

Report to Strategic Priorities and Policy Committee

To: Chair and Members
Strategic Priorities and Policy Committee

From: Scott Mathers, MPA, P. Eng
Deputy City Manager, Housing and Community Growth

Subject: Downtown Reimagined: City of London Downtown Plan

Date: June 16, 2026

Recommendation

That, on the recommendation of the Deputy City Manager, Housing and Community Growth, the following actions **BE TAKEN** with respect to London's Downtown Plan:

- a) The above-noted staff report and attached Appendix 'A': "Downtown Reimagined: City of London Downtown Plan" **BE RECEIVED** for information;
- b) The actions identified in this Plan that can be accommodated within existing approved budgets **BE IMPLEMENTED**;
- c) Civic Administration **BE DIRECTED** to report back to a future Strategic Priorities and Policy Committee in Q4 2026 with a progress update on the quick-start actions and a proposed work plan for 2027; and
- d) The implementation of Downtown Plan actions requiring additional investment and associated funding requests **BE REFERRED** for consideration as part of the 2027-2031 Strategic Plan and 2028-2031 Multi-Year Budget process.

It being noted that Civic Administration will continue to undertake an enterprise-wide approach to monitoring, reviewing, and implementing actions within approved budgets to support the downtown area, while identifying future opportunities for Downtown Plan implementation.

Executive Summary

The *Downtown Reimagined: City of London Downtown Plan* is a 10-year roadmap intended to guide the continued revitalization, growth, activation, and evolution of Downtown London. Developed by the Canadian Urban Institute, the Plan responds to changing economic, social, and urban conditions affecting Downtown London. The Plan was informed through extensive public and partner engagement involving more than 5,500 participants. The Plan focuses on improving livability and connectivity, supporting vibrancy and culture, encouraging innovation and entrepreneurship, and strengthening governance and implementation coordination across 18 objectives and 58 actions that guide future investment, public realm improvements, housing growth, economic development, programming, and downtown activation over the next decade.

Through this report, Council may receive the Plan as presented, or may provide direction to remove, add, or revise specific elements of the Plan. There are no immediate operating or capital budget impacts associated with this report. The estimated implementation cost of the 10-year Downtown Plan is approximately \$48 million, with actions requiring additional investment and associated funding requests recommended to be referred for consideration as part of the 2027-2031 Strategic Plan and 2028-2031 Multi-Year Budget process. Many actions identified in the Plan can be advanced through existing approved budgets, partnerships, and operational initiatives. Civic Administration will provide a progress update to Municipal Council in Q4 2026 and will bring forward a future report on implementation of the Downtown Plan following approval of the 2027-2031 Strategic Plan and prior to submission of the 2028-2031 Multi-Year Budget.

Linkage to the Corporate Strategic Plan

This project supports the 2023-2027 City of London Strategic Plan and directly aligns with the following areas of focus:

Economic Growth, Culture, and Prosperity

- London encourages equitable economic growth and diversification.
- London is a destination of choice.
- London encourages the growth of local artistic and musical talent.
- London's Core Area (Downtown, Midtown, Old East Village) is a vibrant neighborhood and attractive destination

Housing and Homelessness

- The City of London demonstrates leadership and builds partnerships to increase quality, affordable, and supportive housing options.

Wellbeing and Safety

- London has safe, vibrant, and healthy neighbourhoods and communities.
- A well-planned and growing community.

Analysis

1.0 Background Information

1.1 Previous Reports Related to this Matter

- November 18, 2025 – Strategic Priorities and Policy Committee – [Downtown Plan: Phase 1 Background Study](#)
- March 25, 2025 – Strategic Priorities and Policy Committee – [Downtown Master Plan – Quick Start Actions](#)
- March 25, 2025 – Strategic Priorities and Policy Committee – [Downtown Master Plan: Appointment of Consultant for RFP 2025-001](#)
- October 29, 2024 – Strategic Priorities and Policy Committee – [Initiation of the Downtown Master Plan Project](#)
- May 28, 2024 – Strategic Priorities and Policy Committee – [2023-2027 Implementation Plan: 2024 Update](#)
- April 17, 2023 – Strategic Priorities and Policy Committee – [Council's 2023-2027 Strategic Plan](#)

1.2 Initiation of the Downtown Plan

Municipal Council approved the Terms of Reference for the Downtown Plan on November 5, 2024. Following this approval, Council authorized the award of RFP 2025-001 to the Canadian Urban Institute (CUI) as the lead consultant responsible for preparing the new Downtown Plan in March 2025.

1.3 Downtown Plan: Phase 1 Background Study

On November 18, 2025, Municipal Council received the Phase 1 Background Study for the Downtown Plan. The study compiled and analyzed existing conditions, trends, opportunities, and challenges affecting the downtown area and established a comprehensive understanding of the current context and future considerations for downtown revitalization.

The Phase 1 work included:

- a review of existing downtown plans, policies, and strategies;
- analysis of economic, land-use, and demographic conditions;

- assessment of current downtown conditions; and
- public and participant engagement activities, including surveys, focus groups, and meetings with businesses, residents, community organizations, and institutional partners.

The findings of the Background Study established the foundational framework for the development of Phase 2 of the Downtown Plan, including refinement of the project vision, objectives, and strategic directions.

2.0 Discussion and Consideration

2.1 Downtown Plan: Phase 2 Process Update

Since the November 2025 update, the consultant team has completed Phase 2 of the Downtown Plan process and fulfilled the deliverables required under RFP 2025-001.

Key work completed during Phase 2 include:

- refinement of the downtown direction and goals;
- development and evaluation of objectives and implementation actions;
- continued engagement with invested sectors, partners, and the public;
- preparation of the Phase 2 deliverable, *Downtown Reimagined: City of London Downtown Plan*; and
- development of recommendations intended to guide future investment, revitalization, economic development, public realm improvements, and downtown activation initiatives.

In parallel with the Downtown Plan process, the City has continued implementation of several short-term “quick start” initiatives informed by the consultant engagement process. Appendix ‘B’: Downtown Plan – Quick Start Actions includes a list of the previously approved initiatives. These initiatives include beautification measures, safety and compliance initiatives, business support programs, and downtown programming intended to support activation and stabilization of the downtown area while the broader revitalization strategy was being developed.

2.2 A plan for Downtown’s Future

The *Downtown Reimagined: City of London Downtown Plan*, attached as Appendix ‘A’, is intended to help Downtown London adapt to major changes in work, retail, and urban life while strengthening its role as the city’s cultural, civic, and economic centre. It is centred on four main goals: creating a Downtown that is well-managed, vibrant, livable, and innovative. Rather than being a detailed land use or design plan, it serves as a strategic roadmap and implementation plan for the next 10 years, with a focus on modernized governance and management, enhanced placemaking and programming that connects key public places and spaces, activating vacant retail and office space, and supporting London’s arts and cultural sector.

The Plan outlines 18 objectives, 58 phased actions, performance measures, and estimated costs to guide investment, coordination, and accountability. Several of the actions also work collaboratively to create four “Big Moves” - a culmination of actions that result in greater impact than if the actions were implemented in isolation. The Plan also aligns with existing City plans and strategies, including *The London Plan*, and the City-wide *Economic Development Strategy* developed in parallel and presented concurrently for consideration at Strategic Priorities and Policy Committee (SPPC) meeting scheduled on June 16, 2026.

The Plan uses a combination of studies, partnerships, incentives, governance improvements, and targeted investments to guide the continued evolution of Downtown London. Key approaches include focusing on addressing retail and office vacancy through business incubation, flexible leasing opportunities, adaptive reuse, expanded

programming, and enhancements to public spaces intended to increase everyday activity downtown.

To support implementation, the Plan proposes a coordinated governance approach, including the establishment of a dedicated Downtown Office to improve coordination across service areas and strengthen collaboration with key downtown partners. The Plan further builds on existing City initiatives and incentive programs by identifying opportunities to align funding, partnerships, and municipal actions in support of downtown investment and growth. An implementation framework, including timelines, performance measures, and ongoing monitoring, is included to support accountability and measure progress over time.

2.3 Community Engagement

The Downtown Plan was informed by a year-long, comprehensive engagement process that combined broad public outreach with targeted sector and partner conversations. The engagement approach was intentionally designed to be inclusive, accessible, and wide-reaching, with the objective of capturing a diverse range of perspectives from individuals and groups who live, work, operate businesses, receive services, visit, and travel through downtown, including newcomers, equity-denied groups and indigenous persons. The engagement process sought to ensure that voices reflecting the full diversity of downtown users and experiences were included in shaping the Plan.

Engagement methods included surveys, social media and online platforms, in-person and virtual summits, public event tabling, focus groups, and one-on-one interviews. Highlights of the engagement include the following:

- 5,500+ individuals engaged overall
- 2,405 survey responses
- 2,160 online comments (social media and the City's Get Involved platform)
- ~11,000 website visitors, with 4,000+ actively engaging with content
- 217 participants through in-person and virtual summits
- 160+ participants through public event engagement
- 80 students through local high school engagement
- ~200 participants through targeted interviews and focus groups

Together with detailed research and analysis, policy review, and conversations with Civic Administration, these engagement efforts helped shape the vision, priorities, and actions presented in the Downtown Plan. The engagement process provided valuable insight into the opportunities, challenges, and lived experiences within the downtown, ensuring the Plan reflects a broad range of perspectives and supports a coordinated, community-informed approach to the continued evolution of Downtown London.

2.4 Council Direction on the Downtown Plan

The Downtown Plan has been prepared by the Canadian Urban Institute as a roadmap to guide the continued revitalization, growth, activation, and evolution of Downtown London over the next 10 years. Through this report, Council may receive the Plan as presented, or may provide direction to remove, add, or revise specific elements of the Plan.

Council will also have future opportunities to provide direction on the implementation of the Downtown Plan. This includes through the 2027-2031 Strategic Plan, the future implementation report, discussed in Section 4.3 of this report, to be brought forward following approval of the Strategic Plan, and through the 2028-2031 Multi-Year Budget process. These future decision points will allow Council to consider implementation priorities, timing, and any associated operating or capital impacts before actions requiring additional investment are approved or implemented.

Councillors interested in suggesting changes to the Downtown Plan in advance of the Strategic Priorities and Policy Committee meeting may contact Civic Administration for support in preparing resolution language for Committee's consideration.

3.0 Financial Impact/Considerations

3.1 Costing and Implementation

There are no immediate operating or capital budget impacts associated with this report. However, actions that require additional investment will be considered by Council through established processes in alignment with the Multi-Year Budget process.

The Downtown Plan includes estimated costing informed by comparable initiatives currently underway, similar projects in peer municipalities, and expert assessment by the consultant team. The costing assumptions within the Plan are intended to provide a general order-of-magnitude understanding of potential resource requirements; however, actual costs may vary depending on scope, phasing, delivery approach, and level of service at the time of implementation.

All actions carry an associated cost assumption, which may take the form of direct financial investment, allocation of staff resources, or prioritization of work within existing approved budgets and work plans.

It should further be noted that some actions identified in the Plan represent preliminary or enabling work only, such as studies, design work, or further assessments. Implementation of these actions may require subsequent Council direction and/or additional funding approval and are therefore expected to proceed as part of a phased or multi-stage approach to implementation.

The total estimated cost to implement all actions of the 10-year Downtown Plan is approximately \$48 million, including both one-time capital costs and ongoing operating costs. Actual costs and timing may change depending on project scope, phasing, implementation timing, interdependencies between actions, and future Council approvals through the budget process. Some actions identified in the Plan are dependent on foundational or enabling actions being initiated or completed first, which may affect the timing, sequencing, or overall need for future investments. As a result, the total estimated cost represents the full implementation of all proposed actions over the life of the Plan and may change as priorities evolve and implementation progresses. Funding requests are anticipated to be considered through the 2028, 2032, and 2036 Multi-Year Budget cycles. More detailed costing will be developed as individual initiatives and projects move forward through planning and implementation.

3.2 RFP 2025-001 - Development of the Downtown Plan

Funding for the development of the Downtown Plan was previously approved by Municipal Council as part of the 2023-2027 Multi-Year Budget. On March 25, 2025, Municipal Council approved the source of funding to complete this project as part of the award of RFP-2025-001. This report marks the completion of the project, which has been delivered within the Council approved budget.

The implementation of Downtown Plan actions requiring additional investment and associated funding requests is recommended to be referred for consideration as part of the 2027-2031 Strategic Plan and 2028-2031 Multi-Year Budget process. This approach recognizes that there are no immediate operating or capital budget impacts associated with this report, while acknowledging that the Downtown Plan identifies future actions that may require new operating, capital, or staffing resources. Referring these matters to the Strategic Plan and future budget processes will allow Council to consider implementation priorities, available funding, service area capacity, and competing municipal priorities before any additional investment is approved or implemented.

4.0 Next Steps

4.1 Short Term Actions

Short-term actions are those identified for implementation within 1-4 years of the Plan. It is the intent of Civic Administration that work on several of these actions will commence in the coming year, with additional actions requiring new operating, capital, or staffing resources to be referred for consideration as part of the 2027-2031 Strategic Plan and 2028-2031 Multi-Year Budget process.

Short-term actions that can be accommodated within existing approved budgets will be implemented and incorporated into appropriate departmental workplans over the coming years, including 2027, 2028, and beyond.

A total of 35 actions have been identified as short-term priorities. Civic Administration will report back to Council in Q4 2026 with additional detail outlining which actions can be delivered within existing approved budgets, which actions may require additional investment, and an assessment of implementation timing and sequencing.

4.2 Downtown Office

One of the short-term actions recommended by the Canadian Urban Institute in the Downtown Plan is the establishment of a dedicated internal City of London downtown office to coordinate implementation of the Plan's strategic directions and actions. This recommendation reflects the breadth of issues affecting downtown and the number of City service areas, agencies, boards and commissions, community partners, businesses, and other partners involved in downtown-related work

A centralized downtown office is identified in the Plan as a potential way to support coordination, monitoring, communication, and accountability across the short, medium, and long term. This action would represent a new operating model and could include staffing, administration, office, program delivery, and other ongoing operational costs. As a result, implementation and any associated funding requests would need to be referred for consideration as part of the 2027-2031 Strategic Plan and 2028-2031 Multi-Year Budget process before being implemented.

4.3 Implementation of the Downtown Plan

Following approval of the 2027-2031 Strategic Plan, and prior to submission of the 2028-2031 Multi-Year Budget, Civic Administration will bring forward a report to Council on implementation of the Downtown Plan. The report will identify recommended priorities, timing, resource requirements, and any associated funding requests for Council's consideration.

The implementation report will incorporate any direction received from Council on the Downtown Plan and priorities identified in the 2027-2031 Strategic Plan. It will also provide more detailed descriptions and cost estimates for the short, medium, and long term actions and investments that will support the development of multi-year budget business cases.

Conclusion

Council has made significant investments in the downtown over the past two decades. The Downtown Reimagined: City of London Downtown Plan is intended to build upon these investments by providing a 10-year roadmap for continued revitalization, growth, activation, and evolution of the downtown area.

Many actions identified through the Downtown Plan can be advanced through existing approved budgets, partnerships, and operational initiatives. Subject to Council direction on this report, actions requiring additional operating, capital, or staffing resources are recommended to be referred for consideration as part of the 2027-2031 Strategic Plan

and 2028-2031 Multi-Year Budget process. Civic Administration will also bring forward a future report on implementation of the Downtown Plan following approval of the 2027-2031 Strategic Plan and prior to submission of the 2028-2031 Multi-Year Budget.

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Appendix 'A': Downtown Reimagined: City of London Downtown Plan
Appendix 'B': Downtown Plan – Quick Start Actions

Appendix ‘B’ – Downtown Plan – Council Approved Quick Start Actions

Quick Start Actions Approved in Q4 2025

	Action	Description
1	Evaluate expanding the place-making mandate of Dundas Place to other strategic locations in the Downtown.	Additional opportunities exist in Downtown for placemaking. Utilizing existing resources, the Dundas Place team can activate additional locations to increase vibrancy, attract new visitors, and diversify current programs. Possible locations include Victoria Park, Ivey Park, Golden Jubilee Square, and Rotary Square.
2	Support patios and signage in Downtown to promote economic activity and vibrant streets.	Assess the number of patios and new signage issued over a 24-month period and identify opportunities to streamline processes, improve communications and awareness of signage-related incentives, offer concierge services, target certain streets or areas of Downtown to create a clustering effect, or reduce fees to encourage more patios and generate more economic activity in Downtown. Consider a temporary, seasonal staff secondment to implement.
3	Activate Rotary Square with moveable bistro chairs, tables and shade devices.	The addition of moveable tables and chairs and small shade devices on Rotary Square will signal the completion of the square and the flexibility of patrons to make use of the space. In the long-term, stationary sunshades could be added once the positioning of temporary moveable furniture determines the ideal location of such elements while considering flexibility for use of the space for events and markets. Additional activation features, such as a stage for performances, as well as informal activities such as chess or other games could be added to enliven the square.
4	Evaluate the ‘Vacant Commercial Space Fit-out Grant’ at the one-year mark (spring 2026) to identify uptake and opportunities for more enrollment.	Evaluation should consider additional outreach and discussion with the business community, criteria adjustments, or new eligibility for current businesses with an existing lease period of not less than two years to update their space or add enhancements that would allow for expansion of services or product offerings.
5	Work with the City’s Public Art and Monuments Program to enhance Dundas Place with projection artwork.	Identify existing funding source(s), including a collaboration with a local arts organization or education institution to curate new projection artwork in Downtown. Package and promote the new projections as an experience in Downtown.
6	Identify coordinated information and staff between Dundas Place, Tourism London and Downtown London BIA for readily available information to visitors at a central location.	To maximize impact, utilize the front space of Dundas Place to celebrate and provide information about the Downtown, such as a business directory, events listing, map, and historical information about the Downtown, and consider mirroring this on the myLondon app for Downtown. Information could be tailored to specific populations such as youth/students and Downtown residents or organized around special event themes. This staff position could also be identified for other roles in activating Downtown.

7	Test alternate venues to activate the core of Downtown including collaboration between the City, Covent Garden Market and Canada Life Place to support large-scale events.	Consider connecting Covent Garden Market and Canada Life Place with use of the parking lot at Canada Life, Golden Jubilee Square, Rotary Square and Talbot Street. As 2026 is London's 200th Anniversary, this could serve as an opportunity to test a location for a large event. Additional elements to consider include a road closure on Talbot Street between Dundas and King or York Streets, more programming on Golden Jubilee Square and the parking lot adjacent to Canada Life Place and linking events to other public spaces such as the riverfront, RBC Place, and Victoria Park.
8	Enhance and communicate parking information and evaluate alternatives to the Honk app.	Due diligence by staff to identify technology solutions for parking and wayfinding (app, digital signs, etc. including review of current commitments to the Honk app) to create ease of parking and efficiency to avoid frustration from drivers and lessen congestion caused by cars circling the Downtown looking for parking. Interim measures include exploring opportunities to link or create an API feed to Parkopedia, with the appropriate disclaimers, for efficiency purposes; and provide a digital map of all public and private parking lots offering hourly parking with rates including street parking in a user-friendly format on the City's website.
9	Identify a regional bus or transportation depot/designated drop-off area	Investigate feasible quick-stop areas to consolidate opportunities for regional travel and additional drop-off points on Clarence Street with consideration for proximity to London Transit stops and access to VIA Rail. Continue discussions with regional providers to explore coordinated solutions and confirm interim steps with staff as part of planning for a long-term mobility hub under consideration by the City for 2027+.
10	Pilot late night buses	Pilot (free) late night bus service to encourage use and test ridership patterns (consider for large events or strategic times to encourage more visits to Downtown).
11	Initiation of the 'Downtown Operations Team' to help coordinate operational service delivery in the Downtown Area	There is an opportunity to improve coordination between Service Areas in delivering operational services to the Downtown by implementing a new internal team focused on improving collaboration, coordination and multi-area service request resolution within existing budgets and resources. The Downtown Operations Team (DOT) members meet biweekly to improve operational coordination between the teams responsible for parking, bylaw enforcement, events and activations, construction management, beautification and decorations, cleanliness and graffiti on public property.
12	Core Area dedicated CIR Response	Starting in January, two dedicated CIR team members will be deployed specifically to the Core Area (Downtown, Old East Village, Midtown) on a more frequent basis to support Londoners, commercial businesses and patrons, and respond to concerns related to health and homelessness. As this new operational strategy develops, adjustments may be made to team composition, deployment model, and focus of efforts.
13	London Police Service Phase 2 Open Air Substance Use Strategy	Coordinated service delivery for High-acuity individuals that supports data driven identification of high-acuity individuals. Developing a memorandum of understanding (MOU) between partners to support secure information sharing and integrating wraparound services where possible: health, housing and social supports. Targeted enforcement with consideration for individual circumstances

		- Applied when individuals refuse services and continue public drug use - Grounded in an understanding of substance use complexities - Balancing accountability with compassion
14	Core Area extension of free 1-hour on street parking	As approved by Municipal Council on November 4, 2025, the one-hour free on street parking initiative in the Core Area will be extended until December 31, 2025, using existing, approved funding to support the continuation.

Quick Start Actions Approved in Q1 2025

	Action	Description
15	London Police Service Priorities	London Police plan to launch the new ‘open air, public space drug strategy, alongside an expansion of the Community Outreach and Support Team (COAST). With both these initiatives, the London Police Service is committing to increase police visibility in the Core Area to support their renewed commitment to public safety
16	Prioritized Municipal Compliance Deployment	Beginning in spring 2025, Municipal Law Enforcement Officers (MLEOs) will initiate a proactive ‘boots on the ground’ initiative including a regular downtown route, with the following goals: • Provide a visible presence in the Downtown for public and business/property owners • Immediately and proactively address damage such as broken windows, dumping on public streets and debris buildup on private property • Identify larger or systemic issues to work towards initiating continuous improvement projects in the Downtown, addressing the conditions, aesthetics and safety. These resources were effectively re-allocated through streamlining the vacant building process, reducing both staff workload and administrative processing time significantly, providing staff with extra capacity to engage in new efforts. By implementing these new processes, staff are now better able to respond to problems more efficiently on a rotational basis through the Core Area.
17	Transit-Oriented Development Community Improvement Plan (CIP)	As part of London’s commitment to the Housing Accelerator Fund, development of a new transit-oriented community improvement plan (CIP) is being introduced along the rapid transit links in London – this includes the downtown area. The proposed incentive will support accelerated development of new residential units and eligible office-to-residential conversions by providing \$15,000 per unit, subject to funding availability. The Transit-Oriented Development financial incentive program is stackable with existing CIP programs that the City offers, including the recently approved Affordable Housing CIP incentives for highly supportive housing and affordable units, and the current Office-to-Residential grant in the Downtown CIP.
18	Downtown Community Improvement Plan (CIP) Incentive Program to Address Vacancy	A new financial incentive program is currently in development to support the Core Area Vacancy Reduction Strategy (CAVRS). The ‘Vacant Commercial Space Fit-out Grant’, intends to provide an incentive to new targeted use business tenants that occupy vacant spaces in the Downtown CIP area, providing funding to

		complete eligible renovations to ready their space to open and operate. The ‘Vacant Commercial Space Fit-Out’ program is funded through the existing multi-year budget and does not require an additional source of funding or drawdown on the CIP reserve fund. This program is intended to be presented to Municipal Council for approval in April 2025 and eligibility, terms and conditions, grant amounts, and program guidelines are currently being finalized by staff.
19	Dundas Place Public-Access Washroom Hours	Reviewed in fall 2024, expansion and alignment between Victoria Park and Dundas Place public washrooms hours of operation started from 900am-900pm 7 days a week. The extension of hours at both locations is supported by approved funding provided through the 2023-2027 Multi-Year Budget. As included in the report to Council on December 17, 2024, public access washroom hours are continually reviewed to ensure adequate availability to the public.
20	Enhanced Downtown Activations and Beautification on Dundas Place	Starting in spring 2025, Dundas Place will have more consistent road closures for planned activations in the evenings from Thursday to Saturday and in the days on Sundays. The Dundas Place Public Art Project is expected to add beauty to Dundas Place by September 2025 that will attract more residents and visitors to this culture and entertainment district. Through the City’s Public Art and Monument Program, diverse artworks for Dundas Place fixtures, including banners, gateway marker kiosks, and planter/pole wraps will be created by local artists to be installed along the street. The Downtown Loop Rapid Transit Shelter Artwork will include local artist public art into the design of four downtown loop shelter stops. The inclusion of public art is a great way to enhance the waiting experience of rapid transit riders and get the community involved. Two downtown self-guided public art and monument tours have been launched by the City of London and London Arts Council this year (visit londonarts.ca/public-art-tour-downtown). These tours feature public artworks and podcast-style videos to guide participants on a historic tour of London from the experience of London’s first inn keeper and entrepreneur to animate the City’s downtown landmarks and legends.
21	Support of CPTED Audits	For 2025, Municipal Compliance has committed to an additional 50 CPTED audits in the Core Area. Coordinated Informed Response officers are receiving CPTED training, which will provide front-line staff with the information and knowledge to help provide supports to business and property owners in the Core Area through a customer service lens.
22	Return of the Core Area 1-Hour Free Parking Program	Starting on April 1 st 2025, Parking Services will offer 1-hour free parking in Municipal Lots #1 and #2 in Old East Village, and 1-hour free on street parking in the Core Area through the parking services HONK app, until October 31 st 2025, at a projected cost of \$181,875.

		For 2024, the actual realized cost to offer 1-hour free parking in Municipal lots #1 and #2, and on-street in the Core Area was \$148,125 of the initial request from Council to redirect \$330,000 from the Economic Development Reserve Fund. This program concluded at the end of 2024. When the 2024 parking programs concluded at the end of 2024, the funding that was not fully utilized, \$181,875, was returned to the Economic Development Reserve Fund.
23	Providing enhanced operations delivery in Downtown	Road Operations, Park Operations and Solid Waste Operations continue to provide daily, weekly, and specialized as needed services at-or-above city-wide maintenance standards in the Downtown Area to meet the needs that are unique in this general area.
24	Exploring service enhancement opportunities in the Downtown area	Environment and Infrastructure continue to work with downtown residents, businesses and property owners to best respond to changing service demands, such as waste collection patterns in the downtown area as infill and densification evolve the downtown streetscape.
25	Dundas Place Traffic Management and Activation Enhancements	Presented to Council on December 17, 2024, several approved changes will be established on Dundas Place in Spring 2025. These include: • Additional loading zones for improved ease of access and to support local businesses with drop-off / pick-up opportunities • Additional bollards to improve compliance and increase clarity of appropriate parking/loading zones • Removal of Dundas Place turn restrictions to improve motorized vehicle access and egress
26	Additional Investment in Downtown Beautification and Cleaning	On November 22, 2024, Municipal Council amended the 2025 and 2026 operating budgets to include an investment of \$300,000, funded by the Economic Development Reserve Fund, to be allocated to the Downtown London Business Improvement Association (BIA) for the purpose of cleaning and maintenance on private property, such as graffiti removal, power washing, expanded cleaning (litter and sharps removal), and beautification and maintenance in support of member businesses and private property owners.