



APPENDIX A

Business Needs and Religious Organization Survey

Tier 2 Environmental Impact Statement

I-69 Section 6

Martinsville to Indianapolis

December 20, 2016



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BUSINESS AND RELIGIOUS ORGANIZATION SURVEY

1.1 Summary

The purpose of the business and religious organization survey is to gain a greater understanding of and more comprehensive appreciation for how businesses located near I-69 Section 6 could be impacted by the I-69 Section 6 project. The project team identified the survey study area as one mile from the centerline of existing State Road (SR) 37. This is referred to as the survey study area and includes an identified 1,390 businesses and 45 religious organizations.

An on-line survey was used due to the likelihood of increased participation levels. SurveyMonkey® was selected as the online survey delivery method. It included 23 questions designed to obtain information about how the project will impact area businesses. Questions pertained to how the businesses and their employees utilize SR 37 and the anticipated effect of the new I-69 route, both during and after construction. A postcard was mailed to each business owner and religious organization within the study area. A web link was listed on the post card for participants to access the survey.

The postcards were mailed on Friday July 8, 2016. The postcard indicated that businesses were to complete the survey by Friday July 27, 2016. The SurveyMonkey URL collector was disabled Sunday July 31, 2016, at 12:00 p.m. One hundred fifteen businesses and religious organizations responded to the survey. This provided an eight percent response rate.

The responses from religious organizations reflected unique impacts that could be a function of their geographic location and the size of their facility and congregations. All respondents noted that their access will be reduced during construction and following project completion.

Most survey responses came from restaurants, lodging, and retail businesses. Eighty-eight percent of businesses have been in their current location for over five years and the majority own their facility. Most respondents were small businesses with one to 15 employees. Responses to the question about how many deliveries are received at their current location ranged from five to 100. The average number of deliveries was ten. The majority of truck deliveries to businesses in the survey area originate from Indianapolis.

The most important existing access points along SR 37 were identified, in rank order of respondent importance, as:

- I-465/Harding Street
- SR 252/Hospital Drive
- Burton Lane
- SR 39
- County Line Road



- Ohio Street
- SR 44
- Southport Road
- Smith Valley Road
- Epler Road
- Fairview Road
- East Morgan Street

Ten respondents noted that their facilities are visited by mobility challenged populations, which include elderly and disabled persons. Customer passenger vehicles were identified by respondents as providing the most vehicle trips, followed by employee trips. Forty-five businesses indicated they do not have plans to expand their facilities. Forty-two businesses indicated they have expansion plans.

When asked how their business will be affected by the I-69 project, the highest response was a concern for losing customers, at 42 % of respondents while construction is underway and 19 % of respondents after construction is complete.

1.2 Survey Purpose

The purpose of the survey is to gain a greater understanding and more comprehensive appreciation of how businesses and religious organizations located within and near I-69 Section 6 could be impacted by the project. The survey was developed to gather additional information and perspective on how the project would impact the greater business community. The survey allows for input beyond those that have been identified as having the potential to be relocated.

1.3 Survey Design and Methodology

The project team determined that a suitable geographic area that could represent the project's impact to businesses and religious organizations would be within one mile from the centerline of existing SR 37. This is referred to as the survey study area. The survey study area is intended to capture businesses and religious organizations that directly and/or indirectly utilize existing SR 37. InfoGroup, a nationally recognized data provider, was contacted to provide a listing of business and religious facility addresses within the one-mile buffer area. The list was edited by the project team to remove redundant entries and public agencies. A total of 1,390 businesses and 45 religious organizations were identified to participate in the survey.

The project team determined that most businesses regularly utilize internet services, and that an online survey would provide benefits over other methods. Respondents have been found to be more likely to click through an on-line survey than complete and mail a paper survey. Another



important consideration in using the online survey method was the ease with which survey data could be compiled and analyzed.

A copy of the survey is attached as an appendix to this report. The survey contains 23 questions related to how existing businesses and their employees use SR 37 and how they will use I-69 in the future. The survey was developed using SurveyMonkey®, the world's leading provider of web-based survey solutions. InfoGroup mailed postcards with instructions on how to complete the business survey to the 1,390 businesses and 45 religious organizations with the survey study area. A copy of the postcard is provided in **Figure 1**. The postcard was designed to be eye catching and stand out from the conventional business mail. It included the I-69 INDOT project logo to identify it as official INDOT correspondence.

The postcards were mailed on Friday July 8, 2016. A proof of mailing is included in **Figure 2**. The postcard indicated that businesses were to complete the survey by Friday July 27, 2016. The SurveyMonkey® URL collector was disabled on Sunday July 31, 2016, at 12:00 p.m.

1.4 Survey Results

Survey responses were received from 109 businesses and six religious organizations. This amounts to an eight percent response rate.

Question 1 - Provide the full name and address of your business.

Sixty-two respondents (60%) indicated that their business or religious organization was located in Martinsville, 30 (29%) were located in Indianapolis, and 12 (11%) were located in Greenwood. The balance of respondents provided corporate headquarters addresses that were outside the study area.

Location	Respondents
Martinsville	62
Indianapolis	30
Greenwood	12

Question 2 - We would like to have the opportunity to contact you directly to clarify your response. Please provide the contact information you would like us to use.

Complete or partial contact information was provided by 94 respondents.



Figure 1: I-69, Section 6 Business Needs Survey – Postcard Invitation (front and back)

WHAT DO YOU THINK?

BUSINESS SURVEY

WHAT: INDOT is planning the upgrade of existing State Road 37 between Martinsville and Indianapolis to become the final link of I-69 in central Indiana. The project, called I-69 Section 6, is the northern-most section of interstate between Indianapolis and Evansville.

WHO: You are receiving this postcard because your business is located within 1 mile of the project corridor and could be affected by the project.

WHY: As part of the I-69 Section 6 environmental studies, INDOT is assessing the project's potential business impacts and opportunities. Though participation is voluntary, your feedback will help us make more informed decisions regarding the project. INDOT appreciates your feedback.

HOW: Visit the website below to complete the survey. If you need assistance or need a paper copy of the survey, please call the I-69 Project Office at 317-881-6408.

WHEN: Please complete the survey by **Friday, July 29, 2016.**

The survey is available online at
www.surveymonkey.com/r/I69survey

INTERSTATE 69

I-69 Section 6 Project Office
7847 Waverly Road
Martinsville, IN 46151
9 a.m. to 4 p.m., Monday – Friday

You may contact us at (317) 881-6408 if you have questions about the project or would like more information completing the survey.

I-69 Section 6 Project Office
7847 Waverly Road
Martinsville, IN 46151

For more information, please visit
www.i69indyevn.org

Thank you for your assistance.



Figure 2: Businesses Needs Survey Proof of Mailing

UNITED BUSINESS MAIL

2137 W. 7th Street Tempe, AZ 85281 (480) 966-3903 Fax(480)966-0095

Proof of Mail Processing Report

Customer Name: Amazingmail
 Customer Project Information: Infogroup

UBM Mailing Name: First Class
 UBM Mailing Processing Date: Friday, July 08, 2016

Job	Type	Class	Postage Type	Rate on Mail	Volume
4.25" x 6"	Card	Standard	Permit		1,435
Total Volume					1,435

Mailing Summary and Drop Certification

(UBM Stamp Here)



This UBM stamp certifies that all volume included in this report was processed by UBM and submitted to the USPS as scheduled.



Question 3 - Which classification below best describes your business? Check all that apply.

There were 158 responses to this question, with some respondents selecting more than one category. Twenty-nine respondents (28%) did not select a business classification from the list and instead identified their business as “other.” Nineteen respondents (18%) selected retail trade. This was the largest representation of respondents, followed by fourteen respondents (14%) identifying restaurants and lodging, ten (10%) healthcare, and nine each (9%) manufacturing, wholesale trade and transportation. The majority response (restaurants, retail trade and lodging) is consistent with the economic development characteristics of the study area. **Table 1** shows a summary of the business classifications selected by respondents within the one-mile survey study area.

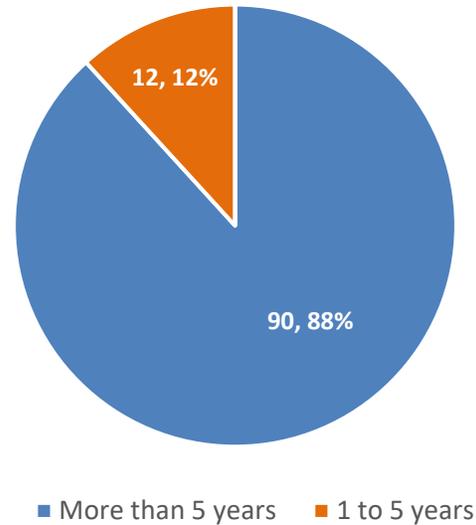
Table 1: Business Classifications

Answer Options	Response Count	Response Percent
Other (please specify)	29	28%
Retail Trade	19	18%
Restaurants and Lodging	14	14%
Health Care	10	10%
Manufacturing	9	9%
Wholesale Trade	9	9%
Transportation	9	9%
Construction	8	8%
Storage Facility	8	8%
Church	6	6%
Agriculture, Forestry, Fishing, and Hunting	5	5%
Professional, Scientific and Technical Services	5	5%
Apartment	5	5%
Educational Services	4	4%
Utilities	3	3%
Mining	2	2%
Finance and Insurance	2	2%
Public Administration/Government (other than legislation)	2	2%
Greenhouse	2	2%
Information	1	1%
Public Facility (example: Fire Station, police station or schools)	1	1%
Car Dealership	1	1%
Boat Dealership (Marine)	1	1%
Farm	1	1%
Gas Station	1	1%
Fishery	1	1%
Mobile Home Park	0	0%
Canine Boarding	0	0%
Airport	0	0%
Total	103	100%

Question 4 - How many years has your business been operating at your current location?

There were 102 responses to this question. Ninety respondents (88%) have been operating in their current location for more than five years, 12 businesses (12%) have been in their location for one to five years, and no businesses have been in their location for less than one year. The high percent of businesses indicating they have been in location for more than five years indicates businesses within the study area are generally well established. **Figure 3** shows a summary of the responses to this question, with number and percent of responses by response category.

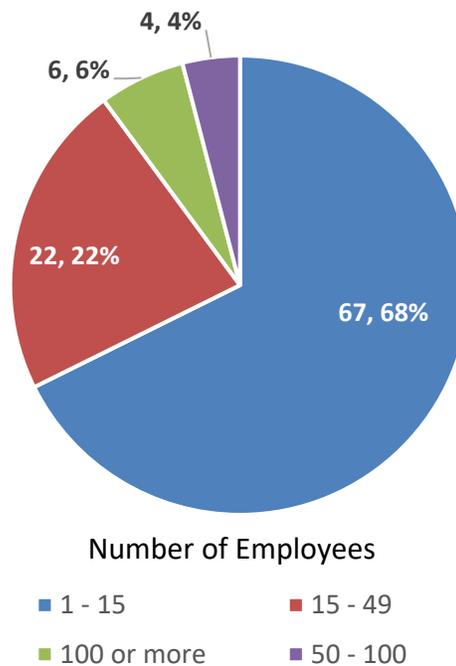
Figure 3: Years at Current Location



Question 5 - How many full-time employees (work 30 hours per week or more) do you have at your location?

There were 99 responses to this question. Sixty-seven respondents (68%) have between one and 15 employees, 22 (22%) have 15 to 49 employees, six respondents (6%) have between 50 and 100 employees, and four businesses (4%) have 100 or more employees. Most businesses have 15 employees or less. **Figure 4** shows the number and percent of responses by response category.

Figure 4: Number of Employees

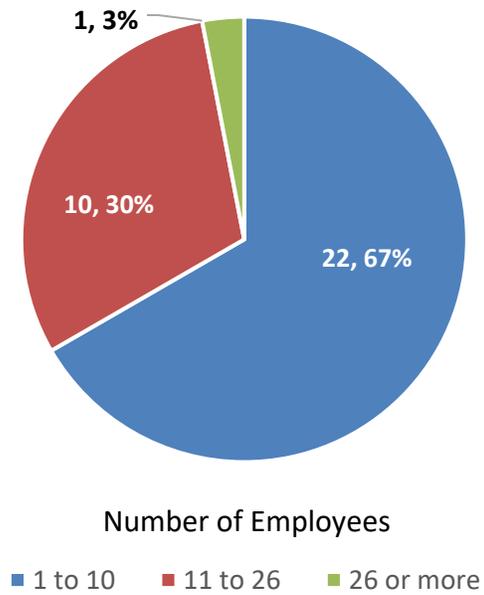




Question 6 - How many part-time employees (work less than 30 hours per week) do you have?

There were 33 responses to this question. Twenty-two (67%) business owners have between one and ten part-time employees, ten respondents (30%) have 11 to 26 employees, and one respondent (3%) has 26 or more part-time employees. **Figure 5** shows the number of responses by category for this question.

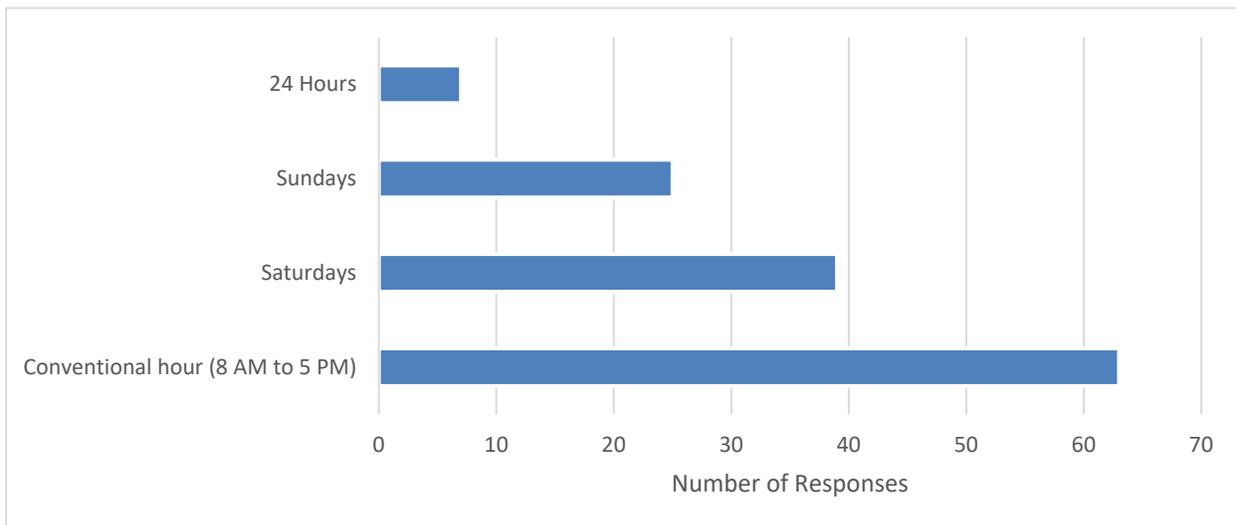
Figure 5: Number of Part-Time Employees



Question 7 - In general what are your days/hours of operation? Select all that apply.

There were 134 responses to this question. Sixty-three businesses observe conventional hours of operation (Monday – Friday, 8 a.m. to 5 p.m.), 39 businesses operate on Saturdays, and 25 businesses operate on Sundays. Seven respondents stated they are open 24 hours a day. A number of respondents indicated they have unique hours of operations that are by appointment only or can change seasonally. **Figure 6** shows hours of operations for businesses.

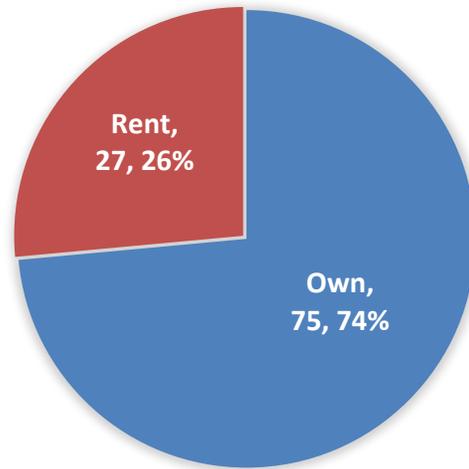
Figure 6: Days and Hours of Operation



Question 8 - Do you own or rent your business site?

There were 102 responses to this question. Seventy-five respondents (74%) own their business site and 27 respondents (26%) rent space for their business. The high rate of ownership seems to indicate that land and buildings in the area are affordable. **Figure 7** shows the number and percentage of responses by category for this question.

Figure 7: Businesses that Rent vs. Own



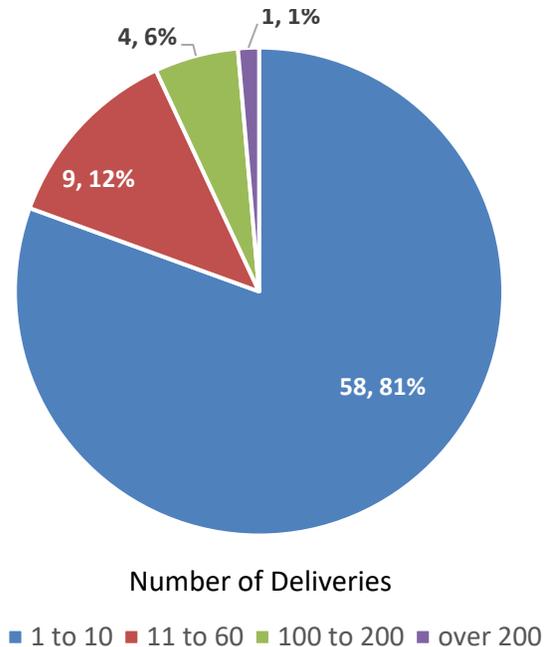
Question 9 - If you rent your facility, please provide contact information for the owner or property manager.

Landlord contact information was provided by 19 business owners that rent space for operation.

Question 10 - How many deliveries do you receive at your location per day?

There were 72 responses to this question. Fifty-eight business owners (81%) average one to ten deliveries per day, nine businesses (13%) average eleven to 60 deliveries per day, four businesses (6%) average 100-200 deliveries a day, and one respondent indicated averaging as many as 600 deliveries a day. The average response was ten deliveries a day. **Figure 8** shows the number and present of responses to this question by response category.

Figure 8: Number of Daily Deliveries

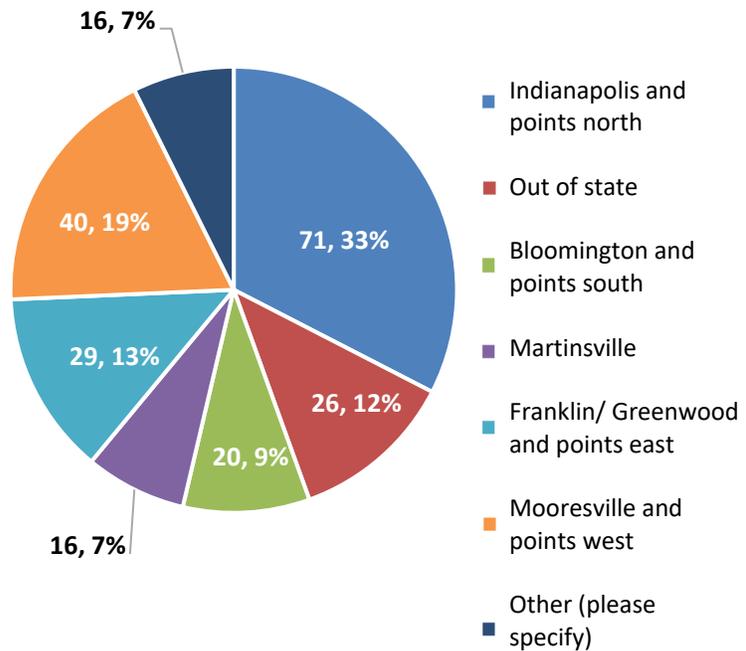




Question 11 - Where do you receive most of your truck deliveries from? Check all that apply.

There were 218 responses to this question. The greatest number of deliveries come from Indianapolis, as selected by 71 respondents (33% of all responses), followed by Mooresville and points west as selected by 40 respondents (19% of responses), Franklin and points east by 29 respondents (13% of responses), and out of state by 26 business owners (12% of responses). Origins of “other”, Martinsville and Bloomington were selected by between 16 (7% of responses) and 20 business owners (9% of responses). **Figure 9** shows the number and percent of responses by response category (reported as a percent of all origins selected, where respondent could select more than one origin).

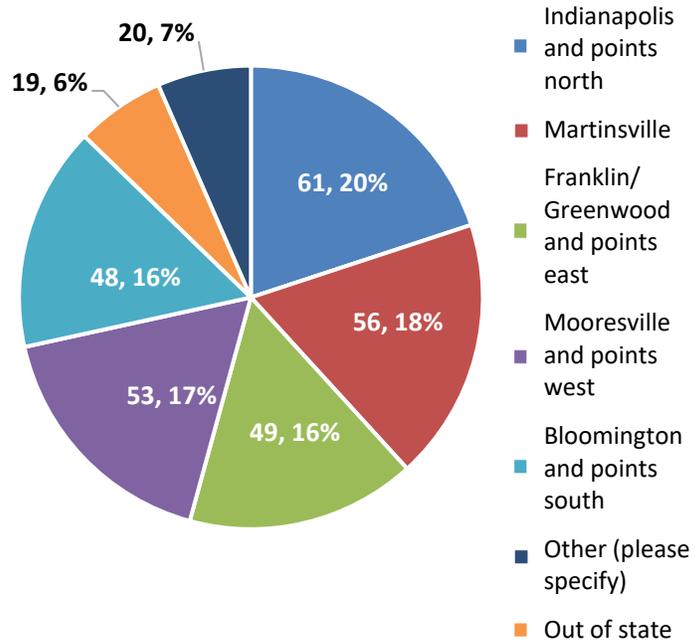
Figure 9: Origins of Deliveries



Question 12 - Where do most of your customers travel from? Please check all that apply.

There were 306 responses to this question. Sixty-one respondents (20% of all responses) said customers travel from Indianapolis and points north, 56 (18% of responses) identified the Martinsville area, 49 (16% of responses) said Greenwood/ Franklin and points east, 48 (16% of responses) identified Mooresville and points west, 48 (16% of responses) said

Figure 10: Origins of Customers

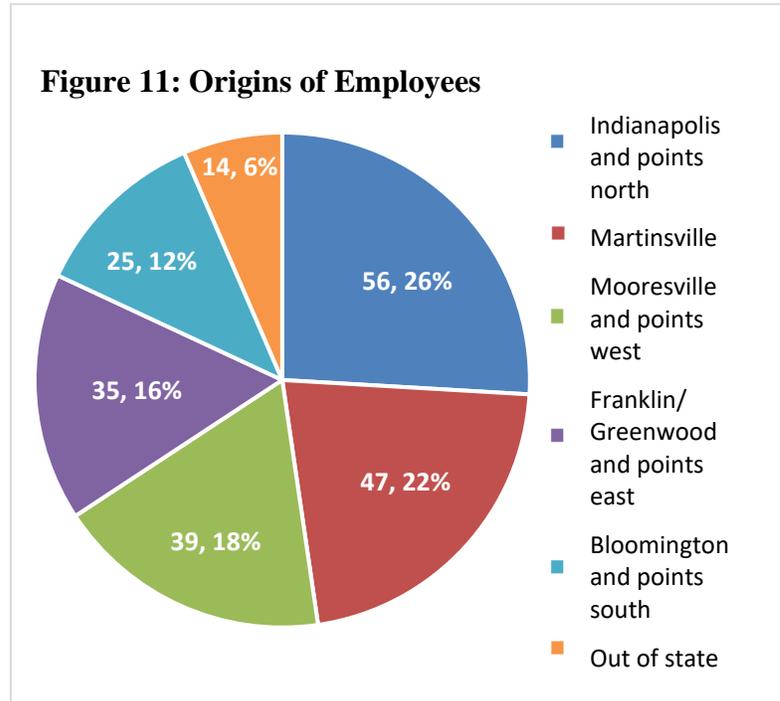




Bloomington and points south, and 20 (7% of responses) stated that customers drive from out of state. Nineteen business owners (6% of responses) identified customers as ‘other’. Figure 10 shows the number and percent of responses to this question by response category (reported as a percent of all origins selected, where respondent could select more than one origin).

Question 13 - Where do most of your employees travel from? Please check all that apply.

There were 216 responses to this question. Fifty-six respondents (26% of all responses) indicated their employees travel from Indianapolis and points north, 47 (22% of responses) said Martinsville, 39 (18% of responses) said Mooresville and points west, 35 (16% of responses) said Greenwood/Franklin and points east, 25 (12% of responses) said Bloomington and 14 (6% of responses) said out of state. Figure 11 shows the number and percent of responses by response type (reported as a percent of all origins selected, where respondent could select more than one origin).



Question 14 - Do customers or employees currently use SR 37 to access your business?

There were 94 responses to this question. Of these, 90 business owners (96%) indicated they currently use SR 37. Four individuals (4%) stated they do not currently use SR 37.

Question 15 - If yes to #14 above, please select the top 3 to 5 access points along State Road 37 that are most important to your business.

There were 349 responses selected for this question. The greatest number of responses to Question 15 was 36 (11% of all responses) who identified I-465/Harding Street as most important. This was followed by 32 respondents (10% of responses) selecting SR 252/Hospital Drive and 29 respondents (7% of responses) selecting Burton Lane, SR 39 and County Line Road. Seventeen respondents (5% of responses) identified Ohio Street, SR 44, Southport Road, Edgewood Road and Smith Valley Road. Epler Road and Fairview Road had 13 and 14 responses, respectively (4% of responses). East Morgan Street/Twin Branch Road and Banta Road were identified by 11 businesses owners (3% of responses). Waverly Road, Olive Branch Road, Wicker Road, Industrial Drive and Grand Valley were identified by six to seven business owners (2% of responses). Table 2 shows reported points of access to and from SR 37.



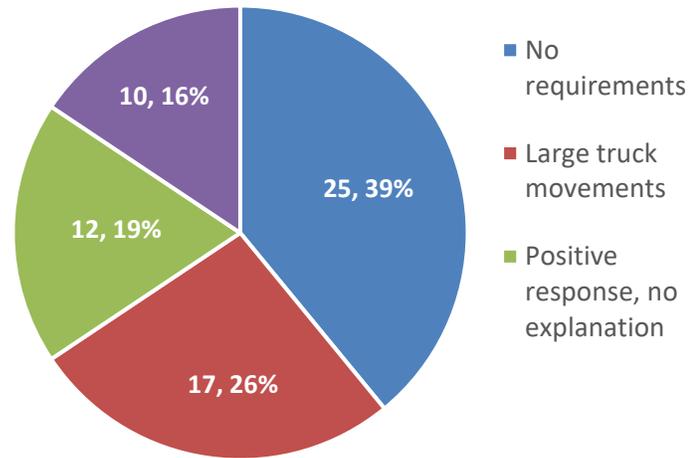
Table 2: Top Access Points along SR 37

Answer Options	Response Count	Response Percent
I465/Harding Street (Marion County)	36	10%
SR 252/Hospital Drive (Morgan County)	32	9%
Burton Lane (Morgan County)	22	6%
State Road 39 (Morgan County)	21	6%
County Line Road (Marion County)	20	6%
Ohio Street (Morgan County)	18	5%
State Road 44 (Johnson County)	18	5%
SR 44/Rueben Drive (Morgan County)	17	5%
Southport Road (Marion County)	17	5%
Edgewood Road (Marion County)	17	5%
Smith Valley Road (Johnson County)	16	5%
Epler Road (Marion County)	14	4%
Fairview Road (Johnson County)	13	4%
East Morgan Street/Twin Branch Road (Morgan County)	11	3%
Banta Road (Marion County)	11	3%
Waverly Road (Morgan County)	7	2%
Olive Branch Road (Johnson County)	7	2%
Wicker Road (Marion County)	7	2%
Industrial Drive (Morgan County)	6	2%
Grand Valley/Gardner (Morgan County)	6	2%
Henderson Ford Road (Morgan County)	5	1%
Old SR 37/Perry Road (Morgan County)	5	1%
Whiteland Road (Morgan County)	5	1%
Stones Crossing (Johnson County)	5	1%
Old SR 37/West Myra Lane (Morgan County)	4	1%
Big Ben Road (Morgan County)	4	1%
Old SR 37/Egbert Road (Morgan County)	3	1%
Teeter Road (Morgan County)	1	0%
County Club Road/Carmichael Road (Morgan County)	1	0%
Glenn Street (Morgan County)	0	0%
Total Responses	349	100%

Question 16 - Do your customers have special accessibility/mobility requirements? These might include transit service for disabled persons or unique arrangements to accommodate larger delivery trucks. If yes, please explain below.

There were 64 responses to this question, including 25 (39%) stating customers have no special access or mobility needs, 12 (19%) with unspecified accessibility/mobility concerns, 17 (27%) with a need for tractor trailers to access their facilities, and 10 (16%) noting that their facilities are visited by mobility challenged populations that included elderly and disabled persons. **Figure 12** shows the number and percent of responses for special accessibility requirements, by response type.

Figure 12: Customer Special Mobility Needs



Question 17 - For each type of trip below, provide a general estimate of the number of vehicles arriving at your facility on a typical weekday.

There were 326 entries to this question from 84 respondents. The responses were nearly equally distributed between passenger vehicles for customers, passenger vehicles for employees, and trips identified as “other.” Because the question allowed for open data entry (as opposed to a pull down menu with discreet choices), the range of responses is wide. For example, entries of number of passenger vehicles used ranged from zero to 1,013 for employees, and zero to 3,070 for customers. **Table 3** provides a summary of the numbers of vehicles arriving at facilities on a weekly basis.

Table 3: Summary of Responses to Vehicles Arriving at Facility on a Weekly Basis

	Number of Passenger Vehicles For Employees	Number of Passenger Vehicles For Customers	Number of Inbound Delivery Trucks	Number of Outbound Delivery Trucks	Other
Minimum response	0	0	0	0	1
Average of responses	35	138	10	20	97
Maximum response	1,013	3,070	150	500	500
Most frequent response (mode)	5	10	1	0	10
Median response	10	20	3	2	10



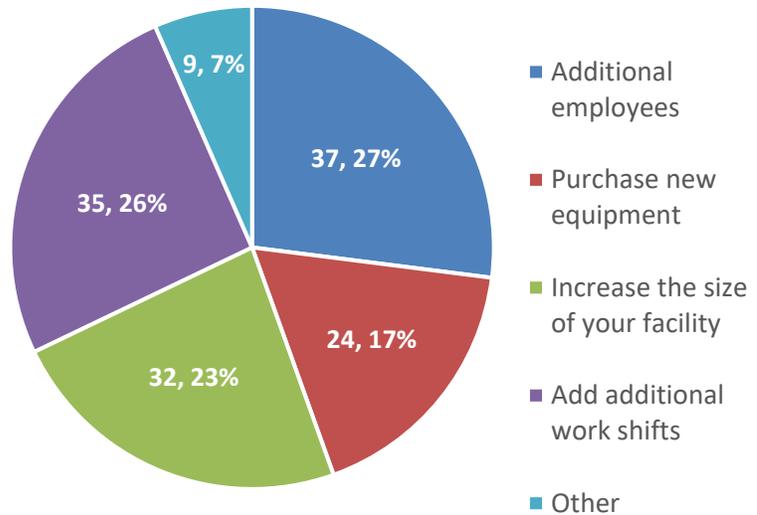
Question 18 - Do you currently have plans to expand your business within the next three years?

There were 87 responses to this question. Forty-five business owners (52%) indicated they do not plan to expand their facilities. Forty-two business owners (48%) indicated they do plan to expand their facilities. The next question asks them to report their business expansion plans.

Question 19 - If yes to # 18, please describe your expansion plans in as much detail as possible.

Thirty-seven businesses (27%) indicated that their expansion plans involve adding new employees. Thirty-five businesses (26%) indicated they may add additional work shifts, 32 businesses (23%) indicated they may increase the size of their facility, 24 businesses (18%) indicated they may purchase new equipment, and nine businesses (7%) identified their expansion plans as “other.” **Figure 13** shows the number and percent of responses by type of business expansions planned.

Figure 13: Business Expansion Plans

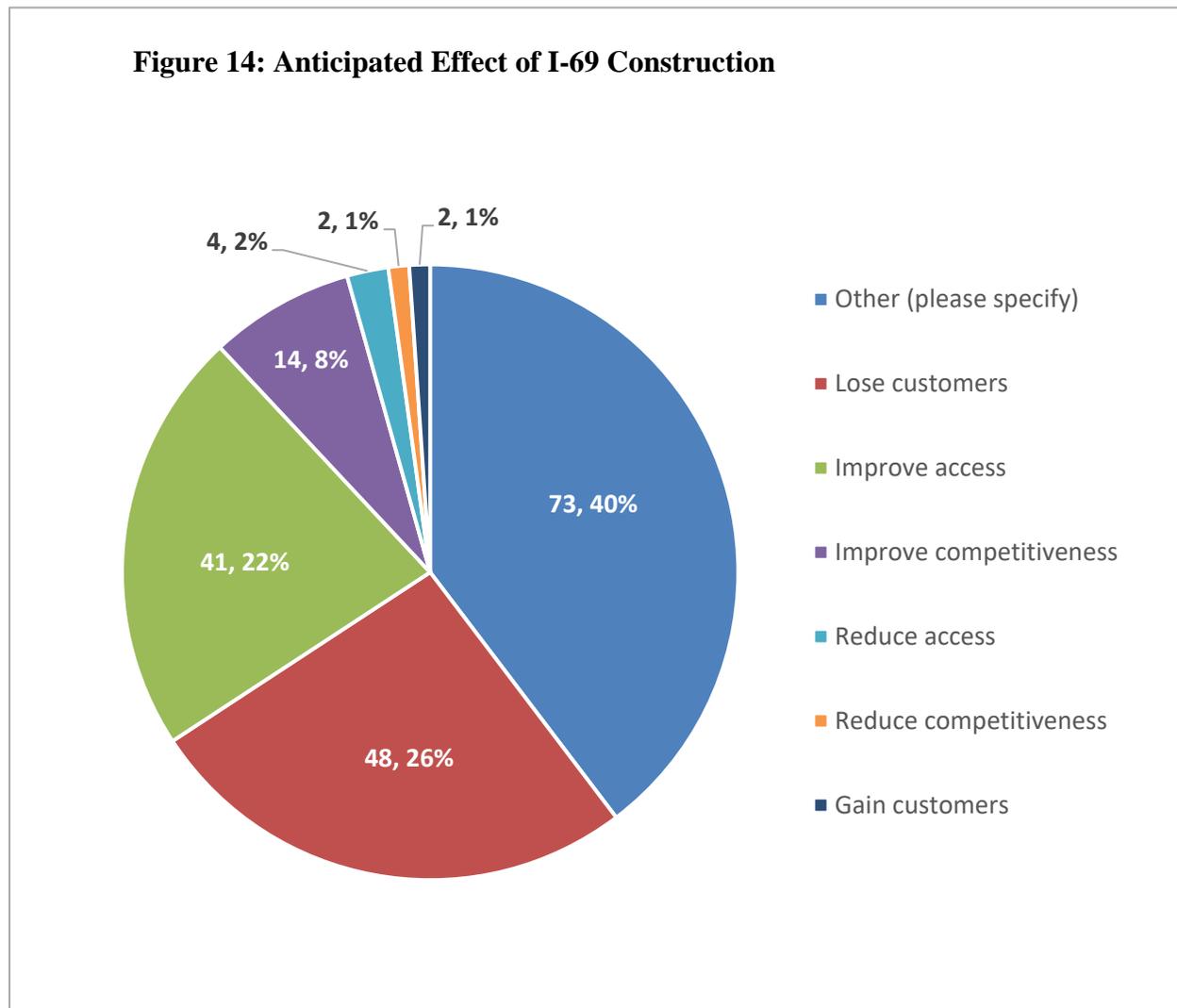




Question 20 - DURING CONSTRUCTION - Please indicate how your business will be affected by the I-69 project (if applicable). Select as many as apply.

A total of 115 parties responded to this question, selecting 184 anticipated construction outcomes. Seventy-three business owners (63% of all respondents) chose “other” as one of the ways their business will be affected, 48 (42% of respondents) indicated they would lose customers, 41 (36% of respondents) indicated the project would improve their access, 14 (12% of respondents) noted the project would improve their competitiveness, and four (3% of respondents) indicated they would experience reduced access. Two respondents indicated they would gain customers and two respondents indicated the project would reduce their competitiveness.

Figure 14 shows the number and percent of responses by anticipated effect (reported as a percent of all impacts selected, where respondent could select more than one outcome).

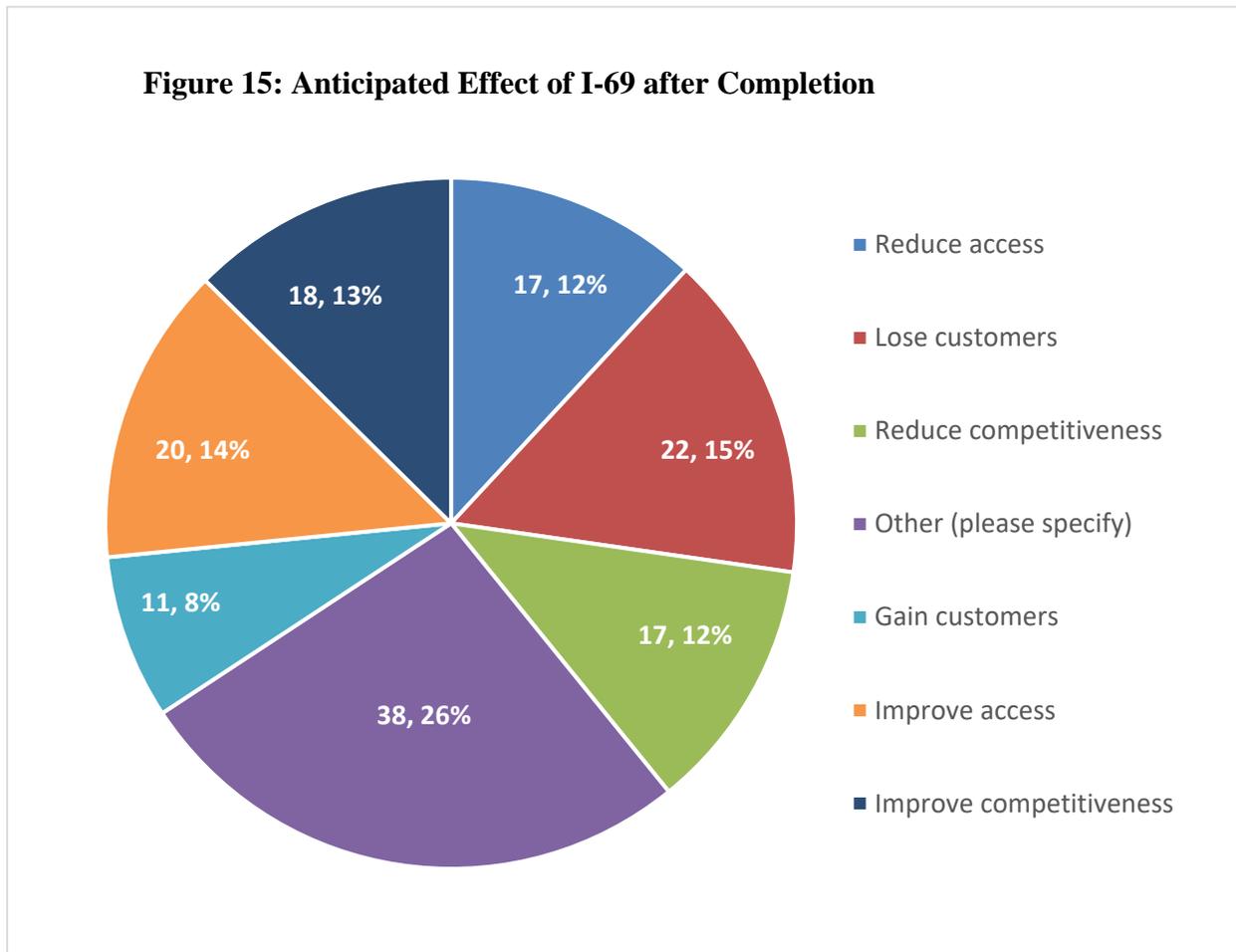




Question 21- AFTER COMPLETION - Please indicate how your business will be affected by the I-69 project (if applicable). Select as many as apply.

There were 143 responses to this question from 115 respondents. Thirty-eight respondents (33% of respondents) indicated “other,” 22 (19% of respondents) indicated they may lose customers, 20 (17% of respondents) indicated their access would be improved, 18 (16% of respondents) indicated the project would improve their competitiveness, 17 (15% of respondents) indicated their access would be reduced, and 17 (15% of respondents) indicated the project would reduce their competitiveness. Eleven businesses (10% of respondents) indicated they would gain customers.

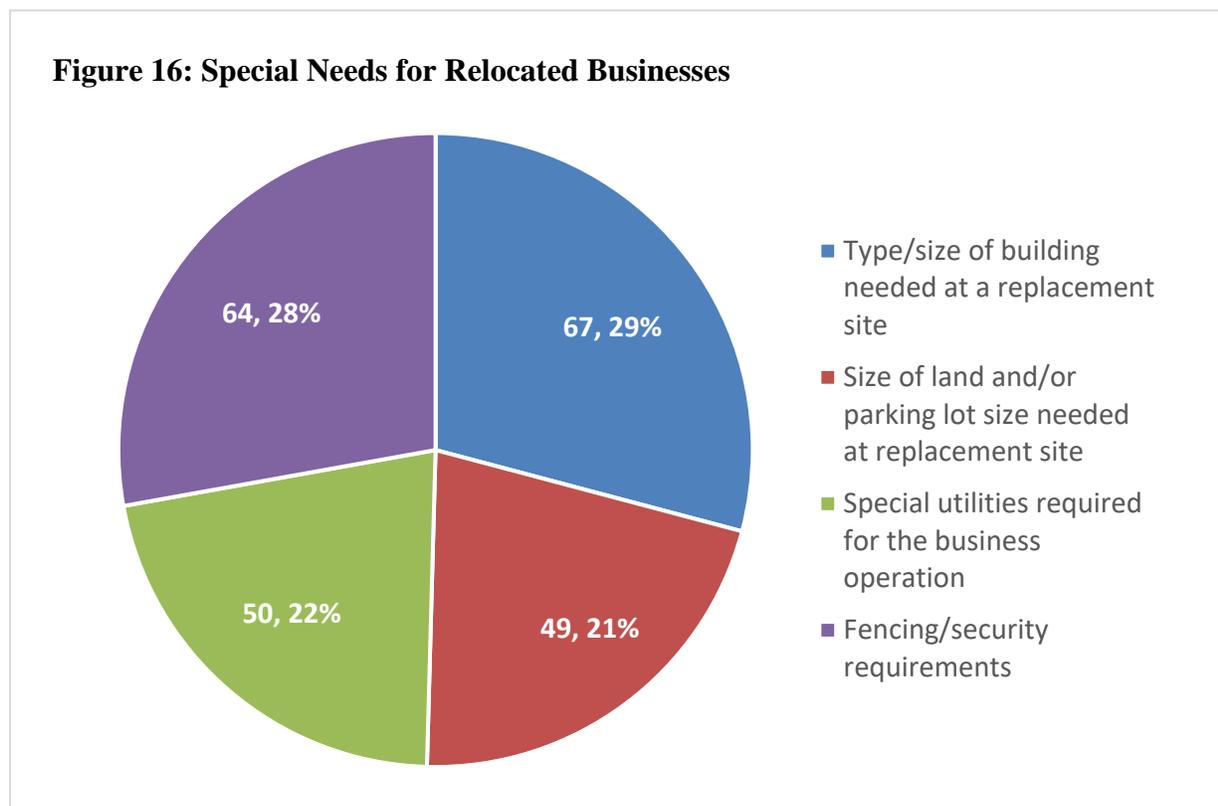
Figure 15 shows the number and percent of responses by anticipated post-construction business effect (reported as a percent of all outcomes selected, where respondent could select more than one outcome).



**Question 22 - If you were to be relocated, what would your needs be for the following?
(Select as many as apply)**

There were 230 responses to this question from 115 respondents. Sixty-seven businesses (58% of respondents) indicated that they would have building/facility needs, 64 (56% of respondents) indicated the need for fencing and security, 50 (43% of respondents) indicated a need for special utilities, and 49 (43% of respondents) indicated they would require land and/or parking.

Figure 16 shows the number and percent of responses by anticipated type of need (reported as a percent of all needs selected, where respondent could select more than one need).



Question 23 – Survey provided space for respondents to share other general comments before completing the survey.

Comments were shared by 43 respondents. Most comments described the unique challenges they may face because of the project. The central theme of the comments was access. Business owners noted concern about access during current construction activity, future I-69 Section 6 construction, and access following project completion.