

**2022 Work Program – First Quarter Update**

	Program	Priority	J	F	M	Lead	Category	Status
<b>Integrated, Affordable and Valued Mobility Choice</b>								
<b>1</b>	<b>Service Planning and Development – Short Term</b>							
1.1	2021 Service Plan – Conventional Transit	1A & 1B				KB	Carry Fwd	
	(a) Implementation of Service Plan							WIP – Initial Implementation May 1, 2022
1.2	2022 Service Plan – Conventional Transit	1A & 1B				KB	Carry Fwd	
	(a) Assessment, development, recommendation							See Staff Report #6 dated March 30, 2022
	(b) Implementation of Service Plan							
1.8	Inter-Community Transit Service Integration	1A				KB	Ongoing	Ongoing
<b>2</b>	<b>Service Planning and Development (mid to long term)</b>							
2.2	Alternative Service Delivery Implementation Plan	1A				KB	Carry Fwd	
	(a) Issue and award RFP						Complete	
	(b) Commission Approval of Implementation Plan						Complete	
	(c) Issuance of RFP for On-Demand Software Provider							Delayed due to resource issues
	(d) Award of Contract for On-Demand Software Provider							
<b>4</b>	<b>Accessibility Plan Implementation</b>							
4.6	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A				KP	Annual	Regular meetings have resumed
<b>Engaged, Diverse and Respectful Workplace</b>								
<b>5</b>	<b>Health, Safety and Emergency Preparedness</b>							
5.1	2021 Health & Safety Work Program – review and final report	2A & 2B				JG	Annual	Complete – see Staff Report #1 dated January 26, 2022
5.2	2022 Health & Safety Work Program (**)	2A & 2B				JG	Annual	
	(a) Development and Approval							Complete – see Staff Report #1 dated January 26, 2022
	(b) Implementation							
<b>6</b>	<b>Human Resources</b>							
6.1	Annual Performance Report – Grievances 2018-2021	2A & 2B				JG	Annual	Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2018-2021	2A & 2B				JG	Annual	Complete – see Staff Report #1 dated February 23, 2022
6.3	Annual Performance Report – Attendance Management 2018-2021	2A & 2B				JG	Annual	Complete – see Staff Report #2 dated February 23, 2022
6.10	Implementation of 3 <sup>rd</sup> Party Review Recommendations	2B						
	(a) Review of Customer Contact Management Process					SW		Complete
6.11	Establish Criteria for Diane Chenier Trailblazer Award	3				SMT	Carry Fwd	Complete
<b>Fiscal Accountability</b>								
<b>7</b>	<b>Financial Plan Development, Implementation and Management</b>							
	<i>2021 Fiscal Year</i>							

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7.1	Corporate 2021 Audit and Related Audit Report	2A				TG	Annual	Complete – Final Statements pending
7.2	Pension Plan 2021 Audit – pre 1989 pension plan	2A				MG	Annual	Complete – Final Statements pending
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A				MG	Annual	Complete – see Staff Report #3 dated March 30, 2022
7.6	Annual Report 2021	2A				KP	Annual	Draft complete
	<i>2022 Fiscal Year</i>							
7.9	Post- Approval – 2022 Budget Recosting and Implementation	2A				KP	Annual	Complete – see Staff Report #5 dated March 30, 2022
<b>Open, Transparent and Understood</b>								
<b>10</b>	<b>Customer First Strategy</b>							
10.2	Annual Service Report – Conventional and Specialized Services	2A & 2B				SW	Annual	Complete see Staff Reports #3 & 4 dated February 23, 2022

**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)