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<b>TO:</b>	<b>CHAIR AND MEMBERS CIVIC WORKS COMMITTEE MEETING ON DATE: MAY 14, 2012</b>
<b>FROM:</b>	<b>JOHN BRAAM, P.ENG. ACTING EXECUTIVE DIRECTOR, PLANNING, ENVIRONMENTAL &amp; ENGINEERING SERVICES &amp; CITY ENGINEER</b>
<b>SUBJECT:</b>	<b>COMMUNICATION FOR MAINTENANCE WORK</b>

<b>RECOMMENDATION</b>
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That, on the recommendation of the Acting Executive Director- Planning, Environmental and Engineering Services and City Engineer, this report **BE RECEIVED** and reported to Municipal Council for their information.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
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- 1) ETC Report–Mon Mar 21, 2005–“Management of Social Costs of Construction on City Streets”.
- 2) ETC Report – Mon. May 30, 2005 – “Implementation of Strategies to Reduce Negative Social Costs of Construction on City Streets”.
- 3) ETC Report on Mon. Oct. 29, 2007 – “Social Impact Review”
- 4) ETC Report-Mon. Nov. 12, 2007 – “Communication Policy for Construction Projects”
- 5) CWC Report – Dec. 19, 2011 – “Communication and Duration for Maintenance Work”

<b>BACKGROUND</b>
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**Purpose:**

At its meeting on Jan. 10, 2012, Municipal Council resolved:

That the matter of communicating the duration of plans and timelines for maintenance work projects (road works, sidewalk repair, street light repair, etc.) to affected neighborhoods and residents BE REFERRED to the Civic Administration to obtain comments from interested Councillors and Corporate Communications, and report back at a future meeting of the Civic Works Committee (CWC); it being noted that the CWC reviewed and received an information report dated December 19, 2011, from the Executive Director, Planning Environmental and Engineering Services, in response to an inquiry from Councillor M. Brown to the September 12, 2011 Built and Natural Environment Committee, with respect to this matter.

**Discussion:**

City staff engaged Councillor Matt Brown and Corporate Communications to exchange information and ideas about improvements to the communication for sidewalk replacement work.

Under the existing Council policy, maintenance work does not require any public notification. Councillor Brown has requested increased communication from a sidewalk panel replacement program constructed by City staff, which is categorized as maintenance.

A pilot project involving one concrete crew will take place during the 2012 construction season for sidewalk panel replacements. A sign will be placed at the work site that invites the public to call 519-661-4570 or email the Customer Service Division at [es@london.ca](mailto:es@london.ca) should they have any questions regarding this work. This is a low cost alternative to the program options that were proposed at the the December 19, 2011, CWC.

**Summary:**

A trial project should be undertaken in 2012 to assess whether enhanced communication for sidewalk replacements in driveways adds value.

**Acknowledgements:**

This report was based on consultations with Councilor Matt Brown, Elaine Gamble, Director of Corporate Communications, and Jay Stanford Director , Environment Fleet and Solid Waste.

<b>PREPARED BY:</b>	<b>RECOMMENDED BY:</b>
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