

Environment, Transportation & Public Safety Standing Committee
Sitting as the Transit Windsor Board of Directors Meeting Agenda

Date: Wednesday, February 26, 2025

Time: 4:30 o'clock p.m.

Location: Council Chambers, 1st Floor, Windsor City Hall

All members will have the option of participating in person in Council Chambers or electronically and will be counted towards quorum in accordance with Procedure By-law 98-2011 as amended, which allows for electronic meetings. The minutes will reflect this accordingly. Any delegations have the option to participate in person or electronically.

MEMBERS:

Ward 2 – Councillor Fabio Costante (Chairperson)

Ward 3 – Councillor Renaldo Agostino

Ward 4 – Councillor Mark McKenzie

Ward 8 – Councillor Gary Kaschak

Ward 9 – Councillor Kieran McKenzie

ORDER OF BUSINESS

Item # Item Description
1. CALL TO ORDER

READING OF LAND ACKNOWLEDGMENT

We [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 Potawatomi. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

3. ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS

- 3.1. Adoption of the Environment, Transportation, and Public Safety Standing Committee sitting as the Transit Windsor Board of Directors minutes of its meeting held January 29, 2025 **(SCM 35/2025)**

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

5. COMMUNICATIONS

6. PRESENTATIONS AND DELEGATIONS

9. TRANSIT BOARD ITEMS

- 9.1. Reload Station Agreement with Keshan Windsor Convenience Inc. - City Wide **(S 13/2025)**
- 9.2. Transit Windsor Year-To-Date Service Report as of December 31, 2024 - City Wide **(S 14/2025)**

11. NEW BUSINESS

12. ADJOURNMENT



Committee Matters: SCM 35/2025

Subject: Adoption of the Environment, Transportation, and Public Safety Standing Committee sitting as the Transit Windsor Board of Directors minutes of its meeting held January 29, 2025

**Environment, Transportation & Public Safety Standing Committee Sitting as
the Transit Windsor Board of Directors Meeting**

Date: Wednesday, January 29, 2025

Time: 4:30 PM

Members Present:

Councillors

Ward 2 - Councillor Fabio Costante (Chairperson)

Ward 3 - Councillor Renaldo Agostino

Ward 4 - Councillor Mark McKenzie

Ward 8 - Councillor Gary Kaschak

Ward 9 - Councillor Kieran McKenzie

**PARTICIPATING VIA VIDEO CONFERENCE ARE THE FOLLOWING FROM
ADMINISTRATION:**

Sandra Gebauer, Council Assistant

**ALSO PARTICIPATING IN COUNCIL CHAMBERS ARE THE FOLLOWING FROM
ADMINISTRATION:**

Jelena Payne, Commissioner, Economic Development

David Simpson, Commissioner, Infrastructure Services & City Engineer

Dana Paladino, Acting Senior Executive Director Corporate Service

Stephan Habrun, Executive Director Transit Windsor

Mark Spizzirri, Manager, Performance Measurement & Business Case Development.

Ian Day, Senior Manager Traffic Operations/Parking

Adam Pillon, Manager of Right-of-Way

Anna Ciacelli, Deputy City Clerk

1. CALL TO ORDER

The Chairperson calls the meeting of the Environment, Transportation & Public Safety Standing Committee to order at 5:04 o'clock p.m.

**2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE
THEREOF**

None disclosed.

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors

Wednesday, January 29, 2025

Page 2 of 3

3. ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS

3.1. Adoption of the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held November 27, 2024

Moved by: Councillor Mark McKenzie

Seconded by: Councillor Gary Kaschak

THAT the minutes of the Environment, Transportation & Public Safety Standing Committee sitting as the Transit Windsor Board of Director meeting held November 27, 2024, **BE ADOPTED** as presented.

Report Number: SCM 360/2024

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None requested.

5. COMMUNICATIONS

None presented.

6. PRESENTATIONS AND DELEGATIONS

None presented.

9. TRANSIT BOARD ITEMS

Councillor Kieran McKenzie requests that Administration identify the timelines for a plan to proceed with what has been recommended with respect to transit through the 2025 budget process. Ms. Payne indicates that an update report will be provided at the end of February. Implementing a change as significant as transitioning the school bus extras is a big undertaking that will require many different aspects including finalizing routes, schedules, adhering to the collective agreement, and posting the schedules. Stephan Habrun, Acting Executive Director, Transit Windsor appears before the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors and indicates that everything must be finalized by the end of the summer. Mr. Habrun adds that as soon as the budget approval is received, they will start working on scheduling, bus stop infrastructure and signage. Ms. Payne adds that contact with the school boards has been initiated regarding the roll-out to ensure good communication with the students that will be affected by the changes.

11. NEW BUSINESS

None presented.

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors

Wednesday, January 29, 2025

Page 3 of 3

12. ADJOURNMENT

There being no further business, the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Meeting is adjourned at 5:10 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Meeting Agenda will be held February 26, 2025. Carried.

Ward 2 – Councillor Fabio Costante
(Chairperson)

Deputy City Clerk / Supervisor of Council
Services

Subject: Reload Station Agreement with Keshan Windsor Convenience Inc. - City Wide

Reference:

Date to Council: February 26, 2025
Author: David Calibaba
Manager, Sales & Marketing
519-255-6100 ext. 6630
dcalibaba@citywindsor.ca

Transit Windsor
Report Date: February 6, 2025
Clerk's File #: MT/14928

To: Mayor and Members of City Council

Recommendation:

THAT the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors, and City Council:

- I. **APPROVE** Transit Windsor entering into an agreement with Keshan Windsor Convenience Inc. o/a Ouellette Convenience, with respect to placing a reload station, located at 1405 Ouellette Avenue, for selling Transit Windsor fare media products; and,
- II. **AUTHORIZE** the Acting Executive Director of Transit Windsor to sign the agreement, satisfactory in form to the City Solicitor, in technical content to the Commissioner, Economic Development, and financial content to the City Treasurer.

Executive Summary:

N/A.

Background:

Ouellette Convenience store has been purchased by a new owner Keshan Windsor Convenience Inc. When Ouellette Convenience was operating, they sold Transit Windsor fare media and with the transition to the new owners, Administration is seeking approval to enter into an agreement with the new owners so that they may continue to sell fare media.

Discussion:

Various third-party vendors in the City of Windsor, Town of Amherstburg, Town of LaSalle, and Municipality of Leamington currently sell fare media for Transit Windsor (TW). TW is committed to reducing its environmental impact and has transitioned to using reloadable Smart Cards, aiming to eliminate paper tickets by March 31, 2025. Aside from the initial purchase at the Windsor International Transit Terminal (WITT), customers can conveniently reload additional rides onto their Smart Cards at the reload stations.

Risk Analysis:

The risk of not approving this agreement include, but are not limited to:

- Service disruptions where there could be lapse in the availability of fare media, leading to the customers.
- The loss of potential revenue.
- Dissatisfaction among customers.

It would be beneficial for TW to enter into this agreement with the new owners to ensure continued smooth operation, customer convenience, and satisfaction.

Climate Change Risks

Climate Change Mitigation:

N/A.

Climate Change Adaption:

N/A.

Financial Matters:

Under this agreement, the vendor is restricted from selling fare media at a price other than established by TW. Each month, the vendor will receive an invoice for the sales amount, less 2.5% commission, exclusive of HST. This commission rate is consistent with the rates that are afforded to other third-party vendors with reload stations.

Consultations:

Kong Hem – Coordinator, Administration/Executive Assistant

Kate Tracey – Senior Legal Counsel, City of Windsor

Conclusion:

The administration recommends that the approval to enter into an agreement with Keshan Windsor Convenience Inc. for the continued sale of Transit Windsor fare media be granted. By approving this agreement, we mitigate potential risks related to service disruptions and revenue loss, ultimately fostering customer satisfaction and loyalty. The collaboration with Keshan Windsor Convenience Inc. represents a positive step forward

in maintaining the accessibility and sustainability of public transit services in our community.

Planning Act Matters:

N/A.

Approvals:

Name	Title
Mark Spizzirri	Manager, Performance Measurement & Business Case Development
Stephan Habrun	Executive Director, Transit Windsor (A)
Jelena Payne	Commissioner, Economic Development
Wira H.D. Vendrasco	City Solicitor
Janice Guthrie	Commissioner, Finance/City Treasurer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email
Krunal Prajapati Owner of Keshan Windsor Convenience		

Appendices:

Subject: Transit Windsor Year-To-Date Service Report as of December 31, 2024 - City Wide

Reference:

Date to Council: February 26, 2025
Author: Stephan Habrun
Executive Director (A)
519-944-4141 ext 2226
shabrun@citywindsor.ca

Transit Windsor
Report Date: February 6, 2025
Clerk's File #: MT/13708

To: Mayor and Members of City Council

Recommendation:

THAT the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors, **RECEIVE FOR INFORMATION** this update regarding Transit Windsor's year-to-date service metrics as of December 31, 2024.

Executive Summary:

N/A

Background:

At the November 27, 2024, meeting, report S 168/2024 provided the Board and City Council with Transit Windsor's ridership trends and performance metrics for the first three quarters of 2024. The information provided herein aims to provide an update on the last quarter of 2024 (October to December). The objective is to provide insights into system efficiency and overall progress toward achieving strategic transit goals. Administration intends to provide quarterly service reports, moving forward.

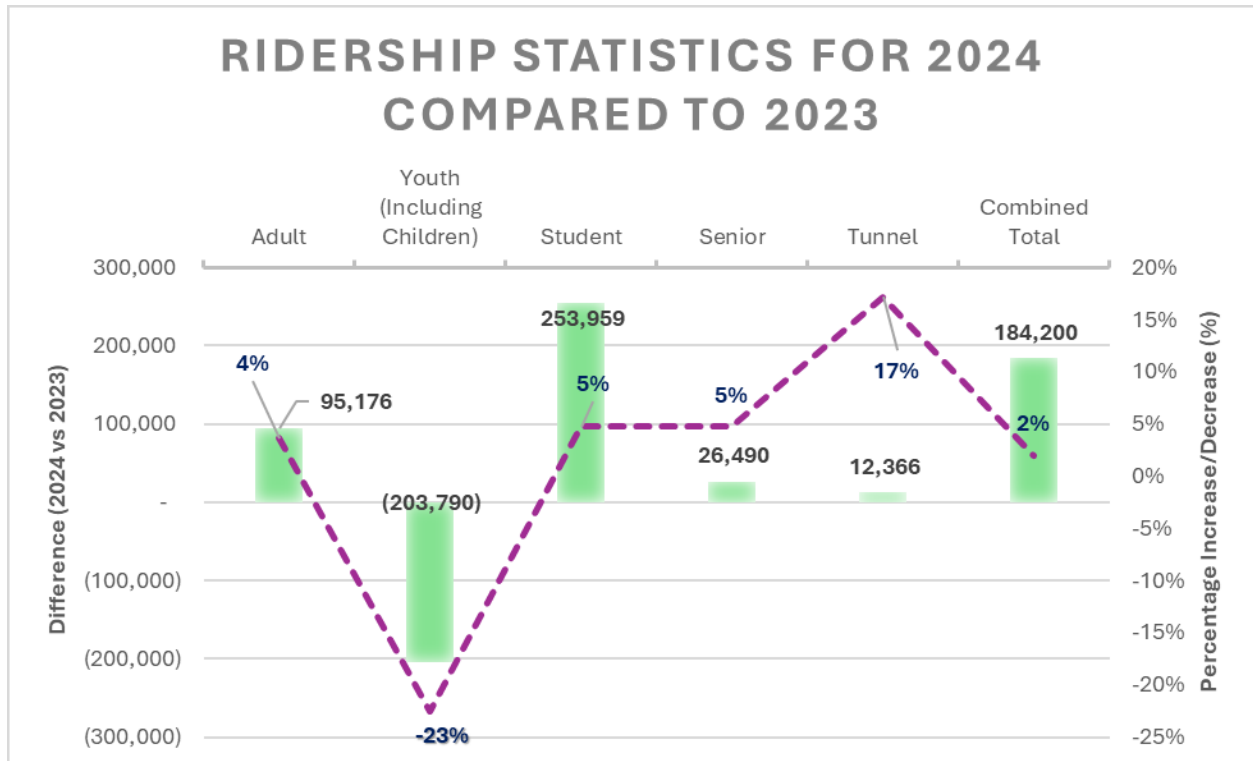
Discussion:

Ridership Data

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 planning, budgetary implications, and annual reporting of performance statistics to the Canadian Urban Transit Association (CUTA) and the Ontario Ministry of Transportation (MTO) for Provincial Gas Tax (PGT) funding.

Total ridership for all of 2024 was 9,671,728 compared to all of 2023 which saw 9,487,528 trips. This represents an increase of 2%, or 184,200 trips.

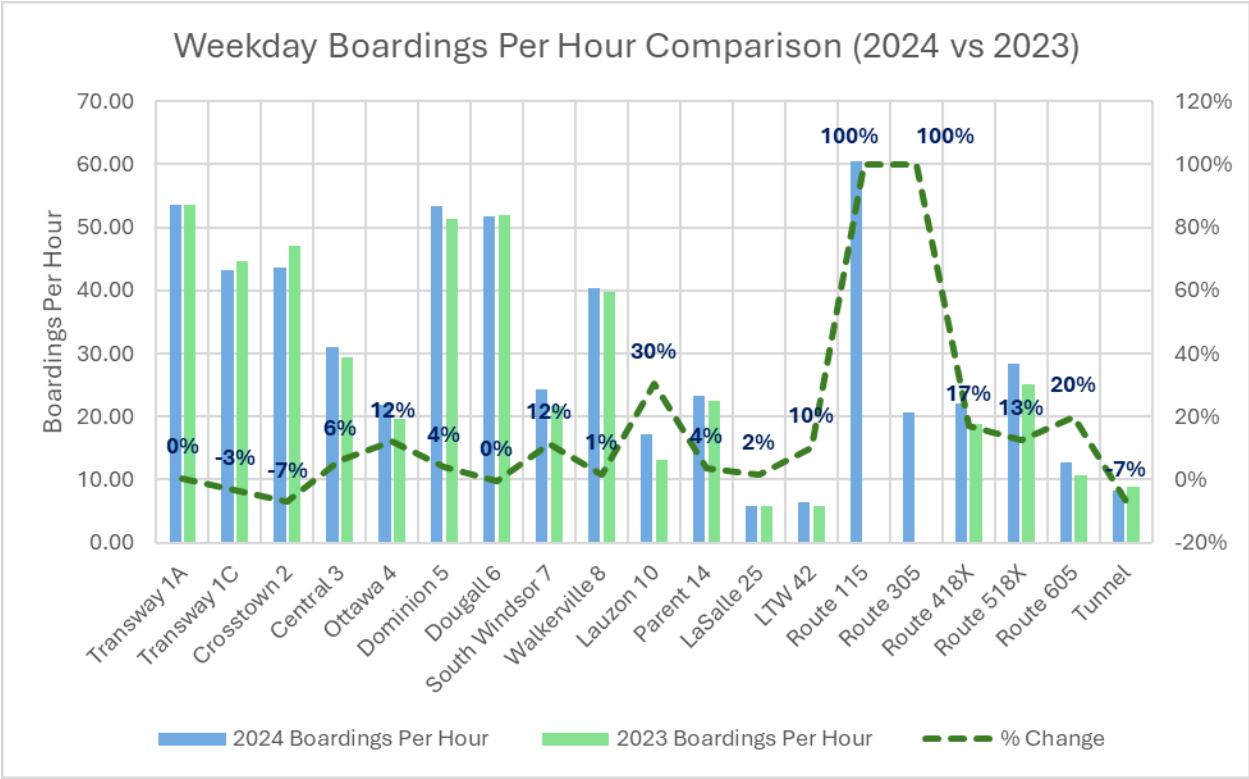
The chart below shows ridership statistics and compares the difference between 2024 & 2023:



Route Productivity

Route productivity is expressed as boardings per revenue service hour (BSH). For Primary, Secondary, and Express routes, the industry standard is at least 25 boardings per hour (average) with an ideal target of 35 boardings per hour (average). Local and regional routes should have a minimum of 10 boardings per hour (average) on a service day with a target of 15 boardings per hour (average).

The chart below shows a comparison for all routes for 2024 and 2023 for weekday boardings per hour ridership.



In September 2024, as part of the 2023 City Council–approved service plan, Transit Windsor implemented significant route modifications to enhance service efficiency and align with the objectives of the Transit Master Plan. These changes included the elimination of the Dominion 5 route and the introduction of two new routes, Route 115 and Route 305, to enhance service efficiency and align with the Master Plan’s objectives. As these routes were not operational in 2023, their ridership statistics for 2024 show a 100% increase compared to the previous year. In their first four months of operation, both routes have demonstrated strong ridership performance. These two routes have done very well in terms of ridership in the four months that they have been in operation. The Transway 1C and Crosstown 2 were the only City routes to see a decline in BSH from 2023-2024, but that is a result of the new east-west Route 418X providing relief for them.

The Tunnel Bus also saw a decrease in weekday BSH. It should be noted that the tunnel bus route is separate from special events. Overall, all tunnel bus activity including the regular route and special events did have a minor overall increase in 2024 compared to 2023. The weekday boarding per hour for the tunnel bus route specifically continues to be under the minimum target of 10 with it being at 8 for all of 2024.

The newly created 418X Route, launched at the end of June 2023 as part of Transit Windsor’s 2023 Service Plan, 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

The Lauzon 10 route experienced the largest increase in weekday boardings per hour in 2024 compared to 2023. This most likely can be attributed to the large amount of development that has occurred in the east end of Windsor. As part of Transit Windsor’s

2023 Service Plan, the Lauzon 10 route will be eliminated, and several local routes will be introduced to enhance transit services in that area of the city, aligning with the goals of the Transit Master Plan.

On Time Performance

In 2024, most of Transit Windsor's routes experienced significant growth in ridership, reflecting the increasing demand for public transit services. This heightened demand highlights the community's reliance on transit and the need to adapt service levels to match evolving needs.

Transit Windsor maintained an on-time performance of 78% for all of 2024, consistent with all of 2023. This stability demonstrates the resilience of the transit system in accommodating rising ridership, while maintaining service reliability. As demand continues to grow, these insights will guide future planning and service enhancements to better meet the needs of riders.

Risk Analysis:

There is no risk associated with bringing this report forward for information purposes.

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

Based on the preliminary 2024 year-end actuals (final year-end financial position is being finalized), the projected year-end fare revenue shortfall for Transit Windsor decreased from \$3.5M in 2023 to \$1.5M in 2024.

Despite this positive trend, which is primarily driven by increased ridership following the pandemic recovery and inflationary increases to fares during 2024, Transit Windsor is projecting a \$1.9M overall deficit at year-end. Contributing to the projected year-end deficit are the additional costs of approximately \$1.4M incurred by Transit Windsor due to federally mandated paid medical leave days for Transit Windsor employees. These costs have been partially offset in 2024 through one-time funding from the Budget Stabilization Reserve.

Consultations:

Tina Moore – Executive Initiatives Coordinator, City of Windsor

Poorvangi Raval – Financial Planning Administrator for Transit Windsor

Jason Scott – Manager, Transit Planning, Transit Windsor

Conclusion:

The increasing demand for Transit Windsor services highlights the growth, vitality, and expansion of our community, reinforcing the critical role of public transit. The Transit Windsor Master Plan presents a strategic vision for enhancing public transportation over the next decade and will remain a cornerstone for guiding decisions and shaping the City's transit future in the years ahead.

Planning At Matters:

N/A

Approvals:

Name	Title
Mark Spizzirri	Manager Performance Measurement and Business Case Development
Stephan Habrun	Executive Director (A), Transit Windsor
Jelena Payne	Commissioner, Economic Development
Janice Guthrie	Commissioner, Finance & City Treasurer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices: