

# Corporate Services Department Business Plan 2020

**Service Areas:** City Clerk Services; Corporate Communications; Facilities Management; Information Technology; Municipal Law Enforcement and Licensing

**Department Mission Statement:** The Corporate Services Department provides collaborative and progressive support services respecting the equity, compliance and fiscal responsibility.

Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Take every opportunity to inform the public how Oshawa’s public service supports our community on a daily basis through a commitment to core values, good governance and outstanding service by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Report on the Integrity Commissioner Services procedure and form as well as a public complaint procedure and form regarding alleged contraventions of the Municipal Conflict of Interest Act. Additionally, any recommended amendments to the Council Code of Conduct (By-law 51-2015, as amended).</li> <li>▪ Report on the termination of administrative or procedural directions.</li> <li>▪ Report on proposed Amendments to the Procedure By-law.</li> <li>▪ Report on the review of the Standing Committee Schedule.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Deliberate Community Engagement</p> <p><b>Strategy:</b> 5.</p>	<p>Operating Costs</p>

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Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Embrace innovation in the provision of programs and services by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Investigate the availability and use of Licence Plate Recognition technology tools to assist with parking enforcement.</li> <li>▪ Report on the provision of online, telephone and in-person voting in the 2022 municipal elections.</li> <li>▪ Continue with the replacement of the Oshawa Land Information (OLI) System with CityView to take advantage of new technologies (multi-year project).</li> <li>▪ Continue to implement a new work management system (Maximo) to take advantage of new technologies and improve business processes (multi-year project) (supported by the Work Order Management internal audit).</li> <li>▪ Implement a Council approved meeting management software to automate processes associated with Council, Standing Committee and Advisory Committee meetings.</li> <li>▪ Implement the replacement of Manta (tax billing system).</li> <li>▪ Implement the Next Generation 911 system (NG9-1-1) as required by new government regulations.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Our Corporate Culture Demands Excellence and Respect</p> <p><b>Strategy:</b> 4.</p>	<p>Revenue Sources / Infrastructure Investment / Operating Costs</p>

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Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Assess risks and learn from our history within a context of continuous improvement by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Implement the recommendations in the IT Function internal audit recommendations.</li> <li>▪ Implement the Administrative Monetary Penalty internal audit recommendations.</li> <li>▪ Implement the recommendations in the Cyber Risk and Maturity Assessment internal audit.</li> <li>▪ Implement a Council approved Information and Records Management Strategy.</li> <li>▪ Implement a Council approved corporate Information Technology Strategic Plan as per the IT Function internal audit.</li> <li>▪ Implement Council approved Physical Security internal audit recommendations.</li> <li>▪ Implement Council approved Maximo and CityView initial assessment internal audit recommendations.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Our Corporate Culture Demands Excellence and Respect</p> <p><b>Strategy:</b> 5.</p>	<p>Operating Costs / Revenue Sources</p>

Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Seek regular feedback from customers about City services and programs via surveys, online input, public meetings and/or social media. Celebrate and communicate good news stories of Oshawa by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Implement the Communications Strategy 2018 – 2021.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Deliberate Community Engagement</p> <p><b>Strategy:</b> 1, 2, 3, 4, 5.</p>	<p>Operating Costs</p>

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Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Inform and communicate with the community regarding the purpose of City by-laws, which address life safety, protect homeowner and business investments, and contribute to an enviable quality of life by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Implement Council direction related to Transportation Network Companies (i.e. Uber and Lyft) in Oshawa.</li> <li>▪ Examine opportunities to modify Taxi By-law 50-2003 to balance standards with other Transportation Network Company providers.</li> <li>▪ Continue the review of Property Standards By-law 1-2002 including potential heritage property clauses.</li> <li>▪ Investigate opportunities to update and improve upon Pool Enclosure By-law 79-2006 and associated application and inspection processes.</li> <li>▪ Report on the Driving School and Driving Instructor Licensing System.</li> <li>▪ Consider creating a by-law to control nuisance dust related to new development.</li> <li>▪ Implement two annual apartment building audits (with Fire Services).</li> <li>▪ Investigate the potential of a stand-alone By-law to address elevating devices in multi-level residential buildings.</li> <li>▪ Report on Short-Term Rentals including public input and a regulatory policy option.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Deliberate Community Engagement</p> <p><b>Strategy:</b> 2, 4.</p>	<p>Operating Costs/ Revenue Sources</p>

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Strategy (cont'd)	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>▪ Report on excessive noise from motor vehicles and motorcycles relating to the Noise By-law 112-82.</li> <li>▪ Develop a notice process for Noise By-law 112-82 exemption requests.</li> <li>▪ Investigate adding duplexes under two-unit house registration process or create a mirrored registration system.</li> <li>▪ Investigate the modernization of Licensing By-law 120-2005.</li> <li>▪ Report on the review of regulating Payday Loan Establishments.</li> <li>▪ Report on municipal enforcement and judicial process for violations of the Adequate Heat By-law and other associated by-laws.</li> </ul>		

Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Strategically manage and sufficiently fund the City's present and future assets (roads, buildings, parks, open space and equipment) by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Complete Facilities Management Program</li> <li>▪ Quality Assurance Procedures.</li> </ul> </li> </ul>	<p><b>Goal:</b> Economic Prosperity and Financial Stewardship</p> <p><b>Theme:</b> Safe and Reliable Infrastructure</p> <p><b>Strategy:</b> 3.</p>	Operating Costs

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Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Identify and advocate for issues important to Oshawa, improving inter-governmental relations, and liaising and working with community stakeholders, public sector partners and municipal associations by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Continue to support the Durham Region led OUR (Oshawa Unsheltered Residents) Taskforce.</li> </ul> </li> </ul>	<p><b>Goal:</b> Accountable Leadership</p> <p><b>Theme:</b> Develop and Leverage Relationships</p> <p><b>Strategy:</b> 1.</p>	<p>Operating Costs</p>

Strategy	Relationship to Oshawa Strategic Plan	Relationship to Financial Strategy
<ul style="list-style-type: none"> <li>• Develop and implement corporate and community plans to reduce greenhouse gas emissions and energy use by advancing such matters as:               <ul style="list-style-type: none"> <li>▪ Implement the Corporate Facilities Energy Management Plan 2019-2023.</li> </ul> </li> </ul>	<p><b>Goal:</b> Environmental Responsibility</p> <p><b>Theme:</b> Proactive Environmental Management</p> <p><b>Strategy:</b> 3.</p>	<p>Operating Costs/ Infrastructure Investment</p>