

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

**Date:** Wednesday, March 25, 2026

**Time:** Immediately following the 4:30 o'clock p.m.

Environment, Transportation & Public Safety Standing Committee Meeting

**Location:** Room 140, 1<sup>st</sup> Floor, Windsor City Hall

All members will be participating in person and will be counted towards quorum in accordance with Procedure By-law 98-2011 as amended. The minutes will reflect this accordingly. Any delegations shall participate in person.

**MEMBERS:**

Ward 2 – Councillor Frazier Fathers

Ward 3 – Councillor Renaldo Agostino

Ward 4 – Councillor Mark McKenzie

Ward 8 – Councillor Gary Kaschak

Ward 9 – Councillor Kieran McKenzie (Chairperson)

## ORDER OF BUSINESS

Item #	Item Description
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1.	<b>CALL TO ORDER</b>
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READING OF LAND ACKNOWLEDGMENT

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 Potawatomi. The City of Windsor honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.

2.	<b>DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF</b>
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3.	<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 November 26, 2025 <b>(SCM 384/2025)</b> |
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4.	<b>REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS</b>
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5.	<b>COMMUNICATIONS</b>
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6.	<b>PRESENTATIONS AND DELEGATIONS</b>
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9.	<b>TRANSIT BOARD ITEMS</b>
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|------|---|
| 9.1. | 2025 Transit Windsor Year-End Service Report - City Wide <b>(S 10/2026)</b> <i>Author: James Chacko, Acting Executive Director, Transit Windsor</i> |
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11.	<b>NEW BUSINESS</b>
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12.	<b>ADJOURNMENT</b>
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**Committee Matters: SCM 384/2025**

**Subject: Adoption of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held November 26, 2025**

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

**Date: Wednesday, November 26, 2025**

**Time: Immediately following the 4:30 o'clock p.m.**

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

**Location: Room 140, 1st Floor, Windsor City Hall**

**Members Present:**

**Councillors**

Ward 2 – Councillor Frazier Fathers

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, Acting Executive Director, Transit Windsor

Mark Spizzirri, Manager, Performance Measurement & Business Case Development

Anna Ciacelli, Deputy City Clerk

# Minutes

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

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### 1. CALL TO ORDER

The Chairperson calls the meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors to order at 5:54 o'clock p.m.

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

None presented.

### 3. ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS

#### 3.1. Adoption of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors minutes of its meeting held October 29, 2025

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

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

Report Number: SCM 335/2025

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

None requested.

### 5. COMMUNICATIONS

None presented.

### 6. PRESENTATIONS AND DELEGATIONS

#### 9.2. Response to Instructional Memo TWB 16 – Analysis of Service Enhancements or New Routes for the Southeast Corridor of the City – City Wide

# Minutes

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

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### Raymond Hoang, Area Resident

Raymond Hoang, area resident appears before the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the Administrative report dated November 12, 2025, entitled “Response to Instructional Memo TWB 16 – Analysis of Service Enhancements or New Routes for the Southeast Corridor of the City – City Wide” in support of the new proposed east/west route 330 and suggests that the two buses for the proposed new route would be more useful if they ran from the east end towards South Windsor due to frequency.

Councillor Kieran McKenzie asks administration what it would take to identify a continuous route down Cabana Rd from Walker to Huron Church. He inquires if there is the ability to reimagine the existing route structure that could have potential impact on Massey and Holy Names travel and wait times. James Chacko, Acting Executive Director Transit Windsor appears before the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the Administrative report dated November 12, 2025, entitled “Response to Instructional Memo TWB 16 – Analysis of Service Enhancements or New Routes for the Southeast Corridor of the City – City Wide” and responds that an analysis of the Cabana Express can be done to include reducing travel time, the possibility to extend or connect from Huron Church to Walker and to provide options to determine feasibility and the best use of resources.

Moved by: Councillor Renaldo Agostino

Seconded by: Councillor Frazier Fathers

### Decision Number: **TWB 23**

THAT the report of the Acting Executive Director, Transit Windsor dated November 12, 2025, entitled “Response to Instructional Memo TWB 16 – Analysis of Service Enhancements or New Routes for the Southeast Corridor of the City – City Wide” adopted from the meeting of City Council held on Monday, July 14, 2025, **BE RECEIVED** for information; and,

THAT Administration **BE DIRECTED** to undertake an analysis of the feasibility of providing an enhanced route along the Cabana Rd corridor from Huron Church to Walker Road to reduce wait times, improve travel times, including whether it would be the best use of resources, and that the information **BE FORWARDED** to Council at a future meeting for their consideration.

Carried.

Report Number: S 132/2025

Clerk’s File: MT/13708

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Wednesday, November 26, 2025

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## 9. TRANSIT BOARD ITEMS

### 9.1. Response to Instructional Memo TWB 8 - 2025 Transit Windsor Maintenance Capacity Update - City Wide

Jelena Payne, Deputy Chief Administrative Officer/Commissioner, Economic Development appears before the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the Administrative report dated July 10, 2025, entitled "Response to Instructional Memo TWB 8 - 2025 Transit Windsor Maintenance Capacity Update - City Wide" and advises that the 2024 data was not available for this report. 2023 Data was included, and the report will be updated once that data is available.

Councillor Kieran asks if staff training and education could improve comfortability and safety with the new equipment and ultimately lead to enhanced capacity. Mr. Chacko responds that communication and training have provided a much better work environment for the staff and has contributed to improved service delivery times. Ms. Payne adds that staff from other municipalities and companies are often impressed with our equipment. Staff's comfortability and understanding of the technology and equipment that our team has available has improved with experience.

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

Decision Number: **TWB 22**

That the report of the Acting Executive Director, Transit Windsor dated July 10, 2025, entitled "Response to Instructional Memo TWB 8 - 2025 Transit Windsor Maintenance Capacity Update - City Wide" adopted from the meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors held on Wednesday, February 26, 2025, **BE RECEIVED** for information.; and,

THAT Administration **BE DIRECTED** to report back to a future meeting of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors when the updated 2024 data is available.

Carried.

Report Number: S 93/2025  
Clerk's File: MT/13708

## 11. NEW BUSINESS

None presented.

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## 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 6:11 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee will be held January 28, 2026.

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 Year-End Service Report - City Wide**

**Reference:**

Date to Council: March 25, 2026  
Author: James Chacko, Executive Director (A)  
Transit Windsor  
519-253-2300 ext. 2763  
jchacko@citywindsor.ca

Co-Author: Jason Scott, Manager, Transit Planning  
Transit Windsor  
519-944-4141 ext. 2230  
jscott@citywindsor.ca

Transit Windsor  
Report Date: January 15, 2026  
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 December 31, 2025.

**Executive Summary:**

N/A

**Background:**

At the October 29, 2025, meeting, report S 118/2025 provided the Board and City Council with Transit Windsor's ridership trends and performance metrics for the first two quarters of 2025. The information provided herein provides an update on the last two quarters of 2025 (July to December) and the year overall. 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 provides 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 riders' needs. 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 collects ridership data through electronic fare boxes installed on each bus. Administration 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.

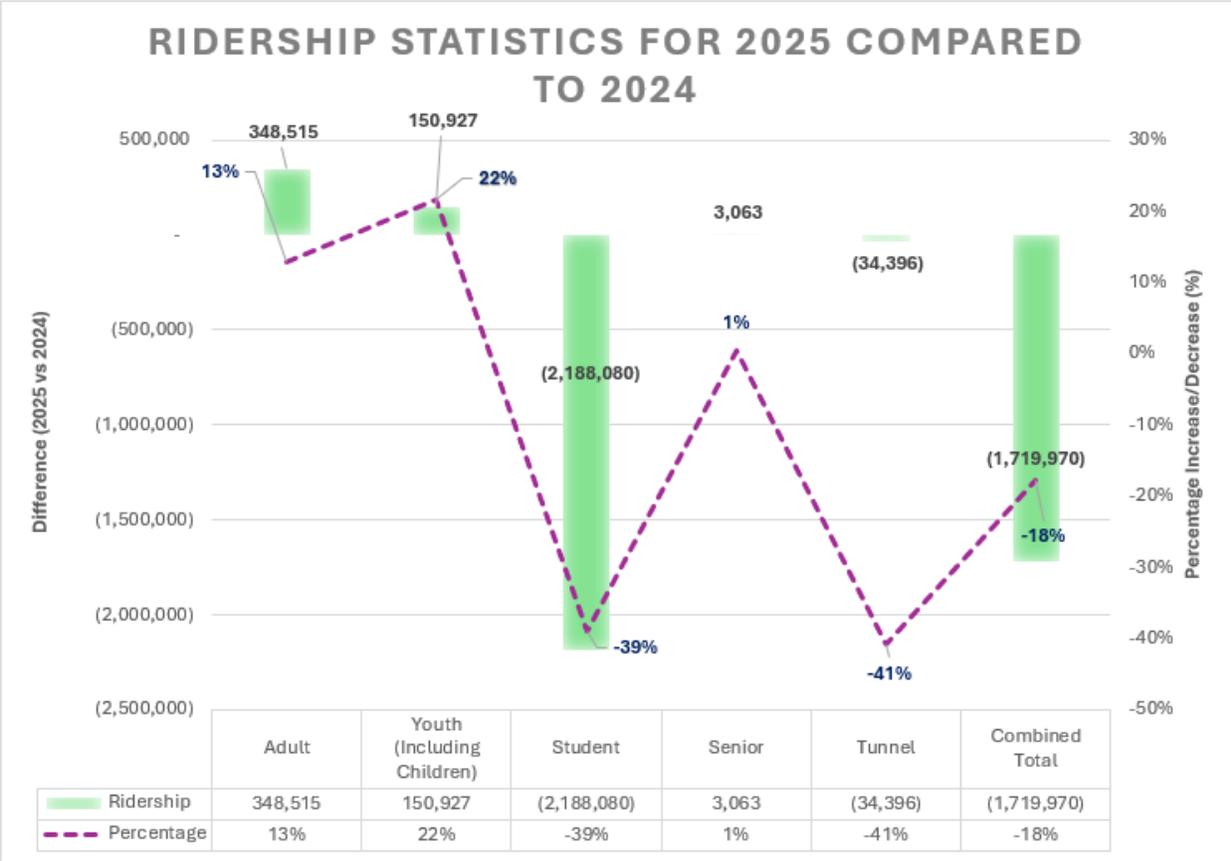
In 2025, total ridership declined to 7,951,758 trips, from 9,671,728 trips recorded in 2024. Representing a decrease of approximately 18% or 1,719,970 fewer trips. The reduction in ridership was due to a substantial decrease in the post-secondary student population, particularly influenced by the federal cap on international students at both the University of Windsor and St. Clair College.

Another significant factor contributing to the decline in ridership was the record number of detours experienced by Transit Windsor in 2025. As a result of these detours, an additional 171,472 kilometres were required to be added to the route system.

The most significant detours were related to construction at the Howard and Sydney intersection, the Banwell E.C. Row Expressway overpass, and the University Avenue corridor redevelopment. Additionally, detours can create barriers for passengers by affecting route reliability and accessibility. These service disruptions may prompt some riders to seek alternative transportation options, contributing to an overall decline in ridership.

However, it is noteworthy that adult and youth ridership categories have continued to grow. The adult category increased by 13% and the youth category increased by 22% compared to their 2024 ridership numbers. This growth is attributed to the successful launch of new routes and improvements to existing routes in September 2025, highlighting the system's adaptability and responsiveness to the needs of the community.

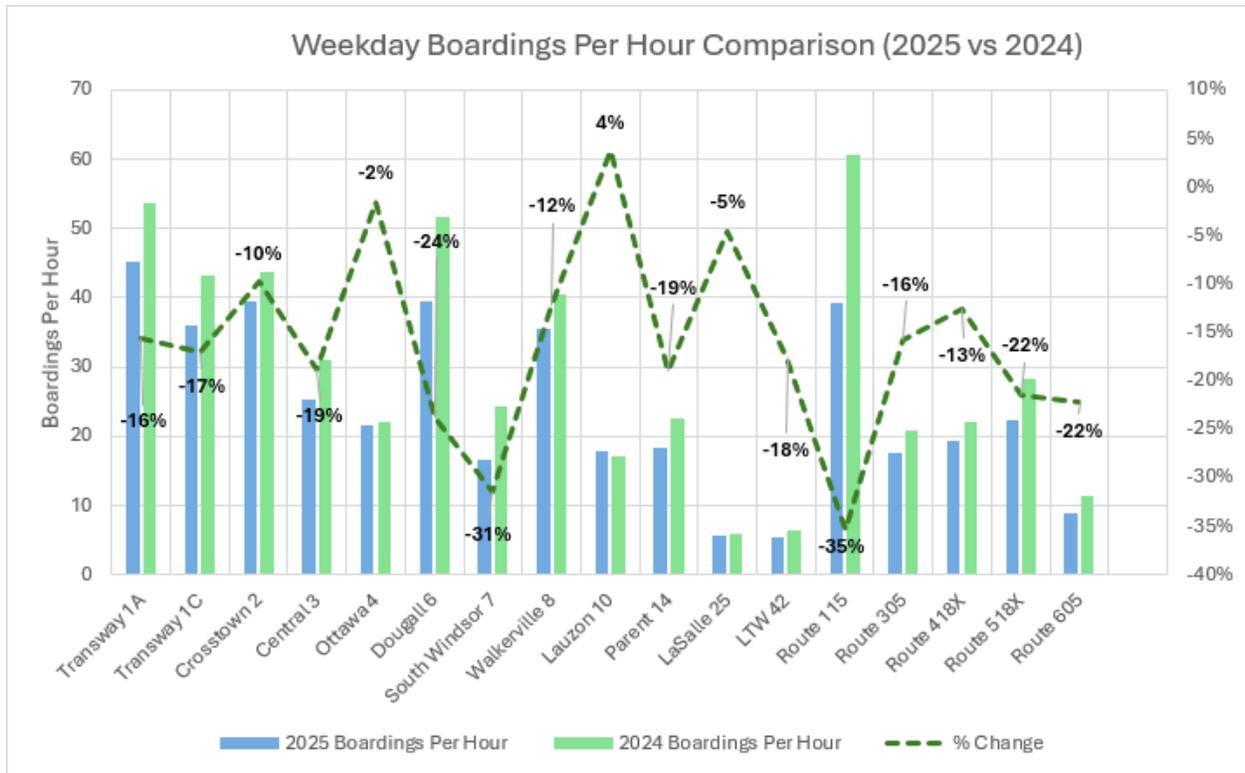
The chart below displays ridership statistics and compares the differences between 2024 and 2025:



**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 ridership per hour for all routes in 2024 and 2025.



While most routes experienced a decline in boardings per hour, many are now operating closer to expected capacity levels rather than consistently exceeding them. Previously, higher demand on some routes contributed to overcrowding and missed buses for passengers. The current conditions have helped ease capacity pressures, particularly on primary routes, providing some relief to the system.

In September 2025, as part of the City Council-approved 2025 operating budget, Transit Windsor implemented significant route modifications that align with the Transit Master Plan’s objectives to improve service reliability, focus resources on higher-demand corridors, and deliver a more efficient and customer-focused transit network. These changes included the elimination of the Dougall 6, South Windsor 7, Walkerville 8, and Parent 14 routes and the introduction of four new routes, 135, 205, 240, and 315, designed to simplify the network, strengthen connectivity, and better respond to changing travel patterns. As with all new and restructured services, ridership growth takes time, and industry best practices support an 18 to 24-month period to fully evaluate route performance. Early indicators of these new routes look promising in reaching their minimum targets for ridership.

### On-Time Performance

In 2025, Transit Windsor maintained an on-time performance of 76.2%, down from 78% in all of 2024. This equates to an approximate 1.8% drop in on-time performance. This can be directly correlated with the record number of detours for Transit Windsor in 2025, resulting in significant delays for most routes.

## **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 Operators contact 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 2025, an average of 0.55% of Transit Windsor one-way trips experienced bypasses.

Most bypasses occurred on weekdays during peak afternoon hours, offering valuable insights into when demand surpasses capacity. By identifying these trends, Transit Windsor can strategically adjust service levels in future enhancement plans to better meet the community's evolving transportation needs. This alignment of services with actual passenger demand will help support 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:**

As previously reported, Transit Windsor operations is expected to end the year in an overall deficit. This deficit is largely attributed to salary and wage cost pressures and significant reductions in ridership revenue and Provincial Gas Tax funding. The purpose of this report is to provide the Board with information with regards to service metrics. A more detailed report with regards to the 2025 operational deficit will be presented to City Council in conjunction with the 2025 Corporate Year-End Variance Report. In addition, Administration is currently reviewing options to mitigate further deficits which may be reasonably estimated should the trends identified through the 2025 service metrics continue.

## **Consultations:**

Poorvangi Raval – Financial Planning Administrator

Tina Moore – Executive Initiatives Coordinator

## **Conclusion:**

This 2025 service performance report for Transit Windsor underscores a period of significant challenges and adaptive responses. While total ridership has declined notably due to external factors such as reduced post-secondary student populations and increased service detours, there are positive signs in the growth of adult and youth ridership. The changes implemented in September 2025, including the launch of new routes and enhancements to existing services, demonstrate Transit Windsor's commitment to addressing community needs and improving overall service efficiency.

Despite the obstacles faced, the monitoring of route productivity reflects a promising alignment with established performance targets, ensuring that service remains reliable. Going forward, it is crucial for Transit Windsor to continue to adapt to changing dynamics within the city and employ innovative solutions, such as demand-responsive service options, to enhance the transit experience. As we look ahead, we will focus on further improving service resilience, expanding accessibility, and fostering community engagement to build a robust transit network aligned with the *Transit Master Plan* and the evolving needs of our riders.

**Planning Act Matters:**

N/A

**Approvals:**

Name	Title
Jason Scott	Manager, Transit Planning
James Chacko	Executive Director, Transit Windsor (A)
Rachel Chesterfield	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:**

Name	Address	Email

**Appendices:**