



2024 to 2027 Business Plan

Service: Information and Archive Management

\$8.24

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

0.21%

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

Who we are:

- Information and Archive Management oversees all corporate records and archival holdings from creation through retention to disposition.
- It administers the Municipal Freedom of Information and Protection of Privacy Act (“MFIPPA”), handling access to information requests and privacy related matters.
- It manages the documentation execution process and by-law preparation.
- It manages the processing and distribution of internal and external mail.

What we do:

- The MFIPPA and Records Management programs contribute towards the efficiency, effectiveness and transparency of governance by maintaining appropriate records and documentation of governance decisions and providing a right to access information under MFIPPA.
- It also ensures the privacy related matters are appropriately dealt with in accordance with legislation and best practice.

Why we do it:

- **Mandatory** - Documentation management, including responding to information requests, are required to be delivered by regulation and legislation (MFIPPA and Municipal Act).

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	\$1,886	\$1,941	\$1,982	\$2,007	\$7,816
Other Revenues	-\$53	-\$54	-\$55	-\$56	-\$218
Net Tax Levy Supported Operating Budget	\$1,833	\$1,887	\$1,927	\$1,951	\$7,598
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	9.0	9.0	9.0	9.0	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:



**Reconciliation, Equity,
Accessibility, and
Inclusion**



**Economic Growth, Culture,
and Prosperity**



**Housing and
Homelessness**



**Mobility and
Transportation**



Wellbeing and Safety



**Climate Action and
Sustainable Growth**



**Safe London for Women,
Girls, and Gender-Diverse
and Trans People**



Well-Run City

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

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

Environmental:

- The delivery of corporate record and archival services require the use of an offsite storage provider which entails the movement of records between various locations, impacting carbon emissions. Digitization of records has been implemented across Service Areas and is encouraged when possible.
- We require courier services to deliver internal and external mail to satellite City locations, as well to other community locations, which impact carbon emissions.

Socio-economic Equity:

- Fees for MFIPPA requests have reduced as a result of several processes transitioning from paper to digital in response to the COVID-19 pandemic.
- Additionally, fees for MFIPPA are waived where it is fair and equitable to do so to ensure equal access to information in compliance with s.45(4) of MFIPPA , i.e., if the payment will cause a financial hardship for the person requesting the record.
- MFIPPA requests and payments can be submitted online, over the phone, mailed to City Hall, or made in person.

Governance:

- MFIPPA and Records Management are legislated activities required under MFIPPA and the Municipal Act. Not proceeding with these programs would result in risk of non-compliance to the organization.

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

- Increase opportunities for residents to be informed and participate in local government.
- Continue to invest in culture and conserve the City's archival records.
- Increase opportunities for residents to be informed and participate in local government and the Municipal Freedom of Information (FOI) process.
- Continue to maintain, build, and enhance a high-performing and secure computing environment for internal electronic records.
- Support and engage with other municipalities on FOI and Records Retention trends and information.

Risks and Challenges Anticipated in 2024 to 2027

- Changes to the City of London's Records Retention By-Law and Records Management Policy.

Other reference information and links:

- Link to the City of London website [Records Management Policy](#)
- Link to the City of London website [Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56](#)

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