

London Transit Commission – 2025 Draft Work Program																		
Program	Priority	J	F	M	A	M	J	J	A	S	O	N	D	Lead	1	2	3	Category
<b>Customer Focussed: Be a customer centred organization providing an integrated, affordable, and accessible transportation system</b>																		
<b>1</b>	<b>Service Planning and Development – Short Term</b>																	
1.1	2025 Service Plan – Conventional Transit	1A & 1B												KB	Plan	Ops		Ongoing
	(a) Final Service Plan to Commission																	
	(b) Implementation																	
1.2	2026 Service Plan – Conventional Transit	1A & 1B												KB	Plan	Ops		Ongoing
	(a) Preparation of Draft Service Plan																	
	(b) Draft Service Plan to Commission																	
1.3	2025 Service Plan – Specialized Transit	1A & 1B																
	(a) Implementation													SW	BG			
1.4	2026 Service Plan – Specialized Transit																	
	(a) Preparation of Draft Service Plan																	
	(b) Draft Service Plan to Commission																	
1.5	Inter-Community Transit Service Integration	1A												KB	Ops	Plan		Ongoing
<b>2</b>	<b>Service Planning and Development (mid to long term)</b>																	
2.1	Reviews and Assessments of medium to long term plans	1A																
	(a) Participate on BRT Steering Committee and Technical Committees													KP	KB	DB		Ongoing
2.2	RFP for Specialized Primary Service Provider 2027-2031													SW	MG	KP		New
2.3	On Demand Service Pilot	1A & 1B												KB	SW			New
2.4	Participation on Mobility Master Plan Update	1A & 1B												KP	KB			Ongoing
<b>3</b>	<b>Other Service Related Initiatives</b>																	
3.1	Participation in City of London Age Friendly London Network	2B												DB	SMT			Ongoing
3.2	Participation in City of London Safe Cities/Anti-Hate Taskforce	2B												JG	CR			Ongoing
3.3	Addition of 3 <sup>rd</sup> Party Vendors to Smart Card System	2A												MG	PC			Carry Fwd
3.4	Monitoring and Reporting of On-time Performance	2B												DB	RA			Ongoing
3.5	City of London – London Transit Review	2A												SMT				New
	(a) Governance Review						T	B	D									
	(b) Rapid Transit Operational Readiness Review						T	B	D									
	(c) Transit Passes and Subsidized Transit Program Review						T	B	D									
	(d) Route Planning and Management Review						T	B	D									
<b>4</b>	<b>Accessibility Plan Implementation</b>																	
4.1	Annual Accessibility Plan Status Report	2A												KP				Annual
4.2	Integrated Accessibility Standard – Implementation & Compliance	2A												SMT				Ongoing
4.3	Specialized Software Update – Online Booking	2A												CR	RG			Carry Fwd
4.4	2026-2030 Accessibility Plan	2A												KP	SMT			New

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	(a) Creation of Plan	2A																	New
	(b) Commission approval of Plan														SW	BG			New
4.5	Bus Stop Identification for Visually Impaired Customers	2A													KB	KP			New
4.6	Review Specialized Policies and Procedures														SW	BG			New
4.7	Review Website Upgrade Options	2A													CR	PC			New
4.8	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A													KP	SMT			
<b>Employee Focused: Be an engaged, diverse and respectful workplace</b>																			
<b>5</b>	<b>Health, Safety and Emergency Preparedness</b>																		
5.1	2024 Health & Safety Work Program – review and final report	2A & 2B													JG	H&S	SMT		Annual
5.2	2025 Health & Safety Work Program (**)	2A & 2B													JG	H&S	SMT		Annual
	(a) Development and Report to Commission																		
	(b) Implementation																		
5.3	Participation on City of London EOCG	2A & 2B													SW	DB			Annual
5.4	Expect Respect Program	2B													SMT	DB			Ongoing
<b>6</b>	<b>Human Resources</b>																		
6.1	Annual Performance Report – Grievances 2021-2024	2A & 2B													JG	JH			Annual
6.2	Annual Performance Report – Mutual Respect/Human Rights 2021-2024	2A & 2B													JG	JH			Annual
6.3	Annual Performance Report – Attendance Management 2021-2024	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	Review of Employee Recognition Ceremony Options	2B													SMT				New
<b>Fiscal Accountability: Demonstrate fiscal accountability amid competing needs and objectives</b>																			
<b>7</b>	<b>Financial Plan Development, Implementation and Management</b>																		
	<i>2024 Fiscal Year</i>																		
7.1	Corporate 2024 Audit and Related Audit Report	2A													TG	MG			Annual
7.2	Pension Plan 2024 Year End – pre 1989 pension plan	2A													MG	MB			Annual
7.3	CUTA 2024 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 – 2024	2A													MG	TG			Annual
7.6	Annual Report 2024	2A													KP	SMT			Annual
	<i>2025 Fiscal Year</i>																		
7.7	2025 Operating and Capital Budget Approval by Municipal Council	2A													KP	MG			Annual
7.8	2025 Budget Recosting and Implementation	2A													KP	SMT			Annual
7.9	2025 Operating and Capital Budget Management and Reporting	2A													MG				Annual

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7.10	Performance Management																		
	(a) Update 2025 Performance Measures and Targets	2A													KP	SMT			Annual
	(b) Quarterly Performance Review Meetings	2A													KP	SMT			Annual
7.11	Facility Valuation for Insurance Renewal	2A													MG	TG			New
7.12	Secondary Student Bus Pass Pilot 2026 Fiscal Year	1A													KP	MG	PC		New
7.13	2026 Operating and Capital Budget Approval by Commission	2A													MG	SMT			Annual
	(a) Development of 2026 budget and scenarios to meet C/L directives																		
	(b) Commission approval of 2026 budget																		
	(c) 2026 Operating and Capital Budget Approval by Municipal Council	2A																	
<b>Transparency: Foster a culture of transparency, openness, and mutual understanding</b>																			
<b>8</b>	<b>Education, Awareness and Advocacy Programs</b>																		
8.1	Ontario Public Transit Association Membership (OPTA)	3													KP	SMT			Annual
8.2	Canadian Urban Transit Association Membership (CUTA)	3													KP	SMT			Annual
8.3	Canadian Urban Transit Research & Innovation Consortium Membership	3													KP	SMT			Annual
8.4	Commission Annual Drop In Session	3													Comm	SMT			Annual
8.5	LTC 150 <sup>th</sup> Anniversary Celebration	3													SMT				New
8.6	Enhanced Marketing and Awareness of LTC Services	3													CR	SMT			New
<b>9</b>	<b>Customer First Strategy</b>																		
9.1	Voice of the Customer Survey														KP	SMT			Annual
9.2	Annual Service Report – Conventional and Specialized Services	2A & 2B													SMT				Annual
<b>Sustainability: Sustainable and efficient use of infrastructure</b>																			
<b>10</b>	<b>Asset Management Programs</b>																		
10.1	2025 Bus Replacement Order	2C													CM				Annual
10.2	Facility Upgrades	1A & 1B													CM				Annual
10.3	Shop/Garage Equipment	2C													CM				Annual
10.4	Service Fleet Replacement Program	2C													CM				Annual
10.5	Upgrade/Maintain IT Hardware and Software	2C													PC				Annual
10.6	Asset Management Plan Update	2A													MG	SMT	TG	City	New
10.7	TransitMaster System Upgrade	2C													KB	SW	PC		Ongoing
10.8	Trapeze/FX Map Upgrade	2B													KB	PC	Plan		Ongoing
10.9	Process Review – Specialized Service Roles and Responsibilities	2B													SW	KP			New
10.10	Process Review – Motor Vehicle Accident Program														DB	MB			New
10.11	Smart Card System Changes re: Secondary Pass Pilot	2B													MG	PC			New
10.12	Smart Card On-Board Validator Upgrades	2B													MG	PC	CM		New

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10.13	Implementation of new HR Software/Tracking System	2B													JG	MG	PC		New
10.14	Zero Emission Bus Implementation Strategy														KP	CM	SMT		Ongoing
	(a) Participation in CUTRIC Joint Procurement																		
	(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													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																		
10.16	Climate Emergency Action Plan	2A													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)