



# Core Construction Toolkit

●●● Connecting our future

Dundas Street (Old East Village) – 2021



London  
CANADA

**A Message From**

# **Mayor Ed Holder**

**Thank you for helping us build a more sustainable city.**

**Dear Business Owners,**

Old East Village is more than just a main street, which is why the Dundas Street Infrastructure Renewal project is so important.

Our city wouldn't be the same without you, and your business helps establish this area as a unique, vibrant, and welcoming district.

This year we are embarking on the final phase of this project, which will complete the replacement of aging infrastructure to support businesses and residents for years to come. While this work is completed underground, we will be adding improvements to the streetscape aboveground as well. Sidewalks will be made wider, trees will be planted, and brighter streetlights will be installed for shoppers and diners on Dundas Street.

A separated eastbound bike lane is being built on the south side of Dundas Street along with improved transit stops. These changes being made to Dundas Street will support safe, comfortable transportation options for everyone visiting Old East Village.

There are undoubtedly some challenges ahead, but we will be here for you every step of the way. This toolkit outlines services we are offering to address your priorities throughout construction.

During this period, we will do our utmost to promote the Old East Village and continue to encourage Londoners to support local businesses.

We recognize how tough COVID-19 has been for our city's business community and we have enormous admiration for all you have done to keep our community safe. We're lucky to be able to work with such an engaged group of committed residents and businesses here in Old East Village.

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





# Table of Contents

Your guide to construction.



 <p>4</p>	<p><b>Core Construction Program</b> pg.4</p>
 <p>6</p>	<p><b>Contacts</b> pg.6</p>
 <p>9</p>	<p><b>Construction Conditions</b> pg. 9</p>
 <p>13</p>	<p><b>Working Together</b> pg.13</p>
 <p>15</p>	<p><b>Tips to Conquer Construction</b> pg.15</p>



# 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:

### You can expect the City to:

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** Temporary Free Municipal Parking

During this construction period, City Council has also approved:

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



# Contacts

Your connection to the City.

Meet  
**Larry Davidson**

Your Construction Project Manager



“I can help answer questions about construction, and will be keeping you informed throughout the project. Don’t hesitate to reach out and contact me, and remember to sign up for email updates.”

Visit [london.ca/oev](https://london.ca/oev) to subscribe for email updates about construction.

### 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:** 519-854-3791

**Email:** [ldavidso@london.ca](mailto:ldavidso@london.ca)





## Meet **Jeff Shaughnessy**

### **Your Downtown Projects & Business Relations Manager**

“We’re here to help support you through construction, and I will be working with City staff, the contractor, and our partners in the community to minimize impacts to you and your neighbours.”

#### **Contact Jeff 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 Jeff for information about City resources.**

**Phone:** 519-852-5220

**Email:** [jshaughn@london.ca](mailto:jshaughn@london.ca)





## Contacts

**We are committed to a construction zone that is safe, clean and accessible. Spot an issue in the construction zone? The project team is here to help.**



**Reporting Non-Emergencies:** Contact London Police.

**Foot Patrol:** 519-670-4023

**General Hotline:** 519-661-5670

**Reporting Parking / Loading Zone Issues:**

Misuse of temporary loading zones or vehicles parked in non-designated locations.

**Parking Enforcement:** 519-661-4537

**Reporting concerns related to the construction crew's compliance to COVID-19:**

**Bre-Ex:** 519-652-3225

**In the event of an emergency:** Fires, crimes in progress, medical emergencies or something making you feel unsafe.

**Call 911**

### Coordinated Informed Response

A caring and compassionate response that aims to support individuals who are street involved and living unsheltered find safe alternative solutions focused on housing.

**Someone living unsheltered on London's streets or in need of outreach support:**

**Call London Cares** at 519-667-2273

**Someone causing harm to themselves, others or property:**

**Call 911**

**Encampments or needles:**

**Call** 519-661-4570

or email us at [service@london.ca](mailto:service@london.ca)

Homeless Prevention & Housing is a community issue that needs a community response. If you have an idea or are part of an organization that wants to help with shared solutions to London's homelessness, please reach out the Homeless Prevention & Housing team at [homelessprevention@london.ca](mailto:homelessprevention@london.ca)







# 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:** Crews will be working on Dundas Street between Adelaide Street North and English Street in 2021, with some finishing touches being completed between English Street and Ontario Street. 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 supervision 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.



## COVID-19 Safety Precautions

Nothing is more important than the health and well-being of our employees, partners and community. Since the beginning of the pandemic, we have worked to ensure our staff and crews continue to follow the most stringent health practices.





## Site Security

**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**



## 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. Spot an issue? Let us know.**

**Phone: 519-854-3791**  
**Email: [ldavidso@london.ca](mailto:ldavidso@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](http://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](mailto: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](http://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](https://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.

**Refer to the Construction Support chart and Marketing & Promotions Support chart on [oldeastvillage.com/digoev](http://oldeastvillage.com/digoev) for a list tools, resources and services available during construction.**

# PARK FOR FREE WITH THE HONK APP



#DIGOEV!

promo code:

**DIGOEV**

**2 hours free \***



**MUNICIPAL  
LOT #1, LOT #2**

\* Valid April to December 2021



**PARKING  
MUNICIPAL LOT #2**

641 Queens Ave.  
ZONE 2171



**PARKING  
MUNICIPAL LOT #1**

434 Elizabeth St.  
ZONE 2170



Anyone wishing to access the promotion without using the app can also phone ahead to the City's Parking Services, at 519-661-4537, and the discount can be arranged.

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. Contact the Old East Village BIA about Construction Dollars, and be sure to keep the BIA informed when your promotions are happening so we can all help share!

### 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](http://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:**  
[london.ca/oev](http://london.ca/oev)



↗ [london.ca/coreconstruction](https://london.ca/coreconstruction)



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