

London Transit Commission – 2022 Work Program – Status at December 31, 2022

| | Program | Priority | Lead | Category | Status |
|--|--|-----------------|-------------|-----------------|---|
| Integrated, Affordable and Valued Mobility Choice | | | | | |
| 1 | Service Planning and Development – Short Term | | | | |
| 1.1 | 2021 Service Plan – Conventional Transit | 1A & 1B | KB | Carry Fwd | |
| | (a) Implementation of Service Plan | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.2 | 2022 Service Plan – Conventional Transit | 1A & 1B | KB | Carry Fwd | |
| | (a) Assessment, development, recommendation | | | | Complete |
| | (b) Implementation of Service Plan | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.3 | 2023 Service Plan – Conventional Transit | 1A & 1B | KB | Annual | |
| | (a) Assessment, development, recommendation | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.4 | 2021 Service Plan – Specialized Transit | 1A & 1B | KP | Carry Fwd | |
| | (a) Implementation | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.5 | 2022 Service Plan – Specialized Transit | 1A & 1B | KP | Carry Fwd | |
| | (a) Assessment, development, recommendation | | | | Complete |
| | (b) Implementation | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.6 | 2023 Service Plan – Specialized Transit | 1A & 1B | KP | Annual | |
| | (a) Assessment, development, recommendation | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.7 | Integration of Conventional & Specialized Services | 1A | BG | Carry Fwd | |
| | (a) Assessment of Options | | | | See Staff Report # 7 dated January 25, 2023 |
| | (b) Phased Implementation | | | | See Staff Report # 7 dated January 25, 2023 |
| 1.8 | Inter-Community Transit Service Integration | 1A | KB | Ongoing | Ongoing |
| 2 | Service Planning and Development (mid to long term) | | | | |
| 2.1 | Reviews and Assessments of medium to long term plans | 1A | | | |
| | (a) Participate on BRT Steering Committee and Technical Committees | | KP | Ongoing | Ongoing |
| 2.2 | Alternative Service Delivery Implementation Plan | 1A | KB | Carry Fwd | |
| | (a) Issuance of RFP for On-Demand Software Provider | | | | Carried Forward to 2023 |
| | (b) Award of Contract for On-Demand Software Provider | | | | Carried Forward to 2023 |
| | (c) Determination of Service Provider | | | | Carried Forward to 2023 |
| | (d) Implementation of ASD Service to Innovation Park | | | | See Staff Report #7 dated January 25, 2023 |
| 2.3 | Assess & Implement Initiatives from the Ridership Growth Strategy | 1A & 1B | KP | Carry Fwd | Carried Forward to 2023 |
| 2.4 | Assess Operational Impacts of Reduced speed limits on bus routes | 1A | KB | New | Carried Forward to 2023 |
| 2.5 | Assess Operational Impacts of new Cycling Infrastructure | 1A | KB | New | Carried Forward to 2023 |
| 3 | Other Service Related Initiatives | | | | |
| 3.1 | Participation in City of London Age Friendly London Network | 2B | LH | Ongoing | Ongoing |
| 3.2 | Participation in City of London Safe Cities Taskforce | 2B | KP | Ongoing | Ongoing |

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| 3.3 | Implementation of Smart Card System | 2A | MG | Ongoing | |
| | (a) Addition of 3 rd party vendors | | | | Carried Forward to 2023 |
| | (b) Assessment of wayside revaluing options | | | | Removed |
| 3.4 | Voice of the Customer Annual Survey | 2B | KP | Ongoing | Carried Forward to 2023 |
| 3.5 | Monitoring and Reporting of On-time Performance | 2B | SW | Ongoing | Ongoing |
| 3.6 | Zero Emission Bus Implementation Strategy | 1A | KP | Ongoing | |
| | (a) Final Implementation Strategy to Commission | | | | Complete |
| | (b) Participation in CUTRIC Joint Procurement | | | | Ongoing |
| | (c) Establish ZEB Team to Lead Implementation | | | | Carried Forward to 2023 |
| 4 | Accessibility Plan Implementation | | | | |
| 4.1 | Annual Accessibility Plan Status Report | 2A | KP | Annual | Complete – See Staff Report #8 dated January 25, 2023 |
| 4.2 | Integrated Accessibility Standard - Implementation | 2A | SMT | Ongoing | Ongoing |
| 4.3 | Consider Additional Methods to Communicate Policies | 2A | CR | Carry Fwd | Carried Forward to 2023 |
| 4.4 | Consult Public Re: Communication of Temporary Disruptions | 2A | KP | Carry Fwd | Carried Forward to 2023 |
| 4.5 | Implement Smart Card on Specialized Service | 2A | PC | Carry Fwd | Ongoing |
| 4.6 | Regular Consultation with Accessible Public Transit Service Advisory Ctee | 2A | KP | Annual | Ongoing |
| 4.7 | Analysis of MagnusCards usage and impacts | 2A | CR | New | Complete |
| Engaged, Diverse and Respectful Workplace | | | | | |
| 5 | Health, Safety and Emergency Preparedness | | | | |
| 5.1 | 2021 Health & Safety Work Program – review and final report | 2A & 2B | JG | Annual | Complete |
| 5.2 | 2022 Health & Safety Work Program (**) | 2A & 2B | JG | Annual | |
| | (a) Development and Approval | | | | Complete – See Staff Report #2 dated January 25, 2023 |
| | (b) Implementation | | | | |
| 5.3 | Participation on City of London EOCG | 2A & 2B | LH | Annual | Ongoing |
| 5.4 | Mental Health and Wellness Strategy Implementation (**) | 1A | JG | Annual | Ongoing |
| 6 | Human Resources | | | | |
| 6.1 | Annual Performance Report – Grievances 2018-2021 | 2A & 2B | JG | Annual | Complete |
| 6.2 | Annual Performance Report – Mutual Respect/Human Rights 2018-2021 | 2A & 2B | JG | Annual | Complete |
| 6.3 | Annual Performance Report – Attendance Management 2018-2021 | 2A & 2B | JG | Annual | Complete |
| 6.4 | Annual Performance Audit and Report – Bus Security Camera System | 2A & 2B | MG | Annual | Complete |
| 6.5 | Annual Performance Report – Corporate Training | 2A & 2B | JG | Annual | Complete |
| 6.6 | Driver Certification Program – Compliance Audit | 2A | JG | Annual | Complete |
| 6.7 | Organizational Structure – Migration/Development | 1A | KP | Annual | Ongoing |
| 6.8 | Annual Review – Legislative Compliance | 2A | JG | Annual | Ongoing |
| 6.9 | Process Review – Organizational Impact of Smart Card System | 2B | MG | Carry Fwd | Carried Forward to 2023 |
| 6.10 | Implementation of 3 rd Party Review Recommendations | 2B | | | |

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| | (a) Expect Respect Working Group | | SW | Carry Fwd | Ongoing |
| | (b) Additional Training for Management | | JG | | Carried Forward to 2023 |
| | (c) Review of Customer Contact Management Process | | SW | | Complete |
| 6.11 | Establish Criteria for Diane Chenier Trailblazer Award | 3 | SMT | Carry Fwd | Complete |
| 6.12 | Assess Impacts of COVID-19 on Employee Benefits Programs | 1A | JG | New | Ongoing |
| 6.13 | Assess & Implement Recruitment Strategies to Re-establish Complement | 1A | JG | New | Ongoing |
| Fiscal Accountability | | | | | |
| 7 | Financial Plan Development, Implementation and Management | | | | |
| | <i>2021 Fiscal Year</i> | | | | |
| 7.1 | Corporate 2021 Audit and Related Audit Report | 2A | TG | Annual | Complete |
| 7.2 | Pension Plan 2021 Audit – pre 1989 pension plan | 2A | MG | Annual | Complete |
| 7.3 | CUTA 2021 Annual Return – conventional and specialized | 2A | MG | Annual | Complete |
| 7.4 | Annual Assessment Report – Reserves and Reserve Funds | 2A | MG | Annual | Complete |
| 7.5 | Provincial Gas Tax Annual Report – 2021 | 2A | MG | Annual | Complete |
| 7.6 | Annual Report 2021 | 2A | KP | Annual | Complete |
| 7.7 | Safe Restart Funding Reporting | 2A | MG | Ongoing | Complete |
| | <i>2022 Fiscal Year</i> | | | | |
| 7.8 | 2023 Operating and Capital Budget Approval | 2A | KP | Annual | Complete |
| 7.9 | Post- Approval – 2022 Budget Recosting and Implementation | 2A | KP | Annual | Complete |
| 7.10 | 2022 Operating and Capital Budget Management and Reporting | 2A | MG | Annual | Complete |
| 7.11 | Performance Management | | | | |
| | (a) Update 2020-2023 Performance Measures and Targets | 2A | KP | Annual | Ongoing |
| | (b) Quarterly Performance Review Meetings | 2A | KP | Annual | Ongoing |
| 7.12 | Safe Restart Funding Reporting | 2A | MG | Ongoing | Complete |
| 7.13 | Review of General Insurance Program | 2B | KP | Carry Fwd | Complete |
| 8 | 2023-2026 Business Plan | 1A | KP | New | Carried Forward to 2023 |
| 8.1 | Prepare Draft 2023-2026 Business Plan | 1A | KP | | |
| | (a) Update Financial Strategy | 1A | MG | | |
| | (b) Update Asset Management Strategy | 1A | MG | | |
| | (c) Update Fare Policy & Procedures | 1A | MG | | |
| | (d) Update Performance Indicators and Targets | 1A | SMT | | |
| 8.2 | Draft 2023-2026 Business Plan to Commission | 1A | KP | | Carried Forward to 2023 |
| Open, Transparent and Understood | | | | | |
| 9 | Education, Awareness and Advocacy Programs | | | | |
| 9.1 | Ontario Public Transit Association Membership (OPTA) | 3 | KP | Annual | Ongoing |
| 9.2 | Canadian Urban Transit Association Membership (CUTA) | 3 | KP | Annual | Ongoing |
| 9.3 | Canadian Urban Transit Research & Innovation Consortium Membership | 3 | KP | Annual | Ongoing |

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| 9.4 | Commission Annual Drop In Session | 3 | Comm | Annual | Deferred due to pandemic |
| 10 | Customer First Strategy | | | | |
| 10.1 | Voice of the Customer Program | | | | |
| | (a) Assess/Implement Appropriate Timing of Survey | 1A | SMT | Carry Fwd | Complete |
| 10.2 | Annual Service Report – Conventional and Specialized Services | 2A & 2B | SW | Annual | Complete |
| 10.3 | Assess Opportunities for Additional Public Engagement Options | 1A | SMT | Carry Fwd | Carried Forward to 2023 |
| 11 | COVID-19 Pandemic Response | | | | |
| 11.1 | Participate in Transit Sector Pandemic Response Discussions | 1A | KP | Carry Fwd | Ongoing |
| 11.2 | Navigate through Pandemic Response Plan | 1A | SMT | Carry Fwd | Ongoing |
| 11.3 | Advocacy for Ongoing Funding Support from Prov/Fed Govts | 1A | KP | New | Ongoing |
| Effectively Utilized Infrastructure | | | | | |
| 12 | Asset Management Programs | | | | |
| 12.1 | 2022 Bus Replacement/Expansion Order | 2C | CM | Annual | Ongoing |
| 12.2 | Facility Upgrades | 1A & 1B | CM | Annual | Complete |
| 12.3 | Shop/Garage Equipment | 2C | CM | Annual | Complete |
| 12.4 | Service Fleet Replacement Program | 2C | CM | Annual | Complete |
| 12.5 | Upgrade/Maintain IT Hardware and Software | 2C | PC | Annual | Complete |
| 12.6 | Replacement & Addition of Wayside Signage (PTIF) | 2C | SW | Carry Fwd | Ongoing |
| 12.7 | Shelter Expansion Program (ICIP) | 2C | KB | Carry Fwd | Complete |
| 12.8 | Bus Stop Lighting Program (ICIP) | 2C | KB | Carry Fwd | Carried Forward to 2023 |
| 12.9 | Process Review – Implementation of Kilometre Tracking & Reporting | 2B | MG | Carry Fwd | Reconsidered |
| 12.10 | Process Review – Assess Fare Options for Cash Fares going Fwd | 2B | MG | Carry Fwd | Carried Forward to 2023 |
| 12.11 | Ceridian Payroll System Upgrade | 2C | MG | New | Complete |

Program Priorities

- 1 Clarifying/Defining/Delivering on The Business Plan
 A - New - developing and growing system
 B - Ongoing - supporting retention and growth of ridership

- 2 Required/Supportive Programs
 A - Mandatory/Statutory/Legislated
 B - Effective, efficiency measure
 C - Life cycle maintenance

- 3 Continued Partnership Development (Communication, Recognition, Engagement)