

# Business Toolkit

Tips and resources for communicating with customers, employees and vendors during I-84 construction

# I-84

## CORRIDOR

### FALL/WINTER 2020

SEPTEMBER 2020



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Dear Business Leader:

The Idaho Transportation Department has moved into the next phase of expanding I-84 in Canyon County. Construction is happening over multiple years and in multiple projects. We anticipate that construction will continue until early 2024.

This toolkit includes tips and resources to help you communicate with customers, employees and vendors during construction. You'll find:

- > A map of ITD's plans for I-84 in Canyon County
- > Tips for doing business during construction
- > Fact sheets, graphics and other resources

This toolkit will be updated regularly as new projects begin. The latest version is always available at [ITDPROJECTS.ORG/I84BUSINESSRESOURCES](https://ITDPROJECTS.ORG/I84BUSINESSRESOURCES).

Our goal is to support you during construction. Please contact us anytime at (208) 334-8002 or [84corridor@itd.idaho.gov](mailto:84corridor@itd.idaho.gov).

*The I-84 Corridor Team*



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# I-84 CORRIDOR

## ITD'S PLANS FOR I-84 IN CANYON COUNTY

CENTENNIAL WAY  
EXIT 27

CITY CENTER/10<sup>TH</sup> AVE  
EXIT 28

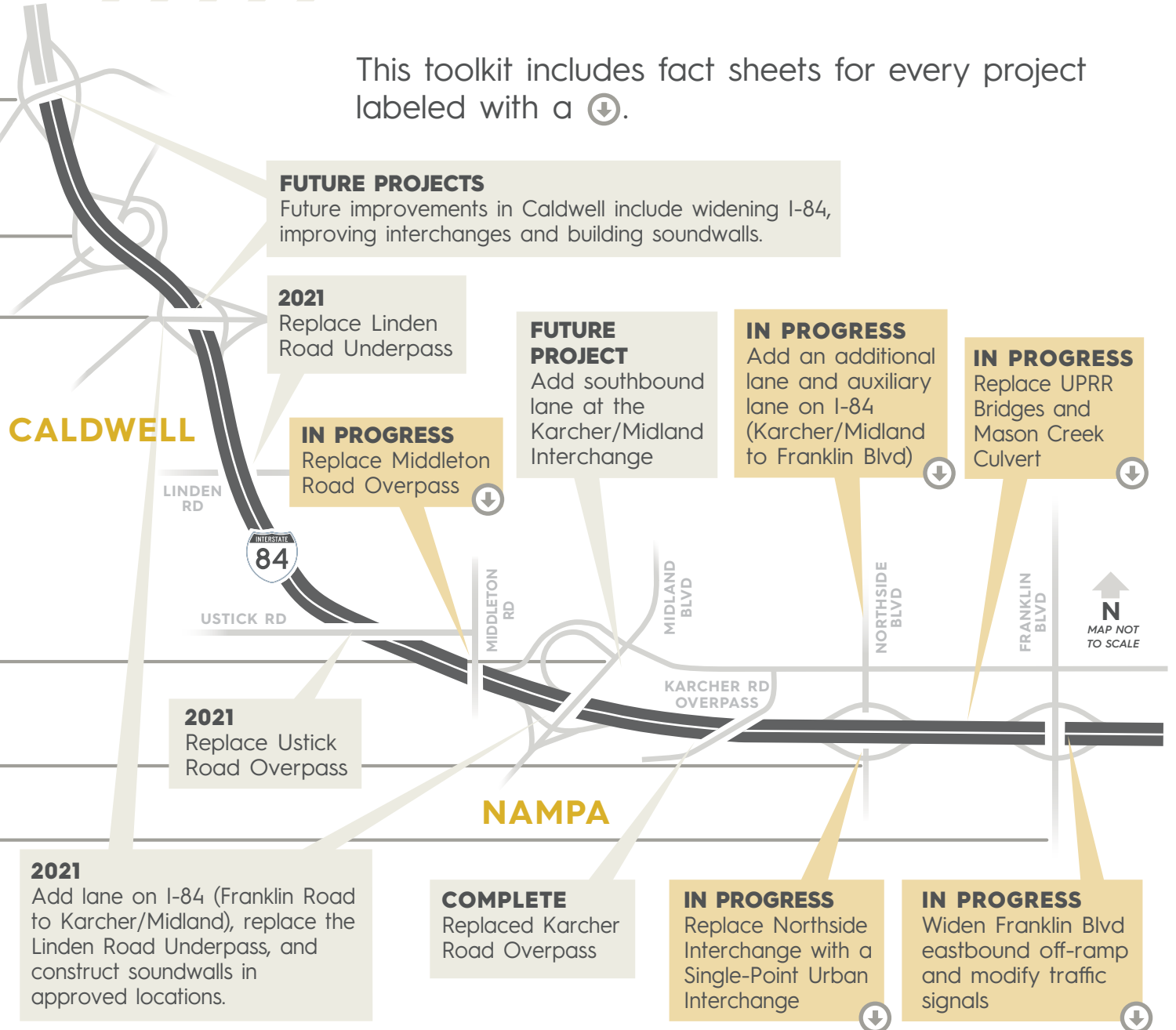
FRANKLIN RD  
EXIT 29

KARCHER/MIDLAND  
EXIT 33

NORTHSIDE BLVD  
EXIT 35

FRANKLIN BLVD  
EXIT 36

This toolkit includes fact sheets for every project labeled with a Ⓣ.





# TIPS FOR BUSINESS LEADERS



➤ **Remember that the way you talk about construction will influence your customers and employees.** For example, giving clear directions to your location helps customers continue to support your business. Saying that “customers can’t get to my business” can discourage some potential customers from trying.

➤ **Share information early and often.**

When you receive detour maps or other information from ITD, share this with your employees, customers and vendors. Social media posts and emails can both be helpful. Sample text and graphics are included in this kit.

[SAMPLE EMAILS](#) ⬇️

[SOCIAL MEDIA GRAPHICS](#) ⬇️

➤ **If access to your business will change during construction, provide advance notice.** Consider including this information in your company’s voicemail message, website and social media platforms.



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➤ **Subscribe to the Drive Idaho podcast.**

Each episode is around 15 minutes long. It includes an update from the I-84 construction manager, answers to listener questions, and an interview with a special guest.

**LISTEN NOW** ⬇️

➤ **Sign up for text alerts from the Idaho Transportation Department.**

Text 84CORRIDOR to 47177.

**SIGN UP** ⬇️



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# TIPS FOR BUSINESS LEADERS



- **Identify key contacts at your business for ITD to send email updates.** These emails are sent once or twice a month with details about what's ahead in the next several weeks. Email these names to Kate Reed at [84corridor@itd.idaho.gov](mailto:84corridor@itd.idaho.gov).
- **Reach out to the I-84 corridor team.** The team can answer questions about construction and help you communicate with customers, employees and vendors. Call **(208) 334-8002** or email [84corridor@itd.idaho.gov](mailto:84corridor@itd.idaho.gov).
- **Stay positive!** Customers do notice.





# SOCIAL MEDIA »»»»» GRAPHICS

You are welcome to use these graphics when sharing construction information on social media.

## INSTAGRAM



[DOWNLOAD JPG](#)

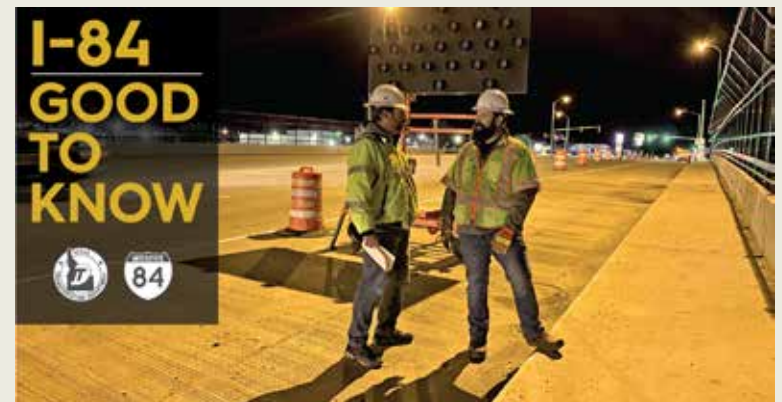


[DOWNLOAD JPG](#)

## FACEBOOK



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[DOWNLOAD JPG](#)



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# KARCHER TO FRANKLIN

## FACT SHEET

### ENGLISH

[DOWNLOAD PDF](#)

### SPANISH

[DOWNLOAD PDF](#)

**I-84 CORRIDOR**

## Karcher to Franklin

The Idaho Transportation Department is constructing improvements to I-84 in Nampa between the Karcher/Midland and Franklin Boulevard Interchange. The improvements are part of a \$550 million project addressing needs on I-84 from Nampa into Caldwell. The work is expected to improve safety, address congestion and benefit the regional economy for many years.

**WHAT TO EXPECT DURING CONSTRUCTION**

- All lanes of I-84 will be open during the day.
- One lane of eastbound or westbound I-84 may be closed at night.

Eastbound I-84: 10 p.m. – 5 a.m. M-F  
10 p.m. – 7 a.m. Sat/Sun

Westbound I-84: 10 p.m. – 6 a.m. M-F  
10 p.m. – 7 a.m. Sat/Sun

- Traffic will be shifted around the work zone from week to week.
- Construction may be noisy at night.
- Occasional nighttime restrictions may be scheduled on interchange ramps (Karcher/Midland, Northside and/or Franklin Boulevard).

**2019/2020 CONSTRUCTION PROJECTS**

- Add an additional lane and auxiliary lane on I-84 (Karcher/Midland to Franklin Blvd)
- Replace LFPR Bridge and Moon Creek Culvert
- Replace Karcher Road Overpass
- Replace Northside Interchange with a Single-Point Urban Interchange
- Widen Franklin Blvd eastbound off-ramp and modify traffic signals

ITDPROJECTS.ORG/84CORRIDOR  
E: 84CORRIDOR@ITD.IDAHO.GOV P: 208.334.8822

LISTEN TO THE DRIVE IDAHO PODCAST FOR MORE ON I-84

**I-84 CORRIDOR**

## Karcher a Franklin

El Departamento de Transportación de Idaho está construyendo mejoras para la autopista I-84 en Nampa entre el intercambio de Karcher/Midland y Franklin Boulevard. Las mejoras son parte de un proyecto de 550 millones de dólares que aborda las necesidades de la autopista I-84 desde Nampa hasta Caldwell. Se espera que el trabajo mejore la seguridad, aborde el tráfico y beneficie a la economía regional durante muchos años.

**LO QUE PUEDE ESPERAR DURANTE LA CONSTRUCCIÓN**

- Todos los carriles de la autopista I-84 estarán abiertos durante el día.
- Un carril hacia al este o el oeste de la autopista I-84 puede que este cerrado por la noche.

Este I-84: 10 p.m. – 5 a.m. Lun-Vie  
10 p.m. – 7 a.m. Sab/Dom

Oeste I-84: 10 p.m. – 6 a.m. Lun-Vie  
10 p.m. – 7 a.m. Sab/Dom

- El tráfico se desplazara alrededor de la zona de trabajo de semana a semana.
- La construcción puede ser ruidosa por la noche.
- Restricciones ocasionales durante la noche pueden programarse en las rampas de intercambio (Karcher/Midland, Northside y Franklin Boulevard).

**PROYECTOS DE CONSTRUCCIÓN DE 2019-2020**

- Añadir un carril adicional y carril auxiliar a la autopista I-84 (Karcher/Midland hasta Franklin Blvd)
- Reemplazar el intercambio de Northside por un Intercambio Urbano de un Solo Punto
- Reemplazar el puente de Karcher Road
- Reemplazar los puentes LFPR y el alcantarillado de Moon Creek
- Ampliar la rampa de salida hacia al este de Franklin Blvd y modificar los señas de tráfico

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ESCUCHE AL PODCAST DRIVE IDAHO PARA MÁS EN CUANTO AUTOPISTA I-84



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# NORTHSIDE INTERCHANGE

## FACT SHEET

### ENGLISH

[DOWNLOAD PDF](#)

**1-84 CORRIDOR CONSTRUCTION BEGINS SUMMER 2020**

### NORTHSIDE BOULEVARD INTERCHANGE

Construction on Northside Boulevard will begin in summer 2020 as crews demolish the outside lanes of the Northside bridge. Construction will continue until early 2021. ITD will close the eastside of Northside Boulevard to allow construction crews to begin working on improvements.

**WHAT TO EXPECT DURING CONSTRUCTION:**

- Northside Boulevard will be open during the day.
- Traffic will be shifted to the west side of Northside Boulevard to allow crews to begin constructing improvements.
- Temporary traffic signals will be in place of the on and off-ramps of the interchange.
- Northside Boulevard will be closed for several nights in 2020 for bridge demolition and girder placement.
- Nighttime closures will be scheduled at the intersection of Northside Boulevard and 6th Street/Shannon Drive.

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T: 84CORRIDOR 325888 E: 84CORRIDOR@ITD.IDAHO.GOV P: 208.324.8022

### SPANISH

[DOWNLOAD PDF](#)

**1-84 CORRIDOR CONSTRUCCIÓN COMIENZA VERANO 2020**

### INTERCAMBIO DEL NORTHSIDE BOULEVARD

La construcción del Northside Boulevard comenzará en el verano de 2020, cuando los equipos demuestran los carriles exteriores del puente Northside. La construcción continuará hasta los principios de 2021. ITD cerrará el lado este del Northside Boulevard para permitir que los equipos de construcción comiencen a trabajar en las mejoras.

**QUE ESPERAR DURANTE LA CONSTRUCCIÓN**

- Durante el día estará abierto el Northside Boulevard
- El tráfico se desplazará hacia el lado oeste de Northside Boulevard para permitir que los equipos comiencen a construir las mejoras
- Se colocarán señales de tránsito temporales en los rampas de entrada y salida del intercambio
- El Northside Boulevard estará cerrado durante varias noches en 2020 para la demolición del puente y la colocación de vigas
- Los cierres nocturnos se programarán en la intersección de Northside Boulevard y 6th Street/Shannon Drive

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### NORTHSIDE BOULEVARD INTERCHANGE

#### SINGLE POINT URBAN INTERCHANGE (SPUI)

A single point urban interchange (SPUI) will be constructed at the intersection of Northside Boulevard and 6th Street/Shannon Drive. The grade of the overpass will be lowered to improve visibility for the interchange. The grade of the overpass will be lowered to improve visibility for the interchange.

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### NORTHSIDE BOULEVARD INTERCHANGE

#### INTERCAMBIO EN PUNTO ÚNICO URBANO (IPU)

Se construirá un intercambio en punto único urbano (IPU) en la intersección de Northside Boulevard y 6th Street/Shannon Drive. El nivel del puente se bajará para mejorar la visibilidad del intercambio. El nivel del puente se bajará para mejorar la visibilidad del intercambio.

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# MIDDLETON OVERPASS FACT SHEET

## ENGLISH

[DOWNLOAD PDF](#)

## SPANISH

[DOWNLOAD PDF](#)

### MIDDLETON ROAD OVERPASS CLOSED for 9 MONTHS MID-AUGUST 2020 – MAY 2021

The Idaho Transportation Department is making improvements to Interstate 84 in Nampa. The improvements are expected to improve safety, address congestion and benefit the regional economy for years.

As part of that project, ITD is righting the Middleton Road Overpass. Replacing the overpass will allow additional lanes to be built on I-84. Construction on the overpass will begin in August 2020 and completed in May 2021.

#### IMPROVEMENTS INCLUDE

- One lane in each direction on the overpass.
- Wider shoulders on both sides to accommodate bicycles.
- Staircase on the east side of the bridge.
- 17' vertical clearance on I-84.
- A traffic signal at the intersection of Cherry Lane and Middleton Road.

#### SCHEDULE AND FUTURE PLANS

August 2020	Middleton Overpass Construction begins. Bridge will be closed for nine months.
Early 2021	I-84 Widening in Nampa complete.
May 2021	Middleton Overpass Construction complete. Lane reverts for construction bid.
Summer 2021	Utah Overpass Construction begins.
Late Spring/Early Summer 2021	I-84 Widening between Nampa and Caldwell begins.

Middleton Overpass was built in the 1960s.



**I-84 CORRIDOR** **LISTEN TO THE DRIVE IDAHO PODCAST FOR MORE ON I-84**

#### OVERPASS

ITD will close Middleton Overpass for nine months beginning August 2020. IDO will detour traffic around the south side.

#### WHAT TO EXPECT DURING CONSTRUCTION:

- The overpass will be closed and a detour will be in place.
- Detour routes on either side of the bridge will create detours during normal business hours.
- Work may be noisy at night due to backing trucks and large equipment.
- Occasional I-84 detours will occur for bridge demolition and pile placement.
- Cherry Lane will be closed approximately 3-4 months during construction.
- Construction work may cause dust and noise.

**CONTACT US:**  
 IDAHO TRANSPORTATION DEPARTMENT  
 1000 WEST WASHINGTON STREET, BOISE, IDAHO 83726  
 PHONE: (208) 333-3333 | TOLL FREE: 1-800-333-3333

### PUENTE DE MIDDLETON ROAD CERRADO POR 9 MESES MEDIADOS DE AGOSTO 2020 – MAYO 2021

El Departamento de Transportación de Idaho está haciendo mejoras al Interstatal 84. Se espera que las mejoras mejoren la seguridad, aborde el tráfico y beneficie a la economía regional durante muchos años.

Como parte del proyecto, ITD está reemplazando el puente de la Middleton Road. Al reemplazar el puente esto permitirá que se construyan carriles adicionales al I-84. La construcción del puente comenzará en Agosto 2020 y será completada en Mayo 2021.

#### LAS MEJORIAS INCLUYEN:

- Un carril en ambas direcciones en el puente.
- Acotamientos más amplios para acomodar los bicicletas.
- Despeje vertical de 17 pies en el I-84.
- Una señal de tráfico en la intersección de Cherry Lane y Middleton Road.

#### PROGRAMA Y PLANES FUTUROS

Agosto 2020	Comienza la construcción del puente Middleton. El puente estará cerrado por nueve meses.
Comienzo de 2021	La ampliación del I-84 en Nampa completa.
Mayo 2021	La construcción del puente Middleton completa. Lane el deva para información en cuanto a construcción.
Verano 2021	Comienza la construcción del puente Utah.
Inicio de primavera/Principios de verano 2021	La ampliación del I-84 entre Nampa y Caldwell comienza.

El puente de Middleton fue construido en la década de 1960.



**I-84 CORRIDOR** **LISTEN TO THE DRIVE IDAHO PODCAST FOR MORE ON I-84**

#### CONSTRUCCIÓN

- El puente estará cerrado a por nueve meses.
- El acceso controlado a ambos lados del puente genera detours durante los horarios comerciales normales.
- El trabajo puede ser ruidoso por la noche debido a los camiones de transporte y la maquinaria pesada.
- Querrán detours ocasionales del I-84 para la demolición del puente y el reemplazo de pilas.
- Cherry Lane estará cerrado aproximadamente 3 a 4 meses durante la construcción.

**CONTACT US:**  
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 PHONE: (208) 333-3333 | TOLL FREE: 1-800-333-3333



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# SAMPLE EMAILS



Consider sending a general email to customers, vendors and employees as soon as construction begins. Send follow-up emails before major traffic changes.

## GENERAL EMAIL

**DOWNLOAD TEXT**

To: \_\_\_\_\_

Cc: \_\_\_\_\_

Subject: \_\_\_\_\_

From: \_\_\_\_\_

Dear [Customer/Vendor/Employee]:

We want you to know that the Idaho Transportation Department is moving into the next phase of construction to widen Interstate 84 in Canyon County.

**We will be accessible and open for business during our regular hours.** We appreciate your support during construction.

We encourage you to sign up for construction updates by texting **84CORRIDOR to 47177** or emailing **84corridor@itd.idaho.gov**. These updates (available by text or email) include the latest information about construction and traffic impacts. You can learn more by visiting [www.itdprojects.org/84corridor](http://www.itdprojects.org/84corridor).

Please contact us at [208-XXX-XXXX](tel:208-XXX-XXXX) if you have any questions. Thank you for your business!

Sincerely,  
[Your name and company]

## EMAIL BEFORE TRAFFIC CHANGES

**DOWNLOAD TEXT**

To: \_\_\_\_\_

Cc: \_\_\_\_\_

Subject: \_\_\_\_\_

From: \_\_\_\_\_

Dear [Customer/Vendor/Employee]:

I've attached an update about I-84 construction in our area. Please note that [insert information that affects your customers/vendors/employees – for example, "the xxx interchange will be closed overnight Tuesday."].

We will be open during normal business hours throughout construction. [If the attachment includes a detour map or alternate route to your business, mention it here.]

We encourage you to sign up for construction updates by texting 84CORRIDOR to 47177. Information is also available at [itdprojects.org/84corridor](http://itdprojects.org/84corridor).

**Thank you for your ongoing support.**

Sincerely,  
[Your name and company]

If sending this email to employees, replace "We appreciate your support" and "Thank you for your business" with a reminder to plan extra time when traveling to work.



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## TIPS FOR BUSINESS LEADERS

Contact the 84 Corridor Team at **(208) 334-8002** or **84corridor@itd.idaho.gov** to request:

- Printed copies of the fact sheets in this guide
- Spanish language materials
- Specific graphics or maps to share on Facebook
- A presentation to your business or service club
- Help signing up for text alerts or email updates

## IMPORTANT NUMBERS

To request text alerts on your phone about construction

TEXT **84CORRIDOR** to **47177**

To ask questions or request more information

**84corridor@itd.idaho.gov**

**(208) 334-8002** *(English or Spanish)*

**ITDPROJECTS.ORG/i84businessresources**



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