TECHNOLOGY	COMMENTS	IMPLEMENTATION PATH
1. Improve Quick Access To Heatmaps	Assign to Analyst, Geographical Information System (GIS), opportunity for improvement, reactive, based on request, auto population	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
2. Implement An Automatic Distribution for SR	CAD system (existing within Fire), $ costing, Analyst position	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
3. Continue To Implement The Auto Key Distribution (AKD)	Currently KeyWatcher, Key Valet corporate solution, install date TBD	Implemented & ongoing Q4 2024 Update
4. Determine An Improved Approach To Parking	Primary stakeholders are Traffic Operations & Parking (Brampton Parking Plan) and Transportation Planning (On-Road Parking Permit Pilot)	Implemented & ongoing Q4 2024 Update
5. Expand Automatic License Plate Readers (ALPR)	(1) operational in daylight hours only, (1) 24/7 now deployed, adequate staffing is required. $40K hardware and installation, $70K total including warranty etc.	Capital Project
6. Review High Volume Callbacks And By-Laws	Utilizing APLR, additional staff road, 311 working group, CRM team, increase online visibility to end users, Enforcement & Service Delivery Committees.	Stabilization Staffing model & ongoing Q4 2024 Update
7. Procure A Custom Mobile Solution	Ongoing with tablets, MOBI inspect (Building) needs enhancements, explore Amanda working group (through IT). Manager, Information Technology (with Building & Planning) Need a By-Law specific IT Specialist.	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
8. Investigate Outsourcing Parking Enforcement	Environmental scan req'd, Analyst position	Stabilization Staffing model & ongoing Q4 2024 Update
9. Improve CRM/Amanda	Need a By-Law specific IT Specialist, 311 working group, incomplete contact information prevents EO from contacting complainant, Analyst position	Implemented & ongoing Q4 2024 Update
10. Evaluate Escalation Process	Requires full buy-in from Council staff, remove communication silos, Research & Communications Supervisor position.	Stabilization Staffing model & ongoing Q4 2024 Update
11. Affirm Priority Designations	Secondary issues for 311 working group & Enforcement Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update
12. Evaluate 311 Support	311 working group	Implemented & ongoing Q4 2024 Update
13. Begin To Implement Small Scale Proactive EO Enforcement Process	CSWB mindset, Enforcement & Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update
14. Investigate Enhanced Automated Scheduling Tools	Time & Attendance (MyTime), improvements daily roster, 311 working group, CAD system, Analyst position	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
15. Invest In Drones	Property Standards priority, costing, training. Currently exists within Fire.	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
16. Include In The Longer Term Strategy An Evaluation Of Multiple Detachments/Satellite Offices	18-24 month review	Hold 18-24 months
PRACTICES	**COMMENTS**	**IMPLEMENTATION PATH**
17. Process Improve	Enforcement & Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update
18. Provide/Enhance Training	Training Supervisor position	Stabilization Staffing model & ongoing Q4 2024 Update
19. Review Municipal Shift Schedules	Staffing levels, overlap issues, Analyst position	Implemented & ongoing Secondary priority to SOP and Service Standards
20. Evaluate Benefits Of Tiered Staffing Model	Review once staffing levels have been stabilized, Union stakeholder, Analyst position	Implemented & ongoing Secondary priority to SOP and Service Standards
21. Establish Building and Zoning Investigation Unit	Plans Examiner Position, Liaise with Zoning & Building	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update
CULTURE	**COMMENTS**	**IMPLEMENTATION PATH**
22. Focus On Staff Morale	Job evaluation status, moving beyond COVID-19, address staffing stabilization, increase staff engagement in change management process	Implemented & ongoing Q4 2024 Update
23. Develop An Enforcement Long-Term Strategy	Enforcement and Service Delivery Committees	Implemented & ongoing Q4 2024 Update
24. Evaluate Attendance Management Program	Corporate implications – Human Resource	Implemented & ongoing Q4 2024 Update
25. Address Unavailability of EOs	Staffing model, Enforcement and Service Delivery Committees	Implemented & ongoing Q4 2024 Update
26. Implement Revised/New SOPS	Enforcement & Service Delivery Committees	Implemented & ongoing Q4 2024 Update
27. Determine Staffing Requirement	Staffing model, Enforcement and Service Delivery Committees	Stabilization Staffing model & ongoing research Q4 2024 Update
28. Ensure Accountability	Enforcement & Service Delivery Committees	Implemented & ongoing Q4 2024 Update