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**Sent:** Friday, January 6, 2023 11:53 AM

**To:** SPPC <sppc@london.ca>

**Subject:** [EXTERNAL] Added Agenda - London Strategic Plan - MTG # 2 - Feedback

Please include this E – Mail as “ Added Agenda “ for next weeks’ Jan 11 SPPC meeting on Strategic Plan Development – Item 4.1 on the Council Agenda .

Mayor Morgan ( chair ) & Council - Please consider the following as both feedback and guidance with respect to the process and public feedback opportunities we are currently following in forging our new Strategic Plan ;

1. The City of London Get Involved website for Strategic Plan Development is both restrictive and offered ZERO INPUT opportunity for any voter with interest in this process to simply offer up their “ Top Five “ issues for this new Council to focus on while forging this plan. I would suggest that most voters who have a significant enough interest in visiting this site should be rewarded by the opportunity for a “ one and done “ session and care little about process . As of writing this note Jan 6<sup>th</sup> , this site also restricts any further access for progressive input from the same contributors with the same E – Mail & password . WE should also reward those same voters with update comments & suggestions if they are interested ( **Example** – I would provide updates after Rough Order of Magnitude Costs are defined ).

2. There appears to be NO PROCESS in the development of our Strategic Plan to complete the very important step(s) of looking “ backwards “ at our current or prior Strategic Plan (s) to clearly benchmark where we are and the action items required to complete if any. There are no defined “ exit ramps “ for most of these prior initiatives/ programs and that is a HUGE opportunity lost to place these clearly on the minor complete, maintenance only or complete and the \$\$\$ defund list . This should be a shared “ process “ with both City ADM & Council actively participating. As a Project Manager , no clear exit ramps lead to continuous cost escalation and missed opportunities in applying those same human , financial & funding resources to your new initiatives.

3. Please focus be brave enough to Focus our Visions, Values & Mission statement only on those areas that offer an opportunity for clear, quantitative & measurable progress. This has been sadly lacking in past Strategic Plans and resulting in no exit ramps ( see # 2 above ) .

### **Input - Top Three (3 )**

- Accelerate new unit rental housing development over the 2023 – 2027 period by 20 % from our current baseline with clear 1 year maximum timelines from development inception submission to building permit and/ or rental license approval . There should be zero increase in the cost of funding deferred development fees by taxpayers to achieve this goal. Re- write that Incentive Zone program now to only support the “ Affordable “ category . ( We are not getting what London needs from this program – just what developers want & I’m paying for it ! ) .
- Improve traffic thru – put capacity on all existing main corridors by 10 – 15 % over the 2023 – 2027 period . Reduce the measurable trip timing by 10 – 15 % concurrently and reduce the annual Customer Transportation Category Survey results from 30 % to below 15 % for the same 2023 – 27 period. Do not wait for the completion of the Master Mobility Plan to start - We can chew gum & walk here Council.
- Increase the City of London annual target for “ service improvements “ contributions ( cost avoidance forward and/ or cost savings ) to our Tax Payer funded Operating Budget from 0.25 % annually to 1.5 % annually starting in the coming 2023 Budget Year. Expand this program down to the grass roots Employee contributions , suggestions level EG . Continuous Improvement Program . We need to start walking the talk on “ Good Governance & Leaders In Public Service “ and to pay for our next round of Strategic Planning. WE have barely scratched the surface in harnessing the power of employee driven improvement opportunities.

THXS – Chris Butler