

2025 Work Program – Status at December 31, 2025			
	Program	Priority	Status
1	Service Planning and Development – Short Term		
1.1	2025 Service Plan – Conventional Transit (a) Final Service Plan to Commission (b) Implementation	1A & 1B	Complete
1.2	2026 Service Plan – Conventional Transit (a) Preparation of Draft Service Plan (b) Draft Service Plan to Commission	1A & 1B	Complete Complete – See Staff Report #12 dated October 27, 2025
1.3	2025 Service Plan – Specialized Transit (a) Implementation	1A & 1B	Complete
1.4	2026 Service Plan – Specialized Transit (a) Preparation of Draft Service Plan (b) Draft Service Plan to Commission		Complete Complete – See Staff Report #13 dated October 27, 2025
1.5	Inter-Community Transit Service Integration	1A	Ongoing
2	Service Planning and Development (mid to long term)		
2.1	Reviews and Assessments of medium to long term plans (a) Participate on BRT Steering Committee and Technical Committees	1A	Ongoing
2.2	RFP for Specialized Primary Service Provider 2027-2031		In Progress
2.3	On Demand Service Pilot	1A & 1B	Deferred to 2026
2.4	Participation on Mobility Master Plan Update	1A & 1B	Complete
3	Other Service Related Initiatives		
3.1	Participation in City of London Age Friendly London Network	2B	Complete
3.2	Participation in City of London Safe Cities/Anti-Hate Taskforce	2B	Ongoing
3.3	Addition of 3 rd Party Vendors to Smart Card System	2A	Realigned with 2026 initiative to assess debit/credit tapping on buses
3.4	Monitoring and Reporting of On-time Performance	2B	Complete for 2025
3.5	City of London – London Transit Review (a) Governance Review (b) Rapid Transit Operational Readiness Review (c) Transit Passes and Subsidized Transit Program Review (d) Route Planning and Management Review	2A	Ongoing Ongoing Ongoing Ongoing
4	Accessibility Plan Implementation		
4.1	Annual Accessibility Plan Status Report	2A	Complete
4.2	Integrated Accessibility Standard – Implementation & Compliance	2A	Ongoing
4.3	Specialized Software Update – Online Booking	2A	Complete
4.4	2026-2030 Accessibility Plan (a) Creation of Plan	2A	Complete

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	(b) Commission approval of Plan		Complete – See Staff Report #6 dated November 17, 2025
4.5	Bus Stop Identification for Visually Impaired Customers	2A	Ongoing
4.6	Review Specialized Policies and Procedures		Ongoing
4.7	Review Website Upgrade Options	2A	Ongoing
4.8	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A	Ongoing
5	Health, Safety and Emergency Preparedness		
5.1	2024 Health & Safety Work Program – review and final report	2A & 2B	Complete – See Staff Report #6 dated January 29, 2025
5.2	2025 Health & Safety Work Program (**)	2A & 2B	
	(a) Development and Report to Commission		Complete – See Staff Report #6 dated January 29, 2025
	(b) Implementation		Ongoing – See Staff Report #1 dated January 26, 2026
5.3	Participation on City of London EOCG	2A & 2B	Annual
5.4	Expect Respect Program	2B	Complete
6	Human Resources		
6.1	Annual Performance Report – Grievances 2021-2024	2A & 2B	Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2021-2024	2A & 2B	Complete – See Staff Report #3 dated February 26, 2025
6.3	Annual Performance Report – Attendance Management 2021-2024	2A & 2B	Complete – See Staff Report #4 dated February 26, 2025
6.4	Annual Performance Audit and Report – Bus Security Camera System	2A & 2B	Complete
6.5	Annual Performance Report – Corporate Training	2A & 2B	Complete
6.6	Driver Certification Program – Compliance Audit	2A	Complete
6.7	Organizational Structure – Migration/Development	1A	Annual Ongoing
6.8	Annual Review – Legislative Compliance	2A	Annual Ongoing
6.9	Review of Employee Recognition Ceremony Options	2B	Complete
7	Financial Plan Development, Implementation and Management		
<i>2024 Fiscal Year</i>			
7.1	Corporate 2024 Audit and Related Audit Report	2A	Complete – See Staff Report #1 dated May 9, 2025
7.2	Pension Plan 2024 Year End – pre 1989 pension plan	2A	Complete – See Staff Report #7 dated June 23, 2025
7.3	CUTA 2024 Annual Return – conventional and specialized	2A	Complete
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A	Complete – See Staff Report #3 dated March 26, 2025
7.5	Provincial Gas Tax Annual Report – 2024	2A	Complete
7.6	Annual Report 2024	2A	Complete – See Staff Report #9 dated June 23, 2025
<i>2025 Fiscal Year</i>			
7.7	2025 Operating and Capital Budget Approval by Municipal Council	2A	Complete
7.8	2025 Budget Recosting and Implementation	2A	Complete – See Staff Report #2 dated March 26, 2025
7.9	2025 Operating and Capital Budget Management and Reporting	2A	Complete
7.10	Performance Management		
	(a) Update 2025 Performance Measures and Targets	2A	Complete

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	(b) Quarterly Performance Review Meetings	2A	Complete
7.11	Facility Valuation for Insurance Renewal	2A	Complete
7.12	Secondary Student Bus Pass Pilot	1A	Ongoing
	<i>2026 Fiscal Year</i>		
7.13	2026 Operating and Capital Budget Approval by Commission	2A	
	(a) Development of 2026 budget and scenarios to meet C/L directives		Complete
	(b) Commission approval of 2026 budget		Complete – See Staff Reports 12, 13 & 14 dated August 27, 2025
	(c) 2026 Operating and Capital Budget Approval by Municipal Council		Complete
8	Education, Awareness and Advocacy Programs		
8.1	Ontario Public Transit Association Membership (OPTA)	3	Annual Ongoing
8.2	Canadian Urban Transit Association Membership (CUTA)	3	Annual Ongoing
8.3	Canadian Urban Transit Research & Innovation Consortium Membership	3	Annual Ongoing
8.4	Commission Annual Drop In Session	3	Complete
8.5	LTC 150 th Anniversary Celebration	3	Complete
8.6	Enhanced Marketing and Awareness of LTC Services	3	Ongoing
9	Customer First Strategy		
9.1	Voice of the Customer Survey		Complete – See Staff Report #2 dated January 26, 2026
9.2	Annual Service Report – Conventional and Specialized Services	2A & 2B	Complete – See Staff Reports 5 & 6 dated February 26, 2025
Sustainability: Sustainable and efficient use of infrastructure			
10	Asset Management Programs		
10.1	2025 Bus Replacement Order	2C	Complete
10.2	Facility Upgrades	1A & 1B	Annual Ongoing
10.3	Shop/Garage Equipment	2C	Annual Ongoing
10.4	Service Fleet Replacement Program	2C	Annual Ongoing
10.5	Upgrade/Maintain IT Hardware and Software	2C	Annual Ongoing
10.6	Asset Management Plan Update	2A	Complete for 2025
10.7	TransitMaster System Upgrade	2C	Complete
10.8	Trapeze/FX Map Upgrade	2B	Complete
10.9	Process Review – Specialized Service Roles and Responsibilities	2B	Ongoing
10.10	Process Review – Motor Vehicle Accident Program		Ongoing
10.11	Smart Card System Changes re: Secondary Pass Pilot	2B	Scheduled for 2026 to coincide with program launch
10.12	Smart Card On-Board Validator Upgrades	2B	Ongoing – Multi-Year Project
10.13	Implementation of new HR Software/Tracking System	2B	Deferred
10.14	Zero Emission Bus Implementation Strategy		Ongoing
	(a) Participation in CUTRIC Joint Procurement		In Progress

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	(b) Establish ZEB Team to Lead Implementation		
	(c) RFP for Required Retrofit work at Wonderland Facility		
	(d) Confirmation of required work with London Hydro		
10.15	Highbury Facility Reconstruction Project	2C	Ongoing
	(a) Confirm funding from Provincial and Federal Govt's		Complete
	(b) Issue/Award RFP for Detailed Design of New Facility		In Progress
	(c) Detailed Design Work		Carry Fwd
10.16	Climate Emergency Action Plan	2A	Ongoing

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)