



Core Construction Toolkit

●●● Connecting our future

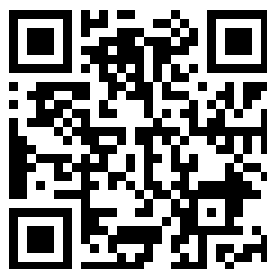
Downtown Loop - 2023
Wellington Gateway - 2023



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This Year's Projects

The **Downtown Loop Phase 3** and **Wellington Gateway Phase 1** projects will be constructed in 2023 along Wellington Street from Queens Avenue to the south branch of the Thames River. These multi-year rapid transit projects aim to add transportation and transit improvements above ground, while repairing and replacing aging underground infrastructure.



[getinvolved.london.ca/
downtownloop](https://getinvolved.london.ca/downtownloop)



[getinvolved.london.ca/
wellingtongateway](https://getinvolved.london.ca/wellingtongateway)

This key map showcases the construction staging of the Wellington Gateway Phase 1 and the Downtown Loop Phase 3 projects.



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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.



Supports available:

You can expect the City to:

- Develop a communications plan unique to your area, with Downtown London
- 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

Provide additional funding to the Core Area Action Plan as approved by Council to enhance the program with:

- A Construction Dollars program
- Temporary Free Municipal Parking
- Courtesy 'Park and Pick up' locations

Program materials can be identified by the tagline:

●●● Connecting our future



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Contacts

Your connection to the City.

Meet

Trent Laithwaite

Your City Project Manager



"I am looking forward to supporting you throughout this construction season. Thank you for your patience and cooperation as we build two rapid transit projects on Wellington Street this year. I'm here to help, so please reach out if you have questions or concerns during construction and don't forget to sign up for email updates!"

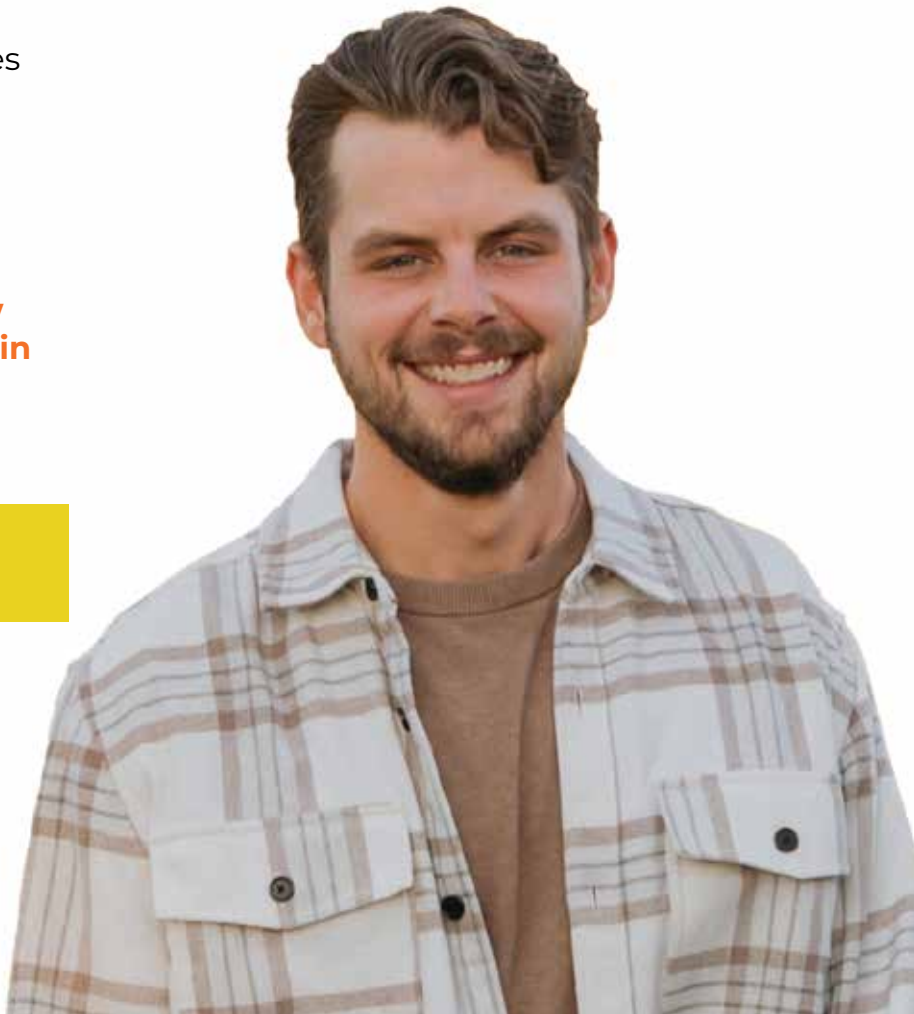
Contact Trent to:

- 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 Trent, not members of the crew.

Phone: 226-219-7197

Email: tlaitwaite@london.ca



Meet **James Scott**

Your Construction Business Relations Coordinator

“We’re here to help! I will be working alongside City staff, construction crews, and our partners in the community to support you throughout construction. Feel free to reach out at any time if you have questions or would like to discuss anything related to construction in your area.”

Contact James 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

Downtown London is primarily responsible for information related to marketing and/or business advice. Get in touch with James for information about City resources.

Phone: 519-661-2489 ext. 7548

Email: jscott@london.ca





Contacts

We're committed to a construction zone that is safe, clean and accessible. Spot an issue with the construction zone? Here are some other contacts that you can reach out to when you spot an issue during construction.



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:

Trent Laithwaite: 226-219-7197 tlaitwaite@london.ca

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.

Trespass Authorization Program:

Call 519-661-3828 CIR@london.ca

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: Call 519-661-4570

or email us at es@london.ca

Discarded Needles: Call 519-661-2489 ext. 4965

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





Construction Conditions

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 and minimize impacts to businesses, residents and visitors downtown.

Construction on Wellington Street will continue until December 2023, with some planned carry-over work in 2024.

Site monitoring: Construction administration staff are on site frequently 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.

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.

Thank you for your support and cooperation as we build this new infrastructure downtown to improve your commute.





Site security

Security presence: Security officers may be employed by the contractor as required to patrol and monitor the construction zone. They would supplement the London Police Service and City security patrols assigned to the area.

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.

Lighting: Street lights will be maintained at all times during construction to ensure a safe environment for businesses, residents and visitors. Old street lights will be replaced with brighter temporary lighting.

In the event of an emergency – call 911

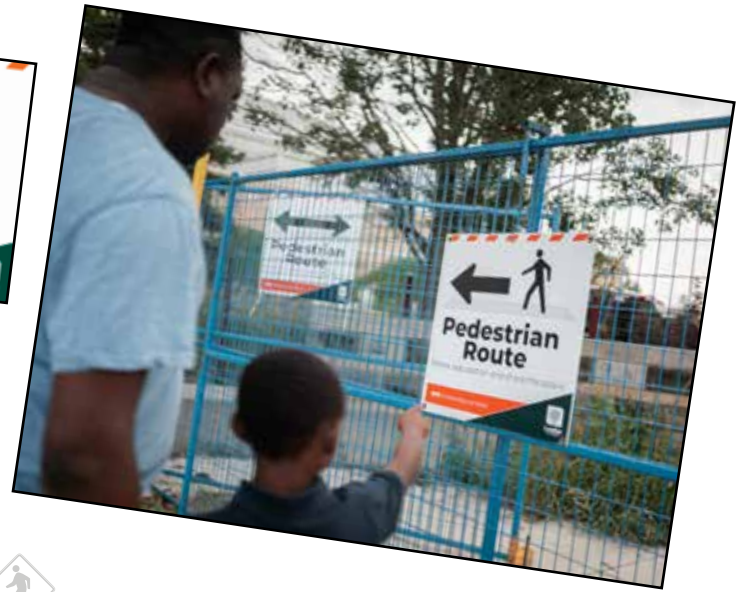


Waste management

Curb-side pick-up: For properties that normally receive City garbage collection, please stick to your normal zone collection schedule. 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 regularly.

Cigarette disposal: Cigarette butt disposal units may be installed on construction fencing as required and emptied on a regular basis.

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

Dust control: Continuous site cleanups and dust suppressant materials will be used to minimize dust in and around the construction area.

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 pedestrians and road users through the area.

Pedestrian accessibility: Signs to make pedestrians aware of sidewalk closures, entry/exit points, 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. If you know anyone who may need special accessibility accommodations, please point them to Trent, and we can help them plan their next trip to the area.

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: 519-661-2489 ext. 7548
Email: jscott@london.ca

After Hours or urgent matters:
519-661-4965

Temporary

Loading and pick up zones



Making deliveries and passenger pick-ups easier.

Temporary loading zones have been set up in nearby on-street parking spaces. Motorists can park for up to 20 minutes in designated park and pick-up zones marked with a “Temporary Delivery and Pick-Up Zone” sign.

Reminders:

- **Update your network:** Let your suppliers and customers know where to find temporary loading and pick-up zones during construction. Visit london.ca/b2b for locations near you.
- **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.
- **Bus-only lane:** The first bus-only lane downtown was built in 2021 on King Street between Ridout Street and Wellington Street. For safer, more efficient transit operations, parking, stopping, and driving are not permitted in this lane.



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

Phone: 519-661-4537

Email: parkingenforcement@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:** Construction notices will be mailed to both property owner and building occupant during the construction season.
- **Website:** Visit the City's Get Involved website (<https://getinvolved.london.ca/downtownloop> or <https://getinvolved.london.ca/wellingtongateway>) for the latest construction updates and City resources.
- **Downtown London Facebook page:** Periodic updates and promotional content will be posted on Facebook ([facebook/DowntownLondon/](https://facebook.com/DowntownLondon/)), 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.
- **Bi-weekly updates:** Information about the status of construction will be sent to email subscribers. Don't forget to sign up to receive construction email updates.



Ways to Navigate Construction:

- **Navigation apps:** People driving are encouraged to use navigation apps, such as Waze and Google Maps to find the most efficient routes to their destinations.
- **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 closure), map graphics will be provided to email list subscribers to help locals and visitors navigate the construction area safely.
- **Pedestrian navigation maps:** Daily closures will be clearly marked on large Pedestrian Navigation Maps, which are available at all construction zone entry/exit points.

Scan this code to sign up for email notifications and updates

getinvolved.london.ca/downtownloop
getinvolved.london.ca/wellingtongateway



Parking & Loading



Core Area complimentary parking:

Customers and visitors can take advantage of two-hour complimentary on-street and municipal lots parking, by entering the promo code **CORE** in the HONK app, or contacting Parking Services at 519-661-4537.



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 Downtown 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. Don't forget to sign up for the [construction email list](#) to learn more and to receive construction updates.

3. **Share on social media**

Being active on social media is a fantastic way to let everyone know that you're open for business. Like and share posts found on the Downtown London and City of London social media channels.
@CityofLdnOnt
@Downtown_London

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 Downtown London about Construction Dollars, and be sure to keep them informed when your promotions are happening so we can all help share!

5. **Connect with your Business Relations Coordinator:**

Reach out to James at any time during construction for project updates, questions or inquiries.

Phone: 519-661-2489 ext. 7548

Email: jscott@london.ca

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

Sign up here:

getinvolved.london.ca/downtownloop

getinvolved.london.ca/wellingtongateway





london.ca/downtownloop
london.ca/wellingtongateway



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