



2024 to 2027 Business Plan

Service: City Hall Cafeteria (Top of the Hall)

\$0.89

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

0.02%

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

Who we are:

- Top of the Hall provides food and beverage service through the cafeteria, onsite and offsite catering options and private event coordination for City staff, Council and the general public*. (*As of 2020, public access to Top of the Hall is limited to private events only.)

What we do:

- The presence of an on-site cafeteria provides staff and Council with the opportunity to obtain quality food at reasonable prices without having to leave City Hall.
- Business areas utilizing catering provided by Top of the Hall are able to take advantage of a range of options with services inclusive of delivery and setup to any municipal facility across the City at competitive prices.

Why we do it:

- **Traditional** - The operation of food services, both in terms of a cafeteria and catering services is a traditional function of larger municipalities.

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	\$471	\$477	\$478	\$478	\$1,904
Other Revenues	-\$270	-\$270	-\$270	-\$270	-\$1,080
Net Tax Levy Supported Operating Budget	\$201	\$207	\$208	\$208	\$824
Total Capital Expenditures	\$75	\$38	\$100	\$25	\$238
Full-Time Equivalents (FTE's)	4.0	5.0	5.0	5.0	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:

- Expansion of catering services to sites outside of City Hall will result in an increase in our carbon footprint (transportation of goods and services to offsite locations by vehicle), however we plan to offset that increase through the expansion of our urban rooftop garden program. By growing some of our own produce which will then be utilized in various dishes we will become more sustainable and have less reliance in spring/summer on having to order food which then must be transported to City Hall.
- In addition, there is significant room for further offsetting our carbon footprint through initiatives such as a green bin program which would help divert hundreds of kilograms of food waste annually to the local landfill.
- Recent federal government regulations regarding the use and phasing out of single use plastics was completed ahead of the legislated deadline and we now only use sustainable and fully recyclable packaging options.

Socio-economic Equity:

- Fees for individual meals remain competitively priced and affordable.
- Employee events are run at low to no cost to ensure participation is open to all.
- A variety of vegetarian and gluten-aware options are available to maximize options for all employees.

Governance:

- Not Applicable/No Impact.

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

- Reduce the deficit position of the Cafeteria.
- Continue to explore and expand new revenue streams (i.e., external catering, private events at Top of the Hall, etc.).
- Work with suppliers to determine the most cost effective options for available goods.
- Work with People Services to maintain required staffing level in order to ensure uninterrupted service delivery.
- Continue to review and modify menu planning to offer alternative 'health aware' options.
- Greening Incentives – sustainability (potential urban garden and green bin pilots), ecofriendly packaging, and other environmentally responsible initiatives.

Risks and Challenges Anticipated in 2024 to 2027

- Increased food and inflationary costs.
- Continued staffing challenges.
- Provide the services at reasonable costs to the customer.

Other reference information and links:

- Visit this link to review the [Use of the City Hall Cafeteria Policy](#).

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