

# TOWN OF TILLSONBURG

## 2026 Business Plan

Corporate Services

November 27, 2025



# 2026 Business Objectives

## Clerks' Division

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
<b>Review of Committees' Terms of Reference and Advisory Committees' Structure</b>	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Engage community groups, including advisory committees and service organizations, in shaping municipal initiatives. <b>Priority Project</b> – N/A	Deputy Clerk	Staff time	Q2
<b>Business Process Reviews</b> – Improve processes such as Business Licensing	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Continue to develop digital service delivery while maintaining counter and telephone channels. <b>Priority Project</b> - Municipal Service Review	Deputy Clerk	Staff time (Clerks, Customer Service, By-law)	Q2
<b>Governance Policy Review</b> and Updates (including Procedural By-Law, Council Code of Conduct, Council-Staff Relations Policy)	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> – N/A	Acting Clerk	Staff time	Q3
<b>2026 Municipal Election</b> – Plan, deliver, and administer the October election in full compliance with the Municipal Elections Act.	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> – N/A	Acting Clerk	\$53,200	Q4
<b>New Term Council Orientation</b>	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector.	Acting Clerk	\$4,000 (Town \$1,500 and County \$2,500)	Q4
<b>Records Management User Adoption</b> – Training on Laserfiche	<b>Goal</b> – Customer Service, Communication and Engagement. <b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> – N/A	Acting Clerk	Staff time	Q1

# 2026 Business Objectives

## Communications Division

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
Communications Strategy Review and Update	<p><b>Goal</b> – Customer Service, Communication and Engagement.</p> <p><b>Strategic Direction</b> - Develop a communications strategy to increase awareness of Council decisions and municipal programs, projects and services.</p>	Communications Team	Staff time	Q3 2026
Communications Procedures and Policies Review	<p><b>Goal</b> – Customer Service, Communication and Engagement.</p> <p><b>Strategic Direction</b> - Increase opportunities and promotion for public engagement in municipal initiatives.</p>	Communications Team	Staff time	On-going

# 2026 Business Objectives

## Customer Service Division

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
Business Licensing Program Review	<p><b>Goal</b> – Customer Service, Communication and Engagement.</p> <p><b>Strategic Direction</b> – Continue to develop digital service delivery while maintaining counter and telephone channels.</p> <p><b>Priority Project</b> - Municipal Service Review</p>	Deputy Clerk, Clerks' Office	Staff time (Clerks, Customer Service, By-law)	Q2 2026

# 2026 Business Objectives

## IT Division

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
IT Program - Services Modernization	<p><b>Goal</b> – Customer Service, Communication and Engagement</p> <p><b>Strategic Direction</b> – Explore opportunities for service efficiencies</p> <p><b>Priority Project</b> – N/A</p>	Manager, IT Services	<p>2026 – Operational Costs</p> <p>2026 – Capital Costs</p> <p>\$115,000 total requested</p>	Multi-year
Town Hall Project – Project Support	<p><b>Goal</b> – Customer Service, Communications and Engagement</p> <p><b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector</p> <p><b>Priority Project</b> - <i>Immediate Term</i> - Consolidated Town Hall initiative; Consolidated customer service counter</p>	Director and Manager, IT Services	<p>Staff time</p> <p>IT costs for Town Hall as part of construction project</p>	TBD
Asset Management Work – Develop listing and confirm data accuracy of IT assets	<p><b>Goal</b> – Tillsonburg residents and businesses will be connected to each other, regional networks, and the world through effective traditional and digital infrastructure</p> <p><b>Strategic Direction</b> – Develop a robust, long-term asset mgmt. plan to inform evidence-based decisions on the maintenance, rehabilitation and replacements of municipal infrastructure</p> <p><b>Priority Project</b> – <i>Short Term</i> - Asset Management Plan</p>	Manager, IT Services	<p>Staff time</p>	Q3

# Risks

## IT

- Cyber security needs that are constantly evolving to prevent an attack against our municipal government assets.
- Rising costs of software and renewal cycles of IT infrastructure.

## Clerks

- The Town lacks a secure, climate-controlled facility for physical records storage. Reliance on temporary off-site storage units poses ongoing risks to record preservation, accessibility, and compliance. These should be addressed as part of the renovation of the CSC into the Town Hall.

## Insurance

- Enhancement of risk management systems and processes are required to safeguard Town's interests.

## Communications

- Increased need to utilize digital tools in need to support the growing use and expansion of various communication deliverables across the organization and digital channels.

## Corporate Services - Overall

- Keeping up with demand for service level to support ongoing initiatives.

# Opportunities

## IT

- Software reviews and analysis to ensure the best setup and utilization for end users.
- Adoption of IT tools & procedures to create stronger and more resilient environment.

## Insurance

- Expansion of risk reduction practices to mitigate exposure and costs.

## Communications

- Engage citizens in more meaningful ways.
- Increase available support to the organization and strategic communication planning.

## Clerks

- Opportunity to increase efficiencies in areas of records program modernization and meeting governance support.

## Corporate Services - Overall

- Review and implementation of updated tools and technology that can create stronger support in the overall goal in excellence in customer service.

# Future Departmental Directions: 3 Year Outlook

**2027-2029**

- Customer Service enhancements to better serve our stakeholders.
- Modernization of the Town's Records Management program.
- Communication practice enhancements to serve a growing community and municipal government operation.
- IT improvements and expansion of support level to the organization.
- On-going training and identification of tools is necessary to ensure excellence in service delivery.