

## Culture Services

**Centennial Hall:** City owned multi-purpose venue for events such as concerts, dances, banquets, meetings, etc.

**Arts, Culture and Heritage Advisory:** Responsible for promoting collaboration, communication and the sharing of knowledge and resources for the culture sector.

**Museum London:** Southwestern Ontario's leading establishment for the collection and presentation of visual art and material culture.

**Eldon House:** Eldon House is a historic site in downtown London that has been preserved and maintained since 1960 when it was donated to the City of London. Tours of this museum are offered year round for groups of all ages.

**Heritage:** The City conserves and maintains its owned heritage properties giving London a tie to its past, history and culture.

**London Public Library:** Provides library services for all London residents in-person, by telephone, and e-mail through the Central Library and the network of 16 branches across the City.

## Economic Prosperity

**Economic Development:** Works to improve the economic well-being of Londoners through attraction of new companies, growth of existing businesses as well as entrepreneurship support activities.

**Community Improvement / Business Improvement Areas (BIA):** BIA's exist to supplement the promotion and beautification of commercial areas beyond what a municipality may generally provide for.

**London Convention Centre (LCC):** London's premier gathering place, where knowledge is shared, new connections are made and experiences delight. Many events are hosted at the LCC which attracts new visitors to the community which drives the economy.

**Tourism London:** Membership-based, destination/marketing organization responsible for delivering destination-focused marketing activities to develop conventions and meetings, leisure travel and sports tourism for London businesses.

## Environmental Services

**Conservation Authorities:** Kettle Creek Conservation Authority, Lower Thames Valley Conservation Authority, Upper Thames River Conservation Authority. Conservation Authorities are community-based watershed management agencies, whose mandate is to undertake watershed-based programs to protect people and property from flooding, and other natural hazards, and to conserve natural resources for economic, social and environmental benefits.

**Environmental Action Programs and Reporting:** Provides many environmental education and community engagement services to the public (i.e. climate change, climate adaptation, energy conservation, etc. ).

**Garbage, Recycling & Composting:** Contribute to the health of the environment and the citizens of London through appropriate collection and management of recyclables, yard materials, household special waste, and other selected/designated materials.

**Water:** Operates, sustains, expands, and improves the waterworks infrastructure to efficiently deliver high quality and reliable drinking water to London's customers for all residential, institutional, commercial and industrial needs.

**Wastewater & Treatment:** Operates, sustains, expands, and improves the wastewater and stormwater infrastructure to efficiently provide reliable environmental and drainage services to London's customers for all residential, institutional, commercial and industrial needs.

## Parks, Recreation & Neighbourhood Services

**Neighbourhood & Recreation Services:** Includes Children's Services, Community Development & Funding, Community Recreation & Leisure Programs, Special Events Coordination, Sports Services, Aquatics, Arenas, Community Centres, Golf and Storybook Gardens.

**Parks:** Provides property management, maintenance, and care of the City of London Parks, Open Spaces and Roadsides.

**Urban Forestry:** Provides professional and technical services and develops policies, guidelines, strategies and plans related to the protection, maintenance, forest health and planting of trees in the Forest City.

## Planning & Development Services

**Planning & Development Services:** Building Approvals serves the building industry and public through building permit issuance and related inspections; **Planning Services** maximize opportunities for growth and economic development that helps to financially sustain the City's infrastructure over the long-term; **Development Services** processes applications related to subdivisions, site plans, plans of condominiums and consents through all stages from initiation to final assumption.

## Protective Services

**Animal Services:** Provides for the residents of London, and the animals of the community by ensuring there are by-laws to protect and support citizens, visitors and animals.

**By-law Enforcement & Property Standards:** All citizens and visitors benefit from the enforcement of by-laws which results in an increased level of public safety, neighbourhood satisfaction and community pride.

**Corporate Security & Emergency Management:** Serves the Corporation and all citizens by contributing to a safe and secure environment through a commitment to prevention, preparedness and response.

**Fire Services:** Conduct Fire Code inspections, prosecute non-compliant property owners, investigate the cause and origin of fires, deliver public education programs and provide fire suppression services.

**Police Services:** Responsible to the citizens of London for enforcing both the provincial laws of Ontario, and the federal laws of Canada including the Criminal Code of Canada and the Canadian Charter of Rights and Freedoms.

## Social And Health Services

**Housing Services:** Housing administers contracts with Social Housing Providers, and monitors their compliance with legislation and local policies; London & Middlesex Community Housing provides safe, modest and affordable community housing to low income households on a rent-geared-to-income basis; Housing Development Corporation is an independent entity that advances housing development, inclusive of affordable housing.

**Long Term Care:** Dearness Home provides long-term care services for the London-Middlesex catchment area by providing respite, medical, nursing, personal, therapeutic and social work services; **Adult Day Program** enables individuals in our community to participate in a social setting that encompasses mental and physical well-being in a safe and support environment; **Homemakers** program is claim based with the Ministry of Health and Long Term Care. Residents who qualify both medically and financially can receive assistance with light housekeeping in their homes.

**Land Ambulance:** Responsible for providing 24-hour emergency and non-emergency pre-hospital medical care and transportation to individuals experiencing injury or illness.

**Middlesex-London Health Unit:** Aims to ensure both City and County residents have access to the public health services they need.

**Social & Community Support Services:** **Homeless Prevention** focuses on delivering actionable and measurable solutions in purposeful and strategic ways with community-level results; **Immigration** provides services aimed at fostering economic opportunities and promoting a caring city through community partnerships that attract, support, and retain immigrants in our community; **Subsidized Transit** provides affordable public transportation through certain target populations within the city;

**Ontario Works** is a provincially mandated and legislated employment program that provides integrated financial and employment supports to help move people toward self-sufficiency.

## Transportation Services

**Parking:** Citizens of London and visitors have access to convenient short-term on-street parking and long-term off-street parking to support businesses, commercial and institutional facilities and entertainment venues.

**London Transit Commission:** Provide access to public transit services to all Londoners through the delivery of conventional and specialized public transit services.

**Roadways:** **Roadway Maintenance** is responsible for street sweeping, pothole patching, utility cut repairs, curb and gutter repairs and the maintenance of the City's sidewalks and walkways; **Roadway Planning & Design** manages the planning, renewal, growth and improvement of the City's transportation network; **Winter**

**Maintenance** provides the highest degree of vehicle and pedestrian mobility possible during the inclement climate conditions; **Street Lighting & Traffic Signal** provides pedestrian/vehicular traffic control, appropriate lighting, signage and pavement markings for the safe and effective mobility needs of Londoners.

## Other City Services

Marriage Licences, Civil Marriage Ceremonies, Death Registration, Lottery Licensing, Provincial Offences Administration, Service London, Pet Licences, Raffle Licences, Bingo Licences.