

London Transit Commission – 2021 Provisional Work Program

Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	1	2	3	Category
Integrated, Affordable and Valued Mobility Choice																		
1	Service Planning and Development – Short Term	1A & 1B																
1.1	2021 Service Plan – Conventional Transit													KB	SW	Plan		Annual
	(a) Assessment, development, recommendation																	
	(b) Implementation of Service Plan																	
	(c) Implementation of ASD for First Industrial Area																	
1.2	2021 Stop/Shelter Program	1B												KB	Plan			Annual
	(a) Assessment, development, recommendation																	
	(b) Implementation																	
1.3	2022 Service Plan – Conventional Transit	1A & 1B												KB	SW	Plan		Annual
	(a) Assessment, development, recommendation																	
1.4	2021 Service Plan – Specialized Transit	1A & 1B												KP	BG			Annual
	(a) Assessment and development																	
	(b) Implementation																	
1.5	Integration of Conventional & Specialized Services	1A												BG	SW	CM		Carry Fwd
	(a) Assessment of Options																	
	(b) Phased Implementation																	
1.6	Inter-Community Transit Service Integration	1A												KB	SW	Plan		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	KB	SW		Ongoing
2.2	Alternative Service Delivery Implementation Plan	1A												KB	SW			New
	(a) Issue and award RFP																	
	(b) Implement Recommended Plan							T	B	D								
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
3	Other Service Related Initiatives																	
3.1	Participation in City of London Age Friendly London Network	2B												LH	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 rd party vendors							T	B	D								
	(b) Assessment of wayside revaluing options							T	B	D								
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
3.6	Zero Emission Bus Implementation Strategy	1A												KP	CM	SW	SMT	

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(a) Issue and award RFP																		
(b) Present Draft Strategy to Commission																		
(c) Incorporate Strategy into 2022 Budget Program																		
4 Accessibility Plan Implementation																		
4.1 Annual Accessibility Plan Status Report	2A													KP				Annual
4.2 Integrated Accessibility Standard - Implementation	2A													SMT				Ongoing
4.3 Consider Additional Methods to Communicate Policies	2A													CR	RG			Carry Fwd
4.4 Consult Public Re: Communication of Temporary Disruptions	2A													KP	Ctee			Carry Fwd
4.5 Implement Smart Card on Specialized Service	2A													PC	MG	CM		Carry Fwd
4.6 Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	CR			Annual
Engaged, Diverse and Respectful Workplace																		
5 Health, Safety and Emergency Preparedness																		
5.1 2020 Health & Safety Work Program – review and final report	2A & 2B													JG	H&S	SMT		Annual
5.2 2021 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													LH	SW			Annual
5.4 Mental Health and Wellness Strategy Implementation (**)	1A													JG	SMT	H&S		Annual
6 Human Resources																		
6.1 Annual Performance Report – Grievances 2017-2020	2A & 2B													JG	JH			Annual
6.2 Annual Performance Report – Mutual Respect/Human Rights 2017-2020	2A & 2B													JG	JH			Annual
6.3 Annual Performance Report – Attendance Management 2017-2020	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 Annual Review – Legislative Compliance	2A													JG	SMT			Annual
6.9 Process Review – Organizational Impact of Smart Card System	2B													MG	TG			Carry Fwd
6.10 Implementation of 3 rd Party Review Recommendations	2B																	
(a) Expect Respect Working Group														SW	SMT	Ctee		Carry Fwd
(b) Additional Training for Management														JG				
(c) Review of Customer Contact Management Process														SW	JG			
6.11 Establish Criteria for Diane Chenier Trailblazer Award	3													SMT				New
6.12 Assessment of New Operator Recruitment Screening Tool	2B													JG				New

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6.13	Management Compensation Review	2A													JG	Ext			New
Fiscal Accountability																			
7	Financial Plan Development, Implementation and Management																		
	<i>2020 Fiscal Year</i>																		
7.1	Corporate 2020 Audit and Related Audit Report	2A													TG	MG			Annual
7.2	Pension Plan 2020 Audit – pre 1989 pension plan	2A													MG	MB			Annual
7.3	CUTA 2020 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 – 2020	2A													MG				Annual
7.6	Annual Report 2020	2A													KP	SMT			Annual
7.7	Safe Restart Funding Reporting	2A													MG				New
7.8	MTEC Funding Reporting	2A													MG				New
	<i>2021 Fiscal Year</i>																		
7.9	2022 Operating and Capital Budget Approval	2A													KP	MG			Annual
7.10	Post- Approval – 2021 Budget Recosting and Implementation	2A													KP	SMT			Annual
7.11	2021 Operating and Capital Budget Management and Reporting	2A													MG				Annual
7.12	Performance Management																		
	(a) Update 2020-2023 Performance Measures and Targets	2A													KP	SMT			Annual
	(b) Quarterly Performance Review Meetings	2A													KP	SMT			Annual
7.13	Safe Restart Funding Reporting	2A																	New
7.15	Review of General Insurance Program	2B																	New
8	2019-2022 Business Plan	1A													KP	SMT			On Hold
8.1	Update Financial Strategy	1A													MG	SMT			On Hold
8.2	Update Asset Management Strategy	1A													MG	SMT			On Hold
8.3	Update Fare Policy & Procedures	1A													MG	SMT			On Hold
8.4	Confirm Performance Indicators and Targets	1A													SMT				On Hold
8.5	Finalize Report and Prepare Copies for Distribution	1A													KP	SMT			On Hold
Open, Transparent and Understood																			
9	Education, Awareness and Advocacy Programs																		
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
9.5	Enhanced Marketing of LTC	2B													CR	SMT			On Hold

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10 Customer First Strategy																		
10.1 Voice of the Customer Program																		
(a) Assess/Implement Appropriate Timing of Survey	1A													SMT				Carry Fwd
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
11 COVID-19 Pandemic Response														SMT				Carry Fwd
11.1 Participate in Transit Sector Pandemic Response Discussions	1A																	
11.2 Resolve Phase of Plan	1A																	
11.3 Resiliency Phase of Plan	1A																	
11.4 Rebuild Phase of Plan	1B																	
Effectively Utilized Infrastructure																		
12 Asset Management Programs																		
12.1 2020 Bus Replacement/Expansion Order	2C													CM				Annual
12.2 Facility Upgrades	1A & 1B													CM				Annual
12.3 Shop/Garage Equipment	2C													CM				Annual
12.4 Service Fleet Replacement Program	2C													CM				Annual
12.5 Upgrade/Maintain IT Hardware and Software	2C													PC				Annual
12.6 Replacement & Addition of Wayside Signage (PTIF)	2C													SW	KB			Carry Fwd
12.7 Shelter Expansion Program (ICIP)	2C													KB	Plan			Carry Fwd
12.8 Bus Stop Lighting Program (ICIP)	2C													KB	Plan			Carry Fwd
12.10 Process Review – Implementation of Kilometre Tracking & Reporting	2B													MG	CM			Carry Fwd
12.11 Process Review – Assess Fare Options for Cash Fares going Fwd	2B													MG	CM			Carry Fwd
12.12 Kronos Payroll System Upgrade	2C													MG	PC			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)