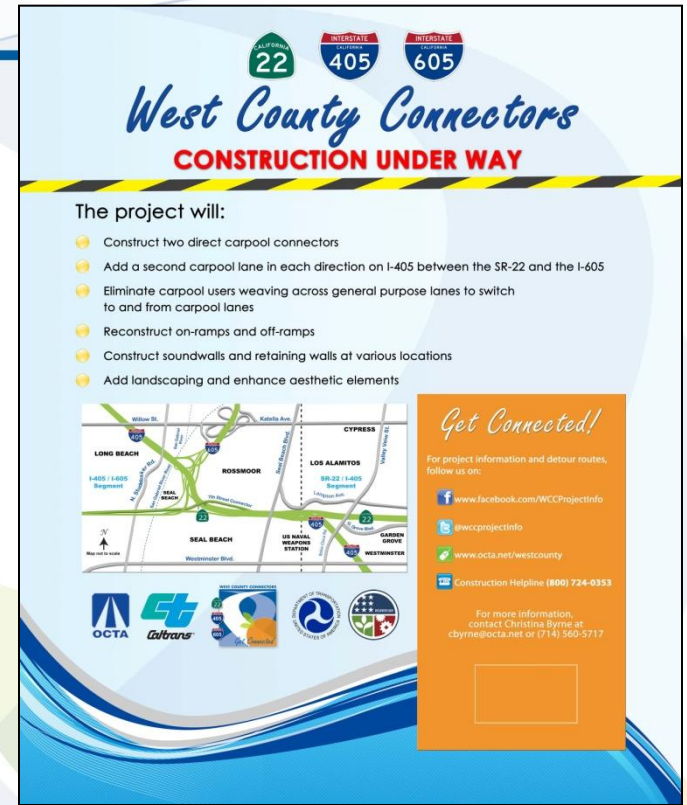
Elected Officials

- City Council Briefings
- Community Chats / Neighborhood Meetings
- Newsletter / Blog Articles
- City Websites
- Update Letters



Business Community

- 750 Door-to-Door Visits
- 7,500 Coupon Books
- 13 Lobby Displays
- 3 Brown Bag Briefings
- E-Blasts to Employees
- Break Room Posters



West County Connectors
CONSTRUCTION UNDER WAY

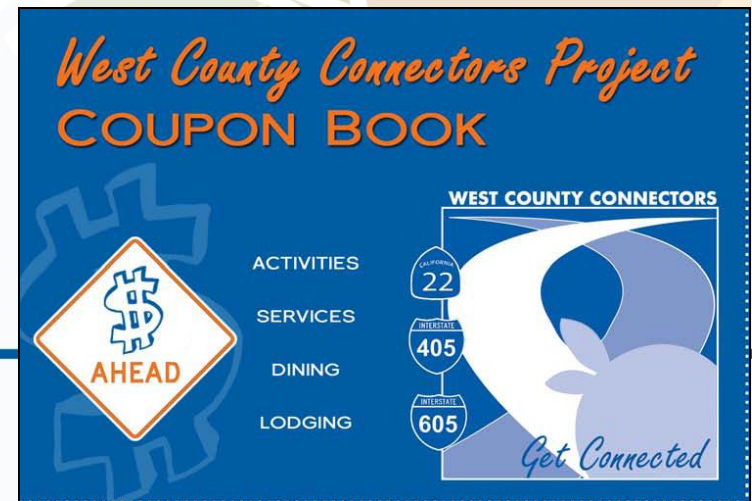
The project will:

- Construct two direct carpool connectors
- Add a second carpool lane in each direction on I-405 between the SR-22 and the I-605
- Eliminate carpool users weaving across general purpose lanes to switch to and from carpool lanes
- Reconstruct on-ramps and off-ramps
- Construct soundwalls and retaining walls at various locations
- Add landscaping and enhance aesthetic elements

Get Connected!
For project information and detour routes, follow us on:

- www.facebook.com/WCCProjectInfo
- [@wccprojectinfo](https://twitter.com/wccprojectinfo)
- www.octa.net/westcounty
- Construction Helpline (800) 724-0353

For more information, contact Christina Byrne at cbyrne@octa.net or (714) 560-5717



West County Connectors Project
COUPON BOOK

WEST COUNTY CONNECTORS

ACTIVITIES
SERVICES
DINING
LODGING

Get Connected



College Students

- Facebook /Twitter Accounts
- Parking Pass Distribution
- Website
- Bookstore Stuffers
- Performing Arts Center / Sporting Event and Commencement Inserts





Back to School Outreach

- Email to more than 43,000 parents, teachers and staff!
- 600 flyers to Westminster District
- District website posts
- Milestone auto calls
- Working relationships with all area school districts

KNOW BEFORE YOU GO!

Plan Ahead!

A new school year is starting and construction is under way on the **West County Connectors Freeway Project** in your area. Leave a little early to make it to class on time!

Get Connected!

Stay plugged in to the WCC project! Various detours and delays are expected, so make sure you know before you go!

For project information and detour routes, follow us on:

- www.facebook.com/WCCProjectInfo
- [@wccprojectinfo](https://twitter.com/wccprojectinfo)
- www.octa.net/westcounty
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The Word On the Street

Excellent presentation, clean, comprehensive, thank you!

Excellent presentation!
Thank you for all the work that has gone into these projects

Great staff, very helpful! Very respectful attitude.

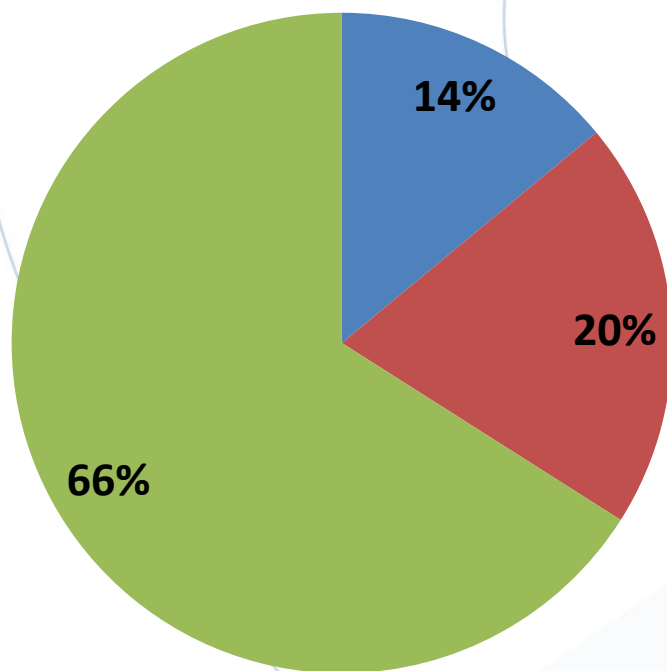
Anyone who does not know about this project has their head in the sand.

GOOD JOB! These (alerts) are so informative and valuable. I have lived and worked in many cities in the LA and Orange counties for decades and this is the most - if not the only - timely and information to the neighborhood

The gentleman speaking did a tremendous job answering questions while also being empathetic.



Emails to Project Manager

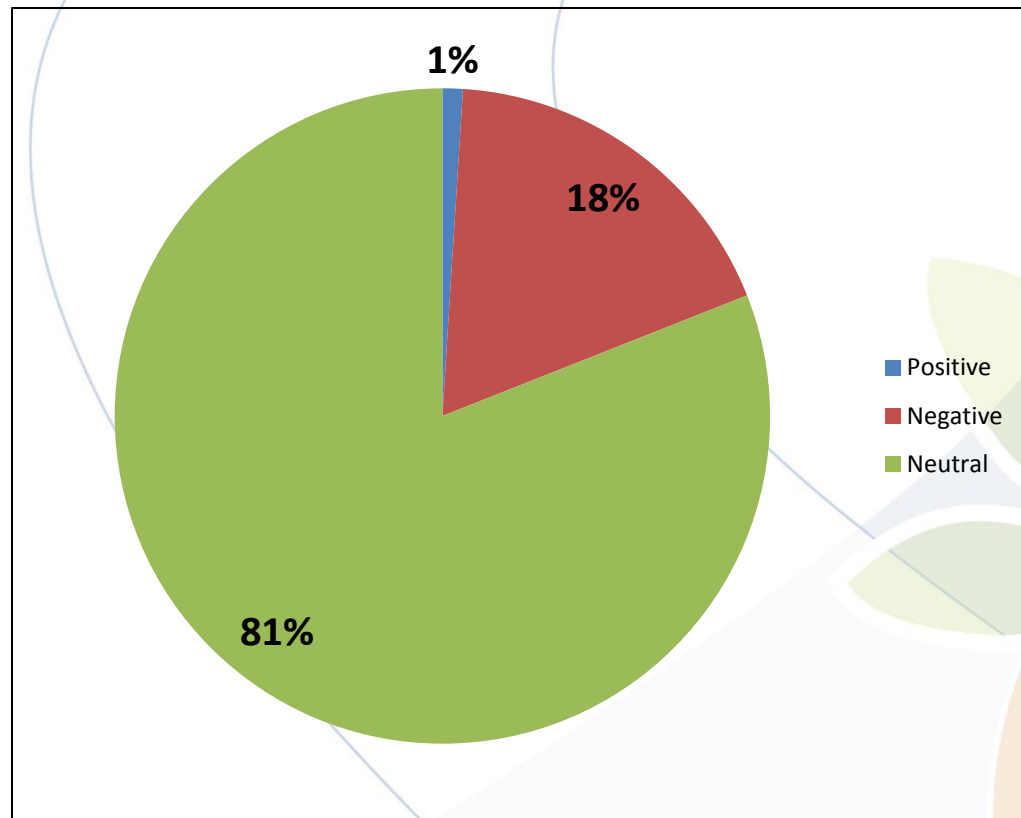


■ Positive
■ Negative
■ Neutral

Positive	149
Negative	207
Neutral	706
Total	1,062



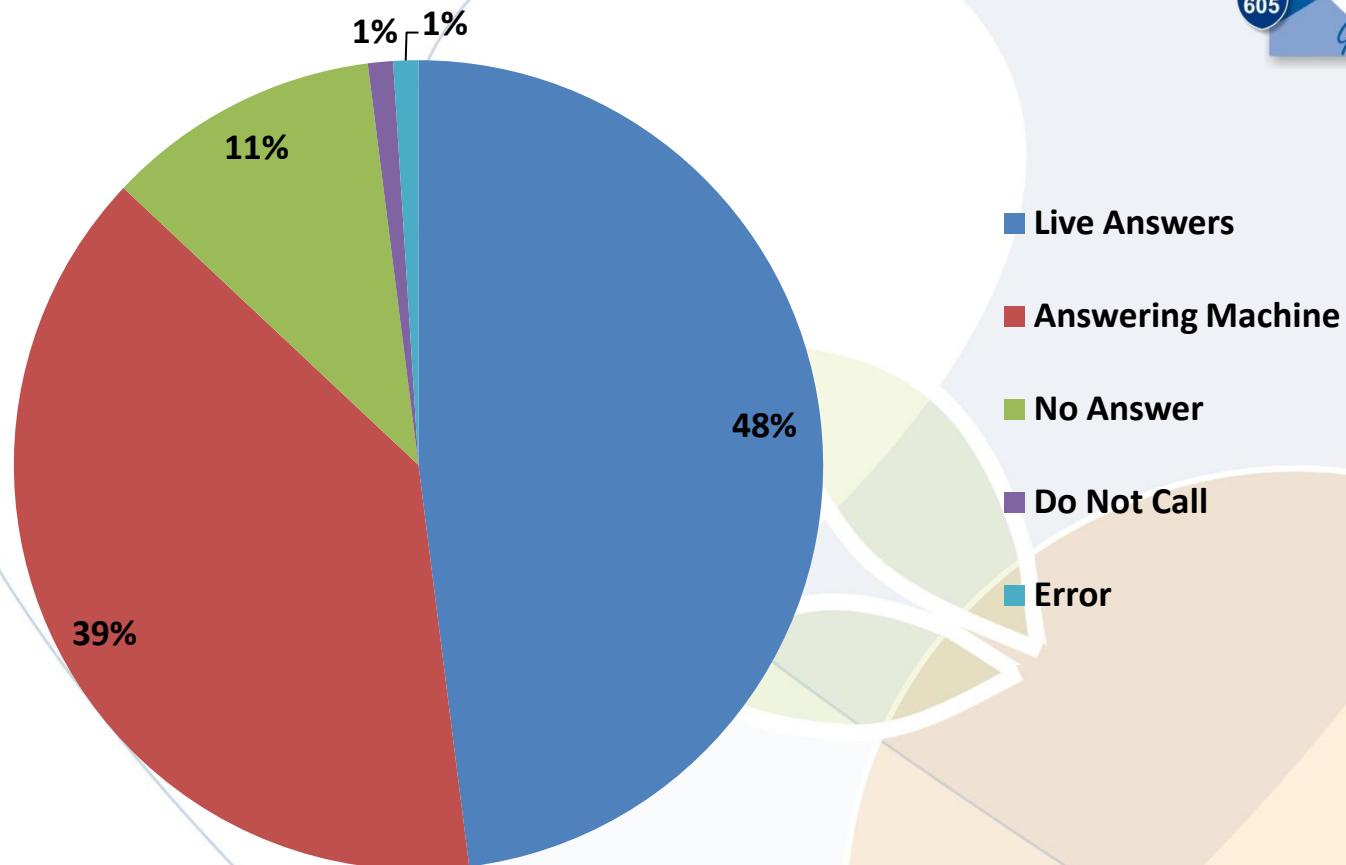
Calls to Project Manager



Positive	6
Negative	75
Neutral	348
Total	429



Automated Calls





Facebook = Customer Response Portal



Mike Griffith

Why don't you fix the big raised bump on the right hand side of the curve when you go around the South Bound 605 to the North Bound 405 It is kind of bone jarring when your at speed. I think is is a Tar Patch that was made to High

Like · Comment · September 22 at 1:18pm



WCC Project Info Thank you for your comment Mike, we will share your concern with the contractor and let you know when the bump is scheduled to be fixed.

September 23 at 10:13am · Like



Mike Griffith WOW Nice thank you

September 23 at 12:07pm · Like

Write a comment...



Tyler Payne

will the new portions of the freeway be asphalt or cement pavement?

Like · Comment · September 13 at 11:20am



WCC Project Info Hi Tyler, thanks for your question. The new roadway will have an asphalt base with a concrete overlay.

September 13 at 12:07pm · Like



Tyler Payne splendid. thanks for the answer.

September 13 at 2:36pm · Like

Write a comment...



Schedule Highlights

Fall 2011

- 55 Hour Valley View Street Bridge Closure

Spring 2012

- 7th Street Connector Reopening
- Southbound I-605 / Southbound I-405 Closure (2 weeks)

Mid 2012

- Eastbound SR-22 / Southbound I-405 Closure (2 weeks)
- Eastbound SR-22 / Northbound I-405 Closure (10 months)
- Seal Beach Blvd. Bridge Reconstruction Begins



Cheers to a Successful First Year!

