



## 2024 to 2027 Business Plan

Service: London Transit Commission

**\$0.81**

Cost per day for the average rate payer (2024 to 2027)

**7.43%**

Of the 2024 to 2027 City of London Net Property Tax Supported Budget

### Who we are:

- London Transit Commission is an agent of City of London established in 1875.

### What we do:

- Provide accessible public transit services to all Londoners, including repair, control and management of services.
- Conventional Transit: Utilizes 230 low-floor accessible buses to deliver service on 42 bus routes across the City.
- Specialized Transit: Provide door to door service to customers who cannot, as the result of a disability, make use of London's Accessible Conventional Service.

Why we do it:

- **Traditional** – London Transit Commission provides Londoners public transit service that is affordable, safe and reliable.

The following table provides an overview of the budget for this service:

<b>Budget Summary (\$000's)</b>	<b>2024</b>	<b>2025</b>	<b>2026</b>	<b>2027</b>	<b>2024 to 2027 TOTAL</b>
Gross Operating Expenditures	\$112,663	\$119,717	\$126,455	\$133,497	<b>\$492,332</b>
Other Revenues	-\$54,314	-\$55,251	-\$56,214	-\$57,211	<b>-\$222,990</b>
<b>Net Tax Levy Supported Operating Budget</b>	<b>\$58,349</b>	<b>\$64,466</b>	<b>\$70,241</b>	<b>\$76,286</b>	<b>\$269,342</b>
Total Capital Expenditures	\$23,913	\$18,580	\$21,034	\$21,657	<b>\$85,184</b>
Full-Time Equivalentents (FTE's)	652.4	672.8	689.2	706.1	N/A

Reflects 2024 to 2027 approved City budget as of March 1, 2024.

## Linkage to the 2023 to 2027 Strategic Plan

This service supports the following Strategic Areas of Focus in the 2023 to 2027 Strategic Plan:



**Reconciliation, Equity,  
Accessibility, and  
Inclusion**



**Economic Growth, Culture,  
and Prosperity**



**Housing and  
Homelessness**



**Mobility and  
Transportation**



**Wellbeing and Safety**



**Climate Action and  
Sustainable Growth**



**Safe London for Women,  
Girls, and Gender-Diverse  
and Trans People**



**Well-Run City**

## Environmental, Socio-economic Equity and Governance (ESG) Considerations

Environmental, Socio-economic Equity and Governance Profile for this service:



### Environmental:

- This business plan does not include any new greenhouse gas emission sources or increased emissions from existing sources given it is a status quo service level.
- This business plan is expected to avoid, reduce, or help to reduce greenhouse gas emissions in the community noting that a full conventional transit bus can remove up to 40 single occupant vehicles from the road, ultimately resulting in overall positive impacts with respect to greenhouse gas emissions in the community.
- This business plan is not expected to have any impact on community adaptation and resilience.

### Socio-economic Equity:

- Public transit services in London are available to all London residents. While some areas of the City do not have the same level of access in terms of proximity and frequency of transit service, the London Transit Commission will utilize any approved Growth Business Case budget to expand services to underserved areas of the City.
- While there is no legislation regarding the need for a community to provide conventional transit services, the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code do require that specialized service be provided in communities that choose to provide conventional transit services.

### Governance:

- London Transit is a member of both the Ontario Public Transit Association (OPTA) and the Canadian Urban Transit Association (CUTA). In addition to providing opportunities for the sharing of best practices with peer transit systems, these Associations undertake advocacy efforts at both the Provincial (OPTA) and Federal (CUTA) levels.
- London Transit Commission provides an Annual Report to Council that reports on an overview of how the LTC performed against each of the strategic outcomes.

The following section provides an overview of the key activities the service plans to undertake from 2024 to 2027 to implement the Corporation's 2023 to 2027 Strategic Plan, as well as an overview of the risks and challenges the service is anticipated to experience during this period:

### Service Highlights 2024 to 2027

- The budget included in this document relates to status quo service levels and items in the Strategic Plan which call for increased service levels and service improvements.
- Total of 72,000 hours of growth in service level and budget \$18,957,800 was approved in Mayor's budget for conventional service.
- Total of 38,000 hours of growth in service level and budget \$9,360,200 was approved in Mayor's budget for specialized service.

### Risks and Challenges Anticipated in 2024 to 2027

- Continued growing demand for access to public transit services will not be addressed by base budget given it represents a status quo level of service.
- Continued significant inflation levels impacting many aspects of public transit service delivery may impact the ability to deliver the service levels assumed in this budget.
- The 17% fare increase which takes effect on January 1, 2024, may have a negative impact on ridership and related revenue, the extent of which may impact the ability to deliver the service levels assumed in this budget.

### Other reference information and links:

- Link to the London Transit Website <https://www.londontransit.ca>
- Link to the [London Transit Commission Approved 2024-2027 Multi-Year Operating Budget-Status Quo \(Staff Report #1, August 30, 2023\)](#)
- Link to the [London Transit Commission Approved 2024-2027 Multi-Year Operating Budget-Growth \(Staff Report #2, August 30, 2023\)](#)
- Link to the [London Transit Commission Approved 2024-2033 Multi-Year Capital Budget \(Staff Report #3, August 30, 2023\)](#)

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