

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

**Date:** Wednesday, October 29, 2025

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

**Location:** Room 140, 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 3 – Councillor Renaldo Agostino

Ward 4 – Councillor Mark McKenzie

Ward 8 – Councillor Gary Kaschak

Ward 9 – Councillor Kieran McKenzie (Chairperson)

## ORDER OF BUSINESS

|               |                         |
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| <b>Item #</b> | <b>Item Description</b> |
| <b>1.</b>     | <b>CALL TO ORDER</b>    |

### READING OF LAND ACKNOWLEDGMENT

We [I] would like to begin by acknowledging that the land on which we gather is the traditional territory of the Three Fires Confederacy of First Nations, which includes the Ojibwa, the Odawa, and the Potawatomi. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

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| <b>2.</b> | <b>DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF</b> |
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| <b>3.</b> | <b>ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS</b> |
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| 3.1. | Adoption of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held September 24, 2025 ( <b>SCM 299/2025</b> ) |
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| <b>4.</b> | <b>REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS</b> |
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| <b>5.</b> | <b>COMMUNICATIONS</b> |
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| <b>6.</b> | <b>PRESENTATIONS AND DELEGATIONS</b> |
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| <b>9.</b> | <b>TRANSIT BOARD ITEMS</b> |
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| 9.1. | 2025 Transit Windsor Second Quarter Service Report - City Wide ( <b>S 118/2025</b> ) <i>Author: James Chacko, Acting Executive Director, Transit Windsor</i> |
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| <b>11.</b> | <b>NEW BUSINESS</b> |
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| <b>12.</b> | <b>ADJOURNMENT</b> |
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**Committee Matters: SCM 299/2025**

**Subject: Adoption of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held September 24, 2025**

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

**Date: Wednesday, September 24, 2025**

**Time: Immediately following the 4:30 o'clock p.m. Environment,  
Transportation & Public Safety Standing Committee Meeting**

**Members Present:**

**Councillors**

Ward 3 - Councillor Renaldo Agostino

Ward 4 - Councillor Mark McKenzie

Ward 8 - Councillor Gary Kaschak

Ward 9 - Councillor Kieran McKenzie (Chairperson)

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

Sandra Gebauer, Council Assistant

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

Jelena Payne, Deputy Chief Administrative Officer / Commissioner, Economic Development

James Chacko, Executive Director, Transit Windsor

Anna Ciacelli, Deputy City Clerk

# Minutes

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

Wednesday, September 24, 2025

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### 1. CALL TO ORDER

The Deputy Clerk calls the meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors to order at 6:13 o'clock p.m. and calls for nominations from the floor for the position of Chairperson.

Councillors Mark McKenzie and Renaldo Agostino nominate Councillor Kieran McKenzie for the position of Chairperson; Councillor Kieran McKenzie accepts the nomination. There being no further nominations the Deputy Clerk calls a vote. All members vote in favour. Councillor Kieran McKenzie assumes the Chair.

The Deputy Clerk calls for nominations from the floor for the position of Vice Chair. Councillors Mark McKenzie and Gary Kaschak nominate Councillor Renaldo Agostino for the position of Vice-Chair. Councillor Renaldo Agostino 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 ENVIRONMENT TRANSPORTATION & PUBLIC SAFETY STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS

#### 3.1. Adoption of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held July 30, 2025

Moved by: Councillor Mark McKenzie

Seconded by: Councillor Renaldo Agostino

THAT the minutes of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors meeting held July 30, 2025 **BE ADOPTED** as presented.  
Carried.

Report Number: SCM 244/2025

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

None requested.

# Minutes

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

Wednesday, September 24, 2025

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### 5. COMMUNICATIONS

None presented.

### 6. PRESENTATIONS AND DELEGATIONS

None presented.

### 9. TRANSIT BOARD ITEMS

#### 9.1. Confirm and Ratify Report Regarding Transit Windsor Secondment Agreement – City Wide

Moved by: Councillor Mark McKenzie

Seconded by: Councillor Gary Kaschak

Decision Number: **TWB 19**

THAT the results of the email poll authorized by the Vice Chair for the Environment, Transportation and Public Safety Standing Committee sitting as the Transit Windsor Board of Directors on August 15, 2025 approving the following **BE CONFIRMED AND RATIFIED**:

**Whereas** Section 4(2) of the Operating Agreement between Transit Windsor ("TW") and The Corporation of the City of Windsor (the "City") delegates recruitment of TW staff and TW human resources services to the City;

**And whereas** the aforementioned authority includes responsibility for the recruitment of the Executive Director for Transit Windsor;

**And whereas** the current Acting Executive Director, Stephan Habrun, will return to his position as the Director, Operations and Planning;

**And whereas** the City has recruited James Chacko to fill the position of Executive Director for TW via a secondment agreement from August 18, 2025 until January 31, 2026 pending the recruitment of a full-time Executive Director. Mr. Chacko would remain a City of Windsor employee but would be seconded to the ED role at the TW Salary Schedule NU 16, Step 5 rate of pay;

**And whereas** the parties to the secondment agreement are the City, Transit Windsor and James Chacko;

**And whereas** the authorized signing officer of Transit Windsor is the TW Board Chair, which seat is currently vacant;

# Minutes

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

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**Now Therefore BE IT RESOLVED** that the Board hereby confers authority upon the Vice Chair to execute a secondment agreement between TW, the City and James Chacko to second James Chacko to position of Executive Director, Transit Windsor from August 18, 2025-January 31, 2026.

Carried.

Report Number: S 108/2025

Clerk's File: MT/13708

### 11. NEW BUSINESS

Councillor Kieran McKenzie requests that administration provide any updates on the transition away from the school extra bus program. He would like to know if there is a higher volume of complaints, or if there are responses needed to the community based on feedback received. James Chacko, Executive Director, Transit Windsor, appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors, and replies that all feedback from 311, the community, and the schools is being compiled and consolidated to be presented at an internal meeting. Administration is responding to individual resident and school comments as received. Mr. Chacko states there has been a mix of general questions, positive feedback, and complaints. The upcoming internal meeting will inform Transit Windsor's communication with schools and may help in making adjustments to service as needed come January 2026.

Councillor Kieran McKenzie asks about the general feedback from schools. He has heard that the large number of students collectively trying to get on buses at dismissal time is causing congestion outside of schools and asks if any support on this issue has been offered by the schools themselves. Jelena Payne, Deputy Chief Administrative Officer and Commissioner, Economic Development, appears before the Environment, Transportation, and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors, and provides details regarding the communication between her office and the school board directors and principals throughout the process.

Councillor Kieran McKenzie asks how often stops are being skipped due to full buses, and if arrival times are being impacted by increased passenger volume. Mr. Chacko replies that the first month has only seen one or two issues so far.

Councillor Kieran McKenzie inquires whether there is enough capacity to pick up all students at end-of-day. Ms. Payne replies that wait times overall have decreased. If a bus fills up quickly at dismissal time, another bus will arrive within 10 to 15 minutes. The hope is, that with time, education, and communication, students will see they have route options, and if they choose to walk to the next closest stop, they may be able to get onto a less crowded bus.

Councillor Kieran McKenzie believes there is a gap in service along Cabana Road, which results in many South Windsor students taking buses that head north before heading back south. He asks what the most efficient way would be to cut travel time for students going to Massey and Holy Names. Ms. Payne replies that a report to that effect will be coming back to the next board meeting.

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Councillor Gary Kaschak points out that it has only been three weeks since the new program went into effect. He asks if the school boards are in “panic mode” or if they will be waiting longer to evaluate and re-evaluate the new routes. Ms. Payne replies that it has been pleasantly surprising how smoothly the transition has gone so far. The schools have been directing parents to contact the city in regards to any issues.

Councillor Gary Kaschak inquires whether the reduction in international students at post-secondary institutions could free up some buses to be assigned elsewhere in the city. Ms. Payne replies that buses on the post-secondary routes are still heavily utilized.

Councillor Gary Kaschak asks if the strike at St. Clair College is affecting the buses on that route. Mr. Chacko replies that the routes continue to run smoothly.

Councillor Kieran McKenzie inquires about the recent report that shows that ridership is down across all classes. He is surprised to see the dip in ridership with adults and seniors. He asks if transit is affected by a general downturn in the economy. Mr. Chacko replies that the general trend is seeing the same decrease in ridership, in the same categories, province-wide.

## 12. ADJOURNMENT

There being no further business, the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors is adjourned at 6:41 o'clock p.m.

The next meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors will be held October 29, 2025.  
Carried.

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Ward 9 – Councillor Kieran McKenzie  
(Chairperson)

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Deputy City Clerk / Supervisor of Council  
Services



**Subject: 2025 Transit Windsor Second Quarter Service Report - City Wide**

**Reference:**

Date to Council: October 29, 2025  
Author: James Chacko  
Acting Executive Director, Transit Windsor  
519-253-2300 ext 2763  
jchacko@citywindsor.ca

Transit Windsor  
Report Date: September 18, 2025  
Clerk's File #: MT/13708

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

**Recommendation:**

THAT the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors, **RECEIVE FOR INFORMATION** this update regarding Transit Windsor's year-to-date service metrics as of June 30, 2025.

**Executive Summary:**

N/A

**Background:**

The information provided herein aims to provide an update on the first two quarters of 2025 (January to June). The objective is to provide insights into system efficiency and overall progress toward achieving strategic transit goals, as informed by and aligned with the Transit Windsor Master Plan (*More Than Transit: 2019 Master Plan*).

Transit Windsor's Master Plan lays out a long-term strategy to modernize and strengthen public transit across the region. The plan is designed to improve service efficiency and respond more effectively to the needs of riders. Key priorities include boosting route productivity, increasing frequency along busy corridors, and expanding interregional connections to support both economic growth and social mobility. It also ensures that Windsor's transit network keeps pace with the city's changing urban landscape, with particular attention to growth areas and underserved communities. To provide greater flexibility, the plan introduces demand-responsive service options—an innovative approach that adapts to evolving travel patterns and offers more tailored solutions for riders.

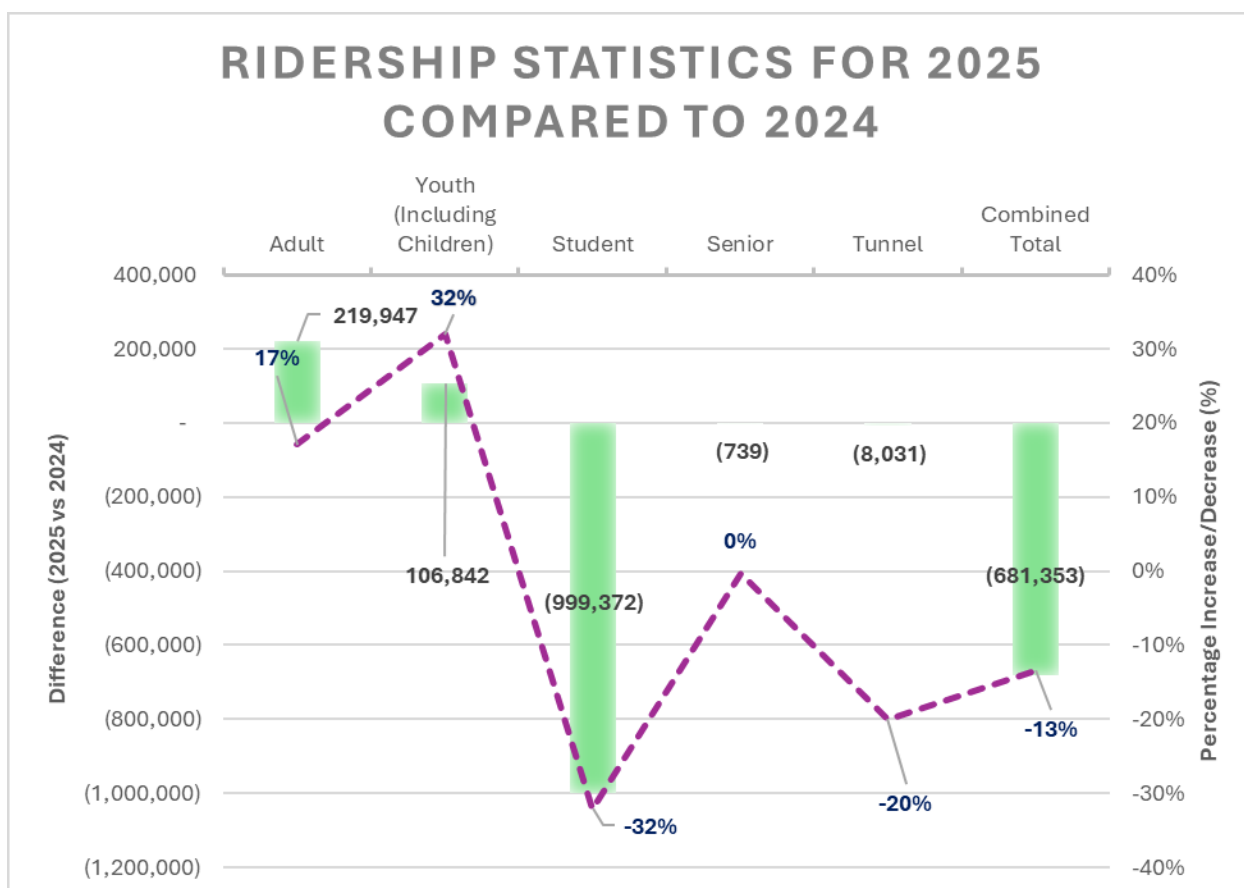
## Discussion:

### Ridership Data

Transit Windsor regularly collects ridership data through electronic fare boxes installed on each bus. Administration continuously monitors these ridership trends to support various objectives, including service planning, budget considerations, and annual performance reporting to the Canadian Urban Transit Association (CUTA) and the Ontario Ministry of Transportation (MTO) for Provincial Gas Tax (PGT) funding.

In the first two quarters of 2025, Transit Windsor total ridership was 4,383,770. While this represents a 13% decrease compared to the same period in 2024, the decline was anticipated due to the federal cap on international student enrollment introduced in September 2024. Importantly, adult and youth ridership categories continue to show growth, supported by the successful launch of new routes such as 115 and 305, demonstrating the system's adaptability and responsiveness to community needs.

The chart below displays ridership statistics and compares the differences between 2024 and 2025:

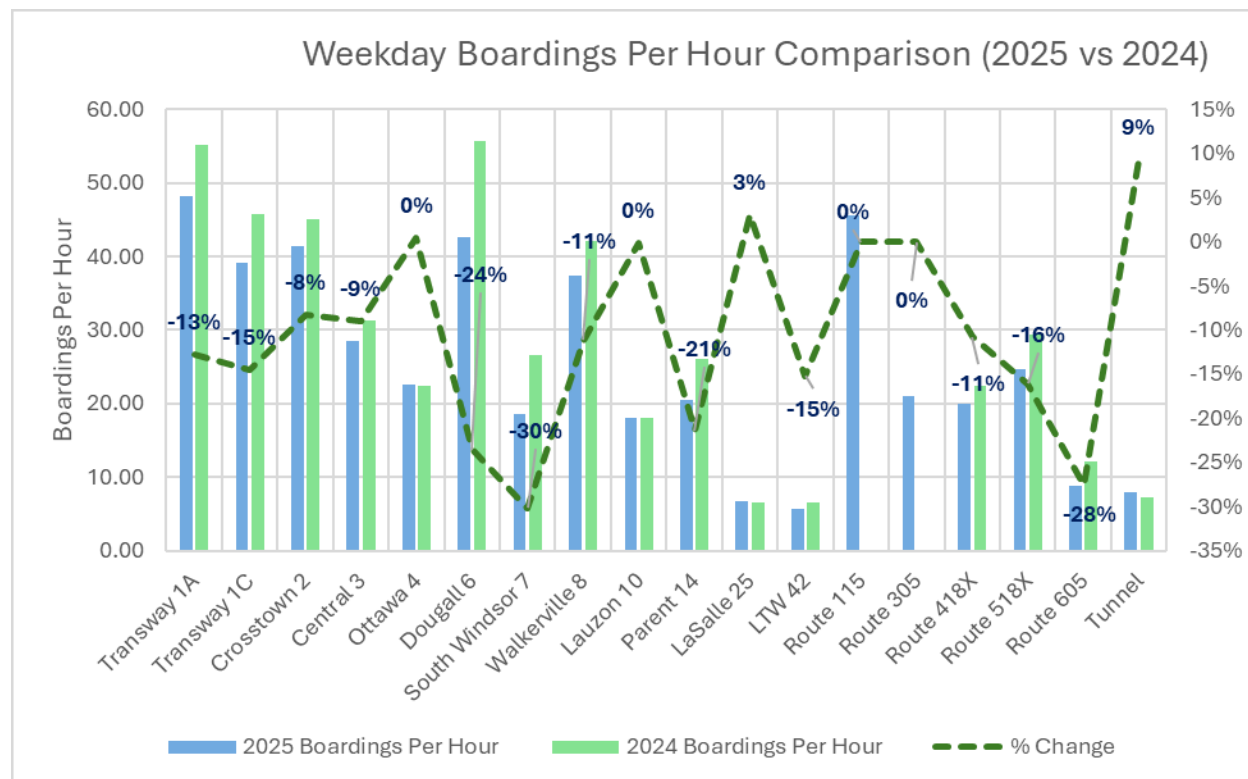


### Route Productivity

Route productivity is measured in boardings per revenue service hour (BSH), and remains a key performance indicator. For Primary, Secondary, and Express routes, the industry standard is at least 25 boardings per hour (average) with an ideal target of 35 boardings per hour (average). Local and regional routes should have a minimum of 10

boardings per hour (average) on a service day, with a target of 15 boardings per hour (average).

The chart below compares weekday boardings per hour ridership for all routes in the first two quarters of 2024 and 2025.



In September 2024, as part of the City Council-approved 2023 operating budget, Transit Windsor implemented significant route modifications to enhance service efficiency and align with the goals of the Transit Master Plan. These changes included the elimination of the Dominion 5 route and the introduction of two new routes: Route 115 and Route 305. While most routes experienced a decline in BSH consistent with the overall ridership trend, the newly introduced Routes 115 and 305 have shown promising early performance. This is particularly encouraging given that in the transit industry new routes typically require 18 to 24 months to reach full ridership potential.

### On-Time Performance

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

For the first two quarters of 2025, Transit Windsor maintained an on-time performance of 77.2% compared to the first two quarters of 2024 at 78.8%. This equates to an approximate drop in on-time performance of 1.6%, these insights will guide future planning and service enhancements to better meet rider needs.

## **By-Passing**

Transit Windsor monitors and tracks instances of overcrowding on its buses when there is no room to accommodate passengers waiting at a bus stop. In these situations, the Bus Operator contacts the transit dispatch to inform them that they are unable to pick up any additional passengers. This information is manually recorded in a daily report for tracking purposes.

To facilitate effective service planning and improvements, the information gathered, including the frequency of bypasses, peak hours, specific routes affected, and the overall ridership trends are analyzed as needed. In the first two quarters of 2025, an average of 0.65% of all Transit Windsor one-way trips experienced bypasses. This is down from the first quarter of 0.72%.

Most bypasses were recorded on weekdays during peak afternoon hours, providing valuable insights into when demand exceeds capacity. By identifying these trends, Transit Windsor can strategically adjust service levels on future service enhancement plans in response to the evolving transportation needs of the community, aligning service offerings with actual passenger demand and supporting efforts to maintain a reliable and efficient public transport system.

### **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:**

Annual transit operating and capital budget variances are reported to City Council as part of the regular corporate variance reports.

With respect to the provincial gas tax (Gas Tax), in past years any change in ridership would impact Gas Tax revenues in future years as the Gas Tax funding received was based partially on ridership numbers. For the 2024-25 Program, despite the City of Windsor having increased ridership during 2024, the Ministry of Transportation announced that it would be maintaining municipal allocations at 2023-24 funding levels to ensure that all 106 municipal transit systems across Ontario continued to receive the necessary support required for their transit services. As a result, the City of Windsor received \$4,462,356 in Gas Tax funding for the 2024/2025 year, a shortfall of approximately \$735,000 based on ridership statistics.

The amount of Gas Tax funding to be received for the 2025/2026 year remains unknown as The Ministry of Transportation continues to monitor the impacts on key elements, such as municipal transit ridership and the availability of funding that is generated from the sale of gasoline. There is recognition on the part of the Ministry that municipal transit systems are growing and they are exploring options to continue to provide municipalities with stable funding for their transit services.

### **Consultations:**

Jason Scott – Manager, Transit Planning, Transit Windsor

### **Conclusion:**

Transit Windsor will continue to evaluate these ridership and performance metrics and make changes as required when possible.

As we look towards the future, the Transit Windsor Master Plan serves as a vital framework for the continued enhancement of our public transportation system over the next decade. The strategic vision outlined in this plan will not only address the current needs of our community but also anticipate future demands as our population continues to grow and evolve.

### **Planning Act Matters:**

N/A

### **Approvals:**

| <b>Name</b>    | <b>Title</b>                                                  |
|----------------|---------------------------------------------------------------|
| Mark Spizzirri | Manager Performance Measurement and Business Case Development |
| Jelena Payne   | Deputy CAO/Commissioner, Economic Development                 |
| Janice Guthrie | Commissioner, Finance & City Treasurer                        |
| Ray Mensour    | Chief Administrative Officer                                  |

### **Notifications:**

| <b>Name</b> | <b>Address</b> | <b>Email</b> |
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| Name | Address | Email |
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**Appendices:**