

Infrastructure Renewal and Transit Downtown Loop

london.ca/downtownloop



**Construction
Project Manager**

Jaden Hodgins
jhodgins@london.ca



**Construction Business
Relations Coordinator**

James Scott
jscott@london.ca

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Getting started



- **Use Q&A button** to ask a question anytime or to let us know about any technical difficulties.
- Questions will be answered after the presentation.



- This meeting is being recorded and will be posted online at **getinvolved.london.ca/downtownloop**

Agenda:

- Welcome and introductions
- Engagement guidelines
- About the project
- Construction overview
- Supports and communications
- Q&A session

Presenters



Jennie Dann
Director, Construction and
Infrastructure
City of London



James Scott
Construction Business
Relations Coordinator
City of London



Ted Koza
Division Manager,
Major Projects
City of London



Claudia Jaimes
Manager, Public
Engagement
City of London



Jaden Hodgins
Construction Project
Manager
City of London



Melanie Stone
Accessibility and
Inclusion Advisor
City of London



Sgt. Mike Pottruff
Coordinated Informed
Response
London Police



Colleen Gyori
Marketing Manager
Downtown London

Q&A Panelists



Jennie Dann
Director, Construction
and Infrastructure
City of London



James Scott
Construction Business
Relations Coordinator
City of London



Emad Saleh
Project Manager
J-AAR Excavating



Ted Koza
Division Manager,
Major Projects
City of London



Claudia Jaimes
Manager, Public
Engagement
City of London



Sgt. Mike Pottruff
Coordinated Informed
Response
London Police



Jaden Hodgins
Construction Project
Manager
City of London



Peter McAllister
Project Manager
Dillon Consulting



Melanie Stone
Accessibility and
Inclusion Advisor
City of London

The Downtown Loop

The Downtown Loop



Rapid Transit Projects



The Downtown Loop Phase 1

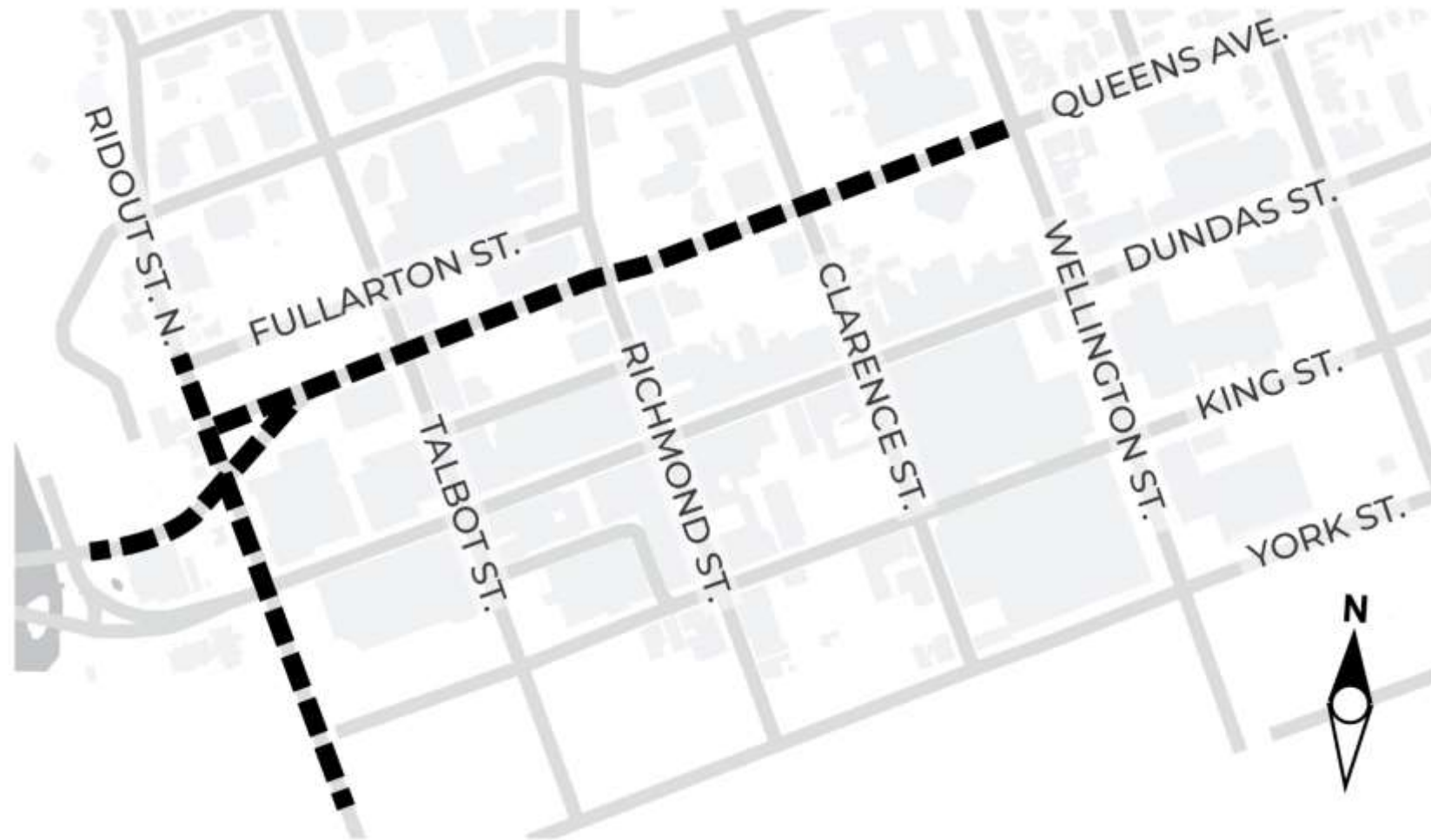


The Downtown Loop Phase 2

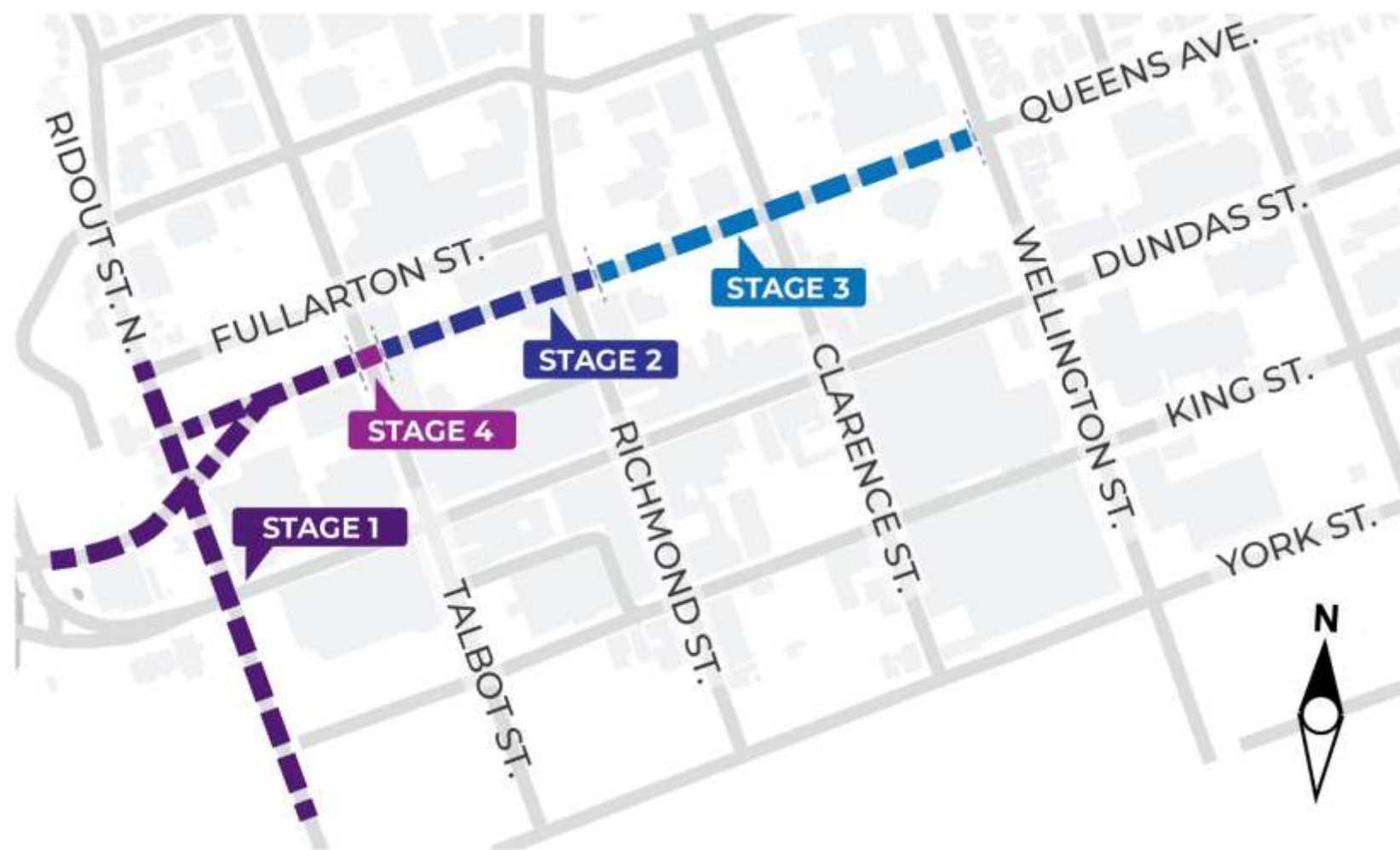


Construction overview

Construction overview



Construction staging



Construction coordination

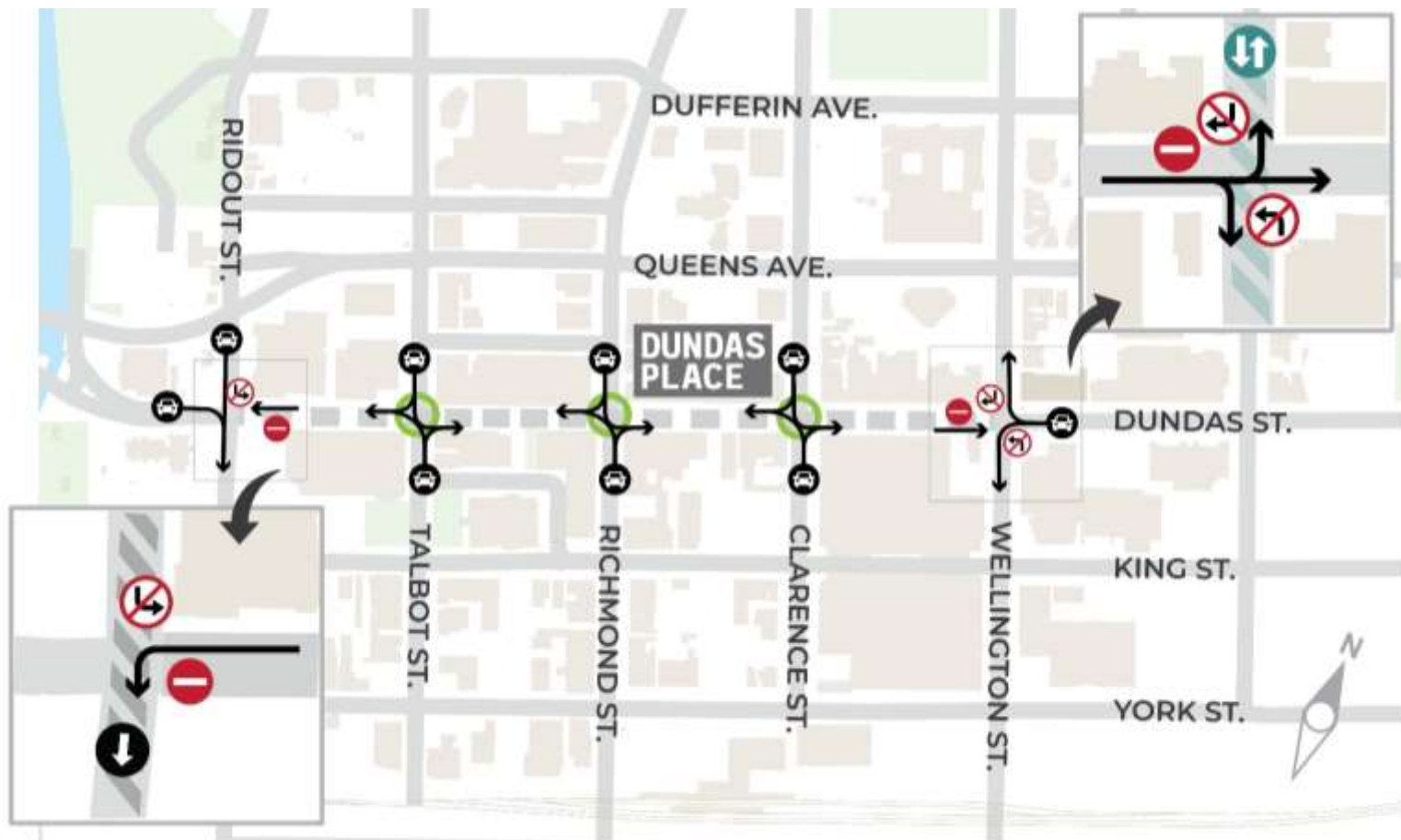


Traffic management



Traffic management

Dundas Place traffic diversion



Lessons learned

Navigating construction

Pedestrian and sidewalk access



Navigating construction

Road, bicycle, and transit access



Service interruptions

Scheduled and emergency



Monday, August 23, 2021

Dear business, property owner or resident:

Please be advised that due to unforeseen circumstances during construction, the watermain on King Street between Richmond Street and Clarence Street had to be shut down today at approximately 1:40 p.m. today.

Crews are working to restore the water system as soon as possible, and are expecting to have it back up and running by 3:00 p.m. today.

Sorry for the inconvenience.

Jeff and Jaden



Construction Site Safety

Site safety and cleanliness



Property and personal security

Construction 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. Use this card to select the appropriate contact.

Reporting Construction Site Issues:
Related to litter, pedestrian pathway conditions or construction activity. Please send us a photo when possible.
Larry Davidson:
519-661-2489 Ext. 2101

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 Community Health & Safety Issues:
Individuals experiencing homelessness demonstrating distressed, disruptive and/or unpredictable behaviour.
See back of card

Reporting concerns related to the construction crew's compliance to COVID-19:
L-82: 519-649-1082

In the event of an emergency:
Fires, crimes in progress, medical emergencies or something making you feel unsafe.
Call 911

To discuss construction Impacts on your business and all other inquiries:
Jim Yanchula: 226-268-2978

Our team aims to respond within 24 hours or less. If you reporting an urgent construction matter and/or attempting call after-hours and are unsuccessful, try our dispatch team at 519-661-4965 or es@london.ca.

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For business, property owner and resident use only.

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

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



London Police Services

COVID-19 update

In response to COVID-19, London Police has assigned Crime Prevention Officers to manage questions or concerns from business owners. Their contact information is as follows:

Cst. Paulo Domingues

pdomingues@londonpolice.ca

Note: Carl works shifts covering 7 days a week

Catherine Fountain

cfountain@londonpolice.ca or 226-268-1331

Note: Catherine works Monday-Friday, 12:00-8:00 p.m.

Coordinated Informed Response (CIR)

- Aims to support individuals who are street involved, sleeping rough, and urban camping, with safe alternative solutions focused on housing and supports.
- Aims to address safety and health concerns throughout the city of London by establishing policies, programs and practices with a goal to minimize negative health, social and legal impacts associated with drug use, drug policies and drug laws.
- Partnership between London Cares and Atlohsa Family Healing Services Outreach, London Police Services Foot Patrol, City of London Stability Services, By-Law, Roads and Parks divisions and several City of London divisions.

Coordinated Informed Response (CIR)

Trespass Authorization Program: offers support to private property owners that are experiencing situations with vagrancy and street involved individuals.

More information available at:
[London.ca/CIR](https://london.ca/CIR)

Contact information:

- 519-661-3828
- CIR@london.ca
- London Cares (519) 667-2273



Accessibility

Accessibility



Accessibility



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

Spot an issue? Report it.
service.london.ca



**Report an Issue about a
Construction Project**

Our website is monitored from 8:30 a.m. to 4:30 p.m. Monday to Friday and
is intended for reporting non-urgent feedback or concerns.
When reporting an issue online, you may request a call back.

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Parking and loading

Parking, loading and deliveries

Loading zones



Parking, loading and deliveries

Courtesy and temporary delivery & pick-up zones



Temporary Delivery & Pick-Up Zone



Parking has been temporarily
adjusted to support businesses
during construction.

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Supports and communications

Meet James

Your Construction Business Relations Coordinator

jscott@london.ca | 519-661-2489 ext. 7548

- 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
- Review options to maintain business access and operations
- Suggest improvements or share construction experiences



Meet Jaden Hodgins

Your Construction Project Manager

jhodgins@london.ca | 519-661-2489 ext. 4074

- Get information about changes to the construction site
- Discuss service interruptions
- Coordinate deliveries
- Resolve issues in the construction zone
- Ask about construction processes
- Get in touch with the contractor





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.

Stay informed

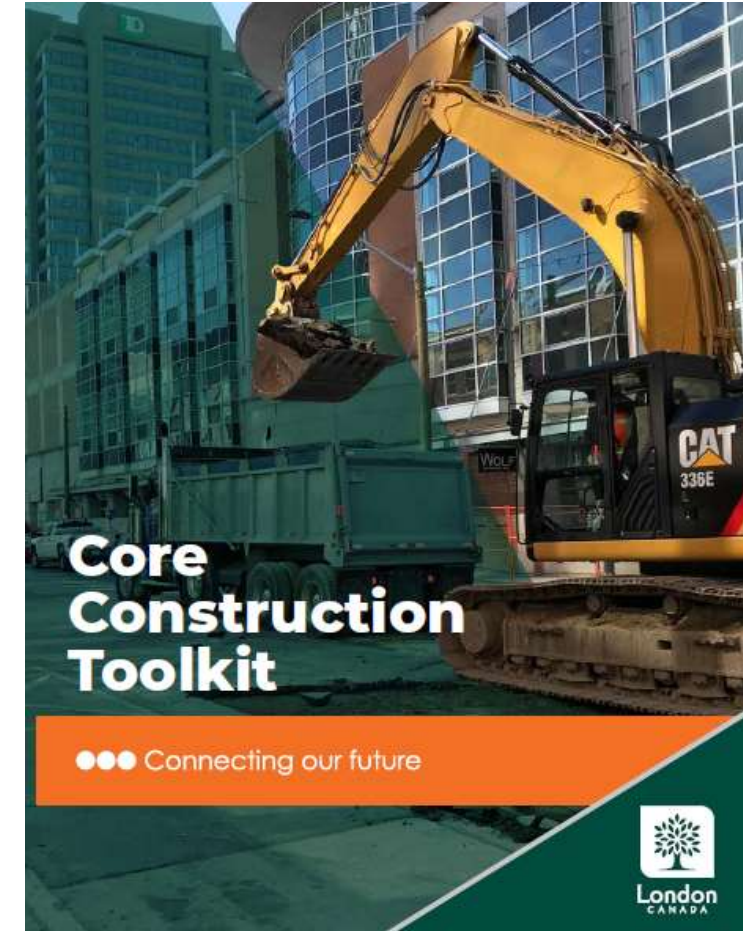
Website:

getinvolved.london.ca/downtownloop

Social Media:

Follow @CityofLdnOnt

Follow @DowntownLondon



Key contacts

Project inquiries:

downtownloop@london.ca

Construction issues:

Jaden Hodgins

jhodgins@london.ca | 519-661-2489 ext. 4074

Business relations:

James Scott

jscott@london.ca | 519-661-2489 ext. 7548

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Thank you

Q&A