Winnipeg

CITY OF WINNIPEG POLICY NO. TR-002

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

1. Purpose:

To eliminate the current trip priority system to align with upcoming accessibility legislation and replace with a practice that assigns rides based on the order in which the requests are received through the use of an automated scheduling process.

2. Definitions:

Add:

2.4. "**Automated scheduling optimization process"** a software capacity to schedule the maximum amount of rides to all available resources and create the most efficient route based on the requested trips per day.

2.5. "**Unables**" are trip requests that are unable to be assigned after all resources have been used.

3.0 Policies:

Replace:

3.1 Trip Priority System

a) As a result of the nature of the Winnipeg Transit Plus service, this financial reality is reflected in a different fashion than is the case with regular transit service. When the demand for service exceeds the budgeted capacity, requests are accommodated according to the type of user and the type of trip

b) The trip priority system assigns a higher priority based on the purpose of each trip. Priority 1 trips are guaranteed to be accommodated. All trip requests, regardless of when they are booked are scheduled based on the following priorities;

c) **Priority 1**

(i) Work- paid employment
(ii) Medical- medical doctor/dentist appointment and treatment (dialysis)
(iii) Education – post secondary – certificate, diploma or degree
(iv) Therapy - Administered / As prescribed by a Medical Professional (medical doctor, occupational therapist, physiotherapist, nurse)
(v) Transportation terminal – airport / bus depot

d) **Priority 2**
   (i) Essential shopping – groceries, prescriptions
   (ii) Support groups
   (iii) Self-development courses
   (iv) Personal business – bank, legal services
   (v) Advance ticket events
   (vi) Religious services
   (vii) Other prescribed therapy
   (viii) Volunteer
e) **Priority 3**
   (i) Recreational activity – swimming, bowling, park outing, bingo, movie etc.
   (ii) Grooming – hair care, manicure/pedicure etc.
   (iii) Dining out
   (iv) Shopping – non essential
   (v) All other

With:

3.1 Automated Scheduling Optimization Process

a) To assign rides based on the order in which the requests are received through the use of an automated scheduling process.
b) Trip requests will be scheduled in the order in which the requests are received through the use of an automated scheduling process.
c) Individuals to submit trip requests in advance within defined time periods.
d) Callers will be immediately advised whether a trip can be accommodated or not based on available resources. Trips that cannot be accommodated will be placed on a wait list.
e) Trips on the wait list will be scheduled as resources become available from the utilization of cancels and no shows.
f) A notification will be sent to scheduled customers after the automated scheduling process has been completed each day.