

TO:	CHAIR AND MEMBERS STRATEGIC PRIORITIES AND POLICY COMMITTEE MEETING ON JANUARY 7, 2020
FROM:	ANNA LISA BARBON MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER
SUBJECT:	2020-2023 MULTI-YEAR BUDGET PRE-TABLING PUBLIC ENGAGEMENT FEEDBACK

RECOMMENDATIONS

That, on the recommendation of the Managing Director, Corporate Services and City Treasurer, Chief Financial Officer, this report providing a summary of feedback on the 2020-2023 Multi-Year Budget from public engagement activities undertaken through December 2, 2019 **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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Strategic Priorities and Policy Committee, meeting on May 6, 2019, agenda item 4.1 – 2020-2023 Multi-Year Budget:

<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=62405>

Corporate Services Committee, meeting on May 28, 2019, agenda item 2.1 – Provincial Budget & Recent Proposed Legislative Changes with Financial Impacts:

<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=62852>

Strategic Priorities and Policy Committee, meeting on November 5, 2019, agenda item 2.1 – Update on the 2020-2023 Multi-Year Budget:

<https://pub-london.escribemeetings.com/filestream.ashx?DocumentId=68346>

LINK TO 2019-2023 STRATEGIC PLAN

Council's 2019-2023 Strategic Plan for the City of London identifies 'Leading in Public Service as a strategic area of focus. The City of London's Multi-Year Budget process is a strategy to maintain London's finances in a transparent and well-planned manner to balance equity and affordability over the long term.

Additionally, the 2019-2023 Strategic Plan forms the foundation for the 2020-2023 Multi-Year Budget. Council will, through the 2020-2023 Multi-Year Budget process, be able to ensure that its priorities are achieved within the financial parameters that Council establishes during its term. The 2020-2023 Multi-Year Budget will determine the pace of implementation of the 2019-2023 Strategic Plan.

BACKGROUND

Civic Administration initiated its 2020-2023 Multi-Year Budget public engagement activities in June 2019 and has continued those efforts throughout the development period of the budget. At this stage of the process, this report is intended to provide an update on the feedback received to date through December 2, 2019. As well, this report will highlight upcoming public engagement events.

Civic Administration has focused on informing, consulting and involving residents of the City of London through its engagement activities to date. The public engagement plan has and continues to emphasize the following elements:

- Ensuring multiple channels are utilized to communicate engagement opportunities;
- Highlighting the various forms of feedback submission available to the community;
- Highlighting how participation and feedback is being incorporated into the decision making process; and
- Consideration of the time and location of events to increase accessibility.

What have we heard?

Throughout the summer and fall of 2019, the three major channels of engaging with the public have been:

1. 2020-2023 Multi-Year Budget Survey on the City's Get Involved webpage;
2. 'Pop-Up' events and ward meeting attendance; and
3. Social Media.

Please note that comments are provided in this report as received, in the order they were received and only edited for presentation, privacy concerns or public appropriateness.

2020-2023 Multi-Year Budget Survey – Get Involved

Between June 2019 and November 2019, on the Get Involved London website, a survey was posted asking for feedback on what services are valued by Londoners. From the listed service groupings, participants were asked to rank three service groupings that were of most value to them and their families and to rank three service groupings that were of least value to them and their families. In addition, comments and feedback could be submitted.

The survey results can be summarized as follows:

- 654 respondents
- 194 comments received on the 654 completed surveys

Please refer to Appendix A for the detailed survey results.

Pop Up Events/Ward Meetings

In addition to raising awareness of the upcoming 2020-2023 Multi-Year Budget, receiving comments/feedback and answering any questions, these events included an interactive activity that provided participants with 10 'City of London Dollars'. Participants were able to allocate their dollars amongst a number of service groupings to represent how they would invest their property tax dollars into services, including an option for tax savings.

Civic Administration attended the following events/locations:

Event/Location	Date/Time
Hyde Park BIA – Pond Fest	June 8, 2019, 3:00-5:00PM
Western Fair Farmer's Market	June 22, 2019, 11:00AM-1:00PM
Sunfest	July 4, 2019, 4:00-6:00PM
Stoneycreek Community Centre/YMCA	July 16, 2019, 3:30-5:30PM
South London Community Pool	July 25, 2019, 8:30-10:30AM
Springbank Park	July 31, 2019, 6:00-8:00PM
East London Public Library	August 2, 2019, 2:00-4:00PM
Gathering on the Green - Wortley Village	August 18, 2019, 11:00AM-1:00PM
Place Matters Conference: Strengthening Neighborhoods, Building Community - Museum London	September 28, 2019, 12:30-1:30PM
Ward 2 Meeting – East London Public Library	October 2, 2019, 6:30-8:30PM
Ward 9 Meeting – Byron Public Library	October 10, 2019, 6:30-8:30PM

Participation at these events can be summarized as follows:

- 11 events attended
- 261 activity participants
- 94 comments received

Please refer to Appendix B for a summary of participant 'City of London Dollars' allocations and feedback.

Social Media

Throughout the summer and fall, Social Media, specifically Twitter, Facebook and Instagram, have been utilized to inform residents. Throughout the period of May 2019 to December 2019:

- 174 tweets/postings have been completed (#LdnOnt hashtag being utilized);
- We have had a total of 111,840 impressions through social media;
- 60,577 views/clicks on Facebook

Upcoming Public Engagement

As the budget has been tabled, a number of further public engagement events are planned. The following is a summary of upcoming initiatives:

Description	Date
Social Media Continuation	January 2020 – February 2020
Get Involved London – Business Case Survey	January 2020
Public Budget Open Houses - Goodwill Industries – 255 Horton Street East	January 11, 2020 (10:00AM – 12:00PM) January 15, 2020 (6:00PM – 8:00PM)
Community Groups/Events - London Environmental Network – Goodwill Industries – 255 Horton Street East - Urban League – The Squire Pub – 109 Dundas Street	January 13, 2020 (6:00PM – 8:00PM) January 16, 2020 (5:30PM – 7:30PM)
* This list is based on invitations received from community groups as of December 10 th , 2019	
Ward Meetings	As requested
Budget Public Participation Meeting - Council Chambers – City Hall – 300 Dufferin Ave.	January 23, 2020 (4:00PM at SPPC)

The Business Case Survey will provide Londoners with business case summaries, anticipated taxpayer impacts of each business case and access to full business cases (both additional investment business cases and business cases for potential net levy reductions) on the Get Involved London platform. The survey will ask the respondents to indicate whether they would support or not support each business case and allow them to leave a comment on the survey as a whole. The survey will be completed prior to Council's deliberations and the information gathered will be included in an update report on public engagement feedback received between tabling and deliberations, including feedback received from events noted above.

CONCLUSION

2020-2023 Multi-Year Budget public engagement activities have been productive to date. Efforts on gathering further feedback and providing a variety of engagement options will continue as the budget development process moves into its next phase.

Acknowledgements

The Financial Planning & Policy Office would like to acknowledge all the team members that have been involved in public engagement events to date, including Corporate Communications.

PREPARED BY:	REVIEWED & CONCURRED BY:
MARTIN GALCZYNSKI, CPA, CA MANAGER, FINANCIAL PLANNING & POLICY	KYLE MURRAY, CPA, CA DIRECTOR, FINANCIAL PLANNING & BUSINESS SUPPORT
RECOMMENDED BY:	
ANNA LISA BARBON, CPA, CGA MANAGING DIRECTOR, CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER	

Cc: Jason Davies – Manager, Financial Planning and Policy
Alan Dunbar – Manager, Financial Planning and Policy
Zeina Nsair – Manager, Financial Modelling, Forecasting & Systems Control

APPENDIX A – GET INVOLVED LONDON FEEDBACK

Survey Results

Question #1: Please choose and rank three (3) service groupings that are of MOST VALUE to you & your family.									
	CULTURE SERVICES	ECONOMIC PROSPERITY	ENVIRONMENTAL SERVICES	PARKS, RECREATION & NEIGHBOURHOOD SERVICES	PLANNING & DEVELOPMENT SERVICES	PROTECTIVE SERVICES	SOCIAL AND HEALTH SERVICES	TRANSPORTATION SERVICES	OTHER CITY SERVICES
Number of submissions that ranked "1"	27	76	155	80	18	78	142	75	3
Number of submissions that ranked "2"	29	54	156	99	24	105	111	74	2
Number of submissions that ranked "3"	58	64	107	109	29	72	89	121	5
Total	114	194	418	288	71	255	342	270	10

Question #2: Please choose and rank three (3) service groupings that are of LEAST VALUE to you & your family.									
	CULTURE SERVICES	ECONOMIC PROSPERITY	ENVIRONMENTAL SERVICES	PARKS, RECREATION & NEIGHBOURHOOD SERVICES	PLANNING & DEVELOPMENT SERVICES	PROTECTIVE SERVICES	SOCIAL AND HEALTH SERVICES	TRANSPORTATION SERVICES	OTHER CITY SERVICES
Number of submissions that ranked "1"	118	34	7	11	88	24	27	20	307
Number of submissions that ranked "2"	97	69	20	24	155	46	45	52	128
Number of submissions that ranked "3"	98	85	21	47	114	57	41	56	117
Total	313	188	48	82	357	127	113	128	552

Survey Comments

- Help the homeless people!! Sell some of your land near the 401 and 402 and sell it to some large companies to bring good jobs to this area!!
- Don't let city workers drive city vehicles for personal use! Great idea for #jurrassicparkldn, why not continue to have more outdoor events to bring people downtown! Outdoor beerfest would be great... more money into addiction services & mental health!
- More protected bike lanes!
- Other City Services I'm thinking could be done from a kiosk. Be careful with transportation if you up parking fees people will not come downtown.
- Improve public transit, biking lanes and walking paths throughout the city.
- I am most interested to see how the City can be a collaborative partner and a platform for connected technologies. Public-private partnerships that give London a technological edge. Pursuing advanced technology approaches to municipal problems.
- Generally speaking, people choose to live in London for relatively affordable housing that means other luxuries in life can still happen. Keep that uppermost in mind. Don't focus budget on things that make the City un-affordable or a boom: bust scenario.
- These may rank lower but are absolutely important in having a vibrant city to live in.
- It is difficult to rank services as I feel they are ALL important in their own way. We need to stop trying to cut services every year. We have to increase the tax rate in order to have a growing, expanding, fully maintained City.
- If there is any way to develop an expressway similar to the one that surrounds Windsor Ontario - it may help alleviate the congestion of traffic on Wonderland etc. Also, more playground equipment at Springbank Park would be awesome. Thank you.
- These are grouped strangely, I care about certain parts of these sections but not all of them.
- London Library over spends on delivering books around the city to other libraries. We need more police, more red light cameras, photo radar.
- STOP raising taxes you [Edited – Removed]. Throwing my tax money down the toilet bunch of [Edited – Removed]. Number of fires down dramatically since 1960s to today yet number of fire fighters has tripled along with their salaries????
- Why do you not give us the chance to state we think taxes should be frozen or lessened?
- Hard choice. Services I don't use every day are important in an emergency. Are these really the best questions to ask?
- Stop making the city toxic to visit short term. At some point in the year parking on the street should be allowed without fines. I have a lifelong friend who will no longer visit because of those policies. London is not welcoming anymore.
- We should get the homeless up and helping our city, there must be a way to encourage them to assist with picking up litter. They need a job, we need a cleaner city.
- I would like my tax revenue to be spent on core city services (i.e. roadways and garbage collection). In order to keep the tax rate down, I would like City Council to eliminate or reduce non-essential services.
- New build homes for independent builders has been hell to deal with. Also the bylaws need to be looked at again eg. no two car garages for new builds in certain city limits is the dumbest thing I've ever heard of.
- Taxes are too high, stop the handouts.
- I am not a fan of rating services in this way - they are all important and valuable. Making us rate them skews what we value.
- Stop all and any subsidies. Enough with socialism, if a group business culture cannot make it on their own then it fails. Fix the infrastructure, the roads and traffic is horrible in London. The pipe in ground should be the most important. Not BRT.
- Offering alternative transportation options is paramount to fulfilling other objectives. For example, offering more transportation choice fulfills environmental objectives, reduces the need for traffic policing, helps retain talent (economic development).
- Dog park for Hyde Park area please!!!

- This is a difficult survey because all the services are essential and important and ranking them makes some seem like they're less important; some are more important at times than others but all should be considered for funding.
- You will notice that I chose Culture Services as most important and least important - Library Services are most important, all the other Cultural Services can go!! These are nice to have only. These categories need to be split up more.
- Garbage pickup needs to be more frequent in the summer especially.
- Should also survey a professional ranking, i.e. most and least valued as it pertains to one's profession. Social and Health would be in my top 3 professionally but it's not a personal family concern.
- Publish the results of this survey. Offer meetings for each category. Add a group for senior important issues, another group are handicapped interest & issues.
- Council needs to focus on the climate emergency, the homelessness crisis and opioid crisis. Let's stop spending on unsustainable things and help the most vulnerable in our community. Raise my taxes please there is so much to be done. Yes! Raise my taxes!
- This is difficult as many services are vital and important and rely on each other for a fulsome city.
- Dear Sir/Madame: My name is [Edited - Removed]: I would ask that keen attention be paid to our Healthcare, ie Hospital, Doctors and nurses (care givers) and mental health. Too many stories of folks being unsupported and struggling. Thank you!
- Without affordable housing and public transportation, poor people cannot get around. We work and pay taxes too.
- Composting program needs to be implemented. No pilot project required - they are only an excuse not to implement it. It is proven successful in cities around the world and communities in Canada.
- Core services (ie. Economic Development / Tourism & Planning) feed the success of the rest of our city.
- We need more police on the streets.
- Can someone please create and educate everyone on bike rules/laws. Bikes on sidewalks, bikes speeding on pathways, bikes not following road laws. We need concrete rules and they need to be communicated. Please include scooters/e-bikes. So dangerous.
- Wish there was a way I could highlight the need to adopt and implement the best accessibility standards available.
- Can we have more red light cameras? Can we use photo radar? It's too dangerous on the streets, and we could make revenue/free up officers by using technology.
- While I think these are all important elements to a well-functioning society, I do prioritize economic development as the more people we can get to work the more those people will positively impact our community.
- Make driving safer please.
- Please continue to support the London Arts Council and the London Music Office. I also approve of an increase in bike lanes (both protected and unprotected).
- I feel that before London can really prosper, we need to do more than make plans for the future. We need to take action to help those in the most need before we allow those better off to be treated. Triage via income, starting with the homeless.
- Heritage advisory and planning is an extreme waste of money and impedes necessary improvement in the core of the city. Improving the core of the city through greater building planning and transportation access should be top priority.
- Housing should be the #1 priority in this budget cycle. In particular, affordable housing and ending homelessness...we have a crisis on our hands.
- Actually have a study when doing road closures. Having 4 of 5 main arteries closed simultaneously (into downtown) makes travel in this city beyond painful.
- No BRT, 79% of Londoners do not want it, It should have been on a separate ballot referendum, never should have got this far.
- Cut funding to the LTC and Library.
- Transportation improvements need to minimize disruption to vehicle traffic.
- Make sure the city is planned in a strategic manner.....in all the service areas.
- Alternative transportation (i.e. cycling lanes, continuous sidewalks on both sides of street).

- Protective Services mentioned as LEAST VALUE because they typically use these inputs as an excuse to raise their budgets when they already take up excessive budget currently. Police in particular needs to be reined in!
- Better busing.
- Really important that the City of London allocates funding to the Urban Agriculture Strategy, Sustainability and Resiliency Strategy and funding / staffing to deal with the Climate Emergency.
- The categories are too broad. For example, Fire and Police services are critical but Corporate Security and Emergency less so. Would help if you make more categories.
- Stop spending money on all the extras; focus on core municipal services.
- I would like to exempt London Public Library from the Culture Services since it's the only resource in that category that we use.
- More needs to be spent on infrastructure and expand LTC services.
- London provides good service and I would support tax increases to maintain and improve services. Municipal services are far more important to me than Federal services.
- Focus on the basics - Safety & Security, Transportation, essential services and maintenance of infrastructure - strengthen park systems and natural areas.
- We need more protected bicycle lanes! Please also invest in transit (buses).
- Thank you for this nice tool.
- Need to invest in our roadways.
- In North London, some street road have holes in it. The rain collecting sewer is blocked in my area at Huron Street. There was some development in my area and contractor was unable to obey the rules regarding silt.
- With the recent slashes to the Ontario Endangered Species Act, I ask as a London taxpayer that the City of London ensures developers protect species at risk from harm and death during urbanization.
- Protective Services and Social and Health Services are important too.
- Planning, neighborhood and environment could be better integrated together.
- They seem minimalized. I like parks but I see that as environmental. Transportation means bike infrastructure.
- We need to move the homeless shelters and social services out of the downtown core. It is where the homeless and addicts spend their days leading to the general public being afraid to go downtown. Time to take back our city.
- None are really least important.
- The library provides so much value for the dollar and is abysmally underfunded. You should be increasing their budget by at least a few million dollars.
- With transportation specifically improving the cycling infrastructure and public transit. We need to get people out of their cars even if they don't like it. We need to act like a city not a small town or suburb.
- The service groupings provided did not always allow me to declare my priorities in the way I preferred. Also the Public Library is a highly important service (social inclusion, economic development, community service access point, etc.).
- It would help if each category was broken down more. Ex. I love the library but have no interest in museum London.
- The funding for cultural services and heritage buildings needs to be separated so these areas can be clarified and more transparent/accountable.
- Social and community support services. Ex. Funding for TVCC, tyke talk.
- Economic development and beautification serve no purpose if petty crime, homelessness and ease of driving around are not adequately addressed. People and businesses will not come here and stay if they don't feel safe and can't get around easily.
- Affordable housing-I'm stuck here-because I share custody with my ex trying to save for college, can't afford childcare (no place available for my work hours) or a car. After 7 years of being a parent and living here 25 yrs. I now know what's working.
- Radar cameras in school zones are necessary to prevent injury. Police do not enforce the reduced speeds in school zones, thus they are useless to stop very dangerous drivers that put our most vulnerable at risk. The fines from cameras would be revenue.

- I think it is unfortunate that London Public Library is grouped with culture. The services are more of a social service.
- Ranking is difficult as most of these things are essential to running a city. How can we choose between health and safety?
- We have to pay for police, fire and social services. Why are they listed as an option?
- Don't waste any more money on ugly metal trees or community parties.
- I really need access to affordable child care, it is the most important issue for me.
- This is difficult, since parts of all of these are very important.
- Don't be so conservative, contract out some police service to save money.
- If the Country of Canada is heading to eliminate plastic bags we NEED to have a Green Bin program in place and everybody needs to help with those costs and I think we should be paying for our garbage bags like most cities around London.
- I would select "parking" as least important. This survey includes "parking" in "transportation", it should without question also include "cycling". In particular, dedicated cycling infrastructure on roadways ought to be listed.
- The city budget needs to focus on basic services and infrastructure. Water, sewer, road, parks and rec, fire, police services and facilities should get the most attention. Council's pet projects and "legacy" undertakings are often frills we can't afford.
- I think London is in a great position to be an upcoming environmental hub - we're already called the Forest city! Let's see composting, more accessible bike and bus transport, and water conservation initiatives!!
- Cleaning up the street [Edit – Removed] and [Edit – Removed]
- The City of London needs to start respecting business and quit treating it so poorly. We need to have more police patrolling the streets especially in our core. We need much more in the way of on street parking and parking garages in our downtown areas.
- The City should focus on being open for business first and foremost. Try to lose the reputation of one of the least business friendly municipalities. That tide will float many boats.
- Do not agree with bike lane on King Street -- should be relocated to York Street, if at all needed, Do not agree with BRT designated lanes.
- This is a dumb question. Essential services don't need a value judgment.
- We just want garbage/recycling collection on the same day every week.
- Help the homeless people!!! Open the washrooms, provide more sharps containers, mobile shower units, refillable drinking stations all over the city, more community gardens, homeless people shelter pods!!!
- We need to focus on the environment, better transit opportunities & affordable housing
- Some services that would help new immigrants and international students to integrate into Canadian culture and norms.
- Please note that I find all of the London services important - that even though three were selected for the least valued question, I still think they're important for our city.
- Multiple-response, multiple-choice questions would be a better way to gauge importance
- I wish the social & health services were separated into different categories, because I put a much higher value on the health unit than I do housing.
- Make downtown London as an inviting place to visit with families and to support the local businesses. Please take the safe injection site outside downtown and have planning done to reduce the drug addicts in the downtown. It is in everyone's best interest.
- With the climate, water, and waste challenges faced by all municipalities, investing in and securing a strong foundation in the fundamentals is critical to the long-term safety and prosperity of our community in challenging times to come.
- Stop raising taxes. You are killing your constituents with over taxing. We are a financially struggling city.
- Really need to fix parking in downtown London it deters us from going there to use businesses. More free parking needed.
- London desperately needs to get with the times and offer a Green Bin Collection program!
- London has the potential to be a front runner on environmental stewardship, culture, and community services! EVERYONE in our community deserves to shine, and that includes the land and how we take care of it and each other.

- PROTECTIVE SERVICES is listed last ONLY because they already have excessive funding and should be reined in, especially Police.
- Improving road capacity on Wonderland Rd and Oxford St are the most important issues for me.
- Investing in road infrastructure is essential.
- Public transportation in London is a disgrace and is getting worse instead of better.
- I value the heritage of London.
- Focus on being pragmatic by balancing BOTH opinions and facts to attain optimum quality of life and standard of living via building a solid foundation in environmental sustainability, economic development, inclusive humanity and continuous improvement.
- They really are all important services for the community at large, but I did rank them based on my current family needs. Thanks.
- Social Housing should be a priority. Affordable housing only goes so far. We do not have enough housing stock for our need.
- I feel that everything is important; it's just how much you are willing to pay for each one. I believe that no money should be put into injection sites and they should be removed. Roadways need to be improved along with traffic light synchronization.
- More bicycle Infrastructure, light train,
- Within Protective Services I think Police get whatever they want, rather than what they need. \$93 million and more for 360,000 people? Far too expensive. Invest in transit and get people to jobs.
- These categories are too broad. As an example: I want to support active transportation but NOT automobiles. I want to support long-term sustainable planning, but NOT irresponsible sprawl and building.
- They are all important and there has to be a balance.
- We need affordable housing and end to homelessness as job 1. Stop widening roads and stop mowing. Cut City emissions and prepare for climate change.
- Traffic flow, ring road, reduce bottle necks!
- Fire, Police and Ambulance, then social services get the homeless off the streets into safety... combat the opioid problem.
- Housing. We need more social and affordable housing. We need a better ability to research and understand the local London context.
- After reading the article in the free press the ITS department is WAY over budget and sounds like they could find some cost savings and efficiencies.
- It's weird that we're comparing how "my family" feels about random things, ex. police services vs. bingo licenses vs. building approvals. I understand: greater context of what that group of services provide, but still, it's weird. Your survey's weird.
- Most important is helping the opioid issue downtown and throughout London, needles are in Harris forest, etc. The least important were hard since all services are important and have an effect on being a livable and progressive city. I love the library!!
- The use of the term "value to you and your family" makes it so answers are predicated on socioeconomic status and may misrepresent the importance to the overall city (i.e. social services is not "of value to" wealthy individuals as they don't use it).
- Support for social housing with the right supports is the most fundamental and important need in this community. Housing is a human right that has been underfunded for decades. This needs to be the number one priority for Council and this community.
- Housing and service providers should be prioritized, rather than allotting more funding to organizations like the Housing Development Corporation who have a minimal impact on those in need on our community.
- With the fast paced and increased use of technology society is now faced with, increasing technology services will definitely have merit. This could be free Wi-Fi in arenas/parks, increased bandwidth for internal employees, ways of connecting internally.
- If Protective Services did not include Fire Services and Police Services I would have put in the least value category. Culture services could fall in the tourism category.
- I have been waiting for years to have the green bin program. I hope the green bin starts soon for all households.
- Hopefully in the future we can provide input on individual services within these categories as well!
- Thanks for all your hard work!

- I think some of the groupings provided are challenging. Of course police and fire are important, but the rest of the category seems more like "other services." And public transit is massively important but parking isn't.
- In order for members of the community to feel a desire to contribute to society, we need to first tend to their basic needs...shelter, food, security. Once those needs are met a person's confidence and desire to build a better life flourish.
- There needs to be more investment in affordable and rent-geared-to-income housing in the City of London. Meeting basic needs like housing impacts all the other services in the City.
- If the present provincial government hadn't lessened their support of Culture Services, I would have responded with Transportation Services as my 3rd option to Question 1.
- No more metal trees.
- Affordable housing is most important to get people off the streets.
- London, in my opinion, a city progresses when its citizens are educated, have access to leisure activities, and are protected from crime.
- Where is the IT department listed? In 2019 I would think it would be one of the most important???
- The Service Groupings make it difficult to express a clear opinion. The state of our roads should not be lumped in with the LTC for example. Similarly, garbage pickup should not be lumped in environmental action programs. The survey design is flawed.
- What is the biggest issue facing the world today? Climate change. Let that fact direct you. Give incentives to get more students cycling.
- Stop all monies earmarked to Vanity projects and invest in our Roads and Infrastructure. Ridiculously poor planning of the roadways in this City. Do these planners ever get out of the office and actually see and travel what they have designed??
- The childcare subsidy is very important to our family. We have newborn twins.
- Public ice time.
- More focus on utilizing technology to innovate in municipal government. More IT and Smart Cities funding, or money to allow divisions to transfer to IT to get more technology projects done.
- PLEASE go and spend an unannounced day or week at LEDC. They do nothing. Also, please tell Londoners that the "Subdivision Ambassador" is a small part of a larger job. That can't be a full time thing. Lastly, the head of the Music Office....gut that!
- All services offered by the City of London are valuable. The question is what the current ranking and budget allocation is and how we can shuffle priorities to ensure we future proof the city for young residents to entice them to stay.
- Admittedly all the categories are important. My ranking is based on the notion to reduce administrative and licensing functions that create friction on economic generators, home improvements (permitting process) and daily civic life.
- Affordable housing and addiction services are vital!
- Many factory jobs aren't on bus routes.
- More budget improving roads and transportation
- I strongly support funding for making London a more pedestrian/bike friendly city and making transportation more accessible for all. Additionally, I am very excited for London to introduce the composting program.
- Child care spaces and child care subsidy is utmost priority.
- Please take our railway lines that cannot directly benefit London. Increase accessibility with widened roads that connects to other cities, county.
- If we don't fix poverty and homelessness this city is going to lose business. All the parks and cultural events won't save it. Clean up downtown!!!
- Build solar energy panels behind highway 401 (may make city look advanced). Advanced Developments around Wellington-401 highway as main entrance to downtown. Installing citizen's safety camera close to any intersection or large park.
- I would like it recognized that there are multiple programs with too much funding overlaps and not enough public accountability. There is therefore a ton of waste, or misspent money. Accountability, outcomes, appropriate definitions. Enough misspending!

- With all the provincial downloading occurring and cuts to provincial programs like Social Assistance, the City needs to invest in Social Services to help lift up the marginalized. All boats rise with the tide remember.
- I feel this survey isn't useful. A city needs to value all of the sectors identified. For example, I haven't used fire, police and ambulance services but I do value them. Perhaps it would be better to ask which sectors folks want more or less \$ spent.
- Building/repairing affordable housing.
- London Police Services takes up a pretty hefty chunk of the budget - not crazy about that.
- Also wondering about the administrative costs of City Hall - leases, buildings, maintenance, salaries - what percent of my tax dollars pay for that?
- The allocation to policing at 18% is bloated and unnecessary.
- 18% going toward police services is completely ridiculous. We need to better support the community and our most vulnerable. We also need less shawarma and pizza places and more quality business. We need more culture and entertainment (not bars).
- Environmental protection and economic development can and should go hand in hand! Talk to Reimagine Co and work more closely with them.
- Ensuring safe water and sanitary services for my neighbourhood is an utmost concern. I live in the Uplands area and the water quality is very poor due to well water systems and many neighbours are having issues with their septic system.
- Uplands, still has sewer and one street that has no city water, this should be on city list to get at least city water in uplands for north crest and look into sanitary services, we live in 2019.
- I value the library system very much; less so the other cultural services. I also value London Transit and would like to see more money spent on it. MOST IMPORTANT is to keep our utilities public! Don't sell water, hydro, or other services off. No PPPs.
- Please raise taxes to house people experiencing homelessness and also drastically reduce London's carbon emissions.
- The housing and addictions crisis in our city has reached an unconscionable level. This has to be our highest priority. After that important task, we must teach drivers to respect cyclists. Driving behavior in our city is embarrassing and dangerous.
- Sustainable development rather than urban intensive is important.
- I would love to see a compost program. You can use all the compost to make soil to use in community gardens!!
- Alongside environmental/ecological issues, the opioid crisis needs immediate mitigation.
- Plant REAL trees, maybe fruit bearing trees for the homeless to eat from and NO MORE FAKE METAL TREES!
- There are aspects of almost every service grouping that my family uses or will use. Choosing 3 groupings that are least important does not mean they're not important.
- In ranking "Transportation" as #2 most valued, I have done so because the city needs to invest far more in safe (i.e. protected) cycling infrastructure. Asking about specific services rather than groupings would be more useful & more space for comments.
- Please start curbside composting ASAP. Please put multi-purpose waste/recycling/composting bins in all parks, arenas, and public areas.
- Homelessness needs to be addressed.
- Wanted to add cultural services to first 3, but couldn't fit!!!
- I would love to see London implement a compost pickup service. By collecting compost, the city would be redirecting a large portion of trash that would end up in a landfill. It could be processed and sold or used in local development projects.
- Just because transportation isn't currently my most valued doesn't mean I wouldn't like it to be in the top 3 -- London needs better transportation!
- I think that all of these things are important, but I feel that social services and the environment should be priorities.
- "Service groupings" are not the best way to ask Londoners which City services matter to them -- they are so broad that people will be supporters or users of one particular service, but not of another, all in the same grouping.
- Please, none of these silly proposals on further reducing speed limits. Our city is no longer a small town, is growing in size, has poor infrastructure (especially East-West), and is interrupted by commercial rail. Going slower will make it unlivable.

- Now that council has supported a vote that there is a climate emergency. They should be going through each department to see how we can positively act on it.
- Cycle lanes, public transportation, reduce speed limits, green bins. Stop adding retail space unless a massive IKEA. Re-use retail that is currently empty before building new.
- This is a silly way to divide these services. You've divided them by department and nobody outside city hall cares about that. These should be separated by discreet services.
- Wow a difficult choice. So many are important. I really think there is a social crisis in this city. We need to find a way to help support those with mental health and addiction issues.
- I ranked transportation high because of the importance of protected bike lanes. That is the single most important issue to me.

APPENDIX B – POP UP EVENT AND WARD MEETING FEEDBACK

City of London Dollar Allocations Results

Service Category	Participant Allocated 'City of London Dollars'
Culture Services	\$187
Economic Prosperity	\$181
Environmental Services	\$453
Parks, Recreation & Neighbourhood Services	\$363
Planning & Development Services	\$196
Protective Services	\$203
Social and Health Services	\$532
Tax Savings	\$144
Transportation Services	\$351
TOTAL	\$2,610

Feedback/Comments Received

- New bike path needs connection to Windermere through Scouts or Spencer Hall to avoid Windermere/Richmond intersection.
- Left Turn advance lights from northbound Hydepark to Gainsborough Road West.
- Dog Park in North West London.
- Compost/Green bin.
- Mental Health services.
- Crosswalk at North Routledge & Hydepark.
- Left advance Fanshawe Park Rd. to Dalmagarry!
- Need synchronized traffic lights!!!!
- Safe bike lanes.
- Better buses!
- More enforcement of speed limits!
- More green action!
- Dedicated bike lanes! --> Connected bike lanes.
- Lower speed limits, traffic calming.
- Fix the railway crossing (correctly!)
- Bike lanes that get used only!!
- More downtown parking!
- Separate streets for buses and bike lanes.
- Do construction once!
- Turning lanes.
- More trees! (and water the new ones).
- *Update the multi-use path map* please.
- *More cycling festivals.
- Support "Pathways for Pollinators" program.
- Improve roadside grass cutting.
- No BRT!! Fix the system we already have!!!
- Do not let developers call the shots - listen to ACO. Historic Land and average citizens.
- Allow electric step-on scooters on pathways.
- Street lamps on during daytime\$\$!
- Tweet all results of "jar survey."
- Too car "friendly:" need a car to get to services; better alternative transportation infrastructure.
- Seniors - Affordable Housing, Dental.
- More charging stations for EV (electric) cars.
- Electric car charging stations.
- Minimum grid of cycling infrastructure, connected to TVP.
- Residential composting program.

- LTC (core service) needs drastic improvement: USB chargers, WIFI on longer routes, on-board info screens
- Green Bins
- Libraries
- Public Sports Facilities
- Finance Team – Public Feedback – Pop Up Event
 1. Target a 2.5% residential annual tax increase maximum for the next 2020-2024 Budget Planning cycle. The 2.8-2.9% annual increase over the current budget cycle has been far too inflationary and difficult to absorb for a fixed income homeowner. I support Council & City Hall partnering now on reduction opportunities and targeted service cuts.
 2. Both Council & the City of London should partner to raise the current annual contribution savings target for “SERVICE IMPROVEMENTS” from the minor \$1M per year target to a more modest \$2M per year target (only 0.33% of the total tax payer funded OPS Budget). Lets put the “C” Continuous improvement and roll out a program that truly empowers our City of London employees & Manager Team in this process.
 3. I strongly support changing the current Allocation of Assessment growth funding to set aside \$1.0 - \$1.5 Million per year to offset tax payer funded tax increases. As a taxpayer I pay / invest in growth through numerous line items in the City of London OPS budget and I consider this minor allocation back to taxpayers as a 10% annual ROI for my continuous and forced support on these programs.
 - Examples – Business Retention & Attraction / Deferred Development Charges paid for by taxpayers for developers in the Downtown / EOA areas ETC ETC
 4. Both Council & City of London CFO should as POLICY – not accept a “Business Case” application for Assessment Growth Funding unless this Business Case demonstrates clearly that the Board or the Division applying for expanded funding have met their annual service improvement targets (see # 2 above) and have exhausted all opportunities to absorb all or some of the expansion challenges within their existing cost & service structure. Growth pays for growth YES; but initiative shares the table in all successful organizations
 5. Lets start using the “P” for partner (other Municipalities) and “P” for privatization of services more in reviewing our City of London service opportunities going forward. Examples are clear across the entire organization. Example – sharing LEDC Corporation loading with other communities Etc Etc ETC.
- Reforestation
- Green initiatives
- Parks, Playgrounds, Pools
- Long term infrastructure planning
- Same day garbage pickup, collect on weekends instead of stat holidays, pay 1.25x pay instead of 1.5x pay for weekends, guarantee that no contracting out will occur
- Improve LTC express transit service to Argyle Mall
- Repave Dundas St. fully from Highbury to Clarke Rd.
- More seniors & affordable housing!
- More separation of recyclables
- Support Green Bin!
- Active Transportation
- Planting fruit trees in parks or open spaces
- Composting City wide
- Library
- Real Trees Only
- Heritage River - maintain green corridor thru City runoff Buffer, mature trees, pollinator ribbon
- Lights synchronization
- ↑ Affordable Housing
- River Walk
- More bike lanes, please!
- Organic waste collection

- Downtown Parking
- Work on changing the municipal Tax law at the Provincial & Federal levels to assure local decision making and funds work for the increasing urban populations (&needs) in Canada!
- Affordable Housing for: singles, couples and families
- Free Public Transit for all - reduce congestion
- Get to be part of e-citizenry
- Real healthcare vis a vis medical intervention
- Climate Emergency = stop doing the wrong things --> don't widen Wonderland to 6 lanes
- Anything that addresses Climate Crisis
- Facilitate medium density housing in low density areas
- Implement a vacancy tax with "teeth"
- Walkable "tree lined" streetscapes with benches, planter beds
- Compost & RNG projects
- Public transit, incl. a Full rapid transit system
- Reduce, reuse old buildings for housing
- More heritage planners!
- Urban Forestry & Green Buildings
- Thames River "Heritage River" Wildlife corridor - increase riparian buffer!
- Protected Cycling, Compost, Transit
- Safe water for everyone
- Building retrofit programs for existing stock
- Active Transportation Planner
- BTTR (Back to the River)
- Indoor winter park
- DO NOT GET RID OF THE "WALKWAYS." THEY KEEP PEOPLE OFF BUSY ROADS. PEOPLE WALK DOGS – KIDS TO SCHOOL ETC, BUT WE NEED SAND IN THE WINTER. THANKS.
- How can I get the infrastructure charge on the water bill onto the tax bills so it is tax deductible?
- Taxes are too high
- Funds should not be spent on consulting
- The poster boards/infographics are informative