

# PLANNING AND DEVELOPMENT SERVICES

November 20, 2018  
Community Safety & Well-being, Services

Springdale Library

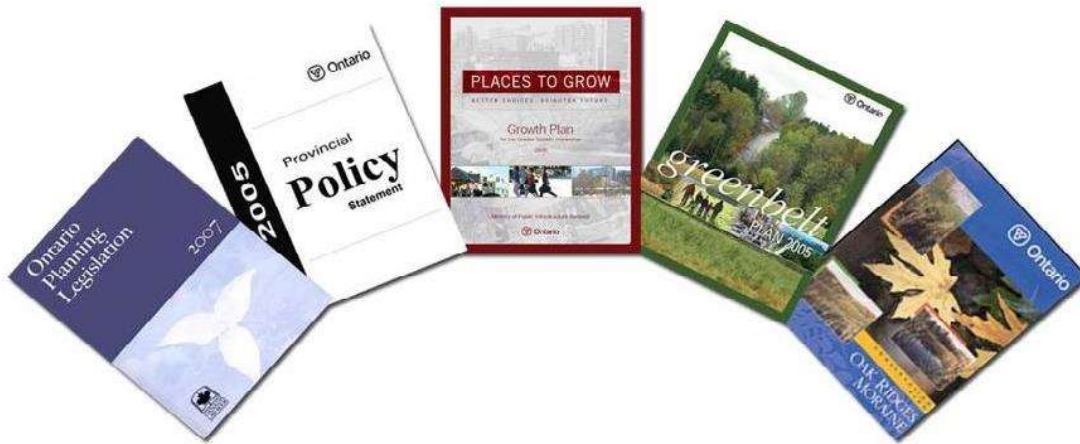


# Functional Overview

- Establish Land-Use Policy
- Review Development Applications
- Manage Building Permit Applications



# Framework for Planning in Ontario



**Overview:** Provincial, Regional, Municipal

**Planning Act:** Provincial legislation that sets the ground rules for land use planning in Ontario.

- Purpose: To establish a land use planning system led by provincial policy.

## What is the Province's role?

- Issue Provincial Policy Statements (PPS) under the *Planning Act*;
- Promote and protect provincial interests (natural resources, sustainable development, public transit, employment, etc.)
- Prepare provincial plans:
  - *Greenbelt Plan (2017)*
  - *Growth Plan for the Greater Golden Horseshoe (2017)*
  - *Oak Ridges Moraine Conservation Plan (2017)*
  - *Niagara Escarpment Plan (2017)*

## What is the Region's role?

- Provide a wide range of cost-effective programs and services including: Ambulance service, health care, garbage collection, water and water treatment, road maintenance and servicing and public housing.
- Provide comments on Development Applications, Site Plan Applications and Committee of Adjustment Applications

# City of Brampton

## What is the City's role?

- Municipalities have been given delegated authority from the province to make local planning decisions on planning applications and proposals.
- To ensure planning decisions and planning documents are consistent with the Provincial Policy Statements and conform or do not conflict with provincial plans.

## Planning Documents and Tools:

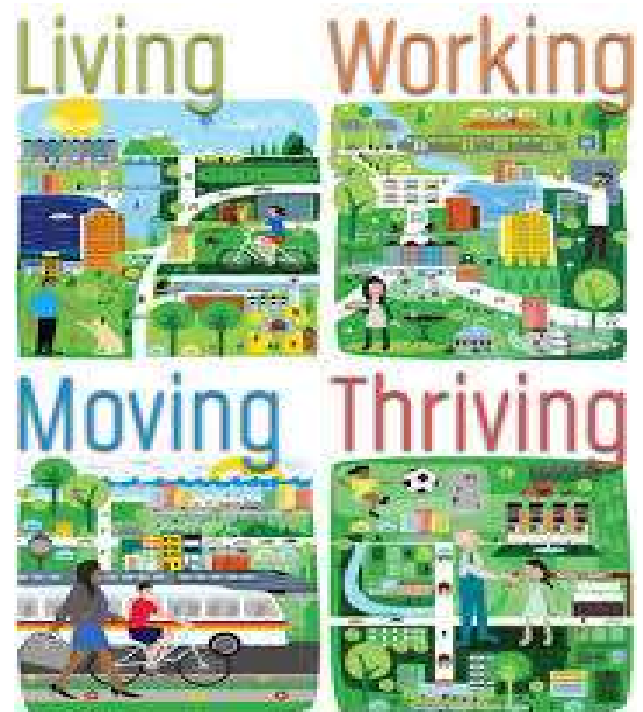
- Official Plan – Master planning document used to guide decisions on issues such as land use, built form, transportation and the environment.
- Zoning By-law – Control mechanism to regulate land use and development that implements the goals and objectives of the Official Plan.
- Brampton 2040 Vision – A mosaic representing the aspirations of the people of Brampton.
- Various Other Standards, Guidelines & Policies





# Development Applications

- Goal: Well planned communities in the City, in keeping with good planning practices and the public interest.
- Responsible for processing Planning Applications pursuant to the **Planning Act** of Ontario.
- Provide professional planning opinion and recommendations to Planning & Development Services Committee, Council Committee of Adjustment.
- Applications are becoming more complex, and more focus on impact to community



# Duty and Standard of Care Development Application Review



## Development Application Types

- Official Plan Amendment (OPA) – Council Decision
- Zoning By-law Amendment (ZBLA) – Council Decision
- Draft Plan of Subdivision (DPS) – Decision delegated to staff
- Draft Plan of Condominium (DPC) – Decision delegated to staff
- Site Plan Approval (SPA) – Decision delegated to staff
- Minor Variances (MV) – Committee of Adjustment Decision
- Consents to Server (C) – Committee of Adjustment Decision



## Timelines

- Zoning By-law Amendment – 150 days
- Draft Plan of Subdivision – 180 days
- Official Plan Amendment – 210 days

\*An Applicant may appeal to the Local Planning Appeal Tribunal (LPAT) if Council does not make a decision to on the application within the identified timeframe.



## Design Excellence

The Urban Design Review Panel  
Design Guidelines



## Sustainability

Sustainability Guidelines & Scores  
Assessed

# Development Application Review

1. Pre-Application Consultation
2. Application Intake – Deem Application Complete/Incomplete
3. Circulate Application to Internal Departments/Divisions, External Agencies and Ward Councillors
4. Statutory Public Meeting – OPA, ZBLA, DPS  
In accordance with the *Planning Act*, notice of the Public Meeting is posted in the Brampton Guardian and sent to all landowners within 240 metres of the subject property
5. Recommendation Report to Planning Committee
6. Notice of Decision



# Key Service Enhancements



Digitization of  
Planning Records



Moving Toward On-Line  
Application Submissions



Strategic Process  
Improvements

- TRCA MOU
- Bill 139



Enhanced Community  
Engagement



New Vision and  
OP Review



# Building Regulation

Duty and Standard of Care  
Obligations and Metrics  
Key Service Enhancements



*Council Orientation PM\_2018-2022 Term of Council\_20November2018*

# Duty and Standard of Care

The construction and regulation of buildings in Ontario is governed by the *Building Code Act, 1992* and the current *Ontario Building Code* (O. Reg. 332/12)

Every municipality in Ontario *must* comply with the *Building Code Act, 1992* (BCA) and the *Ontario Building Code* (OBC). A municipal council *must* appoint a chief building official and inspectors to carry out the enforcement of the BCA under s. 3(2)

Municipal building officials owe a duty of care to anyone that might be injured by a negligent inspection (includes owners, future owners, neighbours and the general public at large)





# Obligations and Metrics



## Permit Review

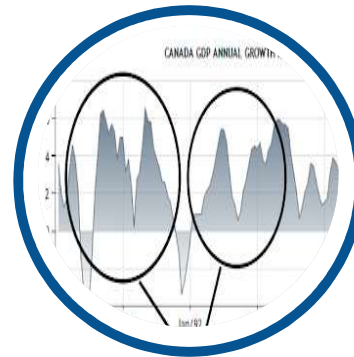
*Complete* applications must be reviewed within:

10, 15, 20 or 30 business days according to the scope of work



## Inspections

Duty for permit holder to request @ readiness and duty for City to Inspect within 2 business days



## Economic Health

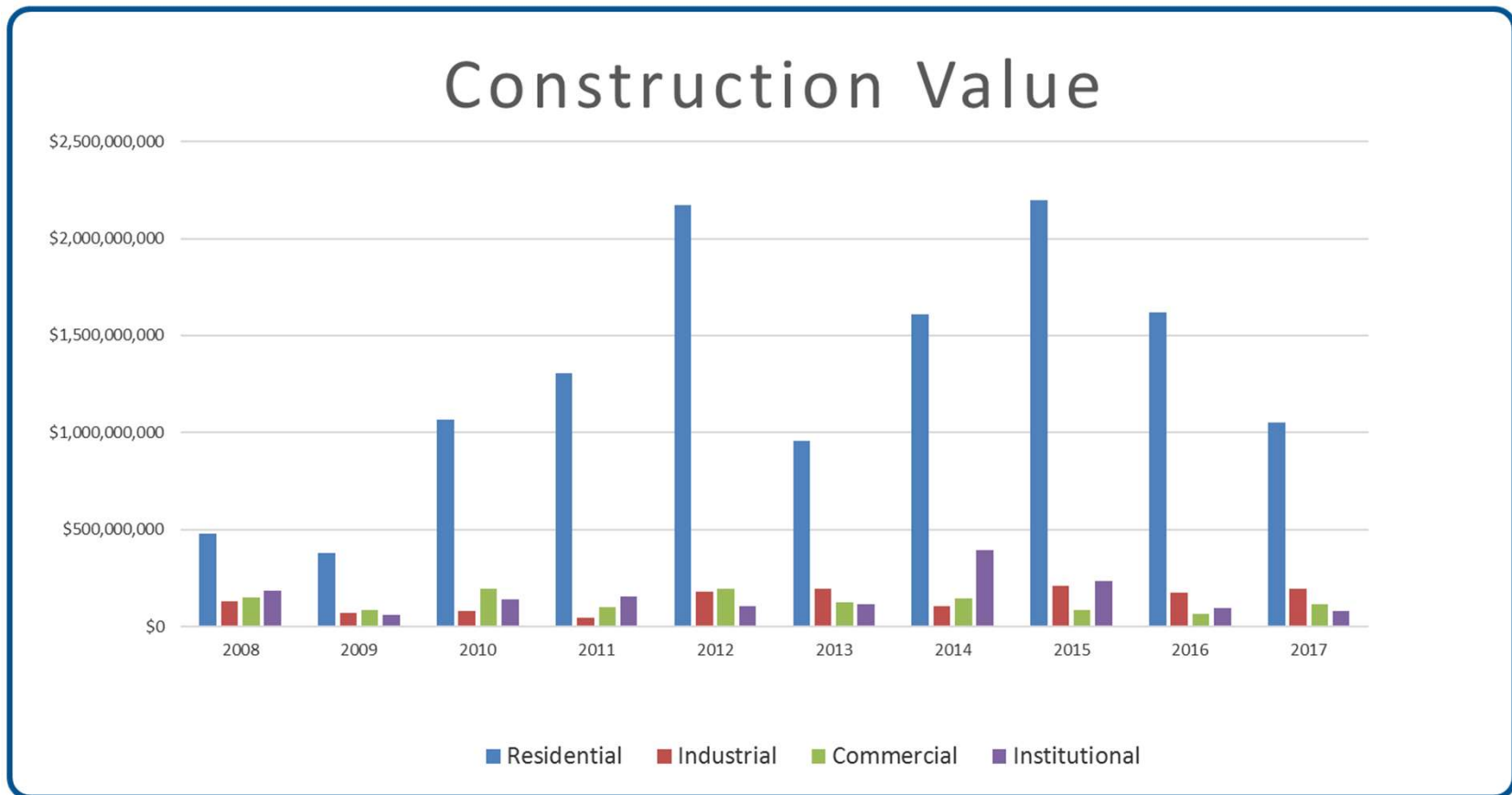
The overall value of construction is a good indicator of the economic health.



## Affordable Housing

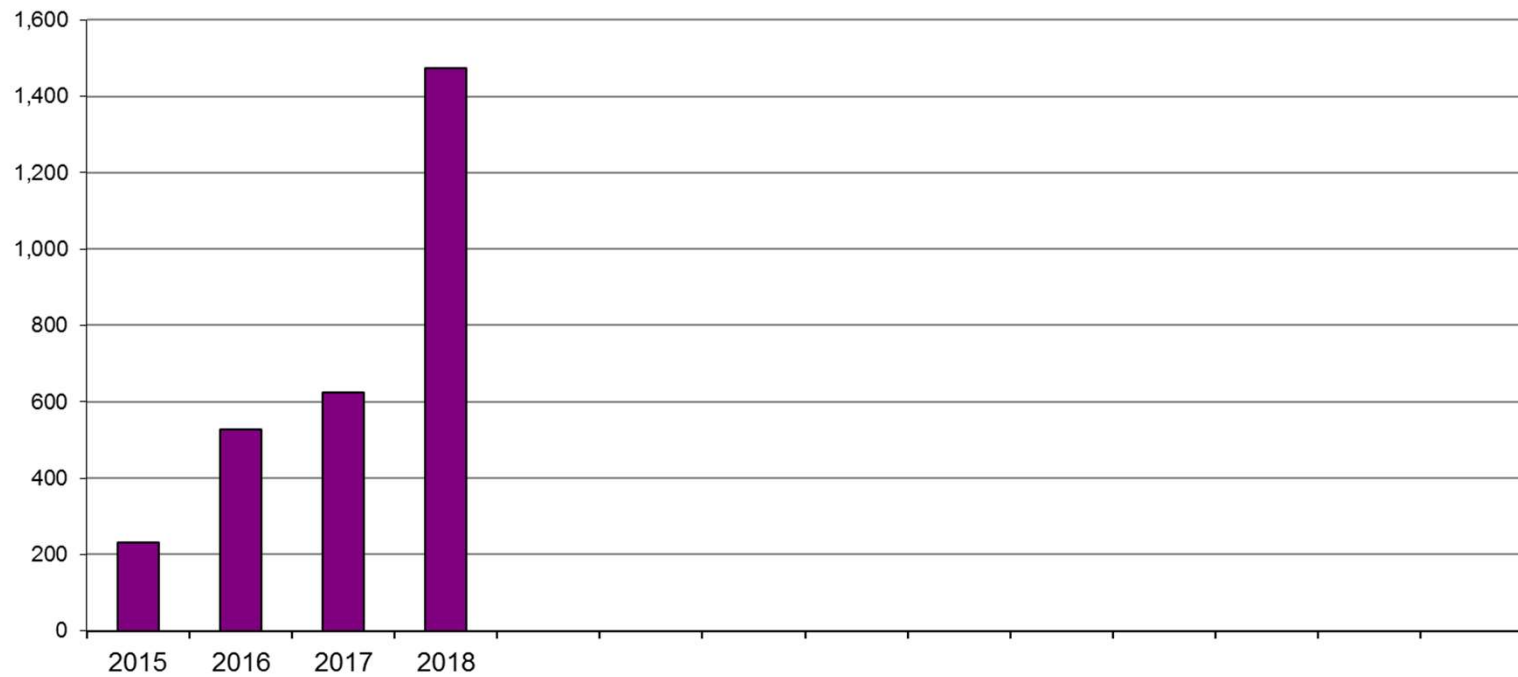
Overwhelming demand for second units in Brampton

# Obligations and Metrics



# Obligations and Metrics

## 2 Unit Applications Received



# Key Service Enhancements



## Digitization

On-line access to archival information

## By-Law

Amendments made to the Building By-Law to allow e-commerce

## Partnerships

Enhanced partnerships with internal and external approval authorities.

## Mobility

Enhanced in-field solution to allow real time inspection results and work force agility.

## Outreach

Expansion of multi-lingual services, community education and multi-media solutions.

## On-Line

Development of on-line permit application, issuance and inspection requests.



# CORPORATE SERVICES

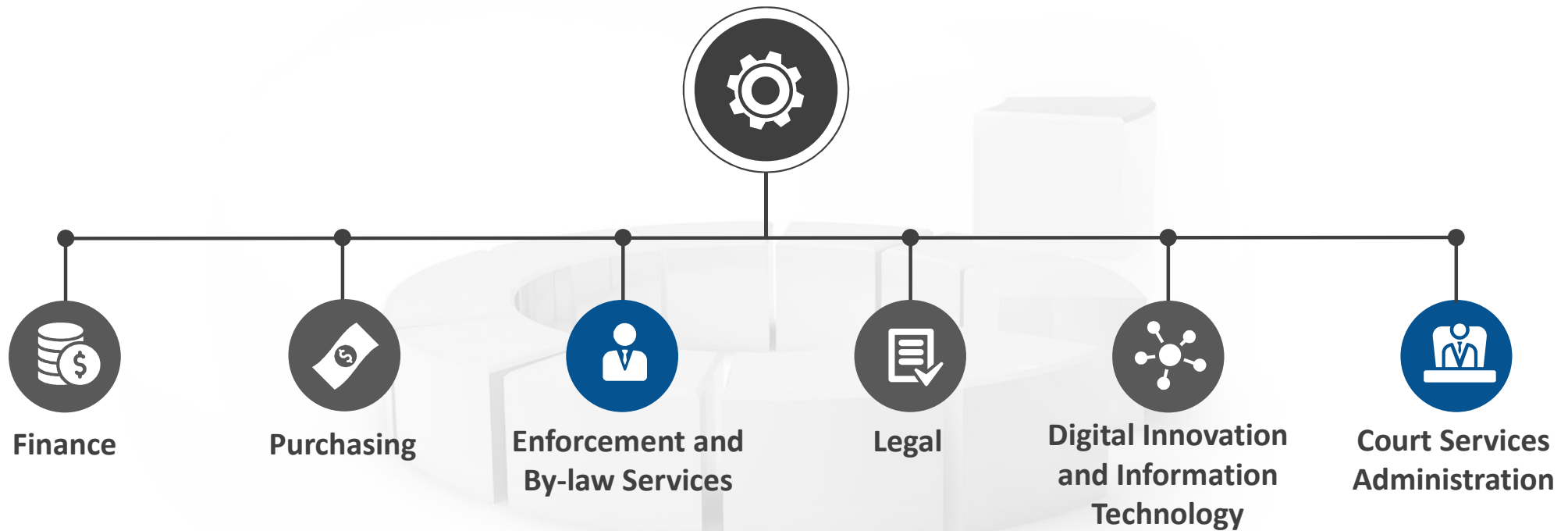
Enforcement and By-law Services  
and  
POA Court Services and Administration



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# Our Services

Corporate Services Operating Department





# Enforcement and By-Law Services - Who We Are

**Divisional Director** – Paul Morrison,  
905-458-3424 x63201

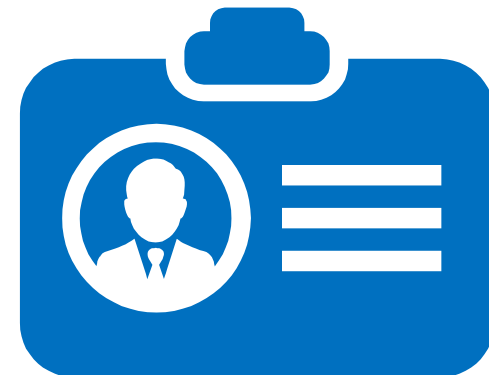
**Sections:**

By-Law Enforcement – Manager, JeanPierre Maurice  
905-458-3424 x 63240

Licensing Enforcement - Manager, James Bisson  
905-458-3424 x 63222

Property Standards – Manager, John Avbar  
905-458-3056

The Division is responsible for obtaining compliance through education and enforcement related to Municipal By-Laws



# What We Do

Enforce by-laws as approved by City Council  
under the authority of :



Municipal Act



Building Code Act



Planning Act

# By-Law Enforcement

- Responsible for all public property offences
- Focus is on community safety and educational awareness
  - e.g. Seasonal educational information campaigns, snow clearing, fireworks, overnight parking, park on landscape and unauthorized parking

Operating Hours  
24-7 365 days



	<u>2018 YTD</u>		<u>2017 YTD</u>	<u>All of 2017</u>
Total Calls for Service	45,496	↑31%	34,691	38,395

# By-Law Enforcement

	<u>2018 YTD</u>		<u>2017 YTD</u>	<u>All of 2017</u>
Municipal Enforcement Cases	5,942	↑ 77 %	3,348	3,716
Parking Cases	24,835	↑ 37 %	18,066	20,601
Parking Tickets Issued	97,900	↑ 14 %	85,644	96,408
Parking Fines Issued	<b>\$4,204,831</b>	↑ 18 %	\$3,576,951	\$4,055,361

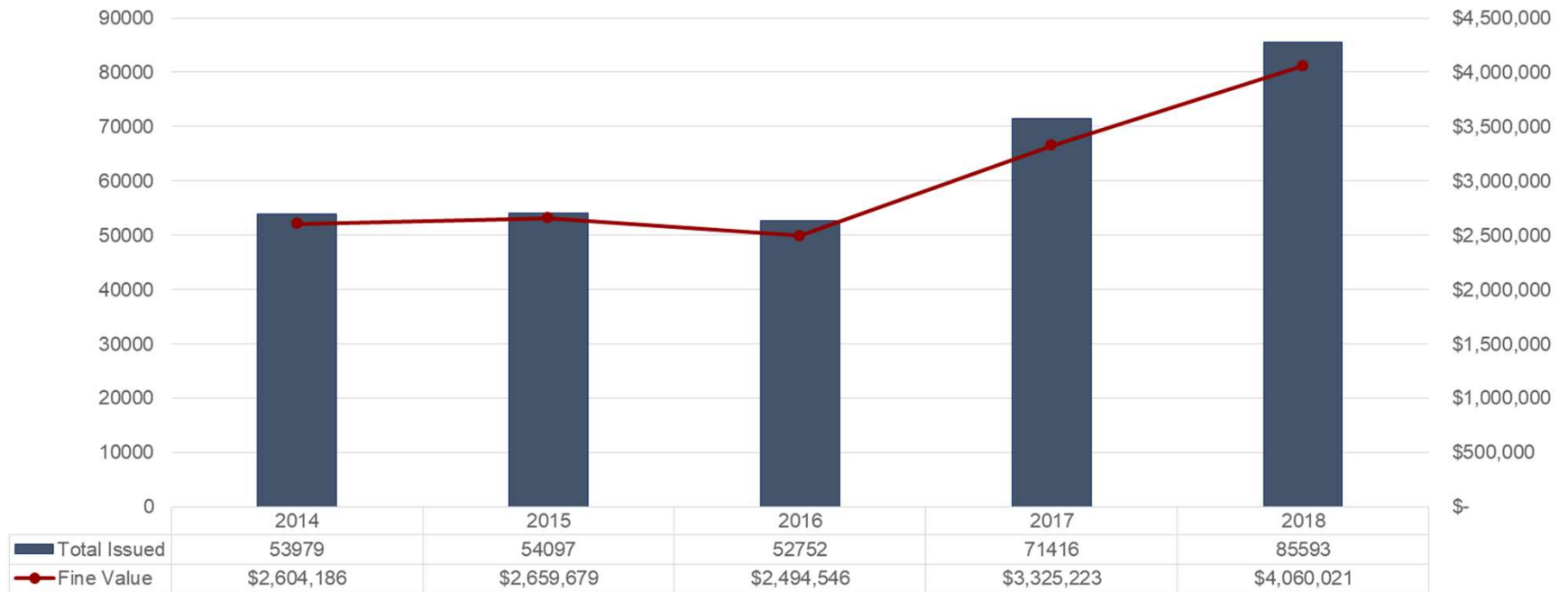
**Top Complaints:** Illegal Signs, Fail to Remove Snow/Ice Sidewalk, Excessive Loud Music

**Top Parking Complaints:** 3 Hrs, 2am-6am, Sidewalk

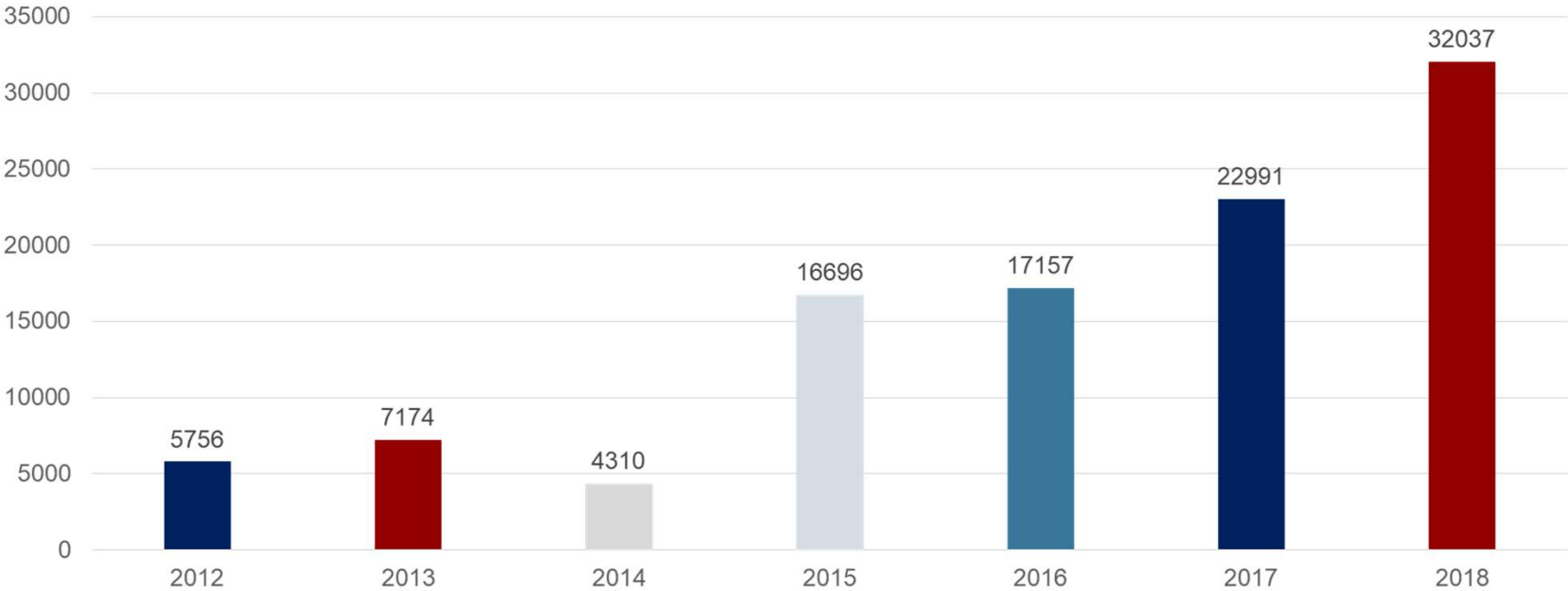
**Top Penalty Notices:** Park on Private Property, 2am-6am, Park in Designated Fire Route

# Penalty Notices – 5 Year Trend

January – October



# Nuisance Signs





# Licensing Enforcement

Licensing of all mobile businesses

Inspections of all licensed stationary businesses

Licensing and Enforcement of by-laws for tow industry

Operating Hours

Monday – Friday

8:30 a.m. – 4:30 p.m.

# Licensing Enforcement

	<u>2018 YTD</u>	<u>2017 YTD</u>	<u>All of 2017</u>
<b>Licensing Cases</b>	1,057	1,053	1,140
PTC Licensing Fees:	\$ 40,000		PTC Ride Fees: \$ 637,305 *
All Other Licensing Fees:	\$ 767,195		
<b>Projected Year End Total:</b>	<b>\$ 1,444,500</b>		

The licensing fee for PTC is \$20,000 per company per year, and a trip fee of \$0.30 per ride

# Property Standards

Responsible for all private property related offences

Operating Hours  
Monday – Friday  
8:30 a.m. – 4:30 p.m.



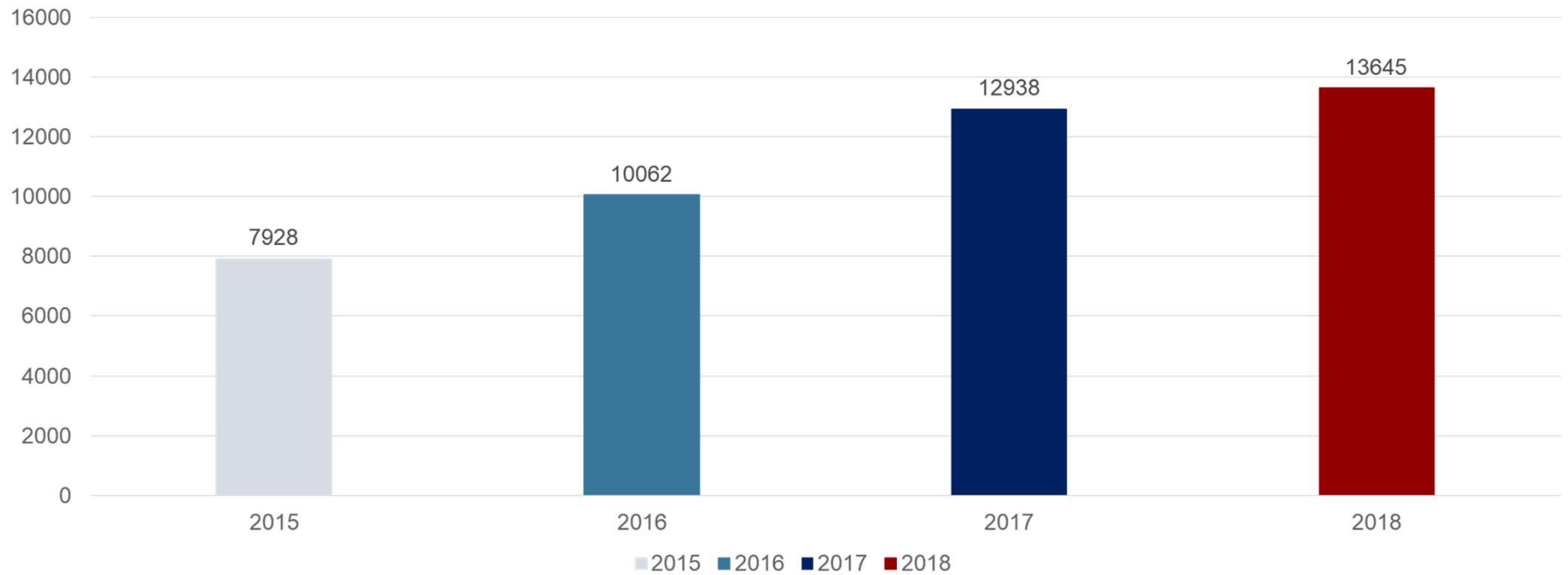
# Property Standards

	<u>2018 YTD</u>		<u>2017 YTD</u>	<u>All of 2017</u>
Property Standards Cases	13,662	↑12 %	12,224	12,938

Top Complaints: Excessive Growth/Weeds on Private Property,  
P.S. Exterior Offences, Refuse, Driveway Widening

Property Standards Imposed Fines \$ 546,005

# Property Standards Complaints



# Property Standards

Property Standards Imposed Fines





# Secondary Unit Task Force

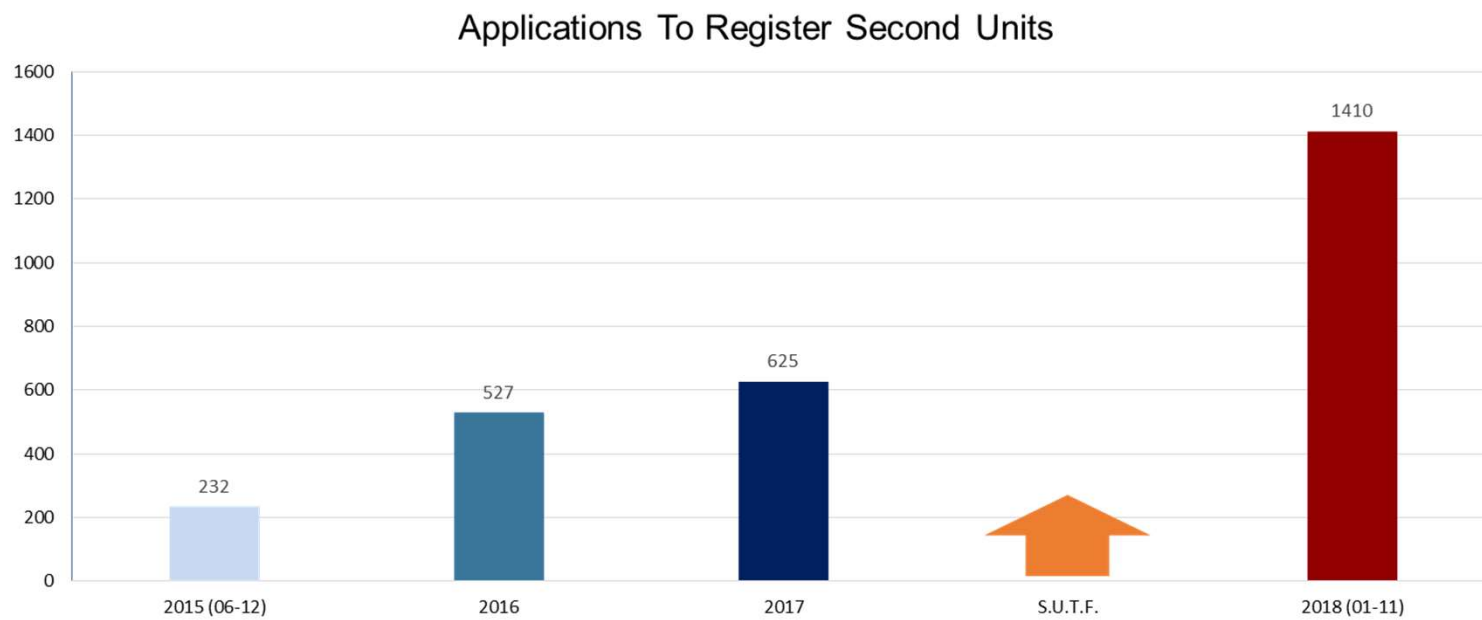
**Created June 2018**

A strict enforcement policy has increased the number of investigations and charges being laid

More permits have been applied for in the last few months than the last two years combined

Court issued fines have increased from \$1,000, with the average now being \$2,000 for a first offence

# Property Standards



# Moving Forward

Relocation to FCCC  
8850 McLaughlin Road in 2019



Enhanced Mobile Technology  
Automatic Licence Plate Reader

New AMPS



# POA Court Services and Administration - Who We Are

## Contacts:

Jane Iacobucci, Manager Court Administration

905-450-1378

Calvin Kim, Supervisor Court Operations and Administration

905-874-3304

Franca Muraca, Supervisor Court Operations and Administration

905-450-6353



# POA Court Services and Administration - What We Do

Responsible for the administration and court support for proceedings commenced under Part I, II and III of the Provincial Offences Act and oversee the Administrative Monetary Penalty System (PMPS) for parking infractions.

We have over 65,000 client interactions (Front Counters taking payments, scheduling trials, processing extensions and appeals).

# POA Court Services and Administration

We accepted and processed more than 66,000 charges laid by Peel Regional Police, City of Brampton By-law Enforcement and many other agencies and administered over 90,000 penalty notices.

Our Court and Client Representatives provided in court support to the Justices of the Peace for more than 76,000 charges.

Convictions imposed by the Justices of the Peace resulted in fines in excess of \$12 million.

# POA Court Services and Administration

Pursuing further streamlining reforms to simplify municipal court processes.

Working with the Province of Ontario to develop online court services.

The goal is to improve service delivery and reduce demand for court resources.



# Administrative Monetary Penalty System (AMPS)

There are three Screening Officers and two Hearing Officers appointed by Council who conduct Screening and Hearing Reviews and issue decisions within weeks of the penalty notice being issued.

Bill 68, Modernizing Ontario's Municipal Legislation Act, 2016 allows municipalities to include other municipal by-laws within the PMPS program hence we will be working closely with By-law Enforcement, Legal and Prosecution staff to look at where we can expand on our current AMPS program.



# INTERNAL AUDIT AT THE CITY OF BRAMPTON



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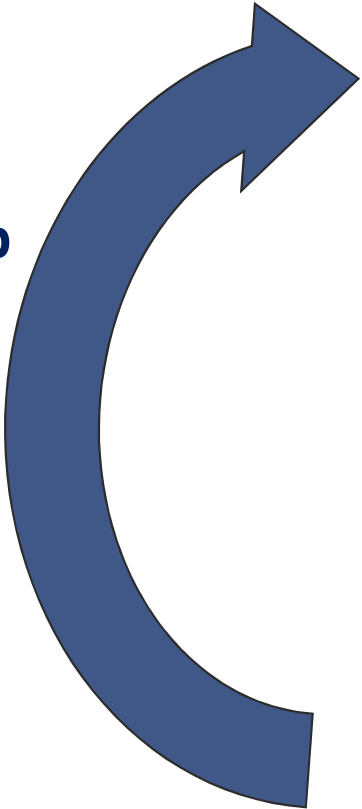
# Welcome to the City of Brampton

- As a Councillor, one of your primary roles is that of **stewardship** and **oversight**.
- Council's objective is to ensure that administrative practices, policies, and procedures are in place to safeguard the City's resources, and maintain financial integrity through an open, accountable, and transparent process.

# How We Work Together



**Stewardship**



**Perform Engagements**



**CITY HALL**

**Taxes**



# Internal Audit and Corporate Governance

- Accountability, transparency and openness are standards of good governance that enhance public trust.
- OIA reports to Council through Audit Committee (AC). This direct reporting relationship accomplishes the following objectives:
  - Enhances Council's oversight and stewardship responsibilities given the impartial, objective, and independent review of management practices that are performed;
  - Enhances the independence and objectivity of the Office of Internal Audit (OIA);
  - Provides a focal point for improved communication between Council, OIA, and Management.

# Our Mandate

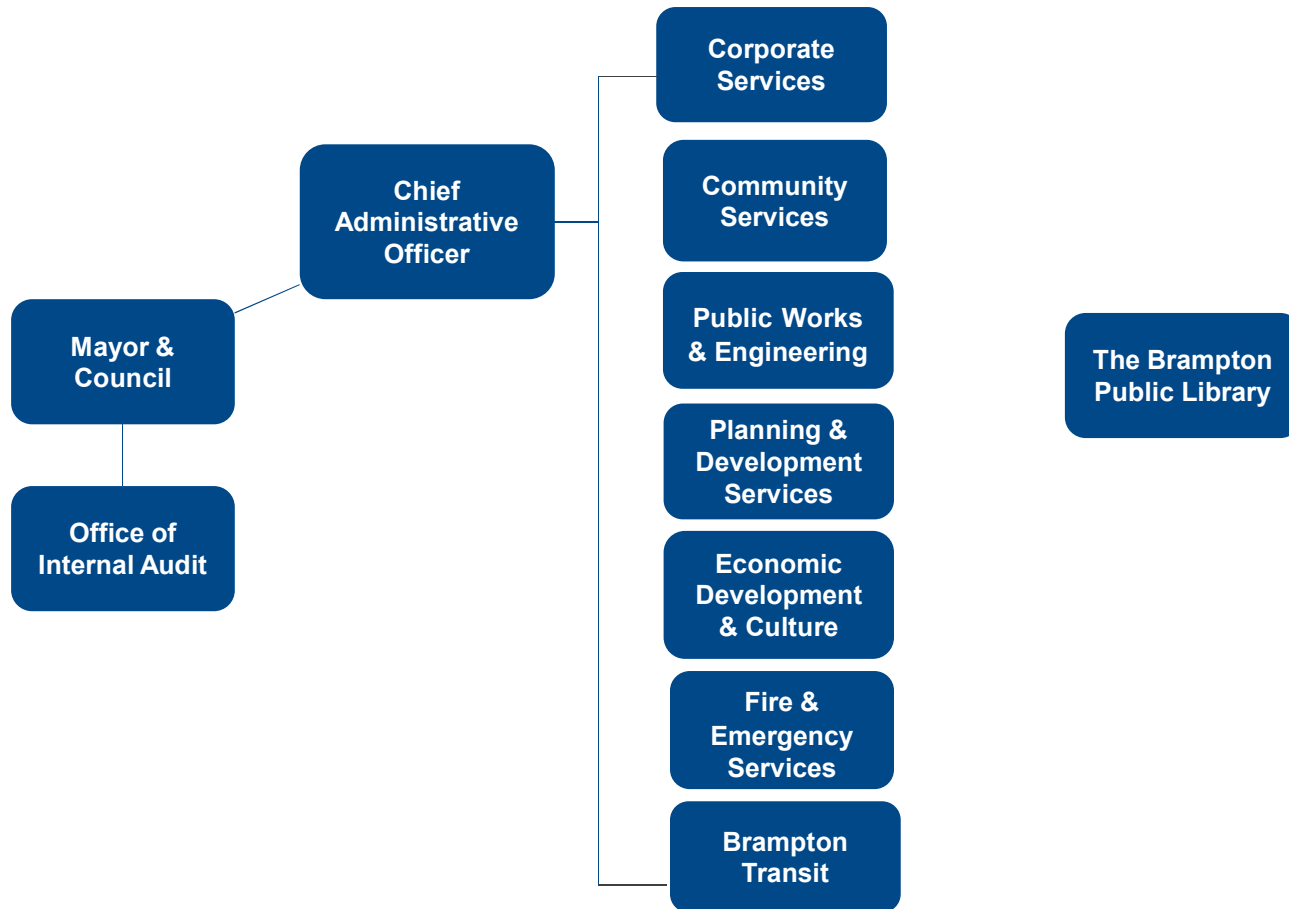
We endeavour to provide the taxpayers of Brampton assurance that City services and resources are being administered in an effective, efficient, and economical manner.



# Independence

- Being independent allows us to provide objective assessments of operations; this includes audit selection, scope, procedures, timing, and content.
- What elements allow the Office of Internal Audit to be independent?
  - Directly reporting to City Council through Audit Committee
  - OIA's budget is approved by Audit Committee
  - No direct operational responsibility or authority over any operational activity
  - Audit Committee and CAO jointly determine matters of performance and employment of the Chief Audit Executive (CAE)
  - The inclusion of Citizen members on Audit Committee (endorsed by Council in 2018)

# Our Scope



# Annual Internal Audit Work Plan

Our work plan sets out the priorities of the Internal Audit function that are reflective of the City of Brampton's strategic goals, objectives, concerns, and priorities. It is integrated and coordinated with a corporate risk assessment.

Several factors are taken into consideration in developing the Audit work plan such as:

- Risk assessment results
- Last time the area/process was audited
- Results of previous audits
- Requests and information provided from the Corporate Leadership Team or Senior Management



# Our Progression

	2017	2018
<b>January-February</b>	Created auditor expectations, divisional goals, updated audit methodology, incorporated audit ratings into audit reports, standardized templates created	2017 Year End Report, AC endorsement of the proposed Citizen members on Audit Committee, new Corporate Fraud Policy and re-launch of the Fraud Hotline
<b>March-May</b>	EQA conducted and 8 conformance gaps identified	New staff member specializing in IT
<b>June-August</b>	Division renamed “Office of Internal Audit”	Audit Committee Reference Manual updated; First time audit reports: Fire and Emergency Services, Building Inspections, Parking Infractions, Road Resurfacing
<b>September-December</b>	All EQA conformance gaps addressed, update of the Internal Audit Charter and Audit Committee’s Terms of Reference, OIA budget presented to Audit Committee and then approved by Council	Community outreach and involvement: IIA sub-committee, IIA volunteer events, Eco Pledge, Adopt a Park, MIAA presentation, United Way events

**Over the past 2 years, there has been greater and improved collaboration with management, including consulting assignments and participation in various initiatives and projects.**

# Our Performance

January – December 2017	January – June 2018
<b>91%</b> of audit plan completed	<b>44%</b> of audit plan completed
<b>60</b> recommendations issued	<b>66</b> recommendations issued
<b>\$298 000</b> total cost savings and additional revenue	<b>\$1 008 449</b> estimated additional revenue*
<b>86%</b> completion of Management Action Plans	<b>72%</b> completion of Management Action Plans (2016-2017 audits)

# Resources

- <http://www.brampton.ca/EN/City-Hall/Pages/Internal-Audit-Division.aspx>
- <http://www.brampton.ca/EN/City-Hall/Council-Committees/Documents/auditCommitteeReferenceManual2018.pdf>
- <https://na.theiia.org/Pages/IIAHome.aspx>

**Foruzan Velji, Director and CAE**

905 874 2215

Foruzan.Velji@brampton.ca

# Acronyms

COB	The City of Brampton
OIA	The Office of Internal Audit
AC	Audit Committee
IA	Internal Audit
CAO	Chief Administrative Officer
CAE	Chief Audit Executive
IIA	The Institute of Internal Auditors



# Our Focus is People

Human Resources  
Our Why | Our How | Our What



# Our Why







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Inspired

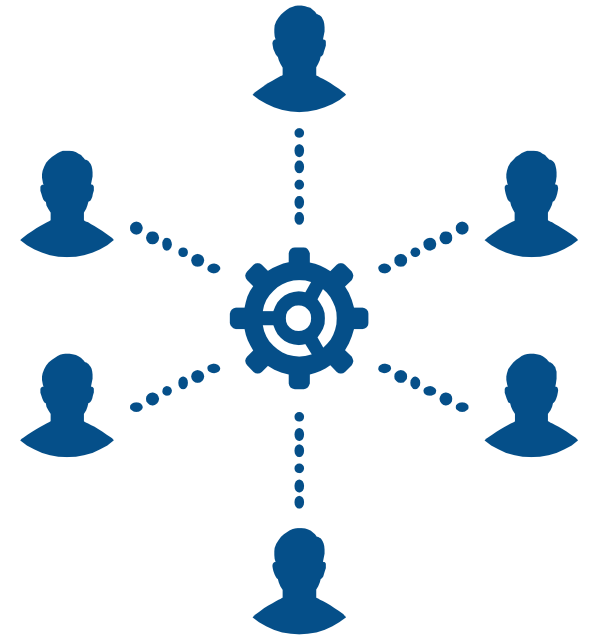
Exit  
airwell A  
Key Exit: Ground Level  
Main Exit: 2nd Level

service

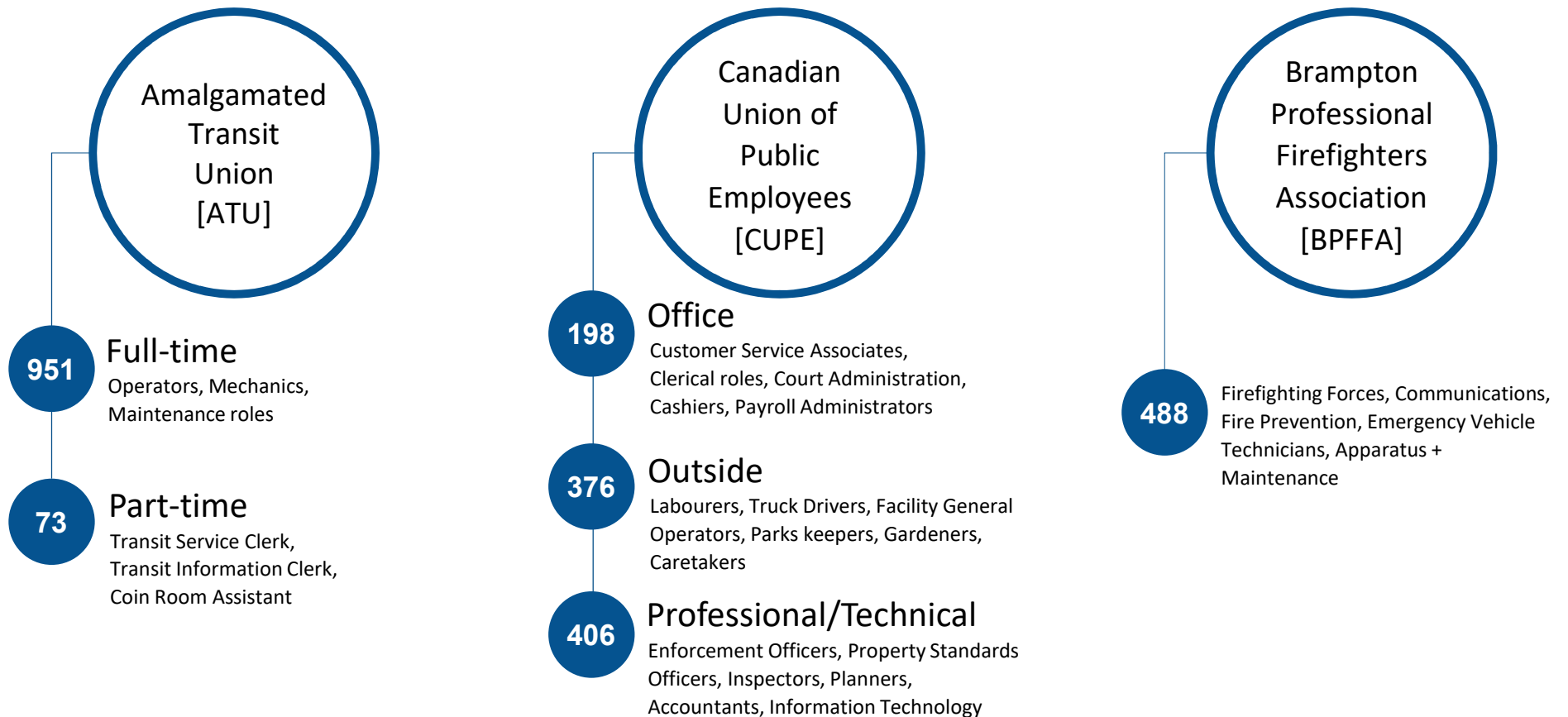


# City of Brampton: Our People

- **Gender:** 68% male/32% female
- **Average age:** 38 years old
- **Average tenure:** 9.4 years
  
- **Full-time:** 60% of the workforce
  - % unionized (full-time): 73%
- **Part-time:** 40% of the workforce
  
- **Employee voluntary turn-over rate:** 1.4 %/3% including retirements (2018 YTD)



# City of Brampton: Bargaining Units



# Our Why

## Amazing Grace

[Know Your Why](#)

# Our How

[Our DNA](#)

# Our Purpose

Why we work together

Delivering excellent service starts with one inspired team who is passionate about **PEOPLE**



# Our Values

What we stand for

## **COURAGE**

Curious • Determined • Resilient • Bold

## **TRUST**

Respectful • Vulnerable • Humble

## **COMPASSION**

Considerate • Humanistic • Patient

## **INTEGRITY**

Authentic • Transparent • Principled



# Our Mindset

How we think + work together

## WE'RE FUTURE READY

Build trust + confidence

Understand our community

Clear roles + objectives

Accountable to bring our best

Think bigger about Brampton's future

Focus on progress over process

Responsive + agile



# OUR DNA.

**Our focus is people.** We are a team of more than 6,000 who serve a community of more than 600,000.

## Our Purpose

Why we work together

## Our Values

What we stand for

## Our Mindset

How we think + work together

## Our Style

How we keep it alive



## Our Style

How we keep it alive

When we bring our values to life we build a strong company **CULTURE**

### Values guide us to:

lead + learn

hire + work + play

reward + recognize

promote + prosper

plan + strategize + press "go"



# OUR DNA.

Our Purpose

Our Mindset

Our Values

Our Style

# Our What

# Human Resources: What We Do

Enable a high-performing culture

Partner to elevate success of our work and community

Attract, develop and retain top talent

Energize employees to deliver exceptional customer experiences

Foster a culture that emphasizes health, safety and wellness

Apply equitable, modern and transparent policies and procedures



# Human Resources: Service Areas

Recruitment

Compensation + benefits

Health + safety

Wellness

Employee relations

Labour relations

Employee + leadership  
development

Workforce diversity + inclusion

Metrics + analytics

Organizational culture

People plan

Let's talk more about  
our People Plan

People Advantage: Our Style

# People Advantage



- Prescribes how we engage and develop our people
- Builds our organizational culture to:
  - have pride in our work and make a difference
  - become better and bolder at what we do
  - contribute to the overall success of our work and community
- Fortifies our focus on people and commitment to customer service









Thank you

# Upcoming Dates

Mon., Nov. 26/18	9:30am – 3:30pm	Williams Parkway Operations Centre 1995 Williams Parkway	Health Innovation (w/ Dr. Carr & Dr. Mohammad); Global Scan, MasterPlans and Community Tour (via Brampton Transit)
Tues., Nov. 27/18	9:30am – 3:30pm	Cassie Campbell Recreation Centre 1050 Sandalwood Parkway W.	Major Projects and Community Tour (via Brampton Transit)
Wed., Nov. 28/18	11am – 3pm	Ryerson University, DMZ 10 Dundas Street East, Toronto	Meet and Tour with Ryerson University Partners
Thurs., Nov. 29/18	10:00 am	Rose Theatre 1 Theatre Lane	Inauguration Walk
Fri., Dec. 7/18	10:00am – 3.30pm	Chinguacousy Park Ski Chalet 9050 Bramalea Road	Council Workshop #1 – Priority Setting
Fri., Jan. 11/19	8am – 4pm	tbc	Council Workshop #2 – Priority Setting
Mon., Feb. 4/19	8am – 4pm	tbc	Council Workshop #3 – Priority Setting
March 2019		City Hall	Council Meeting(s) - Budget

**\*Additional Priority Setting Workshops to be scheduled as required.**