



P.O. Box 5035
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London
CANADA

March 8, 2023

London Transit Commission
Care of K. Paleczny

I hereby certify that the Municipal Council, at its meeting held on March 7, 2023, resolved:

That the following recommendations related to paratransit BE FORWARDED to the London Transit Commission, with a request for an update back to the Civic Works Committee with respect to proposed implementation:

- a) same-day booking options, smart card access in all busses and sensitivity training for drivers by 2023;
- b) online booking options, live bus tracking and increased efficiencies to reduce travel time for riders by 2024;
- c) increased annual ride capacity by 10% annually within the next 4 years; and,
- d) enhance customer feedback mechanisms by tasking a third party to complete research and reports that are compliant with peer-reviewed research methodology and AODA, by 2023/2024.

it being noted that the Civic Works Committee received the attached presentation from Dr. J. Preston, with respect to this matter. (3.1/4/CWC) (AS AMENDED)

M. Schulthess
City Clerk
/nk

cc: J. Preston