

Strategic Priorities and Policy Committee

Report

6th Meeting of the Strategic Priorities and Policy Committee
January 28, 2019

PRESENT: Councillors M. van Holst, S. Lewis, M. Salih, J. Helmer, M. Cassidy, P. Squire, J. Morgan, S. Lehman, A. Hopkins, P. Van Meerbergen, S. Turner, E. Pelozza, A. Kayabaga, S. Hillier

ABSENT: Mayor E. Holder

ALSO PRESENT: M. Hayward, A.L. Barbon, B. Card, J. Carter, B. Coxhead, S. Datars Bere, J. Fleming, G. Kotsifas, L. Livingstone, J.P. McGonigle, P. McKague, D. O'Brien, S. Oldham, K. Pawelec, M. Ribera, C. Saunders, K. Scherr, M. Schulthess, S. Stafford, B. Westlake and R. Wilcox.

The meeting is called to order at 4 PM, with all Members present except Mayor E. Holder and Councillors A. Kayabaga, S. Turner and P. Van Meerbergen.

1. Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Consent

None.

3. Scheduled Items

3.1 Council's Strategic Plan 2019-2023: Draft Outcomes, Expected Results, Strategies and Metrics

Moved by: J. Morgan

Seconded by: A. Hopkins

That, on the recommendation of the City Manager, the staff report dated January 28, 2019 regarding Council's Strategic Plan 2019-2023: Draft Outcomes, Expected Results, Strategies and Metrics BE RECEIVED for information; it being noted that the attached presentation from the Managing Director, Neighbourhood, Children & Fire Services was received.

Yeas: (14): M. van Holst, S. Lewis, M. Salih, J. Helmer, M. Cassidy, P. Squire, J. Morgan, S. Lehman, A. Hopkins, P. Van Meerbergen, S. Turner, E. Pelozza, A. Kayabaga, and S. Hillier

Absent: (1): Mayor E. Holder

Motion Passed (14 to 0)

4. Items for Direction

None.

5. Deferred Matters/Additional Business

5.1 ADDED - Public Wi-Fi in Recreation Facilities

Moved by: S. Lewis
Seconded by: M. van Holst

That the public provision of Wi-Fi in recreation facilities, particularly in areas with existing appropriate network connectivity, BE INCLUDED in the draft 2019-2023 Strategic Plan.

Yeas: (12): M. van Holst, S. Lewis, M. Salih, J. Helmer, M. Cassidy, P. Squire, J. Morgan, S. Lehman, A. Hopkins, P. Van Meerbergen, E. Pelozza, and S. Hillier

Nays: (1): S. Turner

Absent: (2): Mayor E. Holder, and A. Kayabaga

Motion Passed (12 to 1)

5.2 ADDED - Enhanced Winter Maintenance

Moved by: S. Lewis
Seconded by: J. Morgan

That a new strategy entitled “Improve Residents’ Satisfaction with winter road and sidewalk maintenance” BE ADDED to Leading in Public Service (LPS) Outcome 2 - Londoners experience exceptional and valued customer service, subsection C - Increase efficiency and effectiveness of service delivery, of Appendix B of the Draft Strategic Plan, with a metric to “reduce the number of customer complaints received through ES London”; it being noted that additional metrics may be added through the multi-year budget process; it being further noted that all remaining strategies will be renumbered to accommodate this addition.

Yeas: (14): M. van Holst, S. Lewis, M. Salih, J. Helmer, M. Cassidy, P. Squire, J. Morgan, S. Lehman, A. Hopkins, P. Van Meerbergen, S. Turner, E. Pelozza, A. Kayabaga, and S. Hillier

Motion Passed (14 to 0)

6. Adjournment

Moved by: P. Squire
Seconded by: P. Van Meerbergen

That the meeting adjourn.

Yeas: (14): M. van Holst, S. Lewis, M. Salih, J. Helmer, M. Cassidy, P. Squire, J. Morgan, S. Lehman, A. Hopkins, P. Van Meerbergen, S. Turner, E. Pelozza, A. Kayabaga, and S. Hillier

Absent: (1): Mayor E. Holder

Motion Passed (14 to 0)

The meeting adjourned at 4:39 PM.



Council's Strategic Plan 2019-2023

January 28, 2019 SPPC

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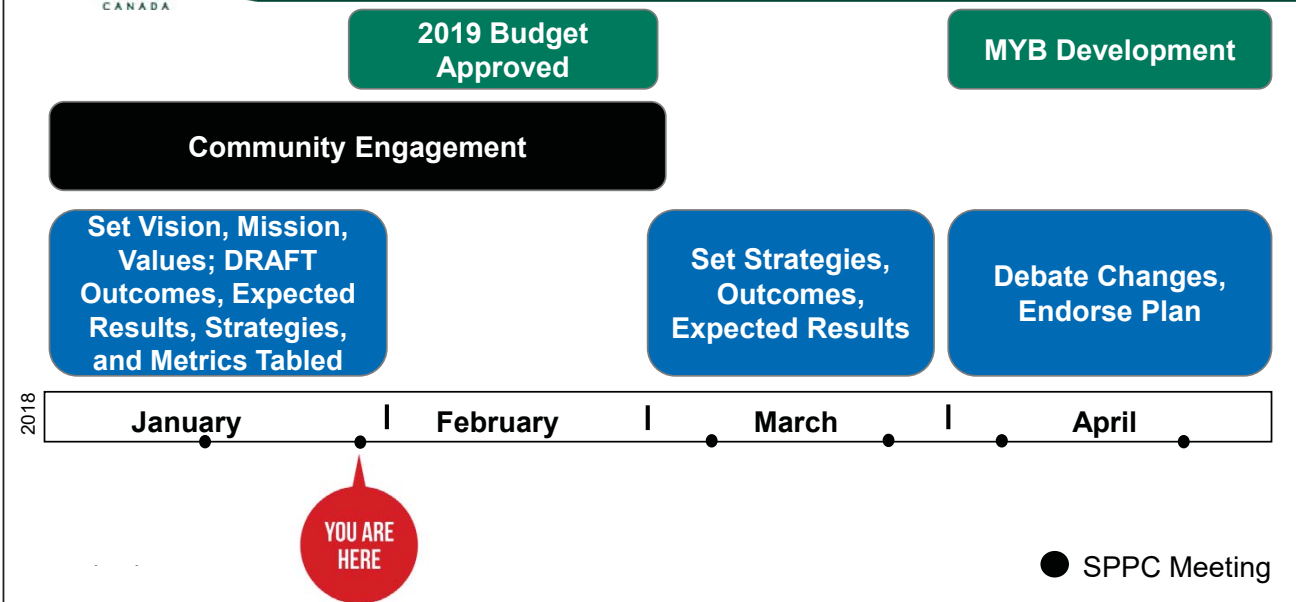
Agenda

- Key Timelines and Deliverables
- Community Engagement update – early feedback
- Tabling draft Outcomes, Expected Results, Strategies, and Metrics
- Next Steps

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Strategic Plan 2019-2023: Timelines and Deliverables



Community Engagement

- Community input sought on the preliminary Vision, Mission, and Value statements. The community was asked 3 questions:
 1. What words or statements resonate with you the most?
 2. Are there words or statements that could be eliminated?
 3. If you were to write a “Vision” statement for the City of London, drawing from the above statements, what would it say?

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Preliminary Vision Statements

1. Our region's capital, advancing commerce and connecting people through culture, entertainment, and sport as the heart of Southwestern Ontario.
2. A bold leader in fostering an innovative, prosperous, and liveable city connected to the world.
3. A diverse community of neighbours building for a prosperous future.
4. A city of unlimited potential where enterprise is valued and dreams are realized.
5. A resilient community where all are welcomed and valued, building for a prosperous future.

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Vision: What resonates the most?

- Prosperous future/prosperous community
- Diverse community
- The environment
- Resilient community
- Liveable city

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Preliminary Mission Statements

1. A responsive and modern public service partner that fosters change to build a better London for all.
2. Engaged and responsible public servants building a better city for all.
3. Delivering opportunity with respect, compassion, and accountability.
4. Serving in partnership with respect, equity, and inclusion to build a better city for all.
5. To help Londoners prosper and grow in an inclusive and connected community.

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Mission: What resonates the most?

- Fosters change to build a better London for all
- To mobilize our public sector to build a better city for all
- Engaged and responsive public service
- Opportunity with respect, compassion, and accountability

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Preliminary Value Statements

1. Good governance, driven by community, acting with compassion, moving forward through innovation.*
2. Results focused
Collective accountability
Serving a diverse community
3. Initiative
Integrity
Compassion
Inclusivity
Accountability

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Preliminary Value Statements cont'd

* To be considered:

(energetic collaboration, clear and lateral thinking, calculated risk taking, strong ROI and SOI, value for money, rapid advancement, technological innovation, economic vitality, individual sustainability, municipal self-sufficiency, personal productivity)

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Values: What resonates the most?

- Results focused
- Driven by community
- Collective accountability
- Integrity and compassion

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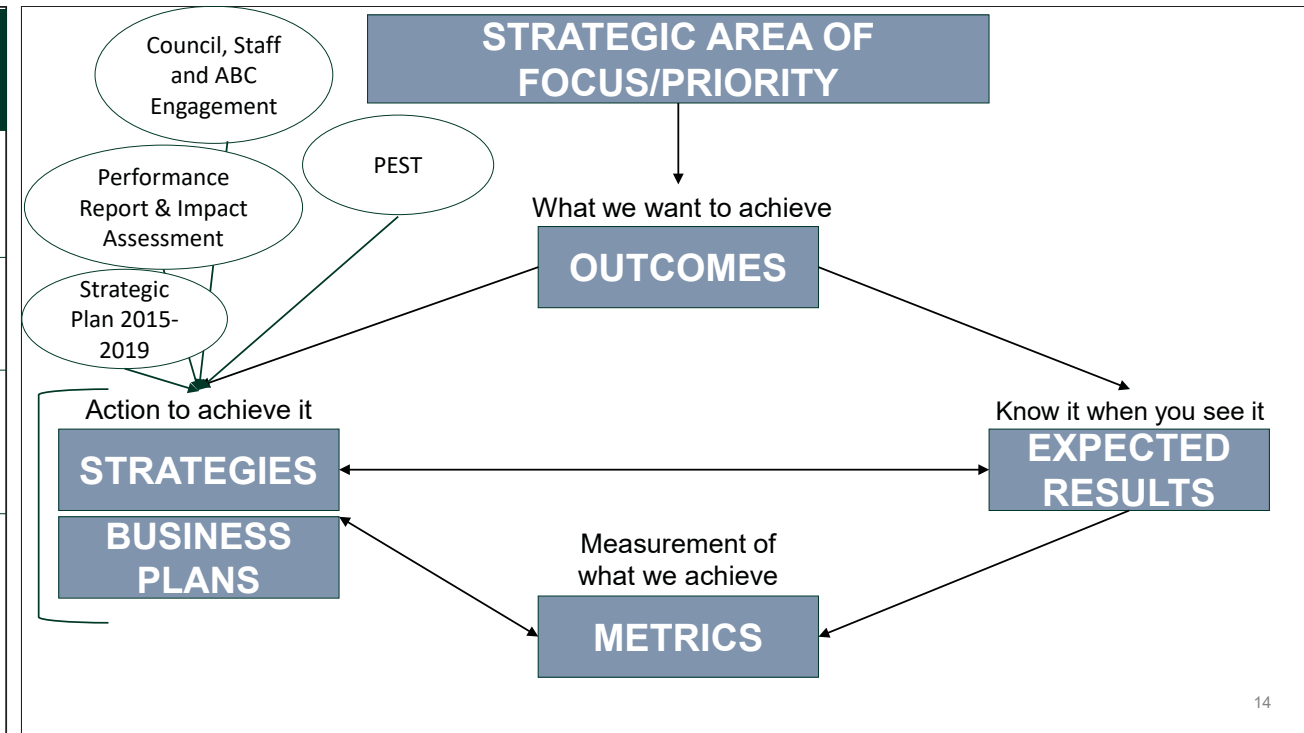
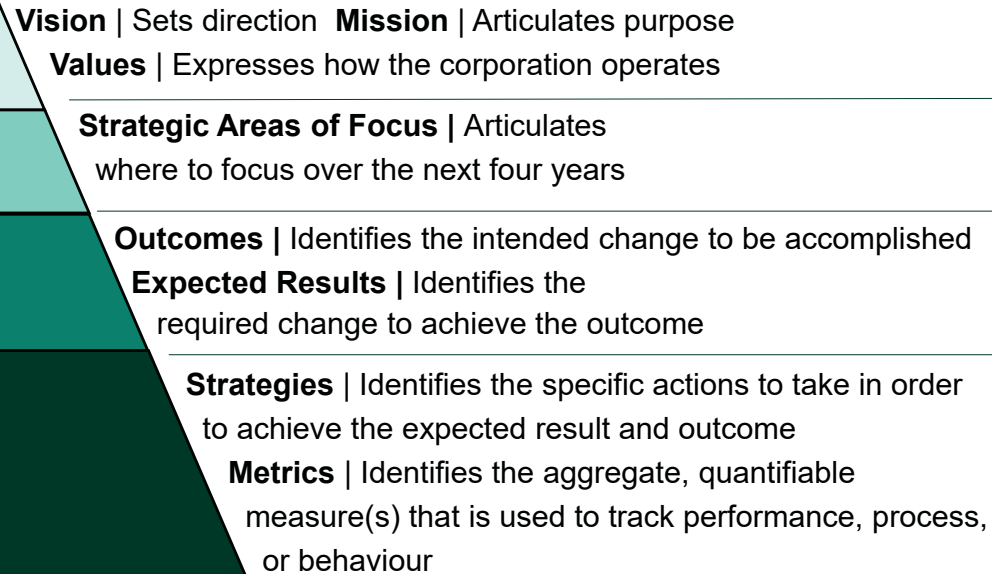
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Draft Outcomes, Expected Results, Strategies, and Metrics

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Strategic Plan Approach



Next Steps: Community Engagement

February 1 – 28, 2019:

- Seeking feedback on proposed Outcomes, Expected Results, and Strategies
- Final opportunity to provide any additional feedback on preliminary Vision, Mission, and Value statements
- Civic Administration will provide Council with communication assets to share with their networks and constituents



Next Steps: Community Engagement

Opportunities for Community Engagement:

- **Online Feedback:** getinvolved.london.ca
- **Paper Survey:** available through phone or email
- **Ward/Community Meeting:** contact Jen Carter (jecarter@london.ca) if you would like support from Civic Administration



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Next Steps: Community Engagement

Opportunities for Community Engagement (cont'd):

- **Focus Groups:** An engagement toolkit is being created to support organizations to gather feedback and to promote the online link with networks and individuals
- **Open Houses:**
 - **Feb 19:** Goodwill (5pm to 8pm)
 - **Feb 27:** South London Community Centre (5pm to 8pm)

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Next Steps: Community Engagement

Opportunities for Community Engagement (cont'd):

Pop Ups:

- **Feb 8:** North London Optimist Community Centre (10am-12pm)
- **Feb 16:** Canada Aquatic Games Centre (10am-12pm)
- **Feb 21:** Bostwick Community Centre (6pm-8pm)
- **Feb 28:** Stoney Creek Community Centre (3pm-5pm)
- **TBD:** Southeast location



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Next Steps

March 4, 2019 SPPC Meeting:

- Council receives any additional feedback on the preliminary Vision, Mission, and Value statements
- Council sets the Vision, Mission, and Values
- Council receives feedback on the draft Outcomes, Expected Results, and Strategies
- Council receives additional information for each draft strategy: targets and financial information
- Council begins to set the strategies

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Next Steps

March 25, 2019 SPPC Meeting:

- Council continues to set the strategies

April 8, 2019 SPPC Meeting:

- Council debates any final changes to the Strategic Plan

April 23, 2019 SPPC Meeting:

- Council approves the Strategic Plan 2019-2023

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Thank You!

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Strategic Plan 2019-2023: Early Community Engagement Feedback

The responses to the questions listed below were provided by residents from January 16 to January 28 through www.getinvolved.london.ca.

VISION:

If you were to write a "Vision" statement for the City of London, drawing from the above statements, what would it say?

- "London, connecting Southwestern Ontario with the World."
- "Bio economy and unconventional energy utilization. It is time to engage. We will lose a grand opportunity if we do not act."
- "... Connecting people through culture, entertainment, transportation, and sport."
- "A resilient community where all are welcomed and valued, building for a prosperous and affordable future while protecting the environment."
- "Creating a City for Citizens."
- "More livable than Toronto. Cheaper rent, more parks, and better traffic. "
- "While citizens have strived to practice unconditional love, the corporation has reduced unemployment, crime, homelessness and addiction."
- "The city that has solved its most taxing problems, capitalized on its best opportunities and maximized quality-of-life."
- "The nucleus of SWO where commerce, culture, sport, entertainment and technology reach critical mass for an explosion of prosperity."
- "A city which preserves its heritage, both in architecture and nature, and which stresses practical needs, not expensive impractical ones."
- "A city of unlimited potential where all are welcomed and valued building a prosperous future."
- "A bold leader in fostering a sustainable, prosperous, and liveable city connected to its hinterland and the world."
- "A resilient community, advancing commerce and connecting people through culture, entertainment, and sport as the heart of Southwestern Ontario."

MISSION:

If you were to write a "Mission" statement for the City of London, drawing from the above statements, what would it say?

- "To maintain a city which respects all kinds of people: e.g. the old and the young, liberals and conservatives, not just "change" advocates."
- "Empowering citizens to contribute to dynamic, diverse communities under optimized municipal conditions."
- "To help Londoners prosper and grow in an inclusive and connected community by delivering opportunity with respect, compassion, and account."
- "An engaged and innovative public service partner that fosters change to build a better London for all."

VALUES:

If you were to develop Values for the City of London, drawing from the above Values, what would they be?

- "Be good stewards of our taxes Real Integrity with accountability Truthful service to all"
- "People in charge will write using clear language so that ordinary people will be able to understand its practical consequences."
- "Put First things first. Don't spend for the sake of vanity. Find your own opportunities. Support volunteerism. Think outside the box."
- "#3 as is." (Initiative. Integrity. Compassion. Inclusivity. Accountability)
- "Accountable governance, driven by community, acting with compassion, moving forward through innovation and calculated risk-taking"