

Environment, Transportation & Public Safety Standing Committee Meeting

**Date:** Wednesday, February 22, 2023

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

**Location:** Council Chambers, 1<sup>st</sup> 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 ACKNOWLEDGEMENT

We [] 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.      **DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF**

#### 3.      **ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE**

- 3.1. Minutes of the Environment, Transportation & Public Safety Standing Committee meeting held January 25, 2023 (excluding Transit Matters) **(SCM 26/2023)**

#### 4.      **REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS**

#### 5.      **COMMUNICATIONS**

#### 6.      **PRESENTATIONS AND DELEGATIONS**

#### 7.      **COMMITTEE MATTERS**

- 7.1. Windsor Bicycling Committee 2022 Annual Report **(SCM 3/2023)**
- 7.2. Minutes of the Windsor Bicycling Committee of its meeting held December 13, 2022 **(SCM 22/2023)**

#### 8.      **ADMINISTRATIVE ITEMS**

- 8.1. E-Scooter Update - City-wide **(C 7/2023)**
- 8.2. Response to CQ 9-22 – Driveway Culvert Rehabilitation & Backyard Drainage Implementation Programs **(C 2/2023)**

- 8.3. Effectiveness of Salting Residential Streets During Winter Control Incident Response to Prevent Ice Formation **(C 227/2022)**
- 8.4. Response to CQ 15-2021 – July 16, 2021 Rain Event (City Wide) **(C 8/2023)**
- 8.5. Grove Avenue (Janette Avenue to Bruce Avenue) Traffic Calming - Ward 3 **(S 8/2023)**
- 8.6. CQ5-2022 Non-BIA Commercial Areas as Community Safety Zones - City-wide **(C 4/2023)**
- 8.7. West Windsor Flood Risk Study - Climate Change Risk Assessment - Report Endorsement - Wards 1 & 2 **(S 20/2023)**

9. **TRANSIT BOARD ITEMS**

- 9.1. Change to the Transit Windsor Charter Policy- City Wide **(S 2/2023)**
- 9.2. Transit Windsor 2023 Operating Budget - City Wide **(S 19/2023)**
- 9.3. Update to Transit Windsor Signing Authorities - City Wide **(S 18/2023)**

10. **ADOPTION OF TRANSIT BOARD MINUTES**

11. **QUESTION PERIOD**

12. **ADJOURNMENT**



**Item No. 3.1**

**Committee Matters: SCM 26/2023**

**Subject: Minutes of the Environment, Transportation & Public Safety Standing**

**Committee meeting held January 25, 2023**



**Environment, Transportation & Public Safety Standing Committee Meeting**

Date: Wednesday, January 25, 2023

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

**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 ARE THE FOLLOWING FROM ADMINISTRATION:**

Chris Nepszy, Commissioner of Infrastructure Services

Tyson Cragg, Executive Director Transit Windsor

Shawna Boakes, Deputy City Engineer / Executive Director of Operations

Karina Richters, Supervisor, Environmental Sustainability and Climate Change

Michelle Moxley-Peltier, Community Energy Plan Administrator

Jeff Hagan, Transportation Planning Senior Engineer

Kathleen Quenneville, Active Transportation Coordinator

Sandra Gebauer, Council Assistant

Anna Ciacelli, Deputy City Clerk / Supervisor of Council Services

# Minutes

## Environment, Transportation & Public Safety Standing Committee January 25, 2023

Page 2 of 6

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### 1. CALL TO ORDER

The Deputy Clerk calls the meeting of the Environment, Transportation & Public Safety Standing Committee to order and calls for nominations from the floor for the position of Chairperson.

Councillor Kieran McKenzie nominates Councillor Fabio Costante for the position of Chairperson; Councillor Fabio Costante accepts the nomination. There being no further nominations the Deputy Clerk calls a vote. All members vote in favour.  
Councillor Fabio Costante assumes the Chair.

The Deputy Clerk calls for nominations from the floor for the position of Vice Chair.

Councillor Gary Kaschak nominates Councillor Kieran McKenzie for the position of Vice-Chair. Councillor Kieran McKenzie accepts the nomination. There being no further nomination the Deputy Clerk calls a vote. All members vote in favour  
Carried.

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

None disclosed.

### 3. ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE

#### 3.1. Adoption of the Environment, Transportation & Public Safety Standing Committee minutes of its meeting held September 28, 2022

Moved by: Councillor Kieran McKenzie  
Seconded by: Councillor Gary Kaschak

THAT the minutes of the Environment, Transportation & Public Safety Standing Committee meeting held September 28, 2022 **BE ADOPTED** as presented.  
Carried.

Report Number: SCM 278/2022

### 4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None requested.

# Minutes

## Environment, Transportation & Public Safety Standing Committee January 25, 2023

Page 3 of 6

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### 5. COMMUNICATIONS

None requested.

### 7. COMMITTEE MATTERS

#### 7.1. Minutes of the Windsor Licensing Commission of its meeting held November 23, 2022

Moved by: Councillor Gary Kaschak  
Seconded by: Councillor Renaldo Agostino

Decision Number: ETPS 921  
THAT the minutes of the Windsor Licensing Commission of its meeting held November 23, 2022  
**BE RECEIVED.**  
Carried.

Report Number: SCM 316/2022  
Clerk's File: MB2022

#### 7.2. Transit Windsor Advisory Committee 2022 Annual Report

Moved by: Councillor Gary Kaschak  
Seconded by: Councillor Kieran McKenzie

Decision Number: ETPS 922  
THAT the Transit Windsor Advisory Committee 2022 Annual Report **BE APPROVED.**  
Carried.

Report Number: SCM 333/2022  
Clerk's File: MB2022

#### 7.3. Report No. 75 of the Windsor Bicycling Committee - Updated report on the Bird E-Scooter Pilot Project

Councillor Kieran McKenzie provides a brief overview of the information related to the advisory committee report and indicates that there were some concerns raised by the Committee. The

# Minutes

## Environment, Transportation & Public Safety Standing Committee January 25, 2023

Page 4 of 6

Councillor inquires about the report that will come forward related to the RFP and the concerns related to scooters left on public right of way and whether that report will address those concerns. Shawna Boakes, Executive Director Public Works Operations appears before the Environment, Transportation and Public Safety Standing Committee regarding “Report No. 75 of the Windsor Bicycling Committee—updated report on the Bird E-Scooter Pilot Project” and indicates that the new RFP highlights a number of the clauses, related to monitoring and picking up devices.

Councillor Kieran McKenzie inquires whether the RFP will have the language in the document to ensure these issues are addressed. Ms. Boakes indicates there is specific timelines related to those issues in the language in the RFP. Jeff Hagan, Transportation Planning Senior Engineer appears before the Environment, Transportation and Public Safety Standing Committee regarding “Report No. 75 of the Windsor Bicycling Committee—updated report on the Bird E-Scooter Pilot Project” and indicates that there will be a report forthcoming summarizing the 2 year pilot project and information related to the public survey. Mr. Hagan adds that the number of 311 service requests decreased towards the end of the pilot program, and there is flexibility to address specific issues in the Community.

Councillor Kieran McKenzie inquires about the timelines of the reports. Mr. Hagan provides details related to the timelines of the RFP report and pilot project report.

Councillor Renaldo Agostino inquires about the scooters parked on corners and falling over, and cites concerns related to speeds and operation during certain times of the day. Mr. Hagan provides information related to maximum speeds, and limiting the areas of operation during specific times of the year.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Mark McKenzie

Decision Number: ETPS 923

That Report No. 75 of the Windsor Bicycling Committee – Updated report on the Bird E-Scooter Pilot Project indicating that;

Administration BE REQUESTED to prepare an updated report on the Bird E-Scooter Pilot Project for consideration by City Council.

**BE RECEIVED.**

Carried.

Report Number: SCM 4/2023

Clerk's File:MB2022

## 8. ADMINISTRATIVE ITEMS

### 8.1. Global Covenant of Mayors for Climate and Energy and Carbon Disclosure Project 2022 - City Wide

# Minutes

## Environment, Transportation & Public Safety Standing Committee

January 25, 2023

Page 5 of 6

Councillor Gary Kaschak commends Ms. Richters and her team regarding the report and the recognition in the report.

Councillor Kieran McKenzie, reaffirms the comments made by Councillor Gary Kaschak and adds there is more work to be done. The Councillor inquires as to whether there is a scoring system in place to determine whether the plan that was developed is being implemented and being carried out. Karina Richters, Supervisor Sustainability & Climate Change appears before the Environment, Transportation and Public Safety Standing Committee regarding the administrative report “Global Covenant of Mayors for Climate and Energy and Carbon Disclosure Project 2022” and indicates that was the intent of this project as a debrief and to provide direction for 2023 including how good the plans are and how well they are being implemented.

Councillor Kieran McKenzie inquires related to the pathway two section i.e. data transport, which is partially complete. Ms. Richters indicates that the group wants a target mode split of 60%. Michelle Moxley-Peltier, Community Energy Plan Administrator appears before the Environment, Transportation and Public Safety Standing Committee regarding the administrative report “Global Covenant of Mayors for Climate and Energy and Carbon Disclosure Project 2022” and indicates that they’re research is that Canadian municipalities as well as American municipalities are struggling to reach that target. The group is encouraging everyone to follow European standards which includes promoting walking, cycling and other modes of active transportation instead of driving.

Moved by: Councillor Kieran McKenzie

Seconded by: Councillor Gary Kaschak

Decision Number: ETPS 924

**THAT** the report of the Community Energy Plan Administrator dated December 5, 2022 regarding the Global Covenant of Mayors for Climate and Energy and Carbon Disclosure Project 2022 Cities Results **BE RECEIVED** for information.

Carried.

Report Number: S 145/2022

Clerk’s File:EI/14519

## 9. TRANSIT BOARD ITEMS

None presented.

## 10. ADOPTION OF TRANSIT BOARD MINUTES

None presented.

# Minutes

## Environment, Transportation & Public Safety Standing Committee January 25, 2023

Page 6 of 6

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### 11. QUESTION PERIOD

None registered.

### 12. ADJOURNMENT

There being no further business, the Environment, Transportation & Public Safety Standing Committee is adjourned at 4:50 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee will be held February 22, 2023.

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Ward 2 – Councillor Costante  
(Chairperson)

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Deputy City Clerk /  
Supervisor of Council Services



**Item No. 7.1**

**Committee Matters: SCM 3/2023**

**Subject: Windsor Bicycling Committee 2022 Annual Report**

## **WINDSOR BICYCLING COMMITTEE 2022 Annual Report**

### **COMMITTEE BUSINESS**

In 2022, the Windsor Bicycling Committee (WBC) received reports on the status of current and a summary of past City cycling initiatives.

The WBC provided input and feedback for the development of the City Bicycle Parking Policy and reviewed the finalized policy.

The Committee approved the establishment of Community Acknowledgement Awards, to recognize members of the community who are promoting cycling.

The Committee provided feedback on Windsor-Essex Cycling presentations of the C3Tech cycling application (app), and will continue to fund the design of the app.

The following budget items were addressed in 2022, and motions were passed for funding support to:

- Upset amount for costs associated with bottle water purchase for Bike to Work Day participants: \$500
- Upset amount for costs associated with Fireworks Bike Corral fencing and promotional materials: \$500
- The Bike Kitchen's Winter Wheels: \$2,500
- C3Tech Cycling App: \$1,000

### **STANDING COMMITTEE & COUNCIL**

In 2022, the Windsor Bicycling Committee made recommendations to Council on the following items:

- **E-scooter Pilot** - recommended a report to Council outlining the progress of the e-scooter pilot.
- **New Bike Parking Policy** – recommended that the policy be supported by Council.

### **EVENTS & OUTREACH**

Windsor Bicycling Committees event and outreach activities for 2022 were as follows:

- **Bike to Work Event** – Week of May 15<sup>th</sup>, 2022, in partnership with Bike Windsor-Essex, to promote commuter cycling and which culminated in a Bike to Work Day, on May 20<sup>th</sup>, 2022, where cyclists were invited to meet at Jackson Park for a ride along the park, view cycling maps and leave comments.
- **Fireworks Bike Corral** – June 27, 2022, WBC, in partnership with CUPE Local 82, to provide free, secure bike parking for fireworks attendees.
- **Windsor International Film Festival** – WBC sponsored a cycling film at the festival.





**Item No. 7.2**

**Committee Matters: SCM 22/2023**

**Subject: Minutes of the Windsor Bicycling Committee of its meeting held**

**December 13, 2022**

## **Windsor Bicycling Committee**

Meeting held December 13, 2022

A meeting of the Windsor Bicycling Committee is held this day commencing at 4:30 o'clock p.m. via Zoom video conference, there being present the following members:

Councillor Kieran McKenzie, Chair  
Ken Acton  
Klaus Dohring  
Robert Hicks  
Teena Ireland  
Jessica Macasaet-Bondy  
Ellen van Wageningen

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

Erika Valvasori  
Kevin Morse

### ***Guests in attendance:***

Doug Sartori, and Lauren Hedges regarding the Cycling App Presentation

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

Jeff Hagan, Transportation Planning Senior Engineer  
Kathleen Quenneville, Active Transportation Coordinator  
Karen Kadour, Committee Coordinator

## **1. Call to Order**

The Chair calls the meeting to order at 4:30 o'clock p.m. and the Committee considers the Agenda being Schedule "A" attached hereto, matters which are dealt with as follows:

## **2. Declaration of Conflict**

J. Macasaet-Bondy discloses an interest on Item 4.4 (Bike Windsor-Essex Winter Wheels Program) as her husband was selected as a participant for Winter Wheels.

### 3. Adoption of the Minutes

Moved by K. Acton, seconded by K. Dohring,  
That the minutes of the Windsor Bicycling Committee of its meeting held May 4,  
2022 **BE ADOPTED** as presented.  
Carried.

#### Presentation – Cycling App

Doug Sartori, Windsor Hackforge and Lauren Hedges, Project Lead for the C3Tech initiative, appear before the Windsor Bicycling Committee.

Doug Sartori provides an overview of the progress of the Cycling App over the past year as follows:

- In addition to the funding provided by the WBC, they also secured some resources from the County Wide Active Transportation System (CWATS), and the Ontario Tourism Innovation Lab.
- In the technical work, they now have a releasable product which can announced to the community at any time. They are adding more to the App as they go along.
- A Contract Developer has been hired with some of the funds secured in order to move the project forward and to make the best product possible.
- The strategy behind this application was to start from an open source foundation and build from there. The application that they chose to build on uses Open Street Map (OSM) which is a global database of map data.
- Lauren Hedges has worked diligently to connect with the Open Street Map community to spread OSM knowledge in our community, improve our local OSM data and coordinate with local municipalities to get their data directly into OSM.
- Have had discussions to have the launch date coincide with the Bike to Work Week.
- Over the next few months will continue to improve the quality of the OSM data that they have locally, develop the safety features of the application with a stretch goal of turn by turn navigation.

Lauren Hodges provides a demonstration and details of how the app works:

- WindsorEssexCycling.ca is a bicycle-oriented map maintained by Windsor Hackforge as part of the City-County Cycling Tech (C3 Tech) initiative, built on top of OpenStreetMap.
- All of this information is based on data that users have submitted to OSM.
- Provides a demonstration of the routing. In the top left corner, there is a tool bar and clicks on the marker icon which can be used to place markers. Are able to place up to five markers at a time and the system will rout between them in the order that they are placed.

- In terms of how it is choosing the route that is taken, it goes back to the OSM data. The way that OSM works is that there are features that can be tagged with different data points.
- The routing will only be as good as the underlying data.
- Did start OSM Windsor Essex which is a user group focused on people who are interested in using, improving and contributing to OSM.
- The next step is to integrate those turn-by-turn directions. Also looking to ensure that all of the local cycling routes are added onto the map. The waterfront trail and some of the CWATS are available at this time but each municipality has their own set of cycling routes.

In response to a question asked by J. Macasaet-Bondy regarding the upkeep of data and the turn-by-turn navigation, L. Hodges responds that all of the information that exists about Windsor-Essex in OSM was imported around 2005 to 2015 so it is outdated. There is much more cycling infrastructure and changes to roadways that have occurred since then so adding that data is a process. OSM encourages manual edits rather than large scale imports.

D. Sartori adds that curation of data is a never ending task. One of the reasons that the OSM interest group was created was to generate community interest and to build on this data. Also working to educate municipal staff about OSM because the best source and most current source of data will be the municipalities themselves.

E. van Wageningen asks if the WBC can assist in any way to make more people aware of this map and how are they approaching accessibility.

L. Hodges responds that when it comes to mapping, there are so many accessibility concerns, so they will be working with an accessibility advisor in early 2023 to get a sense of what they can do to help improve the map in general.

In response to the question asked by E. van Wageningen regarding what can the WBC do to help, D. Sartori suggests that the WBC have a conversation with the City of Windsor around the licensing terms for the open data portal. There is a technical mismatch between the licensing regime that OSM requires in order to be able to take open data directly and work with it and the licence for use that the City of Windsor has.

K. Acton asks if the presenters are looking for opportunities for additional funding.

D. Sartori responds that they are hoping to continue to export this application and solution to other parts of Ontario. He notes that there was some interest from Chatham-Kent and they would like to add them in the future. The more resources they have, the faster they will be able to do this work. He adds that a small amount of funding will assist with sustainability.

J. Hagan advises that going forward, the City will be updating the map as new bikeway infrastructure is constructed.

Moved by J. Macasaet-Bondy, seconded by E. van Wageningen,  
That the Presentation. by Doug Sartori, Windsor Hackforge and Lauren Hodges,  
C3Tech Initiative regarding the Cycling App **BE RECEIVED**.  
Carried.

#### 4. Business Items

##### 4.4 2022 WBC Operating Budget

The Chair recalls that in 2021, the WBC sponsored the Bike Windsor-Essex Winter Wheels Program which was very successful.

Moved by K. Acton, seconded by T. Ireland,  
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$2,500 from  
the 2022 WBC Operating Budget for the Bike Windsor-Essex Winter Wheels Program.  
Carried.

J. Macasaet-Bondy discloses an interest and abstains from voting on this matter  
as her husband was selected as a participant for Winter Wheels.

Moved by E. van Wageningen, seconded by J. Macasaet-Bondy,  
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$1,000  
payable to Windsor Hackforge for further development of the Cycling App.  
Carried.

Moved by R. Hicks, seconded by T. Ireland,  
That **APPROVAL BE GIVEN** to an expenditure in the upset amount of \$415.59 for  
the purchase of miscellaneous cycling accessories to be given to participants at events.  
Carried.

#### **Clerk's Note:**

After further review of the financial information relating to the WBC's remaining  
2022 Operating Budget, it was determined that an invoice previously approved was not  
submitted to the Committee Coordinator for payment. Therefore, the foregoing motion  
relating to the purchase of miscellaneous cycling accessories in the amount of \$415.59  
will not be honoured as these funds are required to pay the previous invoice.

#### 4.1 Current Cycling Projects

J. Hagan introduces Kathleen Quenneville, new Active Transportation Coordinator.

K. Quenneville reviews the Cycling Infrastructure Projects that are currently underway.

K. Acton refers to the integration of the bike lanes, and asks if the city is considering raised crossings in situations where traffic calming is becoming an issue.

J. Hagan responds that this is in the Traffic Calming Policy and this is something to consider on a larger traffic calming project like for a collector road. There are difficulties in putting raised crosswalks in as a retrofit as they can impact drainage. Typically the cost of putting one in is not just the crossing itself it is putting a catch basin in on either side to avoid ponding.

Moved by J. Macasaet-Bondy, seconded by K. Acton,  
That the Current Cycling Projects update provided by Kathleen Quenneville, Active Transportation Coordinator **BE RECEIVED.**  
Carried.

#### 4.2 Bike Parking Policy

J. Hagan advises that the Memo from the Policy Analyst and Transportation Planning Senior Engineer entitled "Bicycle Parking Policy" dated December 13, 2022 is a proposed draft of the Bike Parking Policy integrating the feedback received from the Committee. It is important to note that this Policy is not the entire picture of bike parking requirements in the city. The other piece will be the Zoning Bylaw which will dictate bike parking requirements for new developments or redevelopment. The structure of the Policy is one main policy with several procedures under it dealing with general bike parking standards and guidelines, bike parking for city facilities, bike parking in the right-of-way, temporary bike parking and events. They all address long term and short time bike parking.

K. Dohring provides two comments relating to the new bike racks located east on Wyandotte and he expresses concern relating to the way they are anchored (as excessive salt is used in winter on the sidewalks so there is heavy corrosion). In terms of the geometry of the bike racks, they are tall with a narrow base. When the laws of physics are applied, a person can exert a significant torque by a force at the top because the lever is very much to the advantage of whoever pushes them sideways. He fears that in a year or two there will be damage there so that the design of the bike racks needs to be such that it will be durable.

K. Acton asks if consideration has been given to municipal parking garages to provide shelter and cover, and to reduce the amount of parking in sheltered garages. He suggests Pelisser Street Parking Garage and the possibility of long term parking being integrated there.

J. Hagan responds that the suggestion by K. Acton has been considered and the exact form of that varies dependent on the parking garage. There is opportunity to provide more secure bike parking at the Pelissier Street Parking Garage.

K. Acton advises that he is aware that there will be discussion with Transit as it relates to parking areas based on stops and ridership and asks if there will an opportunity for public input..

J. Hagan responds that they have not reached out to transit riders but have spoken at length to Transit Windsor. The intent is to provide bike parking at transit terminals as well as looking at stops with a large number of transfers to see where parking should be provided there.

The Chair notes that it was stated that some of the work is to be split between Transportation Planning and Planning. In the past there was discussion around the idea of creating incentives for developers to add additional bike parking and bike parking facilities in new development. Asks Administration to respond regarding if this is something that Planning is proposing as a further incentive for more robust bike parking facilities in developments.

J. Hagan responds that there have been conversations with Planning to determine the feasibility of city-wide bike parking in a community improvement plan. Planning is looking at bike parking subsidies or benefits in future community plans perhaps as a facade improvement grant.

Moved by E. van Wageningen, seconded by J. Macasaet-Bondy,  
That the proposed Draft Bike Parking Policy **BE SUPPORTED.**  
Carried.

### 4.3 Cycling Initiatives 2018-2022

J. Hagan provides an overview of the cycling related initiatives carried out over the term of the current Windsor Bicycling Committee (2018-2022) which includes the following:

- Vision Zero Policy
- Traffic Calming Policy Update, including introduction of the Bikeway Traffic Calming Procedure (2021)

- Policy measures currently under development relating to cycling –
  - Bicycle Parking Policy
  - Complete Streets Policy
  - School Neighbourhood Policy Update
  - Vision Zero Action Plan
- Key Projects –
  - Dougall Avenue Multi-use Trail Tunnel
  - Hawthorne Drive Cycle Track
  - Rhodes Drive Multi-use Trail
  - Little River Corridor Pump Track
  - Malden Park Mountain Bike Trails
- Outreach Activities –
  - Annual Parks & Trails Map
  - Open Streets Windsor
  - Bike to Work Day
  - Bike to Fireworks
  - Art in the Park Bike Valet

Moved by J. Macasaet-Bondy, seconded by K. Acton,  
That the overview of the cycling related initiatives carried out over the term of the current Windsor Bicycling Committee (2018-2022) **BE RECEIVED.**  
Carried.

#### 4.5 Bird E-Scooters

K. Dohring states that in the summer and fall, there is a large number of Bird e-scooters littering his neighbourhood, particularly around Willistead Park and the waterfront. He suggests that Bird have dedicated pick-up and drop-off locations as the concept of having a van pick up the e-scooters in the evening is falling short.

J. Hagan responds that a scooter blocking the sidewalk is an issue, however, when they receive complaints, Bird immediately moves the scooters and have been working proactively to ensure that their users are putting the scooters in the area where they are supposed to go. We certainly see areas in the city where the scooters are parked in high demand areas, i.e. the riverfront where they blocking the walking path and there can be quite a few scooters. The agreement that the city has with Bird does allow (in problem areas) to set up hubs and require the scooters to be parked there. The number of complaints received have been low so there has been no need to go to that option. He adds the agreement with Bird will be expiring in 2022 and are looking into putting out an RFP over the winter to allow a new scooter-share program to run starting in the spring. He notes that most of the scooter share providers do run that dock less model without hubs unless there is a specific problem to address.



K. Dohring responds that he is supportive of scooters being available, however the scooters are littering the walkways and suggests that perhaps the Walkerville area should have a dedicated pickup and drop-off location.

J. Macasaet-Bondy responds as a Bird scooter user, you cannot lock up the scooter anywhere, it must be placed in a specific area and to take a picture of it. She notes that certain spots around Walkerville may not be suitable for lock up, and suggests adding more spaces where lock-up is not available. She further proposes getting public feedback on where those spaces should be located.

The Chair states as the pilot project has ended, he asks if the public will be able to comment on the new scooter share program.

J. Hagan responds that the opportunity to comment on the new scooter share program will be when Council approves the award of the RFP.

T. Ireland leaves the meeting at 5:43 o'clock p.m.

E. van Wageningen asks if a report will be provided to Council that provides an overview of the two year Bird e-scooter pilot project.

J. Hagan responds that a report was provided to Council following the first year of the pilot project with a suggestion to renew for another year.

The Chair suggests that a report relating to the two year pilot project be provided to Council.

Moved by E. van Wageningen, seconded by K. Acton,  
That Administration **BE REQUESTED** to prepare an updated report on the Bird E-Scooter Pilot Project for consideration by City Council.  
Carried.

## 5. Date of Next Meeting

The next meeting date to be determined.

## 6. Adjournment

There being no further business, the meeting is adjourned at 5:56 o'clock p.m.

CHAIR

COMMITTEE COORDINATOR



**Subject: E-Scooter Update - City-wide**

**Reference:**

Date to Council: February 22, 2023  
Author: Kathy Quenneville  
Active Transportation Coordinator  
519-255-6100 ext. 6287  
kquenneville@citywindsor.ca  
Public Works - Operations  
Report Date: January 10, 2023  
Clerk's File #: SW/13715

**To:** Mayor and Members of City Council

**Recommendation:**

THAT report C 7/2023, "E-Scooter Update – City-wide" **BE RECEIVED** for information.

**Executive Summary:**

N/A

**Background:**

E-scooters are becoming an increasingly popular form of micro-mobility. In November 2019, the Ontario government announced a 5-year e-scooter pilot program, running from January 1, 2020 to January 1, 2025. Under this pilot program, municipalities have the ability to allow electric kick-scooters to operate on streets and in rights-of-way under their jurisdiction.

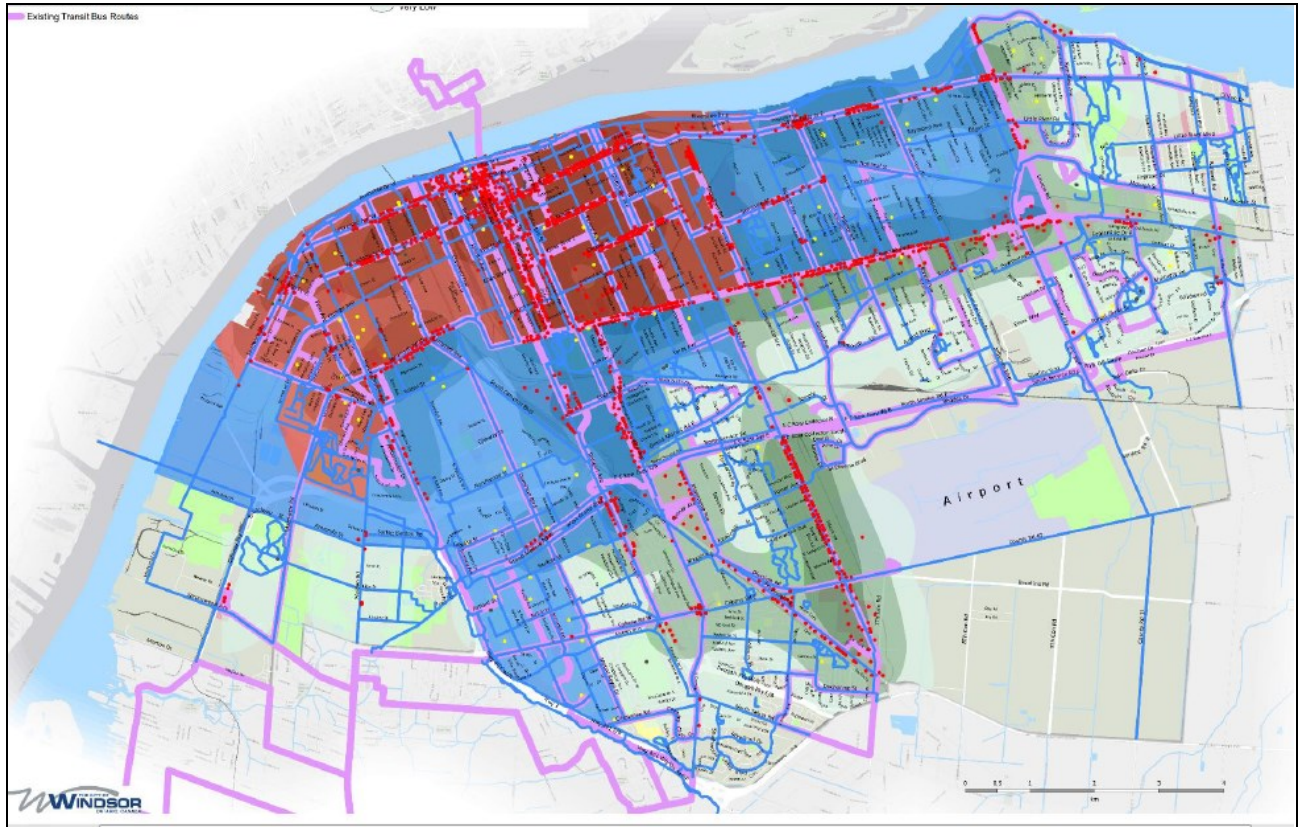
The City of Windsor Active Transportation Master Plan recommends pursuing a partnership with private operators to provide a public bike sharing program and consider the feasibility of an electric scooter sharing program (Walk Wheel Windsor Action 3.1).

Similarly, the Windsor Works Report cited improving urban mobility as a key ingredient of downtown revival. The E-Scooter pilot program approved by Council in 2020 aligned with the Windsor Works recommendations and progress toward the goals of investment in infrastructure and economic development and innovation. The most recent implementation report from Windsor Works explains that "the City needs to improve its downtown district, complete riverfront developments and provide new and enhanced mobility options" and supports the implementation of e-scooters and e-bikes.

In report S 7/2020 on April 29, 2020, administration put forth a recommendation to the Environment, Transportation and Public Safety Standing Committee for issuance of a Request for Proposal for Bike share and E-scooter operations. Council endorsed this recommendation on May 25<sup>th</sup> 2020 and an RFP was issued which identified that the successful proponent(s) would be responsible for supplying, operating, maintaining, managing, marketing, financing and reporting on the bike/e-scooter share system under the guidelines of a service agreement with the City for a one-year pilot project to operate on City property. A Request for Proposal (RFP) was issued on January 15, 2021 and closed on February 8, 2021. Bird Canada was the successful proponent and began running their e-scooter program on May 1<sup>st</sup> 2021.

At the April 19, 2021 meeting of Council, Council directed administration to report back on the results of the trial period whereby e-scooters would be permitted on the Central Riverfront Trail from the Ambassador Bridge to Hiram Walker, subsequent to an amendment to the Parks By-law 131-2019 (CR165/2021 and CR83/2020). The trial period expired on December 1, 2021.

The total service area of the e-scooters equals approximately 22.6 km<sup>2</sup> (15% of the City) and includes approximately 65,000 residents (30% of Windsor's population). **Figure 1** demonstrates the service area under which Bird operated for the 2021 term. A minimum fleet size of 450 devices and maximum of 600 devices between all Proponents (including impounded devices) was specified, with potential to increase upon request and review.



**Figure 1 – Phase 1 Service Area**

*Generally bound by the Riverfront Pathway to the north, Tecumseh Road to the south, Prince Road to the west and Drouillard Road to the east*

For the 2021 trial period, Bird Canada (Bird) was required to provide a fleet of e-bicycles as part of the pilot, however there were a number of supply issues and delays due to Covid-19 that did not make it possible for Windsor to receive the equipment.

Bird does not operate their e-scooters during the winter months and therefore they stopped services for the year on October 31<sup>st</sup>, 2021.

In the January 24, 2022 report C 10/2022, Administration put forth a recommendation to Council that the micro-mobility program be extended and that the Bird contract be renewed for the 2022 year. Council endorsed this recommendation on February 28, 2022, and Bird’s contract was renewed for 2022. In 2022, e-bicycles had become available and were included in their 2022 fleet of devices. The extended contract will end on March 29<sup>th</sup>, 2023.

**Discussion:**

**Program Data for the 2021 and 2022 E\_Scooter/E-Bike Pilot**

During the course of the program, the number of vehicles deployed varied at any given time, due to removals for service and repairs. **Table 1** below, represents the average number of vehicle available per day. Note that e-bikes are also included in the 2022 total.

**Table 1 – Vehicles Deployed**

Year	Avg. Available Vehicles/Day
2021	401
2022	637

Rider data and feedback was collected and reviewed on a monthly basis by the operator and City Administration. **Table 2** below contains Windsor ridership data, where 2022 represents combined e-scooter and e-bike data.

**Table 2 – Rider Data for Bird Canada Pilot**

Year	Total Number of Rides	Unique Users	Average distance travelled (km)
2021	137,298	22,520	4.11
2022	104,293	17,040	2.92

In 2021, the longest ride taken in Windsor was 43 kilometers.

In September of 2021, Bird expanded their services for University of Windsor student travel needs. Designated parking areas were provided for students as well as slowdown zones to ensure safe riding.

### **Equity and Ride Pass Programs**

Bird provided an Equity Pricing Program which comprises of discounted rides to a number of groups to increase equity. An application form is available through the Bird app for program qualification. Proof of documentation is required by Bird to verify eligibility.

Rides are discounted by 50% for the following:

- Low-income residents
- Veterans
- Seniors
- Employees of pre-approved community-based organizations and non-profits in Windsor like Bike Windsor-Essex, Windsor Goodfellows and the Downtown Mission of Windsor

Bird also has a ride pass program available, allowing riders to purchase daily, 3 day, weekly and monthly passes and providing users with unlimited rides of up to 30 minutes.

## **Program Fees and Revenue**

A \$1 per day administrative fee and \$10,000 per annum licensing fee were charged to the operator of the program, to cover capital and operations costs associated with the pilot program.

Regular Bird user fees in 2021 were a flat-rate trip fee of \$1.15 and an additional \$0.35 per minute. To cover the cost of inflation, these fees increased in 2022 to an initial trip fee of \$2.50 and a \$0.42 per minute charge.

During the e-scooter 2021 pilot operational months of May to November, the City received a total revenue of \$123,750 (HST incl.) and in 2022, which had a slightly longer operation period from March to November, revenue was \$140,088.53 (HST incl.). This revenue reflects the \$1 per device per day administration fee, as well the annual \$10,000 licensing fee and was captured in the Transportation Planning Operating budget. There were no reported capital or operating costs incurred by the City in 2022; revenue (excluding HST) was transferred to the Bikeways Development capital project at the end of the year.

## **Public Safety with Bird Micro-Mobility**

A number of actions have been taken by Bird to promote the safe operation of e-scooters, including:

- the creation of a safety video which is included in the Bird riding app;
- a “Beginner Mode” feature is available, allowing for gentle acceleration for any new riders;
- the presence of Safe Street Patrols at the waterfront trail to educate riders on local rules, parking and etiquette;
- 15 km/h slow down zones to increase safety, where vehicles slow down safely down to 15km/h compared to the maximum mandated speed of 20km/h;
- a demonstration of their services and proper scooter use at various events, also providing free helmets and free rides to passersby;
- a collaboration with the Windsor Police Service to ensure public safety and education regarding e-scooters;
- the implementation of license plate stickers to help identify individual scooters to assist with reporting and resolving theft issues, and
- the use of an escalating warning, penalty and suspension framework to further enforce adherence to local rules.

Currently, there is limited data on reported injuries as a result of the Bird e-scooters in Windsor for the 2021 Pilot. Through consultation it has been determined that data will need to be collected and compiled with Windsor Regional Hospital services and through the Research Ethics Board.

## **MTO Survey**

The Ministry of Transportation acquired the assistance of WSP and Stuckless Consulting to gather information and collect feedback on the second year of the Ontario e-scooter pilot, on common transportation modes used and to evaluate the safety of the

program. Two Ontario cities were chosen as sample municipalities, Windsor and Ottawa, as well as Kelowna and Calgary outside of Ontario. The method of collection was through a survey, which in Windsor ran from November 19<sup>th</sup> to December 19<sup>th</sup> on SurveyMonkey, with the link to the survey advertised by the City's communications team. While the consultants are still analyzing the survey data, with a final report anticipated to be complete in April 2023, the raw survey data of the Windsor respondents indicates that:

- 89% of those who responded would likely ride an e-scooter again.
- The introduction of e-scooters did not change the mode of transportation of the majority of respondents.
- The most common reasons for using an e-scooter were for sightseeing & leisure, to get to/from social activities/dining and to try out the service.
- 52 people reported that they involved in a crash or collision while riding an e-scooter, and 19 reported injuries that required medical attention as a result.

The completed report will help inform any future program service improvements and public education needs.

In addition to the MTO survey, the City also received monthly user feedback collected through Bird's in-app customer survey.

### **2023 Micro-Mobility for Windsor**

The contract between the City of Windsor and Bird will end on March 29, 2023. A new micro-mobility Request For Proposal was issued on January 11<sup>th</sup> and will close on January 30<sup>th</sup>, 2022. The RFP outlines similar service requirements as the 2021 pilot RFP, additionally the program is now open to the possibility of multiple vendors, providing any combination of e-scooters, e-bikes and bicycles. The service area has also expanded to allow for device operation within City municipal boundaries, with the exception of areas prohibited by the Traffic By-Law, Parks By-Law and the majority of the Sandwich South planning district.

### **Program Service**

In 2021, there were 71 Service Requests submitted through Municipal 311 relating to e-scooter concerns or issues, and this number was significantly reduced to only 17 complaints in 2022, which could be attributed to Bird's ongoing public safety awareness measures. The majority of complaints reflected safety issues relating to abandoned or poorly parked devices left on the sidewalk and users riding on the sidewalk, with a few complaints regarding payment issues.

### **Risk Analysis:**

There are no risks associated with the recommendations of this informational report.

## Climate Change Risks

### Climate Change Mitigation:

Micro-mobility programs have the potential to mitigate greenhouse gas emissions as people may opt to use emission-free e-bikes or e-scooters to travel to their destinations instead of a fuel burning vehicle. Adopting a micro-mobility program can help the City reach its sustainability and greenhouse gas reduction goals, as well as promote alternative modes of travel.

### Climate Change Adaptation:

As climate change presents more global and local threats, a shift to active transportation will become more sustainable and necessary. Including a micro-mobility program within the City of Windsor is a right step towards climate change adaptation.

### Financial Matters:

There are no expenditures associated with the recommendations of this informational report.

### Consultations:

James Chacko, Executive Director, Parks & Facilities

### Conclusion:

The micro-mobility program through Bird Canada helped increase the goals outlined in the Active Transportation Master Plan and Windsor Works Report by providing new and enhanced mobility options to the downtown core in Windsor. The second year of the micro-mobility program, continued to demonstrate a large ridership and positive feedback from the public.

### Planning Act Matters:

N/A

### Approvals:

Name	Title
Jeff Hagan	Transportation Planning Senior Engineer
Shawna Boakes	Executive Director of Operations
Chris Nepszy	Commissioner of Infrastructure Services
Onorio Colucci	Chief Administrative Officer



Notifications:

<b>Name</b>	<b>Address</b>	<b>Email</b>
Windsor Bicycling Committee		

**Appendices:**

N/A

**Subject: Response to CQ 9-22 – Driveway Culvert Rehabilitation &**

**Backyard Drainage Implementation Programs**

**Reference:**

Date to Council: February 22, 2023  
Author: Andrew Lewis  
Right of Way & Field Services Coordinator  
(519) 255-6560x4229  
[alewis@citywindsor.ca](mailto:alewis@citywindsor.ca)

Public Works - Operations  
Report Date: January 4, 2023  
Clerk's File #: SW2023

**To:** Mayor and Members of City Council

**Recommendation:**

THAT the report on CQ 9-22 **BE RECEIVED** by Council for information.

**Executive Summary:**

N/A

**Background:**

The following Council Question was raised at the June 13, 2022 meeting of City Council by Councillor McKenzie:

CQ 9-2022:

Assigned to Commissioner, Infrastructure Services:

Asks that Administration report back on the potential benefits of the City of Windsor offering a Private Culvert Rehabilitation Subsidy program to residents similar to other programs currently offered through the Flood Mitigation program framework such as the Basement Flooding Protection Program and the Downspout Disconnection Program. The analysis should include reference to impacts to both individual homeowners and the community as a whole from a flood mitigation standpoint as well as estimated financial impacts, storm water management benefits and a potential funding source. The report to also include a subsidy program for backyard drains on private property.

## Discussion:

### Private Driveway Culvert Rehabilitation:

The City of Windsor currently receives approximately a dozen 311 phone calls a year from residents looking to have their driveway culvert within the Right of Way over a ditch/drain rehabilitated at the expense of the City of Windsor. While the Municipality maintains roadside ditches/drains to ensure a proper channel for storm water, all costs associated with driveway/culvert rehabilitation is exclusively borne upon the property owner, due to the fact that it serves as the access to their property from the Right of Way and is the sole responsibility of the property owner to maintain.

Upon receipt of a complaint and confirmation by the Maintenance Department, the property owner is required to obtain a Right of Way permit prior to commencing any work on the dilapidated culvert/structure. It is important to comply with City of Windsor Standard Specifications when rehabilitating the culvert/structure, which is verified through the inspection process included within the permit.

Below is a list of relevant terms and definitions.

**Culvert** A structure that forms an opening through soil whose primary function is to convey surface water through an embankment.

**Driveway Culvert** A pipe under a driveway constructed to provide vehicular private property access over a ditch or a drain. Driveway culvert pipes are commonly made of PVC, HDPE or concrete materials. Replacement Pipe - Materials shall meet the requirements of OPSS 1820 for concrete pipe products, OPSS 1841 for polyvinyl chloride (PVC) pipe products, OPSS 1840 for polyethylene (PE) plastic pipe products and OPSS 1843 for polypropylene (PP) plastic pipe products.

Pipe sizes – Shall conform to City of Windsor Standard Drawing AS-209A – Backfill of ditch/swale/trench and match upstream/downstream sizes.

**Lawn Culvert** A pipe providing an enclosure of a ditch or a drain, generally intended to provide non-vehicular access.

**Municipal Drain** A Municipal Drain is created pursuant to the local municipality passing a By-law under the Drainage Act. The municipality is responsible for Municipal Drain management, maintenance and

repair, whether they are within the Right of Way or not.

Most Municipal Drains are either ditches or enclosed systems, such as pipes or tiles buried underground and can include structures such as dykes or berms, pumping stations, buffer strips, grassed waterways, storm water detention ponds, culverts and bridges.

<b>Roadside Ditch</b>	The open channel adjacent to a rural road cross section within the municipal Right of Way, installed for the purpose of collecting road and adjacent storm water surface runoff.
<b>Pipe Culvert</b>	A pipe placed in a drain or roadside ditch through a soil embankment, which allows for the conveyance of water from one side of the other.
<b>Box Culvert</b>	Box culverts are commonly made up of reinforced concrete and may be used as a pipe culvert on more substantial ditches and drains, with the smallest box culvert span generally being 1.20 m.
<b>Bridge</b>	A structure that provides a roadway or walkway for the passage of vehicles across an obstruction, gap or facility and that is greater than 3.00 m in span.
<b>Headwalls</b>	A headwall is a small retaining wall built at the inlet/outlet of a culvert. The City of Windsor requires headwalls to reduce erosion caused by the flow of water and shall be installed as per City of Windsor Standard Specifications.

**Note:**

Private driveway culverts located over a Municipal Drain will not qualify for an incentive from this subsidy program. The cost of Municipal Drain infrastructure is assessed to benefiting landowners, following the individualized Drainage Report prepared under the Drainage Act. In general, these results in benefiting (upstream) landowners including the City of Windsor, being assessed a portion of driveway culvert costs with the property receiving the driveway paying the balance, which is already discounted.

**Flood Mitigation**

The main benefit of implementing the Private Driveway Culvert Rehabilitation subsidy program is to help prevent flooding due to a collapsed driveway culvert. The replacement of damaged culverts could reduce the likelihood of flooding to surrounding parcels of land, as well as the right of way, and improve the conveyance of the ditch/drain.

Below are three of the most common scenarios, which contribute to ditch and culvert related flood damage in the City of Windsor:

1. Storm connections could encounter backflow if the ditch they outlet to is surcharged due to a collapsed culvert. This can potentially flood the basements of any connected properties.

2. Overland flooding could occur if a private culvert collapses and obstructs the flow of storm water downstream, thus surcharging the ditch and flooding the surrounding road and upstream properties.

3. Infiltration of the neighbouring sanitary system can happen when ditches/drains overflow and seep into the adjacent sanitary sewers causing basement flooding through the private sanitary connection, due to a surcharged sanitary system.

Administration has identified three incentive options based on the culvert type. These incentives would provide assistance in the form of monetary grants/payment to property owners who require culvert rehabilitation, as a means of preventing future flood damage.

Incentives provided by the City of Windsor would be dependent on the type of culvert to be installed, with the eligible amounts outlined below:

<b>Culvert Type</b>	<b>Subsidy Amount</b>
Pipe Culvert (diameter less than 1.20 m)	100 % of cost (\$500.00 maximum)
Large Culvert (diameter greater than 1.20 m)	100% of cost (\$2,000.00 maximum)
Bridge Culvert	100% of cost (\$5,000 maximum)

The incentive values identified are based on high-level industry estimates for different types of culvert replacements and are estimated with consideration given to the variation in cost for each type of work, as well as determining what would make a reasonable and manageable subsidy for the City of Windsor to provide to property owners. The rebate incentive is intended to cover a portion of the total cost of a lawn or driveway culvert installation and would not be applicable for new culvert installations.

### **Application & Rebate Process**

Similar to the Basement Flooding Protection Subsidy Program (Appendix A), if Council were to approve the Private Driveway Culvert Rehabilitation Program, a similar process would be proposed subject to any further internal review and amendments by various stakeholders such as Finance and Legal that may be required relative to administering the program.

## **Backyard Drains on Private Property**

The solutions recommended in the City's Sewer and Coastal Flood Protection Master Plan (SMP) included flood risk reduction measures for both surface and basement flooding. The SMP solutions were comprehensive with recommended improvements to the conveyance systems, downstream outlets and source control measures within the Right of Way and on private property. A fundamental component of the flood risk reduction measures included source controls to reduce the volume and magnitude of inflows into the sewer system. As such, it is not recommended to implement a program that encourages residents to connect to an existing sewer system that may not be designed to handle the increase in flow.

The following is a summary of the key South Windsor Sewer shed recommended source control improvements per the SMP.

- Disconnection of existing foundation drainage from the sanitary sewer system, which are generally anticipated to be residential homes older than 1980;
- Through pilot projects assessing the benefits and challenges of low impact development (LID) measures to reduce the volume of storm water entering the sewer system;
- Disconnection of all directly connected residential roof drains from the storm sewer system with safe discharges directed to the ground surface; and
- Reduction of inflow into the sanitary sewer system following sealing of manhole lids with rain catchers and continued repair and sealing of existing leaky sewer pipes and manholes structures.

The City of Windsor's flood mitigation strategy is a multifaceted approach with a key element being to reduce excess water entering into the sewer systems. Implementing a rear yard drainage program with additional direct connections to the storm sewer system would contradict the SMP recommended measures and the City's goal to reduce flooding risks.

### **Risk Analysis:**

Risks inherent by not proceeding with the recommendation to incorporate a Private Driveway Culvert Rehabilitation Program is considered low due to the volume of phone calls (Approximately 12/Year) requesting to have a driveway culvert rehabilitated.

The associated risks encountered by proceeding with the request for the Implementation of Backyard Drains on Private Property program could result in additional property damage as a result of flooding. Adding storm water to the existing sewer systems would contribute to a greater potential for the sewer to surcharge, as many sewers are not designed to accommodate the increased flow.

## **Climate Change Risks**

### **Climate Change Mitigation:**

Future construction projects will result in Greenhouse Gas (GHG) emissions that are accounted for within the annual Community GHG emissions inventory.

### **Climate Change Adaptation:**

Future significant storms are likely to occur again and could lead to further instances of overland flooding within the City. While there will always be the risk of overland flooding, this can be mitigated by conveying storm water to the Municipal storm sewer system thus reducing the level of ponding on private property.

Allocating additional resources to investigate the causes of infiltration into our sanitary sewer system could help lead to a reduction in the instances of basement flooding via the sanitary connection and would reduce the costs of excess storm water entering our water reclamation plants for further treatment.

### **Timing Risk:**

The rehabilitation of private driveway culverts will take time to implement. There is a risk that another significant rain event may occur causing damage to private and City property due to flooding.

## **Financial Matters:**

### **Private Culvert Replacements**

If Council were to approve a private culvert rehabilitation program, the total annual subsidy payments expected could range anywhere between \$500 and \$60,000 per application depending on the type of applications received. Based on research of adjacent municipalities with a similar subsidy program, Administration estimates approximately 12 applications per year, or between \$6,000 and \$60,000 in annual payments. There is a possibility that the application quantities for Windsor could exceed 12 should the subsidy program be approved, which would result in increased subsidy payments greater than the estimate above. Administration cannot project what the actual quantity of applications would be as a result of the introduction of a subsidy program.

Should City Council approve a subsidy program the cost of the subsidy payments could be funded by the Flood Abatement Measures Project 7169001. Reprioritization of the annual funding for Project 7169001 would be required to include funding for this subsidy program in the ongoing rolling 10-year plan for all existing flood abatement measure programs. This would result in less funding for other programs funded by the Flood Abatement Measures Program such as sewer repairs and lining, storm sewer outfall rehabilitation, CCTV and zoom inspections, smoke and dye testing, and trunk sewer inspections. Should high uptake result from the introduction of a new driveway culvert rehabilitation subsidy program, this would reduce the available funding for the existing flood abatement measures initiatives.

**Consultations:**

Adam Pillon, Manager of Right of Way – Engineering

Amy Olsen, Technologist III – Engineering

Juan Florian, Engineer I – Operations

Ian Wilson, Engineer II – Engineering

Tom Graziano, Drainage Superintendent – Engineering

Phong Nguy, Manager of Contracts, Field Services and Maintenance – Operations

Shawna Boakes, Executive Director Operations/ Deputy City Engineer – Operations

Cindy Becker, Financial Planning Administrator – Public Works

**Conclusion:**

Administration has reviewed and provided Council with pertinent information related to Council Question 9-22 on the potential creation of two new subsidy programs; Private Driveway Culvert Rehabilitation and Implementation of Backyard Drains on Private Property.

**Planning Act Matters:**

N/A

**Approvals:**

Name	Title
Cindy Becker	Financial Planning Administrator- Public Works Operations
Shawna Boakes	Executive Director, Operations/Deputy City Engineer
France Isabelle-Tunks	Executive Director, Engineering/Deputy City Engineer



Name	Title
Chris Nepszy	Commissioner, Infrastructure Services
Shelby Askin Hager	Commissioner, Legal & Legislative Services
Joe Mancina	Commissioner, Corporate Services CFO / City Treasurer
Onorio Colucci	Chief Administrative Officer

**Notifications:**

Name	Address	Email

**Appendices:**

- 1 Appendix A - Basement Flooding Protection Subsidy Program Brochure



# Basement Flooding Protection Subsidy Program

# 2020

To assist homeowners, on May 3, 2011 Windsor City Council approved a Basement Flooding Protection Subsidy Program (BFPSP). The BFPSP is a program to assist homeowners by way of a financial subsidy to install a sump pump and/or back-water valve (flood protection devices). For further information about this program and how to apply, please read the enclosed information.

**Program  
Information and  
Application**

The City of Windsor makes improvements annually to the complex system of underground pipes, sewers and catch basins. These improvements alone cannot completely protect a home from basement flooding. With increasingly frequent and severe weather events related to climate change, it is essential that residents take the appropriate action to reduce the risk of basement flooding on their own private property.

## What is it?

The City is offering residents a financial subsidy to install a sump pump, sump pump overflow, a back-water valve and/or disconnect foundation drains from the floor drain. The amount of subsidy that may be available to residents is described below:

### **Basement Flooding Protection Subsidy – Eligible Amounts**

- Install Backwater Valve(s) (Licensed plumber required)  
100% of cost (\$1,000 maximum)
- Install sump pump with sump pump overflow and disconnect foundation drains from floor drain 100% of cost (\$1,750 maximum)
- Install only sump pump overflow to discharge outside to surface (applies to existing sump pumps only) 100% of cost (\$300 maximum)
- Install backwater valve and sump pump with sump pump overflow 100% of cost (\$2,800 maximum)
- Disconnect foundation drains from floor drain and/or dye testing and Camera work as required 100% of cost (\$400 maximum)

**Disputes with respect to qualifying work will be resolved by the City Engineer and/or the Chief Building Official or their designate.**

**\*\*THE MAXIMUM LIFETIME ELIGIBLE SUBSIDY LIMIT IS \$2,800 PER PROPERTY\*\***

## What the program does not cover:

1. Replacement of existing sump pump
2. Upgrade of sump pump
3. Addition of another sump pump
4. Installation of a sump pump when foundation drains are already separated from floor drain or sanitary sewer
5. Work performed for which a permit cannot be obtained.
6. Supply and installation of an electro-pneumatic backwater valve

### Subsidy Requirements:

1. **ALL** eligible basement flooding protection work **MUST** be performed by a contractor/licensed plumber or master plumber. If a backwater valve is installed by a contractor, a licensed plumber must certify its installation.

**\*\*\*Any work performed by a homeowner themselves DOES NOT qualify for subsidy\*\*\***

### Who is eligible for this program?

This program is available to owners of existing residential dwellings (single family and duplex homes) located in the City of Windsor.

### How do I take advantage of this subsidy program and what is the process?

1. Start by submitting your application on-line (prior to any work commencing) at:  
<https://publicforms.citywindsor.ca/basementfloodingprotection/create>
2. Your application will be screened initially to determine if the property is located in the City of Windsor and whether it qualifies for the program.
3. If this condition is met, an Administrative Inspector will contact you to arrange to visit your residence and determine the eligible work for subsidy under this Program. This is called a 'Courtesy Inspection' and is completed prior to work commencing.
4. Applicants can then proceed to obtain quotes to perform the eligible work.
  - a. A master plumber or licensed plumbing contractor (should be able to present a current City of Windsor license) must certify the backwater valve installation. If you have any concerns about whether or not the plumber is licensed, please contact 311. Please note that the City's Licensing Department cannot recommend specific plumbing contractors or provide a list of licensed plumbing contractors.
  - b. The plumbing contractor must use material or fittings that are approved by the Ontario Building Code.
  - c. A building plumbing permit and an approved final inspection must be obtained for backwater valve and sump pump installations.
  - d. If a sump pump is installed, please ensure the disconnection or capping of leads to the floor drain.
5. Have the work performed. (We recommend that you do not pay the plumbing contractor in full until the building permit has an approved final inspection.)

## How do I receive the subsidy?

Once the Building/Plumbing Permit has an approved final inspection, please remit the following information in order to have the paperwork processed and a cheque issued for the eligible subsidy amount:

1. Original or pdf invoice(s) showing a cost breakdown of all charges; with the total amount paid, clearly marked as “Paid in Full.”
2. Acknowledgement of Responsibility and Liability Waiver document signed by an owner of the property having authority to bind all owners of the property to the conditions in the Waiver (attached in this package).

### In Person or By Mail:

Basement Flooding Protection Subsidy Program  
Engineering Department – Right-of-Way Division  
350 City Hall Square West, Suite 210  
Windsor, Ontario N9A 6S1

### Via Email (pdf format):

Basement Flooding Protection Subsidy Program  
[engineeringdept@citywindsor.ca](mailto:engineeringdept@citywindsor.ca)

## Please Note:

- Subsidies for eligible work are subject to available funding and provided on a first-come, first-served basis.
- Subsidies are provided one time only for each eligible installation, per property, and on a no-fault basis.
- The Ontario Building Code does not allow backwater valves to be installed on buildings having more than one dwelling unit.
- The subsidy is available only to existing residential dwellings (single family, duplex and freehold townhomes), not residential dwellings in the planning stages or currently under construction.
- The property must have its downspouts already properly disconnected (or the owner agrees to have them disconnected in the future) from the City sewer system, where possible.

**SUBSIDY PROGRAM STEPS**

1	<p><b>SUBMIT ONLINE APPLICATION</b></p> <p><a href="https://publicforms.citywindsor.ca/basementfloodingprotection/create">https://publicforms.citywindsor.ca/basementfloodingprotection/create</a></p>
2	<p><b>COURTESY INSPECTION</b></p> <p>City Inspector will call to schedule inspection prior to any work commencing with Property Owner</p>
3	<p><b>OBTAIN QUOTES &amp; HIRE PLUMBER</b></p> <p>Plumber or Home Owner can take out the Permit (City <u>does not</u> need to see quotes)</p>
4	<p><b>PLUMBER COMPLETES THE WORK</b></p> <p>Final inspection occurs during installation</p>
5	<p><b>PAY THE PLUMBER</b></p> <p>***Confirm the following <u>prior</u> to payment***</p> <p>a) PERMIT was obtained</p> <p>b) Work PASSED Final Inspection</p>
6	<p><b>SUBMIT DOCUMENTATION TO CITY FOR ASSESSMENT AND REBATE</b></p> <p>a) Acknowledgement of Responsibility &amp; Liability Waiver</p> <p>b) <u>Itemized</u> Original or PDF Invoice (marked PAID IN FULL)</p>

C. Release:

ACKNOWLEDGEMENT OF RESPONSIBILITY AND LIABILITY WAIVER

TO BE COMPLETED BY PROPERTY OWNER

ATTENTION: SIGNING THIS DOCUMENT IS A PRE-CONDITION TO PARTICIPATION IN THE BASEMENT FLOODING PROTECTION SUBSIDY PROGRAM. BY SIGNING THIS LEGAL DOCUMENT YOU GIVE UP CERTAIN LEGAL RIGHTS. PLEASE READ CAREFULLY.

You are entitled to obtain independent legal advice before signing.

Property address where work was performed: \_\_\_\_\_, Windsor, ON \_\_\_\_\_

Mailing address (if differs from above address): \_\_\_\_\_

In consideration for participation in the Basement Flooding Protection Subsidy Program [the “Program”], I/we, an Applicant(s), understand, acknowledge, and agree that:

- a) I/we am/are the owner(s) of the property stated herein;
- b) The Applicant(s) are fully and solely responsible for any and all work as carried out through the Program, including but not limited to, the choice of eligible contractors, the selection and/or installation of materials, the work, improvements, and/or modifications conducted, and any and all other work procedures [collectively the “Work”], regardless of whether said Work was carried out as part of, or in association with, the Program;
- c) The Corporation of the City of Windsor [the “Corporation”] assumes no responsibility for the methods, workmanship, or any action or inaction, by the contractor, which the Applicant(s) may find to be unacceptable;
- d) Any issues the Applicant(s) may have arising from the Work will be addressed by the Applicant(s) directly with the contractor, and the Corporation is not responsible for doing so;
- e) Should any of the Work be removed within 5 years of the completion date, the total amount of the subsidy provided through the program shall be repaid by the Applicant(s) to the Corporation;
- f) The Corporation is entitled to disconnect the property’s downspout, at the Corporation’s cost.
- g) The Corporation assumes no responsibility or liability for any loss, damage, injury, expense, or any other matter that may arise, or that may be incurred, as a result of the Applicant(s)’s participation in Program, as a consequence of any cause, including the negligence of the contractor, the Corporation, and/or their employees and/or agents.
- h) Participation in the Program is not a guarantee by the Corporation that future flooding will not occur;
- i) The Applicant(s) hereby release and hold harmless the Corporation, its employees and/or agents, from any and all Claims associated with participating in Program, including losses from future sewer backups resulting from the failure of any of the Work carried out under this Program, howsoever arising;

j) The Applicant(s) are responsible to ensure that a building permit is obtained within 1 year of receiving Building Inspector approval to proceed with eligible work under the program

I/we understand and agree that I/we have been given the opportunity to seek independent legal advice prior to signing this document, and hereby accept full responsibility for complying with all of the terms set forth therein.

I/we represent and warrant that I/we are authorized to bind all owners on title to this Property. The City is entitled to rely on this Acknowledgement and Waiver as evidence that all owners on title to the Property consent and agree to the execution of this Acknowledgement and Waiver and the assumptions and risks herein, and I/we hereby indemnify the City for any damage and other claims that may be made by any other owner or other interest in the Property as a result of the execution of this Acknowledgement and Waiver, which shall be binding on all property owners, their heirs, next of kin, executors, administrators, and successors and assigns.

I/we hereby direct payment of the Program grant to be made to \_\_\_\_\_.  
(Owner Name as it appears on Title)

I HAVE READ THIS DOCUMENT CAREFULLY AND I ACKNOWLEDGE MY RESPONSIBILITIES AND THE EFFECT OF THIS LIABILITY WAIVER ON MY LEGAL RIGHTS AND RESPONSIBILITIES.

SIGNED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_

Applicant's Name

\_\_\_\_\_

Applicant's Signature

\_\_\_\_\_

Witness



**Subject: Effectiveness of Salting Residential Streets During Winter Control Incident Response to Prevent Ice Formation**

**Reference:**

Date to Council: February 22, 2023  
Author: Roberta Harrison  
Maintenance Coordinator  
519-255-6560 Ext. 4241  
roharrison@citywindsor.ca

Public Works - Operations  
Report Date: December 21, 2022  
Clerk's File #: SW2022

To: Mayor and Members of City Council

**Recommendation:**

THAT report S 227/2022, "*Effectiveness of Salting Residential Streets during Winter Control Incident Response to Prevent Ice Formation*", **BE RECEIVED** for information.

**Executive Summary:**

N/A

**Background:**

At the meeting of City Council on January 17, 2022, Councillor Gignac asked CQ 1-2022 as follows:

**CQ 1-2022**

*"Asks Public Works if adjustment to snow incident response would be more effective if salting of residential streets at least once to prevent ice forming. Intention is not to increase budget to include additional salting but perhaps redirecting multiple salting of arterials to direct 1 to residential streets."*

This report is provided in response to CQ 1-2022.

**Discussion:**

The City of Windsor provides Winter Maintenance to the Expressway, arterial roads, collector roads, and Transit Windsor routes for snowfall or freezing winter storm events.

Winter Maintenance is provided in accordance with the Winter Control Service Level Policy. During a winter weather event, the goal of Winter Maintenance efforts is to get residents and visitors safely moving again, as soon as possible in accordance to the level of service set by Council. Recognizing that each winter event is unique, the Winter Control Service Level Policy allows for the use of discretion in determining the optimal course of action given the prevailing circumstances.

The current level of service has proven to be efficient with respect to maximizing the available tax dollars and minimizing environmental damage as it reduces equipment costs and salt usage while considering the roadway classification and traffic volumes.

Currently, there are twenty-one (21) main salting/plow routes that cover the Expressway, arterial roads, collector roads and transit routes. Each salting/plow route takes approximately two to four hours to complete depending on traffic and weather conditions. Once the route has been completed, ongoing weather dictates that the truck continues until the snowfall/freezing weather has subsided. Due to the unpredictability and uneven snowfall in different parts of the routes during an active winter storm, trucks must maintain the route to ensure the level of service is met.

Residential streets, totalling 1,325 lane kilometers, are divided into thirty-six (36) zones. Applying salt (only) to one of the thirty-six residential streets takes approximately four to six hours – depending on traffic and weather conditions. Directing all twenty-one trucks on from the main routes to salt the thirty-six residential zones would take eight to twelve hours to complete. The time spent off the higher priority main routes would cause snow and ice to build up and may result in collisions and traffic backups throughout the City.

Due to many factors including current temperature, forecasted temperatures, type and duration of precipitation, wind speed and cloud cover, salting as contemplated in the Council Question may not be effective. For example, salting too early during extreme cold and falling temperatures may wet the pavement and cause icy conditions as when the temperature gets close to -12 degrees Celsius, the salt will stop working and the snow that melted earlier will freeze again. Melting of ice and snow is the combined effect of applying the salt and the friction from the traffic. In residential areas, traffic is not heavy enough to trigger this effect and once it is buried under a layer of snow it no longer will react.

In addition, while effective at melting ice on roadways, rock salt has a lasting, negative impact on the environment and can damage infrastructure. As such, the City takes care to ensure the effective Winter Maintenance for the safety of all roadway users in the City of Windsor while striving to minimize the amount of salt entering the environment.

### **Risk Analysis:**

Redirecting trucks to residential roads instead of maintaining the current level of service on the Expressway, Arterial roads, Collector roads and transit routes would mean that ice and snow would build up on these higher priority roads. Maintaining the current

level of service would mitigate the risk of ice and snow build up on the Expressway, Arterial roads, Collector roads and transit routes.

**Climate Change Mitigation:**

The equipment required to salt 1,325 lane kilometers of residential streets during a winter control incident response would result in increased green house gas emissions.

**Climate Change Adaptation:**

N/A

**Financial Matters:**

Although the intention of the Council Question is not to increase the budget, salting the 1,325 lane kilometers of residential roads is not feasible using existing forces and would require additional winter control funding to implement. Should Council wish to provide direction to have Administration change the level of service provided for residential, a detailed cost analysis would be required in order to determine the incremental budget required.

**Consultations:**

Phong Nguy, Manager, Contracts, Field Services, Maintenance

**Conclusion:**

The current service level of Winter Maintenance has proven to be efficient. The route design ensures that roads that are the highest priority are complete prior to lower priority roads thus optimizing mobility under adverse weather conditions. The current level of service maximizes the use of available tax dollars while minimizing environmental damage and equipment costs.

Redirecting equipment to salt residential streets would require additional salt and result in additional equipment costs and would lead to snow and ice build up on the Expressway, arterial and collector roads as well as on transit routes, which could cause traffic back-ups and collisions.

In addition, due to many factors including current temperature, air temperature forecast, type and duration of precipitation, wind speed and cloud cover, salting as contemplated in the Council Question may not be effective.

Therefore, Administration does not recommend treating residential roadways instead of treating the Expressway, arterial and collector roads and transit routes.

**Planning Act Matters:**

N/A

**Approvals:**

Name	Title
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Name	Title
Cindy Becker	Financial Planning Administrator – Public Works Operations
Shawna Boakes	Executive Director of Operations
Chris Nepszy	Commissioner, Infrastructure Services, City Engineer, Corporate Leader
Joe Mancina	Commissioner, Corporate Services CFO/City Treasurer
Onorio Colucci	Chief Administrative Officer

**Notifications:**

Name	Address	Email

**Appendices:**

**Subject: Response to CQ 15-2021 – July 16, 2021 Rain Event-City Wide**

**Reference:**

Date to Council: February 22, 2023

Author: Rob Slater

Executive Initiative Coordinator, Infrastructure Services

(519) 255-6247 ext. 6029

rslater@citywindsor.ca

Communication and Customer Service

Report Date: January 11, 2023

Clerk's File #: SW2023

**To:** Mayor and Members of City Council

**Recommendation:**

That Council **RECEIVE** this report in response to CQ 15-2021.

**Executive Summary:**

N/A

**Background:**

At its July 19th meeting of Council, Councillor Costante asked the following question:

**CQ 15-2021**

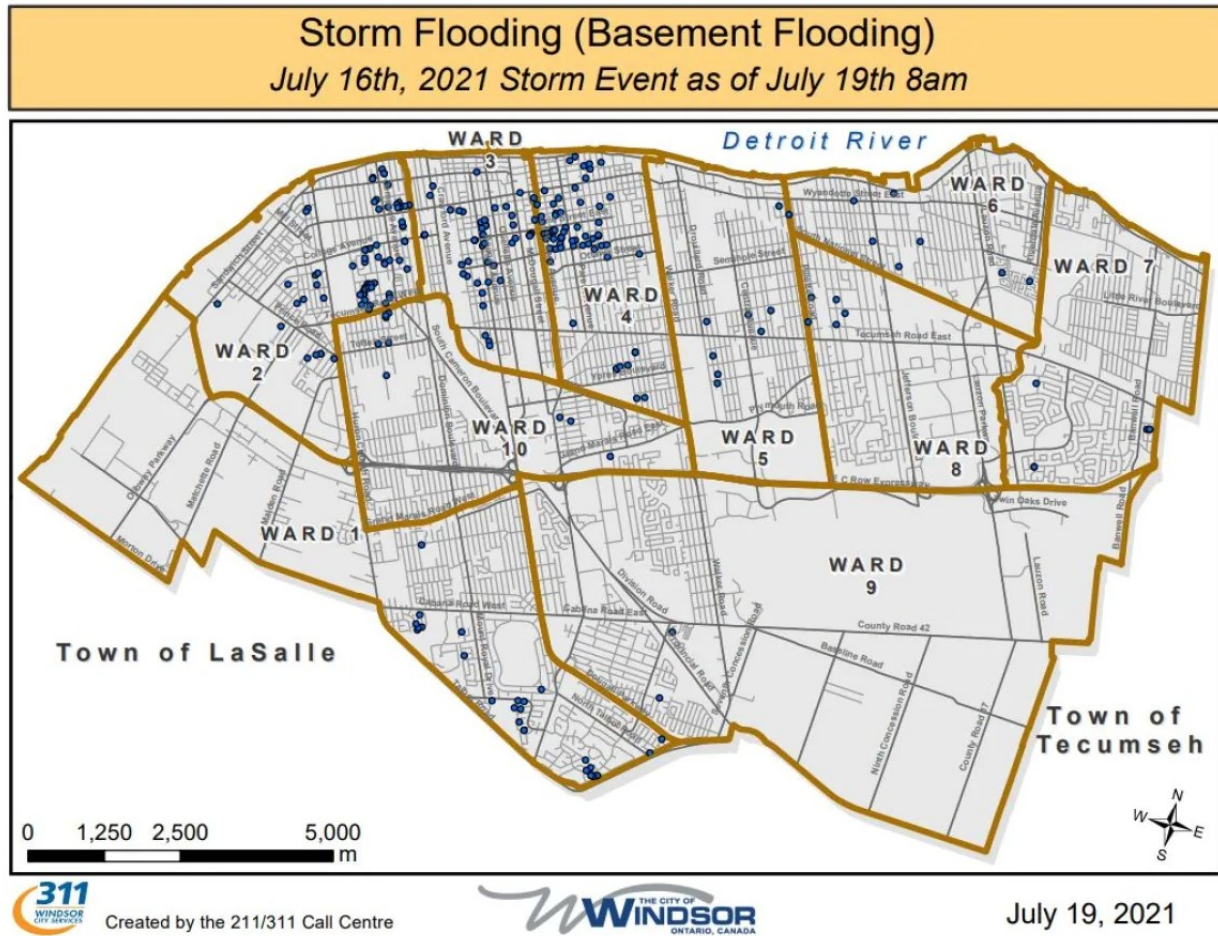
*“Asks that Administration report back on the possible causes of flooding on July 16th based on data collected, and that administration further provide any potential solutions moving forward”.*

This report is provided in response to CQ 1-2021.

**Discussion:**

On July 16, 2021, the City of Windsor experienced a significant rainfall event. The weather forecast for that day called for total rainfall amounts of 40mm to 60mm. Some areas of the City experienced up to 76mm. The rainfall was intense. In some areas, more than 38.1mm of rain fell in one hour.

While the City's system functioned as designed, some street flooding and basement flooding occurred – mainly in the downtown area. The map below illustrates where the 444 instances of basement flooding were reported to 311.



Similar to other extreme weather events that the City has experienced, the underlying cause of flooding in this case was as a result of more water entering the system than the system was designed to handle. Unfortunately, as a result of climate change, these types of extreme weather events are expected to continue.

Integration of public infrastructure upgrades and private property measures are required to reduce the risk and impacts of flooding.

The City manages storm water by:

- Undertaking flood protection projects
- Maintaining, repairing and restoring existing infrastructure
- Carrying out street sweeping
- Enforcing by-laws to protect the environment and prevent interference with the operation of the storm water management system.

Since 2018, the City of Windsor has spent allocated approximately \$211 million in its Capital Budget to improving its sewer infrastructure.

Year	Sewer Infrastructure Projects
2018	\$29.21 M
2019	\$36.050 M
2020	\$43.763 M
2021	\$51.252 M
2022	\$51.041 M
<b>Total</b>	<b>\$211.316 M</b>

Further, The City of Windsor's current 10-year capital budget (2022 - 2031) contains **\$454** million in Sewer Infrastructure projects.

The City has also applied and was successful in obtaining government funding for flood mitigation projects. In 2019, the City of Windsor was approved to receive **\$32.1** Million in Federal funding under the Disaster Mitigation and Adaptation Fund (DMAF) Program towards \$89.3 Million in various flood mitigation projects.

Completed DMAF projects include:

- Greenhouse Gas Mitigation Assessment & Climate Change Study
- Matthew Brady Boulevard, Phase 2
- Belle Isle View Boulevard, Phase 1
- Belle Isle View Boulevard, Phase 2
- Tranby Avenue Reconstruction
- Tranby Park Storm Water Management

Active and Future DMAF Projects include:

- Eastlawn Boulevard,
- Matthew Brady Boulevard, Phase 3
- Belleperche Trunk Sewer, Phases 1 through 3
- St. Paul Pumping Station Expansion
- East Marsh Pumping Station Improvements
- East Marsh Drainage Redirection (Public Information Update Slides)
- Riverside / Vista Relief Storage, Phase 2A
- Flow Monitoring Program

On August 31, 2022, the Federal government announced that it is investing **\$33** million in DMAF funding to support the construction of a new retention treatment basin (RTB) as well as a new pumping station and outfall sewer in West Windsor. The RTB will enhance the treatment abilities and reduce the impact of major storm events for homes serviced by the Plant. The City will contribute \$55.8 million to the project, which is currently targeted for completion in 2032.

## **Sewer and Coastal Master Plan**

Completion of the City's *Sewer and Coastal Master Plan* was an important facet of the Mayor's 8 -point plan to address flooding. Work began on the plan in the spring of 2018 and was formally adopted by Council on January 25, 2021. The **\$4.9 billion dollar** plan provides an achievable blueprint that identifies and prioritizes improvements to City infrastructure. The recommendations contained in the plan provide a roadmap to follow over the next 50 years or more. The plan consists of a mix of short-term and long-term solutions that will serve to reduce the impact and risk of flooding.

The *Sewer and Coastal Master Plan* also identifies actions that homeowners can take to reduce their risk of flooding.

Each component of the plan – once completed – will further reduce the risk of flooding within the City of Windsor.

In addition to infrastructure projects, the Contracts, Field Services & Maintenance Division has a preventative maintenance cleaning program where they routinely:

- Maintain sanitary sewers
- Clean storm sewers
- Clean catch basins

The preventative maintenance-cleaning program also includes the cleaning and grading of municipal drains and roadside ditches.

Environmental Services has four vacuum street sweepers. They are in use throughout the year except when temperatures are below freezing. The street sweeping program helps keep storm drains clear and runs from April to November – depending on the weather.

## **Efforts to Reduce Inflow and Infiltration**

Inflow and Infiltration (I & I) happens when water from the environment that does not need to be treated enters the sanitary system. Infiltration refers to groundwater entering the system. Inflow refers to rainwater (storm water) entering the system. Sources of I & I include:

- Manhole covers, sewer system leaks, improper storm connections (Public Right of Way)
- Connected foundation drains, improper plumbing connections, leaks in private drain pipes (Private Property)



Public right of way sources account for 30% of I & I into the sanitary system while private property sources account for 70%.

Efforts to reduce I & I of public right of way sources include:

- Smoke and Dye Testing;
- Camera Inspections; and
- Installing Rain Catchers on Manholes in High Priority Areas.

### **Private Property Measures to Reduce Instances of Flooding:**

In addition to sewer infrastructure projects and programs and ongoing efforts to reduce I & I, the City has several private property initiatives that private property owners are encouraged to take advantage of in order to reduce instances of flooding. Some measures that private property owners can undertake are described below:

#### **Home Flood Protection Pilot Program**

The Home Flood Protection Program is a pilot program that will educate homeowners on dealing with water in the house, their foundation, their windows, eaves troughs, grading, and backwater valves. It also provides an assessment of the flood probability of the home. The goal of the assessments is to help homeowners reduce their risk of basement flooding and to reduce damage in the event of a flood.

The program's initial pilot phase will cover 100 homes on a first come, first served basis, and will cost the city \$100,000. A refundable inspection security deposit (\$200) be assessed to each household. Release of the security deposit would take place following implementation of some of the works described.

For homeowners benefitting from the program, the company operating the program, AET, will make the following resources accessible:

- Flood protection resource information
- Phone and Online Registration
- Booking and Management of Home Flood Assessors
- Homeowner Reminders of their Home Flood Assessments
- Home Flood Assessment Reports
- Quality assurance of the Home Flood Assessment Report
- Email notification for downloading of the report
- 15 minute consultation with Home Flood Assessor

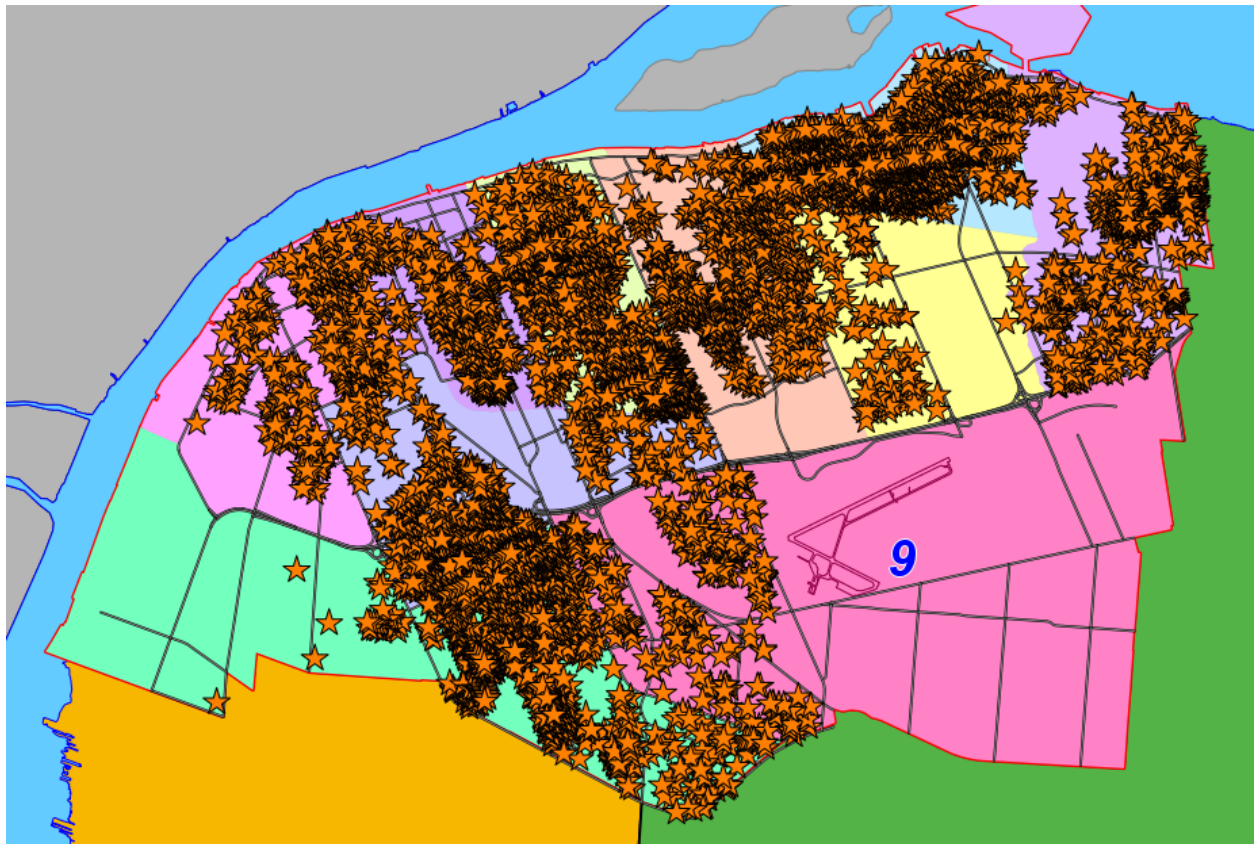
#### **Basement Flooding Protection Subsidy Program (BFP)**

Although the City's sewer systems are being continuously improved, under severe rainfall events, often the most effective measures a resident can take to prevent flooding, is at their property.

The City offers owners of residential dwellings (single family and duplex homes) a financial subsidy to install a sump pump with sump pump overflow and/or backwater valve(s) and/or disconnect foundation drains from the floor drain and/or dye testing and camera work as required. The maximum eligible subsidy limit is \$2,800 per property.

The benefits of the BFP include both reducing total water entering the sewer system and installation of a reactive mechanical barrier (back flow preventer) to stop sanitary sewage from entering basements.

Since its inception in 2011, the Basement Flooding Protection Subsidy Program has paid \$18,157,380 to 8,455 applicants. The stars on the map below indicate the locations of those residential dwellings that have taken advantage of the program (as of July 5, 2022).



### **Downspout Disconnection**

Connected downspouts provide a direct connection to the City's sewer system, allowing rainwater to flow fast into the system. The rainwater from a disconnected downspout should discharge onto a pervious surface, allowing infiltration.

The City of Windsor currently offers a free Downspout Disconnection program. Downspout Disconnection is the process of separating roof downspouts from the sewer system and redirecting roof runoff onto pervious surfaces, most commonly a lawn or garden.

Benefits of downspout disconnection include:

- Reduced neighbourhood basement flooding
- Reduced sewage treatment expenditures
- Added sewer capacity
- Reduced need for costly trunk sewer projects

The Sewer and Coastal Master Plan also includes a Downspout Disconnection Pilot Project. This pilot program is reviewing the benefits of mandatory downspout disconnection in reducing the total volume of water entering the storm sewer system.

The anticipated benefit of downspout disconnection for flood risk reduction is 2% to 5% in the volume of water entering the sewer.

### **Risk Analysis:**

As this report to Council is for information, there are no risks associated with receiving the report.

### **Climate Change Risks**

#### **Climate Change Mitigation:**

N/A

#### **Climate Change Adaptation:**

N/A

### **Financial Matters:**

There are no financial impacts associated with the receipt of this report.

### **Consultations:**

Phong Nguy, Manager, Contracts, Field Services & Maintenance

Fahd Mikhael, Manager, Design

Linda Mancina – Financial Planning Administrator, Engineering

### **Conclusion:**

The flood event that occurred on July 16, 2021 was the result of more water entering the system than the system was designed to handle.

Due to climate change, extreme weather events such as the one that occurred on July 16, 2021 are expected to continue. As such, continued integration of public infrastructure upgrades and private property measures are required to reduce the risk and impacts of flooding.

The Sewer and Coastal Master Plan takes a system-wide approach to identify specific improvement projects that can be undertaken by the City to improve sewer efficiency and reduce the risk of flooding caused by wet weather. The City of Windsor has completed numerous sewer infrastructure improvement projects and has others planned or initiated that will serve to reduce the impact and risk of flooding.

Homeowners are encouraged to take advantage of the various programs the City offers to help proactively reduce the risk and impact of flooding on their property and also to reduce the amount of water entering the city's storm water system. These programs include the Home Flood Protection Pilot Program, the Basement Flooding Protection Subsidy Program, and the Downspout Disconnection Program. More information about these programs and others can be found on the City's website.

**Planning Act Matters:**

N/A

**Approvals:**

Name	Title
France Isabelle-Tunks	Executive Director, Engineering/Deputy City Engineer
Shawna Boakes	Executive Director, Operations/Deputy City Engineer
Chris Nepszy	Commissioner, Infrastructure Services
Onorio Colucci	Acting Chief Administrative Officer

**Notifications:**

Name	Address	Email

**Appendices:**

**Subject: Grove Avenue (Janette Avenue to Bruce Avenue) Traffic Calming - Ward 3**

**Reference:**

Date to Council: February 22, 2023  
Author: Jeff Hagan  
Transportation Planning Senior Engineer  
519-255-6100 ext 6003  
jhagan@citywindsor.ca  
Public Works - Operations  
Report Date: January 13, 2023  
Clerk's File #: ST/13863

**To:** Mayor and Members of City Council

**Recommendation:**

THAT Administration **BE DIRECTED** to install speed humps and associated signs and pavement markings on Grove Avenue between Bruce Avenue and Janette Avenue.

**Executive Summary:**

N/A

**Background:**

The City of Windsor Traffic Calming Policy was first adopted in 2005. The Policy underwent major updates in 2015 and 2021.

When the 2021 Traffic Calming Policy was brought before Council at its April 19, 2021 meeting, in addition to adopting the proposed policy, Council directed that Administration report back with additional policy measures related to traffic calming (CR168/2021):

*That administration BE DIRECTED to report back to Council with a policy, including a rollout plan, that would allow residents to request speed bumps if the majority in the subject block wish to see that happen.*

The requested report back was brought before Council on May 9, 2022. The report provided a new Local Road Speed Hump Procedure as well as related minor amendments to the Traffic Calming Policy in order to implement the new procedure. Council adopted this new Procedure.

**Discussion:**

A resident request for traffic calming was received for Grove Avenue between Bruce Avenue and Janette Avenue in May 2022. The street was reviewed and confirmed to be eligible for speed humps under the Local Road Speed Hump Program. A resident survey to determine neighbourhood support was carried out from October 14, 2022 to November 13, 2022. Residents were able to vote online or via 311. The results of the survey are summarized in Table 1.

**Table 1: Traffic Calming Approval Survey Results**

Criteria	Required	Actual		Result
Level of Support	50% of households or commercial properties voting “yes”  (8 of 15 households and commercial properties)	Yes	67%  (10 households or commercial properties)	Pass
		No	0%  (0 households or commercial properties)	
		Did Not Vote	33%  (5 households or commercial properties)	

Some residents provided additional comments when voting. A summary of comments received are as follows:

- From study area residents voting in support of speed humps:
  - Grove is used as a cut-through to get between one-way streets (Bruce and Janette)
  - This block of Grove has many kids
  - Please also look at crime in the area
- From study area residents voting against speed humps:
  - *None (no votes against speed humps were received from the study area)*

In addition to votes by residents in the study area, one response was received from an address outside the study area. This respondent opposed speed humps on Grove Avenue.

## Risk Analysis:

No critical or significant risks have been identified with the report recommendations.

Construction costs for speed humps are subject to normal price variability for materials and tender costs. These financial risks are mitigated by following the procedures in the Purchasing By-law and normal project management practices.

## Climate Change Risks

### Climate Change Mitigation:

N/A

### Climate Change Adaptation:

N/A

## Financial Matters:

The estimated cost to install speed humps and related signage on Grove Avenue between Bruce Avenue and Janette Avenue is summarized in Table 2. There are sufficient funds in Traffic Calming capital budget project 7069022 for initial installation.

**Table 2: Cost Estimate – Grove Avenue Traffic Calming**

Item	Unit	Cost per Unit		Quantity	Total Cost	
		Initial Installation	Annual Maintenance		Initial Installation	Annual Maintenance
Speed humps and associated signs and pavement markings	Each	\$8,250	\$770	2	\$16,500	\$1,540
“Traffic Calmed Neighbourhood” Signs	Each	\$350	\$5	2	\$700	\$10
<b>Grand Total</b>					<b>\$17,200</b>	<b>\$1,550 per year</b>

The ongoing annual maintenance cost is estimated as \$1,550 per year (speed hump maintenance: \$700 per year; signs and markings: \$850 per year). Maintenance costs for initiatives such as this project have not been previously identified within operating budgets and therefore this cost may not be able to be accommodated in the existing Signs and Markings operating budget. Should Council approve the traffic calming plan, a budget increase will be brought forward as part of the 2024 operating budget submission.

## **Consultations:**

### **Staff Consultation**

- Operations: Phong Nguy
- Traffic Operations: Ian Day
- Human Resources: Gayle Jones
- Windsor Fire Rescue Services: Mike Coste
- Windsor Police Service: Insp. Jennifer Crosby, Barry Horrobin
- Transit Windsor: Jason Scott

### **Public Consultation**

The resident approval survey was carried out from October 14 to November 13, 2022. Methods used for resident notification and outreach were as follows:

- Mailout to all property owners and tenants in the project area, attached as Appendix A (October 12, 2022)
- A follow-up mailout to property owners and tenants who had not yet voted (November 2, 2022)
- Social media posts (October 14, 2022)
- Notification signs posted in the survey area

### **Conclusion:**

Having met the criteria for speed humps in the Local Road Speed Humps Procedure under the Traffic Calming Policy, Administration recommends installing speed humps on Grove Avenue between Bruce Avenue and Janette Avenue.

### **Planning Act Matters:**

N/A



**Approvals:**

<b>Name</b>	<b>Title</b>
Cindy Becker	Financial Planning Administrator
Shawna Boakes	Executive Director of Operations & Deputy City Engineer
Chris Nepszy	Commissioner of Infrastructure Services and City Engineer
Joe Mancina	Commissioner of Corporate Services and Chief Financial Officer
Onorio Colucci	Chief Administrative Officer

**Notifications:**

<b>Name</b>	<b>Address</b>	<b>Email</b>
Councillor Agostino		
Area residents and survey respondents (list provided to Clerks)		

**Appendices:**

- 1 October 12, 2022 Letter to Grove Avenue Residents

October 12, 2022

**RE: TRAFFIC CALMING SPEED HUMP REVIEW SURVEY  
GROVE AVENUE (JANETTE AVENUE TO BRUCE AVENUE)**

Dear Resident,

We are requesting your input on a potential traffic calming speed hump project in your area.

A request for traffic calming has been received for **Grove Avenue**. Grove Avenue currently qualifies for traffic calming speed humps. To determine whether traffic calming speed humps would be supported by neighbourhood residents, a survey is being carried out. We request that you submit your vote online or call 311 to indicate whether you would support traffic calming speed humps on Grove Avenue. **Please place your vote before November 13, 2022 to ensure that your vote is counted.**



In order to place your vote, please fill out the survey: <https://tiny.one/grove2survey>

You may also call 311 and state that you are responding to the **traffic calming survey for Grove Avenue**. You will be asked for your name, address, your vote on the traffic calming survey, and given an opportunity for any other comments. After the 30-day survey period, results will be posted to the City's website at <https://tiny.one/speedhumpresults>.

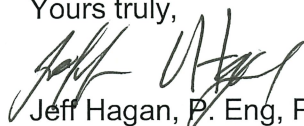
**One vote per household or business will be considered.**

The plan will be brought forward to Council for approval if the required level of residential support described below is reached:

- A minimum of 50% of the households and commercial properties in the survey area must indicate their support for the traffic calming speed humps.

For more information on traffic calming please go to <https://tinyurl.com/tcalming> or search for "traffic calming" on the City website ([www.citywindsor.ca](http://www.citywindsor.ca)). If you have any questions and/or concerns, please do not hesitate to contact Awele Nwaesei, Transportation Planning Coordinator, at 519-255-6267, ext. 6831 at your convenience.

Yours truly,



Jeff Hagan, P. Eng, PTOE  
Transportation Planning Senior Engineer

JH/an

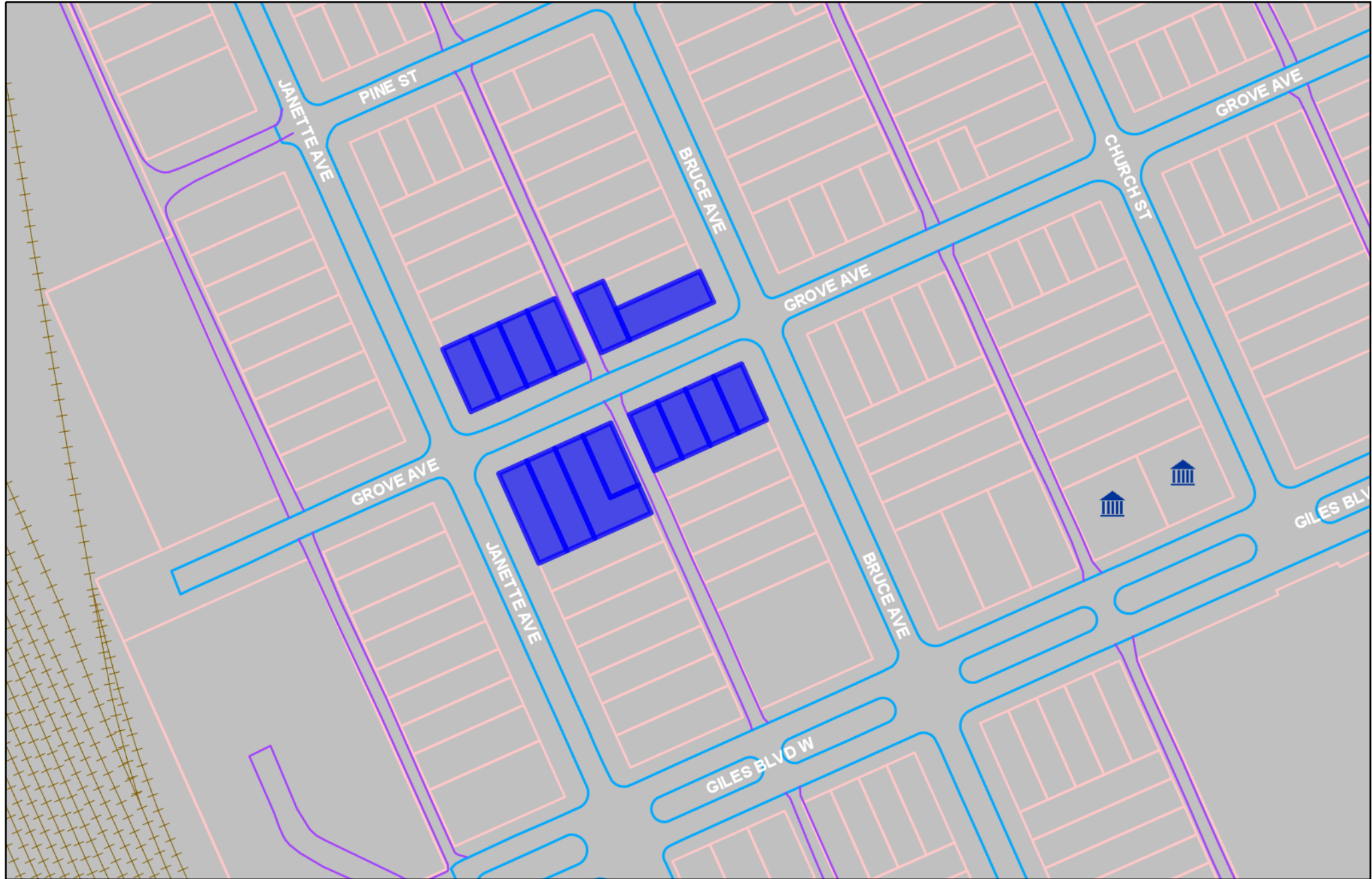
Attachment

C.c. Chief Building Official  
Ward 3 Councillor

# Survey Area

Grove Avenue (Janette Ave to Bruce Ave)

Aug 26, 2022



Scale 1: 1,500



Environment, Transportation & Public Safety Standing Committee

Page 63 of 124



**Subject: CQ5-2022 Non-BIA Commercial Areas as Community Safety Zones - City-wide**

**Reference:**

Date to Council: February 22, 2023  
Author: Jeff Hagan  
Transportation Planning Senior Engineer  
519-255-6100 ext 6003  
jhagan@citywindsor.ca  
Public Works - Operations  
Report Date: January 16, 2023  
Clerk's File #: ST2023

To: Mayor and Members of City Council

**Recommendation:**

THAT report C 4/2023, "CQ5-2022 Non-BIA Commercial Areas as Community Safety Zones" **BE RECEIVED** for information.

**Executive Summary:**

N/A

**Background:**

At the April 11, 2022 Council meeting, Councillor Kaschak asked the following Council Question:

**CQ5-2022**

*Asks Administration to report back to Council on the appropriateness of adding non-BIA commercial districts as Community Safety Zones in commercial shopping districts that generate similar levels of pedestrian and active transportation activity.*

This report provides the requested information.

*Community Safety Zones*

The Highway Traffic Act allows municipalities to designate portions of roadways where public safety is of special concern as community safety zones. In a community safety

zone, fines are doubled for a range of driving offenses including speeding and careless driving.

Community safety zones must be established by by-law and signed to be enforceable.

### *Community Safety Zone Policy & Previous Reports*

Report S 9/2021 *Community Safety Zone Policy* came before Council at its April 19, 2021 meeting. This report included a proposed Community Safety Zone Policy to provide guidance and consistency for community safety zones in Windsor. The report also included recommended amendments to Traffic By-law 9148 that would adjust existing community safety zones to be in compliance with the policy and introduce new community safety zones at specific locations.

In response to this report, Council adopted the Community Safety Zone Policy and the proposed Traffic By-law amendments, and directed Administration to report back on the cost of providing community safety zones in the nine Business Improvement Areas (CR161/2021).

Report C 20/2022 *Cost of Adding the BIAs as Community Safety Zones* was brought before Council at its April 11, 2022 meeting. In response, Council approved the recommended community safety zones in Business Improvement Areas and referred ongoing maintenance costs for the added signage to the 2023 operating budget (CR139/2022).

### **Discussion:**

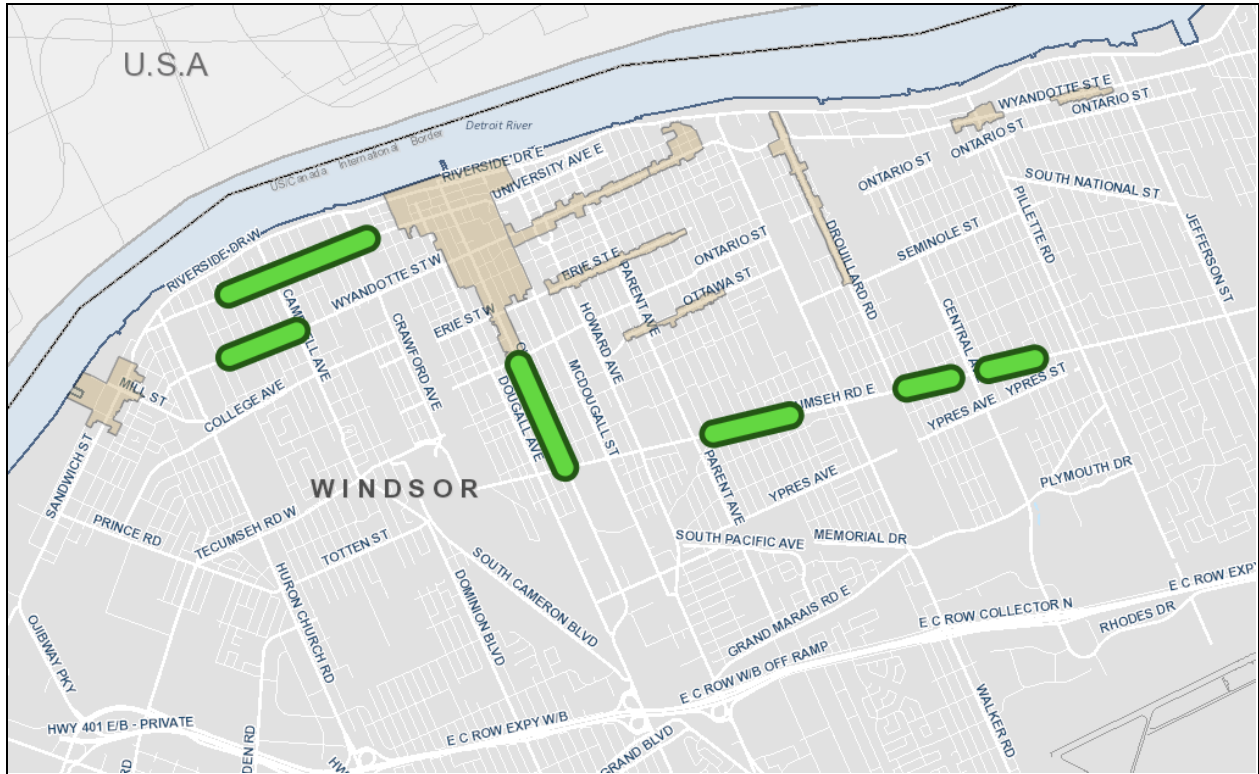
The Community Safety Zone Policy identifies factors that should be considered when determining whether a community safety zone is appropriate for a street segment:

- The presence of community buildings, including schools, parks, or hospitals
- The presence of other facilities that attract and/or generate high volumes of pedestrian or cyclist traffic
- The presence of School Areas or School Zones
- The frequency of collisions and/or injuries on a given section of roadway

Schedule A-1 of the Official Plan, attached as Appendix A, identifies Traditional Commercial Streets. Traditional Commercial Streets are pedestrian-oriented commercial areas where, generally, the building facade is located at the property line adjacent to the sidewalk. These streets are especially walkable areas with a high density of shops, restaurants, and other service-oriented businesses. Customers in these areas typically arrive at businesses on foot, whether walking directly or from nearby transit stops or off-site parking (e.g. on-street parking or municipal lots).

Most Traditional Commercial Streets are located in Business Improvement Areas (BIAs); the Traditional Commercial Streets not located in a BIA are shown in Figure 1 and listed in Table 1.





**Figure 1: Business Improvement Areas (beige) and Traditional Commercial Streets Outside BIAs (green)**

**Table 1: Traditional Commercial Streets Outside Business Improvement Areas**

Street	From	To	Length
University Avenue West	Randolph Avenue	Salter Avenue	1.38 km
Wyandotte Street West	California Avenue	Campbell Avenue	0.66 km
Ouellette Avenue	Giles Boulevard	Tecumseh Road	1.10 km
Tecumseh Road East	Forest Avenue	Chilver Road	0.73 km
Tecumseh Road East	Cadillac Street	Larkin Road	0.43 km
Tecumseh Road East	Westcott Road	Rossini Boulevard	0.45 km

At all the locations in Table 1, installing community safety zones would be compliant with the Community Safety Zone Policy, but have not been identified as priority locations for installation of community safety zones.

**Risk Analysis:**

No critical or significant risks have been identified with the recommendations of this report.

Implementing community safety zones without corresponding enforcement would be associated with a moderate reputational risk, either to the City or to Windsor Police Service. Windsor Police Service personnel have indicated that their ability to provide enforcement in community safety zones is contingent on resources as well as other demands on those resources. Because of this, any specific level of enforcement of community safety is not guaranteed.

## **Climate Change Risks**

### **Climate Change Mitigation:**

Indirect greenhouse gas emission reductions may come from decreased car travel speeds due to potentially higher enforcement priority and speed control measures through the implementation of a community safety zone. Furthermore, the implementation of community safety zones may increase cycling and shifts to active transportation due to decreased road speeds and increased safety.

### **Climate Change Adaptation:**

The gradual increase in annual mean temperatures, along with the decreasing frequency of days below  $-10^{\circ}\text{C}$  due to climate change may lead to an increase in cycling/pedestrian traffic during traditionally colder months. Because of this modal shift, demand for community safety zones may gradually increase over time.

### **Financial Matters:**

The cost to implement community safety zones for the six Traditional Commercial Streets located outside Business Improvement Areas is \$22,800, due to the required signage. Ongoing maintenance costs are estimated to be \$380 per year. Cost estimates by street segment are provided in Table 2.

**Table 2: Cost Estimate**

<b>Street</b>	<b>Length</b>	<b>Signs Required</b>	<b>Initial Installation Cost</b>	<b>Ongoing Annual Maintenance Cost</b>
University Avenue West (Randolph to Salter)	1.38 km	12	\$7,200.00	\$120.00
Wyandotte Street West (California to Campbell)	0.66 km	4	\$2,400.00	\$40.00
Ouellette Avenue (Giles to Tecumseh)	1.10 km	10	\$6,000.00	\$100.00
Tecumseh Road East (Forest to Chilver)	0.73 km	4	\$2,400.00	\$40.00
Tecumseh Road East (Cadillac to Larkin)	0.43 km	4	\$2,400.00	\$40.00
Tecumseh Road East (Westcott to Rossini)	0.45 km	4	\$2,400.00	\$40.00
<b>Total</b>		<b>38</b>	<b>\$22,800.00</b>	<b>\$380.00</b>

Currently, no funds are allocated for this work. Should Council direct that these community safety zones be installed, a source of funds for the initial installation cost will need to be identified and an operating budget increase for maintenance cost will be brought forward as part of the 2024 operating budget submission.

**Consultations:**

Ian Day & Roberto Peticca, Traffic Operations

Insp. Jennifer Crosby & Barry Horrobin, Windsor Police Service

**Conclusion:**

Information on installing community safety zones in commercial districts outside Business Improvement Areas has been provided as directed by Council Question CQ5-2022.

**Planning Act Matters:**

N/A

**Approvals:**

<b>Name</b>	<b>Title</b>
Cindy Becker	Financial Planning Administrator
Shawna Boakes	Executive Director of Operations & Deputy City Engineer
Chris Nepszy	Commissioner of Infrastructure Services and City Engineer
Joe Mancina	Commissioner of Corporate Services and Chief Financial Officer
Onorio Colucci	Chief Administrative Officer



**Notifications:**


<b>Name</b>	<b>Address</b>	<b>Email</b>
Councillor Kaschak		


**Appendices:**

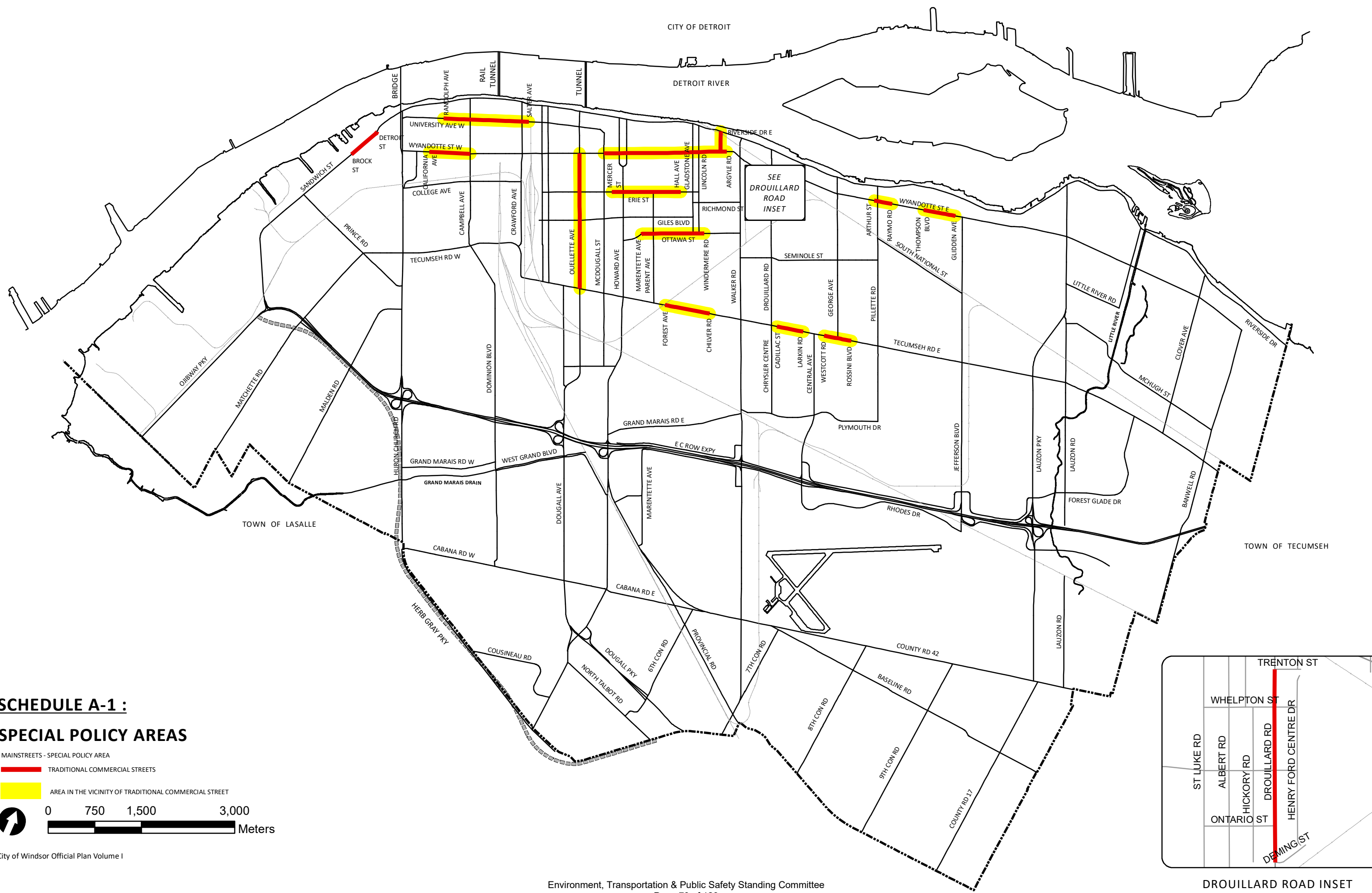
- 1 Appendix A - Traditional Commercial Streets (Official Plan Schedule A-1)

**SCHEDULE A-1 :  
SPECIAL POLICY AREAS**

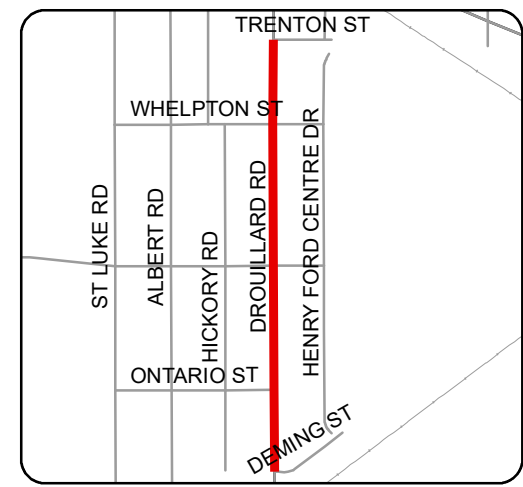
MAINSTREETS - SPECIAL POLICY AREA

 TRADITIONAL COMMERCIAL STREETS

 AREA IN THE VICINITY OF TRADITIONAL COMMERCIAL STREET



SEE  
DROUILLARD  
ROAD  
INSET



DROUILLARD ROAD INSET

**Subject: West Windsor Flood Risk Study - Climate Change Risk Assessment - Report Endorsement - Wards 1 & 2**

**Reference:**

Date to Council: February 22, 2023

Author: Aojeen Issac

Engineer II

(519) 255-6100 ext. 6368

[aissac@citywindsor.ca](mailto:aissac@citywindsor.ca)

Design - Engineering

Report Date: February 3, 2023

Clerk's File #: SW2023

To: Mayor and Members of City Council

**Recommendation:**

- I. THAT Council **ENDORSE** the "West Windsor Flood Risk Study – Climate Change Risk Assessment", attached as Appendix A, as a planning document with recommendations and conclusions, as identified and prepared by Dillon Consulting, dated January 2023.

**Executive Summary:**

N/A

**Background:**

The Sewer and Coastal Flood Protection Master Plan (Windsor SCFPMP) was formally adopted on January 25, 2021, subsequent to the required completion period for adoption of the report under the Municipal Class Environmental Assessment process.

Section 7 of Appendix "E" of the Windsor SCFPMP recommends:

*"Coastal flood risk assessments and solutions for the West Windsor areas will be done through a separate study."*

City Council approved a budget for the West Windsor Flood Risk Study project (the Study) and authorization to apply for the National Disaster Mitigation Program (NDMP) Intake 6 grant on November 23, 2020 by CR 571/2020. The total Federal Government

funding amount for the Study is \$200,000; and the Non-Federal Government funding amount is \$200,000. The total funding for this study is \$400,000. On May 3, 2021, Public Safety Canada advised that the funding application was approved and that the Study may proceed under this grant.

RFP #64-21, titled *West Windsor Flood Risk Study*, closed on Tuesday, May 4, 2021. Dillon Consulting was the successful proponent to complete the study report for \$374,583.00 plus HST.

## **Discussion:**

### **Study Summary**

High water levels in the Detroit River have resulted in surface flooding, increased inflow and infiltration into the municipal sewer system, as well as influenced operations at the Lou Romano Water Reclamation Plant.

The Study report was developed by Dillon Consulting in accordance with recommendations of the Windsor SCFPMP. This Study report identifies critical municipal infrastructure and lands within the study area that are prone to flood risk under the condition of high water levels in the Detroit River and the impact of high water levels during rainfall events. The Study report presents conceptual design solutions and recommendations to mitigate these risks.

The study area is bounded by the Detroit River to the west and north, Huron Church Road and Essex Terminal Railway Right-of-Way to the east, and the municipal boundary with the Town of LaSalle to the south.

### **Study Report Process**

Dillon Consulting used the Public Infrastructure Engineering Vulnerability Committee (PIEVC) protocol to complete the Study. PIEVC was developed by Engineers Canada in partnership with Natural Resources Canada to assess the risks and vulnerability of infrastructure to current and future extreme weather events and climate changes. The PIEVC process includes 5 steps: project definition, data gathering and sufficiency, risk assessment, engineering analysis, and conclusions and recommendations. This report presents recommended flood risk solutions for the study area, with a proposed implementation plan categorized from short term, medium term, and long term.

### **Stakeholders Consultation**

Dillon Consulting arranged for several virtual meetings with key City staff, a Stakeholders Consultation Workshop, and a Stakeholders Consultation Meeting to discuss existing issues, data collection, and to review proposed solutions. In addition, Dillon had one-on-one virtual interviews with key stakeholders to discuss additional details and specific topics related to the study. Stakeholders

included, but were not limited to; key City departments (Engineering, Pollution Control, Parks, and Operations), ERCA, Police Services, the Windsor Port Authority, ENWIN, Windsor Essex Catholic District School Board, and Greater Essex County District School Board.

### **Public Consultation**

One Public Information Center (PIC) was completed and advertised on the City's social media page. Due to COVID-19 pandemic, the PIC was virtual, with all material posted to the City of Windsor project website on October 6, 2022. The PIC was presented as a pre-recorded slideshow, describing the study area, depicting the project scope and objective, explaining the methodology used for the study, the effects of the flooding, and alternative solutions to mitigate the impact of known flooding concerns. The public was given the opportunity to provide feedback through an online survey or via email. A two-week period was originally provided for the public to review the PIC presentation until October 20, 2022, but was later extended to October 27, 2022 to provide the public more time to review the material. As part of the PIC process, six respondents completed the online survey, with three comments collected. Of the comments collected, none were identified to be relevant to the Study.

### **Next Steps**

Pending Council endorsement of the Study report, attached as Appendix A, the final documents will be uploaded on the project's website.

[West Windsor Flood Assessment Study \(citywindsor.ca\)](https://www.citywindsor.ca)

A notice of Study completion will be posted on City's social media page, and Stakeholders involved and consulted during the Study process will be notified via email.

### **Risk Analysis:**

There are no significant or critical risks in accepting this study report.

### **Climate Change Risks**

#### **Climate Change Mitigation:**

There are no significant risks to Community or Corporate Greenhouse gas inventories associated with the recommendations outlined in this report. During detailed design, consideration should be given to reduce emissions associated with construction and operation (i.e. high efficiency pumps).

### **Climate Change Adaptation:**

As part of the PIEVC protocol steps, Dillon Consulting completed data gathering, risk assessment, and engineering analysis in order to determine the estimated 100-year Detroit River water level, while considering the impact on climate change for future projections (2050s and 2080s).

Utilizing the data collected and completing an extreme value analysis, the estimated 100-year Detroit River water level was determined to be 176.1 m.

Based on the review of publicly available climate change studies relating to the rising of future water levels through the Great Lakes, the highest predicted increase in peak water levels was determined to be 20 cm. This assessment identified a projected climate change 100-year Detroit River water level of 176.3 m. The study also looked at the susceptibility of flooding under a number of joint probability events where significant rainfall occurred during times of high water levels within the Detroit River.

With the 100-year Detroit River water level of 176.3 m and the assessment of joint probability scenarios with rainfall events, the Study presented a number of solutions and an implementation plan related to short term, medium term, and long term needs. The solutions and recommended implementation plan will assist the City to reduce the susceptibility of flood risk due to high water levels in the Detroit River and ultimately allow each solution to adapt to both current and projected future conditions.

The recommendations outlined within the final Study report include, but are not limited to; roadway and boulevard grading improvements, combined sewer separations, maintenance of municipal drains and roadside ditch, rain catcher installations, backflow prevention measure installations at combined sewer outlets, building downspout and foundation drain disconnections, and private property backflow prevention measures.

### **Financial Matters:**

As previously approved by Council (CR571/2020- National Disaster Mitigation Program Intake 6), there are sufficient funds allocated for this study through Project ID 7211017–SMP Program.

Any future funding requirements resulting from recommendations in the study will be brought forward in a separate report with detailed financial implications and funding options for Council's consideration and approval.

## Consultations:

Linda Mancina – Financial Planning Administrator

Karina Richters – Environmental Sustainability and Climate Change

Ryan Langlois – Water & Wastewater Engineer

## Conclusion:

Engineering is recommending the endorsement of the West Windsor Flood Risk Study – Climate Change Risk Assessment, prepared by Dillon Consulting, dated January 2023, as a planning document with recommendations and conclusions.

## Approvals:

Name	Title
Fahd Mikhael	Manager of Design
France Isabelle-Tunks	Executive Director, Engineering / Deputy City Engineer
Chris Nepszy	Commissioner, Infrastructure Services
Shelby Askin Hager	Commissioner, Legal and Legislative Services
Tony Ardovini	On behalf of Commissioner, Corporate Services CFO/City Treasurer
Onorio Colucci	Chief Administrative Officer

## Notification:

Name	Address	Email
Fred Francis, Ward 1 Councillor	350 City Hall Square West, Suite 220, Windsor, ON N9A 6S1	<a href="mailto:ffrancis@citywindsor.ca">ffrancis@citywindsor.ca</a>
Fabio Costante, Ward 2 Councillor	350 City Hall Square West, Suite 510, Windsor, ON, N9A 6S1	<a href="mailto:fcostante@citywindsor.ca">fcostante@citywindsor.ca</a>
Nick Emery, Project Manager	Dillon Consulting Limited, 130 Dufferin Avenue, Suite 1400, London, Ontario, N6A 5R2	<a href="mailto:nemery@dillon.ca">nemery@dillon.ca</a>

**Appendices:**

[West Windsor Flood Risk Study](#)



**Subject: Change to the Transit Windsor Charter Policy - City Wide**

**Reference:**

Date to Council: February 22, 2023

Author: Tyson Cragg

Executive Director

519-944-4141 ext 2232

tcragg@citywindsor.ca

Transit Windsor

Report Date: January 8, 2023

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, and City Council

- i. **APPROVE** the recommended Transit Windsor Charter Policy (Appendix A);
- ii. **RESCIND** all previous policies related to Transit Windsor charters;
- iii. **APPROVE** the recommended Transit Windsor Charter Rates (Appendix C), detailed within this report, and their inclusion into the User Fee Schedule, with annual increases tied to general fare increases as prescribed in the 2019 *Fare Structure Review*, and,
- iv. **APPROVE** the changes to take effect for all charters booked after April 1, 2023.

**Executive Summary:**

N/A.

**Background:**

During the COVID-19 pandemic, transit services experienced various service reductions and service suspensions, including the suspension of charter services. During that time, Administration had the opportunity to review the current policies and has determined that with increasing operational costs, risk management concerns, and the needless complexity of the multiple existing policies, it would be in the best interest of Transit Windsor and the City of Windsor to collapse all current charter policies with varying rates into one policy that would provide one rate to anyone wishing to charter a bus.

## Discussion:

Currently there are three different charter policies in place that govern requests for charters. Each of these policies have different charter rates. The three policies are for 1) the General Public; 2) Complimentary or Lower Cost charters; and 3) Employee charters.

### General Public Charter:

General Public Charters are charters that are booked by the general public for such events as weddings and sporting events and are charged \$230.00 for a two-hour minimum and \$115.00 per hour thereafter. All charters charge \$20.00 for Tunnel tolls and a \$25.00 charge for programming the destination signs. With the exception of the employee charters, there is a \$10.00 meal allowance (as prescribed in the ATU 616 Collective Agreement) for the driver depending on the length of the charter.

### Complimentary/Lower Cost Charter:

Under the current charter policies, complimentary and lower cost charters are not permitted except for charters provided for Earth Day. Requests for Earth Day charters are submitted yearly to the Board of Directors and City Council for approval.

In September, 2011, the Transit Windsor Board of Directors under resolution T.W. 72/2011, approved the following recommendation:

*That the Transit Windsor Board of Directors AUTHORIZE Administration to provide a quotation for charters requested by the City of Windsor, for City of Windsor business, at the lower cost or the charter rates when the cost of the charter is paid for by the City Department and not funded by a third party or for an event for profit.*

As a result, City of Windsor departments are currently provided a discounted rate of \$135.90 for a two-hour minimum and \$67.95 per hour thereafter.

### Transit Windsor Employee Charter:

In the past (pre-pandemic), employees of Transit Windsor were afforded one charter per year, and were charged \$1.41/km. Along with all other charters, these were suspended in 2020.

Transit Administration contacted various transit agencies to gauge how Transit Windsor's charter policy compares to others. Below is a summary of the findings:

Transit Agency	Cost	Time Minimum	Rules
Burlington Transit	<ul style="list-style-type: none"><li>• \$403.80 for three hours</li><li>• Each additional hour: \$134.60</li></ul>	3 hour minimum charge	<ul style="list-style-type: none"><li>• Not permitted during peak hours.</li><li>• Employees charged regular charter rates</li></ul>

OC Transpo (Ottawa)	<ul style="list-style-type: none"> <li>• Three hours or less: \$600 + HST</li> <li>• Each additional hour (consecutive): \$200 + HST</li> </ul>	3 hour minimum charge	<ul style="list-style-type: none"> <li>• Unavailable Monday to Friday from 6:00am - 10:00am and 2:30pm - 7:00p. Employees charged regular charter rates.</li> </ul>
Sarnia Transit	<ul style="list-style-type: none"> <li>• \$114/hour + HST with a minimum charge of \$160.00 + HST</li> <li>• Sunday and Holidays has an additional \$6.00/hour</li> </ul>		<ul style="list-style-type: none"> <li>• Charters must be paid in full prior to charter date. Employees charged regular charter rates.</li> </ul>
Sault Ste Marie Transit	<ul style="list-style-type: none"> <li>• \$164.20 on weekdays and Sundays</li> <li>• \$181.55 on holidays</li> </ul>	2 hour minimum (weekdays and Sundays) 1 hour minimum on statutory holidays	<ul style="list-style-type: none"> <li>• 24 hours notice needed for cancellations. Employees charged regular charter rates.</li> </ul>
Thunder Bay Transit	<ul style="list-style-type: none"> <li>• \$115/hour</li> </ul>	3 hour minimum charge	<ul style="list-style-type: none"> <li>• Does not provide a charter for pub crawls</li> <li>• No charter may start after 11:00pm</li> <li>• Buses must be out of service by 12:30am</li> <li>• Full charges if cancellation is within 72 hours of charter departure</li> <li>• Charter must be paid in full 48 hours before charter date. Employees charged regular charter rates.</li> </ul>
TTC (Toronto)	Regular Bus, E-Bus and System Map <ul style="list-style-type: none"> <li>• One-way: \$450.00 + HST</li> <li>• Round Trip: \$922.00 + HST</li> <li>• Additional hourly rate may apply</li> </ul> TTC Supervisor mandatory for all film shoots, bar crawls or what TTC deems necessary <ul style="list-style-type: none"> <li>• Minimum of 4 hours: \$112.00 + HST</li> </ul> Additional costs for filming, stop adjustment		<ul style="list-style-type: none"> <li>• Not permitted Monday to Friday 6:00am-10:00am and 3:00pm - 7:00pm</li> <li>• TTC can cancel any charter without notice</li> <li>• Payment must be received no less than 5 working days before charter date</li> <li>• Damage fee of \$630.54 as a Special Clean fee for damage or excessive uncleanliness</li> <li>• Cancellation charge of \$508.50 for those cancelled on the last business day later than 11:00am before charter date</li> </ul> Employees charged regular charter rates.
York Region Transit	<ul style="list-style-type: none"> <li>• \$153 per bus per hour</li> <li>• Has discounted rate of \$118 for Regional Departments, municipalities in York region, non-profit community groups and publicly funded school boards</li> </ul>	3 hour minimum charge	<ul style="list-style-type: none"> <li>• Rates are adjusted annually on May 1</li> <li>• Minimum three hour charge applied for cancellations made less than 48 hours before charter date</li> <li>• Application to be completed no less than 10 business days before charter date</li> <li>• Peak hour charters (6:30am -</li> </ul>

			10:00am, 2:00pm-7:30pm) are available as per YRT's discretion  Employees charged regular charter rates.
London Transit Commission			• Does not provide charters; stopped charters in 2015
Grand River Transit  (Region of Waterloo)	\$125.00/hour		• Charters only provided in limited circumstances, as approved by management. Employees charged regular charter rates.
Guelph Transit	\$150.00 per hour, and \$1.50/km	2 hour minimum charge	• Hours restricted to off-peak times. Employees charged regular charter rates.

Other than Transit Windsor, no other transit agencies provide special employee charters. Only Transit Windsor and York Region Transit currently provide discounted rates to other municipal departments.

The Ontario Public Transit Association (OPTA) conducted a survey in 2022 to determine which transit agencies continue to offer charters and if they do not offer charters, the reasons for same. The table above provides information on agencies that provide charters and those that do not. Reasons for cancelling the service or never offering the service in the first place included, but are not limited to: labour shortages; equipment shortages; licensing and insurance issues; not the core focus of a transit agency; and issues related to COVID-19. Based on the information above, the average charter rate across transit systems in Ontario is \$187.00 per hour, well above the current rate charged by Transit Windsor.

Transit Administration is recommending that for the sake of simplicity and operational efficiencies, one charter rate be provided to all parties who are interested in chartering a Transit Windsor bus for events. This would provide a fair and consistent process for all interested parties and all charter rates would appropriately cover all operational costs.

### **Risk Analysis:**

Charters of public transit buses are common in the transit industry, and with few exceptions, most transit agencies in Ontario offer charters as a convenience to the public, and as an additional revenue stream for the transit agency. Although Transit Windsor has historical policies in place with respect to charters, as time has passed, the policies have become inadequate and require revision to keep abreast of the changing risk-management environment. Changes to existing policies include, but are not limited to: creating a strengthened legal agreement (contract) for the rental of a bus (the

absence of a signed contract creates concern as the rules/liabilities pertaining to the charter are not clearly addressed); placing conditions on what the bus can be used for; and placing limitations on the geographic area eligible for charters.

Transit Windsor prides itself on its safety record, and uses of Transit Windsor buses for non-core activities, such as charters, if not closely managed create an environment for reputational harm, as well as unnecessary cost for Transit Windsor. The new policy and charter agreement sets out clear requirements for the bus to be driven by an on-duty Transit Windsor driver, and requires the charter agreement to be fully executed prior to the event. A failure to have appropriate safeguards in place for charters could result in:

- Insurance coverage issues (the insurer could consider some activities a material change in risk)
- The insurance carrier declining to renew insurance coverage in the event of a collision
- Impact to Commercial Vehicle Operator Rating (CVOR) due to collisions

As mentioned above, to mitigate these risks, a new Charter Bus Booking Form (Appendix B) was developed.

### **Financial Matters:**

The current charter rates have not changed since 2019 for outside charters and since 2011 for Police and Fire and employee charters. Currently, charters are billed at \$115.00 for outside charters, and \$67.95 per hour for Police and Fire, both with two-hour minimums. Transit Windsor operates heavy-duty transit buses with a current purchase price of over \$700,000 each. Given that current operating costs per hour (including fuel, maintenance, hourly wages and fringe benefits, and other administrative overhead) total approximately \$150 per hour (2021 CUTA Rate), and there is no fare box recovery (fares are not collected on charters) the existing rates do not cover the actual cost of operating the bus meaning Transit Windsor is performing every charter at a loss.

Further, the current employee charter rate of \$1.41/km is insufficient to cover the cost of the bus and fuel. Based on 2019 data, there were 53 employee charters that travelled an average of 104 km each, resulting in an average charge of \$146.00 per charter or total revenue of approximately \$7,738. Assuming even the minimum charge period of two hours (\$73.00 per hour), these charters were also operated at a substantial loss.

As mentioned above, the average charter cost for Ontario transit agencies is \$187 per hour. Administration recommends adopting the provincial average rate as the baseline hourly rate for charters, with a two-hour minimum charge for all charters. The list of charges is outlined in Appendix B (Transit Windsor Charter Booking Form). Administration also recommends that the charter rates be included in the User Fee Schedule, and that they are subject to the same annual increases as other fare categories. Charters represent an important revenue stream that Transit Windsor has not fully taken advantage of over the years. In 2019, Transit Windsor provided 64

charters to community groups and individuals, and would like to expand those offerings, provided the operating and financial conditions are favourable.

#### 5 Year Trend / Projections for Charter buses

Year	Budget	Actuals	Variance
2023 (projected) Note 1	\$ 185,000	\$ 180,830	\$ (4,170)
2019	\$ 185,000	\$ 61,873	\$ (123,127)
2018	\$ 185,000	\$ 65,877	\$ (119,123)
2017	\$ 185,000	\$ 74,333	\$ (110,667)
2016	\$ 185,000	\$ 147,971	\$ (37,029)

Note1: 2023 (Projected) 64 charters (967 hours X \$187/hour) = \$180,830

2020 and 2021 have not been provided as the City did not run charter buses during COVID-19.

Based on the chart above, the projected revenue for 2023 using the new proposed rate of \$187 is \$180,830. This is calculated on the basis of 2019 data that the City will be running 64 charter buses in 2023 at the new rate.

Charters are intended to run at a full cost recovery model. Based on the actuals from 2016 to 2019, Transit has been running a deficit on the charters. If the proposed rate increase is approved, it is expected that the annual variance will be largely mitigated. The actuals will be monitored and any budget changes will be addressed through the annual Operating Budget process.

#### Proposed Fee Schedule:

- Hourly rate (applicable to all charters): \$187.00, two-hour minimum, and \$187.00 per hour thereafter. Additional fees for driver lunches will apply to charters of longer than 8-hour duration.
- Destination sign custom programming: \$50.00 per bus
- Bridge/Tunnel tolls: \$20.00
- Late cancellation fee: \$125.00
- Late return fee: \$500.00 for each portion of an hour past the end of the service day

Charter rates will be subject to annual increases tied to general fare increases as prescribed in the 2019 *Fare Structure Review*.

#### Consultations:

Tony Ardovini – Deputy Treasurer, City of Windsor

Stephan Habrun – Director, Operations and Planning, Transit Windsor

Mark Nazarewich – Senior Legal Counsel, City of Windsor

Dana Paladino, Deputy City Solicitor – Purchasing, Risk Management, and Provincial Offences, City of Windsor

Poorvangi Raval – Financial Planning Administrator, City of Windsor

Rob Slater – Executive Initiatives Coordinator, City of Windsor

Gwen Tassone – Senior Vice President, Marsh Insurance Brokers

**Conclusion:**

Transit Administration recommends the approval of the change as detailed within this report. The new policy would allow Transit Administration to govern all requests for charter services to ensure that one rate is applied to all requests so that it would adequately cover all operational costs associated with the service. Transit Windsor, and the City of Windsor, would also mitigate some of the risks associated with charters, should the recommendations be approved. Should the recommendations be approved, the recommended Transit Windsor Charter policy is provided in Appendix A.

**Planning Act Matters:**

N/A.

**Approvals:**

Name	Title
Tyson Cragg	Executive Director, Transit Windsor
Chris Nepszy	Commissioner, Infrastructure Services
Joseph Mancina	Commissioner, Corporate Services/Chief Financial Officer
Onorio Colucci	Chief Administrative Officer (A)

**Notifications:**

Name	Address	Email
Katherine Donaldson, Corporate Policy Coordinator		kdonaldson@citywindsor.ca

**Appendices:**

- A Recommended Transit Windsor Charter Policy
- B Recommended Transit Windsor Charter Booking Form
- C Recommended Transit Windsor Charter Rates





# THE CORPORATION OF THE CITY OF WINDSOR POLICY

Service Area:	<b>Transportation</b>	Policy No.:	
Department:	<b>Transit Windsor</b>	Approval Date:	
Division:	Office of the Commissioner of Infrastructure Services	Approved By:	
		Effective Date:	
Subject:	<b>Charter Policy</b>	Procedure Ref.:	
<b>Review Date:</b>		<i>Pages:</i>	Replaces:
Prepared By:			Date:

## 1. POLICY

1.1. A policy to govern all Transit Windsor Charter Bus bookings.

## 2. PURPOSE

2.1. To establish a standardized policy that applies fairly to all requests received to charter a Transit Windsor bus.

## 3. SCOPE

3.1. This policy applies to all individuals, corporations, organizations, charities, Transit Windsor employees, and City of Windsor employees requesting to charter a Transit Windsor bus.

## 4. RESPONSIBILITY

4.1. The Environment, Transportation & Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors, is responsible for:

4.1.1. Establishing the charter rates to ensure full cost recovery.

4.2. The Executive Director, Transit Windsor is responsible for:

4.2.1. Revising this policy as directed by the Transit Windsor Board of Directors;

4.2.2. Reviewing the effectiveness of this policy at least once during each City Council term and reporting to the Board any recommended changes;

4.2.3. Implementing any approved changes.

4.2.4. Reviewing requests for complimentary charters on a case-by-case basis and approving or denying such requests.

4.3. The Manager of Operations is responsible for:

4.3.1. Implementing the Charter Policy including training of staff, implementation, compliance, reporting and making recommendations as to revisions to the policy.

4.3.2. Ensuring that the Charter Bus Booking form, as updated from time to time, is completed by the Applicant and approved by Transit Windsor prior to providing Charter Bus service.

4.4. The Transportation Scheduler is responsible for:

4.4.1. Ensuring that Charter Bus service is provided to the applicant in compliance with the terms of the approved Charter Bus Booking Form.

4.4.2. Ensuring that the service provided by the Transit Windsor Operator providing Charter Bus Service is in compliance with the Charter Bus Booking Form.

## **5. GOVERNING RULES AND REGULATIONS**

5.1. The Charter Bus Booking Form shall be completed by the applicant and approved by Transit Windsor prior to providing Charter Bus Service.

5.2. Fees for the Charter Bus service shall be included in the annual User Fee Schedule presented to Council and that the Hourly Rate and Minimum Charge per charter be subject to the same annual increases as other fare categories.

5.3. From time to time, requests for complimentary charters are received. These will be reviewed on a case-by-case basis and are subject to approval by the Executive Director.

## **6. RECORDS, FORMS AND ATTACHMENTS**

6.1. Charter Bus Booking Form.

## 1. CONTACT INFORMATION:

**Applicant Name\*:** [Click here to enter text.](#)

\*If applicant is other than an individual, provide full legal name of organization

**Applicant's Address:**

**Contact Person:** [Click here to enter text.](#)

**Contact Person position within Organization:**

**Contact Phone:** [Click here to enter text.](#)      **Mobile:** [Click here to enter text.](#)

**Address of Contact Person:** [Click here to enter text.](#)

**Email:** [Click here to enter text.](#)

## 2. CHARTER INFORMATION

**Date required:** [Click here to enter a date.](#)      **Number of Buses:** Choose an item.

**Capacity of bus:** 37 seated

**Destination sign: "Charter", unless requested otherwise (see below)** [Click here to enter text.](#)

**Departure time from Transit Windsor Garage:** [Click here to enter text.](#)

**Pick-up location:** [Click here to enter text.](#)

**Pick-up time:** [Click here to enter text.](#)

**Number of passengers at pick-up:**

**Destination(s):**

**Arrival time at destination:** [Click here to enter text.](#)

**Estimated return to Transit Windsor Garage:** [Click here to enter text.](#)

**Current Charter Rate:** \$187.00 per hour, two-hour minimum.

**Custom destination sign programming: (subject to approval by TW) \$50.00** [Click here to enter text.](#)

**Detailed route information** (i.e., instructions, stop locations, addresses, timing). Please provide a route map to Transit Windsor prior to your Charter).

Please note that charters are only permitted within The City of Windsor/Essex County, and Wayne County, Michigan, USA. The final route must be approved by Transit Windsor.

### 3. BILLING

The current charter rate is \$187.00 per hour, with a **two-hour minimum charge**.

Charter rate x \_\_\_\_\_ hours = \_\_\_\_\_  
Destination Sign Charge of \$50.00 x \_\_\_\_\_ = \_\_\_\_\_  
Toll Charge of \$20.00 x \_\_\_\_\_ = \_\_\_\_\_  
HST: \$ \_\_\_\_\_  
Total: \$ \_\_\_\_\_

**Please note that additional fees for tolls, meal allowances, etc., will be charged as applicable and are the responsibility of the applicant.**

### 4. PAYMENT

- 4.1 All charters must be paid in full at the time of booking.
- 4.2 Any additional fees (late fees, cleaning fees, etc.) will be billed to the Applicant and payment is due within 30 days of issuance.
- 4.3 The Applicant shall pay the final invoice to the attention of:  
The Corporation of the City of Windsor  
Office of the Chief Financial Officer and City Treasurer  
Accounts Receivable  
350 City Hall Square W. Suite 410  
Windsor, ON N9A 6S1.

### 5. CHARGES

- 5.1 The Applicant shall pay:
  - (a) The cost of the charter plus any additional fees;
  - (b) Any applicable HST or other taxes;
  - (c) A cleaning fee of \$100 if the bus, upon its return, requires cleaning beyond the regularly-scheduled cleaning;
  - (d) A late charge of **\$500.00 per hour, or any portion thereof**, if the bus returns late to the Transit Windsor garage (see hours of operation below). This fee will not apply if the late return was caused by factors beyond the control of the applicant, e.g., mechanical breakdown, inclement weather, etc.
  - (e) The full cost of repairs, if the bus, upon its return, requires repairs as a result of damage caused by the applicant(s);

- (f) A late cancellation fee of \$100 if the charter is cancelled after 9:00 AM local time the day before the charter's scheduled departure from the Transit Windsor facility;
  - (g) Any admission, parking, toll or other fee or charge required in respect of the bus while on the charter; and
  - (h) Interest, at the rate of 10% per annum charged by Transit Windsor on overdue amounts, if any payment is not made when due.
- 5.2 The cost of the charter will be based on the time beginning when the bus leaves the Transit Windsor facility and ending when it returns to the facility after the charter;

## **6. HOURS OF OPERATION**

- 6.1 Charters will not be provided outside of the normal hours of operation of Transit Windsor, as amended from time to time.
- 6.2 Transit Windsor reserves the right to restrict charters to specified hours of the day at its sole discretion.
- 6.3 All chartered buses must return to the Transit Windsor Garage no later than 2:00 a.m. (9:00 p.m. on Sundays/statutory holidays).

## **7. OBLIGATIONS OF THE APPLICANT**

- 7.1 The Applicant shall ensure that:
  - (a) All passengers are aware of their responsibilities under this charter and under all general rules and guidelines for Transit Windsor bus users implemented by Transit Windsor or The Corporation of the City of Windsor from time to time;
  - (b) No member of the Applicant's group shall open or close the exterior baggage compartments on the bus;
  - (c) No signage or material of any kind is displayed on the exterior or interior of the bus;
  - (d) No passenger interferes with the bus driver's operation of the bus;
  - (e) No passenger shall bring weapons, fireworks, explosives, illegal drugs, or any hazardous materials on the chartered bus.
  - (f) No smoking or consumption of alcohol occurs on the bus; and
  - (g) No animals other than service animals are brought onto the bus.

- 7.2 The Applicant shall request any changes to the charter schedule, timing or route by 9:00 AM, local time the day before the charter's scheduled departure from the Transit Windsor Facility; and
- 7.3 The Applicant agrees that it will at all times release Transit Windsor, The Corporation of the City of Windsor ("City"), its officers, servants and agents (hereinafter the "Releasees") from and against all loss or damage, including death, injury, and property damage, whether suffered by the Applicant or by a third party, and will indemnify and hold harmless the Releasees from and against all actions, suits, claims and demands whatsoever, as well as any costs and expenses, including reasonable legal fees and consequential damages, which may be made or brought against the Releasees occasioned wholly or in part by any negligence or wrongdoing of the Applicant and/or members of his/her group or arising out of the Applicant's obligations herein.
- 7.4 Parking, entrance fees and other miscellaneous expenses are not included in the charter rates and shall be the responsibility of the Applicant.
- 7.5 The charter bus shall only be operated by an operator approved and chosen by Transit Windsor and the Applicant shall not allow any person not approved and chosen by Transit Windsor to operate the charter bus.
- 7.6 The Applicant assumes full liability for any damage to the bus due to the activity of the passengers for anything other than normal wear and tear. Any additional charges incurred by Transit Windsor to repair or clean the bus due to activities of the passengers for other than normal wear and tear will be the full responsibility of the Applicant. The cost to repair any damage caused by the passenger to the bus will be billed to the Applicant.

## 8. RIGHTS AND OBLIGATIONS OF TRANSIT WINDSOR

- 8.1 Transit Windsor reserves the right to:
- (a) Cancel the charter at any time without notice and without responsibility for any losses whatsoever that may be incurred as a result by the Applicant or any other person;
  - (b) Park the bus in a proper parking area, whenever it is waiting for departure from a pick-up location;
  - (c) Refuse transportation and to remove from the bus any person who contravenes any responsibility under this charter or under any general rule or guideline for transit users, or who, in the opinion of Transit Windsor, poses, by his or her presence on the bus, a danger to any person or property;
  - (d) Alter or deviate from the scheduled route and schedule in any way that the bus driver, in his or her discretion, deems necessary or prudent.

- 8.2 The bus shall be clean and safe. It will not have on board toilet facilities.
- 8.3 Transit Windsor shall provide a driver to drive the charter bus. All destinations shall be within the municipal boundary of the City of Windsor, Ontario, the County of Essex, Ontario, or Wayne County, Michigan, USA.
- 8.4 Drivers assigned to provide services to the Applicant shall perform their duties amicably and professionally in this environment. Drivers are not required to assist the Applicant in providing services for which the bus is chartered.
- 8.5 Only on-duty Transit Windsor employees shall be allowed to move the bus and the Applicant shall not move the bus using its own operators or agents.
- 8.6 Transit Windsor and its employees, while engaged in the performance of any work or services required under the charter, shall be considered employees of Transit Windsor only and not of the Applicant.
- 8.7 Transit Windsor is not responsible for parking, entrance fees and other miscellaneous expenses.
- 8.8 Transit Windsor reserves the right to cancel any trip prior to departure and make a full refund if, in its sole discretion, the safe passage could be compromised due to acts of nature, inclement weather, authority of law, terrorism, war, accidents, road conditions, mechanical failures, work stoppages or weather.
- 8.9 The Customer is contracting for the use of the bus only. In the event of a mechanical failure of the vehicle, substitute equipment or transportation will be secured as soon as possible.
- 8.10 Amenities such as washroom, Wi-Fi, television, radio, cassette tape player, CD player, video and/or DVD player, refrigerator, microwave, etc. are not included in this agreement.
- 8.11 Transit Windsor will exercise reasonable care, but is not responsible for any loss or damage to, or theft of, parcels, baggage, or any other personal property or the equipment and supplies of the Applicant of the passengers carried on or in its vehicles, or left behind by any passenger. Each passenger shall be responsible for their own personal property and baggage.
- 8.12 Transit Windsor is not responsible for, and the vehicle operator has no authority to accept, the risk of loss for any items left on the vehicle at any stop, while the bus is in transit or at the conclusion of the trip. Each passenger is responsible for the safekeeping of any item they bring onto the bus.
- 8.13 Transit Windsor is not be liable for any injuries to a passenger or passengers caused by or resulting from the falling or shifting of baggage or any equipment or supplies brought onto the bus by the Applicant or a passenger.



- 8.14 Smoking or the consumption of alcoholic beverages is strictly prohibited aboard Transit Windsor vehicles. It is recommended that all beverages be stored in re-closable plastic containers to prevent spillage. Food and beverage consumption on board our vehicles is a privilege granted by Transit Windsor and will be revoked if warranted. Transit Windsor has the absolute discretion and right to agree to or decline any request.
- 8.15 Transit Windsor does not provide media of any type for use on board our vehicles. No license to play copyrighted music or video productions is provided by Transit Windsor. Any licenses, fees, or other grants and permissions necessary for playing copyrighted material is the sole responsibility of the Applicant. To the extent that Transit Windsor is required to make arrangements and/or payments for any such licenses or fees as a result of the Applicant's failure to meet copyright obligations, it shall be the Applicant's responsibility to promptly reimburse Transit Windsor or pay for all costs of such payments.
- 8.16 Transit Windsor shall not be held or deemed in any way to be an agent of the Applicant. It is the intention of the parties that the relationship between the Applicant and Transit Windsor shall be solely that of independent contractors, and nothing contained herein shall be construed as creating any other relationship.

## 9. SIGNATURE OF APPLICANT

I have read and agree to the terms and conditions listed above.

**Signature:** \_\_\_\_\_

Signature of individual or person signing on behalf of an Applicant organization\*

\*If signing on behalf of an organization:

I confirm that I have authority to sign on behalf of the Applicant organization.

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## 10. APPROVAL OF TRANSIT WINDSOR

**Signature:** \_\_\_\_\_

Signature of Transit Windsor

# Charter Bus Booking Form (Recommended Rates)



**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Recommended Transit Windsor Charter Rates**

- Hourly rate (applicable to all charters): \$187.00, two hour minimum, and \$187.00 per hour thereafter, inclusive of driver lunch for charters over 8 hours)
- Destination sign custom programming: \$50.00 per bus
- Bridge/Tunnel tolls: \$20.00
- Late cancellation fee: \$125.00
- Late return fee: \$500.00 for each portion of an hour past the end of the service day

Charter rates will be subject to annual increases tied to general fare increases as prescribed in the 2019 *Fare Structure Review*.

**Subject: Transit Windsor 2023 Operating Budget - City Wide**

**Reference:**

Date to Council: February 22, 2023  
Author: Tyson Cragg, Executive Director  
Transit Windsor  
519-944-4141 ext 2232  
tcragg@citywindsor.ca  
Transit Windsor  
Report Date: February 3, 2023  
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 **RECOMMEND** Transit Windsor's 2023 Operating Budget reflective of a Property Tax Levy Contribution of \$17,831,080 which is \$1,409,537 (or 8.58%) greater than the 2022 Property Tax Levy contribution; and,

That Transit Windsor's 2023 Operating Budget **BE REFERRED** to City Council for consideration as part of the City's 2023 Operating Budget deliberations.

**Executive Summary:**

N/A.

**Background:**

On May 9, 2022, City Administration received the guidelines for the 2023 Budget Development. All City Departments, including Transit Windsor, were requested to submit the following for consideration by the Corporate Leadership Team & City Council:

- Develop a status quo budget to maintain existing service levels for the 2023 budget year.
- Develop budget options that could allow a 5% reduction of the 2022 net property tax levy supported operating budget.
- Identify recommended service enhancements and related budget increases.

- Identify increased expenditures or reduced revenues resulting from the COVID-19 pandemic that will impact the 2023 operating budget and that may require temporary one-time funding.

The 2023 Operating Budget for Transit Windsor has been developed in accordance with these guidelines.

As part of the Transit Windsor and City of Windsor operating agreement, the Environment, Transportation and Public Safety Standing Committee, who act as the Transit Windsor Board of Directors, have the responsibility to “review and recommend Transit Windsor’s operating budget prior to submission to the City”.

### Discussion:

In 2023, Transit Windsor will be facing \$2,234,298 in budget levy pressures related to the following:

- **\$445,472** 2023 Salary Budget Increase
- **\$250,000** Transit Windsor Fuel Market Rate Increase  
(One-time funding from Budget Stabilization Reserve (BSR): \$1,350,000)
- **\$392,070** Annualization of 2021 Service Changes
- **\$48,000** Greyhound Closure – Revenue Reduction
- **\$9,124** Gas Tax Revenue Decrease
- **\$480,000** Creation of a New Fleet Reserve for Transit Fleet
- **\$77,922** Addition of One Planning Analyst
- **\$65,941** Addition of One Service Line Person
- **\$465,769** 2023 Transit Windsor Service Plan (See Appendix A and B)  
(One-time funding from Provincial Gas Tax Fund: \$465,769)

Transit Windsor estimates that \$824,761 in additional revenues and/or savings will be generated from the following sources, which would partially offset the property tax levy pressures noted above:

- **\$416,221** SaintsPass Revenue
- **\$259,680** Annual Fare Increase
- **\$20,000** Increase to Advertising Revenue
- **\$106,944** Introduction of Route 605, service to Amherstburg
- **\$21,916** Increase to expense recoveries for LaSalle Transit.

In addition to the Operating Budget issues noted above, an issue has been submitted for one-time funding due to the continuing COVID-19 pandemic recovery and is based on Administration’s best estimates of the anticipated shortfalls and increased expenditures that may impact the 2023 Operating Budget. It should be noted that in 2022 the Ministry of Transportation has identified dedicated funding related to Transit for COVID-19. To date, no new funding for 2023 has been announced to absorb these costs.

- **\$1,600,000** Estimated COVID 19 - Transit Windsor Revenue Impacts.

As a result of the net changes noted above, and excluding the one time COVID-related impacts and the budget issues which were not approved during Administrative and Operating Budget Committee reviews, Transit Windsor's proposed budget will require additional property tax levy funding of \$1,409,537, which reflects an 8.58% increase compared to the \$16,421,543 approved as part of the 2022 Budget. As requested by City Council, Transit Windsor examined options that would achieve a 5% reduction of the 2022 net operating budget, to assist in holding the line on the tax levy. The option to reduce transit service is presented below however, **is not recommended** by Transit Administration:

***\$2,820,274: Reduce Transit Service***

*Transit has put forward a service reduction of approximately 29,000 service hours to reduce operating expenses by reducing current service as outlined in the Transit Windsor route schedule. Although not recommended by administration, if accepted by council, Transit would review the current routes and determine which routes would have minimal impact on service if reduced or eliminated. This reduction can be scaled based on the required amount needed for a budget reduction.*

Full details on each of these budget issues have been prepared and will be presented to Council as part of the 2023 Operating Budget documents. It should be noted that all budget issues noted above are accurate as of the time of writing this report. Any changes made after this report is approved will be brought forward to City Council with the 2023 budget deliberations.

**Risk Analysis:**

The 2023 budget was developed using estimates that may differ significantly from actual results. Administration has used its best judgment preparing these estimates, based on a number of assumptions. As with any preliminary estimates, significant fluctuations may occur.

The most notable risk areas are as follows:

- Fuel costs for diesel consumption are volatile and may not be consistent with the budget estimates of \$1.099 per litre.
- Ridership estimates may not be fully realized and are best estimates based on experience.
- COVID-19 impacts are best estimates based on information known at the time of budget development. The pandemic may have other significant financial impacts, which are currently unknown.

**Climate Change Risks**

N/A

**Climate Change Mitigation:**

N/A.

**Climate Change Adaptation:**

N/A.

**Financial Matters:**

As noted above, Transit Administration is bringing forward budget requests for \$1,409,537, increasing the existing 2022 operating budget of \$16,421,543 to \$17,831,080 for 2023, which represents an 8.58% increase over the 2022 net operating budget.

It should be noted that one-time funding of \$1,350,000 from Budget Stabilization Reserve (BSR) is being requested by Transit, for possible increases to fuel prices in 2023. One-time funding of \$465,769 from the Provincial Gas Tax Fund is also being requested to cover the net operating costs of the 2023 Transit Windsor Service Plan.

**Consultations:**

Tony Ardovini – Deputy Treasurer, City of Windsor

Mark Spizziri – Manager of Performance Management and Business Case Development

Kathy Buis – Acting Financial Planning Administrator for Transit Windsor, City of Windsor

**Conclusion:**

Transit Windsor's 2023 recommended budget reflects an 8.58% increase in the tax levy funding required. Options are provided to eliminate this increase, but are not recommended by Transit Windsor Administration. The Corporate Leadership Team the Operating Budget Review Committee have reviewed all departmental budgets and have made comprehensive recommendations to City Council for budgets of all departments, including Transit.

While Transit Administration recognizes the challenges of funding Transit Windsor's operating budget, it is important that an appropriate level of service be maintained for Windsor's residents.

**Planning Act Matters:**

N/A.

**Approvals:**

<b>Name</b>	<b>Title</b>
Tyson Cragg	Executive Director, Transit Windsor
Mark Spizzirri	Manager of Performance Management and Business Case Development
Chris Nepszy	Commissioner, Infrastructure Services
Joseph Mancina	Commissioner, Corporate Services /Chief Financial Officer
Onorio Colucci	Chief Administrative Officer (A)

**Notifications:**

<b>Name</b>	<b>Address</b>	<b>Email</b>

**Appendices:**

- 1 Appendix A - 2023 Transit Windsor Service Plan
- 2 Appendix B - 2023 Transit Windsor Service Plan Route Maps



## Appendix A

### Transit Windsor 2023 Service Plan

The Transit Windsor Master Plan serves as a foundation which identified significant changes in the transit network in order to streamline routes, reduce travel time and increase efficiency. The Transit Windsor Master Plan was brought to council on January 27, 2020. This plan was approved with B7/2020/CR40/2020 and acts as the guiding document for the improvement of transit services and growth management in Windsor and Essex County. The City currently has a variety of master plans (sewers, parks, etc.) to address the many portfolios of the municipality. Strategically balancing the growth and needs of all facets of the municipality, including Transit is considered when reviewing the current and proposed Service Plan.

As a result, Transit Windsor's proposed 2023 Service Plan continues to address the service improvements as outlined in the TMP, while also recognizing the need for fiscal responsibility. The changes outlined below are a measured approach to achieve many of the Year 2 and Year 3 goals under the Transit Master Plan, while utilizing fleet and human resources as effectively and efficiently as possible. Of the nearly 53,000 hours of planned changes, approximately 70% are reallocations of existing service hours to ensure that service is deployed most effectively, and that the service is focused on areas of highest demand, and highest ridership potential. The additional hours focus primarily on route and frequency improvements during base service periods, which allows for the Service Plan to be implemented with virtually no impact on the current fleet size, thus minimizing capital expenditures. The additional service hours represent an approximate increase of 5.8% over 2022. The 2023 service plan identifies the following as priorities:

- A redistribution of service hours in the east end of Windsor
- The redesign of Transit Windsor's two busiest routes into truly main lines by removing excess service in residential neighbourhoods and keeping them on main corridors
- Implementation of local routes that will provide improved service in residential neighbourhoods
- Introduction a weekday peak-period semi-express service that will provide a direct connection between the east and west ends of the city

The changes outlined below are in line with industry principles and best practices with respect to transit service delivery:

- Primary routes should provide rapid, high-frequency service that connect main terminals
- Neighbourhood feeder routes connect lower-density areas to main nodes (transfer points)

- Route frequencies should be no less than 30 minutes to ensure service quality, reliability, and ease of transfers
- One-way service should be avoided whenever possible, with the preference for two-way service on all routes

### **Background:**

With the declaration of a Global Pandemic in March 2020, the transit industry has seen unprecedented changes. Ridership decreases, service reductions, staffing shortages, global supply chain pressures, inflation and fuel increases have all had a negative affect on transit services. However, as the pandemic has eased, Transit Windsor has seen a strong ridership rebound in the last quarter of 2022 and early 2023. As of January, 2023, ridership was at 100% of the three-year average of 2017-2019, with ridership on weekends exceeding the levels seen in 2019 (noting that Tunnel Bus Special Events service has not yet resumed). The resumption of the University of Windsor's U-Pass program and the new St. Clair College Saints Pass has had a significant contribution to the rebound in ridership. With that in mind, continuous improvement of the service that Transit Windsor provides to residents is the goal of the department. The recommended changes as set out below represent a total of 17,981 additional service hours and a redistribution of 34,957 service hours.

*Note: new route numbers to make navigation of the system easier for passengers have been developed according to the following naming conventions:*

- *Primary routes: 100s*
- *Secondary routes: 200s*
- *Local routes: 300s*
- *Main corridor semi-express routes: 400s*
- *Limited-stop, express routes: 500s*
- *Regional service routes: 600s*

*Generally, routes with a primarily east-west alignment will have even numbers, and those that run primarily north-south have odd numbers. Numbers are assigned in increments of 5.*

1. Transway 1C: This route will be renamed **Route 110 (West End Stn. – East End Terminal)**. It will terminate at the East End Terminal. Routing between the Hotel Dieu-Grace Healthcare terminal and East End Terminal remain the same. The route segment in the Forest Glade neighbourhood will be serviced in part by the new routes 310 and 325. The majority of the service hours that will be re-distributed are from this change. As a main route (primary route) with a frequency of 10 minutes, a residential neighbourhood such as Forest Glade is over serviced, given that other neighbourhood feeder routes run on 30-60 minute frequencies. Weekday boardings per service hour (BSH), at an average of 1.8, fall far below industry productivity standards. The area east of Tecumseh Mall accounts for less than 1.5% of total route ridership. Forest Glade as a whole will be serviced with two new local routes that offer 20-minute peak frequency and 30-minute off-peak frequency. Primary routes should also remain on major corridors rather than travel down residential streets.

Aside from truncating the route at the East End Terminal, the following are the proposed service improvements for Route 110 (former 1C):

- a. Weekday – increase frequency from 40 minutes to 30 minutes between 5:30 am and 7 am
  - b. Sunday – increase frequency from 60 minutes to 30 minutes between 6 am and 10 am
  - c. Sunday – increase frequency from 40 minutes to 20 minutes between 10 am and 6 pm
  - d. Sunday – extend the service day from 8 pm to 10 pm with a frequency of 30 minutes between 6 pm and 10 pm
2. Crosstown 2: This route will be renamed **Route 100 (West End Stn. – East End Terminal)**. It will no longer service Lauzon Road to Riverside Drive in both directions. That route segment will be serviced by the new route 335. As a main route (primary route), with a frequency of 10 minutes, this route loses efficiency and ridership as it deviates from its primary alignment to service Riverside Drive. Ridership drops off substantially east of Lauzon Rd (average weekday boardings per hour of 1.25, well below industry minimums; only 3% of ridership on the route travels east of Lauzon Road). That stretch of Riverside Drive will be serviced by Route 335, operating on a 30-minute frequency all day, 7 days a week. Aside from truncating the route at the East End Terminal, the following are the proposed service improvements for Route 100 (former Crosstown 2):
- a. Sunday – increase frequency from 60 minutes to 30 minutes between 7 am and 10 am
  - b. Sunday – increase frequency from 40 minutes to 20 minutes between 10 am and 6 pm
  - c. Sunday – extend the service day from 8 pm to 10 pm with a frequency of 30 minutes between 6 pm and 10 pm
3. Ottawa 4: This route will be renamed **Route 200 (Downtown – East End Terminal)**. It will terminate at the East End Terminal, and will no longer serve the Forest Glade neighbourhood. Routing between the Downtown Terminal and East End Terminal remain the same. The route segment in the Forest Glade neighbourhood will be serviced in part by the new routes 310 and 325. These will be two local routes which will provide 20 to 30 minute frequencies throughout the week.
- a. Weekday – increase frequency from 45 minutes to 30 minutes between 6 pm and 1:30 am
  - b. Saturday – increase frequency from 45 minutes to 30 minutes between 6 am and 9 am

- c. Saturday – increase frequency from 45 minutes to 30 minutes between 6 pm and 12:30 am
  - d. Sunday – increase frequency from 60 minutes to 30 minutes between 9 am and 12 pm
  - e. Sunday – increase frequency from 50 minutes to 30 minutes between 12 pm and 9 pm
4. Dominion 5: This route will be renamed **Route 115 (Downtown Stn – St. Clair College)**. It will no longer service the route segments between Glenwood, Norfolk, Northway and Labelle. That route segment will be serviced by the new Route 330 (West End Stn. – St. Clair College). This change will allow for two-way service along the entire alignment of routes 115 and 330 versus the large portions of service area which is currently an inconvenient one-way service. Service frequencies are being adjusted to better align with other secondary routes in the system:
- a. Weekday – reduce frequency from 20 minutes to 30 minutes between 6 am and 7 am
  - b. Weekday – reduce frequency from 20 minutes to 30 minutes between 6 pm and 12:30 am
5. Lauzon 10: This route will be eliminated. The existing Lauzon 10 is inefficient and meandering, with very low ridership (8.3 boardings per service hour, on average), and will be replaced by new routes 310 and 335, which will maintain many of the route segments of the Lauzon 10 north of E.C. Row Expressway. Service to Anchor Drive/E.C. Row Ave. has been suspended due to the permanent road closure on E.C. Row Ave. The two new routes will offer two-way service throughout the service area. Currently the Lauzon 10 operates as two separate inefficient one-way loops.
6. Route 310: This route will service a portion of the Forest Glade neighbourhood and the WFCU Centre. It will service some of the route segments which were removed from the former Transway 1C, Ottawa 4 and Lauzon 10. It will also provide service to Wildwood Drive between Rosebriar and Banwell, which was previously unserved. This will all be two-way service which is an improvement, since much of the existing route segments only receive one-way service.
- a. Weekday – service frequency of 30 minutes between 6 am and 11:30 pm
  - b. Saturday – service frequency of 30 minutes between 8 am and 11 pm
  - c. Sunday – service frequency of 30 minutes between 9 am and 8 pm
7. Route 325: This route will service the Forest Glade neighbourhood. It will service some of the route segments which were removed from the former Transway 1C and Ottawa 4. This will all be two-way service which is an improvement as much of the existing route segments only receive one-way service.

- a. Weekday – service frequency of 30 minutes between 6 am to 7 am
  - b. Weekday – service frequency of 20 minutes between 7 am to 9 am
  - c. Weekday – service frequency of 30 minutes between 9 am to 2 pm
  - d. Weekday – service frequency of 20 minutes between 2 pm to 6 pm
  - e. Weekday – service frequency of 30 minutes between 6 pm to 12:30 am
  - f. Saturday – service frequency of 30 minutes between 7 am to 12 am
  - g. Sunday – service frequency of 30 minutes between 8 am to 8 pm
8. Route 330 (West End Stn. – St. Clair College): This route will service the route segments between Glenwood, Norfolk, Northway and Labelle that were removed from the former Dominion 5. It will also connect the West End Terminal directly with St. Clair College. This will all be two-way service from the current one-way service along with adding service to new areas that currently lack a transit presence.
- a. Weekday – service frequency of 30 minutes between 6 am to 11:30 pm
  - b. Saturday – service frequency of 30 minutes between 8 am to 11 pm
  - c. Sunday – service frequency of 30 minutes between 9 am to 8 pm
9. Route 335: This route will service the East Riverside neighbourhood. It will service some of the route segments which were removed from the former Crosstown 2 and Lauzon 10. This will all be two-way service which is an improvement as much of the existing route segments only receive one-way service.
- a. Weekday – service frequency of 30 minutes between 6 am to 12 am
  - b. Saturday – service frequency of 30 minutes between 8 am to 11:30 pm
  - c. Sunday – service frequency of 30 minutes between 9 am to 8:30 pm
10. 418X (West End Stn. – East End Terminal): Introduce a weekday peak period semi-express service that will provide a direct connection between the East and West end terminals along the Tecumseh Road corridor from Lauzon Parkway to Crawford, and provide new transit service along College Avenue enroute to servicing the University of Windsor via Wyandotte Street to Mill Street, Sandwich Street and Prince Road. Note: This service is proposed to run a limited schedule (peak hours weekdays) at this time due to the Transit Windsor garage being over capacity. Full implementation of Route 418X would require four (4) additional buses at a capital cost of \$3.0 million, and there is no room to accommodate the additional fleet. As efficiencies derived via the scheduling software are assessed, Transit Windsor will have a clearer picture as to whether future service

increases on the route can be accommodated within the existing fleet complement.

- a. Weekday – frequency of 20 minutes between 7 am to 9:40 am
  - b. Weekday – frequency of 20 minutes between 2 pm to 6:30 pm
11. Tunnel Bus: The Tunnel Bus experienced significant schedule adherence issues due to border processing delays when run at a 30-minute frequency. The Tunnel Bus is also a low-ridership route, with an average boardings per service hour (BSH) of 11.1 in 2019. Since the resumption of the Tunnel Bus in November, 2022, weekly ridership has averaged around 1,000. The changes outlined below better match service to demand, and will also allow the Tunnel Bus to remain on schedule, and account for border delays and processing issues.
- a. Weekday – 60 minutes between 6 am to 10 pm
  - b. Saturday – 60 minutes between 6 am to 10 pm
  - c. Sunday – 60 minutes between 8 am to 8 pm

Since the approval of the Master Plan in 2020, work has been completed to achieve items listed as groundwork to prepare Transit Windsor to implement larger portions of the plan. Items identified as “early wins” have already been implemented such as:

1. Straightening the Transway 1C route in preparation for routes 110 and 418X
2. Implementation of route 518X in 2021
3. Implementation of electronic Smart Pass system for fare payments.
4. Issue of RFPs for a garage/facility study, scheduling software, and re-branding study
5. Finalize a social media presence
6. Work towards an RFP for On-Demand transit technology.

As mentioned above, the proposed 2023 Service Plan is a re-deployment of approximately 35,000 hours, and an introduction of approximately 18,000 hours. Better utilization of existing resources is a critical component of the service plan. With this in mind, Transit Windsor is currently in the process of acquiring new route scheduling software that will significantly improve the department’s ability to effectively utilize service hours. The new modernized software will optimize each run-cut (the process of creating driver shifts) to minimize non-productive time, thus freeing up service hours that can be redeployed in a more efficient manner. This software is expected to be fully operational in mid-2023, and efficiency gains of 10-15% are anticipated. As Transit Windsor staff become well-versed in the new systems, efficiencies derived through the updated software will be applied to future service planning initiatives.

The proposed 2023 service changes will utilize the East End Terminal more effectively as a transfer point. Passengers will use the new local routes to get to the terminal and then transfer to the primary routes, resulting in greater efficiency and on-time performance as the primary routes will not be tasked with diverting off main corridors into residential areas. The East End Terminal will play a pivotal role in getting people to destinations such as the University of Windsor, St. Clair College, Downtown and the Devonshire Mall areas more efficiently.

Providing consistent two-way service to much of East Riverside and Forest Glade will also be an improvement. Currently, much of this area is serviced with one-way loops on various routes. This is similar to the change for the Dominion 5 (route 115) and the new local Route 330. A large portion of the current Dominion 5 route is a one-way loop. One-way loops are typically not attractive service models for passengers, since it forces riders to travel the entire length of the loop to reach their stop, thus increasing trip times. Allowing the new route 115 to provide two-way service along the Campbell/Dominion/Mount Royal corridor between downtown and St. Clair College, will make that service more attractive and effective with the new St. Clair College Saints Pass coming online in September, 2022. The new local Route 330 will serve the area of South Windsor bordered by Cabana Road, E.C. Row Expressway, Huron Church Road and Dominion Boulevard. Passengers in this area will be able to now utilize the West End Terminal along with St. Clair College with multiple transfer opportunities at each including along a segment of Dominion Boulevard.

Extensive public feedback was considered and incorporated in the development of the Transit Master Plan and in forming the proposed 2023 Service Plan. If approved in the 2023 Budget process, public outreach will continue to occur to educate those in affected areas on the changes being implemented. Public outreach will include both in-person open house events as well as a dedicated website which will show the upcoming changes, information to assist those who will see their routes change, for those who now have easier access to transit services, and on the changes that have occurred since the Transit Master Plan was approved.

Throughout the COVID-19 pandemic, ridership levels have been significantly impacted. While ridership has rebounded to pre-pandemic levels, it is unknown what the longer-term impact of remote work, and riders who have found travel alternatives will ultimately be on both ridership levels and patterns going forward. Transit planning staff continually monitor ridership and travel patterns to optimize the network to provide service where it is needed most.

Transit systems across the country have recognized that rebuilding ridership post-pandemic will require a different approach to service design and delivery. Many routes in the system have been designed to provide too much of the service (serving a dual role of mainline route and neighbourhood feeder) which leads to long travel times, inflexible service, and inefficient use of service hours. Adapting the service with improvements to base periods, and recognizing changing travel patterns will be a priority in the coming years.

Through further analysis of the changes included in the proposed 2023 Service Plan, attention was turned to focus on improvements that could be made that will improve the

overall attractiveness of the service, supporting the ongoing rebuilding of ridership post-pandemic which is consistent with the goals in the Transit Master Plan. An important aspect of regaining transit customers who were lost during the pandemic is to ensure the service is attractive, and considered a viable option for travel. Improving frequencies and reliability during base service (non-peak) on main routes via network design and maintaining realistic service levels in residential neighbourhoods will enhance the viability of transit for many people and will provide a solid basis for rebuilding ridership. Additionally, frequency improvements across other areas of the system will ensure that the local transit system is well positioned for future service improvements.

The table below outlines service hour requirements for the proposed changes:

<b>Route</b>	<b>Existing Annual Hours</b>	<b>New Annual Hours</b>	<b>Annual Hour Difference</b>
Transway 1C to route 110	72,733	57,990	<b>(14,743)</b>
Crosstown 2 to 100	53,106	50,085	<b>(3,021)</b>
Ottawa 4 to route 200	35,515	29,521	<b>(5,994)</b>
Dominion 5 to route 115	20,848	16,788	<b>(4,060)</b>
Tunnel (Reduced to 1 Hour)	14,363	7,225	<b>(7,138)</b>
Lauzon 10 to route 310	0	12,433	<b>12,433</b>
Lauzon 10 to route 325	0	15,346	<b>15,346</b>
Route 330 (HDGH to St Clair)	0	12,953	<b>12,953</b>
Route 335 (TEMA to TEMA)	7,831	12,770	<b>4,939</b>
Route 418X (HDGH to TEMA)	0	7,268	<b>7,268</b>
<b>Total Hours Required</b>			52,938
<b>Hours Redistributed</b>			(34,957)
<b>New Annual Hours</b>			<b>17,981</b>

Should the 2023 Service Plan be approved, the next steps associated with the implementation of the service changes include:

- Creation of 600 plus bus stop signs to replace existing signs along with new signs along new corridors.
- Preparation/production of new schedules (run cut), layovers/time points, public timetables and Operator sign-up;
- Updating the AVL system
- Update the fare box system
- Updating schedule information for Google Maps and real-time trip planner
- Undertaking a marketing program including printed Ride Guide maps, on-board and stop level notices, open house session, website updates and social media, as well as internal info screen postings, Operator information sessions and an internal newsletter.

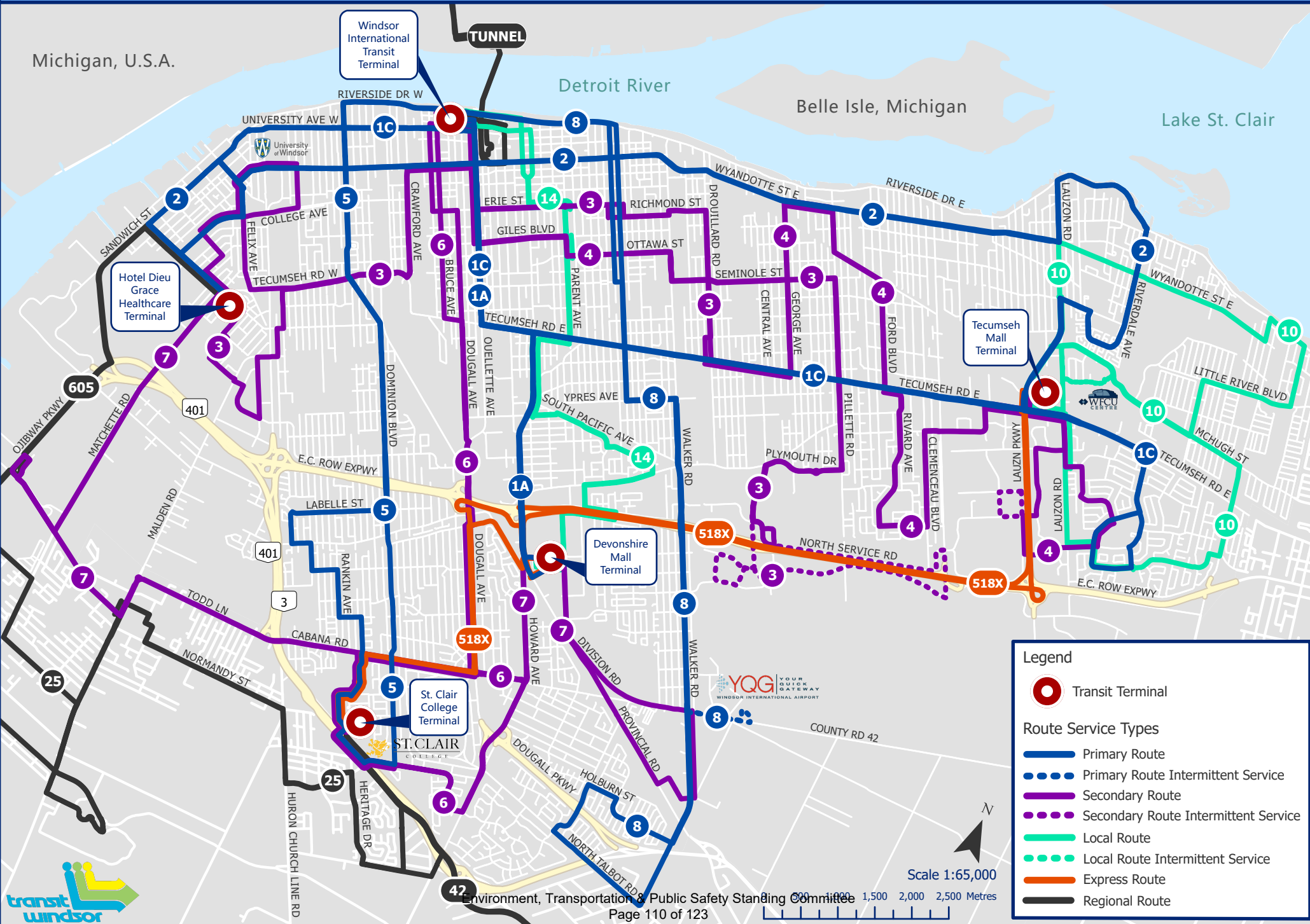


Should this issue go forward, expected net costs after revenue to implement this plan are as follows:

Employee related costs (Wages, benefits, uniforms, computers, etc.)	1,124,941
Fleet Costs (Fuel, parts, maintenance, insurance, etc.)	738,162
Estimated Revenue at 50% of costs	<u>(931,553)</u>
<b>Total Net Levy Cost</b>	<b>\$465,769</b>
<b>One-time Funding from the Provincial Gas Tax Reserve</b>	<b>\$465,769</b>

**A total of 12 FTE's are required to implement this service enhancement. No capital dollars are needed as the new routes will be covered using the existing fleet.**

# Transit Windsor Existing Routes



**Legend**

- Transit Terminal

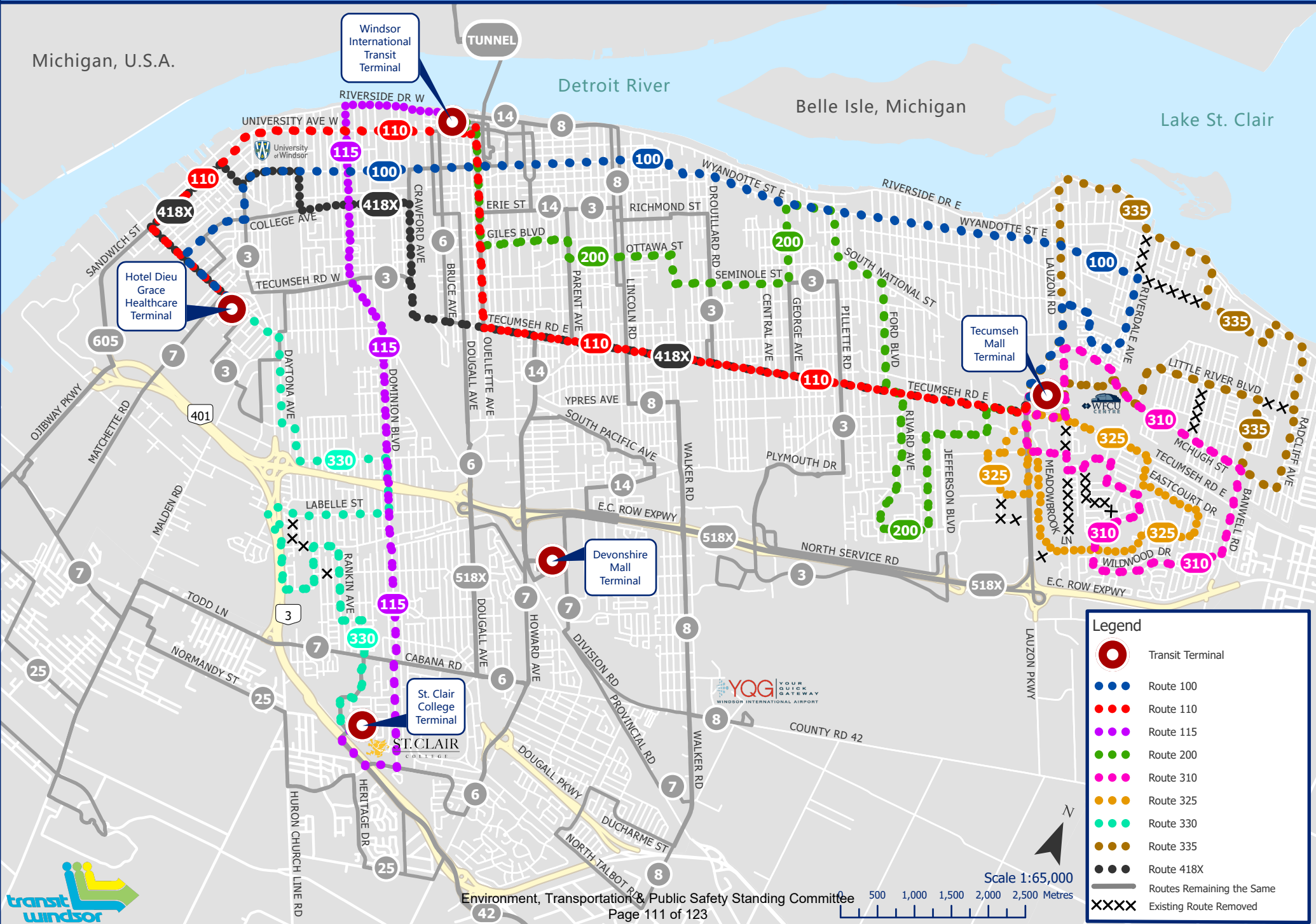
**Route Service Types**

- Primary Route
- Primary Route Intermittent Service
- Secondary Route
- Secondary Route Intermittent Service
- Local Route
- Local Route Intermittent Service
- Express Route
- Regional Route



# Transit Windsor Routes After Proposed 2023 Service Plan

Michigan, U.S.A.



**Legend**

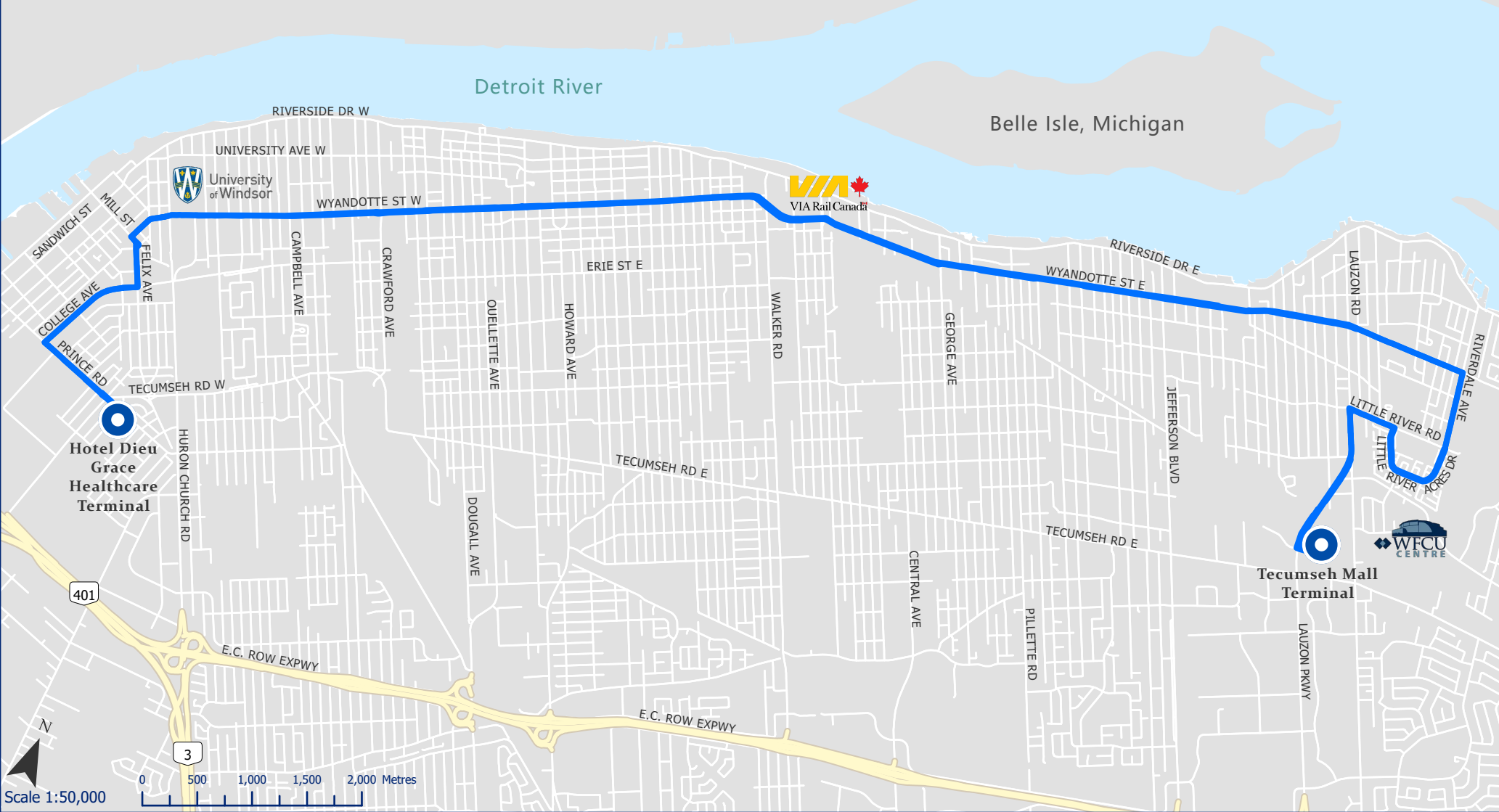
- Transit Terminal
- Route 100
- Route 110
- Route 115
- Route 200
- Route 310
- Route 325
- Route 330
- Route 335
- Route 418X
- Routes Remaining the Same
- Existing Route Removed

Scale 1:65,000





# Proposed Route 100 (Crosstown 2)

Michigan, U.S.A.



**Legend**

-  Transit Terminal
-  Proposed Route 100 (Crosstown 2)

**Proposed Route 100 (Crosstown 2) - Monday to Sunday**

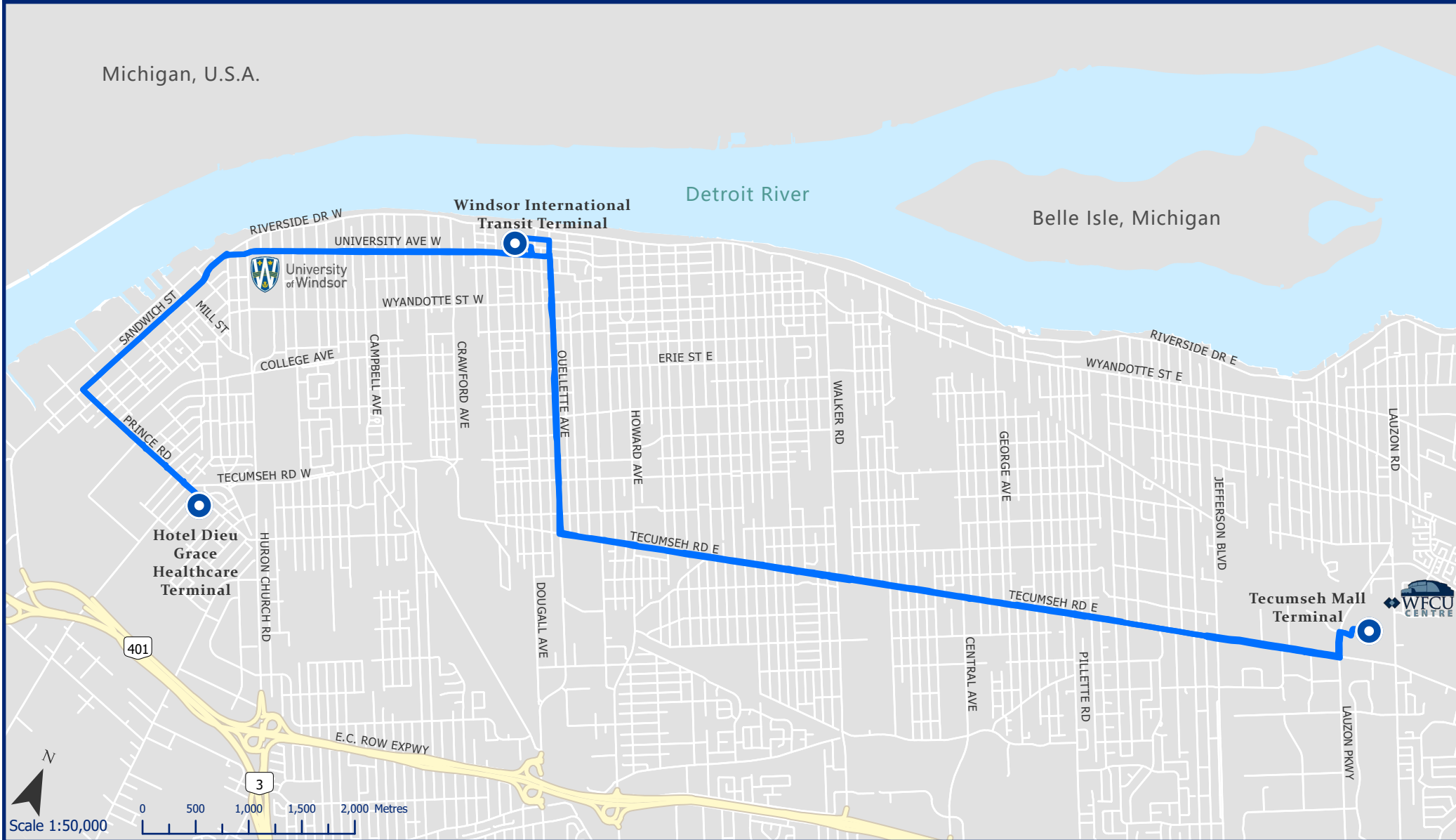
**Eastbound** - Hotel Dieu Grace Healthcare Terminal to Tecumseh Mall Terminal

**Westbound** - Tecumseh Mall Terminal to Hotel Dieu Grace Healthcare Terminal





# Proposed Route 110 (Transway 1C)



**Legend**

- Transit Terminal
- Proposed Route 110 (Transway 1C)

**Proposed Route 110 (Transway 1C) - Monday to Sunday**

**Eastbound** - Hotel Dieu Grace Healthcare Terminal to Windsor International Transit Terminal to Tecumseh Mall Terminal

**Westbound** - Tecumseh Mall Terminal to Windsor International Transit Terminal to Hotel Dieu Grace Healthcare Terminal



Environment, Transportation & Public Safety Standing Committee  
Page 13 of 23



# Proposed Route 115 (Dominion 5)

Transit Windsor  
2023 Service Plan

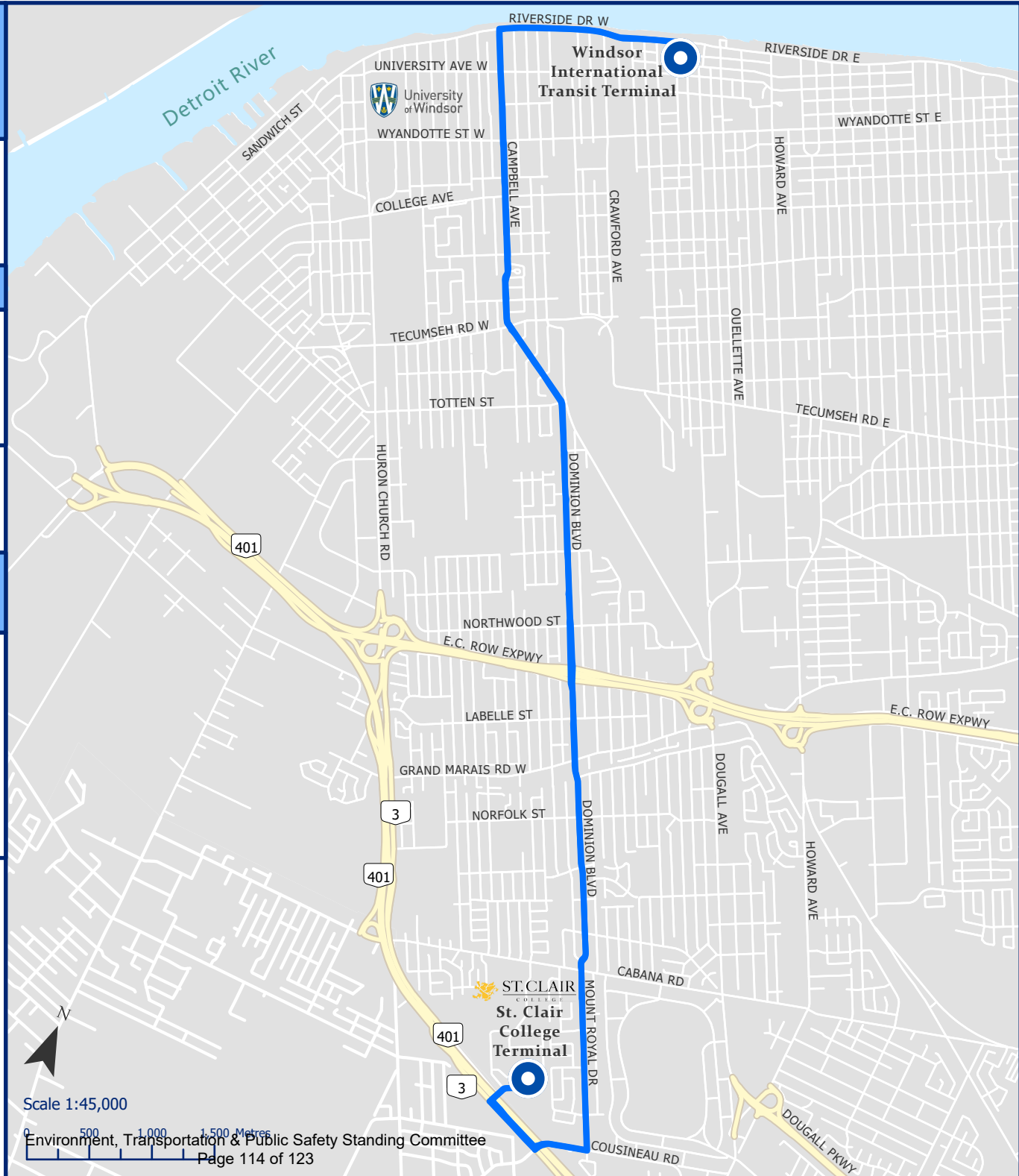
## Legend

-  Transit Terminal
-  Proposed Route 115 (Dominion 5)

## Proposed Route 115 (Dominion 5) - Monday to Sunday

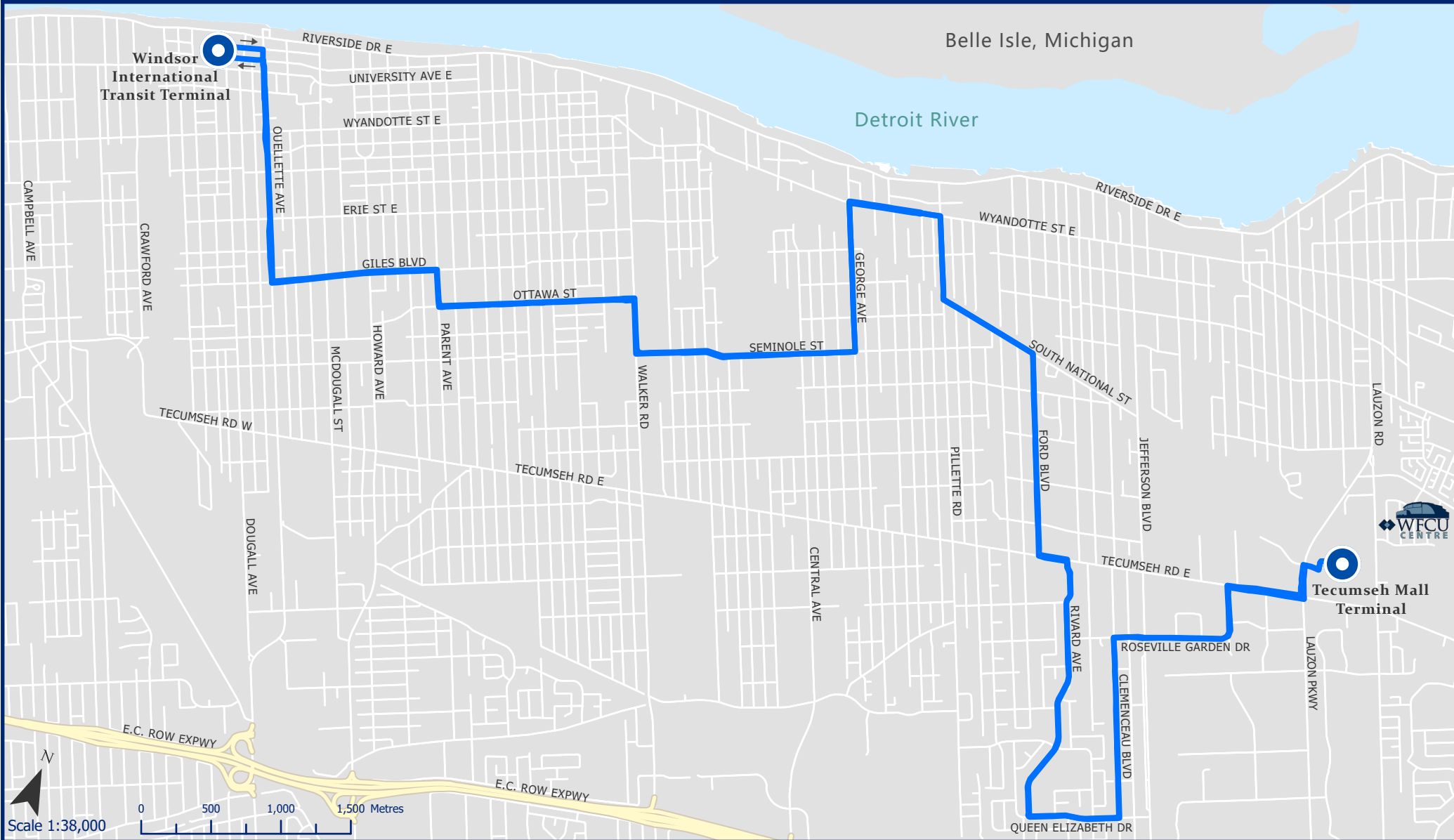
**Southbound** - Windsor International Transit Terminal to St. Clair College Terminal

**Northbound** - St. Clair College Terminal to Windsor International Transit Terminal





Scale 1:45,000

# Proposed Route 200 (Ottawa 4)



**Legend**

-  Transit Terminal
-  Proposed Route 200 (Ottawa 4)

**Proposed Route 200 (Ottawa 4) - Monday to Sunday**

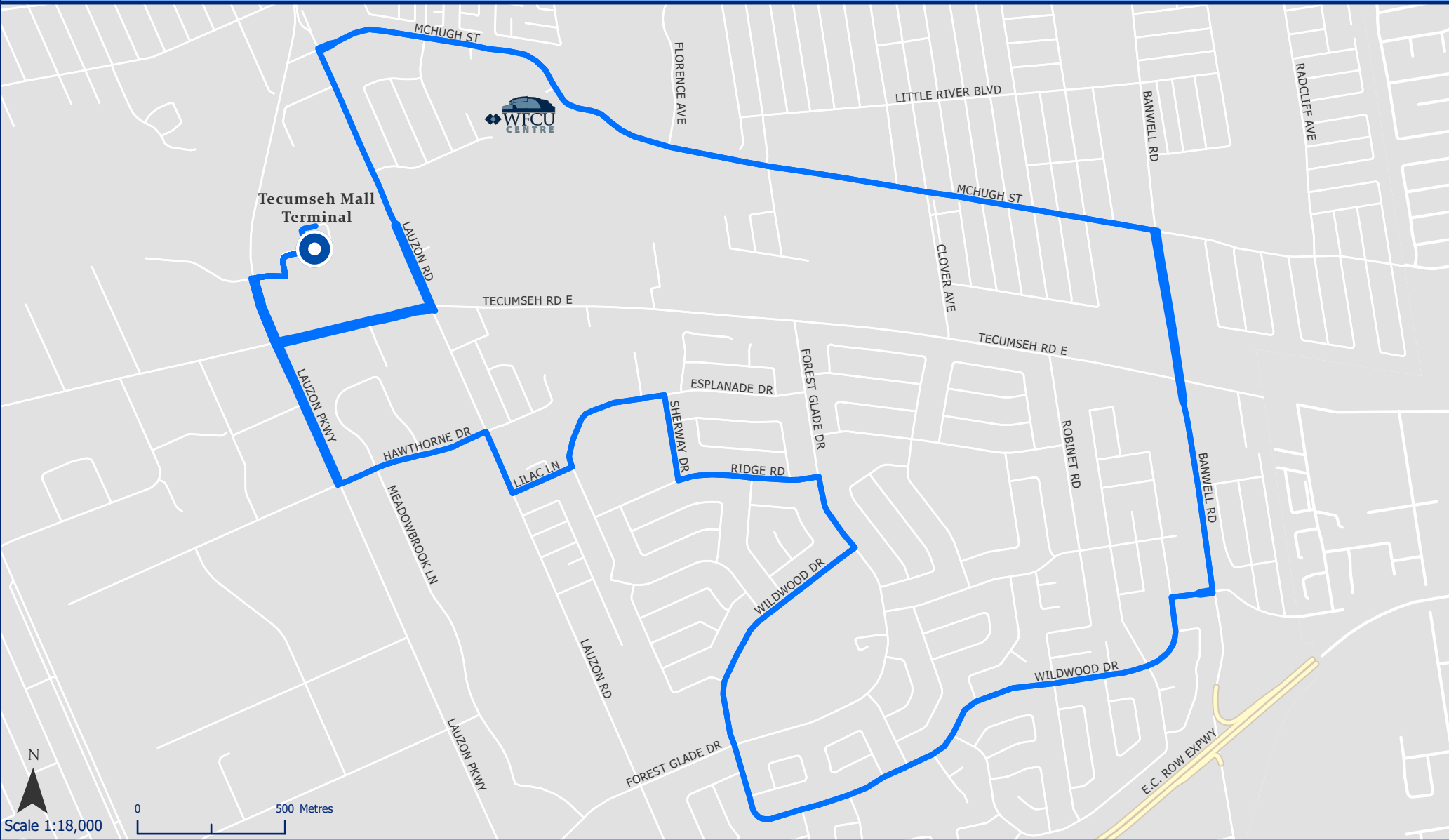
**Eastbound** - Windsor International Transit Terminal to Tecumseh Mall Terminal

**Westbound** - Tecumseh Mall Terminal to Windsor International Transit Terminal



Environment, Transportation & Public Safety Standing Committee  
Page 115 of 123



# Proposed Route 310



**Legend**

-  Transit Terminal
-  Proposed Route 310

**Proposed Route 310 - Monday to Sunday**

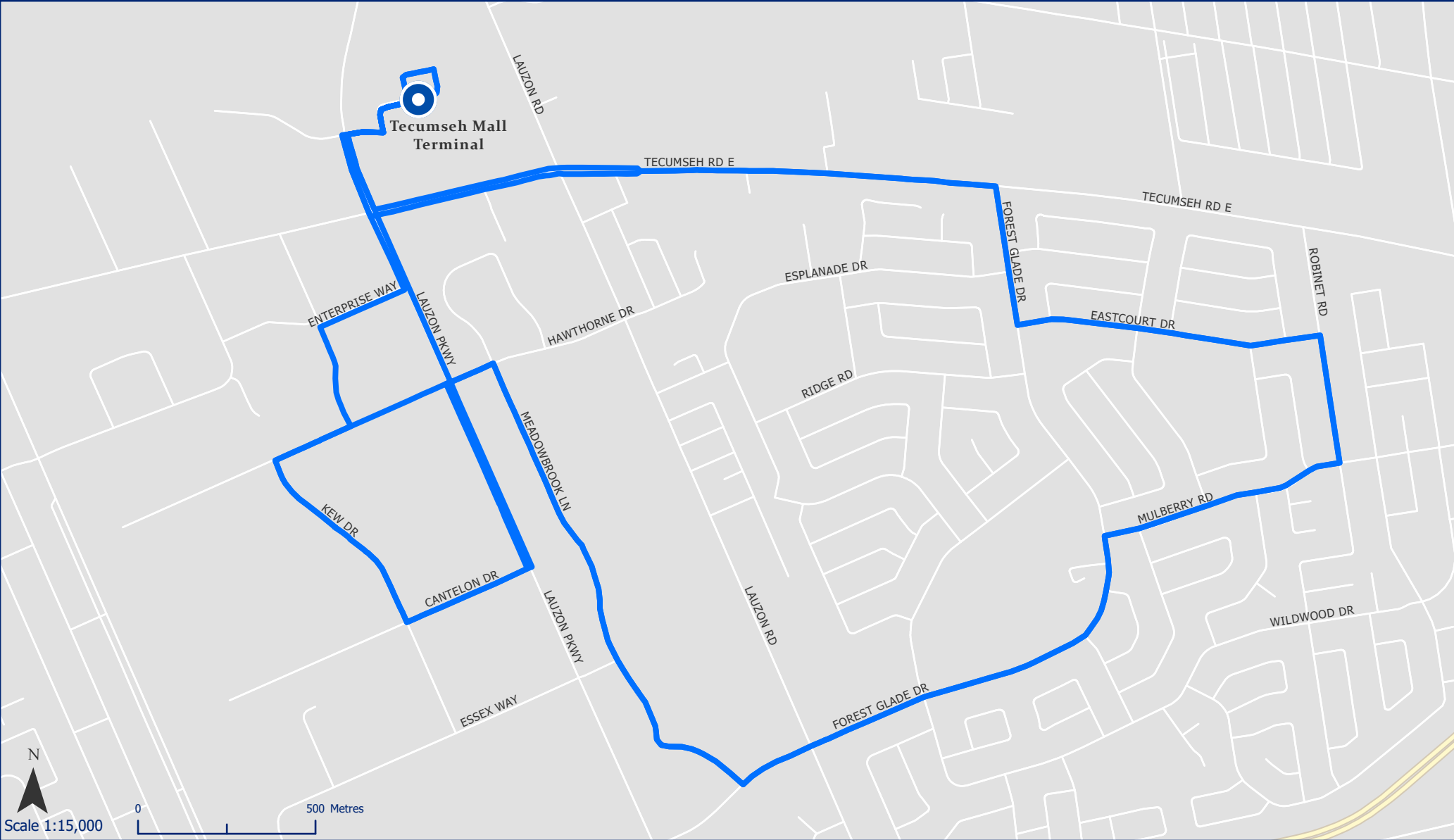
**Southbound** - Tecumseh Mall Terminal to Forest Glade to Banwell to WFCU Centre to Tecumseh Mall Terminal

**Northbound** - Tecumseh Mall Terminal to WFCU Centre to Banwell to Forest Glade to Tecumseh Mall Terminal

Environment, Transportation & Public Safety Standing Committee  
2023-10-10-23







**Legend**

- Transit Terminal
- Proposed Route 325

**Proposed Route 325 - Monday to Sunday**

**Southbound** - Tecumseh Mall Terminal to Meadowbrook to Forest Glade to Tecumseh Mall Terminal

**Northbound** - Tecumseh Mall Terminal to Forest Glade to Meadowbrook to Tecumseh Mall Terminal



Environment, Transportation & Public Safety Standing Committee  
Page 17 of 123



# Proposed Route 330

Transit Windsor  
2023 Service Plan

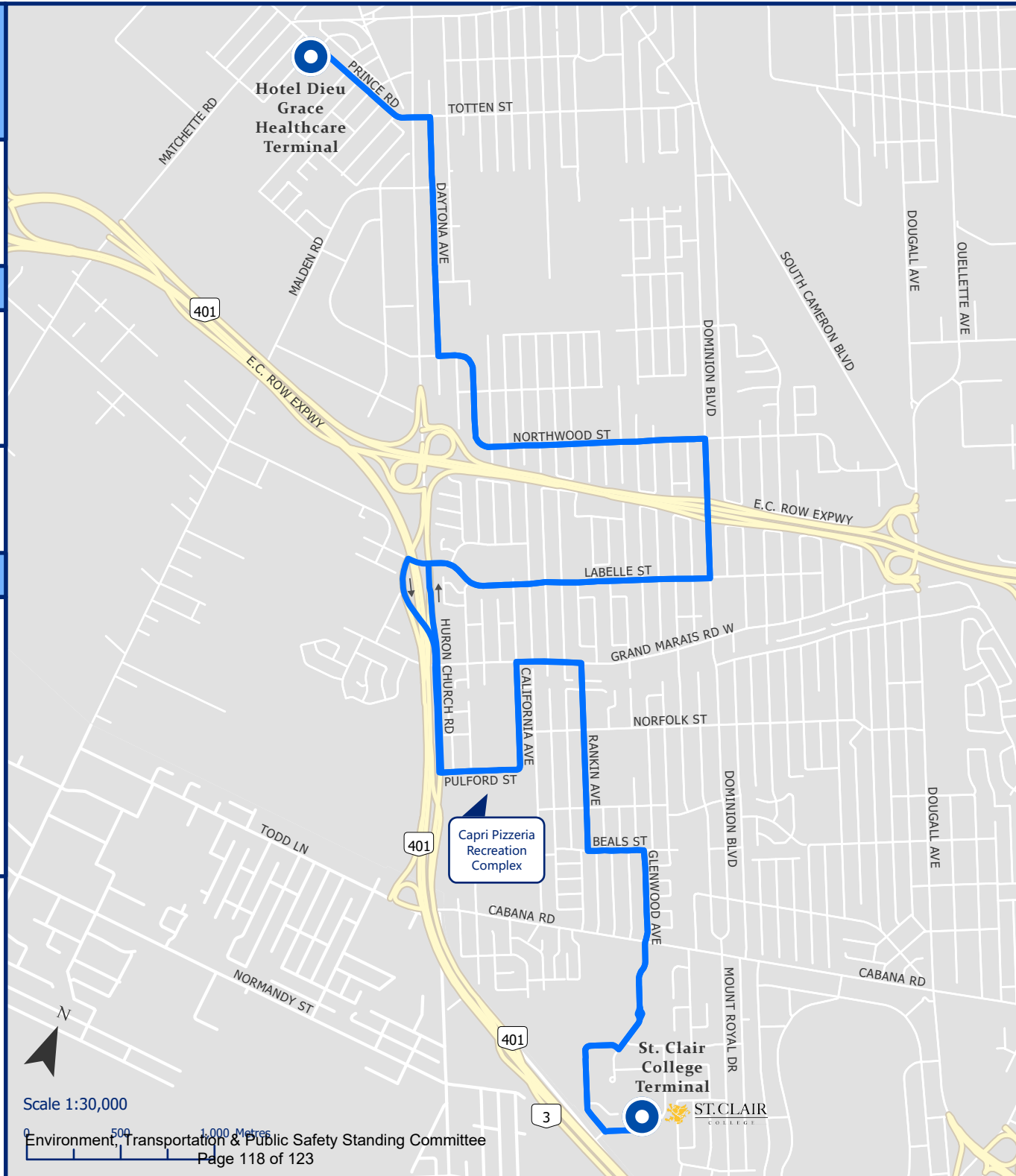
## Legend

-  Transit Terminal
-  Proposed Route 330

## Proposed Route 330 - Monday to Sunday

**Southbound** - Hotel Dieu Grace Healthcare Terminal to St. Clair College Terminal

**Northbound** - St. Clair College Terminal to Hotel Dieu Grace Healthcare Terminal



Scale 1:30,000

# Proposed Route 335



**Legend**

- Transit Terminal
- Proposed Route 335

**Proposed Route 335 - Monday to Sunday**

**Southbound** - Tecumseh Mall Terminal to WFCU Centre to Banwell to Riverside / Sandpoint Beach to Tecumseh Mall Terminal

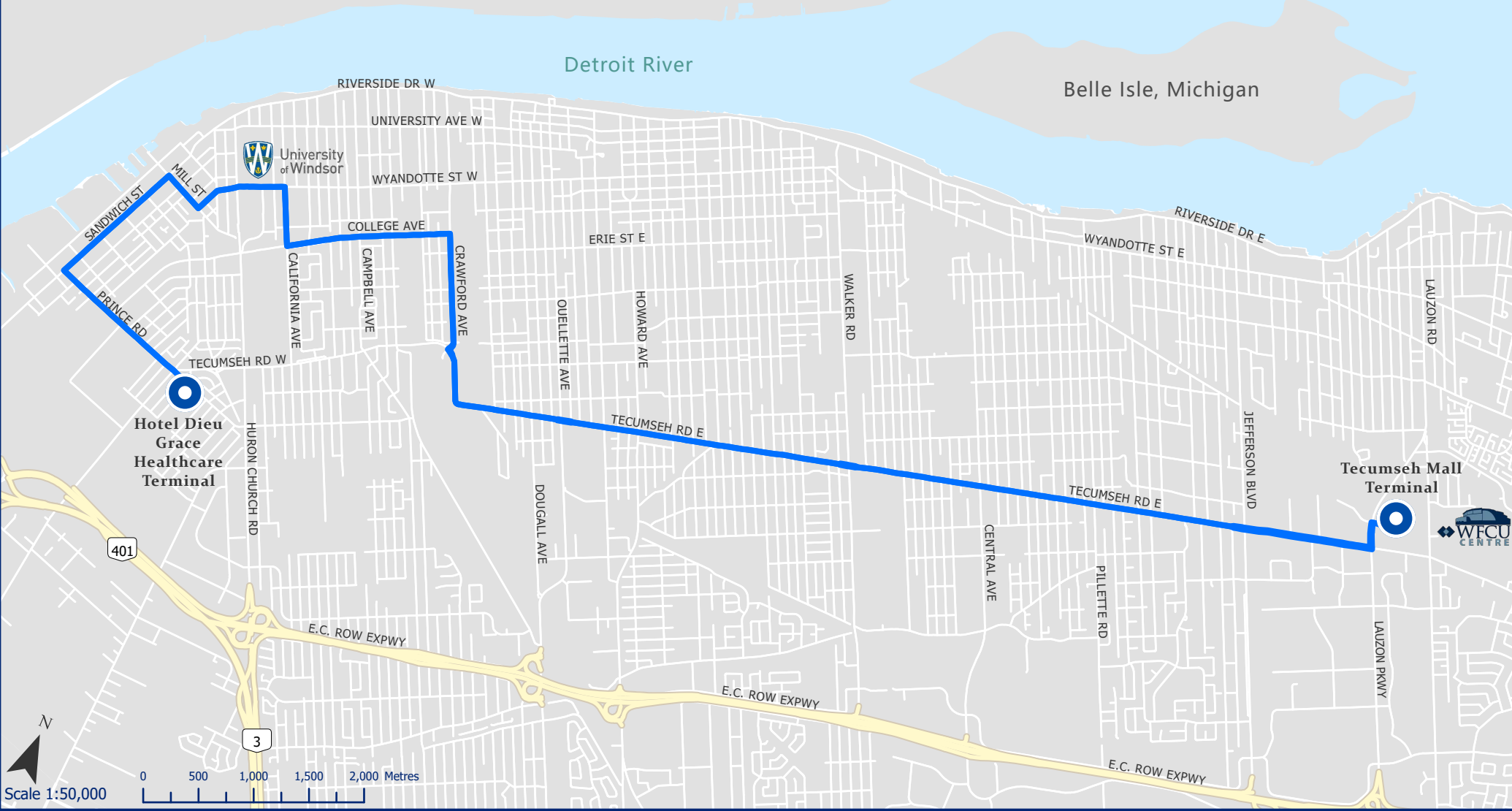
**Northbound** - Tecumseh Mall Terminal to Riverside / Sandpoint Beach to Banwell to WFCU Centre to Tecumseh Mall Terminal

Environment, Transportation & Public Safety Standing Committee  
Page 19 of 23





# Proposed Route 418X

Michigan, U.S.A.



**Legend**

-  Transit Terminal
-  Proposed Route 418X

**Proposed Route 418X - Weekdays Only (7:00 AM-10:00AM & 2:00 PM-7:00 PM)**

**Eastbound** - Hotel Dieu Grace Healthcare Terminal to Tecumseh Mall Terminal

**Westbound** - Tecumseh Mall Terminal to Hotel Dieu Grace Healthcare Terminal





**Subject: Update to Transit Windsor Signing Authorities - City Wide**

**Reference:**

Date to Council: February 22, 2023  
Author: Tyson Cragg  
Executive Director, Transit Windsor  
519-944-4141 ext 2232  
tcragg@citywindsor.ca  
Transit Windsor  
Report Date: February 3, 2023  
Clerk's File #: MT/13708

**To:** Mayor and Members of City Council

**Recommendation:**

THAT the Environment, Transportation & Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors and City Council **AUTHORIZE** the following positions at Transit Windsor to be signing authorities for the Transit Windsor Imprest Account:

- The Executive Director, Transit Windsor and the Director, Fleet and Facility Development, Transit Windsor as the primary signing authorities; and
- The Director, Operations and Planning, Transit Windsor and the Maintenance Manager-Fleet, Transit Windsor as the secondary signing authorities; and further

THAT The secondary signing authorities **BE UTILIZED** only in the event that one of the primary signatories be unavailable; and further

THAT the **CAO BE AUTHORIZED** to approve future amendments in signing authorities for the Transit Windsor Imprest Account where such changes are deemed administrative or housekeeping in nature.

**Executive Summary:**

N/A.

**Background:**

Historically, wherever and whenever possible and appropriate Administration has established and maintained the City's bank accounts with the signing authority of both the Mayor and City Treasurer. When required administratively and where appropriate, secondary signing authority, such as any one of the three Deputy Treasurers are able to sign in lieu of the City Treasurer.

From time to time, it has been determined that signing authorities are not that of the Mayor and City Treasurer. In those situations, City Council is advised of the reasons and approval is required prior to any changes being made.

**Discussion:**

The Imprest account is used for employees that go off on Short-term Disability (STD) or WSIB and are issued pay advance cheques until their claim is approved. The existence of this Imprest account is used to satisfy the timely disbursement of employee-related payments in accordance with the Collective Agreement. In 2001, a report seeking changes in signing authorities was presented to City Council S125/2021. Since that time Transit Administration has undergone restructuring whereby previous position titles have been changed to better reflect and align with the organizational needs of each department. Following past practice, the two primary signing authorities will be the Executive Director, Transit Windsor and the Director, Fleet and Facility Development, Transit Windsor. To facilitate day to day operational support both the Director, Operations and Planning, Transit Windsor and the Maintenance Manager-Fleet, Transit Windsor are being recommended as secondary signing authorities. However it is noted that only one of the secondary authorities can sign on behalf of a primary authority. In other words, a cheque must carry two authorized signatures being either both primary signers or one primary with one secondary signer. As such, this report seeks the necessary approvals that will allow for the continued use of the Imprest Bank account on a regular basis.

Further to the above noted recommendations, City Council is also being requested to authorize the CAO to approve any future changes in signing authorities for the Transit Windsor Imprest account where such changes are deemed to be administrative or housekeeping in nature. Allowing for the CAO to review such changes will assist in timely maintenance of banking agreements and documents.

**Risk Analysis:**

Transit Administration has determined that there is no risk to updating the position titles of the designated signing authorities as detailed within the recommendations. There is however, an identified risk with not approving the recommendations, that will present a challenge when obtaining signatures and would delay the process of getting the cheques to the employees in a timely-manner; therefore, risking a violation to the Collective Agreement. The establishment of signing authorities which are not the Mayor and City Treasurer in no way diminish other financial controls which are in place to ensure proper use of funds such as regular account reconciliations.

**Climate Change Risks**

**Climate Change Mitigation:**

N/A.

**Climate Change Adaptation:**

N/A.

**Financial Matters:**

There are no financial costs associated with a change in account signatories.

**Consultations:**

Janice Guthrie – Deputy Treasurer Taxation, Treasury & Financial Projects, City of Windsor

**Conclusion:**

Transit Administration recommends the approval of the recommendations as detailed within this report.

**Planning Act Matters:**

N/A.

**Approvals:**

Name	Title
Tyson Cragg	Executive Director, Transit Windsor
Chris Nepszy	Commissioner, Infrastructure Services
Janice Guthrie	On behalf of Commissioner, Corporate Services /Chief Financial Officer
Onorio Colucci	Chief Administrative Officer (A)

**Notifications:**

Name	Address	Email

**Appendices:**