

## **Transit Windsor Advisory Committee**

Meeting held October 27, 2020

A meeting of the Transit Windsor Advisory Committee is held this day commencing at 4:00 p.m. via Zoom video conference, there being present the following members:

Councillor Kieran McKenzie, Chair  
Councillor Rino Bortolin  
Councillor Chris Holt  
Bernie Drouillard  
Nathanael Hope

### ***Regrets received from:***

Ryan Hooley

### ***Also present are the following resource personnel:***

Pat Delmore, Executive Director, Transit Windsor  
Tyson Cragg, new Executive Director, Transit Windsor  
Mark Winterton, City Engineer  
Steve Habrun, Manager, Operations, Transit Windsor  
David Calibaba, Manager, Sales & Marketing, Transit Windsor  
Jason Scott, Supervisor Planning, Transit Windsor  
Karen Kadour, Committee Coordinator

### **1. Call to Order**

The Chair calls the meeting to order at 4:00 o'clock p.m. and the Committee considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

### **2. Introduction of Tyson Cragg, New Executive Director of Transit Windsor**

The Chair introduces Tyson Cragg, the new Executive Director to the Transit Windsor Advisory Committee. Mr. Cragg advises he is looking forward to working with the Committee.

### **3. Declaration of Conflict**

None disclosed.

#### 4. Adoption of the Minutes

Moved by Councillor Bortolin, seconded by Councillor Holt,  
That the minutes of the Transit Windsor Advisory Committee of its meeting held  
May 26, 2020 **BE ADOPTED** as presented.  
Carried.

#### 5. Business Items

##### 5.1 COVID-19 Transit Service Impact and Update

P. Delmore reports that there have been many months dealing with multiple changes in terms of how they operate and provide transit service. As of yesterday, are now back to front door service with front door fare collection. The level of service that is currently provided meets the riders needs albeit they are not providing the regular level of service nor is anyone in the transit industry at this time. They are providing an enhanced Saturday service and continue to add additional buses where needed especially on the main routes. From a ridership perspective, they are still dealing with low ridership, which is at about 60% loss for the same period over last year.

In response to a question asked by Councillor Bortolin regarding if we are still passing people with full buses, P. Delmore responds they are still experiencing some overloads, but the locations are monitored daily and if we see overloads at consistent times, additional buses are added.

Councillor McKenzie asks how Administration envisions what the process may look like in terms of the financial reporting for this year.

P. Delmore responds in July 2020, the Provincial and Federal Governments recognized the importance of public transit. They provided a specific stream of funding to public transit and the City of Windsor has received \$6.3 million between the two levels of government to support COVID related costs. It is certain that we will utilize the \$6.3 million by March 2021, which is when the funding level must be used by.

Moved by Councillor Bortolin, seconded by B. Drouillard,  
That the COVID-19 Transit Service Impact and Update provided by the Executive Director of Transit Windsor **BE RECEIVED**.  
Carried.

##### 5.2 More Than Transit – Master Plan Update

S. Habrun indicates when they met with Dillon Consulting they reviewed the Master Plan through a COVID lens and looked at technology, on-demand transit, fare box

systems and different payment options. There are funds available for upgrading the bus stops in the city in terms of accessibility.

In response to a question asked by Councillor Bortolin regarding if they foresee any impacts or needs that need to be overhauled at this time, P. Delmore responds there is a need relating to some of the routes.

Councillor McKenzie asks when we get to a state of normalcy, will the service resume as it was pre-COVID or is it forever changed.

P. Delmore responds that cities that have been impacted by commuter travel will have to make massive changes in public transit. Municipalities that relied heavily on commuters will have to rethink how they will provide transit service. The City of Windsor less so as the ridership is more reliant on service as a service and once the students are back, we will rebound a lot quicker than other municipalities.

Councillor McKenzie remarks that the Master Plan was approved pre-pandemic and asks if there will be a need for some tweaks to the Plan.

T. Cragg responds the Plan is a solid plan. The fundamentals are still there as it is a modular plan or a type of plan where you can take bits and pieces of it to advance things.

### **Fare Structure Implementation**

D. Calibaba states that the new fare structure was implemented in July 2020 with a two percent increase across the board. The only category that they did not raise was the Tunnel, which remained at \$5.00. The two percent will be year over year so every year we will see the annual increase at the same time. We eliminated the student category and replaced it with the youth category which is 13-19 years of age; adult is for 13-59 years of age and seniors is over 60 years of age and older. A new category entitled "semester pass" is for four months with a free insurance policy – if the card is lost or stolen, it will be replaced at a cost of \$269.40. We also introduced the children under 13 who ride free when accompanied by a full parent fare. We introduced the additional fare media to eliminate the paper tickets, which are still valid. We are no longer selling paper tickets (our third party vendors are). We are selling our Transit Windsor Smart rides that are on a Smart Card, which has an automatic transfer on that card.

### **Service Enhancement Budget 2021**

S. Habrun reports that a request was made this year to retain a full time Trainer/Supervisor. He adds there is a lack in the training aspect with regards to budgetary issues. Also a request has been made for an express route to go from the east

end to the west end from (Tecumseh Mall to St. Clair College) in a reasonable amount of time.

Councillor Bortolin requests that the foregoing items be tied directly to the Master Plan.

P. Delmore responds that they have had discussions with their staff to ensure that any reports are tied to the Transit Windsor Master Plan.

### Public Consultation

S. Habrun advises that the recent meeting held with Dillon Consulting represents a form of consultation. Going forward, if the budget is approved and funding is received to update the changes, the plan in 2021 is to do a public consultation with an online component.

Moved by N. Hope, seconded by B. Drouillard,  
That the More Than Transit – Master Plan Update **BE RECEIVED**.  
Carried.

### 5.3 Regional Updates

P. Delmore provides the following comments relating to the regional updates:

- The Leamington service has resumed with limited ridership.
- The LaSalle route has been in operation throughout the entire pandemic.
- The Town of Amherstburg is having conversation around public transit. A proposal from the City of Windsor was provided to the Town of Amherstburg and was fully supported by their Council. A public consultation was held and the City of Windsor provided a proposal relating to routing, options and alternative route modifications.
- A proposal has been provided to the Town of Tecumseh. Their current contract expires and we look forward to further communication with them to keep the regional aspect moving.

T. Cragg states that one of the things he is quite excited about with the future of Transit Windsor are the opportunities for regional transit. He is happy to see that we are engaged with other municipalities to extend our service throughout the region.

Moved by Councillor Holt, seconded by B. Drouillard  
That the update provided by the Executive Director of Transit Windsor regarding regional transit **BE RECEIVED**.  
Carried.

## 6. New Business

The Chair suggests taking the model of the U-Pass and looking at potential partners, i.e. Devonshire Mall, Hotel Dieu Grace and Tecumseh Mall as a means to further ridership.

P. Delmore states that he had a discussion with Mr. Cragg on this day regarding centering the U-Pass on St. Clair College for example. He notes that they have a Corporate Value Pass, which does provide discounts to institutions like the Mall and with the employees at Hotel Dieu Grace Healthcare. He indicates the U-Pass concept means that everyone pays into the program. Therefore, if there are other institutions, for example that have 200 employees, all 200 employees pay into a bus pass whether or not they use it.

Councillor Bortolin asks if this has been discussed within our own Corporation so instead of a parking pass, they would get a bus pass. Has there been any discussion to include this in a Collective Agreement.

P. Delmore states there have been discussions and at one time, the City of Windsor did have a program where the staff received a discount. He suggests this matter be further discussed at the next meeting of the Committee.

P. Delmore is proud to announce and congratulate Committee Member Bernie Drouillard on receiving the 2020 Canadian Urban Transit Association (CUTA) Award of Excellence. Awarded to recognize a single major contribution made by an individual, which has resulted in the betterment of a public transit initiative on behalf of their organizations. This could be awarded to an employee of a CUTA member, a volunteer or a community advocate.

- Bernie Drouillard is being recognized for preserving and promoting the history of public transit in the City of Windsor.
- Support of public transit
- Bernie Drouillard, local historian and community advocate for preserving public transit in the city of Windsor, made an astounding discovery over a decade ago that would lead to the restoration of Streetcar No. 351, one of only three known streetcars that remain out of twenty that operated in Windsor in the late nineteenth and early twentieth centuries. Bernie made an astounding discovery over a decade ago that would lead to the restoration and display of an important part of Windsor's history for generations to come.
- Bernie went above and beyond and inspired many to work together to restore a vital piece of transit history.
- Bernie graciously volunteered his time to join the restoration committee and remained committed to sharing his knowledge
- During the two-year restoration process, Bernie assisted a team that went to schools and worked with various students and professionals to create a unique

documentary on the 100 years of transit history. Bernie accompanied the team on presentations to local service groups and Rotary Clubs

- His vast knowledge and collection of historical artifacts highlighted the trailblazing role Windsor played in Canada as a transportation hub. Bernie demonstrates excellence in community service to the transit industry – a genuine gift to our community.

**7. Date of Next Meeting**

The next meeting will be held at the call of the Chair.

**8. Adjournment**

There being no further business, the meeting is adjourned at 5:05 o'clock p.m.

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**CHAIR**

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**COMMITTEE COORDINATOR**