



450 Highbury Avenue N.,
London, Ontario, N5W 5L2
Telephone: 519-451-1340
Fax: 519-451-4411

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Chair and Members
Civic Works Committee

Re: LTC Town Hall Meetings

During the first three weeks of June 2012, the Commission hosted a number of town hall meetings. The meetings operated as "drop-in" opportunities for LTC customers and the public to discuss issues of interest and/or concerns with members of the Commission and Administration. The three evening meetings were held in the south, west and north east parts of the city. The following summary of the meetings is provided for your information.

At each session there were five information stations/displays covering:

- LTC's 2012 Service Plans (for both specialized and conventional services)
- LTC's Accessibility Plan
- Smart Card program
- Update on the Transportation Master Plan 2030 – Bus Rapid Transit System
- LTC's 2011 Annual Report

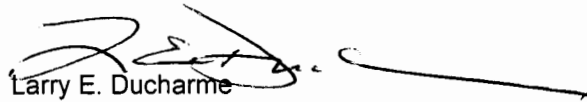
On balance, the town hall meetings were considered successful (with recorded participation of an estimated 40 people). There were a number of similar issues/concerns raised at each of the respective sessions, they included:

1. the potential removal of service from Dundas St. (between Wellington St. and Ridout St.). The majority spoke against the move in raising concerns of access, accessibility (particularly for seniors and the disabled) and inconvenience. In addition, those who raised concern were unaware of the reasons for the consideration in the removal of transit from the corridor. It was explained that the desired objective for the downtown, including any removal of service from Dundas St., would be set out in the pending Downtown Master Plan.
2. request for reduced transit fares for disabled individuals on the Ontario Disability Support Program. It was explained that the reduced fare request is not a subsidy for transit but rather one of supporting an identified population groups' use of public transit, as is the case for seniors and blind. Like the equalization grant received for the seniors and the blind, the matter of establishing an equalization grant is a decision of Municipal Council. LTC supports such programs, providing the program is fiscally supported by an identified equalization grant which brings the fare received to the level identified in the base fare program.
3. the concept, design and tentative dates of implementation of the smart card program were reviewed and well received. Concern was raised as to whether the monthly pass concept would still be available as part of the smart card program. Visitors were advised that the program is to include the following elements:
 - a closed system with re-loadable smart card fare media

- all existing (monthly and tuition based) passes loaded on smart cards
 - non-pass fare payments (tickets) replaced with stored value smart cards
 - transfers automatically loaded on smart cards
 - smart card distribution and revaluing via LTC locations and select third party locations as well as via the internet (with the internet being used for revaluing only)
 - the use of debit/credit cards for payment of fare purchases
4. concerns with service levels and overcrowding on a number of routes which were not covered by the 2012 service plan e.g. Cherryhill route. Participants were advised of LTC's process for prioritizing service changes, which is necessary given economic environment. It was also explained that service requests are recorded, the service is monitored as may be appropriate and assessed annually.

On a going forward basis, LTC will hold one town hall meeting per year in a central location with the meeting having an afternoon and an evening session.

Yours truly,


Larry E. Ducharme
General Manager