

Windsor, Ontario November 29, 2016

A meeting of the **Transit Windsor Advisory Committee** is held this day commencing at 4:00 o'clock p.m. in Room 407, 400 City Hall Square East, there being present the following members:

Councillor Bill Marra, Chair  
Councillor Rina Bortolin  
Councillor Irek Kusmierczyk  
Councillor Ed Sleiman  
Sarah Cipkar  
Bernie Drouillard  
Jacob Frickey (non-voting, representative of the Mayor's Youth Advisory Committee)  
Vic Garabedian, Handi Transit (non-voting)

**Guest in attendance:**

Ray Hoang

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

Pat Delmore, Executive Director, Transit Windsor  
Steve Habrun, Manager, Planning, Transit Windsor  
Jason Scott, Planning Analyst, Transit Windsor  
Karen Kadour, Committee Coordinator, Council Services

**1. CALL TO ORDER**

The Chair calls the meeting to order at 4:05 o'clock p.m. and the Committee considers the Agenda being Schedule "A" **attached** hereto, matters which are dealt with as follows:

**2. DECLARATIONS OF CONFLICT**

None disclosed.

**3. ADOPTION OF THE MINUTES**

Moved by Councillor Bortolin, seconded by Councillor Sleiman,  
That the minutes of the Transit Windsor Advisory Committee of its meeting held May 11, 2016 **BE ADOPTED** as presented.

Carried.

#### **4. BUSINESS ITEMS**

##### **4.1 Update by the Executive Director, Transit Windsor**

###### **Public Transit Infrastructure Fund**

Pat Delmore, Executive Director, Transit Windsor provides the following updates:

- The 2016 Federal Budget, released on March 22, 2016 includes \$120 billion over 10 years in federal infrastructure funding commitments nationally, to be delivered in two phases.
- That funding commitment includes a Public Transit Infrastructure Fund (PTIF) to upgrade and improve public transit systems. The grant also allows for active transportation projects to be submitted, provided the project can demonstrate how it will expand the use of transit systems.
- Under Phase One, \$3.4 billion has been earmarked for public transit and will cover the period from April 1, 2016 to March 31, 2018.
- Under Phase One, Windsor is eligible to receive \$10,262,565
- The goal of Phase One is to accelerate short term investments to support the rehabilitation of transit systems and to support longer term transit expansion plans.
- There is a proposal to purchase 152 bus shelters including concrete pads equipped with solar lighting and solar adversity panels. This will increase the total number of bus shelters to 221, increase coverage at bus stops from the current 13.8% to 20% (vis-a-vis the industry standard of 25%); visually enhance the appearance of the bus stops and refurbish 41 existing bus shelters. Most of the current shelter stock was installed prior to 2000 and the shelters with advertising panels were installed in the early 1990's. Most of these shelters have surpassed their useful life (approximately 15-20 years old) and others are approaching the end of their useful life. Estimated cost is \$1,000,000.
- Transit Windsor's last service delivery review was conducted in 2007. An updated service delivery review would update the Transit Master Plan focusing on the improvements in the City of Windsor since 2007 as well as incorporate future growth plans, and look at a variety of options aimed at increasing ridership. All transit routes would be revised with main routes streamlined with shorter feeder routes to accommodate residential, business and industrial areas of the city.
- Phase 2 of the PTIF funding is expected to fund growth and expansion of transit systems, i.e. the Intelligent Transportation System (ITS) which will include Automatic Passenger Counters which will provide the number, time and location of people boarding and exiting the buses at all times; Installation of portable computers in two additional on-road supervisor support vehicles; and Real Time Information Display at Stops which will entail the installation of 8 LED outdoor

message signs (at bus stops) and 2 flat panel displays. Typical information displayed for the passengers will include predicted departure and arrival times by route or stop, public service information/announcements, current time, temperature and map display.

- It is recommended to approve the purchase of 12 buses in 2017 and 12 buses in 2018 at an estimated cost of \$12,494,784.
- Handi Transit is also eligible for funding. The City of Windsor is filing an application for Transit Windsor and Handi Transit.

S. Cipkar suggests partnering with community artists regarding the design of the bus shelters. The Chair adds various "themes" dependent upon location could be considered.

Moved by Councillor Kusmierczyk, seconded by Councillor Sleiman,  
That the report of the Executive Director, Transit Windsor entitled "Public Transit Infrastructure Fund" **BE RECEIVED.**  
Carried.

#### **UPass Update**

In terms of the "Universal Bus Pass", P. Delmore provides the following information:

- The roll-out of the Universal Bus Pass at the University of Windsor was very positive.
- Revenue has exceeded the anticipated outcome.
- Nine percent of graduate students opted out of the initiative.
- Ridership increases the gas tax funding.
- Students are utilizing the late night buses (3:00 a.m. Thursday, Friday and Saturday)

#### **Town of LaSalle Transit Proposal**

As it relates to the Transit Proposal for the Town of LaSalle, P. Delmore reports the formal proposal has been completed and will be forwarded to the Town of LaSalle for consideration.

#### **Downtown Windsor Streetscape Improvements Phase 6**

S. Habrun advises the bus shelter located at Ouellette/Wyandotte will be replaced. He adds this new bus shelter will service four separate buses. He adds he is awaiting a review of the design and passenger amenities for this bus shelter.

P. Delmore states there is a need to maintain a "transit friendly shelter" and to have a discussion that would ensure cleanliness of the shelter.

B. Drouillard suggests an LED outdoor message sign be installed south of Wyandotte announcing the arrival of the four buses at the OuelletteNVyandotte bus shelter.

**Intelligent Transportation System - Phase**

P. Delmore indicates the Intelligent Transportation System has been installed in thirteen buses with installation expected in an additional 99 buses by January 2017. He notes the system is not functional at this time.

S. Habrun advises 1,200 Transit Windsor signs are to be replaced throughout the city with a new look and additional information for the riders.

In response to a question asked by Councillor Sleiman regarding accessible buses, P. Delmore responds 110 buses are accessible with two wheelchair spots on each bus.

**5. DATE OF NEXT MEETING**

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

**6. ADJOURNMENT**

There being no further business, the meeting is adjourned at 5:20 o'clock p.m.

\_\_\_\_\_  
CHAIR

\_\_\_\_\_  
COMMITTEE COORDINATOR

**MISSION STATEMENT**

*"Our City is built on relationships - between citizens and their government, businesses and public institutions, city and region - all interconnected, mutually supportive, and focused on the brightest future we can create together"*

**To: Transit Windsor Advisory Committee**

**Subject: Transit Windsor Update 2017-2018**

**Date: March 26, 2018**

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Transit Windsor continues to work on a record number of projects that will enhance transit service for residents and visitors in the City of Windsor. This report highlights all of the projects that have been started or are on-going throughout 2017, 2018 and beyond 2018.

**LaSalle Service**

Starting in September 2017, Transit Windsor began providing service to the Town of LaSalle on a 5 year contract. The route, LaSalle 25, was free for riders for the first four months as the Town of LaSalle offered the free service to encourage people to try it. Transit Windsor began collecting fares on January 1st, 2018 and ridership has been trending higher than initial projections. The route connects with a city route (South Windsor 7) on Malden Road and at St. Clair College with the Dominion 5, Dougall 6 and South Windsor 7. The town has purchased two 40 foot diesel buses, as well as four bus shelters, which will be installed this summer. Current ridership is meeting the estimates and expectations of the Town of LaSalle. Positive comments continue to be received by Transit Windsor and the Town with some suggestions for future improvements.

**Regional Transit Service**

The Towns of Amherstburg and Leamington have applied for the Community Transportation Grant funding program backed by a letter of support from the City of Windsor and Transit Windsor. The grant would allow the town to establish transit service that would link to existing transit service within the City of Windsor. If successful in their grant application, the Towns would be provided with start-up and operating costs to establish a new transit route that connects municipalities. Transit Windsor has offered to work with both municipalities if they are successful in obtaining the grants.

## **St. Clair College Service**

Beginning with the January semester at St. Clair College, our three routes that service the college began to experience extreme overload situations. St. Clair College received an influx of approximately 1400 international students, of which many are finding housing in the west end of the city. The increase in students in this area inundated the existing service to the college which has been causing buses to be overloaded, the Dominion 5 route in particular, and causing passengers to be bypassed. The existing service levels cannot sustain this type of demand. Additional buses were added when available but until we had an opportunity to evaluate trip times, overloads and service levels required, a number of complaints were received. Transit Windsor has since initiated meetings with representatives at the college and was informed that there are another 1400 students arriving in May 2018 and another 1400 in September 2018.

Transit Windsor began adding extra scheduled buses, at St. Clair College, during the week of March 19 to try to ease the overload situations on the Dominion 5 route. While this has helped during off peak periods, overloads and bypasses are still occurring during peak times. Service on the Dominion 5, Dougall 6 and South Windsor 7 need to be expanded in order to handle the current and upcoming demand. The additional service that was recently implemented is only a temporary solution and is not funded; any improvements to this service will require a funding source. Since January, Transit Windsor has fielded many complaints regarding the overloaded buses and passengers being bypassed. We can expect an increase in complaints if a plan is not put in place for September 2018 when we will see 4500-5000 international students attending the college, on top of the existing ridership on these routes. Increased enrollment and demand for transit service is a good news story however, the current service levels are not sufficient enough to handle this type of demand. Not being able to react to this demand further increases passenger dissatisfaction amongst existing riders and potential riders into looking for alternative transportation solutions.

## **Transway 1C Enhancements**

Service enhancements to the Transway 1C will occur in September 2018 which will see the service increase in frequency to 10 minute service from 7:00 am to 6:00 pm. Currently the frequency is 15 minutes all day and 10 minutes in the AM/PM peaks before going to 30 minutes after 6:00 pm. These enhancements are being funded through the UPass program to address overload situations on the Transway 1C.

## **UPass**

The UPass program at the University of Windsor is working out well. In 2017 the Organization of Part-time University Students (OPUS) joined the UPass program. This allowed approximately 1800 additional students to have access to the program. Transit Windsor has been working closely with the University of Windsor Student Alliance (UWSA) in order to enhance existing Transway 1C service to directly impact the

university students in a positive way. There will be another referendum in the spring of 2019 with the plan to make the UPass program a permanent one.

### **West End Terminal**

Transit Windsor is in the early planning stages of a proposed new West End Terminal to replace the existing terminal on College Avenue, the site of the former College Avenue Community Centre. The City has leased the property to Sandwich Community Health Centre which means that with the loss of a facility for Operators, Transit Windsor has to relocate. Transit Windsor has looked at various locations in the west end of the city that will provide a more inclusive and visible location for transit and its riders. A commercial or public institution that acts as a fare generator and destination are important factors for the location of a transit terminal. Hotel-Dieu Grace Health Care emerged as an interested party and is willing to partner with Transit Windsor to locate a new terminal on site. They are providing a location inside their facility for Operator relief and passengers will also have access to their cafe.

An open house was held at Hotel-Dieu Health Care on March 8 to show the public the proposed location and route changes to bring the same routes which currently service the existing terminal to the proposed location. There was a good turnout with positive responses to the proposal. Negative comments were received from some residents in the immediate vicinity with concerns of increased noise and traffic. The current location is serviced by four routes, two of which already service the proposed location. The plan would be to bring those other two routes to the new location as well. Working with the city's engineering department, there is a consultant who will be designing the bus platforms as well as conducting an environmental assessment related to transit terminals. The process is a lengthy one that includes an environmental assessment since the terminal would be located near residential areas. The timeline for the terminal to come online would be mid 2019.

### **Intelligent Transportation System (ITS)**

The ITS system is online and providing good information to both the public and transit staff. There is still some work being done on reporting features and fine tuning some features of the system. Once the new 24 buses arrive and are equipped with the hardware components, our whole fleet will be outfitted with the system. Transit Windsor is also using an app called Transit, which is an app that links real time transit data with other transportation partners such as bikeshare, carshare and on-demand. Some of the transit agencies who have endorsed the app include Calgary Transit, Boston (Massachusetts Bay Transportation Authority) and the TTC. There is no cost to Transit Windsor for partnering with the Transit app however as a partner, Transit Windsor would get access to their data analytics to see where riders are planning A to B trips and what locations are popular searches. There are also helpful tools such as push alerts to riders to inform them of service disruptions, track how many people received the message and also add the Transit app widget to our homepage to see when the next bus is arriving. More information can be found at [www.transitapp.com](http://www.transitapp.com).

## **Public Transit Infrastructure Fund (PTIF)-Phase 1 Projects:**

### **Service Delivery Review**

The service delivery review is currently in the RFP selection process for a consultant to conduct the review. This project will look at reviewing the existing system and introducing an enhanced transit system that recognizes the growth in the City of Windsor and future plans of the city. These enhancements would increase frequencies, reduce seat times, make the system follow a grid pattern which allows for more efficient service with streamlined main lines and more feeder lines along with a potential for a hybrid bus rapid transit routes. Rebranding is also to be considered as a part of the review along with a needs assessment for facilities and assets. This review will be Transit Windsor's road map for the funding announced in PTIF-2.

### **Fare Structure Review**

The fare structure review is a project to review current fare policies to ensure Transit Windsor is offering the best fare options for the new technology. Included in this project is the implementation of software and website design that customers can utilize and purchase fare products i.e. mobile ticketing and electronic fare payment. The transit industry recognizes that introducing technology to customers helps build and strengthen transit ridership. Transit staff is currently working with the consultant, IBI, which was chosen to conduct the review.

### **Farebox Upgrade**

The upgrade will extend the life of the current farebox by up to 12 years and provide Transit Windsor with access to the latest farebox technology being developed by the farebox vendor, Trapeze Group. The upgrade will allow Transit Windsor to offer more fare options and convenience to its ridership base. New upgrades will provide the following: improved reporting, more options for smart cards, mobile ticketing, improved printing to decrease passenger issues and new driver display units. Transit Windsor is planning on installing the farebox upgrades in late 2018.

### **Automatic Passenger Counters (APC)**

Automatic passenger counters (APC) will provide the number, time and location of people boarding and exiting the buses at all times. This is critical information for making service changes, and responding to changing ridership patterns as it allows for informed decisions about where and when people are riding. The solution incorporates 30 camera technology and imaging that differentiates between adults, children, strollers, wheelchairs, etc. thereby allowing for a more accurate count than older motion detection technology. This will allow Transit Windsor to equip 20 buses with this technology and give Transit Windsor the ability to analyze various routes at any given time. The installation will occur as part of the new 24 bus acquisition.



## **New Buses**

Transit Windsor is currently receiving delivery of 24 clean diesel 40 foot buses manufactured by Nova Bus in Quebec. Transit Windsor will be retiring 24 buses however, 5 will be kept in service temporarily to help address overload situations with the current service levels. 12 buses have already been received to date and are being outfitted with required equipment from radios, fareboxes to ITS system components. Until the buses are fully equipped with and are ready for regular routes, which will take several weeks, they will be used for special events and school extras.

## **New Bus Shelters**

Transit Windsor has purchased 108 solar powered bus shelters which will be placed throughout the city. 63 shelters will have solar advertising panels in them while the rest will have solar lights in them. There are currently 154 bus shelters with many of them being over 20 years of age. 60 existing bus shelters will be discarded and replaced with new ones. Not all of the existing shelters will be replaced as the available funding allowed for 108 units only. However, shelter coverage will increase from 12% to 18% (202 shelters) which moves us closer to the industry standard of 25% coverage. The shelters will be installed in phases throughout 2018 and will begin in June. Transit Windsor will look to increase the coverage to 25% through PTIF 2.

## **Public Transit Infrastructure Fund (PTIF)-Phase 2**

The governments of Canada and Ontario are working together to make long-term infrastructure investments that will create economic growth, sustain well-paying jobs, build inclusive communities and support a low carbon, green economy-leading to a higher quality of life for all Canadians.

The Honourable Amarjeet Sohi, Minister of Infrastructure and Communities, and the Honourable Bob Chiarelli, Ontario Minister of Infrastructure, announced on March 14, 2018 the signing of a bilateral agreement that will provide more than \$11.8 billion through the *Investing in Canada* plan over the next decade in federal funding dedicated to infrastructure projects. The projects supported through this agreement will have a total value of over \$31 billion, including \$10 billion committed by the Ontario government. These projects will be cost-shared with the Ontario government, municipalities and other partners. This new funding will see the Government of Canada and the province of Ontario make unprecedented investments in public transit, green infrastructure, and recreational and cultural infrastructure.

Transit Windsor has not had formal notification from the Ontario government with regards to eligible amounts. The expectation is that in the coming weeks and months, municipalities will be informed of eligible amounts and the criteria for projects.