

London Transit Commission 2020 Work Program Status at December 31, 2020

Program		Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	Status
Integrated, Affordable and Valued Mobility Choice																
1	Service Planning and Development – Short Term	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															Ongoing
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															Ongoing
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	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
	(b) Participate on Rapid Transit Implementation Working Group														KP	Complete
	(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
3	Other Service Related Initiatives															
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	Ongoing
3.3	Implementation of Smart Card System	2A													MG	
	(a) Addition of 3 rd party vendors															Deferred for consideration 2021
	(b) Assessment of wayside revaluing options															Deferred for consideration 2021

London Transit Commission 2020 Work Program Status at December 31, 2020																
	Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	Status
3.4	Voice of the Customer Survey Results Assessment	2B						T	B	D					SW	Deferred for consideration 2021
3.5	Monitoring and Reporting of On-time Performance	2B													SW	On Hold given COVID
4	Accessibility Plan Implementation															
4.1	Annual Accessibility Plan Status Report	2A													KP	Complete
4.2	Integrated Accessibility Standard - Implementation	2A													SMT	Ongoing
4.3	Create Accessibility Area on Corporate Website	2A													CR	Complete
4.4	Consider Additional Methods to Communicate Policies	2A													CR	On Hold given COVID
4.5	Consult Public Re: Communication of Temporary Disruptions	2A													KP	Deferred for consideration 2021
4.6	Implement Smart Card on Specialized Service	2A													PC	Deferred for consideration 2021
4.7	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	On Hold given COVID
Engaged, Diverse and Respectful Workplace																
5	Health, Safety and Emergency Preparedness															
5.1	2019 Health & Safety Work Program – review and final report	2A & 2B													JG	Complete
5.2	2020 Health & Safety Work Program (**)	2A & 2B													JG	
	(a) Development and Approval															Complete
	(b) Implementation															Complete
5.3	Participation on City of London EOCG	2A & 2B													KP	Ongoing
5.4	Mental Health and Wellness Strategy Implementation (**)	1A													JG	Resiliency training complete
6	Human Resources															
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	Complete
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	Complete
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 rd Party Review Recommendations	2B														
	(a) Expect Respect Working Group														SW	Ongoing
	(b) Update of Policies and Procedures														JG	Complete
	(c) Ensure Clear Roles & Responsibilities in Investigation Process														JG	Complete

London Transit Commission 2020 Work Program Status at December 31, 2020																
Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	Status	
(d) Clarify Steps in Investigation Process														JG	Complete	
(e) Additional Training for Management							T	B	D					JG	Deferred for consideration 2021	
(f) Review of Customer Contact Management Process														SW	In progress	
Fiscal Accountability																
7	Financial Plan Development, Implementation and Management															
	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	Deferred for consideration 2021	
	(b) Quarterly Performance Review Meetings	2A												KP	On hold re COVID	
NEW	Recosting of 2021 Budget re: COVID impacts													MG	In progress	
8	2019-2022 Business Plan	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	
Open, Transparent and Understood																
9	Education, Awareness and Advocacy Programs															
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	
NEW	Provincial/Federal Advocacy re: COVID funding relief													KP	Ongoing	
10	Customer First Strategy															

London Transit Commission 2020 Work Program Status at December 31, 2020																
	Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	Status
10.1	Voice of the Customer Program															
	(a) Assess/Implement Appropriate Timing of Survey	1A													SMT	Deferred for consideration 2021
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 for consideration 2021
10.4	Corporate Communications															
	(a) Assess Corporate Social Media Presence	1A													CR	Complete
Effectively Utilized Infrastructure																
11	Asset Management Programs															
11.1	2020 Bus Replacement/Expansion Order	2C													CM	In progress
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	In progress
11.7	Shelter Expansion Program (ICIP)	2C													KB	Ongoing
11.8	Bus Stop Lighting Program (ICIP)	2C													KB	Ongoing
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														Complete
11.10	Process Review – Implementation of Kilometre Tracking & Reporting	2B													MG	Deferred for consideration 2021
11.11	Process Review – Assess Fare Options for Cash Fares going Fwd	2B													MG	Deferred for consideration 2021
New	Installation of Operator Barriers														CM	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)