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

Date: Wednesday, November 27, 2024
Time: Immediately following the 4:30 o'clock p.m. Environment, Transportation & Public Safety Standing Committee Meeting

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

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

MEMBERS:

Ward 2 – Councillor Fabio Costante (Chairperson)

Ward 3 – Councillor Renaldo Agostino

Ward 4 – Councillor Mark McKenzie

Ward 8 – Councillor Gary Kaschak

Ward 9 – Councillor Kieran McKenzie

ORDER OF BUSINESS

Item # Item Description

1. CALL TO ORDER

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

3. ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS *(previously distributed)*

3.1. Adoption of the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held October 30, 2024 **(SCM 328/2024)**

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

5. COMMUNICATIONS

6. PRESENTATIONS AND DELEGATIONS

9. TRANSIT BOARD ITEMS *(attached)*

9.1 Transit Windsor Year-to-Date Service Report as of September 30, 2024 - City Wide **(S 168/2024)**

11. NEW BUSINESS

12. ADJOURNMENT

THE CITY OF WINDSOR ONTARIO, CANADA

Council Report: S 168/2024

Subject: Transit Windsor Year-to-Date Service Report as of September 30, 2024 - City Wide

Reference:

Date to Council: November 27, 2024
Author: Tyson Cragg, Executive Director
Transit Windsor
519-944-4141 ext 2232
tcragg@citywindsor.ca
Transit Windsor
Report Date: November 19, 2024
Clerk's File #: MT/13708

To: Mayor and Members of City Council

Recommendation:

THAT the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors, **RECEIVE FOR INFORMATION** this update regarding Transit Windsor's year-to-date service metrics as of September 30, 2024.

Executive Summary:

N/A

Background:

The Transit Windsor Master Plan (The Plan), *More Than Transit*, outlines a strategic vision for enhancing public transportation in Windsor over the next decade. Approved by City Council in 2020, The Plan aims to modernize and expand transit services to better meet community needs. Key objectives of The Plan include service expansion, infrastructure development and operational efficiencies.

In September 2024, Transit Windsor implemented significant route changes as part of the 2023 City Council–approved service plan. These changes included the elimination of the Dominion 5 route and the introduction of two new routes, Route 115 and Route 305, to enhance service efficiency and align with the Master Plan's objectives. https://www.citywindsor.ca/residents/transit-windsor/service-enhancements. The Plan emphasizes community engagement and technical assessments to ensure that transit services evolve in line with Windsor's growth and residents' needs. By focusing on strategic expansion and operational improvements, the plan seeks to provide a more reliable, efficient, and user-friendly transit system for the Windsor community and surrounding municipalities.

This report aims to update the Board, and City Council, on Transit Windsor's ridership trends and performance metrics for the first three quarters of 2024 (January to September). It includes a detailed analysis of key indicators such as ridership data, on-time performance, and notable achievements during the year. The objective is to provide insights into system efficiency and overall progress toward achieving strategic transit goals.

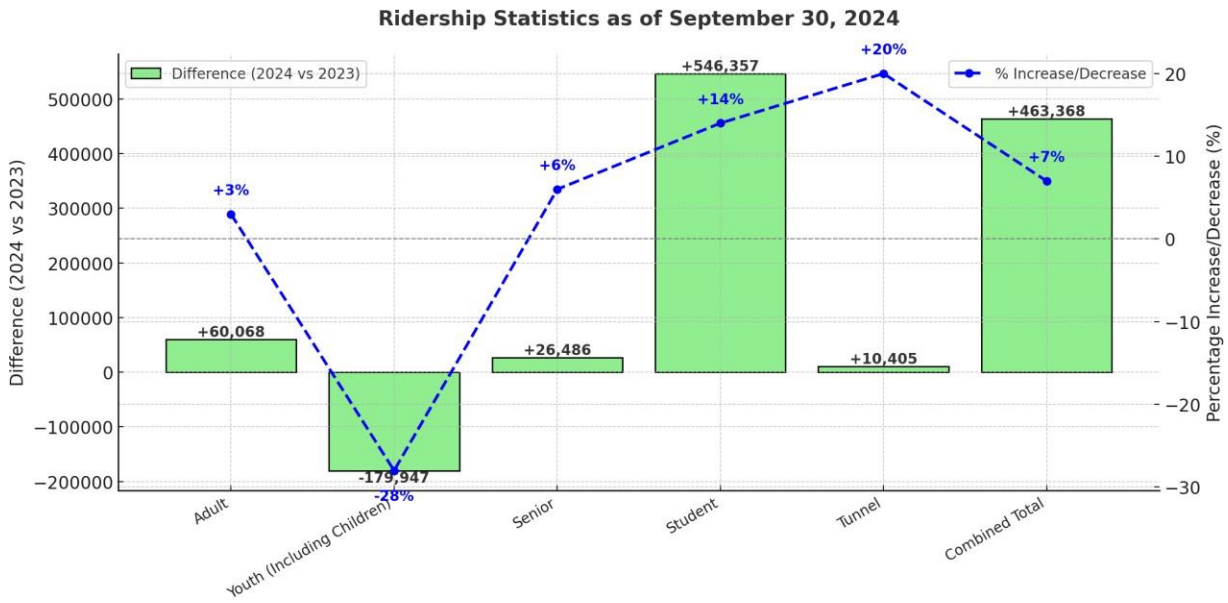
Discussion:

Ridership Data

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

Total ridership (linked trips, including transfers) as of September 30, 2024 was 7,292,785 compared to the same time frame in 2023 which saw 6,829,417 trips. This represents an increase of 7% compared to 2023, or 463,368 trips.

The chart below shows ridership statistics and compares the difference between 2024 & 2023 as of September 30, 2024:



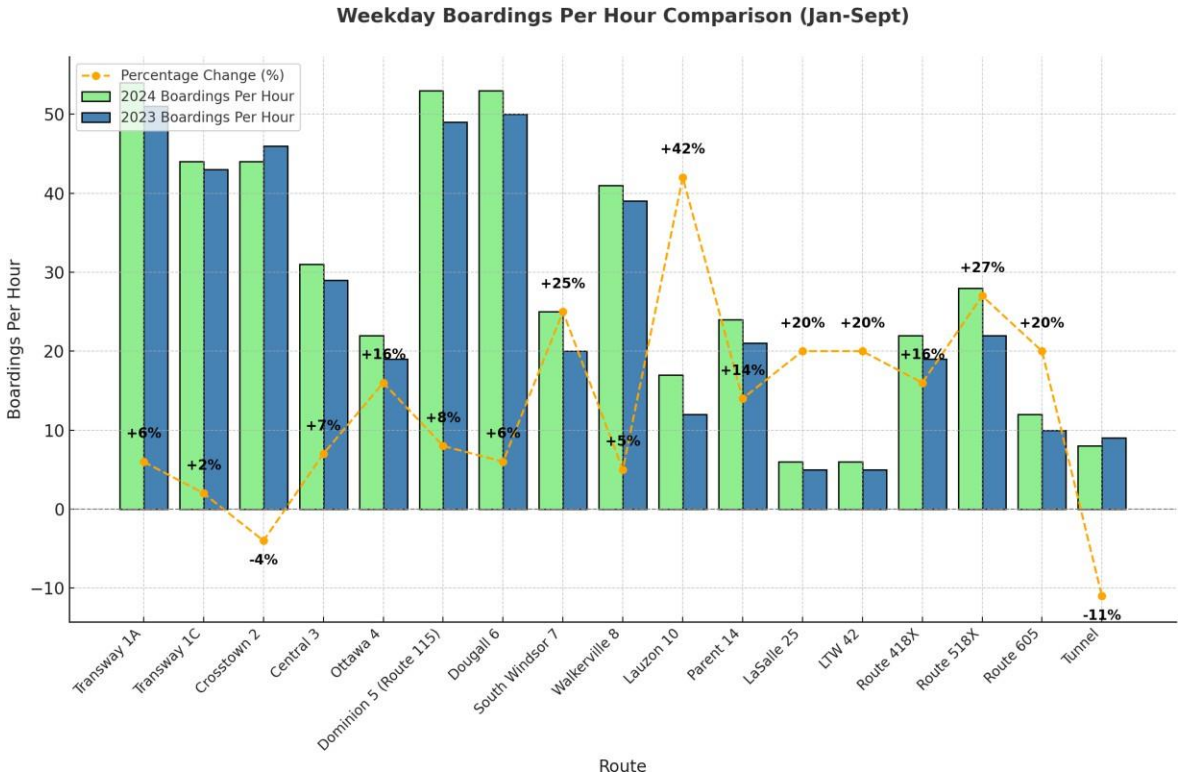
Route Productivity

Route productivity is expressed as boardings per revenue service hour (BSH). Based on industry best practices, Primary, Secondary, and Express routes should have a

minimum of 25 boardings per hour (average) on a service day with a target of 35 boardings per hour (average). Typically, when average boardings per hour exceed 35, routes will experience overloads and indicate that service frequency improvements are needed. Two thirds of Transit Windsor's Primary and Secondary routes were well above the 35 BSH threshold up to September 30, 2024.

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

The Crosstown 2 was the only City route to see a decline in BSH from 2023-2024, but that is a result of the new (2023) east-west Route 418X providing relief for Route 2, as well as Route 1C.

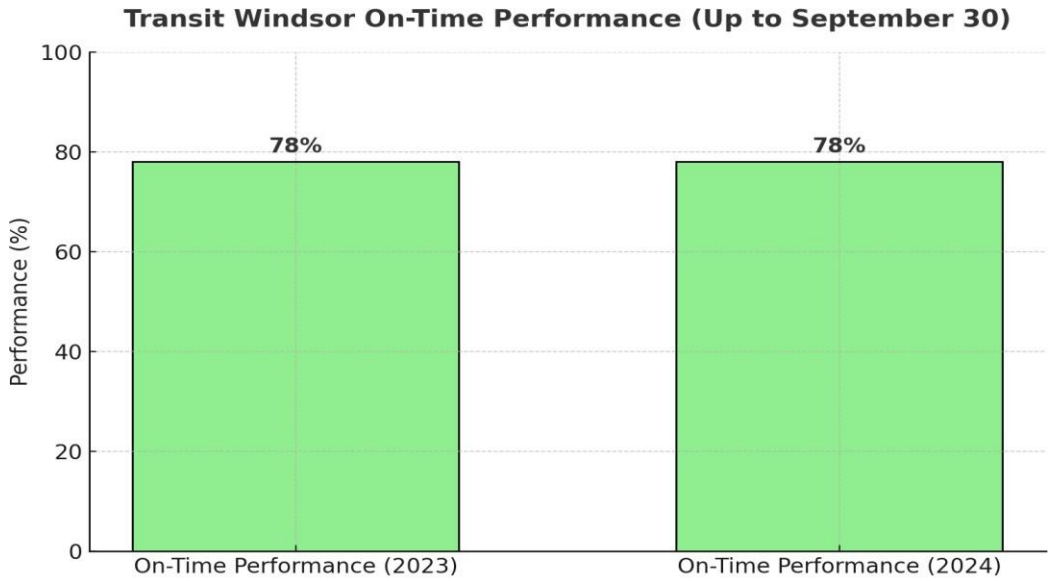


On Time Performance

In 2024, the majority of Transit Windsor's routes experienced significant growth in ridership, reflecting the increasing demand for public transit services. This heightened demand highlights the community's reliance on transit and the need to adapt service levels to match evolving needs. While this growth has introduced challenges such as overcrowding and increased stop frequencies, it underscores the critical role Transit Windsor plays in the region.

Transit Windsor maintained an on-time performance of 78% up to September 30, 2024, consistent with the same period in 2023. This stability demonstrates the resilience of the transit system in accommodating rising ridership, while maintaining service reliability. As

demand continues to grow, these insights will guide future planning and service enhancements to better meet the needs of riders.



Transit Windsor's on-time performance for 2024 remained consistent with 2023 at 78%.

Highlights & Looking Forward

Transit Windsor System Highlights:

- With Board and Council approval, Transit Windsor invested 11,875 new service hours to establish Routes 115 and 305 (an investment of nearly $900,000).
- The new Route 115 provides a direct connection between Downtown and St. Clair College, replacing the former Dominion 5 route.
- Route 305 offers direct access from the Hotel Dieu-Grace Hospital (HDGH) terminal to St. Clair College. This new route serves as an alternative to the 115 and provides a link to Route 518X for eastbound travel.
- Successfully executed a comprehensive Back-to-School campaign, utilizing media releases and educational videos to facilitate a seamless transition for students, parents, and other transit users at the start of the 2024 fall school year.
- Through sponsorship from Enwin Utilities, a fully wrapped “Holiday Bus” will be seen on regular service and at City events to spread holiday cheer to the community.

Looking ahead, notable projects and initiatives include:

Administration intends to establish and implement a regular reporting mechanism to provide the Board, and Council, with updates on key data sets. A quarterly report is recommended.

Risk Analysis:

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

Climate Change Risks

Climate Change Mitigation:

N/A

Climate Change Adaptation:

N/A

Financial Matters:

Due to increased ridership following the pandemic recovery and higher revenue from tuition-based passes, Transit Windsor has incurred a 162% in revenue growth during 2024 in comparison to the prior year. This positive trend is expected to continue given the increasing demand for Transit Windsor services and the ongoing implementation of the Transit Windsor Master Plan, which is expanding and modernizing transit services to the local community.

Consultations:

Tina Moore – Executive Initiatives Coordinator for Economic Development

Poorvangi Raval – Financial Planning Administrator for Transit Windsor

Jason Scott – Manager, Transit Planning – Transit Windsor

Conclusion:

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

Planning At Matters:

N/A

Approvals:

Name	Title
Mark Spizzirri	Manager Performance Measurement and Business Case Development
Tyson Cragg	Executive Director
Jelena Payne	Commissioner, Economic Development
Janice Guthrie	Commissioner, Finance & City Treasurer
Joe Mancina	Chief Administrative Officer

Notifications:

Name	Address	Email

Appendices: