



Core Construction Toolkit

●●● Connecting our future



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A Message From **Mayor Ed Holder**

Thank you for helping us build a more sustainable city.

Dear Business Owners,

Downtown is truly the heart of our city.

You are a gathering place for our community while providing all with a destination to live, work, shop, visit and play. London wouldn't be the same without you which is why infrastructure renewal on Richmond Street is so important.

There is old and outdated infrastructure underground in this area that needs to be upgraded to ensure our downtown can continue to grow. With more people choosing downtown as a home and for their business, we need to ensure our underground infrastructure has the capacity to service you and new development in our core. This project will also provide a reliable water system for years to come and significantly improve the health of the Thames River.

There are undoubtedly some challenges ahead, but we will be here for you every step of the way. During this period, we will do our utmost to promote Richmond Street and continue to encourage Londoners to support local business and continue visiting this important destination.

We recognize how tough COVID-19 has been for the business community and we have enormous admiration for all you have done to keep our community safe. I'm grateful for your quick and decisive actions to help us all during this period.

And now we want to do all we can to give back as we enter into this period of construction, which is essential now, to ensure we have a vibrant, thriving city for years to come.

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We're lucky to be able to work with such an engaged group of committed resident and business owners here on Richmond Street. Throughout this toolkit, we have outlined services offered by us to address your priorities.

This infrastructure project is part of our vision of a London that supports future development while also protecting our environment. I'm personally excited for what it will bring.



A handwritten signature of Ed Holder in blue ink, written in a cursive style.

Ed Holder, Mayor of London



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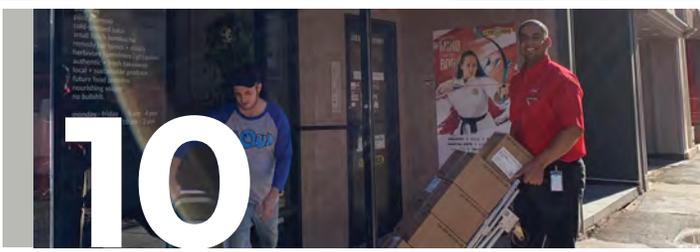


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Your guide to construction.



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Core Construction Program

Designed for business owners impacted by construction.

Recognizing the challenges construction presents for our local business community, the City of London has developed a program focused on keeping business owners connected to the project and project team, every step of the way. This guide will equip you with the tools, information and contacts you'll need during the construction season ahead. We'll share information about the many ways the City is working with you. We'll also provide you with some helpful tips that other businesses have used to thrive during construction.

Established in 2018, the City's core construction program is designed to offer a level of service above and beyond our standard procedures for projects occurring in diverse and densely developed parts of the city. Working in these areas requires careful oversight, coordination and constant communication – all with the goal of minimizing disruption to local businesses, residents and customers.



The Core-Area Boundary:

Through this program, construction activity occurring in the city's core area is closely monitored to help ensure the experience is as positive as possible. This program is subject to review and may be applied to other projects with similar construction impacts to those experienced in London's core.



What's Included:

You can expect the City to:

- Develop a communications plan, unique to your area, with the BIA
- Provide opportunities to partner on events and marketing
- Improve the travel experience within the construction zone and surrounding areas
- Enable easy access to City services and staff
- Provide clear, ongoing project updates
- Coordinate pedestrian, cyclist, bus and motor vehicle travel to your destination

Program materials can be identified by the tagline:

●●● Connecting our future

What's New:

As approved by Council, additional funding has been allocated through the Core Area Action Plan to enhance the current program with:

- **NEW** A Construction Dollars Pilot program
- **NEW** A Core Area Ambassador Pilot program
- **NEW** Temporary Free Municipal Parking

During this construction period, City Council has also approved:

- **NEW** Community Improvement Plan program loan payment suspensions

**Questions about the Core Construction Program?
Just ask Jim.**

Phone: 226-268-2978
Email: downtownjim@london.ca



Contacts

Your connection to the City.



Meet Larry Davidson

Your Construction Project Manager

"It is my priority to keep you informed throughout the construction season. Don't hesitate to reach out with construction questions - I'm just a phone call away!"

Contact Larry to:

- Get information about changes to the construction site
- Discuss service interruptions
- Coordinate deliveries
- Resolve issues in the construction zone (example: waste removal)
- Ask about construction processes
- Get in touch with the contractor

The contractor needs to remain focused on managing their crew and subcontractors. Please stay in direct contact with Larry, not members of the crew.



Phone: 519-661-2489 ext.2101
Email: ldavidso@london.ca



Meet Jim Yanchula

Your Downtown Projects & Business Relations Manager

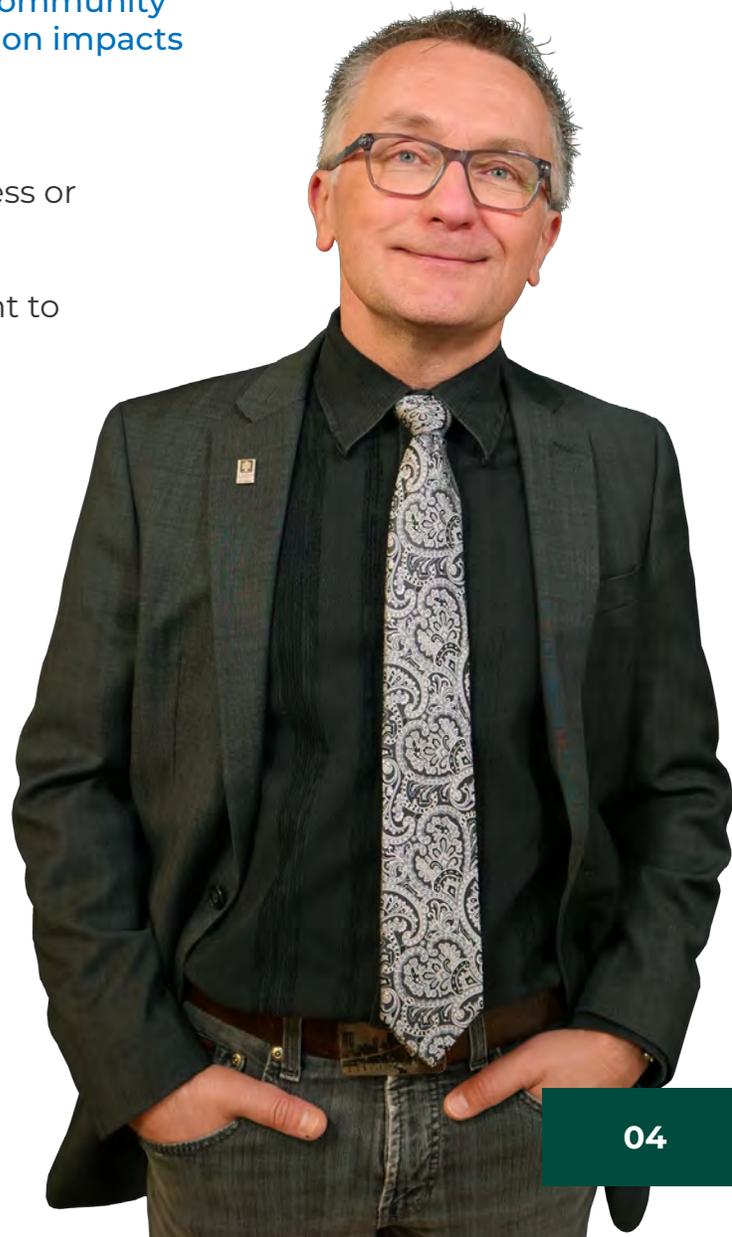
"Based on your input, I will be diligently working with City staff, the contractor and our partners in the community to develop solutions that minimize construction impacts on you and your neighbours."

Contact Jim to:

- Discuss construction impacts on your business or property
- Get updates on project progress/timelines
- Notify the City of key dates that are important to your business (example: events)
- Review options to maintain business access and operations
- Suggest improvements or share construction experiences
- Submit formal complaints or feedback to the City of London

The BIA is primarily responsible for information related to marketing and/or industry best practices. Get in touch with Jim for information about City resources.

Phone: 226-268-2978
Email: downtownjim@london.ca





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Construction Conditions

Delivered in partnership with L-82 Construction Limited.

The City of London aims to maintain a clean, safe and secure space for everyone entering the construction zone. The following expectations were set with this in mind:



Project Schedule & Staging Plan

Schedule: A multi-stage approach will be used which makes construction more efficient. Crews will be working south to north, from York Street to King Street in the spring, in the intersection of Richmond Street and King Street during the summer and from King Street to Dundas Place during the fall. The schedule takes into account expected average weather conditions and known above and underground site conditions. Minor finish-up work will occur the following year in each zone with minimal disruption.

Please note: The intersection of Richmond Street and King Street will be closed during the second stage of work, at a time when traffic volumes are low. Closing the intersection will allow us to speed up the construction process overall.

Site Monitoring: Construction administration staff are on site at all times when construction is taking place. Their role is to supervise progress and troubleshoot issues with the contractor to help ensure construction is completed on time.

Penalties: There are measures in the contract to ensure compliance with the contract requirements, including project timelines.





Waste Management

Curb-Side Pick-Up: For properties that normally receive City garbage collection on Richmond Street, containers are to be set outside along the construction fence to be picked up daily at 6 a.m. All empty containers will be given back to the appropriate business.

Important: Businesses using private garbage services will continue as-is unless construction requires temporary alternative arrangements to be made. If you are currently using a private garbage service, please make your City Project Manager aware.



Site Cleanliness

Needle and Sharps Management: The construction site will be monitored and swept for needles and sharp objects on a regular basis.

Window Washing: As dust accumulates, a periodic window washing service will be provided to clean street-level windows within the construction zone.

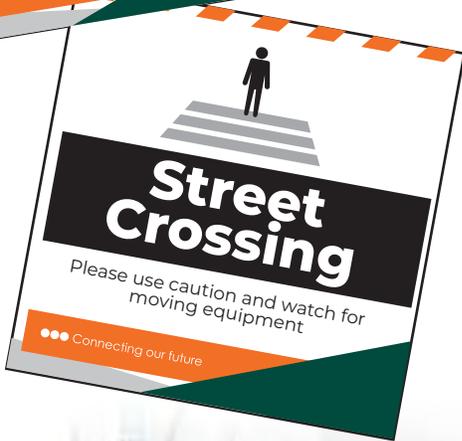
Street Sweeping: Sidewalk and street sweeping will be ongoing within the construction zone as well as on adjacent side streets.

If conditions are not being met, report it by contacting Larry so the City can investigate.

Phone: 519-661-2489 ext.2101

Email: ldavidso@london.ca





Traffic Management

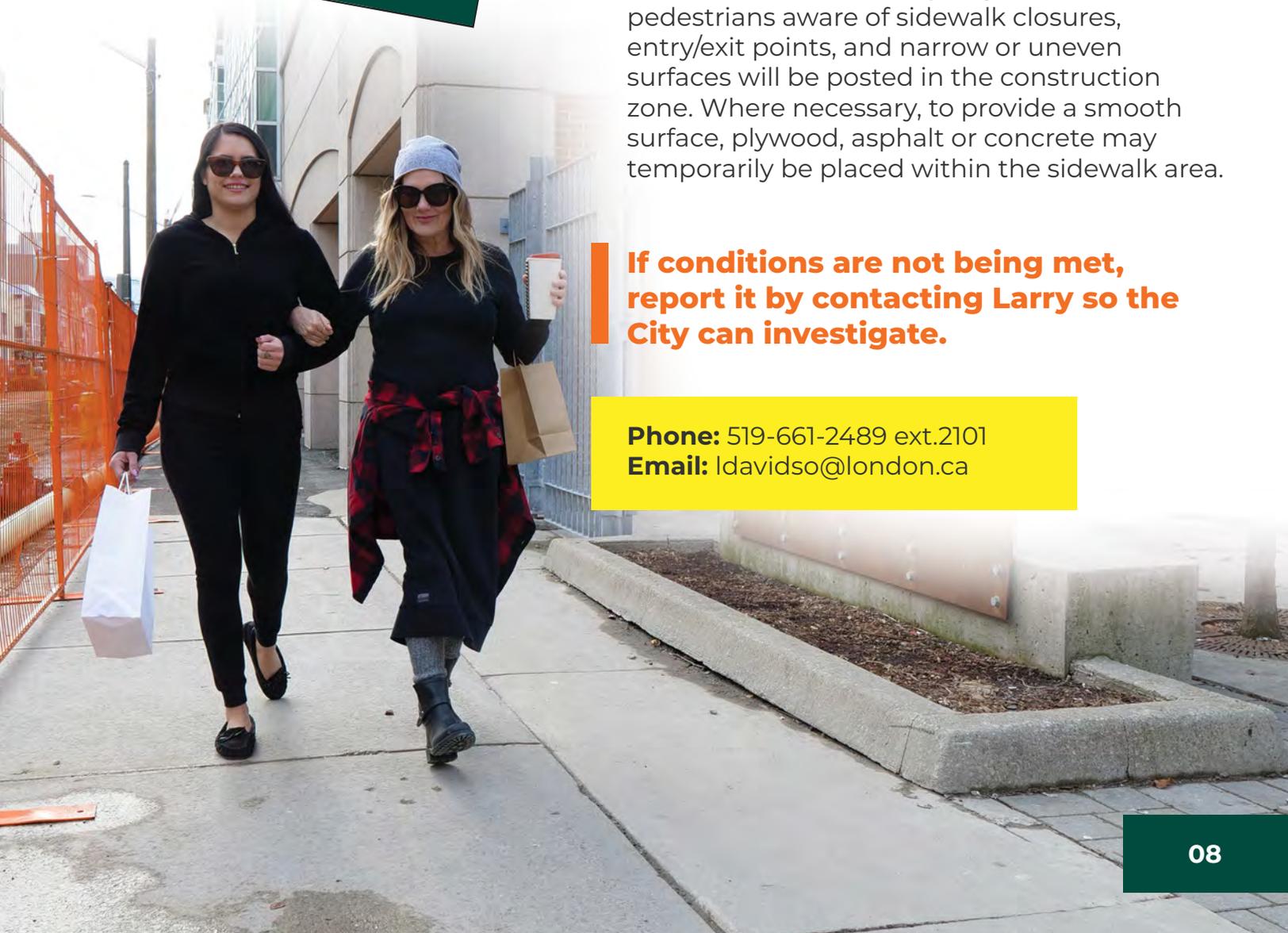
Detour Routes: Any long and short-term detour routes will be clearly marked with construction signage to help guide cyclists and motorists through the area.

Please note: To accommodate traffic on King Street during the Richmond Street closure, two blocks of King Street, from Talbot Street to Clarence Street, will be temporarily converted to two-way traffic. This setup will allow all road users to navigate the area more easily during construction.

Pedestrian Accessibility: Signs to make pedestrians aware of sidewalk closures, entry/exit points, and narrow or uneven surfaces will be posted in the construction zone. Where necessary, to provide a smooth surface, plywood, asphalt or concrete may temporarily be placed within the sidewalk area.

If conditions are not being met, report it by contacting Larry so the City can investigate.

Phone: 519-661-2489 ext.2101
Email: ldavidso@london.ca



Temporary Loading Zones

Making deliveries and passenger pick-ups easier.

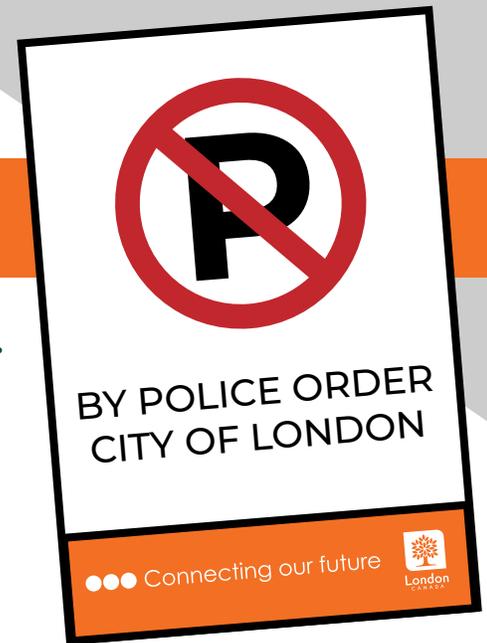
Temporary Loading Zones can be set up in nearby curb-side locations where conditions permit. They will have a **"No Parking By Police Order"** bagged parking meter or pay station along with a **"No Parking"** sign with a bright orange core construction banner at the bottom.

Reminders:

- **Update your network:** Let your suppliers know where to find temporary loading zones during construction. Check london.ca/richmondstreet for an up-to-date Loading Zone location listing.
- **Only active loading is accepted:** Designated loading zones are reserved for those actively loading or unloading during posted hours.
- **Be courteous and load quickly, so others can too:** Once the delivery has been made, encourage your supplier to leave as quickly as possible, or find a parking space if spending more time in the area.
- **No stopping means no stopping:** These signs are posted to keep traffic and transit moving, including emergency vehicles. Look for the nearest permitted loading zone or parking lot instead. Please use loading spaces responsibly.

Contact City Parking Services to report abuse of temporary loading zones.

Phone: 519-661-4537
Email: enforcement@london.ca



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Working Together

Construction is coming, let's do this.

Construction changes rapidly so it is important that we stay connected in multiple ways to help make this transition as painless as possible. This section provides a summary of resources available to help you stay on top of construction.



Ways To Stay Informed:

- **Construction Notices:** Up to four construction notices will be mailed to both the property owner and building occupant during the construction season.
- **Website:** Visit the project web page (london.ca/RichmondStreet) for links to the latest construction updates and City resources.
- **Social Media:** Periodic updates and promotional content will be posted on Downtown London's Facebook and Twitter pages to make it easier for you to share.
- **Email Notifications:** When issues arise that may have immediate effects on adjacent properties/businesses, a construction alert will be sent to email list subscribers. The email will include information about the issue and steps being taken to address it.
- **Biweekly Updates:** Information about the status of construction will be sent to email list subscribers and posted on Downtown London's Facebook and Twitter pages every other Friday.



Ways to Navigate Construction:

- **Waze App:** City staff keep the Waze navigation app up to date. Promote Waze to help drivers find the most efficient routes to your destination.
- **Signage:** Signs unique to your construction zone will be installed in partnership with the contractor. All signs have been carefully designed to inform visitors of impact(s) without dissuading them from travelling through the area.
- **Shareable Maps:** Whenever there is a significant construction event (example: major detour), map graphics will be provided to email list subscribers and posted on Downtown London's Facebook and Twitter pages to clearly communicate the change.
- **Pedestrian Navigation Maps:** Daily closures will be clearly marked on large Pedestrian Navigation Maps, which will be available at all construction zone entry/exit points.

Refer to the Construction Support chart and Marketing & Promotions Support chart on london.ca/RichmondStreet for a list tools, resources and services available during construction.





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Conquer Construction

Be a good neighbour.



Down below, we've listed five tips that have been successful for business owners in previous construction projects and have helped the community flourish.

1. Think About Accessibility

Small gestures like keeping an eye out for people who need assistance navigating the construction zone or placing signage at lower levels for all to see, often results in faithful business patrons.

2. Get Involved

Help promote Richmond Street and all it has to offer by participating in marketing opportunities along the way. This could include radio ads, videos, or events held during construction to encourage visits. To learn more, sign up for the construction email list. If you know someone without access to email, please take a moment to share the information with them.

3. Share on Social Media

Being active on social media is a fantastic way to let everyone know that you're open for business. Get started by liking and sharing posts found on Downtown London's Facebook and Twitter pages and tagging all of your content using the hashtag recommended by your BIA.

4. Partner on a Promotion

Consider partnering with a fellow business owner to run a contest or reward your customers for continuing to visit. Be sure to keep the BIA informed when these things are happening so we can all help promote!

Important: If interested in putting temporary signs up, please contact the BIA first.

5. Subscribe to the City's Email List

Help us share construction updates and build project momentum by becoming an informed neighbour. Sign up for the construction email list to get biweekly progress reports sent direct to your inbox.

The City uses email notifications as a key way to communicate. Please join our construction email list.

Sign up here:

london.ca/RichmondStreet



↗ london.ca/coreconstruction



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