

Corporate Services Department Business Plan 2022

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
<p>1. Enable public involvement in decision-making, when appropriate.</p> <ul style="list-style-type: none"> Implement the Council approved method of voting for the 2022 Municipal and School Board Elections. 	<p>Goal: Accountable Leadership</p> <p>Theme: Deliberate Community Engagement</p> <p>Strategy: 1</p>	<p>Operating Costs</p>
<p>2. 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:</p> <ul style="list-style-type: none"> Report on the termination of administrative or procedural directions. 	<p>Goal: Accountable Leadership</p> <p>Theme: Deliberate Community Engagement</p> <p>Strategy: 5</p>	<p>Operating Costs</p>

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<p>3. Embrace innovation in the provision of programs and services by advancing such matters as:</p> <ul style="list-style-type: none"> • Continue with the replacement of the Oshawa Land Information (OLI) System with CityView to take advantage of new technologies (multi-year project). • Continue to implement a Council approved meeting management software to automate processes associated with Council, Standing Committee and Advisory Committee meetings. • Continue to investigate the implementation the Next Generation 911 system (NG9-1-1) as required by new government regulations. • Continue to implement the Information and Records Management Strategy. • Continue to implement the Corporate Information Technology Strategic Plan. • Investigate the availability of online parking fine appeal processes. • Investigate the implementation of a Corporate GIS and Data Strategy including the development of a data governance framework. • Implement the City and O.S.C.C. websites project. 	<p>Goal: Accountable Leadership</p> <p>Theme: Our Corporate Culture Demands Excellence and Respect</p> <p>Strategy: 4</p>	<p>Revenue Sources Infrastructure Investment Operating Costs</p>

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<p>4. Assess risks and learn from our mistakes within a context of continuous improvement by advancing such matters as:</p> <ul style="list-style-type: none"> • Continue to implement the recommendations in the IT Function internal audit recommendations. • Continue to implement the recommendations in the Cyber Risk and Maturity Assessment internal audit recommendations. 	<p>Goal: Accountable Leadership</p> <p>Theme: Our Corporate Culture Demands Excellence and Respect</p> <p>Strategy: 5</p>	<p>Operating Costs Infrastructure Investment</p>
<p>5. 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:</p> <ul style="list-style-type: none"> • Implement Council direction related to Transportation Network Companies in Oshawa. • Implement Council direction related to the Proposed Modernization of Property Standards By-law 1-2002. • Investigate opportunities to update and improve upon Pool Enclosure By-law 79-2006 and associated application and inspection processes. • Develop a notice process for Noise By-law 112-82 exemption requests. • Investigate adding duplexes under two-unit house registration process or create a mirrored registration system. • Investigate opportunities to modernize the Licensing By-law 120-2005. 	<p>Goal: Accountable Leadership</p> <p>Theme: Deliberate Community Engagement</p> <p>Strategy: 2, 4</p>	<p>Operating Costs Revenue Sources</p>

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<ul style="list-style-type: none"> • Continue to investigate the Residential Rental Housing Licensing Program. • Investigate proposed amendments to the Responsible Pet Owners By-law as recommended by the Oshawa Animal Care Advisory Committee. • Investigate the concept of 'Offender Pay' and work on strategies to amend the Administrative Penalties and other fees to place more of the cost of enforcement and compliance on those creating offenses in the City of Oshawa and to provide relief to the general property taxpayer. • Investigate and evaluate wildlife and animal services currently offered. 		
<p>6. Strategically manage and sufficiently fund the City's present and future assets (roads, buildings, parks, open space and equipment) through the Asset Management planning process by advancing such matters as:</p> <ul style="list-style-type: none"> • Continue to implement Facilities Management Program Quality Assurance Procedures. • Investigate the installation of accessible charging stations for mobility devices. 	<p>Goal: Economic Prosperity and Financial Stewardship</p> <p>Theme: Safe and Reliable Infrastructure</p> <p>Strategy: 3</p>	<p>Operating Costs Infrastructure Investment</p>

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<p>7. 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:</p> <ul style="list-style-type: none"> • Implement the Community Safety, Security and Well-Being in Oshawa’s Downtown Area Action Plan. • Investigate the feasibility of amending the signage of landmark facilities in consultation with the local First Nation, by adding the parallel name in ‘Anishinaabemowin’ the heritage of the local First Nation. 	<p>Goal: Social Equity</p> <p>Theme: An Active, Healthy and Safe Community Enrich our Community through Diversity</p> <p>Strategy: 1, 7,9</p>	<p>Operating Costs</p>
<p>8. Develop and implement corporate and community plans to reduce greenhouse gas emissions and energy use by advancing such matters as:</p> <ul style="list-style-type: none"> • Continue to implement the Corporate Facilities Energy Management Plan 2019-2023. 	<p>Goal: Environmental Responsibility</p> <p>Theme: Proactive Environmental Management and Combat Climate Change</p> <p>Strategy: 3</p>	<p>Operating Costs Infrastructure Investment</p>