

TRANSIT WINDSOR WORKING GROUP

Meeting held Wednesday, August 13, 2025

A meeting of the Transit Windsor Working Group is held this day commencing at 2:00 o'clock p.m. in Room 522b, 350 City Hall Square West, there being present the following members:

Bernard Drouillard
Trevor Ramieri
Katie Stokes
Iain Sutcliffe

Regrets received from:

Jaykumar Patel

Also present are the following resource personnel:

Stephan Habrun, Acting Executive Director Transit Windsor
Jason Scott, Manager Transit Planning
Lisa Holmes, Council Agenda Coordinator
Christina Vacheresse, Council Resolutions Coordinator

1. Call to Order

Stephan Habrun, Chair calls the meeting to order at 2:04 o'clock p.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 Stephan Habrun, seconded by Trevor Ramieri,
That the minutes of the Transit Windsor Working Group of its meeting held May 27, 2025, **BE ADOPTED** as presented.
Carried.

4. Business Items

4.1 Terminals Update

The Chair reports that construction at the East Windsor Transit Terminal is underway and will include a new driver facility and platform. Further to this, construction at the West Windsor Transit Terminal has been delayed allowing for further discussions regarding work staging to take place. The intention is to keep this terminal fully operational during the project to minimize disruption to existing service routes.

4.2 Garage Renovation Updates

The Chair informs that a tender for Garage Renovations is tentatively scheduled to be issued in the fall of 2025 and, pending approval, construction is projected to begin in the winter of 2026. Current site plan discussions are taking place regarding the addition of new parking lots to allow for the relocation of staff parking prior to the commencement of new infrastructure.

4.3 Fall Service Change Preparations

The Chair advises that communications regarding new bus routes and service hours have been circulated to the community throughout the year in anticipation of Fall Service Changes. Future notices are scheduled to be delivered in the upcoming weeks to ensure a smooth transition when the new services launch in September.

The Chair informs that additional measures have been implemented to ease the transition from the current service delivery to fall service changes. On August 13, 2025, Transit Windsor staff are hosting an open house at the Downtown Windsor Transit Terminal to answer questions of regular riders and provide further information regarding the new bus routes. Staff will also attend high school orientation sessions throughout August to provide support for students transitioning from school bus extras to public transit. The Chair also states that staff will be on site at both the Downtown Windsor Transit Terminal and St. Clair College on September 2, 2025, to answer any passenger questions and connect them to the appropriate transfer routes.

The Chair reminds members of the Transit Windsor Working Group that the regular tunnel bus service will be ending on August 30, 2025, and adds that the Special Event service will be eliminated on or before December 20, 2025.

4.4 Creating a Refresher Training Program for Bus Operators

The Chair discloses that administration is developing a “Driver Refresher Training Program” that will be mandatory for all bus drivers to complete on three-to-five-year intervals. The curriculum will incorporate topics such as defensive driving training, policy and procedure review and updates, customer service standards, and non-violent conflict resolution. The Chair states that the goal of this program is to ensure that bus drivers remain current and compliant with service delivery standards and adds that the target implementation of this program is projected to occur in 2026.

Trevor Ramieri inquires whether consideration has been given to the inclusion of mental health first aid training as part of the program. The Chair responds that staff are exploring options to implement this as part of the curriculum, however, it would require consultation and approval from the City of Windsor’s Human Resources and Legal departments prior to inception.

4.5 Ridership Update

The Chair provides a brief introduction of the City of Windsor’s ridership statistics to date in 2025 and states that all transit stations have reported an overall decline in ridership compared to previous years. This trend correlates with the reduced acceptance rate of new international students in university and college programs and is comparable with data reported from other municipalities across Canada.

Jason Scott, Manager Transit Planning furthers these sentiments and informs the Transit Windsor Working group that overall ridership has reduced by 13% since 2024. However, he notes an encouraging rise in the average ridership of adults and youth and confirms that senior ridership has remained consistent with 2024 statistics. Katie Stokes asks if administration can provide a specific percentage to reflect the increase of adult and youth ridership. Jason Scott, Manager Transit Planning responds that this demographic has increased by 5 to 10% since 2024.

Katie Stokes inquires whether any of the ridership statistics presented are available to the public. The Chair responds that the information is provided quarterly at Council and Standing Committee meetings.

5. Other Business

Katie Stokes requests that administration provide an update on the status of the new Transit Windsor Fare System. The Chair responds that the City has begun drafting an RFP to recruit potential vendors, receive product cost estimates and labour fees for the installation of new fare systems. He states that current projections suggest the process may commence in early 2026.

Trevor Ramieri inquires if students will continue to be issued physical bus cards in the fall of 2025 and whether they will be required to surrender them in the winter should bus passes become electronic. The Chair responds that at this time all students will be issued a 12-month student bus card in alignment with current practices. Any changes to the process will first be negotiated with SRC, UWSA and OPUSS. Once an agreement has been reached, the results will be promptly communicated to students.

Katie Stokes inquires whether any of this information will be published online for members of the community to access. The Chair responds that any information regarding new processes will be communicated to residents once it is approved and scheduled to be rolled out as part of service delivery.

Conversation ensues regarding new signage and high school student ridership across Windsor and the opportunities it provides to increase overall ridership across all public transit routes. Discussion then takes place regarding the addition of new transit lines and the positive effects it will have on service delivery during peak operation periods.

6. Date of Next Meeting

The next meeting will be held on Wednesday, September 24, 2025, at 2:00 o'clock p.m. in a room to be determined.

7. Adjournment

There being no further business, the meeting is adjourned at 2:29 o'clock p.m.