

City of London

2022 Community Profile



November 2022

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How to Read – Demographic Reports

These reports describe the demographics for the City of London and compare them to Ontario. The **index** measures how similar or different the **trade area** (City of London) is compared to the **benchmark** (Ontario.) An index of 100 indicates that the trade area value equals the benchmark.

The Household Size bar chart shows the distribution of Household Size for the trade area (dark bars for the City of London) compared to the benchmark (light bars for Ontario)

POPULATION

435,334

HOUSEHOLDS

180,119

MEDIAN MAINTAINER AGE

51

Index:95

MARITAL STATUS



52.5%

Index: 93

Married/Common-Law

FAMILY STATUS*



18.8%

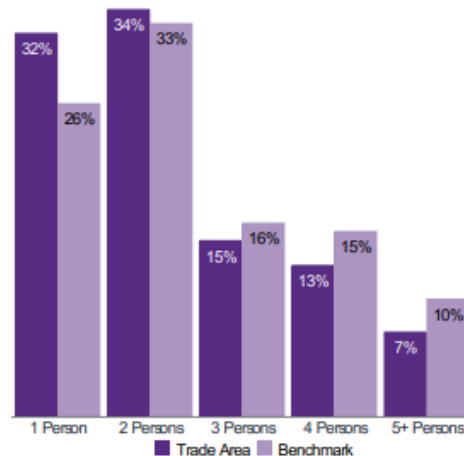
Index:112

Total Lone-Parent Families

The Family Status section indicates that 18.8% of the households in The City of London are classified as lone parent families.

With an index value of 112, the City of London is 12% more likely to be a Lone Parent Family compared to households in Ontario

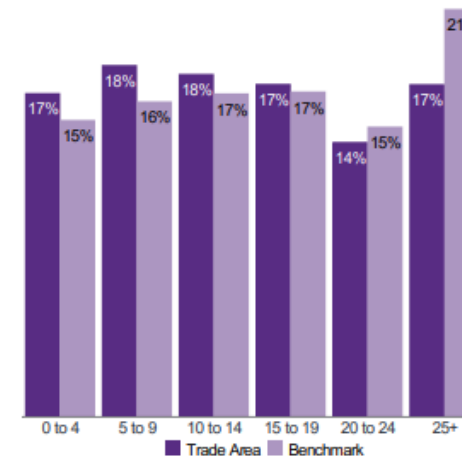
HOUSEHOLD SIZE



POPULATION BY AGE

	Count	%	Index
0 to 4	21,206	4.9	100
5 to 9	23,031	5.3	104
10 to 14	23,261	5.3	100
15 to 19	23,221	5.3	98
20 to 24	32,005	7.4	111
25 to 29	37,670	8.7	118
30 to 34	34,378	7.9	108
35 to 39	30,976	7.1	103
40 to 44	27,342	6.3	98
45 to 49	25,069	5.8	94
50 to 54	25,277	5.8	91
55 to 59	27,876	6.4	92
60 to 64	27,738	6.4	95
65 to 69	23,516	5.4	95
70 to 74	19,290	4.4	95
75 to 79	14,429	3.3	95
80 to 84	9,415	2.2	96
85+	9,634	2.2	95

AGE OF CHILDREN AT HOME



Current State of London

Population and Households

POPULATION

435,334

HOUSEHOLDS

180,119

MEDIAN MAINTAINER AGE

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Index:95

MARITAL STATUS



52.5%

Index: 93

Married/Common-Law

FAMILY STATUS*

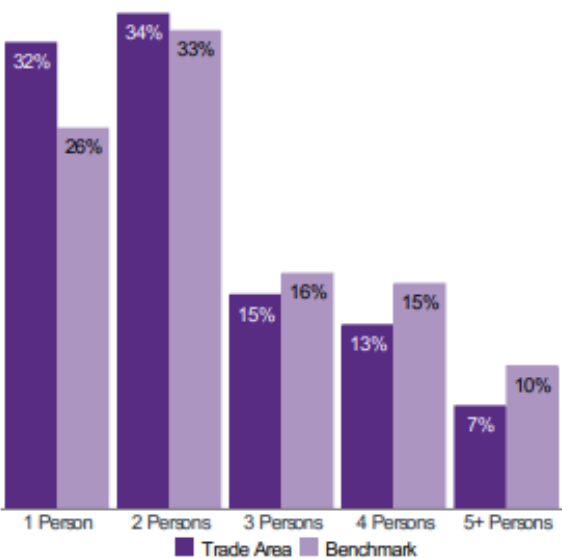


18.8%

Index:112

Total Lone-Parent Families

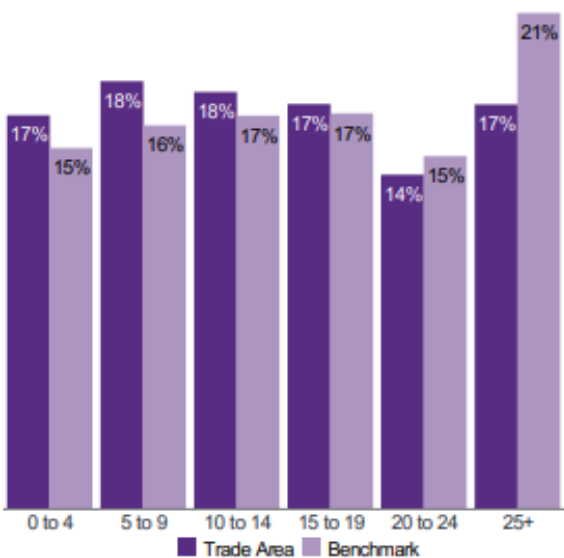
HOUSEHOLD SIZE



POPULATION BY AGE

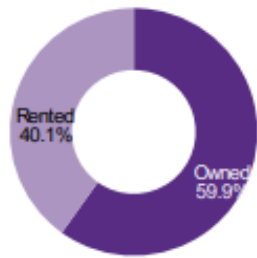
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80 to 84	9,415	2.2	96
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AGE OF CHILDREN AT HOME



Housing and Income

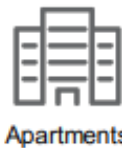
TENURE



STRUCTURE TYPE



65.4%
Index: 96

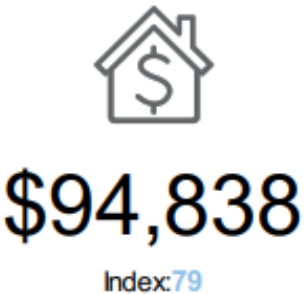


34.4%
Index: 110

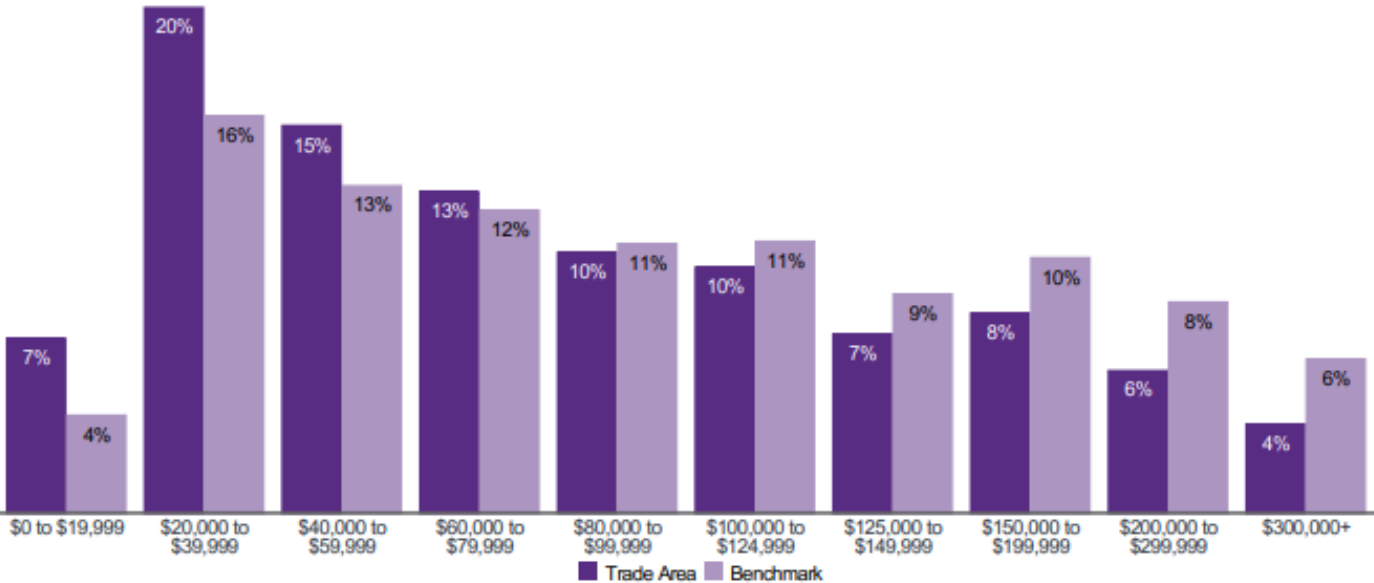
AGE OF HOUSING*

40 - 59 Years Old
% Comp: 29.0 Index: 112

AVERAGE HOUSEHOLD INCOME



HOUSEHOLD INCOME DISTRIBUTION



Education and Employment

EDUCATION



28.9%

Index:98

University Degree

LABOUR FORCE PARTICIPATION



64.0%

Index:98

Participation Rate

METHOD OF TRAVEL TO WORK: TOP 2*



37.7%

Index:104

Travel to work byCar (as Driver)

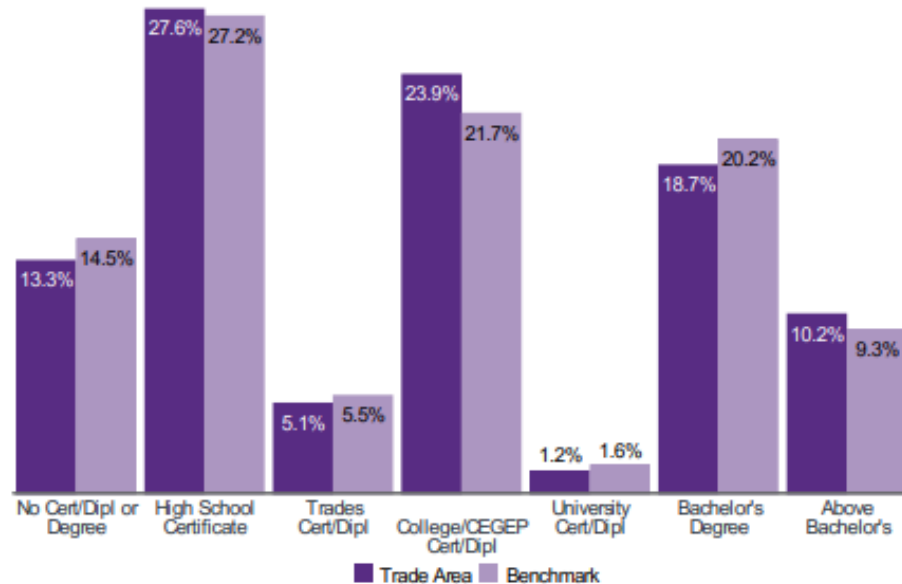


5.0%

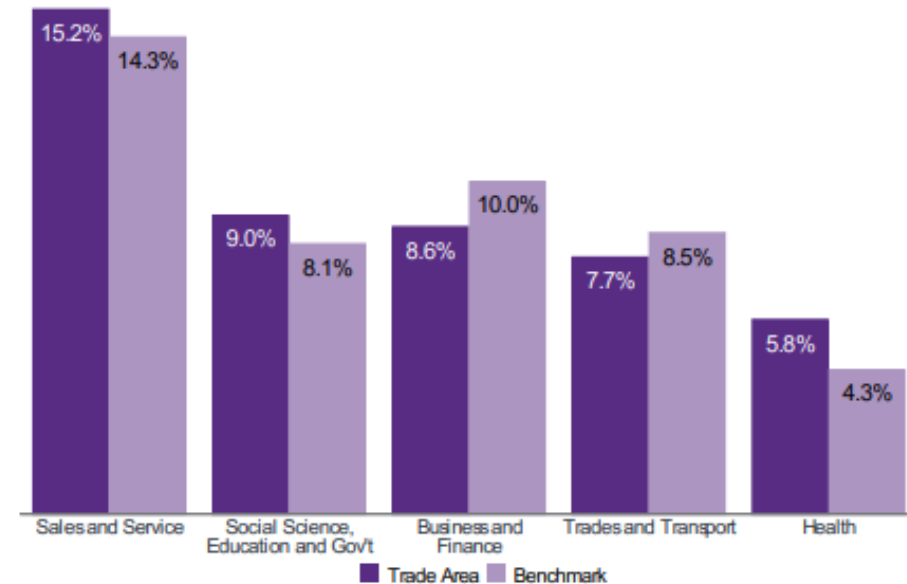
Index:67

Travel to work byPublic Transit

EDUCATIONAL ATTAINMENT



OCCUPATIONS: TOP 5*



Demographics

INDIGENOUS IDENTITY



2.5%

Index: 86

RACIALIZED COMMUNITIES



23.7%

Index: 73

Belong to a racialized community

NON-OFFICIAL LANGUAGE



1.6%

Index: 66

No knowledge of English or French

IMMIGRATION



22.6%

Index: 75

Born outside Canada

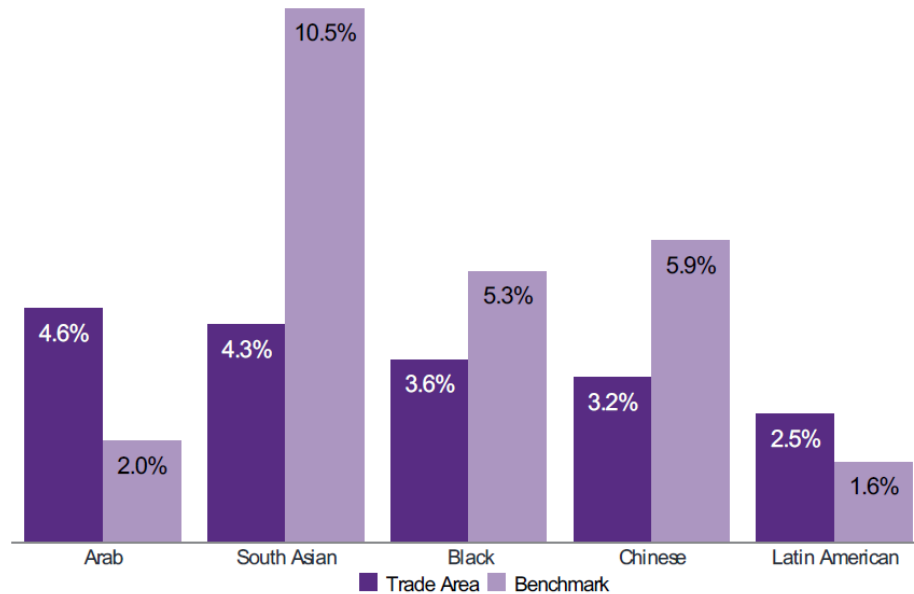
PERIOD OF IMMIGRATION*

Before 2001

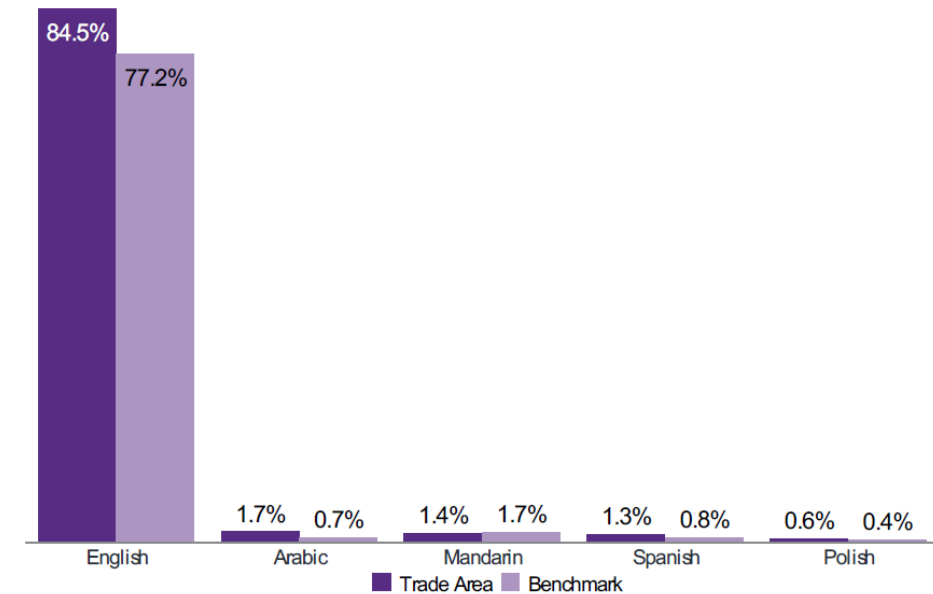
11.3%

Index: 74

RACIALIZED COMMUNITIES: TOP 5



LANGUAGES SPOKEN AT HOME: TOP 5**

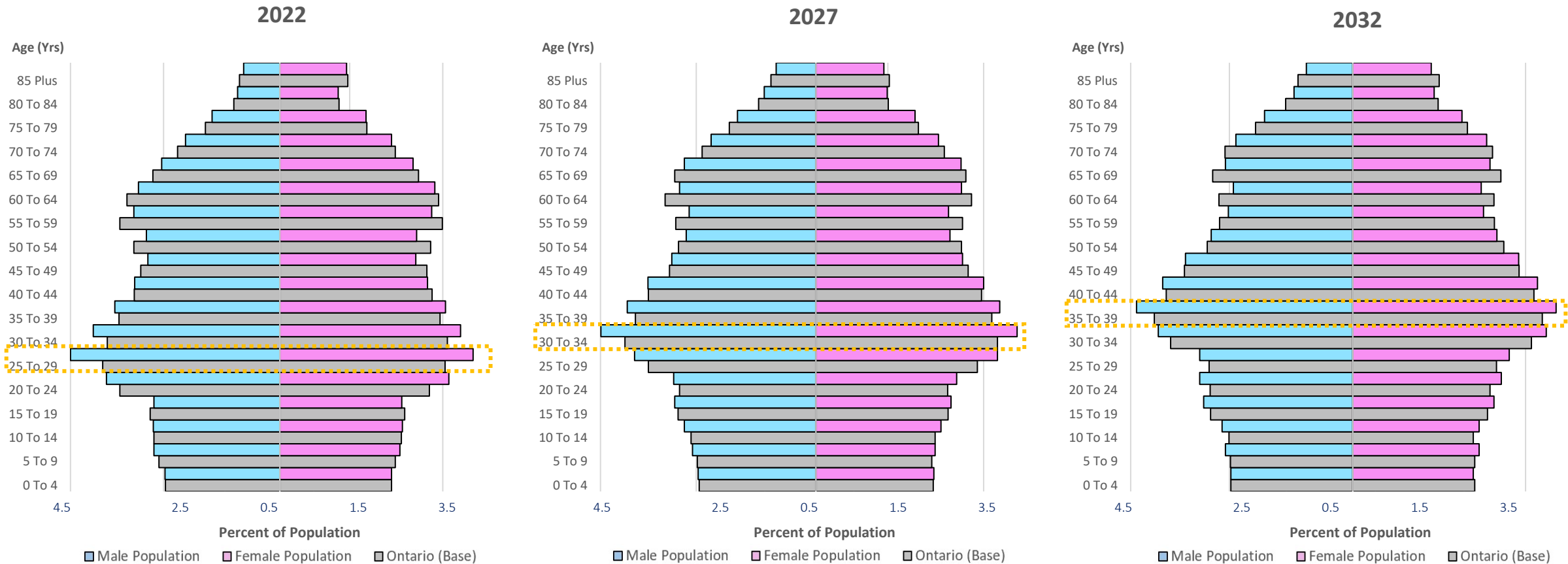


Demographic Trends

Total Population Projections – 2006 - 2032



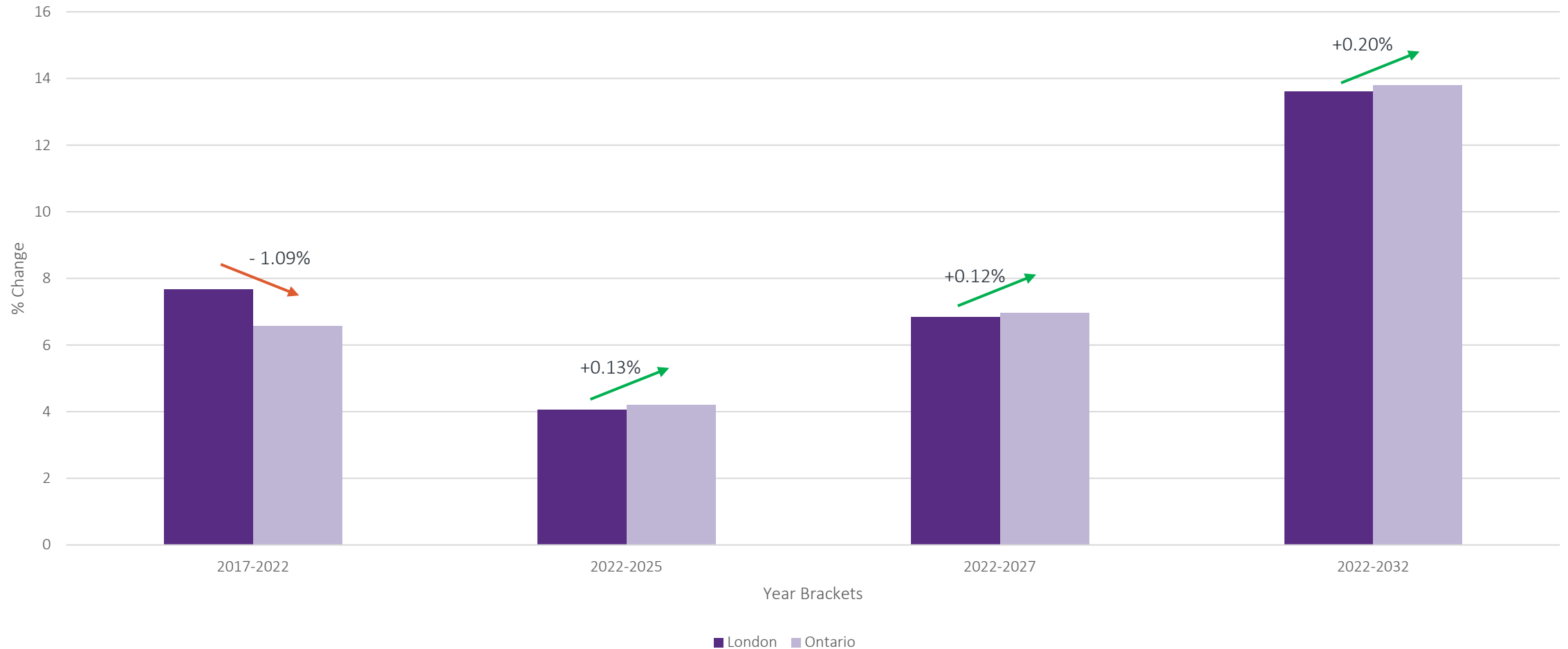
Population Pyramid – 2022, 2027, 2032



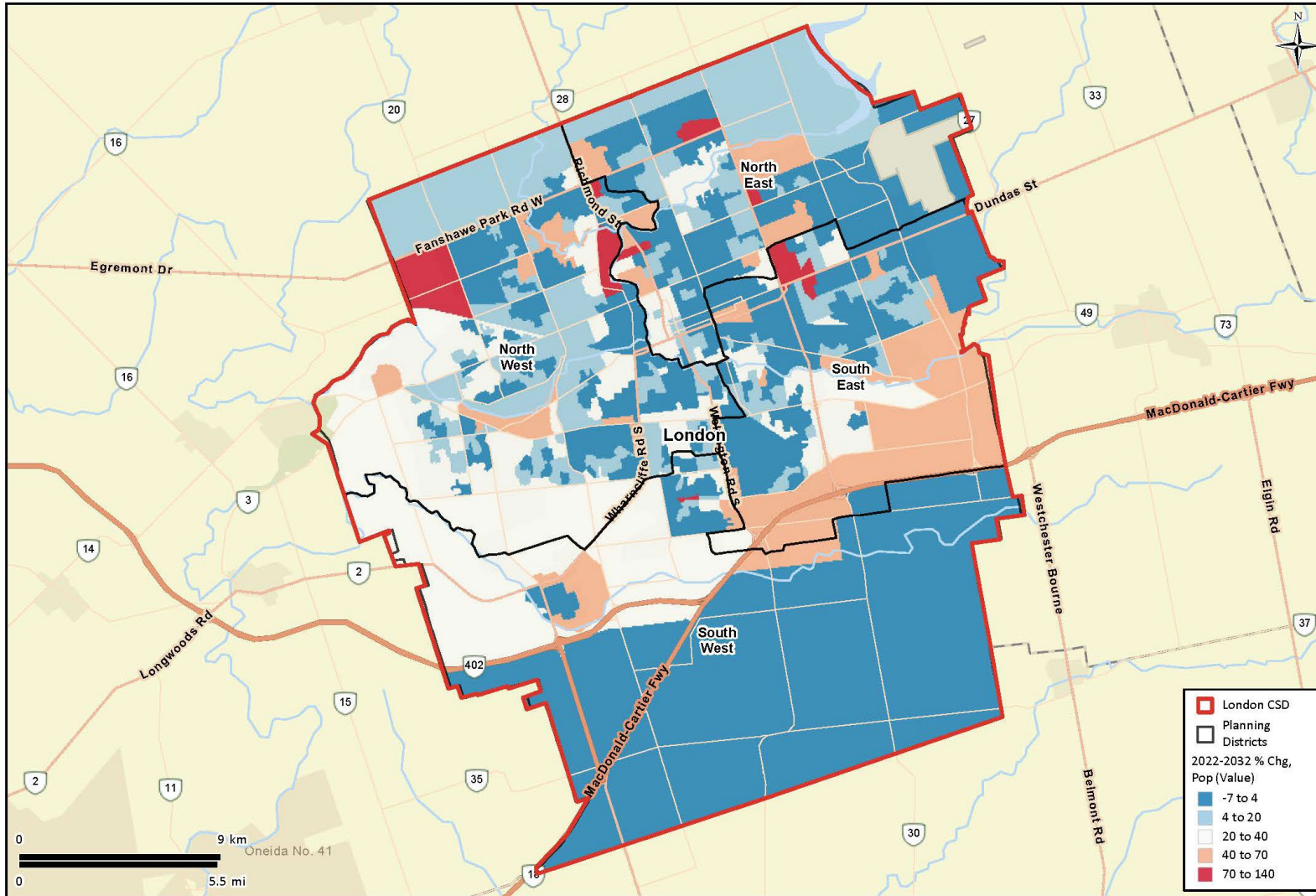
In 2022, the age group of 25 to 29 makes up 8.7% of the London Population; this is the largest age cohort in the City with 37,670 people. This age group will be 35 to 39 in 2032, and it will be comprised of 42,010 people.

Population Change Over Time

Percent Population Change in London, Ontario



Total Population % Change – 2022 - 2032

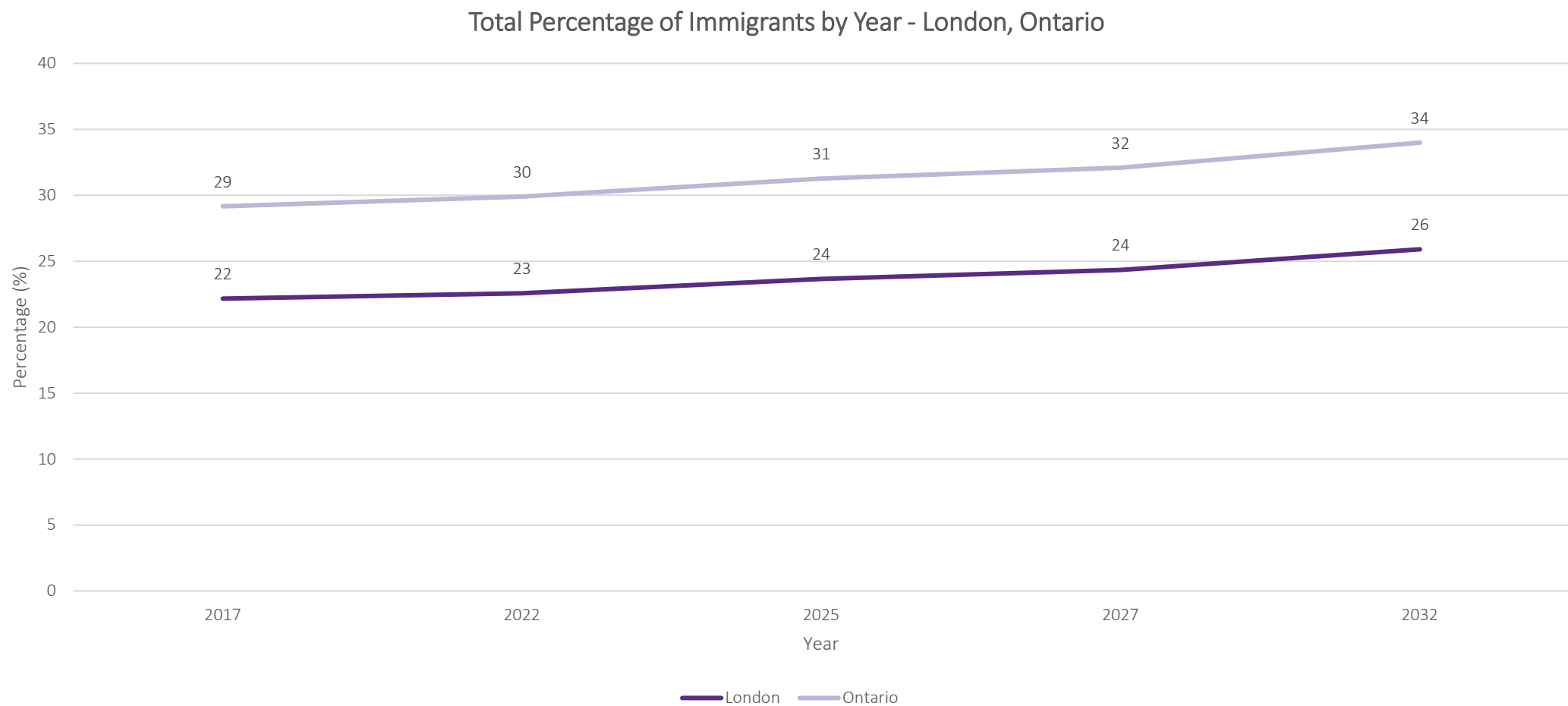


Data Sources: <https://en.enviroinformatics.ca/Envision/About/1/2022>
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Basemap sources: Province of Ontario, Esri Canada, Esri, HERE, Garmin, SafeGraph, METI/NASA, USGS, EPA, NPS, USDA, NRCAN, Parks Canada. Powered by Esri
Disclaimer: Scale bar is for reference only

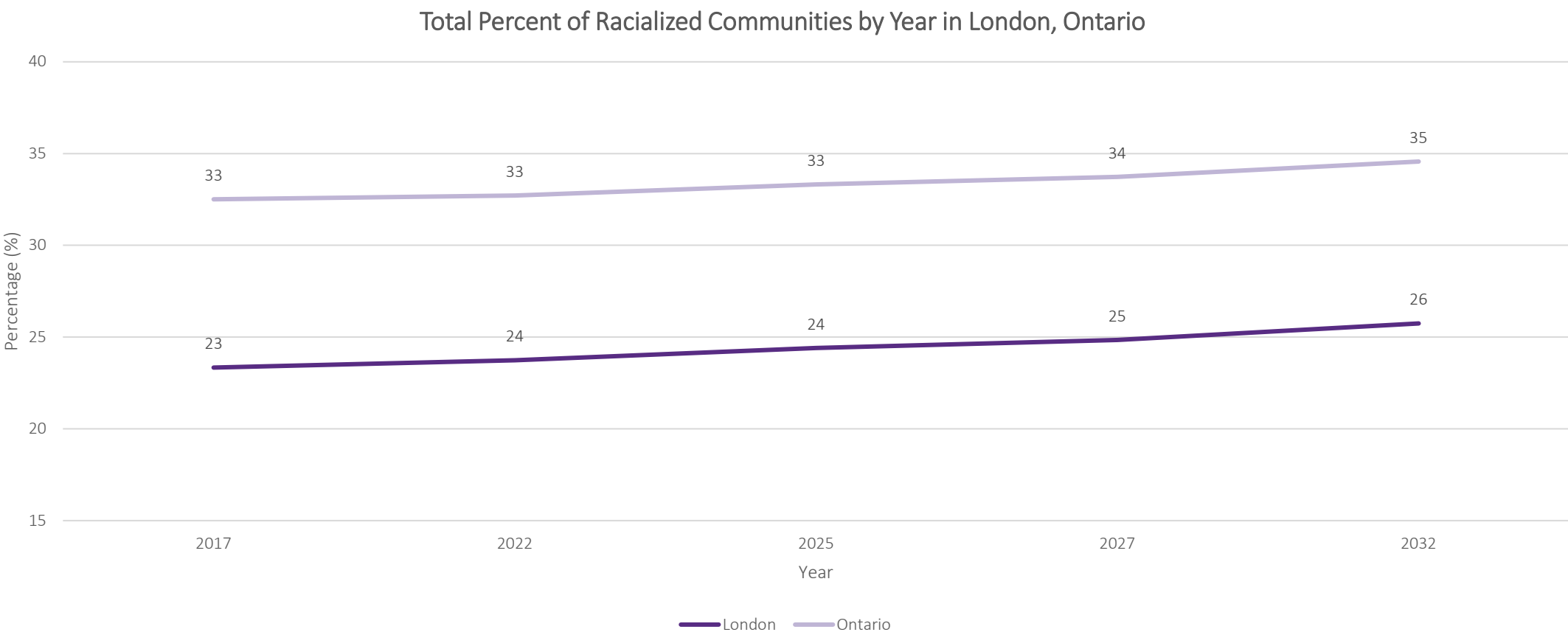
Average Household Income – 2022 - 2032



Total Percentage of Immigrants – 2017 - 2032



Total Percent of Racialized Communities – 2022-2032

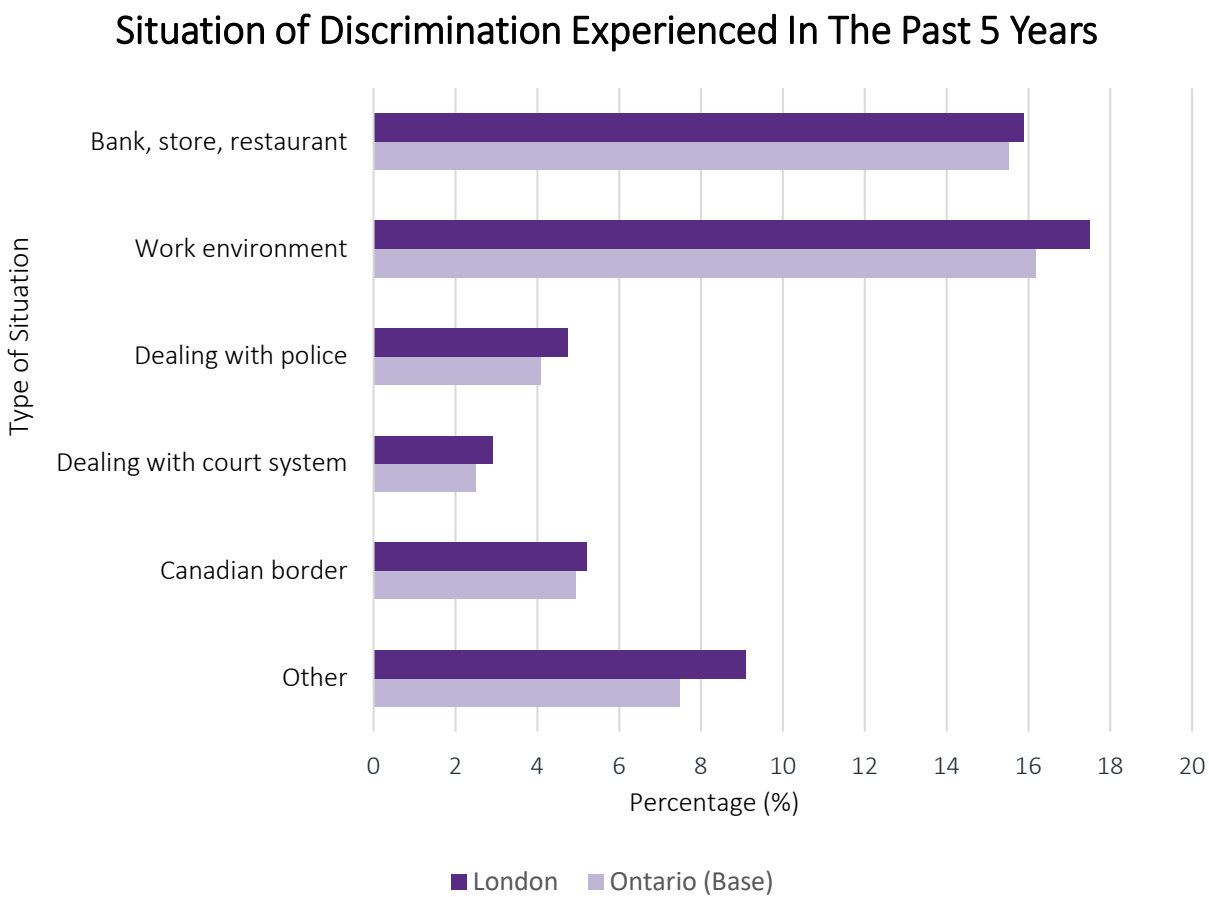
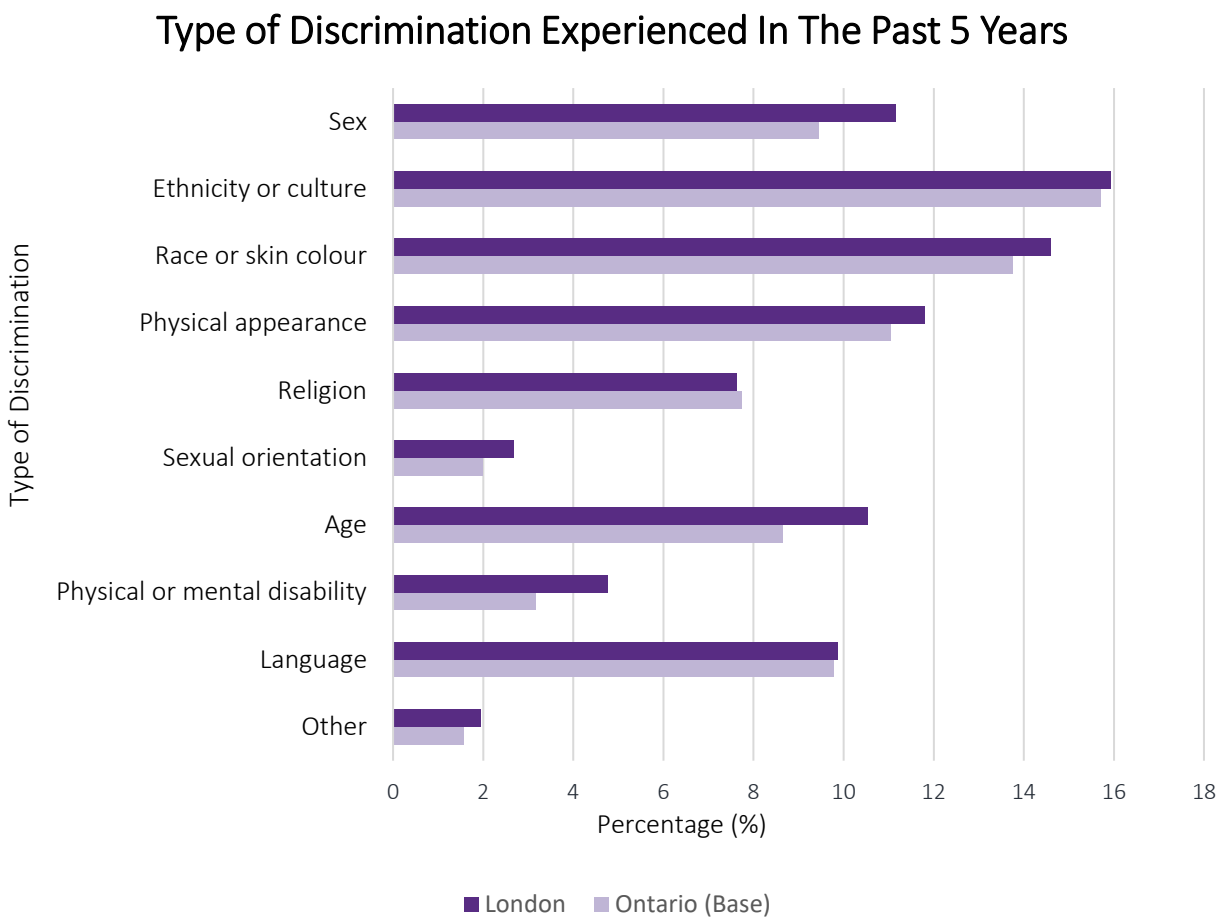


Discrimination and Safety

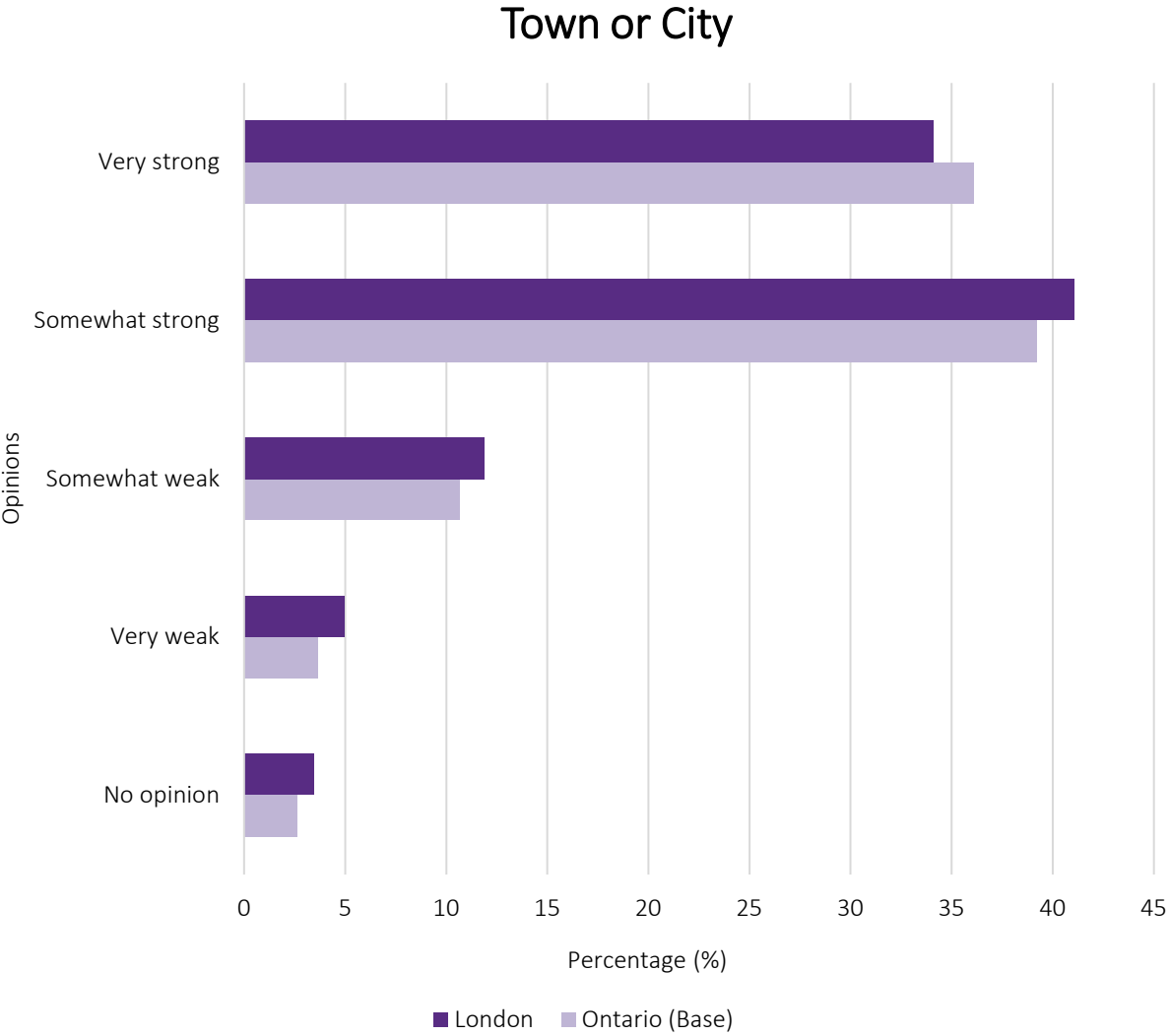
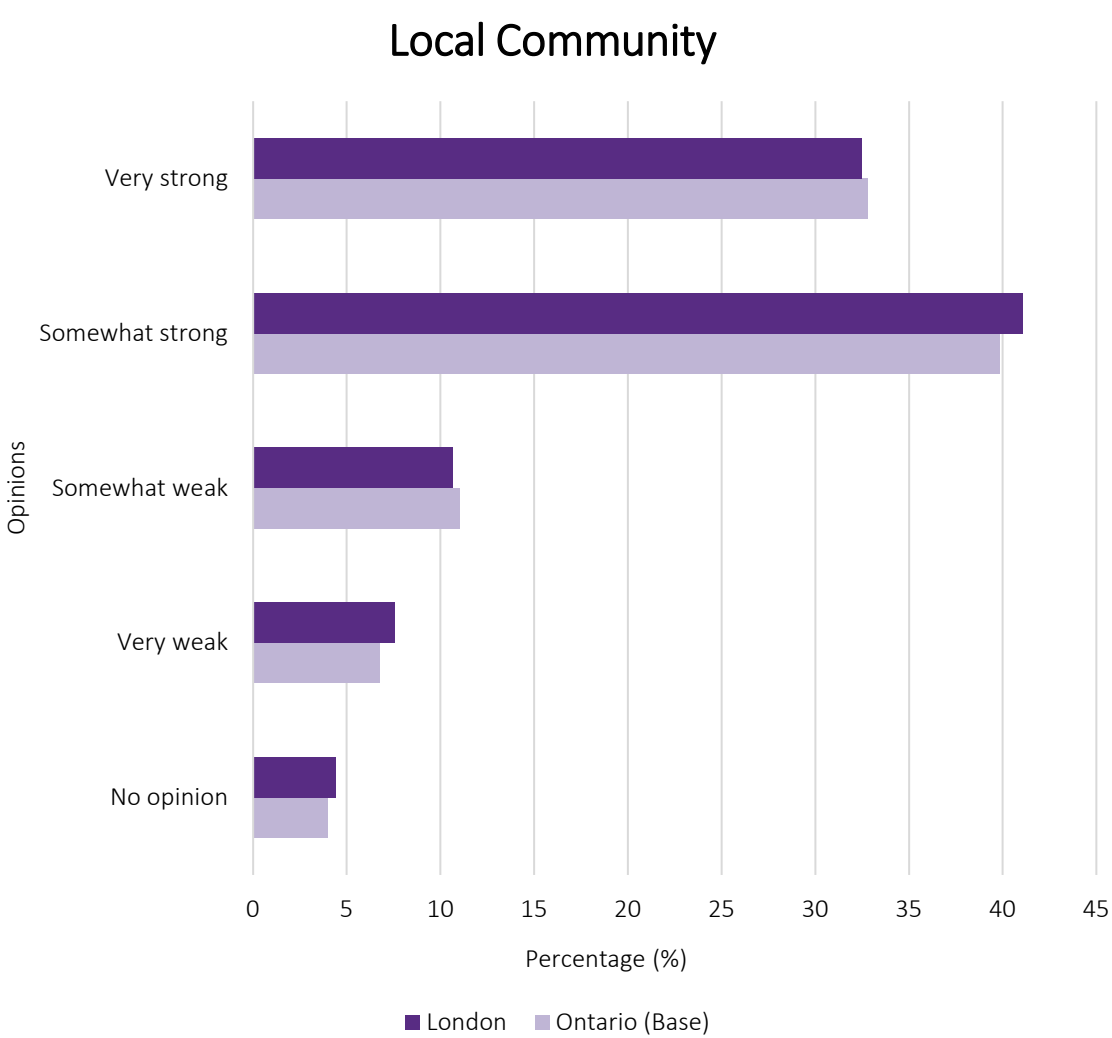
Updated Information to 2022

Discrimination

34.2% of London residents have been a victim of discrimination in the past 5 years.

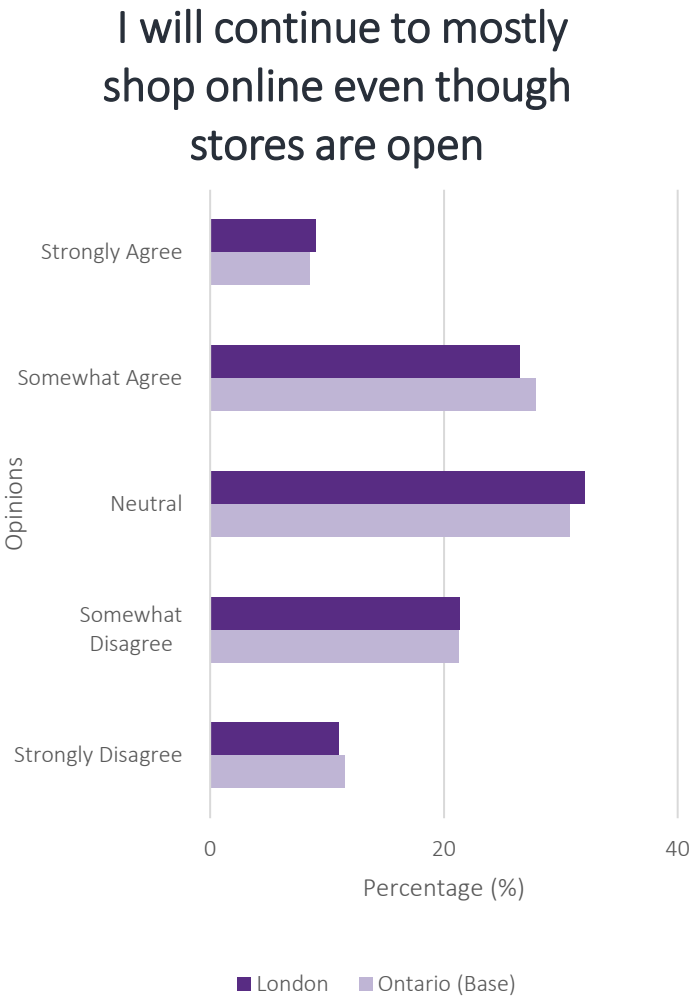
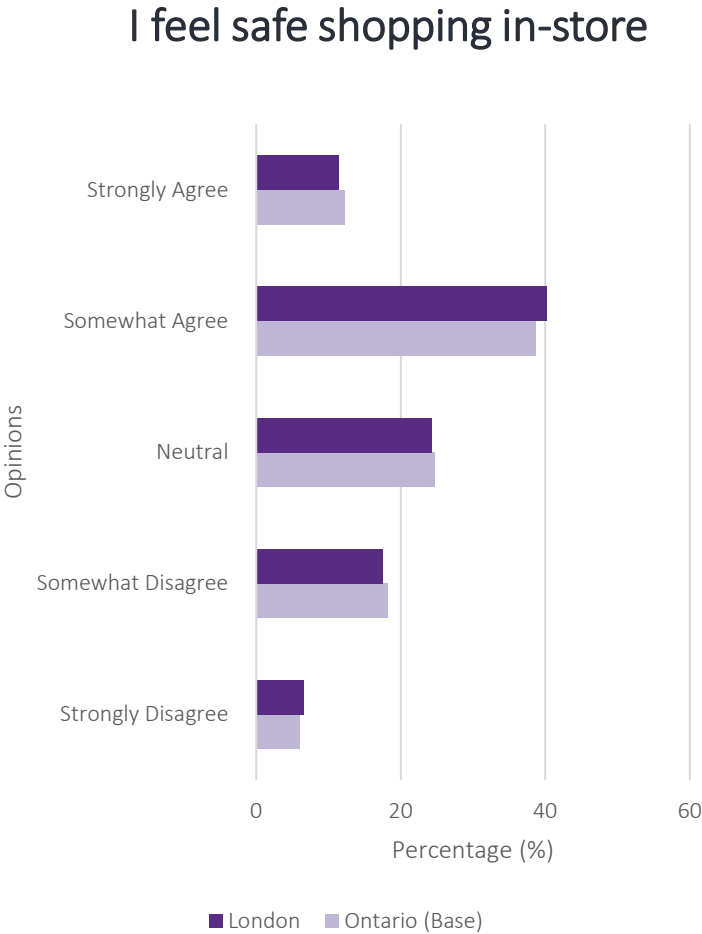
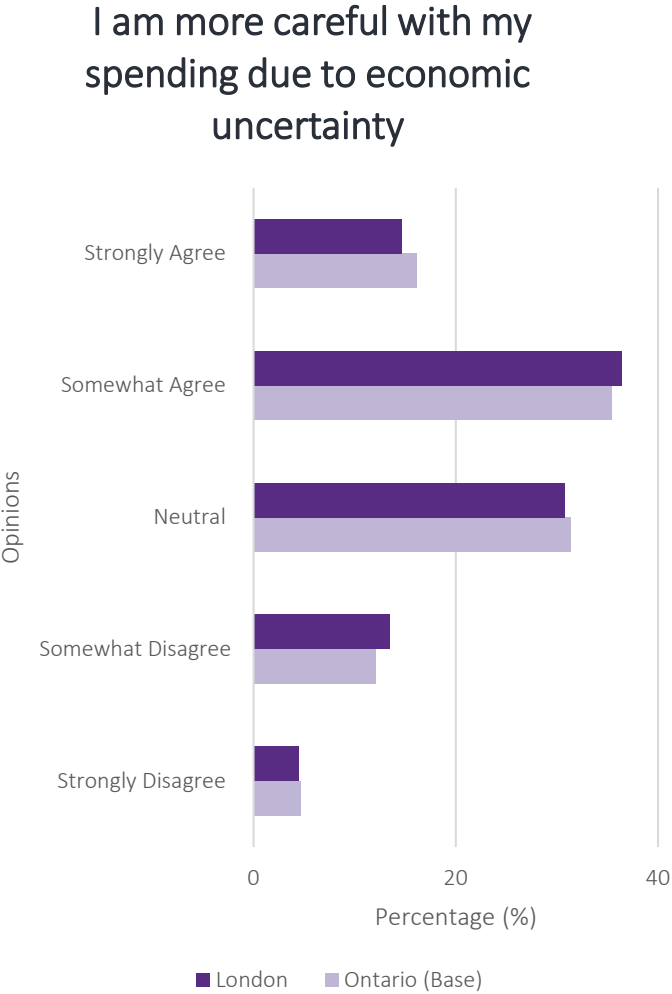


Sense of Belonging



Post-COVID-19 Recovery

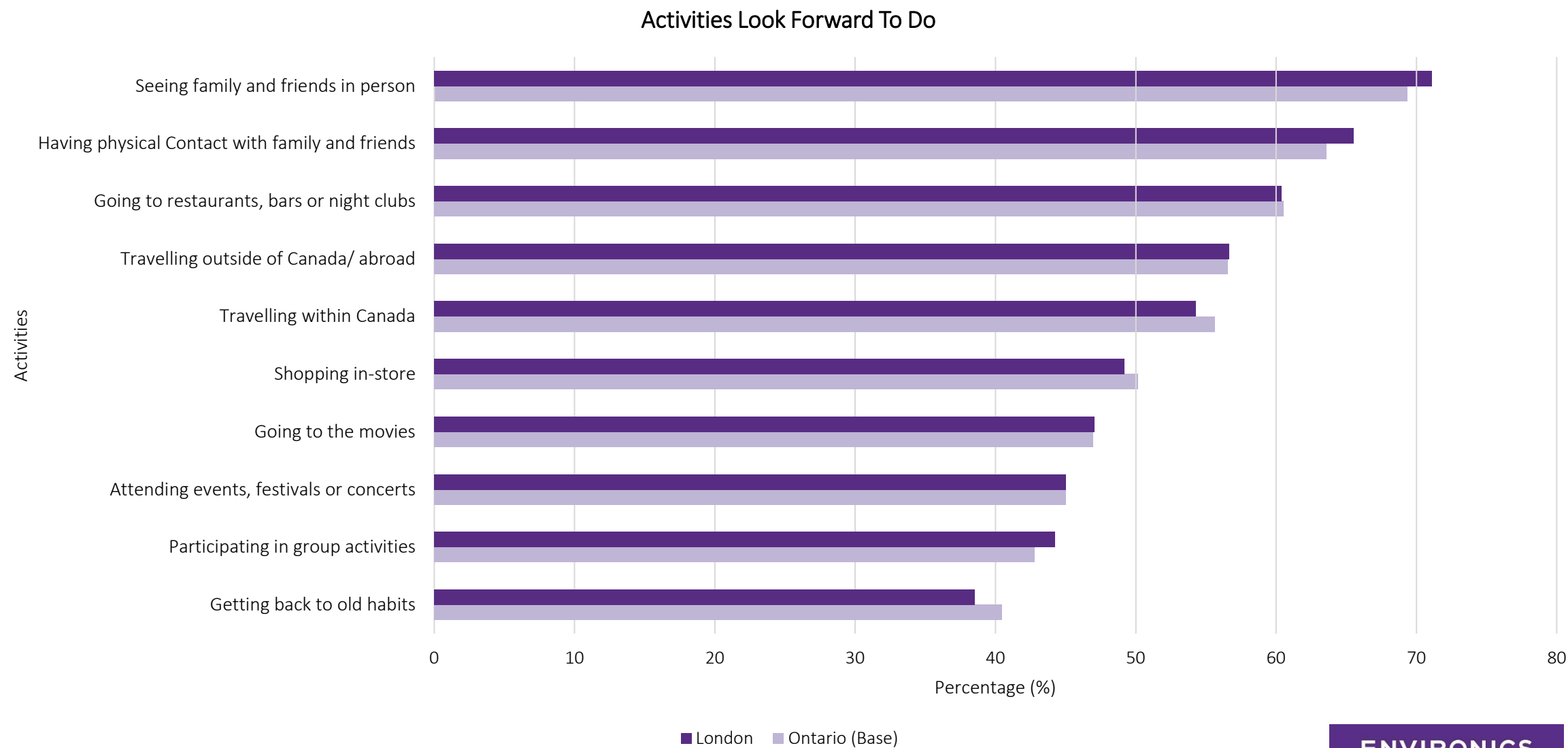
Spending and Shopping Habits



Work and Life Balance



Top 10 Activities Looking Forward To



Businesses in London

Business Size and Sales



Industry Types



Annual Resident Satisfaction Survey

The City of London

October 2022



Top of Mind Issues



Top of Mind Issues

Nearly half (47%) of residents say poverty is the most important issue facing the city – a significant increase from 28% in the previous year.

Issue	2022	2021	2019	2018	2017	2016	2015
NET: Poverty*	47%	28%	12%	4%	5%	5%	3%
Homelessness	44%	27%	10%	3%	4%	3%	2%
Poverty	5%	4%	3%	1%	2%	3%	1%
NET: Transportation*	30%	34%	38%	35%	36%	23%	13%
Traffic/road congestion/traffic lights	17%	22%	10%	7%	4%	5%	4%
Inadequate public transit/transportation	14%	12%	20%	17%	17%	17%	10%
Rapid transit/support rapid transit	3%	6%	4%	1%	10%	-	-
Opposition to rapid transit	1%	1%	3%	7%	4%	-	-
NET: Development/Infrastructure*	28%	23%	21%	20%	11%	19%	21%
Roads/Road repair/snow removal/poorly maintained roads	11%	13%	12%	11%	5%	9%	11%
*** Housing - lack of affordable housing	10%	20%	11%	3%	4%	2%	2%
Infrastructure	8%	9%	8%	3%	3%	8%	7%
Development urban sprawl/loss of greenspace	3%	5%	5%	3%	2%	2%	3%
Parking	1%	1%	-	-	-	-	-
NET: Health*	20%	-	-	-	-	-	-
*** Mental health / Drug addiction	13%	10%	-	-	-	-	-
*** Hospital wait times / lack of medical care	7%	4%	4%	4%	-	-	-
*** COVID-19 (e.g. restrictions, vaccines, in general)	2%	8%	-	-	-	-	-

Poverty has become the most important issue facing the city with nearly 1 in 2 (NET: 47%) residents saying so. Specifically, mentions of homelessness (from 27% to 44%) drives this increase.

Transportation is identified as the next most important issue by residents with 3 in 10 (NET: 30%) saying so. Specifically, nearly 1 in 5 (17%) mentioned ‘traffic/road congestion/traffic lights’.

Around 3 in 10 (NET: 28%) residents say development and infrastructure is the most important issue facing the city – remaining consistent with previous years.

1 in 5 (NET: 20%) residents also say health is the most important issue facing the city with mental health and drug addiction as the most important health issue (13%).

Fewer residents are finding the COVID-19 pandemic as an important issue facing the city compared to the previous year (from 8% to 2%).

*** In 2015-2021, mentions were not grouped under the net categories. So, the net percentages do not include these mentions in these previous years.

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

Q1. What are the most important issues facing the City of London? That is, what issues should receive the greatest attention from City Council? [Multi-select];

Framework: All respondents.

Sample Size: 2022 (n=500); 2021 (n=508); 2019 (n=500); 2018 (n=500); 2017 (n=500); 2016 (n=500); 2015 (n=500).

Top of Mind Issues (cont'd)

Issue	2022	2021	2019	2018	2017	2016	2015
NET: Economy*	20%	5%	7%	4%	4%	13%	13%
High interest rates	12%	-	-	-	-	-	-
Unemployment/ Jobs/ poor job market	3%	5%	6%	4%	3%	12%	12%
High inflation rates	2%	-	-	-	-	-	-
*** Economic growth / attract, retain businesses / manufacturing	2%	3%	3%	2%	-	-	-
*** Social assistance (e.g. employment insurance, sick benefits, etc.)	2%	1%	-	-	-	-	-
Taxes	2%	3%	6%	3%	3%	5%	6%
NET: Mayor/City government*	2%	4%	8%	4%	4%	4%	4%
Fiscal management/government spending/budget	1%	3%	4%	2%	-	-	-
Poor government/political infighting/no leadership	1%	2%	3%	1%	2%	-	-

1 in 5 (NET: 20%) residents also say the economy is the most important issue facing the city. Specifically, around 1 in 10 (12%) mentioned 'high interest rates'.

A few residents also say the city government (2%) are the most important issues facing the city.

*** In 2015-2021, mentions were not grouped under the net categories. So, the net percentages do not include these mentions in these previous years.

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

Q1. What are the most important issues facing the City of London? That is, what issues should receive the greatest attention from City Council? [Multi-select];

Framework: All respondents.

Sample Size: 2022 (n=500); 2021 (n=508); 2019 (n=500); 2018 (n=500); 2017 (n=500); 2016 (n=500); 2015 (n=500).

Top of Mind Issues (cont'd)

Issue	2022	2021	2019	2018	2017	2016	2015
NET: Other*	-	-	-	-	-	-	-
Public safety (e.g., crime, policing, speeding)	10%	14%	-	-	-	-	-
Education	4%	4%	4%	2%	-	1%	3%
Lack of support for vulnerable communities	3%	-	-	-	-	-	-
Environment/pollution	2%	4%	6%	3%	3%	5%	6%
Waste management (e.g., garbage collection, recycling, composting)	2%	2%	-	-	-	-	-
City cleanliness (e.g., dirty graffiti, needles lying around)	1%	1%	-	-	-	-	-
Senior care	1%	1%	-	-	-	-	-
Social equity (e.g., racism, discrimination, Indigenous issues)	<1%	3%	-	-	-	-	-
Other	4%	9%	-	-	-	-	-
Nothing	1%	3%	3%	5%	5%	4%	2%
Don't know/Refused	5%	5%	9%	8%	12%	10%	13%

Public safety is also another common important issue in the city identified by 1 in 10 residents (10%).

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

Q1. What are the most important issues facing the City of London? That is, what issues should receive the greatest attention from City Council? [Multi-select];

Framework: All respondents.

Sample Size: 2022 (n=500); 2021 (n=508); 2019 (n=500); 2018 (n=500); 2017 (n=500); 2016 (n=500); 2015 (n=500).

Priorities Over the Next 4 Years

More than a third (36%) of residents thinks the City Council should tackle poverty (36%) in the next 4 years, specifically reducing the number of residents experiencing homelessness (34%).

Priority	2022
NET: Poverty	36%
Reduce the number of residents experiencing homelessness	34%
Reduce the number of residents experiencing poverty	6%
NET: Economics	26%
Increase affordable housing	18%
Economic growth / attracting, retaining businesses / manufacturing	6%
Reducing unemployment	3%
Reducing taxes	3%
NET: Transportation	26%
Improve public transit / transportation	15%
Reduce traffic and road congestion	12%
Increase access to public transit / transportation	5%
Improve quality of pedestrian environments	3%
NET: Development / Infrastructure Items	21%
Improve maintenance of roads (including road repair and snow removal)	13%
Increase development / quality of housing options	9%
Development of green spaces (e.g., parks, conservation areas)	3%

Poverty is the most important issue that residents think the City Council should prioritize, especially in reducing the number of residents experiencing homelessness (34%).

Two other important aspects that should be prioritized are economic issues (NET: 26%), such as increasing affordable housing (18%), as well transportation issues (NET: 26%), such as improving public transit (15%).

Around 1 in 5 residents (NET: 21%) say development and infrastructure should be a City Council priority, for instance improving the maintenance of roads (13%).

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

(NEW) Q1B. In your opinion, what priorities should the City Council focus on in the next 4 years?. [Multi-select];

Framework: All respondents.

Sample Size: 2022 (n=500)

Priorities Over the Next 4 Years (cont'd)

Priority	2022
NET: Health / Wellbeing	17%
Improve access to mental health and addiction resources	13%
Improve health and well-being of residents	7%
NET: Climate Change / Sustainability	5%
Improve education / schools	3%
Increase education amongst residents towards supporting the environment	1%
Protecting and conserving natural areas	1%
Promote waste reduction in the city	1%
NET: Mayor / City Gov't	4%
Reduce barriers to access city services and information	2%
Improve public accountability and transparency in the local government	2%
NET: Sustainability	2%
Promote and increase waste reduction	2%
NET: Other	19%
Improve public safety (e.g., crime, policing, speeding)	9%
Improve access to support for vulnerable populations	4%
Improve access to recreation, sports and leisure activities	3%
Improve the feeling of welcoming and inclusion in the city	2%
Other	3%

Nearly 1 in 5 (NET: 17%) residents also say that health should be a priority. Specifically, around 1 in 10 (13%) mentioned 'improved access to mental health and addiction resources'.

A few residents also say that climate change (5%), government issues (4%), and sustainability (2%) should be priorities for the City Council.

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

(NEW) Q1B. In your opinion, what priorities should the City Council focus on in the next 4 years?. [Multi-select];

Framework: All respondents.

Sample Size: 2022 (n=500)

Council-Elect Engagement Conversations

Summary of Themes and Priorities

Introduction

Civic Administration spoke individually to City Council members following the 2022 Municipal Election, gathering input on what Londoners told them through conversations during the election period. Council members were asked the following three questions:

- What were the top three to five priorities you heard while engaging with Londoners over the last few months (door-to-door, social media, meetings, etc.)?
- What was the most common issue you heard about when talking to Londoners over the last few months?
- What do you think Council should achieve in the next 4 years?

This document outlines the common themes identified by Council members, as well as summary points to expand on how those themes were framed. It is important to note that, while common themes have been compiled, there was a great deal of overlap between the identified themes.

Themes are listed alphabetically.

What were the top three to five priorities you heard while engaging with Londoners? What was the most common issue?

Affordability

Cost of Living

- Affordability was a very common thread across many other topics; not just about housing or taxes, but broadly. Groceries, basic needs, housing costs, utilities, transportation, etc. are all seen as adding cost pressures.
- Residents are concerned for themselves and their own ability to maintain or improve their quality of life; they're also concerned for their families. Concerned that children won't have the same opportunities, concern for aging parents on fixed incomes.
- Concerns about the prospect of rising taxes were most often expressed through a broader affordability lens – not just “don't raise taxes”, but don't add to the broader affordability issue.
- Concerns about rising inequality and poverty, especially child poverty.

Housing

- Affordability and availability of housing was a very common theme – including rental units, right-sizing (growing families looking for more space; empty-nesters/retirees looking to downsize).
- Many in precarious housing situations; owners who bought during peak housing prices, now facing rising interest rates; concern among renters who worry about how they would afford a new place if they had to move out; concerns about the rise of “renovictions”, negative experiences with landlords.
- Many people in precarious housing situations – lack of affordability, poor state of repair, nowhere to move to so can't leave where they are.
- There were also residents, particularly those who have relocated to London from larger urban centres (including the GTA, Vancouver, international centres), who prioritized London because of affordability relative to their previous homes.

Community Safety

- Residents are concerned about police response times being too long.
- Perception of increased crime within neighbourhoods, especially theft/break-ins; perception that non-violent crimes are not pursued.
- Residents recognized and often expressed concern for the challenges faced by emergency service providers, especially safety risks and high levels of burnout for first responders.
- Core area safety was a concern city-wide; residents concerned about coming downtown because of perception that it is unsafe/unwelcoming.
- Frequently linked to Safety for Women and Girls priority, as well as urban design concerns (e.g., street lighting).

Homelessness

- Concerns about homelessness were universal across all areas across the city; residents are seeing the impacts of homelessness first-hand in their own neighbourhoods. No longer a primarily Core Area focused concern.
- Perception that current approach is no longer working; many different opinions from residents about what should be done and who should be responsible, all agree that “something needs to change”.
- Often connected to broader community safety; concerns about personal safety, perceptions of encampments, safety of those living in encampments.

Infrastructure

Neighbourhood Infrastructure

- There was widespread recognition of, and appreciation for, outdoor recreational amenities – parks, greenspaces, paths and trails, playgrounds, community centres, etc., often related to the pandemic (e.g., people staying closer to home, focusing on outdoor activities).
- Residents frequently expressed the desire for more neighbourhood amenities, and/or had greater attention to how existing amenities are resourced and maintained.
- Local development – some residents expressed feeling ignored by development processes, or that their concerns about developments were not being addressed.
- Many residents expressed acceptance for the need for increased density but want to see density that fits within the existing neighbourhood.
- Perceived need for greater collaboration between the City, organizations, developers, and other stakeholders to ensure growth and development reflect changing neighbourhood demographics and needs.

Roads

- Residents frequently expressed frustration with the number and duration of construction projects, both within neighbourhoods and across the city.
- Some observed that the level of frustration was inversely correlated with how obvious the benefits were; opposition to projects was less when the benefits of the project were more evident to the individual.
- Local traffic concerns were a frequent topic of conversation with residents; speeding on residential streets, availability of crosswalks, traffic lights, etc., road redevelopment (sidewalk installation, local construction, etc.), cut-through traffic, potholes, etc.

Transit/Active Transportation

- Conversations about public transit tended to focus on access and reliability: improving connectivity for those who live and/or work in areas with lower levels of service; the need for reliable transit for those who work late or early shifts; and the availability and reliability of paratransit services.
- Transit was often linked to affordability and safety; it was also expressed as a gender issue, an equity issue, an accessibility issue.
- Cycling infrastructure was a common topic of discussion, but divisive. Some residents supportive of recent work and interested in further expansion; others opposed to recent work, don't want it to continue.
- There was a unifying concern regarding cycling infrastructure around safety in places where there can be conflicts between bikes and cars; where lanes merge, at cross streets and driveways, around parking lanes, etc.
- While many residents expressed a desire for improved travel around the city, there was a similar flip side as in affordability – those who have relocated to London from busy urban centres see getting around London as relatively quick and easy.

What do you think Council should achieve in the next four years?

Affordability

- Use any and all municipal levers to help maintain or improve affordability in London.
- Find solutions to address housing affordability: work with other levels of government; encourage diverse types of housing; encourage redevelopment of underused property.
- Maintain municipal services without putting undue burden on residents through property taxes.
- Recognize broader affordability challenges when setting property tax rate targets.

Community Safety

- Londoners should feel safer in their neighbourhoods.
- People should feel safer traveling around the city, especially in the downtown core.

Core Area

- Make people feel safe and welcomed in the downtown.
- Leverage recent investments, address challenges, and make downtown a destination.
- Make sure the downtown goes in the right direction.

Environment and Climate Change

- Continue to make progress towards London's climate change mitigation and adaptation, including the Climate Emergency Action Plan.
- Protect and enhance London's natural assets – green spaces, the Thames River, naturalized areas, trails, etc.

Equity and Inclusion/Safe City for Women and Girls

- Maintain focus on efforts to make London a safe city for women and girls.
- Be a leader in applying gender and equity considerations to policy and action.
- Make London a more equitable, welcoming, inclusive, and accessible city.

Growth and Development

- Prioritize sustainable growth, spread across the city.
- More of an equalization in terms of growth – not so concentrated in small parts of the city – encouraging growth in targeted areas.

Homelessness

- Make progress on ending homelessness.
- Be proactive and work with community partners.
- More tailored responses – no “one-size fits all” approach.
- Not just affordable housing, but deeply affordable; not just new units, but units with supports.

Leadership and Collaboration

- London should be leading regional and provincial conversations.
- Take a wider perspective – work with regional partners to address exurban growth, broader municipal challenges.
- Be more active in telling London’s story across the country and around the world; London should be a leader in attracting both talent and business.
- Work together – as a council, as a community, and with partners outside our borders. Act as facilitators and advocates for a united community approach.

Quality of Life for Londoners

- Londoners’ lives should be better than they are now.
- More inclusive, more welcoming, more accessible; no one left behind.

Responsiveness

- Residents should feel like they’ve been well served.
- More direct engagement with residents, more community conversations, more opportunities for residents to impact local decisions.
- Improve public consultation and communication practices.

Transportation

- Make it easier to get around the city, get residents where they need to be when they need to be there.
- Look ahead, make decisions that will prepare the transportation network for future generations.

City of London

Political, Economic, Social, Technological (PEST) Analysis

Introduction

Civic administration, agencies, boards, and commissions undertook a 2022 PEST analysis to develop an understanding of the external factors that affect the City of London. The PEST provides items to consider during decision making and strategic plan development.

Political

External political factors that may help or hinder the business and services that the City of London provides

- Provincial and federal funding programs and regulations
 - New and/or changing priorities and legislation being introduced that have significant impacts on municipalities
 - Governments less focused on initiatives targeted for mid-sized cities
 - Adjustments to change in policy direction on issues such as affordable housing, climate change and environmental protection, early learning and child care
- Council directives – new municipal Council
- Ongoing relationships with community partners
- Global political unrest and conflict
- Ongoing impacts of COVID-19 pandemic

Economic

External economic factors that may help or hinder the business and services that the City of London provides

- Elevated and persistent inflation levels and increasing cost of living
- Interest rates that are rising faster and to a higher level than seen in recent history
- Move toward more restrictive monetary policies necessary to bring down inflation and inflation expectations
- Corresponding deceleration in overall economic growth, with the risk of potential recession
- Continuing global supply chain issues and the impact on end markets, municipal infrastructure project costs and timing
- Expected deceleration in both import and export growth
- Global conflict impacting world economy
- Challenging insurance market resulting in increasing premiums and limitations on coverage
- Budget pressures and funding priorities of other levels of government
- Pace of growth and development
- Increasing land values, including industrial land values
- Ongoing challenges of high vacancy rates in the downtown
- Housing affordability and availability
- Income disparities
- Continued economic impacts of the COVID-19 pandemic and ongoing recovery efforts
- Access to and retention of talent (i.e., health care workers)
- Workforce's access to affordable child care, transportation and connection to job opportunities

Social

External social factors that may help or hinder the business and services that the City of London provides

- High quality of life in London and relatively high resident satisfaction with City services
- Increasing population growth and changing demographics
- Commitment to equity and dismantling systems of racism and oppression
- Newcomers are an important element of the community fabric
- Increasing challenges for vulnerable populations
 - Underemployment and precarious employment

- Affordable housing and homelessness
- Mental health and addictions
- Health and obesity
- Attitudes and stigmas towards vulnerable populations
- Increasing trend of social isolation, exacerbated by pandemic
- Ongoing impacts of COVID-19 pandemic – mental health challenges, isolation, feelings of government intrusion and mistrust, hybrid work environments
- Londoners are actively engaged in their community and there is a desire to see increased participation and engagement in civic life
- Misinformation
- Emergency preparedness (terrorism, pandemic, climate change and natural disasters)
- Changing attitudes towards mobility (transit, active transportation)
- Implementing Truth and Reconciliation Commission Calls to Action
- Violence and impact on community safety, particularly in the core area
- Unprecedented levels of violence against women and girls

Technology

External technology factors that may help or hinder the business and services that the City of London provides

- Open government and transparent decision-making
- Enhance decision making through analytics, machine learning, and artificial intelligence
- Cyber Security threats and risk management
- Digital transformation and automation
- Changing expectations about speed and accessibility of information and services
- Circular economy, green construction and facility retrofitting
- Intelligently leverage cloud computing and everything as a service (XaaS) opportunities
- Technological advancements and pace of change - how to prioritize modernization demands to meet service delivery needs and user interfaces
- Electronic bus technology, autonomous vehicles, smart traffic systems, etc.
- The enterprise will have to balance out demands for digital government with various demographic considerations: age, accessibility, equity, lowering GHG emissions, self-service expectations, seamless omni-channel experiences for different types of users
- Access to basic infrastructure, including broadband