

8C

14TH REPORT OF THE

FINANCE AND ADMINISTRATION COMMITTEE

Meeting held on May 18, 2011, commencing at 10:07 a.m.

PRESENT: Mayor J. F. Fontana, (Chair), Councillors J. P. Bryant and P. Hubert and L. Rowe (Secretary).

ALSO PRESENT: Councillor J. L. Baechler (full time), Councillors M. Brown, J. B. Swan, B. Polhill and H. L. Usher (all part time), J. A. Fielding, R. L. Fair, M. Hayward, R. Armistead, K. Dawtrey, J. M. Fleming, E. Gamble, K. Graham, A. Hagan, M. Henderson, G. T. Hopcroft, S. Houde, M. Hughes, T. A. Johnson, J. Logan, I. Mackay, V. McAlea Major, L. Palarchio, C. Saunders, J. Smout, J. Stanford, J. Tansley and M. Turner.

I YOUR COMMITTEE RECOMMENDS:

Service
London

1. (1) That, on the recommendation of the Chief Administrative Officer, the following actions be taken with respect to the implementation of a multi-phased "Service London" initiative:

- (a) the "Service London" concept **BE ENDORSED**;
- (b) the "Service London - Corporate Customer Service Strategy", attached as Appendix "C", **BE ADOPTED**;
- (c) the attached proposed by-law (Appendix "A") **BE INTRODUCED** at the Municipal Council meeting on May 30, 2011 for the purpose of approving a Memorandum of Understanding substantially in the form attached as Schedule "A" to the by-law", and to the satisfaction of the Chief Administrative Officer, with the Province of Ontario which would allow the Civic Administration to begin exploring opportunities for a service delivery partnership with the Province; it being noted that each government partner would remain accountable for their own services, and to authorize the Mayor and the City Clerk to execute the Memorandum of Understanding in its final form;
- (d) the Civic Administration **BE DIRECTED** to proceed with the implementation of the Strategy; it being noted that one-time funding of up to \$287,000 is available as a draw from the Operating Budget Contingency Reserve to fund the 2011 portion of the project as this money was set aside in prior years for the customer service initiative; and
- (e) the Civic Administration **BE DIRECTED** to establish a working group, coordinated by the City Clerk, comprised of representatives from the civic departments, with representation, in an advisory role, from the London Public Library, the London Transit Commission, the London Police Service, and the Middlesex London Health Unit to develop terms of reference and an implementation plan to create a Council Service London team to be housed in the City Clerk's Office, to provide informational and communication support to Council Members with respect to information sharing and community engagement; it being noted that this Council Service London team would be complementary to the corporate Service London strategy. (2011-M07-00)

Application to
the Ministry of
Tourism and
Culture
Creative
Communities
Prosperity
Fund

2. (2) That, on the recommendation of the Chief Administrative Officer, the Culture Office **BE AUTHORIZED** to apply for a matching grant of \$100,000 from the Province of Ontario Ministry of Tourism and Culture Creative Communities Prosperity Fund to assist with the creation of a new Cultural Prosperity Plan and specific categories of Cultural Resource Mapping for the City of London, noting that if successful, the source of the matching funding would be from existing funding of the Creative City Reserve Fund. (2011-M17-00)