CM-03-20 Appendix A - Summary of Service Activities

COVID-19 Emergency Response Strategy
Service Work Plan
as of April 20, 2020

1. Why are we establishing a 3-month work plan?
To define the City's resource needs over the next 3-month operating period to deal with the affects and impacts of the virus on our community and staff.

2. What are our assumptions as of April 8, 2020?
We expect we will still be operating in a state of emergency, with continued activation of our emergency plan, for the next three months.
We will maintain critical and essential services and infrastructure.
We anticipate City staff will be affected by the virus.
City facilities, parks and amenities, currently closed, will remain closed unless required by Province of Ontario or Halton Region Public Health.
Trending seasonal extreme weather events will add known, unknown impacts and additional resource needs.
Regular service delivery will be affected in some areas.
Some services cannot be delivered from home.
Work performed from home will contribute to continued productivity and delivery of city services.

3. What are our guiding principles as of April 8, 2020?
Staff health and safety will be paramount in continuing operations.
We will continue to support our remote work from home program.
We will build flexibility into our workforce to support redeployment of qualified staff to respond to additional emergency situations and urgent services.
We will be fiscally responsible in our decisions.
We will maintain open and transparent communications.
We will regularly report to Council.
Services responding to an emergency or urgent situation will be a priority.
Full-time employees will continue to work in capacities to support our designated categories of service, support the emergency control group, and/or support re-deployment of resources.
Compliance with changes and amendments to provincial and federal regulations.

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Corporate Management - City Manager's Office

Description of the Service Delivery Activity	Categories
Leadership of Emergency Control Group (ECG)and related emergency activities	are required to meet legislative requirements,
Approving corporate reports	support services necessary to keep essential services operating,
Approval corporate invoices	fulfill contractual, legal & financial obligations.
Communication with BLT and Council	support services necessary to keep essential services operating,
Participation on ECG	support employee and public health, safety and security,
Back up on ECG	support employee and public health, safety and security,
Corporate Emergency Strategy	support services necessary to keep essential services operating,
SRT	support services necessary to keep essential services operating,
BLT	support services necessary to keep essential services operating,
Daily Team Scrums	support services necessary to keep critical and essential services operating,
Weekly Check in with Mayor	support services necessary to keep essential services operating,
Development/Analysis/Monitoring of the 3 month Strategy	support services necessary to keep essential services operating,
Other work as assigned to support ECG	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Vision to Focus Dashboard	Work with BI team to continue the development of a reporting dashboard
Enterprise Change Management -Prosci Rapid Launch approach and Corporate Project support	Develop and launch the Rapid Launch program with Prosci Assist with Project teams in the development of a change management program for major corporate project (CRM, ERP, EAMS)
Risk Governance Framework	Research and develop the corporate approach for risk governance
Strategic Integrated V2F Reporting	Execute on the Corporate Strategy Workplan as presented to Council
Covid Dashboard	Participate on the working team to develop an operational dashboard related to Covid 19 impacts and effects

Corporate Communications and Government Relations

Description of the Service Delivery Activity	Categories
Monitor provincial and federal briefings and legislation	support services necessary to keep essential services operating,
Monitor and identify provincial and federal funding opportunities	support services necessary to keep essential services operating,
Co-ordination of City comments on new legislation and regulation. Preparation of staff reports.	As required to meet legislative requirements
Monitor Canada-wide municipal news and issues related to COVID-19	support services necessary to keep essential services operating,
Advocacy to upper levels of government on issues of importance to Burlington, directly and via LUMCO/AMO	support services necessary to keep essential services operating,
Lead and write content for media releases	support services necessary to keep essential services operating,
Update media list and release of media releases and statements	support services necessary to keep essential services operating,
Lead media coordination and responses	support services necessary to keep essential services operating,
Write and approve web content	support services necessary to keep essential services operating,
Write and approve all City media ad content	support services necessary to keep essential services operating,
Negotiate and coordinate all City media buys to communicate City efforts	support services necessary to keep essential services operating,
Lead on external key messages for public communication	Lead on external key messages for public communication
Lead on internal key messages for staff communication	support employee and public health, safety and security,
ECG team member	are required to meet legislative requirements,
EOC team members	are required to meet legislative requirements,
Support Council with messaging and communication needs i.e. e-newsletter content, media ads	support services necessary to keep essential services operating,
Communicate to Council comms updates and Halton Region communication updates/key messaging	support services necessary to keep essential services operating,
Manage, write and post all social media content on corporate and Rec social media channels	support services necessary to keep essential services operating,
Monitor and respond to public comments on corporate and Rec social media channels	support services necessary to keep essential services operating,
Monitor trends on social media to elevate City content	support services necessary to keep essential services operating,
Flag inappropriate comments on social media to appropriate departments to maintain accuracy and brand management throughout the incident	support services necessary to keep essential services operating,
Send Rec E-Newsletter and provide results per service level agreement	support services necessary to keep essential services operating,
Corporate Communications lead for Communications call with Mayor and Tim daily	enable critical community services and supports, including COVID-19 mitigation and recovery
Run daily COVID-19 CCGR meetings to meet ECG/EOC requirement	are required to meet legislative requirements,
Lead on updating content on 360 and staff phone line for internal communications	support employee and public health, safety and security,
Assist with staff Town Hall vendor sourcing, coordination, writing of content (i.e. scripts) and communication	support employee and public health, safety and security,
Assist with public Town Hall vendor sourcing, coordination, writing of content (i.e. scripts) and communication	support services necessary to keep essential services operating,
Send Service Burlington and Business Continuity and Emergency Planning position daily internal and external COVID-19 key messages	are required to meet legislative requirements,
Lead communication tactics for all departments, COVID-19 related and regular business/projects	support services necessary to keep essential services operating,
Create communications plans/tactics for all COVID-19 related items and regular business/projects	support services necessary to keep essential services operating,
Create FAQs, issues docs and briefing notes	support services necessary to keep essential services operating,
Prepare content for spring/summer City Update brochure for all households in Burlington	support services necessary to keep essential services operating,
Lead coordination with Communications Managers at Halton Region and regional municipalities to share and coordinate COVID resources/messaging	enable critical community services and supports, including COVID-19 mitigation and recovery
Coordinate content push through TV Burlington channels	support services necessary to keep essential services operating,
Send Rec E-Newsletter and provide results per service level agreement	support services necessary to keep essential services operating,
Graphic design to support external and internal communications in accessible formats	are required to meet legislative requirements,
Updating and managing the internal and external website(s)	support services necessary to keep essential services operating,
Incoming and outgoing mail support	support services necessary to keep essential services operating,
Corporate printer fleet management	support services necessary to keep essential services operating,

Print production and support	support services necessary to keep essential services operating,
Assist/lead COVID-19 townhalls for both staff and public	support employee and public health, safety and security,
Assist with COVID-19 communications	support employee and public health, safety and security,
Respond to getinvolved@burlington.ca emails (COVID-19)	support employee and public health, safety and security,
Meet & assist COB staff w large/important (i.e. IMP, citizen committee review) projects that require public input.	fulfill contractual, legal & financial obligations.
Move engagement temporarily to online only. Investigate other less expensive virtual townhalls.	fulfill contractual, legal & financial obligations.
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Development and deployment of a new digital storefront website	Replace broken and outdated DSF application
Corporate photo asset management	Archiving and managing our corporate photo library to cloud photo site
Audit and enhancement of all public facing webpages	Review of all burlington.ca webpages for accuracy, accessibility and relevance
Form Builder integration work	
Development of iCreate and FormBuilder web training materials	
Supporting the development of the V2F dashboard	
Engagement HQ site audits	keep info up to date on the site
Create engagement resource catalogue for staff	Develop a resource for staff to accompany the checklist and engagement plan templates
Volunteer Management	Respond to all inquiries to voluteer@burlington.ca
Roll out of Better Impact volunteer software	Roll out w both the community and staff
Plan for the Food for Feedback event	Plan the Sept 19 event that enables face to face engagement for a number of city projects.
Re-engage the Charter Action Team	Schedule ChAT meetings

Customer Experience

Description of the Service Delivery Activity	Categories
CRM: Provision of back up technical support and training for Service Burlington Operations including issues management and COVID-19 changes. Includes vendor-to-cob ongoing sys admin training. Service Burlington: Compile customer information in CRM	enable critical community services and supports, including COVID-19 mitigation and recovery,
answer public enquiries via phone, email, CRM, social media and liaise with community stakeholders	enable critical community services and supports, including COVID-19 mitigation and recovery,
Coordinate meetings for Councillors and customers and staff and create regular communications	support services necessary to keep essential services operating,
Process death registrations; issue burial permits	are required to meet legislative requirements,
Dealing of marriage licenses; Commissioner of Oaths and FOI Requests	are required to meet legislative requirements,
*Phone calls (possibly pending)	enable critical community services and supports, including COVID-19 mitigation and recovery,
Cashiering Services	support services necessary to keep essential services operating,
Property Information Request	enable critical community services and supports, including COVID-19 mitigation and recovery,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
CRM: user training video production, training manual updates, SOP updates, staff training activities, including onboarding new staff as part of Operations (or Project)	Updating of training documentation and creation of initial training video for CRM users
CRM: Remediation of audit findings	Reference CRM Audit Report October 11, 2019
CRM: Phase 2 project charter & planning activities. CRM: Phase 2 Staffing impact analysis, operations model planning	Develop project plan and revise project charter following Steering Committee decision on CRM in April
CRM: Phase 2 deployment - business requirements analysis. Also new deployment to M. Greenlee to support Customer Service - Business	Consultation and facilitation with first Phase 2 department and vendor on planning for configuration/build of CRM system. CRM Team, Dept staff + vendor
CRM: Determine scope of Web page redesign to deploy changes as CRM departments are launched	Review of pilot eSolutions API integration with CRM for Steering Committee decision on using CRM in existing or revamped COB website
CRM: Technical upgrades (telephony system - July, vendor cloud services provider change - May, vendor software version upgrade - April 16th)	3 technical changes identified: update to call center telephony software driven by ITS; move from Data Dimension cloud services to Amazon cloud services, upgrade to CRM software. Both require planning, testing, deployment.
CRM: MS Dynamics reports development	Development or enhancement of key reports to analyze Service Burlington and departmental CRM case management.
CRM: Phase 2 Communications & change management activities	Revisions and approval of change mgmt plan following approval of Project Charter and Project Plan which both provide direction to the changes being managed
Online Forms analysis	Participate in review of technology used and business drivers for online forms to determine guidelines on using CRM for online customer enquiries. Fabi is on review team.
Development of CX strategy & roadmap, objectives and key performance indicators	Research and development of CX roadmap, objectives and KPI's
Work with BEDC and Business Customers to support Business Development	are required to meet legislative requirements,
Maintain coordinated communication and track priority development files	are required to meet legislative requirements,
Work with CX team to develop staff training and customer centric approach	are required to meet legislative requirements,
Review policies and procedures related to City development review	are required to meet legislative requirements,
Corporate Team-CRM, One Window, IT Steering Committee	are required to meet legislative requirements,
SOPs	Document procedures for Operating Manual
Administration	managing RDS, Helpdesk tickets, web page updates; closure notices; voicemail; phones; internal City emails
Operational CRM Support	training, working sessions, vendor training, reporting
Enhance issue resolution, Work with customers navigating development applications, including legislative/regulatory processes.	are required to meet legislative requirements,
Customer Experience Team/CRM/ERP/EAMS, provide support and perform work for all teams including Service Burlington and EOC Scribe	support services, financial, procedures, reporting, CRM, EOC necessary to keep essential services operating

Corporate Legal Services

Description of the Service Delivery Activity	Categories
Provision of Legal Advice and Guidance to Council and the Administration: Corporate/High Profile Matters	fulfill contractual, legal & financial obligations.
Member of Emergency Control Group	enable critical community services and supports, including COVID-19 mitigation and recovery,
Departmental Emergency Staff Meetings	support services necessary to keep essential services operating,
Manage External Counsel (retain, instructions, accounts)	support services necessary to keep essential services operating,
Departmental Administration	support services necessary to keep essential services operating,
Review Committee Reports	support services necessary to keep essential services operating,
Provision of Legal Advice and Guidance to various City departments(Covid 19 Related)	fulfill contractual, legal & financial obligations.
Legal Drafting	fulfill contractual, legal & financial obligations.
Processing Insurance Claims	fulfill contractual, legal & financial obligations.
Payment to External Counsel/Services; processing accounts	Payment of Accounts
Provide legal advice to Mayor and Council and Administration	support services necessary to keep essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
On-going Management of Department	Approving timesheets, approving accounts
Burlington Leadership Team	attendance of the BLT meetings
Strategy and Risk Team	attendance of the SRT meetings
Participate on Various Staff Teams - School Closures, BEDC/MDC review, LaSalle Park Marina	
Provision of Legal Advice and Guidance to various City departments (not Covid 19 related)	providing opinion and legal advice
Legal Drafting	drafting legal documents
On-going Management of External Counsel	reviewing reporting letters and advice, providing instructions, approving accounts
Support to staff	retrieve mail
ECG Scribe	take minutes of ECG meetings
Support to staff & ECG	take minutes of daily Staff Update Meeting
Processing Department Invoices	process payments to external counsel and other legal services

Halton Court Services

Description of the Service Delivery Activity	Categories
attend court and other hearings	are required to meet legislative requirements,
process disclosure, prepare summons, review evidence,	are required to meet legislative requirements,
respond to police inquiries	support services necessary to keep essential services operating,
respond to pubic inquiries	are required to meet legislative requirements,
oversee management of prosecution unit	are required to meet legislative requirements,
discuss resolutions with defendants	required to meet legislative requirements,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
finalize case administrator P&P manual	review and update manual
prepare quick ref. guide for CAMS users	determine FAQ and prepare guide
reorganize police calendars	review, cull and assemble calendars
continuous learning - prosecutors	review PAO conference materials
continuous learning - prosecutors	review revised LSO rules
continuous learning - prosecutors	review free LSO courses/bulletins
develop training materials for PT III pros.	compile part III training materials
familiarization with PT III prosecutions	review MAG draft pros. Handbook
expand pros. skill set - bylaws	review PAO materials on bylaws
training guide for new prosecutors	develop vol 2 of per diem manual
records retention - culling	identify/organize records for storage
strategic delivery of services post emergency	develop plan to respond to court delays
BPM opportunities	review case admin functions
develop case law/precedent database	review/update PAO caselaw database
V2F - increased use of technology	improved disclosure of ICCS videos
V2F - customer service	brainstorm ways to reduce # of court app.
V2F - customer service	update pros. Section of HCS website
V2F - customer service	BMP new ER process
V2F - customer service	review MAG statistics for trends

Finance

Description of the Service Delivery Activity	Categories
Payroll Services	support services necessary to keep essential services operating,
Accounts Payable	support services necessary to keep essential services operating,
Pcard	support services necessary to keep essential services operating,
Investments	support services necessary to keep essential services operating,
Accounts Receivable	support services necessary to keep essential services operating,
Procurement	support services necessary to keep essential services operating,
Property Tax Billing	are required to meet legislative requirements,
Property Tax Collection	are required to meet legislative requirements,
Review and Approval of DA reports	support services necessary to keep essential services operating,
Variance reporting	fulfill contractual, legal & financial obligations.

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
2021 Budget Preparation & User Fees	annual work to deliver a budget to council
Reserve Fund Review	review existing R&RFs and consider Green Fund
Debt Policy Review	review existing policy in light of JV needs and home retrofit program
Property Tax Software	Implementation of a new software platform
Development Charge Administration	by-law interpretation & remittances
Capital Closure Report	Annual review of capital projects that can be closed
Treasurers Statement	Annual legislated report for council/public
Brainstorm CBC strategy process	New legislation under Bill 108
Annual Financial Statements	External audit review
Procurement By-law Review	Updated By-law
Delegated Authority By-law Review	Updated By-law
Municipal Accommodation Tax	Introduction of new tax
Brownfield CIP	BEDC reviewing new CIP program
FIR	Provincial requirement to complete
Review of Finance Policies	Various - based on required timelines
Review and clearing of Curb Bonds	
Reconciliation of GL accounts	Financial control
Council Travel and expense policy	BLT Direction
Cost centre/cost element/GL review	prep for new ERP
Development-Financial Requirements	Planning/engineering requirements

Information Technology

Description of the Service Delivery Activity	Categories
Priority incidents and urgent request management for critical and major software solutions	support services necessary to keep essential services operating,
Priority incidents and urgent request management (Help Desk - Access Management, hardware/software support)	support services necessary to keep essential services operating,
Maintenance of critical corporate technology infrastructure (network - LAN, WAN, Internet, Core Applications and Databases, Phones, Mobility, Servers, Storage, Patches and Updates, Backups, Disaster Recovery)	support services necessary to keep essential services operating,
Security management including threat monitoring, detection, and incident management	support services necessary to keep essential services operating,
IT solution delivery of urgent project - Banner 9 upgrade	support services necessary to keep essential services operating,
IT solution delivery of urgent project - HireDesk replacement with Recruit Right	support services necessary to keep essential services operating,
IT solution delivery of urgent project - EmpCenter Upgrade to version 20.1	support services necessary to keep essential services operating,
IT solution delivery of urgent project - Corporate POS	support services necessary to keep essential services operating,
IT Solution delivery of urgent project - AVL Replacement, ITS BA Role	support services necessary to keep essential services operating,
IT Solution delivery of urgent project - Fire RMS, ITS BA Role	support services necessary to keep essential services operating,
IT Solutions delivery of urgent project - Property Tax Replacement, ITS BA Role	support services necessary to keep essential services operating,
Urgent procurement of technology and its implementation	support services necessary to keep essential services operating,
Activation and support of the EOC	support services necessary to keep essential services operating,
AV Support for Council, Committee and other Virtual Meetings	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Amanda 7 Project Activities	documentation, FAQ creation, development of training videos, continued support of staff, training new staff, refinement to application user groups and security
Ongoing ITS Lifecycle Management of Infrastructure	for non-critical software and hardware infrastructure support including daily monitoring, patching, application of upgrades, backups, disaster recovery
ITS Administrative support	includes calendar / meeting management, minutes, invoice payments, contract management, etc.
ITS Communication service	includes update to 36o and general IT updates to the corporation
DAAP, ITS BA Role , Supv	ongoing investigation and project planning for various DAAP initiatives
Investigation and potential implementation of new collaboration tools (e.g. MS Teams) for remote access, staff town halls, etc.	ongoing investigation into expansion of existing tools and acquisition of new tools to assist staff under the new remote working environment
ITS-9624 Mobile Access Security Enhancements (2020-2021)	Project timeline escalated due to demand for staff remote access & heightened security needs.
ITS-9575 RPF - AVL Replacement	OCT 2020 requirement to meet legislative service. Schedule impact. Need to determine when the RFP to be posted. Risk of not meeting Oct 2020 implementation of mandatory legislative service is increasing.
ITS-9603 Travel Time System	V2F Travel time measurements

BI - Business Intelligence Program

Description of the Service Delivery Activity	Categories
Program Management	fulfill contractual, legal & financial obligations.
Master Data Management Roadmap	support services necessary to keep essential services operating,
COVID-19 Impact Dashboard	enable critical community services and supports, including COVID-19 mitigation and recovery,
Vision to Focus Integrated Reporting	support services necessary to keep essential services operating,
Production Dashboard Support	support services necessary to keep essential services operating,
Business Objects Replacement	support services necessary to keep essential services operating,
Complete In Progress Dashboards	enable critical community services and supports, including COVID-19 mitigation and recovery,
Anonymous Internal Access for Fire Training Data	support employee and public health, safety and security,
Skills Development	support services necessary to keep essential services operating,
Essential Project Support	support services necessary to keep essential services operating,
Production Data Integration Support	support employee and public health, safety and security,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Data Quality Assessment	Complete data quality profiling for People and Property records in AMANDA; Participate in the Data Quality Assessment for EAMS project
Develop New Dashboards	Develop new implementations of data-driven dashboards in HR, Recreation and RPF
Enhance Existing Dashboards	Refine data-driven dashboards for Asset Management, IT Services, Finance and Fire
Research and Demo WebFOCUS 8207	Investigate new features of 8207 and assess potential benefit for BI implementation
Information Builders Training Courses	Continue building skills with Information Builders technology through formal courses
Operations Support Guide	support services necessary to keep essential services operating,

EAMS - Enterprise Asset Management Solution

Description of the Service Delivery Activity	Categories
EAMS Procurement Management: Negotiation Meetings	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Procurement Management: Conduct Procurement	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Procurement: Review of Draft Agreements	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Procurement: Prepare Delegated Authority Report	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Stakeholder Management: Prep for ESSC Meetings	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Stakeholder Management: EAMS Advisory Committee Meetings	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Stakeholder Management: EAMS Core Team Meetings	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Project Management - Planning and Documentation	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Configuration & Implementation Planning Support	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Timesheets and Payroll (complete the As Is BPM, develop To Be BPM RPF, develop To Be BPM Transportation, project management)	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Data Quality Assessment (complete procurement, current data inventory analysis, data inventory workshops, complete data inventory findings, develop data actions road map, project management)	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Avantis Decommission (map out current environment, project management)	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
EAMS Project Management Support (support the EAMS project manager in their tasks)	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),

ERP - Enterprise Resource Planning Program

Description of the Service Delivery Activity	Categories
ERP Software RFP: Stage 3 evaluation and shortlist for Stage 4 - score Stage 3 Technical/Integration	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 3 evaluation and shortlist for Stage 4 - score Stage 3 Functionality/Ease Of Use	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 create agenda and script for Proponents - Payroll, Time and Attendance	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 create agenda and script for Proponents - HCM	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),

ERP Software RFP: Stage 4 create agenda and script for Proponents - Financials	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 create agenda and script for Proponents - Budgets and Planning	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 create agenda and script for Proponents - Technical and Integrations	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 Discovery Meetings with shortlisted Proponents	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 Advisory Team Members Orientation	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Stage 4 Detailed Demonstrations	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Evaluate Proponents and Shortlist for Negotiations	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Software RFP: Negotiate with Proponent(s)	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
ERP Privacy Impact Assessment	protect & operate vital infrastructure (e.g. facilities, sport fields, etc.),
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
ERP Software RFP: Stage 4 Detailed Demonstrations - Advisory team members included	Inviting SMEs from all departments to observe and provide feedback provides value, especially when it comes to change management.
ERP Change management plans	Develop change management plan and approach
ERP User Experience information gathering and validation	2 Interns were selected to help us map out user experience plans, pain points, etc.
Enterprise Software Steering Committee meetings	Coordinating and supporting Steering committees and other support tasks assigned for ERP/EAMS Program that include financial, communication
ERP Program Team Recruitment: Data/Information resource	Prepare job descriptions, develop recruitment plan
ERP Procurement: Implementation Partner	Prepare RFP to secure professional services for implementation and configuration of software

Human Resources

Description of the Service Delivery Activity	Categories
Inventory - sourcing, maintenance and distribution of PPE, cleaners and disinfectants	support employee and public health, safety and security,
Work Refusals	are required to meet legislative requirements,
Answering employee questions about health and safety	support employee and public health, safety and security,
Compliance with OHRC and OHS with regards to employee complaints (investigations)	are required to meet legislative requirements,
Benefits administration	support employee and public health, safety and security,
Answering employee questions about employment (layoffs, leaves etc.), payroll codes and current status.	support employee and public health, safety and security,
Input payroll Changes	are required to meet legislative requirements,
Determining legislative requirements for conclusions of employment, redeployments, leaves, etc.	are required to meet legislative requirements,
Processing Conclusions of Employments, Redeployments, etc	are required to meet legislative requirements,
Ensuring adherence of collective agreements - and consulting with union leads	fulfill contractual, legal & financial obligations.
Determining and creating Pay Codes	support services necessary to keep essential services operating,
Troubleshooting emp centre issues	support services necessary to keep essential services operating,
Recruitment for essential services	support services necessary to keep essential services operating,
Scribe for EOC	support services necessary to keep essential services operating,
Process WSIB and disability claims	required to meet legislative requirements,
Replace Hire Desk by June 30, 2020	fulfill contractual, legal & financial obligations.
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Develop People Leader Onboarding Program	Research, Consult and Design Program
Develop Employee Onboarding Program	Research, Consult and Design Program
Recognition System Project - OC Tanner	Work on the project deliverables
Joint Health and Safety Committee Meetings	Legislative requirement to hold meetings with the various committees
HR Involvement in ERP Vendor selection	HR is one of the primary business owners in the ERP project. Vendor selection will continue
HR Administration	Continue with supplying employees mortgage letters, retirement information
Non-union Job Evaluation	Prepare groundwork for job evaluation project
Recruitment for non-essential services - time permitting	Time permitting - start recruitment activity for non-essential positions
Non-Mandatory E-Learning modules	Provide additional e-learning opportunities
Workplace Culture Initiatives	Re-focus culture initiatives to fit current workplace situation
Diversity and Inclusion Project	Work on Project Deliverables
Prepare third-party medical RFP	Prepare groundwork for RFP

Community Planning

Description of the Service Delivery Activity	Categories
Scoped Re-examination OP (Downtown) & UDG	required to meet legislative requirements,
Approval of New Official Plan	required to meet legislative requirements,
Region's Official Plan Review/MCR	required to meet legislative requirements,
Development Review	required to meet legislative requirements,
Cannabis Production Study	required to meet legislative requirements,
Mobility Hub	support services necessary to keep critical and essential services operating,
Short Term Accommodation License Review	support services necessary to keep critical and essential services operating,
Housing Strategy Terms of Reference	support services necessary to keep critical and essential services operating,
Bird Friendly Design Guidelines	support services necessary to keep critical and essential services operating,
Sustainable Development Guidelines	support services necessary to keep critical and essential services operating,
Housekeeping amendments to existing ZBL	support services necessary to keep critical and essential services operating,
Waterfront Hotel Planning Study	support services necessary to keep critical and essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Site Plan Manual Update	Re-write the site plan manual to reflect best practice and current procedure
Sign Variance AMANDA folder testing	Test the new SIV folder in AMANDA for production
Bill 108 Community Benefits Charge Strategy	Assist Government Relations staff with commenting on new legislation
Integrated Mobility Plan	Assist Transportation Department with this initiative
Brownfields Community Improvement Plan	Assist BEDC with this initiative

Building Services - Permit Review & Inspections

Description of the Service Delivery Activity	Categories
Building/Permit Services	are required to meet legislative requirements,
Building Inspections - General	required to meet legislative requirements,
Building Inspections - Unsafe Building Inspections(Fires, building collapse, vehicle collisions)	required to meet legislative requirements,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
SOG's	Update and create SOG's
Stale permits	Cancellation of stale applications/permits
Electronic submissions	set-up, testing,training,implement
Closing of older open building permits	investigate and close old open permits throughout the City
Creation of new work policies & procedures	Create new inspection policies & procedures that are needed and did not exist previously
Review & revise existing work policies & procedures	Review older existing policies & procedures and update them where needed
Clean-up of current Permit folders	Review of inspection folders & maintenance and clean-up of inspection process attempts
Clean-up of Complaint & Violation folders	Review of complaint and violation folders on their to-do list in AMANDA which can either be closed or need further attention
Review & learn latest OBC amendments	The latest OBC amendments came out in January 2020 with over 300 changes encompassing all areas of the OBC. These amendments need to be learned by all building inspection staff so they are familiar with the changes when on site conducting inspections. Learning code amendments is a large part of their duties as building officials.

Municipal By-Law Services

Description of the Service Delivery Activity	Categories
Pro-active patrols and remedial action	support employee and public health, safety and security,
By-law enforcement	support employee and public health, safety and security,
Swimming pool enclosure permit review, inspections and enforcement	support employee and public health, safety and security,
Construction noise exemptions	support services necessary to keep essential services operating,
940 nuisances and noise enforcement	fulfill contractual, legal & financial obligations.
Noxious weed control	support employee and public health, safety and security,
After hours Standby & On Call service	support employee and public health, safety and security,
Supervise MLEO Enforcement	support services necessary to keep critical and essential services operating,
Supervise Licensing & Permit Admin	support services necessary to keep essential services operating,
Supervise of Animal Services	support services necessary to keep essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
14+ SOG/Procedures	review and updating of SOG's
Bylaw Officers reference manual & guidebook	review & update
traffic safety plan book 7 short duration on ROW	creation
13+ By-Laws	review & amendment recommendations
Notices and Order to comply templates	review & update
Door Knocker/hanger, advisory pamphlets	review/update current & creation of new
bylaw officers training matrix	creation
uniform/equipment & PPE's	listing/allotment creation
Noise log & Witness statement forms	review & update
web page	review & update
Bylaw investigative, inspections & enforcement process flow chart	review & update
Bylaw AMANDA processes	review/update current & creation of new
GIS layering	creation of bylaw enforcement specific layers
Property Standards appeal hearing guide for bylaw officers	creation

Animal Services

Description of the Service Delivery Activity	Categories
Preserve public health by removing vicious, diseased or dead animals (domestic and wild) from municipal property; euthanize as required.	support employee and public health, safety and security,
Investigate and resolve bylaw complaints	support employee and public health, safety and security,
Impound animals in contravention of Animal Control bylaw	support employee and public health, safety and security,

Assist police, fire, EMS, PAWS Investigators and local vets as necessary.	support employee and public health, safety and security,
Cover on-call shifts; available 24/7	support employee and public health, safety and security,
Answer calls and emails regarding resident concerns, dispatch and respond as required	support employee and public health, safety and security,
Provide care to animals at the shelter including cleaning, feeding, medical care, monitor health, order supplies, etc.	support employee and public health, safety and security,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Patrol parks, public areas to enforce compliance of Animal Control bylaw.	Same as description.
Process licensing.	Same as description.
Create safe job procedures and update SOP to new version.	Same as description.
Create Amanda 7 step-by-step guide for AS processes.	Same as description.
Redesign Animal Services website for implementation by Communications.	Same as description.
Redesign forms including barking logs, witness statement, dog license, surrender form, adoption, etc.	Same as description.
Update bylaw 60-2005 - research best practices, revise for Legal review.	Same as description.
Complete deep clean of entire facility including compounds.	Same as description.
Complete back-yard audits as requested.	Same as description.
Re-create information board in the Community room, research and update information.	Same as description.
Create information literature for new adopters, pet behaviors, leash-literature for parks, etc.	Same as description.
Input daily stats (September 2019 - 2020)	Same as description.
Document animal intake process. Create updated animal medical sleeve.	Same as description.
Format new volunteer website.	Same as description.
Develop school program and handouts (various ages)	Same as description.
Door -to-door canvasing leaving coyote literature in high impacted areas.	Same as description.
Complete signage inventory (off-leash, poop and scoop, feeding wildlife) in parks and common spaces.	Same as description.
Complete monthly statistics.	Same as description.
Complete quarterly reports for COB and Milton.	Same as description.
Complete report for new vet services.	Same as description.
Complete report for BHS tax exemption.	Same as description.
Complete report for Reptilian - bylaw revision.	Same as description.

Building Services - Licensing

Description of the Service Delivery Activity	Categories
Co-ordinate, monitor and process property records applications	support services necessary to keep essential services operating,
Receive applications and issues licenses for businesses permits. Maintains all related records.	support services necessary to keep essential services operating,
Receive applications and issues permits for accessory buildings/structures (signs) permits. Maintains all related records.	support services necessary to keep essential services operating,
Maintains all departmental revenues	support services necessary to keep essential services operating,
Receive applications and issues licenses for lottery and liquor licenses	support services necessary to keep essential services operating,
Receives and processes payments and prepare and balance bank deposits	support services necessary to keep essential services operating,
Opens and sorts mail for department	support services necessary to keep essential services operating,
Receive inquiries/complaints via phone counter in-person and email	support services necessary to keep essential services operating,
Receive applications and issues permits for pool permits. Maintains all related records.	support services necessary to keep essential services operating,
day-to-day administration and supervision	support services necessary to keep essential services operating,
Co-ordinates all administrative functions to ensure smooth flow and continuation of turn-around times.	support services necessary to keep essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Arching all documents to be sent off to storage	boxing cancelled licenses, permits, records) and determine when they can be destroyed
closing permits	pulling files from records room, close permits in AMANDA and box for storage
updating all applications and forms	updating all applications and forms with new department Name
Reviews existing policy, procedures, practices and tasks	update any SOPS that are outdated, revising where efficiencies can be obtained or legislated/software requires changes.
Reviewing monthly financial statements for lottery licenses	reviewing financial statements for charities lottery schemes, ensuring that all requirements are met

Facilities and Buildings

Description of the Service Delivery Activity	Categories
Corporate Service Contracts	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Corporate Preventative Maintenance	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Facility Project Management - Design & Construction	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Corporate Buidling Performance Monitoring	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Building Condition Assessments	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Capital Budget	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Create Facility Design Standards	Review current and previous construction design specifications and with the help of Project Managers create facility design standarrds
Create Facility Commissioning Standards	Working with the Energy and Emmissions Coordinator - create facility commissioning standards
Create Drawing Standards	Working with Facility Assets and Capital Works, review and create drawing title blocks and drawing standards
Create Consulting Design Roster	Working with Facilities Design & Construction - develope a consulting design roster for facility renewal projects
Create small Trades Roster	Working with Facilities Design & Construction - develope a Small Trades roster for facility renewal projects
Document Control / Contract Admin - Facility Design & Construction	Working with the Sr. Project Manager - file, manage and control the flow of construction documentation
Infrastructure Funding Documentation	Working with Facilities Design & Construction complete, submit and monitor approved Infrastructure Funding applications and spending
OTR Training - individual	complete outstanding training requirements
Scan hard copy of project files	Sort through park project hard copy files, thin out and scan
Climate Adaptation Strategy	Review other municipal climate adaptation strategies; research climate data for Burlington specifically; define future climate impacts for Burlington; develop staff & community engagement process; and develop timeline to complete adaptation plan.
Community engagement initiatives (environment)	Review & update Environment web pages; prepare future takeactionburlington blog submissions;
Administration	Online email and file management
Climate Action Plan (CAP) - Deep Energy Retrofit Program	Research municipal programs and other options to support a deep energy retrofit program in Burlington
CAP - Renewable Energy Cooperative	Consider feasibility of implementing a renewable energy cooperative in Burlington
CAP - Electric Mobility Initiatives	Review other municipal electric mobility strategies for applicability to Burlington
CAP - stakeholder engagement	Consult CAP stakeholders on implementation of CAP and update governance structure
Env & Energy 2021 Budget Review	Begin reviewing budget requirements for 2021
Environmental Networks & Programs	Continue participating in environmental networks through webinars, teleconferences, etc.

Parks and Open Space

Description of the Service Delivery Activity	Categories
Parks & Open Space Planning - Park Master Plan Update, hiring the consultant for Beachway master plan	are required to meet legislative requirements,
Parks & Open Space Design and Construction- RFP preparation, design, tendering, site inspections and contract administration	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Parks and Open Space Asset Management - capital budget prep, level of service/risk(consultant RFP), park data updates, EAMS support, Natural Assets project	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Planning Applications- comments on park dedication and accessibility are provided for planning applications	are required to meet legislative requirements,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**

Landscape Architecture - provide landscape architecture support to corporate projects	i.e. Downtown Streetscape guidelines
Reorganize digital directories	assist in departmental reorganization of digital filing
Condition assessments of park assets	assist in departmental reorganization of digital filing
OTR Training - individual	complete outstanding training requirements
Online webinars / courses	complete skills development courses
Scan hard copy of project files	Sort through park project hard copy files, thin out and scan
Revise business service targets	Review and define existing targets and develop new service targets and data sources as a result of the RACI with Parks & Rec and RPF
3 year Capital Budget	update cost estimates for projects in the next 3 year window

Roads & Structures Design & Construction

Description of the Service Delivery Activity	Categories
Project Management of Design and Construction	fulfill contractual, legal & financial obligations.
Construction Administration	fulfill contractual, legal & financial obligations.
Design of Capital Projects	support services necessary to keep essential services operating,
Inspection & Quality Control of Capital Projects	fulfill contractual, legal & financial obligations.
Survey	support services necessary to keep essential services operating,
Procurement	support services necessary to keep essential services operating,
Municipal Consents	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Remove personal folders in D & C file	Digital organization
Update corporate CADD standard	CADD template
Update estimates for Capital Budget (3 years)	Budget Estimates
Create Estimates for projects 3 to 5 years out	Budget Estimates
Update Regional MC approval	Update with new Construction Act requirement
Have staff complete outstanding OTR Training	Complete OTR
CA Standard Operating Procedure	Standard SOP
Design Standard Operating Procedure	Standard SOP
Write Bridge & Culvert Standard Spec Document	Bridge Standard Spec
Get Legal (external counsel) to review GC doc	Updated GC doc
Survey Standard Operating Procedure	Standard SOP

Surface Water Management

Description of the Service Delivery Activity	Categories
STORMWATER Engineering project management, including EA, design, procurement and construction administration for creeks, culverts, inlets & outlets, stormwater management ponds	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Coordination of surface water drainage maintenance with RPF (not including RPF operations staff)	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Residential drainage customer service	support employee and public health, safety and security,
Stormwater management design review (for new development applications)	support employee and public health, safety and security,
Site Alteration permitting	support employee and public health, safety and security,
Construction administration and inspection	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Development Application Process (DAP) - review and approval	are required to meet legislative requirements,
Development Application Process (DAP) - construction inspection	are required to meet legislative requirements,
Management of above services	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Coordination of inspection and urgent repairs and clean up	
Survey high water levels	
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
OTR Training - individual	complete outstanding training requirements
Online seminars / courses	complete skills development courses
Reorganize digital directories	assist in departmental reorganization by revising reorganizing DSW files
Create Standard Operating Procedures	Create SOP's for all typical tasks, both in the office and field
Scan hard copy development files	Sort through remaining Site Engineering hard copy files, thin out and scan
Non-union Job Descriptions	Review and update all non-union job descriptions in coordination with HR
Union job descriptions	Review and update all non-union job descriptions in coordination with CUPE 1540
Section on-line weekly meeting	Using an on-line software platform, host a weekly meeting to discuss work and staff related issues

Geomatics - Spacial Data Management

Description of the Service Delivery Activity	Categories
EOC Situational Awareness	enable critical community services and supports, including COVID-19 mitigation and recovery,
Planning Act Process (Land Development)	are required to meet legislative requirements,
Survey and Construction Projects	support services necessary to keep essential services operating,
Property requests related to City and privately owned land	support services necessary to keep essential services operating,
Engineering Records	support services necessary to keep essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Steps To Safety Field Data Collection App	Design and support an ArcGIS Online field collection app for the Fire Departments home visit program
Catch Basin Field Data Collection App	Provide a retained vendor a ArcGIS Online collection app and support the in-field data collection and real-time monitoring for data accuracy
Creeks Inventory and Erosion Assessment Field Data Collection App	Provide a retained vendor a ArcGIS Online collection app and support the in-field data collection and real-time monitoring for data accuracy
Vision to Focus WebMap Metrics	Analytic WebMaps to support Focus Area 3 (Trees) and Focus Area 4 (Parks)
EAMS Data Quality Assessment	Participate in providing a review of the quality of the data we have on our physical assets, how we are maintaining that data, and provide a roadmap to improve the quality of our data in light of the Enterprise Asset Management Solutions
Community Neighbourhood WebMap	Provide Recreation Service a spatial analytic webmap to locate Community Neighbourhood programs
Work Planning	Providing project coordination and support services to enhance business processes in the use of data-driven geospatial analytics
Corporate Data Management	Creating, acquiring, maintaining, coordinating and distributing geospatial data within the Corporation
Geospatial Customer Support	Custom map production for City staff and the public
GIS@Work	system of insight, GIS data is used to generate analytical and geospatial applications to support operational decision making and provide understanding on complex issues to drive strategic decisions and policies
ArcGIS Online	system of insight, GIS data is used to generate analytical and geospatial applications to support operational decision making and provide understanding on complex issues to drive strategic decisions and policies
Navigate Burlington (Open Data and Apps)	system of insight, GIS data is used to generate analytical and geospatial applications to support operational decision making and provide understanding on complex issues to drive strategic decisions and policies
Automatic Vehicle Location RFP	Project Team member and Vendor Evaluations
NG 9-1-1	Support the GIS requirements and implementation for the NG9-1-1 system for Fire Services

Asset Management Planning

Description of the Service Delivery Activity	Categories
Asset Management Planning	are required to meet legislative requirements,
Bridge & Culvert Inspections	are required to meet legislative requirements,
Enterprise Asset Management Solution (EAMS)	support services necessary to keep essential services operating,
Property Information Requests	support services necessary to keep essential services operating,
Stormsewer & CCTV Management	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Data Quality Assessment - EAMS Sub-Project	Data quality review, unit costing, AMP review & related tables solution in GIS
Capital Budget Development (Roadways)	Initiate coordination of activities to support the 2021 Capital Budget & Forecast
Load Exemption Management	Process and approve load exemption applications in accordance with City regulations
Data/Information Requests	Manage requests for data and information from internal services and the public
Create Service Network Filing System	Network file clean up and re-organization
Asset Information Updates (Roadmatrix, GIS)	are required to meet legislative requirements,
CTSpec Implementation	Storm sewer management application implementation
Core Assets - Field Data Condition Assessments	Perform condition state analysis of infrastructure assets for roads, parks, storm water management
OTR Training - individual	complete outstanding training requirements

Clerks

Description of the Service Delivery Activity	Categories
Council Meetings	are required to meet legislative requirements,
Accepting Service - Claims/Intended legal Action	are required to meet legislative requirements,
Privacy Breaches	are required to meet legislative requirements,
Urgent Internal Records Searches	support services necessary to keep essential services operating,
Freedom of Information Requests	are required to meet legislative requirements,
Standing Committees	support services necessary to keep essential services operating,
Elections	are required to meet legislative requirements,
Advisory Committees	are required to meet legislative requirements,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Ranked Ballot Report - Elections Juriscan	Election Report due to CSSRA in May - if Council provides direction will result in legislative requirements to complete
Review and Revamp of web presence	Review the Clerks Dep holding on the City's website - review, re-write and revamp
Review of 2018 Elections	create Lessons Learnt document - review vote anywhere model
Escribe Flex	Reviewing with vendor and juriscan to see if COB can use Escribe at a higher level
Create Common Framework for Committees	Definitions/ Role Clarity, rebuild system
Onboarding/ Training Strategy	Create an on boarding training strategy for committee members
New Public Appointment Recruitment Process	New Public Appointment Process - to be approved by CSSRA and comms strategy
Communications at Committee Policy	
Open Government Strategy	
Evaluation of Commemoration	Mayors Motion - #6
Committee Review - Merging Committees	
Rethinking Millennial - Seniors - Inclusivity	
Formalize a relationship between Council/Youth rec Council	
Revise Records Mgmt. Policy	Revisions to Policy to include ownership details
Destruction Holds	Develop Destruction holds process and start to retain destruction holds approved.
Routine Disclosure	Update/Augment - create enhanced processes including fees etc.
Delegated Authority	Refining the Delegated Authority Process and Tracking for Corporation
Develop and publish Personal Information Bank (PIB)	Required, per S34 of MFIPPA COB does not have one established
Establishing Virtual Meeting Protocols	As required
Create IM Policy & Procedure Framework	Create master hierarchical list of policies, procedures and other governance-related documentation

Fleet Management and Facility Operations

Description of the Service Delivery Activity	Categories
Health & Safety Inspections	are required to meet legislative requirements,
PMCVI vehicle inspections	are required to meet legislative requirements,
PMCVI vehicle repairs	are required to meet legislative requirements,
Parts ordering for vehicle repairs and fuel delivery	are required to meet legislative requirements,
Vehicle & Equipment Training	support services necessary to keep essential services operating,
Seasonal Changeover for Equipment	support services necessary to keep essential services operating,
Operator License Checks	support services necessary to keep essential services operating,
CVOR Management	support services necessary to keep essential services operating,
Preventative Maintenance service - vehicles & equipment	support services necessary to keep essential services operating,
Building Monitoring	support services necessary to keep essential services operating,
Staff and Work plan Management	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Vehicle & Equipment Procurement	Research, engage, draft specs, issue procurement & award for 8 types of vehicles, 5 types of equipment
Sustainable Fleet Strategy - Project Charter	Develop & Engage on Project Charter/RFP for Consultant to Update the Sustainable Fleet Strategy
AVL Project Management	TBD based on Corporate Decisions to move forward: finalize & issue RFP, negotiate, award, project planning, implement
Corporate Fleet Policy	Review, collect feedback from stakeholders, address gaps, finalize draft
Process Mapping - Corporate Vehicle and Equipment Training (Record Keeping & Retraining)	Draft, Engage, collect feedback, address gaps, complete, communicate
Online Driver Handbook	Complete edits, complete voiceover, upload in OTR for all affected drivers, set retraining interval, communicate
Additional Online Training Development	TBD priority for implementation
Avantis Data Cleanup - EAMS prep	Entities - complete all entity information for all assets, proper format, appropriate caps, standardized descriptions, full specifications, correct supervisor/operator, correct location, etc. Inventory - proper information surrounding filter crossover numbers (Baldwin vs. NAPA #s), proper format for titling inventory items,
Capital Replacement - Ops Centre	Complete specifications for all Operations Centre capital projects, engage with CW & Facility Operator accordingly, will need to prioritize and received feedback from Finance on next steps
Online Professional Development	Complete as registered, assigned
Winfuel Program Cleanup	Remove past operators (Dave H), Compare current mileage to outdated/wrong mileage in AVANTIS (Jeff D.), work with Greg next week through phone conversations
Organizing: Parts Room, No Charge Room, VM Shop, Equipment Barn	
Research and spec development for Capital Project - Overhead Doors	

Business Services

Description of the Service Delivery Activity	Categories
Cemetery Interments	are required to meet legislative requirements,
Financial Services - Payroll	fulfill contractual, legal & financial obligations.
Sign Production	support services necessary to keep essential services operating,
Stockroom - Operations Centre	support services necessary to keep essential services operating,
Customer Response	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
EAMS Payroll Project	Removing payroll from AVANTIS and moving to time entry into EmpCentre. Business process reviews need to take place.
EAMS Data Analysis Project	Review asset data for RPF in preparation for EAMS. What data is missing and what data needs cleaned up.
EAMS Project-Future State Process Reviews	Future state process maps in preparation for EAMS
AVL Project	Automated Vehicle Locator project to replace current solution which expires in Oct 2020.
CRM Knowledge Base Articles	Create the knowledge base articles for RPF in preparation for CRM.
Record Retention & T Drive Clean up	In accordance with the records retention bylaw, continue with the RPF T:Drive clean up project
2021 Budget Preparation/Cost Centre Clean up	Continue with 2021 budget preparation including monthly reporting and year end projections. Reviewing cost centers and HR alignment for any potential efficiency
Cemetery Asset Tracking	In preparation for EAMS, identify, track and enter all Cemetery asset data into GIS layer that needs to be tracked. For example: stairways & fences

Sign Production-Administration	Continuing on with billing and invoicing for sign production services and catching up on any backlog
2021 Departmental Strategic Planning	Strategic Planning for 2021 as a management team including departmental workplan in preparation for 2021 budget cycle.
Cemetery Acquisition Process	Develop and document process for cemetery acquisition
Burnside Winter Module Testing & Documentation	Test functionality related to Burnside Mobile winter module and document for implementation for late 2020.
Obsolete Stock Process	Develop and document a process for stock that is deemed obsolete including write off process.
Online Professional Development	Staff to complete online training courses
PC Renewal & Inventory Tracking	Inventory compiled and updated listing all technology for the department including 2 way radios, pagers, tough books, etc.
Ecofriendly Substrate Research & Testing	Sign production to conduct research on a eco-friendly substrate product
Website Updates	Update departmental web pages as needed
Design & Manufacture Roll Stock Storage & Dispensing Racks	Sign production to research storage and racking options for stock items.
ERP Project	Review RFP and participate in demos

Forestry

Description of the Service Delivery Activity	Categories
Hazard Ash Tree Removal	support employee and public health, safety and security,
Tree Permit Review	support services necessary to keep essential services operating,
Contractor Audit/Quality assurance - GRIDS	support employee and public health, safety and security,
Project Admin: Hazard Tree Removals (In House Crews)	support employee and public health, safety and security,
Project Admin: Hazard Pruning (In House)	support employee and public health, safety and security,
Service Request Inspections (currently 100 service requests)	support employee and public health, safety and security,
STORM RESPONSE	support employee and public health, safety and security,
Hazard Removals (In House Crews)	support employee and public health, safety and security,
Hazard Pruning (In House Crews)	support employee and public health, safety and security,
Ash Treatment Program	Administration (inspections/contract admin)

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Tree Planting Program Development	Inspect vacant sites and preplan tree planting activities
Stump audit and removal program development	Ensure all existing stumps are accounted for and planned for contract removal
Tree Planting Guidelines	Develop tree planting guidelines to be implements on all planting projects city wide (as part of the council directive for a streetscape guideline)
Webpage updates	Update various forestry program pages; develop a 'request a tree' form; mapping feature with tree inventory
Contract writing; Arboriculture Services, Tree Inventory, Stump Removal	These contracts are due to expire in 2020, new contract development needed
Database Management (Tree Plotter)	Removal of inactive workorders/work records/service requests; cleaning up service requests (i.e. duplicates, activities that no longer needed etc.); develop method of including development applications
Develop PR material for planting and stumping programs	Develop door hangers/letters etc.
Update to SS12A/Design Standards (Forestry Related)	Update the City's Tree Protection Specification document
Private Tree Planting Initiative development (PTB)	Development of various programs, using funds acquired through PTB, to plant on private property or to give trees away
Community Planting Program Template	Development of uniform programming for all community groups
Woodlot ash management	Woodlot and trail inspections for hazard ash
North Aldershot ash management	Inspection of roadsides for hazard ash
Park ash inventory and management	Update inventory of park ash; ash assessments; development of management plan
Update of Rural Area Programs	Collect data on tree removal/stumps/vacant areas to facilitate Forestry operations North of Dundas
Gypsy Moth monitoring	Defoliation surveying
Create Policy document for Private Tree Bylaw	Create a document to compliment SS12A but provide detail on the Private tree Bylaw
Continue working on Forestry SJP's	develop additional safe job procedures for Forestry operations
Create Arborist Safety Manual	Training manual for frontline forestry staff
Service Level Update	Review existing Levels of Service Document and update to current ANSI A300 standards

Parks and Open Space Maintenance

Description of the Service Delivery Activity	Categories
Playground Inspections and Repairs	support employee and public health, safety and security,
Garbage Collection in Parks	support services necessary to keep essential services operating,
Molok Garbage/Recycling Collection in Parks	support services necessary to keep essential services operating,

Turf Cutting	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Amenity Repairs	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Irrigation	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Update Parks Bylaw	Review, update and consolidate the Parks Bylaw and related amendments to more accurately reflect park usage enforcement items.
Flowerbed Planting	Bed preparation would need to occur prior to planting. Plant $80000 worth of annual plant material in traffic islands and various locations. Maintain and water these beds once planted. This can be scaled down to various degrees.
Equipment Inventory by Supervisor	Collect up to date information on what equipment falls under which Supervisor
Update Level of Service Document- Parks Section	Review and update 1998 Level of Service document.

Roads and Drainage

Description of the Service Delivery Activity	Categories
Road Patroller	are required to meet legislative requirements,
Minor Road Repair (primarily repairing potholes and road failures)	are required to meet legislative requirements,
Shoulder Maintenance (primarily repair of shoulder drop off and wash-out)	are required to meet legislative requirements,
Debris Pick up (collection and removal of hazardous materials from the ROW)	support employee and public health, safety and security,
Street Sweeping	support employee and public health, safety and security,
Pump Station Inspections and Maintenance	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Storm Water Inlet Maintenance (inspect and operate valves, clear inlets and vegetation mgmt.)	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Ditch and Culvert Maintenance (repair or replace culverts and restore ditch lines to design capacity)	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Catch Basin Inspection and Cleaning (inspect condition for future mtc, clean sumps)	support services necessary to keep essential services operating,
Catch Basin and Manhole Maintenance	support services necessary to keep essential services operating,
Concrete Grind and Replacement Program (complete annual inspections and conduct repairs as required)	are required to meet legislative requirements,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
OTR Training - individual	complete any or all on-line training requirements
Review LOS documents and Operational Guidelines	Refresh / draft proposed amendments to existing LOS documents for approval higher
Review Winter Road Priority list and prepare report for proposed amendments	As part of salt management review our road priority network
Crack Sealing	filling cracks with a rubberized compound

Transit - Conventional and Specialized

Description of the Service Delivery Activity	Categories
Bus Operations	enable critical community services and supports, including COVID-19 mitigation and recovery,
Transit Operators	enable critical community services and supports, including COVID-19 mitigation and recovery,
Maintenance (Mechanics, Mechanic Helpers, Manager, Parts Coordinator)	enable critical community services and supports, including COVID-19 mitigation and recovery,
Transit Planning and Business Services	support services necessary to keep essential services operating,
Customer Service	support services necessary to keep essential services operating,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Transit Standard Operating Procedures	There are over 211 SOPs that need to be written or updated.
Service Structure and Delivery Guidelines	Development of transit service and delivery guidelines
2021 Capital and Operating Budget	Budget process
Alternative Service Delivery Project	Develop requirements and RFP for Alternative Service Delivery Project
Rosters and schedules monitoring, and development (COVID and non-COVID)	Develop roster and driver schedules for board period and new changes
5 Year Business Plan Completion	Complete 5 year business plan
Twinning of diesel pump and installation of new unleaded fueling pump	Prepare and plan for implementation of another fuel tank at Transit Ops Centre

Recreation Services

Description of the Service Delivery Activity	Categories
Facility Operations	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Golf Turf Operations	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Business Administration	support services necessary to keep essential services operating,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
To support the closure- Customer Service processing cancelations and suspensions	answer customer inquires, process course, permit and membership cancelations and suspensions
To support the closure- Exclusive Use Management - JV, leases etc.	Manage relationship, facilities and payments with exclusive use renters
To support the closure- Prioritization of Capital Projects that will proceed in facilities, parks and public art	Assess which projects are underway, which are ready for tender and what is coming up. Determine which ones will proceed given the current financial situation
Key for return to service- Summer Staff recruitment, training and on-boarding	hiring, training and onboarding of 500 aquatics, camp, youth, golf and park staff
Key for return to service- Modified Summer scheduling -events, sports fields, facilities and programs -	Re-allocate space for events, programs, and facility permits based on new program schedules and return to service ability from RFP and Facility Operations. Extensive negotiations with community groups
Key for return to service- Customer Service - modified summer programming	Update perfectmind to reflect changes in courses, facility permits and re-activations of memberships
Key for Return to service- Fall Programming	Preparing, scheduling, course design, marketing plan development inputting in software, negotiations of space allocation
Community Connection - Modified Recreation Spring Session Programming	Develop and implement a plan to engage residents in recreation during this time of social distancing
Community Connection - Granting	Review and award community and arts and culture grants
Project/Planning- Maintenance and Upkeep of Public Art collection	Workplan and requirements in place to maintain the collection
Project/Planning - Coughlan Pool Re-opening	Communication planning for community
Project/Planning - Budget Creation	Develop the 2021 capital and operating budgets
Project/Planning - Legal agreements	Negotiate and finalize legal agreements with all special interest groups
Project/Planning - Software functionality testing	Test and review perfectmind software functionality
Project/Planning- Policy Development	Draft, consult and finalize key dept policies
Project/Planning- Program development	program planning for new programs for youth, adults, aquatics and neighbourhood
Project/Planning - Process Reviews	Create, update key dept processes
Project/Planning- Marketing assets updates	Update web content for accuracy, streamlining and navigation
Project/Planning- Department Training Framework	Have each business unit working through the training framework
Project/Planning - Slimming of Electronic Files	Reduce electronic file storage on t:drive

Fire

Description of the Service Delivery Activity	Categories
Immediate Threat to Life (ITL) and complaint inspections (req'd by FPPA)	are required to meet legislative requirements,
Vulnerable Occupancy Inspections (req'd by FPPA)	are required to meet legislative requirements,
Request Inspections (req'd under FPPA)	are required to meet legislative requirements,
Emergency Inspections such as JBMH temp. shelters, change of use to accommodate patient beds or sleeping, etc.	support services necessary to keep essential services operating,
Demolition Permits	support services necessary to keep essential services operating,
Requests for Occurrence Reports	support services necessary to keep essential services operating,
Requests for LOWOV's	support services necessary to keep essential services operating,
Fire Safety Messaging	support employee and public health, safety and security,
Answering 911 telephony system	support employee and public health, safety and security,
Answering Non-Emergency telephone lines	support employee and public health, safety and security,
Answering Priority Admin telephone lines	support employee and public health, safety and security,
Operating Symposium CAD	support employee and public health, safety and security,
Multi Channel Trunk Radio System monitoring and communication	support employee and public health, safety and security,
Providing dispatch service for Town of Oakville	fulfill contractual, legal & financial obligations.
Providing dispatch service for Town of Halton Hills	fulfill contractual, legal & financial obligations.
Mainway Alternate Dispatch Site	support employee and public health, safety and security,
Training Staff	support employee and public health, safety and security,
NICE recording system	support employee and public health, safety and security,
RMS System	support employee and public health, safety and security,
Emergency response	enable critical community services and supports, including COVID-19 mitigation and recovery,
Firefighter training	are required to meet legislative requirements,
Annual vehicle inspections	are required to meet legislative requirements,
Preventative maintenance inspections	support services necessary to keep essential services operating,
Available to respond to breakdowns	support services necessary to keep essential services operating,
Facility inspections and repairs	support employee and public health, safety and security,
Inventory, stock orders	support services necessary to keep essential services operating,
Processing invoices	fulfill contractual, legal & financial obligations.
Answer emails and requests for information	support services necessary to keep essential services operating,
Prepare on line training for Technical Disciplines	support services necessary to keep essential services operating,
Maintain training records & Other Administrative Duties	support services necessary to keep essential services operating,
Defect processing and equipment management	support services necessary to keep essential services operating,
Meeting Facilitation / Action Items	enable critical community services and supports, including COVID-19 mitigation and recovery,
Class Exams - Contract Requirement	support services necessary to keep essential services operating,
Medical Program	support services necessary to keep essential services operating,
Recruit program	enable critical community services and supports, including COVID-19 mitigation and recovery,
Volunteer online program build	support services necessary to keep essential services operating,
Volunteer weekly support	enable critical community services and supports, including COVID-19 mitigation and recovery,
SOG & Training Bulletin Research & Communication	support services necessary to keep essential services operating,
Reports: Region (Narcan etc.), Suppression etc.	are required to meet legislative requirements,
Developing, implementing and maintaining the Emergency and Continuity Management Program for the COB; Managing all levels of emergency support operations under the Municipal By - Law 046-2019 - throughout the duration of all levels of emergency activation under the COB Emergency Response Plan and Continuity of Governance and Operations Plan; Reporting in to the Emergency Management Program Committee at min. once per year	are required to meet legislative requirements,
Ongoing management of daily emergency control group / crisis management team actions in compliance with the Emergency Management and Civil Protection Act and in coordination with the Office of the Fire Marshal and Emergency Management	are required to meet legislative requirements,
Provision of technical advise to the head of council and council staff as well as executive leadership for the duration of a Level 2 Emergency, a Level 3 Emergency Activation and a Declared Municipal State of Emergency	are required to meet legislative requirements,

Management of all emergency control group positions and their functional responsibilities under the incident management system during a Level 2 and/or 3 Emergency	are required to meet legislative requirements,
Continual monitoring of community risk and vulnerability - providing a common operating picture throughout the duration of all emergency levels of activation	are required to meet legislative requirements,
Compilation of daily consolidated Incident Action Plan during a Level 3 Emergency or a Situation Report during a Level 2 Emergency (in coordination with all members of the Emergency Control Group) and distribution to the Provincial EOC, Region EOC, the Mayor and Council, and all Executive Leadership	are required to meet legislative requirements,
Providing continual updates during a Level 2 and / or 3 Emergency Activation to Region Emergency Management (Upper Tier) and the Provincial Emergency Operations Center	are required to meet legislative requirements,
Training and Exercising all members of the Emergency Control Group and support staff on the corporate emergency response plan and the corporate continuity of governance and operations plan and department continuity of operations plans; creation of support materials to guide response efforts	are required to meet legislative requirements,
Equipping, Maintaining, Testing and Management of the Municipal Emergency Operations Center and Alternate Site and Alternate Work Sites	are required to meet legislative requirements,
Completing the Review and Update of the Municipal Hazard Identification and Risk Assessment, Community Vulnerabilities, Preventative / Mitigative Controls in place and the identification and mapping of Critical Infrastructure	are required to meet legislative requirements,
Development and implementation of public education programs	are required to meet legislative requirements,
Continuing and Advancing City Business and Operations Remotely	**Description of the Activity**
Open-air burning permits	conduct on-site inspection, issue permits
Fire Safety Plans	review and approve FSP's
File purging	review hardcopy files and purge unnecessary documents
Training modules	develop training material for staff
False alarm invoicing	review incidents and issue invoices
Pub ed materials and lesson plans	revise materials and lesson plans
Pub ed programs	develop programs
SOG updates	review and update existing SOG's
Presentations	create new pub ed presentation material
FDM follow-ups	monitor and address FDM follow-ups
Manage existing files (AMANDA)	manage existing files, day-to-day business
New SOG's	create new SOG's for fire prevention
Day-to-day business operations	incoming emails, phone calls to continue normal business operations
Planning of Events	planning of seasonal events, department showcase
Completing Burial Permits for the City	Contractual, legal and financial obligation
Sinirji	support employee and public health, safety and security,
Locution	support employee and public health, safety and security,
Quality Assurance and Improvement Audits	audit and review any significant incident plus a minimum of 2% of Centre's calls
Review of SOG's and Policies	review and update the current SOG's and Policies that pertain to Dispatch
Update sog's	updating sog's
Clean grounds around stations	
Clean inside stations	
Standardized truck inventory	
Empty seacan out front	
Pop machine gone	
Support unit	Hazmat software
Indoor training	Add survival props
QM upgrade	
Discipline Action Items	
OFC / Course / Conference	Cancelling / Rescheduling / Refunds etc.
Personnel Files	Electronic upload, archive
Back Filing	Non-essential filing backlog
Equipment Standardization Project	Review all training equipment for standard budget purchase list
Dispatch Training	Backfill Training for Dispatch

Transportation

Description of the Service Delivery Activity	Categories
Traffic signals field maintenance (including on-call, urgent response and Regional services)	required to meet legislative requirements,
Central traffic signals system operation	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Sign maintenance (including Regional services)	required to meet legislative requirements,
Road closure permits (development, construction and utilities)	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Preparation of key Contracts	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Capital Works design review	fulfill contractual, legal & financial obligations.
Traffic control measures implementation	are required to meet legislative requirements,
Streetlight Maintenance	protect & maintains vital infrastructure (e.g. roads, storm water, facilities, sport fields, etc.)
Standards, Procedures and Policy Development	enable critical community services and supports, including COVID-19 mitigation and recovery,
Guiderail Maintenance	support employee and public health, safety and security,
Pavement Marking Contract	support employee and public health, safety and security,

Continuing and Advancing City Business and Operations Remotely	Description of the Activity
Automated Speed Enforcement Program	Continue discussions and analysis related to developing an ASE program in Burlington
Implement Travel-time System	Complete procurement process, implement system, develop concept of operations
Progress Transit Signal Priority Project	Plan and implement a transit signal priority system
Traffic signal communication network	Continue to plan and implement ongoing upgrades to wireless communications
Update KBAs for CRM	Provide clear and concise description of services delivered by Service Burlington
Street Lighting decorative LED Upgrades	Develop program involving the upgrade of decorative street lights to LED
Sign retro-reflectivity assessments	Prepare contract to meet the requirement to inspect signs annually
Traffic Signal Management Plan	Development of an plan to guide the management of traffic signals
Traffic Calming Policy - review and committee report	Corporate policy update - report required
Salary Assessment Review and market evaluation for Crossing Guards	A review of Crossing Guard wages in an effort to efficiently and effectively deliver the service
Red Light Camera program - review and committee report	As directed by Council, complete the network-wide analysis of collisions and safety with recommendations regarding a red light camera program
New contract for Accessible Pedestrian Signal (APS) Pushbuttons	prepare a contract for the procurement of equipment
School crossing signage review and standardization	Develop standards around signage and work to establish this standard in the field
Walk Safe – creating safe routes to school / walking school bus	Investigate the details of this program and determine if it can be applied in areas of Burlington
New contract for guiderail maintenance (Halton Co-op)	A contract document is required - Burlington is the lead org. on behalf of the region-wide co-op
Review and update departmental Web content	Update content for accuracy, clarity and simplicity
Walkers @ Thomas Alton - permanent signal build	Design and build traffic signals for the new intersection approach
Implement adaptive traffic signals system	Complete the procurement process and develop a concept of operations for the use of the system
Traffic Signal Pre-emption Study	Finalize terms of reference for a consulting assignment involving preparing a traffic signals pre-emption strategy
Rainbow Crosswalk	As directed by Council, install a rainbow crosswalk
IMP - Ongoing Project Management	Daily PM tasks / Consultant mgt
IMP - Development of Engagement Strategy	Develop Strategies (3)
IMP - Execution of Engagement Strategy	On-going engagement with stakeholders
IMP - White Paper / Policy Research	Bkgd research & craft draft policy briefs
QEW Prosperity Corridor - Ongoing Project Mgt	Daily PM tasks / Consultant mgt
QEW PC - Review & augment planning memos	Policy review, tech comment
Downtown OP Policy - Tech Review of Policy	Policy Review & technical comment
MTO Highway Expansion Program - EA Studies	On-going MTO Studies
MTO Strategic Planning - GGH Transportation Plan	On-Going MTO Planning Study
Metrolinx - Policy Review and Comment (MTAC)	Policy Review & technical comment
SmartCommute - Development of Local Program	Develop SmartCommute TOR
TIS Guidelines - Research Multi-Modal Guidelines	Research & best practice review
Parking - Accessible Parking Standards Guidelines	Research & best practice review
Rural AT Strategy - Draft Report / Research	Review & comment on Draft Report
Cycling Master Plan	Finish Report to Council

Sidewalk Report	Finish Warrant and Report to Council
Lighting of Multi-Use Trails	Finish Report to Council
Bike Share	Finish Report to Council
Design for Lot 3	Updated design to include green space
Development Application Review	review new development applications
Collection of Coin Revenue	collect, sort, wrap coin for deposit
Screening of Parking Tickets	review of tickets issued
Customer Service Response	answer CRM cases
Parking & Idling By-law Update	review and record all parking signs
Parking & Idling By-law Update	by-law wording
Parking System Update	develop specs for software upgrade
Downtown Loading & Short Term Parking	revise loading/short term parking areas
10 year asset management plan	review all contracts/asset lifecycles
Enforcement Contract Review	business case options for enforcement
Filing Strategy	review filing protocol for all areas