

District of Oak Bay Service Overview -- Current Operations

Mar - 23 - 20 4:30 pm Subject to Change

For Service contact information, please go to the District's website: <https://www.oakbay.ca>



| Municipal Service <i>(italicized services are internally focussed)</i> | Normal Service Level | Current COVID-19 Operational Levels | | | | Details on Current Services <i>(where services have been increased, reduced or suspended)</i> | Responsible Department |
|--|---|-------------------------------------|-------------------|-----------------|------------|--|------------------------|
| | | Normal Service | Increased Service | Reduced Service | No Service | | |
| 1 Communicate with Public and other Agencies | Approximately 90% reactive; 10% proactive. Aim to respond to routine queries within 24 hours, 90% of the time. | | ● | | | District is providing daily updates . Mayor is providing periodic video updates. Residents can sign up for email updates. | Administration |
| 2 Respond to Requests for Service | Municipal Hall open for public enquiries during regular office hours (8:30 am - 4:30 pm) Monday to Friday. Respond to emails, phone calls, letters and in-person queries on a timely basis. | | | ● | | District offices have been closed to the public. The public can access services by calling or emailing. | Administration |
| 3 <i>Communicate with Council</i> | Same-day forwarding of critical information; 24 hour response to queries/requests | | ● | | | Council is receiving daily updates. | Administration |
| 4 <i>Prepare Council Meeting Agendas</i> | 50 meetings/year. | | | ● | | Regular Council meetings have been suspended until the EOC is no longer in operation. Special meetings will be held as necessary. | Administration |
| 5 Certifying Copies and Documents | Provide same-day service | | | ● | | Residents can call for an appointment. | Administration |
| 6 <i>Receiving Corporate Documents on behalf of Municipality</i> | Same day service | ● | | | | | Administration |
| 7 Prepare Council Meeting Minutes | 50 meetings/year. Minutes to next Council meeting. | | | ● | | Council meetings will be held as necessary and where held, minutes will be prepared. | Administration |
| 8 Prepare Statutory Reports (Annual Report etc.) | Meet all legislated deadlines. | | | ● | | Staff will prioritize the most critical reports and will delay reports where possible. | Administration |
| 9 Endorse Foreign Pension Documents and Certificates of Proof of Life | Same day service | | | ● | | Residents can call for an appointment. | Administration |
| 10 Manage Deer Population | 60 new does receive immuno-contraception each year; previously vaccinated does receive boosters | ● | | | | | Administration |
| 11 Manage Municipal Properties (leased/rented out) | Properties managed include: Tod House; Monterey Apartments (management contract with Complete Residential); 1538 Monterey Avenue (VIRCS partnership); 1531 Hampshire Road (VIRCS partnership); Oak Bay Marina | | | ● | | Property management will be continued through regular channels, but service may be delayed. | Administration |
| 12 Prepare non-Statutory Reports (Corporate Plan, 3Q report, Strategic Plans etc.) | Corporate Plan updated once/year. 3Q Progress report prepared once/year. Strategic Planning undertaken once/Council term. | | | ● | | Staff will prioritize the most critical reports and will delay reports where possible. | Administration |
| 13 Engage the Public | Identify and implement appropriate level of engagement for all major initiatives in accordance with IAP2 spectrum/principles | | | | ● | Community engagement has been suspended to protect staff and public health and to redeploy communication resources to supporting emergency response. | Administration |
| 14 Provide Archive Services | Up to 345 research queries/year; up to 450 program participants; up to 22 collections acquired | | | | ● | Services have been suspended to support emergency response or protect staff and volunteer health. | Administration |
| 15 Issue Block Party Permits | Review and respond to applications (approx. 30/year) | | | | ● | Permits are not being issued so as to protect public health. | Administration |
| 16 Execute Documents on Behalf of Mayor and Council | Same day service | | | ● | | Services are being maintained to the extent possible. Delays may be experienced. | Administration |
| 17 Create and Amend Bylaws | Review/update up to 27 Bylaws/year. | | | ● | | Bylaw amendments will not be processed until the EOC is no longer active. | Administration |
| 18 <i>Maintain Corporate Records</i> | | | | ● | | Corporate records management may be delayed. | Administration |
| 19 <i>Provide Administrative Support</i> | Manage records, budgets and other administrative matters | | | ● | | Administrative support will continue, but timelines for service may be extended. | All |

| Municipal Service | | Normal Service Level | | | | Current COVID-19 Operational Levels | | | | Details on Current Services | Responsible Department |
|--|---|--|-------------------|-----------------|------------|--|--|--|---|---|------------------------|
| <i>(Italicized services are internally focussed)</i> | | Normal Service | Increased Service | Reduced Service | No Service | (where services have been increased, reduced or suspended) | | | | | |
| 20 | <i>Develop Staff</i> | Ongoing training of staff to fulfill mandatory requirements, enhance capacity and support career development. | | | ● | | | | Only mandatory training will be continued until the EOC is deactivated. | All | |
| 21 | Enforce Bylaws | Enforce safety and health concerns, building activity without permit, flagrant violation of laws and neighbourhood problems where more than one complaint received. Respond to up to 150 complaints/year. | | | ● | | | | Bylaw enforcement is focussing on health and safety issues and building activities without permit. We are unable to respond to complaints related to minor bylaw infractions at this time. | Building & Planning | |
| 22 | Inspect Buildings | Complete up to 2500 inspections/year. Inspections occur on average within 1-2 days of request. | | | ● | | | | Building inspections will continue. Appointments can be booked by phone or email. Site inspection practises changed to provide for social distance and staff protective gear. | Building & Planning | |
| 23 | Issue Business Licenses | Issue up to 650 business licenses/year. Process license requests within 3 weeks. | | | ● | | | | Service levels being adjusted. Details will be provided when available. | Building & Planning | |
| 24 | Develop Land Use Policies | OCP updated approximately every 15 years. 1-2 planning policy reviews/year (e.g. Village Area Plans, infill housing studies etc.) | | | ● | | | | Development of land use policies has been slowed until the EOC is deactivated. Background research will be continued as time permits. Project completion will be delayed due to there being no Committee meetings and limited Council meetings. Plans for public engagement will need to be adjusted. | Building & Planning | |
| 25 | Process Development Applications | Approx. 650 applications/year. Processing time = 6 weeks for building permits, 3 months for siting and design permits, 4 months for development variance permit, and 12-18 months for rezoning applications. | | | ● | | | | Planning information is available by phone/email. Staff will process electronically submitted subdivision, rezoning or variance applications as staffing and Council meetings permit. Timelines may be delayed. | Building & Planning | |
| 26 | Control Domestic Animals | 15 hours of bylaw enforcement per week (through Victoria Animal Control Services contract) | ● | | | | | | | Building & Planning and Strategic Initiatives | |
| 27 | <i>Provide Corporate Leadership</i> | CAO position always staffed. | ● | | | | | | | CAO | |
| 28 | Hold Council Meetings | 50 meetings/year. All meetings recorded and made available for public viewing within 2 days. | | | ● | | | | Regular Council meetings have been suspended. Special meetings will be held where necessary. | Council | |
| 29 | <i>Clean Municipal Buildings</i> | Daily: empty garbages/compost, vaccum, clean/restock washroom, sanitize customer counters, stairwell, recycling bin, front glass, outside washrooms. As needed: tidy/sanitize Council & Committee rooms, squeeze front glass. Monthly: office window sills. Annually: Professional cleaning. | ● | | | | | | Janitorial services have been increased to protect staff and public health. | Engineering & Public Works | |
| 30 | Maintain Municipal Buildings | | ● | | | | | | | Engineering & Public Works | |
| 31 | Collect Solid Waste (garbage, recycling and composting) | Solid waste removal in accordance with municipal schedule, roughly every 2 weeks | ● | | | | | | Public Works offices are closed to the public, but services can be accessed through phone or email. Waste transfer station is open. | Engineering & Public Works | |
| 32 | Maintain Storm Drains and Ditching | | ● | | | | | | | Engineering & Public Works | |
| 33 | Maintain Water Systems and Sanitary Sewers | | ● | | | | | | | Engineering & Public Works | |
| 34 | Assess Sewer Main Condition | Up to 17 km/year | ● | | | | | | | Engineering & Public Works | |
| 35 | Assess Storm Main Condition | Up to 11 km/year | ● | | | | | | | Engineering & Public Works | |
| 36 | Collect Yard Waste | Process up to 747 tonnes/year | ● | | | | | | | Engineering & Public Works | |
| 37 | Conduct Traffic Counts (speed & volume) | Up to 11/year | ● | | | | | | | Engineering & Public Works | |
| 38 | Connect Storm/Sanitary/Water Service | Complete up to 148 connections (approx. 70% of demand) | | | ● | | | | Storm/water connections are still being offered. Only emergency sanitary connections will be completed. | Engineering & Public Works | |
| 39 | Maintain Sidewalks | | ● | | | | | | | Engineering & Public Works | |

| Municipal Service <i>(italicized services are internally focussed)</i> | Normal Service Level | Current COVID-19 Operational Levels | | | | Details on Current Services <i>(where services have been increased, reduced or suspended)</i> | Responsible Department |
|---|---|-------------------------------------|-------------------|-----------------|------------|--|----------------------------|
| | | Normal Service | Increased Service | Reduced Service | No Service | | |
| 40 Maintain Street Lights | | ● | | | | | Engineering & Public Works |
| 41 Manage Road Signage (incl. traffic signals) | | ● | | | | | Engineering & Public Works |
| 42 Plan for Infrastructure | | | | ● | | Infrastructure planning will be slowed until the EOC is deactivated. | Engineering & Public Works |
| 43 Provide Electric Vehicle Charging Station | 1 station at Municipal Hall. Up to 5106 hours charging time. | ● | | | | | Engineering & Public Works |
| 44 Rehabilitate Roads | Approx. 15,000 m/year | ● | | | | | Engineering & Public Works |
| 45 Rehabilitate Sewer | Approx. 1.5 km/year | ● | | | | | Engineering & Public Works |
| 46 Replace Catch Basins | Approx. 7/year | ● | | | | | Engineering & Public Works |
| 47 Replace Storm Drain/Sewer Utility Holes | Up to 6/year | ● | | | | | Engineering & Public Works |
| 48 Replace Storm Mains | Approx. 250 m/year | ● | | | | | Engineering & Public Works |
| 49 Construct Bikelanes | | ● | | | | | Engineering & Public Works |
| 50 Construct/Replace Sidewalks | Up to 500 m/year | ● | | | | | Engineering & Public Works |
| 51 Install Bus Shelters | | ● | | | | | Engineering & Public Works |
| 52 Install Curb Drops | Up to 13/year | ● | | | | | Engineering & Public Works |
| 53 Install Fire Hydrants | Approx. 4/year | ● | | | | | Engineering & Public Works |
| 54 Maintain Bikelanes | | ● | | | | | Engineering & Public Works |
| 55 Remove Snow and Ice from Roads | | ● | | | | | Engineering & Public Works |
| 56 <i>Provide IT Services</i> | Address up to 724 support tickets/year | | ● | | | IT services have been shifted to support work from home and EOC. | Finance and Technology |
| 57 <i>Manage Budget and Control Expenditures</i> | Quarterly reports; Financial Plan Bylaw limits not exceeded; Financial Plan Bylaw amendments if necessary | ● | | | | | Finance and Technology |
| 58 <i>Manage Treasury, Investments and Cash Flow</i> | Ensure cash flow for operations; Plan short and long term cash flows; Invest funds prudently | | ● | | | Daily cash flows being monitored more closely due to reduced cash flows and increased expenses. | Finance and Technology |
| 59 <i>Insure municipal properties/equipment and process claims</i> | Insure all District-owned properties for full replacement value. | ● | | | | | Finance and Technology |
| 60 <i>Process Payroll</i> | Biweekly processing; Up to 839 T4s | ● | | | | | Finance and Technology |

| Municipal Service | | Normal Service Level | | | | Current COVID-19 Operational Levels | | | | Details on Current Services | Responsible Department |
|--|--|---|-------------------|-----------------|------------|--|--|---|--|--|--------------------------------|
| <i>(italicized services are internally focussed)</i> | | Normal Service | Increased Service | Reduced Service | No Service | (where services have been increased, reduced or suspended) | | | | | |
| 61 | Prepare Financial Reports | Annual PSAB statements; Annual LGDE; Annual Statement of Financial Information | ● | | | | | | | | Finance and Technology |
| 62 | Enforce Parking Regulations | Proactive enforcement (35 service hours/week). Issue up to 4307 tickets/year | | | ● | | | | | Parking enforcement will continue but may be reduced if staff are absent. | Finance and Technology |
| 63 | Issue Dog Licenses | Same day service -- up to 1686 licenses/year | | | ● | | | | | Services not available in-person. On-line service remains. | Finance and Technology |
| 64 | Issue Utility Bills | Up to 18,096/year | ● | | | | | | | | Finance and Technology |
| 65 | <i>Manage municipal finances</i> | | ● | | | | | | | | Finance and Technology |
| 66 | Process Accounts Payable | Up to 18,100 invoices/year | ● | | | | | | | | Finance and Technology |
| 67 | <i>Process Accounts Receivables</i> | | ● | | | | | | | | Finance and Technology |
| 68 | Process Property Taxes and Homeowner Grants | Up to 6577 notices/year | ● | | | | | | | | Finance and Technology |
| 69 | Procure Services | Respond to all requests for assistance with RFPs/tenders (approx. 24/year) | ● | | | | | | | | Finance and Technology |
| 70 | <i>Read Meters</i> | | ● | | | | | | | | Finance and Technology |
| 71 | Provide First Responder Medical Assistance | Respond to up to 858 calls/yr for medical assistance | ● | | | | | | | | Fire |
| 72 | <i>Provide Emergency Incident Response / Manage Emergencies / Preserve Public Order</i> | EOC positions staffed, trained and available. | ● | | | | | | | | Fire |
| 73 | Fight Fires | Respond to up to 666 calls for assistance | ● | | | | | | | | Fire |
| 74 | Prevent Fires | Up to 387 fire prevention inspections/year; up to 45 education sessions | | | ● | | | | | Inspections will be conducted only on high risk occupancies. Others will be delayed to reduce exposure risk. | Fire |
| 75 | <i>Prepare for Emergencies</i> (mitigation and recovery from emergencies incorporated as part of various services) | EOC equipment tested once per year. 60 Emergency Program volunteers available for public education, ESS and communications. 3 mutual aid agreements in place (Auto-aid, Mutual, Disaster Mutual). | | | ● | | | | | Public education sessions have been cancelled. | Fire and Strategic Initiatives |
| 76 | <i>Ensure health & safety of staff</i> | Fire services personnel trained at least 8400 hours/year. | | ● | | | | | | The District is implementing best practise measures and any Island Health recommendations to protect staff and volunteers. | HR |
| 77 | <i>Manage Human Resources</i> | Up to 192 regular staff; up to 300 auxilliary staff | | ● | | | | | | HR has amended policies to allow/guide work from home. | HR and Finance |
| 78 | Support Committees and Commissions | Support Board of Variance (3 meetings), Advisory Design Panel (12), Advisory Planning Committee (12), Heritage Commission (12) and CCAWG (6) for a total of 45 meetings/year. | | | | | | ● | | Volunteer boards/committees/commissions meetings have been suspended until further notice. | Multiple |
| 79 | Build, Maintain & Operate Playgrounds | See Five Year Financial Plan pages 100-109 | | | | | | ● | | Playgrounds have been closed (effective March 20 pm) | Parks and Recreation Services |
| 80 | Deliver Recreation and Cultural Programs | | | | | | | ● | | Recreation programs (including day cares and day camps) have been shut down until further notice to protect public and staff health. | Parks and Recreation Services |
| 81 | Install & Maintain Public Art | 8 installation; one or two new added per year | | | ● | | | | | Program may be delayed. | Parks and Recreation Services |

