

# CITY OF BRISTOL – PUBLIC WORKS POLICY

## ***6.2 Communication with the Public***

### **1. Policy Name**

6.2 Communication with the Public

### **2. Responsible Division and effective date**

Public Works Administration, effective date 10/19/07, Reaffirmed 7/16/15, 5/23/17

### **3. Rationale or Purpose**

This policy establishes the communication process with Public Works and the public.

### **4. Policy Statement**

The public may contact Public Works in various manners, via phone call, e-mail, online submission forms, written correspondence, or by appearing in person at City Hall. They may also attend Board of Public Works, or other committee, meetings.

### **5. Scope**

This policy applies to all methods of communications between residents of Bristol and Public Works Staff.

### **6. Definitions**

Customer – Groups or individuals who have a business relationship with the organization-- those who receive and use or are directly affected by the products and services of the organization. Customers include direct recipients of products and services, internal customers who produce services and products for final recipients, and other organizations and entities that interact with an organization to produce products and services

### **7. Procedures**

Residents and other customers may contact public works by phone at 860-584-6125, via e-mail to [publicworks@bristolct.gov](mailto:publicworks@bristolct.gov), online form at [www.bristolct.gov](http://www.bristolct.gov), fax at 860-584-3838, by US Mail to 111 North Main St, City Hall Attn: Public Works, Bristol, CT 06010 or directly by visiting the office on the Ground Floor of City Hall. All customer inquiries will be responded to as quickly as reasonably possible. Complaints or requests for service will be recorded in the PW Complaints database (path below):

O:\DeptShared\PublicWorks\Service Requests\PW\_Service\_Req\_v2007.mdb

Information is also available to the public via the City's web site. Public Works has a section of the web site devoted to educating the public about the City's Public Works construction activities and services. Current events/important items are also linked to the Public Works Home ([www.bristolct.gov/publicworks](http://www.bristolct.gov/publicworks)) page maintained by the Public Works Analyst. In critical situations, the Director of MIS or the Mayor's Assistant can also create a link to the detailed information and/or post it on the City's web page.

Prior to the start of a new construction or improvement project that will directly impact residents; Public Works will communicate via the web site, Media Release, and/or door to door flyer depending on the severity of impact to residents.

Door to door delivery of flyers is normally used to communicate to a small area or neighborhood that will experience greater impact as a result of a Public Works project or situation. (Example – Bridge repair needed, notify residents immediately on both sides of the bridge by door-to-door notification).

When road closures or traffic delays are involved, Public Works must also notify Police/Fire dispatch at 860-584-3011 so they can notify all emergency vehicles to use alternate routes, the Board of Education so that bus routes can be redirected, and the Police Department Traffic Division.

#### **8. Roles/Responsibilities**

It is the responsibility of the Public Works Analyst to maintain the web site, remove outdated material, request updated information, and generally make the web site (Public Works portion) easy to navigate while providing current and helpful information.

It is the responsibility of the Public Works Director, management and/or supervisory staff to ensure that everyone is aware of the most current policies and procedures, and to set the expectation that each person in the division is responsible to communicate openly and honestly with all other staff.

It is the responsibility of all public works staff to treat residents and customers professionally, with respect, and to respond to all inquiries in a timely and accurate manner.

#### **9. References**

See also 6.3 Media Relations

#### **10. Consequences of Non-Compliance**

Failure to notify the public of events that may impact them has the potential to negatively influence public perception and opinion of the City of Bristol.

**Approval authority: Board of Public Works**

**Approved date: 10/19/07, 7/16/2015, 5/23/17**

**Review cycle: Annually**