

Attachment #1 Recommendation Tracker Update

#	Recommendation	Comments	Implementation Path	Progress Update - November 2024
Technology				
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	- Analyst was onboarded in August - Heat maps available on an ad hoc/as request basis, with ongoing efforts for further automation
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	Continue to work with internal stakeholders.
3	Continue To Implement The Auto Key Distribution (AKD)	Currently KeyWatcher, Key Valet corporate solution, install date TBD	Implemented & ongoing Q4 2024 Update	- Installation process is ongoing
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	Continue to partner with internal stakeholders that will also benefit from this recommendation.
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	Two Automated License Plate Readers (ALPRs) are currently operational and being utilized in conjunction with the blitz for the Residential Rental Licensing Pilot (RRLP).
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	- Stabilization Staffing Model will be fully implemented by end of November 2024 - Increased transparency to 311 Service Brampton to better assist 'first contact resolution' - Increased transparency in complainant emailed updates has been completed and awaiting IT implementation (Dec 4/24) - Constant improvement efforts ongoing
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	Completed, SIM cards have been ordered for all laptops utilized by the officers.
8	Investigate Outsourcing Parking Enforcement	Environmental scan req'd, Analyst position	Stabilization Staffing model & ongoing Q4 2024 Update	Stabilization Staffing Model to be fully implemented November 2024 followed by a comprehensive analysis
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	- 311 Working Group has been established with notable successes already achieved. - 'Constant Improvement' efforts ongoing. 2025 Update
10	Evaluate Escalation Process	Requires full buy-in from Council staff, remove communication silos, Escalation & Communications Supervisor position.	Stabilization Staffing model & ongoing Q4 2024 Update	- Dedicated contact process has been established, including specific email address. - previous process was not able to provide accurate metrics due to overlap of requests and informal nature of requests; updated process has provided clear metrics: approx. 200 escalation requests processed in first 45 days of operation.
11	Affirm Priority Designations	Secondary issues for 311 working group & Enforcement Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update	Completed, priorities have been affirmed.
12	Evaluate 311 Support	311 working group	Implemented & ongoing Q4 2024 Update	- 311 Working Group has been established with notable successes already achieved. - 'Constant Improvement' efforts ongoing. 2025 Update
13	Begin To Implement Small Scale Proactive EO Enforcement Process	CSWB mindset, Enforcement & Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update	- Implemented and ongoing - Intelligence Led Blitz Enforcement has been implemented with a structured schedule to be implemented in 2025 - Proactive school patrols have been implemented based on service request trends - 'LOOP' parking enforcement to begin Dec 2024
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	Continue to work with internal stakeholders.
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	Completed, analysis has been done and the current arrangement with Brampton Fire & Emergency Services is effectively meeting our needs.
16	Include In The Longer Term Strategy An Evaluation Of Multiple Detachments/Satellite Offices	18-24 month review	Hold - 18-24 mths	Hold - 18-24 mths
Practices				
17	Process Improve	Enforcement & Service Delivery Committees, Analyst position	Implemented & ongoing Q4 2024 Update	- Enforcement & Service Delivery Committees have been implemented - Standard Operating Procedures have been strengthened with strong performance metrics and service delivery expectations included - 'Constant Improvement' efforts are ongoing
18	Provide/Enhance Training	Training Supervisor position	Stabilization Staffing model & ongoing Q4 2024 Update	Completed, position has been filled - Training modules are being developed - 'Constant Improvement' efforts are ongoing

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19	Review Municipal Shift Schedules	Staffing levels, overlap issues, Analyst position	Implemented & ongoing Secondary priority to SOP and Service Standards	Implemented & ongoing - ongoing metrics to be reviewed - Pilot ongoing with Property Standards officers
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	Implemented & ongoing Stabilization Staffing Model to be fully implemented November 2024
21	Establish Building and Zoning Investigation	Plans Examiner Position, Liaise with Zoning & Building	COB stakeholders req'd Significant IT req'd Research & Q4 2024 Update	Completed, position has been filled
Culture				
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	'Constant Improvement' efforts ongoing - Increased staff engagement within the various committees and working groups - Increased training - increased staffing levels
23	Develop An Enforcement Long-Term Strategy	Enforcement and Service Delivery Committees	Implemented & ongoing Q4 2024 Update	- Individual branches have been streamlined - Metrics have been built into the SOPs - Cooperation between branches have been improved - 'Constant Improvement' efforts ongoing
24	Evaluate Attendance Management Program	Corporate implications – Human Resource	Implemented & ongoing Q4 2024 Update	- Implemented & ongoing - Intentional process review was initiated and original intent of the program was re-energized - 'Constant Improvement' efforts ongoing
25	Address Unavailability of EOs	Staffing model, Enforcement and Service Delivery Committees	Implemented & ongoing Q4 2024 Update	Implemented & ongoing Stabilization Staffing Model to be fully implemented November 2024
26	Implement Revised/New SOPS	Enforcement & Service Delivery Committees	Implemented & ongoing Q4 2024 Update	Implemented & ongoing - General SOPs for each section is 90% developed - Other SOPs for each section are in progress of being reviewed and finalized with the respective Service Delivery Committees - 'Constant Improvement' efforts ongoing
27	Determine Staffing Requirement	Staffing model, Enforcement and Service Delivery Committees	Stabilization Staffing model & ongoing Q4 2024 Update	Implemented & ongoing - Stabilization Staffing Model to be fully implemented November 2024 - Metrics are being analyzed
28	Ensure Accountability	Enforcement & Service Delivery Committees	Implemented & ongoing Q4 2024 Update	Implemented & ongoing - Stabilization Staffing Model to be fully implemented November 2024 - SOP's include performance metrics and service delivery expectations - Metrics are being analyzed on a scheduled basis