REVISED

WINDSOR ACCESSIBILITY ADVISORY COMMITTEE AGENDA

held Tuesday, April 26, 2022
at 10:00 a.m. – Zoom video conference

1. Call to Order

READING OF LAND ACKNOWLEDGEMENT

I would like to begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomie. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land

2. Declaration of Conflict

3. Adoption of the Minutes

Adoption of the minutes of the meeting held February 22, 2022 – ***attached***

4. Presentation

Funding Application from the Capital Fund

Request for $50,000 from the Capital Fund 7086008 (Accessibility) to address exceptionally complex and/or long and time consuming document accessibility remediations for the website.

The Funding Application from the Human Resources Department is ***attached.***

5. Business Items

5.1 Facility Accessibility Design Standards (FADS) and Subcommittee Update

5.2 Anti-Racism/Anti-Discrimination Request for Proposal

Update from Gayle Jones, Diversity and Accessibility Officer

5.3 Memorial Tree – Wayne Meneguzzi (former member of WAAC)

5.4 Audio Pedestrian Signal Update

E-mail from Shawna Boakes, Executive Director Operations, Deputy City Engineer dated March 18, 2022 – ***attached.***

5.5 Transit Windsor Update

The report of the Executive Director, Transit Windsor dated February 23, 2022 entitled "Transit Windsor 2021 Service Performance Update – City Wide" – ***attached.***

5.6 WAAC 2022 Operating Budget

The Financial variance report for the period ending April 14, 2022 - ***attached.***

6. Date of Next Meeting

To be determined.

7. Adjournment

Windsor Accessibility Advisory Committee
Meeting held February 22, 2022

A meeting of the Windsor Accessibility Advisory Committee is held this day commencing at 10:00 o'clock a.m. via Zoom video conference, there being present the following members:

Sally Bennett Olczak, Co-Chair
Peter Best, Co-Chair
Councillor Ed Sleiman
Surendra Bagga
Sheila McCabe (arrives at 10:06 a.m.)
Ricardo Pappini
Nicholas Petro

Regrets received from:

Kristy Franklin

Guests in attendance:

Stephen Brook and Katherine Scott, BT Engineering regarding *Item 4.1*
Joy Mayerhofer

Also present are the following resource personnel:

Gayle Jones, Accessibility/Diversity Officer
Mark Keeler, Human Resources Assistant
Paul Mourad, Engineer III
Lauren Robinet, Order of Business Coordinator
Karen Kadour, Committee Coordinator

1. Call to Order

Sally Bennett Olczak, Co-Chair calls the meeting to order at 10:05 o'clock a.m. and the Committee considers the Agenda being Schedule A attached hereto, matters which are dealt with as follows:

2. Declaration of Conflict

None disclosed.

3. Adoption of the Minutes

Moved by Councillor Sleiman, seconded by N. Petro,

That the minutes of the Windsor Accessibility Advisory Committee of its meeting held November 18, 2021 **BE ADOPTED** as presented.

Carried.

4. Presentation

4.1 Banwell Road Phase 2 and Roundabout Construction Project

Paul Mourad, Engineer III, City of Windsor refers to the Banwell Road Phase 2 project and is present to discuss the multi-use trails and the roundabout to determine if there are any accessibility issues or concerns with the project.

Stephen Brook, BT Engineering appears before the Committee and provides a Presentation entitled “Banwell Road Phase 2 and Roundabout Construction”, ***attached*** as Appendix “A”, He states that a roundabout is being proposed at the intersection with Mulberry Drive and Wildwood Drive. There will be pedestrian crossings on the north and west side of the roundabout.

In response to a question asked by R. Pappini regarding if they are accommodating future crosswalks on the southeast and southwest corners on the medians, S. Brook responds yes and adds that the curb cuts would all be in place when the crosswalks are put in. The signage for those other crosswalks will be put in place when the crosswalks are actually added. Only two crosswalks will be included in this project however the signage and the infrastructure will be there.

S. Bagga refers to the push buttons to be installed in the second phase and asks if the design is in this phase.

S. Brook responds that the design for the future crosswalks on the south and the east lanes of the intersection is complete. The crosswalks themselves were removed from the contract recognizing that rather than putting in infrastructure that is not going to be needed now to wait for those pedestrian crossings to be added.

G. Jones asks in terms of the crosswalks, what kind of audible signals will be installed. She indicates in the past, P. Best has had concerns regarding the audible sounds on the crosswalks being difficult to ascertain for some low vision and blind individuals.

S. Brook responds these pedestrian crossovers are the same equipment that the City of Windsor has installed in other locations. The push buttons themselves will have an audible beep so the visually impaired will be able to locate the actual push button.

These are pedestrian crossovers and not traffic signals, so that when the button is pushed, there would be flashing lights and the pedestrian signs would be actuated.

P. Best states in speaking with Traffic Engineering regarding the audible signals that they currently use, we are recognizing there are some concerns with them because traffic does not have to stop; it is a caution. When someone is visually impaired, they do not know if the car is actually stopping. He suggests a discussion with Traffic Engineering be held to determine if this will be standard practice. He recommends that rather than a traffic light that stops traffic, that the push button would enact a caution light, then a red light to stop traffic with an announcement that indicates that "it is now safe to cross" rather than indicating that traffic may or may not stop.

G. Jones expresses concern that they will be using these crosswalks instead of a signal in this case. She adds that the audible component can be confusing to some people.

P. Best suggested to Traffic Engineering, several years ago, the idea to develop a standard for crosswalks as there was no standard in Ontario at that time. The standard would apply rules relating to the height and location of the push button, the consistency in the way the button would be used and the voice audio command.

S. Brooks responds that the roundabout at this location was selected for a number of reasons. With the roundabout design, traffic will be going much slower at this location than if it were a signalized intersection. If someone feels that they are unable to cross the road at this location, a traffic signal is located in close proximity at Palmetto.

S. Bagga remarks that S. Brooks indicated that the traffic will be slow, but will be continuous which could be a problem for a visually challenged person crossing so close to the roundabout.

S. Brooks states that the flashing lights will make pedestrians much more visible to motorists. It has been found that roundabouts are safer than traffic signals as everyone is required to travel slower in order to traverse the roundabout and also the pedestrians that are crossing the intersection are directly in front of the motorists.

R. Pappini expresses concern that when you bring roundabouts into inhabited areas (as opposed to highways), the crosswalks interrupt the idea of a traffic circle and that continuous flow of traffic. He suggests if the crosswalks were set back further where they are perpendicular, it would shorten the length of travel slightly and might give people time to stop and cue up. Perhaps this is not the optimal location for the crosswalk. If one is driving through the roundabout and becomes a bit confused and then suddenly there is a crosswalk that could create an issue.

S. Brooks responds that there are two factors to consider – is what they have determined to be the placement of crosswalks in relation to the roundabout and the other factor to consider is the further the crosswalk is moved away from the roundabout, the

faster traffic is moving. Once a car comes through the roundabout, they start to speed up. The objective is to keep it close enough to the roundabout that traffic is still moving slowly in order to traverse the roundabout. In this instance, these rectangular flashing beacons are going to be flashing for people on the top of the pedestrian crossing signs. He adds that the flashing beacons on top of signs is a standard across Ontario but is not a requirement.

P. Best states that if a person can cross at point “a”, then the person with the disability should be able to cross there and not have to go to point “b”. When these projects are designed, it must be about inclusion. He suggests putting in safety devices that will work.

G. Jones advises that under Section 80.8 of the Integrated Accessibility Standards which is a regulation under the AODA, the city is required to consult with their municipal advisory committee before constructing new or redeveloped existing recreational trails. For example, the slope of the trail, the need for the location of ramps on the trail, the need for rest areas, and other amenities on the trail. She adds she is hoping the City is listening to the expertise of the Windsor Accessibility Advisory Committee regarding this matter.

R. Pappini refers to the landscaping in the centre island and adds that the site lines are very important. Sometimes, in these inner circles there is a tendency to over landscape them with visual barriers not only for the drivers but for the pedestrians. He recommends whatever is put in that area to ensure there is a clean site line.

S. Brooks responds that a certain amount of landscaping is normally recommended with roundabouts and the objective is to provide some interruption to the line of sight to help distinguish this roundabout to ensure someone does not drive through the centre of it.

Councillor Sleiman refers to the crosswalks in Wards 4 and 5 and asks if Administration or WAAC could suggest any safety amenities for the people who are using the crosswalks.

P. Best responds that a discussion with Traffic Engineering is warranted to deal with these other corners and to request a report on what accessible features we have throughout the city in order to determine how effective they are.

S. Bennett Olczak, Co-Chair refers to the multi-use trails in the project and asks if WAAC wishes to address this.

In terms of the multi-use path, S. Brooks remarks that this location is slightly different with respect to multi-use paths – from Palmetto Street to this intersection there is 335 metres with very little grade on this pathway (water may collect in puddles along the pathway).

In response to a question asked by P. Best regarding the width of the pathway, S. Brook replies that the pathway is three metres wide which will allow for two wheelchairs.

S. Bennett Olczak, Co-Chair asks if there are requirements for rest areas at this location.

S. Brook responds that with this short section of multi-use path, there is no rest area proposed as part of this. There is a bus stop located in the northeast corner of the intersection with Mulberry Drive and is not aware if there is a plan to provide a bench at the bus stop.

G. Jones states that this presentation was undertaken as part of the consultation to WAAC to gain input regarding the Banwell Road Phase 2 and Roundabout project.

S. Bagga indicates that this crosswalk as a future project seems to be a concern as a person cannot cross the road at this time as that portion of the project is being postponed. These crosswalks have pushbuttons so there is a flow in traffic – a person will have to locate the button, push the button and will not know if the traffic will stop or not.

P. Mourad responds that in terms of future crosswalks, people will still be able to cross there but there will not be all of the infrastructure located at that area. The volume of pedestrian movement does not warrant the full crossing infrastructure. In terms of the proposed signals with the lights on top, he asks if there is more comfort to know that those signs have signals on top as a caution for the vehicle traffic. We want all parties to be satisfied with our design going forward.

Councillor Sleiman refers to a complaint received from a constituent in Ward 5 regarding motorists not stopping at the crosswalk. He adds that police were contacted and tickets were issued.

P. Best advises when there is moving traffic with a caution light in these various locations, it is very confusing for a guide dog. It is important to stop traffic as the dog will realize that it is safe to cross.

N. Petro asks why blinking beacons were chosen rather than flashing red. The flashing red requires a motorist to stop until the section is clear and asks if a flashing red could be considered as this requires people to stop.

S. Brook responds that the *Highway Traffic Act* identifies that motorists need to stop and yield to pedestrians at these crossings. A flashing red light by itself is not identified specifically in the *Highway Traffic Act.*

N. Petro quotes from the Ontario Drivers Handbook that states “you must come to a complete stop for a flashing red light and proceed through the intersection only when it is clear”.

S. Brook responds that these pedestrian crossovers even though it is flashing amber light they are still legally required to stop. The flashing amber makes the signs more visible to motorists if a pedestrian is there, that there is signage in advance of the intersection warning people of the pedestrian crossing and regulatory signage identifying specifically for motorists to stop for pedestrians. The combination of signs and lights is a standard that the province has adopted. When the crossing is actuated, motorists in both lanes are required to stop, so on Banwell Road motorists in both lanes are required to stop so in the instance where someone has a guide dog, the dog should be aware that traffic has now stopped.

S. McCabe remarks that in speaking with someone who visited Sudbury, that the flashing crosswalks for pedestrians created great confusion for the motorists.

Moved by N. Petro, seconded by R. Pappini,

That the presentation from Stephen Brook and Katherine Scott, BT Engineering regarding the Banwell Road Phase 2 and Roundabout Construction Project **BE RECEIVED.**

Carried.

4.2 Facility Accessibility Design Standards (FADS)

As background information, excerpts from the memo dated February 14, 2022 from the Accessibility Diversity Officer and Mark Keeler are as follows:

- The City of London, Ontario was a leader in creating the FADS document that many other municipalities modelled their FADS after.
- The City of Windsor used the London standard as a basis when their FADS document was created along with some tweaking.
- The FADS helped municipalities be leaders in accessibility and create proactive standards above and beyond the minimum Ontario Building Code standards.
- Since the time the City of Windsor adopted their FADS, new Provincial accessibility legislation/standards have been enacted for the indoor and outdoor built environment.
- It is recommended that the city provide an updated version of FADS that fully outlines our Corporate Accessibility Standards and to do minimal updates when there are relevant changes to the Ontario Building Code or the Design Standards under the Integrated Accessibility Standard.
- A comparison of the current Windsor FADS with the new London FADS (which is essentially an updated version of the City of Ottawa and Markham's FADS), Oakville which is another recently revised FADS which is progressive and easy to read, and Kingston which is the revised document that is closest to what the City of London would have been if they updated their previous version.
- This exercise is to review where our current FADS are as compared to three of the most up-to-date documents following different formats.

M. Keeler reviews the current Windsor FADS with the three recently revised FADS that took three different approaches as follows:

- Each line of the Windsor FADS was delineated and compared with the London, Oakville and the Kingston standards
  - London FADS came out in November 2021, Oakville was 2015 and Kingston in 2019.
  - Each one of these municipalities took different approaches which includes the Ontario Building Code and the AODA which bear a strong semblance to the City of Windsor standards.
  - The pros and cons of the FADS of the three comparator municipalities are discussed in terms of technical language, diagrams, and readability.

G. Jones suggests a subcommittee of WAAC be struck to work with G. Jones, M. Keeler and a representative from Engineering to review and come back to WAAC with recommendations. S. McCabe volunteers as an editor, P. Best, S. Bagga and R. Pappini volunteer to sit on the subcommittee. R. Pappini agrees to act as Chair of the subcommittee.

5. Business Items

5.1 Audio Pedestrian Signals

P. Best requests that Administration provide a status report on audio pedestrian signals in terms of what exists and what are the plans for the future.

Moved by P. Best, seconded by S. McCabe,
That Administration **BE REQUESTED** to provide a brief update on the city's audio pedestrian signals in terms of what exists and what are the plans for the future.
Carried.

5.2 WAAC 2022 Operating Budget and Capital Fund

G. Jones advises that the balance of the 2022 Capital Fund is $485,784. The balance of the 2022 Operating Budget is $6,250.

5.3 Transit Windsor Accessibility

Moved by P. Best, seconded by S. McCabe,

That Transit Windsor **BE REQUESTED** to provide a report twice a year outlining the issues/concerns from the public (including a 311 report) and on any accessible improvements or plans.

Carried.

6. Date of Next Meeting

The next meeting will be held on a date to be determined in April 2022.

7. Adjournment

There being no further business, the meeting is adjourned at 11:59 o'clock a.m.

_____

CHAIR

_____

COMMITEE COORDINATOR

Windsor Accessibility Advisory Committee
Proposal for Funding from Capital Project 7086008 (Accessibility)

Access Funding Proposals are only available to projects internal to the Corporation. Funding will be on a one-time only basis except in rare circumstances.

Funding proposals may be submitted at any time. Proposals should be received by the clerk's office 2 weeks prior to the scheduled meeting to ensure the matter is addressed at the next scheduled meeting. If the agenda for the next meeting is already full it will be addressed at the following meeting.

Instructions for completing this application:

Complete Sections 1 and 2 and return to Karen Kadour, WAAC Coordinator at kkadour@citywindsor.ca Please forward a signed PDF version in addition to the Word version that you fill out . WAAC will consider all proposals and may request attendance at a WAAC meeting for further discussions.

Section 1: Project Details

Date Submitted: April 21, 2022

Department: Human Resources

1) **Description of Barrier Removal Project and how it promotes universal access to all persons with disabilities (include appropriate references to attitudinal, informational, physical, technological, and architectural or policy barriers):**

Accessibility is more than breaking down barriers in the physical, built environment. Accessibility covers a variety of areas, including information and communication. It is crucial that we, as a Corporation ensure that the information and content that we put on our website is as accessible as possible and can be accessed and used by all members of the public. A document is accessible if it has been structured to be used effectively by people with disabilities. Assistive technology devices such as screen readers, magnification software and scan/read software should be able to interact/ access content effectively if documents are accessible.

For example, screen readers are mainly used by people with no or limited vision to get information in a way accessible to them: braille speech or both. It takes time and work and accessibility knowledge and skill to make every document readable by such assistive technology. The best way to understand is to watch it in action:

Here is a screen reader demo: https://youtu.be/dEbl5jvLKGQ

We have internal tools and software that allow us to be quite self-sufficient in creating and remediating the vast majority of the documents to be posted to our website to be accessible. This is important because the cost to remediate documents externally can be quite expensive and range from $5 to $30 **per page** depending upon the complexity of each page of the document (For example one very complex 1000 page document could cost between $17,000 to $20,000 to remediate). Our ability to develop these skills internally, over years of practice and training, has been a wonderful way for the Corporation to be self- sufficient and save a great deal of money. To date, we have remediated thousands and thousands of documents using the software and valuable skills we have honed internally. We do, however, have some much more difficult documents that are very long, complex and very time-consuming to make fully accessible. We currently need help with this group of very complex documents, as we **do not** have the internal resources to address these in a timely and effective manner. Being able to have a sufficient amount of dedicated money to do a bundle of these documents together will allow us to get a much reduced per page accessibility remediation price for these complex documents.

Each year, $50,000 of this fund is available for non- built environment needs. This year we are requesting the full $50,000 to help effectively meet this essential non-built environment accessibility need of our community.

2) Provide a list of users and groups that will benefit from this barrier removal activity:

Individuals that use screen readers to access the content on our website

3) Identify all partners in this project:

City of Windsor Accessibility area

4) Identify in kind and volunteer contributions

The Accessibility area will continue to remediate the vast majority of documents for the website and will continue to build its skills and tools.

5) Does the project meet or exceed Ontario Building Code or Windsor Barrier Free Design Standards requirements? (Explain) – N/A

6) Does the vendor/supplier/designer/contractor of this project support the principles of full accessibility for people with disabilities? Yes, such remediations are done by companies focused on and skilled in accessibility.

X Yes ☐ No Comments:

7) What is the expected project completion date? December 2022

Section 2 Project Costs:

Amount Requested from Accessibility Advisory Committee	$50,000
Department contribution	This department will continue to address the accessibility of the vast majority of the documents placed on the website.

Response from Traffic Operations – Audio Pedestrian Signals
Sent March 18, 2022

- The City follows the MTO standards for installation which includes height of pushbuttons and location, this has not changed. Obviously the exact location is based on where a pole can physically be installed in the field.
- The City is in the process of doing a review of audible push button settings and comparing to how other Municipalities set up their standards. Once a standard has been developed, all existing push buttons will be re-programmed. There are currently 3 different manufacturer models installed through out the City, therefore the standards will be implanted as close as possible within the available settings in each model.
- Settings at signalized intersections will be set up differently than those at pedestrian crossovers. They are different applications for pedestrians and therefore will operate differently. The base concept of the settings (volume, push time, etc.) will remain the same however the function will vary as needed for the type of crossing.
- As per Book 15 of the Ontario Traffic Manual series, pedestrian crossovers are recommended for locations that do not warrant a signalized crossing. The City has installed a number of pedestrian crossovers in the last 3 years that all include audible push buttons as recommended by this standard. The City follows the requirements in these standards.
- There are currently 20 signalized intersections with audible pedestrian signals plus 5 pedestrian crossovers.
- As per the AODA requirements, the City has developed a plan for the replacement of non-audible signals moving forward. Any new construction or re-construction of an intersection will include audible signals. In addition, locations that are less than 10 years of age (half life of a signal) will be reviewed to determine if the location is a candidate for a replacement of the buttons. This review includes an assessment of the current location of the poles to determine how the full AODA requirements can be met and what work is required to get to that point. From there upgrades will be based on available budget each year.
- In the past 2 year, 7 signals have been rebuilt and 2 new signals have been installed. All with audible buttons.
- In 2022, there are approximately 5 signal re-builds planning with another 2-3 that are possible.

Thanks

Shawna Boakes, P.Eng. | Executive Director of Operations
519-255-6247 Ext. 6415

Subject: Transit Windsor 2021 Service Performance Update - City Wide

8. Reference:

Date to Council: February 23, 2022
Author: Tyson Cragg
Transit Windsor
519-944-4141 ext 2232
tcragg@citywindsor.ca

Transit Windsor
Report Date: February 3, 2022
Clerk's File #: MT/13708

To: Mayor and Members of City Council

9. Recommendation:

That the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors and City Council **RECEIVE FOR INFORMATION** the 2021 service performance update report for Transit Windsor.

10. Executive Summary:

N/A.

11. Background:

In past years, Transit Administration provided an annual Ridership Report that focussed primarily on ridership performance and trends for the previous year. Working towards an evolution of providing a more comprehensive picture of overall system performance, Administration has worked to produce a more value-added report that details (in addition to ridership) customer service performance, fleet performance, and motor vehicle collisions. This annual report is a work in progress, and will continue to evolve over future years to provide a full picture of Transit Windsor's service performance.

12. Discussion:

The overall performance of a transit system is about more than ridership. Customer service metrics (complaints and compliments), fleet performance and reliability, and collision statistics assist in measuring how well Transit Windsor is doing with respect to the service it provides. Customer service and safety are paramount in every aspect of how Transit Windsor delivers its service. The COVID-19 pandemic has had significant impacts on ridership and overall operations at Transit Windsor, and accordingly, this report focusses on system performance for the years 2020 and 2021. Given the significant disparities in operating statistics between the pre-pandemic period and the

past two years, any comparison to 2019 and earlier would be out of context with the current reality. However, on a go-forward basis, comparisons would occur over multiple years.

Ridership

Transit Windsor collects ridership data on a regular basis via the electronic fare boxes on board each bus. Administration continually monitors ridership trends for various purposes such as service changes and budgetary implications, as well as reporting statistics to the Canadian Urban Transit Association (CUTA) and the Ontario Ministry of Transportation (MTO) for Gas Tax funding.

Overall Ridership

Total ridership for 2021, was 2,487,237 compared to 3,553,630 for 2020. This represents a decrease of 30% or 1,066,393 one-way rides. This decrease was expected due to the COVID-19 pandemic impacts and reduced service levels. The transit industry as a whole has experienced significant ridership losses for 2020 and 2021 due to the current pandemic situation. In comparison to pre-pandemic ridership in 2019 (8,430,750), 2021 ridership represents a decrease of 5,943,513 (70%). This is consistent with what other peer agencies have experienced, and indeed all transit systems are facing the same challenges with respect to ridership.

Of note, January to March, 2020 were still pre-pandemic and represented normal ridership. These three months accounted for a total of 2,109,406 passengers, almost equalling the overall total for 2021. This shows the significant impact of COVID-19 on ridership.

The chart below indicates ridership categories and the changes in each ridership group:

RIDERSHIP STATISTICS **AS AT DECEMBER 31, 2021**				
COMBINED CASH AND PASS	**2020**	**2021**	**Inc.(Dec.)**	**% Inc./(Dec.)**
Adult	1,854,935	1,167,707	(687,228)	(37%)
Youth (Including Children)	83,773	517,806[1]	434,032	518%
Senior	200,794	325,850	125,056	62%
Student	1,380,319	475,874	(904,444)	(66%)
Tunnel	33,809	0	(33,809)	(100%)
Combined Total	**3,553,630**	**2,487,237**	**(1,066,393)**	**(30%)**

1. Youth category not introduced until October, 2020.

All categories other than “Youth” and “Senior” experienced a significant decrease in ridership. The main reason for the “Student” category experiencing such a significant decrease is due to both the University of Windsor and St. Clair College offering primarily online classes for the majority of students for most of 2021. Secondary school students were also strictly online in January of 2021 and from April to June of 2021, resulting in the suspension of the School Extra routes. The “Senior” category has traditionally represented significant ridership for Transit Windsor, and this trend has remained consistent despite the pandemic conditions.

The Province of Ontario had imposed various “lockdown” and “stay-at-home” orders throughout 2021, especially in January and April to June. This resulted in a significant ridership decrease for the majority of categories. It should be noted that upon the return to regular domestic service in September, 2021, ridership growth of 49% was observed compared to the same period in 2020. Transit Windsor was running on an enhanced Saturday schedule from January to September, 2021, at which point regular service resumed. As a result of staffing shortages, service was reduced back to Enhanced Saturday effective November 22, 2021. A reduction in service hours unfortunately will automatically lead to reduced ridership, given that the frequency and quality of service has been reduced, which reduces the attractiveness of the service to riders, many of whom will find alternatives.

In addition to government-imposed restrictions, Transit Windsor has been advised by the Windsor-Essex County Health Unit to limit bus capacity to no more than 40 passengers, which is 65% of the design capacity for a 40-foot transit bus. This measure also has a negative impact on ridership, since drivers are often forced to leave passengers behind at stops to keep passenger loads within mandated levels. These are otherwise willing customers who are denied service because the bus is deemed to be at capacity. In 2021, there were 864 reports of overloads (bus had reached capacity of 40 passengers) by Transit Windsor drivers, most of which (822) occurred during the period of full service in the fall of 2021 (averaging 51 overload reports per week from Sept. 6 to Dec. 26). Notably, Windsor remains one of the only large transit systems in Ontario with capacity restrictions. When resources are available, additional buses are prioritized to assist in carrying the passenger loads.

The Tunnel Bus route had no ridership for 2021. The Tunnel Bus has been suspended since March 19, 2020 due to the Canada-United States border closure to non-essential traffic. This service suspension has continued into 2022 with no determination of a resumption date at this time as we continue to experience challenges with COVID-19-related border crossing requirements.

The newly created 518X Route, launched as a pilot in September 2021, has shown promising ridership performance since its introduction. For new route introductions, it takes time to build ridership, and industry best practices provide for an 18-24 month period to measure route performance. Ridership for the 518X was averaging 1,500-1,800 weekly prior to the introduction of the most recent pandemic restrictions at the end of December 2021, which exceeded expectations for new service, given the frequency of the route (35 minutes), existing capacity restrictions, and the fact that St. Clair College did not have 100% attendance on campus. As the TMP is implemented

and routes are changed and improved, this will in turn feed additional trips to the 518X as connections are further enhanced.

Customer Service

Complaints, compliments, and suggestions related to transit service and customer service are logged through the Customer Service Request (CSR) database system, which is a shared system used by 311. All complaints received are investigated by Transit Windsor administration, and appropriate action is taken in all cases. The chart below provides a comparison on the various categories of complaints received from 2020 to 2021:

Categories	2020	2021	% Change	2020 Unsubstantiated	2021 Unsubstantiated
Driver's Skill (driving)	78	77	-1%	8	27
Schedule Adherence	66	79	20%	4	26
Operator/Passenger Conflict	36	38	6%	2	1
Passenger Bypass	106	68	-35%	2	15
Schedule Complaint	4	16	300%	4	1
Passenger Behaviour	4	8	100%	0	1
General Complaint	398	295	-26%	13	69
Route Suggestions	1	5	400%	0	0
Schedule Suggestion	2	4	100%	0	1
New Service Request	3	1	-67%	0	0
Bus Shelter Suggestions	12	16	33%	0	0
Compliments	28	37	35%	0	2
Bus Stop Suggestion	7	10	43%	0	13
Total	741	655	-12%	33	156
Verified Complaints per 100,000 riders	19.9	20.0	0.5%		

In 2021, Transit Windsor logged a total of 655 incidents, of which 156 were unsubstantiated (investigation revealed that the complaint was either invalid, or the complainant refused to provide further information). Although the raw number of customer contacts declined, the frequency per 100,000 riders remained flat. Of the 655 incidents logged, 6% were compliments, 5% were suggestions, and 89% were complaints. Compliments received increased by 35% over 2020. All compliments received are communicated to the driver responsible for recognition for a job well done.

The largest number of complaints fall into the “general” category, which are largely related to driver behaviour (attitude and treatment of passengers, speeding, etc.). These also account for the largest number of unsubstantiated complaints. Speeding complaints are investigated by use of the Automatic Vehicle Location software, where each bus is tracked by Global Positioning System (GPS) technology. In most cases, allegations of speeding prove to be false upon further investigation. Many of these complaints are a result of buses that are on detour due to road construction, and residents are unfamiliar and/or unhappy with buses being on their street. As mentioned above, driver behaviour incidents are reviewed and investigated by Operations management. The large number of “unsubstantiated” complaints relates to inadequate information provided, including dates, times, bus/route number, etc., or the complaint was found to be invalid upon further investigation. Schedule adherence complaints also remain high, likely a result of the changes in transit service levels that occurred throughout the year. During each schedule change, riders required time to adjust, required assistance to direct them to the correct schedules, and mainly demanded that transit service be returned to regular schedule.

Overall, given the challenging conditions under which Transit Windsor has been operating, customer issues are rare, and are handled efficiently by administration when received. Based on frequent industry discussion, Transit Windsor compares favourably to other peer transit systems on customer service metrics, and Transit Windsor strives to benchmark its own performance on industry best practices. All Transit Windsor drivers undergo a rigorous training program that focuses on safety and customer service. When new recruits are hired, previous customer service experience is emphasized.

Fleet Status

Transit Windsor operates a fleet of 117 buses, all of which are 100% fully accessible. There are 29 diesel-electric hybrid buses, which represent approximately 25% of our fleet. The average age of the fleet in 2021 was 8.3 years, up from 7.0 years in 2020. Many of the buses in Transit Windsor’s fleet are over 15 years of age, and some are as old as 20 years of age. New fleet acquisitions received in 2020 (19) and planned deliveries for 2022 (24) will assist in reducing the average fleet age, which has a significant impact on maintenance costs, bus availability, and service reliability.

Due to the suspension of transit service in early 2020 and with a reduction in service to a Sunday schedule for most of the year, the total kilometres travelled in 2020 were 4,089,391. As Transit Windsor transitioned to an enhanced Saturday schedule for the majority of 2021, the total kilometres travelled increased to 4,779,817, an increase of 16.9%.

Fleet reliability has a direct impact on service reliability and customer satisfaction. Transit Windsor tracks in-service breakdowns and the reasons for same, in an effort to improve processes related to fleet maintenance and employ industry best practices in preventative maintenance programs. For 2021, the mean distance between failures (MDBF) was 18,313 kilometres, a significant improvement from 2020 where the MDBF was 10,540 kilometres. This improvement is attributable to better preventative

maintenance practices, as well as the replacement of 19 older buses (16% of the fleet) with new, modern equipment. The chart below details a breakdown of the reasons reported for bus change-offs in service, with virtually all categories showing reductions compared to 2020, despite a nearly 17% increase in fleet mileage:

CHANGE OFF / IN-SERVICE DISRUPTION			
		# of incidents	
Category	**Description**	**2020**	**2021**
1	Brakes	13	14
2	Engine/Transmission	98	85
3	Fluids	42	21
4	No Heat/AC	13	2
5	Steering	2	4
6	Ramps/Wheelchair	14	8
7	Doors	16	12
8	Alarms/Batteries	10	9
9	Radio/Electrical	26	3
10	Tires	12	5
11	Suspension	4	3
12	Destination Signs	0	3
13	Accidents	3	5
14	Automatic Vehicle Location/Farebox	41	10
15	Vandalism	1	0
16	Biohazard Clean-Up	11	4
17	Miscellaneous	71	69
18	Air System	11	4
	Total	**388**	**261**

Towing - # of vehicles, reported above,	75	83

requiring a tow		
Percentage of Towing to Change Offs	19.33%	31.80%

Motor Vehicle Collisions

From 2020 to 2021 the total number of motor vehicle collisions (MVC) decreased by 36%. Of the incidents logged, the number of non-preventable collisions decreased by 33%. Non-preventable (not charged to a driver) collisions are incidents that occurred where the driver was assessed to have done everything reasonable in the circumstances to prevent the collision. These non-preventable collisions include incidents such as a bus being rear-ended because the vehicle behind was following too closely, the bus being struck while parked in a bus stop or bus bay, or an unsafe lane-change by a third-party vehicle resulting in a collision.

The major categories for preventable MVCs continue to be striking fixed objects (lamp posts, parked cars, etc.) sideswipes, and mirror strikes. Most collisions are minor, and do not result in bodily injury. As with customer complaints, fluctuations in service levels and hours year over year need to be taken into account when assessing trends with motor vehicle collisions.

The chart below provides a breakdown of preventable and non-preventable MVCs for 2020 and 2021:

Categories	2020	2021	% Change	Rate per 1,000,000 km 2020	Rate per 1,000,000 km 2021	Rate per 100,000 Service Hours 2020	Rate per 100,000 Service Hours 2021
Non-Preventable	36	24	-33%	10.1	9.6	22.5	12.2
Preventable	24	36	50%	6.8	14.4	15	18.2
Undetermined	7	5	-28%	1.9	2.0	4.4	2.5
Appeals (upheld)	1	0	-100%	-	-	-	-
Total	68	65	-4.4%	19.2	26.1	42.5	32.9

Total motor vehicle collisions declined over 2020; however, preventable MVCs increased compared to 2020. The increase in collisions can be partly explained by the increase in service hours and kilometres driven in 2021 compared to 2020, as well as an increase in traffic due to the stay-at-home and essential travel orders being lifted, and was a trend seen across the transit industry.

In 2020 and 2021, Transit Windsor saw the retirement of a significant number of experienced drivers, and the recruitment of many new operators, as well as the recall of all of the drivers placed on lay-off after the 2020 shut-down. Although training was conducted with all of the new and re-called staff, plans for additional defensive-driver training (now possible with the additional supervisory resource approved in the 2022 budget process) are in the works to ensure drivers have all of the tools necessary to avoid collisions.

13. Risk Analysis:

N/A.

14. Climate Change Risks

Climate Change Mitigation:

N/A.

Climate Change Adaptation:

N/A.

Financial Matters:

Any increase in ridership will ultimately provide increased gas tax revenues in future years as the gas tax funding is based partly on ridership numbers. Windsor received $4,546,653 in Provincial Gas Tax funding for the 2020/2021 year. The amount of gas tax funding to be received for the 2021/2022 year is $4,537,529. The Ministry of Transportation will continue to monitor the impacts to key elements, such as municipal transit ridership and the availability of funding that is generated from the sale of gasoline, as these influence the Gas Tax allocations for the 2022-2023 program. With this in mind, it is difficult to determine what impacts COVID-19 may have on future gas tax funding for Transit Windsor. The Federal and Provincial Government did provide Transit Windsor with various grant funding allocations during 2020 to assist in offsetting the impacts of COVID-19 on transit. This grant funding included $178,336 for enhanced cleaning, $8,112,367 for Transit COVID-19 pressures experienced from April 1, 2020 to March 31,2021 and $5,691,300 for the period April 1,2021 to December 31,2021. At the time of writing this report, no additional funding has been announced for COVID-19 pressures to be experienced in 2022. Annual transit operating and capital budget variances are reported to City Council as part of the regular corporate variance reports.

15. Consultations:

Poorvangi Raval, Financial Planning Administrator for Transit Windsor, City of Windsor

Jason Scott, Planning Supervisor, Transit Windsor

Michael Duval, Operations Coordinator, Transit Windsor

Tony Houad, Senior Manager of Fleet & Support Services, Transit Windsor

16. Conclusion:

Transit Windsor experienced substantial growth in 2019, and at that point in time, there was an expectation that the growth would continue to increase. However, 2020 and 2021 have been difficult years for the transit industry across the board, as no one could have anticipated the impacts of the pandemic on ridership and overall operations of the transit system. As detailed within this report, the impacts of the pandemic affected not only ridership, but also customer satisfaction and motor vehicle collisions. However, despite the challenges faced, Transit Windsor made improvements in fleet reliability and customer service metrics.

Transit Administration is hopeful that as 2022 progresses, and we return to a more "normal" life, that ridership will slowly start to rebound. The largest contributor to a ridership increase will be the resumption of in-person learning for the University of Windsor and St. Clair College. Around the world, the transit industry as a whole has experienced a significant loss in ridership as people have migrated to a work from home model, intermittent lockdown and stay-at-home situations, and fear from riders worried about contracting COVID-19 while taking transit. Transit Windsor will continue to work with industry associations such as the Ontario Public Transit Association and Canadian Urban Transit Association, as well as our industry partners to advocate for sustained funding for transit operations, to assist in rebuilding ridership and revenue. Moving forward, trends will continue to be monitored and service adjustments will be made as necessary to best meet the needs of riders and the wider community.

17. Planning Act Matters:

N/A.

Approvals:

Name	Title
Tyson Cragg	Executive Director, Transit Windsor
Christopher Nepszy	Commissioner, Infrastructure Services
Joe Mancina	Commissioner, Corporate Services CFO/City Treasurer
Jason Reynar	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices:

CITY OF WINDSOR FINANCIAL VARIANCE BY ACCOUNT

For the Period Ending April 14, 2022
33.33% of Year Elapsed

0111711 Windsor Accessibility Advisory

April 14, 2022 at 10:56

ACCOUNT CODE	ACCOUNT DESCRIPTION	BUDGET	YTD ACTUALS	YE PROJECTED VARIANCE	PREVIOUS YEAR ACTUALS
Revenues					
7058	TRANSFER From Reserve Account	0.00	0.00	0.00	-6,107.00
	TOTAL REVENUES	**0.00**	**0.00**	**0.00**	**-6,107.00**
Expenses					
4295	Public Relations	6,250.00	0.00	6,250.00	8,008.75
	TOTAL EXPENSES	**6,250.00**	**0.00**	**6,250.00**	**8,008.75**
	NET TOTALS	**6,250.00**	**0.00**	**6,250.00**	**1,901.75**