

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

Date: Wednesday, September 23, 2026

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

Location: Room 139, 1st Floor, Windsor City Hall

Members Present:

Councillors

Ward 2 – Councillor Frazier Fathers

Ward 3 - Councillor Renaldo Agostino

Ward 9 - Councillor Kieran McKenzie (Chairperson)

Councillor Regrets

Ward 4 - Councillor Mark McKenzie

Ward 8 - Councillor Gary Kaschak

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

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

Janice Guthrie, Commissioner, Finance & City Treasurer

James Chacko, Acting Executive Director, Transit Windsor

Lorie Gregg, Executive Director, Financial Planning & Deputy Treasurer

Rachel Chesterfield, Manager, Performance Measurement & Business Case Development

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 4:32 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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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

Moved by: Councillor Frazier Fathers

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 29, 2026 **BE ADOPTED** as presented.

Carried.

Report Number: SCM 270/2026

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. Q2 2026 Transit Windsor Service Report - City Wide

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 August 24, 2026, entitled "Q2 2026 Transit Windsor Service Report - City Wide" to provide a brief overview of the report. Mr. Chacko states that ridership is down 24% year-over-year, attributable to the decline in post-secondary, international student riders. However, adult, senior, and youth ridership has increased since Q1. On-time performance continues to improve and is currently at 78.8%. By-passing stops continues to decline. New routes introduced in September 2025 are showing success as they mature.

Councillor Renaldo Agostino inquires if administration sees the potential for increased ridership. Mr. Chacko replies that feedback for the introduction of the Umo Fare Management program is trending positively and administration hopes this will result in a ridership increase in Q4 of 2026 and into 2027.

Councillor Frazier Fathers inquires about Transit Windsor's financial variances, especially with respect to rising fuel costs. Janice Guthrie, Commissioner, Finance & City Treasurer, appears before the Environment, Transportation & Public Safety Standing Committee, Sitting as the

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Transit Windsor Board of Directors regarding the administrative report dated August 24, 2026, entitled "Q2 2026 Transit Windsor Service Report - City Wide" and indicates that her department receives regular updates from Transit Windsor and actively monitors variance triggers. Ms. Guthrie states that the large increase in fuel prices may result in adjustments to the Transit Windsor budget, especially if the upward trend continues.

Councillor Frazier Fathers asks if continuing budget pressures may cause existing routes to be paused or if routes will remain status quo. 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 August 24, 2026, entitled "Q2 2026 Transit Windsor Service Report - City Wide" and indicates that administration is always considering options to maintain budget but no changes would be made unless it was at the direction of council.

Councillor Frazier Fathers inquires if a service route to the Gordie Howe Bridge is being considered going forward. Mr. Chacko replies that new stops have been added to the 605 route on Sandwich Street, close to the entrance of the pedestrian walkway.

Councillor Kieran McKenzie comments that it is unlikely that the federal government will reinstate the international student program. He fears that the loss of student ridership and increased fuel costs will keep Transit Windsor in a financial shortfall. He asks if there is any direction or recommendation that the Board could give to the incoming council regarding the budget process. Ms. Guthrie replies that this could be brought forward to the incoming council for consideration. She also states that the budget process for 2027 will review revenue and what types of adjustments may be necessary.

Councillor Kieran McKenzie asks if there has been any communication with the school board regarding the upcoming elimination of the 1000 route, and if any assistance will be offered to help with the transition. Ms. Payne replies that there have been discussions as to what the transition will look like. She states there are plans to go back into the schools to engage with students in mid-to-late October. Mr. Chacko adds that students were also informed about alternative bus routes during Grade 9 orientation, and that this information is available on the Transit Windsor website.

Councillor Kieran McKenzie inquires if the previously scheduled new buses are still on track to be deployed in 2027. Mr. Chacko replies that the next order of buses should arrive in Q1 or Q2 of 2027, and an additional order has been placed with delivery expected in Q2 or Q3 of 2028. Two more rounds of orders are also anticipated to be made in late 2027 and 2029. These orders will replace buses at the end of their lifespan and maintain the fleet at 120 buses.

Councillor Kieran McKenzie remarks that ridership among adults, seniors, and youth has increased, and removing the decline in international students from the numbers shows a positive growth over the previous year. He states that long-time Windsor residents are relying on transit in greater numbers, and that the decline in revenue from the more transient population of international student riders may make the next budget process particularly difficult. Ms. Payne replies that the next transit master plan will include more flexibility to react more easily to decisions made by higher levels of government.

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Moved by: Councillor Renaldo Agostino
Seconded by: Councillor Frazier Fathers

Decision Number: **TWB 28**

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.

Carried.

Report Number: S 98/2026
Clerk's File: MT/13708

9.2. Transit Windsor - Umo Misuse and Fraud Policy - City Wide

Mr. Chacko provides a brief overview regarding the administrative report dated September 15, 2026, entitled "Transit Windsor - Umo Misuse and Fraud Policy - City Wide". The implementation of the new digital payment system requires a fraud and misuse policy to be drafted, and the authority to action that policy. In cases of clear fraud or misuse, there will be a clear plan of action to remove access to the system.

Moved by: Councillor Frazier Fathers
Seconded by: Councillor Renaldo Agostino

Decision Number: **TWB 29**

That the Environment, Transportation and Public Safety Standing Committee, sitting as the Transit Windsor Board of Directors:

- I. **APPROVE** the Umo Misuse and Fraud Policy attached as Appendix A;
- II. **AUTHORIZE** Transit Windsor Administration to implement and administer the policy; and,
- III. **AUTHORIZE** the Executive Director of Transit Windsor, or designate, to approve minor administrative amendments to the policy from time to time, provided such amendments do not alter the intent or substance of the policy.

Carried.

Report Number: S 100/2026
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 5:05 o'clock p.m. Carried.

Ward 9 – Councillor Kieran McKenzie
(Chairperson)

Deputy City Clerk / Supervisor of Council
Services