

Service Business Plan



Service Name Transportation Planning

Service Lead Name Kerry Davren

Service Lead Title Manager of Transportation Planning & Parking

Service Description

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

Strategic Alignment with Vision to Focus Plan

Improving integrated city mobility

Supporting sustainable infrastructure and a resilient environment

Service Goals

To plan and deliver a multi-modal transportation system that meets the needs of the City's residents with an emphasis on sustainability and resiliency.

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 & 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 & PROMOTION: Promote community and individual awareness and confidence in active and sustainable modes of transportation (walking, cycling & 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	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.
Is this Service Provincially Legislated?	Yes Ontario Environmental Assessment Act and the Ontario Planning Act
For this Service are there Approved Service Standards?	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.

Programs

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

Recent initiation of the Integrated Mobility Plan (IMP) which is a policy document that is being developed to guide future decision making and identify key actions required to support multi modal transportation to the 2041 horizon. The IMP considers, builds upon, and connects several existing plans and initiatives at both the regional and local level. Carrying out the policies and actions of the IMP will enable Burlington to work towards realizing the many transportation related goals identified in the 2018 – 2022 Burlington’s Plan From Vision to Focus – Improving Integrated City Mobility.

On-going work towards the completion of the QEW Prosperity Corridor Block Planning and Implementation Study. Improved relationships with MTO and Halton Region and are working toward a streamlined approval process. Creation of an Escalation Team to handle complex development applications and brings together key reviewers from the City, Region and MTO to provide a high level of customer service and coordinated review between the three agencies.

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”.

Environmental Considerations

The service, through its mandate, day-to-day activities, long-range and strategic planning activities and on-going advocacy directly supports a shift towards sustainable modes of transportation, thereby contributing to reduced vehicle kilometers traveled which equates to reduced GHG emissions and a positive impact on the natural environment. The successful delivery of this service contributes to achieving the goals of the City’s Climate Change Action Plan.

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<ul style="list-style-type: none"> • Actively seeking third party grant and funding opportunities (The Atmospheric Fund, Public Transit Infrastructure Funding, etc.) to contribute to the implementation of active and sustainable transportation initiatives. • Incorporating Transportation, Land Use and Transit planning through the creation of an Integrated Mobility Plan and leveraging concurrent studies being undertaken at the Provincial Level.
Anticipated Risks	<ul style="list-style-type: none"> • 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. • External approval bodies (i.e., Provincial, Regional and other agencies) take longer to review and approve larger land areas / more complicated plans. • 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 & Integrated Mobility Plan. • 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.
Enterprise Risk Considerations	<p>Climate Change - Severe weather events, Increasing number of Severe Weather Events</p> <p>Capacity and Volume of Work - CM and BLT Work Plans, Projects</p> <p>Transportation - Changing Societal Trends, Strong link to Growth and Development</p> <p>Disruptive Technology - New modes of transportation</p>

Service Initiatives

Target Completion

Cycling Master Plan Update	Dec 2019
QEW Prosperity Corridor Block Planning Process & Implementation Study	Jun 2020
Completion and Delivery of Integrated Mobility Plan	Dec 2020
Rural Active Transportation Strategy	Apr 2020

MEASURING SUCCESS

How much did we do?

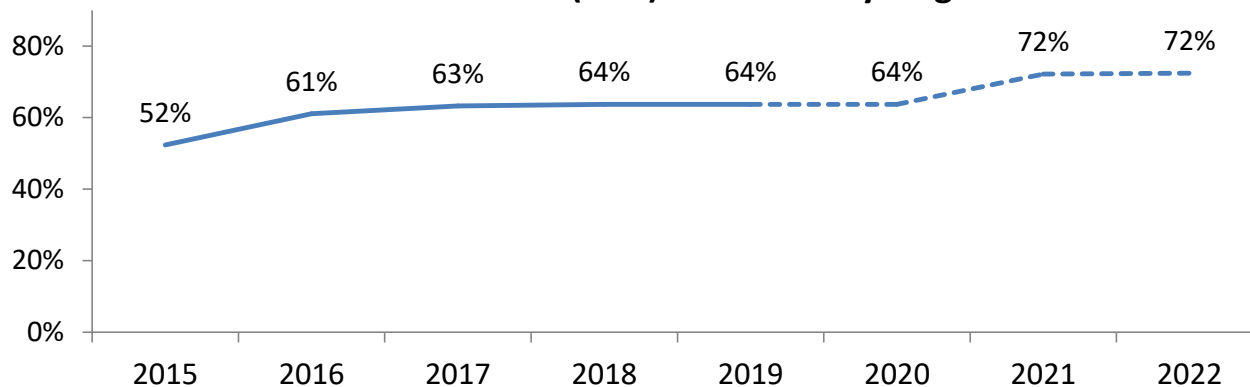
Performance Measurement	2015 Actual	2016 Actual	2017 Actual	2018 Actual	2019 Forecast	2020 Forecast	2021 Forecast	2022 Forecast
# of development application reviews conducted (transportation reviews)	176	180	165	206	169	180	180	180
# of projects with other government agencies	10	10	16	9	10	10	10	10

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

Is anyone better off?

Performance Measurement	% of Arterial Lane (kms) That Have Cycling Facilities
Story behind the data	Zero increase in cycling infrastructure in 2019 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 (December 2019). The recommendations of the plan will identify priority locations for cycling infrastructure as well as determine what type of infrastructure is required.

% of Arterial Lane (kms) That Have Cycling Facilities



Performance Measurement	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.

