

Adopted by Council at its meeting held February 1, 2016 [CR61/2016]

/AC

Windsor, Ontario February 1, 2016

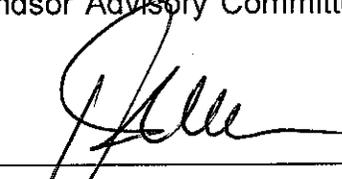
REPORT NO. 325 of the
ENVIRONMENT, TRANSPORTATION & PUBLIC SAFETY
STANDING COMMITTEE
of its meeting held January 20, 2016

Present: Councillor Fred Francis
Councillor Chris Holt
Councillor Bill Marra (Chair)
Councillor Hilary Payne
Councillor Paul Borrelli

That the following recommendations of the Environment, Transportation and Public Safety Standing Committee **BE APPROVED**:

Moved by Councillor Borrelli, seconded by Councillor Holt,
That Administration **BE DIRECTED** to provide scenarios/options in order
to achieve an overall 25% coverage of bus shelters throughout the City of
Windsor and to report back.
Carried.

Clerk's Note: Report No. 3 of the Transit Windsor Advisory Committee is **attached** as
background information.

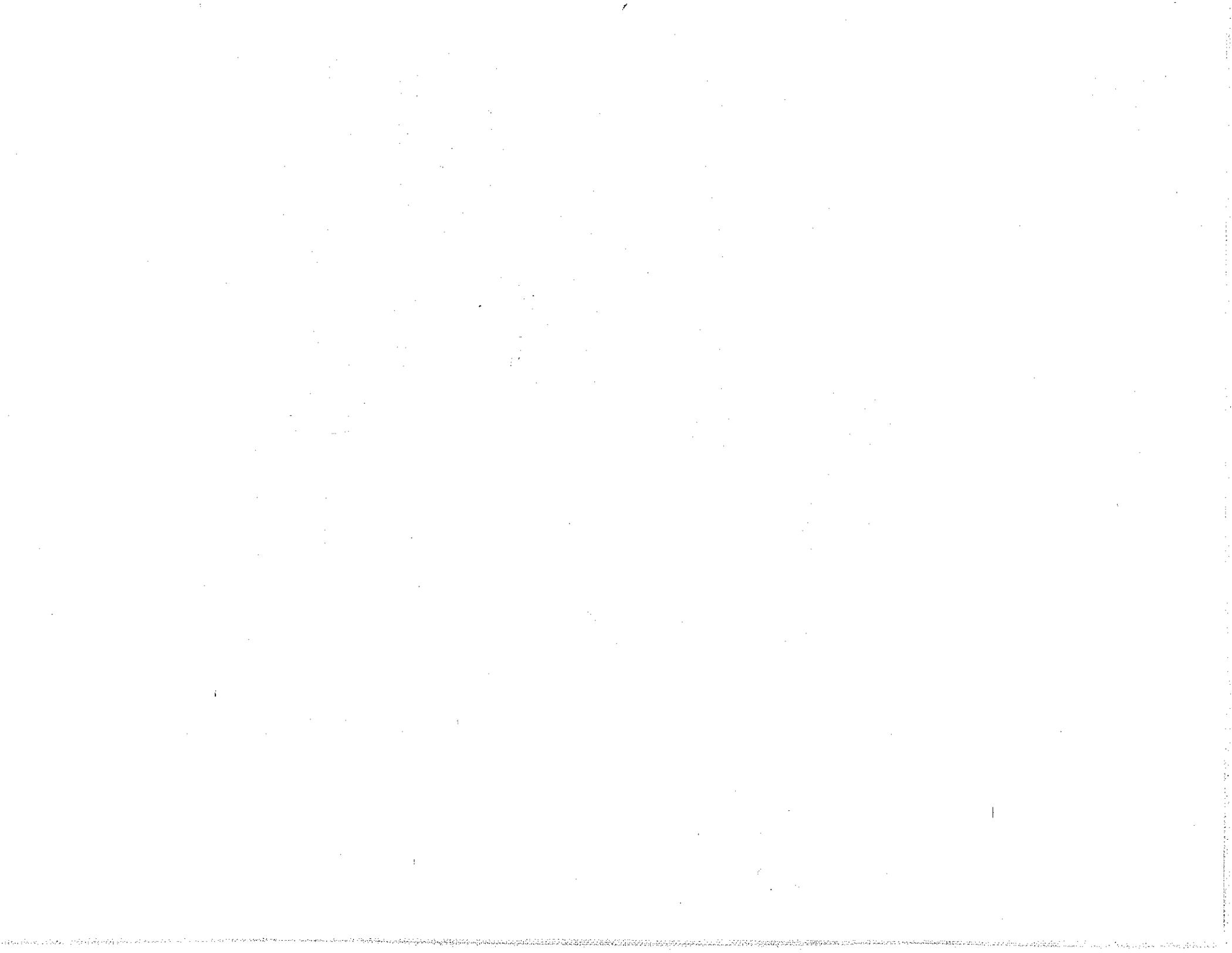


CHAIRPERSON



SUPERVISOR OF COUNCIL SERVICES

NOTIFICATION:	
NAME	CONTACT INFORMATION



REPORT NO. 3
of the
TRANSIT WINDSOR ADVISORY COMMITTEE
of its meeting held November 5, 2015
Walkerville Meeting Room, 3rd floor, City Hall

Members Present: Councillor Bill Marra, Chair
Councillor Rino Bortolin
Councillor Irek Kusmierczyk
Councillor Ed Sleiman
Marion Cabral
Bernie Drouillard
Jacob Frickey (non-voting – representative of the Mayor’s Youth
Advisory Committee)

Your Committee submits the following recommendation:

Moved by Councillor Bortolin, seconded by M. Cabral,
That Administration **BE DIRECTED** to provide scenarios/options in order to achieve an
overall 25% coverage of bus shelters throughout the City of Windsor and to report back.
Carried.

Note: The report of the Executive Director of Transit Windsor dated October 29, 2015 entitled
“Transit Shelter and Bus Stop Condition Report” – attached.

CHAIR

COMMITTEE COORDINATOR

Notification:

Name	Email Address
Transit Windsor Advisory Committee	On File

Item No.

THE CORPORATION OF THE CITY OF WINDSOR
Transportation Division – Transit Windsor



MISSION STATEMENT:

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

LiveLink REPORT #:	Report Date: October 29, 2015
Author's Name: Patrick Delmore	Date to the Advisory Committee: November 5, 2015
Author's Phone: 519 944-4141 Ext 232	Classification #:
Author's E-mail: pdelmore@citywindsor.ca	

To: Transit Windsor Advisory Committee

Subject: Transit Shelter and Bus Stop Condition Report

1. **RECOMMENDATION:** City Wide: Ward(s): _____

That the report from the Executive Director of Transit Windsor regarding the transit shelter and bus stop condition report for 2015 be RECEIVED for information.

EXECUTIVE SUMMARY:

N/A

2. **BACKGROUND:**

Historically, Transit Windsor had an annual budget of \$50,000 to purchase four to six shelters. The current budget of \$20,000 allows for a maximum of two bus shelters to be purchased annually. These shelters are the clear glass, non-advertising style units, which belong to Transit Windsor. Advertising shelters, formerly the property of CBS Outdoor, were transferred to the City upon the expiration of the CBS advertising and maintenance contract.

Allocation of these shelter sites is based on passenger volumes, requests from the public and operator input. Alternate locations are ranked based on the ability to install a bus shelter (required space on the city right of way) and special needs (seniors and/or mobility impaired in neighbourhood).

The 2006 Transit Master Plan noted that Windsor's shelter coverage rate was 7.3% with 103 shelters installed, based on 1,400 bus stops. The target coverage rate that was established six

years prior was 25% coverage which would equal 350 shelters. To address this shortfall of 247 shelters, IBI Group proposed that Transit Windsor purchase approximately 50 shelters per year for five years at an estimated purchase and installation cost of \$10,000 per shelter, including necessary accessibility features (concrete pad).

Currently, Transit Windsor has 155 bus shelters throughout its service area. 144 of these shelters are maintained by Transit Windsor. The remaining shelters are owned and maintained by various entities, namely:

- Devonshire Mall (4 shelters)
- Tecumseh Mall (3 shelters)
- Detroit Windsor Tunnel LLC (1 shelter)
- Town of Tecumseh (1 shelter at Walker and North Talbot)
- Town of LaSalle (2 shelters at Malden at Delmar and Malden at Sprucewood)

Transit Windsor has 1,139 bus stops in its service area. Currently only 56.1% of bus stops are accessible by virtue of the fact that they have some type of hard surface landing pad (concrete) with direct access to a sidewalk.

3. DISCUSSION:

Bus shelters are purchased annually through a capital budget account assigned for the purchase and installation of bus shelters, bus stop signs and materials, and the installation of concrete pads for shelters and accessible bus stops. This account has been reduced from \$50,000 in 2009, to \$30,000 in 2010 and then to its current level of \$20,000 since 2014. The current budget allows for a maximum of two bus shelters to be purchased per year.

A recent analysis and condition evaluation of all bus stops, including those with shelters, has produced a revised inventory of all sites and on-street infrastructure. With 1,139 bus stops, the 155 shelters in Transit Windsor's service area equates to a coverage ratio of 13.6%. Transit's target coverage rate of 25% would require 285 shelters in total, based on current bus stop numbers. This amounts to a shortfall of 130 bus shelters. This number does not include replacing aging shelters. The current average age of bus shelters in Transit Windsor's system is 24.4 years. The supplier states that the life expectancy of a bus shelter is 15 years. If the oldest shelters at 24+ years are included in that calculation, it would add another 34 shelters to the 130 shelter shortfall. In 2013 and 2014, Councillors in Wards 3, 5 and 7 purchased a total of 11 shelters through their ward funds along with one shelter donated to Transit Windsor by Jamieson Labs to be placed in front of their facility, for use by their employees. Without these 12 bus shelters, Transit Windsor's coverage ratio would be reduced from 13.6% to 12.6%. With the current budget, it would have taken six years to acquire those 12 donated bus shelters.

There is a mix of 4'x8' and 4'x10' sized bus shelters within Transit Windsor's service area. The average cost of a "traditional style" bus shelter is \$5,145 which includes a bench located inside the shelter, schedule holder, glass, structure, delivery and installation. Each shelter must have a suitable concrete pad per the manufacturer's specifications. Transit Windsor works with the City of Windsor's Public Works Department to have concrete pads installed for both shelter sites and

Markings Department which currently creates and installs all of the bus stop signs, regulatory no stopping signs, stanchions and any other materials, signs, equipment rental and labour. Shelters, concrete pads, bus stop signs, and materials all get charged to the same capital budget of \$20,000. The average cost of a concrete pad for each shelter is approximately \$1,330. The annual average costs for signage is approximately \$4,017.

CBS Outdoor, now Outfront Media, previously held the advertising and maintenance contract with Transit Windsor until 2013 when the City of Windsor issued a request for proposals for a new contract. During their lengthy contract with Transit Windsor, CBS owned all of the advertising shelters (58 at the time) and maintained all of the shelters in the city including the non-ad shelters owned by Transit Windsor. Their maintenance services included snow removal, window cleaning, refuse removal within the shelter, structural maintenance, repairing damages to glass and structural parts, and removal and replacement of shelters due to construction or changes in the transit network.

Transit Windsor currently has no maintenance agreement for bus shelters and does minimal maintenance on an occurrence basis mainly to clean a bus shelter if there is a large amount of refuse or broken glass. Transit Windsor does not have the required equipment to move a shelter (i.e. a boom truck). Snow removal is currently provided by Public Works' Winter Control although no budget is identified for this function. The 57 advertising shelters have hydro service for the advertising panel only. The monthly Enwin bill is approximately \$2,522. Tecumseh Window Cleaning provides glass cleaning services for 144 bus shelters twice a month, at a monthly cost of \$2,393.

Transit Windsor receives through Streetseen Media approximately \$3,339 per month in advertising revenue from 57 shelters. A separate account handles these costs and revenue along with all damages to a bus shelter such as repair/replacement of broken glass and structural components. Under the past agreement with CBS Outdoor, any damage to the shelters would be covered by the vendor. If glass was broken, they would replace the pane of glass. Similarly if a vehicle damaged a shelter, CBS Outdoor would remove/replace the shelter. Currently, Transit Windsor or Public Works staffs have gone out to clean up glass and replace panes if needed.

Since the expiration on the maintenance portion of the old contract with CBS Outdoor, Transit Windsor has lost 3 bus shelters in motor vehicle accidents, one being an ad-shelter which has a higher cost due to the ad panel. These shelters have not been replaced. Transit Windsor receives approximately 40% of any cost recoveries for any damaged shelter that is deemed a total loss however Transit Windsor also assumes the full cost of replacing the shelter. With the current state of the capital account, Transit Windsor would have to forego adding any new shelter locations until these three locations have been replaced, not to mention the other aging shelters or any incidents throughout the following year. Purchasing a maximum of two non-ad shelters per year would delay new locations for at least one calendar year. Not replacing the one ad-shelter on a timely basis, which has a higher cost due to the addition of an advertising panel, also reduces Transit Windsor's revenue from the advertising agreement.

The condition of many of Transit Windsor's bus shelters is not ideal and portrays a poor image to the public about using transit as a viable option in this city. There are also many bus stops which are lacking proper landing pads, have mud holes, located along ditches or on a gravel

shoulder. While the existing signage is very old and has seen its share of abuse, the new bus stop sign project will provide more information to the public along with a new updated look and that same approach should follow suit to the rest of the issues at the bus stops.

56.1% of Transit Windsor's bus stops are accessible, meaning there is a hard surface landing pad with barrier free access to a sidewalk. There are many locations which are in need to improvement such as sidewalks or concrete pads. Transit Windsor currently has six types of bus stop landing pads; asphalt, concrete, concrete/grass, dirt, grass, and gravel. Not all locations that have dirt and gravel landing pads can be brought up to accessible standards as many of these locations lack any type of sidewalks and curbs and would need the support of local road/area improvements to facilitate improvements. Locations which have only grass as a landing pad can also become problematic as many of these lie in residential areas without sidewalks. For example, an area such as Forest Glade, where a bus stop is on a front or side yard of a residence with no sidewalks is problematic because the pad would be located in the middle of a grass island with no sidewalks or curb cuts to a crosswalk. Residents would also be opposed to having island pads installed along their property lines. Concrete pads cost an approximate of \$1,330 per location if multiple locations are being installed at one time to achieve economies of scale. However, locations where a sidewalk would need to be extended or if the bus stop is along a ditch and a culvert needs to be installed, will drive the cost much higher than the \$1,330 average. Any costs related to bringing bus stops up to standards also comes out of the capital budget associated to shelter purchases, concrete and signs.

4. RISK ANALYSIS:

N/A

5. FINANCIAL MATTERS:

With a capital budget of \$20,000 annually, there is a limitation on how the funds can be spent. A typical scenario of purchasing two bus shelters at a cost of \$5,145 each, installing two concrete pads at a cost of \$1,330 each and an annual average cost for signage of approximately \$4,017 would total \$16,967 leaving \$3,033 remaining. This scenario does not address improving the coverage ratio or replacements/refurbishment of aging shelters. The maintenance portion of the shelters, controlled by an operating account since the former CBS Outdoor's contract expired and no new vendor bid on the maintenance of shelters, does not address the on-going concerns of routine maintenance. With the monthly costs of hydro and window cleaning totalling \$4,915 and revenue totaling \$3,339 monthly, an annual deficit is projected to be in the amount of \$18,912. This does not include any costs related to repairing broken glass or structural components, which Transit Windsor maintenance staff is limited to due to the lack of resources (equipment, staff). Further, if the accessibility standard of Transit Windsor's bus stops were improved by installing new concrete pads or extending concrete pads, the cost would be significant. If a portion of the gas tax that Transit Windsor receives was redistributed to such system improvements, as is practice in the transit industry, Transit Windsor would be able to improve its standards as recommended in the 2006 Transit Master Plan.

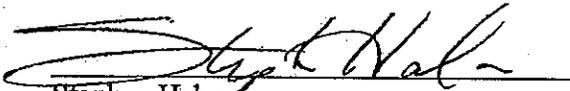
practice in the transit industry, Transit Windsor would be able to improve its standards as recommended in the 2006 Transit Master Plan.

6. CONSULTATIONS:

N/A

7. CONCLUSION:

Customer amenities like bus shelters and stops are an important aspect of public transit. They attract riders and enhance the roadways throughout the community for transit users, having a comfortable and safe place to wait is important.



Stephan Habrud
Planning Manager



Jason Scott
Planning Analyst



Patrick Delmore
Executive Director



Carolyn Brown
Corporate Leader – Transportation Services

APPENDICES:

Transit Windsor Quarter 1 2015 Customer Service Statistics from 311

NOTIFICATION :

Name	Address	Email Address	Telephone	FAX
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Overall Shelter Coverage by Ward

Ward 1 Shelters at Stops		
Shelter	Total	Percent
Yes	7	9.5%
No	67	90.5%
Total	74	100.0%

Ward 6 Shelters at Stops		
Shelter	Total	Percent
Yes	18	17.1%
No	87	82.9%
Total	105	100.0%

Ward 2 Shelters at Stops		
Shelter	Total	Percent
Yes	22	17.2%
No	106	82.8%
Total	128	100.0%

Ward 7 Shelters at Stops		
Shelter	Total	Percent
Yes	7	11.7%
No	53	88.3%
Total	60	100.0%

Ward 3 Shelters at Stops		
Shelter	Total	Percent
Yes	33	21.3%
No	122	78.7%
Total	155	100.0%

Ward 8 Shelters at Stops		
Shelter	Total	Percent
Yes	18	15.5%
No	98	84.5%
Total	116	100.0%

Ward 4 Shelters at Stops		
Shelter	Total	Percent
Yes	11	7.6%
No	134	92.4%
Total	145	100.0%

Ward 9 Shelters at Stops		
Shelter	Total	Percent
Yes	15	14.0%
No	92	86.0%
Total	107	100.0%

Ward 5 Shelters at Stops		
Shelter	Total	Percent
Yes	18	15.5%
No	98	84.5%
Total	116	100.0%

Ward 10 Shelters at Stops		
Shelter	Total	Percent
Yes	11	12.1%
No	80	87.9%
Total	91	100.0%

Total Amount of Bus Stops by Ward

Total amount of bus stops for Transit Windsor		
Area	Total	Percent
Ward 1	74	6.5%
Ward 2	128	11.2%
Ward 3	155	13.6%
Ward 4	145	12.7%
Ward 5	116	10.2%
Ward 6	105	9.2%
Ward 7	60	5.3%
Ward 8	116	10.2%
Ward 9	107	9.4%
Ward 10	91	8.0%
Outside City Limits	42	3.7%
Total	1139	100.0%

Types of Landing Pads at Bus Stops by Ward

Ward 1		
Type	Total	Percent
Asphalt	3	4.1%
Concrete	20	27.0%
Concrete/Grass	5	6.8%
Dirt	1	1.4%
Grass	26	35.1%
Gravel	19	25.7%
Total	74	100.0%

Ward 6		
Type	Total	Percent
Asphalt	6	5.7%
Concrete	64	61.0%
Concrete/Grass	20	19.0%
Dirt	1	1.0%
Grass	12	11.4%
Gravel	2	1.9%
Total	105	100.0%

Ward 2		
Type	Total	Percent
Asphalt	2	1.6%
Concrete	64	50.0%
Concrete/Grass	37	28.9%
Dirt	1	0.8%
Grass	19	14.8%
Gravel	5	3.9%
Total	128	100.0%

Ward 7		
Type	Total	Percent
Asphalt	6	10.0%
Concrete	7	11.7%
Concrete/Grass	15	25.0%
Dirt	0	0.0%
Grass	27	45.0%
Gravel	5	8.3%
Total	60	100.0%

Ward 3		
Type	Total	Percent
Asphalt	0	0.0%
Concrete	133	85.8%
Concrete/Grass	6	3.9%
Dirt	1	0.6%
Grass	13	8.4%
Gravel	2	1.3%
Total	155	100.0%

Ward 8		
Type	Total	Percent
Asphalt	3	2.6%
Concrete	49	42.2%
Concrete/Grass	24	20.7%
Dirt	1	0.9%
Grass	37	31.9%
Gravel	2	1.7%
Total	116	100.0%

Ward 4		
Type	Total	Percent
Asphalt	0	0.0%
Concrete	106	73.1%
Concrete/Grass	18	12.4%
Dirt	0	0.0%
Grass	21	14.5%
Gravel	0	0.0%
Total	145	100.0%

Ward 9		
Type	Total	Percent
Asphalt	15	14.0%
Concrete	40	37.4%
Concrete/Grass	6	5.6%
Dirt	0	0.0%
Grass	17	15.9%
Gravel	29	27.1%
Total	107	100.0%

Ward 5		
Type	Total	Percent
Asphalt	1	0.9%
Concrete	76	65.5%
Concrete/Grass	14	12.1%
Dirt	0	0.0%
Grass	17	14.7%
Gravel	8	6.9%
Total	116	100.0%

Ward 10		
Type	Total	Percent
Asphalt	0	0.0%
Concrete	40	44.0%
Concrete/Grass	4	4.4%
Dirt	0	0.0%
Grass	33	36.3%
Gravel	14	15.4%
Total	91	100.0%

Total Amount of Accessible vs. Non Accessible Bus Stops by Ward

Total amount of bus stops for Transit Windsor		
Accessible	Total	Percent
Accessible	639	56.1%
Non accessible	500	43.9%
Total	1139	100.0%

Total amount of accessible bus stops		
Area	Total	Percent
Ward 1	23	3.6%
Ward 2	64	10.0%
Ward 3	132	20.7%
Ward 4	106	16.6%
Ward 5	76	11.9%
Ward 6	69	10.8%
Ward 7	13	2.0%
Ward 8	52	8.1%
Ward 9	46	7.2%
Ward 10	40	6.3%
Outside City Limits	18	2.8%
Total	639	100.0%

Total amount of non-accessible bus stops		
Area	Total	Percent
Ward 1	51	10.2%
Ward 2	64	12.8%
Ward 3	23	4.6%
Ward 4	39	7.8%
Ward 5	40	8.0%
Ward 6	36	7.2%
Ward 7	47	9.4%
Ward 8	64	12.8%
Ward 9	61	12.2%
Ward 10	51	10.2%
Outside City Limits	24	4.8%
Total	500	100.0%



Matchette at Sprucewood – Bus Stop next to a ditch