

Valley Line West LRT and Me

A Guide for Business Owners Near LRT Construction

CITY OF EDMONTON / APRIL 2021



Valley Line LRT Map

-  Valley Line West
-  Valley Line Southeast
-  Existing LRT



A Guide for Business Owners Near LRT Construction

The LRT is coming to west Edmonton. So what does that mean for you as a business owner?

The Valley Line West LRT will service your community and offer customers increased access and convenience to get to your business. It's also a transformational project that will help spur the development of transit-oriented, walkable, vibrant communities. The LRT is about connecting Edmontonians with the places that matter to them, including businesses, work, communities and key destinations across the city.

But first, we have to build it. For the next several years, you can expect construction activities to take place between downtown and Lewis Farms.

Although the Valley Line West LRT will bring many benefits, we understand LRT construction may bring disruptions and challenges for you as a business owner. As part of our commitment to working together with you, we created this guide to:

- + Help you understand what to expect during LRT construction.
- + Share information about the ways we will work with you during the project.
- + Offer some tips for you as a business owner near LRT construction.



What resources does the City provide during construction?

One of our main priorities includes working with you to keep you informed and to minimize impacts whenever possible. Our approach throughout the project is to:

- + Work together through project construction.
- + Create opportunities for conversation and connection about construction.
- + Provide a variety of ways to learn more about the project.

LRT Projects Information Centre

The best way to get in touch with our team is to contact the LRT Projects Information Centre by calling 780-496-4874 (voicemail) or emailing lrtprojects@edmonton.ca. We regularly monitor this account and do our very best to get back to you as soon as possible.

Access to City Staff

If you need more we are also available by email, phone call or meetings. We can also arrange for members of our project team to speak at business meetings.

Project Updates

We will distribute information bulletins and postcards to businesses close to the LRT route with information about project progress and milestones. We will strive to give as much advance notice as possible about work that impacts you. You can also find up-to-date information about Valley Line West and subscribe to email updates at edmonton.ca/ValleyLineWest.

Signage

When the usual routes to businesses are not possible due to construction, temporary signs will be placed in the public right-of-way to direct customers around or through the construction area. We will also provide "Open for Business" signage – more information to come, so stay tuned!

Citizen Working Group Meetings

The Valley Line West has five Citizen Working Groups in communities along the LRT route to share information, identify issues and seek opportunities to minimize impacts related to construction. To see details and learn about upcoming meetings, visit: edmonton.ca/ValleyLineWest and click on "community outreach".

Information Sessions

We plan to host a variety of information sessions with members of the project team to share details about the project and give you another opportunity to ask questions.



What can you do during construction?

We recognize that it can be challenging to operate a business when there are road and sidewalk detours in place. Here are some tips from other businesses that you may find helpful in addition to any activities you have planned to help reach out to your customers.

Marketing

Here are some marketing tips to let your customers know you are still open and help them navigate construction:

- + It's a good idea to be active on social media. New photos and updates help keep your customers informed and engaged.
- + Retweet, repost and share construction impacts that the City posts on social media.
- + If you're not set up already, add your business listing and location on Google My Business ([google.ca/business](https://www.google.ca/business)) to increase your visibility online.
- + Another good idea to consider is establishing an e-commerce site to complement your street-side business.

If you're looking to improve your online presence, Making Edmonton Digital (makingedmontondigital.com) offers free digital marketing consulting services to businesses within Edmonton's Business Improvement Areas (BIA).

Install temporary signage

The Valley Line West LRT contractor (Marigold Infrastructure Partners) will install directional signage directing customers to alternate accesses when construction blocks a main business entry to direct customers to other accesses. Marigold will also install Open for Business signage in areas where construction will block or obscure your businesses. If you would like to install your own temporary signage, please view the Edmonton Zoning Bylaw at edmonton.ca/temporarysigns.

Connect with communities

Consider partnering with other businesses or neighbourhood associations. Your local Business Improvement Area (BIA) is a great resource if your business is located within a BIA. For more information, visit: edmonton.ca/businessimprovementareas

Keep customers informed

Consider gathering customer contact information so you can email customers to keep them informed and remind them you are still open.

Have a script

Consider recording an automated message or keeping a script next to your phone so you and your employees have quick and easy directions to provide to customers. We are happy to help you to develop one.

Stay informed & reach out

Attend public meetings about the construction project to voice concerns, get ideas and hear the latest updates. You can find details by visiting edmonton.ca/ValleyLineWest. We're available through the LRT Projects Information Centre by calling 780-496-4874 (voicemail) or emailing lrtprojects@edmonton.ca.



Who is building the LRT?

It takes many different organizations to build the LRT, including:

City of Edmonton:

The City of Edmonton contributes funding to the Valley Line West and oversees the entire project.

Marigold Infrastructure Partners:

Marigold Infrastructure Partners (Marigold) is the contractor for the Valley Line West project. Marigold will design, build and partially finance the Valley Line West LRT. They are responsible for communicating the day-to-day construction impacts to business owners.

Subcontractors:

To build the LRT, Marigold and its team members employ subcontractors. These are people or companies contracted to perform work at the site who are not identified as the general contractor.

Utility Companies:

Utility companies providing power, gas, telecommunications or other services. A lot of utility infrastructure is in the way of the future LRT line, so crews from these companies, or their subcontractors, have to relocate the utilities.



Common questions:

What will construction look like right now? What about in the future?

Our contractor, Marigold, started the detailed design and early construction work for the route in 2021. Construction will take up to six years to complete. Our utility relocation partners will also continue to complete work along the alignment.

We are also temporarily relocating the West Edmonton Mall Transit Centre to 90 Avenue while the Valley Line West LRT is under construction. The temporary transit centre is expected to begin construction in spring 2021 and open in fall 2021.

Once Marigold completes detailed design and early construction work they will start the LRT construction, which includes:

- + Widening and rebuilding roadways and sidewalks.
- + Building and installing LRT tracks and platforms.
- + Rebuilding the bridge along Stony Plain Road above Groat Road so the LRT can travel on it.
- + Building an LRT bridge over Anthony Henday Drive on 87 Avenue.

- + Building an elevated guideway (tracks) on 87th Avenue between 165 Street and 178 Street that connects the elevated West Edmonton Mall and Misericordia Hospital stations.
- + Building operations and maintenance facilities at Gerry Wright Operations and Maintenance Facility site (Whitemud Drive and 75 Street) and at Lewis Farms.
- + Building 14 stops along the route and two elevated stations.

When construction is complete, we will test and commission the line to make sure the LRT vehicles run safely on the tracks, and train our operators before we open the line to public service.

Will you build one section at a time or will I see construction along the whole route the whole time?

Marigold will complete the project sequentially, by bodies of work rather than locations. This helps to ensure the project is completed on budget and on time. You can think of it like building a home. Builders don't usually complete one room at a time. Instead they start with the foundation, then framing, electrical, and so on.

Common questions:

What should I expect during construction?

We'll work hard to lessen the impacts of construction, but you can expect noise, vibration and debris in areas close to construction. There will also be lane, road and sidewalk closures that will require detours along the route.

What are you doing to minimize dust and construction debris from coming onto my property?

The contractor must comply with the City's [Community Standards Bylaw](#), including keeping construction areas free of dust and debris as much as possible.

What will the traffic be like during construction?

Traffic will be significantly impacted, including lane reductions and road and bridge closures along the route. Our contractor, Marigold, will be required to maintain access to businesses and residences, as well as provide wayfinding signs, and when appropriate, other detour options for all affected modes of transportation. You can use the [Current Traffic Disruptions](#) map to locate current work along major roads that could impact your travel.

What are the hours for construction?

The contractor is required to follow the construction hours outlined in the City's Community Standards Bylaw. Hours of construction are:

Monday – Saturday: 7 a.m. – 9 p.m.
Sunday and Holidays: 9 a.m. – 7 p.m.

There are situations when the contractor can apply for permits to complete work outside of these hours.

How loud will the construction be?

The contractor is responsible for ensuring all noise complies with the City's [Community Standards Bylaw](#). If construction noise levels exceed the maximum limits (65 dBA, which is similar to the volume of a normal conversation), the contractor will have to apply for an exemption to complete the work.

Will waste collection and mail delivery continue during construction?

Yes. Essential services will continue for commercial properties. There may be changes due to construction impacts for waste collection, such as moving the pickup location from the front to the back of properties. Impacted businesses will be given advance notice.

We're here to help.

Construction can be a complicated process, especially on large, multi-year projects that run through existing communities. Our contractors do their best to keep work on schedule and minimize impacts as much as possible, but unexpected issues requiring adjustments may come up. We will work with our contractors to communicate any changes as soon as possible.

Contact us:

City of Edmonton
(for general project inquiries)
Visit: edmonton.ca/ValleyLineWest
Email: lrtprojects@edmonton.ca
Call: 780-496-4874 (voicemail)

Marigold Infrastructure Partners
(for construction inquiries)
Email: public@marigoldinfra.ca
Call: 780-412-2183



