

**London Strengthening Neighbourhoods Strategy  
Resident Task Force**

**Five Year Strategy and Implementation Plan**

**London Initiatives Compendium**

**September 2009**

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*Note:*

*These initiatives were current as of August 2009. By no means is this an exhaustive review of initiatives, nor have they been rated for effectiveness.*

## VISION & ELEMENTS

**Our London is a City of neighbourhoods.**

**Our London neighbourhoods will be empowered, sustainable, safe and active communities. We will care for and celebrate each other while encouraging diversity and inclusiveness.**

**Our neighbourhoods will be environmentally and socially responsible and will have available green space, vibrant local economies and accessible amenities of daily life.**

	Elements	Definitions
Neighbourhoods have <b>people</b> that:	Diverse	❖ diverse (including race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs and other ideologies)
	Connected	❖ care about their neighbours, support each other (are socially conscious; celebrate each other) and an overall feeling of “neighbourliness”
	Active	❖ participate in their neighbourhood;
	Pride	❖ care about, respect and are proud of where they live (environmentally conscious)
	Empowered	❖ are engaged and know how to effect change and are supported by City government.
	Engaged	❖ are community leaders, change neighbourhoods in positive ways, committed, sustainable/resilient, enduring, dynamic, focused on continuous change
	Quality of Life	❖ physical, emotional and spiritual well-being that a person enjoys; the range of opportunities, the richness of experience and the meaningful relationships that exist in a person’s life
Neighbourhoods are <b>places</b> where:	Sustainable	❖ there is a vibrant local economy, sustainable environment, sustainable planning and design is practiced and heritage buildings are protected; the historic “fabric”/identity of the neighbourhood is maintained; enduring over time, balanced
	Safe	❖ it is safe to live, work and play; neighbourhoods are clean and cared for
	Parks	❖ parks and open space are available and accessible; available garden space
	Amenities	❖ gathering places such as churches, community centres, health care centres, grocery stores, libraries, schools, etc are available and accessible; identifiable neighbourhood meeting places
	Services / Activities	❖ activities and services are available and accessible; walkability (able to move across community)
	Connectivity	❖ there is connection within neighbourhoods, to adjacent neighbourhoods and to the rest of the City of London (roads, walkways, transportation); and,
	Responsive City	❖ City government is responsive to community needs.

<b>PEOPLE - ENGAGED</b>
Neighbourhoods have people that are engaged community leaders changing neighbourhoods in positive ways, committed, resilient, dynamic, focused on continuous change.

- 1. Support existing, and support development of new, community/neighbourhood associations**
- 2. Develop Neighbourhood Action Planning Process and Neighbourhood Action Plans**
- 3. Develop a Neighbourhood Resource Centre/Neighbourhood Hub Model for London**

- 1. Support existing, and support development of new, community/ neighbourhood associations**

- Urban League of London (ULL) – Established in 1969, the ULL is a non-profit registered charity that acts as an umbrella organization for community groups in London. The objective of the ULL is to enhance the quality of life in London by encouraging citizen participation in community and civic affairs and by promoting, facilitating and initiating innovative projects that contribute to the community's well being. The ULL serves as a support network for its member associations, offering information and resources so they can effectively implement their own local initiatives. The ULL holds monthly meetings on the last Thursday of the month. [www.ul.london.on.ca](http://www.ul.london.on.ca).
- City of London, Community Development staff informally supports community groups and centres in connecting with residents, stakeholders in an effort to build community capacity. In addition, they provide grassroots neighbourhood development and support in targeted neighbourhoods.
- A number of City of London Departments are available to attend, and provide information on topics of interest, community groups meetings on an as requested basis.
- City of London Web site – Research Launch Pad provides some useful links to tools that groups can use to communicate, prepare for meetings, examples of governance and community development tools. [http://www.london.ca/d.aspx?s=/About\\_London/commdevelop.htm](http://www.london.ca/d.aspx?s=/About_London/commdevelop.htm)
- City of London has shared space contracts with many groups for space in community centres (i.e., South London Neighbourhood Resource Centre, ACRC, Northwest London Resource Centre).
- Various examples of projects exist where Community Groups have come together and shared expertise and resources in pursuit of specific projects (ex. Snake Creek Coalition in NW London as outlined in presentation to Task Force on Sept.15, 2009).
- Recently formed Neighbourhood Groups may be able to provide some learnings regarding the formation of a neighbourhood group:
- SOHO (South of Horton) Neighbourhood Group has engaged city staff from Planning and Development and Community Services to assist the neighbourhood in developing a community improvement plan.

- 2. Develop Neighbourhood Action Planning Process and Neighbourhood Action Plans.**

- The Kipps Lane Initiative is a city-facilitated project designed to engage individuals, youth and families in the Kipps Lane area of London to participate in enhancing their neighbourhood's capacity and vibrancy. The development of an Action Plan was resident-led to take into account local knowledge and expertise and to be sustainable. Members of the Kipps Lane Resident Working Group developed a vision for their neighbourhood and are currently finalizing a Neighbourhood Action Plan (Fall 2009). [http://www.london.ca/d.aspx?s=/Community\\_Vitality/Neighbourhoods/KippsLane.htm](http://www.london.ca/d.aspx?s=/Community_Vitality/Neighbourhoods/KippsLane.htm)
- Old East Village Community Improvement Plan was developed in August 2004 and advances a strategic vision for the larger community improvement area. The Plan details implementation strategies to realize the vision. OEV BIA (Sarah Merritt) at the Task Force meeting on Sept. 15<sup>th</sup> stressed the importance of establishing a Plan to direct action. The Plan is available on the BIA's web site at: [www.oldeastvillage.com](http://www.oldeastvillage.com)

<b>PEOPLE ENGAGED</b>
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- City of London, Planning and Development Department is currently developing a Downtown Master Plan. [http://www.london.ca/d.aspx?s=/Planning/downtown\\_town\\_plan.htm](http://www.london.ca/d.aspx?s=/Planning/downtown_town_plan.htm)
  - South of Horton (SOHO) Neighbourhood Group are currently in the initial stages of developing a Community Improvement Plan that will stimulate reinvestment, reveal and inspire appropriate infill opportunities and intensification, coordinate planning efforts, harmonize the delivery of physical and social services, preserve neighbourhood and heritage character and lead to the establishment of a world-class near-Downtown neighbourhood. Partners include the community group, City of London Planning and Community Services Departments and neighbourhood stakeholders. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/Soho.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/Soho.htm)
- 3. Develop a Neighbourhood Resource Centre Model for London**
- Five (5) resource centres (South London Neighbourhood Resource Centre [www.slncr.org](http://www.slncr.org), Northwest London Resource Centre [www.nwlrcc.ca](http://www.nwlrcc.ca), Glen Cairn Community Resource Centre [www.gccrc.ca](http://www.gccrc.ca), Crouch Neighbourhood Resource Centre [www.crouchonline.org](http://www.crouchonline.org), Argyle Neighbourhood Resource Centre) receive annual City of London core funding for community development and other services as contracted (i.e. youth, basic needs etc.) All four have shared space contracts at City of London facilities/library. Services delivered are based on and driven by community/neighbourhood needs.
  - Community development is also supported by City of London, Neighbourhood and Children's Services staff and recreation programs.
  - The Child and Youth Network is developing a 5-year Hub Implementation Plan for London which will establish a series of neighbourhood hubs that will offer a wide range of services for children, youth and families and make service more accessible. [http://www.london.ca/d.aspx?s=/Child\\_Care/childandyouthagenda.htm](http://www.london.ca/d.aspx?s=/Child_Care/childandyouthagenda.htm)

<b>PEOPLE – CONNECTED</b>
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Neighbourhoods have people that are connected, care about their neighbourhoods, socially conscious, celebrate and support each other, overall feeling of “neighbourliness”.
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- 1. Encourage and promote neighbourhood celebrations or events**
- 2. Develop a Neighbourhood Matching Fund type program for community projects (large and small; this is separate from celebrations and events but could be combined)**
- 3. Develop a model to guide management, sustainability, expansion and resourcing of community gardens**
- 4. Promote community gardens and knowledge about the program**

- 1. Encourage and promote neighbourhood celebrations or events.**

- Creative Cities Neighbourhood Initiative, examples of events/activities funded (2007 and 2008):
  - Cherry Street Neighbourhood (2008) held a celebration which included a riverfront clean-up; the establishment of a neighbourhood e-mail / mail list and; pot luck barbeque with activities for children. Neighbourhood musicians provided entertainment. Heritage and culture of the neighbourhood were shared by inviting long term residents to bring photographs and relate the history of the area.
  - Yemeni Women in London (2007) compiled a recipe book of soups from every country in the Arabic world. The recipe book was distributed through the Neighbourhood Resource Centres as well as libraries giving the city of London the opportunity to explore and try new foods and appreciate other cultures.
- Annual ‘Neighbours Night Out’ hosted in all Neighbourhood Watch areas to bring all neighbours to gather, become acquainted and engaged. <http://www.neighbourhoodwatch.london.ca/>
- Sample of successful community events:
  - Gathering on the Green (Wortley Village)
  - St. Julien Park Community Festival (Hamilton Road Area)
  - Nor’west Funfest (Medway Area)
  - Harvest Festival (Lambeth Area)
  - Cruise Nights – various locations throughout the City of London

- 2. Develop a Neighbourhood Matching Fund type program for community projects (large and small; this is separate from celebrations and events but could be combined).**

- ReForest London challenges community groups to plant trees in their neighbourhood. They match funds raised by community groups (minimum of \$1,000, maximum \$2,000), making resources go farther. The community group chooses where to plant the trees within the framework of the StraTREEgic Plan which includes backyards, streets, parks and natural areas.  
<http://www.reforestlondon.ca/>

**PEOPLE - CONNECTED****3. Develop a model to guide management, sustainability, expansion and resourcing of community gardens.**

- City of London currently provides funding for coordination of community gardens to London Community Resource Centre (LCRC). [http://www.lcrc.on.ca/community\\_gardens.html](http://www.lcrc.on.ca/community_gardens.html) As part of this initiative the City provides land and maintenance of 23 gardens or 597 plots for over 500 participants. Intent is to continue to grow at approximately 3 new gardens per year. The City of London is currently undertaking a comprehensive evaluation of the existing program – to be completed in January 2010.
- Current community programs using community gardens: Children’s Museum, YOU, schools, churches, WAYS, Participation House, Hutton House and various neighbourhood associations.

**4. Promote community gardens and knowledge about the program.**

- LCRC website [www.lcrc.on.ca](http://www.lcrc.on.ca) provides information on London’s community garden activities. They currently offer workshops, seeding information etc. as well as a blog for gardeners to share their stories.
- London City Farm is a 2 acre, not-for-profit organic farm located within Fanshawe Pioneer Village. Several varieties of heirloom and unusual hybrid vegetables are sold to the local market. The City Farm is also interested in developing capacity of food production within our city and provides a network to share resources and skills for the promotion of good environmental practice.  
<http://www.craftontario.ca/regions/southern-ontario-node/london-city-farm/>

<b>PEOPLE - ACTIVE</b>
Neighbourhoods have people that are active and participate in their community.

- 1. Increase political engagement and voter turnout**
- 2. Engage youth in political processes**
- 3. Better measure of being active in your neighbourhood**

- 1. Increase political engagement and voter turnout.**

See activities under Responsive City Government

- Watch the City of London Web site for information on the next municipal election on Nov. 8, 2010  
<http://www.london.ca/d.aspx?s=/Elections/default.htm>

- 2. Engage youth in political processes.**

- A number of areas in London have active youth councils including: Glen Cairn, Hamilton Road, White Oaks and Westminster/Pond Mills – among the goals of these councils is to promote participation in decision making by young people.
- London Youth Council is a fledgling group, seeking to build a city-wide coalition of youth groups to speak with a common voice on matters effecting youth in London. ([www.london.ca/youth](http://www.london.ca/youth))
- Elections Canada offers special information sessions to young people at UWO and Fanshawe on the elections process – particularly important when you are studying away from home.

- 3. Better measure of being active in your neighbourhood**

- City of London, YMCA and the Boys & Girls Club of London track program registrations and facility user groups.
- Pillar Non-Profit has an online registration for volunteers looking for opportunities in the community.  
<http://www.pillarnonprofit.ca/volunteering/overview/>
- London Public Library tracks all library card holders.
- Ontario Early Years Centres track participation.
- The Kipps Lane Survey asked specific questions about activity participation.  
[http://www.london.ca/d.aspx?s=/Community\\_Vitality/Neighbourhoods/KippsLane.htm](http://www.london.ca/d.aspx?s=/Community_Vitality/Neighbourhoods/KippsLane.htm)
- London was designated as a “Youth Friendly” city by Parks and Recreation Ontario.
- The City of London is currently working towards designation as an “Age Friendly” community.

<b>PEOPLE - PRIDE</b>
Neighbourhoods have people that have pride, respect and care about where they live.

- 1. Provide opportunities for murals, public art, and free art etc. which may reduce graffiti**
- 2. Celebrate gateways to the city**
- 3. Neighbourhood specific signage similar to that in heritage districts**
- 4. Improve and expand Clean and Green initiatives**
- 5. Promote naturalization projects to inspire pride**
- 6. Institute more “adopt-a” programs**
- 7. Promotion of “little gems” in London**

- 1. Provide opportunities for murals, public art, and free art etc. which may reduce graffiti.**

- London has a Public Art Policy that supports art in public places. A community funding program is being developed to allocate funds to create public art in public places. The London Art Council will work with the community to develop a 10 year plan for Community Public Art.  
[http://www.london.ca/d.aspx?s=/Committees and Task Forces/Creative City/publicart.htm](http://www.london.ca/d.aspx?s=/Committees%20and%20Task%20Forces/Creative%20City/publicart.htm)
  - Creative Cities Task Force  
[http://www.london.ca/d.aspx?s=/Committees and Task Forces/Creative City/default.htm](http://www.london.ca/d.aspx?s=/Committees%20and%20Task%20Forces/Creative%20City/default.htm)
  - Kipps Lane Mural project – youth engagement and leadership
  - Galleria Mural (King St.) London/Argentina Mural Exchange, funded by Creative Cities Fund
  - Metal Trees - London Downtown Business Association efforts to promote public art in the core area. Project funding from the London Downtown Business Association.
  - Carved Trees and Tree Trunk Tour – Co-operative venture with Tourism London, the City of London, STIHL Canada and the Woodfield Community Association (WCA) who initially developed the tree carving project. The first carving was requested by the WCA and with community support and fundraising activities four more trees were completed. Sculptures promote free and public art.
- 2. Celebrate gateways to the City.**
    - Some “gateways” gardens are celebrated as part of Communities in Bloom.
    - Neighbourhood gateways considered in Placemaking designs of new neighbourhoods.
  - 3. Neighbourhood specific signage similar to that in heritage districts.**
    - Recognizing that there may be unique areas of the city that may want customized street signage the City of London developed a signage protocol used for the Heritage Conservation Districts (HCD) (East Woodfield, West Woodfield, Old East Village and Bishop Hellmuth). Old South Community Organization has also funded the placement of Wortley Village sign blades in their neighbourhood. The protocol allows for the following:
      - White on blue for HCDs only with unique sign blade;
      - White on green for all other areas of the City of London; and,
      - HCD signage was paid for through Council approved budgets as part of the designation of the Heritage Districts. Cost per blade is approximately \$115 per sign.
    - Old East Village - Street Banner project - flags identify parameters of the business district in a manner that supports the re-emergence of the Old East Village Business District as a unique cultural, shopping and entertainment district. Funded by City of London Creative Cities Fund.
    - The City of London, Culture Office is developing a ‘Banner Program’ to provide guidelines, standards and process for banner display protocol and requests.

**PEOPLE - PRIDE****4. Improve and expand Clean and Green initiatives.**

- London's Clean and Green initiative [http://www.cleangreen.london.ca/clean\\_green\\_London.html](http://www.cleangreen.london.ca/clean_green_London.html)
- University of Western Ontario, King's College – Green King's initiative. <http://www.kings.uwo.ca/eco/>
- A group of teens from the Kipps Lane area, calling themselves 'The Green Teens' have come together to clean up their neighbourhood.

**5. Promote naturalization projects to inspire pride.**

- The City of London is working on developing protocols for naturalization of lawns which will promote alternate lawn treatments that will not contravene the Untidy Lot by-law.

*See also Parks section on naturalization within Parks and along trails.*

**6. Institute more “adopt-a” programs.**

- The City of London's Commemorative Donation Program currently includes the options of planting a Carolinian tree or installing a bench and plaque, in a park or natural area. Donations toward this program are accepted year-round, and installations usually take place during the following spring or fall project season.
- Through the Clean and green program the City of London will provide local groups interested in cleanup activities with supplies and pickup garbage on request. <http://www.cleangreen.london.ca/>
- Scoutrees, ReForest London and the Upper Thames River Conservation Authority continued to contribute the largest number of tree and shrub plantings on City lands with 35 planting projects between the three groups.

**7. Promotion of “little gems” in London**

**PEOPLE - PRIDE****Other Examples of Pride Projects in London**

- The Creative Cities Fund (CCF) encourages new, creative and visionary projects from community collaboratives that foster community capacity building, move in new directions and/or promote City of London corporate initiatives, while furthering London's economic prosperity through cultural vitality. [http://www.london.ca/d.aspx?s=/Funding\\_and\\_Grant\\_Programs/ccfund.htm](http://www.london.ca/d.aspx?s=/Funding_and_Grant_Programs/ccfund.htm)
- Creative Cities Committee oversees implementation of the Culture Plan (Creative Cities Task Force Report) [http://www.london.ca/d.aspx?s=/Committees\\_and\\_Task\\_Forces/Creative\\_City/default.htm](http://www.london.ca/d.aspx?s=/Committees_and_Task_Forces/Creative_City/default.htm)
- Communities in Bloom, Boulevards are Beautiful and Neighbour to Neighbour(hood) Projects <http://www.londoncib.ca/>
- Many other projects related to Pride are outlined in the Communities in Bloom 2009 Brag Book <http://www.londoncib.ca/Final%20BRAGbookletWEB.pdf>
- London's Amazing Tree Quest contest <http://www.reforestlondon.ca/londons-amazing-tree-quest>

*Other strategies related to empowerment can be found in Engagement and Responsive City section*

<b>PEOPLE - EMPOWERED</b>
Neighbourhoods have people that are empowered, engaged, know how to effect change, supported by City government.

**1. Better connection between voters and elected officials****1. Better connection between voters and elected officials.**

- City Councilors use a wide variety of methods to inform and interact with their constituents over the course of their terms in office. (ex. Townhall meetings, newsletters, columns in area papers, web sites etc.)

*Engagement Strategies reviewed in previous section, strategies related to Responsive City found in later section.*

<b>PLACES - SUSTAINABLE</b>
Neighbourhoods are places where there is a sustainable, balanced community with a vibrant local economy, sustainable environment, sustainable planning and design is practiced, heritage buildings are protected, the historic fabric/identity of the neighbourhood is maintained.

1. **Increase support of local businesses. Investigate how to support small pockets of businesses as opposed to the big box and drive-to commercial**
2. **Increase number of Londoners who car pool on a regular basis**
3. **Investigate potential for use of green roof technology in London building projects (including planning and environmental implications)**
4. **Increase opportunities for biking and encourage as a means of transportation**
5. **Increase opportunities for walking and encourage as a means of transportation**
6. **More incentives/rewards for those doing the “right” thing environmentally**
7. **Promote use of public transit**
8. **Promote corporate responsibility for things like the environment, active healthy lifestyles etc.**

1. **Increase support of local businesses. Investigate how to support small pockets of businesses as opposed to the big box and drive-to commercial.**

- Business associations (2 formal ones – Downtown BIA ([www.londondowntown.ca](http://www.londondowntown.ca)) and Old East Village BIA([www.oldeastvillage.com](http://www.oldeastvillage.com))), several informal groups have formed as issues arise (Wortley Village ([www.wortleyvillage.com/merchants](http://www.wortleyvillage.com/merchants)), Hamilton Road BIA, Richmond Row Merchants ([www.richmondrowlondon.com](http://www.richmondrowlondon.com)) etc.)
- The London Chamber of Commerce holds an annual “Bell Comedy Auction.” They support local business by auctioning off locally produced items, and showcasing local artists. The London Chamber of Commerce is a politically independent, membership based, volunteer driven, not-for-profit organization whose mission is to lead and serve the London business community. They support members by offering insightful and meaningful policy contributions, leading initiatives that positively influence London's social and economic landscape. <http://www.londonchamber.com/>
- The London Small Business Centre helps to stimulate, promote and establish small businesses to help advance the economy in the London area. <http://www.sbcentre.ca/>
- It is the City of London's responsibility to provide opportunities for evolving commercial markets. The City ensures that commercial land, when developed will tie into transit and other road networks, transitions into neighbourhoods and is attractive and functional. They also provide opportunities through land use planning, to allow small scale businesses to exist. A comprehensive review of Commercial Policies was undertaken as part of the 2006 Official Plan Review. [http://www.london.ca/d.aspx?s=/Official\\_Plan/op\\_review.htm](http://www.london.ca/d.aspx?s=/Official_Plan/op_review.htm)

2. **Increase number of Londoners who car pool on a regular basis.**

- City of London, Roads and Transportation/ Transportation Planning and Design are working on a carpool parking lot at Veterans Memorial Parkway and Hamilton Road with the Ontario Ministry of Transportation and expect a facility in the near future.
- The City of London offers a free web-based ridematch service to Londoners and anyone commuting into London for work. The City also offers a customized version to London businesses to promote to their employees. <http://london.carpoolzone.ca/en/my/>
- The City offers London businesses assistance in setting up dedicated carpool parking spaces.
- The City of London is starting a project to encourage commuter choices in the Huron Heights/Argyle area.

<b>PLACES - SUSTAINABLE</b>
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**3. Investigate potential for use of green roof technology in London building projects (including planning and environmental implications).**

- The City of London has established a green roof garden at City Hall.
- University of Western Ontario, Roof top garden at Claudette MacKay-Lassonde Pavilion  
[http://communications.uwo.ca/com/western\\_news/stories/rooftop\\_garden\\_helps\\_with\\_heating\\_drainage\\_20090722444611/](http://communications.uwo.ca/com/western_news/stories/rooftop_garden_helps_with_heating_drainage_20090722444611/)

**4. Increase opportunities for biking and encourage as a means of transportation.**

- Bicycle Master Plan guides the development of long term, comprehensive, city-wide, on and off-road commuter and recreational bicycling network.  
[http://www.london.ca/d.aspx?s=/Reference\\_Documents/bicycle-master-plan.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/bicycle-master-plan.htm)
- Approximately \$300,000 per year from the Federal gas tax is used to construct onroad bike lanes in London.
- Visit the CLEAR Network Web page on Shared Accountability – Improving Transportation for examples of programs in London and elsewhere. [www.clear.london.ca/Transportation\\_Improve.html](http://www.clear.london.ca/Transportation_Improve.html)
- Bicycle Parking Standards require 0.75 secure indoor bike spaces/unit for residential developments and 7% of auto parking spaces for commercial.
- A few years ago, The City of London and the Urban League of London installed bike racks at several community centres, arenas and parks.
- The City of London and the Healthy Living Partnership of Middlesex-London jointly produce London's Bike & Walk Map <http://www.london.ca/d.aspx?s=/Transportation/bikepage.htm>
- The LTC has launched the pilot Bike & Ride Program, adding bike racks to buses on routes 10, 14, 16 and 17. <http://www.ltconline.ca/BikeAndRide.htm>
- The City of London is starting a project to encourage the use of cycling for short trips in the Jackson/Summerside area.
- The Thames Region Ecological Association runs the annual London Bicycle Festival  
[http://www.trea.ca/2009\\_bicycle\\_festival.htm](http://www.trea.ca/2009_bicycle_festival.htm)
- The Business Travel Wise Program enhances the capacity of local businesses to take action on climate change by increasing the use of environmentally-friendly forms of transportation.  
[http://www.london.ca/d.aspx?s=/Environment/Air\\_Quality\\_main.htm](http://www.london.ca/d.aspx?s=/Environment/Air_Quality_main.htm)

**5. Increase opportunities for walking and encourage as a means of transportation.**

- On September 28<sup>th</sup>, 2009, the City of London announced the launch of *Smart Moves*, a year-long London 2030 Transportation Master Plan study. The process will be open to all who are interested in sharing their feedback and advice. [http://204.225.163.5/d.aspx?s=/Transportation\\_Planning/default.htm](http://204.225.163.5/d.aspx?s=/Transportation_Planning/default.htm)
- The City of London is currently enhancing the Warranted Sidewalk Program to support the completion of more sidewalks to enhance pedestrian accessibility.
- The City of London's Urban Design Program aims to improve the pedestrian environment and increase pedestrian activity. A review of this work was presented at the Task Force Meeting on Sept. 15, 2009.
- The City of London and the Healthy Living Partnership jointly produce London's Bike & Walk Map.  
<http://www.london.ca/d.aspx?s=/Transportation/bikepage.htm>
- The City of London is starting a project to encourage more walking for short trips in the Summerside West area.
- A group of interested organizations have come together to explore the need for the Active & Safe Routes to School Program to be picked up again in London. Currently there is not an organization leading the program and City resources are assigned on an ad hoc basis. <http://www.londonandarea-asrts.ca/>

<b>PLACES - SUSTAINABLE</b>
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- Many special events close down the streets between Covent Garden Market and the JLC. These events are managed by City of London, Parks and Recreation.
  - Thames Region Ecological Association's Transportation Options Planning (TREATOP) is an ongoing effort to educate and inform Londoners on transportation issues by promoting alternatives to the single passenger vehicle. TREATOP members are actively involved with London's Transportation Advisory Committee (TAC). <http://www.trea.ca/groups.htm#treatop>
  - The City of London Transportation Advisory Committee (TAC) holds regular meetings at City Hall to discuss infrastructure, transportation, deemed management strategies and policy issues. [http://www.london.ca/d.aspx?s=/Committees\\_and\\_Task\\_Forces/TAC.htm](http://www.london.ca/d.aspx?s=/Committees_and_Task_Forces/TAC.htm)
- 6. More incentives/rewards for those doing the “right” thing environmentally.**
- In 2008, The City of London adopted an enhanced series of financial incentives to revitalize the Dundas Street corridor (Downtown and Old East Village). The intent of the new programs is to focus efforts on the ground floor uses of vacant and under-utilized properties along the Dundas corridor. [http://www.london.ca/d.aspx?s=/Economic\\_Development/downtownrevit.htm](http://www.london.ca/d.aspx?s=/Economic_Development/downtownrevit.htm)
  - A Community Improvement Plan, including incentives for remediation and redevelopment, for Brownfields has been implemented by the City of London. Brownfields are vacant, underutilized or abandoned as a result of their current environmental condition and associated liability concerns and it is in the best interest of the public to encourage redevelopment of these sites. <http://www.london.ca/Planning/PDFs/ApprovedCIPwithMMAHModifications.pdf>
  - 60 minute Earth Hour Campaign. [www.earthhour.org](http://www.earthhour.org)
  - International Car Free Day [http://www.london.ca/d.aspx?s=/Transportation/Car\\_Free\\_Day09.htm](http://www.london.ca/d.aspx?s=/Transportation/Car_Free_Day09.htm).
  - The CLEAR network stands for “Community of London Environmental Assessment Reporting” and has a website ([www.clear.london.ca](http://www.clear.london.ca)) that provides Londoners and businesses with quick and easy access to information about the issues that impact the environment in London. It also provides action tips entitled “Taking Responsibility – What You Can Do” in addition to what others are doing to protect and enhance the environment.
- 7. Promote use of public transit.**
- The London Transit Commission promotes the use of public transit. <http://www.ltconline.ca/index.htm>
- 8. Promote corporate responsibility for things like the environment, active healthy lifestyles etc.**

<b>PLACES – SAFE</b>
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Neighbourhoods are places where it is safe to live work and play, neighbourhoods are clean and cared for.
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1. **Increase the number of homes participating in, and activity of, Neighbourhood Watch and Block Parent programs**
2. **Reporting of crime statistics by neighbourhood**
3. **Improve safety of cyclists and pedestrians on London streets by developing a Pedestrian/Cycling Safety Strategy**
4. **Improve safety and improve walkability around schools**
5. **Improve safety in the downtown**
6. **Identify and improve lighting in neighbourhoods**

1. **Increase the number of homes participating in and activity of Neighbourhood Watch and Block Parent programs.**

- Block Parent and Neighbourhood Watch London programs are both actively increasing their targeted recruitment of both residential and 'Business' participants. <http://www.blockparent.london.ca/>  
<http://www.neighbourhoodwatch.london.ca/>

2. **Reporting of crime statistics by neighbourhood.**

- Various residents and/or groups have mapped on Google Maps selected crimes across the City of London (grow ops, vehicle pedestrian collisions)
- Neighbourhood Watch London (NWL) – daily NWL receives break and enter and auto theft reports from London Police Services. Information is posted on NWL website and NWL area coordinators are contacted.

4. **Improve safety and improve walkability around schools.**

- Thames Valley District School Board (<http://www.tvdsb.ca/students.cfm?subpage=3316>) and London District Catholic School Board (<http://www.ldcsb.on.ca/schoolservices/programs/SafeSchools/index.htm>) Both have Safe Schools Policies and Procedures that support a range of safety issues, within the context of the school, not surrounding area i.e.: neighbourhood.

5. **Improve safety in the downtown.**

- London's Downtown Camera Program (details and location of 16 cameras at <http://www.london.ca/d.aspx?s=/Safety/cctvproject.htm>)
- London Police Services has a number of programs to improve safety across the city: <http://www.police.london.ca/>
  - A.T.R.I.P. (Auto Theft Reduction Initiatives Program) is a new initiative for the London Police Service. Through a unique combination of public education, enforcement and community partnerships, A.T.R.I.P. is designed to create a significant and sustainable reduction in the rate of automobile theft in the City of London.

<b>PLACES - SAFE</b>
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- The object of Project Safeguard is to have specially trained volunteers from the Auxiliary Police Section conduct home security audits on residences in neighbourhoods where residential break and enters have been occurring. The home security audit process will educate the home owner on ways to "target harden" their home against the occurrence of a residential break and enter.
- "Speedwatch" is a traffic calming initiative for the London Police Service. The Speedwatch radar trailer is deployed by officers from the Auxiliary Police Section in various areas of the City of London where chronic speeding violations have been reported. Speedwatch is primarily a public education program, as the Speedwatch sign informs the motoring public of both their current speed and the posted speed limit.
- London CAREs (Community Addiction Response Strategy) is a strategy aimed at improving the healthy outcomes of homeless individuals in London by addressing addictions. The five year integrated plan will also focus on the effects of poverty, homelessness and mental illness in our downtown core neighbourhoods. London CAREs is also aimed at reducing the incidence of homelessness in London and enhancing the quality of life in downtown/priority areas.  
[http://www.london.ca/d.aspx?s=/London\\_Cares/default.htm](http://www.london.ca/d.aspx?s=/London_Cares/default.htm)

#### **6. Identify and improve lighting in neighbourhoods.**

- Crime Prevention Through Environmental Design (CPTED) outlines design strategies for making public spaces safer. These are mostly used by City of London Plan Reviewer and Planners who all have CPTED training. There are currently no published guidelines but a neighbourhood component may be possible especially in the development of specific Neighbourhood Action Plans.
- The City of London follows industry standards for lighting of streets. Old unlit streets are not lit unless there is a local improvement program application and cost share amongst owners. A walkway warrant system and annual program exists for lighting of street to street connections only.
- The Official Plan speaks to the lighting of parklands where there is an appropriate after dusk use or a necessary street to street pedestrian connection. Pedestrian lighting shall also be established along transit routes where necessary.

<b>PLACES – SERVICES AND ACTIVITIES</b>
Neighbourhoods are places where services and activities are available and accessible, able to move across the community (walkable).

- 1. Develop more informal programs at community centres and elsewhere in the City**
- 2. Increase awareness of programs and services available in each neighbourhood**
- 3. Increase usability of City of London Spectrum Program Guide**
- 4. Increase services and activities for youth in neighbourhoods**

- 1. Develop more informal programs at community centres and elsewhere in the city.**

- Energize is a City of London delivered targeted recreation program in neighbourhoods offering play opportunities to children in non-traditional locations.
- The Kipps Lane Youth Mentorship Initiative encourages and supports young people in the neighbourhood to design and deliver creative and unique activities such as outdoor movie nights in the park, blogs, youtube videos and bike path cleanups.  
[http://www.london.ca/d.aspx?s=/Community\\_Vitality/Neighbourhoods/KippsLane.htm](http://www.london.ca/d.aspx?s=/Community_Vitality/Neighbourhoods/KippsLane.htm)
- Various neighbourhood centers (i.e.: South London, Crouch and Glen Cairn Resource Centre's, Boys & Girls Club of London, Y.O.U. Youth Action Centre) offer drop-in programs for a range of age groups. Many programs are free or at a nominal fee, providing recreational, social, educational and health related activities.
- The City of London Spectrum and Neighbourhood Resource Centers deliver programs at neighbourhood venues i.e.: small businesses, photography studio, Ceramic store, Yoga studio etc.  
[http://www.london.ca/d.aspx?s=/Sports\\_and\\_Recreation/default.htm](http://www.london.ca/d.aspx?s=/Sports_and_Recreation/default.htm)
- Social service providers deliver programs in neighbourhoods i.e.: Health Unit, London Intercommunity Health, Pathways Skill Development & Placement Centre etc.
- Loblaw/superstores – community room, cooking classes, children's crafts and cooking.
- More and more fitness programs are being held in parks, church parking lots, school grounds etc.
- Cherryhill Mall hosts programs in center mall, many malls host walking groups etc.

- 2. Increase awareness of programs and services available in each neighbourhood.**

- Information London <http://www.info.london.on.ca/>
- Healthline <http://thehealthline.ca/listServices.aspx?id=583>
- Neighbourhood information fairs – example North East Community Fair and BBQ held each Aug/Sept to showcase agencies in neighbourhood
- Social service agencies offer centralized and satellite programs in targeted neighbourhoods for employment, health, basic needs etc.
- Small papers – The Londoner, the Beacon
- Tecumseh Community School - Tecumseh Community School is a not-for-profit volunteer board-run organization that offers affordable programs and events for the community, and fosters a sense of neighbourhood. <http://www.tecumsehcommunityschool.com/home>
- Community bulletin boards in libraries, grocery stores etc.
- School newsletters will often provide information of upcoming neighbourhood activities.
- City of London, Spectrum program.  
[http://www.london.ca/d.aspx?s=/Sports\\_and\\_Recreation/default.htm](http://www.london.ca/d.aspx?s=/Sports_and_Recreation/default.htm)

<b>PLACES – SERVICES AND ACTIVITIES</b>
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- London's Child and Youth Network is compiling an inventory of services for children, youth and families in targeted neighbourhoods, eventually will expand city-wide.
- Council for London Senior's is a city-wide information source for older adults  
<http://www.councilforlondon seniors.com>

**3. Increase usability of City of London Spectrum Program Guide.**

- The current Spectrum Guide is revised twice yearly to reflect new programming opportunities. It has been several years since a complete public review has taken place.  
[http://www.london.ca/d.aspx?s=/Sports\\_and\\_Recreation/default.htm](http://www.london.ca/d.aspx?s=/Sports_and_Recreation/default.htm)
- The City of London distributes thousands of neighbourhood specific flyers outlining available programs for children and youth. These flyers are distributed through schools and recreation facilities.
- For Londoners unable to pay the full registration fee for Spectrum programs, memberships and passes, financial assistance may be available. This is based on gross family income and documentation of income is requested. Applications for assistance can be made through the mail or in person at any of the community centres where customer service staff is located (NLOCC, CHOCC, Market Tower, CGAC, SLCC, Kiwanis Senior Centre). Assistance may cover up to 100% of the program costs. Assistance may be available to a maximum of \$150 per family member for each program session.  
[http://www.london.ca/d.aspx?s=/Spectrum\\_Interactive/default.htm#policies](http://www.london.ca/d.aspx?s=/Spectrum_Interactive/default.htm#policies)

**4. Increase services and activities for youth in neighbourhoods.**

*Drop in programs under gathering places.*

- London Youth Council (LYC) brings together youth from across the city to speak up about issues that matter to young people age 13 to 24. Youth bring the unique and varied interests of each of their communities and work together to create a shared vision.  
<http://www.london.ca/d.aspx?s=/YouthWeb/LYSP.htm>
- National Youth Week occurs during the first week of May every year and brings together youth, service providers, schools, agencies and businesses to celebrate youth in our community. The week is coordinated by the London Youth Council and its goals are: To celebrate youth; to highlight youth issues; and, to break down barriers to youth participation. Everything is by youth for youth aged 13 to 24. <http://www.london.ca/d.aspx?s=/YouthWeb/NYW/default.htm>
- London Youth Services Providers is a community based committee of representatives from agencies, organization or institutions that support and/or work with youth in London and Middlesex.  
<http://www.london.ca/d.aspx?s=/YouthWeb/LYSP.htm>
- Affordable or low cost/no cost Youth Programs are available in targeted neighbourhoods (i.e. Kipps Lane)
- Kipps Lane Youth Mentorship Initiative is working with young people, adults and service providers in the Kipps Lane neighbourhood to develop a range of activities and programs that promote engagement and leadership development as well as employability and linkages to social networks and mentors that will promote a successful transition to adulthood.
- London Youth Council and Middlesex London Public Health are partnering to engage with youth in schools. The initiative seeks to dialogue with youth on their health and community concerns and build capacity within youth to address those concerns.
- Each year the City of London through its Spectrum programming offers leader in training programs for young people in numerous locations of the city. This three step program offers young people an opportunity to develop and practice skills in leadership and includes a co-op component to put their skills to the test in a real world setting.  
[http://www.london.ca/d.aspx?s=/Sports\\_and\\_Recreation/Leadership\\_Opportunities.htm](http://www.london.ca/d.aspx?s=/Sports_and_Recreation/Leadership_Opportunities.htm)

**PLACES – SERVICES AND ACTIVITIES**

- Energize is a City of London delivered targeted recreation program in neighbourhoods offering play opportunities to children in non-traditional locations.
- Numerous organizations offer youth programming throughout the city of London – criteria maybe based on neighbourhood location, age or specialty group i.e., YMCA, Y.O.U., resource centre's, Epilepsy London, LUSO, Cadets, Scout/Guiding etc.

<b>PLACES - CONNECTED</b>
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Neighbourhoods are places where there is connection within neighbourhoods, to adjacent neighbourhoods and the rest of the city.
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- 1. Develop a Walkability Master Plan (also under safety – ensuring sidewalks and lighting are available to residents)**
- 2. Improve connectivity between neighbourhoods and to other parts of the City**
- 3. Increase connectivity of bus routes**

**1. Develop a Walkability Master Plan (also under safety – ensuring sidewalks and lighting are available to residents).**

- The City of London Planning Department clearly identifies notions of walkability in subdivision planning and Placemaking. Requirements for sidewalks, design of streets, connections (streets, sidewalks, trails) within and between neighbourhoods, transit stops etc. are considered during the subdivision planning processes. The London Transit Commission is involved in the subdivision planning process. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/community\\_plan\\_process.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/community_plan_process.htm)
- Strategies exist around linking open spaces within individual parks master plans, the Parks and Recreation Strategic Master Plan and the Thames Valley Corridor Study. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/RecMasterPlanInfo.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/RecMasterPlanInfo.htm)  
[http://www.london.ca/d.aspx?s=/Parks\\_and\\_Natural\\_Areas/ThamesValleyCorridor.htm](http://www.london.ca/d.aspx?s=/Parks_and_Natural_Areas/ThamesValleyCorridor.htm)
- Facility Accessibility Design Standards (FADS) are part of the site plan review process for publicly accessible spaces. <http://www.london.ca/d.aspx?s=/Accessibility/accessibilitystandards.htm>
- The City of London currently does not allow private residents to construct gates in City-owned fences. Issues around safety and accessibility must be considered.

*Strategies around walkability to schools included under safety. Other urban design strategies can be found under Responsive City.*

**2. Improve connectivity between neighbourhoods and to other parts of city.**

- On September 28<sup>th</sup>, 2009, the City of London announced the launch of *Smart Moves*, a year-long London 2030 Transportation Master Plan study. The process will be open to all who are interested in sharing their feedback and advice. [http://204.225.163.5/d.aspx?s=/Transportation\\_Planning/default.htm](http://204.225.163.5/d.aspx?s=/Transportation_Planning/default.htm)
- A Draft Parks and Recreation Strategic Master Plan is currently being reviewed by the public and Council. The plan speaks to the importance of connectivity within and between open space systems. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/RecMasterPlanInfo.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/RecMasterPlanInfo.htm)
- The Bicycle Master Plan speaks to provision of both recreational and commuter bike paths and plans for the future of cycling in the City of London. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/bicycle-master-plan.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/bicycle-master-plan.htm)
- Individual Parks Master Plans identify areas for improved connectivity in the open space system.

*Many of the following strategies could be addressed under the Walkability Master Plan recommendation.*

**PLACES - CONNECTED****3. Increase connectivity of bus routes**

- Visit the London Transit Commission web site to review the many publications available: annual reports and financial statements, business plans, accessibility plans and long term growth strategies. Minutes and agendas for the Commission and Accessible Transit Advisory Committee meetings is also available on their web site. <http://www.ltconline.ca>
- The London Transit Commission is involved in the subdivision planning process. Stops and preferred routing is identified during the planning phases.
- The Progressive Transportation System Report Card outlines successes, an action plan which speaks to developing and maintaining an integrated, effective and accessible multi-modal transportation infrastructure system and development of programs and land use patterns which support the use of alternative modes of transportation  
[http://www.london.ca/City\\_Council/pdfs/PROGRESSIVE\\_TRANS\\_181108.pdf](http://www.london.ca/City_Council/pdfs/PROGRESSIVE_TRANS_181108.pdf)

<b>PLACES - PARKS</b>
Neighbourhoods are places where parks and open space are available and accessible; available garden space.

**1. Increase the amount of park space****1. Increase amount of park space.**

- In new subdivisions where park space development is planned for a later phase, the City of London may install temporary parks including temporary play structures to serve the residents until the park can be developed.
- There is a standard suite of amenities that get built in every park including – pathways, play structures, benches and lighting if appropriate.
- The Placemaking project considers different park standards.  
<http://www.london.ca/d.aspx?s=/Planning/placemaking.htm>
- From time to time, partnerships are considered for increasing park spaces and amenities.
- For information on Park and Open Spaces in the City of London visit:  
[http://www.london.ca/d.aspx?s=/Parks\\_and\\_Natural\\_Areas/default.htm](http://www.london.ca/d.aspx?s=/Parks_and_Natural_Areas/default.htm)
- The Parks Planning and Design Division of the City of London maintain a database of park locations suitable for naturalization and restoration purposes. An updated inventory and assessment of sites was conducted in 2009 that prioritizes sites for naturalization and restoration.
- Reforest London provides partnerships and funding for naturalization projects. [www.reforestlondon.ca](http://www.reforestlondon.ca)

<b>PLACES – AMENITIES</b>
Neighbourhoods are places where gathering places such as churches, community centres, health care centres, grocery stores, libraries, schools, etc. are available and accessible; identifiable neighbourhood meeting places.

1. **Create more informal gathering places within neighbourhoods**
  2. **Increase opportunities in parks and along trails for gathering. Increase use of parks and trails.**
  3. **Create more partnership opportunities to build amenities in parks and along trails**
  4. **Ensure schools are open to the community. Overcome institutional barriers to share facilities**
  5. **Develop more informal programs at community centres and elsewhere in the City**
  6. **Create, gain access and promote community spaces within neighbourhoods**
  7. **Increase use of libraries**
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1. **Create more informal gathering places within neighbourhoods.**
  2. **Increase opportunities in parks and along trails for gathering. Increase use of parks and trails.**
  3. **Create more partnership opportunities to build amenities in parks and along trails.**
    - Several playgrounds have been built with corporate partnerships – i.e. Saturn Playgrounds.
    - Many partnerships have been struck with local Service Clubs to expand amenities within park spaces
    - A Partnership Framework is being introduced in the Parks and Recreation Strategic Master Plan (2009) to help guide the City of London in forming partnerships with local organizations and other businesses with interests in recreation and leisure in London.  
[http://www.london.ca/d.aspx?s=/Reference\\_Documents/RecMasterPlanInfo.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/RecMasterPlanInfo.htm)
  4. **Ensure schools are open to the community. Overcome institutional barriers to share facilities.**
    - Northbrae Elementary School and the YMCA Daycare opened a community hub space in 2009. Services are continuing to be added at the space but currently include programs such as new parent/baby supports, access to children’s mental health services, access to developmental supports and youth programs.
    - Lorne Ave. Public School – Old East Village BIA and community efforts to support
    - Tecumseh Community School – see **Services and Activities Objective #2** Increase awareness of programs and services available in each neighbourhood
  5. **Develop more informal programs at community centres and elsewhere in the city.**
    - Drop in programs are available at some recreation and community centres for children, youth and adults. Check the Web site or Spectrum guide for times and locations of these programs.  
[http://www.london.ca/d.aspx?s=/Spectrum\\_Interactive/default.htm#policies](http://www.london.ca/d.aspx?s=/Spectrum_Interactive/default.htm#policies)

<b>PLACES – AMENITIES</b>
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**6. Create, gain access and promote community spaces within neighbourhoods.**

- Spectrum interactive program guide identifies all community and recreation facilities in the City of London. Many drop-in programs for children, youth, adults and older adults are offered.  
[http://www.london.ca/d.aspx?s=/Spectrum\\_Interactive/default.htm#policies](http://www.london.ca/d.aspx?s=/Spectrum_Interactive/default.htm#policies)
- The current pricing structure for rental of meeting gymnasium space at City of London community and recreation centres recognizes a subsidization rate of about 55% of the full cost-recovery rate for non-profit organizations. Full cost recovery rates are currently charged for commercial uses and fund raising events.
- City of London, YMCA, Thames Valley District School Board and Northbrae Public School partnered to create the Northbrae hub – childcare centre and community hub providing space for service delivery and space for programming and community use.
- London Children's Connection rents a townhouse within a complex in Westminster to run before and after programs for children as community space is limited in the neighbourhood.

**7. Increase use of libraries**

London Public Library initiatives <http://www.londonpubliclibrary.ca>:

- At Beacock branch library, outside service providers have partnered together with the library to deliver alternative programming on site to encourage a wider range of people to make use of the space. Additional programs have included music, art and dance for young people, parent support services, ESL supports, and settlement services.
- Libro Library Road Show - A community vehicle serves all of London, making stops in all 13 existing Library Service Areas with a presence at a number of neighbourhood festivals / celebrations to attract non-cardholders.
- Serving Socially Vulnerable Population Project - A project team was struck and key aspects of the study included identifying vulnerable populations, determining why some vulnerable populations do not make any or full use of the library and identifying barriers and putting forward potential solutions.
- Library Settlement Partnership is a partnership with Citizenship and Immigration Canada, LUSO Community Services, Centre for Lifelong Learning, London Cross Cultural Learner Centre, and South London Neighbourhood Resource Centre. The Library Settlement Workers provide information and referral services for a vast number of services including: immigration, legal issues, public library computers, conversation circles, ESL book clubs, and multi-language library materials.

<b>PLACES – RESPONSIVE CITY</b>
Neighbourhoods are places where City government is responsive to community needs.

- 1. Improve public access to the City of London**
- 2. Increase usability of City of London website**
- 3. Develop an absentee landlord licensing strategy**
- 4. Better promotion of city of London**
- 5. Better urban design of new subdivision**
- 6. Evaluation of existing planning processes to ensue residents are engaged and involved in decision making and consideration of neighbourhood character is considered**
- 7. Improve resident engagement**

- 1. Improve public access to the City of London**

- For several years the Customer Service Steering Committee researched the implementation of a contact centre for the Municipality. At its January 2008 Council meeting the final Customer Service Strategy Report was received. The Report included details of the required capital and operating budgets, implications for staffing, outsourcing etc, for a 3-1-1 Customer Centre. It was proposed that the 3-1-1 Customer Centre be open Monday to Friday from 7:00 am to 9:00 pm and Saturdays from 9:00 to 4:00 to improve customer service, increase accessibility to non-emergency City services and to eliminate the need for 41 blue page numbers. At the 2008 Budget deliberations City Council did not approve the recommendation to proceed with the implementation of a 3-1-1 Customer Centre.
- The main phone number for City Hall 519-661-2500 allows access to all departments and personnel during normal business hours.
- Customer Service staff is available at many of the recreation and community centres for program inquiries and registrations.
- The Neighbourhood and Children's Services Division have community development staff that informally support community groups and centres in connecting with residents, stakeholders and incubating, supporting and building capacity.
- The City of London Planning Department is currently considering the implications of implementing a Neighbourhood Planner model whereby individual planners would be assigned to specific areas of the City. Informally this model is used where possible.

- 2. Increase usability of City of London web site.**

- The current City of London Web site was redeveloped and launched in January 2008. The new design and navigation and layout was based on work of the Website Redevelopment Steering Committee who consulted both internal and external focus groups during the redevelopment.
- Residents can provide input and comments on the Web site through the feedback form through the link found at the bottom of every page. There have been several revisions made since the launch based on feedback received.
- An Accessible Customer Service Policy is required for the Implementation of the Accessibility for Ontarians with Disabilities Act (AODA 2005) and is currently underway across all City of London departments.

<b>PLACES – RESPONSIVE CITY</b>
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**3. Develop an absentee landlord licensing strategy.**

- A residential Rental Licensing By-Law was passed in Council on Sept. 24, 2009

**4. Better promotion of City of London.**

- The City of London Web site is updated regularly to reflect the work of the various City departments.

**5. Better urban design of new subdivisions.**

- The Area Planning process provides the basis for designating more specific land uses while providing direction for zoning, subdivision planning, servicing and community facility planning. Considerations for mixed uses, especially at neighbourhood gateways, are always a part of the process. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/community\\_plan\\_process.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/community_plan_process.htm)
- The City of London, Planning and Development Department has developed Placemaking Guidelines which have been adopted by Council for use in the review of new subdivisions. Placemaking is an urban design process aimed at creating communities that offer a distinct character, a strong sense of community and a context for healthy lifestyles and a high quality of life. They are currently working on developing implementation standards. <http://www.london.ca/d.aspx?s=/Planning/placemaking.htm>
- During the construction phase of subdivision development the City of London does not own or maintain the roads, sewers, utilities etc. Assumption (takeover by the City) of subdivisions is controlled by the individual developers. The City of London is currently reviewing the process and looking at ensuring certain amenities are included prior to assumption.

**6. Evaluation of existing planning processes to ensure residents are engaged and involved in decision making and consideration of neighbourhood character is considered.**

- The City of London Official Plan: Land Use Planning and Development Policies provides direction for the allocation of land use, the provision of municipal services and facilities and the implementation of regulatory by-laws to control the development and use of land. By legislation, the City is required to undertake a five year review of the Official Plan. The next review is slated for 2011 – public input is always a part of the review process. [http://www.london.ca/d.aspx?s=/Official\\_Plan/default.htm](http://www.london.ca/d.aspx?s=/Official_Plan/default.htm)
- Significant highlights of the 2006 Official Plan review process include:
  - New policies for residential intensification and infill proposals to ensure compatibility with existing development;
  - New policies for commercial land uses that recognize recent changes and future trends in commercial and retail development;
  - New environmental policies and mapping to afford greater protection of the City's Natural Heritage System;
  - Urban design policies and guidelines to assist in the protection and enhancement of neighbourhood and streetscape character;
  - Promotion of the retention and re-use of heritage buildings, encouraging enhanced accessibility design standards; and,
  - Provision for the blending of infill and redevelopment projects with their surroundings and support the City's transportation planning objectives.

<b>PLACES – RESPONSIVE CITY</b>
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- The Planning Act contains statutory minimum notification requirements for all planning applications. The City of London goes beyond these minimum requirements notifying residents and community groups directly about applications in their immediate areas. The Planning Department is reviewing their resident engagement and notification practices.
- Notification of every planning application is sent to the Urban League of London, (ULL), to individual community groups within the area of the application and to the affected Ward Councillors. The Planning Department relies on the ULL to advise on any changes to their registry of community groups or for groups to self-identify their existence to receive notifications.
- The City of London Planning and Development Department is considering a review of staffing resources to increase community engagement components in the work they undertake.
- Community Services and Parks Planning has also implemented a new Minimum Public Notification Requirement and Public Participation Framework for Recreation Facilities and Parks Project, Initiatives and Developments.
- The Area or Secondary Planning Process is intended to provide policies to be used in the review of development proposals and as a basis for zoning by-law amendments for a specific area, and may provide a greater level of detail than the general policies of the Official Plan. The Secondary Planning process includes opportunities for public consultation and input to ensure that neighbourhood issues are addressed. [http://www.london.ca/d.aspx?s=/Reference\\_Documents/community\\_plan\\_process.htm](http://www.london.ca/d.aspx?s=/Reference_Documents/community_plan_process.htm)

**Improve resident engagement.**

- Photovoice is a youth engagement, participatory assessment and leadership development process currently in use in several London neighbourhoods. Photography and narrative text create an opportunity to create shared understanding and dialogue related to the strengths, assets, and dreams of young people in a neighbourhood or community context. Through the process, young people gain their voice, build confidence and engage with their neighbours. [http://www.london.ca/d.aspx?s=/Community\\_Vitality/Neighbourhoods/KippsLane.htm](http://www.london.ca/d.aspx?s=/Community_Vitality/Neighbourhoods/KippsLane.htm)
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*Strategies outlined in connection, empowerment as well.*