



Core Construction Toolkit

●●● Connecting our future



London
CANADA

A Message From
Mayor Ed Holder

Thank you for helping us build a more sustainable city.

Dear Business Owners,

There's just something special about the Old East Village.

Its unique heritage character serves as a community hub for residents and draws visitors as a distinct destination. Our City wouldn't be the same without you which is why the Dundas Street (Old East Village) Infrastructure Renewal project is so important.

There is vintage infrastructure in this area that needs to be upgraded to ensure you can tap into it for years to come. But that's not all. Families can expect a more pleasant walking and cycling environment, which cannot be achieved without temporarily taking cars off the road.

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 the Old East Village 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.

We're lucky to be able to work with such an engaged group of committed residents here in the OEV. Throughout this toolkit, we have outlined services offered by us to address your priorities.

This revitalization project is a continuation of our vision for an accessible London for everyone. I'm personally excited for what it will bring.



Ed Holder, Mayor of London



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Table of Contents

Your guide to construction.



Page

	Core Construction Program	pg. 1
	Contacts	pg. 3
	Construction Conditions	pg. 5
	Working Together	pg. 10
	Tips to Conquer Construction	pg. 12

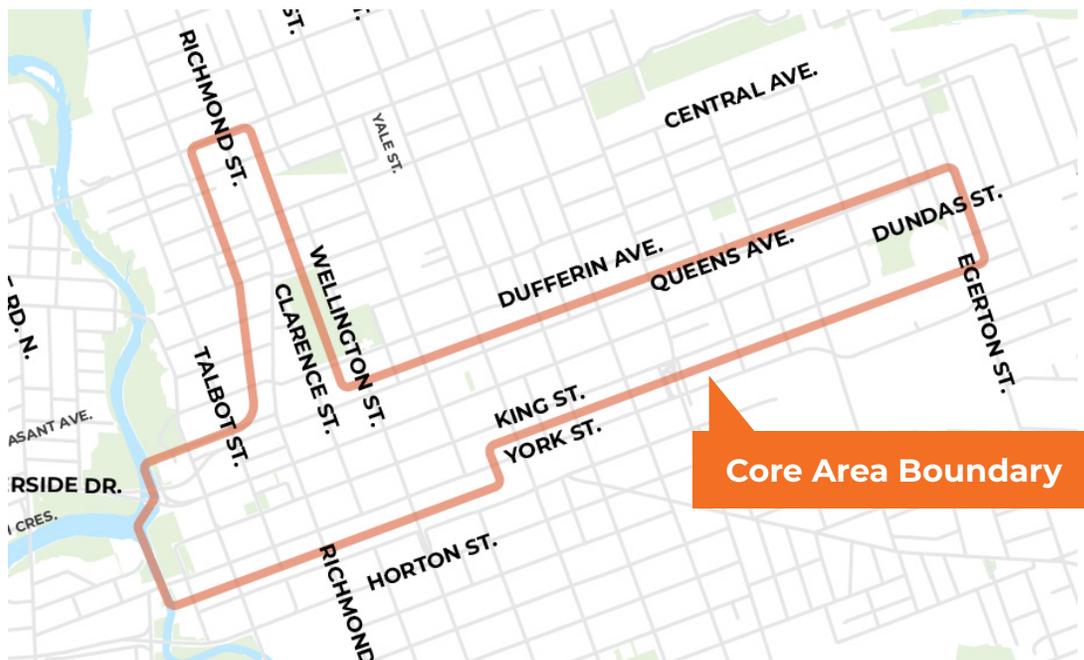


Core Construction Program

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:

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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

Refer to the Construction Support chart and Marketing & Promotions Support chart on oldeastvillage.com/digoev for a list tools, resources and services available during construction.



Contacts

Your connection to the City.



Meet

Jonny Ngai

Your Construction Project Manager

"It's 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 or text away!"

Contact Jonny 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 Jonny, not members of the crew.

Phone: 519-851-3667
Email: jngai@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 business advice. 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 Bre-Ex 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 to make construction more efficient by allowing the most intensive work to be completed within one construction season. Crews will be working west to east, from English Street to Ontario Street in 2020 and from Adelaide Street North to English Street in 2021. The schedule takes into account expected average weather conditions and known above and underground conditions.

Touch-Ups: Minor finish-up work will occur the following year in each zone, usually in early spring with minor disruption.

Site Monitoring: Construction administration staff are on site at all times when construction is taking place, 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.

Storage: A certain amount of space is needed just outside of the main construction area to safely store equipment and materials.





Site Security

NEW Security Presence: Security officers employed by the contractor will be patrolling and monitoring the construction zone. They supplement the London Police Service and City security patrols assigned to the area.

Mid-Block Connections: Like a crosswalk through the construction zone, a fenced mid-block pedestrian pathway will be available.

Fencing: Construction fences will be installed to protect your visitors and keep them at a safe distance outside of the areas where construction work is occurring. Fencing will maintain sightlines for all travel through the area.

NEW Lighting: Old street lights will be removed within the construction zone and replaced with brighter temporary lighting.

In the event of an emergency – call 911



London's Coordinated Inform Response Team continues to operate during construction. This caring and compassionate response aims to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.



Waste Management

Curb-Side Pick-Up: For properties that normally receive City garbage collection on Dundas 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

Litter & Recycling: Litter and recycling receptacles for pedestrian use will be installed within the construction zone and emptied weekly.

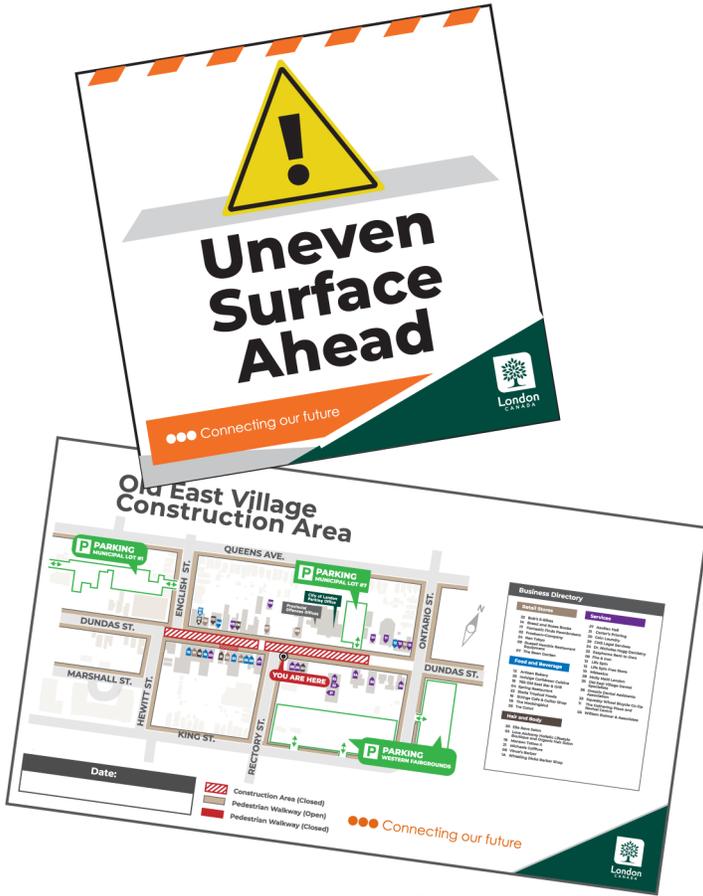
Cigarette Disposal: Cigarette butt disposal units will be installed on the construction fencing and emptied weekly.

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.





Traffic Management

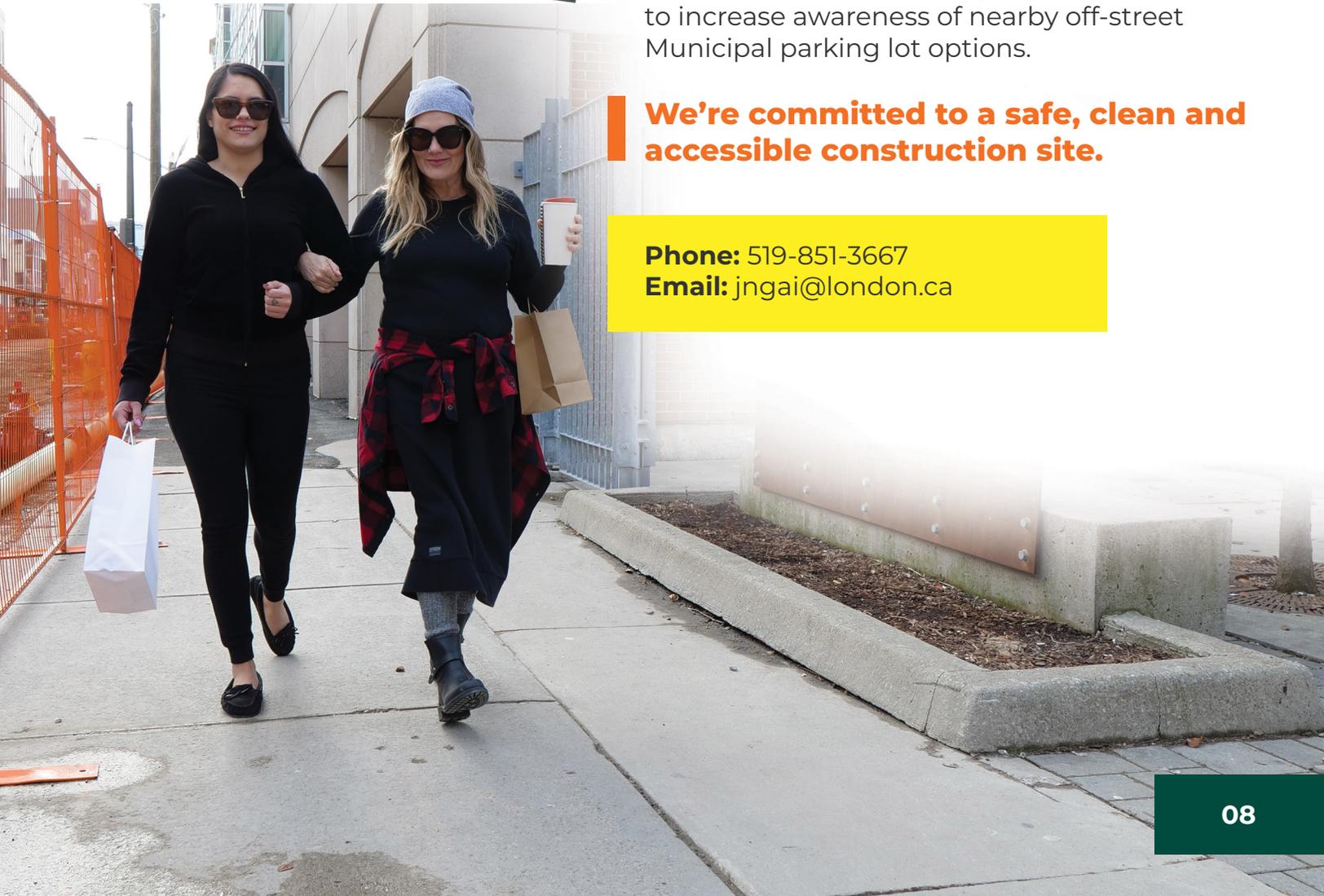
Detour Routes: Any long and short-term detour routes will be clearly marked with signage to help guide cyclists and motorists through the area.

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

Parking Lot Awareness: Signs with information about parking lots will be posted to increase awareness of nearby off-street Municipal parking lot options.

We're committed to a safe, clean and accessible construction site.

Phone: 519-851-3667
Email: jngai@london.ca



Temporary Loading Zones

Making deliveries and passenger pick-ups easier.

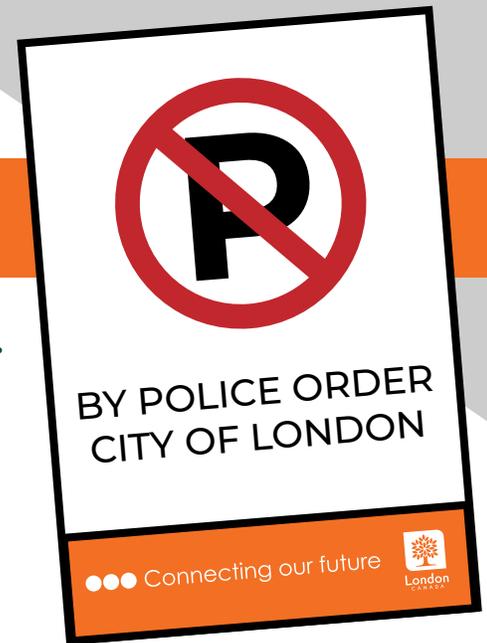
Temporary Loading Zones can be set up in nearby on-street parking spaces. They will have a **"No Parking By Police Order"** bagged parking meter or pay station along with a **"No Parking"** sign with a bright orange core construction banner at the bottom.

Reminders:

- **Update your network:** Let your suppliers know where to find temporary loading zones during construction. Check the Core Area Loading and Deliveries Map for locations near you. oldeastvillage.com/digoev
- **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





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 Old East Village website often (oldeastvillage.com/digoev) for links to the latest construction updates and City resources.
- **#DIGOEV Facebook Page:** Periodic updates and promotional content will be posted on Facebook (facebook.com/digoevldn), making it easy 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 the DIGOEV Facebook page 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 the DIGOEV Facebook page to clearly communicate the change.
- **Pedestrian Navigation Maps:** Daily closures will be clearly marked on large Pedestrian Navigation Maps, which are available at all construction zone entry/exit points.

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

Sign up here:
oldeastvillage.com/digoev

PARK FOR FREE WITH THE HONK APP



#DIGOEV!

promo code:

DIGOEV

2 hours free *



**MUNICIPAL
LOT #1, LOT #7**

* Valid from April to December 2020



Our neighbours at the Western Fair are offering space in their parking lots for your customers during this time. Please be advised that this area may become unavailable during the Western Fair.

DOWNLOAD THE HONKMOBILE APP



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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 Old East Village 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 the DIGOEV Facebook page and tagging all of your content using the #DIGOEV hashtag.

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!

5. Subscribe to the City's Email List

Help us share construction updates with the community and generate excitement around project momentum by becoming an informed neighbour. Sign up for the construction email list on oldeastvillage.com/digoev 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:
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