

# Transit Windsor: School Extra – Frequently Asked Questions

## **What's happening to Transit Windsor's School Extra buses?**

Starting September 2025, Transit Windsor will be eliminating all School Extra services. Students are encouraged to use the regular city bus routes to travel to and from school.

## **Why are School Extras being removed?**

This change supports the goals of Transit Windsor Master Plan to offer more efficient, sustainable, and integrated service. By transitioning students to regular routes, we aim to reduce overcrowding, add service hours and enhance the efficiency of the overall transit system.

## **Are the current School Extra routes posted online the ones operating in 2025/2026?**

No, the School Extra routes are being eliminated as of September 2025. This information will be removed from our website at the end of this school year. Students will be directed to access the regular city bus routes as of August 31<sup>st</sup>.

## **How can I figure out which regular Transit Windsor bus to take to school?**

Transit Windsor is working with the school boards to support families and students. This includes an online trip planner that will be available prior to the start of school along with updated maps and sample route scenarios, which are all accessible on the Transit Windsor website.

## **Will there be enough space for students on regular buses?**

Yes. Transit Windsor is reviewing ridership data and will make adjustments as needed to ensure there is sufficient capacity on key routes that serve schools.

## **Will bus frequency change to support student travel times?**

As part of the ongoing implementation of the Transit Windsor Master Plan, increased frequency enhancements are included in the 2025 Service Plan across a variety of existing routes. These enhancements were not made specifically in response to the elimination of the school extras, but rather to provide a more efficient, sustainable and integrated system for all transit users, including students.

311@citywindsor.ca | Phone: 311



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## **Why is a temporary bus route being added?**

To support a smooth transition from School Bus Extras to regular transit service, a commitment was made to temporarily reallocate Tunnel Bus resources to operate a dedicated temporary route from September 2 to December 19, 2025, serving Zone 1 (Devonshire Heights Neighbourhood) and part of Zone 2 (Walker Gates Neighbourhood).

This temporary service will run concurrently with the regular transit schedule in these areas, giving students the flexibility to use either option. We strongly encourage students to utilize both services throughout the fall to become familiar with the new routes and ensure a seamless transition in January 2026.

## **Why does my zone or school not have a temporary route?**

A commitment was made to allocate the tunnel bus resources temporarily to assist with the transition of school bus extras to regular service. Respecting the reallocation of the tunnel bus consists of one bus and one driver, administration looked at options where the resource could make a temporary impact and these two neighbourhoods were selected for the next four months.

## **What if my regular route is too far from my home or school?**

Transit Windsor is working closely with city administration and both school boards to ensure that routes remain accessible. You can also contact our customer service team or 311 for help to plan the most efficient route.

## **When will the new bus schedules be available?**

We anticipate the updated schedule and route maps will be available by August 31, 2025.

## **What is Transit Windsor's role in providing transportation services to students?**

As a public transportation provider, Transit Windsor's mission statement is to provide safe, reliable, and affordable public transit for the community through continuous improvement in customer care, environmental stewardship, and employee excellence. Beginning with the September 2025 school year, Transit Windsor will no longer be providing School Extras service, in order to focus on providing regular and improved transit service to all transit users.

For more information, please visit: [transitwindsor.ca](https://transitwindsor.ca)

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