AGENDA
9:30 a.m. – 4:00 p.m.
Location: Bdrm WT-2C/2D, West Tower

Mayor Patrick Brown
City and Regional Councillors

Joe Pittari, Acting Chief Administrative Officer
Senior Leadership Team and required staff

Purpose: To discuss various matters and provide training and education for Councillors re. “office manager” responsibilities under the new Council support model.

9:30 a.m. Welcome and Introductory Remarks
9:35 a.m. Closed Session
For the purpose educating or training the Members – cybersecurity

Cybersecurity
 Katherine Kulson, CIO, Digital Innovation and Information Technology

Note: This session will occur in closed session for the purpose of professional development and training for Members of Council, in accordance with Section 239 (3.1) of the Municipal Act, 2001, being the purpose of the closed session is to educate and train the Members and no discussion will occur that materially advances the business or decision-making of the Council.

10:05 a.m. Digital and Technology Strategy
 Katherine Kulson, CIO, Digital Innovation and Information Technology
 Ben Perry, Perry Group Consulting, Consultant

11:30 a.m. Heritage Heights Planning Update
 Bob Bjerke, Director, Policy Planning

12:45 p.m. Light Lunch to be provided.

1:15 p.m. People Leader Responsibilities for a Councillor
 Office Budgeting and Expense Tracking
 Information Technology Resources
 Accommodations and Workspaces
 Communications

4:00 p.m. Wrap-up and Adjournment

City Council Workshop Rules
Section 20 of Procedure By-law 160-2004, as amended, applies:
• A workshop can include open session and closed session business, in accordance with the Procedure By-law and The Municipal Act, 2001.
• Workshop notice is to be made available to the public. After Workshop notice is provided, no new matters can be added to an agenda. Quorum of Council is not required for a Workshop. Members of the public attending a Workshop are permitted to observe the public session. No decisions or directions to staff can be made at the Workshop. Any matter requiring a Council decision must be reported back to Committee or Council for consideration and approval.
• The City Clerk’s Office will prepare “minutes” from the Workshop. Public session “minutes” are available for public review if a request is received.
Technology & Digital Strategy
Draft Review with Council
Agenda

1. Introduction & Context
2. Current State
3. Future State
4. Priorities
5. Supporting Council Priorities
6. Mobilizing the Strategy
7. Questions & Council Feedback
1. Introduction & Context
“The lens of technology will add value to every Brampton initiative to either exploit opportunity or mitigate risk”, Vision 2040
Why a Strategy Now?

• New Council
• New CIO
• Reorganized IT Division
  • Move to a centralized organization model
  • New mandate – Digital Innovation and Information Technology

• Vast array of technology opportunities
• Accelerating pace of change
92% Canadians are online

76% Canadians own a smartphone

88% of Canadians bank online
A well-run City relies upon digitization
2. Current State

How is the City doing today?
Technology is already central to how the City Operates

13th May 2019
Brampton | Technology & Digital Strategy
Technology Investment

• 4% of Brampton’s budget is spent on technology

• 4% of Brampton staffing is allocated to technology

• Gartner’s State and Local Government Benchmarks suggest an average of 4.3% of budgets and 3.9% of staffing allocated to technology
Customer Facing Layer  
(Web, Social, eServices, Chat, Apps)

Integration and Data Layer  
(GIS, Integration Hub, Data Standards, BI)

Business Solutions Layer  
(Finance & HR, Land & Permitting, Work & Asset Management, Customer Relationship Management, Content Management, etc.)

Technology Infrastructure Layer  
(Facilities, Network, Server, Storage, Devices, Collaboration Tools, Security, DR)

Build from the bottom up

13th May 2019
Customer Facing Layer
(Web, Social, eServices, Chat, Apps)

Integration and Data Layer
(GIS, Integration Hub, Data Standards, BI)

Business Solutions Layer
(Finance & HR, Land & Permitting, Work & Asset Management, Customer Relationship Management, Content Management, etc.)

Technology Infrastructure Layer
(Facilities, Network, Server, Storage, Devices, Collaboration Tools, Security, DR)
Digital Staff Experiences

- We reviewed ~ 85 staff experiences.
- < 50% of staff experiences that should be digital experiences are not.

<table>
<thead>
<tr>
<th>Digital / Future of Work: Staff Experiences</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pre-hiring</strong></td>
</tr>
<tr>
<td>Modern external recruitment website, video, etc</td>
</tr>
<tr>
<td><strong>Hiring</strong></td>
</tr>
<tr>
<td>Online job application process</td>
</tr>
<tr>
<td>Online applicant management, filtering and selection</td>
</tr>
<tr>
<td>Job req --&gt; applicant --&gt; new employee record</td>
</tr>
<tr>
<td><strong>Onboarding</strong></td>
</tr>
<tr>
<td>Pre-arrival - setup, forms, agreements, policies</td>
</tr>
<tr>
<td>New account, new technology on day of arrival</td>
</tr>
<tr>
<td>Technology orientation / training</td>
</tr>
<tr>
<td><strong>Employment</strong></td>
</tr>
<tr>
<td>Time and attendance</td>
</tr>
<tr>
<td>Scheduling / when to work</td>
</tr>
<tr>
<td>Leave requests</td>
</tr>
<tr>
<td>Change of details / circumstances (self service)</td>
</tr>
<tr>
<td>Benefits self service</td>
</tr>
<tr>
<td>Pay Stub</td>
</tr>
<tr>
<td>Pay History</td>
</tr>
<tr>
<td>Balance Inquiries (vacation, sick, overtime)</td>
</tr>
<tr>
<td>HR knowledgebase</td>
</tr>
<tr>
<td>Ask an HR question (HR chat / chatbot)</td>
</tr>
<tr>
<td><strong>Employee Management</strong></td>
</tr>
<tr>
<td>Online job requisition process</td>
</tr>
<tr>
<td>Performance review / management</td>
</tr>
</tbody>
</table>
Digital Services Comparison

Assessed Brampton against leading Canadian and international Cities against 40+ digital customer facing services typically made available online by municipalities.

<table>
<thead>
<tr>
<th>City</th>
<th>% of services offered online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brampton</td>
<td>51</td>
</tr>
<tr>
<td>Markham</td>
<td>80</td>
</tr>
<tr>
<td>Mississauga</td>
<td>70</td>
</tr>
<tr>
<td>Toronto</td>
<td>66</td>
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<tr>
<td>Calgary</td>
<td>81</td>
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<tr>
<td>Boston, MA, USA</td>
<td>72</td>
</tr>
<tr>
<td>Louisville, KY, USA</td>
<td>63</td>
</tr>
<tr>
<td>Birmingham, UK</td>
<td>75</td>
</tr>
<tr>
<td>Melbourne, AUS</td>
<td>60</td>
</tr>
</tbody>
</table>
3. Future State

Where are we going? Where do we want to be?
Brampton is a digital-first municipality that provides world-class services and experiences to our citizens and workforce.
Experience

The overall experience that a person has using a City service, particularly in terms of how easy or pleasing it is to use.

We will aim to deliver great, simple - "wow" experiences.
Digital

A mindset and mode of operating, a way of delivering services that fully take advantage of modern technologies (web, apps, social, mobile, and data) to deliver improved experiences, business efficiencies and business insights that allow for optimization.
Digital-First

Designing City services for digital and online service channels \textit{before} for counter, phone, or mail based channels.

Designing a new service to use a web form and online payment, not a paper form and a need to visit City Hall to pay.

100\% committed to \textbf{omnichannel} service delivery
4. Priorities

Where are we focusing?
Exceptional Customer Experiences

Process Digitization

Data Driven

Connected City

Digital Workforce and Workplace
1. Exceptional Customer Experiences

Key Initiatives

• New Citizen Portal to replace brampton.ca
• New Brampton Mobile App
• Online civic engagement platform
• End-to-end online service requests
• Online planning, permitting and licensing
• Online pet licensing
• Improved online recreation and facility bookings
• Expanded online payments
2. Process Digitization

Key Initiatives

- HR and workforce management process digitization
- Finance and procurement process digitization
- Planning, permitting and licensing process digitization
- Asset and Work management process digitization
- Facilities management process digitization
- Major CRM enhancements and integration
- New Fire CAD systems
- New Corporate Payment system
3. Data Driven
Key Initiatives

• Increased data literacy
• A focus on data governance – improvements in data quality
• City Data Catalog – open data inside the City
• Massive expansion of dashboards, geo-analysis, including self-service
• Expanded Open Data program
• Crowdsourcing data with the community
• Data partnerships for new data sources – e.g. Waze, Strava
4. Connected City

Key Initiatives

• Connected City Policy and Principles development with Community Advisory Board
• Community Innovation Lab
• Community Challenge based hackathons
• Smart City projects – parking, waste management, LED streetlights
• Continued expansion of PSN
• Expanded public Wi-Fi in civic spaces
• IoT platform (secure architecture)
5. Digital Workforce and Workplace

Key Initiatives

• Modern devices and tools in the hands of staff
• Flexible / remote working support
• New productivity and collaboration tools – web meetings, project collaboration spaces
• New employee collaboration space and technologies
• Modernized telephony and unified communications
• Employee self service
• Massive enablement of mobile working
• Digital Academy – education and training
Tracking Progress

• Priorities each have defined success measures
  • Exceptional Customer Experiences: % of city services offered digitally
  • Process Digitization: % of internal processes digitized, available self-service
  • Digital Workplace: %age of the mobile workforce fully mobile enabled

• Quarterly internal review of Strategy progress with CIO Working Group
• Annual Strategy progress report to Council
• Mid-point Strategy checkpoint – validate and tweak
5. Supporting Council’s Priorities
“Brampton will be ahead of the wave of new technology applications in order to shape, support and manage but also avoid unwanted distortions of the city.”

“The lens of technology will add value to every Brampton initiative to either exploit opportunity or mitigate risk”.

Vision 2040
6. Mobilizing the Strategy
Work Already Underway

• Major process digitization projects already underway
  • Finance & HR Process Digitization (includes Time, Attendance, Scheduling
  • ERP Strategy
  • Development Process Digitization (Accela)
  • Asset and Work Management Process Digitization (Cityworks)
  • Facilities Management Process Digitization
  • Recreation / Program Management Process Digitization (PerfectMind)
  • Fire CAD Replacement
  • Enterprise CRM
  • Data Strategy
Work Underway

• CIO Working Group + formalized technology governance

• Business-led transformations – partnership with DI&IT

• New mandate for DI&IT & continuing to retool DI&IT to become a high performing IT team
7. Questions & Council Feedback
1. Exceptional Customer Experiences

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- Smart City projects – parking, waste management, LED streetlights
- Continued expansion of PSN
- Expanded public Wi-Fi in civic spaces
- Internet of Things platform (secure architecture)
EMERGING TRENDS
General Trends

- Aging Demographics
- Smaller family unit
- Vertical Mixed Uses
- Pedestrianization
- Access to Nature
“Builders are pushing their teams to do things differently than they have in the past. They’re raising the bar on innovation and overall environmental performance and sustainability for new homes. And it’s not only new homebuyers who are reaping the benefits of this, but all of us living in the GTA.”

Bryan Tuckey, President and CEO of the Building Industry and Land Development Association (BILD)

“While home-buying intentions remain strong, a combination of challenges is keeping many interested buyers out of the new home market this spring,“

Patricia Arsenault the Altus Group’s Executive Vice-President of Research Consulting Services.

“Development can help communities by adding more people who shop more and partake in the community … Newcomers fill up schools, keep the bus routes busy, and encourage produce shops, flower stores, and coffee houses to open up and thrive." Yes. tvol.org/article/dont-y…

BILD @bildaGTA
CONTEXT
In March 2019, City Council established Term of Council Priorities aligned with the Brampton 2025 Vision—our long-term and aspirational goal. The 2025 Vision is our long-term goal and aspirational, and the Term of Council Priorities are the steps to move our city towards that goal over the next four years.

The Term of Council priorities are grouped into five directions:
- **Brampton is a City of Opportunities**: Improving health and prosperity by focusing on local education and employment opportunities, neighbourhood services, and programs, and job investment strategies.
- **Brampton is a Mosaic**: Celebrating Brampton’s diversity by more effectively engaging and communicating with diverse groups, supporting cultural events, and developing a policy framework to embed diversity across the city.
- **Brampton is a Green City**: Building on Brampton’s commitment to sustainability by improving transit and active transportation opportunities, focusing on energy efficiency, and revitalizing natural spaces and the urban tree canopy.
- **Brampton is a Healthy and Safe City**: Focusing on community safety, improving mental health support, and encouraging active and healthy lifestyles.
- **Brampton is a Well-Run City**: Continuously improving the day-to-day operations of the Corporation by streamlining service delivery, effectively managing municipally owned assets, and leveraging partnerships for collaboration and streamlining.

Work is being done now to develop a full list of priority projects for the next four years, including timelines, indicators, and deliverables.
CREATE COMPLETE COMMUNITIES
- Access to services and amenities that support their ability to live, work, learn and play in their neighbourhood

PRIORITIZE JOBS WITHIN CENTRES
- A comprehensive plan to encourage a range of employment opportunities in urban and town centres
- Attract Investment & Employment

INCORPORATING SUSTAINABILITY
- Improve transit and active transportation opportunities
- Focus on energy efficiency
- Revitalize natural spaces
Area Land Supply Analysis

City of Brampton
What Brampton Has to Offer
Brampton 2040 Vision

Not a plan - for illustrative purposes only. All areas will be subject to full planning/co-design programs with citizens.
Greenfield Neighbourhood

Greenfield Neighbourhood Concept

- Low-Medium Residential Precinct
  - 20-30 units/ha target
  - Predominantly Single Family with Townhouse and Apartment mix
  - Parks within a 3 minute walk.

- Transit Oriented Area
  - 100-200 Jobs + Population per Ha (Transit Sustainable)
  - Low-rise Apartments & Townhouses

LEGEND
- Proposed
  - Estate
  - Single Family
  - Townhouse Type
  - Apartment Land Use
  - Apartment
  - Office
  - Retail
  - Civic/Institution
  - Ground-level Retail
  - Existing Zoned Line
  - Zoned bus stop
  - P Parking
  - Intersection
  - Right-in/Right-out

Plans are for illustrative purposes only. All areas will be subject to full planning/co-design programs with citizens.
Town Centre

Mixed Use Centre
- 100-200 Jobs + Population per Ha (Transit Sustainable) Target
- 20k-30k sqm Retail
- High Street Retail linking Zum Station and Town Park
- Grocery, Convenience, Restaurants & Cafes
- Office/Employment
- Low-Rise Apartments
- Approximately 20k-25k Population

Plans are for illustrative purposes only. All areas will be subject to full planning/co-design programs with citizens.
HERITAGE HEIGHTS
BACKGROUND
Development Planning Process

- Official Plan
- Secondary Plan
- Block Plan
- Plan of Subdivision/Site Plan

We are here now
Unprecedented changes to the Provincial & Regional Framework
Policy Framework

- North West Brampton Urban Development Area in the Official Plan (Schedule 1 and Schedule A)
- North West Brampton Policy Area in the Official Plan (Schedule F)
- Subject to Interim Control By-law 306-2003
Policy Framework

Current Official Plan Objectives:

• 4.15.5 (vi) employment areas will be targeted for higher order, higher density employment uses and lower density uses (i.e. warehousing and distribution) will be discouraged;

• 4.15.5 (xi) promoting live/work/play/shop opportunities that are accessible to pedestrians and transit users;

• 4.15.5 (xiii) promote sustainable development that protects surface and groundwater resources through the implementation of sustainable stormwater management practices that incorporates source, conveyance and end of pipe measures in public and private ownership;

• 4.15.5 (xvi) encouraging safe, convenient, continuous and accessible pedestrian sidewalks and bicycle paths to reduce dependence on the automobile and to encourage healthy living;

And 18 other specific objectives…
Last Unplanned Area; Heritage Heights (4000 acres)
Environmental Features

Heritage Heights
Process to Date

• Component study consultants were managed by City, but funded by landowners
• Component Studies lead to this 2014 Land Use Concept
• There have been several changes since then, including:
  • The Opportunity to create a Hospital
  • A new City priority to generate more employment
  • Provincial requirements for more density
• There were also unresolved external obstacles, including:
  • Uncertainty regarding Shale
  • Uncertainty regarding the GTA West Corridor
Shale Resources

• Shale is the natural resource used to make bricks. This part of the City is rich in this resource.

• North West Brampton Lands were protected between 2006 – 2016 for shale excavation.

• Region of Peel is proposing to delete protection policies from the Regional Official Plan, but to maintain Quarry permissions.
GTA West Corridor

- A potential 400-series highway with 4 potential alignment options.

- A corridor protection area has been established over Heritage Heights with an associated Interim Control By-law.

- Planning applications are not permitted.
OPPORTUNITIES & INSPIRATION
Complete Communities

• Compact development
• Walkable and convenient access to retail, commercial, jobs, cultural, institutional uses.
• Walkable, sustainable neighbourhood
• Family size and multi-family dwellings
Age Friendly

- Compact development
- Walkable and convenient access to retail, commercial, jobs, cultural, institutional uses.
- Walkable, sustainable neighbourhood
- Family size and multi-family dwellings
Transportation & Walkability

- 4 seasons animation
- day & night-time uses
- commercial amenities
- age-friendly amenities
- autonomous shuttles
- protected bi-directional cycle tracks
- smart kiosks
- smart streetlights
- smart street furniture
- smart wayfinding
- heated walkways
Digital Amenity

- 4 seasons animation
- day & night-time uses
- commercial amenities
- age-friendly amenities
- autonomous shuttles
- protected bi-directional cycle tracks
- smart kiosks
- smart streetlights
- smart street furniture
- smart wayfinding
- heated walkways
Hospital

- sustainability factors monitoring (air, solar, warmth, noise)
- multi-family dwellings
- adaptive floor-space design
- private outdoor space
- shared outdoor amenity
- digital amenity
- district energy
- automated waste collection system readiness
Employment land

- offices
- hotels
- restaurants
- retail amenity
- entertainment amenity
- cultural amenities
- fitness amenities
- service amenities
- digital amenities
- outdoor gathering spaces
- outdoor performance spaces
District Energy

- Deliver economies of scale, allowing large emissions reductions at a lower cost than individual building systems.
- Attract private investment and support local economic development.
Go Layover / Train Station

- Metrolinx has identified this as a potential concept plan for their GO Layover facility.
- We will be pursuing a Mount Pleasant Style Train Station.
Complete Connectivity

- Walkable and convenient access to retail, commercial, jobs, cultural, institutional uses.
- Walkable, sustainable neighbourhood
- Connected Bike lane
- Promoting active transportation
Next Steps
Next steps:

• Internal Staff and Agencies Design Workshop
• Active engagement with key Provincial Ministries
• Peel Regional OPA on Shale protections
• Co-Design Workshop with developers and stakeholders
• Technical studies update, subject to approval of GTA West Corridor, Environmental Assessment
• Interim Council Report on Heritage Heights Secondary Plan
TERM OF COUNCIL PRIORITIES
2018-2022

In March 2019, City Council established Term of Council Priorities aligned with the Brampton 2060 Vision, reflecting family’s vision from residents. The 2060 Vision is our long term goal and aspiration, and the Term of Council Priorities are the steps to move our city towards that goal over the next four years.

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Work is being done now to develop a full list of priority projects for the next four years, including timelines, metrics, and deliverables.
Discussion
Council Workshop

May 13, 2019

People Leader Responsibilities for a Councillor
Overview

- Today - “People Leader Responsibilities for a Councillor”
- Tuesday – “Managing Others for People Leaders”
Today’s Session

- Human Resources Matters
  - Recruitment, Performance Management Program, Learning + Development, Health and Safety
- Office Budgeting and Expense Tracking
- Information Technology Help Resources
- Accommodations and Workspaces
- Communications

Resources on Internal Portal – Service Catalogue
Managerial Responsibilities
Agenda

• Recruitment Process Overview
• Talent + Learning Mgmt. System (TLMS)
• Performance Mgmt. Program
• Learning + Development
• Health + Safety
Recruitment Process Overview

Planning
- Job description update
- Budget
- Complement

Recruit Requisition
- Initiate workflow via link on service card
- After appropriate approvals your TA Advisor will receive and action

Advertise
- City website, job boards + other appropriate channels such as social media, LinkedIn

Screening
- Review resumes to identify applicants that meet qualifications and short-list
Recruitment Process Overview Continued

**Interviews + Assessments**
- Assess candidate qualifications through interview and/or testing and identify preferred candidate

**Pre-offer Checks**
- Education verification, criminal record search and reference check

**Job offer**
- Formal employment agreement issued to successful candidate

**Pre-start documents**
- Policy acknowledgement form sign off, payroll, benefits, etc. to initiate hire
  - EDC

**Onboarding**
- Hiring manager initiates requests for parking, IT, etc.
- Corporate orientation
- Job specific orientation
Talent + Learning Management System (TLMS)

Two key components:

• Performance Management Program (PMP)
• Learning + Development
The Performance Management Cycle

Performance Planning
- Aligned Goal Setting
- Values + Skills
- Goals
- Individual Development

Recognition
- 1:1 meeting
- Employee Acknowledgement
- Leader Acknowledgement

Ongoing Coaching/Feedback
- Observation + evidence based
- 2-way feedback
- Developmental
- Documented

Evaluation
- Observation + Evidenced based
- “Crowdsourced”
- Self Assessment
- Leader Assessment
- Calibration
Learning + Development

• Vast library of training courses + sessions
• Online + In-class
• Enroll through TLMS
• Manager can assign
• PMP goal setting
Health + Safety

• Managerial obligations under Section 27 of Occupational Health + Safety Act (OHSA)
• Legal obligation to keep employees safe
• Mandatory training required for all employees
• **Supervisor Health and Safety Awareness in 5 Steps**
Internal Responsibility System

Internal Resources

- Health/Safety + Wellness
- JHSC
- Security
- Facilities Ops + Maint.
- Risk Management

City of Brampton

Supervisors

Workers

External Resources

- Ministry of Labour
- WSIB
- Safe Workplace Agencies
Understanding Your Workplace

Know the Hazard + Deal with the Hazard
Key Contacts

Human Resources Business Partner
Amy Taylor-Safruk

Talent Acquisition
Iva Peressini + Natasha Pisani

Organizational Development + Learning
Meredith Allen, Christine Braun + Lisa Murray

Health, Safety + Well-being
Amalia Liadis + Nick Bains
Thank You

Any questions?
Office Budgeting and Expense Tracking
Annual Budget: $338,986:
• Established as part of City’s annual budget
• Can not be exceeded without prior approval of Council
• Unspent amount can not be carried to following year

Includes:
• Councillor Salary and Benefits
• Staff Salary and Benefits
• Councillor and Staff Travel and Development
• Office Expenses
• Community Involvement
• Telephone, Mobile, Internet and Non-Standard Technology/Furniture

Does not include:
• Corporate representation (eq. attendance at AMO/FCM, trade missions pre-approved by Council)
• Standard Technology and Furniture
Monthly:

- Expense account statements will be distributed to the Councillor for review and sign off (summary and detail)
- Statements should be signed and returned within 30 days of receipt from Finance
- Expense account statements will be posted to the City’s website

### EXPENSE TRACKING AND REPORTING

**THE CORPORATION OF THE CITY OF BRAMPTON**

**COUNCILLOR'S TERM OF COUNCIL EXPENSE ACCOUNT STATEMENT - COUNCILLOR NAME**

**DECEMBER 1, 2018 - NOVEMBER 30, 2022**

As at March 31, 2019
Prepared: April 10, 2019

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**SUMMARY**

<table>
<thead>
<tr>
<th>Year/Month</th>
<th>Vendor Name</th>
<th>Invoice #</th>
<th>Description of Expense</th>
<th>Amount</th>
<th>Salary and Benefits</th>
<th>Professional and Business Development</th>
<th>Office Expenses</th>
<th>Community Involvement</th>
<th>Telephone, Mobile and Internet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 10</td>
<td>R eg o s CO M M U N I C AT I O N P ART N E R 717 6 5 2 5 0 6 - D E C 1 0 Dec 10 - Rogers Phone Bill</td>
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<td>21.42</td>
<td></td>
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<tr>
<td>Dec 10</td>
<td>C IT Y O F B R A M P T O N</td>
<td>T J</td>
<td>Office supplies</td>
<td>267.70</td>
<td>267.70</td>
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<tr>
<td>Dec 10</td>
<td>C IT Y O F B R A M P T O N</td>
<td>T J</td>
<td>Street Guides</td>
<td>10.00</td>
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<td><strong>225.70</strong></td>
<td><strong>225.70</strong></td>
<td><strong>21.42</strong></td>
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**December 1, 2018 - December 31, 2018**

- **$247.12**

**January 1, 2019 - December 31, 2019**

- **$564.61**
REQUESTING AND APPROVING PAYMENTS AND REIMBURSEMENTS

- **Accounts Payable Payment Requisition:**
  - Used for: payments to vendors, community donations
  - Paper form that must be signed and appropriate backup attached => sent to Corporate Accounting for processing

- **Business Expenses:**
  - Used for: reimbursements to Councilors and staff for day-to-day expenses incurred (e.g. home internet, staff mileage, office supplies)
  - On-line form that can be found on City Portal (Service Catalogue => Financial and Procurement services => Expenses => Employee Business Expenses)
  - Approval of expenses through e-mail

- **Travel and Education:**
  - Used for: reimbursement and tracking of Councillor and staff travel and education (e.g. AMO, staff courses)
  - On-line form that can be found on City Portal (Service Catalogue => Financial and Procurement services => Expenses => Travel and Education)
  - Approval of expenses through e-mail

notification@brampton.ca
ACTION REQUIRED - Travel and Education Expense Form requires review
Employee Business Expenses

Starting January 2019, we are combining and streamlining various employee business expense reimbursement processes utilizing AgilePoint workflow software.

Location: Accounting, Finance, 2nd Floor, City Hall

Bjorck Fairchild
QUESTIONS
Council Workshop

IT Help Resources
Top Questions asked to Customer Care
How do I reset my Windows password myself?

Use the Self Service Password reset option

• Set up Self Service password reset security questions (one-time set up) – click here for how

• Reset your Windows password – click here for how
How do access files from home?

For access to your network drives or City of Brampton applications on a corporate laptop, use Netscaler VPN. **Click here for Win10.**

For access to your Outlook, OneDrive and online Microsoft applications from any device, go to [portal.office.com](http://portal.office.com)

For access to Outlook only, go to [outlook.office.com](http://outlook.office.com)
Search for all Request for Access forms in the Corporate Library on the OurBrampton portal. If the form is available on IT Self Service, you will be redirected there to fill the form out online.
How do I add a shared mailbox?

To add a shared mailbox to your Outlook folder list or to add a shared mailbox via Outlook Web Access in Office 365, you must first be given permission by the owner to view the mailbox.
How do I get access to an email group, shared mailbox, calendar or scheduler?

The owner of the group can add/remove members by using Manage Groups

(to find the owner of a group, search in the Outlook Global Address Book for the permission groups - EmailGRP_**, MBoxGRP_**, CalGRP_**, or SchedGRP_**)
In person: West Tower 2nd Floor Lunch room
Phone: 905-874-2029
Email: ITServiceDesk@Brampton.ca
Questions

Q&A
Thank you!
Office Equipment & Furniture Asset Requests

1) Step 1 – Initiate Contact with Building Design and Construction:
   - Cindy Binnell, Manager of Building Design & Construction (BDC), leads a team of Professional Interior Designers.
   - Lines of services include but are not limited to: interior design services; office layout; physical accommodation; furniture; and moves.
   - Contact Information: P: 905-874-3365, E: cindy.Binnell@Brampton.ca

2) Step 2 – Information, Scope Development & Initiation of Request:
   - To expedite the request please be prepared to provide:
     A. A short email that outlines the details of request and timeline expectations; and
     B. Written direction from the member of Council (or delegate) confirming they will sign off and approve all scope/costs.
   - Potential Impacts: BDC will review and advise of any potential impacts related to the ‘Mayor & Councillors’ Expense Policy’ or if options exist to alleviate any long lead times or reduce unnecessary office disruption.
   - Initiation of Service Request: BDC will enter a request for services into the work order system on behalf of the requestor.
   - Assignment & Investigation: Staff will be assigned to investigate and identify all necessary activities, risks, verify timelines and costs.
   - Funding Confirmation: Staff will validate available funding with Finance follow up with the delegated authority to communicate findings.

3) Step 3 Expedite, Schedule and Follow up:
   - Order & Schedule: Staff will place orders and arrange deliveries or services required.
   - Follow up: Staff will maintain appropriate contact during the work, communicating unforeseen conditions, cost and scope changes.

4) Step 4 Project Tracking and Reporting:
   - Reporting: As required, staff will track and report the scope/cost of each request in accordance with City policy.