

Program		Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	1	2	3	Category	
Customer Focussed: Be a customer centred organization providing an integrated, affordable, and accessible transportation system																				
1	Service Planning and Development – Short Term																			
1.1	2026 Service Plan – Conventional Transit	1A & 1B													KB	Plan	Ops	Ongoing		
	(a) Final Service Plan to Commission																			
	(b) Implementation														R					
1.2	2027 Service Plan – Conventional Transit	1A & 1B													KB	Plan	Ops	Ongoing		
	(a) Preparation of Draft Service Plan																			
	(b) Draft Service Plan to Commission														R					
1.3	2026 Service Plan – Specialized Transit	1A & 1B																Ongoing		
	(a) Implementation														SW	BG				
1.4	2027 Service Plan – Specialized Transit																			
	(a) Preparation of Draft Service Plan														R			Ongoing		
	(b) Draft Service Plan to Commission																			
1.5	Preparation for Launch of RT East Leg (Fall 2027)	1A													R		DB	Plan	New	
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														R		KP	KB	DB	Ongoing
2.2	RFP for Specialized Primary Service Provider 2027-2031 Award														R		SW	MG	KP	New
2.3	On Demand Service Pilot	1A & 1B													R					
3	Other Service Related Initiatives																			
3.1	Participation in City of London Safe Cities/Anti-Hate Taskforce	2B															JG	CR		Ongoing
3.2	Review of Alternative Fare Payment Methods	2A													R		MG	Ext		New
3.3	Monitoring and Reporting of On-time Performance	2B													R		DB	RA		Ongoing
3.4	City of London – London Transit Review	2A													T	B	D		SMT	New
3.5	Secondary Student Bus Pass Pilot	1A													R			SMT		Ongoing
4	Accessibility Plan Implementation																R			
4.1	Annual Accessibility Plan Status Report	2A															KP			Annual
4.2	Integrated Accessibility Standard – Implementation & Compliance	2A															SMT			Ongoing
4.3	Assessment of Additional Security Measures for Specialized Booking Portal	2A													R		SW			Ongoing
4.4	Assessment of Policy regarding transport of packages on transit	2A													R		SW			New
4.5	Bus Stop Identification for Visually Impaired Customers	2A													R		KB	KP		Ongoing
4.6	Review Specialized Policies and Procedures														R		SW	BG		Ongoing

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4.7	Review Website Features and Functionality	2A								R					CR	PC		New	
4.8	Review and Update of Conventional Bus Stop Standards										R				KB			New	
4.9	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	SMT		Ongoing	
Employee Focused: Be an engaged, diverse and respectful workplace																			
5	Health, Safety and Emergency Preparedness																		
5.1	2025 Health & Safety Work Program – review and final report	2A & 2B		R											JG	H&S	SMT	Annual	
5.2	2026 Health & Safety Work Program (**)	2A & 2B													JG	H&S	SMT	Annual	
	(a) Development and Report to Commission			R															
	(b) Implementation					R			R	R									
5.3	Participation on City of London EOCG	2A & 2B													SW	DB		Annual	
5.4	Safe Space Restorative Project	2B													SMT	DB		Ongoing	
6	Human Resources																		
6.1	Annual Performance Report – Grievances 2022-2025	2A & 2B				R									JG	JH		Annual	
6.2	Annual Performance Report – Mutual Respect/Human Rights 2022-2025	2A & 2B			R										JG	JH		Annual	
6.3	Annual Performance Report – Attendance Management 2022-2025	2A & 2B			R										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				R									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	
6.10	Preparation for Contract Negotiations														SMT				
Fiscal Accountability: Demonstrate fiscal accountability amid competing needs and objectives																			
7	Financial Plan Development, Implementation and Management																		
<i>2025 Fiscal Year</i>																			
7.1	Corporate 2025 Audit and Related Audit Report	2A				R									TG	MG		Annual	
7.2	Pension Plan 2025 Year End – pre 1989 pension plan	2A													MG	MB		Annual	
7.3	CUTA 2025 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 – 2025	2A													MG	TG		Annual	
7.6	Annual Report 2025	2A													KP	SMT		Annual	
<i>2026 Fiscal Year</i>																			
7.7	2026 Operating and Capital Budget Approval by Municipal Council	2A													KP	MG		Annual	
7.8	2026 Budget Recosting and Implementation	2A													KP	SMT		Annual	
7.9	2026 Operating and Capital Budget Management and Reporting	2A													MG			Annual	
7.10	Performance Management																		
	(a) Update 2026 Performance Measures and Targets	2A													KP	SMT		Annual	

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	(b) Quarterly Performance Review Meetings	2A													KP	SMT		Annual	
	<i>2027 Fiscal Year</i>																		
7.11	2027 Operating and Capital Budget Approval by Commission	2A													MG	SMT		Annual	
	(a) Development of 2027 budget and scenarios to meet C/L directives																		
	(b) Commission approval of 2027 budget												R						
	(c) 2027 Operating and Capital Budget Approval by Municipal Council	2A																	
Transparency: Foster a culture of transparency, openness, and mutual understanding																			
8	Education, Awareness and Advocacy Programs																		
8.1	Ontario Public Transit Association Membership (OPTA)	3					R								KP	SMT		Annual	
8.2	Canadian Urban Transit Association Membership (CUTA)	3					R								KP	SMT		Annual	
8.3	Canadian Urban Transit Research & Innovation Consortium Membership	3				R									KP	SMT		Annual	
8.4	Commission Annual Drop In Session	3										R			Comm	SMT		Annual	
8.5	Review of Enhanced Communication Options	3													SMT			New	
	a) Launch Corporate Instagram Account					R												New	
	b) Bi-annual report on Community Engagement									R									
	c) Enhanced Communications regarding Customer Feedback														CR	SMT			
8.6	Increase LTC Attendance at Community Events	3				R									SMT			New	
8.7	Consideration of Art on Buses				R														
9	Customer First Strategy																		
9.1	Voice of the Customer Survey													KP	SMT			Annual	
9.2	Annual Service Report – Conventional and Specialized Services	2A & 2B			R									SMT				Annual	
9.3	Establish a Customer Advisory Panel	3			R									SMT				New	
9.4	Establish Partnership with App Provider	3			R									KB	DB			New	
Sustainability: Sustainable and efficient use of infrastructure																			
10	Asset Management Programs												R						
10.1	2026 Bus Replacement Order	2C											R		CM			Annual	
10.2	Facility Upgrades	1A & 1B					R		R						CM			Annual	
10.3	Shop/Garage Equipment	2C				R		R							CM			Annual	
10.4	Service Fleet Replacement Program	2C				R									CM			Annual	
10.5	Upgrade/Maintain IT Hardware and Software	2C				R		R							PC			Annual	
10.6	Asset Management Plan Update	2A				R									MG	SMT	TG	City	New
10.7	Assess Options for Farebox Replacement								R						MG	CM	SMT		New
10.8	IVR Upgrade or Replacement	2B							R						KB	SMT			New
10.9	Process Review – Specialized Service Roles and Responsibilities	2B								R					SW	KP			New
10.10	Process Review – Motor Vehicle Accident Program									R					DB	MB			New

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10.11	Process Review – Conventional Transit Service Hour Budgeting														SW	MG	DB	TG	New
10.12	Smart Card On-Board Validator Upgrades	2B					R								MG	PC	CM		New
10.13	Review Replacement options for Financial System																		New
10.14	Replacement for HR Tracking System	2B													JG	MG	PC		Ongoing
10.15	Zero Emission Bus Implementation Strategy														KP	CM	SMT		Ongoing
	(a) Participation in CUTRIC Joint Procurement					R													
	(b) Establish ZEB Team to Lead Implementation																		
	(c) RFP for Required Retrofit work at Wonderland Facility										R								
	(d) Confirmation of required work with London Hydro																		
10.16	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				R														
	(c) Detailed Design Work										R								
10.17	Climate Emergency Action Plan	2A						R							SMT				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)