

London Transit Commission – 2023 Work Program

	Program	Priority	Status at December 31, 2023
Integrated, Affordable and Valued Mobility Choice			
1	Service Planning and Development – Short Term		
1.1	2023 Service Plan – Conventional Transit	1A & 1B	
	(a) Implementation of 2021 Service Plan Improvements		Carry Forward – remaining improvements scheduled for April 2023
	(b) Implementation of 2022 Service Plan Improvements		Carry Forward – remaining improvements scheduled for April 2023
1.2	2023 Service Plan – Specialized Transit	1A & 1B	
	(a) Implementation of 2021 Service Hour Improvements		Complete
	(b) Implementation of 2022 Service Hour Improvements		Complete
1.3	2024 Service Plan – Conventional Transit	1A & 1B	
	(a) Preparation of Draft Service Plan		Complete
	(b) Draft Service Plan to Commission		Complete
	(c) Public Consultation		Complete
1.4	2024 Service Plan – Specialized Transit	1A & 1B	
	(a) Preparation of Draft Service Plan		Complete
	(b) Draft Service Plan to Commission		Complete
1.5	Alternative Service Delivery Implementation	1A & 1B	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
	(a) Issuance of RFP for On-Demand Software Provider		N/A
	(b) Award of Contract for On-Demand Software Provider		N/A
	(c) Determination of Service Delivery Model		N/A
	(d) Implementation of ASD to Innovation Park		Complete – Conventional Service Route 38 Implemented
1.6	Integration of Conventional & Specialized Services	1A	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
	(a) Assessment of Options		
	(b) Phased Implementation		
1.7	Inter-Community Transit Service Integration	1A	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		Ongoing
2.2	Assess & Implement Initiatives from the Ridership Growth Strategy	1A & 1B	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
2.3	Assess Operational Impacts of Reduced speed limits on bus routes	1A	Complete
2.4	Assess Operational Impacts of new Cycling Infrastructure	1A	Carry Fwd
2.5	5 Year Service Plan – Conventional Service	1A & 1B	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
2.6	Participation on Mobility Master Plan Update	1A & 1B	Ongoing
3	Other Service Related Initiatives		
3.1	Participation in City of London Age Friendly London Network	2B	Ongoing
3.2	Participation in City of London Safe Cities Taskforce	2B	Ongoing
3.3	Addition of 3 rd Party Vendors to Smart Card System	2A	Ongoing

London Transit Commission – 2023 Work Program

	Program	Priority	Status at December 31, 2023
3.4	Monitoring and Reporting of On-time Performance	2B	Ongoing
4	Accessibility Plan Implementation		
4.1	Annual Accessibility Plan Status Report	2A	Complete
4.2	Integrated Accessibility Standard - Implementation	2A	Ongoing
4.3	Consider Additional Methods to Communicate Policies	2A	Work In Progress - Carry Fwd
4.4	Consult Public Re: Communication of Temporary Disruptions	2A	Work in Progress – Carry Fwd
4.5	Implement Smart Card on Specialized Service	2A	Ongoing
4.6	Specialized Service Booking System Review	2A	Complete
	a) Determine viability of specialized booking system going forward		
	b) Assess trip booking options		
	c) Detailed review of trip demand days/times		
4.7	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A	Annual
Engaged, Diverse and Respectful Workplace			
5	Health, Safety and Emergency Preparedness		
5.1	2022 Health & Safety Work Program – review and final report	2A & 2B	Complete
5.2	2023 Health & Safety Work Program (**)	2A & 2B	Complete
	(a) Development and Approval		
	(b) Implementation		
5.3	Participation on City of London EOCG	2A & 2B	Annual
5.4	Mental Health and Wellness Strategy Implementation (**)	1A	Annual
5.5	Internal Customer Re-Focus	2B	New
	(a) Review of Communication btw Dispatch and Operators		Complete
	(b) Review of Inter-Departmental Communications and Expectations		Complete
	(c) Review of Committee Communications and Protocols		Complete
6	Human Resources		
6.1	Annual Performance Report – Grievances 2019-2022	2A & 2B	Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2019-2022	2A & 2B	Complete
6.3	Annual Performance Report – Attendance Management 2019-2022	2A & 2B	Complete
6.4	Annual Performance Audit and Report – Bus Security Camera System	2A & 2B	Complete
6.5	Annual Performance Report – Corporate Training	2A & 2B	Complete
6.6	Driver Certification Program – Compliance Audit	2A	Complete
6.7	Organizational Structure – Migration/Development	1A	Annual
6.8	Annual Review – Legislative Compliance	2A	Annual
6.9	Implementation of 3 rd Party Review Recommendations	2B	
	(a) Expect Respect Working Group		Carry Fwd
	(b) Additional Training for Management		Complete

London Transit Commission – 2023 Work Program

	Program	Priority	Status at December 31, 2023
6.10	Assess Impacts of COVID-19 on Employee Benefits Programs	1A	Complete
6.11	Assess & Implement Recruitment Strategies to Re-establish Complement	1A	Ongoing
6.12	Contract Negotiations	2A	Complete
Fiscal Accountability			
7	Financial Plan Development, Implementation and Management		
	<i>2022 Fiscal Year</i>		
7.1	Corporate 2022 Audit and Related Audit Report	2A	Complete
7.2	Pension Plan 2022 Audit – pre 1989 pension plan	2A	Complete
7.3	CUTA 2022 Annual Return – conventional and specialized	2A	Complete
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A	Complete
7.5	Provincial Gas Tax Annual Report – 2022	2A	Complete
7.6	Annual Report 2022	2A	Complete
7.7	Safe Restart Funding Reporting 2022	2A	Complete
	<i>2023 Fiscal Year</i>		
7.8	2023 Operating and Capital Budget Approval by Municipal Council	2A	Complete
7.9	2023 Budget Recosting and Implementation	2A	Complete
7.10	2023 Operating and Capital Budget Management and Reporting	2A	Complete
7.11	Performance Management		
	(a) Update 2023 Performance Measures and Targets	2A	Complete
	(b) Quarterly Performance Review Meetings	2A	Complete
7.12	2024-2027 Multi-Year Budget		
	(a) Prepare Multi-Year Budget		Complete
	(b) Commission approval of Multi-Year Budget		Complete
	(c) Municipal Council deliberation of Multi-Year Budget		Scheduled for February 2024
8	2023-2026 Business Plan	1A	
8.1	Prepare Draft 2023-2026 Business Plan	1A	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
	(a) Update Financial Strategy	1A	
	(b) Update Asset Management Strategy	1A	
	(c) Update Fare Policy & Procedures	1A	
	(d) Update Performance Indicators and Targets	1A	
8.2	Draft 2023-2026 Business Plan to Commission	1A	Re-assigned to be included in Business Plan and 5 Year Service Plan Process
Open, Transparent and Understood			
9	Education, Awareness and Advocacy Programs		
9.1	Ontario Public Transit Association Membership (OPTA)	3	Annual Ongoing
9.2	Canadian Urban Transit Association Membership (CUTA)	3	Annual Ongoing
9.3	Canadian Urban Transit Research & Innovation Consortium Membership	3	Annual Ongoing
9.4	Commission Annual Drop In Session	3	Re-assigned to be included in Business Plan and 5 Year Service Plan Process

London Transit Commission – 2023 Work Program

	Program	Priority	Status at December 31, 2023
10	Customer First Strategy		
10.1	Voice of the Customer Survey		Complete
10.2	Annual Service Report – Conventional and Specialized Services	2A & 2B	Complete
11	COVID-19 Pandemic Response		
11.1	Participate in Transit Sector Pandemic Response Discussions	1A	Complete
11.2	Navigate through Pandemic Response Plan	1A	Complete
11.3	Advocacy for Ongoing Funding Support from Prov/Fed Govts	1A	Complete
Effectively Utilized Infrastructure			
12	Asset Management Programs		
12.1	2023 Bus Replacement/Expansion Order	2C	Ongoing – Carried Forward
12.2	Facility Upgrades	1A & 1B	Complete
12.3	Shop/Garage Equipment	2C	Complete
12.4	Service Fleet Replacement Program	2C	Complete
12.5	Upgrade/Maintain IT Hardware and Software	2C	Complete
12.6	Replacement & Addition of Wayside Signage (PTIF)	2C	Complete
12.7	Bus Stop Lighting Program (ICIP)	2C	Carried Forward
12.8	Process Review – Assess Fare Options for Cash Fares going Fwd	2B	Deferred
12.9	Zero Emission Bus Implementation Strategy	2B	
	(a) Participation in CUTRIC Joint Procurement		Ongoing
	(b) Establish ZEB Team to Lead Implementation		
	(c) RFP for Required Retrofit work at Wonderland Facility		
	(d) Confirmation of required work with London Hydro		
12.10	Highbury Facility Reconstruction Project	2C	Ongoing
	(a) Confirm funding from Provincial and Federal Govt's		
	(b) Issue/Award RFP for Detailed Design of New Facility		
	(c) Detailed Design Work		

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)