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<b>TO:</b>	<b>CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING ON FEBRUARY 9, 2012</b>
<b>FROM:</b>	<b>LARRY PALARCHIO DIRECTOR, FINANCIAL PLANNING AND POLICY</b>
<b>SUBJECT:</b>	<b>2012 BUDGET – SUMMARY OF PUBLIC INPUT</b>

<b>RECOMMENDATIONS</b>
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That this report **BE RECEIVED** for information.

<b>BACKGROUND</b>
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This is a follow-up report summarizing additional public input regarding the 2012 Budget. The information to follow was received after the January 26<sup>th</sup> Summary of Public Input Report was presented. Comments were received through surveys, emails and social media.

A total of 128 surveys were distributed to the public with self-addressed stamped envelopes at mall sessions on January 14<sup>th</sup>. Nineteen surveys have been received in the mail, and five surveys were completed at the malls with Councillors and staff, bringing the total number of survey's completed to 24. Comments from surveys completed during mall sessions were included in the previous Summary of Public Input Report.

Both quantitative and qualitative data was collected through surveys (please see **APPENDIX A** to view survey template). Respondents were asked categorical questions and also provided space to write open ended comments about each service grouping. Categorical data has been tallied with averages shown in the chart below and open-ended comments are summarized later in this report (full written submissions can be found in **APPENDIX B**). Please note these results are not proportionally representative of London's population and thus not statistically significant.

E-mail inquiries and input were received through [Budget@london.ca](mailto:Budget@london.ca) on the City's website and social media input was collected through Facebook at <http://www.facebook.com/LondonCanada> (please see **APPENDIX C** for full written email and Facebook submissions).

Service	Level of Service Change compared to 2011			Willingness to reduce level of service to achieve 0%	
	Reduce %	Maintain %	Increase %	Yes %	No %
Cultural Services	35	49	11	53	43
Economic Prosperity	29	50	21	50	46
Environmental Services	26	54	17	31	61
Parks, Recreation, & Neighbourhood Services	21	56	19	31	60
Planning and Development Services	22	58	11	33	51
Protective Services	18	54	18	29	55
Social & Health Services	10	57	29	6	80
Transportation Services	13	61	22	35	56
Corporate, Operational & Council Services	30	51	10	42	41

**\*Highest response average**

Note: Not all respondents answered every question. Please see **APPENDIX D** for complete survey results.

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## **Public Comments/Concerns Survey**

### ***Cultural Services***

The majority of comments made, requested these services be maintained or increased; some expressed a need for improved management. One resident suggested prudent analysis prior to funding the maintenance or refurbishment of heritage sites.

### ***Economic Prosperity***

A few respondents favour funding economic prosperity projects; while others suggest the proposed funding is too much. One respondent commented that the focus on growth was unhealthy, and another was opposed to business attraction and retention.

### ***Environmental Services***

It was suggested that Council be cautious when deciphering the difference between wants and needs in regards to these services. Although some respondents felt services were important and funding was reasonable, several felt there was room for improvement. It was pointed out that Conservation Authority's proposed targets should be met.

### ***Parks, Recreation, & Neighbourhood Services***

Comments varied regarding these services. Some respondents felt the proposed budget increases were reasonable and others recommended more fiscal responsibility. Suggestions included charging user fees for services, planting more trees, and selling golf courses.

### ***Planning and Development Services***

Responses were mixed. Suggestions included: reducing residential building permits, developing a more coordinated plan, and increasing funding to widen sidewalks and setbacks.

### ***Protective Services***

The majority of comments received requested that Fire and Police services meet their budget targets. Several residents acknowledged the importance of these services and felt funding should be increased if necessary. A comment was made regarding the dependence of London's student population on police services for safety. Other suggestions included: reducing the number of EMS vehicles responding to calls, eliminating 24 hour shifts for Firefighters, and maintaining current salaries for Fire and Police.

### ***Social & Health Services***

Comments were supportive of budget increases in order to ensure quality of life for Londoners. The City's aging population was mentioned as an area where increased funding will be needed.

### ***Transportation Services***

Responses were supportive of submitted funding amounts. Services were considered important in ensuring safety and quality of life. One resident requested wider sidewalks and more bike paths; another was concerned with the City's reliance on parking fines as a source of revenue.

### ***Corporate, Operational & Council Services***

Comments were mixed. One resident felt that due to cuts made last year there would be little left to cut this year. Another felt the City had many supervisory positions that could be eliminated. It was also suggested that perks and bonuses to City employees could be cut.



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**Additional Comments**

Several respondents expressed appreciation of being able to have their say before the budget was approved. The mall sessions were described as informative and well organized. Some felt they learned things they were previously unaware of, which improved their understanding of the budget. Several commented that they would be happy to have a tax increase in order to maintain current service levels; while others stated that they did not want taxes increased. Other suggestions included: request more provincial support, reduce funding to services that are not related to property, avoid funding the preservation of Victoria hospital, focus funding on core services only, create jobs, contract out police services, work with existing buildings for City Hall, avoid any project funding for UWO or the Forks of the Thames, and make infrastructure a priority.

**Public Comments/Concerns Emails & Social Media**

- Concern over London’s high unemployment rate led some to believe that funding should be directed to essential services only. It was suggested these services should include: ambulance, police, fire, transportation, garbage, and business attraction & retention. In order to build a healthier economy funding to other programs and services should wait.
- One resident suggested that business owners should fund improvements to downtown aesthetics; the City should thus focus funding efforts on attracting more business to the downtown area and not on its improvements.
- Suggested areas to direct funding include: tax incentives for business to move to and stay in London, incentives to draw skilled immigrants to London and retraining the unemployed.
- One email focused on cutting funding to the Green Bin Program. The commenter thought that due to the absence of an adequate educational program, it would be difficult for homeowners to effectively use green bins. It was also suggested that the bins are not aesthetically pleasing, and residents currently composting will be forced to fund a program they don’t need.
- Comments regarding Protective Services varied. Several residents did not want their safety compromised and felt that funding to the Fire, Police and Emergency Services Departments should take priority and be increased if necessary. Other residents requested that the City take control of spiraling police costs to ensure the budget stays on target.
- Additional suggestions included: work on lowering debt even if it’s simply symbolic, Council and Mayor take a small cut in pay and perks, forget the special economic development levy and decrease funding to Pioneer Village.

<b>Prepared By:</b>	<b>Recommended By:</b>
	
<b>Alan Dunbar</b> Manager – Financial Planning and Policy	<b>Larry Palarchio</b> Director – Financial Planning and Policy

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APPENDIX A

## *Have Your Say, London!*

### Budget 2012



**London**  
CANADA

Please circle your response to the two questions related to each service and provide any comments or feedback you may have in the space provided. Thank you for your input.

Information provided will be circulated to members of Municipal Council to assist in their 2012 budget deliberations.

Service	(1) For 2012, how do you think the City should change this level of service in comparison to 2011?	(2) Would you be willing to reduce the level of service in this area to achieve 0%?
<b>1. Cultural Services</b>		
a.) Centennial Hall, Arts, Culture & Heritage Advisory Funding, Museum London	REDUCE / MAINTAIN / INCREASE	YES / NO
b.) Heritage Services ( <i>Designation and retention of heritage structures</i> )	REDUCE / MAINTAIN / INCREASE	YES / NO
c.) London Public Library	REDUCE / MAINTAIN / INCREASE	YES / NO
<b>Comments:</b>		
<b>2. Economic Prosperity</b>		
a.) Economic Development ( <i>Business Attraction &amp; Retention, Community Improvement/BIA, London Convention Centre, Tourism London</i> )	REDUCE / MAINTAIN / INCREASE	YES / NO
<b>Comments:</b>		





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Service	(1) For 2012, how do you think the City should change this level of service in comparison to 2011?	(2) Would you be willing to reduce the level of service in this area to achieve 0%?
<b>7. Social &amp; Health Services</b>		
a.) Housing ( <i>Affordable Housing, London Middlesex Housing Corporation</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
b.) Long Term Care	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
c.) Primary Health Care Services ( <i>Land Ambulance, Middlesex London Health Unit</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
d.) Social & Community Support Services ( <i>Homeless Support &amp; Emergency Shelters, Substance Abuse, Immigration Services, Subsidized Transit, and Ontario Works Program</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
<b>Comments:</b> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		
<b>8. Transportation Services</b>		
a.) Parking	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
b.) Public Transit	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
c.) Roadways ( <i>Road Maintenance, Snow Control, Street Lighting &amp; Traffic Signals</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
<b>Comments:</b> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>		

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Service	(1) For 2012, how do you think the City should change this level of service in comparison to 2011?	(2) Would you be willing to reduce the level of service in this area to achieve 0%?
<b>9. Corporate, Operational &amp; Council Services</b> a.) Corporate Services ( <i>Administrative, Asset Mgmt, Dispatch, Facilities, Graphics, Surveying, Human Resources, Legal, Payroll, Purchasing, Realty, Risk Management, Technology</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
b.) Corporate Planning & Administration ( <i>Corporate Mgmt, Government Liaison, Information Mgmt</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
c.) Council Services	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
d.) Financial Management ( <i>Capital Costs &amp; Contingencies, Corporate Revenues, Financial Planning, Financial Services, Business Planning</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
e.) Public Support ( <i>Administration of Justice, Taxation, Communications, Customer Relations, Licensing &amp; Certificates</i> )	<b>REDUCE / MAINTAIN / INCREASE</b>	<b>YES / NO</b>
<b>Comments:</b> <hr/> <hr/> <hr/>		





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## APPENDIX B

Survey received Jan. 18/12 by mail

**Environmental Services:** Open up centers for people to drop off their own garbage without charging for it to take the amount picked up at the curb down.

**Parks, Recreation, & Neighbourhood Services:** Sell off the golf courses to private sectors.

**Protective Services:** Fire & Police should be made to meet the budgets, firemen should not be paid the same as police, the 24 hour shifts have to go, paid to sleep and work a second job – No Way!!

**Additional Comments:** Tax payers are taxed out!!!

Survey received Jan. 18/12 by mail

**Cultural Services:** Loss to maintenance or refurbishment should be considered.

**Planning and Development Services:** Development approvals should be considered carefully.

**Protective Services:** Increase police and fire services if necessary.

**Corporate, operational & Council Services:** Customer relations – pressure in this area should be more user friendly.

**Additional Comments:** Should consider more free passes for seniors. Licenses for cats – who decides who has a cat, in apartments some pay for licenses for cats and many do not.

Survey received Jan. 18/12 by mail

**Additional Comments:** I oppose the new City hall. I believe that financially it would be wiser to work with the existing buildings. Do not give any buildings or properties to the University of Western Ontario.

Survey received Jan. 18/12 by mail

**Additional Comments:** Investigate contracting policing services to OPP and disband London Police Force.

Survey received Jan. 18/12 by mail

**Additional Comments:** Its time City staff directed resources and energy to our core services, ie security, protection, garbage, roads etc. and severely reduce or eliminate most if not all grants and financial handouts to everything other then the necessary and required services listed. We can no longer afford handouts that many agencies now expect each and every year. Sorry, but for the time being, these groups must find other ways to fundraise. Thank you.

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**APPENDIX B (continued)**

Survey received Jan. 18/12 by mail

**Additional Comments:** Tax increase up to 2% is acceptable.

Survey received Jan. 18/12 by mail

**Cultural Services:** The 1.5% increases as suggested are good.

**Economic Prosperity:** The 47.2% increase in business attraction and retention is a huge and unacceptable outlier in a time of fiscal restraint. Past recent years have demonstrated that you can't simply buy businesses into London.

**Environmental Services:** The suggested 1.5% increases are reasonable, the conservation authorities should be expected to meet these targets.

**Parks, Recreation, & Neighbourhood Services:** The submitted 5.1% and 3.9% increases are reasonable. London needs to be attractive and needs to be the forest city, if people will want to live here.

**Planning and Development Services:** The 1.5% suggested increases are reasonable. The proposed increases are too high.

**Protective Services:** The suggested increases are reasonable the proposed police increase of 4.8% is absolutely unrepresentative and unaffordable.

**Social and Health Services:** The proposed 7.4% and 9% increases in housing are reasonable as London is in an affordable housing crisis. A -0.1% decrease proposed by the Health Unit is reasonable.

**Transportation Services:** Agree with submitted amounts.

**Corporate, Operational & Council Services:** Submissions are reasonable, I suspect with the trimming last year there is little left to trim here.

**Additional Comments:** In reviewing the budget I have learned a lot, and it has made me a happy tax payer. The items we pay for with taxes are all very important and cuts would hurt. If you want to save money, the 47.2% increase to business attraction is the place to do it. As well, the police services need to come in at 3%. Overall, I would be happy to have a tax increase to pay for these items, rather than achieve 0% and lose something.

Survey received Jan. 18/12 by mail

**Additional Comments:** I wish the City of London can achieve 0% as promised by Mayor.

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**APPENDIX B (continued)**

Survey received Jan. 18/12 by mail

**Protective Services:** London is a fairly law-abiding City yet the Police expect every year that they will receive more City money. So far all their requests have been granted. Its time to say enough. Every person and business in the City has had to cut back, and its time the police also realized this fact of life.

**Additional Comments:** My husband [REDACTED] worked at Victoria Hospital. He would be horrified if he knew that Heritage London was trying to keep and preserve some parts of that building. He always said Victoria Hospital provided first rate care in awful surroundings and that it should move to Westminster as soon as possible, and the whole unhealthy place levelled. [REDACTED] These buildings would require \$100 000s to maintain and would probably be empty. Please use some common sense. I was on the [REDACTED] [REDACTED] and would certainly not be in favour of this expensive and useless idea.

Survey received Jan. 18/12 by mail

**Cultural Services:** These arts and heritage services while important to culture of the area could be supported by the people providing and using these services and greater money I believe should be provided to those with least access to services such as those using the London Public Library which contribute to mental health and enjoyment of life to the poor.

**Economic Prosperity:** They are doing a good job I believe.

**Environmental Services:** Important Services and well done (for all citizens).

**Parks, Recreation, & Neighbourhood:** Very well done.

**Planning and Development Services:** Our land should be considered very valuable as it is the richest in the world for farming and we have a lot of larger homes already which will be underused as the economy is challenged in the future.

**Protective Services:** Again with an increase in crime and fires and the mentally ill poorly cared for as in the past these services need improving. I'm not aware of why both a fire engine and an ambulance are sent to some calls (could be ignorance on my part).

**Social and Health Services:** These are very important to maintaining a good quality of life and reduction in crime, homelessness, and safety to residents of the City.

**Transportation Services:** These are very important to keeping a safe and well maintained base in many areas like the environment, quality of life, poverty, efficient traffic flow, reduction in things like those collapses in City streets, fewer accidents ect.

**Corporate, Operational & Council Services:** It seems like we have a top-heavy form of government in the City with more supervisory positions then necessary – more in depth studies with little change in resulting decisions should make well-enough paid positions but fewer of them.

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**APPENDIX B (continued)**

**Additional Comments:** I was very pleased to be able to have my say before the decisions were made. The people at the mall were extremely friendly and well informed and kind and supportive. I would like to see this kind of access at least in the beginning expanded so people in London will feel their opinions matter and have weight in decision-making. Thank you very much! (Very impressed with the people at Masonville Mall Jan 14/12). I very strongly disagree with Major Fontana's proposals to beautify London and upgrade in areas not needed.

Survey received Jan. 19/12 by mail

**Cultural Services:** You are not running a charity. There are too many libraries.

**Economic Prosperity:** Use economical creative means.

**Environmental Services:** Difference between wants & needs.

**Parks, Recreation, & Neighbourhood Services:** Be more fiscally responsible in these areas.

**Planning and Development Services:** Need wider sidewalks = quality of life (and would stop chopping up of turf during snow removal). Need wider set backs = quality of life issue to create a desirable city.

**Protective Services:** Find efficiencies – no salary increases for Firefighters and Police. There are not private "for profit" companies that create jobs and wealth.

**Social and Health Services:** You cannot be all things to all people. The safety net is becoming a hammock. City Hall is not a charity. Give no money from City to hospitals ever.

**Transportation Services:** Wider sidewalks, more bike paths.

**Corporate, Operational & Council Services:** Prefer 2 Councillors per ward as in the past. Eliminate bonuses and other perks.

**Additional Comments:** Now is the time to know the difference between wants and needs. Get more creative with traffic control and eliminate costly, unnecessary traffic calming measures. There are public roads for everyone's use. Create standards for vacant properties. A uniform appearance will create a more desirable City. Get fluoride out of water. Keep Fanshawe Dam secure and sound. Infrastructure should be priority.

Survey received Jan. 19/12 by mail

**Cultural Services:** All important services that add great value to life in the City.

**Additional Comments:** On viewing the information charts, it appears that tax payers in London enjoy a tax rate less then the average paid in other cities in Ontario. Local business also has a less then average level of taxation compared with other Cities. We put great value on our City Services and believe a 0% increase will result in loss or degradation of City Services. Our hearty insurance costs go up every year so we suspect the City bills are increasing. The City should be maintaining and improving services and keeping up with the true cost of providing them.

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**APPENDIX B (continued)**

Survey received Jan. 20/12 by mail

**Cultural Services:** Prudent Management needed.

**Parks, Recreation, & Neighbourhood Services:** Offset reduction by increased user fees.

**Transportation Services:** Make people get snow tires.

**Additional Comments:** Overall Council facing reality.

Survey received Jan. 23/12 by mail

**Cultural Services:** These are quality of life issues that attract people to London to live, play and raise families.

**Economic Prosperity:** Stop worshipping the constant growth mantra. Constant growth is what cancer is and that is bad. And the rich get richer (ie. Developers and their cronies).

**Environmental Services:** We need to take care of the only planet we have. Do it for your grandchildren. A better environment is a better city.

**Parks, Recreation, & Neighbourhood Services:** a.) Quality of life issues: many of society's problems arise from kids and young adults having nothing constructive to occupy their time. b.) If you like clean air to breath, plant trees. Your car centered city needs a counteracting element.

**Planning and Development Services:** This city has long needed a coordinated plan based on the whole, not developers driven by what land they can buy the cheapest. Sop this and you stop speculations.

**Protective Services:** By-law Enforcement: stop spending our money on citizens who abuse the system the rest of us comply with. Police Services: stop spending money on criminal management and spend it on crime prevention (treat the disease not the symptoms – deal with poor parenting, poverty, ect through education). Don't pay officers on administrative duty due to criminal charges (domestic abuse, DUI, theft ect).

**Social & Health Services:** Our population is aging and will need more health and community services. Poverty is another issue that admittedly must be addressed by all levels of government.

**Transportation Services:** Parking: your reliance on parking fees/fines revenue will delay move to populate downtown (no shoppers = no businesses = no residents). Public transit: is the future not cars (stop new road widening and develop LCT).

**Corporate, Operational & Council Services:** Good administrators cancel out bad politicians and lobbyists. Change Mr. Fielding's mind on going to Burlington.

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**APPENDIX B (continued)**

**Additional Comments:** Council faces its financial challenges because of limited taxation powers. Lobby the province for income tax share or refuse to pay for services that aren't related to property (police, culture, recreation, animal control, parking, social services, health care <ambulances, ect>, public transit, roads, ect – you get the picture!). Tell the province to provide funding for these services and the extensions that a constant flow of provincial legislation cost. Demand a re-drawing of the Ontario Government funding system that was set up in 1856 when Toronto had 5000 people (It's antiquated and dysfunctional – get it fixed).

Survey received Jan. 23/12 by mail

**Cultural Services:** Not top priorities

**Planning and Development Services:** Don't know enough about the subjects

**Additional Comments:** I hope the budget will be tough but responsible

Survey received Jan. 25/12 by mail

**Protective Services:** Please, we have to protect our safety. In having a confrontation against our law enforcement be ready to lose our safety. We have over 45 000 students at UWO and Fanshawe College who's families depend on how the City is safe to send those kids to London. Please, we don't want to lose our best reputation for the safety of London.

Survey received Jan. 26/12 by fax

**Additional Comments:** You are insulting Londoners intelligence with calling 1% increase a levy – No way. Not the time for foolish, unrealistic dreams of downtown projects. Any surplus money should be used to pay down debt. Service land for new companies. Create jobs. No tax increase means we are going to lay big time down road for streets, sewers, sewage-waste. Like the mechanic says pay a little now or pay a lot more later. Forget the forks, and a new city hall – waste of money. At one time we had Simpsons, Eatons, Lablows all downtown. Why did they all leave.

Survey received Jan. 31/12 by mail

**Additional Comments:** In the late 1970s the Human Resource Department was composed of 3 persons, now its 200. The building inspector Department was composed of +/- 12 persons, 7 inspectors, Division Head and secretaries: now its 200!!!. The CAO was not existent. I would support to cut the "fat". Taxes cannot go up and up and up. The police force, where is it? We could cut ½ of them and be just fine. Since Mr. Fantino left; the crime in London went with him, and the joy ride of the helicopter was no longer necessary. Look not of the service but of the waste.

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## APPENDIX C

### Facebook Comments

#### **Posting: City of London, Ontario**

*Your input on the City's draft 2012 budget is welcomed. Join the January 17 public participation meeting at 4pm at City Hall in Council Chambers.*

#### **2012 City of London Budget**

##### Comments:

█ likes this.

█ Try to work on lowering the debt if you can, even something symbolic to show Londoners that it is a concern we have to address.

█: Council, including the mayor should lead by example and take a small cut in pay and perks. If the citizens of London knew every perk that they pay for they would not be happy. Take that money saved and apply it to the debt.

#### **Posting: City of London, Ontario**

*The 2012 Budget Shopping Mall Sessions are tomorrow from 10 a.m. – 1 p.m. Drop by any of the sessions taking place at major shopping malls(see link) and share your thoughts on the 2012 Budget with Members of Council and Administration. Along with the Shopping Mall Sessions and the Public Participation Meeting on January Jan, 17 at 4 p.m. (City Hall), you can provide feedback to us on Facebook.*

##### Comments:

3 people like this.

#### **Posting: City of London, Ontario**

##### Comments:

█ Looks like the police budget will remain in place as is.

█ As it should. Emergency services should be funded.

█: I wonder how safe those families feel over by Aberdeen School where the shooting took place?

█: I have a question. In the By-Law Enforcement, Licensing, & Property Standards 2012 Requested Budget, are they really requesting \$122000 for furniture and equipment? As well, what did they do with the \$118000 for the same in 2011 and the \$107000 in 2010?

Please clarify, Thank you.

*Response from City of London, Ontario:* Hi █, The account for "Furniture and Equipment" includes the cost of vehicles for the By-law Enforcement Division. The dollar amounts indicated represent the annual rental, maintenance and fuel costs for the cars that are used by the Municipal Law Enforcement Officers in the By-law Enforcement Division. Thank you.

█ I didn't think that looked right. Thank you for the clarification.



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**APPENDIX C (continued)**

Email Comments

**From:** [REDACTED]  
**Sent:** Friday, January 20, 2012 12:31:37 AM  
**To:** Budget  
**Subject:** police services

If the city was serious about delivering zero tax increases why doesn't it take control of spiraling policing costs? You made a big mistake asking the police services board to target a 3% increase this year. They have no intention of meeting any target you give them. The target should have been ZERO! These people are just greedy. They know they can bully city council to give them big increases every year. Who is running the city? Police services board or city council? Take charge! That's why I voted for you.

JUST SAY NO! Let them figure out how to get along with less. You know they can because there is no crime problem in this city.

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, January 23, 2012 6:11:40 PM  
**To:** Budget  
**Subject:** City Budget

Fire dept and Police dept. should take priority. Safety of our city and it's residents should not be compromised. Please take this into consideration.

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, January 23, 2012 6:18:28 PM  
**To:** Budget  
**Subject:** Police and Firefighter Budget

Public safety should be the cities number one priority, these departments should get the money they need to do their job safely and properly. Lives and property cannot be compromised.  
Thank you

[REDACTED]

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**APPENDIX C (continued)**

**From:** [REDACTED]  
**Sent:** Wednesday, January 25, 2012 8:31:17 AM  
**To:** Budget  
**Subject:** Reduce Reuse Recycle re: item 30

The 3 R's for garbage are Reduce, Reuse and Recycle. The only one of those three that there is any place for a corporation to make money is Re-cycle.

I have yet to see any demonstrative plan regarding getting Londoners to reduce or reuse their overall consumption of consumer goods and what turns into waste other than composting.

Those of us that do not put out all that garbage are going to be subsidizing those that just continue to do what they have always done.

The existing garbage cycle is already something Londoners don't like and you require a schedule to stay on top of. Now you will need a book? Those that use their composter, don't have more than a bag and re-cycle, reuse, re-purpose are going to be penalized to pay for those that don't.

"Potentially funded" is not funded until you see the cheque.

The city has spend a considerable amount of money on the composting programs which is terrific. Green bins will just divert most of that waste to Orga World who can turn a profit from it.

Plus the bins look terrible. Have you driven seen inner city streets in Toronto lately. With narrow lots the fronts are littered with the variety of bins, it looks terrible.

Bring back the bottle deposits and start with **water** bottles. Everyone has accepted paying 5cents for a grocery bag and the grocery stores are making a tidy little profit on that one.

I would vote NO on item #30.

Plus as a small business owner I do not want to pay more in property tax for something that I am already paying so much more for than the residential customer and don't use because it is contracted (why is that?).

[REDACTED]

**From:** [REDACTED]  
**Sent:** Wednesday, January 25, 2012 10:48:23 AM  
**To:** Budget  
**Subject:** Adds and Cuts Public Feedback

To Whom it May Concern:

I am a newer resident to London, I live in Wortley Village. My partner ([REDACTED]) and I moved to London from Toronto in [REDACTED]. We are homeowners, taxpayers and voters. I'm a young banking professional and [REDACTED] is a hard worker who was only unemployed for 2 months after moving here. Both of us work in fields where our employers have difficulty attracting qualified candidates.

When we first moved to this City we fell in love with it so quickly because we felt that Londoners had a much better pace of life than Torontonians. We felt that the City had a lot to offer us, including affordable housing. **We were excited by Joe Fontana's promise to run this City as a CEO and not a politician.**

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### APPENDIX C (continued)

However, when I look at the proposed budget it looks more like politics than business to me.

As a voter this is what is important to me:

- Employment (attracting good employers and creating desirable jobs)
- Health Care (family doctors and specialists)
- Education (for youth and retraining for the unemployed)
- Basic infrastructure and services to create a hospitable business environment (transportation, law enforcement, firemen, garbage pickup)

I think it INSANE for this City to focus on anything else OTHER than those things since they are the basis of healthy economy. London has a VERY high unemployment rate since jobs are leaving, and a high vacancy rate because residents follow jobs.

Joe Fontana was not voted in because voters want libraries for seniors, parks, sport centers or charitable donations. YES we all WANT those things but what we need is what was voted in -- A CEO to get us out of this economic mess and help London to outperform compared other Cities in Ontario rather than underperform.

So in that vein, this is what I LIKE in the budget:

- Ambulance services
- Police budget (if we had jobs there would be less crime, desperate people do desperate things, that is not the Police officer's fault)
- Firefighter budget
- Transportation budget (how about we put in bus routes in that make sense. Like one straight up Wharncliffe rather than weaving through Wortley village)
- Garbage pickup improvements

Everything I have NOT listed I think needs to wait until the City has a stable enough tax base (larger and employed) to support the City's WANTS rather than NEEDS. For example, we do not need libraries for old people but we do need jobs for the middle class so they can pay into CPP and look after our seniors properly in their old age. We do not need to spend \$4.5 MILLION on giving the downtown a facelift. Businesses will do that for us if you can create a vibrant economy. Don't burden taxpayers with a "if you build it they will come" mentality. Temporary jobs created through government construction projects will not contribute to long term employment growth or create the quality of jobs we need.

This is what is missing:

- Tax incentives for business that set up shop in London. There are so many vacant downtown buildings I'm sure we can afford to help them move here and create employment.
- Incentives for new immigrants to move to London, especially wealthy or highly skilled/educated immigrants. Population growth can help to drive economic growth.
- Spending on retraining for the unemployed
- Incentives for professionals who move to the city
- Tax incentives for employers to STAY in London, our population is only 350K, a few new employers and retaining existing ones go a LONG way.
- A government job center that provides more than internet access.

Agenda Item # Page #

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**APPENDIX C (continued)**

Letter received by mail Jan. 20/12

To Harold Usher:

Attached is a copy of the item with questions and answers of our Police Dept. I have included one for you and for Sandy White. I should have also made one for Fontana. I am really concerned that these Departments will not cut back to the target they were asked to, do not get what they want. As, along with other senior citizens on fixed incomes, we wonder when it will stop.

I don't like the idea of a levy either. The other concern we talked about was what areas the disconnecting of weeping tiles to the sanitary sewer was at, and when it may be started in Ward 14.

Thanks for taking the time to talk to me at White Oaks Mall on Saturday.

Anonymous Phone call received Jan. 17/12

Caller wishes to eliminate funding to pioneer village in order to sustain a 0% tax increase.



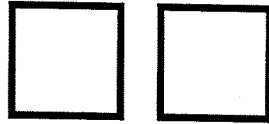
**APPENDIX D**

Public Input Survey's

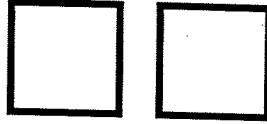
Total Number of Survey's complete at mall Jan. 14/12: 5 (4 Argyle, 1 Cherryhill)  
 Total Number of Survey's mailed in after Jan. 17th/12: 19  
 Total Number of Survey's 24  
 Have Your Say, London! Budget 2012 Survey

Service	Level of Service Change compared to 2011			Willingness to reduce level of service to achieve 0%	
	Reduce	Maintain	Increase	Yes	No
<b>Cultural Services</b>					
a.) Centennial Hall, Arts Culture & Heritage Advisory Funding, Museum London	<b>12*</b>	9	2	16	7
b.) Heritage Services	9	<b>11</b>	2	15	8
c.) London Public Library	4	<b>15</b>	4	7	<b>16</b>
<b>Total Cultural</b>	25	35	8	38	31
<b>Average (%)</b>	35	49	11	53	43
<b>Economic Prosperity</b>					
a.) Economic Development (Business Attraction & Retention, Community Improvement/BIA, London Convention Centre, Tourism London	7	<b>12</b>	5	12	11
<b>Total Economic Prosperity</b>	7	<b>12</b>	5	12	11
<b>Average (%)</b>	29	50	21	50	46
<b>Environmental Services</b>					
a.) Conservation Authorities	8	<b>11</b>	4	8	<b>13</b>
b.) Environmental Stewardship (Active transportation & energy conservation)	8	<b>11</b>	4	9	<b>13</b>
c.) Garbage Recycling & Composting	3	<b>17</b>	4	5	<b>18</b>
<b>Total Environmental</b>	19	39	12	22	44
<b>Average (%)</b>	26	54	17	31	61

*\*Note: results that differ from service group averages are highlighted*



Service	Level of Service Change compared to 2011			Willingness to reduce level of service to achieve 0%	
	Reduce	Maintain	Increase	Yes	No
<b>Parks, Recreation, &amp; Neighbourhood Services</b>					
a.) Neighbourhood & Recreation Services (Aquatic, Arenas, Children Services, Community Centres, Community Development & Funding, Golf, Storybook Gardens)	6	14	3	9	14
b.) Parks & Urban Forestry	4	13	6	6	15
<b>Total Parks</b>	10	27	9	15	29
<b>Average (%)</b>	21	56	19	31	60
<b>Planning and Development Services</b>					
a.) Building Controls (Permit issuance and inspections)	5	15	2	7	12
b.) City Planning & Research	6	13	4	10	12
c.) Development Approvals	5	14	2	7	13
<b>Total Planning</b>	16	42	8	24	37
<b>Average (%)</b>	22	58	11	33	51
<b>Protective Services</b>					
a.) Animal Services	6	13	2	9	12
b.) By-law Enforcement	5	13	4	8	11
c.) Emergency & Security Management	2	13	4	5	13
d.) Fire Services	4	15	4	6	15
e.) Police Services	5	11	7	7	15
<b>Total Protective</b>	22	65	21	35	66
<b>Average (%)</b>	18	54	18	29	55



Service	Level of Service Change compared to 2011			Willingness to reduce level of service to achieve 0%	
	Reduce	Maintain	Increase	Yes	No
<b>Social &amp; Health Services</b>					
a.) Housing (Affordable Housing, London Middlesex Housing Corporation)	4	12	8	4	18
b.) Long Term Care	1	14	8		20
c.) Primary Health Care Services (Land Ambulance, Middlesex London Health Unit)		17	6		20
d.) Social & Community Support Services (Homeless Support & Emergency Shelters, Substance Abuse, Immigration Services, Subsidized Transit, and Ontario Works Program)	5	12	6	2	19
<b>Total Social</b>	10	55	28	6	77
<b>Average (%)</b>	10	57	29	6	80
<b>Transportation Services</b>					
a.) Parking	6	16	1	12	10
b.) Public Transit	2	14	8	9	13
c.) Roadways (Road Maintenance, Snow Control, Street Lighting & Traffic Signals)	1	14	7	4	17
<b>Total Transportation</b>	9	44	16	25	40
<b>Average (%)</b>	13	61	22	35	56

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Service	Level of Service Change compared to 2011			Willingness to reduce level of service to achieve 0%	
	Reduce	Maintain	Increase	Yes	No
<b>Corporate, Operational &amp; Council Services</b>					
a.) Corporate Services (Administrative, Asset Mgmt, Dispatch, Facilities, Graphics, Surveying, Human Resources, Legal, Payroll, Purchasing, Realty, Risk Management, Technology)	10	11	2	14	7
b.) Corporate Planning & Administration (Corporate Mgmt, Government Liaison, Information Mgmt)	9	10	2	12	7
c.) Council Services	6	14	2	9	11
d.) Financial Management (Capital Costs & Contingencies, Corporate Revenues, Financial Planning, Financial Services, Business Planning)	6	11	3	7	12
e.) Public Support (Administration of Justice, Taxation, Communications, Customer Relations, Licensing & Certificates)	5	15	3	8	12
<b>Total Corporate</b>	<b>36</b>	<b>61</b>	<b>12</b>	<b>50</b>	<b>49</b>
<b>Average (%)</b>	<b>30</b>	<b>51</b>	<b>10</b>	<b>42</b>	<b>41</b>
<b>Total</b>	<b>154</b>	<b>380</b>	<b>119</b>	<b>227</b>	<b>384</b>