

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

Date: Wednesday, September 23, 2026

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

Location: Room 140, 1st 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.	CALL TO ORDER
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	READING OF LAND ACKNOWLEDGMENT
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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.

2.	DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF
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3.	ADOPTION OF THE MINUTES OF THE ETPS STANDING COMMITTEE SITTING AS THE TRANSIT WINDSOR BOARD OF DIRECTORS
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| 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 July 29, 2026 (SCM 270/2026) |
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4.	REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS
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5.	COMMUNICATIONS
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6.	PRESENTATIONS AND DELEGATIONS
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9.	TRANSIT BOARD ITEMS
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| 9.1. | Q2 2026 Transit Windsor Service Report - City Wide (S 98/2026) <i>Author: James Chacko, Acting Executive Director, Transit Windsor</i> |
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11.	NEW BUSINESS
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12.	ADJOURNMENT
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Committee Matters: SCM 270/2026

Subject: Adoption of the Environment, Transportation, and Public Safety Standing Committee sitting as the Transit Windsor Board of Directors minutes of its meeting held July 29, 2026

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

Date: Wednesday, July 29, 2026

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

Environment, Transportation & Public Safety Standing Committee Meeting

Location: Room 139, 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)

**ALSO PARTICIPATING IN COUNCIL CHAMBERS 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 & 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 4:45 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**

Minutes

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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 June 24, 2026

Moved by: Councillor Renaldo Agostino
Seconded by: Councillor Mark McKenzie

THAT the minutes of the Environment, Transportation & Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors meeting held June 24, 2026 **BE ADOPTED** as presented. Carried.

Councillor Gary Kaschak was absent from the meeting when the vote was taken on this matter.

Report Number: SCM 220/2026

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None requested.

5. COMMUNICATIONS

None presented.

6. PRESENTATIONS AND DELEGATIONS

None presented.

9. TRANSIT BOARD ITEMS

None presented.

11. NEW BUSINESS

Councillor Kieran McKenzie asks Mr. Chacko to provide a brief verbal update regarding transit services. James Chacko, Executive Director, Transit Windsor, appears before the Environment, Transportation and Public Safety Standing Committee Sitting as the Transit Windsor Board of Directors, to provide a brief verbal update regarding transit services. Mr. Chacko mentions the recent opening of the West End Terminal and the upcoming opening of the East End Terminal later this summer. He also states that expansion and renovations are beginning on the transit garage and surrounding area. Mr. Chacko adds that the formal public education campaign for the new UMO fare payment system will begin in mid-August, with a go-live date approximately six weeks later. The next major technological upgrade will be the EVL system, beginning this fall and expected to be ready and fully implemented in September of 2027.

Minutes

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Mr. Chacko next provides an update on ridership numbers for Q1 and Q2. He states that there has been an overall rebound in adult, youth, and senior ridership in Q2, and there has been positive growth in ridership numbers in Q1 and Q2 of 2026, compared to Q1 and Q2 of 2025. May and June 2026 have been the best two cash ridership months in the first six months of the year.

Councillor Gary Kaschak inquires when the East End Terminal is expected to open. James Chacko replies that the opening should take place in August, before the beginning of the school year.

Councillor Gary Kaschak asks if Transit Windsor representatives will be present in high schools at the beginning of the school year, as they were last year. Mr. Chacko replies that the Ambassador Program will be in schools again this year. Jelena Payne, Deputy Chief Administrative Officer/Commissioner, Economic Development, adds that the Ambassador Program will be present during orientation weeks in late August, to provide information for those students transitioning from Grade 8 to Grade 9.

Councillor Gary Kaschak then inquires if the new Director of the Windsor Catholic School Board has reached out to the city yet. James Chacko replies that they have not been in contact.

Councillor Kieran McKenzie inquires whether the upcoming quarterly report coming to council will include financial information in addition to ridership numbers. James Chacko states that an overview of the financials could be included, but it will not be detailed.

Moved by: Councillor Gary Kaschak

Seconded by: Councillor Renaldo Agostino

Decision Number: **TWB 27**

That the verbal update related to Transit Services provided by the Executive Director of Transit Services **BE RECEIVED** for information.

Carried.

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 4:56 o'clock p.m. The next meeting of the Environment, Transportation & Public Safety Standing Committee will be held September 23, 2026.

Carried.

Ward 9 – Councillor Kieran McKenzie
(Chairperson)

Deputy City Clerk / Supervisor of Council
Services

Council Report: S 98/2026

Subject: Q2 2026 Transit Windsor Service Report - City Wide

Reference:

Date to Council: September 23, 2026
Author: 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: August 24, 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 June 30, 2026.

Executive Summary:

N/A

Background:

At the May 27, 2026, meeting, report S 44/2026 provided the Transit Windsor Board of Directors with Transit Windsor's ridership trends and performance metrics for Q1 of 2026. The information provided herein provides an update on the first and second quarters of 2026 (January 1st to June 30th). 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: 2020 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. Transit Windsor collects ridership data through electronic fare boxes installed on each

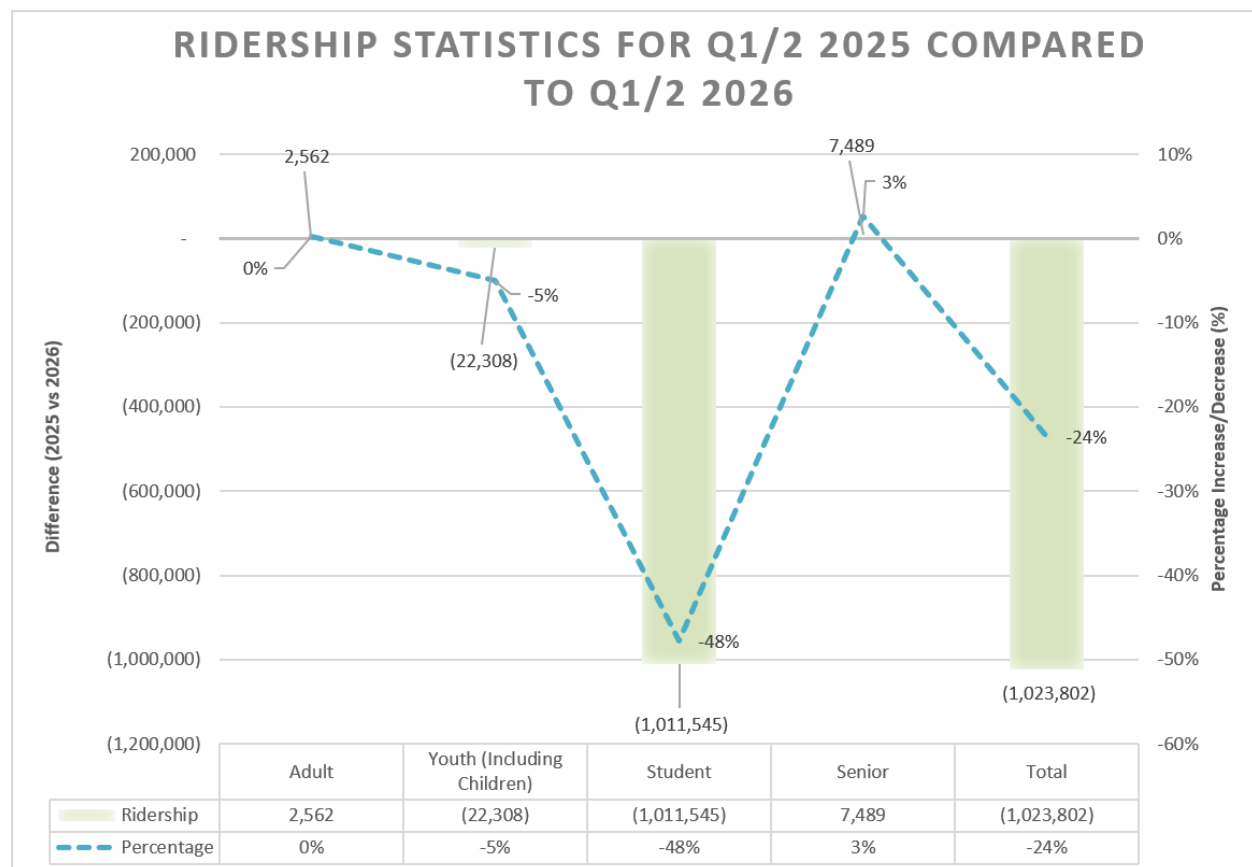
bus. Administration monitors these ridership trends to support various objectives, including service planning, budget considerations, and annual performance reporting to the Canadian Urban Transit Association (CUTA) and the Ontario Ministry of Transportation (MTO) for Provincial Gas Tax (PGT) funding.

Discussion:

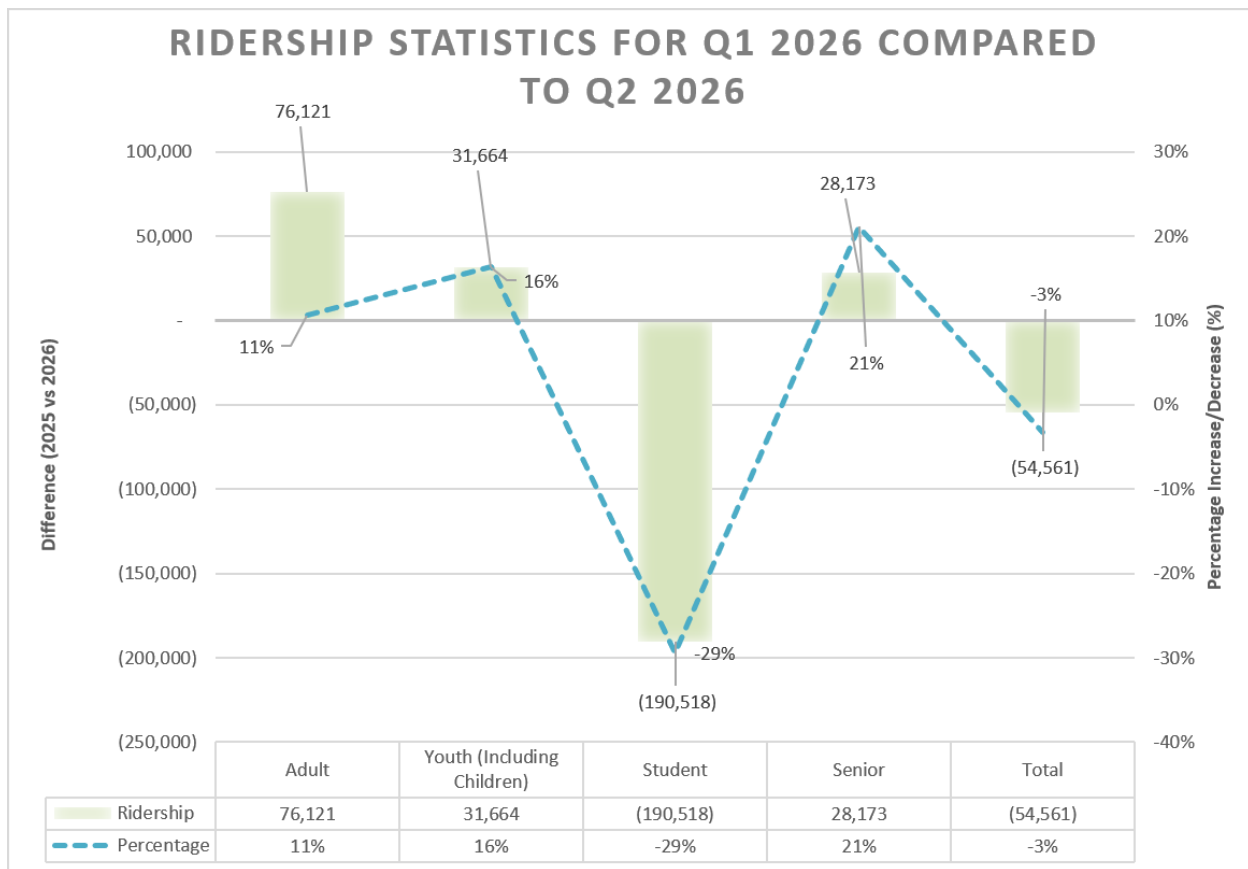
Ridership Data

In the first two quarters of 2026, total ridership was 3,327,795, representing a decrease of 1,023,802 trips (24%) compared to 4,351,597 trips (excludes Tunnel ridership) in the first two quarters of 2025. The primary factor contributing to the decline in ridership is the decrease in the student category, particularly among international students. There was a reduction of 1,011,545 trips (excludes Tunnel ridership) when comparing the first two quarters of 2026 to the first two quarters of 2025. Outside of the student and youth categories, ridership continued to strengthen, with all other rider groups experiencing growth from Q1 2026 to Q2 2026. This broad-based increase is an encouraging indicator of sustained transit demand and long-term ridership potential.

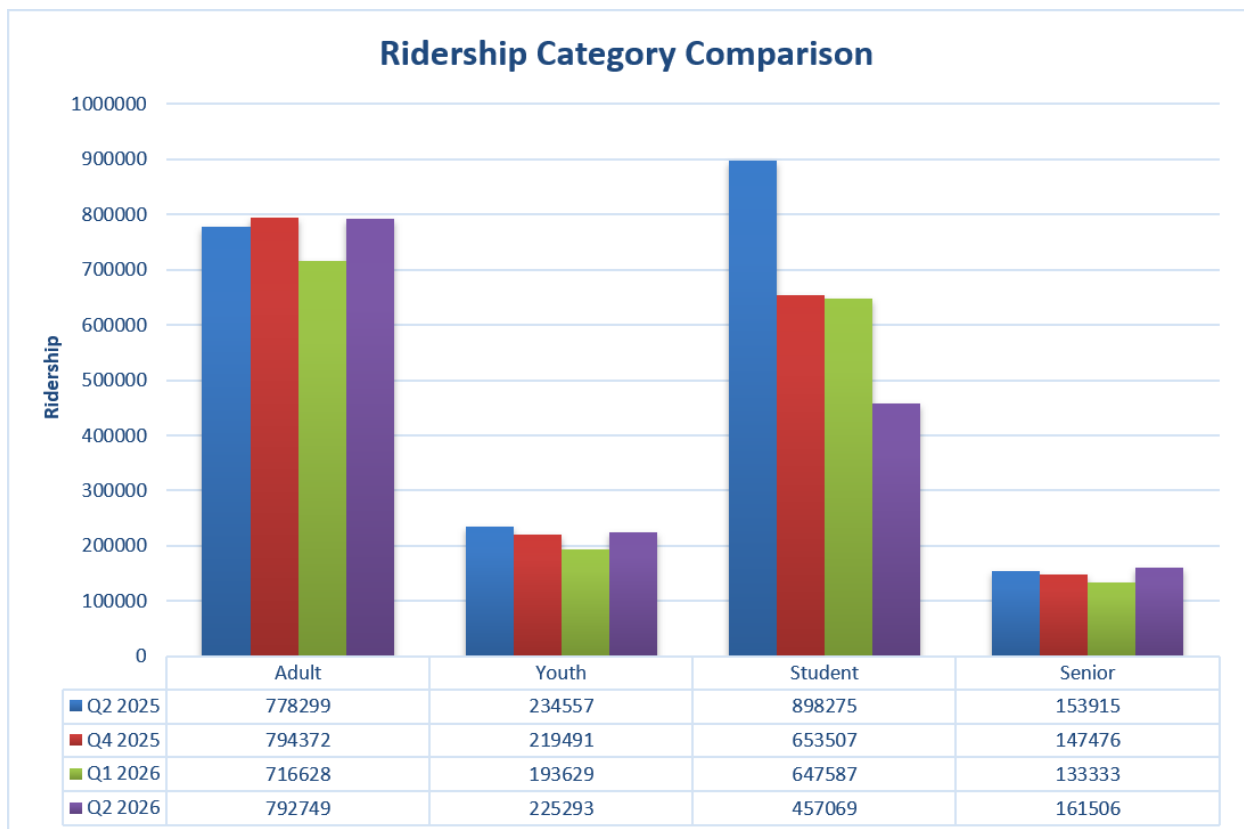
The chart below illustrates ridership statistics, comparing Q1/2 2025 and Q1/2 2026:



The chart below illustrates ridership statistics, comparing Q1 2026 and Q2 2026:



The chart below illustrates ridership statistics, comparing Q2 2025, Q4 2025, Q1 2026, and Q2 2026:

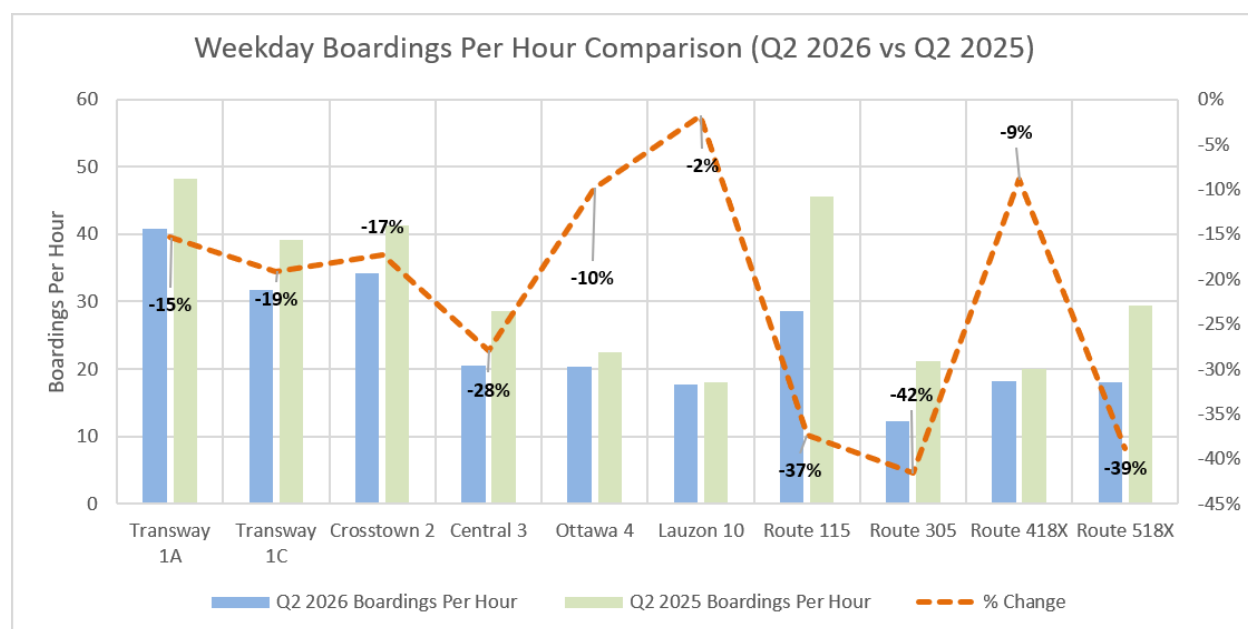


Note: Q3 2025 has been excluded from the comparison, as it primarily reflects summer ridership patterns and is not considered representative of typical ridership levels experienced during the remainder of the year.

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 during the first two quarters of 2026 with those of 2025:

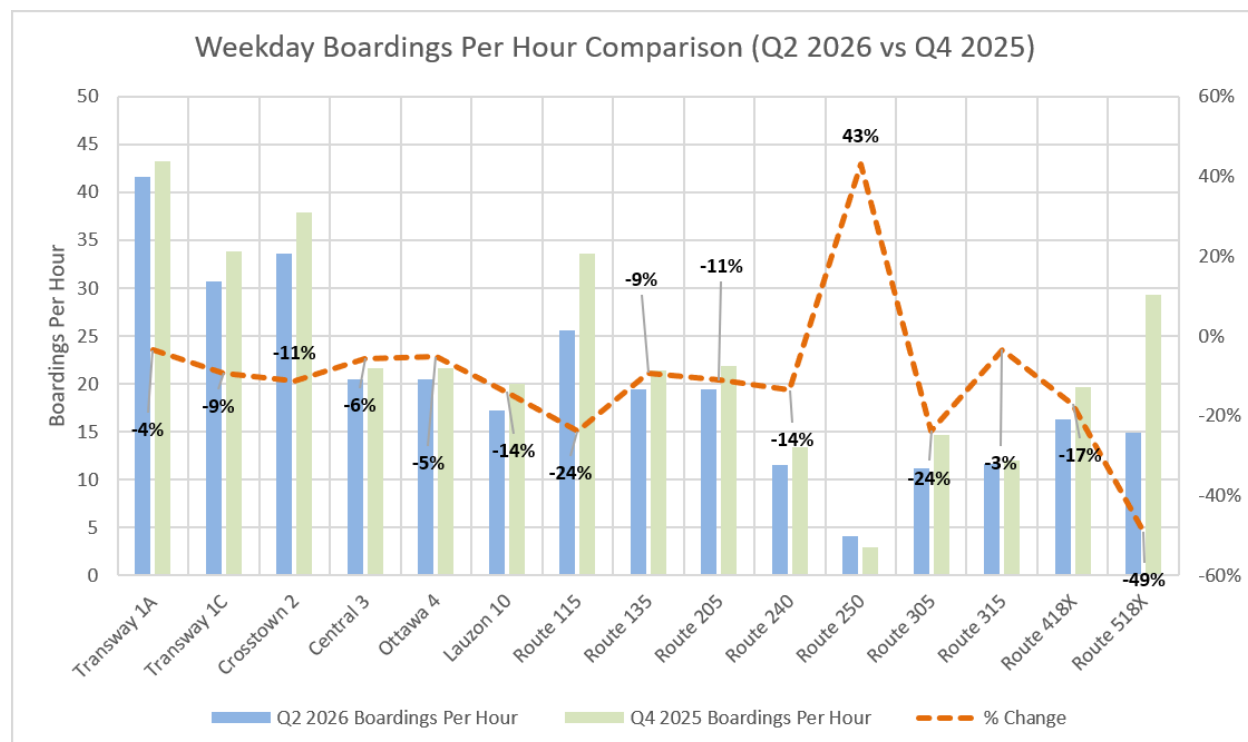


While most routes experienced a decline in boardings per hour, many are now operating closer to expected capacity levels rather than consistently exceeding them. Previously, higher demand on some routes contributed to overcrowding and missed buses for passengers. Current conditions have eased capacity 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 suggest these new routes are on track to meet their minimum ridership targets.

The chart below compares weekday boardings per hour for all routes in the second quarter of 2026 with the fourth quarter of 2025.



On-Time Performance

In Q2 2026, Transit Windsor maintained an on-time performance of 78.8%, up from 77.2% in the first two quarters of 2025. This equates to an approximate 1.6% increase in on-time performance. This is positive, as the record number of detours for Transit Windsor so far in 2026 surpasses 2025 numbers at the same point in time.

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 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, is analyzed as needed. In the first two quarters of 2026, an average of 0.42% of Transit Windsor one-way trips experienced bypasses. In the first two quarters of 2025, an average of 0.65% of one-way trips experienced bypasses. This is an improvement of 0.23%.

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 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:

Year-to-date financial performance in 2026 reflects the service and ridership conditions outlined in this report and aligns with the trends identified in Transit Windsor's second quarter variance report to Council. Continued lower ridership levels are placing pressure on fare revenue as compared to approved budgets.

While service performance improvements were realized in Q2 2026, including higher on-time performance (78.8%) and fewer by-passing incidents (0.42% of one-way trips), these operational gains do not fully offset the financial impacts associated with reduced ridership and broader cost pressures. Financial performance will continue to be monitored and reported through the City's regular corporate variance reporting process, and administration will review mitigation options should current trends persist.

Consultations:

Poorvangi Raval – Financial Planning Administrator

Tina Moore – Executive Initiatives Coordinator

Conclusion:

This Q2 2026 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 upcoming early review of 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: