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Sent: Friday, July 14, 2023 3:50 PM

To: SPPC <sppc@london.ca>

Cc: Woolsey, Heather <hwoolsey@London.ca>

Subject: [EXTERNAL] Added Agenda - SPPC Meeting - July 19 - Item # 4.1 - Master Accommodation Plan (MAP)

Please consider this E – Mail as an “ Added Agenda Submission “ to be distributed to the full SPPC Council team & Mayor prior to the Wednesday, July 19 SPPC meeting associated with Item # 4.1 on the agenda- Master Accommodation Plan . I approve this being part of the public record.

Mayor Morgan (Chair) / Full Council . Please accept the following as taxpayer input prior to approving the recommendation to move forward with partnership selection & procurement associated @ MAP.

1. To my knowledge , there has been little to no public input through full public meetings or through our now normal “ Get Involved London “ project site to reach out to taxpayers & “ full face “ customers of City of London services on how and where they (us customers) would preferred these services be delivered for MAP . This should be a requirement “ check box “ before partnering for MAP partnership & procurement.

Keep It Simple EXAMPLE : I am one of 5500 London rental licenses that must be paid annually and I still must show up in the City of London lobby annually to pay cash , debit or by VISA or snail mail the notice back WITH MY CREDIT CARD ## on the paper work . I can book a round of golf with better service and security assurance on-line than I can in dealing @ the licensing office . (still not on the Citizen Portal as at July 14th / and we bought the software 1 – 2 years ago) . This is not a whine but a reality !

2. I find it stunning the City of London would be asking to move forward with the procurement phase of MAP without factoring in the impact of the digitization , automation and stripping down of tasks and functions in their work flows based on compassions to best in standard business models before determining the future impact of that on the staffing / location and square footage of office space requirements going forward . The City of London would have a far greater return on investment spending \$10 million immediately on this process to improve service , reduce future staffing growth requirements and build of space requirements. Example – the City of Ottawa has approved this going forward starting in 2023 – best business practices audits of internal & external face time tasks.

3. I am a strong advocate that any future space requirements we built out or lease should be done with a strong 1st priority bias to be super flexible in the ability of that space to deliver multiple functional requirements . This is exactly why we have a 27 % vacancy rate in our Downtown office space now as we all just got a strong lesson on the future of work and lack of property build out functionality (homes / office / commercial etc) . Risks of ownership and capital losses are huge.

THXS For the consideration >. Chris Butler – Waterloo St