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April 10, 2023

SENT VIA EMAIL to:

Jeff Preston, PhD Associate Professor, King's University College at Western University

Jacqueline Madden Former ACCAC Chair

Wendy Lau
CEO, LEADS Employment Services

Dear Delegates,

During your delegation at the London Transit Commission meeting of March 6, 2023, you provided a number of recommendations relating to the specialized service. As you are aware, the Commission directed staff to:

Report back on the delegation's proposed recommendations, as set out in their submission, noting what is already included in the approved 2023 work plan, and identifying any associated incremental cost(s), risked timeframes for completion, and/or sequencing risks to the remainder of the approved work plan to meet the delegation's proposed recommendations and timing.

The initial report back will be tabled at the April 13, 2023 meeting and has been attached for your reference.

During your delegation, you also posed a number of questions, each of which is set out below with a response.

1. Where can the public access last year's (2021) AODA compliance report that the LTC filed with the ministry?

The compliance report that is filed with the Ministry is an online submission for which no copy is provided. For your reference, the link to the annual Accessibility Plan Update on the LTC website is provided below.

https://www.londontransit.ca/2020-annual-update/

- 2. What research methodology is currently being used to gather rider feedback and customer satisfaction surveys?
 - o Who conducts the research? Where are the results stored?
 - o Are members of the public able to access the raw data?

The Voice of the Customer surveys are undertaken by a third party, further details with respect to this process are set out in the Staff Report attached. The raw data from the surveys has not historically been made available to the public, however a covering staff report and presentations from the consulting firm are presented at a Commission meeting and posted on the website. For your reference, we have attached a copy of the Staff Report relating to the last Voice of the Customer survey.

3. What Paratransit improvements were listed in the 2022 Workplan and how many of those tasks were completed?

An excerpt from the 2022 Work Plan Status report for initiatives related to the specialized service is set out below. In addition, we have attached a copy of the referenced Staff Report which provides additional context on the identified initiatives.

	Program	Status
1	Service Planning and Development - Short Term	
1.4	2021 Service Plan - Specialized Transit	
	(a) Implementation	See Staff Report # 7 dated January 25, 2023
1.5	2022 Service Plan - Specialized Transit	
	(a) Assessment, development, recommendation	Complete
	(b) Implementation	See Staff Report # 7 dated January 25, 2023
1.6	2023 Service Plan - Specialized Transit	
	(a) Assessment, development, recommendation	See Staff Report # 7 dated January 25, 2023
1.7	Integration of Conventional & Specialized Services	
	(a) Assessment of Options	See Staff Report # 7 dated January 25, 2023
	(b) Phased Implementation	See Staff Report # 7 dated January 25, 2023
4	Accessibility Plan Implementation	
4.5	Implement Smart Card on Specialized Service	Ongoing

- 4. What are the specific Paratransit improvements outlined in the 2023 workplan?
 - o What work has been completed so far?
 - o How many of these tasks are 'investigate/explore' and how many are actual tangible changes?
 - What are the completion deadlines for these tasks?

An excerpt from the approved 2023 Work Program identifying the initiatives related to the improvement of the specialized service including the project timelines is set out below.

	Program	J	F	М	Α	M	J	J	Α	S	0	N	D
1	Service Planning and Development – Short Term												
1.2	2023 Service Plan – Specialized Transit												
	(b) Implementation of 2021 Service Hour Improvements												
	(c) Implementation of 2022 Service Hour Improvements												
1.4	2024 Service Plan – Specialized Transit												
	(a) Preparation of Draft Service Plan								. 265				
	(b) Draft Service Plan to Commission												
1.6	Integration of Conventional & Specialized Services												VICE-000
	(c) Assessment of Options		L										
4	Accessibility Plan Implementation			<u> </u>				<u> </u>					
4.5	Implement Smart Card on Specialized Service												
4.6	Specialized Service Booking System Review	L											<u> </u>
	a) Determine viability of specialized booking system	<u> </u>											
	b) Assess trip booking options						ļ						
	c) Detailed review of trip demand days/times								<u> </u>				

	Program	J	F	М	Α	M	J	J	Α	S	0	Ν	D
8	2023-2026 Business Plan												
8.1	Prepare Draft 2023-2026 Business Plan	14.							<u> </u>				
	(a) Update Financial Strategy			· · · .									
	(b) Update Asset Management Strategy								<u></u>				
	(a) Update Fare Policy & Procedures												
	(b) Update Performance Indicators and Targets											<u> </u>	
8.2	Draft 2023-2026 Business Plan to Commission								<u> </u>	<u> </u>			<u> </u>

Should you have any further questions with respect to the information provided, please do not hesitate to contact the undersigned.

Thank you

Kelly Paleczny General Manager

Enclosures

c.c. Sheryl Rooth, Commission Chair