

**MINUTES OF THE LONDON TRANSIT COMMISSION
HELD IN THE COMMISSION BOARDROOM AT 9:30 A.M.
ON MONDAY SEPTEMBER 29, 2025**

Those present were

Skylar Franke	-	Chair
Corrine Rahman	-	Vice-Chair
Anna Hopkins	-	Commissioner
Steve Lehman	-	Commissioner - virtually
Elizabeth Peloza	-	Commissioner
Sam Trosow	-	Commissioner

Regrets:

Josh Morgan	-	Commissioner
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Also present were

Kelly Paleczny	-	General Manager
David Butler	-	Manager, Operations Administration
Katie Burns	-	Director of Planning
Joanne Galloway	-	Director of Human Resources
Mike Gregor	-	Director of Finance
Shawn Wilson	-	Director of Operations
Caroline Roy	-	Secretary

Meeting to order

The Chair called the meeting to order.

**Completion and
Acceptance of
Agenda**

The Chair called for the acceptance of the agenda, with respect to the request from the University Students' Council to appear as a delegation, C. Rahman moves, seconded by A. Hopkins, that notwithstanding London Transit procedures, the Commission ACCEPT the request.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Peloza, C. Rahman and S. Trosow

CARRIED.

C. Rahman moves, seconded by E. Peloza the acceptance of the agenda as amended.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Peloza, C. Rahman and S. Trosow

CARRIED.

**Disclosures
of Pecuniary Interest**

The Chair called for disclosures of pecuniary interest with respect to the agenda as amended. There were no conflicts of interest declared.

Minutes

C. Rahman moves, seconded by A. Hopkins, the minutes of the meeting held on August 27, 2025 be APPROVED as amended.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Peloza, C. Rahman and S. Trosow

CARRIED.

**Letter from Mark
Walker re LTC
Specialized**

The Commission received a presentation from Mark Walker re LTC Specialized Transit.

With regard to the presentation and letter dated September 22, 2025, copy attached, C. Rahman moves, seconded by E. Peloza, the Commission:

- i. RECEIVE the delegation and letter;
- ii. DIRECT administration bring a report back within the next quarter with respect to the following:
 - a. Address and resolve the LTC Specialized Transit login system to include multifactor authentication by text and authentication app, and implement Pass Key functionality to be using current public facing security methods;

- b. Address and resolve accessibility issues as they pertain to screen reader use;
 - c. Develop and implement procedures to address accessibility requirements before changes are made as opposed to trying to fix them afterwards;
 - d. Develop and implement procedures to address riders issues in a professional and timely manner; and
 - e. Provide an organizational chart for the management and operations of the Specialized Transit division.
- iii. That the report back BE SHARED with the delegation as well as with APTSAC members.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Pelozo, C. Rahman and S. Trosow

CARRIED.

ADDED - Letter from University Students' Council re Quality of the LTC Service

The Commission received a presentation from Omar Sayyed, Vice President External Affairs and Kathleena Henricus, President – University Students' Council re the quality of LTC service.

With regard to the presentation and letter, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the delegation and letter;

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Pelozo, C. Rahman and S. Trosow

CARRIED.

With respect to the request from University Students' Council to hold standing delegation status at future Commission meetings, E. Pelozo moves, seconded by A. Hopkins, the request be REFERRED to the Communication and Engagement Strategy review which will be presented at the November Commission meeting.

YEAS: A. Hopkins, S. Lehman and E. Pelozo

NAYS: S. Franke, C. Rahman and S. Trosow

FAILED

With respect to the request from University Students' Council to hold standing delegation status at future Commission meetings, C. Rahman moves, seconded by S. Franke, the Commission APPROVE the request.

YEAS: S. Franke, C. Rahman and S. Trosow

NAYS: A. Hopkins, S. Lehman and E. Pelozo

FAILED

With respect to the request from University Students' Council to work together with the Commission to explore solutions on service improvements, C. Rahman moves, seconded by S. Franke, the Commission APPROVE the request.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Pelozo, C. Rahman and S. Trosow

CARRIED.

With respect to the request from University Students' Council to enhance sharing access to operational data work such as crowding information on routes servicing Western University, C. Rahman moves, seconded by S. Franke, the Commission APPROVE the request.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Pelozo, C. Rahman and S. Trosow

CARRIED.

With respect to the request from University Students' Council to work on joint advocacy funding initiatives together with the Commission, C. Rahman moves, seconded by S. Franke, the Commission APPROVE the request.

YEAS: S. Franke, A. Hopkins, S. Lehman, E. Pelozo, C. Rahman and S. Trosow

CARRIED.

In Camera

Consistent with the provision of Section 239 of the Municipal Act, A. Hopkins moves, seconded by E. Pelozza, the Commission move In Camera to CONSIDER:

- i. Update on a labour relations or employee negotiations matter;
- ii. Personal matters about an identifiable individual including municipal employees; and
- iii. An ongoing investigation respecting the municipality ombudsman, or an appointed closed meeting investigator

CARRIED.

At the In Camera session, the Commission met to CONSIDER:

- i. Update on a labour relations or employee negotiations matter;
- ii. Personal matters about an identifiable individual including municipal employees; and
- iii. An ongoing investigation respecting the municipality ombudsman, or an appointed closed meeting investigator

Pursuant to procedural requirement of Section 239 of the Municipal Act, the Commission REPORTED PROGRESS on:

- i. Update on a labour relations or employee negotiations matter;
- ii. Personal matters about an identifiable individual including municipal employees; and
- iii. An ongoing investigation respecting the municipality ombudsman, or an appointed closed meeting investigator

CARRIED.

At 10:46 S. Lehman left the meeting**Letter from S. Franke Chair and C. Rahman Vice Chair re Implementation of contactless fare payment**

With regard to the letter from S. Franke, Chair and C. Rahman, Vice Chair dated September 3, 2025 re the implementation of contactless fare payment, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission REQUEST administration prepare a report back by end of Q1 2026 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.

YEAS: S. Franke, A. Hopkins, E. Pelozza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Letter from E. Pelozza, Commissioner re LTC pass

With regard to the letter from E. Pelozza, Commissioner dated September 10, 2025, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission REFER the option of an LTC pass during the tenure of a Commission member to the Commission appointed subsequent to completion of the City of London governance review.

YEAS: S. Franke, C. Rahman and A. Hopkins
NAYS: E. Pelozza and S. Trosow
ABSENT: S. Lehman

CARRIED.

4th Report Accessible Public Transit Service Advisory Committee

With regard to the 4th Report Accessible Public Transit Service Advisory Committee, copy attached, S. Trosow moves, seconded by A. Hopkins, the Commission:

- i. RECEIVE the report; and
- ii. DIRECT administration give consideration to the following when finalizing the RFP:
 - a) At the request of the rider, a driver may be required to assist with the boarding and deboarding of a service animal through the front door of the bus;
 - b) That consideration be given to ensuring maximum space in the aisle of the vehicles when determining interior configuration; and
 - c) That consideration be given to providing the service with a mixed fleet of buses and taxis.

YEAS: S. Franke, A. Hopkins, E. Pelozza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Fall Service Update

With regard to the Fall Service Update report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Annual Drop-in Sessions

With regard to the Annual Drop-in Sessions report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Financial Update – Conventional Transit Services – Operating Budget – August 31, 2025

With regard to the Financial Update – Conventional Transit Services – Operating Budget – August 31, 2025 report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Financial Update – Specialized Transit Services – Operating Budget – August 31, 2025

With regard to the Financial Update – Specialized Transit Services – Operating Budget – August 31, 2025 report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Financial Update – Capital Budget Programs – August 31, 2025

With regard to the 2025 Work Program – Capital Budget Programs – August 31, 2025 report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

2025 Construction and Special Events Update

With regard to the 2025 Construction and Special Events Update report, copy attached, C. Rahman moves, seconded by A. Hopkins, the Commission RECEIVE the report.

YEAS: S. Franke, A. Hopkins, E. Peloza, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

Date of Next Meeting

The Commission confirmed the date of the next meeting as follows:

Monday October 27, 2025 at 9:30 A.M.

Adjournment

S. Trosow moves, seconded by E. Peloza, the meeting be adjourned. CARRIED.
The meeting adjourned at 11:25 A.M.

Skylar Franke

-

Chair

Caroline Roy

-

Secretary