



REPORT

Council

Meeting Date: September 20, 2022

FROM: Community Services Commission

DATE: September 13, 2022

SUBJECT: COVID-19 Recovery Action Plan 2021-2022 – September 19, 2022

LOCATION: Town-wide

WARD: Town-wide

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RECOMMENDATION:

That the staff report dated September 13, 2022, entitled *Progress Report on the COVID-19 Recovery Action Plan 2021-2022*, be received.

KEY FACTS:

The following are key points for consideration with respect to this report:

- At the July 5, 2021 meeting, Council approved the report entitled “COVID-19 Recovery Action Plan 2021-2022” with key recommendations for the next eighteen months.
- The Plan focused on strategic actions being taken in five key areas:
 - Restoring our community vibrancy;
 - Supporting our local businesses;
 - Keeping our community safe;
 - Keeping our corporation resilient; and
 - Preserving our strong financial health.
- The town introduced a number of innovations over the course of the pandemic which are being reviewed for longer term viability and integrated where appropriate as part of our business model; and
- The town will continue to introduce innovations to further enhance business continuity and expand access to services as appropriate.
- Many of the current Council Strategic Directions, plans and strategies have been leveraged to support recovery and “build back better” initiatives.

BACKGROUND:

On May 25, 2020, Council approved a report from Mayor Burton entitled: COVID-19 Recovery Framework” which focused on restoration of town services after the first wave. The return to service efforts were informed by key directions on prioritization, community benefits, long term financial sustainability and safety for all. Since then, the province experienced a significant second and third wave with services being shut down and then restored as per provincial direction.

With the accelerated provincial vaccine rollout well underway and provincial and local COVID-19 cases declining, the town has returned its focus on recovery and planning for transition to the “new normal”.

This report is a progress update on the continuation of work outlined in the Mayor’s initial Council report and ongoing efforts to normalize services and operations in 2022 to support community recovery.

COMMENT/OPTIONS:

The town has taken a strategic approach to the restoration of community services and management of internal recovery plans to reflect evolving provincial public health directives, legislative changes and local circumstances. The corporation wants to ensure it remains nimble and responsive to new opportunities and manages risks in a prudent and thoughtful manner. The Recovery Action Plan builds on Council’s Strategic Directions, plans and strategies to support recovery and “build back better” initiatives.

The town continues to be an active partner in effective, regional coordination with Halton municipal partners and the broader GTHA Recovery and Prosperity Alliance since the start of the pandemic. The town coordinates its recovery efforts with all municipal partners where appropriate to leverage opportunities and advocate for funding and influence policy. All of this work has been informed by the following:

- Protecting the health and safety of public and staff;
- Enhancing organizational resiliency and business continuity –“ Build Back Better” for future emergencies;
- Ensuring strong financial sustainability;
- Continuing the accelerated modernization of services, leveraging innovations and supporting stronger business continuity efforts as outlined in the Digital Oakville Plan;
- Planning for a successful transition to the “new normal”;

- Leveraging the current Council Strategic Directions, existing plans and strategies to support recovery and “build back better” initiatives; and
- Advancing Council’s strategic goals of service excellence, diversity and inclusion and climate change action plans.

The Plan focuses on strategic actions being taken in five key areas:

- Restoring our community vibrancy;
- Supporting our local businesses;
- Keeping our community safe;
- Keeping our corporation resilient; and
- Preserving our strong financial health.

COVID-19 RECOVERY ACTION PLAN 2021-2022			
Goal - Restoring our Community Vibrancy:			
Action	Lead	Projected Target for Completion	Status
<ul style="list-style-type: none"> • Scale community programs and services to reflect current provincial capacity limits and evolving community demand while maintaining appropriate safety protocols for the public and staff. 	EMT	Ongoing	Green
<ul style="list-style-type: none"> • Integrate new innovations developed during the pandemic in a new hybrid model of service delivery such as digital programming in Recreation and Culture, Fire Prevention and Oakville Public Library. 	Recreation and Culture/Fire Services/OPL	Ongoing	Green

<ul style="list-style-type: none"> Expand the digital services offerings of the town. 	EMT	Ongoing	Green
<ul style="list-style-type: none"> Create arrangements to support temporary community models of service delivery for non-profit and commercial operators such as establishing designated outdoor fitness locations and extension of permitted sports field use to end of October 2021. 	Parks and Open Space/Recreation and Culture	July 2021	Complete
<ul style="list-style-type: none"> Implement a 2021 interim Community Investment Plan that supports neighbourhood groups, BIAs and sport organizations in their restart plans through the funding combination of unspent 2020 funds with approved 2021 dollars. 	Recreation and Culture	August 2021	Complete
<ul style="list-style-type: none"> Provide well deserved community recognition for critical volunteer efforts through a special Community Spirit award event that recognizes 2019 and 2020 nominations. 	Recreation and Culture	Fall 2021	Complete
<ul style="list-style-type: none"> Enhance partnerships with community organizations and other levels of government to support recovery and re-engagement of our citizens in re-establishment of vibrant neighbourhood activity through initiatives such as the review of the Special Events Strategy with an inclusion and diversity lens in 2022. 	Recreation and Culture/OPL/Fire Prevention	Ongoing	Green

<ul style="list-style-type: none"> Explore innovative Ride on Demand Pilots for Oakville Transit (new On-Demand scheduling software and Mobile App) in 2022. 	Transit Services	Pilot Initiating Q4 2022	Green
<ul style="list-style-type: none"> Introduce a marketing strategy to encourage the public to return to using transit as a safe travel option. 	Transit Services	Continuous	Green
<ul style="list-style-type: none"> Adapt program and service delivery models in a cost-effective way to respond to shifting usage/demand patterns and community preferences with a strong inclusion and diversity lens through strategic work such as the Recreation Service Review, and Oakville Public Library Strategic Plan. 	Recreation and Culture, OPL	Spring 2023	Green
<ul style="list-style-type: none"> Deliver a modified Winter Recreation Strategy for the 2021/22 season to reflect current provincial regulations. 	Community Services Commission	December 2021	Complete
<ul style="list-style-type: none"> Work with the Halton Community Safety and Wellbeing Steering Committee on critical initiatives to support community groups in their restart efforts to assist vulnerable populations. 	Community Services Commission	Ongoing	Green

Goal - Supporting our Local Businesses:

<ul style="list-style-type: none"> 24/7 digital option for applications, permits and licenses for planning, development, building, business, parking and community-related permits in 2021. 	Community Development Commission	Ongoing	Green
<ul style="list-style-type: none"> 24/7 digital option to request building inspections. 	Community Development Commission	Complete	Green
<ul style="list-style-type: none"> Staff continue to support initiatives arising from the Recovery & Resiliency Taskforce (formerly the Mayor's Economic Taskforce). 	Economic Development	Ongoing	Green
<ul style="list-style-type: none"> Explore options for use of town's portion of the Municipal Accommodation Tax (MAT) revenue for tourism restart efforts. 	Economic Development	Ongoing	Green
<ul style="list-style-type: none"> Extend the patio program including permit fee waivers and use of town lands throughout 2022. 	Economic Development	Ongoing	Green
<ul style="list-style-type: none"> Continue to support curb-side pick-up spaces in BIAs to allow for customers to easily access businesses in 2022. 	MES	Under Review	Green
<ul style="list-style-type: none"> Extend taxicab model year limits to address industry concerns in 2021. 	MES	Complete	Green

<ul style="list-style-type: none"> Continue partnership with Oakville Chamber of Commerce for the distribution of Rapid Antigen Test kits. 	Economic Development	Complete	Green
<ul style="list-style-type: none"> Expedite the approval process for business licences through digital transformation. 	MES	Complete	Green
<ul style="list-style-type: none"> Implement marketing campaign in partnership with BIAs, Chamber of Commerce and Visit Oakville to shop/dine locally in support of reopening (Taste of Oakville). 	Economic Development	Complete	Green
<ul style="list-style-type: none"> Continue to provide timely and accurate information to business on federal, provincial, and regional changes and funding opportunities. 	Economic Development	Ongoing	Green
Goal - Keeping our Community Safe:			
<ul style="list-style-type: none"> Review the temporary by-law framework created through the Emergency Order to determine continuance of specific bylaws. 	MES/Legal	Complete	Green
<ul style="list-style-type: none"> Adapt the local safety strategy and resourcing needs to address current provincial restrictions and emerging community concerns. 	MES	Ongoing	Green

<ul style="list-style-type: none"> Continue to partner with Halton Police on the Police on Park Patrol (POPP) program that introduced patrol parks on weekends between June and September 2021 and evaluate how to provide stable, dedicated resourcing for the program. 	MES	Complete	Green
<ul style="list-style-type: none"> Continue enhanced mobile compliance officer program to be in effect until December 2021. 	MES	Ongoing	Green
<ul style="list-style-type: none"> Continue the Park ambassador program to provide positive compliance messaging in our parks and waterfront areas to be in effect until October 2021. 	MES	Complete	Green
<ul style="list-style-type: none"> Continue the special parking provision area program with designated no parking areas near parks and waterfront areas with higher fines to dissuade overuse and negative impacts on established neighbourhoods. 	MES	Complete	Green
<ul style="list-style-type: none"> Continue to participate on the Multi-Ministry Task Force in 2021. 	MES	Complete	Green
<ul style="list-style-type: none"> Continue a residential paid parking program to augment 15 free overnight parking permits issued to residents each year to address gaps caused by people working and staying at home in 2021. 	MES	Complete	Green

<ul style="list-style-type: none"> Support virtual hearings and screenings for by-law and parking tickets. 	MES/Legal	Ongoing	Green
Goal - Keeping our Corporation Resilient:			
<ul style="list-style-type: none"> Review options for the return of in person Council meetings and consideration of opportunities for public delegations. 	Clerks/FCM/IT	Complete	Green
<ul style="list-style-type: none"> Review and reimagine the Corporate Emergency Plan, incorporating best practices, innovations and lessons learned from the Covid-19 pandemic in 2022. 	Fire Services	2023	Green
<ul style="list-style-type: none"> Maintain current remote work arrangements for eligible staff until fall 2021. A hybrid service delivery model that combines remote and in person work options will be implemented by April 4, 2022. 	EMT	Complete	Green
<ul style="list-style-type: none"> Implement a health risk mitigation approach for public amenities including the following: <ul style="list-style-type: none"> Enhance the health and safety of town facilities through the conversion to touchless washroom fixtures and HVAC upgrades in 2021; and, Complete the remaining conversions in 2022. 	FCM/Recreation and Culture/Parks and Open Space	Fall 2022	Green
<ul style="list-style-type: none"> Adapt the corporate policy framework to reflect changing federal and provincial directives as required. 	Legal/EMT	Ongoing	Green

Goal - Preserving our Strong Financial Health:			
<ul style="list-style-type: none"> Continue to leverage federal and provincial funding opportunities for capital projects and invest in strategic infrastructure as both an economic stimulus and expansion of key community assets. 	Finance	Ongoing	Green
<ul style="list-style-type: none"> Participate in the GTHA Recovery and Prosperity Alliance, a CAO lead alliance, to explore and recommend strategies and approaches to enable a quick recovery and ongoing prosperity to the GTHA in the following areas: <ul style="list-style-type: none"> Access to reliable high speed digital infrastructure Increased availability of affordable housing, assisted housing and supports to the homeless Increase transit ridership and achieve a coordinated seamless service delivery Coordinate procurement practices to reduce costs and increase efficiencies Advocate for additional financial tools and strategies to improve the sustainability of municipal finance. 	EMT	Ongoing	Green
<ul style="list-style-type: none"> Continue to mitigate operating expenses. 	EMT	Ongoing	Green

CONSIDERATIONS:

(A) PUBLIC

The town will continue to work with various community and cultural groups including the three BIAs to support ongoing recovery.

(B) FINANCIAL

There are no new financial impacts arising from this report.

(C) IMPACT ON OTHER DEPARTMENTS & USERS

N/A

(D) CORPORATE STRATEGIC GOALS

The ongoing recovery work supports continued community Livability and Engagement, Accountability and Mobility.

(E) CLIMATE CHANGE/ACTION

N/A

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