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16. Abstract <p>This study analyzed the experiences and attitudes of business and institutional relocatees from urban and rural highway projects in several areas of Texas. Interviews were conducted with 108 relocatees (representing 101 businesses and seven institutions) relocated between January 1971 and January 1973 under the provisions of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. The typical business sampled was a sole proprietorship with less than 10 employees, existing at least five years, operating at one outlet, using rented facilities, and grossing no more than \$100,000 in sales annually. The typical person interviewed (as a representative of the business) was at least a 50-year-old male, with at least ninth grade education, a sole or part-owner of the business, and in the business at least 10 years. Before relocation, the average monthly payment for facilities was \$128. After relocation, it was \$211.</p> <p>Over three-fourths of the respondents relocated their businesses and continued in operation at least for a while. Those that ceased operations were more dependent on the local area than those that continued operations. Sixty percent of those that ceased operations indicated that they could not find suitable replacement facilities. The majority of those that relocated thought that they had improved the overall quality of their facilities and that their neighborhood conditions were better or remained the same.</p> <p>A large majority of the business and institutional relocatees became aware of the relocation assistance program before being notified by relocation personnel.</p> <p style="text-align: center;">(continued on back)</p>			
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Most of the respondent relocatees expressed no need for additional relocation services, but about 30 percent mentioned unsolved problems (mainly financial). However, most of them gave the State Highway Department's relocation program a substantially high rating, and most had a very satisfactory relationship with the relocation personnel. Rendering relocation assistance, as provided for by the relocation program, changed many relocatees' original attitude toward the highway improvement which displaced them and helped them to feel more pleased with their relocation experiences.

ATTITUDES, OPINIONS, AND EXPERIENCES OF BUSINESS AND  
INSTITUTIONAL RELOCATEES DISPLACED BY HIGHWAYS UNDER  
THE 1970 RELOCATION ASSISTANCE PROGRAM

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## PREFACE

The authors want to express their appreciation to members of the Texas Highway Department for their assistance in this study. Mr. L.E. Clarke and Mr. Arthur B. Grace, Jr. of the Right of Way Division gave valuable assistance and guidance in the selection of study districts and the content of the personal interview form. Assistance in data collection was given by Mr. Jack D. Jordan of Division 15, Mr. J.R. Stone of District 2, Mr. Robert H. Schleider, Jr. of District 3, Mr. Elton B. Evans of District 9, Mr. Travis A. Long of District 14, Mr. John G. Keller of District 18, and Mr. Lawrence L. Jester, Jr. of District 19. Also, the various relocation personnel in the above districts provided valuable assistance in locating the displacees.

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The contents of this report reflect the views of the authors who are responsible for the facts and the accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Federal Highway Administration. This report does not constitute a standard, specification, or regulation.

## TABLE OF CONTENTS

	<u>Page</u>
PREFACE . . . . .	ii
ABSTRACT . . . . .	v
SUMMARY OF FINDINGS AND RECOMMENDATIONS . . . . .	vii
IMPLEMENTATION STATEMENT . . . . .	xiv
LIST OF TABLES . . . . .	xv
LIST OF APPENDIX TABLES . . . . .	xvii
INTRODUCTION . . . . .	1
Purpose of Study . . . . .	1
Sample Characteristics . . . . .	3
DISSEMINATION OF INFORMATION AND PUBLIC PARTICIPATION . . . . .	10
Prior Knowledge of Proposed Facility, Required Move and Relocation Program . . . . .	10
Attitudes and Actions Toward Proposed Highway . . . . .	12
SELECTION OF REPLACEMENT FACILITY AND COMMUNITY . . . . .	16
Replacement Facilities . . . . .	16
Locating Facilities . . . . .	16
Upgrading Facilities . . . . .	20
Replacement Community . . . . .	22
Upgrading Neighborhood Conditions . . . . .	22
Changing Distance to Neighborhood Facilities . . . . .	24
Overall Preference of Location . . . . .	24
FINANCIAL EFFECTS OF DISPLACEMENT . . . . .	26
Loss of Gross Sales . . . . .	26
Changes in Payments for Facilities . . . . .	28
Magnitude of Relocation Cost-Payment Differences . . . . .	30
Opinions of Relocateses . . . . .	31
ATTITUDES TOWARD DISPLACEMENT, RELOCATION PROGRAM AND RELOCATION EXPERIENCE . . . . .	34
Attitudes Toward Displacement . . . . .	34

TABLE OF CONTENTS (Continued)

	<u>Page</u>
Attitudes Toward Relocation Program . . . . .	37
Program Provisions and Administration . . . . .	38
Program Effectiveness . . . . .	40
Attitudes Toward Relocation Experience . . . . .	45
BIBLIOGRAPHY . . . . .	51
APPENDIX . . . . .	52

## ABSTRACT

This study analyzed the experiences and attitudes of business and institutional relocatees from urban and rural highway projects in several areas of Texas. Interviews were conducted with 108 relocatees (representing 101 businesses and seven institutions) relocated between January 1971 and January 1973 under the provisions of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970. The typical business sampled was a sole proprietorship with less than 10 employees, existing at least five years, operating at one outlet, using rented facilities, and grossing no more than \$100,000 in sales annually. The typical person interviewed (as a representative of the business) was at least a 50-year-old male, with at least ninth grade education, a sole or part-owner of the business, and in the business at least 10 years. Before relocation, the average monthly payment for facilities was \$128. After relocation, it was \$211.

Over three-fourths of the respondents relocated their businesses and continued in operation at least for a while. Those that ceased operations were more dependent on the local area than those that continued operations. Sixty percent of those that ceased operations indicated that they could not find suitable replacement facilities. The majority of those that relocated thought that they had improved the overall quality of their facilities and that their neighborhood conditions were better or remained the same.

A large majority of the business and institutional relocatees became aware of the relocation assistance program before being notified by relocation personnel. Most of them thought that their relocation payments adequately

covered their relocation expenses. But over half of the owners thought that their property payment was not enough.

Most of the respondent relocatees expressed no need for additional relocation services, but about 30 percent mentioned unsolved problems (mainly financial). However, most of them gave the State Highway Department's relocation program a substantially high rating, and most had a very satisfactory relationship with the relocation personnel. Rendering relocation assistance, as provided for by the relocation program, changed many relocatees' original attitude toward the highway improvement which displaced them and helped them to feel more pleased with their relocation experiences.

Key Words: highways, relocatees, businesses, relocation program, expenses, payments, services, experiences, problems, opinions, and attitudes.



## SUMMARY OF FINDINGS AND RECOMMENDATIONS

The provisions of the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 was implemented in Texas by the Texas Highway Department effective on January 8, 1971. Since that time, many of the relocatees that were displaced by highways have received relocation assistance provided for by the 1970 Act.

The purpose of this research endeavor was to evaluate the effectiveness of a comprehensive relocation program by studying the attitudes, opinions, and experiences of relocatees who were recently displaced. This report presents the findings from data collected from a sample of 108 business and institutional relocatees that were displaced by urban and rural highway projects in Texas. The sample was composed of 101 businesses of the following types: 48 retail products, 41 retail services, and 12 wholesale and manufacturing. The other seven were institutions, such as schools and churches. The typical business was a sole proprietorship with less than 10 employees, having a single outlet, existing at least five years, using rented facilities, and grossing no more than \$100,000 in sales annually. The typical person interviewed (as a representative of the business) was at least 50 years old, male, with at least nine years of formal education, a sole or part owner of the business, and in the business at least 10 years.

### Summary of Findings

The major findings of this survey are briefly summarized below:

- (1) About two-thirds of the respondent relocatees knew about the proposed highway improvement long enough to have attended the public hearing. However, only 19 (18 percent) attended any kind of hearing or meeting.
- (2) Almost half of the relocatees took no action either in support of or in opposition to the proposed highway improvement because they felt that the facility would be built anyway.
- (3) About two-thirds of the relocatees were aware of the relocation assistance program prior to being contacted by relocation personnel.
- (4) Over three-fourths of the respondents relocated and continued their operations at least for a while. Only five ceased operations after relocation.
- (5) The respondents that ceased operations were more dependent on the local area than those that continued operations.
- (6) Fifty-four percent of the respondents indicated that they had difficulty finding a replacement location. In fact, 60 percent of the 25 who ceased operations before relocation said that they could not find suitable replacement facilities. Those who were opposed to the highway improvement had more difficulty finding replacement facilities than those who were not opposed to the improvement.
- (7) Sixty percent of the respondent relocatees indicated that the

overall quality of their replacement facilities was as good or better than their original facilities. Also, sixty percent indicated that the condition of their replacement neighborhood was at least as good as their original neighborhood. More of the retail service relocatees upgraded the quality of their neighborhoods than did the other types of relocatees.

- (8) About three-fourths of the respondent relocatees either expressed no preference of location or preferred the replacement location over the original location.
- (9) Over half of the respondent relocatees were not closed a single day due to relocation, but over 50 percent experienced losses in gross sales during the move. Also, 27 percent experienced a net decline in sales after the move.
- (10) Almost half of the respondent relocatees had to pay higher property or rental payments as a result of the move. Also, over half of respondents who owned their original property thought they did not receive enough compensation for it.
- (11) Based on relocation cost-payment differences, a large majority of respondents relocatees received adequate compensation to cover their moving expenses. Very few applied for and received compensation for searching expenses. Also, a large majority of the respondents thought that their searching, cease operations and/or moving payments were adequate.

- (12) Over 60 percent of the respondents thought that their business net worths had increased or at least remained the same as a result of the displacement and subsequent relocation.
- (13) News of the impending displacement caused 44 percent of the respondents to be upset. A greater proportion of the retail service respondents was upset than the other types. Also, those who favored the highway improvement were more likely to be pleased with the news than those opposed to the improvement.
- (14) All of the respondents were given at least 90 days to move. Actually, 50 percent took seven or more months to move. About half of them preferred to have from four to six months to move.
- (15) Every respondent was provided a relocation booklet and a personal explanation of the relocation assistance available.
- (16) Over half of the respondents indicated that financial aid was the most helpful relocation service rendered to them, and a majority thought that the relocation payments were adequate.
- (17) Only one-fourth of the respondents requested additional relocation services, and about half of these requests were for additional financial assistance.
- (18) Only 30 percent of the respondents mentioned relocation problems, mostly financial, that the state highway agency failed to help them solve.

- (19) About half of the respondents offered suggestions for improving the financial assistance program. Most of the suggestions were to give financial assistance in re-establishing the business or to provide higher moving payments.
- (20) Forty-four percent of the respondents gave the relocation assistance program a good rating, and most of the others gave it at least a so-so rating. However, 86 percent said that they had a good or very good relationship with the relocation personnel. Those most likely to give the program a good rating rather than a so-so or a bad rating were as follows:
- (a) Those operating businesses other than retail.
  - (b) Those not against highway improvement.
  - (c) Those pleased with displacement news.
  - (d) Those pleased with original property payment.
  - (e) Those having no problem finding replacement facilities.
  - (f) Those preferring no more than three months to move.
  - (g) Those requesting or needing no additional services.
  - (h) Those having no unsolved problems.
  - (i) Those suggesting no improvements in the financial assistance program.
  - (j) Those receiving enough in relocation payments.
  - (k) Those experiencing no decline in net worth.

- (21) Forty-four percent of the respondent relocatees were mildly or very pleased with the entire relocation experience, and most of the others had mixed emotions about the experience.
- (22) The respondents' attitudes toward the highway improvement, displacement news, relocation program, and relocation experience were found to be interdependent. The relocation program apparently was instrumental in changing their attitudes toward the highway improvement, because less than half of those who opposed the improvement were upset with the relocation experience. Also, the program helped change their attitudes toward the move, because less than half of those who were upset with the displacement news were upset with the relocation experience.

#### Recommendations

The following recommendations are offered to the sponsors for their consideration:

- (1) Greater effort should be put forth to convince the affected citizens that they can have an influence on highway planning. Early in the planning process, citizens should be informed of ways to make constructive suggestions, and actual examples should be cited where suggestions were used by the highway agency.
- (2) Greater effort should be made to inform the affected citizens of the need for the proposed highway improvement and of the relocation assistance available to them. The affected citizens

should be contacted, preferably in person, early in the planning process and given supportive information as well as information on how displacees will be assisted to offset the detrimental effects.

- (3) Greater effort should be made to assist relocatees in finding suitable replacement facilities. The relocation personnel should determine what type of facility that the relocatee is seeking and try to locate available facilities that meet his requirements.
- (4) Greater effort should be made to insure that the property appraisals are accurate and up to date so that the owners receive fair compensation. Earlier monitoring of property appraisals of nonfederal-aid projects might be helpful.
- (5) The minimum official time given to move should be extended to six months.
- (6) Greater effort should be made to assist the relocatees in determining their actual searching and moving expenses. They should be made aware of what constitutes legitimate searching and moving expenses, and they should be encouraged to keep the proper records and receipts necessary for reimbursement. A study of the moving expenses for different types of businesses would be helpful.

## IMPLEMENTATION STATEMENT

The findings of this study will enable state and federal agencies to make a critical evaluation of the uniform relocation assistance program's effectiveness in reducing the adverse effects on businesses and institutions. Those interviewed had the opportunity to communicate with the decisionmakers and to identify the strengths and weaknesses of the current relocation and right-of-way acquisition programs.

At the federal level, the law should be changed to allow business relocatees at least six months to find replacement facilities and move their operations.

At the state level, the Texas Highway Department should put forth greater effort to:

- (1) Inform relocatees early of available assistance.
- (2) Insure that accurate and up-to-date property appraisals are made.
- (3) Help relocatees determine their searching and moving expenses.



## LIST OF TABLES

Table	Page	
1	Number of Relocateses of Sampled Projects Located in Selected Districts According to Status of Relocatee and Type of Operation . . . . .	4
2	Locational Characteristics of Businesses and Institutions Prior to Displacement, by Type of Operation . . . . .	6
3	Characteristics of Respondent Businesses and Institutions Prior to Displacement, by Type of Operation . . . . .	7
4	Characteristics of Persons Interviewed as Representatives of Respondent Businesses and Institutions, by Type of Operation.	8
5	Time Knew of Highway Improvement, Time with Business, and Time Business in Operation Related to time Between Public Hearing and Notification to Move . . . . .	11
6	How Informed of the Required Displacement and Awareness of Relocation Program before Contacted by Relocation Man, by Type of Operation . . . . .	13
7	Attitudes Toward Proposed Highway Improvement, Actions Taken and Reasons for Taking No Action Prior to Notification of Available Relocation Assistance, by Type of Operation . . . . .	14
8	Status of Businesses and Degree to Which They Had Problems Relocating, by Type of Operation . . . . .	17
9	Quantity and Quality Changes in Facilities, by Type of Operation . . . . .	21
10	Changes in Condition of Neighborhood and in Distances to Neighborhood Facilities and Preference of Location of Business, by Type of Operation . . . . .	23
11	Type of Move, Number of Days Closed, Loss of Gross Sales During Move, and Change in Gross Sales After Move . . . . .	27
12	Changes in Monthly Property Payments and Moving and Searching Cost-Payment Differences . . . . .	29
13	Opinions of Price Received for Original Property; Searching, Cease Operations, and Moving Payments; and Net Worth Effects on Business . . . . .	32

LIST OF TABLES (Continued)

Table	Page
14 Attitudes Toward Displacement News with Reasons, by Type of Operation . . . . .	35
15 Number of Employees, Tenure of Original Property, and Attitudes Toward Highway Improvement Related to Attitudes Toward Displacement News . . . . .	36
16 Evaluation of Relocation Program Relationship with Relocation Personnel, Relocation Services Provided, Most Helpful Services Related to Type of Operation . . . . .	39
17 Additional Services Needed, Additional Services Requested, Problems THD Failed to Help Solve, and Problems Still Unsolved Related to Evaluation of Relocation Program . .	41
18 Opinions of Various Payments, Effects of Relocation on Net Worth, and Suggestions for Improving Program of Financial Assistance Related to Evaluation of Relocation Program .	43
19 Time with Business, Attitudes Toward Highway Improvement and Displacement News, Ease in Finding Replacement Facilities, Preferred Time to Move and Attitude Toward Relocation Experience Related to Evaluation of Relocation Program . . . . .	44
20 Time with Business, Attitudes Toward Highway Improvement and Displacement News, and Actual Moving Time Related to Attitudes Toward Entire Relocation Experience . . . . .	47
21 Relationships with Relocation Personnel, Opinions of Property Payment, and Opinions of Effect of Relocation on Net Worth Related to Attitudes Toward Entire Relocation Experience . . . . .	48
22 Attitudes Toward Highway Improvement and Displacement News, Status of Business, and Opinion of Property and Moving Payments Related to Attitudes Toward Relocation Program and Experience . . . . .	50

## LIST OF APPENDIX TABLES

Table		Page
1	Statistics on Age, Formal Education, and Time with Business of Persons Interviewed and Age, Time at Original Site, and Persons Employed of Businesses . . . . .	53
2	List of Variables Used in Analysis . . . . .	54
3	Statistics on Time Knew of Proposed Highway, Time Closed During Move, Gross Sales Loss During Move, and Gross Sales Change Due to Move . . . . .	57
4	Choice of and Reasons for Choosing Replacement Location and Distance to and Tenure of Replacement Property, by Type of Operation . . . . .	58
5	Physical Characteristics of Original and Replacement Facilities	59
6	Opinions of Change in Condition of Selected Neighborhood Factors	60
7	Opinions of Change in Distance to Selected Facilities within the Neighborhood and Community . . . . .	61
8	Statistics on the Value of and Monthly Payments on the Original and Replacement Properties . . . . .	62
9	How Original Property was Acquired, Type of Taking, Value of Whole Property, Payment for Part Taken, Total Relocation Payment, by Type of Operation . . . . .	63
10	Statistics on the Relocation Costs and Payments . . . . .	64
11	Actual and Preferred Moving Time Frequencies and Statistics.	65

## INTRODUCTION

### Purpose of Study

The expanded relocation assistance program as provided by the Federal Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and by parallel state legislation was intended to alleviate hardship of residential, business, institutional, and farm relocatees displaced by right-of-way acquisitions. The 1970 Act provides for a liberal increase in the level of relocation assistance over and above that provided by the 1968 Federal Aid Highway Act. Both the level of service and the size of payments were increased significantly. The Texas relocation program has been operated under the provisions of the 1970 Act since January 8, 1971.

The expanded relocation program was designed to compensate and mitigate inconvenience to relocatees to such a degree that resistance to highway projects, at least on a purely personal basis, would be greatly reduced if not eliminated. The further effect would be to improve the highway agency's image and permit more efficient acquisitions of right-of-way. To the extent that relocatees under the program are not cognizant of or not satisfied with the relocation assistance provided, the program or its administration may be at fault. At the same time, the improved public relations that had been anticipated will not be fully realized.

A review of the literature revealed that very few studies have dealt with relocatees' attitudes toward relocation. Furthermore none of these studies dealt with the attitudes of 1970 Act relocatees. Consequently, the Texas Highway Department (THD) in cooperation with the Federal Highway Administration, authorized a study to determine the attitudes of relocatees toward the 1970

relocation program and to determine their current living, business, or farming conditions in relation to conditions before displacement. The specific objectives of the study were as follows:

1. To analyze attitudes of relocatees under the current 1970 relocation assistance program and their suggestions in regard to relocation program provisions, effectiveness, and administration as well as highway programs and highway agency performance and public relations.
2. To analyze suggestions of relocatees regarding the relocation assistance program and other right-of-way practices in terms of maximizing program effectiveness through information and administration.
3. To recommend to the highway agency such steps as may be indicated to improve program practices, public awareness, and public acceptance.

The most promising method for developing meaningful results for the study appeared to be field interviews directly with relocatees selected through stratified random sampling. The work plan called for separate surveys of (1) residential relocatees, (2) business and institutional relocatees, and (3) farm relocatees. The last survey has been deleted due to an inadequate number of farm relocatees. A report of findings has been prepared, reviewed, and published on the survey of residential relocatees. This report presents the findings of the survey of business and institutional relocatees.

### Sample Characteristics

The THD records revealed that 307 business and institutional displacees were relocated under the 1970 program by January 31, 1973. Time and budgetary constraints dictated that the field interviews be conducted in areas where relatively large numbers of relocatees were located. Therefore, 49 projects located in seven THD districts and containing 191 (62 percent) of the 307 relocatees were selected for sampling purposes. The selected projects were located in or near the following urban areas: Dallas, Fort Worth, Austin, Wichita Falls, Waco, Texarkana, and Victoria. A comparison of the overall population parameters (such as urban-rural, owner-tenant, and type of operation) with those of the selected projects revealed that the parameters of both were similar. Therefore, the results based on a random sample of relocatees chosen from the selected projects should be generally applicable to the whole population of business and institutional relocatees. There were too few of the institutional relocatees to study them separately.

Since prior interview experience had indicated that many of the relocatees might not be available for interview, it was thought advisable to attempt to locate and interview all of the 191 relocatees from the selected projects. This decision proved to be justified since the researchers were able to interview 108 (57 percent) of these relocatees. This number, being over one-third of the 307 relocatees, was judged to be sufficient to produce reliable answers to the questions on the personal interview form.

Many of the 191 relocatees could not be located for interview, even by the aid of other businessmen, telephone directories, or city records (Table 1). Others were rejected, mainly on the grounds that they were not operating

TABLE 1

Number of Relocatees of Sampled Projects Located in Selected Districts  
According to Status of Relocatee and Type of Operation<sup>a</sup>

Status of Relocatee	Type of Operation			Total
	Retail Product <sup>b</sup>	Retail Service	Other <sup>c</sup>	
-----number-----				
Available for Interview				
Interviewed	48	41	19	108
Rejects <sup>d</sup>	3	2	13	18
Not Available for Interview				
Could not locate	31	10	3	44
Moved over 50 miles	5	2	2	9
Miscellaneous	3	4	0	7
No attempt to Interview <sup>e</sup>	1	3	1	5
All Relocatees of Sampled Projects	91	62	38	191

<sup>a</sup>Sample taken from projects located in Districts 2,3,9,13,14,18 and 19.

<sup>b</sup>Composed of eight food product firms and 40 non-food product firms.

<sup>c</sup>Composed of seven wholesale of warehouse firms, five manufacturing firms, and seven institutions or non-profit organizations.

<sup>d</sup>Not a business, such as a residence, a vacant lot, items owned by lessor, or farms and businesses relocated under the 1968 Act.

<sup>e</sup>From District 13.

businesses or were not relocated under the 1970 Act. Also, no attempt was made to interview five businesses from District 13 due to their being scattered so far apart. Finally, a total of 108 relocatees, composed of 101 businesses and seven institutions or nonprofit organizations were interviewed. Each of the relocatees had been displaced at least one year but not more than two years when interviewed.

### Sample Characteristics

The locational characteristics of the 108 respondent relocatees are shown in Table 2. Since the initial cross-classifications revealed few significant differences in relocation experiences, the institutional, manufacturing, and wholesale (warehouse) relocatees were lumped together into an "other" category for analysis purpose. (For the sake of brevity, all relocatees in this category will be referred to as business relocatees in this report.) As seen in Table 2, the retail product group was more dependent on the immediate area than were the other two groups.

The characteristics of the respondent businesses, according to type of operation, are shown in Table 3. The typical business was a sole proprietorship having less than 10 employees, operating at a single outlet, existing at least five years, using rented facilities, and grossing no more than \$100,000 in sales annually. Businesses of the retail types were relatively smaller in terms of gross sales than of the other types. (Appendix Table 1 presents additional statistics on the above characteristics of the businesses.)

The characteristics of the persons interviewed on behalf of the respondent businesses are shown in Table 4. The typical person interviewed was at least 50 years old, male, with at least nine years of formal education,



TABLE 2

## Locational Characteristics of Businesses and Institutions Prior to Displacement, by Type of Operation

Locational Characteristic	Type of Operation			Total
	Retail Product	Retail Service	Other	
	-----number-----			
Highway System				
Interstate system	18	16	4	38
State system	30	25	15	70
Highway Improvement				
New Facility	22	18	11	51
Widening	26	23	8	57
Location				
Urban Area	31	32	13	76
Rural Area	17	9	6	32
Dependency on Immediate Area <sup>ab</sup>				
Dependent	21	12	2	35
Not Dependent	27	29	17	73
All Respondent Businesses	48	41	19	108

<sup>a</sup> As determined by person interviewed, after questioning respondent.

<sup>b</sup>  $\chi^2 = 7.16^*$ ;  $\chi_{.05} = 5.99$ ; 2d.f.

TABLE 3

Characteristics of Respondent Businesses and Institutions Prior to Displacement, by Type of Operation

Characteristic of Business	Type of Operation			Total
	Retail Product	Retail Service	Other <sup>a</sup>	
	-----number-----			
How Organized				
Sole Proprietorship	34	32	8	74
Partnership	8	7	1	16
Corporation or other	6	2	10	18
Number of Outlets				
One Outlet	40	40	14	94
Two or more outlets	8	1	5	14
Age of Business				
Less than 5 years	14	13	4	31
5-19 years	24	16	5	45
20 or more years	10	12	10	32
Number of Employees				
Less than 10 employees	34	33	12	79
10 or more	14	8	5	27
Not determined	0	0	2	2
Annual Gross Sales <sup>b</sup>				
Less than \$50,000	15	22	6	43
\$50,000-\$99,999	9	11	4	24
\$100,000 or more	23	6	9	38
Didn't Know/refused	1	2	0	3
Tenure of Site				
Owner	20	16	10	46
Tenant	28	25	9	62
All Respondent Businesses	48	41	19	108

<sup>a</sup> See Footnotes b and c under Table 1.

<sup>b</sup>  $\chi^2 = 11.85^*$ ;  $\chi^2_{01} = 9.49$ ; 4 d.f.; ignoring "Didn't know/refused" cells.

TABLE 4

Characteristics of Persons Interviewed as Representatives of Respondent  
Businesses and Institutions, by Type of Operation

Characteristic of Person Interviewed	Type of Operation			Total
	Retail Product	Retail Service	Other	
	-----number-----			
Position Held				
Sole/part owner	38	39	10	87
Manager/other	10	2	9	21
Time with Business				
Less than 10 years	13	12	8	33
10-19 years	20	19	5	44
20 or more years	15	10	6	31
Age				
Less than 40 years	11	5	5	21
40-49 years	10	8	2	20
50-59 years	11	18	5	34
60 or more years	16	10	7	33
Education				
Less than 9 years	6	1	1	8
9-12 years	26	29	11	66
13 or more years	14	11	7	32
Didn't remember	1	1	0	2
Sex				
Male	45	33	17	95
Female	3	8	2	13
All Respondent Businesses	48	41	19	108

sole or part owner of the business and in the business at least 10 years. (See Appendix Table 1 for additional statistics on the above characteristics of the persons interviewed.)

As seen in the footnotes of the tables, a Chi-square ( $\chi^2$ ) test was made to determine whether the observed frequencies of a two-way cross-classification differed significantly from the expected frequencies. If the computed  $\chi^2$  value exceeds the critical  $\chi^2$  value for some level of probability, say .05 level, then the observed differences are too great to be attributable to chance alone. For two-way classifications, such a result suggests that the classifications are not independent of each other; therefore, inferences can be made to explain the results. Both the .05 and .01 probability levels were used in the test. The computed and critical  $\chi^2$  values, in that order, appear in the footnotes of the tables only in cases where the computed  $\chi^2$  value exceeds the critical  $\chi^2$  value for either of the above probability levels. A single asterisk by the computed  $\chi^2$  value, e.g.  $\chi^2 = 10.25^*$ , means that it is significant at the .05 level. Two asterisks mean that it is significant at the .01 level. The degrees of freedom (d.f.) used and the exceptions made, e.g., cells ignored, follow the  $\chi^2$  values. Inferences based on the results of these tests appear in the text.

The results of the analysis of the data collected on the respondent relocatees are presented in a manner to reveal the extent to which problems occurred from the following sources: (1) dissemination of pertinent information to relocatees, (2) selection of replacement facilities and neighborhoods, and (3) displacement and relocation costs. (Appendix Table 2 contains a list of the variables used in this analysis).

## DISSEMINATION OF INFORMATION AND PUBLIC PARTICIPATION

Proper communication with those to be displaced by highway improvements, coupled with responsible public participation in the highway planning process, can prevent or minimize many problems for government agencies responsible for building or improving highways. In fact, these two factors are crucial in obtaining public acceptance of proposed highway improvements and in giving the highway agencies a good public image. The effectiveness of the relocation program depends, in part, on a timely dissemination of information about the relocation services and payments that are available to each displacee. For instance, the extent to which the features of the relocation program are known and understood at the public hearing stage is thought to influence the level of public opposition to a proposed highway improvement. Therefore, data on information dissemination and public participation were collected and analyzed to determine the effectiveness of the relocation program in reducing public opposition to proposed highways.

### Prior Knowledge of Proposed Highway, Required Move and Relocation Program

The results of the survey revealed that 68 (63 percent) of the relocatees knew about the proposed highway improvement more than three years before receiving notification of relocation assistance (Table 5). Also, 94 (87 percent) of the relocatees had been with their businesses five or more years. Almost a like number of businesses had been in operation five or more years (Table 5). However, at least 21 (19 percent) did not know about the

TABLE 5

Time Knew of Highway Improvement, Time with Business, and Time Business in Operation Related to Time Between Public Hearing and Notification to Move

Time Variable	Time Between Hearing and Notification to Move <sup>a</sup>					Total
	Less than 1 year	1 to 3 years	3 to 5 years	5 or more years	Not Determined	
	----- number -----					
Time Knew of Highway <sup>bc</sup>						
Less than 1 year	1	6	3	2	1	13
1 to 3 years	0	13	3	1	4	21
3 to 5 years	2	36	10	6	5	59
5 or more years	0	2	4	0	3	9
Didn't know	0	2	2	2	0	6
Time with Business						
Less than 5 years	1	7	2	2	2	14
5 to 10 years	0	12	3	4	0	19
10 or more years	2	40	17	5	11	75
Time Business in Operation						
Less than 1 year	0	0	0	0	0	0
1 to 5 years	0	8	1	2	2	13
5 to 10 years	1	11	3	2	1	18
10 or more years	2	40	18	7	10	77
All Respondent Businesses	3	59	22	11	13	108

<sup>a</sup>If no corridor hearing was conducted, the date of the design hearing was used.

<sup>b</sup>Before notification of relocation assistance.

<sup>c</sup>For other statistics on the time knew of highway improvement, see Appendix Table 3.

highway improvement in time to attend the public hearing (Table 5). Most of the others knew about the public hearing in time to attend. At least 98 percent were with their businesses before the public hearing took place.

The respondent relocatees were first informed of the impending displacement from various sources (Table 6). The primary source was through friends. Another important source was other businessmen. A majority of the relocatees had heard about the required displacement and the relocation assistance program before being contacted by THD personnel (Table 6). But at least 34 (31 percent) had no prior knowledge of the program until contacted directly by the THD relocation man.

#### Attitudes and Actions Toward Proposed Highway

Given the finding that about 19 percent of the relocatees did not know about the proposed highway improvement in time to attend a public hearing and that 31 percent did not know about the relocation assistance available to them until contacted by THD relocation personnel, it is not too surprising that 52 (48 percent) of them were against the proposed highway before notification of relocation assistance (Table 7). Just being informed of available relocation assistance caused seven relocatees to change their attitudes toward the proposed highway. This finding shows the importance of informing relocatees about the relocation program as soon as possible. The THD gives out relocation information at the public hearings, but the public hearing has not been an effective forum for disseminating such information to relocatees.

TABLE 6

How Informed of the Required Displacement and Awareness of Relocation Program before Contacted by Relocation Man, by Type of Operation

Source of Information/ Awareness of Program	Type of Operation			Total
	Retail Product	Retail Service	Other	
	-----number-----			
How First Informed of Required Displacement				
Friends	17	19	4	40
Other businessmen	18	11	8	37
News Media	3	3	0	6
Visit by THD personnel	2	2	0	4
Others	0	4	0	4
Didn't remember	8	3	6	17
Aware of Relocation Program before Contacted by Relocation Man				
Yes	29	25	12	66
No	17	15	5	34
Didn't remember	2	4	2	8
All Respondent Businesses	48	41	19	108



TABLE 7

Attitudes Toward Proposed Highway Improvement, Actions Taken and Reasons for Taking No Action Prior to Notification of Available Relocation Assistance, by Type of Operation

Attitude/Action/ No Action with Reason	Type of Operation			Total
	Retail Product	Retail Service	Other	
	-----number-----			
Attitude toward Highway Improvement <sup>a</sup>				
Favored improvement	14	15	9	38
Indifferent toward improvement	6	2	1	9
Against improvement	25	22	5	52
Didn't know	3	2	4	9
Action or No Action Taken				
Attended public hearings/meetings	4	7	8	19
Other Actions	1	2	6	9
Took no action because:				
Felt would be built anyway	25	21	4	50
Indifferent	9	3	0	12
Too busy	5	5	1	11
Company or organization policy	3	1	7	11
Others	1	4	0	5
All Responses	48	43	26	117
All Respondent Businesses	48	41	19	108

<sup>a</sup> Only seven respondents changed their attitudes toward the highway improvement after being informed of available relocation assistance. Six who were previously against the improvement changed to be in favor of the improvement. Another one who previously didn't know which position to take changed to be against the improvement.

In order to make an effective impact on the highway planning process, potential relocatees have to take early actions in expressing their views of a proposed highway. The findings of this study revealed that only 28 (26 percent) of the relocatees took any positive action for or against the highway before notification of available relocation assistance (Table 7). About the only action taken was to attend a public hearing held by the THD. The types of actions taken by the relocatees were not dependent upon their initial attitudes toward the facility or the types or sizes of their businesses. However, there was a tendency for more of the retail business relocatees not to take any action than the other types.

The relocatees who indicated that they took no actions in regard to the proposed facility were asked to give their reasons. Fifty (46 percent) of them took no action because they felt that the highway would be built anyway, and indifference caused 12 to take no action (Table 7). The frequency with which the first reason was given indicates that greater effort should be put forth by the highway agencies to convince the affected citizens that they can have an influence on highway planning. If so, a greater number would attend public hearings and obtain firsthand information about the proposed highway improvement and the relocation assistance available to them.

## SELECTION OF REPLACEMENT FACILITY AND COMMUNITY

The relocation program is designed to assist business relocatees in obtaining and becoming established in comparable facilities and locations of their choice with a minimum of trouble and cost to them. If this cannot be done without a substantial loss of existing patronage, business relocatees operating at only one location can discontinue their operations and elect to receive a payment based upon their average net annual earnings in lieu of a payment for actual expenses for searching, moving, and personal property losses.

The findings, as presented below, indicate the effectiveness of the above program in assisting business relocatees to relocate in acceptable replacement facilities and communities. Also, these findings indicate the types of changes that occurred in facilities, neighborhoods, and communities within which the displacees chose to relocate.

### Replacement Facilities

#### Locating Facilities

The results of this survey revealed that 83 (77 percent) of 108 of the respondent businesses were relocated (Table 8). The other 25 were discontinued instead of relocating. After relocation, five other businesses were discontinued.

An attempt was made to explain why the owners of 25 businesses chose to discontinue their operations instead of relocating. Therefore, a cross-tabulation was made between the status of the respondent businesses (continued-discontinued) the their dependency on the local area. As

TABLE 8

Status of Businesses and Degree to Which They Had Problems Relocating,  
by Type of Operation

Item	Type of Operation			Total
	Retail Product	Retail Service	Other	
-----number-----				
<b>Status of Business</b>				
Continued after relocation	31	33	14	78
Discontinued instead of re- location	14	7	4	25
Discontinued after relocation	3	1	1	5
<b>Why Discontinued Operations</b>				
Could not find new location	11	3	1	15
Ill health or retirement	3	1	2	6
Financial reasons	2	2	0	4
Others	3	2	2	7
Remained in operation	31	33	14	78
All Responses	50	41	19	110
<b>Ease in Finding Replacement Location</b>				
Easy to find	5	3	2	10
No problem to find	8	14	7	29
Difficult to find	20	17	6	43
Didn't know	1	0	0	1
Discontinued instead of re- locating	14	7	4	25
<b>First Move Considered Permanent</b>				
Yes	33	29	15	77
No, Because:				
Not suitable facilities	0	3	0	3
Others	1	2	0	3
Discontinued instead of re- locating	14	7	4	25
All Respondent Businesses	48	41	19	108

shown below, a higher proportion of those who discontinued operations were dependent on the local area than those who continued operations.

Dependency on Local Area	Status of Business		
	Continued	Discontinued	Total
	----- number -----		
Dependent	17	18	35
Not Dependent	61	12	73
All Businesses	78	30	108

$\chi^2 = 12.75^{**}$ ;  $\chi^2_{.01} = 6.63$ ; 1 d.f.

Also, all 30 of the respondents who discontinued operations before or after relocation were asked why they chose to do so. Fifteen (50 percent) of them said that they could not find replacement facilities. Ill health or retirement was the reason given by six others. The 83 respondents that relocated were asked about the ease or difficulty of finding replacement facilities (Table 8). Forty-three (52 percent) indicated that it was difficult to find a replacement facility. So, at least half of the 108 respondents either did not find replacement facilities or had difficulty finding them.

The existence of any relationship between difficulty of finding replacement facilities and attitudes toward the highway was thought important to know. The results of cross-tabulating these two variables, as shown

below, indicate that a higher proportion of those who were against the highway improvement had difficulty finding a replacement facility than those who were not against the highway improvement.

Degree of Difficulty of Finding Replace- ment Facilities	Attitude Toward Highway			Total
	Against	Not Against	Didn't Know	
	----- number -----			
Easy	2	6	1	9
No Problem	9	17	3	29
Difficult	26	14	3	43
Didn't Know	1	0	1	2
Discontinued	14	10	1	25
All Businesses	52	47	9	108

$\chi^2 = 8.83^*$ ;  $\chi^2_{.65} = 5.99$ ; 2 d.f.; ignoring "Didn't Know and Discontinued" cells.

Of those respondents that relocated, only six did not consider their first move as a permanent one (Table 8). Three of these indicated that the first facilities were not suitable. So, it seems that even though many of the relocatees had difficulty finding a replacement facility, their first selection nearly always proved to be the right one. Of the 83 that relocated, 66 (80 percent) moved to a new site not a part of the original site (Appendix Table 4). Six of these moved their buildings too. These relocatees

gave varied reasons for choosing their replacement locations (Appendix Table 4). The amount each had to pay, adequacy of remainder, quality of neighborhood, availability of replacement facilities, and previous ownership were important reasons.

Forty-eight (58 percent) of the respondents that relocated became owners of their replacement facilities (Appendix Table 4) compared to 44 (53 percent) that were owners of their original facilities. This finding suggests that there was no great incentive upon the part of those relocating to change their tenure status even though they had a good opportunity to do so.

#### Upgrading of Facilities

Forty-one (49 percent) of the respondents that relocated took the opportunity to upgrade their physical facilities (Table 9). Most of the others downgraded their facilities. These results are based upon selected physical (quantity) characteristics of the original and replacement facilities, as listed under Table 9. (A detailed breakdown by characteristics is given in Appendix Table 5).

The respondents were asked to compare the quality of their original and replacement facilities. Forty-one thought that they had improved (upgraded) their facilities, which is the same number determined from a comparison of the physical or quantity changes (Table 9). Twenty others saw no change in quality. This is a much larger number than was determined from the quantity comparison. Only 16 (19 percent) thought

TABLE 9

## Quantity and Quality Changes in Facilities, by Type of Operation

Quantity/Quality Change in Facilities	Type of Operation			Total
	Retail Product	Retail Service	Other	
Quantity (Physical) Change <sup>a</sup>				
Upgraded	19	16	6	41
No Change	2	5	1	8
Downgraded	13	13	8	34
Discontinued before relocation	14	7	4	25
Quality Change <sup>b</sup>				
Upgraded				
Much improved	9	8	4	21
Somewhat improved	11	8	1	20
No Change	6	11	7	24
Downgraded				
Somewhat worsened	6	7	3	16
Much worsened	1	0	0	1
Didn't know	1	0	0	1
Discontinued before relocation	14	7	4	25
All Respondent Businesses	48	41	19	108

<sup>a</sup>Based on following physical characteristics of the original and replacement facilities: type of construction, age of main building, condition of main building, floor area of all buildings area of site, off-street parking, and storage facilities (See Appendix Table 5). Businesses that upgraded more of these characteristics than they downgraded were considered to have upgraded their facilities. If the reverse was true, they were considered to have downgraded their facilities. If neither was true, no change was indicated.

<sup>b</sup>Based on the respondents opinion of change in the quality of their facilities.



that the quality of their facilities was worse (downgraded). This number is much smaller than that determined from the quantity comparison.

Comparing these measures of upgrading with other characteristics of the businesses and the attitudes of the respondent businessmen yielded no significant findings.

#### Replacement Community

Data were collected from the relocatees to indicate the extent of changes in neighborhood or community conditions and distances to neighborhood facilities that resulted from the forced relocation.

#### Upgrading Neighborhood Conditions

The relocatees were asked to compare their original and replacement neighborhoods with respect to the condition of buildings, parking lots, and streets; access to other areas of town; and extent of noise and air pollution. A composite measure of change in these conditions revealed that the neighborhood conditions remained about the same for 50 (60 percent) of the relocated businesses (Table 10). (The method of aggregation is the same as that used to measure changes in facilities, as explained under Table 9.) Neighborhood conditions were better for 24 (29 percent) businesses and worse for the remaining 9 (11 percent). A greater proportion of the retail service businesses were in better neighborhoods than the other businesses. (See Appendix Table 6 for opinions on each neighborhood characteristic evaluated.)

The above findings indicate that a large majority of the relocated businesses were moved into equal or better neighborhoods to resume

TABLE 10

Changes in Condition of Neighborhood and in Distances to Neighborhood Facilities and Preference of Location of Business, by Type of Operation

Condition/Distance/ Preference of Location	Type of Operation			Total
	Retail Product	Retail Service	Other	
	-----number-----			
Neighborhood Condition <sup>abc</sup>				
Better Condition	4	15	5	24
About same condition	28	13	9	50
Worse condition	2	6	1	9
Discontinued before relocation	14	7	4	25
Distance to Neighborhood Facilities <sup>bd</sup>				
Greater distance	4	2	3	9
About same distance	26	26	11	63
Lesser Distance	4	6	1	11
Discontinued before relocation	14	7	4	25
Preference of Location				
Preferred replacement location	9	7	3	19
About the same	16	21	8	45
Preferred original location	9	6	4	19
Discontinued before relocation	14	7	4	25
All Respondent Businesses	48	41	19	108

<sup>a</sup>Based on the following neighborhood conditions: Condition of buildings condition of parking lot, condition of streets, access to other areas of town traffic congestion, noise, and air pollution. See Appendix Table 6 for responses on each condition.

<sup>b</sup>See Footnote a under Table 9 for method of aggregation.

<sup>c</sup> $\chi^2 = 14.24^{**}$ ;  $\chi_{.01} = 11.30$ ; 4d.f.; ignoring "Discontinued before relocation."

<sup>d</sup>Based on distances to the following facilities: competing businesses, residence of most customers, residence of most employees; residence of management, warehouse or storage facilities, and transit bus stop. See Appendix Table 7 for responses on each facility.

operations. Therefore, the changes in neighborhood conditions should not have had much of an impact on the operations of these relocated businesses.

#### Changing Distance to Neighborhood Facilities

Changes in distances to competing businesses; residences of customers, employees, and management; warehouse or storage facilities; and transit bus stops were thought to be important in evaluating the success of respondents in relocating their operations. With the exception of changes in distances to competing businesses, it seems that a business would have less of a chance to succeed if the distances to these facilities were greater after relocation than before. Again, a composite measure, as explained under Table 9, was used to determine the overall change in distance to the above mentioned facilities. The results revealed that the distance to these facilities remained about the same for 63 (76 percent) of the relocated businesses. Only nine were relocated at greater distances from such facilities. (See Appendix Table 7 for opinions for changes in distance from each facility.)

The above results would lead to the conclusion that changes in distance to the above facilities should have had little effect on the success of the relocated businesses.

#### Overall Preference of Location

The respondent relocatees were asked to compare the original and replacement location and decide which one they most preferred. This question was asked after they had been asked about the reasons for choosing the replacement facility, the changes in neighborhood conditions, and the changes in distances to selected facilities. By so doing, it was hoped that they would consider all of these things in their evaluation before coming to a

conclusion. The results show that 45 (54 percent) of the respondents that relocated their businesses gave no preference (Table 10). The other 38 (46 percent) were divided evenly in preference between the two locations, with half preferring the replacement locations and half preferring the original locations. When asked to give the main advantages and disadvantages of the replacement location, very few of the relocatees mentioned anything specific. They usually indicated that these were the same as before or mentioned none. Three mentioned that there were fewer services available at the replacement locations.

Based on the above results, it is reasonable to assume that a large majority of the respondents were satisfied with quality of their replacement facilities and neighborhoods. But the fact that a majority of them had difficulty locating suitable replacement facilities may have influenced their opinions and attitudes toward the relocation program. This is discussed more fully in a later section. It is also reasonable to conclude that the relocatees would have had even more difficulty finding suitable replacement facilities had they been without the services rendered by the THD's relocation personnel.

## FINANCIAL EFFECTS OF DISPLACEMENT

As has been brought out in the last section, about 50 percent of the business relocatees thought that they had upgraded the quality of their facilities. The extra cost of upgrading of facilities and the cost of moving affected the relocatees' financial position. The extent to which such costs affected their financial position depended upon the amount they received in payments for relocation purposes, including what they received in right-of-way payments for their original facilities, if owners.

It was hypothesized that the relocatees' attitudes toward the relocating agency and the relocation program would vary due to changes in their financial status, brought about, in part, by displacement. The following measures of financial effects were developed to test this hypothesis:

(1) loss of gross sales, (2) changes in monthly payments for facilities, (3) magnitude of relocation cost-payment differences, and (4) opinions of relocatees.

### Loss of Gross Sales

Fifty-one (61 percent) of the 83 respondents that relocated their businesses chose to move themselves (Table 11). The self-move no doubt takes longer than the commercial move, thus disrupting operations for a longer time. Thirty-six (43 percent) of those who relocated were closed at least one day. Nearly half of these were closed 11 or more days. But a majority was able to accomplish the move without closing down completely.

The disruption of normal business operations while moving caused most of those relocating to lose at least some sales (Table 11). Fourteen (17 percent) claimed that they lost at least \$10,000 in gross sales.

TABLE 11

Type of Move, Number of Days Closed, Loss of Gross Sales During Move, and Change in Gross Sales After Move

Item	Number of Businesses
Type of Move	
Commercial	29
Self-move	51
Combination of above	3
Discontinued before relocation	25
Number of Days Closed	
None	45
1-10 days	19
11 or more days	17
Did not remember	2
Discontinued before relocation	25
Loss of Sales During Move	
None	40
\$2 - \$9,999	12
\$10,000 or more	14
Did not remember	17
Discontinued before relocation	25
Change in Sales After Move	
Increased	13
About same	47
Decreased	22
Did not remember	1
Discontinued before relocation	25
All Respondent Businesses	108

Twelve businesses experienced losses of lesser amounts. As seen below, the loss of gross sales during the move was significantly related to the number of days closed.

Loss in Sales During Move	Number of Days Closed				Total
	None	1-10	11+	Didn't Know	
Loss None	33	6	1	0	40
Loss Some	5	6	15	0	26
Didn't Know	7	7	1	2	17
Discontinued	25	0	0	0	25
All Businesses	70	19	17	2	108

$\chi^2 = 31.32^{**}$ ;  $\chi_{.01}^2 = 9.21$ ; 2 d.f.; ignoring "Didn't Know" and "Discontinued" cells.

The financial effects of relocation can be measured in terms of the immediate changes in gross sales before versus after the move. Fortunately, over half of those relocating experienced little or no change in their gross sales (Table 11). In fact, 13 (16 percent) indicated that their sales increased.

#### Changes in Payments for Facilities

It would be difficult to obtain replacement facilities which required no change in the monthly cost for facilities. With an immediate increase in demand for replacement facilities, it is not surprising that 40 (48 percent) of the relocatees had to pay larger property or rental payments (Table 12). Only eight paid less. (See Appendix Table 8 for the mean,

TABLE 12

Changes in Monthly Property Payments and Moving and Searching  
Cost-Payment Differences

Item	Number of Businesses
Monthly Property (Rental) Payments	
Increased	40
Remained same	14
Decreased	8
Not determined	21
Discontinued before relocation	25
Moving Cost-Payment Differences	
Cost equal or less than payment	48
Cost more than payment	19
Not determined <sup>a</sup>	31
Not applicable <sup>a</sup>	10
Searching Cost-Payment Differences <sup>b</sup>	
Cost equal or less than payment	55
Cost more than payment	3
Not determined	50
All Respondent Businesses	108

<sup>a</sup>Received "cease operations" payment in lieu of moving payment.

<sup>b</sup>Forty-four reported that they had no searching expenses, and only 12 received a payment.



median, minimum and maximum payments on the original and replacement properties as well as for the same statistics on the approved values of the original properties and the purchase prices and downpayments for the replacement properties. Those that paid out more or less for facilities experienced a change in their financial position. A change in sales or other operating costs may or may not have offset the change in cost for facilities, thus causing a change in the financial status of the relocatee.

#### Magnitude of Relocation Cost-Payment Differences

The magnitude of relocation cost-payment differences gives an indication of the adequacy of the various relocation payments to relocated businesses in preventing or reducing the adverse effects of displacement. To determine the cost-payment differences, it was necessary to obtain relocation costs from the respondent businesses and the corresponding relocation payments from the THD records. The respondents' records were not examined by the interviewers to obtain the cost data. However, many respondents referred to their records before furnishing such data. Others depended upon their memories.

Business relocatees are entitled to receive reimbursement for all actual searching, moving, and personal property damage expenses. If a relocatee chooses and qualifies to receive the "cease operations" payment in lieu of the moving payment, such a payment cannot be less than \$2,500 nor more than \$10,000. Of the 25 businesses that discontinued instead of relocating, 10 received the "cease operations" payment. The other 15 either did not qualify for this payment or they did not apply for the payment, but the THD records were not checked to determine which reason applied to each relocatee.

Of the 98 relocatees that received a moving payment, the cost-payment difference could be determined for 67. The results show that 48 (72 percent) of

these relocatees received adequate compensation, i.e., moving payments exceeded moving costs. The other 19 had moving costs that exceeded their moving payments.

Although all the respondent relocatees were eligible for reimbursement of their searching expenses, only 12 received such a payment. It is not known why so few applied for compensation for searching expenses. Those who moved back onto their remaining property or who owned other facilities probably did not incur such expenses. The interviewers found it very difficult to get the respondent relocatees to estimate their searching expenses, which may indicate why many didn't report their searching expenses. Consequently, the searching cost-payment differences were determined for only 58 relocatees, and 44 of these reported that they incurred no searching expenses. All but three of the remaining 14 were adequately reimbursed. Those three may have reported some searching expenses which could not be verified by receipts.

Appendix Table 9 shows that the total amount of relocation payments is not significantly related to the type of business operation. (See Appendix Table 10 for the mean, median, minimum, and maximum amounts of various relocation costs and payments.)

#### Opinions of Relocatees

A subjective evaluation of the price received for the original property, the amount received in relocation payments (by type), and the overall effect of relocation costs and payments on net worth was obtained from each respondent relocatee. Opinions with respect to the payments and net worth effects were thought to be very important in determining relocatee attitudes toward the relocation program and relocation experience. The extent to which their

TABLE 13

Opinions of Price Received for Original Property; Searching, Cease Operations, and Moving Payments; and Net Worth Effects on Business

Opinion of Payment/ Net Worth	Number of Businesses
Price Received for Original Property	
Enough	21
Not Enough	24
Did not know	1
Not applicable	62
Searching Payment	
Enough	12
Not enough	1
Not applicable	95
Cease Operations Payment	
Enough	8
Not enough	2
Not applicable	98
Moving Payment	
Enough	72
Not enough	26
Not applicable	10
Net Worth of Business	
Increased	7
Stayed same	45
Decreased	31
Not applicable	25
All Respondent Businesses	108

opinions about the payments and net worth effects are related to their attitudes toward the program and relocation experience will be presented and discussed in the next section.

Of the 46 relocatees that owned their original property, 21 (46 percent) thought that they received enough for the property taken for right-of-way (Table 13). About half of the property owners received at least \$30,000 apiece for their property (Appendix Table 9). Also, half of them had partial takings, and nearly half went into condemnation proceedings (Appendix Table 9).

A large majority of the relocatees thought that their searching, cease operations, and/or moving payments were adequate (Table 13). Therefore, more of them were dissatisfied with the payment for their property than with the payments for their relocation expenses.

When asked to give their opinions about the effect of the displacement upon the net worth (assets versus debts) of their businesses, over half (54 percent) of the relocatees thought that it had remained about the same (Table 13). Most of the others thought that the net worth of their businesses had decreased as a result of relocation.

The above findings show that the financial effects of relocation on the relocatees varied widely. There were many who experienced little trouble in relocating, who maintained their gross sales, and who, in their opinion, received enough in property and relocation payments to adequately cover replacement property and relocation costs. On the other hand, there were those who were not so lucky in finding replacement facilities, maintaining their gross sales, and receiving adequate compensation to cover their costs. Actually, the financial experience of most of the relocatees was somewhere between these extremes.

## ATTITUDES TOWARD DISPLACEMENT, RELOCATION PROGRAM AND RELOCATION EXPERIENCE

The respondent relocatees were asked several questions to reveal their attitudes toward the displacement, relocation program, and relocation experience. As has been mentioned in the other sections of this report, their responses to these questions were cross-tabulated with various respondent characteristics and with many other variables (see complete list in Appendix Table 2) to identify the type of respondent that had a particular attitude toward the relocation program and relocation experience. All significant relationships found are presented below.

### Attitudes Toward Displacement

To establish the relocatees' initial attitudes toward displacement, they were asked to give their reaction when they first received news of their impending displacement. The results show that 48 (44 percent) were upset, nearly half being very upset (Table 14). Most of the others had mixed emotions. Their attitudes toward the displacement news varied significantly according to types and sizes of operation (Tables 14 and 15). Those in retail services were more likely to be upset than those in other types of operations and those employing five or more employees were more likely to be either upset or pleased than those employing less than five (Table 15). Although not significantly related, relatively more of the owner relocatees than tenant relocatees were upset with the news.

The relocatees' attitudes toward the highway improvement may have affected their attitudes toward displacement, or vice versa, because these attitudes were significantly related (Table 15). Those who favored

TABLE 14

Attitudes Toward Displacement News with Reasons,  
by Type of Operation

Attitude Toward News/Reasons	Type of Operation			Total
	Retail Product	Retail Services	Other	
	-----number-----			
Attitude Toward News <sup>a</sup>				
Very upset	7	11	3	21
Mildly upset	12	12	3	27
Had mixed emotions	18	15	2	35
Mildly pleased	6	1	3	10
Very pleased	4	2	6	12
Didn't know	1	0	2	3
Reasons of Attitude				
Hopeful would increase business	2	2	0	4
Wanted to move or quit	1	0	1	2
Didn't want to move	1	1	0	2
Other	1	0	1	2
No reason given	43	38	17	98
All Respondent Businesses	48	41	19	108

<sup>a</sup>  $\chi^2 = 19.32^*$ ;  $\chi^2_{.05} = 15.50$ ; 8 d.f.; ignoring "Didn't know" cells.

TABLE 15

Number of Employees, Tenure of Original Property, and Attitudes Toward Highway Improvement Related to Attitudes toward Displacement News

Number of Employees/ Tenure/Attitude to Highway	Attitude Toward Displacement News				Total
	Upset	Had Mixed Emotions	Pleased	Didn't Know	
	-----number-----				
Number of Employees <sup>a</sup>					
Less than 5 employees	39	20	18	2	79
5 or more employees	9	15	3	0	27
Not determined	0	0	1	1	2
Tenure of Original Property					
Owner of property	25	11	7	3	46
Tenant of property	23	24	15	0	62
Attitude Toward Highway Improvement <sup>bc</sup>					
Favored improvement	3	16	19	0	38
Indifferent towards improvement	2	5	2	0	9
Against improvement	41	9	1	1	52
Didn't Know	2	5	0	2	9
All Respondent Businesses	48	35	22	3	108

<sup>a</sup>  $\chi^2 = 7.99^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't Know" and "Not determined" cells.

<sup>b</sup> Before notification of available relocation assistance.

<sup>c</sup>  $\chi^2 = 54.33^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't Know" cells.

the highway improvement were more likely to be pleased with the news than those who were opposed to the improvement. It is logical that many of the relocatees took a position favoring or opposing the improvement before being informed that they would have to move. However, many others may not have been opposed to the improvement until they learned of the impending displacement. So, these attitudes were more or less interdependent.

Very few of the relocatees gave reasons for reacting as they did when informed of the coming displacement. Four were pleased with the news because they were hopeful that a move would increase their sales (Table 14). Wanting to move or quit was the reason given by two others. Two were upset because they did not want to quit operating.

#### Attitudes Toward Relocation Program

To analyze the attitudes of those relocated under the 1970 relocation was considered the primary objective of this study. Another objective was to analyze the suggestions of relocatees regarding the relocation assistance program and other right-of-way practices. As a first step in fulfilling these two objectives, it was necessary to determine what relocation services were provided the relocatees. Next, it was necessary to determine the relocatees' attitudes toward the relocation program and the administration of the program. Last, it was necessary to determine the relocatees' opinions and suggestions with respect to assistance received under the program. By accomplishing the above steps, the effectiveness of the program provisions and administration could be established. Also, lingering relocation problems could be identified.



### Program Provisions and Administration

The relocation program provides that relocatees be given a minimum of 90 days in which to move their businesses after receiving written notification to move. The results of this study revealed that 54 (50 percent) of the respondent relocatees took over twice that much time to move by being granted extensions (Appendix Table 11). Also, about half of them preferred to have more than 90 days to move. If the 90-day limit had been rigidly enforced by the THD, such actions might have created more hectic relocation experiences and caused many relocatees to be dissatisfied with the program provisions and administration.

The program provides that a relocatee be given relocation information and services at least 90 days before the required move and lasting till the move is completed. Each relocatee was asked about two services that should have been provided to him (Table 16). All of the relocatees indicated that they received both services (a relocation booklet and an explanation of the assistance available). Although not required, 17 (16 percent) said that they were granted an extension. In addition, the THD furnished the relocatees with information on facilities currently available in the area. The relocatees were not asked about these services directly. However, they were asked to indicate which services helped them the most. Fifty-eight (54 percent) mentioned some form of financial aid, and nine mentioned the personal courtesy extended to them by the THD relocation personnel (Table 16). The others mentioned none or did not know.

As has already been covered in the last section, the program provided relocation payments to cover searching, moving, ceasing operations, or personal property loss expenses. All of the respondent relocatees

TABLE 16

Evaluation of Relocation Program, Relationship with Relocation Personnel, Relocation Services Provided, Most Helpful Services Related to Type of Operation

Evaluation of Program/ Personnel/Services	Type of Operation			Total
	Retail Product	Retail Service	Other	
-----number-----				
Relocation Program <sup>a</sup>				
Very good program	1	2	0	3
Good program	20	12	12	44
So-so program	22	23	3	48
Bad program	2	3	2	7
Very bad program	3	1	0	4
Didn't know	0	0	2	2
Relocation Personnel				
Very good relationship	21	12	7	40
Good relationship	22	22	9	53
So-so relationship	3	5	0	8
Bad relationship	1	1	0	2
Very bad relationship	1	1	0	2
Didn't know	0	0	3	3
Services Provided				
Received relocation booklet	48	41	19	108
Explanation of Assistance available	48	41	19	108
Granted extension of moving time	8	8	1	17
Other services provided	0	3	0	3
All Responses	104	93	29	236
Services Most Helpful				
Financial Aid	33	16	9	58
Personal Courtesy	3	5	1	9
None or didn't know	12	20	9	41
All Respondent Businesses	48	41	19	108

<sup>a</sup>  $\chi^2 = 6.60^*$ ;  $\chi_{.05} = 5.99$ ; 2 d.f.; combining "Good" row cells and "Bad" row cells; combining "Retail" column cells; ignoring "Didn't know" row cells.

received payment for one or more of these expenses, and the majority thought that such relocation payments were adequate.

The relocatees were asked to evaluate the relocation program as administered by the THD. The result was that 47 (44 percent) gave it a good or very good rating, and 48 (44 percent) gave it a so-so rating (Table 16). Only 11 gave it a bad or very bad rating. Also, the relocatees were asked to evaluate their relationship with the THD relocation man who dealt with them during the relocation experience. An overwhelming number (86 percent) indicated that they had a good or very good relationship with the relocation man (Table 16). Only four thought that their relationship with the relocation man was bad or very bad. Many of the relocatees openly praised the relocation personnel.

#### Program Effectiveness

The effectiveness of the relocation program, provisions and administration, should be indicated by the extent to which the relocatees mentioned additional services needed or requested, mentioned unsolved problems, or made suggestions for improving the financial assistance program. Consequently, the relocatees were asked several questions to yield this type of information. When asked about the additional services that they requested, only 26 (24 percent) mentioned any (Table 17). Fourteen of them requested additional financial assistance, and seven others requested more personal assistance. About the same response was received when they were asked to name the additional services needed (Table 17).

Only 32 (30 percent) mentioned relocation problems which the THD failed to help them solve (Table 17). Eleven (10 percent) mentioned the problem of

TABLE 17

Additional Services Needed, Additional Services Requested, Problems THD Failed to Help Solve, and Problems Still Unsolved Related to Evaluation of Relocation Program

Services/ Problems	Evaluation of Program				Total
	Good	So-so	Bad	Didn't Know	
-----number-----					
Additional Services Requested <sup>a</sup>					
Financial aid requested	3	3	8	0	14
Personal assistance requested	2	5	0	0	7
More information requested	2	0	0	0	2
Other services requested	0	2	1	0	3
None or didn't know	40	38	2	2	82
Additional Services Needed <sup>b</sup>					
More money for property/ business loss	1	6	5	0	12
More relocation money	1	3	4	1	9
More help in relocation	1	6	2	0	9
Other services	1	3	0	0	4
None or didn't know	43	30	0	1	74
Problems THD Failed to Help Solve <sup>c</sup>					
Not enough financial assistance	1	6	4	0	11
New location not adequate	2	7	1	0	10
Could not find new location	0	3	2	0	5
Loss of business	1	2	1	0	4
Other problems	0	2	0	0	2
None or didn't know	43	28	3	2	76
Problems Still Unsolved <sup>d</sup>					
Dislike of replacement site	1	4	2	0	7
Financial problems	0	4	2	0	6
Incomplete work on replacement site	2	3	0	0	5
Other problems	0	1	2	0	3
None or didn't know	44	36	5	2	87
All Respondent Businesses	47	48	11	2	108

<sup>a</sup>  $\chi^2 = 22.21^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; combining row cells of services requested and ignoring "Didn't know" column cells.

<sup>b</sup>  $\chi^2 = 36.46^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; combining row cells of services needed and ignoring "Didn't know" column cells.

<sup>c</sup>  $\chi^2 = 16.85^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; combining row cells of problems not helped and ignoring "Didn't know" column cells.

<sup>d</sup>  $\chi^2 = 22.93^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; combining row cells of problems unsolved and ignoring "Didn't know" column cells.

not receiving enough financial assistance, and 10 indicated that their new location was not adequate. Another five could not find a new location, and four lost business. Some of these relocatees had solved these problems by interview time because the number still having problems was reduced somewhat (Table 17).

Almost half of the relocatees made suggestions for improving the program of financial assistance (Table 18). Some gave more than one suggestion. Assistance to reestablish business was the suggestion mentioned most often. Implied in this suggestion is the compensation for loss of gross sales during and after the move. The next most mentioned suggestion was that of providing higher moving payments.

The effectiveness of the relocation program may also be indicated directly or indirectly by variables that are significantly related to the relocatees' attitudes toward the program. Such relationships can furnish clues as to the reasons why the relocatees had positive or negative attitudes toward the relocation program.

The results of cross-tabulating variables indirectly related to the relocatees' attitudes toward the program revealed that those most likely to give the program a good rating rather than a so-so or bad rating are as follows: (1) those who had operations other than retail, (2) those who had been with their business less than 10 years, (3) those who favored the highway improvement, (4) those who were pleased with the displacement news, and (5) those who received enough for their original property (Tables 16, 18, and 19). These findings indicated that the relocatees' attitudes toward the program may have been influenced by their attitudes toward the highway improvement, the displacement news, and the original property payment.

TABLE 18

Opinions of Various Payments, Effects of Relocation on Net Worth, and Suggestions for Improving Program of Financial Assistance Related to Evaluation of Relocation Program

Opinion/Effect/ Suggestions	Evaluation of Program				Total
	Good	So-so	Bad	Didn't Know	
-----number-----					
Opinion of Payment for Property <sup>a</sup>					
Enough paid	12	7	1	1	21
Not enough paid	1	17	6	0	24
Didn't know	0	0	0	1	1
Not applicable	34	24	4	0	62
Opinion of Payment for Moving or Ceasing Operation <sup>b</sup>					
About right payment	45	28	4	1	79
Not enough payment	2	19	7	0	28
Didn't know	0	0	0	1	1
Effect on Net Worth					
Much improved net worth	2	0	0	0	2
Somewhat improved net worth	4	0	1	0	5
About same net worth	25	20	0	0	45
Somewhat worsened net worth	5	17	5	1	28
Much worsened net worth	0	1	2	0	3
Discontinued before relocation	11	10	3	1	25
Suggestions for Improving Program of Financial Assistance <sup>c</sup>					
Assistance to reestablish business	3	10	5	0	18
Higher moving payments	1	8	2	0	11
Compensation for loss of business	0	6	1	0	7
More compensation for property	0	6	1	0	7
Higher discontinuance payment	1	1	0	0	2
Other suggestions	1	4	0	0	5
None or didn't know	42	17	2	2	63
All Respondent Businesses	47	48	11	2	108

<sup>a</sup>  $\chi^2 = 16.82^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" and "Not applicable" cells.

<sup>b</sup>  $\chi^2 = 24.00^{**}$ ;  $\chi_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> Several respondents had more than one suggestion.

TABLE 19

Time with Business, Attitudes Toward Highway Improvement and Displacement News, Ease in Finding Replacement Facilities, Preferred Time to Move and Attitude Toward Relocation Experience Related to Evaluation of Relocation Program

Time/Attitude/ Ease of Finding	Evaluation of Program				Total
	Good	So-so	Bad	Didn't Know	
	-----number-----				
Time with Business <sup>a</sup>					
Less than 10 years	20	12	1	0	33
10 or more years	27	36	10	2	75
Attitude Toward Highway <sup>b</sup>					
Favored highway	27	11	0	0	38
Indifferent toward highway	3	6	0	0	9
Against highway	14	28	10	0	52
Didn't know	3	3	1	2	9
Attitude Toward Displacement News <sup>c</sup>					
Upset with news	10	27	10	1	48
Had mixed emotions	17	17	1	0	35
Pleased with news	19	3	0	0	22
Didn't know	1	1	0	1	3
Ease in Finding Replacement Facilities <sup>d</sup>					
Easy to find	3	7	0	0	10
No problem to find	18	11	0	0	29
Difficult to find	15	19	8	1	43
Didn't know	0	1	0	0	1
Discontinued instead of relocating	11	10	3	1	25
Time Preferred to Move <sup>e</sup>					
0-3 months	28	16	4	0	48
4-6 months	18	29	6	0	53
Didn't know	1	3	1	2	7
Attitude toward relocation Experi- ence <sup>f</sup>					
Very upset with experience	0	3	8	0	11
Mildly upset with experience	2	10	3	0	15
Had mixed emotions	8	24	0	1	33
Mildly pleased with experience	19	9	0	0	28
Very pleased with experience	18	1	0	0	19
Didn't know	0	1	0	1	2
All Respondent Businesses	47	48	11	2	108

<sup>a</sup> $\chi^2 = 6.19^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>b</sup> $\chi^2 = 22.91^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 30.46^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't Know" cells.

<sup>d</sup> $\chi^2 = 12.32^*$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.; ignoring "Didn't know" and "Discontinued" cells.

<sup>e</sup> $\chi^2 = 6.10^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>f</sup> $\chi^2 = 68.82^{**}$ ;  $\chi_{.01} = 13.30$ ; 4 d.f.; combining the "Upset" cells and the "Pleased" cells; ignoring the "Didn't know" cells.

The results of cross-tabulating variables directly related to the relocatees' attitudes toward the program revealed that those most likely to give the program a good rating rather than a so-so or bad rating are as follows: (1) those who had no problem finding replacement facilities, (2) those who preferred three months or less to move, (3) those who did not request or need additional services, (4) those who did not have unsolved problems, (5) those who had no suggestions for improving the financial program, (6) those who received enough for moving or ceasing their operations, and (7) those whose net worth was not worsened by the relocation experience (Tables 17, 18 and 19). These significant relationships can furnish even more obvious clues as to the reasons for the relocatees' attitudes toward the program.

From the above results, it seems safe to conclude that the relocatees' attitudes toward the relocation program could have been improved by (1) giving greater effort to inform them about the need for the proposed highway improvement and the relocation assistance available to them, (2) providing more assistance in finding replacement facilities, and (3) increasing financial remunerations to cover their property costs and relocation expenses.

#### Attitudes Toward Relocation Experience

Finally, the relocatees were asked to evaluate their whole relocation experience. Hopefully, the relocatees considered all important aspects of their experience when responding to this question. If so, their response should indicate their overall attitude toward the relocation experience.



The results show that 47 (44 percent) of the relocatees were mildly pleased or very pleased with the experience, and another 35 (32 percent) had mixed emotions or did not know how to answer (Table 19). The remaining 26 (24 percent) were mildly upset or very upset with the experience. It appears that the vast majority did not feel strongly one way or another about the experience.

The relocatees' attitudes toward the relocation experience were found to be significantly related to their attitudes toward the relocation program. Those most likely to be pleased with the relocation experience were those who gave the program a good rating (Table 19). Therefore, it is not surprising that their attitudes toward the relocation experience were related to several of the same variables that were related to their attitudes toward the program. Those most likely to be pleased with the relocation experience were as follows: (1) those employed by the business less than ten years, (2) those who favored the highway improvement, (3) those who were pleased with the displacement news, (4) those who took three months or less to move, (5) those who had good relations with the relocation personnel, (6) those who felt that the property payment was enough, and (7) those who thought that the net worth of their businesses remained the same or improved (Tables 20 and 21).

The relocation assistance program apparently helped relocatees to change their attitudes toward the move. Such is indicated by the fact that only 10 of the 48 who were upset with the displacement news responded negatively toward the relocation experience (Table 20). Another 15 who were upset with the news had only mixed emotions toward the whole experience.

TABLE 20

Time with Business, Attitudes Toward Highway Improvement and Displacement News, and Actual Moving Time Related to Attitudes Toward Entire Relocation Experience

Time/Attitude	Attitude Toward Relocation Experience				Total
	Upset	Had Mixed Emotions	Pleased	Didn't Know	
	----- number -----				
Time with Business <sup>a</sup>					
Less than 10 years	4	8	20	1	33
10-19 years	15	10	18	1	44
20 or more years	7	15	9	0	31
Attitude Toward Highway Improvement <sup>bc</sup>					
Favored improvement	2	8	28	0	38
Had mixed emotions	1	5	3	0	9
Against improvement	22	17	12	1	52
Didn't know	1	3	4	1	9
Attitude Toward Displacement News <sup>d</sup>					
Upset with news	23	15	10	0	48
Had mixed emotions	3	17	15	0	35
Pleased with news	0	1	21	0	22
Didn't know	0	0	1	2	3
Actual Moving Time <sup>e</sup>					
0-3 months	6	6	17	1	30
4-6 months	2	6	13	0	21
7 or more months	17	20	16	1	54
Not determined	1	1	1	0	3
All Respondent Businesses	26	33	47	2	108

<sup>a</sup> $\chi^2 = 12.1^*$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>b</sup>Before notification of relocation assistance.

<sup>c</sup> $\chi^2 = 28.9^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>d</sup> $\chi^2 = 45.76^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>e</sup> $\chi^2 = 10.32^*$ ;  $\chi^2_{.05} = 9.49$ ; 4 d.f.; ignoring "Didn't know" and "Not determined" cells.

TABLE 21

Relationships with Relocation Personnel, Opinions of Property Payment, and Opinions of Effect of Relocation on Net Worth Related to Attitudes Toward Entire Relocation Experience

Relationship/Opinion	Attitude Toward Relocation Experience				Total
	Upset	Had Mixed Emotions	Pleased	Didn't Know	
	----- number -----				
Relationship with Relocation Personnel <sup>a</sup>					
Good relationship	18	28	46	1	93
So-so relationship	5	3	0	0	8
Bad relationship	3	1	0	0	4
Didn't know	0	1	1	1	3
Opinion of Property Payment <sup>b</sup>					
Enough	3	6	11	1	21
Not enough	13	8	2	1	24
Didn't know	0	1	0	0	1
Not applicable	10	18	34	0	62
Opinion of Effect on New Worth <sup>c</sup>					
Improved/same net worth	4	14	34	0	52
Worsened net worth	13	15	3	0	31
Discontinued before relocation	9	4	10	2	25
All Respondent Businesses	26	33	47	2	108

<sup>a</sup> $\chi^2 = 15.11^{**}$ ;  $\chi^2_{.01} = 13.30$ ; 4 d.f.; ignoring "Didn't know" cells.

<sup>b</sup> $\chi^2 = 12.60^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" and "Not applicable" cells.

<sup>c</sup> $\chi^2 = 27.20^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" and "Discontinued before relocation" cells.

Since the relocatees' attitudes toward the relocation program were closely related to their attitudes toward the relocation experience, these two variables were combined and cross-tabulated with the other responses or variables. The results show that those most likely to consider the program not to be bad and the experience not to be upsetting were those (1) who were not against the highway improvement, (2) who were not upset at the displacement news, (3) who continued operating their business, and (4) who considered their original property payments to be adequate, and (5) who considered their relocation payments to be adequate (Table 22). These variables seem to be very important in evaluating the relocation program and the relocation experience. To gain the anticipated improvement in public relations, the THD must administer the relocation program in such a way that more of the relocatees' responses toward these variables are positive.

TABLE 22

Attitudes Toward Highway Improvement and Displacement News, Status of Business, and Opinion of Property and Moving Payments Related to Attitudes Toward Relocation Program and Experience

Attitude/Status/Opinion	Attitude Toward Program and Experience <sup>a</sup>				Total
	P E	Not Bad & Not Upset	Mixed Attitude	P Bad & E Upset	
	----- number -----				
Attitude Toward Highway Improvement <sup>b</sup>					
Not against improvement		44	3	0	47
Against improvement		29	13	10	52
Didn't know		6	2	1	9
Attitude Toward Displacement News <sup>c</sup>					
Not upset with news		54	2	1	57
Upset by news		24	14	10	48
Didn't know		1	2	0	3
Status of Business <sup>d</sup>					
Continued in operations		62	8	8	78
Discontinued operations		17	10	3	30
Opinion of Property Payment <sup>e</sup>					
Enough		17	3	1	21
Not enough		10	8	6	24
Didn't know or not applicable		52	7	4	63
Opinion of Moving of Cease Operations Payment <sup>f,g</sup>					
Enough		62	13	4	79
Not enough		17	4	7	28
Didn't know		0	1	0	1
All Respondent Businesses		79	18	11	108

<sup>a</sup>P stands for program and E stands for experience.

<sup>b</sup> $\chi^2 = 19.13^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>c</sup> $\chi^2 = 27.33^{**}$ ;  $\chi^2_{.01} = 9.21$ ; 2 d.f.; ignoring "Didn't know" cells.

<sup>d</sup> $\chi^2 = 8.47^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.

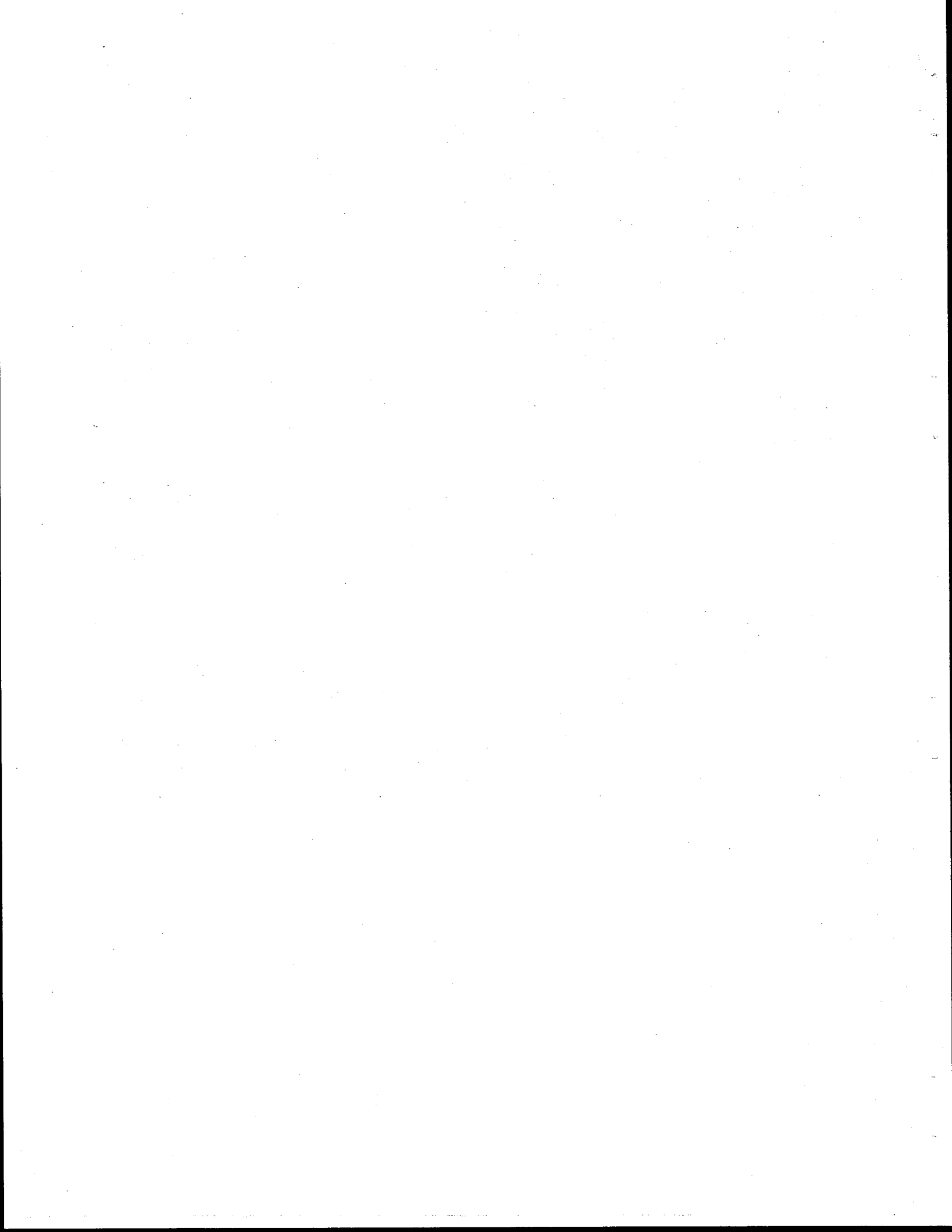
<sup>e</sup> $\chi^2 = 7.49^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know or not applicable" cells.

<sup>f</sup>Includes those who received cease operations payment in lieu of moving payment.

<sup>g</sup> $\chi^2 = 8.94^*$ ;  $\chi^2_{.05} = 5.99$ ; 2 d.f.; ignoring "Didn't know" cells.

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APPENDIX



APPENDIX TABLE 1

Statistics on Age, Formal Education, and Time with Business of Persons Interviewed and Age, Time at Original Site, and Persons Employed of Businesses

Item <sup>a</sup>	Unit	Quantity
Age of Person Interviewed (108)		
Mean	years	53
Median	years	52
Maximum	years	80
Minimum	years	21
Formal Education (106)		
Mean	years	12
Median	years	12
Maximum	years	17
Minimum	years	6
Time with Business (108)		
Mean	years	15
Median	years	13
Maximum	years	47
Minimum	years	1
Age of Business (108)		
Mean	years	17
Median	years	14
Maximum	years	100
Minimum	years	1
Time Business at Original Site (108)		
Mean	years	13
Median	years	9
Maximum	years	61
Minimum	years	1
Persons Employed (106)		
Mean	No.	4
Median	No.	3
Maximum	No.	50
Minimum	No.	1

<sup>a</sup>All businesses that gave no information on an item were excluded.

## APPENDIX TABLE 2

## List of Variables Used in Analysis

Type and Name of Variable	Variable Number
Characteristics of Person Interviewed	
Age	1
Education	2
Sex	3
Time with business	4
Position	5
Characteristics of Respondent Businesses	
Type of operation	6
How organized	7
Number of outlets	8
Number of employees	9
Age	10
Annual gross sales	11
Tenure before relocation	12
Dependency on local area	13
Characteristics of Business Location and Acquisition	
Urban-rural location	14
Type of highway system	15
Type of highway improvement	16
Type of taking	17
How acquired	18
Recommended value of part taken	19
Recommended value of whole property	20
Payment for taking before retention	21
Payment for taking after retention	22
Time at location	23
Characteristics of Business Relocation	
Time between public hearing and notification of relocation assistance	24
Type of move	25
Type of relocation	26
Total relocation payment	27
Moving payment	28
Cease operations payment	29
Searching payment	30
Miscellaneous payment	31
Status of business (continued or discontinued)	32
Actual moving time	33
Distance between original and replacement site	34
Number of days business closed	35

APPENDIX TABLE 2 continued

Type and Name of Variable	Variable Number
Characteristics of Business Relocation continued	
Tenure after relocation	36
Change in physical characteristics of facilities	37
Change in amount of storage space	38
Difference between searching costs and payments	39
Difference between moving costs and payments	40
Total nonsearching payment	41
Change in monthly costs for facilities	42
Loss of gross sales during move	43
Opinions Regarding Displacement and Relocation Program	
Amount paid for property taken	44
Prior knowledge of relocation assistance program	45
Time knew about highway improvement prior to notification	46
Attitude toward highway improvement prior to notification	47
Attitude toward highway improvement after notification	48
Actions taken before notification of relocation assistance	49
Actions taken after notification of relocation assistance	50
Reasons for taking no actions	51
Way of finding out about impending displacement	52
Attitude toward displacement news	53
Reasons for reacting as did toward displacement news	54
Time preferred for move	55
Reasons for discontinuing business	56
Change in quality of facilities	57
Reasons for choosing replacement location	58
Permanence of first replacement location	59
Permanence of last replacement location	60
Reasons for moving again	61
Ease of finding replacement	62
Preference of location	63
Advantages or disadvantages of present location	64
Change in distance to neighborhood facilities	65
Extent of upgrading neighborhood conditions	66
Adequacy of searching payment	67
Adequacy of moving payment	68
Adequacy of cease operations payment	69
Effect on new worth	70
Relocation services provided	71
Relocation services requested	72
Relocation services most helpful	73

APPENDIX TABLE 2 continued

Type and Name of Variable	Variable Number
Opinions Regarding Displacement and Relocation Program continued	
Additional relocation services needed	74
Relocation problems not solved by THD	75
Relocation problems still have	76
Suggestions for improving financial assistance program	77
Relationship with relocation personnel	78
Evaluation of relocation program	79
Attitude toward entire relocation experience	80
Combination of variables 47 and 48	81
Combination of variables 47 and 53	82
Combination of variables 53 and 79	83
Combination of variables 53 and 80	84
Combination of variables 79 and 80	85
Combination of variables 79 and 44	86
Combination of variables 79 and 70	87
Combination of variables 79, 68, and 69	88
Combination of variables 79 and 62	89

APPENDIX TABLE 3

Statistics on Time Knew of Proposed Highway, Time Closed During Move, Gross Sales Loss During Move, and Gross Sales Change Due to Move

Item	Unit	Quantity
Time Knew of Proposed Highway (102)		
Mean	Months	35
Median	Months	36
Maximum	Months	168
Minimum	Months	1
Time Closed During Move (81)		
Mean	Days	17
Median	Days	0
Maximum	Days	300
Minimum	Days	0
Distance Moved (108)		
Mean	Miles	40
Median	Miles	10
Maximum	Miles	1,470
Minimum	Miles	0
Gross Sales Loss During Move (66)		
Mean	Dollars	6,752
Median	Dollars	0
Maximum	Dollars	60,000
Minimum	Dollars	0
Gross Sales Change Due to Move (70)		
Mean	Dollars	638
Median	Dollars	0
Maximum	Dollars	24,000
Minimum	Dollars	23,000

APPENDIX TABLE 4

## Choice of and Reasons for Choosing Replacement Location and Distance to and Tenure of Replacement Property, by Type of Operation

Item	Type of Operation			Total
	Retail Product	Retail Service	Other	
-----number-----				
<b>Choice of Replacement Location</b>				
Moved to new site	23	26	11	60
Moved buildings also to new site	2	3	1	6
Moved to remainder of old site	9	5	3	17
Discontinued instead of re-locating	14	7	4	25
<b>Reasons for Choosing Replacement Location</b>				
Best could find for price	8	8	5	21
Relocated on original site	8	5	1	14
Good neighborhood or location	5	8	0	13
Only available facilities	6	5	2	13
Previously owned property	3	3	4	10
Best available facilities	3	4	2	9
Others	2	3	2	7
Discontinued instead of re-locating	14	7	4	25
All Responses	49	43	20	112
<b>Distance to Replacement Property</b>				
Less Than 0.1 mile	9	5	3	17
0.1 - 0.9 miles	3	9	0	12
1.0 - 4.9 miles	11	12	7	30
5.0 or more miles	11	8	5	24
Discontinued instead of re-locating	14	7	4	25
<b>Tenure of Replacement Property</b>				
Owner	23	15	10	48
Tenant	11	19	5	35
Discontinued instead of re-locating	14	7	4	25
All Respondent Businesses	48	41	19	108

APPENDIX TABLE 5

## Physical Characteristics of Original and Replacement Facilities

Physical Characteristics	Facilities	
	Original	Replacement
	-----number-----	
Type of Construction		
Masonry or brick siding	57	46
Other permanent siding	21	21
Wood or other siding	29	16
No building	1	0
Age of Main Building		
Mean age (years)	23	19
Median age (years)	19	15
Not determined	2	0
Condition of Main Building		
Excellent	1	19
Good	51	37
Fair	44	24
Poor	11	3
No building	1	0
Floor Area of all Buildings		
Mean size (sq. ft.)	3,737	4,183
Median size (sq. ft.)	2,076	3,000
Not determined	2	0
Area of Site		
Mean size (sq. ft.)	62,859	57,962
Median size (sq. ft.)	11,050	12,000
Not determined	1	2
Off-street Parking Places		
Mean (number)	14	13
Median (number)	10	10
Not determined	11	6
All Respondent Businesses	108	83 <sup>a</sup>

<sup>a</sup>Excluding 25 businesses which discontinued operations instead of relocating.

APPENDIX TABLE 6

## Opinions of Change in Condition of Selected Neighborhood Factors

Factor/Opinion of Change	Number of Businesses
Condition of Buildings	
Better	13
About same	65
Worse	5
Condition of Parking Lots	
Better	10
About same	63
Worse	5
Not applicable	5
Condition Streets	
Better	7
About same	70
Worse	6
Access to Other Areas of Town	
Less	8
Same	72
More	2
Not applicable	1
Traffic Congestion	
Less	16
Same	62
More	3
Didn't know	1
Not applicable	1
Noise	
Less	14
Same	61
More	4
Didn't know	2
Not applicable	2
Air Pollution	
Less	13
About same	63
More	1
Didn't know	4
Not applicable	2
All Respondent Businesses <sup>a</sup>	83

<sup>a</sup>Excluding 25 which discontinued operations instead of relocating.



APPENDIX TABLE 7

Opinions of Change in Distance to Selected Facilities within the Neighborhood and Community

Facility/Opinion of Change	Number of Businesses
<b>Competing Businesses</b>	
Greater	1
Same	78
Less	3
Not applicable	1
<b>Residence of Most Customers</b>	
Greater	2
Same	78
Less	0
Didn't know	2
Not applicable	1
<b>Residence of Most Employees</b>	
Greater	4
Same	68
Less	3
Didn't know	1
Not applicable	7
<b>Residence of Management</b>	
Greater	6
Same	71
Less	6
<b>Warehouse or Storage Facilities</b>	
Greater	4
Same	56
Less	4
Not Applicable	19
<b>Transit Bus Stop</b>	
Greater	1
Same	16
Less	0
Not applicable	66
All Respondent Businesses <sup>a</sup>	83

<sup>a</sup>Excluding 25 businesses which discontinued operations instead of relocating.

APPENDIX TABLE 8

Statistics on the Value of and Monthly Payments on the Original and Replacement Properties

Item	Number of Dollars
Approved Value of Original Property (98)	
Mean	119,887
Median	34,763
Maximum	2,762,000
Minimum	2,000
Price Received for Taking (93)	
Mean	66,148
Median	30,699
Maximum	1,811,700
Minimum	660
Extra Worth of Taking (13)	
Mean	9,934
Median	5,000
Maximum	50,000
Minimum	2,000
Purchase Price of Replacement Property (28)	
Mean	29,359
Median	25,225
Maximum	88,500
Minimum	3,000
Downpayment for Replacement Property (25)	
Mean	21,154
Median	10,000
Maximum	75,000
Minimum	600
Monthly Payment for Original Property (65)	
Mean	128
Median	100
Maximum	500
Minimum	5
Monthly Payment for Replacement Property (63)	
Mean	211
Median	150
Maximum	1,200
Minimum	5

APPENDIX TABLE 9

How Original Property was Acquired, Type of Taking, Value of Whole Property, Payment for Part Taken, Total Relocation Payments, by Type of Operation

Item	Type of Operation			Total
	Retail Product	Retail Services	Other	
	-----number-----			
How acquired				
Negotiation	17	22	12	51
Condemnation	30	16	5	51
Not determined	1	3	2	6
Type of Taking				
Whole	18	18	9	46
Partial	27	19	8	54
Not determined	2	4	2	8
Value of Whole Property <sup>a</sup>				
Less than \$30,000	16	13	9	38
\$30,000 - \$99,999	18	13	4	35
\$100,000 or more	11	11	3	33
Not determined	3	4	3	10
Payment for Part Taken <sup>b</sup>				
Less than \$10,000	7	5	3	15
\$10,000 - \$29,999	13	13	5	31
\$30,000 - \$59,000	10	8	5	23
\$60,000 or more	12	8	4	24
Not determined	6	7	2	15
Total Relocation Payments <sup>c</sup>				
Less than \$500	14	23	9	46
\$500 - \$999	10	6	3	19
\$1,000 - \$2,999	15	10	3	28
\$3,000 or more	9	2	4	15
All Respondent Businesses	48	41	19	108

<sup>a</sup>Recommended value based on appraisals.

<sup>b</sup>Before deductions for retained property.

<sup>c</sup>Includes searching expenses, moving costs, and miscellaneous expenses.

APPENDIX TABLE 10

Statistics on the Relocation Costs and Payments

Item <sup>a</sup>	Number of Dollars
Searching Costs (58)	
Mean	74
Median	0
Maximum	500
Minimum	0
Moving Costs (61)	
Mean	1,961
Median	675
Maximum	21,500
Minimum	0
Searching Payment (12) <sup>b</sup>	
Mean	374
Median	440
Maximum	500
Minimum	95
Cease Operation Payment (10)	
Mean	3,391
Median	2,702
Maximum	7,605
Minimum	2,500
Moving Payment (98)	
Mean	1,872
Median	443
Maximum	22,500
Minimum	20
Total Relocation Payments (108)	
Mean	2,062
Median	688
Maximum	22,500
Minimum	20

<sup>a</sup>Statistics are based on number in parentheses. Those not knowing amount of a cost or not receiving a payment were deleted.

<sup>b</sup>If based on 58 relocatees who had searching costs, the mean payment was \$77.

<sup>c</sup>Includes miscellaneous relocation payments.

APPENDIX TABLE 11

## Actual and Preferred Moving Time Frequencies and Statistics

Actual/Preferred Moving Time	Number of Businesses	Number of Months
Actual Moving Time		
Moved before notified	3	-
0-3 months	27	-
4-6 months	21	-
7 or more months	54	-
Not determined	3	-
Mean months	-	8.97
Median months	-	6.70
Maximum months	-	33.10
Minimum months	-	-2.40
Preferred Moving Time		
0-3 months	48	-
4-6 months	53	-
Didn't know	7	-
Mean months	-	4.55
Median months	-	6.00
Maximum months	-	6.00
Minimum months	-	3.00
All Respondent Businesses		108