

CCLs are here to help you and your neighbors.
We recognize construction projects are inconvenient.
We will work with everyone to help address local concerns. To get connected to your project's CCL, please email DDCoutreach@ddc.nyc.gov.



OFFICE OF
COMMUNITY OUTREACH
AND NOTIFICATION

Keeping You Informed



The NYC Department of Design and Construction (DDC) builds and upgrades public infrastructure and buildings. Our work includes water mains, sewers, pedestrian ramps, roadways, rain gardens, essential city buildings, and more.

When construction is in your neighborhood, your contact is the local **Community Construction Liaison (CCL)**.

CCLs keep everyone informed, answer questions, and help with special requests.

Coordinating with Businesses

CCLs work with businesses to lessen impacts and direct them to resources during construction. Every effort is made to provide timely updates and notifications to impacted businesses. We understand businesses need to maintain operations throughout construction.



Direct Outreach

We go door-to-door to learn about your neighborhood and keep everyone up-to-date. Anyone can receive updates via email or text. Your contact information is used only for project communication.



Providing Updates

CCLs will provide 72-hour notice before construction activity begins, and then again 24 hours before it starts. We will provide a weekly bulletin and quarterly newsletter.

Answering Questions

CCLs are knowledgeable about construction. We can answer your questions about the project and how it will impact you and your neighborhood. CCLs work closely with the project team to resolve your concerns. CCLs take note of every complaint and forward an official record to city authorities.

Helping the Community

CCLs can help accommodate special requests when possible. We coordinate trash pickup, bus routes, emergency access, and more. We learn about local events and coordinate as needed.

