

**MINUTES OF THE LONDON TRANSIT COMMISSION
HELD IN THE COMMISSION BOARDROOM AT 9:34 A.M.
ON MONDAY APRIL 27, 2026**

Those present were

Skylar Franke	-	Chair
Corrine Rahman	-	Vice-Chair
Steve Lehman	-	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
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, S. Lehman moves, seconded by C. Rahman the acceptance of the agenda.

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

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

S. Lehman moves, seconded by C. Rahman, the minutes of the meeting held on March 30, 2026 be APPROVED.

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

CARRIED.

In Camera

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

- i. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to an Advisory Committee (Section 239 (2)(b)).
- ii. 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)).
- iii. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to advertising on transit (Section 239(2)(f)).
- iv. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to the 2025 Audit Report (Section 239 (2)(b)).

CARRIED.

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

- i. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to an Advisory Committee (Section 239 (2)(b)).
- ii. 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)).
- iii. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to advertising on transit (Section 239(2)(f)).
- iv. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to the 2025 Audit Report (Section 239 (2)(b)).

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

- i. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to an Advisory Committee (Section 239 (2)(b)).
- ii. 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)).
- iii. A matter pertaining to advice that is subject to solicitor-client privilege, including communications necessary for that purpose with respect to advertising on transit (Section 239(2)(f)).
- iv. A matter pertaining to personal matters about an identifiable individual, including municipal employees with respect to the 2025 Audit Report (Section 239 (2)(b)).

CARRIED.

2025 Draft Auditors' Report

The Commission received a presentation from Katie denBok and Dania Nabhani, KPMG re the 2025 Draft Auditors' report.

With regard to the presentation and report, copy attached, S. Lehman moves, seconded by C. Rahman, the Commission RECEIVE the report.

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

CARRIED.

S. Trosow moves, seconded by S. Lehman, the Commission APPROVE the Draft 2025 Financial Statements and Audit Findings Report as set out in Enclosure I.

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

CARRIED.

3rd Report - Accessible Public Transit Service Advisory Committee

The Commission received a presentation from Elaine Harrison, Chair – Accessible Public Transit Service Advisory Committee re the 3rd Report – Accessible Public Transit Service Advisory Committee.

The Chair turned over control of the meeting to the Vice Chair.

With regard to the presentation and 3rd Report - Accessible Public Transit Service Advisory Committee, copy attached, S. Franke moves, seconded by S. Lehman, the Commission DIRECT Administration report back at the June meeting on how to make APTSAC meetings more accessible to the public.

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

NAYS: S. Trosow

CARRIED.

The Vice-Chair turned over control of the meeting to the Chair.

S. Trosow moves, seconded by S. Lehman, the Commission DIRECT Administration report back at the next meeting with specifics on how to implement the recommendation that APTSAC members be invited to participate in the training of drivers of the new Specialized Service contract provider.

YEAS: S. Trosow

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

FAILED.

C. Rahman moves, seconded by S. Lehman, the Commission DIRECT Administration to:

- i. Undertake a review of the Accessible Public Transit Service Advisory Committee Terms of Reference giving consideration to the duties of the Committee, the frequency of meetings, and the manner in which meeting agenda items are determined.
- ii. Undertake a review of the training material provided to Committee members.
- iii. Post to the corporate website and social media, a message about APTSAC with information about what the committee does and that meetings are open to the public in person or to email for a link.
- iv. That the General Manager or a delegate be REQUESTED to review with the new specialized transit provider the training provided to drivers to ensure compliance with AODA standards and their understanding of accommodations for persons with disabilities. An offer be extended to the provider that members of APTSAC are offering to assist in training to provide a lived experience perspective.
- v. Report back to the Commission at the June meeting with recommendations stemming from these reviews.

The Chair turned over control of the meeting to S. Lehman.

S. Franke moves, seconded by C. Rahman, the motion be AMENDED as follows:

The Commission DIRECT Administration to:

- i. Undertake a review of the Accessible Public Transit Service Advisory Committee Terms of Reference giving consideration to the duties of the Committee, the frequency of meetings, and the manner in which meeting agenda items are determined.
- ii. Undertake a review of the training material provided to Committee members.
- iii. Post to the corporate website and social media, a message about APTSAC with information about what the committee does and that meetings are open to the public in person or to email for a link.
- iv. That the General Manager or a delegate be REQUESTED to review with the new specialized transit provider the training provided to drivers to ensure compliance with AODA standards and their understanding of accommodations for persons with disabilities. An offer be extended to the provider that members of APTSAC are offering to assist in training to provide a lived experience perspective.
- v. Explore using AI-based summary tools for APTSAC minutes and report back on same.
- vi. Report back to the Commission at the June meeting with recommendations stemming from these reviews.

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

CARRIED.

S. Lehman turned over control of the meeting to the Chair.

C. Rahman moves, seconded by S. Lehman, that items i., ii., iii, v. and vi. be approved:

- i. DIRECT Administration undertake a review of the Accessible Public Transit Service Advisory Committee Terms of Reference giving consideration to the duties of the Committee, the frequency of meetings, and the manner in which meeting agenda items are determined.

- ii. DIRECT Administration undertake a review of the training material provided to Committee members.
- iii. DIRECT Administration post to the corporate website and social media, a message about APTSAC with information about what the committee does and that meetings are open to the public in person or to email for a link.
- v. DIRECT Administration to explore using AI-based summary tools for APTSAC minutes and report back on same at the June meeting.
- vi. DIRECT Administration report back to the Commission at the June meeting with recommendations stemming from these reviews.

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

CARRIED.

C. Rahman moves, seconded by S. Lehman, that item iv. be approved:

- iv. The Commission DIRECT the General Manager or delegate to request to review the new specialized transit provider's driver training to ensure compliance with AODA standards and their understanding of accommodations for persons with disabilities. An offer be extended to the provider that members of APTSAC are offering to assist in training to provide a lived experience perspective.

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

NAYS: S. Trosow

CARRIED.

At 11:40, S. Trosow moves, seconded by S. Lehman, the Commission take a 5-minute break. The Commission meeting resumed at 11:46 a.m.

Letter from M. Schulthess re City of London's 1st Report of the Accessibility Community Advisory Committee

With regard to the letter from M. Schulthess re City of London's 1st Report of the Accessibility Community Advisory Committee, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the letter.

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

CARRIED.

Letter from Cathy Cassidy re On going frustration with late buses and missed transfers

With regard to the letter from Cathy Cassidy re On going frustration with late buses and missed transfers, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the letter.

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

CARRIED.

Poetry and Art on Buses

With regard to the Poetry and Art on Buses report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

S. Trosow moves, seconded by S. Lehman, the Commission DIRECT Administration discuss this matter with the London Arts Council and report back on the discussion at a future Commission meeting.

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

CARRIED.

**2026 Work Program –
General – First
Quarter Update**

With regard to the 2026 Work Program – General – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Conventional
Operations – First
Quarter Update**

With regard to the 2026 Work Program – Conventional Operations – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Specialized
Operations – First
Quarter Update**

With regard to the 2026 Work Program – Specialized Operations – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Fleet & Facilities –
First Quarter Update**

With regard to the 2026 Work Program – Fleet & Facilities – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Human Resources –
First Quarter Update**

With regard to the 2026 Work Program – Human Resources – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Finance – First
Quarter Update**

With regard to the 2026 Work Program – Finance – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**2026 Work Program –
Corporate
Communications –
First Quarter Update**

With regard to the 2026 Work Program – Corporate Communications – First Quarter Update report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Customer Contact
Process**

With regard to the Customer Contact Process report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Employee
Recognition Program**

With regard to the Employee Recognition Program report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

YEAS: S. Franke, S. Lehman, 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, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Financial Update –
Specialized
Operating Budget –
March 31, 2026**

With regard to the Financial Update – Specialized Operating Budget – March 31, 2026 report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Financial Update –
Capital Budget –
March 31, 2026**

With regard to the Financial Update – Capital Budget – March 31, 2026 report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Financial Update –
Conventional
Operating Budget –
March 31, 2026**

With regard to the Financial Update – Conventional Operating Budget – March 31, 2026 report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission RECEIVE the report.

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

CARRIED.

**Draft 2025 Annual
Report**

With regard to the Draft 2025 Annual Report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission:

- i. APPROVE the Draft 2025 Annual Report, attached as Enclosure I; and
- ii. DIRECT Administration forward the approved 2025 Annual Report to Municipal Council for its review and consideration.

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

CARRIED.

**Customer Insights
Panel**

With regard to the Customer Insights Panel report, copy attached, C. Rahman moves, seconded by S. Lehman, the Commission:

- i. APPROVE the creation of a Customer Insights Panel; and
- ii. DIRECT Administration to initiate the process of establishing the Panel.

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

CARRIED.

Date of Next Meeting

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

Monday June 29, 2026 at 9:30 a.m.

Adjournment

C. Rahman moves, seconded by S. Lehman, the meeting be adjourned. CARRIED.
The meeting adjourned at 12:05 p.m.

Skylar Franke

-

Chair

Caroline Roy

-

Secretary