



2024 to 2027 Business Plan

Service: London Transit Commission

\$289.59	7.44%
Annual Cost for the average rate payer (2024 to 2027)	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 241 low-floor accessible buses to deliver service on 43 bus routes across the City to 18,000,000 passengers per year.
- 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:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$112,664	\$119,717	\$124,755	\$133,497	\$490,633
Other Revenues	-\$54,315	-\$56,746	-\$55,214	-\$57,212	-\$223,487
Net Tax Levy Supported Operating Budget	\$58,349	\$62,971	\$69,541	\$76,285	\$267,146
Total Capital Expenditures	\$8,995	\$19,412	\$22,467	\$23,141	\$74,015
Full-Time Equivalents (FTE's)	652.4	672.8	689.2	706.1	N/A

Reflects 2024 to 2027 adopted City budget as of December 1, 2025.

Linkage to the 2023 to 2027 Strategic Plan

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



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

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

Environmental:

- This business plan includes growth service hours which will be implemented with additional buses that may produce additional greenhouse gas.
- 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

- Total of 72,000 hours of growth in service level and budget \$18,957,800 was approved in the budget for conventional service.
- Total of 38,000 hours of growth in service level and budget \$9,360,200 was approved in the budget for specialized service.

Risks and Challenges Anticipated in 2024 to 2027

- 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>

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