

# Customer Service Delivery Model

Understanding how customers interact with the Town of Tillsonburg

Prepared November 21, 2018



## **Customer Delivery Service Model**

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## 1.1 Town Departments by Facility Location

The table below shows Town departments and their location(s).

Department	Location(s)
Chief Administrative Officer	Corporate
Development and Communications Services	Corporate Customer Service Centre
Finance	Corporate Customer Service Centre
Fire	Fire Station
Human Resources	Corporate
Hydro Operations and Tillsonburg Hydro <i>* owned by Town of Tillsonburg</i>	Customer Service Centre
Operations	Airport Corporate Customer Service Centre Public Works/Fleet Facility Water Treatment Wastewater Treatment
Recreation, Culture and Parks	Annandale NHS Cemetery Corporate Lake Lisgar Waterpark Station Arts Centre Tillsonburg Community Centre

## 1.2 Online Connections

The Town of Tillsonburg provides many services 24 hours a day through the website and dispatch service. A summary of the software/systems facilitating these services is provided below:

Software/System	Description
Legend	Facilitates interaction with Recreation, Culture and Parks department, including program registration and credit card payments.  <i>* Replaces CLASS</i>
E-Bill	Allows the customer to go paperless and receive their tax bill through email.
Virtual Town Hall/E-Connect	Allows the customer or their representative(s) access to tax and account receivable balances, order tax certificates and make payments.
MESH	Tracks customer service requests from initial request to a work order documenting the labour and materials used to address the service.  <i>* Replaces Active Citizen Response (ACR)</i>
Amanda	Facilitates building permits, and can also process business and lottery licensing, as well as planning activities. All features are referenced by the property.  <i>* Replaces current building permit software and is being acquired in partnership with the County of Oxford.</i>
Silverblaze	Allows utility customers to access their account information online, monitor their usage and pay bills.  <i>* Replaces E-Care</i>
Ticket Tracer	Online method for paying parking tickets and other infractions
DocuPet	This web-based program makes licensing pets quick and easy. Within 24 hours on weekdays, staff will send pet tags in the mail. Having a valid licence also means residents get year-round access to the Lost Pet System and DocuPet Rewards Program.
Bell Total Connect	Telephone over internet phone service gives a streamlined way to access staff as well as giving the public better access to staff when they are out of the office.

### NOTE:

The Town utilizes US Bank Purchasing Cards to ensure that local businesses are paid immediately.

### 1.3 Customer Service Locations

The Town of Tillsonburg has several facilities that provide customer service. These facilities are listed below.

Location	Hours	Department Services
Corporate Office 200 Broadway, Suite 204	Monday to Friday 8:30 AM to 4:30 PM	<ul style="list-style-type: none"> <li>• Mayor and Council</li> <li>• CAO</li> <li>• Clerks</li> <li>• Finance</li> <li>• Human Resources</li> <li>• Recreation, Parks and Culture</li> <li>• Operations</li> <li>• Development and Communication Services</li> </ul>
Customer Service Centre 10 Lisgar Ave.	Monday to Friday 8:00 AM to 5:00 PM	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Taxation</li> <li>• Hydro</li> <li>• Development Services (Planning, Building, Bylaw)</li> <li>• Water and Wastewater</li> </ul>
Annandale NHS 30 Tillson Ave.	Monday to Friday 9:00 AM to 4:00 PM  Saturday 1:00 PM to 4:00 PM	<ul style="list-style-type: none"> <li>• Museum</li> <li>• Archives</li> </ul>
Cemetery Simcoe Street/Townline	Monday to Friday 9:00 AM to 1:00 PM	<ul style="list-style-type: none"> <li>• Customer Service</li> <li>• Burial Arrangements</li> <li>• Cemetery Maintenance</li> <li>• Parks Maintenance</li> </ul>
Community Centre 45 Hardy Ave.	Customer Service Desk Monday to Friday 8:00 AM to 6:00 PM Saturday 10:00 to 1:00 PM Sunday 10:00 AM to 3:00 PM	<ul style="list-style-type: none"> <li>• Recreation programs</li> <li>• Aquatic programs</li> <li>• Facilities Management</li> <li>• Memorial Park</li> <li>• Senior Centre</li> <li>• Lake Lisgar</li> <li>• Lake Lisgar Waterpark</li> </ul>

Community Centre 45 Hardy Ave	Health Club Hours Monday to Thursday 5:30 AM to 9:00 PM Friday 5:30 AM to 8:00 PM Saturday 8:00 AM to 5:00 PM Sunday 8:00 AM to 4:00 PM	
Fire Station 80 Concession St. E.	Monday to Friday 8:30 AM to 4:30 PM	<ul style="list-style-type: none"> <li>• Fire Suppression</li> <li>• Fire Prevention</li> <li>• Fire Communication</li> </ul>
Lake Lisgar Waterpark	7 days a week 11:00 AM to 6:00 PM Father's Day to Labour Day	<ul style="list-style-type: none"> <li>• Recreational swimming</li> </ul>
Public Works 20 Spruce Street		<ul style="list-style-type: none"> <li>• Roads and Fleet Maintenance</li> </ul>
Tillsonburg Regional Airport 244411 Airport Road		<ul style="list-style-type: none"> <li>• Café</li> <li>• Fuel</li> <li>• Maintenance</li> <li>• Flight School</li> </ul>

## 1.4 Services Provided By Department

Department	Overview	Detail
Airport Operations	Oxford County's only paved runway. Located in Southwest Oxford.	<ul style="list-style-type: none"> <li>• Café</li> <li>• Fuel</li> <li>• Maintenance</li> <li>• Flight School</li> <li>• Hangars</li> </ul>
Building Services	Building services	<ul style="list-style-type: none"> <li>• Building permit applications</li> <li>• Sign permit applications</li> <li>• Building certificates</li> <li>• Zoning certificates</li> <li>• General reviews</li> <li>• Demolition of Gas Services prior to permit issuance</li> <li>• Residential Mechanical Ventilation design summary</li> <li>• Residential Mechanical Ventilation Record</li> <li>• Rough Grading-Foundation Control Certificate</li> <li>• Inactive Design Criteria Deposit Policy #3-006</li> </ul>
By-Law Enforcement	Conducts enforcement of various municipal by-laws. The objective of the By-Law Enforcement Officer is to attempt to obtain compliance through education and mediation. Where these efforts are not successful, fines and legal action may result.	<ul style="list-style-type: none"> <li>• Bylaw issues including zoning, parking, noise etc.</li> <li>• Animal bylaws, animal control and licensing</li> </ul>
CAO	Provides overall management for municipal operations, advises and informs Council on operations and policy development, and is responsible for the implementation of Council's policies, programs and directions	<ul style="list-style-type: none"> <li>• Overall day-to-day administration</li> <li>• Mayor speaks to policy issues, where CAO implements policy</li> </ul>
Clerk's Office	<p>Provides an essential link between residents of Tillsonburg and Town Council.</p> <p>Also performs statutory duties as required under the Municipal Act, 2001, in accordance with other Acts and the bylaws of the municipality.</p>	<ul style="list-style-type: none"> <li>• Council minutes and agendas</li> <li>• Business licensing</li> <li>• Bylaws</li> <li>• Certifies and seals corporate documents</li> <li>• Civil marriage officiant</li> <li>• Commissioner of Oaths services including: <ul style="list-style-type: none"> <li>○ Town Business</li> </ul> </li> </ul>

Clerk's cont'd	<p>Serves as corporate signing officer along with the Mayor.</p> <p>Commissioner of Oaths services include administration of an oath, affirmation or declaration in accordance with the Commissioners for Taking Affidavits Act</p>	<ul style="list-style-type: none"> <li>○ Legal Name Change Applications</li> <li>○ Vehicle Ownership Transfers</li> <li>○ Pension Purpose Attestations</li> <li>○ Consent Letter for Travelling with a Child</li> <li>○ Affidavit Waiving Vaccinations</li> <li>○ Marital Status Affidavit</li> </ul>
Customer Service	Provides direct contact with taxpayers for all Town services	<ul style="list-style-type: none"> <li>● Respond to customer inquiries and log issues for departmental response</li> <li>● Handle counter transactions for Hydro, Building, Planning, By-Law, Water &amp; Wastewater, and Taxation</li> </ul>
Economic Development	Offers wide variety of business support services	<ul style="list-style-type: none"> <li>● Finding sites</li> <li>● Getting approvals</li> <li>● Helping with employment fairs/recruitment</li> <li>● Submitting applications for government support programs</li> <li>● Providing information to assist in employee relocation efforts</li> <li>● Community tours</li> <li>● Communications/publicity assistance</li> <li>● Federal, provincial and county government liaison</li> <li>● Business retention and support programs</li> <li>● Business plan development</li> </ul>
Finance Department	Responsible for all financial functions.	<ul style="list-style-type: none"> <li>● Accounts payable</li> <li>● Accounts receivable</li> <li>● Asset management</li> <li>● Banking</li> <li>● Budgeting</li> <li>● Council reporting on financial matters</li> <li>● Customer Service</li> </ul>



Finance cont'd		<ul style="list-style-type: none"> <li>• Information technology</li> <li>• Insurance</li> <li>• Payroll</li> <li>• Property tax billing and collection</li> <li>• Purchasing</li> </ul>
Fire and Rescue Services	Provides emergency response and fire protection services to Tillsonburg, and to Oxford County through the Mutual Aid Association.	<ul style="list-style-type: none"> <li>• Building inspections</li> <li>• Burn permits</li> <li>• Fire investigation reports</li> <li>• File search</li> <li>• Application to sell consumer fireworks</li> <li>• Rental of training room</li> <li>• Equipment testing</li> <li>• Public relations</li> <li>• Public education</li> </ul>
Fire Communications	Provides emergency 911 dispatch service to 17 communities in Ontario with a population of 130,000.	<ul style="list-style-type: none"> <li>• Emergency 911 dispatch 365 days of the year</li> <li>• Provides after-hours service for Tillsonburg Hydro and Town of Tillsonburg</li> </ul>
Human Resources	Responsible for providing human resource services for approximately 230 full and part-time employees	<ul style="list-style-type: none"> <li>• Develop personnel policies and procedures</li> <li>• Health and safety initiatives</li> <li>• Training and development programs</li> <li>• Pay equity and compensation oversight and analysis including payroll processing</li> <li>• Benefits and pension administration</li> <li>• Labour relations and employee engagement</li> <li>• Recruitment and selection</li> </ul>

<p>Operations (Engineering, Public Works and Water/Wastewater divisions) Operations cont'd</p>	<p>Ensures that essential services (i.e. roads, bridges, sidewalks, water distribution, wastewater collection) are accomplished in a cost-effective, environmentally safe and sustainable manner.</p> <p>Ensures that services provided operate within the approved policies and procedures of the Town, and meet the goals established by Council.</p>	<ul style="list-style-type: none"> <li>• Development application technical reviews</li> <li>• Oversight of municipal infrastructure projects including planning and budgeting</li> <li>• Project management for infrastructure projects</li> <li>• Administration of Town's asset management plan (AMP) and geographic information system (GIS)</li> <li>• Road corridor management</li> <li>• Municipal engineering design, construction and development standards</li> <li>• Municipal infrastructure related studies, inspections, assessments and investigations</li> <li>• Airport operations</li> <li>• Fleet management and maintenance</li> <li>• Streetlight maintenance</li> <li>• Roadway, sidewalk, bridge and culvert maintenance</li> <li>• Traffic signal maintenance</li> <li>• Loose leaf collection</li> <li>• Winter maintenance</li> <li>• Public parking operations</li> <li>• Tree trimming</li> <li>• Oversight of water distribution and water collection infrastructure</li> <li>• Repairs, flushing and inspection</li> <li>• Underground locates</li> <li>• Inspection of connections</li> </ul>
<p>Recreation, Culture and Parks</p>	<p>Aquatics</p>	<ul style="list-style-type: none"> <li>• Delivers high-quality aquatics programming and ensures facilities are safe</li> </ul>

<p>Recreation, Culture and Parks cont'd</p>	<p>Recreation Programs</p> <p>Business Services</p> <p>Culture and Heritage</p> <p>Facilities</p> <p>Parks and Cemetery</p>	<ul style="list-style-type: none"> <li>• Offers programs for all ages, including youth</li> <li>• Supervises the Health Club, Squash Courts, and arenas</li> <li>• Facility bookings, bus trips, program registrations</li> <li>• Marketing programs and special event policies</li> <li>• Oversees Annandale NHS</li> <li>• Offers exhibits and programming</li> <li>• Ensures Tillsonburg's history is collected and preserved</li> <li>• Partners with the Stations Arts Centre, Theatre Tillsonburg, Library and other community partners</li> <li>• Make sure all Town-owned buildings are maintained properly and kept in good condition</li> <li>• Provides year-round cemetery service</li> <li>• Maintains open spaces, sports fields, trails and other amenities</li> </ul>
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## 1.5 Counter Transactions by Location

### Customer Service Centre

10 Lisgar Ave.

#### Hours

Monday to Friday (8:00 AM to 5:00 PM)

Saturday (Closed)

Sunday (Closed)

Type	Service	Inquiries/Questions	Application	Payment Methods			
				Cash	Debit	Cheque	Credit
Airport	Property Tax			•	•	•	
Building/Planning	Building Certificate			•	•	•	
Building/Planning	Building/Demolition Permit		•	•	•	•	
Building/Planning	Minor Variance Application		•	•	•	•	
Building/Planning	Schedule Inspection						
Building/Planning	Sign Permit			•	•	•	
Building/Planning	Sign Variance			•	•	•	
Building/Planning	Site Plan Application		•	•	•	•	
Building/Planning	Subdivision Development Application		•	•	•	•	
Building/Planning	Zone Change Application		•	•	•	•	
Building/Planning	Zoning Certificate			•	•	•	
Business	Business Licence		•	•	•	•	
Business	Sign Permit			•	•	•	
Business	Taxi Cab Licence			•	•		
Bylaw	Animal Licence			•	•	•	•
Bylaw	Parking Tickets			•	•	•	
Clerk	Civil Ceremonies			•	•		
Clerk	Commissioner of Oaths			•	•		
Clerk	Death Certificate			•	•	•	
Clerk	Freedom of Information Fee			•	•	•	
Clerk	Lottery Licence		•	•	•	•	
Clerk	Marriage Licence		•	•	•		
Clerk	Marriage Witness			•	•		
Engineering	Certificate			•	•	•	
Engineering	Drawings			•	•	•	
Engineering	Easements			•	•	•	
Engineering	Maps			•	•	•	
Finance	All Town Invoices			•	•	•	•
Finance	Insurance claims	•	•				
General	Complaints	•					
Planning	Minor Variance			•	•	•	
Planning	Site Plan			•	•		
Planning	Subdivision Development Fees			•	•		
Planning	Zone Change			•	•		
Taxation	Tax Certificate			•	•	•	
Taxation	Tax Payment			•	•	•	
Taxation	Tax Receipt Reprint			•	•	•	
Transit	T:GO passes			•	•		
Utilities	Application for Service - Hydro		•	•	•	•	
Utilities	Bill Inquiries - Hydro			•	•	•	
Utilities	Bulk Water Invoice			•	•	•	
Utilities	Credit Reference Letter - Hydro	•					
Utilities	Home Assistance Program	•	•				
Utilities	Ontario Electricity Support Program	•	•				
Utilities	Utility Certificate			•	•	•	
Utilities	Utility Payment			•	•	•	
Utilities	Water Heater Rental (on utility bill)			•	•	•	
Utilities	Water Meters			•	•	•	
Utilities	Water On/Off Requests			•	•	•	
Utilities	Water/Sewer Inspection Request	•					
Utilities	Yearly Transaction Report - Hydro	•					
Waste	Bag Tags			•	•		•
Waste	Recycling Bins, Composters, Rain Barrels			•	•		•

## Community Centre - Front Desk

45 Hardy Ave

### Hours

#### June to September

Mon to Wed (8:00 AM to 6:00 PM)  
Thursday (8:00 AM to 7:00 PM)  
Friday (8:00 AM to 6:00 PM)  
Saturday (10:00 AM to 1:00 PM)  
Sunday (Closed)

#### October to April

Mon to Wed (8:00 AM to 6:00 PM)  
Thursday (8:00 AM to 7:00 PM)  
Friday (8:00 AM to 6:00 PM)  
Saturday (10:00 AM to 3:00 PM)  
Sunday (10:00 AM to 6:00 PM)

#### April to June

Mon to Wed (8:00 AM to 6:00 PM)  
Thursday (8:00 AM to 7:00 PM)  
Friday (8:00 AM to 6:00 PM)  
Saturday (10:00 AM to 1:00 PM)  
Sunday (10:00 AM to 1:00 PM)

Type	Service	Inquiries/Questions	Application	Payment Methods				
				Cash	Debit	Cheque	Credit	Voucher/Passes
Recreation	Advertising (Rinks or Fields)	•		•	•	•	•	
Recreation	Ball Diamonds	•	•	•	•	•	•	
Recreation	Concession and Vending Machine			•				
Recreation	Dog Park	•						
Recreation	Facility Booking	•	•	•	•	•	•	
Recreation	Gift Card/Voucher purchase			•	•		•	
Recreation	Lake Lisgar Waterpark Private Bookings	•		•	•	•	•	
Recreation	Lake Lisgar Waterpark Season Pass	•		•	•	•	•	
Recreation	Memberships (incl. Health Club, Aqua Fit, Pool)	•	•	•	•	• postdated monthly	• pre-authorized monthly	•
Recreation	Program registration	•		•	•		•	•
Recreation	Pump Track	•						
Recreation	Skate Park	•						
Recreation	Skate Shop			•				
Recreation	Skating			•	•	•	•	•
Recreation	Special Event Application	•	•					
Recreation	Sports Hall of Fame	•	•					
Recreation	Squash/Wally Ball			•	•	•	•	•
Recreation	Subsidy Program - FARE	•	•					
Recreation	Subsidy Program - Jumpstart	•	•					
Recreation	Swag Shop Purchase	•		•	•	•	•	•
Recreation	Tennis	•						

**Community Centre - Health Club Desk**  
45 Hardy Ave

Hours

**October to June**

Mon to Thurs (5:30 AM to 9:00 PM)  
Friday (5:30 AM to 8:00 PM)  
Saturday (8:00 AM to 5:00 PM)  
Sunday (8:00 AM to 4:00 PM)

**June to October**

Mon to Thurs (5:30 AM to 9:00 PM)  
Friday (5:30 AM to 5:00 PM)  
Saturday (8:00 AM to 2:00 PM)  
Sunday (8:00 PM to 1:00 PM)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Recreation	Aquatic Admissions	•		•	•		•
Recreation	Lake Lisgar Waterpark Season Pass	•		•	•	•	•
Recreation	Memberships	•	•	•	•	• postdated monthly	• preauthorized monthly
Recreation	Program Registrations	•		•	•	•	•
Recreation	Squash/Wallyball		•	•	•	•	•
Recreation	Swag Shop Purchase	•		•	•	•	•

**Corporate Office**  
200 Broadway, Suite 204

Mon to Fri (8:30 AM to 4:30 PM)  
Saturday (Closed)  
Sunday (Closed)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Airport	Property Tax					•	
Clerk	Commissioner of Oaths			exact only		•	
Clerk	Death Certificate			exact only		•	
Clerk	Freedom of Information Request			exact only		•	
Clerk	Marriage Ceremony (paid at CSC)	yes	yes				
Finance	Farm Land Lease			exact only		•	
Finance	Pay a Town Invoice			exact only		•	

## Station Arts Centre

41 Bridge Street W.

### May to September

Mon to Sat (9:00 AM to 4:00 PM)

Sunday (Closed)

### October to April

Mon to Fri (9:00 AM to 4:00 PM)

Saturday (9:00 AM to 2:00 PM)

Sunday (Closed)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Tourism	Brochures, maps, booklets	•					
Tourism	Community Event information	•					
Tourism	Information for Tillsonburg, Oxford County, Day Tripping, Ontario tourism)	•					



## Lake Lisgar Waterpark

Address here

**Father's Day to Labour Day**

Daily (11:00 AM to 6:00 PM)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Recreation	Daily Admission	•		•	•		•
Recreation	Canteen/Snack Bar Purchase			•	•		•
Recreation	Season Passes			•	•		•

**Tillsonburg Regional Airport**

2444 11 Airport Road

Daily (8:30 AM to 5:00 PM)

Self Serve Fuel (24 hrs)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Airport	Farm Land Lease			•	•	•	•
Airport	Fuel - (Self Serve)				•		•
Airport	Fuel (Full Serve)			•	•	•	•
Airport	Hanger Fees			•	•	•	•
Airport	Merchandise			•	•	•	•
Airport	Property Tax					•	

## Tillsonburg Cemetery

Simcoe Street

Mon - Tues (9:00 AM to 1:00 PM)

Thur - Friday (9:00 AM to 1:00 PM)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Cemetery	Baskets/Wreaths	•		•	•	•	•
Cemetery	Cemetery Plot	•		•	•	•	•
Cemetery	Cemetery Records	•					
Cemetery	Columbarium Niches	•		•	•	•	•
Cemetery	Genealogical inquiries	•					
Cemetery	Interments and Disinterments	•		•	•	•	•
Cemetery	Marker/Foundation Services	•		•	•	•	•
Cemetery	Memorial Trees/Benches	•		•	•	•	•
Cemetery	Perpetual Care	•		•	•	•	•

## Tillsonburg Fire and Rescue Services

80 Concession Street E.

Mon - Fri (8:30 AM to 4:30 PM)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Fire	Building Inspections						
Fire	Burn Permits						
Fire	Fire Investigation Reports						
Fire	File Search						
Fire	Application to Sell Consumer Fireworks						
Fire	Rental of Training Room						
Fire	Fire Communication Service						
Fire	Equipment Testing						
Fire	Public Relations - including on-site tours, school visits, educational talks and participation in public events						

## OPP Detachment

90 Concession Street E.

Mon to Fri (8:30 AM to 4:30 PM)

Saturday (Closed)

Sunday (Closed)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
OPP	Civil Fingerprints			• exact change			
OPP	Criminal Record Checks	•	•	• exact change			
OPP	Limited Detail Accident Report		•				

**Museum**  
30 Tillson Ave.

**January to June**

Mon to Fri (9:00 AM to 4:00 PM)  
Saturday (Closed)  
Sunday (1:00 PM to 4:00 PM)

**July & August**

Mon to Fri (9:00 AM to 4:00 PM)  
Saturday (12:00 PM to 4:00 PM)  
Saturday (1:00 PM to 4:00 PM)

**September to December**

Mon to Fri (9:00 AM to 4:00 PM)  
Saturday (Closed)  
Sunday (1:00 PM to 4:00 PM)

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Museum	Art Sales			•	•	•	•
Museum	Daily Admission/Guided Tour	•		•	•	•	•
Museum	Facility Rental		•	•	•	•	•
Museum	Memberships			•	•	•	•
Museum	Merchandise			•	•	•	•
Museum	Programs/Special Events	•		•	•	•	•
Museum	School Groups	•		•	•	•	•

## Transfer Station

50 Newell Road

Saturday (9:00 AM to 5:00 PM) \*Large Item Depot  
Mon - Sat (9:00 AM to 5:00 PM) \*\*Yard Waste Only

				Payment Methods			
Type	Service	Inquiries/Questions	Application	Cash	Debit	Cheque	Credit
Transfer Station	Large Item	•			•		•

## Counter Transactions - Summary of All Facilities

Location	Type	Service	Inquiries / Questions	Application	Cash	Debit	Cheque	Credit	Vouchers / Passes
Airport	Airport	Farm Land Lease			•	•	•	•	
Airport	Airport	Fuel - (Self Serve)				•		•	
Airport	Airport	Fuel (Full Serve)			•	•	•	•	
Airport	Airport	Hanger Fees			•	•	•	•	
Airport	Airport	Merchandise			•	•	•	•	
Airport	Airport	Property Tax					•		
Cemetery	Cemetery	Baskets/Wreaths	•	•	•	•	•	•	
Cemetery	Cemetery	Cemetery Plot	•		•	•	•	•	
Cemetery	Cemetery	Cemetery Records	•						
Cemetery	Cemetery	Columbarium Niches	•		•	•	•	•	
Cemetery	Cemetery	Genealogical inquiries	•						
Cemetery	Cemetery	Interments and Disinterments	•		•	•	•	•	
Cemetery	Cemetery	Marker/Foundation Services	•		•	•	•	•	
Cemetery	Cemetery	Memorial Trees/Benches	•		•	•	•	•	
Cemetery	Cemetery	Perpetual Care	•		•	•	•	•	
Community Centre - Health Club	Recreation	Aquatic Admissions	•		•	•		•	•
Community Centre - Health Club	Recreation	Lake Lisgar Waterpark Season Pass	•		•	•	•	•	
Community Centre - Health Club	Recreation	Memberships (incl. Health Club, Aqua Fit, Pool)	•	•	•	•	• postdated monthly	• preauthorized monthly	
Community Centre - Health Club	Recreation	Program Registrations	•		•	•	•	•	
Community Centre - Health Club	Recreation	Squash/Wallyball		•	•	•	•	•	
Community Centre - Health Club	Recreation	Swag Shop Purchase	•		•	•	•	•	
Community Centre - Main Desk	Recreation	Advertising (Rinks or Fields)	•		•	•	•	•	
Community Centre - Main Desk	Recreation	Ball Diamonds	•	•	•	•	•	•	
Community Centre - Main Desk	Recreation	Concession and Vending Machine			•				
Community Centre - Main Desk	Recreation	Dog Park	•						
Community Centre - Main Desk	Recreation	Facility Booking	•	•	•	•	•	•	
Community Centre - Main Desk	Recreation	Gift Card/Voucher purchase			•	•		•	
Community Centre - Main Desk	Recreation	Lake Lisgar Waterpark Private Bookings	•		•	•	•	•	
Community Centre - Main Desk	Recreation	Lake Lisgar Waterpark Season Pass	•		•	•	•	•	
Community Centre - Main Desk	Recreation	Memberships (incl. Health Club, Aqua Fit, Pool)	•	•	•	•	• postdated monthly	• pre-authorized monthly	•
Community Centre - Main Desk	Recreation	Program registration	•		•	•		•	
Community Centre - Main Desk	Recreation	Pump Track	•						
Community Centre - Main Desk	Recreation	Skate Park	•						
Community Centre - Main Desk	Recreation	Skate Shop			•				
Community Centre - Main Desk	Recreation	Skating			•	•	•	•	•
Community Centre - Main Desk	Recreation	Special Event Application	•	•					
Community Centre - Main Desk	Recreation	Sports Hall of Fame	•	•					
Community Centre - Main Desk	Recreation	Squash/Wally Ball			•	•	•	•	•
Community Centre - Main Desk	Recreation	Subsidy Program - FARE	•	•					
Community Centre - Main Desk	Recreation	Subsidy Program - Jumpstart	•	•					
Community Centre - Main Desk	Recreation	Swag Shop Purchase	•		•	•	•	•	•
Community Centre - Main Desk	Recreation	Tennis	•						
Corporate. Office	Airport	Property Tax					•		
Corporate. Office	Clerk	Commissioner of Oaths			• exact change		•		
Corporate. Office	Clerk	Death Certificate			• exact change		•		



Corporate. Office	Clerk	Freedom of Information Request			• exact change		•		
Corporate. Office	Clerk	Marriage Ceremony (paid at CSC)	yes	yes					
Corporate. Office	Finance	Farm Land Lease			• exact change		•		
Corporate. Office	Finance	Pay a Town Invoice			• exact change		•		
Customer Service Centre	Airport	Property Tax			•	•	•		
Customer Service Centre	Building/Planning	Building Certificate			•	•	•		
Customer Service Centre	Building/Planning	Building/Demolition Permit		•	•	•	•		
Customer Service Centre	Building/Planning	Minor Variance Application		•	•	•	•		
Customer Service Centre	Building/Planning	Schedule Inspection							
Customer Service Centre	Building/Planning	Sign Permit			•	•	•		
Customer Service Centre	Building/Planning	Sign Variance			•	•	•		
Customer Service Centre	Building/Planning	Site Plan Application		•	•	•	•		
Customer Service Centre	Building/Planning	Subdivision Development Application		•	•	•	•		
Customer Service Centre	Building/Planning	Zone Change Application		•	•	•	•		
Customer Service Centre	Building/Planning	Zoning Certificate			•	•	•		
Customer Service Centre	Business	Business Licence		•	•	•	•		
Customer Service Centre	Business	Sign Permit			•	•	•		
Customer Service Centre	Business	Taxi Cab Licence			•	•			
Customer Service Centre	Bylaw	Animal Licence			•	•	•	•	
Customer Service Centre	Bylaw	Parking Tickets			•	•	•		
Customer Service Centre	Clerk	Civil Ceremonies			•	•			
Customer Service Centre	Clerk	Commissioner of Oaths			•	•			
Customer Service Centre	Clerk	Death Certificate			•	•	•		
Customer Service Centre	Clerk	Freedom of Information Fee			•	•	•		
Customer Service Centre	Clerk	Lottery Licence			•	•	•		
Customer Service Centre	Clerk	Marriage Licence		•	•	•			
Customer Service Centre	Clerk	Marriage Witness			•	•			
Customer Service Centre	Engineering	Certificate			•	•	•		
Customer Service Centre	Engineering	Drawings			•	•	•		
Customer Service Centre	Engineering	Easements			•	•	•		
Customer Service Centre	Engineering	Maps			•	•	•		
Customer Service Centre	Finance	All Town Invoices			•	•	•	•	
Customer Service Centre	Finance	Insurance claims	•	•					
Customer Service Centre	General	Complaints	•						
Customer Service Centre	Planning	Minor Variance			•	•	•		
Customer Service Centre	Planning	Site Plan			•	•			
Customer Service Centre	Planning	Subdivision Development Fees			•	•			
Customer Service Centre	Planning	Zone Change			•	•			
Customer Service Centre	Taxation	Tax Certificate			•	•	•		
Customer Service Centre	Taxation	Tax Payment			•	•	•		
Customer Service Centre	Taxation	Tax Receipt Reprint			•	•	•		
Customer Service Centre	Transit	T:GO passes			•				
Customer Service Centre	Utilities	Application for Service - Hydro		•	•	•	•		
Customer Service Centre	Utilities	Bill Inquiries - Hydro			•	•	•		
Customer Service Centre	Utilities	Bulk Water Invoice			•	•	•		
Customer Service Centre	Utilities	Credit Reference Letter - Hydro	•						
Customer Service Centre	Utilities	Home Assistance Program	•	•					
Customer Service Centre	Utilities	Ontario Electricity Support Program	•	•					
Customer Service Centre	Utilities	Utility Certificate			•	•	•		
Customer Service Centre	Utilities	Utility Payment			•	•	•		
Customer Service Centre	Utilities	Water Heater Rental (on utility bill)			•	•	•		
Customer Service Centre	Utilities	Water Meters			•	•	•		

Customer Service Centre	Utilities	Water On/Off Requests			•	•	•		
Customer Service Centre	Utilities	Water/Sewer Inspection Request	•						
Customer Service Centre	Utilities	Yearly Transaction Report - Hydro	•						
Customer Service Centre	Waste	Bag Tags			•	•		•	
Customer Service Centre	Waste	Recycling Bins, Composters, Rain Barrels			•	•		•	
Fire	Fire	Application to Sell Consumer Fireworks		•					
Fire	Fire	Building Inspections		•					
Fire	Fire	Burn Permits		•					
Fire	Fire	Equipment Testing		•					
Fire	Fire	File Search	•						
Fire	Fire	Fire Communication Service	•						
Fire	Fire	Fire Investigation Reports	•						
		Public Relations - including on-site tours, school visits, educational talks and participation in public events	•	•					
Fire	Fire	Rental of Training Room	•	•					
Lake Lisgar Waterpark	Recreation	Canteen/Snack Bar Purchase			•	•		•	
Lake Lisgar Waterpark	Recreation	Daily Admission	•		•	•		•	
Lake Lisgar Waterpark	Recreation	Season Passes			•	•		•	
Museum	Museum	Art Sales			•	•	•	•	
Museum	Museum	Daily Admission/Guided Tour	•		•	•	•	•	
Museum	Museum	Facility Rental		•	•	•	•	•	
Museum	Museum	Memberships			•	•	•	•	
Museum	Museum	Merchandise			•	•	•	•	
Museum	Museum	Programs/Special Events	•		•	•	•	•	
Museum	Museum	School Groups	•		•	•	•	•	
					•				
OPP	OPP	Civil Fingerprints			exact change				
					•				
OPP	OPP	Criminal Record Checks	•	•	exact change				
OPP	OPP	Limited Detail Accident Report		•					
Station Arts	Tourism	Brochures, maps, booklets	•						
Station Arts	Tourism	Community Event information	•						
		Information for Tillsonburg, Oxford County, Day Tripping, Ontario tourism)							
Station Arts	Tourism		•						
Transfer Station	Transfer Station	Large Item	•			•		•	

## 1.6 Online Transactions (using Town sites) 24 hours a day, 7 days a week

Type	Service	Fillable Form	Downloadable Form	Online Payment	Website
Building/Planning	Building / Demolition Permit	•		no	
Building/Planning	Building Certificate		•	no	
Building/Planning	Encroachment		•	no	
Building/Planning	Minor Variance		•	no	
Building/Planning	Sign Permit		•	no	
Building/Planning	Sign Variance		•	no	
Building/Planning	Site Plan Application		?	no	
Building/Planning	Subdivision Development Application			no	
Building/Planning	Zoning Certificate		•		
Building/Planning	Zoning Change		•	no	
Business	Business Licence		•	no	
Bylaw	Animal Licence	•		Credit Card	<a href="http://www.tillsonburg.ca/pets">www.tillsonburg.ca/pets</a>
Clerk	Civil Marriage Package		•	no	
Clerk	Report a Problem/Complaints	•			<a href="http://www.tillsonburg.ca">www.tillsonburg.ca</a>
Clerk	Marriage Licence		•	no	
Clerk	Post community event to website calendar	•			<a href="http://www.tillsonburg.ca">www.tillsonburg.ca</a>
Fire	Public Relations Request	•		no	<a href="http://www.tillsonburg.ca/firepr">www.tillsonburg.ca/firepr</a>
Recreation	Program Registration	•		Credit Card	<a href="http://tillsonburg.ca/Connect2Rec">tillsonburg.ca/Connect2Rec</a>
Taxation	Tax Installment Payment				
Taxation	Tax Receipt Reprint			FREE	eConnection link
Utilities	Application for Service		•		<a href="http://www.tillsonburghydro.ca">www.tillsonburghydro.ca</a>
Utilities	Bill Payments				<a href="http://www.tillsonburghydro.ca">www.tillsonburghydro.ca</a>
Utilities	Streetlight Repair Request	•		no	
Waste	Bag Tags	•		Credit Card	<a href="http://www.tillsonburg.ca/bagtags">www.tillsonburg.ca/bagtags</a>
Utilities	Monitor hydro usage				eCARE
Utilities	Open Hydro Account/ Apply for service	•			<a href="http://www.tillsonburghydro.ca">www.tillsonburghydro.ca</a>

## 1.7 Financial Institution Transactions

Type	Service	Teller	ATM	Pre-Authorized	Online Banking	Telephone Banking
Taxation	Tax Installment Payment (debit)	•		quarterly or monthly; standalone or part of mortgage payment	•	•
Taxation	Tax Installment Payment (cash)	•				
Utilities	Bill Payment (debit)	•		Variable or equalized	•	
Utilities	Bill Payment (cash)	•				

## 1.8 Mail Transactions

24/7 customer access but will be processed during regular business hours

Type	Service	CSC Dropbox				Canada Post			
		Cash	Cheque	Credit	Information	Cash	Cheque	Credit	Information
Taxation	Tax Installment Payment	not advised	•	no		no	•	no	
Taxation	Tax Certificate					no	•		
Utilities	Bill Payment	not advised	•			no	•		
Finance	Town Invoices	not advised	•			no	•		
Business	Business Licence Renewal	not advised	•		•	no	•		
Clerk	Complaints				•				•
Museum	Memberships	no				no	•		•

## 1.9 Telephone Transactions

Type	Service	Inquiries/Questions	Book/Log	Cash	Debit	Cheque	Credit
Utilities	Bill Inquiries	•					
Clerk	Complaints	•	•				
Tourism (Station)	Event and venue information	•					
Recreation	Program Information	•					
Recreation	Register for Program						
Recreation	Membership Information	•					
Recreation	Squash/Wallyball Court Booking	•	•				
Recreation	Request for onsite service (call boxes)	•					
Recreation	Lake Lisgar Waterpark Weather update	•					
Cemetery	General inquiries	•					
Fire	Building Inspection Request (non-emergency)	•	•				
Fire	Rental of training room (non-emergency number)	•	•				
Fire	Equipment Testing (non-emergency number)	•	•				
Fire	File search (non-emergency number)	•	•				
Fire	Burn Permit (non-emergency number)		•				
OPP	Report to OPP officer (station phone)	•	•				
OPP	Report to OPP officer (community phone)	•	•				
Museum	Daily Admission/Guided Tours	•	•				
Museum	Facility Rental	•	•				
Museum	Program tickets	•	•				•
Museum	School groups	•	•				•
Building/Planning	Book inspection		•				

Utilities	Book inspection		•				
Utilities	Report a problem		•				
Bylaw	Report a problem / enforcement	•	•				
RCP	Report a problem						
Recreation	Facility Booking	•					
	Emergency Credit Card Payments to avoid disconnection (1-877-506-3114)						•
Utilities							Paymentus
Utilities	Request payment arrangements	•					
Utilities	On/Off Requests		•				