WELCOME TO TRANSIT WINDSOR



transit windsor

THE CITY OF WINDSOR
ONTARIO, CANADA

HERE'S WHAT'S INSIDE YOUR WELCOME GUIDE

Welcome from Transit Windsor!

A warm introduction to Transit Windsor and how we're here to help you navigate public transit.

Welcome to Umo & Toolkit

Learn how to use Umo, manage your fare options, and access trip-planning tools to help you ride Transit Windsor with confidence.

Public Transit Tips

Helpful advice for riding safely, respectfully, and confidently on public transit.

Transit System

Learn how to read a bus stop sign and understand the transit route system.

SCAN ME



Dear New Rider,

Welcome to Transit Windsor! Whether you're commuting to school, work, appointments, or exploring the city, we're excited to help you get where you need to go. For many riders, using public transit is a convenient, affordable, and reliable way to travel, and we're here to make your experience easy, safe, and comfortable.

To help you get started, we've created this guide with helpful information on planning your trip, paying your fare, understanding routes and schedules, and riding safely with Transit Windsor.

Learning to navigate the city by transit is a valuable skill that offers greater independence and flexibility. Our team is committed to supporting you every step of the way as you become familiar with our services.

If you or your family have questions or need assistance getting started, visit transitwindsor.ca or call 311. For detailed inquiries, our Customer Service team is available at (519) 944-4111. We look forward to welcoming you on board and being part of your journey.
Sincerely,

The Transit Windsor Team
Moving you forward

WELCOME TO UMO: TAP.RIDE.GO.

Umo makes riding Transit Windsor easier than ever. Pay your fare, manage your account, load funds, purchase passes, and plan your trips all in one convenient system. Whether you ride every day or only occasionally, Umo provides flexible fare options to fit your travel needs.



Umo App

- Load funds anytime, anywhere.
- Purchase fare products instantly.
- View trip and account history.
- Plan your trips in real-time.
- Manage your account from your smartphone.



Umo Card

- Tap & ride with ease.
- Reload online or through participating retailers.
- Great option for riders without a smartphone.
- Secure and easy to replace if registered.

Flexible Fare Options

- Pay as you go.
- Purchase monthly passes.
- Manage fares digitally.
- One account for all your transit travel.

Easy to Use

- Create an account.
- Add funds or purchase a pass.
- Scan your Umo Card or Umo App when boarding.
- Ride with confidence.

Learn more at: CityW.ca/Umo

STUDENT TOOLKIT FOR SUCCESS

UMO Trip Planner

Plan smarter with real-time bus tracking, accurate arrival times, delay alerts, nearby stop locations, step-by-step trip planning, and personalized route options right to your destination.

Transit App

On your mobile device, plan your trip in advance and locate the next bus through the transit application.

Google Maps

Plan your trip with Google Maps trip planner. The planner uses Transit Windsor's published schedule and route information.

Moovit App

Get around town effectively and conveniently with the mobile device application or web based.

Where's My Bus?

Find your next bus in real time for service alerts and detour information by visiting Windsor.MyTransitRide.com

Use the app the night before to make your morning commute easier!

PUBLIC TRANSIT TIPS



PRIORITY SEATING

Priority seating is for passengers with a disability. These seats are located close to the front of the bus. If you are sitting in one of these designated seats, you must vacate the seat for a passenger with a disability.



COURTESY SEATING

Courtesy seating is reserved for passengers who may need a seat near the front of the bus, such as seniors, expectant mothers, and those with small children.

PUBLIC TRANSIT TIPS

BOARDING THE BUS



Wait for others to exit before boarding. Enter the bus at the front and move to the back of the bus, to allow other passengers to board.

BE READY TO BOARD



Have your Umo app, Umo card, or fare ready before the bus arrives and stand near the stop so operators can see you're waiting.

EXITING THE BUS



Pull the stop request cord or press the button when the bus departs the stop before yours. Exit through the back door only after the bus has fully stopped and the doors are open.

BIKE RACK ACCESS



All Transit Windsor buses have front bike racks, so you can bring your bike along for the ride. When getting off the bus, exit through the front door and let the driver know you’re unloading your bike.

SAFETY FIRST



Stand back from the curb while waiting for the bus. When getting off the bus, wait until it departs before crossing the street to ensure you have a clear view of traffic.

PUBLIC TRANSIT TIPS

RESPECT OTHERS

Keep bags off seats, follow driver instructions, and keep noise levels low for a comfortable and safe ride.

STAYING ALERT

Avoid distractions (headphones at low volume, be aware of your surroundings).

STAY UPDATED & PLAN AHEAD

Track your bus with real-time transit apps and check social media or the website for alerts and detours. Allow extra time on busy school days or in bad weather.

LOST ITEMS

If you left an item on a Transit Windsor bus, please contact or visit the WITT. Our team can help determine whether your item has been turned in and provide information on how to claim it. When inquiring, be prepared to provide a description of the item and the route, date, and approximate time you were travelling to assist with the search.

KNOW YOUR STOPS

Familiarize yourself with the names of your key stops (school, home, transfer points).

TRANSIT SYSTEM

How to Read a Bus Stop Sign!

Whether you're a new rider or just need a refresher, here's how to make the most of the information on your bus stop sign.

Reflective Yellow Signage: This is placed on top of the bus stop sign to improve visibility.

Stop ID Number: This number is unique to each stop. Use this number for real-time tracking or trip planning.

Bus Number(s): Identifies which bus routes stop here. Match the number with your planned route.

Contact Information: Call Transit Windsor at (519)944-4111 or visit the transitwindsor.ca website for stop-specific information or updates.



TRANSIT SYSTEM

Transit Route System

Each Transit Windsor route number is more than just a label — it tells you something about where the bus goes and how it fits into the overall transit system.

PRIMARY – 100 SERIES

- Uses the colour blue.
- Along highway and arterial roads.
- Connects key activity hubs.
- Work as a grid system.

SECONDARY– 200 SERIES

- Uses the colour purple.
- Additional grid routes to fill gaps between primary routes.
- Offer many transfer points to primary routes.

LOCAL– 300 SERIES

- Uses the colour green.
- Connect neighbourhood residents to key destinations to transfer to primary routes.

EXPRESS– 400/ 500 SERIES

- Uses the colour orange.
- Generally, have less stops and those stops are major transfer points.
- Use roads with higher speeds to travel across the city.

REGIONAL

- Uses the colour black.
- Service to neighbouring communities.

TRANSIT SYSTEM

Detours & Service Alerts

Stay informed about route detours and temporary service changes. Construction projects, road closures, special events, weather conditions, and emergencies may affect regular bus routing and stop locations. Before you travel, check for the latest updates to avoid delays and plan your trip with confidence.

DETOUR INFORMATION

- Temporary route changes
- Alternate stops
- Road closures

CHECK BEFORE YOU GO

- Check current detours
- Review service alerts
- Plan your trip

STAY CONNECTED

For the most up-to-date service alerts, detour information, and route changes, follow Transit Windsor on social media or visit transitwindsor.ca.

- Facebook
- X (Twitter)
- Instagram
- LinkedIn

Have your fare ready when you board. It speeds things up and keeps the line moving.



Stay in the know, wherever you go!

Transit Windsor Official

transitwindsor.ca

311@citywindsor.ca

311 / (519)944-4111

