



CITY OF LONDON, ONTARIO

CASE STUDIES

DEPLOYMENT OF BEST PRACTICE RESULTS IN SIGNIFICANT EFFICIENCY GAINS FOR THE CITY OF LONDON

The City of London has successfully applied the InfraGuide best practice *Coordinating Infrastructure Works*, resulting in significant efficiency gains in the areas of Pavement Degradation Fees and Local Improvement Charges. London has witnessed several positive steps towards a widely coordinated infrastructure program, bringing significant credibility to the practices the City of London implements while minimizing disruption and maximizing the value of their infrastructure works.

The Challenge

Public works managers are often exposed to public complaints when poor coordination between infrastructure projects exists. Disruption and social costs to the community along with the perception of waste and inefficiency is an unfortunate, if inevitable outcome of a lack of effective coordination. This, along with fairly dramatic growth in new developments in cities such as London can negatively influence the coordination of infrastructure works.

The Solution

InfraGuide's *Coordinating Infrastructure Works* outlines how and why infrastructure renewal programs must be coordinated to the maximum extent possible. As direct implementation of this best practice the City of London has adopted: Pavement Degradation Fees (PDFs)—a fee charged by the municipality for excavations in order to account for the reduced service life of pavement infrastructure; and Local Improvement Charges—a method used to conduct corridor upgrades without incurring high costs on residents that would be necessary if curb and gutter work were to be conducted in isolation at a later date. Other practices include:

Practices Already Employed	Practices Incorporated as a Direct Result of BP uptake	Practices Being Implemented in the Short Term due to BP	Practices Being Considered for the Long Term due to BP
Formal committees	External Utility Coordinating Committee — vice-chair position	Database of contractors	Integrated Infrastructure Management Program
Dedicated Funding for sewer and water	Improved projections from committees	Consideration of conditions on development	Block Funding mechanisms
Corridor Upgrades	Spot checks for permit requirements	Lane rental charges	
Permit requirements	Pavement Degradation Fees		
Trenchless Technologies	Communication updated website		
Multi-year plans			

The Value

As a result of adopting this InfraGuide best practice, the City of London has gained considerable legitimacy and municipal administrators are now aware of how to further improve future infrastructure works. The procedures that were implemented as a direct result of this best practice have provided the City of London with significant benefits and have moved the city towards more effective coordination of its infrastructure projects while providing a comprehensive projected timeline. The best practice, as a nation-wide endorsed reference tool, has brought momentous credibility to the practices the City of London is trying to implement and is an important tool for council, providing a base understanding of the issues and resulting in positive proactive steps.

Testimonial

Peter Steblin, General Manager for Environmental and Engineering Services with the City of London, notes that, "we, in the City of London, are strong supporters of InfraGuide. The concept of producing best practices in an easy to understand document, outlining what has worked in a variety of other cities across Canada, is invaluable to infrastructure practitioners. We are utilizing a number of the best practices in a variety of ways. We have also found that participation on the various InfraGuide committees is a great way of networking and learning from our peers across Canada. The days we spend together developing Best Practices also yield a wide variety of other benefits in this regard."



National Guide to Sustainable Municipal Infrastructures

Canada

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