

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
Review of Committees' Terms of Reference and Advisory Committees' Structure	Goal – Customer Service, Communication and Engagement. Strategic Direction – Engage community groups, including advisory committees and service organizations, in shaping municipal initiatives. Priority Project – N/A	Deputy Clerk	Staff time	Q2
Business Process Reviews – Improve processes such as Business Licensing	Goal – Customer Service, Communication and Engagement. Strategic Direction – Continue to develop digital service delivery while maintaining counter and telephone channels. Priority Project – Municipal Service Review	Deputy Clerk	Staff time (Clerks, Customer Service, By-law)	Q2
Governance Policy Review and Updates (including Procedural By-Law, Council Code of Conduct, Council-Staff Relations Policy)	Goal – Customer Service, Communication and Engagement. Strategic Direction – Position Tillsonburg as a leader in the municipal sector. Priority Project – N/A	Acting Clerk	Staff time	Q3
2026 Municipal Election – Plan, deliver, and administer the October election in full compliance with the Municipal Elections Act.	Goal – Customer Service, Communication and Engagement. Strategic Direction – Position Tillsonburg as a leader in the municipal sector. Priority Project – N/A	Acting Clerk	\$53,200	Q4
New Term Council Orientation	Goal – Customer Service, Communication and Engagement. Strategic Direction – Position Tillsonburg as a leader in the municipal sector.	Acting Clerk	\$4,000 (Town \$1,500 and County \$2,500)	Q4
Records Management User Adoption – Training on Laserfiche	Goal – Customer Service, Communication and Engagement. Strategic Direction – Position Tillsonburg as a leader in the municipal sector. Priority Project – 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	Goal – Customer Service, Communication and Engagement. Strategic Direction - Develop a communications strategy to increase awareness of Council decisions and municipal programs, projects and services.	Communications Team	Staff time	Q3 2026
Communications Procedures and Policies Review	Goal – Customer Service, Communication and Engagement. Strategic Direction - Increase opportunities and promotion for public engagement in municipal initiatives.	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>Goal – Customer Service, Communication and Engagement.</p> <p>Strategic Direction – Continue to develop digital service delivery while maintaining counter and telephone channels.</p> <p>Priority Project - 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	Goal – Customer Service, Communication and Engagement Strategic Direction – Explore opportunities for service efficiencies Priority Project – N/A	Manager, IT Services	2026 – Operational Costs 2026 – Capital Costs \$115,000 total requested	Multi-year
Town Hall Project – Project Support	Goal – Customer Service, Communications and Engagement Strategic Direction – Position Tillsonburg as a leader in the municipal sector Priority Project - Immediate Term - Consolidated Town Hall initiative; Consolidated customer service counter	Director and Manager, IT Services	Staff time IT costs for Town Hall as part of construction project	TBD
Asset Management Work – Develop listing and confirm data accuracy of IT assets	Goal – Tillsonburg residents and businesses will be connected to each other, regional networks, and the world through effective traditional and digital infrastructure Strategic Direction – Develop a robust , long-term asset mgmt. plan to inform evidence-based decisions on the maintenance, rehabilitation and replacements of municipal infrastructure Priority Project – Short Term - Asset Management Plan	Manager, IT Services	Staff time	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.