

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

	Area of Discussion	What we heard	Response	What changes are made to the Plan
Focus Area 1	Economic Prosperity and City Growth			
Initiative	Remove constraints on availability of employment lands	Is this out of the control of the City? Can we execute on it?	Retain - City control of lands in partnership with Halton Region; City needs to focus on development of employment lands	No change
	Develop a strategy and implementation plan to attract a post-secondary education institution(s)	Is implementation plan in progress?	Yes	No change
	Complete the Housing Strategy	Where is the demographic composition of community in the plan?	This will be part of the Housing Strategy	No change
KPI	Increase employment by 1,000 jobs per year	What is the rationale behind this measure? Why not 500 or 5000?	Reasonable target set by BEDC customer data	No change
	Attract 10 companies per year to Burlington	Is this realistic? What was previous year target?	Reasonable target set by BEDC customer data	No change
	An updated Council and Halton Region approved Official Plan is in force and effect	Is this a measure or a mandatory process?	Measuring success is inclusive of completing initiatives as well as performance measures	No change

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

Area of Discussion		What we heard	Response	What changes are made to the Plan
		Improve winning rates at LPAT	This is difficult to measure because the decisions are out of the City's control.	No change
Focus Area 2 Integrated City Mobility				
KPI	Add measuring Integrated City Mobility	How are we measuring Improving Integrated City Mobility?	Collectively all KPI's in focus area will indicate whether we have achieved integrated city mobility (please see report)	No change
	Increase transit ridership	What is the baseline you are increasing from?	A target has been identified	Please see KPI's in Plan
	Develop transit ridership targets	Targets for seniors, youth and handi-van users	Information is not available at this time	This requires more detailed analysis. In the first monitoring report staff will report on a target.
	Increase modal split between car use and active transportation/transit	What is the 5 year target?	Please see revised measure regarding active transportation	Please see revised measure
	Decrease the number of fatalities and serious injuries on streets in Burlington	What is the current baseline?	Information is not available at this time	Please see KPI's in Plan - this is a KPI requiring further research

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

	Area of Discussion	What we heard	Response	What changes are made to the Plan
	Focus Area 3 Sustainable Infrastructure-Resilient Environment			
Strategic Goal	Add new goal on regarding community carbon footprint	New wording: Promoting and working towards a lower carbon footprint community	Agree wording should be modified to incorporate vision	Wording modified
	Increasing use of sustainable development materials	Add "Expectation" of increased use of sustainable development materials	Agree with adding word to clarify vision	Wording modified
	Move strategic goal "To continue to maintain the number of residents who live within a 15-20 minute walk from parks or green	Move strategic goal from from Focus Area 4 to 3	The strategic goal is related to a healthy community which is why it is Focus Area 4.	No change
Initiative	Increase the advocacy with other levels of government	Identify the different levels of government. What is the funding goal/target?	The Government Relations Strategy is being prepared and the focus of advocacy will be discussed in that strategy.	No changes
KPI	Reduce the community greenhouse gas emissions	What is the 5 year goal? What is the target?	The community target will be set in the Climate Adaptation Plan.	No change at this time
	Flood risk	Add target to "reduce flood risk"	This requires more detailed analysis. Individual projects will report on this; in the first monitoring report staff will report on a target.	No change at this time

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

	Area of Discussion	What we heard	Response	What changes are made to the Plan
Focus Area 4	Citizen Engagement, Community Health and Culture			
Strategic Goal	<p>Use of term increased public engagement</p> <p>Need to add strategic goal and initiatives on mental health</p> <p>Add "in all wards" to Goal #4</p> <p>To continue to maintain the number of residents who live within a 15-20 minute walk from parks or green spaces</p> <p>Focusing on health and wellbeing of older adults</p>	<p>Public engagement should be re-framed as about improved accountability to the public and more welcoming - eliminate the language of increased public engagement (too vague).</p> <p>We need to focus on our services and our work as an employer to make meaningful contributions to addressing mental health in Burlington.</p> <p>The importance of recreational programming across the entire City is important</p> <p>Strategic goal and KPI are repeated-Oakville has better target</p> <p>Change to focusing on the health and wellbeing of all ages</p>	<p>The measuring success column has identified specific KPI's for improving accountability. This is the preferred approach - Building More Citizen Engagement is language most understood.</p> <p>Agree- please see staff report</p> <p>This will be added</p> <p>Reword strategic goal to "Ensure citizen wellbeing through walkable and bikeable access to green space" Keep KPI</p> <p>If older adults is a strategic focus for City keep in. If not chance wording to all ages</p>	<p>No change</p> <p>No changes to plan; please see staff report for suggested future work</p> <p>Added</p> <p>Include reworded goal in document</p> <p>No change - youth programming is working well and more attention is needed on health and wellbeing of older adults</p>

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

	Area of Discussion	What we heard	Response	What changes are made to the Plan
	Complete a Recreation visionary framework	Add "special needs" to initiative	Change wording to "inclusion of all diverse demographics"	Include rewording in document
Initiative	Conduct a review of citizen committees	Look at changing the delegation process to obtain the direct voice of the community	Keep wording of initiative.	Through the review of citizen committees and this fall's procedural by-law review, this item will be considered (please see staff report).
	311 Service	Include a review of the 311 service.	Focus Area 5 under customer centric service delivery includes an initiative to review the City's Customer Service Strategy.	No change
	Maintain the standard that homes are within a 15-20 minute walk of a park	Can the target be 5 min?	This will be reviewed as part of the Parks Master Plan Update which will also address the financial implications of this initiative.	No change
KPI	Service Performance Measures	Should include much more on service performance measures.	Each of the City's 39 services has performance measures in their business plans. As this is a strategic workplan for Council; the service business plans are prepared separately and are part of the budget.	No change

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

Area of Discussion	What we heard	Response	What changes are made to the Plan	
Add new KPI	Amount of park hectares per population	This will be reviewed as part of the Parks Master Plan Update which will also address the financial implications of this initiative.	No change	
Focus Area 5 Delivering Customer Centric Services				
Initiative	Initiative- Implement one stop shop and develop and implement automated submissions	Timeline needs to be moved up	Please refer to the response in the staff report	No change - please see staff report
KPI	Invest (time/money) in IT as a percentage of overall budget	Not a measure	Need to add target and align to strategic goal of citizen self-service options	Identify budget and citizen self-service outcomes (for example, CRM; AMAMDA) in Plan; include updates in monitoring reports and annual budget.
	Invest dollars in IT asset renewal	Invest in what plan?	This has been removed and revised measures are included in the document.	Changes made
	Increase the percentage of corporate project outcomes being achieved	Delete measure	Further modify first measure to add "outcomes" to the 90% target.	Further modify wording in first measure in Plan to add "outcomes" to the 90% target.

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

Area of Discussion	What we heard	Response	What changes are made to the Plan
Complete strategic initiatives and major corporate projects on schedule and on budget 90% of time	Good measure	Keep measure	No change
Increase the tax rate at the rate of inflation (excluding infrastructure and increase in services)	Delete-what is excluded in this measure?	KPI is aligned to strategic goal so it will be kept in	No change
General			
Performance KPI's Measures	Need specific aspirational targets for performance measures	Where confirmed KPI's are known, these are included in the Plan.	Please refer to KPI's in Plan
	Performance measures need to be more specific and detailed-targets	Where confirmed KPI's are known, these are included in the Plan.	
	Set aspirational goal to 2041 for measures i.e. to reach 40% tree canopy by 2041 need to plant x number of trees in this term of council	KPI's have been added that provide a more complete assessment of tree health in the City. The last itree survey provided data that has not been updated to reflect Emerald Ash Borer, the flood, and the ice storm. The Urban Forestry Master Plan will update the baseline data.	No change

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

Area of Discussion		What we heard	Response	What changes are made to the Plan
Performance Measures	KPI's	<p>Include KPI's focused on :</p> <p>Housing (# of affordable housing units; # special needs housing beds/units; # seniors housing units/beds)</p> <p>Transit Modal Split and Active Transportation %</p> <p>Tree Canopy %</p> <p>GHG's from community and city operations</p>	Targets to be added	Please refer to KPI's in Plan
Performance Measures	KPI's	Add asterisk in KPI column to state more measures to come later	Agreed- where KPI's require more research this has been noted.	Document adjusted to reflect this comment.
V2F	Document Clarity	Make more pronounced in document why there is a shaded area in the initiative column	Comment in document pg 9 clarifies this	No change
V2F	Understanding who is leading what initiative	When tracking and reporting initiative identify who is the project lead and internal and external stakeholders	This information will be part of the forthcoming monitoring and reporting work	No change
V2F	Item not in Council Workplan	Strategic Plan item relative to busking and zoning for cultural events not in Burlington Plan	It is not possible to pursue this independently. Zoning for cultural events will be addressed through the Comprehensive Zoning By-law Project which will start in this term of Council and will conclude beyond this term of Council.	No change

COUNCILLOR FEEDBACK ON COUNCIL WORKPLAN

	Area of Discussion	What we heard	Response	What changes are made to the Plan
V2F	Business Process Reviews	Business Process Review for Development Processing	Process and timelines for implementing the Red Tape Red Carpet Task Force recommendations will be included as actions in the Vision to Focus Plan.	First priorities will be grading and drainage; Committee of Adjustment; and Zoning.
V2F	Climate Emergency	On improved greenspace, the document needs to take account of the Climate Emergency.	The reference to the Climate Change Adaptation Plan in Focus Area 3 (Resilient Environment) will add language regarding the Climate Emergency.	Changes made to reference climate emergency.
V2F	Focus Area 5	This includes a lot of initiatives for staff - as this is Council's action plan is this appropriate?	Staff focus is a key driver of delivering the work plan so the initiatives are appropriate for the document.	No change
V2F	Focus Area 5	This should be about finding efficiencies to deliver the same or more services at lower costs; its about keeping tax increases low; focus on IT should be a means to an end.	Service reviews are part of the direction from Council and incorporated into this workplan.	No change
Financial Plan	Financing of Workplan	Identify resourcing and financial impact of initiatives to prioritize	Please refer to staff report	No change - please see staff report