File #: BIR-27-048, **Version:** 1

TAMRMS#: B05

BUDGET INFORMATION REQUEST (BIR) - Planning & Development Records Digitization Costs and Funding
Requested by: Councillor Hughes
Date of Request: November 7, 2026
Date Response Due: November 16, 2026
Confidential: Yes

QUESTION

What would be the estimated costs and funding source to externally procure the digitization of the Planning & Development records?

RESPONSE

With the implementation of the e-permitting software, the Planning and Development Department and in collaboration with Legal, Legislative and Records Services, have identified an opportunity to digitize the existing paper records within the department. The initiative would utilize the City's newly acquired high-volume scanner, a valuable in-house tool available to advance such work, along with the City’s e-permitting software which is currently being developed and expected to be fully online in 2029.

Should Council wish to advance this project through the use of external resources, it would take some effort to fully scope the project, including a current state assessment which has not yet been commenced. Full digitization will require the software to be fully implemented. It must be stated that digitization includes several steps, including but not limited to, file quality control, determination of what records should be scanned, development of a record retention and file documentation procedure, file scanning, and entering of the records in the e-permitting software.

Currently the records may include a variety of document sizes and formats, such as receipts, letter- and legal-sized documents, as well as larger oversized drawings. The City's records include both active and inactive records, and not all records are centralized in one location. For a file count to be conducted, discussions between various City teams would be needed to determine which records are included, and where such records are located. Additionally, before digitization begins, records should be reviewed to determine which ones require long-term retention. A full project plan will be needed to determine the full costs associated with file digitization, which would be inclusive of the scanning component. Once we had a better articulation of the needs, a scope of work to support a future Request for Proposal (RFP) would be developed.

Cost estimates regarding the scanning of P&D’s records are high-level and do not include the full

cost to digitize the file. The scanning cost estimates are subject to considerable fluctuations based upon further investigation and scoping. Additional costs would be incurred for the digitization of associated corporate records, such as files within the Engineering Department.

The Confidential attachment provides preliminary estimates for the expected scanning effort and does not include data entry into the e-permitting software program.

This response is confidential in accordance with sections 26(1)(b), 29(1)(a), 29(1)(c), and 30(1)(c) of the Access to Information Act.

If a postponed motion is desired, please see the following recommendation

“That administration secure a contract for the scanning of Planning & Development Files to be funded in an amount and from the funding source identified in Confidential BIR-27-048”

Report Date: November 10, 2026
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