

# Service Business Plan



<b>Service Name</b>	Traffic Operations Management	<b>Service Type</b>	Public
<b>Service Owner Name</b>	Jeff Black	<b>Budget Year</b>	2019
<b>Service Owner Title</b>	Manager of Traffic Services		

## Service Description

A public service to provide controlled traffic on public roads and sidewalks.

## Current State

Customers & Their Expectations	<p>This service is delivered to:</p> <ul style="list-style-type: none"> <li>• users of the transportation network including motorists, pedestrians, and cyclists, who expect access to a safe and efficient road and sidewalk network</li> <li>• local businesses and other users of traffic information such as traffic volumes and road closure details.</li> <li>• residents expecting functioning streetlights for safety on the roads and within their neighbourhoods.</li> </ul>
Existing Service Delivery	<p>In partnership with internal department and external agencies, provide traffic services including:</p> <ul style="list-style-type: none"> <li>• reviewing the need for, installing and maintaining traffic control devices such as signs, pavement markings and traffic signals;</li> <li>• reviewing and approving road use permits;</li> <li>• developing and approving traffic detour routes for construction and special event road closures;</li> <li>• managing the operation of traffic signal network throughout the City using the computerized central signal system;</li> <li>• providing school crossing guards at key locations throughout the City; and,</li> <li>• maintaining functional street lights and related infrastructure.</li> </ul>
Existing Customer Engagement Tools / Methods	Website, email, voicemail, telephone, resident surveys and notification, public meetings and open houses and 311.
Is this Service Provincially Legislated?	Yes The Municipal Act and Highway Traffic Act
For this Service are there Approved Service Standards?	Yes City of Burlington Standard Operating Procedures and Standards, Highway Traffic Act, Traffic By-Law 86-2007, Ontario Traffic Manual.

## Sub-Services

Traffic Operations	Review, installation and maintenance of traffic signs and pavement markings, approving road use permits and implementing traffic safety initiatives aimed at addressing concerns of aggressive driving, pedestrian safety and motor vehicle collisions.
Traffic Signals	Managing the operation of the city's traffic signals through a computerized traffic signal system, ongoing signal timing calculations, and design and installation of new traffic signals.
Crossing Guard Program	Deliver the school crossing guard program at key locations across the city to provide for safe crossing of school-aged children.
Streetlighting	Managing and maintaining streetlights throughout the city to provide safety and security to motorists, pedestrians and residents within neighbourhoods.

## Recent Continuous Improvement Initiatives

In 2018:

- Finalized a review of traffic signals communications infrastructure on Plains Road including the development of a proof of concept and procurement of wireless devices to enhance the capabilities of the traffic signals system.
  - Completed the replacement of the City's streetlights to light emitting diode (LED) fixtures meeting the goal of saving significant energy and maintenance costs.
  - Reviewed numerous streets and neighbourhoods for the need to implement traffic calming measures in accordance with the Council-approved Traffic Calming Policy, including the reduction of speed limit to 40 km/h on streets meeting the council approved criteria throughout the city.
  - Designed and installed pedestrian traffic signals at Lakeshore Road and Shoreacres Road to provide a safe crossing for pedestrians.
  - Completed a comprehensive data collection study to measure traffic on Burlington streets by vehicles bypassing congestion on the QEW/403.
  - Enhanced our Driver Feedback Sign program to provide the devices on over 93 urban and rural streets throughout the city.
  - Developed a training video for school crossing guards to create consistency, maximize safety and improve overall service delivery.
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## Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<p>New technology and methodology is becoming available to further enhance the city's capability to respond to changing traffic demands. Opportunities to acquire and implement new technologies are becoming more prevalent with the advancement of Intelligent Transportation Systems.</p> <p>Staff are researching and evaluating opportunities to utilize Intelligent Transportation Systems and Connected Vehicle initiatives. These combine in-vehicle equipment, advanced roadside traffic devices and communication software to implement new technology systems. These systems indicate traffic status to approaching drivers, driver awareness messaging on road conditions, construction detours and other information to communications tools such as on-board equipment.</p>
Anticipated Risks	<p>New technology may result in additional costs, the need for staff training and the need to provide public awareness. However, the benefits could result in improvements to traffic flow, congestion reduction and incident responsiveness along the city's transportation network.</p>

## Service Objectives

## Target Completion

Implement transit priority measures at traffic signals along Plains Road aimed at improving transit reliability and schedule adherence.	Sep 2019
Continue to participate in the multi-municipal working group in reviewing the implementation and use of automated speed enforcement within municipalities.	Dec 2019
Review and revise the City's Traffic By-law to ensure traffic control measures on Burlington streets are regulated and enforceable in accordance with the Highway Traffic Act.	Aug 2019

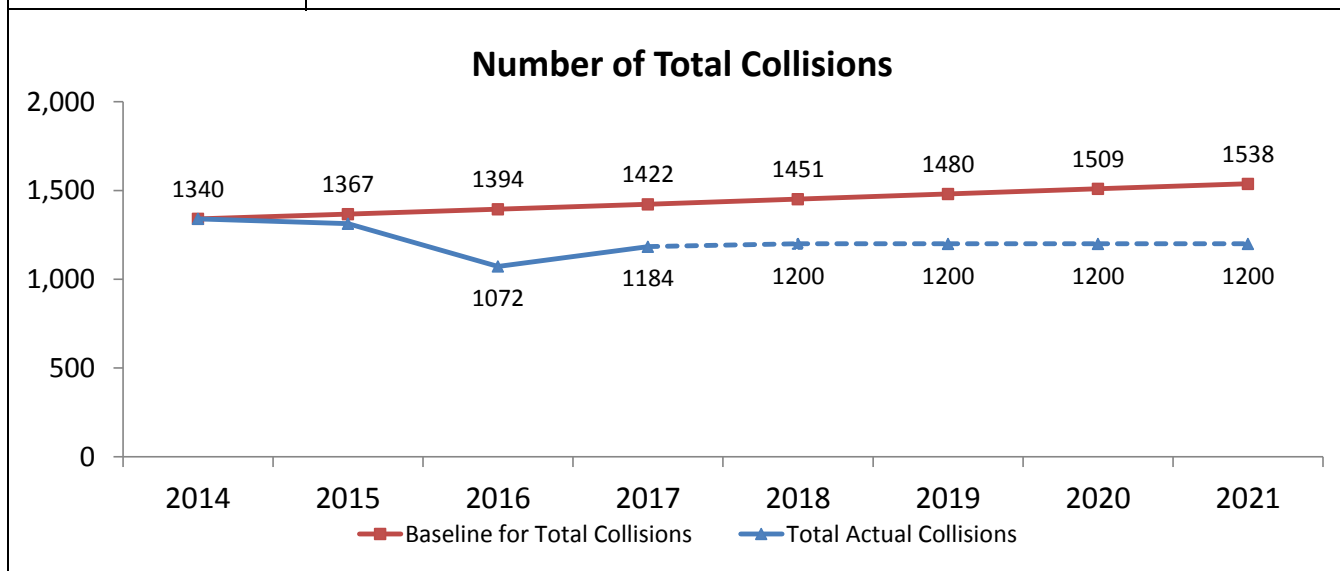
# MEASURING SUCCESS

## How much did we do?

Performance Measurement	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Forecast	2019 Forecast	2020 Forecast	2021 Forecast
Road Permits Issued	210	225	123	135	140	140	140	140
Traffic Calming Projects Processed	35	32	33	37	30	30	25	20
Speed Limit Reviews Complete	20	19	86	67	47	30	25	25
Traffic Signal/Intersection Pedestrian Signals Installation & Major Modification Installed	6	5	1	2	2	1	2	1

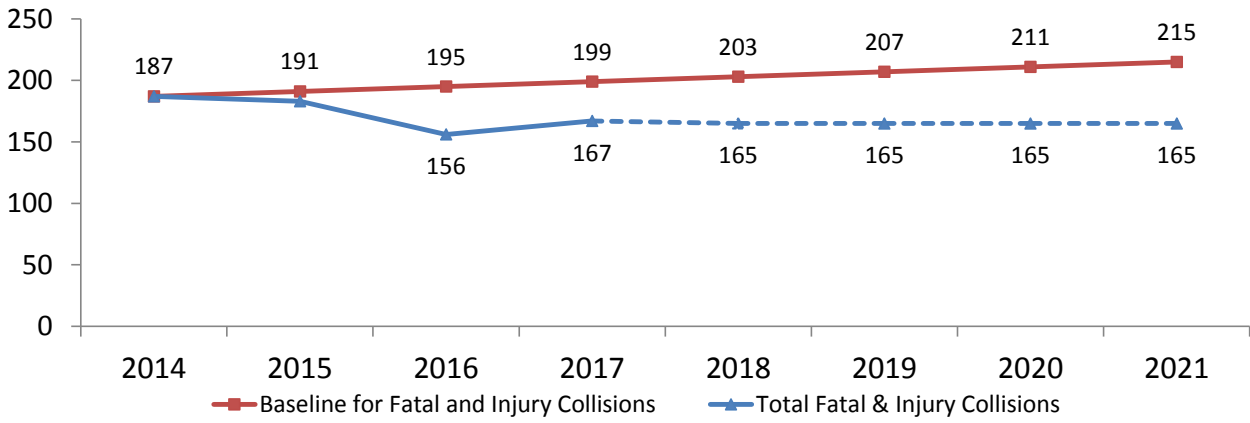
## How well did we do it?

Performance Measurement	Number of Total Collisions
Story behind the data	Motor vehicle collision data is collected and analysed by staff as a means to identify trends and contributing factors causing collisions on Burlington's roads. Details such as frequency and type of collisions allow for analysis of both network-wide and site specific locations. The above graph illustrates the total annual collisions on Burlington's roads and compared to a baseline collision trend (2% increase annually).



<b>Performance Measurement</b>	Number of Total Fatal & Injury Collisions
Story behind the data	Fatal and injury-related collisions have the greatest impact to our community. For this reason, identifying locations with high frequency serious collisions is key to implementing road safety initiatives and programs such as the use of driver feedback signs, Road Watch program and enhanced communication and coordination with our Road Safety Stakeholder partners, such as the Halton Regional Police Service and the Ministry of Transportation. The graph below illustrates the total number of fatal and injury collisions on Burlington's roads annually. Also provided is a baseline collision trend (2% increase annually).

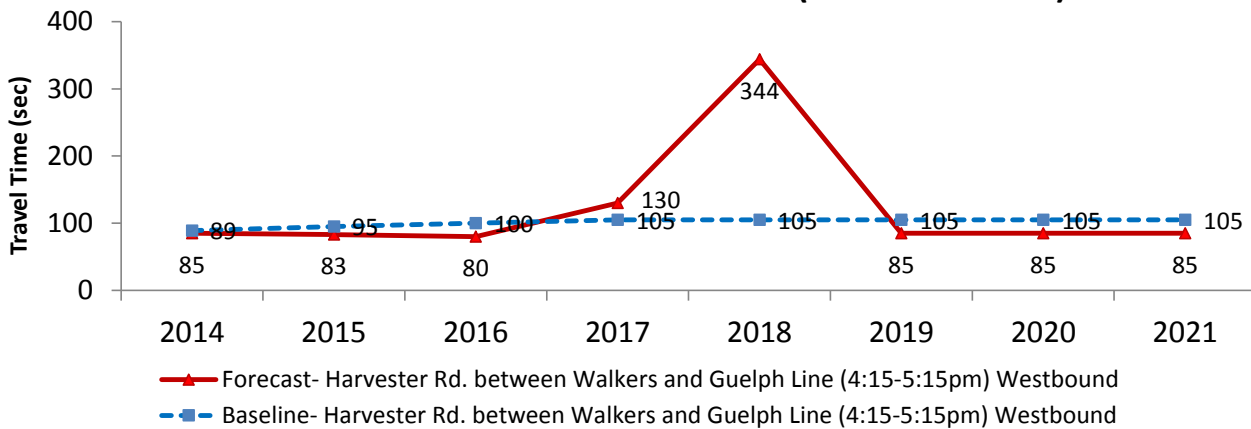
**Number of Total Fatal & Injury Collisions**



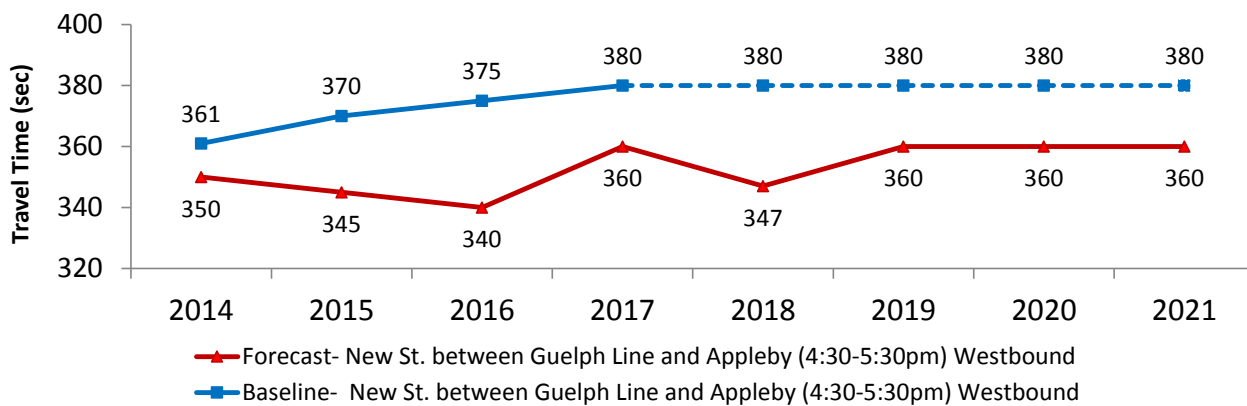
**Is anyone better off?**

<b>Performance Measurement</b>	Travel Time for Vehicle Drivers
Story behind the data	Travel time is a measure of the performance traffic along a key corridor in the City. Travel times along key corridors can be affected by factors such as construction activity, weather conditions and amount of traffic displaced from adjacent provincial highways.
Where do we want to go?	The City's Traffic Signal Control System allows for signal timing plans to be implemented in order to minimize delays at intersections as well as traffic signal coordination along key corridors in the City.

**Travel Time for Vehicle Drivers (Harvester Road)**



**Travel Time for Vehicle Drivers (New Street)**



### Travel Time for Vehicle Drivers (Lakeshore Road)

