



Department of
Design and
Construction

OFFICE OF
COMMUNITY OUTREACH
AND NOTIFICATION

A Workweek With A Community Construction Liaison





Community Construction Liaisons work on behalf of DDC as the frontline contact in the community. Their sole responsibilities are to inform neighbors of construction activities, and quickly resolve any project-related impacts. We asked longtime **Community Construction Liaison Paul Kidder** to give us a firsthand account of a typical workweek. Kidder works on a project underway on Staten Island that will alleviate flooding and improve infrastructure for the neighborhood.



Monday

I've been a Community Construction Liaison since 2000. I've worked on a number of DDC projects. The work is different each day. The first thing I do each morning is check for concerns and complaints. Every day I go out to the site to get updates and talk to people.



Tuesday

We're starting storm sewers a block over next week. I prepared the community advisories that inform people of what's happening. We give out 72-hour notices to let people know and follow those up with 24-hour notices. I knocked on doors to prepare people for the coming work, leaving a notice if they weren't home. I also had a meeting with the Community Board and the Council Member's office to give updates. I'm working on the next community newsletter, which goes out quarterly to update residents and businesses on the project.

“In my conversations with people, I try to get across that this project is for their benefit, it’s really for the public”



Wednesday

I visited the firehouse to speak with the captain. Later this summer, the project will disrupt traffic on a busy road. We'll work with our partners at the Department of Transportation to do what is needed to make sure the fire trucks can get through and have room to turn.

In my conversations with people, I try to get across that this project is for their benefit, it's really for the public. Water mains in this area are almost 100 years old, the infrastructure really needs an upgrade. We explain that because otherwise residents only see the disruptions. I talk to as many people as I can in person to explain what we're doing and how long we'll be working.

Thursday

I'll do whatever I have to do to resolve the situation. I had to coordinate with the contractor so a resident with a sick child could have access to parking. We're here to manage special requests without disrupting the work.

Friday

Work on this particular street was almost finished but one of the concerns I got was about storage space. We try to store items in the best place possible, but they also have to be near the construction site so the crews have access to materials. We do keep a careful log of all our calls and complaints. I also updated the bulletin that gets distributed to each resident every week to update them. We do our best to keep people informed as things progress and change.