



SUBJECT: Vision to Focus (V2F) integrated reporting update
TO: Corporate Services, Strategy, Risk & Accountability Cttee.
FROM: Corporate Strategy

Report Number: CS-02-21

Wards Affected: All

File Numbers: 155-03-01

Date to Committee: March 3, 2021

Date to Council: March 23, 2021

Recommendation:

Receive and file Vision to Focus (V2F) integrated reporting update as of January 2021 as contained in Appendix A of corporate strategy department report CS-02-21.

PURPOSE:

Vision to Focus Alignment:

- Building more citizen engagement, community health and culture
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Background and Discussion:

In the 2018-2022 Burlington's Plan From Vision to Focus, Burlington City Council made a commitment:

“We will share regular updates on the implementation and progress of the plan with the citizens of Burlington. We will let our community know our achievements and progress on the 2018 to 2022 Burlington Plan: From Vision to Focus that helps realize our long-term vision for the City of Burlington.” V2F, page 3.

In May 2020, we introduced our Vision to Focus (V2F) integrated reporting tool to Council through CM-02-20.

V2F integrated reporting is the combination of qualitative information and quantitative data in a way that supports:

- Sharing the City’s progress to reach our vision by communicating our successes to the public, staff and Council,
- A consistent and standardized corporate-wide approach to strategic tracking and reporting, and
- Linking levels of corporate performance from the high-level strategy to service-level operations.

V2F Integrated Reporting includes initiatives and measures from each of the 5 focus areas as identified in the “Top Priorities” section of the 2018 – 2022 Burlington’s Plan From Vision to Focus (updated version September 2019 - pages 10 and 11). Attention has been given to those initiatives with associated target completion dates contained in Appendix A – Action Plan at a Glance (pages 27 and 28).

Information provided includes:

- Strategic goal summary
- Initiative status updates
- Key performance indicators, and
- Completed initiatives

Updates to the qualitative information (e.g. status of the initiatives, progress, etc.) are provided quarterly. Data-driven measures are updated in real-time based on the frequency parameters defined at the time the measure was designed.

Strategy/process

The V2F integrated reporting is for a wide range of audiences.

- Management and staff can use it to track their progress against the workplans and allocate resources to drive results.
- Council can use it to see the status of the initiatives they have identified as priority and the progress towards the objectives and goals.
- Citizens of Burlington can use it to see the work that is in progress and has been completed to advance the community closer to the 25-year vision.

Access to the reporting tool was made available to Council, management and staff during 2020. Access to the public has been delayed due to work effort being redirected to pandemic response. This access is planned for late 2021.

During a recent Council workshop (February 8, 2021), there was a request to provide some form of the V2F reporting to the public through a different format. To respond to this request, updated V2F reporting is contained in a print version, attached as Appendix A. This format is an interim solution until public access is available. It is not

intended to be represented and/or repeated as a separate document on the City's website.

The City is currently recalibrating its 4-year workplan, 2018 – 2022 Burlington's Plan From Vision to Focus, through a series of workshops with Council. As described in the "Monitoring, Measuring and Reporting – The Road to Achieving Future Success" (page 22 in Vision to Focus), V2F is a living document. As such, it is the role of leadership to be aware of and consider changes including, but not limited to global, regional, and city circumstances changing; events occurring (such as the current pandemic), and other levels of government influencing change. These insights will help decision-making and adjusting the plan.

Financial Matters:

Not applicable

Total Financial Impact

Not applicable

Source of Funding

Not applicable

Other Resource Impacts

Not applicable

Climate Implications

Not applicable

Engagement Matters:

Council was provided with information and a demonstration of the V2F integrated reporting tool through the CSSRA committee meeting of May 14, 2020. Staff leads for the V2F initiatives are engaged in the update process for timely status updates.

Conclusion:

Goals, strategies, objectives and activities are all achievable; some over longer time periods than others. What each has in common is the need to monitor and track to see how progress is made in achieving the stated goal or objective and completing the activities. Monitoring and reporting matter because of accountability. City of Burlington management and staff are accountable to City Council. City of Burlington council is accountable to the citizens of Burlington.

Respectfully submitted,

Sheila M Jones

Executive Director, Strategy, Risk & Accountability

905-335-7600 ext. 7872

Appendices:

A. CS-02-21 V2F Integrated Reporting – as of January 2021

Report Approval:

All reports are reviewed and/or approved by Department Director, the Chief Financial Officer and the Executive Director of Legal Services & Corporation Counsel.