

To All Members of the Accessible Public Transit Service Advisory Committee

Re: 2025 Conventional Transit Service Performance

Recommendation

That the report be RECEIVED for information.

Background

In the 2024-2027 Business Plan, London Transit's vision is: "Striving to be a trusted and valued mobility choice for Londoners". The vision is supported by the mission statement, "*Moving Londoners with an accessible, reliable, and affordable service*". The vision and mission statements give direction to five congruent and competing strategic directions, namely:

- Customer Focused: Be a customer centred organization providing an integrated, affordable and accessible transportation system.
- Employee Focused: Be an engaged, diverse, and respectful workplace.
- Fiscal Accountability: Demonstrate fiscal accountability amid competing needs and objectives.
- Transparency: Foster a culture of transparency, openness, and mutual understanding.
- Sustainability: Sustainable and efficient use of infrastructure.

While 2025 saw labour force improvements relating to the bus operator role, issues with respect to attracting and retaining skilled trades personnel persisted which resulted in shortfalls in complement throughout 2025. Compounding the shortfall in labour force was the continued supply chain issues relating to extended delivery timeframes for buses and bus parts. As a result of these issues, service reductions across the system were required to be implemented between September and November. Full-service levels resumed at the end of November as new bus deliveries were completed and ready for service.

While the 2025 budget included the addition of 18,000 hours, the extent to which the ongoing issues on the conventional system could be addressed was limited. Requests for new routes or significant frequency improvements on existing routes cannot be undertaken with this limited number of hours. As such, the 2025 Service Plan focused on improving frequencies, addressing reliability concerns and addressing crowding conditions in existing service areas. The conventional transit network includes 38 routes and 6 community bus routes, all of which have requests for improvements of some nature. Limited improvements on four of those routes, while appreciated by the riders utilizing those services, are not likely going to result in significant shifts in customer satisfaction or opinion of the service overall. This needs to be considered when comparing year over year customer satisfaction results, noting minor incremental changes to services are likely to garner only minor incremental changes in satisfaction. Customer satisfaction results are included as part of the annual service planning process, noting areas that are identified as a high priority in this report are given more weight when service planning decisions are made.

Conventional transit service performance is measured in terms of fiscal accountability (efficiency), service (effectiveness and quality), and communication (accuracy and quality of information provided). Each of these areas are discussed in greater detail in the remainder of the report.

Conventional Transit Service - Efficiency

The following table provides a summary of ridership and revenue service hours actual to budget performance for 2025 (unaudited).

2025 Ridership and Service Hours – Actual versus Budget (unaudited)

Description	Actual	Budget	Percent Better (Worse)
Revenue service hours (millions)	0.716	0.734	(2.5)%
Ridership (millions)	17.462	18.089	(3.5)%
Rides per capita	38.2	39.6	(3.5)%
Rides per revenue service hour	24.4	24.7	(1.2)%
Service hours per capita	1.6	1.6	--

Ridership levels in 2025 missed budget expectations by approximately 0.627 million rides. This shortfall is largely attributed to the decline in enrollment of participants in the tuition pass programs which is the direct result of caps on foreign student enrollments at post-secondary institutions.

The following table provides comparisons in the various ridership and service hour measures over the past three years.

Ridership and Service Hour Comparisons – 2023 through 2025

Description	2023	2024	2025
Revenue service hours (millions)	0.682	0.711	0.716
Ridership (millions)	18.413	19.233	17.462
Rides per capita	41.8	39.2	38.2
Rides per revenue service hour	27.0	27.1	24.4
Service hours per capita	1.6	1.6	1.6

As set out in the table, ridership dropped in 2025, which was the direct result of a decline in tuition pass participants relating to the cap on foreign students. The rides per capita measure has been on a steady decline over the period, indicating that service growth is not keeping pace with population growth in the city. This is problematic when the service is already experiencing crowding on many routes and there is limited capacity within approved budgets to increase service levels.

Customer Satisfaction

In an effort to gather first-hand feedback from transit riders, the Voice of the Customer survey process was implemented in 2016. This process involves face to face interviews with riders on-board conventional service buses, providing the opportunity to reach customers who may not be inclined to contact customer service with a complaint or compliment. It is a known fact that a customer is more likely to contact an organization when they have had a poor experience versus a good one, and the traditional reliance on customer contacts only to assess overall customer satisfaction was deemed to be insufficient. The Voice of the Customer allows customers to rate each area of service on their perception of how it meets their needs. Through the remainder of this report, comparisons and contrasts will be drawn between the Voice of the Customer results from 2025 and the previous survey results where applicable. In addition, areas of focus going forward have been denoted in the tables, with the red dots indicating high priority and orange dots indicating medium priority.

A key aspect of the Voice of the Customer program is the manner in which it allows the customer to identify the most important factors from their perspective that would result in their overall satisfaction with the service. Respondents were asked to select the service characteristics which are most important to them. Respondents were also asked to indicate their level of satisfaction with each of the identified priorities. The following table provides the top priorities as the percentage of respondents that identified each of the characteristics as well as the level of satisfaction for each.

2025 Voice of the Customer Service Priorities

Service Characteristic	Importance Ranking	Satisfaction Level	Areas of Focus
On-time Performance	34%	46%	●
Frequency of Service	11%	59%	●
Coverage	10%	74%	
Travel Time	7%	65%	●
Real time Timeliness Info	7%	49%	●
Information re: Planned Service Changes	7%	62%	●
Bus Stop Locations	5%	74%	

In addition to the priorities listed in the table, a number of others received less than 4% of responses including hours of operation, bus cleanliness, helpful drivers, safely operated bus, days of operation, safety waiting for bus, bus stop cleanliness, courteous customer service representatives and knowledgeable drivers.

In addition to the Voice of Customer feedback, customer satisfaction levels are also gauged through tracking both the number and nature of customer contacts received via email, social media, and telephone.

On-time Performance continues to be the highest ranked service characteristic by survey respondents and continues to have a low satisfactory rating. A target of 90% on-time for the conventional service has been set for 2026, and quarterly updates will provide updates with respect to actual performance against that target, including discussion relating to measures that can be taken to improve performance.

In each of the remaining sections of the report, comparisons and contrasts between the Voice of the Customer survey results and customer contacts received throughout 2025 are discussed, trends are highlighted, and areas of focus for 2026 are indicated.

Service Performance

In addition to the Voice of the Customer surveys, customer satisfaction levels with service performance are measured through customer contacts received. When considering these numbers, it is important to recognize that not all contacts are investigated and as such, have not been confirmed as an accurate characterization of the event. Contacts that are serious in nature or those in which the customer requests a response are each investigated. Notwithstanding that contacts are not all investigated, they still provide insight into trends that may be occurring with respect to the service.

As set out in the following chart, service performance complaints expressed in terms of 100,000 riders has continued to decline over the three-year period. Complaints per 100,000 riders is utilized in order to normalize the metric as ridership numbers continue to grow. As important as the overall number of complaints received, is the nature of the complaints, all of which are analyzed to assess the impacts of the previous years' service plan changes as well as to plan for future service changes. The table below sets out a breakdown of the number of service complaints over the period by category, as well as a percentage change in each category over the period. The trend column in the table identifies any category of complaints that has experienced an upward or downward trend over the period that is notable. The area of focus column identifies those categories that will be areas of increased focus in 2026 in an effort to improve overall customer satisfaction levels.

Total Service Performance Complaints by Category 2023-2025

Complaints - Service	2023	2024	2025	Trend	Area of Focus
Construction related issues		22	25		
Detour/off route	87	77	128	↑	
Early schedule	56	78	78		●
Late schedule	329	331	368		●
Missed passenger - drove by	346	344	364		
Missed passenger - not at stop	246	195	203		
Crowding	66	50	37		
Transfer connection	6	14	17		●
Total	1,136	1,111	1,220		
Per 100,000 riders	6.17	5.78	6.98		

As the table sets out, the top categories of complaints with respect to service received have remained consistent over the three-year period. Late schedule complaints relate to service not arriving at a stop at the scheduled time. As indicated earlier in this report, the nature and extent of construction projects spanning much of 2025 impacted a significant number of routes, and given resource limitations, tripper buses were not able to be assigned to routes experiencing schedule adherence difficulties. Missed passenger complaints are broken down between “drove by”, which infers the bus drove by a passenger waiting at a stop, and “not at stop” which indicates the passenger was not at the designated stop (e.g. running for the bus). In the case of the passengers that were waiting at the stop and not picked up, the majority of these cases are the result of a bus being too full to pick up additional passengers. Throughout 2025, “full bus” occurrences were recorded on a daily basis on numerous routes.

The “detour/off route” complaint category has been denoted as a trend although the total complaints remain relatively low. This category is directly related to the number and nature of construction projects ongoing in 2025, which resulted in the need for many routes to be detoured. Improvements in the real-time information made in late 2025 include denotations for routes that are on detour, which should in turn result in fewer complaints from customers who were unaware that a route had been placed on detour.

Another factor that can impact service performance is service interruptions stemming from vehicle breakdowns. The table below sets out the mean kilometers between service interruptions, further broken down between those requiring the bus to be changed off and returned to the garage and those that could be fixed on-route by the mobile mechanic. While both categories represent an inconvenience to customers and an interruption to service, those that can be addressed by the mobile mechanic on-route cause less of a disruption.

Mean KMs Between Service Interruptions – 2023-2025

Description	2023	2024	2025	Area of Focus
Service pull-ins	2,195	2,272	2,013	
Mean kms between pull ins	6,530	6,566	6,563	●
Year over year change	-5%	1%	--	
In-service repairs (mobile mechanic)	3,228	2,727	2,323	
Mean kms between in-service repairs	4,440	5,471	7,573	●
Year over year change	1%	23%	38%	

Service pull-ins measured in terms of mean revenue kilometers between incidents remained consistent in 2025 as compared to the previous years. Given the labour-force shortage in the mechanic complement, coupled with the need to maintain buses longer than planned, the Fleet and Facilities department should be commended for meeting service requirements on a daily basis and mitigating, to the extent possible, service interruptions relating to breakdowns. This category is the most disruptive of the two, as it requires customers to vacate the bus and transfer to a replacement bus. As such, efforts are made to identify the issues resulting in these instances, and ensure the mobile mechanics are equipped, where possible, to rectify these issues on road. Approximately

18% of these events in 2025 were the result of engine issues (engine lights, excessive regen, injectors), 9% were related to a biohazard on board, and 8% due to collisions.

In-service repairs (road service calls) and service pull-ins have a negative impact on the quality of customer service (e.g. schedule adherence). These events are inherent in public transit operations given such factors as weather and road conditions, the constant start/stop nature of the operation and the increased complexity and sensitivity associated with bus systems and related ancillary equipment (e.g. Automatic Vehicle Location (AVL), electronic fare boxes, smart card equipment, etc.). The number of in-service repairs declined in 2025 as the result of labour force issues, noting available mechanics were required in-house to maintain the fleet through most of the year.

A review of the Voice of the Customer survey results relating to overall service performance echo the trends discussed above, with a general dissatisfaction with on-time performance. Of particular note, customers who participated in the Voice of the Customer survey indicated that on-time performance is their highest priority when assessing the conventional transit service.

2023 - 2025 Voice of the Customer Results

Voice of the Customer Statement	% Agree			Area of Focus
	2023	2024	2025	
• There is enough seating on the bus	64%	69%	73%	
• Bus runs on time	40%	44%	46%	●

As indicated earlier in this report, significant shifts in customer satisfaction should not be anticipated given the limitations associated with the growth service hours allocated to the service in the multi-year budget.

Operator Performance

Consistent with service-related contacts, customer contacts (complaints and compliments) regarding Operator performance are also tracked and trended. Performance results for 2023 through 2025 with respect to Operator complaints are set out in the following table. When comparing the number of complaints from previous years, either in total or by category, it is important to remember that ridership and service levels also fluctuated significantly. The total complaints per 100,000 kilometers provides a normalized indication of the trends in complaints year over year.

Total Operator Complaints by Category 2023-2025

Complaints - Operator Performance	2023	2024	2025	Trend	Area of Focus
Speeding	64	64	47		●
Unsafe manner	367	419	377		●
Deadheaded	16	22	26		
Idling	30	17	16		
Drive through red light	37	32	48		●
Not stopping at stop sign	21	21	20		●
Yield to Bus	57	49	70		
Quality of Ride	37	26	30		
Splashed Pedestrian	5	9	12		
Total Driving Related	634	659	646		
Attitude/Treatment	508	507	598	↑	●
Presentation	101	87	59		
Smoking	14	5	9		
Cell Phone	33	38	27		●
Missed stop requested	63	84	54		
Total Service received	719	721	747		
Total	1,353	1,380	1,393		
Per 100,000 kilometres	9.44	9.25	9.14		

As indicated in the table, total complaints have climbed slightly in each year in terms of total complaints. As set out in the table, the category of “attitude/treatment” has been identified as a trend as it has increased over the previous two years.

In the case of complaints alleging a significant Operator performance issue, an investigation is completed, which can include any or all of the following: interview with the Operator and complainant, assessment of AVL data, review of the bus’s audio/video system (noting there is a strict protocol for accessing the system recordings). It should be noted that contacts received from customers are based on the customer’s perception of the incident and are not always consistent with what actually occurred. In all situations, when requested, a response regarding the assessment is provided to the customer who filed the contact.

The areas of focus identified in this table relate, for the most part to safety concerns, which can lead to collisions, passenger injury and/or equipment damage. With the exception of “unsafe manner” and “attitude/treatment”, all other areas of focus are also Highway Traffic Act infractions. All contacts received in these categories are investigated, and corrective action and re-education is undertaken as deemed appropriate, noting offences of this nature where fines have been issued can impact the status of the Commission’s Commercial Vehicle Operating License.

The one trend indicated in the Operator Complaint category is a continued increase in complaints relating to “Attitude/Treatment” received from the Operator. For the most part, this category of complaint relates to poor customer service, rudeness, or lack of information provided. While not all complaints are investigated, they are tracked for Operators who are trending and/or have numerous complaints, and in those cases follow up with the Operator takes place.

Operator performance compliments are also tracked and trended. The chart below sets out the trend in Operator compliments over the period of 2023 through 2025. The significant variance in total complaints versus total compliments reinforces the earlier commentary that customers are far more likely to call and complain when they receive poor service versus offer a compliment for good service.

Total Operator Compliments by Category 2023-2025

Operator Performance	2023	2024	2025	Trend
Attitude/Treatment	145	166	324	↑
Presentation	0	1	1	
Total	145	167	325	
Per 100,000 riders	0.79	0.87		

Of note, while the number of complaints with respect to operator attitude/treatment increased by 90 complaints in 2025, the number of compliments with respect to operator attitude/treatment increased by 158. The juxtaposition of these two categories illustrates the nature of public transit service delivery and that every customer’s needs and expectations differ. Compliments and expressions of gratitude are shared directly with employees where possible, as well as through postings on internal screens and in the employee newsletter.

Voice of the Customer survey results in the case of the Operator performance categories are set out in the table below

2023 - 2025 Voice of the Customer Results

Voice of the Customer Statement	% Agree			Area of Focus
	2023	2024	2025	
• The bus is well driven	87%	77%	75%	●
• Bus drivers are helpful and courteous	83%	78%	73%	●

Results in the table above indicate a relatively high level of satisfaction with Operator performance in 2025, albeit slightly lower than previous years. These results further the assertion that customers are much less likely to contact a service provider with reports of a positive experience. These results do not in any way negate the complaints received throughout the year, rather they highlight the fact that while negative interactions and experiences do occur on the service, the majority of customers are satisfied with the service provided by Operators.

Service Safety

The tables below set out the total number of motor vehicle accident (MVA) reports for each year for the period of 2023 through 2025. The numbers in this table represent all motor vehicle accidents that were reported in the given year, it is important to note that not all accidents result in a collision/injury, nor do they all result in damage to a vehicle or an interruption in service.

Summary of Motor Vehicle Accidents – On Road 2023-2025

Description	2023	2024	2025	Trend	Area of Focus
Number of reports	334	347	432		
• Preventable	180	182	184		●
• Non-Preventable	154	165	248	↑	
Total per million km	23.3	23.3	30.0		
Per 100,000 service hours	49.0	48.8	64.0		
Mean km between reports	42,915	42,992	33,286		
Year over year percent change		0.2%	(22.6)%		

The table above provides a breakdown between preventable and non-preventable motor vehicle accidents each year. Non-preventable accidents are those in which there is nothing the Operator could have done to avoid it. This category is monitored to identify if there are types of accidents that may be able to be mitigated going forward.

As identified in the trend column, 2025 saw a 50% increase in the total number of non-preventable accidents. In 2025, 42% of the non-preventable accidents involved a bus being sideswiped or hit from behind, with a majority of those being instances where the bus mirror is taken off by a passing vehicle, which are generally the result of the driver of the other vehicle being inattentive and/or unaware of required clearances. Increased incidents of mirror strikes have been experienced over the past number of years as cycling infrastructure added on some corridors has resulted in traffic lanes being narrowed, which in turn creates less clearance for vehicles as they pass. All bus Operators complete defensive driving training every three years; however, avoiding accidents of this nature is virtually impossible.

Accidents deemed as preventable are those where the Operator could or should have taken measures to avoid the accident. The causes of preventable accidents are closely monitored for trends, and in the event, any are identified, the New Operator Onboarding Program and related training modules are reviewed to assess whether changes or additions need to be made. In cases where a specific Operator is trending, additional training and/or a ride around with a training supervisor is arranged to mitigate further accidents going forward. Operators who are found to have multiple preventable collisions are added to a high-risk driver profile annually and are also sent for additional retraining.

Additional analysis of the preventable accidents identified that the majority are occurring with Operators having less than two years driving experience. The increase in preventable accidents is believed to be directly related to the current Operator complement makeup, of which approximately 25% have less than two years' experience given the rapid rate of hiring over the past 24 months. The increased rates of preventable accidents within this group could also be related to the elimination of the 2,000 hours of driving experience with requisite license from the Operator posting in 2019. This change was made given difficulties with filling Operator positions, and the New Operator Onboarding Program was

altered to include additional driving time. Further, due to the increase in MVAs a one-day New Operator Refresher Program was rolled out for new Operators to complete at the nine-month employment mark. The program covers key issues, with the primary focus on enhanced defensive driving focusing on mirror usage and clearance issues. This new program will continue to be monitored for effectiveness.

In light of the continued level of preventable accidents notwithstanding the additional training mentioned above, beginning in 2026, the New Operator Training curriculum has added an increase to In-Service training from 40 hours to 64 hours with the addition of an extra 3 full days of in-service training. This 60% increase in real world training will provide the new operators with the opportunity to further develop their skills while under the one-on-one supervision of a driver trainer.

MVAs are closely monitored and trended throughout the year, and communication programs are undertaken to provide Operators with quick tips for mitigating the most common causes. Additionally, Operators who have experienced multiple incidents are provided with refresher training targeting areas of concern.

Passenger falls are an example of motor vehicle accidents that do not necessarily involve a collision. These accidents are closely monitored and trended as they are the most likely to result in an injury to the passenger. The following table provides a summary of the passenger fall incidents recorded in each of the past four years, broken down between those that occurred while the bus was in motion, and those that occurred when the bus was stationary (e.g. during boarding or alighting).

Summary of Passenger Falls – 2023-2025

Description	2023	2024	2025	Trend	Area of Focus
In motion	49	32	67	↑	●
Stationary	27	37	31		
Total	76	69	98		
Per million km	5.3	4.6	6.4		
Year over year percent change		(13)%	39%		

There has been a recorded increase (40%) in the number of passenger falls in 2025 from 2024. The majority (85%) of passenger falls in 2025 were deemed non-preventable meaning there was nothing the Operator could have done to prevent it. In most cases, these types of falls are the result of a passenger not holding on to the handhold or stanchion while standing on the bus. Should the Operator need to quickly apply the brakes, or undertake a maneuver to avoid another vehicle, a passenger that is not holding on is likely to fall. One of the topics for the on-board poster campaign program in 2026 will be reminding customers to ensure they are utilizing handholds or stanchions while standing.

The nature and extent of accidents/incidents are reflective of a number of factors including:

- changing and severity of weather conditions;
- increased road congestion and issues of road conditions; and
- heightened service and customer service expectations.

All passenger fall reports are reviewed, including, as warranted, accessing audio/visual system recordings to investigate the event, all of which is shared with the Commission's adjuster and legal counsel. The management of accidents/incidents is critical to providing passengers with a safe trip as well as mitigating risk and liability. In terms of cost and risk, the vast majority of the reported accidents/incidents are minor in nature reflecting in part the broad definition of what constitutes an accident/incident.

In addition to motor vehicle accidents, Administration has noted a significant increase (70%) in the number of vandalism reports received in 2025 vs 2024. As a result, these events have been removed from the MVC category and are now reported here separately. The vast number of events are of significance and require the bus to be removed from service so that repairs can be made. These include broken entrance and exit door and window glass.

Incidents of Vandalism to Buses

	2023	2024	2025	Trend
Vandalism to Bus	19	22	39	↑

As mentioned earlier in this report, supply chain issues relating to replacement parts for buses persist, and an incident of this nature that requires the bus to be taken out of service until such time as it can be repaired can result in a bus being unavailable for service for up to 10 weeks while waiting for parts.

Access to London Transit Information

Customers and the public at large have a number of options to interact with London Transit. Those looking for dialogue, or some form of response, can use the customer service phone line or email. Given emails can be directed at any member of London Transit administration, the total emails received and responded to are not tracked. Calls into the customer service department are tracked and trended against previous years' experience. The table below sets out the total incoming calls to the customer service line in each of the years 2023 through 2025.

Summary of Customer Access – LTC Customer Service Line

Description	2023	2024	2025	Trend
Information line - answered calls ⁽¹⁾	79,344	72,710	70,829	
Interactive voice response ⁽²⁾	118,981	79,177	65,626	↓
Calls per million rides	0.011	0.008	0.008	

1. Information Line statistics are for the hours of 7a.m. – 9p.m. Monday through Friday and 8:30a.m. – 4:30p.m. on weekends and statutory holidays. Service information provided by staff is based upon real-time information. Staff also assists with trip planning and answers other common questions.
2. Interactive Voice Response (IVR) – IVR is a phone system that utilizes voice recognition technology to assist customers with providing real-time information by stop for conventional transit.

As indicated in the table, the total number of calls to the information line has remained steady, while the calls to the interactive voice response declined significantly in 2024 and again in 2025. The IVR system was installed in 2008 and has reached the end of useful life. As upgrades to programs providing real time information have occurred, the IVR is no longer able to interface with the data and as such information provided on the IVR is scheduled data only. The shift to providing only scheduled information via the IVR appears to have resulted in reduced user engagement. As part of the 2026 workplan, an assessment of the IVR and options to provide real time data will be completed, with a report to the Commission on the findings and recommended course of action.

Other ways in which customers and the public at large can stay connected with London Transit is through the website where information about the service in general as well as information regarding major Detours and Stop Closures can be found. For the most accurate information with respect to the next bus arrival, riders are directed to stay informed through the Infoweb real-time site; detour and stop closure alerts can also be found on this site. Additionally, onboard posters for major campaigns and a corporate Facebook page are also maintained that provides general news and updates relating to our services.

In addition to the more-static information discussed above, an interactive corporate X (formerly Twitter) account is utilized to provide updates with respect to service as well as to draw attention to specific information contained on the corporate website.

The table below sets out a summary of the visits to the London Transit website, Infoweb real-time, corporate Facebook page and the total X impressions from the corporate accounts for the years 2023 through 2025.

Summary of Customer Access – London Transit Website & Socials

Description	2023	2024	2025	Trend
Website - main site visits ⁽¹⁾ (millions)	1.301	1.214	1.149	
Website - Infoweb real-time ⁽¹⁾ (millions)	0.584	0.585	0.695	↑
Facebook visits	0.101	0.062	0.110	↓
X (formerly Twitter) Impressions ⁽²⁾	0.626	0.312	0.190	↓

Site visits per million rides	0.142	0.113	0.123	
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1. The numbers included in these items are based on Google Analytics sessions. A session is defined as the amount of time a user is actively engaged with the site, and all usage within that engagement is measured as one session.
2. X impressions represent a total of all the times posts originating from the corporate account have been seen.

Access to the main website has remained relatively consistent, while access to the Infoweb real-time has increased. This increase is not unexpected as focus in 2025 was placed on encouraging riders to access Infoweb for the most up to date and accurate information.

The decline of interactions on X continued as anticipated this past year; however, for the time being X is still believed to be an efficient tool specifically for communicating detours; this is evident given the posts that provided detour information throughout 2025 performed exceptionally well. We also look forward to expanding our digital presence by utilizing Instagram in the coming weeks as a new channel for sharing information.

The following table provides an overview of the makeup of the various methods that customers and the public can utilize to find information with respect to public transit services. It should be noted that some information is limited to only one source (e.g. Commission agendas limited to corporate website), and as such, the addition of alternative methods of interaction may not directly impact others. The table below sets out the percent make-up of the various methods of interaction between LTC and the public at large.

Percent Make Up of Interaction Methods

Percent Make Up	2023	2024	2025
Information line - answered calls	2.8%	3.1%	3.0%
Interactive voice response	4.2%	3.4%	2.7%
Website - main site visits	46.3%	52.2%	47.8%
Website - Infoweb real-time	20.8%	25.2%	28.9%
Facebook page visits	3.6%	2.7%	4.6%
X (formerly Twitter) Impressions	22.3%	13.4%	7.9%
Total	100.0%	100.0%	100.0%

The use of the Customer Service line, the website and X continued to represent the majority of customer interactions with London Transit in 2025. In addition to the above access points, London Transit currently provides approximately 40,000 ride guides and Route Schedules remain available on the London Transit website in a printable format for those wishing a hard copy.

The Voice of the Customer survey also included a number of questions relating to customer interactions with Customer Service Representatives as well as where they find information about the service. The following table provides a comparison of the responses to these questions in the previous three-year period.

2023 & 2024 Voice of the Customer Results

Voice of the Customer Statement	% Agree			Area of Focus
	2023	2024	2025	
• Customer service reps are helpful & courteous	69%	53%	70%	●
• My issues are addressed in a timely manner	72%	71%	71%	
• It is easy to get information about unexpected delays	53%	39%	49%	●

As the table sets out, while satisfaction levels associated with access to real-time service information improved in 2025, it continues to be well below acceptable levels. As part of the customer focused strategic direction, the 2026 work plan sets out directions to improve communication and transparency with customers. While London Transit does currently have a web-based real-time information system, there are limitations such as no ability to plan trips from start to finish and it is web-based as opposed to an app designed for mobile applications. Customers often request access to an App that is easier to use and uses less data to load/access real-time information from a mobile device.

As set out in the report recommendation, Administration is recommending a one-year partnership with Transit App to provide a pay-wall free mobile application for real-time trip planning, detour visualization, dynamic alerts and up to 4 push notifications per year. This initiative will modernize communications and enhance accessibility by allowing for turn-by-turn directions to access bus stops.

As of September 2025, 14,765 unique riders were using Transit App. While passengers are able to access the information without a partnership established, there are limitations including limited access to route information or the need to purchase a subscription. Requiring a paid subscription to access transit information can be a barrier to transit access for marginalized members of the community. As many passengers are already familiar with the use of the App transitioning will be a seamless process allowing full access to the App's features for all passengers in London.

Transit App is a Canadian company, which currently partners with over 180 transit agencies including over 30 agencies in Canada. A partnership with London Transit would make it easy for visitors from other cities to access real-time transit information when travelling in London.

The one-year pilot program will provide the opportunity to assess whether this approach leads to higher levels of customer satisfaction with respect to access to service information and whether this approach is something that should be considered for a longer term. The cost of this one-year pilot has been included in the 2026 operating budget. Subsequent to Commission approval to proceed, a contract will be finalized, and a communication campaign will be prepared to ensure customers are aware of this new access to real time information.

Going Forward

Feedback received in 2025 through the various methods discussed in this report will be utilized as input into the future Conventional Transit Service Plans.

Recommended by:

David Butler
Director of Operations - Conventional

Caroline Roy
Manager of Corporate Communications

Craig Morneau
Director of Fleet & Facilities

Katie Burns
Director of Planning

Concurred in by:

Kelly S. Paleczny
General Manager