



City Project Notification Policy

City Council Connectivity Subcommittee



July 30, 2025

Agenda and Goals of Meeting

- Discuss the current state of Chandler's construction notification policies
 - Current practices with strengths and weaknesses
 - Identifying gaps for each type of project
 - Recommend strategies for improved communication
- Construction Notification occurs for the following types of projects:
 - Fiber installation projects
 - CIP projects
 - City maintenance projects
 - Non-city projects (private development/other agencies)

FIBER INSTALLATION PROJECTS

- **Broadband infrastructure and digital equity are crucial for Chandler's goal to be the most connected city.**
- **High-speed internet fosters economic growth, education, healthcare access, and social inclusion.**
- **Construction to build the necessary infrastructure is not always convenient.**
- **Agencies are federally required to allow fiber to be built in the right-of-way. The city cannot deny permits if they meet engineering requirements.**
- **Fiber installation projects meet the City Council Strategic Framework by meeting the following objectives:**
 - **Forward-thinking transportation and technology networks with fiber and wireless technology providers that quickly and reliably connect people and business.**
 - **Chandler strives to be the Most Connected City and a Community of Innovation**

FIBER CONSTRUCTION NOTIFICATION PROGRAM

History of the Program:

- January 2002 - Ordinance 3246 - Construction Signs Required
- November 2020 - Council Subcommittee on Small Wireless in Right-of-Way
- November 2020-December 2020 - Staff worked with the industry to develop notification policy - DSP-201, implemented in December 2020

Current Practices:

- Notice businesses and residents within 300 feet of construction at least 7 days in advance.
- HOAs must be noticed at least 10 days in advance.
- Proof of notification must be available at the preconstruction meeting.
- If more than 2 weeks between notice and construction start a 2nd notice is required.

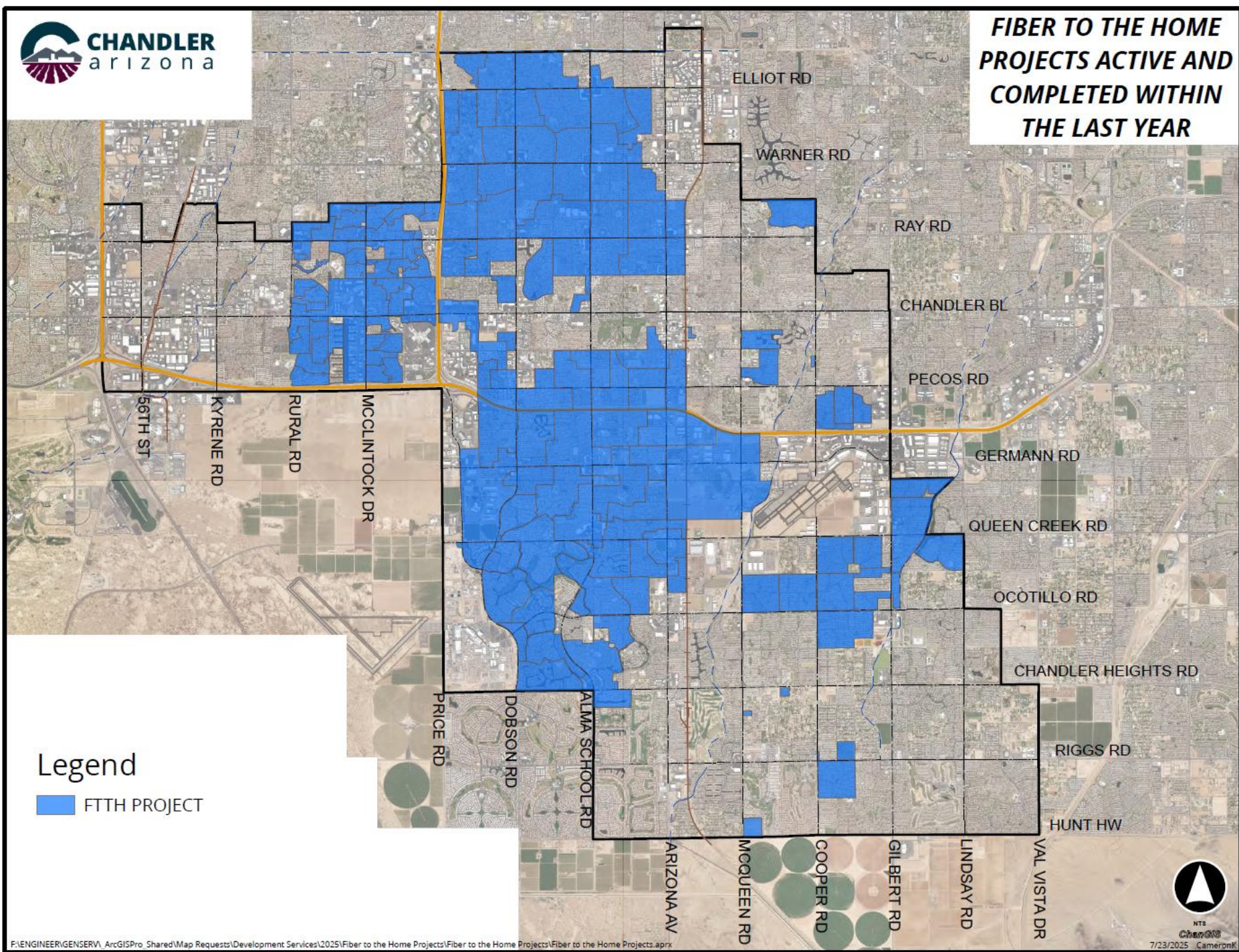
Notifications delivered:

- ~500 homes per Fiber To The Home (FTTH) permit on average;
- Total Issued FTTH permits as of 5/19/2025 = ~102 permits
- More than 51,000 notifications have been delivered for FTTH projects

FTTH Builds

- 7 Providers actively building FTTH in Chandler
- ~51,000 homes* passed to date

*Some of those areas pass the same homes twice – construction fatigue is an issue in neighborhoods with providers coming in after each other, or when followed by a city driven project.

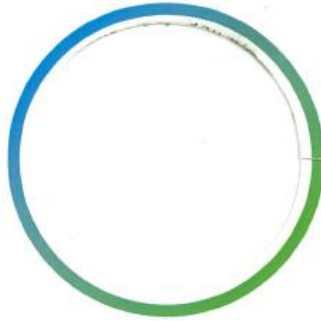


Current Process

- Strengths and Weaknesses

- Strengths
 - Residents are generally more informed today
 - Notices do help cut down on complaints
 - Providers are providing the proof of notification
- Weaknesses
 - Locate markings often go out before notices
 - Door hangers look like advertisements (because they are)
 - If work doesn't start companies fail to re-notice
 - Companies often overlook notifying businesses
 - Business employees often fail to share construction information
 - Construction signs aren't always put out as required
 - Residents can't tell the difference between city and non-city projects

Current Industry Door Hanger examples:



We are working in your neighborhood

■ is upgrading your neighborhood to a fiber-optic network delivering the fastest, most reliable Internet experience as you work, learn and live at home.

What to expect during construction:

- Construction is planned to begin in the next few weeks and last for a few months.
- Your current services won't be affected.
- Teams will mark any existing gas, water, sewer, telephone and cable lines (per state and local regulations).
- Digging will not necessarily occur at these marked areas.
- We'll install equipment to bridge the connections between the new fiber optic network and the homes.

We're excited to bring you this fiber network. As you work, learn and live at home, our network will adapt to your technology needs. Once our build is complete, we will reach out and give you an update on how to access our network.



Construction Notice Fiber Optic Cable Installation

We will begin construction in 2-10 days bringing speed-of-light fiber optic internet to your area!

Please note: All utility work is permitted and approved through the City of Mesa. Construction will be in the public right of way and within public utility easements, both of which may extend beyond the street.

Construction zones will be marked with temporary no parking signage and cones. Kindly move your vehicles away from work areas along the street near the curb.

We apologize that sidewalk and road traffic may be temporarily impacted while our teams are working.

Thank you for your understanding.

Please direct questions or comments to:

(800) ■■■-■■■

Mon-Fri 8am-8pm ET

City Capital Improvement Projects

- How Does a Project Become a CIP Project?
 - Projects are approved yearly through the budget to address needs identified through:
 - City master plans
 - City approved bond projects
 - Lifecycle replacement
 - Public requests
 - State or Federal compliance requirements
 - Emergency Repairs
 - Projects involving new construction-as opposed to maintenance-require a Professional Engineer to provide a design



City CIP Projects

- Two phases for each CIP project- design phase and construction phase
- Public outreach is different for each project due to the following considerations:
 - Project impacts to the public
 - Size of project area
 - Duration of project, especially the portion that impacts the public
 - Rapid schedule changes

Current Practices for CIP Projects

Design Phase

- Website
- Project Hotline
- Social Media Outreach
- E-Blasts
- Mailers – Post Cards
- Public Meetings
- Transportation Commission
- Business Outreach
- Resident Outreach

Construction Phase

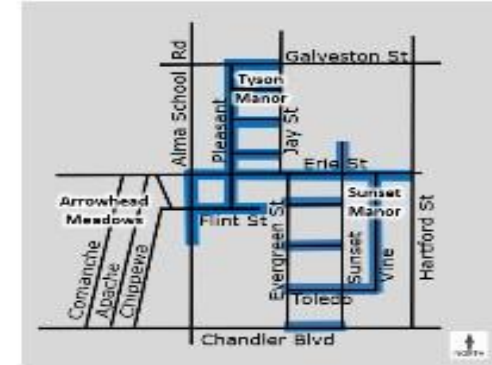
- Website
- Project Hotline
- Social Media Outreach
- E-Blasts
- Mailers – Post Cards
- Door Hangers
- Public Meetings
- Construction Signage
- Traffic Restriction Website

City CIP Projects

- Public Outreach by the Numbers
 - 1,400 - Monthly E-Blasts
 - 19,887 - Mailers on 7 current projects
 - 15 - Calls to the Hotline per month
 - 10 to 25 - Typical Public Meeting Attendance
 - 16,967 - Number of hits on Project Website this calendar year
 - 7,907 - Number of hits on Traffic Restriction Website this calendar year

Tyson Manor, Sunset Manor, Galveston Street, and Erie Street Water Main Replacements Project (WA2203.201)

The City of Chandler has contracted with Achen-Gardner Construction for the water main replacement project which will replace water pipeline, associated residential service connections, and fire hydrants in Erie Street, Sunset Manor, and Tyson Manor. Fire hydrants will also be installed in Hartford Street between Chandler Boulevard and Erie Street. A future phase of the project will take place in Arrowhead Meadows neighborhood. Portions of the project include relocating waterline from the alley behind the residences out to the street in front of the residences.



Provided below is current construction information; however, please be aware that schedules can be impacted by many factors, to include weather, materials scheduling, and availability of resources.

Scheduled to begin Tuesday, May 27, and complete prior to school resuming, crews will work in the Alma School Road and Erie Street intersection to install waterline across Alma School Road. This work will take place in phases to maintain at least one lane of travel in each direction on Alma School Road; however, left turn restrictions will be in place. The following sequence will take place with each phase expected to take 2-3 weeks to complete.

- Beginning Tuesday, May 27 - Work will take place in the west side of the Alma School/Erie Street intersection with Erie Street CLOSED on the WEST side of Alma School Road.
- Tentatively scheduled to begin June 9 - Work will take place in the middle of Alma School Road with Alma School traffic shifted to the curb lanes and right turns only to/from Erie Street at the intersection.
- Tentatively scheduled to begin in late June - Work will take place in the east side of the Alma School/Erie Street intersection with Erie Street CLOSED on the EAST side of Alma School Road.

Detour signage will be in place to direct travelers around the planned closures, and message boards will be placed in advance with actual dates.

Also scheduled to begin Tuesday, May 27, crews will install water pipeline in the north side of Erie Street, beginning at Hartford Street and moving in a westerly direction toward Alma School Road. To accommodate this work, Erie Street will be restricted to eastbound travel only (no westbound travel permitted) from Alma School to Hartford. As this work crosses side streets, crews will ensure alternate access is available or the work will be completed in halves to maintain access to the side street. Work on the north side of Erie Street is expected to be complete by the end of June.

Resident and business access will be provided although it may not be the most direct route. On-street parking may not be permitted with "No Parking" signs posted in advance, where necessary to accommodate the work effort.

CIP Projects Strengths and Weaknesses

- Strengths
 - Public Information Officer attends weekly meetings to share complaints with Contractor, City Staff, and Consultant.
 - This provides quick responses to residents from all parties.
 - Post Cards are easily tracked to verify they were delivered.
 - E-Blasts bring information to the public on a regular basis.
 - Website has good information on the project and used in any native language of a Chandler resident
- Weaknesses
 - Cost

City Maintenance Projects

- Mill and Overlay Program

Right of entry letter (Signature Required) (ADA driveway impacted residents only)

- 6-8 months prior to ADA work. (Mailer)
- 2nd attempt 30 days before ADA (door to door)
- Depending on situation may requires a 3rd attempt. (Hand delivered)

ADA

- Pre warning signs 5-7 days before work begins (project information on signs)
- Door hanger 72 hours Before Work begins (to residents impacted by work)

Mill and Overlay/Seals

- Pre warning signs 5-7 days before work begins (project information on signs).
- Door hanger 72 hours before work begins (On affected streets only)

City Maintenance Projects

• Resident Notification Examples

Meter Replacement and Water Service Line Inspection

As part of the Lead and Copper Rule Revisions, field verifications are underway to identify the service line material of residents with unknown status. Once the verification is complete, a door hanger will be placed on your property to confirm the service line material.

In addition to the field verification, the city will also be replacing your water meter. Your water will need to be shut off while the meter is being replaced. DB Utility technicians will be performing the work and will do a courtesy knock before starting the installation. You do not need to be home for the work to be done. There is no charge to you, and at no time will someone need access inside your home. DB Utility technicians will have vehicles and shirts with their company logo. Technicians may be on-site Monday through Friday between the hours of 7 a.m. and 3 p.m.

For more information, visit chandleraz.gov/ServiceLineInspection



Metering Services Inc.



Water Meter Upgrade

The City of Chandler is upgrading your water meter in the near future. To replace your water meter, your water will need shut off while it is being replaced. **Metering Services Inc. (MSI)** is the service company that will be performing the work. MSI technicians will do a courtesy knock before starting the installation and you DO NOT need to be home for the work to be done. There is no charge to you and at no time will someone need to access the inside of your home.

MSI team members will have marked vehicles and shirts with the Metering Services Inc. logo, as pictured in the photo.



For questions, visit our website or contact the numbers below.
Metering Services Inc. 480-894-0200
City of Chandler 480-782-2280



Water Service Line Inspection

In 2021, the Environmental Protection Agency (EPA) revised the Lead and Copper Rule through the Lead and Copper Rule Revisions (LCRR) to reduce exposure to lead and copper in drinking water to protect public health.

Chandler has been monitoring lead and copper in homes in accordance with the Lead and Copper Rule (LCR) since 1992 and has not exceeded the regulatory action levels for either lead or copper.

The LCRR requires Chandler, and all cities, to identify the water service line material used to connect a water meter box to a building or home. This includes a point within the water meter box and at your hose bib (spigot).

Your property has been inspected, and it was determined that the customer-side service line material at the meter is made of:

- ☐ Copper
- ☐ Plastic
- ☐ Galvanized
- ☐ Lead
- ☐ Unknown

A scratch test was also performed at your front hosebib, and it was determined that the front hosebib was made of:

- ☐ Copper
- ☐ Plastic
- ☐ Galvanized
- ☐ Lead
- ☐ Unknown

Some service lines contain multiple plumbing materials. If any portion is found to be galvanized or lead, it will be marked accordingly. If your service line is identified as lead, the City of Chandler will notify you immediately regarding next steps. The city will also follow up regarding service lines with an unknown material that was not able to be accessed to fully verify the material.



CHANDLER
arizona

For more information:
LCRR@chandleraz.gov
Water Quality at 480-782-3671
(leave a message for a return call)



«Owner_Name»
«Owner_Address»
«City», «State_Zip»

Ref: Parcel Number «PARCEL_APN_DASHED»

Dear «Owner_Name»:

The City of Chandler Streets Division will be conducting Americans with Disabilities Act (ADA) improvements within your neighborhood. Title II of the ADA is a civil right statute prohibiting discrimination against persons with disabilities in all aspects of life, including pedestrian routes in the public right of way. The Federal Department of Justice regulates this statute by requiring state and local governments to bring said pedestrian routes to ADA compliance prior to commencement of specific projects, including asphalt repaving.

Asphalt repaving is programmed within your neighborhood within the next one to two years. This is to inform you of the need to reconstruct the sidewalk that also acts as the access portion of the driveway on your property.

Although the work to bring this portion of sidewalk to ADA compliance can be completed within the City's right of way, it may be necessary to enter your property immediately adjacent to the roadway. This access is to ensure proper transition of the driveway to the portion of sidewalk acting as the access point of the driveway to the adjacent roadway.

Please review the attached right of entry form. Please fill in the required information, sign, and return within thirty (30) days of receipt to the mailing address listed below.

Prior to any commencement of work, notification will be given in advance to you or any tenants you may have on the property.

If you have any questions, please contact us at your convenience.
Thank you for your cooperation.

Charlie Serna
Streets Program Manager

City of Chandler – Public Works and Utilities – Transportation – Streets Division

Mailing Address
Mail Stop 909
PO Box 4008
Chandler, Arizona 85244-4008

Public Works Department
Streets Division
Telephone (480) 782-3500
Fax (480) 782-3495
Web www.chandleraz.gov

Location
975 E. Armstrong Way, Building C
Chandler, Arizona 85249

Recommended Improvements

- Update Door Hangers
 - Uniformity of door hangers regardless of city or non-city driven project
 - Consistency with construction sign code
 - QR Code allowed, but for a project website (not just a sign up for service website)
- Barricade panels with information plaques
 - Including the right information
 - Keeping them up to date
- Construction Signs
 - Mandatory Traffic Control Plan
- DSP-201 Policy Update
 - Modify language to limit the notice going out no more than 30 days in advance of construction rather than 2 weeks.
- Citywide Construction Hotline – Contract, FTE or Temp (for pilot)
 - Clearinghouse for business and resident concerns and complaints
 - A dedicated employee who is trained and updated on all active projects in the city.

Proposed Door Hanger Format:

- Align with Construction Sign requirements in City Code 46-2.7(E)

Permit #: <u>UTL25-####</u> Project Name: <u>Fiber to the Home</u> Project Owner: <u>Not the City of Chandler</u>	Permiso #: <u>UTL25-####</u> Nombre del proyecto: <u>Fibra óptica hasta el hogar</u> Propietario del proyecto: <u>No es la ciudad de Chandler</u>																																
Project QR Code	Project QR Code																																
CONSTRUCTION NOTICE	NOTIFICACION DE CONSTRUCCION																																
What to expect: - Construction is planned to begin within the next few weeks and last for a few months. - Existing utility services shouldn't be affected. - Teams will mark existing underground gas, water, sewer, electric and communications lines. (Visit www.arizona811.com or call 811 for more information about locate markings.) - Digging will not necessarily occur at the marked locations. - Traffic movement and on street parking restrictions. - Permanent street & sidewalk restoration may lag a few weeks behind conduit installation. - Contractors may be working in utility easements that overlay private property.	Las Expectativas: - Esta previsto que la construcción comience en las próximas semanas y podrá durar varios meses. - Los servicios públicos existentes no deberían verse afectados. - Los equipos marcarán las líneas subterráneas existentes de gas, agua, alcantarillado, electricidad y comunicaciones. (Visite www.arizona811.com o llame al 811 para obtener más información sobre las marcas de localización). - No se excavará necesariamente en los lugares marcados. - Se vera restricciones de circulación y estacionamiento en la calle. - La restauración permanente de calles y aceras puede demorar algunas semanas con respecto a la instalación de los conductos. <u>Los contratista</u> pueden estar trabajando en servidumbres de servicios públicos que se superponen a propiedades privadas.																																
General Contractor: <u>Contractor Name</u> <u>(480) Local Phone Number</u> Estimated Construction Timeframe: From: <u>1/1/2025</u> Through: <u>6/30/2025</u>	Contratista General: <u>Nombre del Contratista</u> <u>(480) Número de teléfono local</u> Plazo estimado de construcción: De: <u>1/1/2025</u> A través de: <u>6/30/2025</u>																																
AZ811 Color Code <table><tr><td></td><td>Proposed Excavation</td><td></td><td>Communications</td></tr><tr><td></td><td>Temporary Survey</td><td></td><td>Water</td></tr><tr><td></td><td>Electric Power</td><td></td><td>Reclaimed Water</td></tr><tr><td></td><td>Gas</td><td></td><td>Sanitary Sewer</td></tr></table>		Proposed Excavation		Communications		Temporary Survey		Water		Electric Power		Reclaimed Water		Gas		Sanitary Sewer	Código de color AZ811 <table><tr><td></td><td>Excavación propuesta</td><td></td><td>Comunicaciones</td></tr><tr><td></td><td>Encuesta Temporal</td><td></td><td>Agua</td></tr><tr><td></td><td>Energía Eléctrica</td><td></td><td>Agua Recuperada</td></tr><tr><td></td><td>Gas</td><td></td><td>Alcantarillado Sanitario</td></tr></table>		Excavación propuesta		Comunicaciones		Encuesta Temporal		Agua		Energía Eléctrica		Agua Recuperada		Gas		Alcantarillado Sanitario
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Next Steps and Timelines

- Update Utility Permit Manual for publish in July 2025 to include:
 - Door hanger specifications;
 - Project website requirement for large build projects expected to last more than 3 months;
 - Barricade panel update requirements.
- Construction Signs
 - Mandatory Traffic Control Plan (implemented along with the new TCP program)
- DSP-201 Policy Update for publish in July 2025
 - Modify language to limit the notice going out no more than 30 days in advance of construction rather than 2 weeks.
- Citywide Construction Hotline – Pilot Program
 - Central point to answer questions for residents
 - Provide updates and contact information for all construction projects
 - Potential partial funding from FTTH contract for position

Questions?

