

London Transit Commission – 2024 DRAFT 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																		
1.1	2023 Service Plan – Conventional Transit	1A & 1B													KB	Plan	Ops		Carry Fwd
	(a) Implementation of outstanding Improvements																		
1.2	2024 Service Plan – Conventional Transit	1A & 1B													KB	Plan	Ops		Ongoing
	(a) Public Consultation																		
	(b) Final Service Plan to Commission																		
	(c) Implementation																		
1.3	2025 Service Plan – Conventional Transit	1A & 1B													KB	Plan	Ops		New
	(a) Preparation of Draft Service Plan																		
	(b) Draft Service Plan to Commission																		
1.4	2024 Service Plan – Specialized Transit	1A & 1B													SW	BG			New
	(a) Preparation of Draft Service Plan																		
	(b) Draft Service Plan to Commission																		
1.5	2025 Service Plan – Specialized Transit																		
	(c) Preparation of Draft Service Plan																		
	(d) Draft Service Plan to Commission																		
1.6	Inter-Community Transit Service Integration	1A													KB	Ops	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	Assess Operational Impacts of new Cycling Infrastructure	1A													SW	KB	Ops	Plan	Carry Fwd
2.3	5 Year Service Plan – Conventional Transit	1A & 1B													KB	SW	Ops	Plan	New
	(a) Stakeholder Engagement																		
	(b) Analysis of Current Data																		
	(c) Preparation of 5 Year Service Plan																		
	(d) Approval of Final Plan by Commission																		
2.4	5 Year Service Plan - Specialized Services	1A													SW	BG			New
	(a) Stakeholder Engagement																		
	(b) Analysis of Current Data																		
	(c) Preparation of Year Service Plan																		
	(d) Approval of Final Plan by Commission																		
2.5	Participation on Mobility Master Plan Update	1A & 1B													KP	KB	SMT		New
3	Other Service Related Initiatives																		
3.1	Participation in City of London Age Friendly London Network	2B													DB	SMT			Ongoing
3.2	Participation in City of London Safe Cities Taskforce	2B													KP	CR			Ongoing

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3.3	Addition of 3 rd Party Vendors to Smart Card System	2A													MG	PC			Carry Fwd
3.4	Monitoring and Reporting of On-time Performance	2B													SW	RA			Ongoing
3.5	Participation on City of London Anti-Hate Taskforce	2B													JG	SMT			New
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	Implement Smart Card on Specialized Service	2A													PC	MG	CM		Carry Fwd
4.5	Specialized Service Review	2A																	New
	(a) Assessment of New Vehicles added in 2023														SW	BG			New
4.6	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	CR			Annual
4.7	Website Updates														PC	CR			New
Engaged, Diverse and Respectful Workplace																			
5	Health, Safety and Emergency Preparedness																		
5.1	2023 Health & Safety Work Program – review and final report	2A & 2B													JG	H&S	SMT		Annual
5.2	2024 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													SW	DB			Annual
5.4	Mental Health and Wellness Strategy Implementation (**)	1A													JG	SMT	H&S		Annual
5.5	Expect Respect Program	2B													SMT				Carry Fwd
6	Human Resources																		
6.1	Annual Performance Report – Grievances 2020-2023	2A & 2B													JG	JH			Annual
6.2	Annual Performance Report – Mutual Respect/Human Rights 2020-2023	2A & 2B													JG	JH			Annual
6.3	Annual Performance Report – Attendance Management 2020-2023	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	Assess & Implement Recruitment Strategies to Re-establish Complement	1A													JG	JH	SMT		Carry Fwd
Fiscal Accountability																			
7	Financial Plan Development, Implementation and Management																		
	<i>2023 Fiscal Year</i>																		
7.1	Corporate 2023 Audit and Related Audit Report	2A													TG	MG			Annual
7.2	Pension Plan 2023 Year End – pre 1989 pension plan	2A													MG	MB			Annual

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7.3	CUTA 2023 Annual Return – conventional and specialized	2A													MG	TG			Annual
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A													MG	KP			Annual
7.5	Provincial Gas Tax Annual Report – 2023	2A													MG	TG			Annual
7.6	Annual Report 2023 <i>2024 Fiscal Year</i>	2A													KP	SMT			Annual
7.7	2024 Operating and Capital Budget Approval by Municipal Council	2A													KP	MG			Annual
7.8	2024 Budget Recosting and Implementation	2A													KP	SMT			Annual
7.9	2024 Operating and Capital Budget Management and Reporting	2A													MG				Annual
7.10	Performance Management																		
	(a) Update 2024 Performance Measures and Targets	2A													KP	SMT			Annual
	(b) Quarterly Performance Review Meetings	2A													KP	SMT			Annual
7.11	2024-2027 Multi-Year Budget														MG	TG	SMT		New
	(a) Municipal Council deliberation of Multi-Year Budget														KP				
	(b) Report to Commission on Implications of Approved Budget																		
8	2024-2027 Business Plan	1A													KP	SMT			New
8.1	Prepare Draft 2024-2027 Business Plan	1A													KP	SMT			
	(a) Stakeholder Consultation	1A													KP	SMT			
	(b) Data Analysis	1A													KP	SMT			
	(c) 5 Year Conventional Service Plan	1A													KP	SMT			
	(d) 5 Year Specialized Service Plan	1A													KP				
	(e) Final Plan to Commission																		
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
10	Customer First Strategy																		
10.1	Voice of the Customer Survey														KP	SMT			Annual
10.2	Annual Service Report – Conventional and Specialized Services	2A & 2B													SW	KP			Annual
Effectively Utilized Infrastructure																			
12	Asset Management Programs																		
12.1	2024 Bus Replacement 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

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12.5	Upgrade/Maintain IT Hardware and Software	2C													PC					Annual
12.6	Asset Management Plan Update	2A													MG	SMT	TG	City		New
12.7	Bus Stop Lighting Program (ICIP)	2C													KB	Plan				Carry Fwd
12.8	TransitMaster System Upgrade	2C													KB	SW	PC			New
12.9	Specialized Scheduling Software Replacement	2B													SW	BG	PC			New
12.10	Process Review – HR Software System/Data Tracking	2B													JG	SMT				Carry Fwd
12.11	Zero Emission Bus Implementation Strategy	2B																		
	(a) Participation in CUTRIC Joint Procurement														KP	CM	SMT			Ongoing
	(b) Establish ZEB Team to Lead Implementation																			
	(c) RFP for Required Retrofit work at Wonderland Facility																			
	(d) Confirmation of required work with London Hydro																			
12.12	Highbury Facility Reconstruction Project	2C													KP	CM	SMT			Ongoing
	(a) Confirm funding from Provincial and Federal Govt's																			
	(b) Issue/Award RFP for Detailed Design of New Facility																			
	(c) Detailed Design Work																			

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)