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London
CANADA

March 15, 2024

Dear Colleagues,

As you are aware from recent budget deliberations, the London Transit Commission (LTC) indicated it was unable to provide any service improvement or increase service hours despite a massive increase to its base budget. Council also received a wide array of concerns from the public pertaining to: current service delivery, lack of industrial area service, hours of operation concerns, lack of integration with school boards for secondary student access, high dissatisfaction and systemic issues with the delivery of paratransit, among other issues.

As Council is aware, the City of London is also in the midst of the construction of 3 Bus Rapid Transit (BRT) routes with the associated infrastructure. However, Council has not yet identified whether LTC is the appropriate service delivery provider when the BRT system is ready to begin operations.

The City of London is also in the midst of its Master Mobility Plan work, which sets the course for years to come on all forms of transportation modality, where transit is the only mode outside of direct city delivery and decision making.

We believe given all of these reasons, we are at a critical juncture in regard to the future of transit in our city, both in terms of cost and operational performance. Therefore we are seeking your support for the following:

That Civic Administration BE DIRECTED to undertake a Request for Proposals for an external auditor to initiate a comprehensive operations and performance audit of the London Transit Commission, with the following audit scope:

- a) inclusion of current routing of service in regard to best practices in major municipalities, structure of the organization, financial structuring of various passes and contracts, operational preparedness and readiness to integrate with future Rapid Transit corridors, and to other KPIs to identify strengths and weaknesses;*
- b) identification of alternate service delivery model considerations including but not limited to the municipality delivering the service directly;*
- c) provision of recommendations to municipal council at the completion of the audit;*
- d) and that Civic Administration be further directed to identify an appropriate source of financing.*

Sincerely,

Shawn Lewis
Deputy Mayor
Ward 2

Elizabeth Pelozo
Budget Chair
Ward 12