



Public Consultation Feedback

January 26 – February 4, 2015

- ‘what’s most important?’



= top 5

January 12 – 21, 2015



- ‘what’s missing?’
- 75 People attended 2 build-a-budget workshops
- 126 tweets and retweets
- 1 email
- 0 phone messages

- ‘what’s missing?’

- additional comments about the Strategic Plan

- 7 meetings (10 wards) with approx. 200 people attending
- 422 Online surveys completed
- 191 tweets
- 7 emails
- 1 phone message

Strengthening our Community

| 1. Vibrant, connected and engaged neighbourhoods | | # of votes |
|--|--|---|
| A | Develop and implement London's Strengthening Neighbourhoods Strategy 2015-2020 | 132 |
| B | Strengthen people and neighbourhoods through continued investment in the London Public Library's 2014-2017 Strategic Plan | 129 |
| C | Develop and implement a neighbourhood land acquisition strategy for key properties such as school sites and park space | 115 |
| 2. Diverse, inclusive and welcoming community | | # of votes |
| A | Implement the London & Middlesex Local Immigration Partnership Strategic Plan to support immigrants and newcomers | 46 |
| B | Develop an immigration strategy to attract and retain newcomers, including international students, in collaboration with the community | 53 |
| 3. Caring and compassionate services | | # of votes |
| A | Implement community based strategic initiatives for individuals facing barriers including poverty/income security, mental health, addictions, transportation, and housing | 247  |
| B | Review options for enhanced delivery of housing support services at London Middlesex Housing Corporation | 76 |
| C | Implement Phase 2, 3 and 4 of the London Homeless Prevention and Housing Plan (2010-2024) including the London Homeless Prevention System Implementation Plan to address, reduce, and prevent homelessness | 224  |
| D | Implement community delivery of social services including the Ontario Works program | 78 |
| E | Provide compassionate care for animals, including implementation of an Open Shelter ("no kill") Strategy | 93 |

What's Missing?



- Execute the Great Near Neighbourhood Strategy.
- New strategy around visible minorities.
- Diverse civil engagement needs to be expanded and include visible minorities.
- The importance of gender is missing from the Strategic Plan, Municipalities need to see gender as a priority along with other diverse identities otherwise inequities continue. It needs to be stated and deliberate. The City needs a strategy to address gender in our city as we currently don't have one.
- I'd love to see something about engagement specifically w/ youth! They face different barriers to civic participation
- [...] pleased to see "diversity, belonging and inclusive" as words connected to the proposed focus area of Vibrant Communities. London Diversity & Race Relations Advisory Committee recommends that Civic Administration develop a formal and comprehensive community diversity and inclusion strategy with aligned resources to support this focus [...]London Diversity & Race Relations Advisory Committee offers its services to support the development and implementation of the recommended strategy.
- Awesome work with implementing the Autism Police Registry. We need to keep offering training and increase capacity of officers.
- Need more affordable housing for seniors.
- In one area of the plan, identifying groups with **special needs requiring** "geared to income," "below market rent" or "affordable housing" which ever term best suits the situation, **persons with developmental disabilities are noticeably missing** from the City's target group.
- Persons with **developmental disabilities be added to the group targeted** for affordable housing...

Other Comments:

- 1(A) – Ensure that the strategy helps neighbourhoods to mobile and engage systems and decision making that effects lives.
- (1C) – Indoor soccer.
- (1C) – The City should not buy closed schools, communities do not get what they want e.g. Sherwood Forest P.S.
- (3C) – Yes free housing is cheaper than emergency services.
- (3D) – How else do we do it?
- (3E) – Yes but it will cost.
- (3E) – Get out of this service.

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| What's Missing? | |
| | <ul style="list-style-type: none"> We need to improve our 1:1 support programs in camps for kids with disabilities: improve the training opportunities for staff and increase capacity. We should be pushing more walking school buses and discouraging driving kids to school. |

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| Other Comments: | |
| | <ul style="list-style-type: none"> (4A) – Let the Feds pay for the National Birthday Party. (4B) – What about culture lottery – Sydney Australia raised money for an opera house this way, we raise money for London Hospitals this way – why not London Culture. (4B) – Better use of existing facilities. (4B) – What does this mean? Centennial Hall is a multi-use and it stinks. (4B) – Haven't we done this? (4C) – Indoor soccer. (4C) – Ensure a distinction is made between natural areas and parks and between multi-use pathways and forest trails. (4D) – And Eldon House (this is distinct from 6C which calls for maintenance of Eldon House). (4D) – Don't use Museum London as a gatekeeper for other organizations. (4E) – Not so much in support of these two plans – more emphasis on getting artists into schools to team and inspire our youth. (4E) – Many arts organizations already have programs – stunning. (4E) – Ensure that the London Artist in Residence has office hours or is bookable as a resource to artists in the community. (5A) – Give Middlesex London Health Unit its 25% and not a penny more – they don't need a Communications Director with an assistant. (5C) – Create programs to take families to local farms. This reduces food costs and supports local farmers and reduces carbon footprint. (5D) – Cars blow through my stop lights. How many buses in London. I saw a report and calculated that only 4 tickets are given daily to drivers using cell phones – this is horrible. (5D) – Community Patrol with beat cops. (5D) – Get value for money prevent large parties from happening. |

| 4. Amazing arts, culture and recreation experiences | | # of votes |
|---|---|---|
| A | Celebrate London's identity through support of the 150th Anniversary of Canada and other community events | 68 |
| B | Explore the viability of a multi-use performance venue | 100 |
| C | Implement the Parks and Recreation Master Plan to provide for the development of the City's parks and recreation infrastructure, program offerings, and service delivery models, including: <ul style="list-style-type: none"> Construction of a southwest multi-purpose recreation centre (2018) Plan, design, and construct an east/southeast multi-purpose recreation centre (after 2018) | 177  |
| D | Promote and strengthen arts and heritage through continued investment in the Museum London Strategic Plan | 64 |
| E | Work with Museum London, London Arts Council, London Heritage Council, and London Public Library to support culture and education through initiatives such as: <ul style="list-style-type: none"> London Artist in Residence Program Development of a Creative Learning Centre facility within Museum London | 97 |
| 5. Healthy, safe and accessible city | | # of votes |
| A | Promote wellness, prevent disease and injury and protect the public's health by supporting the Middlesex-London Health Unit in the implementation of their four-year Strategic Plan | 102 |
| B | Improve London's age friendliness through the implementation of the Age Friendly London Action Plan | 67 |
| C | Promote and support the health and well-being of children, youth, and families through the implementation of the Child and Youth Agenda | 130 |
| D | Protect and promote the safety of Londoners through the work of London Police Services in the development and implementation of the 2016-2018 Business Plan, including: <ul style="list-style-type: none"> Work towards crime reduction through community based crime prevention initiatives | 146  |

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| | <ul style="list-style-type: none"> • Provide assistance to victims in the community Continue to ensure effective and efficient law enforcement through the following functions: <ul style="list-style-type: none"> ○ General patrol/directed patrols ○ Community patrol ○ Communications/dispatch ○ Criminal Investigations and Investigative Supports (forensic identification, crime analysis, canine tracking, polygraph) ○ Traffic Management, traffic law enforcement and road safety | |
| E | <p>Promote and support a safe community through the work of London Fire Services through:</p> <ul style="list-style-type: none"> • Increased emphasis on public education and prevention to reduce residential fires and injuries • Improve emergency responsiveness through the redeployment of resources and the introduction of technology | 49 |
| F | <p>Enhance Emergency Management through:</p> <ul style="list-style-type: none"> • Public awareness activities and a public notification system • Expanded Emergency Operations Centre capabilities • Strengthened Emergency Social Services Plan | 35 |
| G | <p>Deliver proactive bylaw enforcement through targeted enforcement blitzes to support the health, safety, protection, and quality of life of Londoners</p> | 71 |
| H | <p>Revise and continue implementing the City of London Accessibility Plan 2013-2017 to maintain compliance with requirements under the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i></p> | 90 |
| I | <p>Support a healthy community through the provision of Active and Safe Routes to School, School Crossing Guard program, and viable alternative transportation choices through cycling programs and infrastructure</p> | 129 |
| J | <p>Promote community health through the provision of safe drinking water and the protection of natural water courses</p> | 151 |







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| <p>Other Comments:</p> | <ul style="list-style-type: none"> • (5D) – Police Services – some communities e.g. Limberlost fear of drug deals, strategies needed to increase police effectiveness • (5E) – No Fire to fender benders, let police chance fire calls, fire has a policy of not cancelling calls even when not needed. • (5F) – We need an all hands of deck rule. • (5G) – Targeted enforcement blitzes including first two weekends of school year and home coming. • (5G) – Complaints must be pursued. • (5G) – Duplication of services we already pay London Police Service, London Fire Service, LPP, no proactive enforcement. • (5G) – The London Police Service should enforce existing bylaws. • (5G) – Stop selective enforcement of parking by-law. • (5G) – Absentee landlords, whose properties are a potential danger to public safety. • (5G) – Stop ghettoization of students enforce by-laws re rooming housing, enforce the law re: drinking/noise/public mischief on public land. • (5I) - Alternative transportation choices should be “real mobility choices”. • (5I) – The Quebec St. overpass is having snow clearing issues, safety concerns regarding snow height levels before clearing, and how long clearing takes to be addressed. • (5I) – With an emphasis on connecting multi-use pathways so that high-use roads do not need to be crossed. • (5I) – Including the creation of separate pedestrian and cycling paths in corridors with significant cycling activity. • (5J) – Fluoride must go! • (5J) - Fluoride must stay. • (5J) – Enhance and protect creek watershed. |
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Strengthening our Community Other General Comments Continued:

- Start transitioning the governance of community centers to be in the hands of the surrounding community, with support from the city as a tool for engagement and empowerment.
- Provide support to neighbourhood associations (not through Neighbourhood Resource Centres, but direct financial support for “grass roots” associations with a terms of reference).
- Ensure that the plans for transportation service delivery growth etc. Do not damage elements that contribute to already existing strong neighbourhoods.
- Establish and strengthen formal processes with TVDSB such that school closures are as much planning issues as education delivery issues.
- Include clear statements about diverse, inclusion and community engagement for newcomers, visible minorities and multi-ethnic groups or organizations.
- Eliminate barriers that prevent newcomers, people with disabilities, students, visible minorities, and those living in poverty from fully integrating and participating in society. Work to target and create initiatives that aim to help the neighborhoods in town that are in the most need.
- We should work to create a more accessible London. Wherein those who are presently on the fringes of community participation and involvement are welcomed in. We must work to create initiatives that target those living in poverty, those with disabilities, visible minorities, and students. Help raise public awareness about the issues in our community and propose ways in which these issues can be solved.
- Keeping in mind please think of folks with all different disabilities in all the planning in different areas.

- Build true multisport facilities like Whitby Oshawa Mississauga Brampton Guelph and Cambridge. Our children and youth are our most important investment. Great solution for families and seniors too. London needs to lead in this area and not be laggards.
- What about the Children's Museum? With all the focus on Museum London, I'd sooner see this institution with it's ability to foster and support so many different sectors of our community receive more attention.
- Support the venues that are already providing these experiences like the Aeolian Hall, London Music Club etc.
- progress – like the Aeolian deserving funding.
- I would love to see something awesome happen with the musicians of Orchestra London as a big priority.
- Convert closing public schools to community-based schools of sustainability e.g. reskilling small businesses.
- While we have begun to drastically improve the way the city deals with pets, the current bylaws are still not enough. It is unrealistic to have such low limits on small animals such as reptiles, rabbits, etc. for both the owners and the health of the animals - many of these species do much better in pairs (at minimum) and some are animals that require a "pack". I would also like to see a reduction in licensing fees for unaltered dogs who are micro chipped, similar to the one in place for altered animals that are micro chipped. All in all, I'm excited to see what the new council plans for the future.
- Have patrol going along bike paths to make sure things are handled quickly.
- Bridges out of poverty/Circles model expansion, increase mixed income communities
- More accessible opportunities for youth to get jobs. Perhaps implement a bonus for businesses to hire these young people. This is especially for youth with disabilities.

Building a Sustainable City

| 1. Robust infrastructure | | # of votes |
|--|--|---|
| A | Implement strategies as recommended in the State of the Infrastructure Report to address and manage the infrastructure gap | 59 |
| B | Manage and improve water, wastewater, and storm water infrastructure assets and services towards long-term sustainability | 95 |
| C | Upgrade and maintain key transportation mobility infrastructure assets , including heritage bridges, parking, cycling facilities, transit infrastructure, and fleet | 151  |
| D | Complete long-term resource recovery, waste disposal, and nuisance management strategies for solid waste services and facilities | 49 |
| E | Invest in implementation of climate change adaptation strategies | 57 |
| F | Enhance appropriate technical capabilities for the delivery of robust infrastructure | 53 |
| 2. Convenient and connected mobility choices | | # of votes |
| A | Implement the Transportation Master Plan including the next steps in the Rapid Transit Implementation Strategy | 201  |
| B | Investigate and pursue High Speed Rail to better connect London to other major centres | 219  |
| C | Improve road safety and convenience through traffic signal optimization, red light camera program , and implementation of the Road Safety Strategy | 105 |
| D | Invest in active transportation , including implementation of the Cycling Master Plan , the Trans Canada Trail link recommendations, and completing key Thames Valley Corridor Plan pathway projects | 173  |
| E | Undertake a transportation mobility operating and financing strategy review to examine other means of financing transportation | 45 |

What's missing?

- A strategy for delivery infrastructure upgrades efficiently to support and encourage commercial development in urban renewal areas.
- Subsidized bus pass.
- Lower transit costs for low income.
- Improve London Transit Commission.

Other Comments:

- (1E) – Implement a funding model for micro-fit energy production. The PACE program in the US is a great example (solar, wind, etc.).
- (1E) – Investigate U.S. cities that are preparing for floods etc. Basic road infrastructure needs attention as well.
- (1F) – Vague – could be used to justify almost anything – sharpen language or eliminate.
- (2A) – Build series of communities stop sub-divisions.
- (2A) – No unless fully funded by Province and Feds.
- (2A) – Rapid transit – light rail now to provide for the future.
- (2A) – Ensure that transportation infrastructure does not damage or destroy neighbourhoods (i.e. overpasses create dead space).
- (2C) – London needs longer advanced green light signals at all busy intersections, too many accidents and injuries drivers are frustrated with current traffic system.
- (2D) – Build series of communities with interconnected parks and pedestrian corridors like Europe.
- (2D) – protected bike lanes, safe intersections.
- (2D) – More dedicated bike lanes (with a divider), I think would get more people to use their bicycles .
- (2D) – Designate North-south bike lanes accessing downtown and parallel to wellington and Richmond.
- I am concerned re the idea of using Queens Ave and Richmond as a bus terminal instead of Dundas and Richmond. I am wondering how this will affect the traffic on Queens Ave, as this is an important exit for the West end

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| F | Enhance mobility choices through continued investment in the London Transit Commission Strategic Business Plan , including continued development and delivery of an integrated, affordable, and valued mobility choice for Londoners | 111 |
| G | Invest in a new model of subsidy for transit riders , targeting the removal and prevention of barriers with respect to access and affordability of accessible public transit services | 122 |
| 3. Strong and healthy environment | | # of votes |
| A | Conserve energy through accelerated implementation of the Community Energy Action Plan and the Transportation Energy Optimization Program (street lighting) | 43 |
| B | Reduce fuel reliance through the implementation of the Green Fleet Strategy and the exploration of Compressed Natural Gas fueling infrastructure | 39 |
| C | Implement the Urban Forest Strategy including policies, planting, maintenance, care, and capital projects | 119 |
| D | Expand support for resident and community driven initiatives that encourage environmentally sustainable behaviours through: <ul style="list-style-type: none"> • London Environmental Network • Residential Organics (Food Scraps) Management Program • Implementation of Roadmap 2.0 Road to Increased Resource Recovery and Zero Waste | 103 |
| E | Protect the environment through implementation of key plans such as the Thames Valley Corridor Plan , the Source Protection Plan , the Thames River Clear Water Revival Initiative , and the Pollution Prevention and Control Plan | 129 |
| F | Undertake a solid waste operating and financing strategy review to examine other means of financing garbage, recycling, and composting | 73 |
| G | Advance innovative “at source” solutions to basement flooding | 26 |

What's Missing?

- Where is the budget for urban forest?
- Urban Forest Strategy: I enjoy London's natural areas and I would like to see this strategy implemented.
- add Million Tree Challenge into Strategic Plan.
- Compost and green bins; we cannot keep pushing it off – we are decades behind Halifax.
- The previous plan had Green and Growing City. It appears Green no longer appears in the proposed new Strategic Plan. This is a glaring omission. Sustainable doesn't cut it as there are more dimensions to Sustainable than there are to Green.
- Green Energy.
- Open smaller and more spread out dog parks.
- Improve and expand community gardens program.

Other Comments:

- (2G) – Improve transit on major routes and subsidize Ontario Disability Support Program and Medical Ontario Works for London Transit Commission tickets.
- (2G) – Get rail road tracks out of downtown or get rid of level crossings.
- (2G) – Do something about downtown rail road tracks.
- (3A) – If it's not sustainable don't do it.
- (3A) – Make each home self-sufficient for energy needs.
- (3E) - Given the Thames importance related to at risk species I wonder if some alteration to the text in Section 3 E to change from "Protect the environment through ..." to something slightly more detailed like "Protect and restore the environment and important habitat through..."?
- (3G) – Basement flooding – get the infrastructure right – remember south winds.

| 4. Beautiful places and spaces | | # of votes |
|--------------------------------|---|------------|
| A | Support infill and intensification through implementation of the Civic Spaces Program | 74 |
| B | Implement the Public Art Strategy and restore existing public art assets | 42 |
| C | Implement the City-wide Urban Design Manual through capability enhancements to the Urban Design Program | 32 |
| D | Invest in parks and recreation facilities and amenities | 185 |
| 5. Responsible growth | | # of votes |
| A | Adopt and implement The London Plan | 148 |
| B | Support development growth by investing in new transportation, water, wastewater, and storm water infrastructure assets implemented under the Growth Management Implementation Strategy | 55 |
| C | Implement the Floodplain Acquisition Strategy | 14 |
| 6. Embraced heritage | | # of votes |
| A | Establish an interpretive program for London's Heritage Thames River | 28 |
| B | Implement the Cultural Heritage Plan for Western Counties Veterans Sites | 11 |
| C | Invest in protection and promotion of Designated Heritage Properties and advance conservation and maintenance of City assets such as Eldon House | 55 |



What's Missing?

- Fund a Food Policy Council.
- Develop and implement an Urban Food/Agri Strategy.
- Develop a plan for local food systems.
- Explore urban agriculture.
- Create and implement an urban agriculture strategy (expand communities gardens program, create allotment gardens).
- Farms for food in the city.
- Re-establish the green belt.
- Why is the London Plan 100s of pages long? Open a cost-savings hotline and publish all input.
- What happened to conserving our natural heritage system?

Other Comments:

- (4A) – Encourage use of public space as opposed to deterring it with things like metal spikes in concrete and classical music.
- (4A) – Infill/intensification must blend in with existing homes - no high-rises in established neighbourhoods.
- (4C) – To promote darker skies and less City-shine, moving towards full cut-off light fixtures as a component of city-wide urban design.
- (4D) – Please cut the grass.
- (5A) – Build series of communities – shop/work/play within 2 km of home
- (5A) – I'm a big supporter of the London Plan and support its implementation.
- (5A) – Most important.
- (6C) - Invest in protection and promotion of **Designated Heritage Properties** and advance conservation and maintenance of collections assets such as at **Eldon House**.
- (6C) – Enforce property standards, by-laws for heritage structure in danger of demolition by neglect.

Building a Sustainable City - Other General Comments Continued

- Plan ahead!!! I get it. Infrastructure is expensive but why wait until 15 years after its clearly going to be a problem, and 10 years after its been unbearable. We just widened Southdale, and we're just widening Hyde Park now. Newsflash - Sunningdale is next. Get on the horn with the province or start planning now, but in less than 10 years it will be a debacle. Widen it now....
- Why are we building roads and developing properties with no right or left turn lanes in 2015...
- Finish the Bradley Ave and Airport Road extensions already!
- A top priority with all the newly proposed residential development downtown is ensuring the infrastructure can support these developments (water, wastewater, fiber optics, hydro, etc.). The last thing we want to do is kill the momentum of these proposals - which is all they are until they break the ground.
- Please do not invest in the Springbank Park Dam. The Thames River is better served without being blocked off to create an unnecessary "lake". The river environment and fish are considerably improved since the water has flown freely. Please do not waste Tax Payers funds on such a folly.
- We need to settle the legal problems with the Springbank Dam to be able to use it for canoeing, boating and other activities on the water.
- Fix the lights... Stop trying to move more people on public transit and forget about people who will never use it who make up a big piece of the property tax pie instead of shoe-horning people on a bus, move everyone more efficiently and we all win. it's 2015 - pay whatever it takes to get a GPS integrated system...
- Really take a look at the number of bus stops. There are way too many...
- I believe our transportation infrastructure needs to be modernized: more connected bike lanes and green boxes (which is beneficial to local businesses!), red light cameras, repair roads, rapid transit, etc.
- We need more bike lanes to keep cyclists and drivers safe.



- Make the Wonderland/Highbury Route System a loop route. This route should be the 10 wonderland and 14 Highbury route... This route only needs the addition of a few more buses to make this a city loop route. Get rid of the 25 Killalee bus and put it towards a full time loop covering most of that route...
- Please implement a subway system.
- Implementing a high-speed train between London and major cities (such as Toronto) would drive the economic growth in the city. It will help boost our real estate market substantially.
- Must have dedicated bike lanes that connect the core to neighbourhoods.
- Campaigns to educate cars to drive more responsibly and bikes to use the road, not the sidewalk, and drive more responsibly is a must.
- Light rail along the Thames, build nodes in locations that need it and (like SOHO), then let business want to build around those locations. Business will do the rest if we cut the red tape. Creates Jobs, new Business, links to community hubs, transportation relief and tourism as the train ride is beautiful. Biggest thing to boost after that would be to make transit in the city free for riders subsidized by tax payers and business wanting to build around hubs.
- Re overhaul of London Transit Commission. Please consider engaging a corporation such as TransLink, which was created by the Government of British Columbia to assume many transportation responsibilities previously held by the provincial government.
- Public transit needs to be improved drastically.
- Think about expanding public transit to the airport.
- Include the protection and promotion of heritage districts. Currently no program for regular enforcement of heritage guidelines.

Building a Sustainable City - Other Comments Continued

- Keep the city green and sustainable.
- Can we get recycle pickup for all of downtown, businesses and residences. I mean the street pickup with the garbage.
- After that we can get started on collecting food waste citywide for compost. PS Thank you for everything you do. :)
- Maintain and protect from development existing green space and wildlife habitat, in particular the remaining Carolinian forest around the Pond Mills area.
- Do not invest in the London Environmental Network. We don't need another umbrella organization in London. We have three conservation authorities that provide a number of programs and services that support environmental sustainability. If you used the \$370,000 dollars earmarked for LEN to support our authorities and/or the existing on the ground environmental agencies London's environment would be far better served. If there is money to support the environmental sustainability of London it should be invested in the local conservation authorities who have the staff and the mandate to support an ecosystem approach.
- I think one important strategy is to pursue a compost program and reduce our city's waste.
- Encourage more tree planting and green space.
- Consider Copenhagen and energy efficiencies developed there.
- Compile and implement an overarching, city-wide sustainability strategy.
- Create and implement ecosystem services strategy.
- Need to focus on stimulating small business and infill. Try to have local owners of properties, more pride of ownership with few derelict properties.
- Chess table in Vic Park?? I've always wanted that.

- I would love to see public gathering spaces, such as you see in cities like Copenhagen. When you have areas for pedestrians to mingle, with no cars, people come and the sense of community is greatly increased. It would be good for physical health, mental health, local small business, etc. Like the reading garden downtown, only a place where kids can play and make some noise, and adults can play cards of chess, or just hang out and meet each other.
- I'm particularly concerned with development of new urbanism in Old East Village e.g. mixed use development with established, maintained and safe green space.
- Improvement of property standards on Dundas St. E. (between Adelaide and Lyle in particular) – currently there is boarded up, falling down empty buildings.
- How are we going to pay for the new landfill when the existing one is full?
- LESS SPRAWL.
- Stop expanding the geography of the city – e.g. housing within city limits.
- I'm am interested in the application of Provincial guidelines regulating urban sprawl and maintaining agriculture land.
- I think its important to prevent any more sprawl in favour of intensification. Intensification leads to more dense and walkable neighbourhoods and hopefully eventually lower taxes since the city won't need to pay for maintaining services there.
- One idea I have is to move the rail lines in the city to the outside of the city (i.e. 401 or North end) and repurpose the new land with infill housing, parks, bike routes etc.
- Local/organic food security.
- The plan needs to identify the development and resourcing of carbon core neighbourhood as a named strategy.
- I didn't see much in the Strategic Plan about Natural Heritage and preserving and protecting London's natural heritage areas and resources.

Growing our Economy

| 1. Diverse and resilient economy | | # of votes |
|--|---|--|
| A | Work with partners to develop a community economic strategy | 115 |
| B | Implement the <i>Industrial Land Development Strategy</i> | 41 |
| C | Implement the <i>London Music Strategy</i> | 74 |
| D | Partner with London Community Foundation on the <i>Back to the River Strategy</i> | 81 |
| E | Ensure seamless and timely approval processes with a focus on small business retention, recruitment, and expansion initiatives | 202  |
| F | Stimulate economic activity in London through investments in London Economic Development Corporation, Tourism London, London Convention Centre , and other community partners | 102 |
| G | Implement London's <i>Cultural Prosperity Plan</i> | 67 |
| 2. Urban regeneration | | # of votes |
| A | Implement the London Downtown Plan including investment in the Dundas Flexible Street project | 230  |
| B | Stimulate revitalization through housing by establishing a Housing Development Corporation , investing in regeneration of public housing properties and making strategic decisions about service delivery | 85 |
| C | Implement Council-approved Community Improvement Plans | 89 |
| D | Enhance incentives and capacity for heritage restoration, brownfield remediation, urban regeneration, and community improvement Invest in innovative technologies ent projects | 118 |
| 3. Local, regional and global innovation | | # of votes |
| A | Develop and implement the Smart Cities Strategy | 120 |

What's Missing?

- Plans to attract people to London?
- We are writing to offer a suggestion to be put forward to the new council in regards to their strategic plan initiative. We feel strongly that the 401 and 402 corridors (Wellington to #4 Hwy) need to be developed. This is a pathway to an economical windfall and a financial driver for the city of London. [...] To ignore such a resource for the City of London for the next foreseeable future would not make economic sense at all.
- Getting green businesses to build in London (Plan based plastic manufacturing, fabric recycling plant).
- Please have signs of companies are closed or out of business removed. Can mislead people coming into an area.

Other Comments:

- (1D) – Develop the “Forks of the Thames” – more seating, entertainment, food and facilities.
- (1E) – Reinvent the cornerstore and home based business – walk/work/play all in your neighbourhood.
- (2A) - Protected bike lanes.
- (2D) – Tax reeducation for owners of heritage-designated homes.
- (2C) – More language saying what these are would be helpful.

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| B | Find new ways to reduce energy for water and wastewater systems to manage carbon footprint and keep operating costs low | 131 | ★ |
| C | Support commercialization of new technologies in wastewater treatment | 41 | |
| D | Lead the development of new approaches to resource recovery, energy recovery, renewable energy, and resource optimization | 119 | |
| E | Improve capacity of electrical power infrastructure around Budweiser Gardens and Covent Garden Market in partnership with London Hydro to better service major events | 31 | |
| 4. Strategic, collaborative partnerships | | # of votes | |
| A | Work with key partners to support the London Medical Innovation and Commercialization Network | 67 | |
| B | Continue to implement the Western Fair District Strategic Plan 2011-2018 | 70 | |
| C | Create the conditions to support enhanced economic growth in partnership with London Economic Development Corporation, London Hydro, London International Airport, Tourism London, London Convention Centre, Covent Garden Market, London Chamber of Commerce, hospitals, school boards, and other key stakeholders | 171 | ★ |
| D | Invest in strategic economic opportunities and research and development, together with partners such as Western University and Fanshawe College | 174 | ★ |
| E | Through the London Economic Development Corporation , partner with neighbouring regions to create stronger industry clusters and raise the region's international profile | 110 | |
| 5. Diverse employment opportunities | | # of votes | |
| A | Work with the London Economic Development Corporation and other partners on workforce development, retention, and recruitment initiatives | 112 | |
| B | Enhance delivery and coordination of employment services through partnerships with community organizations, funders, and employers | 117 | |
| C | Expand the City of London Internship Program for individuals with disabilities, new immigrants, and recent post-secondary graduates | 115 | |

What's Missing?

- Include a strategy about collaboration with Federation of Canadian Municipalities and Association of Municipalities of Ontario.




Other Comments:

- (3C) – The sludge that goes to our landfills can be put through an anaerobic digestion system to create the energy needed to clean water.
- (3E) – For the whole city.
- (3E) – I thought we were supposed to conserve power.
- (4C) - In the last decade we've lost Balloon-fest/Airshow/Children's Art Fest etc. etc. Make this City beautiful and full of celebration and the economy will grow.
- (4C) – Name other groups: Western Fair Market, Business Improvement Areas, Business Groups, The list as it stands suggests the big boys/girls club.
- (4D) – Stop funding these areas.

Growing our Economy - Other Comments Continued:

- Limiting development that requires or stimulates population growth and focuses on improving/sustaining quality of life for a population of 400,000.
- I think London should invest in our downtown area and create strategies to attract more small businesses.
- Please for the love of god make the downtown a place people want to go past 5pm and on the weekends.
- The City also has to do its part to draw people downtown by supporting amenities such as dog parks, grocery stores and enforcing by-laws that restrict noise and sidewalk clearing. Suburban development is very much the same in any city - its the downtown's role to define the city as unique.
- Stop sprawling, continue to focus on bringing people into the core to live, work and play. Strides have been made, but there's a long way to go, for example why is there no where other than Covent Garden to buy fruit and veg downtown.
- Keep a strong core area.
- Do what is necessary to keep store fronts from being boarded up.
- Buildings that are vacant for some time, owned by Toronto or out of town landlords looked at before damage is done. Either torn down or fixed up.
- Consider buying the land that the psych hospital is on. London East has nothing as far as a large park is concerned. All large in Parks in London are West of Adelaide. And for a person in ward 4 it takes an hour to get to Sprinkbank by bus, why?
- OEV need improved capacity, lots of resources going downtown, time for all core neighbourhoods to get their fair share.
- Stop saying no to corporations like Car Canada who went to Cambridge because we wouldn't sell them land.
- Enhance free parking in Downtown area.
- It is about time we get a municipal gigabyte internet service in London.
- Encourage corporate business development for groups and communities.
- Provide for small businesses which have had successes in generating employment, incorporation environmental initiatives and/or community integration.
- Free wi-fi all over downtown, not just in corporate venue.
- Inform the public more about the city's relationship with Southwestern Ontario Economic Alliance.
- Bring back Orchestra London.
- Keep and expand good community service jobs by protecting and extending Canada Post door to door service.

Leading in Public Service

| 1. Open, accountable and responsive government | | # of votes |
|---|--|--|
| A | Enhance community engagement through community partnerships, open data, and increased opportunity for public participation in local government | 197  |
| B | Implement a Plain Language Initiative to ensure reports and documents are written in language that is easily understood by all Londoners | 182  |
| C | Optimize the City of London website for a better user experience and responsiveness that automatically adapts to multiple devices | 109 |
| D | Revise and implement a multi-year granting process (Strategic Funding Framework) for Council directed funding to nonprorfit organizations | 102 |
| 2. Innovative and supportive organizational practices | | # of votes |
| A | Operate as a values based organization where all actions are based on respect, integrity, and corporate behaviours | 101 |
| B | Exemplify best practices in all organizational and management activities with particular emphasis on: <ul style="list-style-type: none"> • Recruitment, retention, and succession planning • Learning and development • Performance development and recognition • Project management • Health and safety • Employee engagement and communication • Workplace Diversity and Inclusion | 144  |
| C | Enhance corporate emergency response procedures, security, and business continuity programs | 28 |
| 3. Proactive financial management | | # of votes |
| A | Implement a strategic approach to financial/resource management , focused on: multi-year budget development and approval; alignment of | 132 |

What's Missing?

- (1B) – Great idea. Plain Language! Perhaps use those who provide the service to explain importance in simple language.

Other Comments:

- (1A) – Yes, just like this open house program.
- (1A) – Open data using open standards.
- (1B) – Mission accomplished.
- (1B) - Use London Plan as template for accessible writing.
- Review recommendations from the Governance Task Force and consider whether striking another one would be a good idea.
- I know that during the last election there was a lot of pushback on how long it took for Council to reach a decision and there was a lot of referrals back to staff for more study. While that is true I would ask you not to go too far off in the other direction and make hasty decisions to satisfy the impatience of the constituency.
- A transparent government that is open to public input is always a good thing.

| | | |
|---|---|-------------------|
| | resources with strategy; and measuring the results | |
| B | Continue with sustainable financial practices including: <ul style="list-style-type: none"> • business cases • ongoing service reviews • a long-term investment strategy | 91 |
| C | Review and update Council-approved Financial Policies | 41 |
| D | Continue to implement the Debt Management Strategy | 95 |
| E | Explore new non-tax revenue sources to support appropriate services | 138 |
| F | Continue to implement pay-as-you-go financing strategy for lifecycle renewal | 28 |
| G | Continue to implement the Reserve Fund Strategy | 44 |
| H | Implement new technologies or technology improvements to assist in the management of: <ul style="list-style-type: none"> • corporate assets • financial and reporting systems • billing systems | 52 |
| I | Continue to focus on contract negotiations and renewals to recognize economies, effectiveness, and efficiencies | 50 |
| J | Implement proactive system audits to reduce water / sewer billing losses | 53 |
| 4. Collaborative, engaged leadership | | # of votes |
| A | Continue to build strong working relationships between City Council, Civic Administration, the City's agencies, boards and commissions, and community partners | 110 |
| B | Maximize openness and transparency in Council decision making | 235 |
| C | Review Council's governance structure | 49 |
| D | Engage an Integrity Commissioner to ensure continued compliance with | 80 |




What's Missing?

- Parking fees.

Other Comments:

- (3B) – Too many applications e.g. Fanshawe opportunity did not present a meaningful business case, they only provided one after they were initially turned down.
- (3E) Yes. Take the burden off the majority – working poor.
- (3I) – Continue to do something is not a strategic item. We should express it as a goal.
- (3I) – Treat this like private enterprise. No raises unless sustainable.
- Focus on keeping tax rates low. Back to basics on municipal responsibilities such as infrastructure. Reign in police and fire costs. Focus on debt reduction and approve only needs, not wants, until we are in a better financial situation. Debt servicing costs are too high.
- Add a clear statement about program departments. Evaluation and citizen participation in establishing evaluation criteria.
- All hands on deck rule in contracts – no 24 hour shifts.

| Council's Code of Conduct | # of votes |
|---|---|
| 5. Excellent service delivery | 157  |
| A Continue to effectively and efficiently deliver nearly 100 services that Londoners rely on every day | 64 |
| B Improve and enhance the experience of residents, businesses, and visitors through implementation of Service London supported by an organizational culture focused on being ' At Your Service: A respected and inspired public service partner ' | 77 |
| C Make strategic decisions about long-term space needs and service delivery locations | 93 |
| D Develop new partnerships and collaborative models including shared services approaches to improve service delivery | 79 |
| E Invest in innovative technologies, systems, and processes that support improved service delivery and customer experiences across all service areas | |

Other Comments:

- Please stop wasting time with things like food trucks and food in the Council chamber, the average Londoner doesn't care about these things. Focus on issues such as employment and development, infrastructure and business...everything else falls into place when these things are addressed. Don't let small interest groups guide you, it's the good of the many not the few.
- Need to cover the basics – the things that we do every day.
- (5A) – This is not a strategic level item.
- (5C) – What does this even mean?
- (5C) - Buy the Bell Building at Talbot/Dundas lots of space, good location, adequate parking.
- (5C) - Maintain City Hall – use Centennial Hall it's already there. Don't find a new location.
- (5D) - Make new developments – energy self-sufficient.
- Basic snow removal, for a start! Saw a wheelchair in full traffic.
- Improve garbage collection service.
- Snow and ice removal from streets must be improved, particularly in residential areas.
- I think the city's winter maintenance could be reviewed to offer priority to sidewalks/ bike paths that are heavily used. The Thames Valley Parkway should be maintained in the winter.
- Make sure the side walk snow plow is not wide enough – not the v-shaped plow.
- Ensure that city offices that directly engage with the public are customer service focused to demonstrate the ideology that City Hall's mandate is to serve Londoners.

Vision feedback

- The vision statement must be a real vision statement, i.e. a description of where we want to go, or a description of the future state
- Inspired. Innovative. Diverse. Connected is not a vision statement to me. Maybe tack those works on after the statement
- We are the Forest City. Our quality of life, neighbourhoods and opportunities are the vibrant heart of Southwestern Ontario
- All the pillars of a strong and healthy city are equally valued to make our Forest City vibrant, dynamic and sustainable.

General Content Feedback

- Use plain language
- Use words such as “tax” and “fund” instead of “implement” and “plan”
- This survey is nice to see, but the language is a bit heavy-handed - it seems to be written like a resume, full of buzzwords and less full of actual meaningful communication. There was a lot of reference to already proposed plans (e.g. the London Plan, the Library’s Strategic Plan, etc.) - it seems like everyone already has a plan, but that as a Londoner I have no idea what it is. That makes it hard to vote for those options.
- Merge the strategies referencing Agencies Boards and Commissions into one strategy
- There is too much reference to specific plans – this is not understandable
- The hierarchy of plans is not captured
- Need to recognize and enhance our brand as the Forest City. We should own it and build it
- Full of good ideas, but no costing attached. Please keep in mind that approval of a single line description of a program does not reflect the realities of the desires of Londoners.
- I found a lot of the options to be far too similar to one another. A lot of the descriptions were very vague.
- There are SO many 'plans', 'initiatives' and 'strategies' - in SO many areas already! I know that we need the details to deliver the desired product - but doesn't there seem to be a lot of overlap? Very difficult to make wise choices on this survey without knowing all the details of the various plans, initiatives & strategies already at play. Best of luck to the new Council!! I'm lucky to live in a very savvy neighbourhood (OEV) but I would like to add that I had the pleasure of participating in the Dundas Street Fringe Festival last year and I have never felt the Downtown healthier!! A healthy heart is imperative, in my opinion.
- Would hope that the Council uses “best practices”. The rewards from adopting “best practices” philosophy would be immense.
- My expectation is that all elements of this survey have already been met and are the law with regard to accessibility/ equity/ good management/ common sense/ labour law