

REPORT TO THE **COMMUNITY**

2021

London
CANADA



INTRODUCTION







In April 2019, London City Council approved their 2019-2023 Strategic Plan. This plan includes a vision for London as, “A leader in commerce, culture, and innovation - our region’s connection to the World.” Council has committed to focus on Strengthening our Community, Building a Sustainable City, Growing our Economy, Creating a Safe London for Women and Girls, and Leading in Public Service. In 2020, Municipal Council reaffirmed its commitment to eliminating systemic racism and oppression and established Anti-Racism and Anti-Oppression as a sixth priority of Council. The specific outcomes, expected results, and strategies that Council and Civic Administration will deliver on together are outlined in the Strategic Plan.

The City of London is committed to reporting on progress towards implementing the Strategic Plan on an annual basis. This Report to the Community highlights a number of accomplishments over the past year.





MESSAGE
FROM THE MAYOR

On behalf of London City Council, I am proud to present our *2021 Report to the Community.*

After more than a year and a half of having our lives, and our community, impacted by COVID-19 in almost every way imaginable, there is reason for both hope and optimism. Those sentiments are due, in large part, to our collective commitment to public health measures and vaccines, but equally important has been our commitment to each other as fellow Londoners, and our ability to persevere – regardless of the circumstances.

That example has served as a tremendous source of inspiration as we, the City of London, continue the important work of delivering on our strategic plan, guided by six key pillars: *Strengthening our Community, Building a Sustainable City, Growing our Economy, Creating a Safe London for Women and Girls, Leading in Public Service, and Anti-Racism and Anti-Oppression.*

Since the onset of COVID-19, this municipality has worked tirelessly to ensure residents, and businesses have the necessary supports to weather the worst of this pandemic, including the continuation of essential services. We have worked to secure various financial and legislative measures from our federal and provincial government partners, while also successfully navigating $70 million of COVID-19 financial impacts at the municipal level. A first of its kind initiative in Canada, the London Community Recovery Network, will ensure that recovery is both equitable and prosperous, ensuring no Londoner is left behind.

In a year marked by difficult circumstances, we have also had difficult conversations surrounding hatred, racism, and oppression. These discussions have translated to action on several fronts, including the creation of an Anti-Racism and Anti-Oppression division at City Hall, along with funding to community-led projects that support anti-Black racism, anti-Indigenous racism, diversity, inclusion, and equity. We are relentlessly committed to eradicating hatred and racism wherever it exists, no matter how overt nor how subtle.

During one of the most tumultuous periods in our shared history, we have made much progress, and yet there is much still left to accomplish. For all the talk of "getting back to the way things used to be," I would challenge all Londoners to join us as we look towards where things are going. And where we're going is proudly, enthusiastically, and confidently towards a more prosperous, economically-exciting, equitable, and compassionate London.

We present our 2021 Report to the Community with humility and enthusiasm, and we look forward to the work we will do together on behalf of all Londoners.

Kind regards,



Ed Holder
Mayor, City of London



STRENGTHENING OUR COMMUNITY

Londoners have access to the supports they need to be successful

Londoners are engaged and have a sense of belonging in their neighbourhoods and community

Londoners have access to the services and supports that promote well-being, health, and safety in their neighbourhoods and across the city

London's neighbourhoods have a strong character and sense of place

LONDONERS HAVE ACCESS TO THE SUPPORTS THEY NEED TO BE SUCCESSFUL

- Nshwaasnangong, London's first Indigenous-led Child Care and Family Centre, is set to open later in 2021. An opening event was held on September 16, 2021 with ceremonial prayers and drumming. Remarks were delivered by the Southwestern Ontario Aboriginal Health Access Centre Chief Executive Officer, Elder Olive Elm from Oneida Nation of the Thames, as well as officials from various levels of government.
- The Canada Mortgage Housing Corporation announced that London will receive $10.8 million through their Rapid Housing Initiative round two funding. London has submitted applications for funding of 403 Thompson Road and 345 Sylvan Street, which would add 86 new affordable housing units.
- Child and Youth Network partners distributed 11,400 breakfast bags through 12 participating schools during the 8-week school closure, distributed approximately $100,000 in Harvest Bucks to 17

Community Food Programs and 16 Emergency Food Cupboards, launched the Atlas London website (https://www.atlaslondon.ca) to support London's young people, and distributed 648 Baby's Book bags.

- The ACT-i-Pass program was expanded to include students entering Grade 5 and 6 in September 2021, with 1,421 students registered for the 2021-2022 program including 511 in Grade 5 and 900 in Grade 6.

- To date in 2021, 3,300 inquires have been received through the Coordinated Access System with a 44% diversion rate from emergency shelter. 535 intakes have been completed and 311 individuals have been housed.

LONDONERS ARE ENGAGED AND HAVE A SENSE OF BELONGING IN THEIR NEIGHBOURHOODS AND COMMUNITY

- Hosted five movie nights with over 200 individuals attending each night and provided 60 Welcome Bags from April to September 2021 to Neighbourhood Associations and individual residents.

- Over 400 Londoners attended presentations on the results of a survey on discrimination experienced by immigrants, visible minorities and Indigenous Peoples in London and Middlesex, led by the London & Middlesex Local Immigration Partnership.

- On October 21, 2021, the City, along with many community agencies and partners hosted the second annual London Newcomer Day in an effort to welcome and celebrate newcomers and share information about living, working and studying in London. Over 120 individuals attended the event.

LONDONERS HAVE ACCESS TO THE SERVICES AND SUPPORTS THAT PROMOTE WELL-BEING, HEALTH, AND SAFETY IN THEIR NEIGHBOURHOODS AND ACROSS THE CITY

- London made history as the first community in Canada to functionally end veteran homelessness. Built for Zero Canada (BFZ-C) confirmed London as the first community to achieve functional zero veteran homelessness, which means the number of veterans experiencing homelessness is less than or equal to the number of veterans a community has proven it can house in a month.

- Museum London introduced a permanent display of Indigenous artist Kent Monkman's Nativity installation and four contemporary art exhibitions involving BIPOC artists.

- Unveiled SITELINES, a new public art installation created by artist Jyhling Lee, and made possible through a partnership between Tricar Development and the City of London. Additional public art creation projects underway include East Lions Community Centre, Traffic Signal Wrap Artworks, and "We are Still Here" Residential School Survivor Legacy.

- The free Neighbourhood Playground Program operated for seven weeks at 18 park locations throughout the city. Over the course of the summer, this program had 3,200 visits and overall satisfaction with the program was 95%.

- Over 2,000 Londoners were engaged in the development of the Community Safety and Well Being Plan which was adopted by Municipal Council in September 2021.

LONDON'S NEIGHBOURHOODS HAVE A STRONG CHARACTER AND SENSE OF PLACE

- Two accessible community garden plots were added at Meadowlily Garden, as well as an accessible pathway at Carling Heights Optimist Community Centre and four accessible garden plots at Reservoir Park. Community consultation was completed for a new garden in Belvedere Park.

- The City of London opened the new Lorne Avenue Park which stands at the site of the former Lorne Avenue Public School. This park features accessible walkways, an entry plaza, a unique playground made of wood, a community stage, a sensory garden, an insect hotel, rain gardens, and an ecolawn. Designers also worked to incorporate artifacts from Lorne Avenue Public School, including the late-1800s school bell from the original building and exterior signage letters from the more recent building.





BUILDING
A SUSTAINABLE CITY

London's infrastructure is built, maintained, and operated to meet the long-term needs of our community

London's growth and development is well planned and sustainable over the long term

London has a strong and healthy environment

Londoners can move around the city safely and easily in a manner that meets their needs

LONDON'S INFRASTRUCTURE IS BUILT, MAINTAINED, AND OPERATED TO MEET THE LONG-TERM NEEDS OF OUR COMMUNITY

- Municipal Council approved the release of the Draft Environmental Assessment Study Report for the Expansion of the W12A Landfill for community engagement. City staff and the technical consultant have been addressing final comments and questions from review agencies, the public and First Nations.
- The City's Climate Lens process was launched. Two reports were presented to Council using the Lens: Outcome of Climate Lens Screening Applied to Major Transportation Projects and the Outcome of Climate Lens Process Applied to Waste Management Programs and Projects.
- Initial work on climate adaptation was completed as part of the Climate Emergency Action Plan engagement and will continue through the ICLEI's Building Adaptive and Resilient Communities (BARC) project. London was one of 22 Ontario municipalities selected for this work.

LONDON'S GROWTH AND DEVELOPMENT IS WELL PLANNED AND SUSTAINABLE OVER THE LONG TERM

- The City is starting to develop its new Mobility Master Plan which will outline transportation and mobility policies, plans, and programs for the next 25 years. The Plan will build upon the London Plan and Climate Emergency Action Plan to identify infrastructure, policies, and programs to support a growing city.

- Construction of a roundabout at the intersection of Hyde Park Road and Sunningdale Road was started to support growth and development in the northwest part of the city.

LONDON HAS A STRONG AND HEALTHY ENVIRONMENT

- The first four electric Zambonis are now operating at City facilities. Each electric Zamboni reduces 19 tonnes of emissions annually, creating a cleaner space for City staff and arena users while also reducing greenhouse gas emissions.

- Work with and alongside the London Environmental Network and Green Economy London occurred throughout 2021 in the areas of energy efficiency, greenhouse gas reduction, water stewardship and waste diversion.

- Dingman Creek Pumping Station is under construction. This new pumping station will provide servicing for the new Maple Leaf Foods Facility and future growth areas in the City's southeast and southwest.

LONDONERS CAN MOVE AROUND THE CITY SAFELY AND EASILY IN A MANNER THAT MEETS THEIR NEEDS

- The City unveiled enclosed bike lockers at three locations downtown to help provide cyclists a new secure space to park their bike. These bike lockers are located at the corner of Dundas and Wellington Street, the north end of Clarence Street, and in the underground parking garage at the Covent Garden Market.

- Bike lane construction is underway on Fanshawe Park Road, Wavell/Brydges Street, Colborne Street and Riverside Drive.

- Multi-year construction of the Downtown Loop has commenced. The East London Link and Wellington Gateway designs and property acquisition continue.

- The Transportation Management Centre is now operating and will help improve the operation and efficiency of the traffic signal system and will communicate disruptions to transit and emergency providers.

- Annual road safety actions include implementation of pedestrian crossovers, rail crossing improvements, more 40 km/h area speed limits, creating awareness of future automated speed enforcement in school zones and other localized improvements.



GROWING
OUR ECONOMY

London will develop a top quality workforce

London is a leader in Ontario for attracting new jobs and investments

London creates a supportive environment where entrepreneurs, businesses, and talent can thrive

LONDON WILL DEVELOP A TOP-QUALITY WORKFORCE

- Municipal Council's $300,000 investment in the creation of a Film Office led by the London Economic Development Corporation has already resulted in more than $2 million in film production since it first launched in May 2021.
- The City, in collaboration with employment agencies and employers, hosted weekly virtual Labour Market information sessions focused on specific employment fields and supported the London and Area Job Works series which includes CTV promotion and job fairs.
- 23.28% of Ontario Works participants exited the program as a result of employment, exceeding the target of 20%. 93% of eligible Ontario Works participants have an active employment action plan, exceeding the target of 85%.
- Museum London launched 80ML, an online exhibition to mark the Museum's 80th anniversary, and partnered with classical musicians Magisterra for fall onsite concerts and the virtual, national annual Words Festival of authors.

LONDON IS A LEADER IN ONTARIO FOR ATTRACTING NEW JOBS AND INVESTMENTS

- Projects continue through the London Waste to Resources Innovation Centre, including work on pyrolysis, gasification, hydrogen, renewable natural gas and mixed waste processing.
- Western Fair District opened its first accelerator at The Grove, the District's agri-business hub, in May 2021.
- $562,000 in sponsorship and advertising was generated in 2021, including $211,000 in sponsorship for the East Lions Community Centre and $175,000 for the Hully Gully Playground in Southwest Optimist Park.
- The City continues to invest in the downtown through the Core Area Action Plan (CAAP). 97% of the funded actions in the CAAP are either complete or on-target to be complete as planned.
- London was designated as Canada's first United Nations Educational, Scientific and Cultural Organization (UNESCO) City of Music.

LONDON CREATES A SUPPORTIVE ENVIRONMENT WHERE ENTREPRENEURS, BUSINESSES, AND TALENT CAN THRIVE

- 2021 saw over one billion dollars in building permit value in the community and City staff continued to process higher than normal volumes of consultation and planning applications.
- The City continued to improve performance through continuous improvement initiatives. The Committee of Adjustment meeting structure was reformatted to increase the number of applications considered by the Committee. This resulted in clearing the backlog of Minor Variance Applications and improved meeting flow.
- Exclusively digital applications process completed for multiple and concurrent reviews of all planning and development and building permit applications. Detailed process mapping completed for site plan, subdivision, minor variance, consent, and zoning amendments which will be used to advance future digital modernization efforts.
- The City continued to increase the availability of serviced land in strategic locations, purchasing 64 acres of land for future inventory in 2021 and opening the Huron Industrial Lands stormwater management facility. In 2021, 73 acres of City industrial land were sold to create 440 jobs in future years.
- The London Community Recovery Network, comprised of over 30 business, non-profit, and community organizations, developed and released the London Community Recovery Framework. The framework represents a common community vision for a post-COVID-19 London and the shared measures for evaluating collective progress over a three-year term.



CREATING
A SAFE LONDON FOR WOMEN AND GIRLS

London has enhanced the potential for women and girls to live safe lives

LONDON HAS ENHANCED THE POTENTIAL FOR WOMEN AND GIRLS TO LIVE SAFE LIVES

- The City of London, in partnership with Ontario Aboriginal Housing Services (OAHS) is planning for a new multi-residential apartment building at 18 Elm Street to provide more safe and affordable rental housing in London. The building will provide safe, quality, and appropriate housing for First Nation, Inuit and Métis people with a focus on addressing the needs of Indigenous women and children, families, and Elders in London.
- To date, 1,416 employees have completed the Creating a Safe London for Women and Girls Introductory Module and 1,977 employees have participated in Respectful Workplace Introductory Training.
- In 2021, the City hosted a training session on gender based violence for settlement workers in partnership with Anova and the London Middlesex Local Immigration Partnership.

- The Safe Cities London Action Plan was unanimously approved by City Council. In 2021, Safe Cities London collaborated to deliver bystander intervention training to bar staff in the downtown; worked to raise awareness at Western University and Fanshawe College about on-board safety, and the London Transit Commission's courtesy stop program.

- Additional rapid housing programs to support housing outcomes for women in shelters were implemented. Ten resting space beds were created to support women experiencing homelessness in the city as well as 20 shelter beds specific for women have been provided in the current shelter system funded by the City.

- London Police Service provided support to 148 women through the Persons at Risk (PAR) program aimed to reach out to women who are involved in the sex trade on the street and whose lives are in danger.

- In 2021, 157 employees in Life Stabilization received Trauma and Violence-Informed Care training which focused on reflective practice and responding to client's emotions, thoughts, and behaviours.





LEADING
IN PUBLIC SERVICE

The City of London is trusted, open, and accountable in service of our community

Londoners experience exceptional and valued customer service

The City of London is a leader in public service as an employer, a steward of public funds, and an innovator of service

THE CITY OF LONDON IS TRUSTED, OPEN, AND ACCOUNTABLE IN SERVICE OF OUR COMMUNITY

- Service areas have continued with public engagement throughout the pandemic and have focused on best practices for digital engagement and other alternatives to large in-person sessions to ensure community members could continue to participate in key projects and initiatives.
- Expanded the Community Connector program to ensure that the Neighbourhood Decision making program was accessible to all Londoners.
- The Back to Business (B2B) portal remains open as a method to access an enterprise-wide team to assist businesses. Action items have included 132 patio permissions, temporary pickup/drop off zones and free two-hour parking in the core as part of the Core Area Action Plan.
- Development of enhanced Environmental, Social and Governance (ESG) reporting for inclusion in the 2022 Budget Update materials and process.

LONDONERS EXPERIENCE EXCEPTIONAL AND VALUED CUSTOMER SERVICE

- 92.7% of Ontario Works clients calling the intake line received service within five minutes, exceeding the target of 85%. The average speed of answer time was 17 seconds.
- 470 employees have received formal Lean training including leader standard work, visual management, and team huddles. A total of 444 improvements have been made, including ten yellow belt improvements.
- Council has set a goal for the City's animal services program to operate an open shelter and to achieve and maintain a "live release" rate of 90% for companion animals. The City's shelter, in partnership with local animal rescues, has maintained a live release rate of 90% or higher and the City veterinarian supported 154 animals through the low-income spay/neuter program.
- Expanded Ontario Works repayment locations to all community customer service sites and fully implemented electronic funds transfer (EFT) repayment program for partners in Life Stabilization.
- 96% of recreation program participants from July – August programs reported being satisfied with the City's recreation COVID-19 protocols and safety guidelines.

THE CITY OF LONDON IS A LEADER IN PUBLIC SERVICE AS AN EMPLOYER, A STEWARD OF PUBLIC FUNDS, AND AN INNOVATOR OF SERVICE

- Moody's Investors Service has maintained the City of London's Aaa credit rating and stable outlook, the highest rating possible for the 45th consecutive year.
- The 2021 Annual Budget Update was approved by Council on January 12, 2021. The 2021 tax levy increase was reduced from the originally forecasted 4.4% to 3.4%.
- In preparation for the 2022 Annual Budget Update, the City undertook an extensive analysis of potential opportunities for reductions which identified potential reductions of more than $3.5 million. These reductions will be included as a budget amendment in the 2022 Annual Budget Update.
- The People Plan was approved in 2021 setting a vision of 'A respectful, inclusive, and collaborative organization committed to delivering valued services to our community'. The People Plan reflects our collective commitment to creating a workplace that supports and engages all employees.
- In addition to completing 14,591 service requests and incidents in 2021, the City's Information Technology Services Division consistently maintained service levels and supported key initiatives such as the transition to paperless applications, mass vaccination centres, and the modernization of social assistance payments, including introducing reloadable payment cards.
- On October 26, 2021, Council approved the implementation of alternative work strategies as part of the Master Accommodation Plan. The implementation of alternative work strategies is expected to create a potential reduction of approximately 55,000 sq. ft for overall space and reduce corporate greenhouse gas emissions by 40% while maintaining current service levels.



ANTI-RACISM AND ANTI-OPPRESSION

Anti-Racism and Anti-Oppression

ANTI-RACISM AND ANTI-OPPRESSION

- In 2021, the City announced appointments to the newly formed Anti-Racism and Anti-Oppression Division including the Director, Anti-Racism and Anti-Oppression, an Indigenous Community Liaison Advisor and a Black Community Liaison Advisor.

- On September 30, 2021, the City of London recognized and observed the first National Day for Truth and Reconciliation to honour First Nations, Inuit and Métis survivors, their families and communities, and to ensure that public commemoration of their history and the legacy of residential schools remains a vital component of the reconciliation process. An "Every Child Matters" flag was raised at City Hall, and City buildings were lit orange. Orange Shirts with the words "Every Child Matters" written in English, and translated into the Indigenous languages of Ojibway, Oneida, Lenape, were made available to City employees with profits donated to N'Amerind Friendship Centre.



- In collaboration with the London Public Library, orange buttons and posters were similarly created with the translations and distributed to patrons.

- An orange crosswalk was painted outside of the N'Amerind Friendship Centre and another at Dundas and Richmond.

- The London Community Grants Program funded eight Innovation and two Capital projects with 86.5% or $429,104 of the funding allocated to projects that advance anti-Black and anti-Indigenous racism, anti-oppression, and promote diversity, inclusion and equity.

- The 2021 Budget Update introduced the consideration of equity impacts in the development of all budget amendments. The 2022 Budget Update will continue to build on this requirement by providing details on the equity deserving groups impacted by each budget request, the barriers or needs addressed by the amendment, as well as the positive and negative impacts associated the budget change.

- An Anti-Hate Symposium has been organized through a City of London-led Municipal Community of Practice. The full day symposium will be held on December 10th, 2021.

- Following the terror attack of June 6, 2021, and in response to Council's Emergent Motion of June 15, 2021, a working group has been created to bring members of the Muslim communities and key community stakeholders together to create concrete actions towards ending Islamophobia in our community.





COVID-19

Health and Safety

Financial Management

Supports for Individuals and Families

Supports for Businesses

HEALTH AND SAFETY

- The Middlesex-London Health Unit continued its response to the global COVID-19 pandemic through case, contact and outbreak management, increasing connections with local partners and agencies, ongoing communications to the community, and operation of mass vaccination clinics. As of October 30, 2021, nearly 800,000 doses of the COVID-19 vaccine have been administered across the Middlesex-London region, including more than 30,000 doses administered at 344 mobile and pop-up clinics.

- The City partnered with the Middlesex-London Health Unit to open two vaccination facilities, providing staff, facility, security and technical support. The Western Fair Agriplex continued to be used as a mass vaccination clinic supporting the community's health and safety.

- Dearness Home residents were able to enjoy entertainment and social interactions through the use of small group settings, room-to-room cohorting, and ongoing health and safety precautions, including ongoing health and safety training for hundreds of essential caregivers.

- The City continued to work to ensure local premises, facilities and activities were compliant with provincial COVID-19 health and safety regulations. Municipal Law Enforcement Officers also partnered with numerous provincial ministries and local agencies in undertaking compliance duties.

FINANCIAL MANAGEMENT

- The City is successfully navigating an estimated $70 million of COVID-19 financial impacts (including lost revenues and additional costs) in 2021. This has been made possible through the receipt of significant financial support from the federal and provincial governments, including Safe Restart Agreement funding, COVID-19 Recovery Funds, Social Services Relief Funds, etc. The City also implemented temporary service adjustments in response to public health restrictions that also help to offset COVID-19-related lost revenues and additional costs.

SUPPORTS FOR INDIVIDUALS AND FAMILIES

- The Dearness Home team offered residents and their family members many creative ways to stay connected including Facetime and Skype video visits, window visits, and outdoor garden spaces.

- Launched ConnectLDN, a new virtual recreation hub featuring activities, resources, and experiences to keep Londoners engaged, entertained and active at home. Updated weekly with new content, ConnectLDN offers locally curated children's activities led by City of London program instructors.

- The Seniors Centres Without Walls program offered fitness classes and virtual programming to over 230 attendees per month. Virtual programs were also offered by the London Public Library and Museum London.

- Subsidized approximately 1,832 London Good Food boxes through pandemic relief measure, 731 of which went to schools. 15,000 masks were distributed among the neighbourhood resource centres during the month of May 2021.

- Supported 33 licensed childcare locations to provide Emergency Licensed Child Care to 756 children of essential workers during the school closure period from April 19 to June 30, 2021.

- Supported operators to deliver virtual early years services to over 52,000 participants through 1,874 interactive, recorded, and facilitated sessions from January to July 2021.

- The City continued to support key technology needs during the pandemic, including virtual council and standing committee meetings, public participation meetings, Committee of Adjustment, and virtual proceedings for the Provincial Offences Office.

- RBC Place continued to partner with the London Food Bank and 519 Pursuit to prepare a total of 29,559 meals from January to October 2021 for individuals living rough in London.

SUPPORTS FOR BUSINESSES

- The City launched a new streamlined application process to host sidewalk sales on City property, helping to make it easier for businesses to serve customers safely outside. Businesses wishing to display and sell merchandise on City sidewalks or boulevards in front of their businesses can now access a three-step application on the City's website, with no associated fees.

- As part of the 'Back to Business' initiative, building permit fees for tents and temporary decks associated with outdoor restaurant patios were waived.

- With consideration of pandemic restrictions, the Dundas Place space was programmed beginning in early August with outdoor activities and performances. As more people visit the area, the demand for expanded patios continues.

- Tourism London launched the 'Stay a Little Longer 2.0' program to assist the hospitality industry's recovery efforts. The program enticed Londoners, as well as those in neighbouring regions, to book a hotel stay at a participating hotel.

- RBC Place safely hosted the Chamber of Commerce Business Achievement Awards with 500 attendees on September 21, 2021.

- The City continued to focus on business needs and recovery efforts through digital submissions for both consultations and applications, consistently meeting or exceeding targeted timelines. The team demonstrated their ability to maintain service and delivery levels during a global pandemic to support economic recovery, and for being responsive to their customers to build a better city for all.



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YOUR CITY COUNCIL





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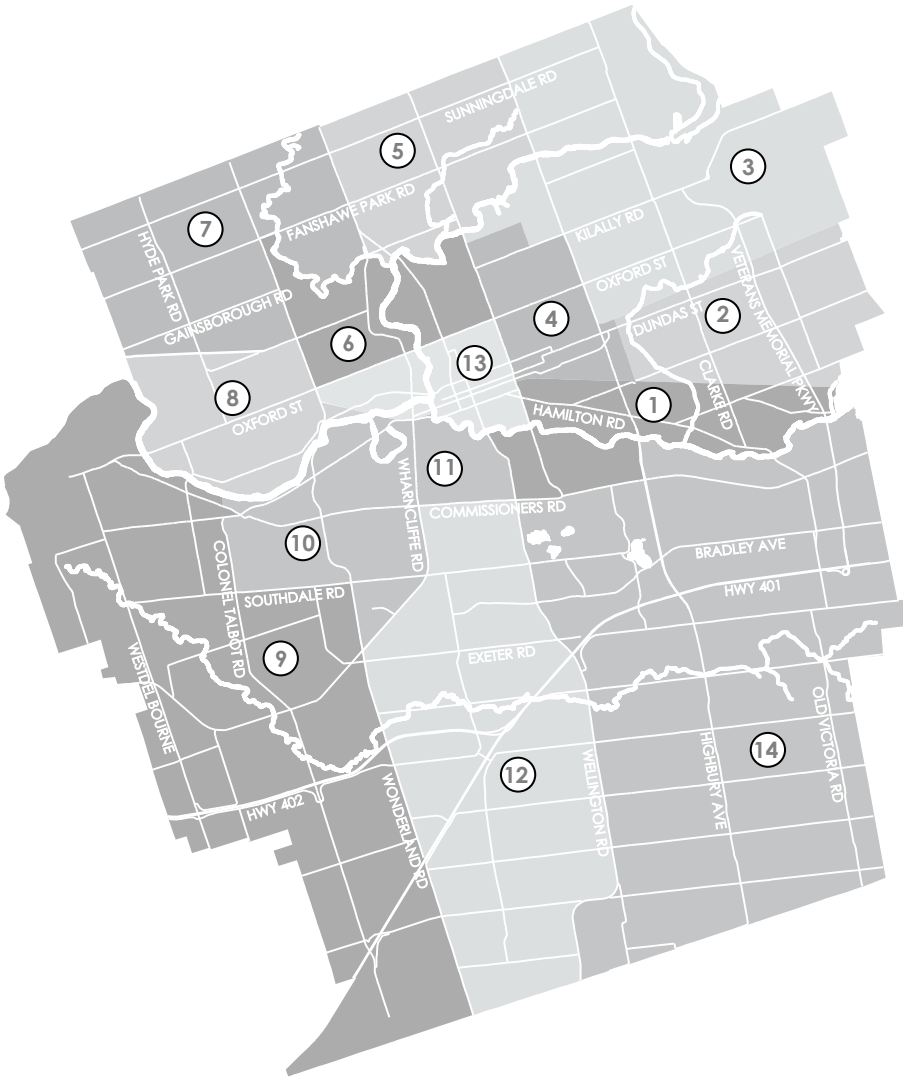
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