

London Transit Commission – 2026 Work Program – 2nd Quarter Update

	Program	Priority	J	F	M	A	M	J	J	A	Lead	Status	Comments
1	Service Planning and Development – Short Term												
1.1	2026 Service Plan – Conventional Transit	1A & 1B									KB		
	(a) Final Service Plan to Commission												Complete
	(b) Implementation											●	
1.2	2027 Service Plan – Conventional Transit	1A & 1B									KB		
	(a) Preparation of Draft Service Plan											●	In Progress, On track
	(b) Draft Service Plan to Commission												
1.3	2026 Service Plan – Specialized Transit	1A & 1B											
	(a) Implementation										SW		Complete
1.4	2027 Service Plan – Specialized Transit												
	(a) Preparation of Draft Service Plan											●	In Progress, On track
	(b) Draft Service Plan to Commission												
1.5	Preparation for Launch of RT East Leg (Fall 2027)	1A								R	DB	●	In Progress, On track
1.6	Inter-Community Transit Service Integration	1A									KB	●	In Progress, On track
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				R	KP	●	In Progress, On track
2.2	RFP for Specialized Primary Service Provider 2027-2031 Award				R						SW	●	Complete
2.3	On Demand Service Pilot	1A & 1B								R		●	In Progress, On track
3	Other Service Related Initiatives												
3.1	Participation in City of London Safe Cities/Anti-Hate Taskforce	2B									JG		
3.2	Review of Alternative Fare Payment Methods	2A				R				R	MG	●	In Progress, On track
3.3	Monitoring and Reporting of On-time Performance	2B									DB	●	See Staff Report #1, dated Aug 31/26
3.4	City of London – London Transit Review	2A					T	B	D		SMT	●	See Staff Report #11, dated Aug 31/26
3.5	Secondary Student Bus Pass Pilot	1A				R				R	SMT	●	See Staff Report #1, dated Aug 31/26
4	Accessibility Plan Implementation												
4.1	Annual Accessibility Plan Status Report	2A									KP		
4.2	Integrated Accessibility Standard – Implementation & Compliance	2A									SMT	●	
4.3	Assessment of Additional Security Measures for Specialized Booking Portal	2A			R						SW		Complete
4.4	Assessment of Policy regarding transport of packages on transit	2A						R			SW	●	In Progress, On track
4.5	Bus Stop Identification for Visually Impaired Customers	2A						R			KB	●	In Progress, On track
4.6	Review Specialized Policies and Procedures										SW	●	In Progress, On track
4.7	Review Website Features and Functionality	2A								R	CR	●	In Progress, On track
4.8	Review and Update of Conventional Bus Stop Standards										KB	●	In Progress, On track

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4.9	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A									KP	●	
5	Health, Safety and Emergency Preparedness												
5.1	2025 Health & Safety Work Program – review and final report	2A & 2B	R								JG		
5.2	2026 Health & Safety Work Program (**)	2A & 2B									JG		
	(a) Development and Report to Commission		R										
	(b) Implementation					R				R		●	In Progress, On track
5.3	Participation on City of London EOCG	2A & 2B									DB	●	In Progress, On track
5.4	Safe Space Restorative Project	2B									SMT	●	In Progress, On track
6	Human Resources												
6.1	Annual Performance Report – Grievances 2022-2025	2A & 2B									JG		Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2022-2025	2A & 2B			R						JG		Complete
6.3	Annual Performance Report – Attendance Management 2022-2025	2A & 2B			R						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	Annual Review – Legislative Compliance	2A									JG	●	Ongoing
6.10	Preparation for Contract Negotiations										SMT	●	In Progress, On track
7	Financial Plan Development, Implementation and Management												
	<i>2025 Fiscal Year</i>												
7.1	Corporate 2025 Audit and Related Audit Report	2A				R					TG		Complete
7.2	Pension Plan 2025 Year End – pre 1989 pension plan	2A									MG		Complete
7.3	CUTA 2025 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 – 2025	2A									MG		Complete
7.6	Annual Report 2025	2A									KP		Complete
	<i>2026 Fiscal Year</i>												
7.7	2026 Operating and Capital Budget Approval by Municipal Council	2A									KP		Complete
7.8	2026 Budget Recosting and Implementation	2A									KP		Complete
7.9	2026 Operating and Capital Budget Management and Reporting	2A									MG	●	Ongoing
7.10	Performance Management												
	(a) Update 2026 Performance Measures and Targets	2A									KP		Complete
	(b) Quarterly Performance Review Meetings	2A									KP		Ongoing
	<i>2027 Fiscal Year</i>												
7.11	2027 Operating and Capital Budget Approval by Commission	2A									MG		
	(a) Development of 2027 budget and scenarios to meet C/L directives												Complete
	(b) Commission approval of 2027 budget									R		●	See Staff Reports #7,9, dated Aug 31/26

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	(c) 2027 Operating and Capital Budget Approval by Municipal Council	2A											
8	Education, Awareness and Advocacy Programs												
8.1	Ontario Public Transit Association Membership (OPTA)	3				R					KP	●	Ongoing
8.2	Canadian Urban Transit Association Membership (CUTA)	3				R					KP	●	Ongoing
8.3	Canadian Urban Transit Research & Innovation Consortium Membership	3				R					KP	●	Ongoing
8.4	Commission Annual Drop In Session	3									Comm		
8.5	Review of Enhanced Communication Options	3									SMT		
	a) Launch Corporate Instagram Account				R								See Staff Report #1, dated Aug 31/26
	b) Bi-annual report on Community Engagement												
	c) Enhanced Communications regarding Customer Feedback										CR		
8.6	Increase LTC Attendance at Community Events	3				R					SMT	●	See Staff Report #1, dated Aug 31/26
8.7	Consideration of Art on Buses				R								Complete
9	Customer First Strategy												
9.1	Voice of the Customer Survey										KP		
9.2	Annual Service Report – Conventional and Specialized Services	2A & 2B			R						SMT		Complete
9.3	Establish a Customer Advisory Panel	3			R						SMT	●	In Progress, On Track
9.4	Establish Partnership with App Provider	3			R						KB	●	In Progress, On Track
Sustainability: Sustainable and efficient use of infrastructure													
10	Asset Management Programs												
10.1	2026 Bus Replacement Order	2C									CM		See Staff Report #5, dated Aug 31/26
10.2	Facility Upgrades	1A & 1B				R				R	CM	●	See Staff Report #5, dated Aug 31/26
10.3	Shop/Garage Equipment	2C				R				R	CM	●	See Staff Report #5, dated Aug 31/26
10.4	Service Fleet Replacement Program	2C				R					CM		Complete
10.5	Upgrade/Maintain IT Hardware and Software	2C				R				R	PC	●	In Progress, On Track
10.6	Asset Management Plan Update	2A				R					MG		Complete
10.7	Assess Options for Farebox Replacement									R	MG	●	See Staff Report #1, dated Aug 31/26
10.8	IVR Upgrade or Replacement	2B								R	KB	●	See Staff Report #1, dated Aug 31/26
10.9	Process Review – Specialized Service Roles and Responsibilities	2B									SW	●	
10.10	Process Review – Motor Vehicle Accident Program										DB	●	
10.11	Process Review – Conventional Transit Service Hour Budgeting										SW	●	
10.12	Smart Card On-Board Validator Upgrades	2B				R				R	MG	●	See Staff Report #1, dated Aug 31/26
10.13	Review Replacement options for Financial System											●	Deferred due to resource constraints
10.14	Replacement for HR Tracking System	2B									JG	●	Deferred due to resource constraints
10.15	Zero Emission Bus Implementation Strategy										KP		
	(a) Participation in CUTRIC Joint Procurement					R						●	See Staff Report #1, dated Aug 31/26
	(b) Establish ZEB Team to Lead Implementation												

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	(c) RFP for Required Retrofit work at Wonderland Facility												
	(d) Confirmation of required work with London Hydro												
10.16	Highbury Facility Reconstruction Project	2C									KP		
	(a) Confirm funding from Provincial and Federal Govt's												
	(b) Issue/Award RFP for Detailed Design of New Facility					R						●	See Staff Report #1, dated Aug 31/26
	(c) Detailed Design Work											●	See Staff Report #1, dated Aug 31/26
10.17	Climate Emergency Action Plan	2A								R	SMT	●	See Staff Report #2, dated Aug 31/26

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)