



CITY OF WINDSOR MINUTES 02/26/2025

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

Date: Wednesday February 26, 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

ALSO PARTICIPATING VIA VIDEO CONFERENCE ARE THE FOLLOWING:

Sandra Gebauer, Council Assistant

ALSO PARTICIPATING IN COUNCIL CHAMBERS ARE THE FOLLOWING FROM ADMINISTRATION:

Jelena Payne, Commissioner, Economic Development

Stephan Habrun, Executive Director Transit Windsor

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

David Calibaba, Manager Sales & Marketing

Anna Ciacelli, Deputy City Clerk

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 2 of 7

1. CALL TO ORDER

The Chairperson calls the meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors to order at 4:31 o'clock p.m.

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

None disclosed.

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

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Gary Kaschak

THAT the minutes of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors meeting held January 29, 2025, **BE ADOPTED** as presented.

Carried.

Report Number: SCM 35/2025

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None requested.

5. COMMUNICATIONS

6. PRESENTATIONS AND DELEGATIONS

None presented.

9. TRANSIT BOARD ITEMS

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

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 3 of 7

Councillor Kieran McKenzie inquires whether there are partnerships with other stores or locations currently in force or being considered in order to allow customers to more easily reload their fare cards. Jelena Payne, Commissioner of Economic Development appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the administrative report dated February 6, 2025, entitled "Reload Station Agreement with Keshan Windsor Convenience Inc." and responds there are currently partnerships with approximately five other retail locations offering reload stations, locations of which are based on need and volume. David Calibaba, Manager of Sales & Marketing, appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the administrative report dated February 6, 2025, entitled "Reload Station Agreement with Keshan Windsor Convenience Inc." and indicates that the reload stations were originally purchased many years ago and were intended to be used in Shoppers Drug Mart locations, Shoppers Drug Mart changed their checkout strategy and the reload stations were no longer viable. Mr. Calibaba states that there are currently five reload stations in various locations available to reload the non-discounted 5, 15, or 30-ride cards.

Councillor Kieran McKenzie inquires whether there are plans to offer these reload services to other types of passes, and if the five current locations of the reload stations are sufficiently distributed throughout the City. He also asks if it is possible to reload the passes online/virtually. Mr. Calibaba replies that the City's current provider, Trapeze, is getting out of the business. He states that within the next couple of weeks, the City will be signing a contract with a new company, Cubic, which will allow mobile ticketing, online payments and reloading of passes. This will also allow more locations to offer reloading services.

Councillor Kieran McKenzie asks if new equipment will be purchased to facilitate the changeover in providers. Stephan Habrun, Acting Executive Director, Transit Windsor, appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the administrative report dated February 6, 2025, entitled "Reload Station Agreement with Keshan Windsor Convenience Inc." and confirms the existing equipment will still be used, and no new equipment will be purchased.

Councillor Kieran McKenzie inquires whether there will be a report submitted outlining these changes, and how this new information will be released to the public. Mr. Harburn replies that once the new fare management system is in place, an information report will be submitted to the Standing Committee.

√CLERK'S CORRECTION**

Moved by: Councillor Kieran McKenzie
Seconded by: Councillor Mark McKenzie

Decision Number: TWB 7

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

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 4 of 7

- I. **APPROVE** Transit Windsor entering into an agreement with ~~Keshan~~ ✓Keshav/ 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.

Carried.

Report Number: S 13/2025
Clerk's File: MT/14928

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

Councillor Kieran McKenzie inquires as to how Transit Windsor's 78% on-time performance rates compared to other municipalities. Mr. Habrun replies that in comparison, Transit Windsor is neither the worst nor the best but ranks mid-range amongst other municipalities. He adds that performance remains consistent, but with room for improvement.

Councillor Kieran McKenzie asks which metrics would need to be improved to raise the on-time performance. Mr. Habrun replies that the percentage takes into account aspects such as weather delays and summer construction detours. He acknowledges that during construction season, it is very difficult to maintain schedules when there are detours, and routes are not re-timed for detours due to budget constraints. He states that routes are constantly monitored and service can be redistributed where needed as necessary.

Councillor Kieran McKenzie inquires as to what extent fleet capacity plays into performance and if it constrains the ability to improve. Mr. Habrun replies that the fleet is adequate, with 119 buses currently and new buses on the way, and so long as the fleet is maintained properly, and detours and delays don't increase, the on-time performance should improve.

Councillor Kieran McKenzie inquires as to when the new buses will arrive. Mr. Habrun responds that sixteen new buses are on the property now, with 2 to 4 of them almost ready for the road. It takes approximately 6 to 8 weeks for a bus to be prepared, as equipment, fare boxes, barriers, signage, and exterior details need to be installed, as well as safety checks and licensing.

Councillor Kieran McKenzie inquires whether this is the full compliment of new buses, or if there are more coming. Mr. Habrun replies there will be twenty-one new buses total, with the remaining five expected sometime in April, but there have been delays at the manufacturer.

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 5 of 7

Councillor Kieran requests clarification regarding vehicle servicing capacity, specifically regarding hoist capacity in the garage. He inquires about the extent to which the portable hoists are able to allow for the same level of maintenance service as the hoists built into the service garage. Ms. Payne indicates that the capacity is 100%, regardless of whether the hoist is portable or permanently installed.

Councillor Kieran McKenzie, citing concerns having been raised, asks Commissioner Payne to clarify that all of the same work that can be done on a permanent hoist can also be done on a portable hoist. Ms. Payne replies that this is true and adds that portable hoists are used in many jurisdictions across Canada and the US without issue. She states that despite complaints and investigations, the portable hoists have been found to be fully operational and safe. She states that Transit Windsor will continue to use a mix of both permanent and portable hoists for flexibility.

Councillor Kieran McKenzie inquires as to how many permanent hoists are currently not operational. Ms. Payne replies she does not currently have that information available.

Councillor Kieran McKenzie inquires as to how many permanent hoists there would be available if operating at 100% capacity. Mr. Habrun replies there are 13 or 14 total.

Councillor Kieran McKenzie inquires about stops being skipped due to full buses. He asks how often this happens and if this information can be included in future service reports made to the Standing Committee. He would also like to know what it would take to be able to collect data regarding this issue. Mr. Habrun indicates that Transit Windsor keeps track of each time a bus contacts dispatch to advise that a bus is full and to request permission to bypass stops. This information can be added in future reports. They do not keep track of how many customers are bypassed at each skipped stop.

Councillor Renaldo Agostino inquires if the 78% on-time performance meets the industry standard. He asks what Transit Windsor is doing to address this issue, and how much data is available to inform decisions. Mr. Habrun replies that the major corridor routes face the most pressure when it comes to on-time performance. Mr. Habrun adds that part of the Transit Master Plan is to address these issues and steps have also been taken over the last few years with Council's support. This includes items in this year's budget which are being implemented to address areas which require more frequent routes.

Councillor Gary Kaschak requests clarification of the use of "trips" and "boardings" in the report, and if they are used interchangeably to mean the same thing. Mr. Habrun confirms the two terms are used interchangeably.

Councillor Gary Kaschak is pleased with the 2% increase in ridership last year and asks if there is an increase in ridership projected for this year. Mr. Habrun replies it is too early in the year to project, but ridership is tracked monthly and it's possible to check year-to-date comparisons in the next few days.

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 6 of 7

Councillor Gary Kaschak remarks that the Transit Windsor deficit has gone down over recent years. Mark Spizzirri, Manager, Performance Measurement & Business Case Development, appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the administrative report dated February 6, 2025, entitled "Transit Windsor Year-To-Date Service Report as of December 31, 2024" and replies that this is correct. He points out the 10% increase in fares introduced in the 2024 Budget has helped increase revenue and reduce the deficit, and the hope is that this trend will continue.

Council Gary Kaschak comments he hopes the ridership will continue to increase and that a break-even point can eventually be reached.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Renaldo Agostino

Decision Number: TWB 8

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; and,

THAT Transit Windsor administration **BE DIRECTED** to report back to the Environment, Transportation and Public Safety Standing Committee sitting as the Transit Windsor Board of Directors at a future meeting, on the maintenance capacity in the transit garage as it is currently, and included in the report should be an analysis of any variance in maintenance capacity as it relates to temporary versus permanent hoists; and that the report **INCLUDE** information related to turnaround time for repairs specifically when a bus goes out of service to when it is put back on the road, and whether Transit Windsor is operating within industry standards given the capacity; and,

THAT Transit Windsor administration **BE DIRECTED** to report back on the number of stops that are skipped during the period being analyzed in any service reports going forward.

Carried.

Report Number: S 14/2025

Clerk's File: MT/13708

9.3. Advertising Agreement with 1333988 Ontario Inc. o/a Streetseen Media - City Wide

Councillor Gary Kaschak inquires whether he is correct in assuming that there are very few companies who provide this type of service. Ms. Payne replies that Councillor Kashack is correct. Ms. Payne confirms this is a niche market, especially when it comes to wrapping the buses with advertising, and there have been RFPs issued in the past with very little response. She states the City has a good relationship with Streetseen Media and would like the Committee to uphold it so Transit Windsor can continue to provide this service and receive the advertising revenue.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Gary Kaschak

Minutes

Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors Wednesday, February 26, 2025

Page 7 of 7

Decision Number: TWB 9

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

- I. **APPROVE** Transit Windsor entering into an advertising agreement with 1333988 Ontario Inc. o/a Streetseen Media (Streetseen Media), with respect to bus shelter and bus advertising for a term of five years, beginning on January 1, 2025; and,
- II. **AUTHORIZE** the Acting Executive Director of Transit Windsor to sign the advertising agreement, satisfactory in form to the City Solicitor, in technical content to the Commissioner, Economic Development, and financial content to the City Treasurer.

Carried.

Report Number: S 12/2025
Clerk's File: MT/13708

11. NEW BUSINESS

None.

12. ADJOURNMENT

There being no further business, the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors is adjourned at 4:45 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee will be held March 26, 2025.

Carried.

Ward 2 – Councillor Costante
(Chairperson)

Deputy City Clerk / Supervisor of Council
Services