

# District of Oak Bay Service Overview -- Current Operations

June 15 - 20 10:30 am







































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

Municipal Service <i>(italicized services are internally focussed)</i>	Current COVID-19 Operational Levels				Details on Current Services  (where services have been increased, reduced or suspended)	Responsible Department
	Normal Service	Increased Service	Reduced Service	No Service		
1 Communicate with Public and other Agencies					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					District offices have been closed to the public. The public can access services by calling or emailing.	All
3 <i>Communicate with Council</i>					Mayor is receiving daily updates from staff. Mayor is communicating with Council weekly. Council updates from staff as required.	Administration
4 <i>Prepare Council Meeting Agendas</i>					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					Residents can call for an appointment.	Administration
6 <i>Receiving Corporate Documents on behalf of Municipality</i>						Administration
7 Prepare Council Meeting Minutes					Council meetings will be held as necessary and where held, minutes will be prepared.	Administration
8 Prepare Statutory Reports (Annual Report etc.)					Staff will meet legislated timelines.	Administration
9 Endorse Foreign Pension Documents and Certificates of Proof of Life					Residents can call for an appointment.	Administration
10 Manage Deer Population					Urban Wildlife Stewardship Society (District's contractor) will continue to provide services.	Administration
11 Manage Municipal Properties (leased/rented out)					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.)					Staff will prioritize the most critical reports and will delay reports where possible.	Administration
13 Engage the Public					Project-specific 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					Archives is offering services during regular hours (Tues Morning and Thurs afternoon). The archivist is available by phone and email as the Archives, and Municipal all remain closed to the public.	Administration
15 Issue Block Party Permits					Permits are not being issued so as to protect public health.	Administration
16 Execute Documents on Behalf of Mayor and Council					Services are being maintained to the extent possible. Delays may be experienced.	Administration
17 Create and Amend Bylaws					Bylaw amendments will generally not be processed until the EOC is no longer active. Bylaw amendments of an urgent nature will be processed with CAO approval.	Administration
18 <i>Maintain Corporate Records</i>					Corporate records management may be delayed.	Administration
19 <i>Provide Administrative Support</i>					Administrative support will continue, but timelines for service may be extended.	All
20 <i>Develop Staff</i>					Only mandatory training will be continued until the EOC is deactivated. Staff are not attending in-person or offsite training sessions.	All
21 Enforce Bylaws					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					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. <a href="https://www.oakbay.ca/municipal-services/building-inspection/building-permits">https://www.oakbay.ca/municipal-services/building-inspection/building-permits</a>	Building & Planning

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23 Issue Business Licenses			●		Procedures modified to receive applications and issue business licenses electronically.	Building & Planning
24 Develop Land Use Policies			●		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. <a href="https://www.oakbay.ca/municipal-services/planning">https://www.oakbay.ca/municipal-services/planning</a>	Building & Planning
25 Process Development 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. <a href="https://www.oakbay.ca/municipal-services/planning/zoning-land-use-applications">https://www.oakbay.ca/municipal-services/planning/zoning-land-use-applications</a> <a href="https://www.oakbay.ca/municipal-services/planning/subdivision">https://www.oakbay.ca/municipal-services/planning/subdivision</a>	Building & Planning
26 Control Domestic Animals			●		Responses to complaints or disputes may be delayed.	Building & Planning and Strategic Initiatives
27 <i>Provide Corporate Leadership</i>	●					CAO
28 Hold Council Meetings			●		Regular Council meetings have been suspended. Special meetings will be held where necessary.	Council
29 <i>Clean Municipal Buildings</i>		●			Cleaning protocols in place. Refocussed janitorial services and increased cleaning by staff.	Engineering & Public Works
30 Maintain Municipal Buildings	●					Engineering & Public Works
31 Collect Solid Waste (garbage, recycling and composting)	●				Public Works offices are closed to the public, but services can be accessed through phone or email. Waste transfer station is open. Second, temporary drop off depot created on the upper parking lot of Oak Bay Recreation Centre is planned to be de-mobilized on June 5, 2020. The drop off depot located at Elgin Road will continue to operate Monday to Friday 8:00 a.m. – 3:30p.m and Saturday 8 am - 3 pm.	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	●					Engineering & Public Works
35 Assess Storm Main Condition	●					Engineering & Public Works
36 Collect Yard Waste	●					Engineering & Public Works
37 Conduct Traffic Counts (speed & volume)	●					Engineering & Public Works
38 Connect Storm/Sanitary/Water Service	●					Engineering & Public Works
39 Maintain Sidewalks	●					Engineering & Public Works
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	●					Engineering & Public Works
44 Rehabilitate Roads	●					Engineering & Public Works

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45 Rehabilitate Sewer	●					Engineering & Public Works
46 Replace Catch Basins	●					Engineering & Public Works
47 Replace Storm Drain/Sewer Utility Holes	●					Engineering & Public Works
48 Replace Storm Mains	●					Engineering & Public Works
49 Construct Bikelanes	●					Engineering & Public Works
50 Construct/Replace Sidewalks	●					Engineering & Public Works
51 Install Bus Shelters	●					Engineering & Public Works
52 Install Curb Drops	●					Engineering & Public Works
53 Install Fire Hydrants	●					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>		●			IT services have been shifted to support work from home and EOC.	Finance and Technology
57 <i>Manage Budget and Control Expenditures</i>	●					Finance and Technology
58 <i>Manage Treasury, Investments and Cash Flow</i>		●			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>	●					Finance and Technology
60 <i>Process Payroll</i>		●			Services increased to issue Records of Employment and refer to benefits and supports.	Finance and Technology
61 Prepare Financial Reports	●				Will meet legislated deadlines.	Finance and Technology
62 Enforce Parking Regulations		●			Parking enforcement enhanced to provide weekend coverage.	Finance and Technology
63 Issue Dog Licenses			●		Services not available in-person. On-line service remains.	Finance and Technology
64 Issue Utility Bills	●				Bills being issued. Penalties delayed.	Finance and Technology
65 <i>Manage municipal finances</i>	●					Finance and Technology
66 Process Accounts Payable	●					Finance and Technology
67 <i>Process Accounts Receivables</i>	●					Finance and Technology

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68 Process Property Taxes and Homeowner Grants						Finance and Technology
69 Procure Services						Finance and Technology
70 Read Meters						Finance and Technology
71 Provide First Responder Medical Assistance					Service level changed as a result of a Provincial Order limiting dispatch of First Responders to high acuity medical calls only.	Fire
72 Provide Emergency Incident Response / Manage Emergencies / Preserve Public Order						Fire
73 Fight Fires						Fire
74 Prevent Fires					Inspections will be conducted only on high risk occupancies. Others will be delayed to reduce exposure risk.	Fire
75 Prepare for Emergencies (mitigation and recovery from emergencies incorporated as part of various services)					Public education sessions have been cancelled.	Fire and Strategic Initiatives
76 Ensure health & safety of staff					The District is implementing best practise measures and any Island Health recommendations to protect staff and volunteers.	HR
77 Manage Human Resources					HR has amended policies to allow/guide work from home. Increased focus on well-being and keeping staff occupied with meaningful work.	HR and Finance
78 Support Committees and Commissions					Volunteer boards/committees/commissions meetings have been suspended until further notice.	Multiple
79 Build, Maintain & Operate Playgrounds					Playgrounds are open. Usage must adhere to provisions as signed.	Parks and Recreation Services
80 Deliver Recreation and Cultural Programs					Arts Alive Program suspended as of March 27. Paddington Station Day Care will welcome children back to care at the Neighbourhood Learning Centre, starting June 15. Day camps for children and youth will begin at the Neighbourhood Learning Centre, Oak Bay Recreation Centre, Windsor Pavilion and Henderson Recreation Centre starting on June 29. Limited indoor fitness programs will begin on June 29 at the Oak Bay Recreation Centre, Windsor Pavilion, Monterey Recreation Centre and Henderson Recreation Centre. Personal fitness training and small group circuit training will start on June 29 at the Henderson Recreation Centre. Adult wellness, fitness and art programs will begin on June 29 at the Monterey Recreation Centre.	Parks and Recreation Services
81 Install & Maintain Public Art					Service not available due to requirement for physical separation.	Parks and Recreation Services
82 Maintain Boulevards					Normal maintenance activity taking place	Parks and Recreation Services
83 Maintain Parks Furniture					Making repairs as required - still open to the public.	Parks and Recreation Services
84 Maintain Public Washrooms					Public (exterior) washrooms at Municipal Hall and Willows Beach are receiving additional attention.	Parks and Recreation Services
85 Maintain Recreation Facilities					Significant maintenance work being conducted while facilities are closed.	Parks and Recreation Services
86 Manage Removal & Replacement of Trees					Addressing tree issues as normal	Parks and Recreation Services
87 Operate Recreation Centres (Henderson, Oak Bay, Monterey)					The Weight Room/Fitness Studio at the Oak Bay Recreation Centre will re-open to pre-registered access only, starting June 22. The Arena at the Oak Bay Recreation Centre will open to limited lessons, private lessons, pre-registered open skates, sport skill development programs and rentals, starting on June 29. Takeout food services will start on June 29 at the Monterey Recreation Centre. The pool at the Oak Bay Recreation Centre will remain closed until further notice.	Parks and Recreation Services
88 Plan, Design, Construct and Maintain Natural Areas					No volunteer activity, but some staff activity still ongoing - areas are open to the public.	Parks and Recreation Services

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89 Plan, Design, Construct, Maintain and Operate Parks					Passive parks and beaches open for casual use (no permits). Henderson walking trail open. No new planning or design during COVID-19. Maintenance being enhanced. Starting May 8, roving Ambassador Teams will be working 7 days/week, weather dependent to educate re: physical distancing. Focus will be on Willows Park/Beach and Cattle Point. Outdoor fitness classes start at Kiwanis Park on June 8, 2020 and bootcamp registration is now available online or by phone at 250-595-7946. Spray parks are open 11am – 4pm in June, and 10am – 6pm in July & August, weather permitting. Usage must adhere to provisions as signed.	Parks and Recreation Services
90 Plan, Design, Construct, Maintain and Operate Sports Fields					Field maintenance being conducted as normal. Sportsfields open for casual use.	Parks and Recreation Services
91 Plan, Design, Construct, Maintain and Operate Playing Courts					Outdoor fitness equipment at Henderson Park was closed as of March 23, 2020 and no plans are in place to re-open at this time. Tennis courts, pickleball courts, basketball hoops, lacrosse boxes and skate park are open for casual use in accordance with guidelines. Henderson Park Par 3 Golf Course was opened on May 11. Hours of operation Monday-Sunday 9 am to 4 pm. No walk-ons. Tee time reservations required. COVID policy in place.	Parks and Recreation Services
92 Respond to Ad-hoc Parks Calls for Service					Service as normal - parks remain open to the public.	Parks and Recreation Services
93 Issue Special Events Permits					Permits for immediate future are not being issued so as to protect public health. Applications for events later in the year will be evaluated as the COVID-19 situation evolves.	Parks and Recreation Services
94 Respond to calls and conduct resulting investigations						Police
95 Proactively Enforce Laws						Police
96 Prevent Crime (incl. community policing, public education and community outreach)						Police
97 Investigate Collisions						Police
98 Investigate Criminal Offences						Police