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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?



	Program	J	F	M	A	M	J	J	A	S	O	N	D
8	2023-2026 Business Plan												
8.1	Prepare Draft 2023-2026 Business Plan												
	(a) Update Financial Strategy												
	(b) Update Asset Management Strategy												
	(a) Update Fare Policy & Procedures												
	(b) Update Performance Indicators and Targets												
8.2	Draft 2023-2026 Business Plan to Commission												

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