

TRANSIT WINDSOR WORKING GROUP

Meeting held Wednesday, September 24, 2025

A meeting of the Transit Windsor Working Group is held this day commencing at 9:30 a.m. in Room 522b, 350 City Hall Square West, there being present the following members:

Bernard Drouillard
Trevor Ramieri
Katie Stokes

Regrets received from:

Jaykumar Patel
Iain Sutcliffe

Also present are the following resource personnel:

James Chacko, Chair, Executive Director, Transit Windsor
Stephan Habrun, Director, Operations & Planning

1. Call to Order

James Chacko, Chair calls the meeting to order at 9,30 o'clock a.m. and the Transit Windsor Working Group considers the Agenda being Schedule A, attached hereto, matters which are dealt with as follows:

2. Declaration of Conflict

None disclosed.

3. Minutes

Moved by Bernie Drouillard, seconded by Katie Stokes
That the minutes of the Transit Windsor Working Group of its meeting held August 13, 2025, **BE ADOPTED** as presented.
Carried.

4. Business Items

4.1 Terminals Update

Stephan Habrun reports in terms of the east and west end terminals, they recently broke the ground on the east end, and a bus was present to do some “turning movement trials” while building the base of the platform. The work on the west end is slower as they must work around the existing terminal.

4.2 Garage Renovation Updates

Stephan Habrun advises that they have been working with the architect to achieve 100% completion of the drawings and to proceed with the tender.

4.3 Fall Service Change Update

Stephen Habrun states that they launched the New Service Plan on August 31, 2025. They have received positive feedback on the actual service changes and adds that route 135 (former Walkersville 8) went from 40 minutes to 20 minutes and the former Dougall 6 went from 40 minutes to 20-25 minutes.

4.4 Refresher Training Program for Bus Operators Update

Stephen Habrun indicates they are working with other peer agencies to provide information on their best practices. He remarks that one of Transit Windsor trainers will be going to Toronto in October 2025 to become a certified Transit Ambassador. This training will focus on customer service, and on nonviolent intervention.

4.5 Ridership Update

Stephan Habrun reports that ridership is still down 15% year-to-date. He notes that adult ridership from January to August 2025 is up 15%; nothing has changed with seniors; student ridership is down 36%; and youth is up 36%. He adds that the regular Tunnel Bus is only providing service for special events until December 20, 2025.

4.6 Fare System Update

Stephan Habrun advises they are currently working with the vendor and remarks there are no updates at this time.

Moved by Bernie Drouillard, seconded by Trevor Ramieri,
That the updates provided by Stephen Habrun **BE RECEIVED**.
Carried.

5. Other Business

In response to a question asked by Katie Stokes regarding the new Tunnel Bus service, Stephan Habrun responds this endeavour has nothing to do with Transit Windsor. He states that in 2026, Transit Windsor is aware that there will be a pre-manifesting process that will be imposed on all cross border commercial buses.

6. Date of Next Meeting

The next meeting will be held on Wednesday, November 19, 2025, at a time and location to be determined.

7. Adjournment

There being no further business, the meeting is adjourned at 9:48 o'clock a.m.