

**MINUTES OF THE LONDON TRANSIT COMMISSION
HELD IN THE COMMISSION BOARDROOM AT 9:30 A.M.
ON MONDAY MARCH 30, 2026**

Those present were

Skylar Franke	-	Chair
Corrine Rahman	-	Vice-Chair
Steve Lehman	-	Commissioner – <i>arrived at 9:36am</i>
Josh Morgan	-	Commissioner
Sam Trosow	-	Commissioner

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
Craig Morneau	-	Director of Fleet & Facilities
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, C. Rahman moves, seconded by J. Morgan the acceptance of the agenda.

YEAS: S. Franke, J. Morgan, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

**Disclosures
of Pecuniary Interest**

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

Minutes

C. Rahman moves, seconded by S. Franke, the minutes of the meeting held on January 26, 2026 be APPROVED.

YEAS: S. Franke, J. Morgan, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

**Letter from M.
Schulthess re
Appointment of
Council Members to
the Commission**

With regard to the letter from M. Schulthess, City Clerk, dated February 11, 2026 re Appointment of Council Members to the Commission, copy attached, C. Rahman moves, seconded by J. Morgan, the Commission RECEIVE the letter.

YEAS: S. Franke, J. Morgan, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

**Letter from M.
Schulthess re
Purchase of nine 60-
foot buses required
for the East London
Link Corridor of the
new Rapid Transit
Network**

With regard to the letter from M. Schulthess, City Clerk, dated March 4, 2026 re Purchase of nine 60-foot buses required for the East London Link Corridor of the new Rapid Transit Network, copy attached, A. Hopkins moves, seconded by C. Rahman, the Commission RECEIVE the letter.

YEAS: S. Franke, J. Morgan, C. Rahman and S. Trosow
ABSENT: S. Lehman

CARRIED.

1st Report Accessible Public Transit Service Advisory Committee

With regard to the 1st Report Accessible Public Transit Service Advisory Committee, copy attached, C. Rahman moves, seconded by J. Morgan, the Commission:

- i. RECEIVE the report; and
- ii. DIRECT Administration post messaging on the Specialized fleet providing London Transit Customer Service contact information as indicated in the report.

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

ABSENT: S. Lehman

CARRIED.

2ND Report Accessible Public Transit Service Advisory Committee

With regard to the 2ND Report Accessible Public Transit Service Advisory Committee, copy attached, C. Rahman moves, seconded by J. Morgan, the Commission:

- i. RECEIVE the report;
- ii. APPOINT T. Whiston as a voting member to the Accessible Public Transit Service Advisory Committee to fill a vacancy, recognizing that T. Whiston, currently a non-voting member of the Committee, meets the qualifications of a voting members;
- iii. CONFIRM the Key Performance Indicators (KPIs) for 2026 for the Specialized Service as set out below and request Administration include data showing the booking line wait times during peak times in future reports.

Indicator	Measure
% of Customers Utilizing Online Portal	20%
Average Wait Time on Booking Line	3 minutes
Non-Accommodate Trips	0.5%
Trip Cancellations	20%
Trip No-Shows	1.9%
Pick-ups under 30 Minutes	99%
Rides under 60 Minutes	98%

- iv. With respect to the Committee's recommendation re Access Controls to the Scheduling System's Customer Portal, that the Commission RECEIVE the recommendation noting that additional details is provided for Commission review in Staff Report #6 dated March 30, 2026.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

Status of Reserves & Reserve Funds – December 31, 2025

With regard to the Status of Reserves & Reserve Funds – December 31, 2025 report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

2025 Mutual Respect/ Human Rights Summary

With regard to the 2025 Mutual Respect/Human Rights Summary report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission:

- i. APPROVE the revised Human Rights and Diversity Policy (Anti-Harrassment, Anti-Sexual Harassment and Anti-Discrimination) and Mutual Respect in the Workplace Policy as set out in Enclosure I; and
- ii. The report be RECEIVED for information.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

2025 Attendance and Disability Management Programs

With regard to the 2025 Attendance and Disability Management Program report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**2025 Conventional
Transit Service
Performance**

With regard to the 2025 Conventional Transit Service Performance report, copy attached, S. Trosow moves, seconded by S. Franke, the Commission DIRECT Administration report back at the June meeting on further details relating to the decline in ridership and opportunities to increase ridership going forward.

YEAS: S. Franke, S. Lehman and S. Trosow

NAYS: J. Morgan and C. Rahman

CARRIED.

With regard to the recommendation to approve a one-year pilot partnership with Transit App to provide real-time and detour information for customers at an annual cost of \$158,587, C. Rahman moves, seconded by J. Morgan, the Commission DEFER the acceptance of a one-year partnership with Transit App until the ridership report is reviewed in June.

YEAS: S. Lehman, J. Morgan, C. Rahman and S. Trosow

NAYS: S. Franke

CARRIED.

J. Morgan moves, seconded by S. Franke, the remainder of the report be RECEIVED.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**2025 Specialized
Transit Service
Performance**

With regard to the 2025 Specialized Transit Service Performance report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**Customer Portal
Access Controls**

With regard to the Customer Portal Access Controls report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**2026 Road
Construction and
Special Events
Update**

With regard to the 2026 Road Construction and Special Events Update report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**Recosted 2026
Operating Budget
Program**

With regard to the Recosted 2026 Operating Budget Program report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission APPROVE the Recosted 2026 operating expenditure budget for London's public transit services of \$124,082,100 as summarized on the following table noting the recosting has not resulted in any changes to the City of London funding.

Description	Conventional Transit	Specialized Transit	Total
Revenue			
Transportation revenue	\$ 39,872,600	\$ 932,000	\$ 40,804,600
Operating revenue	2,045,800	-	2,045,800
Transfer from reserves	1,600,300	-	1,600,300
Provincial gas tax funding	10,090,800	-	10,090,800
Total Revenue	53,609,500	932,000	54,541,500
Expenditure			
Personnel cost	72,600,100	1,897,400	74,497,500
Fuel	9,357,700	-	9,357,700
Direct bus maintenance	10,221,900	-	10,221,900
Facility	3,868,000	-	3,868,000
Insurance	3,955,300	-	3,955,200
Contribution to reserves	1,269,500	509,000	1,778,500
Contracted service costs	-	15,284,300	15,284,300
All other material costs	4,669,800	449,100	5,118,900
Total Expenditures	105,942,300	18,139,800	124,082,100
City of London	\$ 52,332,800	\$ 17,207,800	\$ 69,540,600

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**Recosted 2026
Capital Budget
Program**

With regard to the Recosted 2026 Capital Budget Program report, copy attached, C. Rahman moves, seconded by S. Trosow, the Commission APPROVE the Recosted 2026 capital budget of \$72,127,800 as summarized below noting the recosted budget reflects the previously approved 2026 capital budget program, program updates and carry forward amounts relating to deferred or active 2025 capital projects.

Description	Source of Investment				Total
	Capital Program Reserve	City of London	Federal and Provincial	Provincial Gas Tax	
Bus replacement - 2026	\$ -	\$ 15,983,300	\$ -	\$ 1,790,700	\$ 17,774,000
Bus expansion (ICIP)	-	2,942,500	8,090,500	-	11,033,000
Bus expansion Facility upgrades	-	1,003,000	-	-	1,003,000
Fare processing equip.	-	500,000	-	-	500,000
Information systems	-	468,400	-	1,468,400	1,936,800
Shop & garage equip.	1,000,000	-	-	-	1,000,000
Service fleet replacement	240,000	-	-	-	240,000
Stop upgrades	155,000	-	-	-	155,000
Bus stop amenities (ICIP)	63,500	-	-	-	63,500
Fleet radio replacement	-	44,700	122,800	-	167,500
Highbury facility rebuild	-	312,500	-	312,500	625,000
Zero Emission Bus Pilot	-	4,515,600	7,154,400	-	11,670,000
	-	12,980,000	12,980,000	-	25,960,000
	\$1,458,500	\$ 38,750,000	\$ 28,347,700	\$3,571,600	\$ 72,127,800

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**Contract Award –
Primary Service
Provider –
Specialized**

With regard to the Contract Award – Primary Service Provider - Specialized report, copy attached, J. Morgan moves, seconded by C. Rahman, the Commission:

- i. ACCEPT the bid from TOK Transit to operate as the primary service provider for the delivery of the specialized transit service for the five-year period (August 2027 to July 2032), with an option to extend the contract for a period of two years; and
- ii. DIRECT the Administration finalize a contract with TOK Transit, the parameters of which are defined by the request for proposal.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED.

**Contract Award –
Diesel Fuel**

With regard to the Contract Award – Diesel Fuel report, copy attached, J. Morgan moves, seconded by S. Lehman, the Commission:

- i. APPROVE the award of a contract to Suncor Energy Products Partnership (Suncor) for the supply and delivery of diesel fuel covering the period May 1, 2026 to April 30, 2031, with the option of either two one-year renewals or one two-year renewal upon mutual agreement of the parties; and
- ii. DIRECT Administration to finalize contract details with Suncor noting the contract will be in keeping with the tender submission.

YEAS: S. Franke, S. Lehman, J. Morgan, C. Rahman and S. Trosow

CARRIED

**2025 Audit
Requirements**

With regard to the 2025 Audit Requirements report, copy attached, J. Morgan moves, seconded by C. Rahman, the Commission:

- i. CONFIRM the responses to the Audit Inquiry form as set out in Enclosure I; and
- ii. DIRECT Administration to complete and submit the form on behalf of the Commission.

In Camera

C. Rahman moves, seconded by S. Lehman, the Commission move In Camera to CONSIDER:

- i. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to a joint procurement (Section 239(2)(f)).

CARRIED.

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

- i. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to a joint procurement (Section 239(2)(f)).

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

- i. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to a joint procurement (Section 239(2)(f)).

CARRIED.

Date of Next Meeting

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

Monday April 27, 2026 at 9:30 a.m.

Adjournment

C. Rahman moves, seconded by J. Morgan, the meeting be adjourned. CARRIED.
The meeting adjourned at 11:02 a.m.

Skylar Franke - Chair

Caroline Roy - Secretary