

**London Transit Commission 2020 Work Program Status at July 31, 2020**

	Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	Status
<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	
	(a) Assessment, development, recommendation															
	(b) Implementation of Service Plan															Deferred for consideration 2021
	(c) Assessment of Options for ASD in Industrial Areas															Deferred for consideration 2021
	(d) Implementation of ASD for First Industrial Area															Deferred for consideration 2021
NEW	(e) Implementation of COVID Service levels															In progress
1.2	2020 Stop/Shelter Program	1B													KB	
	(a) Assessment, development, recommendation															Stops Cancelled
	(b) Implementation															Shelters deferred to 2021
1.3	2021 Service Plan – Conventional Transit	1A & 1B													KB	
	(a) Assessment, development, recommendation															
1.4	2020 Service Plan – Specialized Transit	1A & 1B													SW	
	(a) Assessment and development															Deferred for consideration 2021
	(b) Implementation															Deferred for consideration 2021
NEW	(c) Implementation of COVID service levels															In progress
1.5	Integration of Conventional & Specialized Services	1A													SW	
	(a) Assessment of Options															Deferred for consideration in 2021
	(b) Phased Implementation															
1.6	Inter-Community Transit Service Integration	1A													KB	In progress but deferred
<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	Ongoing
	(b) Participate on Rapid Transit Implementation Working Group														KP	Ongoing
	(c) Participate in Assessment of West London Transit Options														KB	Complete
	(d) Participate in Assessment of North London Transit Options														KB	Complete
2.2	Assessment of Transit in Industrial Areas	1A													KB	Deferred to 2021
2.3	Rapid Transit Branding	1A						T	B	D						
2.4	Assess & Implement Initiatives from the Ridership Growth Strategy	1A & 1B													KP	Deferred for consideration 2021
<b>3</b>	<b>Other Service Related Initiatives</b>															
3.1	Participation in City of London Age Friendly London Network	2B													TC	On hold re COVID
3.2	Participation in City of London Safe Cities Taskforce	2B													KP	On hold re COVID
3.3	Implementation of Smart Card System	2A													MG	

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	(a) Addition of 3 <sup>rd</sup> party vendors															Delayed re COVID closures
	(b) Assessment of wayside revaluing options															Delayed re COVID closures
3.4	Voice of the Customer Survey Results Assessment	2B						T	B	D					SW	Deferred to 2021
3.5	Monitoring and Reporting of On-time Performance	2B													SW	On Hold given COVID
<b>4</b>	<b>Accessibility Plan Implementation</b>															
4.1	Annual Accessibility Plan Status Report	2A													KP	
4.2	Integrated Accessibility Standard - Implementation	2A													SMT	
4.3	Create Accessibility Area on Corporate Website	2A													CR	
4.4	Consider Additional Methods to Communicate Policies	2A													CR	
4.5	Consult Public Re: Communication of Temporary Disruptions	2A													KP	
4.6	Implement Smart Card on Specialized Service	2A													PC	Delayed re COVID closures
4.7	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	On Hold given COVID
	<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	
5.2	2020 Health & Safety Work Program (**)	2A & 2B													JG	
	(a) Development and Approval															Complete
	(b) Implementation															In progress
5.3	Participation on City of London EOCG	2A & 2B													TC	
5.4	Mental Health and Wellness Strategy Implementation (**)	1A													JG	Resiliency training ongoing
<b>6</b>	<b>Human Resources</b>															
6.1	Annual Performance Report – Grievances 2016-2019	2A & 2B													JG	Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2016-2019	2A & 2B													JG	Complete
6.3	Annual Performance Report – Attendance Management 2016-2019	2A & 2B													JG	Complete
6.4	Annual Performance Audit and Report – Bus Security Camera System	2A & 2B													MG	Delayed
6.5	Annual Performance Report – Corporate Training	2A & 2B													JG	Complete
6.6	Driver Certification Program – Compliance Audit	2A													JG	Complete
6.7	Organizational Structure – Migration/Development	1A													KP	Ongoing
6.8	Finalize 2019 Contract Negotiations	2A													JG	Complete
6.9	Annual Review – Legislative Compliance	2A													JG	Ongoing
6.10	Assessment of Revised Operator Recruitment Process	2B													JG	
6.11	Process Review – Organizational Impact of Smart Card System	2B													MG	Ongoing
6.12	Specialized Service Area Review Post New Scheduling System	2B													KP	Complete
6.13	Implementation of 3 <sup>rd</sup> Party Review Recommendations	2B														

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	(a) Expect Respect Working Group														SW	Paused due to COVID
	(b) Update of Policies and Procedures														JG	Complete
	(c) Ensure Clear Roles & Responsibilities in Investigation Process														JG	Complete
	(d) Clarify Steps in Investigation Process														JG	Complete
	(e) Additional Training for Management							T	B	D					JG	Deferred due to COVID
	(f) Review of Customer Contact Management Process														SW	In progress
<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	Complete
7.2	Pension Plan 2019 Audit – pre 1989 pension plan	2A													MG	Complete
7.3	CUTA 2019 Annual Return – conventional and specialized	2A													MG	Complete
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A													MG	Complete
7.5	Provincial Gas Tax Annual Report – 2019	2A													MG	Complete
7.6	Annual Report 2019	2A													KP	Complete
	2020 Fiscal Year															
7.7	2020-2024 Multi-Year Budget Approval Process	2A													KP	Complete
7.8	Post- Approval – 2020 Budget Recosting and Implementation	2A													KP	Complete
7.9	2020 Operating and Capital Budget Management and Reporting	2A													MG	Ongoing
7.10	Performance Management															
	(a) Update 2020-2023 Performance Measures and Targets	2A													KP	
	(b) Quarterly Performance Review Meetings	2A													KP	On hold re COVID
<b>NEW</b>	Recosting of 2021 Budget re: COVID impacts														MG	In progress
<b>8</b>	<b>2019-2022 Business Plan</b>	1A													KP	
8.1	Update Financial Strategy	1A													MG	Subject to review re COVID
8.2	Update Asset Management Strategy	1A													MG	Subject to review re COVID
8.3	Update Fare Policy & Procedures	1A													MG	Subject to review re COVID
8.4	Confirm Performance Indicators and Targets														SMT	Subject to review re COVID
8.5	Finalize Report and Prepare Copies for Distribution	1A													KP	Subject to review re COVID
<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	Ongoing
9.2	Canadian Urban Transit Association Membership (CUTA)	3													KP	Ongoing
9.3	Canadian Urban Transit Research & Innovation Consortium Membership	3													KP	Ongoing
9.4	Commission Annual Drop In Session	3													Comm	Options being assessed
9.5	Enhanced Marketing of LTC	2B													CR	On hold re COVID

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

**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)