



2024 to 2027 Business Plan

Service: Subsidized Transit

\$6.56

Annual cost for the
average rate payer
(2024 to 2027)

0.17%

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

Who we are:

- The City provides public transit subsidization to five target populations: the visually impaired, children 12 years of age and under, adults over the age of 18 with income below the low-income cut-off after-tax, youth from ages 13 to 17, and seniors 65 and over.

What we do:

- The subsidized transit program provides affordable transportation in order to help remove and prevent barriers that affect a person's ability to gain and maintain employment, access health care, and pursue recreational, educational and social activities for themselves and their family.
- Affordable transportation is a key component of providing good quality of life.

Why we do it:

- **Traditional** – The provision of subsidized transit is a typical service offered by municipalities, with all of the selected municipal comparators providing a similar service.

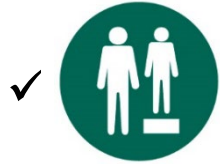
The following table provides an overview of the budget for this service:

Budget Summary (\$000's)	2024	2025	2026	2027	2024 to 2027 TOTAL
Gross Operating Expenditures	\$1,512	\$1,512	\$1,512	\$1,512	\$6,048
Other Revenues	-\$0	-\$0	-\$0	-\$0	-\$0
Net Tax Levy Supported Operating Budget	\$1,512	\$1,512	\$1,512	\$1,512	\$6,048
Total Capital Expenditures	\$0	\$0	\$0	\$0	\$0
Full-Time Equivalents (FTE's)	N/A	N/A	N/A	N/A	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:



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



**Housing and
Homelessness**



Wellbeing and Safety



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



**Economic Growth, Culture,
and Prosperity**



**Mobility and
Transportation**



**Climate Action and
Sustainable Growth**



Well-Run City

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

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

Environmental:

- Access to affordable and reliable public transit encourages the use of public transit over cars and personal vehicles, which has the potential to reduce greenhouse gas emissions and decrease reliance on fossil fuels, supporting the City of London to reach its net-zero greenhouse gas emission targets, and improving community adaptation and resilience.

Socio-economic Equity:

- Affordable transportation is a key component of quality of life and impacts an individual's ability to seek and maintain employment, and access health care, recreation, education, and social activities.
- The subsidized transit program makes public transit more affordable and accessible for the visually impaired, children, youth, Londoners experiencing low-income, and older adults.
- Access to subsidized transit reduces barriers for Londoners experiencing low-income and supports autonomy, well-being, and connections to community.

Governance:

- The subsidized transit program is regularly monitored to assess usage and sustainability.
- Feedback from program participants is incorporated into ongoing process improvements and reporting.
- The City maintains regular communication with program partners, including the London Transit Commission, to identify and respond to emerging needs and issues.

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

- A recent review of the affordability and accessibility of the Income-Related Transit Program was completed.
- The review included feedback from program users as well as non-users, to obtain a comprehensive understanding of challenges and barriers.
- Based on the results of the program review, the following improvements can be made within current capacity and resources:
 1. Simplifying the application and renewal process.
 2. Increasing awareness of the Income-Related Transit Program.
 3. Improving the customer service experience of program users.
 4. Identifying and decreasing barriers to accessing the program.
- These improvements will mitigate and reduce identified barriers to program access and usage.
- Program improvements will be prioritized based on potential impact and feasibility of implementation within the existing budget.

Risks and Challenges Anticipated in 2024 to 2027

- Fare and ridership increases have resulted in budget pressures.
- Based on actual usage available projections, subsidized transit programs will exceed the allocated budget in 2025.

Other reference information and links:

- [2024 -2027 Multi-Year Budget](#)
- [Income Related Transit Pass Program](#)

Contact:

- Kristen Pawelec
- Director, Community Development and Grants
- 519 661 CITY (2489) Extension. 2527
- kpawelec@london.ca