



2024 to 2027 Business Plan

Service: Councillors' Office

\$9.63

Annual cost for the
average rate payer
(2024 to 2027)

0.25%

Of the 2024 to 2027
City of London Net
Property Tax
Supported Budget

Who we are:

- The City provides support to elected officials, allowing them to exercise their responsibilities as Councillors.

What we do:

- Members of Council play both a legislative role and constituency role. In their legislative role they are responsible for considering and establishing policies and by-laws to implement Council's decisions. In their constituency role Councillors are responsible for consulting with the constituents of their ward and for ensuring that all sides of an issue are considered in the decision-making process.

Why we do it:

- **Mandatory** - Elected officials are required under the Municipal Act, 2001.

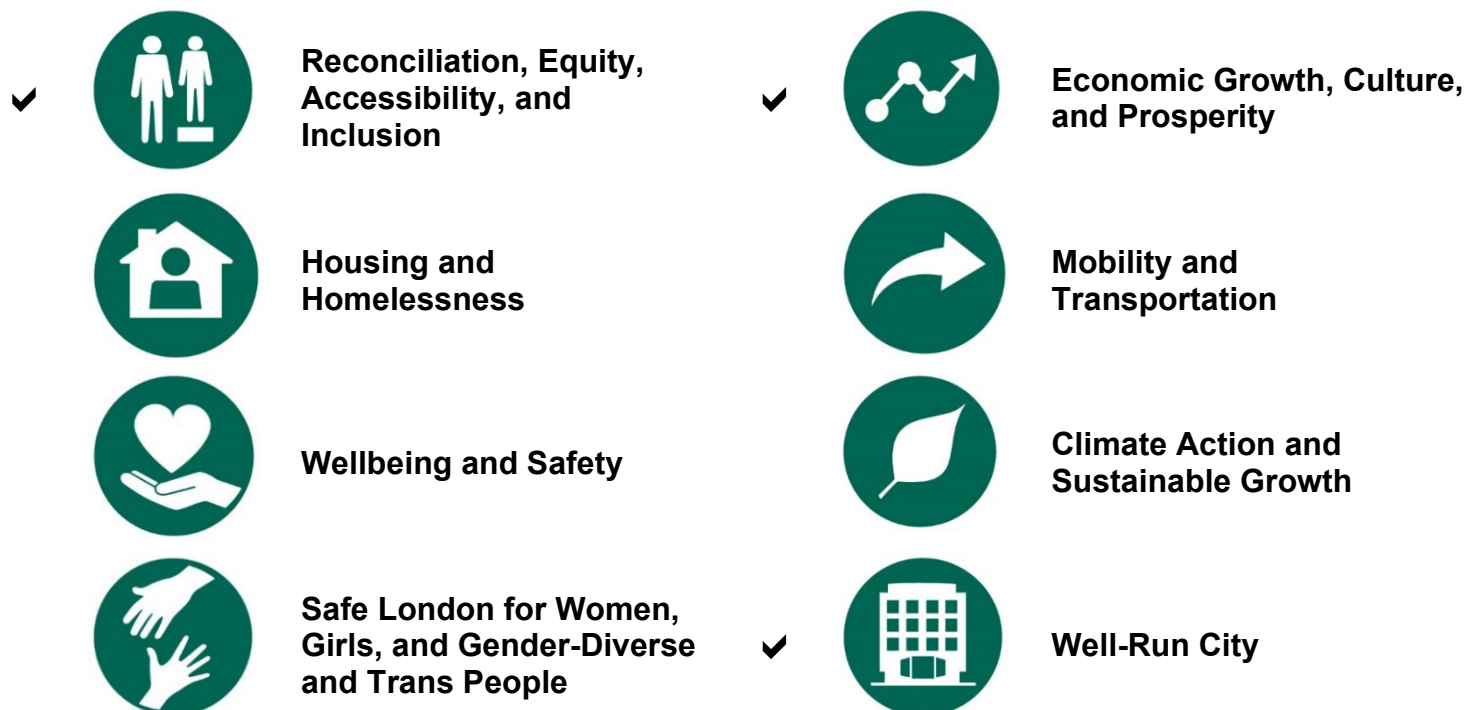
The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$2,212	\$2,213	\$2,224	\$2,234	\$8,883
Other Revenues	\$0	\$0	\$0	\$0	\$0
Net Tax Levy Supported Operating Budget	\$2,212	\$2,213	\$2,224	\$2,234	\$8,883
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	20.0	20.0	21.3	21.3	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025.

Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:

Environmental:

- Municipal Council approved the community-wide Climate Emergency Action Plan (CEAP) following a declaration of climate emergency. The CEAP sets out actions to drive progress towards a net-zero community greenhouse gas emissions by 2050, improved resilience to climate change impacts, and to bring individuals, households, businesses, and neighbourhoods along.
- The key role of Municipal Council, is to continue to both develop and evaluate the policies and programs and to ensure that administrative policies, practices and procedures are in place to implement the CEAP within both the Corporation and the community.

Socio-economic Equity:

- The City of London is committed to being a welcoming, inclusive, and accessible community. Municipal Council endorsed its commitment to Reconciliation, Equity, Accessibility, and Inclusion as well as Creating a Safe London for Women, Girls, and Gender-Diverse and Trans People through the adoption of the 2023-2027 Strategic Plan.
- The engagement, consultation and service provided through both constituency and policy work are guided with principles of equity and inclusion.

Governance:

- The City of London is committed to being a trusted, open, and accountable in service of the community. A key role of Municipal Council is representing the public and to consider the well-being and interests of the City. This Service supports Councillors in helping constituents navigate process, respond to inquiries and complaints as well engaging members of the public and identifying issues and solutions.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

Service Highlights 2024 to 2027

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

- Support for Councillors in handling constituency matters and coordinating representation in external associations and Boards.
- Enhance public trust by providing a contact point for citizens seeking dialogue with their elected Councillor.

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

- Providing access to administrative supports and resources to enable Councillors to perform their responsibilities.

Risks and Challenges Anticipated in 2024 to 2027

- Increased public engagement initiatives, significant municipal projects and the health and homelessness crisis have increased communications and consultations handled by the office, which has placed additional demands on support staff.

Other reference information and links:

- Link to the [Municipal Act, 2001](#)

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