

Outcomes	Expected Results
Londoners have access to the supports they need to be successful	Increase affordable and quality housing options
	Reduce the number of individuals and families experiencing chronic homelessness or at risk of becoming homeless
	Support improved access to mental health and addictions services
	Decrease the number of London residents experiencing poverty
	Increase opportunities for individuals and families
	Improve the health and well-being of Londoners
Londoners are engaged and have a sense of belonging in their neighbourhoods and community	Increase the number of residents who feel welcomed and included
	Increase the number of meaningful opportunities for residents to be connected in their neighbourhood and community
Londoners have access to services and supports that promote wellbeing, health, and safety in their neighbourhoods and across the city	
	Continue to invest in culture
	Increase participation in recreation, sport, and leisure activities
	Increase resident use of community gathering spaces
	Increase neighbourhood safety
London’s neighbourhoods have a strong character and sense of place	
	Ensure that new development fits within and enhances its surrounding community
	Continue to conserve London’s heritage properties and archaeological resources
	Increase the number of community gathering spaces in neighbourhoods

Building A Sustainable City

Outcomes	Expected Results
London’s infrastructure is built, maintained, and operated to meet the long-term needs of our community	Maintain or increase current levels service
	Build infrastructure to support future development and protect the environment
	Manage the infrastructure gap for all assets
London’s growth and development is well planned and sustainable over the long term	
	Improve London’s resiliency to respond to potential future challenges
	Direct growth and intensification to strategic locations
London has a strong and healthy environment	
	Increase waste reduction, diversion, and resource recovery
	Increase community knowledge and action to support the environment
	Protect and enhance waterways, wetlands, and natural areas
Londoners can move around the city safely and easily in a manner that meets their needs	Conserve energy and increase actions to respond to climate change and severe weather
	Increase access to transportation options
	Manage congestion and travel times
	Improve safety for all modes of transportation
	Improve the quality of pedestrian environments to support healthy and active lifestyles

Growing Our Economy

Outcomes	Expected Results
London will develop a top quality workforce	Increase access employers have to the talent they require
	Increase opportunities between potential employers, post-secondary institutions, and other employment and training agencies
London is a leader in Ontario for attracting new jobs and investments	Increase partnerships that promote collaboration, innovation, and investment
	Maintain viability in key global markets
	Increase public and private investment in strategic locations
	Increase public and private investment in amenities that attract visitors, a talented workforce, and investment
London creates a supportive environment where entrepreneurs, businesses, and talent can thrive	Maintain foreign investment attraction, local retention, and growth and entrepreneurship support programs
	Increase access to supports for entrepreneurs, small businesses, and community economic development
	Increase efficiency and consistency for administrative and regulatory processes
	Increase the availability of serviced land in strategic locations

Leading In Public Service

Outcomes	Expected Results
The City of London is trusted, open, and accountable in service of our community	Increase opportunities for residents to be informed and participate in local government
	Improve public accountability and transparency in decision making
	Build relationships with Indigenous peoples that are respectful, transparent, responsive, and accountable
Londoners experience exceptional and valued customer service	Increase community and resident satisfaction of their service experience with the City
	Increase responsiveness to our customers
	Increase efficiency and effectiveness of service delivery
	Reduce barriers to access city services and information
	Increase the use of technology to improve service delivery
The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service	Increase the diversity of the city's workforce
	Attract and retain a talented workforce
	Maintain a safe and healthy workplace
	Maintain London's finances in a transparent and well-planned manner to balance equity and affordability over the long term
	Enhance the ability to respond to new and emerging technologies and best practices