



GOOD NEIGHBOR COMMITMENT

CITY OF SANTA CRUZ PUBLIC WORKS DEPARTMENT

When the City of Santa Cruz Public Works Department undertakes construction projects in your neighborhood, we are committed to being the best neighbor that we can be. This means that neighbors can expect:

Work to be conducted safely

- Staff, consultants, and contractors will properly use tools and equipment.
- Staff, consultants, and contractors will at all times comply with California Occupational Health and Safety Administration requirements.
- Traffic control measures will be used when normal traffic flows are impacted.

Construction to begin and end at scheduled times

- For planned *non-emergency* work, posted construction hours will be followed.
- For *emergency* work, staff will adhere to the Good Neighbor Commitment to the extent practical and feasible, while addressing public health and safety issues related to the emergency.

Professional behavior of staff and contractors working on projects

- Appropriate language will be used.
- Non project-related noise will be kept to a minimum.
- Project debris will be removed.

Response to project questions or concerns

- Project contact information will be available.
- Inquiries will be responded to within 2 business days.

Regular project communication

- Project descriptions, working hours, and timelines will be provided in advance.
- Notification of regular (non-emergency) service disruptions will be given 48 hours in advance.
- Unforeseen changes will be shared in as timely a manner as possible.

Your neighborhood will be left in the same condition as it was when we arrived

- Project sites will be maintained in a clean and orderly fashion.
- Excavations will be backfilled and patched when the project is complete.