

# Town Of Tillsonburg 2025 Business Plan

Building, Planning & By-law

November, 2024



# 2025 Business Objectives

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
New 2024 Ontario Building Code (2000+ changes) – Notify/educate designers, contractors and general public	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	DCBO	\$2,500	Q3
CloudPermit Customization	<b>Goal</b> – Through community and regional partnerships, Tillsonburg will attract and retain a diverse range of businesses, creating employment opportunities for residents and a balanced tax base. <b>Strategic Direction</b> – Continue to streamline and expedite the building approval process. <b>Priority Project</b> - Ongoing - Continued roll-out and resourcing for Cloud based permit application system	CBO	\$5000	Q4
Host Annual Builder/Developer Information Forum	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	DCBO	\$3,000	Q1

# 2025 Business Objectives

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
By-Law Implementation/Education – Right of Way By-Law (new), Parks By-Law (new) – carry-over	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	By-Law Enforcement Supervisor	\$3,000	Q3
Review Building & By-Law Internal Policies	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	CBO	\$ 0	Q4
Provide and manage contract security for Tillsonburg Community Centre and surrounding property amenities.	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	By-Law Enforcement Supervisor	\$ 60,000 (RCP Funded)	Q4

# 2025 Business Objectives

Project	Community Strategic Plan	Lead Accountability	Project Cost	Anticipated Completion
Implement Updated Site Plan Policies and Guidelines	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> - Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	CBO	\$0	Q2
Explore and implement alternate digitization options for Planning online service delivery	<b>Goal</b> – Through community and regional partnerships, Tillsonburg will attract and retain a diverse range of businesses, creating employment opportunities for residents and a balanced tax base. <b>Strategic Direction</b> – Continue to streamline and expedite the building approval process. <b>Priority Project</b> – Ongoing- Continued roll-out and resourcing for Cloud based permit application system	CBO/County	\$0 (Oxford County Funded)	Q3
New Zoning By-Law – Implementation/Education	<b>Goal</b> – Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information and opportunities to shape municipal initiatives. <b>Strategic Direction</b> – Position Tillsonburg as a leader in the municipal sector. <b>Priority Project</b> - N/A	Development Tech./County Planner	\$1,000	Q2

# 2025 Business Objectives

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Central Area Design Study –Façade Improvement Program	<b>Goal</b> – The Town of Tillsonburg will accommodate and support sustainable growth. <b>Strategic Direction</b> – Promote, preserve and enhance the downtown core as the retail centre and community hub for Tillsonburg. <b>Priority Project</b> - N/A	Development Tech./BIA	\$0 (carry over)	Q4

# Risks

- New 2024 Ontario Building Code will cause frustration for contractors, developers and owners which require additional staff time/resources to educate.
- Ensure all staff maintain/upgrade their provincial qualifications as required by the Ministry of Municipal Affairs & Housing as it relates to the new 2024 Ontario Building Code.
- Lack of a planning web portal/digital service may cause delays and developer frustrations.
- Increase in unhoused By-Law inquiries/complaint volumes and complexity of these issues result in longer response times causing frustrations and reduced customer service.

# Opportunities

- Improvement of departmental communications to the community and development industry creates positive outcomes and transparency.
- Strategic organization of personnel and ongoing training reduces liability, provides consistency and business continuity.
- Implementation of a planning application web portal and digital review process will provide multiple efficiencies for the development community and streamline development approvals.
- Ongoing review of Central Area Design Study will provide a framework for future opportunity and development of the downtown BIA area.
- By-Law Officer staffing and presence will continue to provide pro-active enforcement, deter mischief and improve customer service.

# Future Departmental Directions: 3 year outlook

## 2026

- Update the 2012 Central Area Design Study & associated programs
- Review the modernization of Planning databases & Information Management Software
- By-Law Reviews



# Future Departmental Directions: 3 year outlook

## 2027

- Implement new Central Area Design Study
- Building Permit Fee Study
- By-Law Reviews

# Future Departmental Directions: 3 year outlook

## 2028

- Implement new Central Area Design Study programs
- By-Law Reviews