



REPORT

THE CONSUMER IMPACT OF CONSTRUCTION PROJECTS

Insights from the 2025 Consumer
Construction Impact Survey



EXECUTIVE SUMMARY

Construction is essential for community growth, yet for many Americans, it's a daily source of frustration. PMWEB's 2025 Consumer Construction Impact Survey conducted among 1,000 U.S. adults found that:

34%

experience
disruptions several
times per week and
14% daily.

52%

feel poorly informed
or not informed at
all about local
projects.

55%

say digital project
management tools
would increase their
confidence in
construction projects.

The findings highlight a trust gap between owners of capital projects and the communities they serve. Clear timelines, transparent communication, and modern digital oversight are critical to bridging that gap.



OVERALL THEMES

DISRUPTION IS ROUTINE

Nearly half of Americans face frequent impacts from construction.

COMMUNICATION GAPS ARE DEEP

Most residents feel they don't get enough information.

TRUST IS FRAGILE

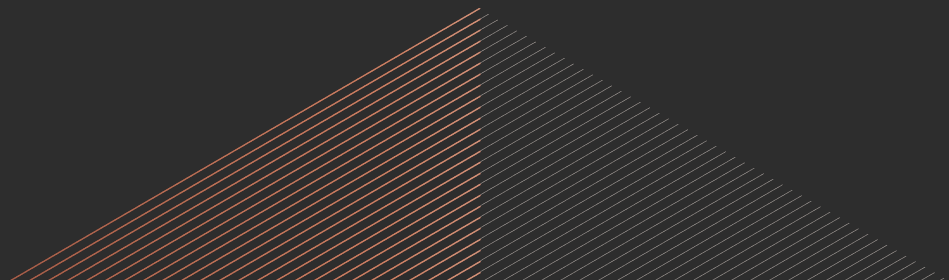
Few believe projects finish on time, and most blame city officials or overseeing organizations when projects.

TECHNOLOGY INSPIRES CONFIDENCE

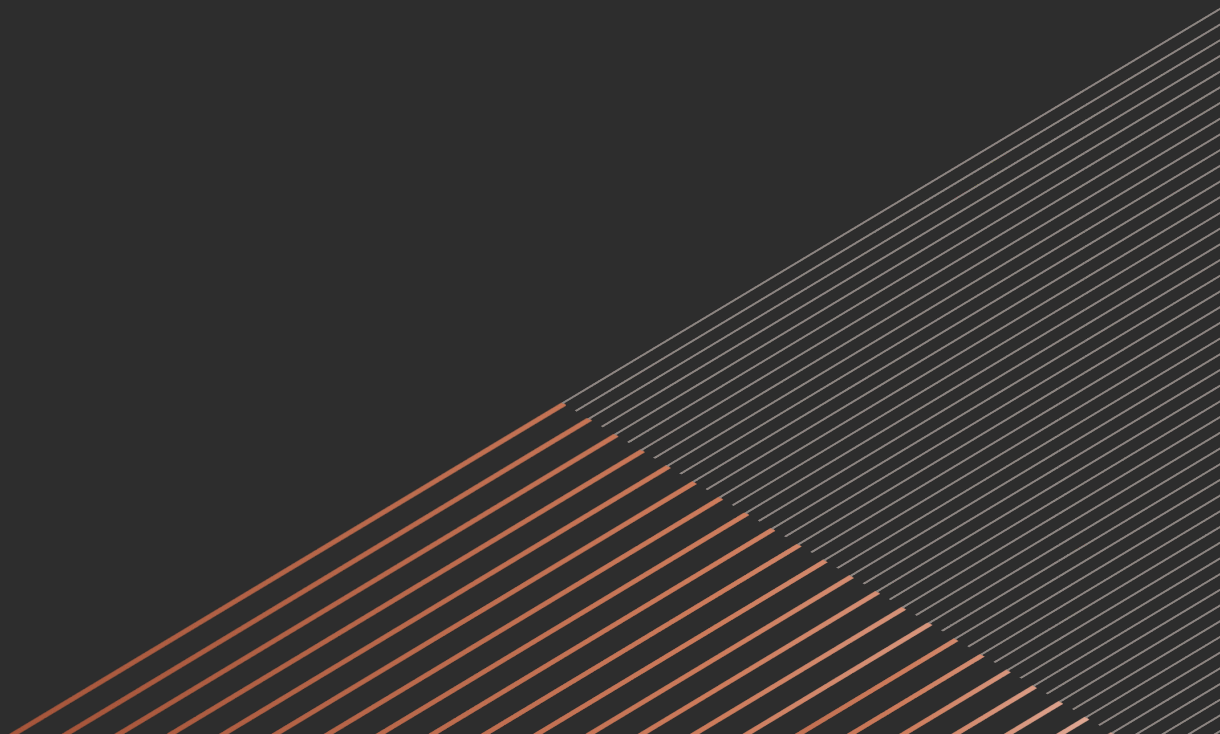
Over half believe advanced digital tools make projects more trustworthy.

GENERATIONAL DIVIDES MATTER

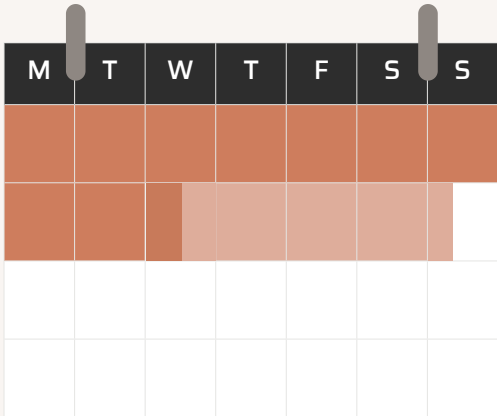
Millennials and Gen Z are most disrupted, most frustrated, and most likely to take action (often on social media).



SURVEY QUESTIONS & INSIGHTS

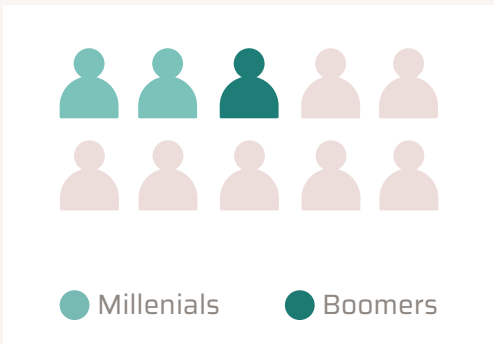


How often do construction projects in your area cause significant disruption to your daily routine?



34%

Experience disruptions several times per week and 14% daily.



Millenials are hit hardest, Boomers are least impacted.

20% vs 6%

Report daily disruptions.

What frustrates you most about local construction projects?



31%

Unexpected road closures/detours.



16%

Prolonged disruptions



1 in 5

Report no frustrations.



How well-informed do you typically feel about construction projects happening in your area?



52%

Poorly informed or not informed at all.



34%

Boomers

32%

Women

Who do you blame when construction is disruptive?



38%

City governments



32%

Contractors.

Have you ever taken action on behalf of, or against, a construction project?



69%

Never take action.



In your experience, do construction projects in your area typically:

13%

1. Finish on time and within the estimated timeline

2. Take slightly longer than initially projected

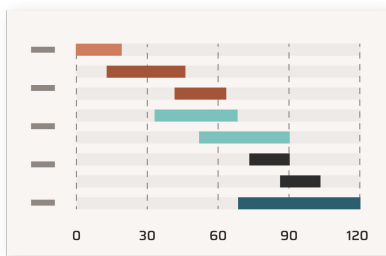
26%

3. Take significantly longer than initially projected

4. Rarely provide realistic timelines from the start

5. I don't pay attention to whether projects finish on time

Which type of construction information is most important to you?



28%

Project timelines and completion dates.

25%

Schedules of disruptive activities.

How much would knowing that a construction project uses advanced digital project management tools increase your confidence in the project?



What would make you more trusting of a construction project's management?

32%

Clear timelines with milestone updates.

24%

Transparency about delays.



What would you give up for the day if it meant you could avoid any frustration with local construction for 24 hours?



21%

Morning coffee



26%

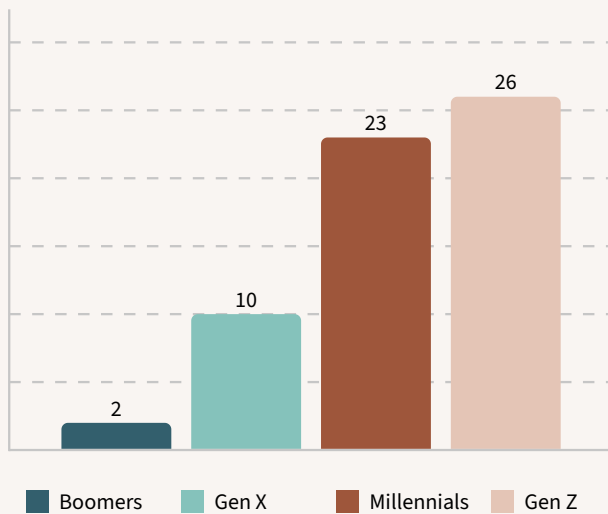
Social media



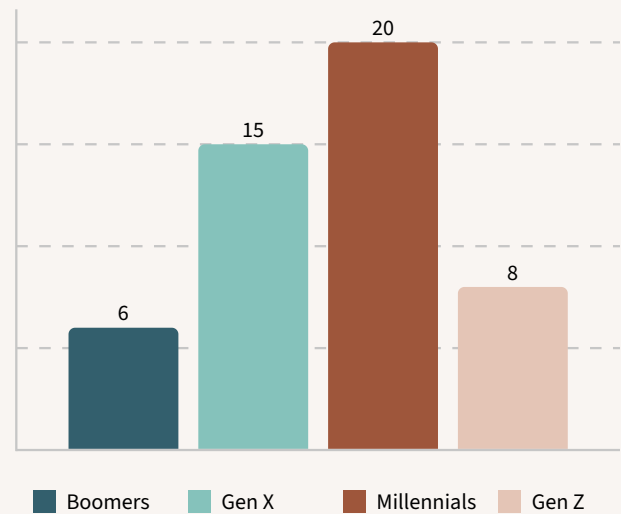
12%

Lunch break

DEMOGRAPHIC BREAKDOWN



Gen Z and Millennials are most likely to complain on social media.



Boomers least disrupted, Millennials most disrupted.



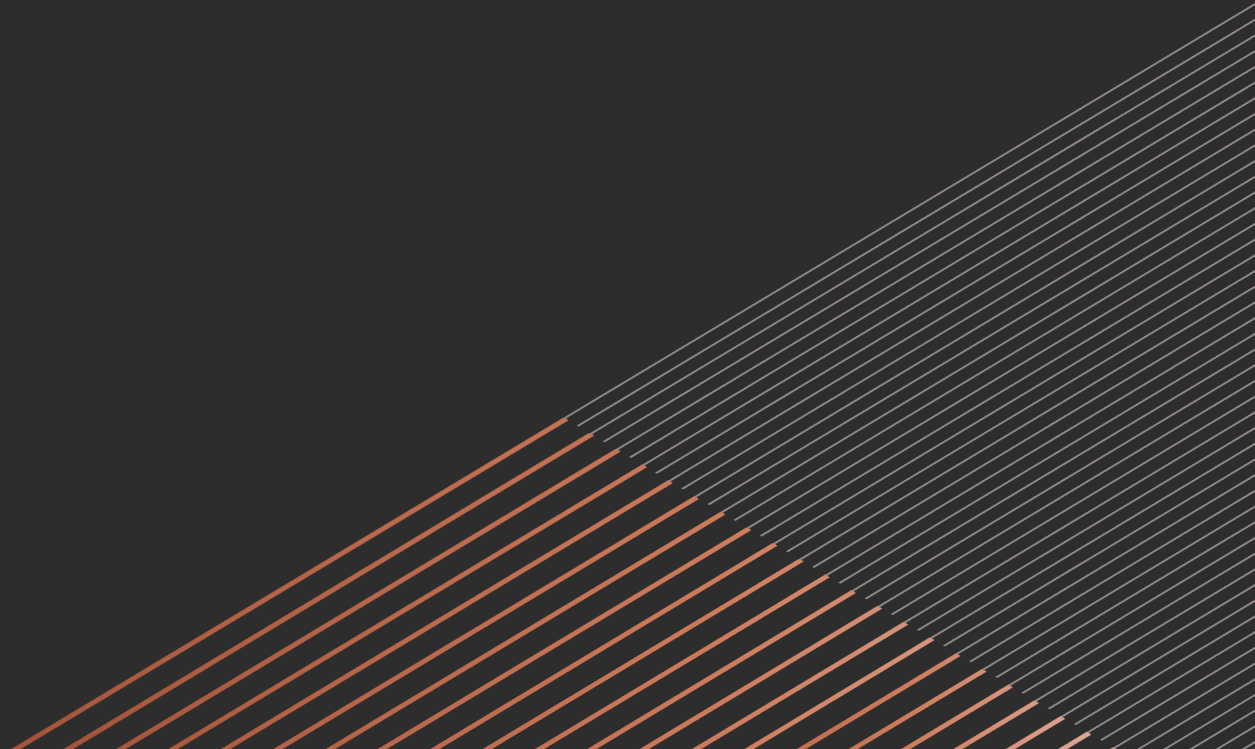
Boomers and women are most likely to say they're "not informed at all."



Millennials most willing to give up lunch; Boomers most willing to give up social media.



FROM INSIGHT TO ACTION: THE PATH FORWARD FOR OWNER-OPERATORS




THE PATH FORWARD

Construction is more than a technical endeavor, it's a community experience. Owners who leverage technology to provide visibility and reduce disruption not only deliver stronger projects but also build stronger trust.



The construction industry is one of the most litigated sectors in the world. Mistakes carry outsized risks, from lawsuits to financial losses to public safety. That reality makes owners risk-averse, but it also makes proactive communication essential.

OTHERS	 PMWEB
Built for contractors or generic use cases	Purpose-built for owner-operators
Rigid templates that force process changes	Configurable workflows that match your processes
Focused on individual projects or siloed views	Strategic visibility across the full portfolio
Limited scope - often just construction phase	Supports capital planning, budgeting, and asset management
Designed primarily for North American use	Deployed globally with multi-language/multi-currency
Built for straightforward, one-off projects	Flexible and scalable for complex infrastructure portfolios
Not battle-tested in regulated, high-stakes sectors	Proven with mission-critical environments (airports, universities, healthcare)



BUILDING PROJECTS AND TRUST

Construction impacts people, communities, and the trust that project either strengthen or weaken,

PMWEB's 2025 Consumer Construction Impact Survey makes one thing clear:

- ✓ Communities want clear timelines, transparency, and communication.
- ✓ Disruptions are inevitable, but confusion and frustration don't have to be.
- ✓ Owners have the power to close the gap with the right tools.

To deliver projects with confidence, owner-operators need:

- ✓ Portfolio-wide visibility to prevent delays and cost overruns.
- ✓ Forecasting and risk management that keep projects on track.
- ✓ Streamlined communication and reporting for every stakeholder.
- ✓ Accountability and control across every stage of the project lifecycle

PMWEB can deliver all that.



LET'S BUILD SMARTER, TOGETHER

Communities deserve projects that deliver value, not endless frustration.

Discover how PMWEB helps organizations achieve total portfolio control.



[Get a demo](#)