

## **SECTION 01581 – PUBLIC COMMUNICATIONS**

### **PART 1 - GENERAL**

#### **1.01 SUMMARY**

- A. This section covers communication procedures between the contractor and the public affected by construction activities.
- B. Any time the contractor is acting on behalf of the City to perform work, the communications material between the contractor and the public shall adhere to these technical standards and is subject to review and approval by the City.

#### **1.02 RELATED SECTIONS**

- A. Section 00700 – General Conditions:
  - 1. Article 6, paragraph 6.14 – Safety and Protection.
- B. Section 01015 – Specific Project Requirements.
- C. Section 01300 – Submittals.

#### **1.03 DEFINITIONS**

- A. Affected Properties – homeowners, businesses, tenants or other entities whose everyday activities could be affected by the work.

#### **1.04 INFORMATION PROVIDED BY THE CITY**

- A. The City will provide the contractor with an electronic file for mailing communications to affected property owners for the purpose of Project communications.
- B. The City will provide the contractor with an electronic copy of approved communications templates to be distributed to affected properties.

#### **1.05 SUBMITTALS**

- A. Submit as specified in Section 01300 – Submittals.
- B. Notifications – Submit for review and approval all notification materials developed by the Contractor that are to be distributed to affected properties.

#### **1.06 PUBLIC MEETINGS**

- A. Description – The contractor shall attend and participate in public meetings held for the project. The contractor's project manager shall attend and present project details. These details include, but are not limited to, the following:
  - 1. Project schedule.
  - 2. Project phasing.
  - 3. Disruptions to the neighborhood.
  - 4. Work hours.
  - 5. Temporary restoration efforts.
  - 6. Final restoration efforts.
  - 7. Field contact information.
- B. The City will provide a location, date and time of the meeting and will facilitate the meeting.
- C. See Section 01015 – Specific Project Requirements for additional meeting requirements.

#### 1.07 DOOR HANGERS AND OTHER PRINTED COMMUNICATIONS

- A. Description – Door hangers and other printed communications (fact sheets, post cards, signs, etc.) used throughout construction shall be distributed to inform homes and businesses of disruptions.
- B. Templates – The City will provide templates for door hangers and other printed communications in an electronic format. See Figures 1 through 5 for an example door hanger.
- C. Template Modification – The contractor may need to annotate the printed door hangers with project specific information. This effort may include describing the work and adding applicable date and time information for the benefit of the resident.
- D. Review communications material – Review and approval of the communication materials by the City is required prior to the contractor's distribution of materials.
- E. Printing and Reproduction – The contractor shall print door hangers, mailers and all other communication materials needed for the project.
- F. Distribution List – The list of affected property owners will be provided by the City.
- G. Mailing and Distribution – The contractor shall distribute the door hangers and other printed communications to the affected property owners. Door hangers are to be hand-delivered and not placed in the mailbox. All other printed communications will be delivered in a manner acceptable to the City.
- H. Costs – All costs to develop, reproduce, deliver or mail notifications shall be included in the contractor's lump sum bid price.

#### 1.08 NOTIFICATION OF UTILITIES

- A. Notify utilities in accordance with Section 00700 – General Conditions, Article 6.

#### 1.09 NOTICES TO PROPERTY OWNERS AND AUTHORITIES

- A. As provided in Section 00700 - General Conditions, Article 6, the Contractor shall notify adjacent property owners and utilities when execution of the work may affect them.
- B. Work Notice:
  - 1. General notice to affected property owners in advance of the work. Notice is required for any work within an easement. Notice shall be given for work within the City's right-of-way, outside of the street.
  - 2. Type of notification shall be a door hanger.
- C. Denial of Access:
  - 1. Notice for when it is necessary to temporarily deny access to property, driveway, sidewalk or other facility.
  - 2. Type of notification shall be a door hanger.
- D. Smoke Testing:
  - 1. Notice for when the Project involves smoke testing.
  - 2. Type of notification shall be a door hanger.
- E. Utility Service Interruption:
  - 1. Notice for when any utility service connection must be interrupted.
  - 2. Type of notification shall be a door hanger.
- F. Street Closures and Changes to Traffic Patterns:
  - 1. Notices to utilities and other concerned agencies prior to cutting or closing streets or other traffic areas or excavating near underground utilities or pole lines.
  - 2. Provide any additional notifications required by the traffic control permit.
  - 3. Type of notification will be written communication prepared and distributed by the Contractor.

- G. Schedule – Notices shall be received by the affected properties no less than two (2) and no more than seven (7) calendar days prior to the work, denial of access, smoke testing, utility service interruption, street closures and changes to traffic patterns or other work that may require notification.

#### 1.10 OTHER COMMUNICATIONS

- A. See Section 01015 – Specific Project Requirements for additional communication requirements not specifically included herein or otherwise required by the Contract Documents.

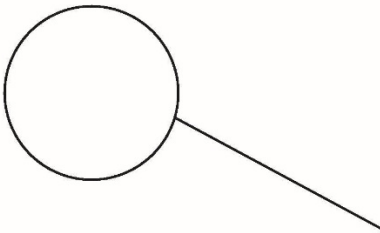
#### PART 2 - PRODUCTS

Not used.

#### PART 3 - EXECUTION

Not used.

**See example templates on pages 4-9.**



## PROPERTY ACCESS TEMPORARILY RESTRICTED

A KC Water contractor is conducting important infrastructure work at or near your home or business that will require temporary closure of your driveway, side streets, or alley.

**Date(s) of closure:** \_\_\_\_\_


**From** \_\_\_\_\_ **to approximately** \_\_\_\_\_

**QUESTIONS:**


Contractor Supervisor: \_\_\_\_\_

Phone or text: \_\_\_\_\_

We greatly appreciate your patience and cooperation.  
Thank you for your support as we continue to improve critical infrastructure in your neighborhood and throughout Kansas City.

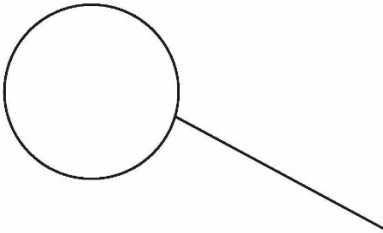


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KCW-SC-001 (Rev. 11/19)

**Figure 1 – Restricted Access Door Hanger**



## PIPELINE SMOKE TESTING

A KC Water contractor will be testing sewers in your neighborhood that will include a pipeline smoke test.

**Date(s) of smoke testing:** \_\_\_\_\_

**From** \_\_\_\_\_ **to approximately** \_\_\_\_\_

The contractor will blow a non-toxic, non-staining, odorless smoke into sewers in order to identify breaks or defects. The smoke is white to gray in color, creates no fire hazards, and is not harmful to pets or humans.


In the unlikely event smoke enters your structure, you can speed dissipation by opening windows and doors. Also, please notify on-site technicians or their supervisor.

**QUESTIONS:**

Contractor supervisor: \_\_\_\_\_


Phone or text: \_\_\_\_\_

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Thank you for your support as we continue to improve critical infrastructure in your neighborhood and throughout Kansas City.



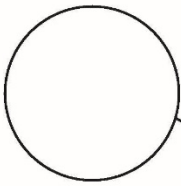
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KCW-SC-002 (Rev. 11/19)

**Figure 2 – Smoke Testing Door Hanger**



**TRAFFIC TEMPORARILY  
INTERRUPTED**

A KC Water contractor working in your neighborhood must temporarily close streets or portions of streets near your home or business in order to complete important utility improvements or repairs.

**Duration of traffic interruption:** \_\_\_\_\_

**From** \_\_\_\_\_ **to approximately** \_\_\_\_\_


Please follow detour and lane changes, observe barriers and traffic cones, and drive safely and attentively, especially near work crews.

**QUESTIONS:**

Contractor supervisor: \_\_\_\_\_


Phone or text: \_\_\_\_\_

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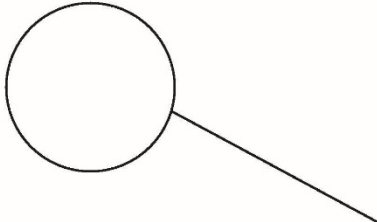
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KCW-SC-003 (Rev. 11/19)

**Figure 3 -Traffic Interruption Door Hanger**



**WASTEWATER SERVICE  
TEMPORARILY INTERRUPTED**



A KC Water contractor working in your neighborhood must temporarily shut off wastewater service to your home or business in order to complete important utility improvement or repairs.

**Date of shut down:** \_\_\_\_\_

**From** \_\_\_\_\_ **to approximately** \_\_\_\_\_

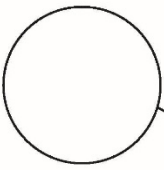
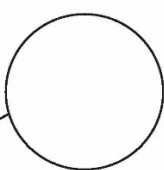




**QUESTIONS:**  
Contractor supervisor: \_\_\_\_\_  
Phone or text: \_\_\_\_\_

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Thank you for your support as we continue to improve critical infrastructure in your neighborhood and throughout Kansas City.

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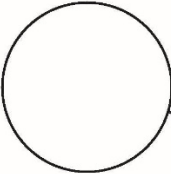
KCW-SC-004 (Rev. 11/19)

**Figure 4 – Wastewater Service Interruption Door Hanger**

|   |   |
|---|---|
|    |   |
| <h3>WATER SERVICE<br/>TEMPORARILY INTERRUPTED</h3>  | <h3>SERVICIO DE AGUA<br/>TEMPORALMENTE INTERRUMPIDO</h3>  |
| <p>A KC Water contractor working in your neighborhood must temporarily shut down water service to your home or business in order to complete important utility improvements or repairs.</p>   | <p>Un contratista de KC Water trabajando en su vecindario tendrá que interrumpir el servicio de agua en su residencia o negocio temporalmente para completar importantes mejoras o reparaciones.</p>  |
| <p><b>Date of shut down:</b> _____</p> <p><b>From</b> _____ <b>to approximately</b> _____</p>   | <p><b>Fecha de interrupción:</b> _____</p> <p><b>Desde</b> _____ <b>Hasta</b> _____</p>   |
| <p>The water main will be flushed and tested after the repair is completed. After water service is resumed, you may experience some cloudy or discolored water. If this occurs, open all taps and let them run for 10 or 15 minutes. Screens, aerators, or other filters should be removed, cleaned and left off while running the water.</p> | <p>La tubería de agua será drenada y probada después de completar la reparación. Después de que el servicio de agua sea restaurado, puede haber agua descolorada o nublada. Si esto sucede, abra todas las llaves (grifos) y deje correr el agua por 10 o 15 minutos. Cualquier tipo de filtro debe ser removido, limpiado y dejado por fuera mientras el agua corre.</p> |
| <p><b>QUESTIONS:</b></p> <p>Contractor supervisor: _____</p> <p>Phone or text: _____</p>  | <p><b>PREGUNTAS:</b></p> <p>Supervisor Contratista: _____</p> <p>Teléfono o texto: _____</p>  |
| <p>We greatly appreciate your patience and cooperation. Thank you for your support as we continue to improve critical infrastructure in your neighborhood and throughout Kansas City.</p>   | <p>Apreciamos enormemente su paciencia y cooperación. Gracias por su apoyo mientras continuamos implementando y actualizando infraestructura crucial en su vecindario y a través Kansas City.</p>   |
|  <b>KCWATER</b><br><a href="http://www.kcwater.us">www.kcwater.us</a>  |  <b>KCWATER</b><br><a href="http://www.kcwater.us">www.kcwater.us</a>  |
|    |    |
| <small>KCW-SC-005 (Rev. 2/20)</small>   | <small>KCW SC 005 (Rev. 2/20)</small>   |

**Figure 5 – Water Service Interruption Door Hanger**





## UTILITY WORK IN YOUR AREA

A KC Water contractor working in your neighborhood soon will be conducting important infrastructure work at or near your home or business.

**Date(s) of work:** \_\_\_\_\_

**From** \_\_\_\_\_ **to approximately** \_\_\_\_\_


Construction equipment will be used and may create noise and dusty conditions. Any disruption of lawns, landscaping, driveways, or sidewalks will be restored after this necessary work is completed.

**QUESTIONS:**


Contractor supervisor: \_\_\_\_\_

Phone or text: \_\_\_\_\_

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**Figure 6 – Work Notice Door Hanger**

END OF SECTION