

# District of Oak Bay Service Overview -- Current Operations

Last updated November 20, 2020

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 <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						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 are being held.	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						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)						Administration
12 Prepare non-Statutory Reports (Corporate Plan, 3Q report, Strategic Plans etc.)					Reports are being processed on normal timelines.	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. District will use Connect.OakBay to engage.	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 Hall 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						Administration
17 Create and Amend Bylaws						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
23 Issue Business Licenses					Issuance of business licenses will continue. Appointments can be booked by phone or email. Procedures modified to receive applications and issue business licenses electronically.	Building & Planning

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		
24 Develop Land Use Policies			●		Development of land use policies has been slowed due to plans for public engagement having 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. Appointments can be booked by phone or email. Staff will process electronically submitted subdivision, rezoning or variance applications as staffing and Council meetings permit. <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 meeting schedule has been resumed. Public can pre-register to attend Council meetings in person (max. 4). Public can submit written correspondence. Public can phone in input at Council meetings. See Oak Bay website for details.	Council
29 <i>Clean Municipal Buildings</i>		●			Cleaning protocols in place. Refocused 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.	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 Transportation Network (incl. road signage, traffic signals etc.)	●					Engineering & Public Works
42 Plan for Infrastructure	●				Staff are catching on pandemic delays from early in 2020.	Engineering & Public Works
43 Provide Electric Vehicle Charging Station	●					Engineering & Public Works
44 Rehabilitate Roads	●					Engineering & Public Works
45 Rehabilitate Sewer	●					Engineering & Public Works
46 Replace Catch Basins	●					Engineering & Public Works

Municipal Service <i>(italicized services are internally focussed)</i>	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		
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>						Finance and Technology
61 Prepare Financial Reports						Finance and Technology
62 Enforce Parking Regulations						Finance and Technology
63 Issue Dog Licenses					On-line service or appointment for in-person service.	Finance and Technology
64 Issue Utility Bills						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
68 Process Property Taxes and Homeowner Grants						Finance and Technology
69 Procure Services						Finance and Technology
70 <i>Read Meters</i>						Finance and Technology

Municipal Service <i>(italicized services are internally focussed)</i>	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		
71 Provide First Responder Medical Assistance			●		Service level changed as a result of a Provincial Order limiting dispatch of First Responders to high and medium-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 and medium 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)			●		Public education sessions have been cancelled.	Fire and Strategic Initiatives
76 <i>Ensure health &amp; safety of staff</i>		●			The District is implementing best practise measures and any Island Health recommendations to protect staff and volunteers.	HR
77 <i>Manage Human Resources</i>		●	●		HR has amended policies to allow/guide work from home. Increased focus on well-being and keeping staff occupied with meaningful work. Demand on HR services has increased dramatically, thus reducing overall service levels on core services and implementation of HR Plan initiatives.	HR and Finance
78 Support Committees and Commissions			●		Staff are working to resume Volunteer boards/committees/commissions meetings in accordance with safety protocols/plans.	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			●		Programs that are able to meet Provincial guidelines are being offered with reduced numbers.	Parks and Recreation Services
81 Install & Maintain Public Art	●				Art pieces related to the 2020-2021 ArtsAlive program have been installed.	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 washrooms in parks seeing additional cleaning activity.	Parks and Recreation Services
85 Maintain Recreation Facilities	●					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)			●		All Centres are open with reduced hours, reduced activities and reduced numbers of patrons. As of November 20, services have been adjusted to ensure compliance with Public Health Orders requiring that spin, hot yoga, and high intensity aerobic activities be temporarily suspended.	Parks and Recreation Services
88 Plan, Design, Construct and Maintain Natural Areas	●				Normal volunteer activity with social distancing in place.	Parks and Recreation Services
89 Plan, Design, Construct, Maintain and Operate Parks	●				Parks operating as normal.	Parks and Recreation Services
90 Plan, Design, Construct, Maintain and Operate Sports Fields	●				Playing fields available for sport activity.	Parks and Recreation Services
91 Plan, Design, Construct, Maintain and Operate Playing Courts	●				Sport courts available for activity.	Parks and Recreation Services
92 Respond to Ad-hoc Parks Calls for Service	●					Parks and Recreation Services

Municipal Service <i>(italicized services are internally focussed)</i>	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		
93 Issue Special Events Permits					Only events that meet Provincial guidelines and that have controlled attendance are being considered.	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