

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

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, 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 ARE THE FOLLOWING FROM ADMINISTRATION:

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

James Chacko, Acting Executive Director, Transit Windsor

Rachel Chesterfield, Manager, Performance Measurement and Business Case Development

Sandra Gebauer, Council Assistant

Anna Ciacelli, Deputy City Clerk

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 5:15 o'clock p.m.

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

None disclosed.

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

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Moved by: Councillor Frazier Fathers
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 November 26, 2025 **BE ADOPTED** as presented.

Carried.

Report Number: SCM 384/2025

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None requested.

5. COMMUNICATIONS

None presented.

6. PRESENTATIONS AND DELEGATIONS

None presented.

9. TRANSIT BOARD ITEMS

9.1. 2025 Transit Windsor Year-End Service Report - City Wide

Councillor Frazier Fathers asks Administration whether the stats provided should be a benchmark for 2026/2027 or if there are changes to be considered, such as routes. James Chacko, Executive Director, Transit Windsor (Acting) appears before the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors regarding the administrative report dated January 15, 2026, entitled "2025 Transit Windsor Year-End Service Report - City Wide" and responds that there has been discussion about which year to use as a benchmark knowing that Covid impacts dramatically decreased ridership, then the influx of international students dramatically increased ridership. Mr. Chacko adds that 2018 is a very good example in terms of overall ridership that falls in line with the numbers in 2025. They are projecting that 2026 will be much like 2025 and in line with 2018 ridership statistics.

Councillor Frazier Fathers asks from a Transit Master Plan perspective, where is there opportunity for growth and how will it impact future years' ridership and revenues in the coming years. Mr. Chacko responds that there is a long runway left in terms of implementing the current master plan. We were directed by Council to undertake some additional public consultation around the Cabana

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corridor and route 330 along with neighbouring routes that should be launched shortly to be able to report back in Q2. We can continue to revisit ridership numbers and the implementation of the master plan and determine where the revenue will be in order to be able to support both the existing transit network and what is envisioned in the master plan.

Councillor Frazier Fathers asks, in regards to the caps on international students which will end in 2027, if there is slack in the system based on where we are now and if we should be looking to expand our fleet in anticipation of future growth if those student numbers were to return. Mr. Chacko responds that we haven't made any adjustments to eliminate or alter route structure or frequency. We are operating and functioning the same way we were in 2024 during the height of international student ridership. If there isn't a reverse pivot from the government, we may want to bring forward a plan to reprioritize or reallocate resources. We are continuing to analyze the ridership data that we have as we move forward.

Councillor Renaldo Agostino inquires whether we have received any feedback from the school board in regards to the school bus extra program. Jelena Payne, 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 January 15, 2026, entitled "2025 Transit Windsor Year-End Service Report - City Wide" and responds that a letter was sent to the directors of both school boards and to their board of directors to make them aware of the investment that Council has made through the end of the year. Administration has received a letter in response from the school board trustees highlighting where the responsibility of transit lies, their budget, what is funded, etc., but there have been no direct conversations.

Councillor Gary Kaschak asks about the 2026 ridership projection from the Q1 data. Mr. Chacko responds that January and February were difficult months for weather and impacted ridership. They are projecting to be in the same position as 2018 ridership, which was in the 8.1 to 8.2 million range.

Councillor Gary Kaschak asks whether the 40% increase in youth ridership was the result of route improvements and focusing on the school routes. Mr. Chacko responds that is correct. The additional 20,000 hours and improvements to routes within the Lauzon 10 and 115 have seen a better uptake. Getting into the schools to educate the students about the transition from school bus extras to regular transit helped to get the idea of using transit into the minds of students which resulted in an uptick in youth passes.

Councillor Gary Kaschak asks if the detour mileage is expected to improve. Mr. Chacko responds that the disruptions at Provincial, Howard, Sydney impacted multiple routes. Devonshire Mall is a key hub and the routes that were no longer able to travel north/south down Howard resulted in long detours. Construction will continue throughout the city which will impact routes. We are anticipating that the total kilometers will be around a 2% increase in 2026 down from 3% in 2025.

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Councillor Gary Kaschak asks if the routes are adjusted during off-peak months when school is out for the summer. Mr. Chacko responds that other than Route 1000, there is no longer any deviation to the schedule.

Councillor Gary Kaschak asks for an update on the completion of the east end terminal. Mr. Chacko responds that it is anticipated that it will be completed later this spring and to begin moving buses as a temporary measure on a detour strategy from the Tecumseh Mall terminal and then later this summer it will be officially opened with the completion of Catherine Street which will see some of the new route structure tied in. The improvements to the west end terminal at Hotel Dieu Grace Hospital will also come online ahead of the east end terminal.

Councillor Frazier Fathers asks how much work is left in the 10-year transit master plan and how it was affected by the disruption from Covid. Mr. Chacko responds that the lead up discussions surrounding developing the new master plan will begin in 2028 to be presented to Council ahead of the expiration of the current 10-year master plan. At that time, we would have a better idea of what has been implemented and where ridership data is headed. There will be continued growth in the Sandwich South lands in the City of Windsor which will be a key focus for the next master plan.

Councillor Kieran McKenzie asks about the increases in ridership among other classes despite international student ridership dramatically decreasing. Mr. Chacko responds that adult, youth, and senior ridership has increased in the last three years. It is not a dramatic increase, but it is trending in the right direction.

Councillor Kieran McKenzie asks if there is a specific metric for ridership of international students as it relates to the total population and usage as a whole. Mr. Chacko responds that once we transition to the UMO fare management system we will be able to pull the usage data and should have that within the next year. The new fare system should be rolled out by the end of this spring and fully operational by this summer.

Councillor Kieran McKenzie asks whether the City is deploying resources effectively based on usage among specific user groups and if we are meeting service needs. Mr. Chacko responds that the UMO system will help us have a better understanding of rider behaviour and patterns in conjunction with the Automated Vehicle Locator System and the Automated Passenger Counting System which will allow us to see where passengers are getting on and off the bus. This will help us to establish patterns and will allow us to adjust frequencies as needed. Establishing a reliable model will help improve ridership.

Councillor Kieran McKenzie asks what it would take to implement Route 330. Mr. Chacko responds that the report outlined the challenges to implementation including the capital components, do we have an existing buses, and if not, the lead time to order new buses is about 18 months.

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Councillor Kieran McKenzie asks how many additional buses would be required to fully implement Route 330. Mr. Chacko responds that it would depend on frequency. Initially we had indicated a two-bus frequency of 45 minutes. We just placed an order for nine buses for just under \$1.2 million each. When we hold a public open house in April for about six weeks to receive feedback, that data may impact the frequency. Administration should have a report back to Council by the end of Q2 for the June meeting.

Councillor Kieran McKenzie asks about the ridership data for Route 1000. Mr. Chacko responds that in the fall of last year, there were approximately 80-85 students per day using this route. This year there are approximately 60-65 students per day. Ms. Payne adds that there have been ongoing discussions with the school boards during this school extra transition and the directors indicated that it was a monetary issue. The direction of Council to provide a letter early in 2026 was to allow the school board the process to review their budgets and to work with the ministry of education. The response received had a different tone of responsibility rather than monetary issue.

Moved by: Councillor Gary Kaschak
Seconded by: Councillor Frazier Fathers

Decision Number: **TWB 24**

THAT the report of the Acting Executive Director, Transit Windsor and Manager, Transit Planning Transit Windsor dated January 15, 2026, entitled "2025 Transit Windsor Year-End Service Report - City Wide," **BE RECEIVED** for information; and,

That Administration **BE DIRECTED** to obtain feedback from the community through public consultation regarding the support for and implementation of Route 330 and to report back to Council for consideration with respect to implementation timelines.
Carried.

Report Number: S 10/2026
Clerk's File: MT/13708

11. NEW BUSINESS

None presented.

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 6:04 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee will be held April 29, 2026.
Carried.

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Ward 9 – Councillor Kieran McKenzie
(Chairperson)

Deputy City Clerk / Supervisor of Council
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