



## **Frequently Asked Questions**

### **How long will construction on 4<sup>th</sup> Street last?**

Construction and closures on 4<sup>th</sup> Street between Broadway and Main Street and between Bush Street and French Street are anticipated to be in place for six months. Construction activities and other closures along 4<sup>th</sup> Street are scheduled for approximately a year.

The OC Streetcar project team and contractor have taken measures to minimize work delays so construction can continue as efficiently as possible. Additionally, the team is exploring opportunities to expedite construction on 4<sup>th</sup> Street to the maximum extent possible.

### **Why is construction scheduled during the day?**

Construction activities scheduled within the work window of 7 a.m. to 7 p.m. comply with City of Santa Ana noise ordinances and the construction permit granted to the project by the city. At the beginning of the OC Streetcar planning process, an environmental review was conducted to study the impacts of construction. The environmental review determined that construction activities would be scheduled during the day.

### **I only see construction crews working during the daytime, why are closures in place all the time?**

The full road closures will be in place 7 days a week, during the day and night for the duration of work. The road closures need to stay in place for the safety of crews, pedestrians and motorists. This also allows the project team to expedite the work in the area.

The work window is 7 a.m. to 7 p.m. to accommodate work activities that may extend beyond the usual day shift of 7 a.m. to 4 p.m. However, the project team is working with the contractor to identify opportunities to restage the work to shorten the duration of construction.

### **How can customers/clients access my business?**

Access to businesses will be maintained at all times.

If customers/clients are driving to 4<sup>th</sup> Street, they will be detoured via 3<sup>rd</sup> Street or Santa Ana Boulevard. Both eastbound and westbound traffic is detoured via 3<sup>rd</sup> Street and an additional westbound detour is available on Santa Ana Boulevard. A map of the detour routes can be found [here](#).



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Pedestrian access along 4<sup>th</sup> Street will also be maintained at all times. However, some closures may be in place. Please follow signage to stay in pedestrian safe zones. A map of the current pedestrian access routes can be found [here](#).

### Where can I and my customers/clients park?

Parking structures in Downtown Santa Ana are available to those traveling to 4<sup>th</sup> Street. The entrances to the parking structures are available off 5<sup>th</sup> Street and 3<sup>rd</sup> Street. Parking is free Monday through Friday, from 7 a.m. to 5 p.m., and the first 2 hours are free evenings and weekends. A map of the available parking structures can be found [here](#).

### How can delivery drivers access my business?

The contractor has identified and established designated delivery zones for delivery trucks. A map of the designated delivery zones can be found [here](#).

For businesses located between Broadway and Main Street, delivery zones are available on:

- Sycamore Street, just north of 4<sup>th</sup> Street. This zone is accessible via 5<sup>th</sup> Street
- Sycamore Street, just south of 4<sup>th</sup> Street. This zone is accessible via the alleyway between the buildings and the parking structure
- The alleyway between the buildings on the south side of 4<sup>th</sup> Street and the parking structure. The project team has placed signage at the entrance of the alleyway to designate it as a delivery zone only

For businesses located between Bush Street and French Street, delivery zones are available on:

- 5<sup>th</sup> Street, at either side of the entrance to the parking structure
- French Street, just north of 4<sup>th</sup> Street
- The alleyway between the buildings on the north side of 4<sup>th</sup> Street and the parking structure. The project team has placed signage at the entrance of the alleyway to designate it as a delivery zone only
- The alleyway between the buildings on the south side of 4<sup>th</sup> Street and the buildings on the north side of the 3<sup>rd</sup> street. The project team has placed signage at the entrance of the alleyway to designate it as a delivery zone only

If you are experiencing difficulties with delivery drivers accessing the delivery zones, please let the project team know and we will work with the contractor to find possible solutions.



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## Customers/clients don't know that my business is open due to construction, how is OCTA letting Downtown Santa Ana visitors know that all businesses are still in operation?

The project team has installed bilingual "Open for Business" signs and banners around 4<sup>th</sup> Street and is working to increase the amount of signage in a wider radius outside of Downtown Santa Ana. The project team will continually notify community members that businesses in the downtown area are open through our established email distribution list and social media accounts. Additionally, the project team will use paid social media ads, radio ads and newspaper ads to increase the visibility of the downtown area to a county-wide audience.

## Does OCTA provide support to businesses while construction is active on 4<sup>th</sup> Street?

The OC Streetcar [Eat Shop Play program](#) supports businesses located along the OC Streetcar route by offering marketing assistance to increase exposure and foot traffic during construction. Participation is free.

Benefits to local businesses include:

- Social media and email marketing
- Paid social media, print, radio, and digital ads
- Professional photography & videography
- Coupon promotions

Benefits to customers include:

- Deals from businesses displaying the OC Streetcar decal
- Exclusive information about unique and one-of-a-kind events
- Coupons via email and social media

If you have any additional questions regarding the OC Streetcar project, please contact us at (844) 746-6272 or [ocstreetcar@octa.net](mailto:ocstreetcar@octa.net).



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