

**London Transit Commission – 2020 Provisional Work Program**

Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	1	2	3	Category	
<b>Integrated, Affordable and Valued Mobility Choice</b>																			
<b>1</b>	<b>Service Planning and Development – Short Term</b>	1A & 1B																	
1.1	2020 Service Plan – Conventional Transit													KB	SW	Plan			Annual
	(a) Assessment, development, recommendation																		
	(b) Implementation of Service Plan																		
	(c) Assessment of Options for ASD in Industrial Areas																		
	(d) Implementation of ASD for First Industrial Area																		
1.2	2020 Stop/Shelter Program	1B												KB	Plan				Annual
	(a) Assessment, development, recommendation																		
	(b) Implementation																		
1.3	2021 Service Plan – Conventional Transit	1A & 1B												KB	SW	Plan			Annual
	(a) Assessment, development, recommendation																		
1.4	2020 Service Plan – Specialized Transit	1A & 1B												KP	CM				Annual
	(a) Assessment and development																		
	(b) Implementation																		
1.5	Integration of Conventional & Specialized Services	1A												KP	SW	CM			Carry Fwd
	(a) Assessment of Options																		
	(b) Phased Implementation																		
1.6	Inter-Community Transit Service Integration	1A												KB	SW	Plan			New
<b>2</b>	<b>Service Planning and Development (mid to long term)</b>																		
2.1	Reviews and Assessments of medium to long term plans	1A																	
	(a) Participate on BRT Steering Committee and Technical Committees													KP	KB	SW			Ongoing
	(b) Participate on Rapid Transit Implementation Working Group													KP	KB	SW			Ongoing
	(c) Participate in Assessment of West London Transit Options													KB	KP	SW	Plan		New
	(d) Participate in Assessment of North London Transit Options													KB	KP	SW	Plan		New
2.2	Assessment of Transit in Industrial Areas	1A												KB	SW				New
2.3	Rapid Transit Branding	1A					T	B	D										Carry Fwd
2.4	Assess & Implement Initiatives from the Ridership Growth Strategy	1A & 1B												KP	SMT				Carry Fwd
<b>3</b>	<b>Other Service Related Initiatives</b>																		
3.1	Participation in City of London Age Friendly London Network	2B												TC	SMT				Ongoing
3.2	Participation in City of London Safe Cities Taskforce	2B												KP	CR				Ongoing
3.3	Implementation of Smart Card System	2A												MG	PC				Ongoing
	(a) Addition of 3 <sup>rd</sup> party vendors																		

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	(b) Assessment of wayside revaluing options																		
3.4	Voice of the Customer Survey Results Assessment	2B						T	B	D					SW	CM			Ongoing
3.5	Monitoring and Reporting of On-time Performance	2B													SW	RA			Ongoing
<b>4</b>	<b>Accessibility Plan Implementation</b>																		
4.1	Annual Accessibility Plan Status Report	2A													KP				Annual
4.2	Integrated Accessibility Standard - Implementation	2A													SMT				Ongoing
4.3	Create Accessibility Area on Corporate Website	2A													CR	RG			New
4.4	Consider Additional Methods to Communicate Policies	2A													CR	RG			New
4.5	Consult Public Re: Communication of Temporary Disruptions	2A													KP	Ctee			New
4.6	Implement Smart Card on Specialized Service	2A													PC	MG	CM		New
4.7	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	CR			Annual
	<b>Engaged, Diverse and Respectful Workplace</b>																		
<b>5</b>	<b>Health, Safety and Emergency Preparedness</b>																		
5.1	2019 Health & Safety Work Program – review and final report	2A & 2B													JG	H&S	SMT		Annual
5.2	2020 Health & Safety Work Program (**)	2A & 2B													JG	H&S	SMT		Annual
	(a) Development and Approval																		
	(b) Implementation																		
5.3	Participation on City of London EOCG	2A & 2B													TC	SW			Annual
5.4	Mental Health and Wellness Strategy Implementation (**)	1A													JG	SMT	H&S		Annual
<b>6</b>	<b>Human Resources</b>																		
6.1	Annual Performance Report – Grievances 2016-2019	2A & 2B													JG	JH			Annual
6.2	Annual Performance Report – Mutual Respect/Human Rights 2016-2019	2A & 2B													JG	JH			Annual
6.3	Annual Performance Report – Attendance Management 2016-2019	2A & 2B													JG	JH			Annual
6.4	Annual Performance Audit and Report – Bus Security Camera System	2A & 2B													MG	JG			Annual
6.5	Annual Performance Report – Corporate Training	2A & 2B													JG	KD			Annual
6.6	Driver Certification Program – Compliance Audit	2A													JG	KD			Annual
6.7	Organizational Structure – Migration/Development	1A													KP	SMT			Annual
6.8	Finalize 2019 Contract Negotiations	2A													JG	SMT			Carry Fwd
6.9	Annual Review – Legislative Compliance	2A													JG	SMT			Annual
6.10	Assessment of Revised Operator Recruitment Process	2B													JG	KD			New
6.11	Process Review – Organizational Impact of Smart Card System	2B													MG	TG			Carry Fwd
6.12	Specialized Service Area Review Post New Scheduling System	2B													KP	JG			Carry Fwd
6.13	Implementation of 3 <sup>rd</sup> Party Review Recommendations	2B																	

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(a) Expect Respect Working Group														SW	SMT	Ctee		Carry Fwd
(b) Update of Policies and Procedures														JG	H&S			Carry Fwd
(c) Ensure Clear Roles & Responsibilities in Investigation Process														JG	H&S			
(d) Clarify Steps in Investigation Process														JG	H&S			
(e) Additional Training for Management							T	B	D					JG				
(f) Review of Customer Contact Management Process														SW	JG			
<b>Fiscal Accountability</b>																		
<b>7</b>	<b>Financial Plan Development, Implementation and Management</b>																	
	2019 Fiscal Year																	
7.1	Corporate 2019 Audit and Related Audit Report	2A												TG	MG			Annual
7.2	Pension Plan 2019 Audit – pre 1989 pension plan	2A												MG	MB			Annual
7.3	CUTA 2019 Annual Return – conventional and specialized	2A												MG	KP			Annual
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A												MG	KP			Annual
7.5	Provincial Gas Tax Annual Report – 2019	2A												MG				Annual
7.6	Annual Report 2019	2A												KP	SMT			Annual
	2020 Fiscal Year																	
7.7	2020-2024 Multi-Year Budget Approval Process	2A												KP	MG			Annual
7.8	Post- Approval – 2020 Budget Recosting and Implementation	2A												KP	SMT			Annual
7.9	2020 Operating and Capital Budget Management and Reporting	2A												MG				Annual
7.10	Performance Management																	
	(a) Update 2020-2023 Performance Measures and Targets	2A												KP	SMT			Annual
	(b) Quarterly Performance Review Meetings	2A												KP	SMT			Annual
<b>8</b>	<b>2019-2022 Business Plan</b>	1A												KP	SMT			Carry Fwd
8.1	Update Financial Strategy	1A												MG	SMT			
8.2	Update Asset Management Strategy	1A												MG	SMT			
8.3	Update Fare Policy & Procedures	1A												MG	SMT			
8.4	Confirm Performance Indicators and Targets													SMT				
8.5	Finalize Report and Prepare Copies for Distribution	1A												KP	SMT			
<b>Open, Transparent and Understood</b>																		
<b>9</b>	<b>Education, Awareness and Advocacy Programs</b>																	
9.1	Ontario Public Transit Association Membership (OPTA)	3												KP	SMT			Annual
9.2	Canadian Urban Transit Association Membership (CUTA)	3												KP	SMT			Annual
9.3	Canadian Urban Transit Research & Innovation Consortium Membership	3												KP	SMT			Annual
9.4	Commission Annual Drop In Session	3												Comm	SMT			Annual

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9.5	Enhanced Marketing of LTC	2B													CR	SMT				Annual
<b>10</b>	<b>Customer First Strategy</b>																			
10.1	Voice of the Customer Program																			
	(a) Assess/Implement Appropriate Timing of Survey	1A													SMT					New
10.2	Annual Service Report – Conventional and Specialized Services	2A & 2B													SW	KP				Annual
10.3	Assess Opportunities for Additional Public Engagement Options	1A													SMT					Carry Fwd
10.4	Corporate Communications																			
	(a) Assess Corporate Social Media Presence	1A													CR	RG				Annual
<b>Effectively Utilized Infrastructure</b>																				
<b>11</b>	<b>Asset Management Programs</b>																			
11.1	2020 Bus Replacement/Expansion Order	2C													CM					Annual
11.2	Facility Upgrades	1A & 1B													CM					Annual
11.3	Shop/Garage Equipment	2C													CM					Annual
11.4	Service Fleet Replacement Program	2C													CM					Annual
11.5	Upgrade/Maintain IT Hardware and Software	2C													PC					Annual
11.6	Replacement & Addition of Wayside Signage (PTIF)	2C													SW	KB				Carry Fwd
11.7	Shelter Expansion Program (ICIP)	2C													KB	Plan				New
11.8	Bus Stop Lighting Program (ICIP)	2C													KB	Plan				New
11.9	Assessment of Electric Bus Feasibility																			
	(a) Participate in CUTRIC Electric Bus Demonstration Project	2C													CM	SW	KB			Ongoing
	(b) Undertake Assessment of Electric Bus Options for LTC	2C						<b>T</b>	<b>B</b>	<b>D</b>										New
11.10	Process Review – Implementation of Kilometre Tracking & Reporting	2B													MG	CM				Carry Fwd
11.11	Process Review – Assess Fare Options for Cash Fares going Fwd	2B													MG	CM				New

**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)