



Special Meeting Agenda  
City Council

The Corporation of the City of Brampton

**Date:** Tuesday, December 5, 2023  
**Time:** 9:30 a.m.  
**Location:** Hybrid Meeting - Virtual Option & In-Person in Council Chambers – 4th Floor – City Hall

**Members:**

|                                   |                |
|-----------------------------------|----------------|
| Mayor Patrick Brown               |                |
| Regional Councillor R. Santos     | Wards 1 and 5  |
| Regional Councillor P. Vicente    | Wards 1 and 5  |
| Regional Councillor N. Kaur Brar  | Wards 2 and 6  |
| Regional Councillor M. Palleschi  | Wards 2 and 6  |
| Regional Councillor D. Keenan     | Wards 3 and 4  |
| Regional Councillor M. Medeiros   | Wards 3 and 4  |
| Regional Councillor P. Fortini    | Wards 7 and 8  |
| Regional Councillor G. Singh Toor | Wards 9 and 10 |
| City Councillor R. Power          | Wards 7 and 8  |
| Deputy Mayor H. Singh             | Wards 9 and 10 |

The Special Meeting is called for the consideration of the 2024 Budget

**Meeting Schedule:**

- Tuesday, December 5, 2023 – 9:30 a.m. – 4:30 p.m.
- Thursday, December 7, 2023 – 7:00 p.m. – 10:00 p.m.
- Friday, December 8, 2023 - 9:30 a.m. – 12:00 p.m.

If required, additional meeting sessions will take place on:

- Monday, December 11, 2023 – 9:30 a.m. – 4:30 p.m.
- Tuesday, December 12, 2023 – 9:30 a.m. – 4:30 p.m.

A final Council meeting session will take place on:

- Wednesday, December 13, 2023 – 1:00 p.m.

For inquiries about this agenda, or to make arrangements for accessibility accommodations for persons attending (some advance notice may be required), please contact:  
Sonya Pacheco, Legislative Coordinator, Telephone 905.874.2178, TTY 905.874.2130,  
[cityclerksoffice@brampton.ca](mailto:cityclerksoffice@brampton.ca)

Note: Meeting information is also available in alternate formats upon request.

1. **Call to Order**

Note: The City Clerk will conduct a roll call at the start of the meeting.

2. **Approval of Agenda**

3. **Declarations of Interest under the Municipal Conflict of Interest Act**

4. **Staff Presentations**

Tuesday, December 5 (9:30 am)

Note: The 2024 Proposed Budget and related documents are available for viewing on the City's website.

4.1 Presentation by Mayor Brown, and N. Damer, Treasurer, Corporate Support Services, re: 2024 Proposed Budget

a. Mayor – Introductory Budget presentation

b. Treasurer – Financial Context and Budget Proposal

*To be distributed prior to the meeting*

4.2 Departmental Presentations

a. Transit

b. Fire and Emergency Services

c. Community Services

d. Public Works and Engineering

e. Corporate Support Services

f. Planning, Building and Growth Management

g. Legislative Services

h. Office of the CAO

*To be distributed prior to the meeting*

**5. Public Delegations (5 minutes maximum)**

Thursday, December 7 (7:00 pm)

5.1 Possible Delegations re: 2024 Proposed Budget

Public Notice regarding this matter was published on the City's website and the digital Brampton Guardian on November 28, 2023, and in the Toronto Star on November 29, 2023.

**6. Local Board and other Presentations**

Tuesday, December 5 (1:00 pm)

6.1 Downtown Brampton BIA

Presenters: Carrie Percival, Board Chair, and Erica Henry-Jackman, Advisor, Investment Services, Economic Development

*To be distributed prior to the meeting*

6.2 Brampton Library

Presenter: Todd Kyle, CEO, Brampton Library

*To be distributed prior to the meeting*

**7. Reports from Corporate Officials**

7.1 Staff Report re: Brampton Transit - Approval to Increase the Transit Operator Complement by 50 Full Time Equivalent (FTEs)

*Recommendation*

**8. Correspondence**

8.1 Correspondence from Anthony Melo, Brampton resident, dated November 22, 2023, re: By-law Enforcement

**9. Other Business**

10. Public Question Period

**15 Minute Limit (regarding any decision made at this meeting)**

During the meeting, the public may submit questions regarding decisions made at the meeting via email to the City Clerk at [cityclerksoffice@brampton.ca](mailto:cityclerksoffice@brampton.ca), to be introduced during the Public Question Period section of the meeting.

11. By-laws

12. Closed Session

13. Confirming By-law

14. Adjournment

**Date:** 2023-11-23

**Subject:** **Brampton Transit - Approval to Increase the Transit Operator Complement by 50 Full Time Equivalentents (FTEs)**

**Contact:** Heidi Dempster, General Manager, Transit

**Report Number:** Brampton Transit-2023-1040

**Recommendations:**

1. That the report from Heidi Dempster, General Manager, Transit to the Special Council Meeting of December 5, 2023, re: **Brampton Transit – Approval to Increase the Transit Operator Complement by 50 Full Time Equivalentents (FTEs)**, be received;
2. That Council approve the increase of complement for Transit Operators by 50 FTEs, at a \$0 budget impact, to be funded through operational savings, as a measure to address service demand, operator absenteeism and long-term absences.

**Overview:**

- Brampton Transit is the fastest growing large transit agency in the Greater Toronto Hamilton Area (GTHA), and likely the country, having fully recovered from the pandemic and now exceeding pre-COVID ridership levels by almost 30%.
- As ridership continues to significantly exceed projections outlined within the approved budget, additional demands above regular service requirements are being experienced.
- In order to meet these unprecedented operational and service demands, there is an urgent need for more transit operators. This report seeks approval from Council to increase the current complement for full-time Transit Operators by 50 FTEs.
- This measure is required in order to meet operational and service demands as a result of operators not being available to drive based on the following circumstances:

- long-term absences, greater than 6 months, with no prospect of returning to work in the foreseeable future; and/or
  - permanent medical restrictions resulting in the inability to return to work as an operator; and
  - increased employee absenteeism.
- Operator absences, while contributing to labour savings, are creating the need for additional overtime utilization.
  - Transit is seeking Council approval to add 50 Operator FTEs at a \$0 budget impact, to be funded through operational savings.
  - Approval of the 50 Operator FTEs will allow for the more efficient utilization of Council approved labour dollars.

### **Background:**

Brampton Transit is the fastest growing large transit agency in the Greater Toronto Hamilton Area (GTHA), and likely the country, having fully recovered from the pandemic and now exceeding pre-COVID ridership levels by almost 30%. The last eight months have seen well over 3 million rides per month.

When ridership demands exceed projections outlined within the approved budget, additional demands above regular service requirements are experienced and pressures on available staff resources occur.

Brampton Transit is limited in the amount of operators they can hire based on the Council approved FTE complement. Transit operators off on long-term absences, permanent medical restrictions or general absenteeism, while unable to drive, remain included in the overall operator complement.

Pursuant to Corporate Policy 3.1.0, staffing complement is established annually as part of the business planning and budget process to meet the service and program needs of the City, as approved by City Council.

### **Current Situation:**

Brampton Transit, within its current transit operator complement, is being challenged to meet Council approved service, as a result of transit operators not being available to drive based on the following categories:

- a) Long-term absences, greater than 6 months, with no prospect of returning to work in the foreseeable future; and/or

- b) Permanent medical restrictions resulting in the inability to return to work as an operator; and
- c) Increased employee absenteeism.

In order to deliver Council approved service and meet unprecedented operational and service demands, there is an urgent need to increase the current complement for full-time transit operators by 50 FTEs.

This measure will specifically address operators who have been off from active employment due to long term illness/injury (greater than 6 months) and those who have permanent medical restrictions that prevent them from driving a bus. It will also help address overtime hours and costs associated with current rates of absenteeism.

The proposed 50 operators will also support managing regular employee absenteeism (vacation, statutory holiday and short-term sick leave, etc.) which has significantly increased in the past few years.

As ridership continues to significantly exceed projections outlined within the approved budget, the following operational factors are occurring:

**1. Service cancellations due to insufficient operator staffing levels related to absenteeism.**

- Transit is experiencing instances of cancelled service due to a shortage of operators.
- Cancellations negatively impact services provided to the community and increase travel time for residents.

**2. Overtime (OT) hours are being assigned to maintain scheduled service where possible, which increases the OT budget.**

- Transit is having to utilize OT in an attempt to meet service demands.
- Ministry of Labour permits members of the ATU bargaining unit to voluntarily work overtime, up to a maximum of sixty (60) hours in a week (including regular time).
  - By the end of week, filling assigned OT can be problematic as some operators have maxed out their hours, and therefore cannot be utilized for OT.

**3. Increased Absenteeism:**

- Transit has seen an increase in operator absenteeism since COVID-19, with the average operators not driving increasing almost 3 times.

- Transit restarted the Attendance Assistance Program for ATU employees on July 1, 2022 which was paused during the pandemic.
  - This program follows semi-annual reviews of attendance data and progresses employees through various stages of the program to achieve improvements in overall attendance.
  - Transit is working with Human Resources in exploring absenteeism factors, potential improvements and disability management.
- Operators are provided annual sick credits by the City. Once all credits have been exhausted there is no cost impact to the City.
- The Long-Term Disability (LTD) program for operators is administered by the ATU Union and their insurance provider. With the exception of the continuation of City paid benefits, the City does not incur labour costs for staff on LTD.

Since Brampton Transit has reached the maximum number of operators permitted, based on Council approvals, additional approval is required to increase the complement for full-time transit operators. This will improve the City's ability to avoid service cancellations, due to staffing shortages, and will result in a reduction of overtime hours and associated costs. This will allow for the more efficient utilization of Council approved labour dollars.

**Corporate Implications:**

**Financial Implications:**

The recommendation to increase the complement for full-time transit operators, by 50, would come at no additional cost to the City, as the costs associated with these additional operators would be funded through operational savings.

**HR Implications:**

There continues to be higher levels of operators on long-term absences (greater than 6 months), operators with medical restrictions preventing them from returning to driving a bus and operators off due to general absenteeism.

Increasing the full-time complement by 50 operators will allow Transit to fill positions where employees are off work or unable to perform the duties of an operator for extended periods of time, due to medical restriction/illness and combat current absenteeism rates.

Transit will continue to review absenteeism levels, and if operators return to driving and the additional 50 FTES are no longer operationally required, Transit will make



adjustments through attrition and new service positions. Over the previous years, 35 to 50 operators per year have left the City for various reasons (attrition, internal movement, retirement, etc.). Additional growth positions also continue to be added to the full-time operator complement on an annual basis through the budget process.

**Strategic Focus Area:**

This report supports the Brampton 2040 Vision: Living the Mosaic, by achieving the following enhanced strategic priorities:

- **Transit & Connectivity:** Focusing on transportation and a connected infrastructure that is safe, convenient, efficient, and sustainable by enhancing transit services.
- **Environmental Resilience & Sustainability:** Focusing on nurturing and protecting our environment for a sustainable future by enhancing energy and climate resilience.
- **Growing Urban Centres & Neighbourhoods:** Focusing on an economy that thrives with communities that are strong and connected by investing In Strategic Growth Areas

**Conclusion:**

In this report, staff have developed a strategy and recommendation for Council’s consideration and approval, which reflect the unique situation Transit is facing and will allow the City to continue providing critical transit service that Brampton residents depend on.

Authored by:

Reviewed by:

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Navreet Cheema, Policy Advisor,  
Transit

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Ryan Booth, Director, Transit Operations  
and Maintenance

Approved by:

Approved by:

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Heidi Dempster, General Manager,  
Transit

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Marlon Kallideen, Chief Administrative  
Officer

**From:** anthony melo [REDACTED]  
**Sent:** Wednesday, November 22, 2023 9:02 PM  
**To:** Fay, Peter <Peter.Fay@brampton.ca>; Pacheco, Sonya <Sonya.Pacheco@brampton.ca>  
**Cc:** Brown, Patrick - Mayor <Patrick.Brown@brampton.ca>; MayorBrown <MayorBrown@brampton.ca>; Santos, Rowena - Councillor <Rowena.Santos@brampton.ca>; Vicente, Paul - Councillor <Paul.Vicente@brampton.ca>; Power, Rod (Councillor) <Rod.Power@brampton.ca>; Fortini, Pat - Councillor <Pat.Fortini@brampton.ca>; Toor, Gurpartap (Councillor) <Gurpartap.Toor@brampton.ca>; Singh, Harkirat - Councillor <Harkirat.Singh@brampton.ca>; Maurice, JeanPierre <JeanPierre.Maurice@brampton.ca>; Collins, Gary <Gary.Collins@brampton.ca>; Palleschi, Michael - Councillor <Michael.Palleschi@brampton.ca>; Keenan, Dennis (Councillor) <Dennis.Keenan@brampton.ca>  
**Subject:** [EXTERNAL]Important Correspondence Item: Budget 2024. Bylaw Enforcement.

Hello Mr. Fay,

I would like to add this email correspondence to a future council meeting; I provide my permission. This is directly related to the upcoming budget:

Yesterday I listened to the tele Town hall regarding Budget 2024.

A common theme from the town-hall are people expressing frustration in property standards around them.

**There are many improvements, and I know bylaw works so hard and everyone is doing a phenomenal job, we really need to invest more here as the workload is just skyrocketing.**

The mayor stated on the tele town hall there will be four new bylaw officers added in budget 2024 but I am suggesting a total of 9 new officers and here is why:

1). The four new officers need to be PROACTIVE BYLAW ENFORCEMENT officers. They need a rotating Street schedule where they go street by street by street hitting every street PROACTIVELY over the course of a few weeks, then once every Street in Brampton has been passed they repeat the process over again. These four are not to respond to reactive items but remain dedicated to proactive items only. This will take care of improperly parked cars, poor maintenance of the front yard, garbage bins overflowing etc.

2). The city needs to hire 1 PROACTIVE PREVENTATIVE bylaw enforcement officer dedicated to housing related preventive issues. This person will be dedicated to going through Facebook ads, Kijiji adds etc and find illegal rental scenarios and

precarious housing advertisements. For example I bet I can go on MLS right now and find a few illegal basements for rent. This will be part of a preventive strategy to Prevent houses and basements from being rented out illegally in the first place.

3). You need to hire 1 PROACTIVE officer that deals with illegal signs, and illegally placed advertisements on city, private, and public Property. Illegal flags, banners, etc should also fall under this persons scope of work.

4). You need 2 more officers dedicated to the new RESIDENTIAL LICENCE PILOT Project File.

With the work of the proactive preventive officer as mentioned in point #2, the work of the proactive officers as mentioned in point #1, and these two dedicated to the RL Pilot Project, I believe we can really curb some of the issues we have been having.

5). You need to hire 1 PROACTIVE commercial and industrial park bylaw enforcement officer. Who strictly works on enforcing bylaws in business parks or commercial areas. For example I can drive down Kennedy Road from Queen to Steeles and point out 1000 infractions just from the drive. A PROACTIVE commercial and industrial park enforcement officer would help make our business parks and commercial areas more professional and competitive. This could be an entry level position.

6). Please look at raising compensation \$\$ for all people in this department. They are our everyday hero's and I can only imagine the abuse or frustration they encounter on a day-to-day basis.

Notes:

Many residents would understand a tax increase to achieve this. It's critical, we have to do this its more important than anything.

**Everyone is going to be criticized for having a new Pilot project to execute and not enough resources to execute it. (So let's prevent that by adding more resources!).**

Anthony