

# Service Business Plan



<b>Service Name</b>	Transportation Planning	<b>Service Type</b>	Public
<b>Service Owner Name</b>	Kaylan Edgcumbe	<b>Budget Year</b>	2019
<b>Service Owner Title</b>	Manager of Transportation Planning and Parking		

## Service Description

A public service to provide transportation & mobility planning for people, goods and services.

## Current State

Customers & Their Expectations

This service is delivered to:

- The Public
- Mayor and Members of Council
- Other City Departments
- Government Agencies
- Developers / Consultants

Our customers expect:

- A range of safe and efficient travel options to move throughout the City;
- Trust, guidance and confidence that public interest is factored into the decision making process;
- That staff will be courteous, knowledgeable & responsive and provide timely follow-up on requests, concerns and issues;
- Professional advice, integrity and efficiency to bridge objectives between the Province, Halton Region and area municipalities;
- An effective review process that is time efficient, transparent, inclusive & fair; and
- Encouragement of public participation with provision for engagement opportunities.

Existing Service Delivery	<p>This service partners with internal departments and liaises with the public, development industry, municipal agencies and the Province to represent the interests of the City, build relationships and promote the City’s transportation vision.</p> <p>ADVICE: Provide innovative, strategic and professional planning advice and opinion on corporate initiatives, development and functional design projects.</p> <p>POLICY: Prepare and amend transportation policy based on best practices, emerging trends and public &amp; stakeholder feedback.</p> <p>PROJECT MANAGEMENT: Procure, direct and manage transportation projects including Strategic Transportation Planning Studies, Municipal Class EA Studies, Functional Design Studies, development of transportation policy and other special projects (i.e. Cycling Master Plan, Rural Active Transportation Strategy, QEW Prosperity Corridor Block Plan, etc.).</p> <p>PARTNERSHIPS: Develop and manage partnership relationships and on-going collaboration with the public, senior city staff and with representatives of the Provincial Ministries, Regional agencies and peer municipalities to provide expertise, advice and to influence decision making on matters related to transportation planning.</p> <p>EDUCATION &amp; PROMOTION: Promote community and individual awareness and confidence in active and sustainable modes of transportation (walking, cycling &amp; transit) while increasing motivation at the individual level to choose alternate modes which reduce reliance on the personal automobile. Collaborate and work closely with Public Health, School Boards and other community agencies to promote active transportation, identify benefits of sustainable travel options and provide support and resources to education professionals.</p>
Existing Customer Engagement Tools / Methods	<p>In-person, by phone or email, website and social media, community events (pop-ups), public meetings / open houses, workshops, one-on-one group meetings with members of the public and/or stakeholders, engagement and outreach at community events, pre-consultation meetings with applicants and/or consultants, newspaper notices, staff reports, committee meetings, and other online engagement tools.</p>
Is this Service Provincially Legislated?	<p>Yes Ontario Environmental Assessment Act and the Ontario Planning Act</p>
For this Service are there Approved Service Standards?	<p>Yes Timely responses to development applications as mandated by the Ontario Planning Act. Planning must comply with Ontarians with Disabilities Act and the Highway Traffic Act.</p>

## Sub-Services

Long-Range Transportation Planning	Determine future mobility needs through the development of the Integrated Mobility Plan. Ensure all land use and transportation decisions, from policy-making to budgeting, are integrated and support walking, biking and transit. Development of transportation policy and actions to realize the City's transportation vision and achieve strategic objectives as set out in "A City that Moves". Prepare preliminary functional plans to identify future transportation infrastructure needs and provide input into the capital budgeting process.
Development Application Review Process	As part of the development approval service, review mobility and parking impacts associated with proposed developments and determine the magnitude of impact to the adjacent transportation network. Recommend improvements / modifications to the network in order to mitigate impact while promoting the development of a multi-modal transportation system.
Active Transportation	Develop, promote and implement programs and initiatives that support the creation of new facilities for walking, biking and transit - provide mobility options that meet transportation planning objectives of providing choice, reducing the reliance on the private auto, and managing traffic congestion.
Active and Sustainable School Travel (ASST)	Collaborate with Provincial, Regional and Municipal agencies to promote the use of active and sustainable transportation to get to and from school. City-led initiatives focus on promoting community and individual awareness and confidence in active transportation and increased motivation to choose active modes of travel. Development of policies, plans, and recommend infrastructure needs to promote active and sustainable transportation.

## Recent Continuous Improvement Initiatives

Recently initiated the QEW Prosperity Corridor Block Planning Process and Implementation Study which has brought the City of Burlington, Region of Halton and Ministry of Transportation together to create a cooperative and unified framework to process development proposals located within the QEW corridor. The study will result in a streamlined approval process that aligns land use and transportation while producing an infrastructure plan that promotes successful employment and commercial development that maintains safety, mobility, transit and protection of the existing network. This study is first of its kind within the Province and was identified by the Ministry of Municipal Affairs and Housing as a key infrastructure initiative of the Development Approvals Roundtable.

Recent expansion of service to include Functional Design and coordination of capital budget review for transportation projects. Developed a streamlined approach to reviewing construction projects which has achieved efficiencies and decreased internal review and response times, enhanced customer service to internal clients through the use of a "one window" approach and provides comprehensive technical opinion on future capital projects that align with "A City that Moves".

## Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<ul style="list-style-type: none"> <li>• Development of an Integrated Mobility Plan to direct future investment in transportation, transit, cycling and walking in order to provide a multi-modal transportation network that aligns land use and transportation planning and promotes seamless connections between people and the places they want to go.</li> <li>• Continue to actively seek senior level funding for active and sustainable transportation initiatives (i.e. Ontario Commuter Cycling Program funding, Public Transit Infrastructure Fund (PTIF), etc.).</li> </ul>
Anticipated Risks	<ul style="list-style-type: none"> <li>• If the legislative requirements are not completed in a timely manner, or do not adhere to policy, there is an increased risk of appeal, hearings and/or legal issues which could result in increased costs to the City and unacceptable delays to the review and approval of development applications.</li> <li>• External approval bodies (i.e., Provincial, Regional and other agencies) take longer to review and approve larger land areas / more complicated plans.</li> <li>• Increased staff resources required to review and respond to development pressures may affect delivery of other, key priorities such as the QEW Prosperity Corridor Block Plan &amp; Integrated Mobility Plan.</li> <li>• The ability to realize the goals of the Strategic Plan may be at risk due to outside influences such as other government policy decisions outside our control.</li> </ul>

## Service Objectives

## Target Completion

Update to the City's Cycling Master Plan	Apr 2019
Completion of QEW Prosperity Corridor Block Planning Process & Implementation Study	Jul 2020
Completion and Delivery of Integrated Mobility Plan	Dec 2020

# MEASURING SUCCESS

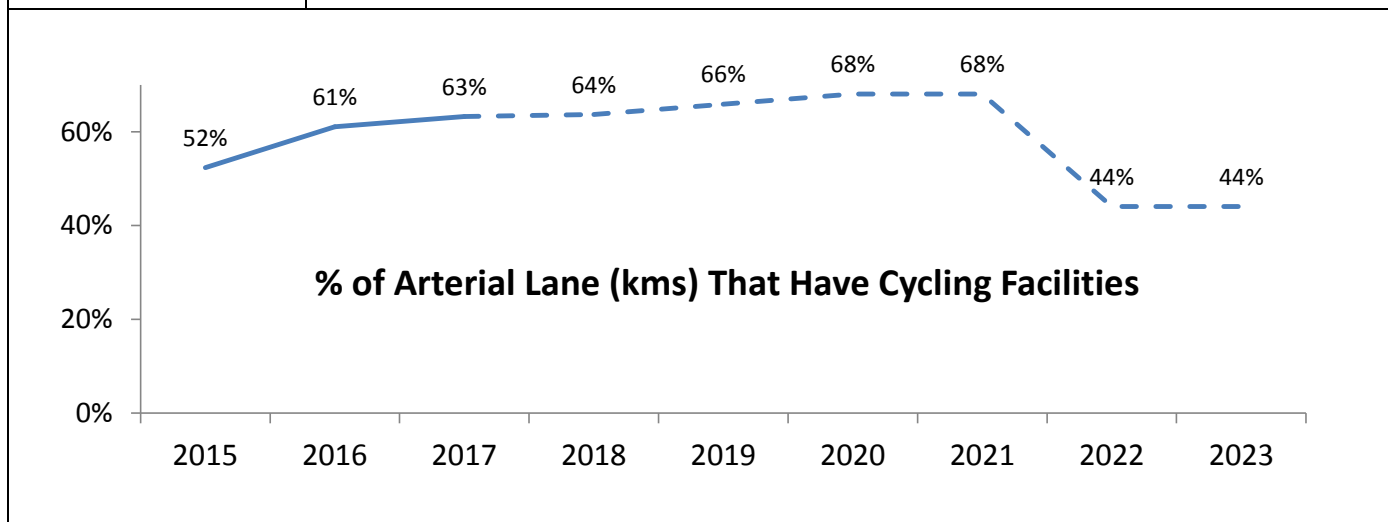
## How much did we do?

Performance Measurement	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Forecast	2019 Forecast	2020 Forecast	2021 Forecast
# of development application reviews conducted (transportation reviews)	160	176	180	165	206	180	180	180
# of projects with other government agencies	8	10	10	16	9	10	10	10

\* decreased volume of development applications completed due to increase in appeals and associated processing requirements

## Is anyone better off?

<b>Performance Measurement</b>	% of Arterial Lane (kms) That Have Cycling Facilities
Story behind the data	Zero increase in cycling infrastructure in 2018 as the Cycling Master Plan Update is currently underway.
Where do we want to go?	City is currently in the process of updating its Cycling Master Plan (March 2019). The recommendations of the plan will identify priority locations for cycling infrastructure as well as determine what type of infrastructure is required.



<b>Performance Measurement</b>	Students biking to school
Story behind the data	Continued participation in Bike Week. Encouraged schools to participate and contribute to the success of the program by counting the uptake of cycling "before" and "during" bike week. Consistent increase in students cycling "before" the campaign year after year. Positive trend highlighting that the campaign is gaining traction.
Where do we want to go?	The goal is for more students to bike to school on a regular basis. By increasing modal split, we will reduce vehicle congestion in front of schools and shift attitudes and behaviours moving forward.

