

October 19, 2025

Dear Commissioners,

I am writing to respectfully request that the London Transit Commission direct staff to undertake a review of the Specialized Transit policy and procedures related to bringing items on board, and to consider how the design of specialized transit vehicles can better support riders who rely on community food programs.

As you know, Londoners who use Specialized Transit may also depend on monthly food bank hampers for their household groceries. These hampers are often distributed in bulk once a month, and can include several bags or boxes of food. Riders have shared concerns that current restrictions on what they are able to bring on board Specialized Transit buses can make it difficult for them to transport their monthly food distribution.

At the same time, it is important that any policy changes continue to ensure the safety and comfort of all passengers and operators. To that end, I am requesting that the Commission direct staff to:

- **Review the current Specialized Transit policy**, specifically the sections related to the size, quantity, and transport of personal items or packages, with attention to how these rules may affect riders who are picking up food bank hampers.
- **Examine options for accommodating essential items**, such as grocery hampers or personal support equipment, while ensuring that safety standards and vehicle capacity limits are maintained.
- **Ensure that the policy and guidelines are clearly communicated and easily accessible** to the public on the LTC website, written in plain language and available in accessible formats.
- **Incorporate these considerations into the upcoming review of the Accessibility Plan**, including a review of ways to better support riders transporting essential goods.

Right now the London Transit website says the following in regards to groceries: *“Groceries and other parcels may be brought with you on Specialized Transit. However, drivers will not assist with carrying groceries or similar packages. Arrangements should be made for someone else to assist you if you cannot carry packages by yourself.”*

If there are other restrictions in relation to how many boxes, bags or items can be brought onto a vehicle, having those guidelines listed publicly would also be useful to ensure everyone is aware and understands the rules.

Food insecurity and mobility barriers are both growing challenges in our city. Small, practical improvements—such as ensuring our transit system can safely and respectfully accommodate the needs of riders accessing food—can make a meaningful difference in people’s lives.

Thank you for your consideration of this request.

Sincerely,



Skylar Franke
Chair, London Transit Commission