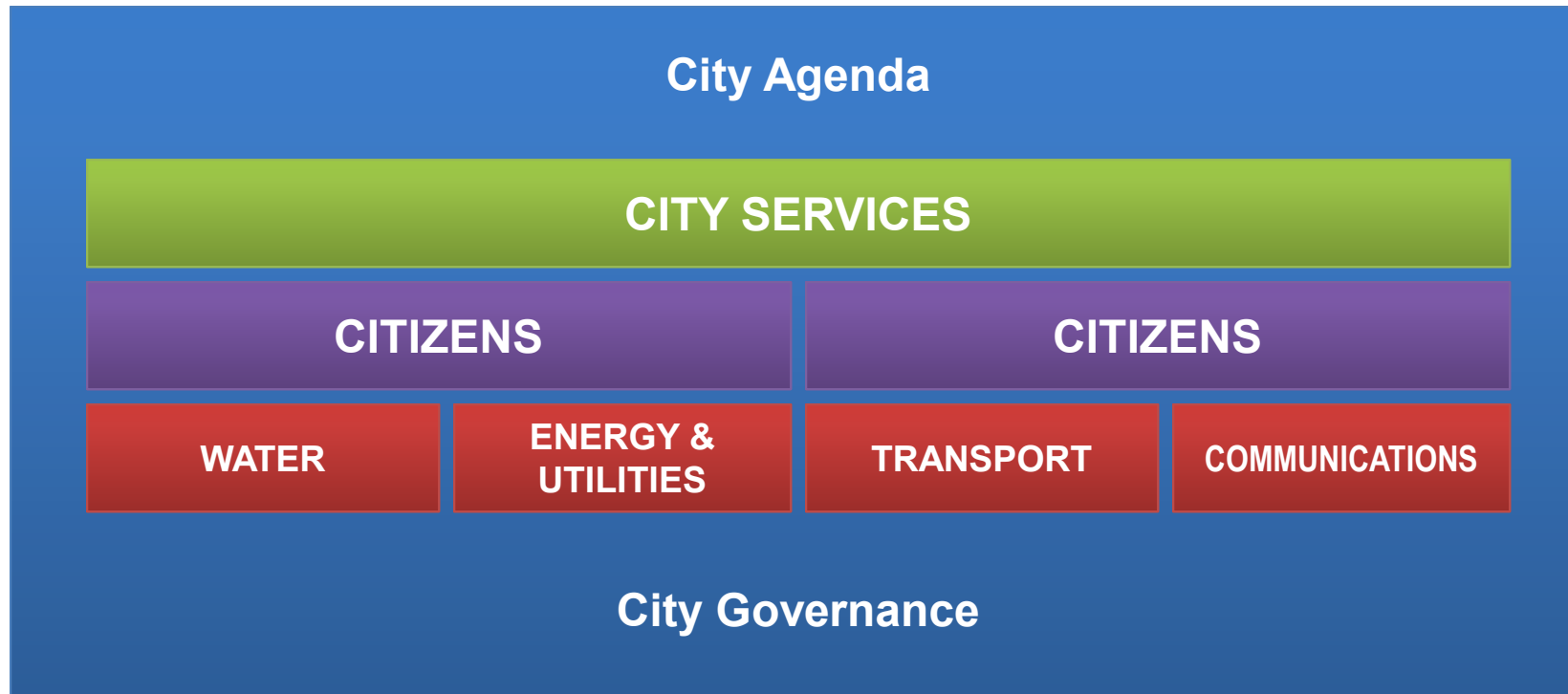


What is strategic planning?



Aligning actions to direction

Corporate Alignment



Corporate Alignment

If strategy is missing or unclear – **Confusion**

If structure is not aligned to strategy – **Friction**

If processes are not integrated and aligned – **Bureaucracy**

If resources are not allocated to priorities – **Poor Return on Investment**

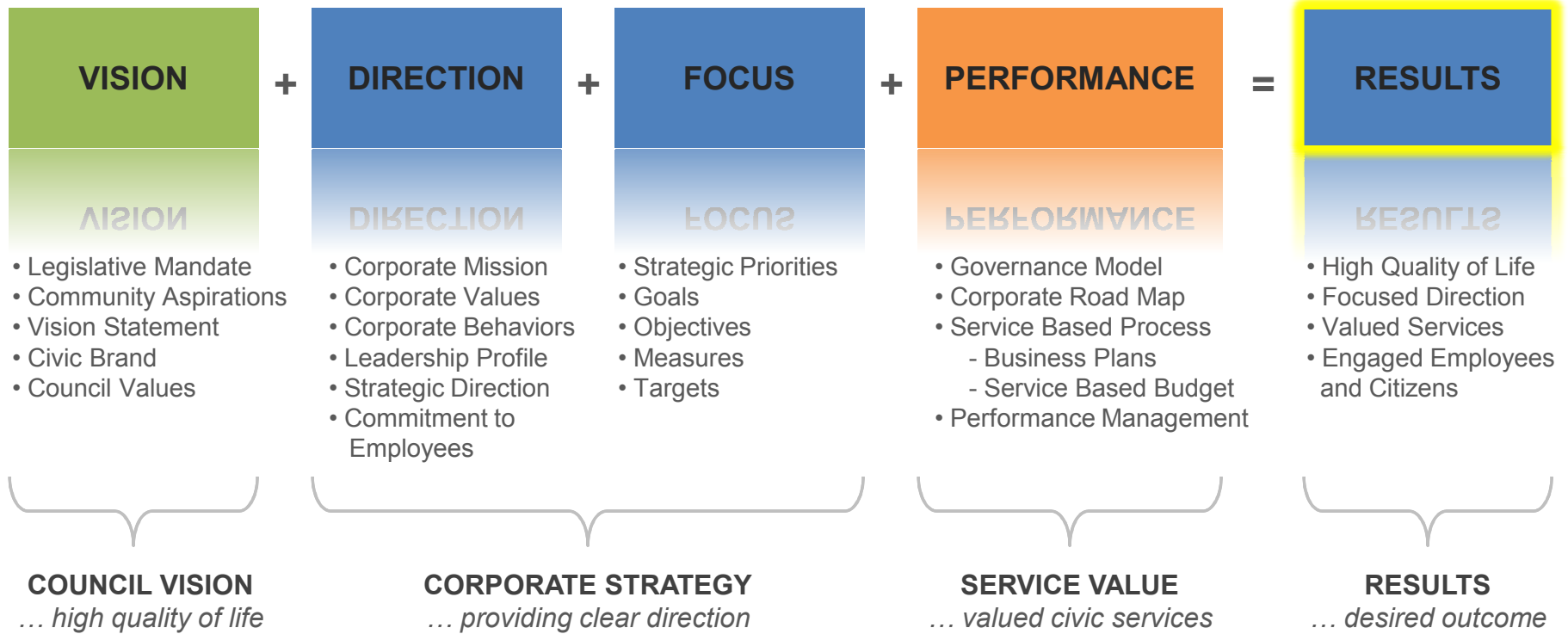
If people are not engaged or valued – **Low Performance**

Our Governance Model



Our Approach

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility



Vision

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility

Legislative Mandate	Defined by the <i>Municipal Act, 2001</i> which give the City responsibility to provide services to citizens and entrusts Council with the authority to make decisions.	✓ Complete
Community Aspirations	Londoners elect Council to deliver on their hopes, dreams and aspirations for our City.	✓ Complete
Vision Statement	A vision statement was developed during the Vision 96 process. Council has yet to finalize a common vision statement for the 2011-2014 Council term.	✗ Incomplete
Civic Brand	London has been known as “The Forest City” since 1856, represented by our tree logo. The tree represents growth, renewal, strength, stability and commitment to the environment.	? Requires confirmation
Council Values	Council adopted the following four values for 2006-2010: citizen engagement, open and accountable government, respect and integrity, and fiscal responsibility.	? Requires confirmation

Direction

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility

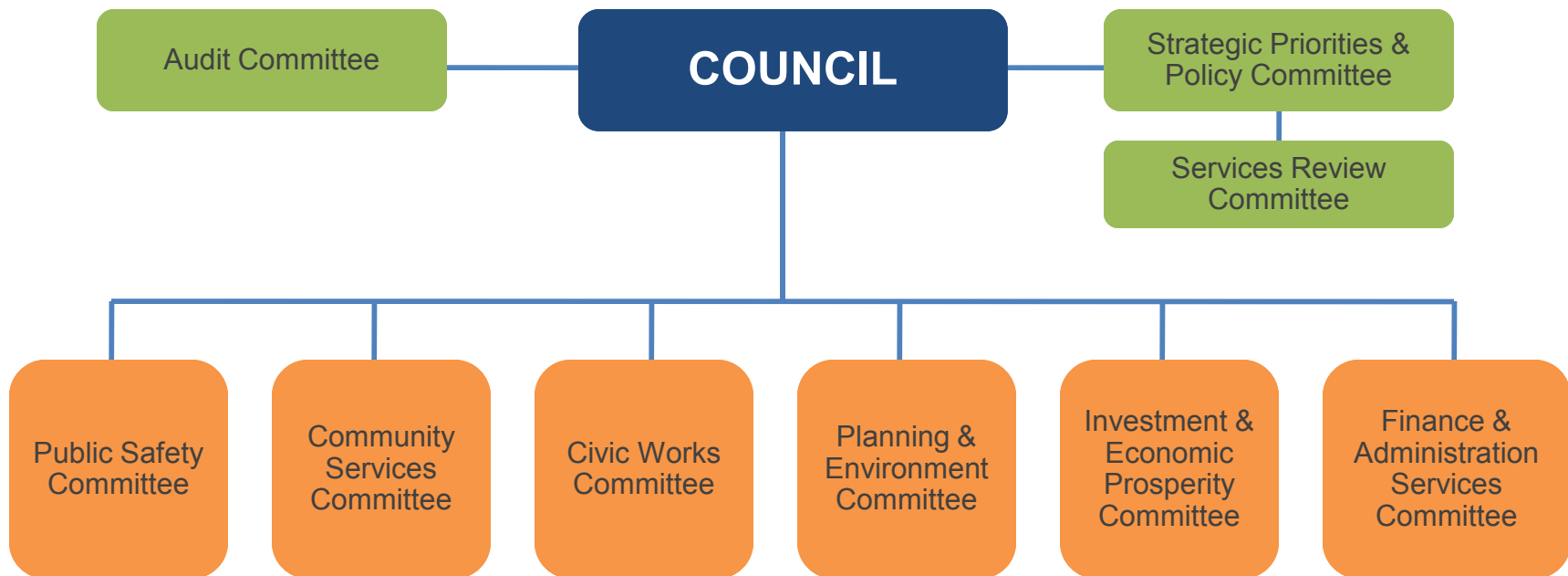
Corporate Mission	“At Your Service ... a respected and inspired public service partner.” Endorsed by Council in December 2010.	✓ Complete
Corporate Values & Behaviors	Values: Collective Accountability, Individual Responsibility Behaviors: Trust, Pride and Standing Together	✓ Complete
Leadership Profile	Developed by management team to describe the what it means to be a leader at the City of London.	✓ Complete
Commitment to Employees	Endorsed by Council in March 2011.	✓ Complete
Strategic Direction	Endorsed by Council in December 2010: Effectiveness - providing a better service or getting better value for the same service, time or effort. Economy – careful use of resources to save expense, time or effort. Efficiency – delivering the same level of service for less cost, time or effort.	✓ Complete

Focus

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility

Strategic Priorities	Currently 10 strategic priorities, each with a goal statement, objectives, and measures:	✔ Complete
	<i>Creative, Diverse and Innovative City</i>	<i>Good Government</i>
	<i>Community Vitality</i>	<i>Infrastructure Renewal and Expansion</i>
	<i>Economic Prosperity</i>	<i>Managed and Balanced Growth</i>
	<i>Environmental Leadership</i>	<i>Progressive Transportation</i>
	<i>Financial Stability</i>	<i>Supportive Workplace</i>

New Committee Structure*



* Pending Council approval on July 25, 2011

Performance

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility

Governance Model	Well integrated into the Corporation since 2006.	✓ Complete
Corporate Road Map	Consistent strategy since 2006 to transition the Corporation from organizational stability, to organizational effectiveness and economy, and finally, to organizational efficiency.	✓ Complete
Service-based Management Process	Implementation of a service-based budget as well as creation of a business planning process across the Corporation.	✓ Complete
Performance Management System	Initiatives implemented and underway to ensure that performance is based on clear objectives, regular reporting, supportive appraisals, fair compensation and development.	✓ Complete

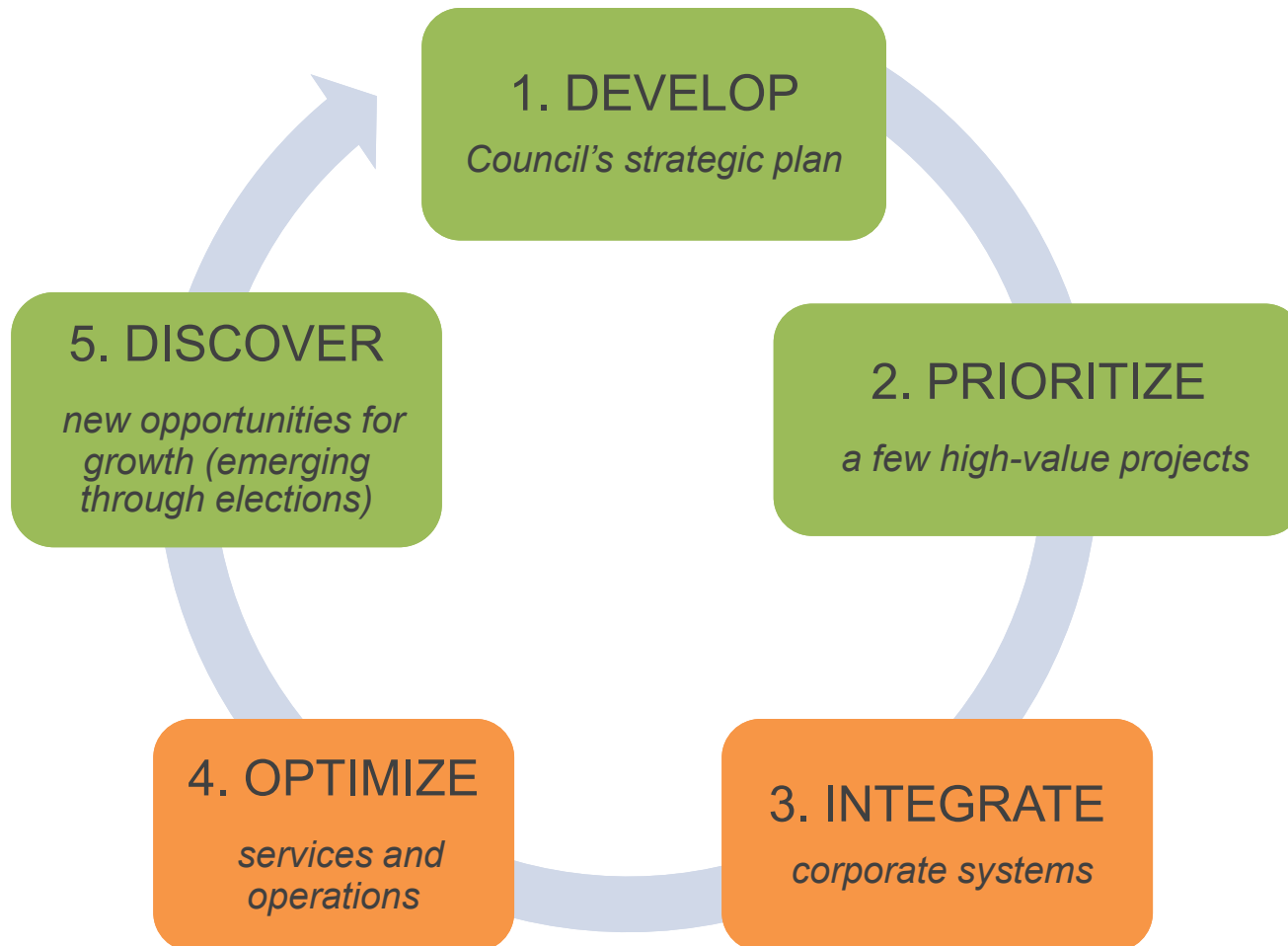
Results

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility

High Quality of Life	Achieve the VISION as set by Council.	✓ Complete
Focused Direction	Clear strategy achieved through DIRECTION and FOCUS .	✓ Complete
Valued Services	Quality municipal services delivered through PERFORMANCE .	✓ Complete
Engaged Employees & Citizens	An outcome of working together to achieve RESULTS .	✓ Complete

4-Year Process

- ◆ Council's responsibility
- ◆ Administration's responsibility
- ◆ Shared responsibility



Today's Objectives

1. DEVELOP

Council's strategic plan

Morning Session:

Focus on developing vision & strategic plan

2. PRIORITIZE

a few high-value projects

Afternoon Session:

Focus on identifying top priority projects for this term of Council