Winnipeg

CITY OF WINNIPEG POLICY NO. TR-002

POLICY TITLE *Winnipeg Transit Plus*	**ADOPTED BY** *City Council*	**EFFECTIVE DATE** January 30, 2020
ORIGIN / AUTHORITY *Standing Policy Committee on Infrastructure Renewal and Public Works*	**CITY POLICY NO** TR-002	**MOST RECENT CONSOLIDATION** July 16, 2026

1. Purpose:

To define the policies and established guidelines that govern the provision of the accessible transit service for Winnipeg Transit.

2. Definitions:

2.1 "**applicant**" a person who has submitted a formal application for accessible transit services.

2.2 "**attendant"** means a person accompanying a registered Winnipeg Transit Plus customer on a trip where it was determined by Winnipeg Transit Plus that the customer's ability to travel safely was at risk and that the customer must be accompanied by a third party capable of providing assistance and support to the customer at all times when travelling with Winnipeg Transit Plus

2.3 "**carry-on item**" means any personal item a customer boards a Winnipeg Transit Plus vehicle with including but not limited to grocery store bags, luggage, duffle bags, backpacks, purses, pet carriers and similar, but exclusive of mobility aids, medical devices and service animals.

2.4 "**City boundaries**" means the boundaries of the City of Winnipeg as described in *The City of Winnipeg Boundaries Regulation* M.R. 102/92. A link to an interactive map of the City boundaries is provided, for reference, in Appendix A to this policy.

2.5 "**companion**" means a person who accompanies a customer on a trip but does not include attendants.

2.6 "**conditional eligibility**" means one of three categories of eligibility applying to a person who faces physical or environmental barriers for a period of time that limit their ability to consistently or safely use the conventional transit system.

2.7 “**conventional transit system”** means the Winnipeg Transit fixed-route and on-request services.

2.8 "**eligibility criteria**" means conditions or characteristics described in subsection 3.2 that are used by Winnipeg Transit Plus to assess applicant’s functionality and access to the Winnipeg Transit Plus service.

2.9 "**registrant or customer**" a person who has applied in accordance with this policy which has been approved by Winnipeg Transit Plus in accordance with defined eligibility criteria. References to a registrant under this policy includes a customer and vice versa.

3. Winnipeg Transit Plus Policy

3.1 Trip Scheduling

A. Customers may schedule trips by contacting Winnipeg Transit Plus by phone or using the available self-service options.

B. Pre-booking is required to make trip requests. Requests can be made up to seven (7) days in advance and until 5:00 p.m. on the day prior to travel.

C. Trip requests are processed on a first-come, first-served basis. Trips are not prioritized based on destination or purpose.

D. There is no limit to the number of trips a customer may request within their eligibility period.

E. Once requested, Winnipeg Transit Plus will provide customers with a time window within which their vehicle is scheduled to arrive for pick-up.

F. If a trip cannot be accommodated at the time of request for any reason, the customer shall have the option to be placed on a waitlist. Waitlist trips shall be scheduled if resources become available.

G. Customers are asked to cancel requested trips when not required as soon as possible so that other customers can be served. Any trip cancellations within 30 minutes or less before the scheduled trip will be considered a no-show.

3.2 Eligibility Criteria

A. Maintains primary residency within City boundaries.

B. Maintains primary residency outside of City boundaries and:

i. confirms eligibility for paratransit services in the community where they primarily reside; or

ii. satisfies the eligibility criteria.

C. Requires the use of a wheelchair or scooter:

i. On an ongoing basis - unconditional eligibility.

ii. Until a specific date – temporary eligibility only until the expected date of recovery.

iii. As a result of a dialysis treatment – conditional eligibility only for trips to and from dialysis treatment.

D. Unable to walk 175 meters (575) feet outside:

i. At all times - unconditional eligibility.

ii. As a result of winter conditions that impact personal safety and create a barrier to using the conventional transit system – conditional eligibility between November 1st and April 15th or such adjusted period as may be approved by the Manager, Client Services Division if, on the first day of the seven-day forecast predicted by Environment Canada:

a) an accumulation of snow at a depth of 3 centimeters or more exists or is predicted; and/or

b) the forecast predicts adverse snowfall, freezing rain, ice, or a windchill of minus 15 Celsius or colder.

iii. Until a specific date – temporary eligibility only until the expected date of recovery.

iv. As a result of dialysis treatment – conditional eligibility only for trips to and from dialysis treatment.

E. Has 20/200 vision or less, or a visual field of less than 20 degrees in both eyes (legally blind) not corrected by lenses - unconditional eligibility.

F. Has Alzheimer's Disease or Related Dementia (ADRD) which interferes with ability to use the regular fixed route transit system with an equivalent level of independence and safety (functional assessment of cognitive ability to use public transit required) – unconditional eligibility.

3.3 Application Process

A. All applications must be submitted directly to Winnipeg Transit Plus to determine eligibility and may require proof of residency.

B. Applications under the legally blind criteria must be authorized by way of a CNIB registration number, or by an optometrist or ophthalmologist.

C. Applicants are required to attend a functional assessment of transit abilities at the Winnipeg Transit Plus branch to assess mobility impairment and cognitive transit skills (when applicable) to determine eligibility and if an attendant is required for safe travel on Winnipeg Transit Plus vehicles unless:

   i. The applicant is eligible pursuant to subclause 3.2B(i);

   ii. The application is for short-term service, no cognitive impairment is identified, and the eligibility period can readily be determined (e.g. surgery date provided for a knee or hip replacement).

   iii. The application is submitted under the legally blind criteria, no cognitive impairment is identified, and the applicant does not use a wheelchair or scooter requiring an assessment of vehicle seating requirements.

D. Winnipeg Transit Plus will require the applicant provide confirmation of impairment related to the eligibility criteria by a health care professional only when unable to determine their eligibility at the functional assessment of transit abilities.

E. Registrants will be required to re-attend a functional assessment at Winnipeg Transit Plus every three years on the anniversary month of their original registration unless:

   i. approved pursuant to subclause 3.2B(i), 3.2C(i), 3.2D(i) or clause 3.2E; or

   ii. approved pursuant to clause 3.2F, require an attendant and whose disability is "permanent, progressive and non-reversible".

F. Applicants or registrants required to attend a functional assessment will be notified by mail, phone or electronically.

G. Notice of any decision on the outcome of a submitted application will be provided in writing by Winnipeg Transit Plus to the applicant (by mail or electronically) using the contact information provided on the application. An

applicant may appeal that decision in accordance with subsection 3.9 of this policy.

H. Where applicable and/or required, a registrant may purchase a Winnipeg Transit Plus photo ID from Winnipeg Transit Plus which will be valid up to their registration expiry date or three years for registrants with unconditional eligibility.

I. Any registrant who does not use the service for 18 consecutive months will automatically have their registration cancelled and will have to re-apply if they require Winnipeg Transit Plus service in the future.

J. Any registrant approved pursuant to clause 3.2B shall only be entitled to thirty (30) days of Winnipeg Transit Plus service per calendar year.

3.4 Fares

A. The same fares and fare structure for customers of the conventional transit system shall apply to customers of Winnipeg Transit Plus.

B. All payment methods for the conventional Winnipeg Transit system that are supported by Winnipeg Transit Plus will be accepted.

C. Attendants are not required to pay a fare on Winnipeg Transit Plus.

D. Companions shall pay the applicable fare based on the conventional Winnipeg Transit fare structure.

E. As of June 1, 2006 all registrants with "unconditional eligibility" are entitled to use conventional Winnipeg Transit system without payment of a fare upon presentation of a valid CNIB photo ID card or a Winnipeg Transit Plus photo ID pass. Companions will be required to pay fare in accordance with 3.4D.

3.5 Service Hours

A. Trip requests must specify a pick-up time between:

   i. Weekdays 06:00 to 00:00
   ii. Saturdays 07:00 to 00:00
   iii. Sundays & Holidays 08:00 to 22:00

B. Service hours apply throughout the Winnipeg Transit Plus service area regardless of any variation in service hours provided by the conventional Winnipeg Transit system.

C. If there is a general modification in the hours of service for the conventional Winnipeg Transit system as a whole, the Winnipeg Transit Plus service hours may be modified in an equivalent fashion.

D. For special events, Winnipeg Transit Plus service hours will be consistent with service hours of conventional Winnipeg Transit system.

3.6 City Wide Service Area

A. Transit Plus door-to-door service is provided to registrants who have an origin and destination address within City boundaries.

3.7 Nature of Service

A. Winnipeg Transit Plus provides door-to-door service with light assistance by the operator from the outer most ground floor doorway at the pick-up and drop-off locations. Transferring from one vehicle to another is acceptable where required.

B. Pick-ups occur from the front street and operators will assist customers to and from the vehicle to the outer most accessible door (ground level) at the pick-up and drop off location. Any exemptions will require a service review by Winnipeg Transit Plus.

C. To make the service cost effective, indirect route patterns are commonplace. No registrant will remain on a vehicle longer than 90 minutes for a one-way trip.

D. Out of consideration for other customers, Winnipeg Transit Plus will not wait more than 5 minutes beyond its arrival time during the pick-up window.

E. Action will be taken by Winnipeg Transit Plus if registrants are found to be regularly in violation of this policy (e.g. no shows or non-payment of fares).

F. If a pick-up is missed due to an error on the part of Winnipeg Transit Plus and the registrant advises Winnipeg Transit Plus of the error in a timely manner, Winnipeg Transit Plus will do all things necessary to accommodate registrant.

G. If a pick-up is missed through no fault of Winnipeg Transit Plus, Winnipeg Transit Plus will attempt to assist in securing transportation for registrants.

H. Transportation for persons with disabilities must be an integrated part of Winnipeg's transit service and must be reasonably equivalent to transit service available to all citizens.

I. The definition of reasonably equivalent service must take into account the fact that many persons with disabilities are more vulnerable and react with greater

discomfort to unfavourable travel conditions than individuals without disabilities.

J. Costs associated with delivery of the Winnipeg Transit Plus system are a valid consideration but must not be a barrier to the provision of a reasonably equivalent transit service for registrants.

K. Winnipeg Transit Plus is a parallel service to the conventional transit system and is not intended to duplicate transportation services provided by collateral agencies, insurance programs, school divisions and the provincial government for specialized programs.

3.8 Eligibility Appeals

A. Any request for appeal of an application decision must be submitted within thirty (30) days of the date of the decision in the manner or form required by Winnipeg Transit Plus.

B. Appeals shall be heard by the hearing body established in accordance with this policy.

C. The hearing body for eligibility appeals will be comprised of a registered occupational therapist with functional assessment experience, an employee designated by the Director of Transit, and an external member of the accessibility/disability community.

D. The Manager, Winnipeg Transit Client Services Division or their designate will attend all meetings of the hearing body to provide information or assistance regarding City process and procedure to appellants or members of the hearing body, as needed.

E. Any person who made the decision which is the subject of the appeal, or direct supervisor of that person, shall not participate as a member of the hearing body for the appeal.

3.9 No-shows

A. A “no-show” occurs when a customer has a scheduled trip with Winnipeg Transit Plus but cannot use the service when it arrives, without legitimate cause. No-shows are the responsibility of the customer and include but are not limited to where:

   i. a scheduled trip is cancelled less than 30 minutes before the start of the scheduled pick-up window or the customer refuses the service when it arrives.

ii. a customer is absent or unable to leave within five minutes of when the operator arrives at the pick-up location.
iii. unsafe conditions (e.g. snow-covered walkways) prevent operator from reaching pick-up location or outer most doorway of pick-up location, as required.
iv. customer carry-on items do not comply with the policy.
v. customer mobility aid not working or cannot be secured properly.

B. Winnipeg Transit Plus will advise the customer in writing that a no-show has occurred and will be recorded on their file. A copy of the relevant provisions of the Winnipeg Transit Plus Policy will be attached and the customer will be invited to contact Winnipeg Transit Plus to discuss any special circumstances that may have accounted for the no-show.

C. Where the customer is a no-show at the pick-up location of a return trip, the return portion of the trip will be cancelled unless the customer has called Winnipeg Transit Plus to confirm the return portion will be required.

D. No charge will be assessed for the first no-show.

E. Each successive no-show in any rolling 6-month period will be assessed an additional charge which will increase by the value of one cash Winnipeg Transit Plus fare for each no show. A rolling 6-month period is the 6 months following the first no-show on the record. After four no-shows in a rolling 6-month period, each subsequent no-show will result in a $15 charge.

i. First no-show - no fee
ii. 2nd no show - the equivalent of one adult fare
iii. 3rd no show - the equivalent of two adult fares
iv. 4th no show - the equivalent of three adult fares
v. 5th and any additional no shows - $15.00 per occurrence

F. If the amount owing by a customer for no-shows exceeds $30.00, the customer will be suspended from using the Winnipeg Transit Plus service. Notice of suspension will be provided to the customer by phone and mail and will come into effect 10 days from the date of mailing. Any suspension will remain in effect until the earlier of:

i. full payment of any amounts owing being received by Winnipeg Transit Plus; or
ii. six months.

G. Any no-show on a customer record is automatically expunged 1 day after 6 months of the date it occurred.

H. A customer may request review of a no-show decision by contacting Winnipeg Transit Plus by phone or in writing. Winnipeg Transit Plus may excuse the no-show and remove it from the customer file it determines that circumstances existed that were beyond the customer's control.

I. Where the customer feels that the review request has not been resolved in a satisfactory manner, the customer can appeal to the Manager of Winnipeg Transit Client Services Division or their designate in writing, setting out their rationale for the appeal. The Manager or their designate will respond in writing within 2 weeks of receiving the appeal.

3.10 Accessibility to Conventional Transit

A. A goal for the conventional transit system is to be completely accessible.

B. New transit facilities such as terminals, bus stop areas, shelters and rapid transit stations should be accessible. The clearing of snow from bus stop platforms, and sidewalks approaching bus stops, will become more critical as the conventional system becomes fully accessible.

C. Where possible, accessible buses should also incorporate features designed to accommodate persons with other disabilities.

3.11 Carry-on items

A. Provisions for carry-on items are intended to provide reasonable flexibility to customers who travel with groceries and other personal items in addition to mobility aids and medical devices while ensuring on-board safety and accessible, efficient operation of the Winnipeg Transit Plus service.

B. Subject to clause F below, where a customer does not comply with carry-on item guidelines, a Winnipeg Transit Plus operator will decline service and the trip will be considered a no-show and managed in accordance with the no-show policy.

C. To ensure equitable, safe use of Winnipeg Transit Plus service, customers must:

i. Only travel with as many carry-on items which they can carry, control and manage without assistance from a Winnipeg Transit Plus operator. Winnipeg Transit Plus operators do not assist customers with any carry-on items, as they must remain focused on providing assistance to customers as they walk, securing mobility aids and medical devices for safe transportation, etc.

ii. Only travel with as many carry-on items which can be managed and held during the trip within the customer's personal seat space, such

as on their lap or near their feet, without impacting the seat space of another customer.

iii. Ensure that all carry-on items brought onto a Winnipeg Transit Plus vehicle comply with the Winnipeg Transit Code of Conduct and Public Transit By-law No. 89/2014.

iv. Ensure that carry-on items do not present a barrier to appropriately securing and storing their person, mobility aids and/or medical devices for safe transportation.

v. Ensure that during a trip, carry-on items are appropriately managed and should a carry-on item become loose or begin to present a safety hazard, immediately notify the operator in order to safely stop the vehicle.

E. Winnipeg Transit Plus will:

i. Clearly communicate the carry-on item policy to customers.

ii. Monitor and assist operators in ensuring they are following all required procedures.

iii. Monitor operators reporting of situations in which they have determined that a customer cannot be safely provided with transportation due to the number or type of carry-on items they are attempting to travel with.

iv. Investigate reports of incorrectly reported no-shows or cancellations related to carry-on items.

v. Apply the carry-on item provisions fairly and reasonably to all customers with due consideration to circumstances outside of their control.

vi. continually assess the impact of the carry-on item provisions by monitoring Key Performance Indicators (KPIs) including but not limited to total no-shows and cancellations related to carry-on items and average no-shows and cancellations related to carry-on items per customer to guide future policy updates and amendments.

F. Winnipeg Transit Plus may provide service to a customer at its sole discretion and on a case-by-case basis where:

i. customer carry-on items which do not present a safety risk but are otherwise contrary to these guidelines; and

ii. declining to provide Winnipeg Transit Plus service would reasonably present a safety risk to the customer.

G. Any customer assessed a no-show occurrence due to non-compliance with the carry-on item guidelines may contact Winnipeg Transit Plus and request appeal of the occurrence in accordance with the no-show policy.

4. Responsibilities

4.1 Registrant or Customer

A. Customers, including their attendants or companions, must comply with all applicable requirements of this policy.

B. Customers must book and confirm their trips and notify Winnipeg Transit Plus as soon as practical of any trip cancellations.

C. Customers must be waiting at the designated ground floor doorway of the building at the time scheduled for their pick-up (five minutes before the pick-up time is desirable).

D. Customers requiring assistance beyond the ground floor doorway at their destination to make their own arrangements for additional assistance.

E. If a Winnipeg Transit Plus vehicle is late for a pick-up, customers should contact Winnipeg Transit Plus to ensure that there has not been any miscommunication or error.

F. All mobility aids and medical devices must be safely secured for transportation. All wheelchairs must be secured in a manner that conforms with all government securement requirements. This includes a 4-point wheelchair securement system. If the design of a wheelchair does not allow for the securement of the chair in accordance with these standards, the user of this wheelchair will not be allowed to travel on Winnipeg Transit Plus.

G. Persons using a wheelchair are encouraged to have a seatbelt attached to their wheelchair.

H. Customers having needs beyond those supported by Winnipeg Transit Plus service are responsible for arranging those supports on their own behalf.

I. Persons using a scooter must transfer to a regular seat for safety reasons.

4.2 Director of Transit

A. Submit periodic updates to the policy, as required, to Council.

B. Designate employee for eligibility appeal hearing body.

4.3 Manager of Client Services Division, Transit

A. Conduct periodic updates and analysis of Winnipeg Transit Plus based on Key Performance Indicators (KPIs) and review of the policy as required.

B. Attend eligibility appeal hearings.

C. Receive and adjudicate no-show appeals, as required.

APPENDIX A
CITY BOUNDARIES

https://data.winnipeg.ca/City-Planning/City-Limit/jx93-sett