

London Transit Commission – 2024 Work Program			
	Program	Priority	Status at December 31, 2024
1	Service Planning and Development – Short Term		
1.1	2023 Service Plan – Conventional Transit	1A & 1B	
	(a) Implementation of outstanding Improvements		Complete
1.2	2024 Service Plan – Conventional Transit	1A & 1B	
	(a) Public Consultation		Complete
	(b) Final Service Plan to Commission		Complete – See Staff Report #6 – dated March 27, 2024
	(c) Implementation		Complete
1.3	2025 Service Plan – Conventional Transit	1A & 1B	
	(a) Preparation of Draft Service Plan		Complete –
	(b) Draft Service Plan to Commission		Complete – See Staff Report #1 – dated October 30, 2024
1.4	2024 Service Plan – Specialized Transit	1A & 1B	
	(a) Preparation of Draft Service Plan		Complete
	(b) Draft Service Plan to Commission		Complete
1.5	2025 Service Plan – Specialized Transit		
	(c) Preparation of Draft Service Plan		Complete
	(d) Draft Service Plan to Commission		Complete
1.6	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	1A	
	(a) Participate on BRT Steering Committee and Technical Committees		Ongoing
2.2	Assess Operational Impacts of new Cycling Infrastructure	1A	Complete
2.3	5 Year Service Plan – Conventional Transit	1A & 1B	
	(a) Stakeholder Engagement		Complete
	(b) Analysis of Current Data		Complete
	(c) Preparation of 5 Year Service Plan		Complete
	(d) Approval of Final Plan by Commission		Complete – See Staff Report #1 – dated June 26, 2024
2.4	5 Year Service Plan - Specialized Services	1A	
	(a) Stakeholder Engagement		Complete
	(b) Analysis of Current Data		Complete
	(c) Preparation of Year Service Plan		Complete
	(d) Approval of Final Plan by Commission		Complete – See Staff Report #1 – dated June 26, 2024
2.5	Participation on Mobility Master Plan Update	1A & 1B	Ongoing
3	Other Service Related Initiatives		
3.1	Participation in City of London Age Friendly London Network	2B	Ongoing
3.2	Participation in City of London Safe Cities Taskforce	2B	Ongoing
3.3	Addition of 3 rd Party Vendors to Smart Card System	2A	Carry Fwd

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3.4	Monitoring and Reporting of On-time Performance	2B	Ongoing
3.5	Participation on City of London Anti-Hate Taskforce	2B	Ongoing
4	Accessibility Plan Implementation		
4.1	Annual Accessibility Plan Status Report	2A	Complete – See Staff Report #3 – dated November 27, 2024
4.2	Integrated Accessibility Standard - Implementation	2A	Ongoing
4.3	Consider Additional Methods to Communicate Policies	2A	Complete
4.4	Implement Smart Card on Specialized Service	2A	Complete
4.5	Specialized Service Review	2A	
	(a) Assessment of New Vehicles added in 2023		Complete
4.6	Regular Consultation with Accessible Public Transit Service Advisory Ctee	2A	Ongoing
4.7	Website Updates		Complete
5	Health, Safety and Emergency Preparedness		
5.1	2023 Health & Safety Work Program – review and final report	2A & 2B	Complete
5.2	2024 Health & Safety Work Program (**)	2A & 2B	
	(a) Development and Approval		Complete
	(b) Implementation		Complete – See Staff Report #6 – dated January 29, 2025
5.3	Participation on City of London EOCG	2A & 2B	Ongoing
5.4	Mental Health and Wellness Strategy Implementation (**)	1A	Ongoing
5.5	Expect Respect Program	2B	Ongoing
6	Human Resources		
6.1	Annual Performance Report – Grievances 2020-2023	2A & 2B	Complete
6.2	Annual Performance Report – Mutual Respect/Human Rights 2020-2023	2A & 2B	Complete – See Staff Report #3 – dated February 28, 2024
6.3	Annual Performance Report – Attendance Management 2020-2023	2A & 2B	Complete – See Staff Report #4 – dated February 28, 2024
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	Ongoing
6.8	Annual Review – Legislative Compliance	2A	Ongoing
6.9	Assess & Implement Recruitment Strategies to Re-establish Complement	1A	Ongoing
7	Financial Plan Development, Implementation and Management		
	<i>2023 Fiscal Year</i>		
7.1	Corporate 2023 Audit and Related Audit Report	2A	Complete – See Staff Report #1 – dated March 27, 2024
7.2	Pension Plan 2023 Year End – pre 1989 pension plan	2A	Complete – See Staff Report #1 – dated September 25, 2024
7.3	CUTA 2023 Annual Return – conventional and specialized	2A	Complete
7.4	Annual Assessment Report – Reserves and Reserve Funds	2A	Complete – See Staff Report #3 – dated March 27, 2024
7.5	Provincial Gas Tax Annual Report – 2023	2A	Complete

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7.6	Annual Report 2023 <i>2024 Fiscal Year</i>	2A	Complete – See Staff Report #3 – dated May 29, 2024
7.7	2024 Operating and Capital Budget Approval by Municipal Council	2A	Complete
7.8	2024 Budget Recosting and Implementation	2A	Complete – See Staff Report #8 – dated March 27, 2024
7.9	2024 Operating and Capital Budget Management and Reporting	2A	Complete
7.10	Performance Management		
	(a) Update 2024 Performance Measures and Targets	2A	Complete
	(b) Quarterly Performance Review Meetings	2A	Ongoing
7.11	2025 Budget		
	(a) Commission approval of 2025 Budget		Complete – See Staff Reports #1 and 2 – dated August 28, 2024
	(b) Report to Commission on Implications of Approved Budget		Complete
8	2024-2027 Business Plan	1A	
8.1	Prepare Draft 2024-2027 Business Plan	1A	Complete
	(a) Stakeholder Consultation	1A	Complete
	(b) Data Analysis	1A	Complete
	(c) 5 Year Conventional Service Plan	1A	Complete
	(d) 5 Year Specialized Service Plan	1A	Complete
	(e) Final Plan to Commission	1A	Complete – See Staff Report #1 – dated June 26, 2024
9	Education, Awareness and Advocacy Programs		
9.1	Ontario Public Transit Association Membership (OPTA)	3	Ongoing
9.2	Canadian Urban Transit Association Membership (CUTA)	3	Ongoing
9.3	Canadian Urban Transit Research & Innovation Consortium Membership	3	Ongoing
9.4	Commission Annual Drop In Session	3	Ongoing
10	Customer First Strategy		
10.1	Voice of the Customer Survey		Complete – See Staff Report #3 – dated January 31, 2024
10.2	Annual Service Report – Conventional and Specialized Services	2A & 2B	Complete – See Staff Reports # 5 and 6 – dated February 28, 2024
Sustainability: Sustainable and efficient use of infrastructure			
12	Asset Management Programs		
12.1	2024 Bus Replacement Order	2C	Order Placed, Awaiting Delivery
12.2	Facility Upgrades	1A & 1B	Ongoing
12.3	Shop/Garage Equipment	2C	Complete for 2024
12.4	Service Fleet Replacement Program	2C	Complete for 2024
12.5	Upgrade/Maintain IT Hardware and Software	2C	Complete for 2024
12.6	Asset Management Plan Update	2A	Complete for 2024 – See Staff Report #1 – dated May 29, 2024
12.7	Bus Stop Lighting Program (ICIP)	2C	Complete
12.8	TransitMaster System Upgrade	2C	Complete

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12.9	Specialized Scheduling Software Replacement	2B	In progress and on schedule – See Staff Report #9 – dated January 29, 2025
12.9	Process Review – HR Software System/Data Tracking	2B	Complete
12.10	Zero Emission Bus Implementation Strategy	2B	Complete
	(a) Participation in CUTRIC Joint Procurement		Ongoing – See Staff Report #8 – dated January 29, 2025
	(b) Establish ZEB Team to Lead Implementation		Carried Forward to 2025
	(c) RFP for Required Retrofit work at Wonderland Facility		Carried Forward to 2025
	(d) Confirmation of required work with London Hydro		Complete
12.11	Highbury Facility Reconstruction Project	2C	
	(a) Confirm funding from Provincial and Federal Govt's		Complete
	(b) Issue/Award RFP for Detailed Design of New Facility		Carried Forward to 2025
	(c) Detailed Design Work		Carried Forward to 2025

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)