

## 2018-2022 Burlington's Plan From Vision to Focus - Action Plan at a Glance

The following are initiatives included in Burlington's Plan: From Vision to Focus. This list includes the priority major corporate projects, initiatives, studies, plans and reports that are all of a time sensitive nature and that will significantly advance the organization towards the 25 year long term future strategic vision.

### Focus Area 1 - Increasing Economic Prosperity and Community Responsive City Growth

Proposed Strategic Initiatives		Lead Department	Target Date for Completion			
			2019	2020	2021	2022
1.1	Implement the recommendations of the Red Tape Red Carpet Taskforce to make it easier for businesses to locate and thrive in Burlington, attracting more investment	City Manager's Office	Q4-2019			
1.2	Work with Burlington Economic Development Corporation to create and implement strategies to focus on: Creating jobs and achieving long term economic vision for the City of Burlington	City Manager's Office and BEDC		Q1-2020	Q1-2021	Q1-2022
1.3	Determine the future vision for the downtown by completing the review of the Official Plan policies and the Interim Control Bylaw land use study	City Building		Q1-2020		
1.4	Define Burlington's expectations for population and jobs to 2041 as part of the Halton Region's Municipal Comprehensive Review	City Building		Q3-2020		
1.5	Complete the area specific plans for Mobility Hubs	City Building			Q4-2021	
1.6	Complete the City's Housing Strategy and implement the plan to address the needs related to young families, seniors housing, affordable housing, special needs housing, and newcomers.	City Building				Q2-2022
1.7	Develop a Fire Master Plan to support the growth and change within the city	Fire		Q2-2020		

### Focus Area 2 - Improving Integrated City Mobility

Proposed Strategic Initiatives		Lead Department	Target Date for Completion			
			2019	2020	2021	2022
2.1	Complete the Integrated Mobility Plan and implementation schedule	Transportation		Q4-2020		
2.2	Review snow clearing service levels for all mobility modes (e.g. trails, sidewalks, bike lanes and roads) before the 2020 budget	Roads, Parks and Forestry	Q4-2019			
2.3	Complete the Burlington Transit 5 Year Business Plan	Transit	Q4-2019			
2.4	Complete the Rural Active Transportation Strategy and implementation schedule	Transportation		Q3-2020		
2.5	In collaboration with Halton Region complete the QEW Prosperity Corridor Study and implement recommendations	Transportation		Q4-2020		

### Focus Area 3 - Supporting Sustainable Infrastructure and a Resilient Environment

Proposed Strategic Initiatives		Lead Department	Target Date for Completion			
			2019	2020	2021	2022
3.1	Implement the Asset Management Financial Strategy and update the Asset Management Plan	Capital Works			Q4-2021	
3.2	Develop Burlington's Climate Action Plan focused on reducing the community's greenhouse gas emissions	Capital Works		Q1-2020		
3.3	Develop Burlington's Climate Change Adaptation Plan	Capital Works			Q1-2021	
3.4	Review and update the Sustainable Building and Development Guidelines	City Building			Q1-2021	
3.5	Update the Corporate Energy Management Plan to recognize achievements and identify new initiatives for implementation	Capital Works	Q3-2019			
3.6	Update the Storm Water Management Plan while continuing to implement the current flood and storm management actions	Capital Works			Q1-2021	
3.7	Complete and implement the Urban Forestry Management Plan Update	Roads, Parks and Forestry		Q1-2020		
3.8	Update the City's Green Fleet Strategy and develop an action plan to reduce the City's carbon footprint through alternative fuel sources	Roads, Parks and Forestry			Q2-2021	

### Focus Area 4 - Building More Citizen Engagement, Community Health and Culture

Proposed Strategic Initiatives		Lead Department	Target Date for Completion			
			2019	2020	2021	2022
4.1	Complete the Parks Master Plan update and implement new actions, while continuing to act on current parks initiatives	Capital Works		Q2-2020		
4.2	Complete a strategic review of the Joint Venture Policy	Parks and Recreation		Q2-2020		
4.3	Complete a Recreation visionary framework of principles, goals and an operating model to align with the changing needs of recreation in the community ensuring the inclusion of demographics such as youth programming and newcomers to Burlington	Parks and Recreation	Q4-2019			
4.4	Complete a Neighbourhood Development Strategy	Parks and Recreation		Q4-2020		
4.5	Conduct a review of citizen committees including structure and format. Through this review, consider alternative methods of engaging the community on subject matters other than just the traditional citizen committee format	Clerks	Q3-2019			
4.6	Create and implement a strategy for advocacy with senior levels of government	City Manager's Office	Q3-2019			
4.7	Initiate and implement a Corporate Volunteer Strategy based on recommendations from the Mohawk Future Ready Leadership Team to create a simple and seamless system for residents to volunteer their time with the city	City Manager's Office	Q4-2019			

## Focus Area 5 - Delivering Customer Centric Services with a Focus on Efficiency and Technology Transformation

Proposed Strategic Initiatives		Lead Department	Target Date for Completion			
			2019	2020	2021	2022
5.1	Complete the functional realignment of the City Manager's office	City Manager's Office	Q2-2019			
5.2	Initiate a corporate wide service review program	City Manager's Office	Q4-2019			
5.3	<b>CRM (Customer Relationship Management)</b> - Deliver on time, on budget and achieve realized benefits for major corporate technology projects	City Manager's Office		Q2-2020 (Phase 1)		
	<b>ERP (Enterprise Resource Planning)</b> - Deliver on time, on budget and achieve realized benefits for major corporate technology projects	Information Technology Services				Q4-2022 - 2023
	<b>MMS (Maintenance Management System)</b> - Deliver on time, on budget and achieve realized benefits for major corporate technology projects	City Manager's Office			Q4-2021	
	<b>BI (Business Intelligence)</b> - complete the implementation of a reporting and analytics tool supporting analytics, data driven decisions, and management dashboards	Information Technology Services		Q4-2020		
	<b>Upgraded case management development application system.</b> - Deliver on time, on budget and achieve realized benefits for major corporate technology projects	Information Technology Services/City Building		Q2-2020		
5.4	Conduct a community-wide survey every three years, starting in fall 2019 to determine if residents feel they are being engaged and are part of the City's decision-making process	City Manager's Office	Q4-2019			Q4-2022
5.5	Implementation of a one stop customer service counter for the Department of City Building	City Building				Q4-2022
5.6	Develop and implement online/automated submissions, processing and approvals of development applications	City Building				Q4-2022
5.7	Complete the assessment of salary competitiveness and implement recommendations	Human Resources		Q4-2020		
5.8	Complete and implement a diversity and inclusivity strategy for Burlington as an employer	Human Resources/ City Manager's Office		Q3-2020		