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October 11, 2023

Chair and Members
 Civic Works Committee

Re: London Transit’s 2022 Annual Report

At the August 30, 2023 meeting, the Commission received a communication outlining Municipal Council’s motion with respect to London Transit’s 2022 Annual Report as set out below.

- b) *the London Transit 2022 Annual Report BE REFERRED back to the London Transit Commission to:*
 - i) *re-evaluate the grading components of the report identified by the Municipal Council, with respect to the grading of the key elements of the evaluation; and,*
 - ii) *submit a revised report to the Civic Works Committee at a future meeting;*

In light of this referral, the Commission re-visited the 2022 Annual Report which utilizes the following criteria when grading performance against each of the Business Plan’s Strategic Outcomes.

London Transit Commission Annual Report Grading Criteria

Grade	Criteria
Excellent	All initiatives set out in the Business Plan under the objective have been successfully achieved
Good	Progress toward completion of all initiatives under the objective is consistent with expectations in the Business Plan
Satisfactory	Progress toward completion of all initiatives under the objective is slower than expectations in the Business Plan
Needs Improvement	Significant focus needs to be directed at the initiatives under the objective

When considering the grades provided, the Commission recognized that they were measured against progress on the initiatives included in the Business Plan while also giving consideration to the ongoing issues associated with operating a transit system through a pandemic, which in many cases necessitated deviation from specific initiatives.

Transit riders and employees were required to wear masks on board public transit services until June 11, 2022 at which time the Provincial order was lifted. While transit riders began to return to regular travel patterns, so to was the expectation of increased service levels. Unfortunately, the ability of the organization to respond with increased service levels to better match the increased demand was significantly hampered due to a combination of supply chain and labour market issues.

While recruitment and on-boarding for the Operator position ran relatively smoothly throughout 2022, the vacancies in the Fleet and Facilities department proved more difficult to fill. This, coupled with a higher rate of short term absences throughout the year, resulted in difficulties completing the work assigned to each shift in order to ensure bus availability for service each day. Adding to this difficulty was the delay in receipt of the

2022 replacement bus order, which resulted in the need to maintain 17 buses longer than anticipated. In a number of cases, the decision was made to park the buses scheduled for retirement rather than perform costly repairs however, this approach negatively affected the total fleet availability. The aforementioned impacts resulted in the inability to increase service levels in 2022.

In reconsidering the grades applied to the Strategic Outcomes in the Annual Report, the Commission paid particular attention to the criteria associated with each grade and discussed the progress toward each outcome in light of the pandemic-related issues that continued to impact the organization. The table below represents the grades that were confirmed by the Commission subsequent to reconsideration, noting none of the grades have been altered.

**London Transit Commission 2022 Annual Report
Strategic Outcome Grades**

Strategic Outcome	Grade	Comments
An integrated, affordable and valued mobility choice	Satisfactory	While service levels were not able to meet demand through 2022, efforts were focused on ensuring that service provided was reliable.
Demonstrated fiscal accountability	Good	Notwithstanding significant price escalation on key budget items including fuel and bus prices, budgets were managed within the Commission's resources.
Being open, transparent and understood	Good	Continued use of communication tools such as social media and Commission website to ensure up to date information was available for all stakeholders.
Effective utilization of infrastructure	Good	Capital programs continued as planned through 2022 noting some modifications were required due to significant inflationary pressures.
An engaged, diverse and respectful workplace	Good	Overall priority centered on ensuring the health and safety of all employees (including psychological health)

Specific to the "Integrated, affordable and valued mobility choice" outcome, the Commission agreed that the grade of "satisfactory" was appropriately assigned in the 2022 Annual Report. As set out above, the criteria associated with the "satisfactory" grade recognizes that progress toward this objective was slower than the expectations in the Business Plan. While the Commission recognizes that service levels needed to be increased during this period, the fact that they were not, was not the result of a lack of attention to the objective rather it was the result of numerous factors out of the organization's control.

Representatives from the Commission will be in attendance at the meeting should members of the Civic Works Committee wish to discuss this further.



Sheryl Rooth
Chair