

## Action Plan Highlights: Key Actions and Performance Targets

	Implement the recommendations of the Red Tape Red Carpet Taskforce	Annually increase the overall growth of businesses by 1%, which is equal to 55 new businesses per year
	Complete the scoped Official Plan Review and Interim Control Bylaw Studies	
	Complete the City's Housing Strategy and implement the plan	Approve one affordable housing project per year
	Complete the Burlington Transit 5-Year Business Plan	Increase transit ridership by 1% per year
	Complete the Integrated Mobility Plan and implementation schedule	By 2022, increase modal split between: <ul style="list-style-type: none"> <li>• car use - 82%</li> <li>• transit - 10% and</li> <li>• active transportation - 8%</li> </ul>
	Implement the Asset Management Financial Strategy	Decrease the City's infrastructure funding gap by 25% by 2022
	Develop Burlington's Climate Action Plan, tackling Burlington's Climate Emergency declaration	Reduce the greenhouse gas emissions from City operations overall by 21% by 2024 demonstrating community leadership
	Complete the Urban Forestry Master Plan Update	Achieve a 2:1 tree removal to tree replacement ratio by 2022
	Annually use a range of communication and engagement tactics to make sure citizens are engaged and all residents are represented	Increase the number of residents using the City's online engagement tool <b>getinvolvedburlington.ca</b> by 10% per year
	Initiate a corporate-wide service review program	Increase the tax rate at the cost of inflation, excluding infrastructure and service increases
	Establish innovative techniques, processes, locations and technology for connecting with customers and delivering service options	Increase community satisfaction with City services by 5% by 2022
	Continue implementation of the Corporate IT Strategy inclusive of an IT security framework	Increase the number of online self-service options by 10% by 2022

For more information about additional actions and performance targets, visit [burlington.ca/vision2focus](http://burlington.ca/vision2focus)

## A Collaborative Process: Including your input

We held a series of joint workshops with the 2018-2022 Burlington Council and the Burlington Leadership Team to reconfirm our focus areas and define the goals and actions we need to execute on the plan. Public input into the 25-year Strategic Plan also informed this work plan.

### Our Next Steps: Updating the plan

This plan is a living document. There may be changes along the way, such as:

- global, regional and city circumstances changing,
- other levels of government influences.

The City will monitor, measure and report along the way and re-calibrate the plan, as needed. Some initiatives identified in this plan may go beyond the four-year term of City Council and will be carried over into future years.

### Keeping you up to date

City staff will monitor and report our progress back to Burlington Council on a regular basis. We will share with you, our residents, the achievements and progress on the plan.

Collectively, the City is moving towards our long-term vision for Burlington!

For more information and to read the full work plan, visit: [burlington.ca/vision2focus](http://burlington.ca/vision2focus)

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# CityTalk

Winter 2019

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## 2018-2022 Burlington's Plan FROM VISION TO FOCUS



[burlington.ca/vision2focus](http://burlington.ca/vision2focus)



# Our Plan: Strategic directions and actions for the City

The 2018-2022 Plan: From Vision to Focus is the City's work plan that supports Burlington's long-term 25-year Strategic Plan. From Vision to Focus includes key goals, actions and performance targets that are most important during this four-year term of Council. The current document, as of September 2019, includes all the updates and comments received by Council on July 8, 2019.

## Why a Vision to Focus Plan?

The City needs this work plan so we are focused on what matters most to you and can deliver effective services for everyone. This plan defines what success looks like and what activities will make these priorities a reality. Vision to Focus helps the community, Council and staff know what is important to work towards for our city.

## This plan puts the City in a better position to:

- prioritize resources,
- deliver on what we said we would do and
- create accountability and transparency in the decision-making process.

## The results are:

- operational efficiency,
- a City that is more proactive than reactive and
- better service delivery to the community.

# Our 5 Focus Areas

City resources will be aligned to make sure we make progress in five focus areas:

-  **Increasing Economic Prosperity and Community Responsive City Growth**
-  **Improving Integrated City Mobility**
-  **Supporting Sustainable Infrastructure and a Resilient Environment**
-  **Building More Citizen Engagement, Community Health and Culture**
-  **Delivering Customer Centric Services with a Focus on Efficiency and Technology Transformation**

# Our top priorities and goals within the focus areas

-  **Business Growth**  
Increasing options for employment opportunities across the city
-  **Housing**  
Increasing options for housing across the city
-  **Transit Utilization**  
Increasing Burlington Transit service levels and growing overall ridership
-  **Modal Split**  
Improving the transit and transportation modal split
-  **Infrastructure Gap**  
Reducing the infrastructure funding gap for all city owned assets
-  **Climate Action**  
Promoting and working towards a lower carbon footprint community in support of the UN global warming target
-  **Tree Canopy**  
Increase the tree canopy city-wide
-  **Community Engagement**  
Being a municipal leader in community engagement, collaboration and volunteerism
-  **Service Excellence**  
Ensuring efficient, effective and economical service delivery
-  **Customer-First Approach**  
Enhancing and emphasizing a customer first approach in all City service areas
-  **Digital Transformation**  
Invest in customer centric digital technologies

