

Technology Improvement Roadmap (Building Division + DI&IT)

October 16, 2020

Summary of Technology Updates

Implemented Solutions

- Digitization of Property Records (and on-line requests)
- On-Line applications and digital mark-up solution
 - Second Units
 - Residential
 - E-mail permit issuance
 - On-line inspection requests & e-mail booking confirmation
- Remote Virtual Inspections
- Skip the Line (On-Line appointment booking system)
- GeoHub – permit data (real time inspection results)
- MobilInspect Phase I

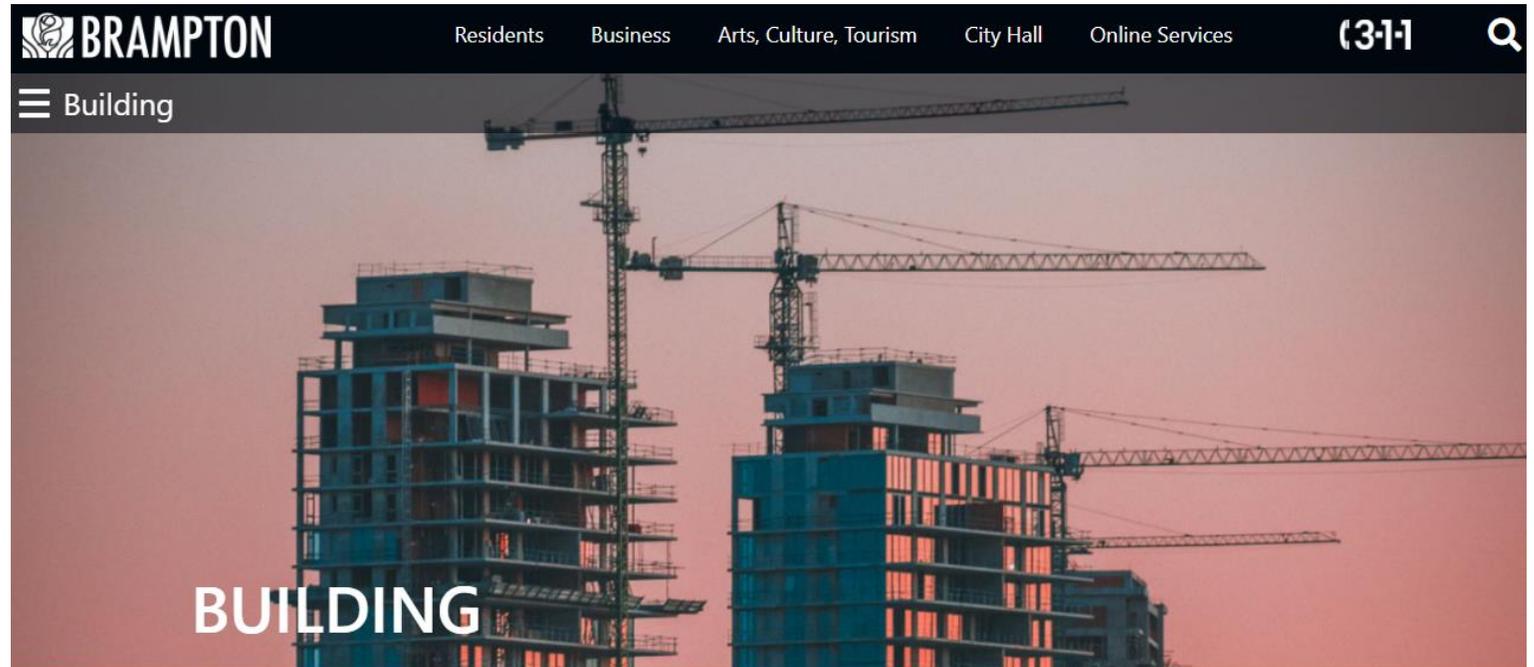
Future Solutions

- On-Line applications and digital mark-up solution
 - Limited ICI permits
- New applications - On-Line payment
- MobilInspect Phase II - Contractor App
- Amanda Public Portal
- Skip the Line Phase II (Kiosk appointment booking system)
- Building Records - On-Line payment



Revised Website

The New Building Pages on Brampton.ca



Home Owner



Home Builder



Two-Unit Dwelling



Industrial, Commercial &
Institutional



Sign Permits



Zoning Information



Inspections



Skip the Line - Appointment
Bookings

Online Records Requests

COVID-19 UPDATE

Appointments are mandatory for visiting City corporate facilities, and walk-ins are not permitted. Only specific services are available in-person at our facilities. Many services can be accessed online and through other options.

[Click here for COVID-19 related updates](#)



Residents

Business

Arts, Culture, Tourism

City Hall

Online Services

(3-1-1)



☰ Building

Request a Document from the City of Brampton's Building Division

All requests for documentation, must be submitted using the form below.

Within 5 business days, we will notify you if we have copy of the documentation you have requested.

You will be contacted to make payment. For more info, [click here](#).

If any mandatory fields are left blank, your request will not be processed.

*Please note: The fields marked * are mandatory.*

First Name *

Enter First Name

Last Name *

Enter Last Name

Phone Number *

Enter Phone Number

Email Address *

Enter Email Address

Street Address You are Inquiring About *

Enter Street Address You are Inquiring About

Please submit one request per address. The address will pull from the addresses in our database. If you type the street number and then a space, it will list the

Online applications (residential and two-unit dwelling)



BUILDING PERMIT ONLINE APPLICATION

Reference Number
5236-Building Permit Online--20200622

Submission Date
22 Jun 2020

Applicant Information

Applicant Name*
First Name Last Name

Applicant Full Address*
Street# Street Name, City, Province, Postal Code

Applicant Phone*
(###)-###-####

Applicant Email*

Confirm Applicant Email*

Please ensure this is a valid email address as you will be receiving email confirmation of your submission.

Application Type*
Two Unit Dwelling

Project Location*

Online inspection requests

COVID-19 UPDATE

The City of Brampton is taking additional health and safety measures against COVID-19. All City facilities including City Hall, Recreation and Community Centres, and Brampton Library branches are CLOSED until further notice.

[Click here for more information](#)



Residents

Business

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Online Services

(3-1-1)



☰ Building

Request an Inspection

Inspection requests must be received no later than 2:00 pm to be considered for the next business day. Inspections will only be booked Monday to Friday, excluding statutory holidays.

*Please note: The fields marked * are mandatory.*

Permit No. *

Enter Permit No.

Address of Property *

Enter Address of Property

Mandatory Inspection

Mandatory Inspection stage required to be inspected *

Enter Mandatory Inspection stage required to be inspected

Refer to your Mandatory Inspections Card

Requester Full Name *

Enter Requester Full Name

Requester Phone No. *

☎ Enter Requester Phone No.

SKIP THE LINE (queue mgmt.)

- Queue management and appointment booking
 - Online appointment booking
 - Kiosk booking and check-in
 - Counter services
 - Service analytics
- In-office booking implementation paused due to Covid-19

SKIP THE LINE BOOK ONLINE



What is the SKIP THE LINE Service?

'Skip the Line' is a queue management and appointment scheduling system designed to improve the customer experience in public service centers. It will eventually eliminate the lineup completely - even in busy service centers. Founded in Denmark, the program is used in 75% of the public sector.

What are the benefits of SKIP THE LINE?

For Employees:

- Reduce and eventually eliminate lineups
- Save time by pre-screening customers
- Schedules your day and smooths out peak hours
- Reduce stress and increase satisfaction

For Customer:

- Reduce and eventually eliminate lineups/wait times for service
- Increase customer satisfaction
- Text message reminders and printed tickets with information
- Eventually reserve appointments online or on the kiosk

The pilot project SKIP THE LINE will be launched in the Building Department at Flower City Community Campus.

At the kiosk, the customer will use a touch screen to be pre-screened before lining up for counter service. This new process will ensure they have all documentation required to move forward with the service.

The kiosk will provide the customer with an appointment time. Appointments will be displayed digitally in the service area directing the customers to the counter when they are called.

The program will gather service related data. This data will be used to better understand how long each service takes to allow better appointment flow going forward. This will allow managers to better understand peak periods of service and support staff to better manage the flow of customers.

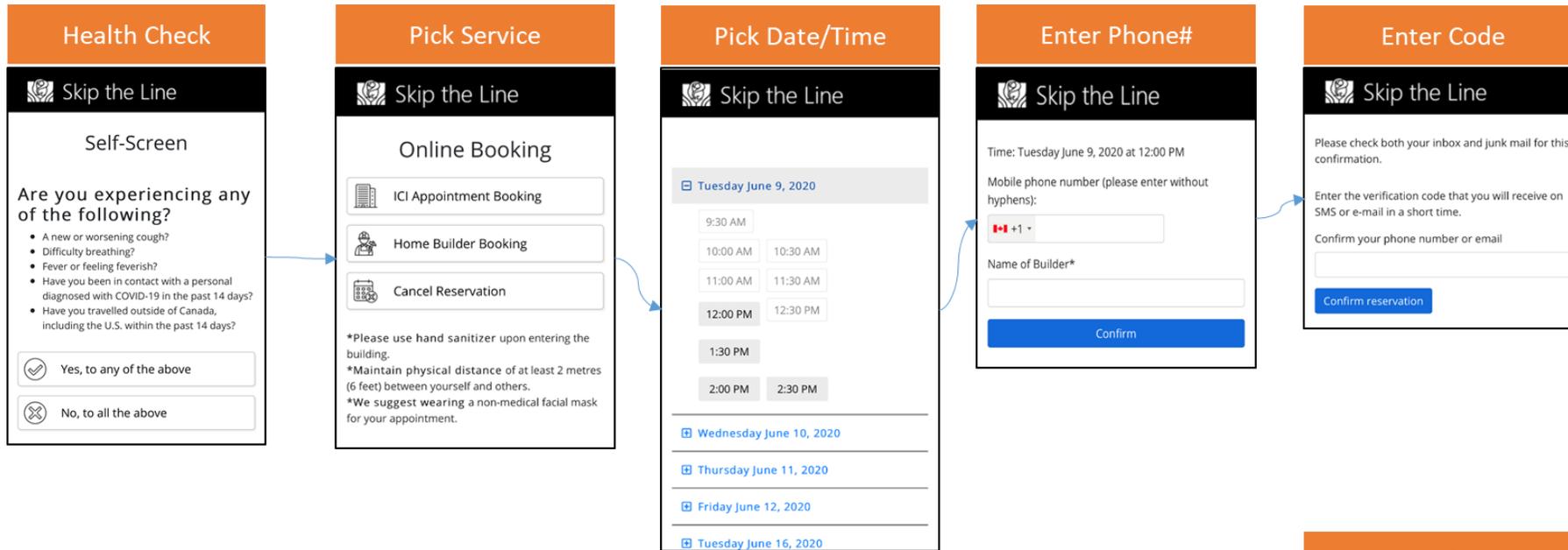
Next Steps

In the coming weeks, customers will be able to book appointments online





Citizen's Online Appointment Booking Experience (mobile devices)



Text/Email Confirmation

noreply@frontdesksuite.com
To: [Redacted]

Fri, Jun. 5 at 2:33 p.m.

You have successfully made a reservation for a Online Booking - Building - HomeBuilder on Tuesday June 9, 2020 at 12:00 PM at Building Division, Flower City Community Campus - 8850 McLaughlin Road, Unit 1, Brampton, Ontario L6Y 5T1.

When you arrive:
You will be greeted at the front entrance by a City employee. | Please use hand sanitizer upon entering the building. | Maintain physical distance of at least 2 metres (6 feet) between yourself and others. | We suggest wearing a non-medical facial mask for your appointment.

If you want to cancel your reservation, visit the web page <https://reservation.frontdesksuite.com/brampton/Cancel>

For all other enquiries please contact the Building Division at building_inquiries@brampton.ca.

Skip the Line

Please check both your inbox and junk mail for this confirmation.

Your reservation Tuesday June 9, 2020 at 12:00 PM is now confirmed

If you would like a confirmation sent to your e-mail, please enter your e-mail in the box below

The email confirmation has now been sent

Your verification code is: 1205.
The code must be entered on the Internet to confirm your reservation.

You have successfully made a reservation for a Online Booking - Building - HomeBuilder on Tuesday June 9, 2020 at 12:00 PM at Building Division, Flower City Community Campus - 8850 McLaughlin Road, Unit 1, Brampton, Ontario L6Y 5T1.

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Appt. Confirmation

Skip the Line

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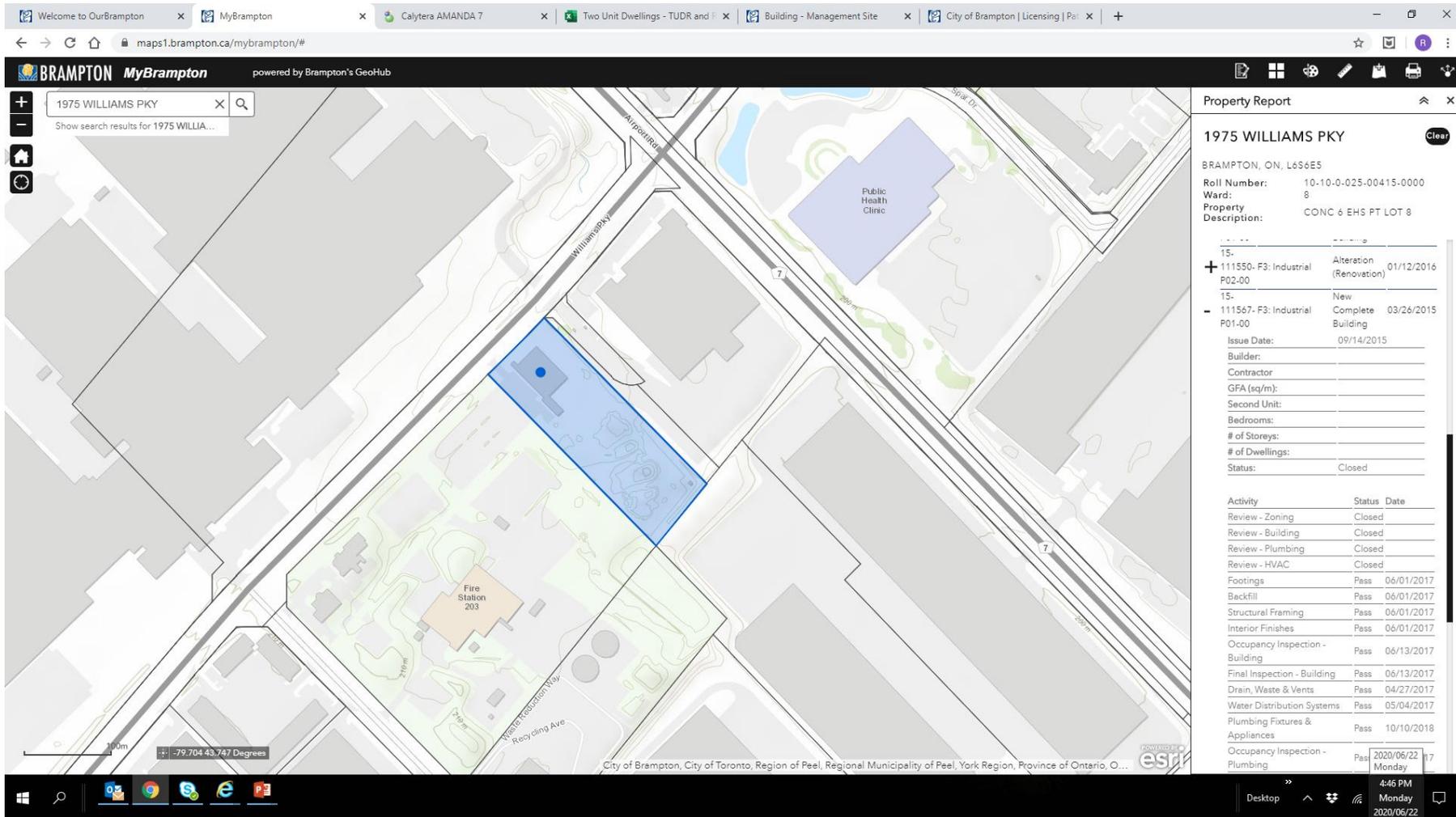
Your reservation Tuesday June 9, 2020 at 12:00 PM is now confirmed

If you would like a confirmation sent to your e-mail, please enter your e-mail in the box below

Enter e-mail:

Send confirmation

Geo Hub – application and inspection status



1975 WILLIAMS PKY

Property Report

1975 WILLIAMS PKY

BRAMPTON, ON, L6S6E5

Roll Number: 10-10-0-025-00415-0000
 Ward: 8
 Property Description: CONC 6 EHS PT LOT 8

Permit Number	Sub Category	Work Proposed	In Date
+ 111550-000-00	F3: Industrial P02-00	Alteration (Renovation)	01/12/2016
- 111567-000-00	F3: Industrial P01-00	New Complete Building	03/26/2015
Issue Date: 09/14/2015			
Builder: _____			
Contractor: _____			
GFA (sq/m): _____			
Second Unit: _____			
Bedrooms: _____			
# of Storeys: _____			
# of Dwellings: _____			
Status: Closed			

Activity	Status	Date
Review - Zoning	Closed	
Review - Building	Closed	
Review - Plumbing	Closed	
Review - HVAC	Closed	
Footings	Pass	06/01/2017
Backfill	Pass	06/01/2017
Structural Framing	Pass	06/01/2017
Interior Finishes	Pass	06/01/2017
Occupancy Inspection - Building	Pass	06/13/2017
Final Inspection - Building	Pass	06/13/2017
Drain, Waste & Vents	Pass	04/27/2017
Water Distribution Systems	Pass	05/04/2017
Plumbing Fixtures & Appliances	Pass	10/10/2018
Occupancy Inspection - Plumbing	Pass	2020/06/22 Monday

- Upcoming Inspections		
Inspection	Inspector	Date
Structural Framing	Ella Fabrizio 905-874-3791	07/24/2020
Water Service	Gamal Messih 905-874-3789	07/24/2020
Fire Separation	Ella Fabrizio 905-874-3791	07/24/2020

Property Report

5 GEORGE GRAY DR

BRAMPTON, ON, L6R4A3

Roll Number: 10-07-0-009-16924-0000
 Ward: 9
 Property Description: PLAN M2033 LOT 21

Permits

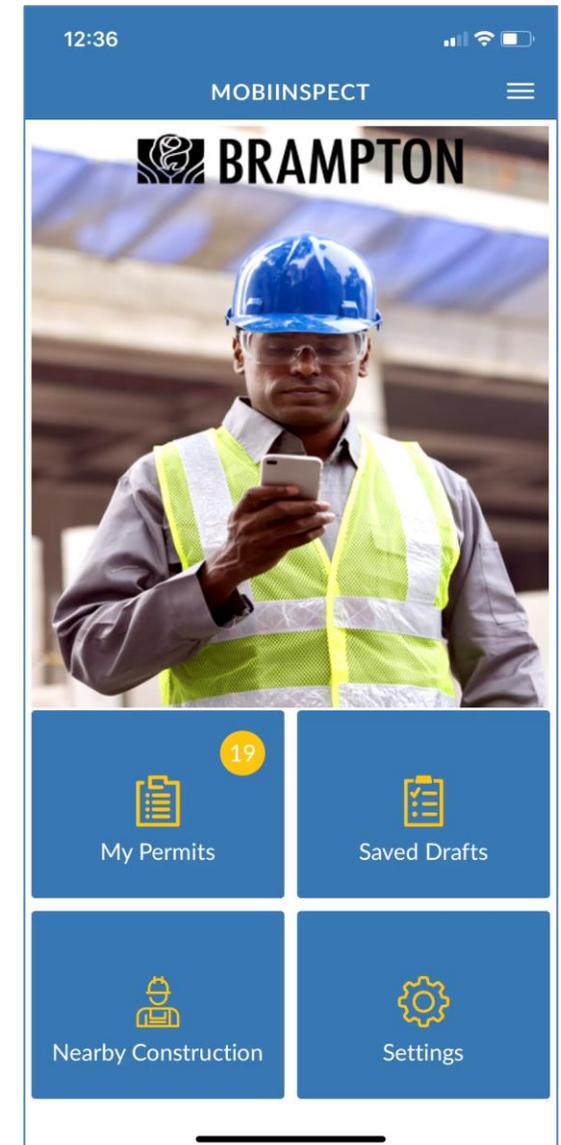
To view the permit activity status, click on the +.

Permit Number	Sub Category	Work Proposed	In Date
+ 16-100780-000-00	Single Family Detached	New Complete Building	12/23/2016
+ 20-200225-000-00	Investment Property	Creating Second Unit	01/02/2020
- 20-200225-000-00	Two Unit Dwelling	Change of Use - Two Unit Dwelling	01/02/2020
Issue Date:		04/24/2020	
Builder:		_____	
Contractor:		_____	
GFA (sq/m):		_____	
Second Unit:		_____	
Bedrooms:		_____	
# of Storeys:		_____	
# of Dwellings:		_____	
Status:		Issued	

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Inspection	Inspector	Date
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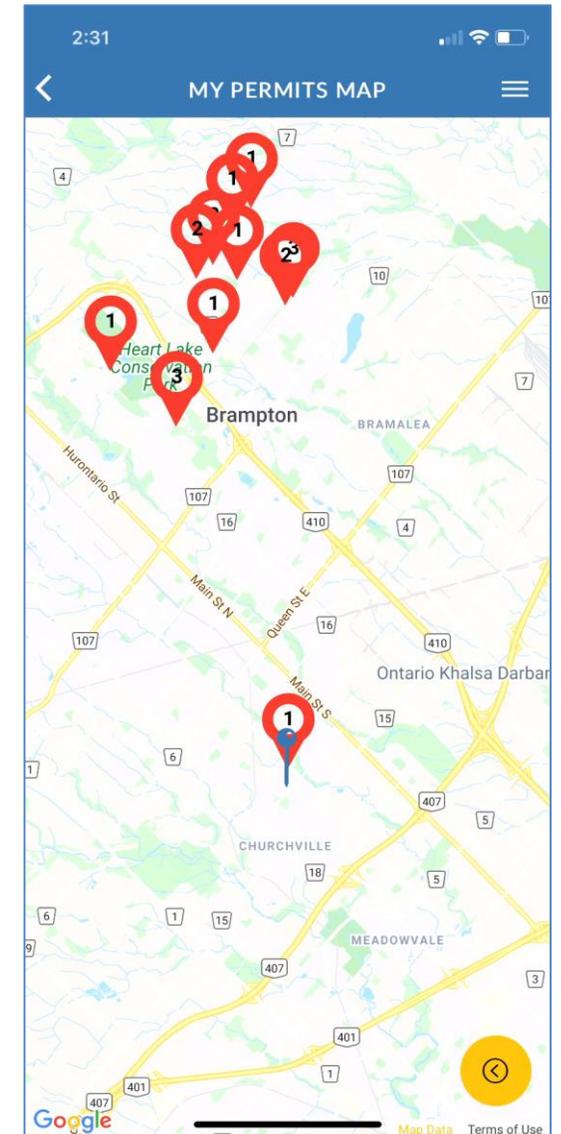
MobilInspect – Smartphone Solution for Inspectors

- Inspectors will see all the inspections assigned to them for a given day and allows reassignment throughout the day
- Inspectors will also see the total inspection count inside a defined radius
- If more than one inspection is scheduled under a permit then it will be grouped under the respective permit
- ‘My Permits’ in mobilINSPECT is equivalent to ‘Tasklist’ in Amanda



Map View – Optimal Route

- While in the Map view all the permit locations assigned to an inspector for that day are illustrated as Map Pins
- Tapping on a Map Pin will give you the address of that permit location
- The Inspectors current physical location is marked as Blue pin on the map
- The optimal map route for the entire task list is marked on the map



Phase II “Contractor App.”

- Allow inspection requests directly from a smartphone or tablet
- Allow portfolio management of active permits for builders, contractors and residents
- Integrated Remote Video capability
- Receive push notifications and reminders / real time inspections results
- Provide a “pick list” for the inspector to identify Building Code compliance issues
- Provide detailed deficiency lists (if not passed) for residents / contractors at the end of each inspection

Phase II “Public Portal”

- Full back end integration with AMANDA
- Collaborative digital space for plans review and designers
- Collaborative digital space “City Wide”
- Document Version Control

Phase II Next Steps

- Procurement Process to Commence Q4 2020
- Budget Approval for Capital request (2021 Budget)
- Completion of Procurement Q2 2021
- Back-end Integration commencing Q2 2021
- Move to production Q3 2021