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Communication #2
September 29, 2025
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September 3, 2025

Hello fellow Commissioners,

As members of the Commission, we are writing to respectfully request that London Transit staff prepare a report back by end of Q1 2026 to the Commission outlining the projected timeline, cost, and resources required to implement contactless fare payment—specifically, the ability for riders to pay fares by tapping a credit, debit card or mobile wallet on London's buses.

Transit systems across Canada have already adopted this technology, including in cities such as Ottawa, Hamilton, Brampton, and Mississauga. These municipalities, all with populations greater than 100,000, have demonstrated the feasibility of contactless payment and the benefits it brings in terms of rider convenience, system modernization, and increased ridership.

Providing a clear understanding of what would be required for London to join these municipalities will better position us to make informed decisions as we work to improve accessibility, efficiency, and overall rider experience within our transit system. We are aware that it is in the workplan to review contactless payment, but we would like to ensure we receive that information before the end of Q1 2026.

We thank you and London Transit staff for your ongoing efforts to strengthen public transit in our community, and we look forward to the forthcoming report and discussion.

Sincerely,

A handwritten signature in black ink, appearing to read 'Skylar Franke'.

Skylar Franke
Chair

A handwritten signature in black ink, appearing to read 'Corrine Rahman'.

Corrine Rahman
Vice Chair