Winnipeg Transit Master Plan Phase One

Public Engagement Summary

July 2019

Background

Winnipeg is growing and our transit system needs to recognize and support that growth by providing services that meet the mobility needs of the community. With almost one million people expected to call Winnipeg home by 2040, now is the time to think ahead about our future transit system. The Winnipeg Transit Master Plan will guide the development of a transit system that meets the city's needs, connects residents and neighbourhoods, and will provide practical ways to create a more sustainable city. It will cover all aspects of public transit including Transit, Rapid Transit and Winnipeg Transit Plus (formerly Handi-Transit) services and will identify infrastructure to address accessibility, safety and efficiency improvements.

Engagement

The Winnipeg Transit Master Plan features three phases of engagement for the public to provide input. Phase One: *Understand current use & future vision* ran from March 15 to April 20 and began to shape a vision for the city's future transit system. In the first phase,we heard from Winnipeggers on how they currently use transit, what is important to them, and what they would like to see in the future. This feedback, along with technical work will help to identify priorities and future potential options including new transit network concepts.

Promotion

Public engagement opportunities were promoted using the following methods:

- City of Winnipeg website – Launched on May 15 and linked to the online engagement platform, project timeline, engagement updates, background information and FAQs in both English and French
- News release in both English and French – "City of Winnipeg seeks public input for two transit projects" released on March 15, 2019
- Facebook posts with 16,797 followers – five posts each in English and French between March 15 and April 18, 2019
- Facebook and Instagram social campaigns – 924,282 impressions, 230,105 people reached and 4,333 clicks to the website
- Twitter posts with 78,700 followers – 11 posts in each English and French from March 15 to April 18, 2019
- City of Winnipeg public engagement newsletter with over 5,600 recipients – two newsletters issued on March 28 and April 11, 2019
- Newspaper ads – Canstar community newspapers (March 20 and April 3), The Manitoban (March 27), The Uniter (March 28), Senior Scope (March 28) and La Liberté (April 3)
- Digital display network – ads ran from March 25 to April 20, 2019 on 21 screens in 18 high-attendance facilities

Date	Activity	Details
March 15 to April 20, 2019	Online engagement platform	**Over 2,846** participants engaged online, providing input and personal experiences on our English or French engagement platforms.
April 9 to 11, April 16 & April 17, 2019	In-person open houses	116 participants had the opportunity to learn about the project and provide input in-person. Five different locations were selected to reach all demographics in the city.
April 4 to 6, April 8, April 12 & April 13, 2019	Pop up events	160 participants visited pop ups more than 70 provided input at these informal touchpoints in community centres and public spaces.
April 4 to 9, April 11, April 12, April 15 & April 16, 2019	Intercept Surveys	196 participants participated in a short survey. These intercepts were quick touchpoints conducted by an outreach team at high traffic hubs throughout the city.

To learn more about the Winnipeg Transit Master Plan, please visit winnipeg.ca/transitmasterplan

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Key findings

Overall, respondents want a transit system that is more efficient, frequent, reliable and affordable, which also promotes health, safety, and environmental sustainability. Almost three-quarters of respondents are regular transit users who rely on the service regularly for every day needs, every day of the week, and the current unreliability, lack of frequency for popular routes and unpredictability was commonly flagged as recurring themes. The following bullets summarize key themes heard during the engagement:

- **Better efficiency:** Respondents indicated that they want more efficient transit that is quick and simple to navigate the city compared to driving. They also expressed a want for multi-modal options (such as ensuring bike racks are available on buses for quick connections)
- **Improved frequency, scheduling and reliability:** Respondents indicated they were concerned about the lack of frequent service across the city and the unreliability of buses and schedules that can cause late arrival for work, school, or other activities.
- **More connectivity and coverage**: Respondents noted that it is challenging to attend to their daily needs across the city while relying on transit, due to poor connections between destinations, a lack of routes to popular destinations and a lack of infrastructure to support connection to the transit network
- **Improvements to specific routes and locations:** Respondents shared a number of ideas to improve specific routes and their vision on how to improve the routes they frequently use (see the *What we heard* chart in the following section for examples)
- **Suggestions for rapid transit:** When it comes to transit, most respondents want speed and convenience, something that many believe comes with Light Rail Transit (LRT) and trains. With other major cities across the world utilizing LRT & trains, respondents want Winnipeg to jump on board and create a dynamic, interconnected system of transit (including using the old rail lines)
- **Promoting affordability:** Not everyone can afford public transit at its current rate. Respondents wanted to change this so every individual has access to transportation regardless of their income. Suggestions included lower transit fares or free service outside of commuting hours.
- **Enhancing passenger experience, comfort and safety:** Respondents noted that they want to enhance passenger experience, convenient Peggo card loading and wayfinding (apps, websites, signs, maps), along with amenities like bike racks and heated bus shelters. They also want to feel safe, secure, and hygienic with clean buses and increased security
- **Improve community integration and planning:** Respondents felt that their communities had not been integrated into transit planning, further reducing the efficiency of the system. They felt there were a variety of ways to improve land use planning to better support transit on roadways including high occupancy vehicles (HOV) lanes, Park and Rides and car-free zones
- **Social equity**: Winnipeggers come from all different backgrounds and respondents wanted transit to be accessible by every demographic regardless of where or who they are. They saw cost as a barrier that limits the opportunities for those who may depend on transit the most, and wanted fair and equivalent service that reaches all remote and disadvantaged communities at broader hours than nine-to-five.

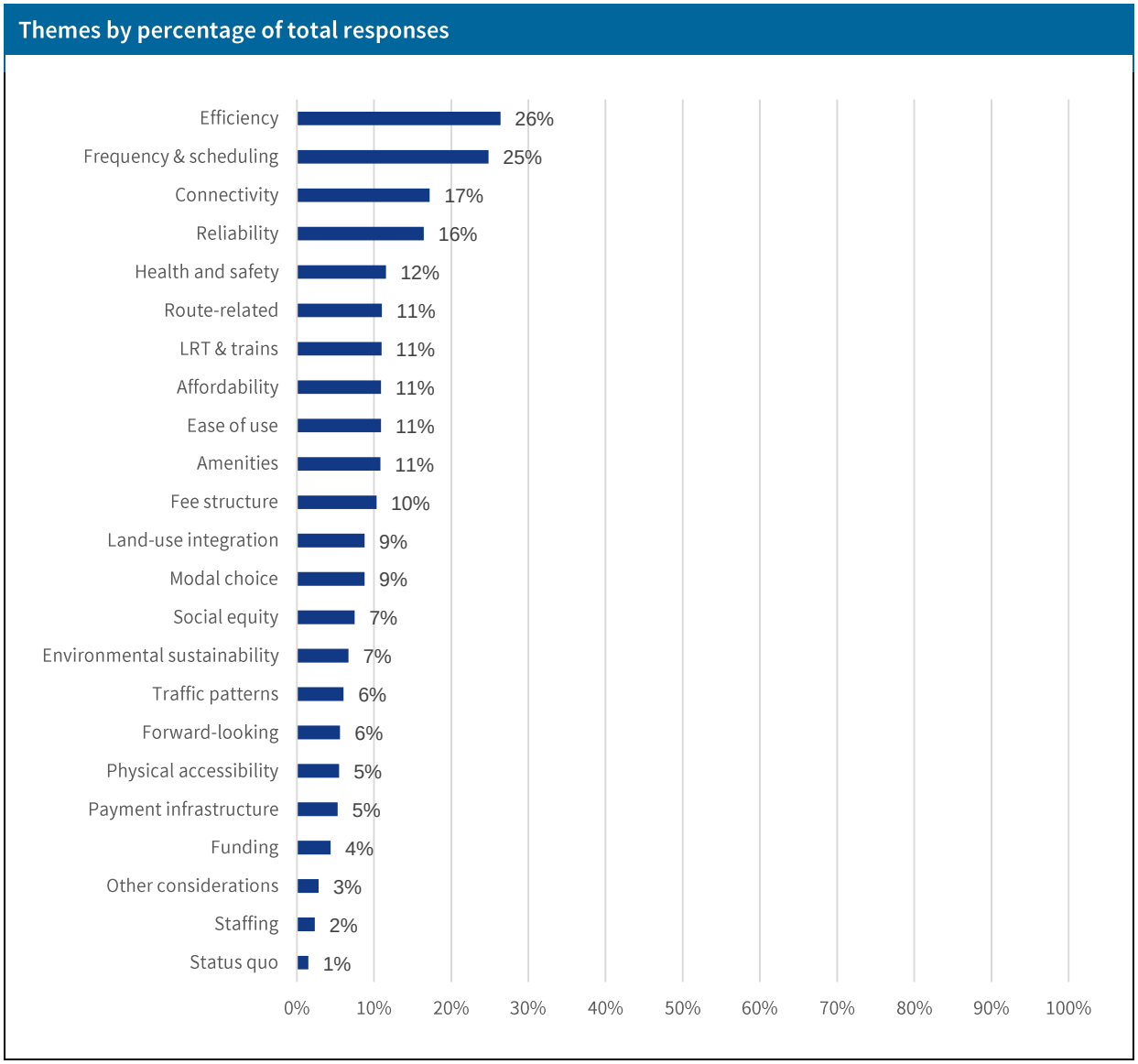
Winnipeg Transit Master Plan Phase One

Public Engagement Summary

July 2019

Figure 1. Top themes we heard: Guiding principles and priorities for Winnipeg's transit system of the future

***Totals do not add up to 100% as comments could be included in more than one theme*



Please see full Public Engagement Report for more detailed breakdown of responses received.

How input is being considered

Public feedback, combined with the findings from the technical process, is being used to create options and transit concepts that will further inform the development of the Winnipeg Transit Master Plan. We will be launching the second phase of public engagement in the fall to seek input into some of the options and choices that will be presented as part of the planning process. The following page contains a few examples of how the information is already being considered:

To learn more about the Winnipeg Transit Master Plan, please visit winnipeg.ca/transitmasterplan

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Public Engagement Summary

July 2019

What we heard	How the information is being considered
Improvements to transit hubs like Garden City Terminal, Confusion Corner, and Kildonan Place, and considering Union Station as a transit hub	Transit or mobility hubs are an important feature of the new plan so the team will be looking at the places noted, as well as other key points in the system where transfers might occur. The project team is considering all comments and data on bus stop activity to improve current transit hubs and develop a list of potential mobility hubs, including Union Station.
More routes to service students, employment and shopping areas such as Charleswood-Tuxedo, the IKEA, Health Sciences Centre and Red River College	The project team will use this information, along with other data, to develop options to improve or restructure the network to provide good access to key destination points and all routes. Alignment of local and community routes will be explored with the public in our Phase Two engagement.
Requests for more transit services linking popular destinations such as the airport to Downtown, and to the University of Manitoba	This information and other route related comments will help inform the development of a new network concept that will be shared for feedback in our Phase Two engagement. A part of this new concept is high frequency service to popular destinations.
Challenges with accessibility including competition for space between strollers, wheelchairs and walkers	This information will be taken into account for the Transit Master Plan and will be explored further with the public in our Phase Two engagement.
Concerns about lack of input from marginalized groups to inform the Winnipeg Transit Master Plan, ensuring views from those who are lower income and transit dependent are incorporated	We will be conducting a number of targeted stakeholder meetings with organizations representing and supporting marginalized groups to gather input into the upcoming engagement phases and to help inform the development of the Winnipeg Transit Master Plan.
Concerns over buses at full capacity and not stopping at scheduled stops resulting in passengers being stranded or long wait times for another bus, resulting in suggestions for expanded service capacity along popular routes like Henderson Highway, Portage Avenue, and the University of Manitoba	We are working on a new network concept with the objective of developing a transit network that addresses these concerns by creating a number of new high frequency services that target corridors where transit demand is high.

Next steps

This first phase of public engagement helped the project team understand what is important to Winnipeggers when it comes to transit and what they need to make the future system work for them. The project team will use the combined technical findings and public input to create options and transit concepts that will help inform the development of the final Winnipeg Transit Master Plan.

Phase Two of public engagement will be launched in fall 2019. The project team will share options and transit concepts for Winnipeg's future transit system with stakeholders and members of the public to obtain their feedback. The information gathered will help shape the draft of the Winnipeg Transit Master Plan. The draft Winnipeg Transit Master Plan is anticipated to be presented to stakeholders and members of the public towards the end of 2019 for feedback. The input gathered will help inform the final Winnipeg Transit Master Plan, which is anticipated to be presented to City Council for its consideration in winter 2020.

The full Winnipeg Transit Master Plan Phase One public engagement report, including appendices and verbatim comments can be found at winnipeg.ca/transitmasterplan.

To learn more about the Winnipeg Transit Master Plan, please visit winnipeg.ca/transitmasterplan

Winnipeg

Winnipeg Transit Master Plan Phase Two

Public Engagement Summary

September 2020

Background

Winnipeg is growing and expected to reach nearly a million people in the next 25 years. We need to invest in important infrastructure and services, like public transit, to support a growing, thriving, modern city - now and into the future. The Winnipeg Transit Master Plan will guide the development of a transit system that will meet the city's needs, connect residents and neighbourhoods, and provide practical ways to create a more sustainable city. It will cover all aspects of public transit including transit, rapid transit and Winnipeg Transit Plus (formerly Handi-Transit) services and will identify infrastructure to address accessibility, safety, and efficiency improvements.

Previous engagement

Phase One engagement for the Winnipeg Transit Master Plan ran from March 15 to April 20, 2019 and began to shape a vision for the city's future transit system. This phase built awareness of the project and identified what is important to Winnipeggers. The top themes that emerged from Phase One were:

- A desire for a more efficient transit system
- Improved frequency, scheduling, and reliability
- Better transit connectivity and coverage

Phase Two engagement

Phase Two: Proposed Network Design ran from October 25, 2019 to January 30, 2020 and asked Winnipeggers to provide input on a new network design, including the proposed routes. The purpose of this phase was to determine the level of support for the new network concept and to collect feedback on high-level regional route changes. This feedback, along with additional technical work to be completed in the coming months, will help to develop the Winnipeg Transit Master Plan to guide Winnipeg Transit into the future. A third phase of engagement will occur in 2020.

Promotion

Public engagement opportunities were promoted using the following methods:

- City of Winnipeg website – Launched on October 25, 2019 and linked to the online engagement platform, project timeline, engagement updates, background information, and FAQs
- News release in English and French – "City seeks public input on proposed new transit network design and proposed new routes" released on October 25, 2019
- Facebook posts – 11 posts each in English and French between October 25 and November 25, 2019
- Twitter posts with 85,000+ followers – nine posts each in English and French between October 25 and November 25, 2019
- Facebook social campaigns – 529,866 impressions, 281,989 people reached and 6,207 clicks to the website
- City of Winnipeg public engagement newsletter with over 5,200 recipients – two newsletters issued on November 7 and November 21
- Newspaper ads – Canstar community newspapers (October 30 and November 13), The Manitoban (October 30), The Uniter (October 31), Senior Scope (November 10), The Leaf (November 4), and La Liberté (October 30)
- Digital display network – ads ran from October 25 to November 24, 2019 on 21 screens in 18 high-attendance city facilities
- Transit ads – ads ran in French and English in half of Winnipeg Transit's bus fleet starting November 8, 2019
- CJNU – announcer-read messages ran daily from October 28 to November 24, 2019 with an additional read on November 5, 6, 7, 21, and 22.

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Winnipeg Transit Master Plan Phase Two

Public Engagement Summary

September 2020

Date	Activity	Details
October 25 to November 24, 2019	Online engagement platform	Over 3,760 participants engaged online, providing input and personal experiences on our English or French engagement platforms.
November 5 & 6, 2019	Stakeholder workshops	Approximately 62 people attended two workshops to learn about the proposed network design and provide their input. Invitations were distributed to the project stakeholder and contact list, which included approximately 580 contacts.
November 5, 7, 19 & 20, 2019	Community conversations	Over 110 people attended four community conversations to learn about the proposed network design and provide input in-person. These events were held in collaboration with community groups and in different areas of the city to reach a diverse range of Winnipeggers. Community groups were selected for partnerships to address concerns about outreach efforts in Phase One, and included: Barbara Mitchell Resource Centre, Manitoba Association of Senior Centres, Transportation Options Network for Seniors, and Ma Mawi Wi Chi Itata Centre.
November 16, 20 & 23, 2019	Drop-in events	Approximately 232 participants visited four drop-in events held at shopping centres around Winnipeg to learn about the proposed network design and provide input.
January 13 & 14, 2020	Discussion sessions	Approximately 300 people attended four discussion sessions to learn about proposed changes to Winnipeg Transit Plus and participate in discussions about several topics related to Winnipeg Transit Plus.

Engagement background

Engagement for Phase Two took place in-person and online. All input received was anonymous and themed for review to help inform the Winnipeg Transit Master Plan.

Public and stakeholder events were held to provide Winnipeggers with the opportunity to learn more about the proposed network and provide in-person input. Attendees were asked to share their thoughts regarding the primary network, feeder network, downtown network and overall proposed network concept.

The online engagement platform was hosted through SurveyGizmo. Participants were provided with background on the proposed network and asked to share their level of support. Those who were opposed or needed more information were asked to provide explanatory comments. They were also invited to provide input on each zone of the proposed network (northwest, northeast, southwest, southeast, west and downtown) and had the option of answering demographic questions to help ensure that we heard from an accurate representation of Winnipeg's population.

Overall engagement results

More than 4,000 people provided input to Phase Two of the Winnipeg Transit Master Plan. Many route or region-specific comments were shared, which were collated for review by the technical team. Overall, a strong majority of Winnipeggers expressed support for the proposed network. While fewer people participated at the in-person events, the themes were similar to the online engagement.

Engagement results

Below is a summary of engagement results. Over 3,720 participants provided feedback through the online survey on topics including the overall network concept, the primary network concept, and regional feedback. Approximately 400 people participated in in-person engagement activities, which focused on the same topics. While input from the in-person engagement was similar to online, most participants provided general written comments as opposed to completing the

questions from the survey. As a result, the percentages below are based on those who completed the survey questions and have been rounded to the nearest whole number.

The primary difference between the in-person and online results related to accessibility and safety, with a greater number of in-person participants identifying concerns with:

- Accessibility for people with physical or mental disabilities or impairments
- Safety concerns, including stop safety and comfort, security in neighbourhoods, and desires for heated shelters

Overall network concept

Participants were asked about their overall support for Winnipeg Transit's proposed network concept. As seen in *Figure 1*, almost 75 percent somewhat supported or completely supported the concept and approximately seven percent somewhat or completely opposed it.

Those who did not support the proposed network concept were asked to explain why. A variety of route specific input was received. Of those who did not support the network concept, the main themes that emerged were:

- Lack of frequency and reliability of the current system, and doubt that the new network would improve this
- Concerns over the network concept or design, and expected challenges in accessing the new network
- Preference for transit options other than buses, such as grade-separated transit, light rail transit (LRT) or trams
- Opposition to the need for more frequent transfers
- Accessibility for people with physical or mental disabilities or impairments
- Other comments or concerns regarding Winnipeg's overall transportation network, cost of the proposed network or preference for the status quo.

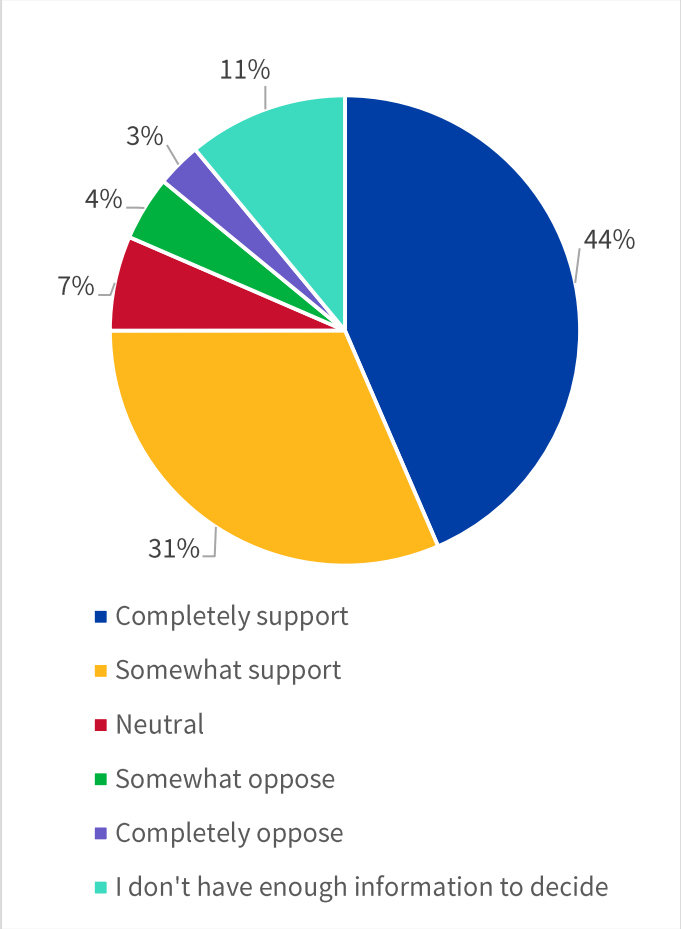


Figure 1

Winnipeg Transit Master Plan Phase Two

Public Engagement Summary

September 2020

Primary network

Participants were asked how they felt the network of rapid, frequent, and direct transit lines would help to get them where they needed to go. As seen in *Figure 2*, approximately 63 percent felt the new network would work well or very well.

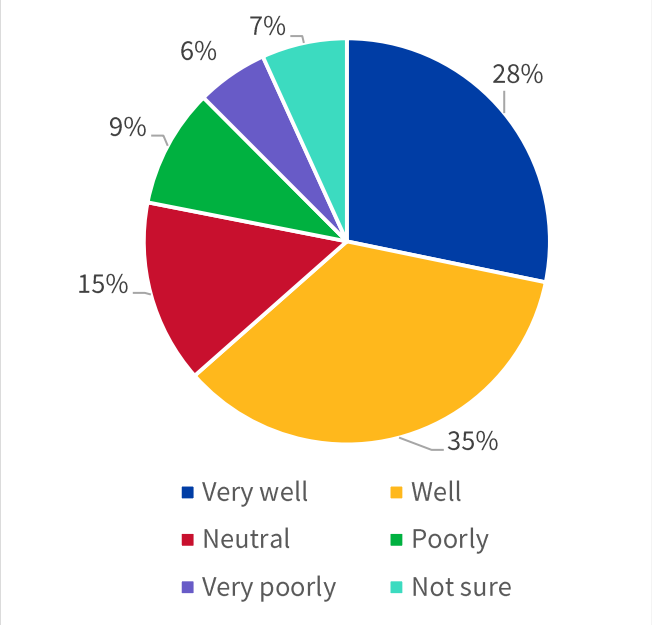


Figure 2

Of the 15 percent of respondents who felt that the network would work poorly or very poorly, many had concerns over route or region-specific issues. Sage Creek was one area that was frequently mentioned as having insufficient service. Route-specific comments were collated for the project team to review. The other main themes that arose were:

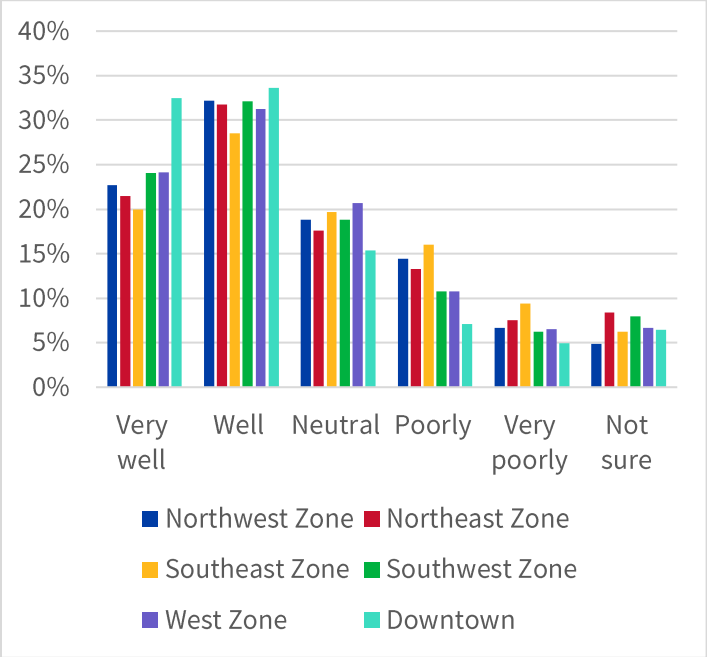
- Concerns over network design and lack of access to network
- Lack of frequency and unreliability
- Opposition to transfers
- Other concerns such as on-request service, impacts to environment, or survey concerns
- Accessibility, including concerns for those with mobility issues.

Several themes emerged from feedback of the seven percent of respondents who were not sure how they feel about the proposed primary network. Participants requested clarity on:

- The exact effects of the changes to the existing network, including how routes and stop locations will change, locations of new corridors, effects on vehicle traffic and specific transfer locations
- Detailed route and geographical information, including clearer or more detailed maps and specific route information
- Whether Winnipeg Transit can deliver the proposed network, including increased frequency and reliability
- Engagement materials and technical information, including simpler network terminology

Zone/Region

Participants were invited to provide feedback on the proposed network design for six regions of Winnipeg: northwest, northeast, southeast, southwest, west and downtown. Respondents were asked to rate the proposed changes based on how well the proposed network would work for them in each zone. The comments we received have been shared with the project technical team, and the summary of the ratings is shown in *Figure 3*.



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Winnipeg Transit Master Plan Phase Two

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How input is being used

What we heard	What we are doing
Need for better service to Sage Creek	Adding a new Connector route [1](53) (St.Vital Centre to Sage Creek) and a future Frequent service route (P) from University of Manitoba and South Kenaston through Sage Creek and north to Kildonan Place
Need for better service to Linden Woods area	This area will be served by Connector route 642 (which runs along Linden Woods Drive W from Linden Ridge to Beaumont Station) and Community route 641 which connects Manitoba Institute of Trades and Technology to Rapid Route A at Seel Station.
Requests for more transit services linking popular destinations such as the airport to downtown, and to the University of Manitoba	This information and other route related comments helped inform the development of the new network concept that was shared in our Phase Two engagement. A part of the new concept is high frequency service to popular destinations. Feedback from Phase Two engagement is being used to further refine the proposed routes and the proposed rapid transit network that will be shared in Phase Three.
Desire for light rail transit (LRT) rather than bus rapid transit (BRT)	'Rapid transit' is used as a neutral term that focuses on corridors and customer service expectations related to frequency and dependability, as opposed to specific technologies. The initial phase is shown as BRT but rail could be incorporated in the future based on passenger demand and available funding. Additional engagement will occur as major projects move forward and type of infrastructure and selection of appropriate technologies will be reviewed at that time.
Need for greater focus on accessibility and Transit Plus.	Accessibility and Transit Plus are a key focus of the Winnipeg Transit Master Plan. To understand the current issues and proposed changes, we: reviewed the Manitoba Ombudsman's report on Winnipeg Transit Plus, the *Accessibility for Manitobans Act*, and what is being done for accessible transit in other cities, and audited 1,112 bus stops based on the City of Winnipeg Accessibility Design Standards. We held information sessions with Winnipeg Transit Plus users in January 2020 and will seek public feedback on proposed changes as part of Phase Three public engagement.

Next steps

Information from Phase Two public engagement is being used by the project team to refine the network maps and routes.

Phase Three of public engagement will be launched in 2020. The project team will provide updated route maps and more detailed information on the proposed rapid transit network. Phase Three engagement will focus on Transit Plus, the rapid transit network and key considerations for implementation. Feedback from the Phase Three engagement will be summarized and included with the Winnipeg Transit Master Plan when it is presented to Council.

[1] For description of future route types, please see the Winnipeg Transit Master Plan Phase Two info booklet posted on the website.

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Winnipeg

Winnipeg Transit Master Plan

PHASE TWO: Proposed Network Design

Winnipeg

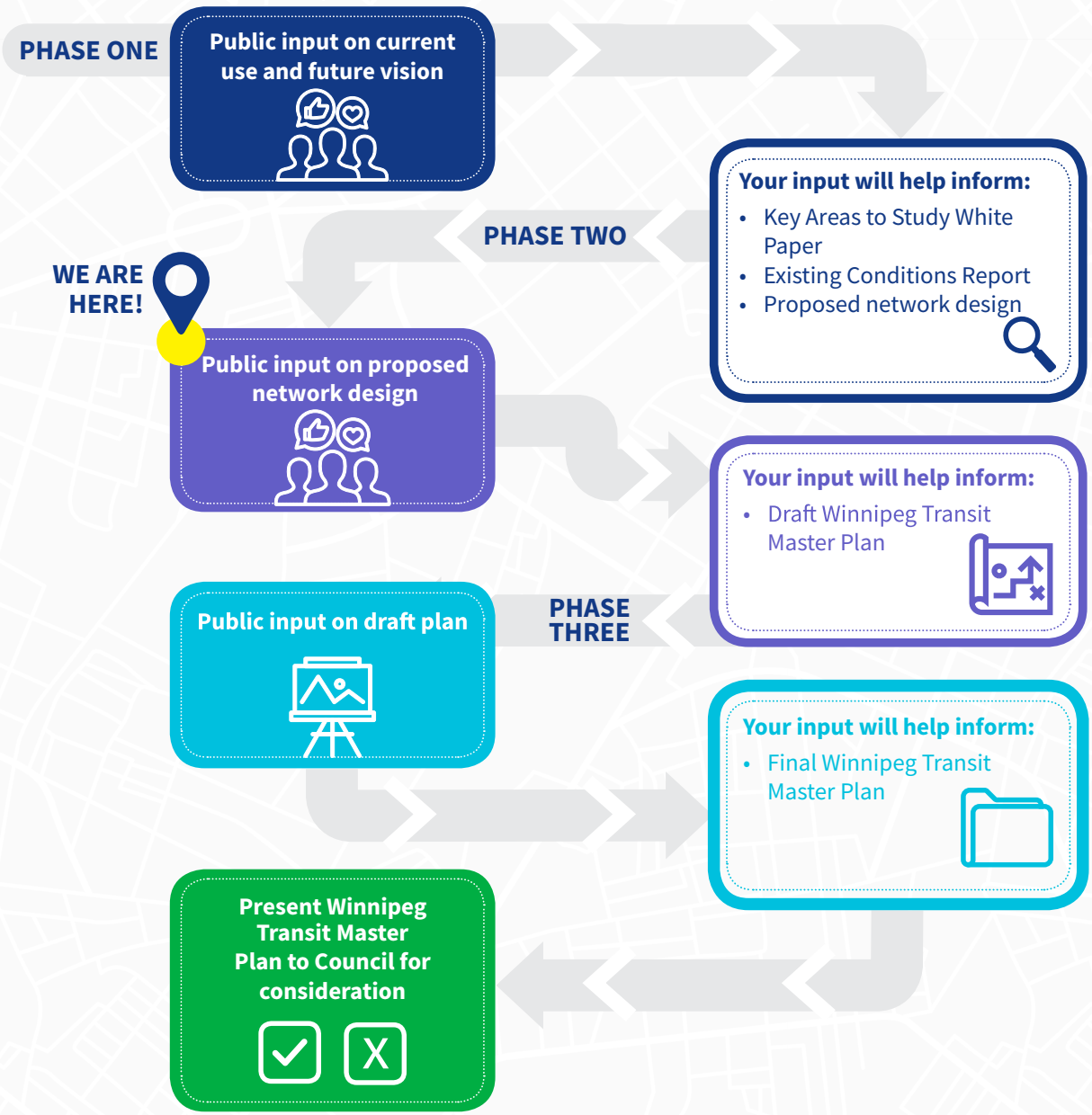
Help shape Winnipeg's transit system for the future

Winnipeg is growing and is expected to reach nearly a million people in the next 25 years. We need to invest in important services and infrastructure, like public transit, to support a growing, thriving, modern city, now and into the future.

The Winnipeg Transit Master Plan will lay out a 25-year vision for our transit system. It will give Winnipeggers better transit options for getting around, make it easier for people to choose and access transit, help reduce existing and future road congestion, and position transit as an important part of a transportation system that can serve future generations.

We are asking Winnipeggers for their help to create a transit system for the future. Your feedback will help us build a transit system that connects people and communities around the city in a sustainable, efficient way.

Public engagement is happening in three phases.



Phase One: Understand Current Use & Future Vision – What we learned

We launched Phase One in spring 2019 and heard that Winnipeggers want a transit system that is more efficient, frequent, reliable, and affordable, while also promoting health and safety, and environmental sustainability.

How people travel around the city does not always match current transit routes. Most of the trips Winnipeggers make every day are within their neighbourhoods or across town, often without going downtown.

Winnipeg's transit network needs to change to move the most people where they want to go, quickly and reliably. To make transit more efficient, frequent and reliable, we are proposing a new transit network as part of the Winnipeg Transit Master Plan. The proposed transit network is designed to improve transit connections across town while still providing excellent service to, from, and around downtown.

Phase Two: Proposed Network Design – What we are proposing and what we want to hear from you

We are proposing a new transit network based on data about how people travel around Winnipeg and what we heard in Phase One.

In this booklet, we describe the main features of the proposed transit network:

- Different types of service matched to different levels of demand for transit, including a primary network that provides frequent service along Winnipeg's major streets
- Different types of places to connect to transit that make it easier and more comfortable to change buses
- How using transit will change with the proposed network
- The proposed routes of the new network

In this phase of engagement, we are asking for your feedback on the proposed changes, including the proposed routes. Your input will inform the draft Winnipeg Transit Master Plan, which we will share with you in early 2020.

Phase Three: Review Draft Plan – What happens next

In early 2020, we will be asking for your input on how to put the draft Winnipeg Transit Master Plan into action over the next 25 years. Your input from this phase will be included with the Winnipeg Transit Master Plan when it is presented to City Council for its consideration in spring 2020 and will help inform plans for implementation.

Proposed service types

Different areas of the city have different needs for transit service. For example, there are usually more riders along major streets and fewer riders in suburban residential areas.

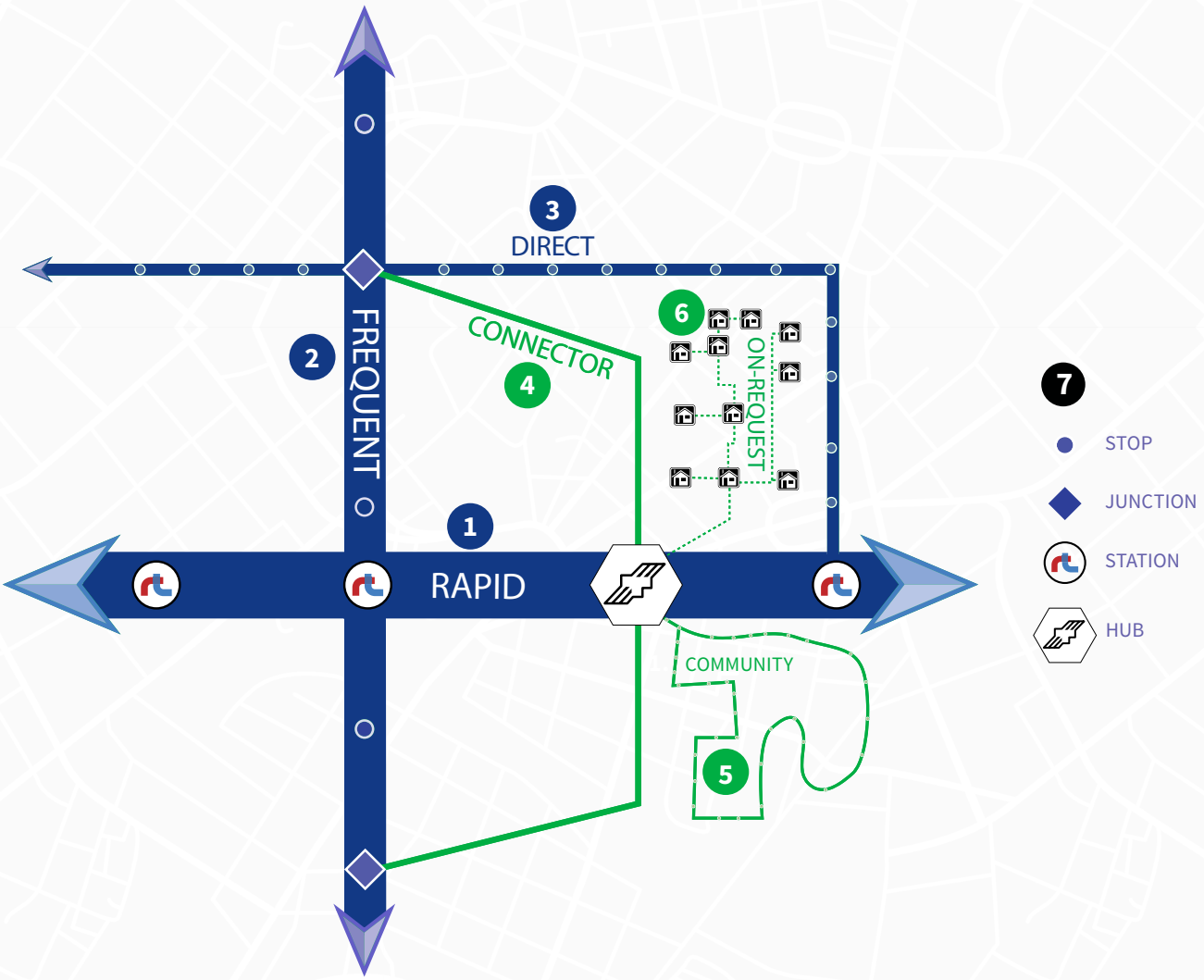
The Winnipeg Transit Master Plan proposes different types of service to meet different needs and demand. The service types are connected in a network to help people get around the city.

	Service type	What does it do?	How often do buses run?*	How far apart are the stops?	
Primary Network	**Rapid lines**	Frequent service with transit-only right of way where needed to bypass congestion and move more quickly across the city	Every **5-10** minutes	At least a 10 minute walk (700 metres)	Highest demand
	Stop spacing				
	Frequent lines	Buses run along major streets to help people travel across the city	Every **10-15** minutes	At least a five minute walk (350 metres)	
	Stop spacing				
	Direct lines	Buses run along main streets to help people travel between neighbourhoods	Every **10-20** minutes	At least a three minute walk (200 metres)	
	Stop spacing				
Feeder Network	**Connector routes**	Connect people to primary network and help them move around the city	Every **15-30** minutes	Three minute walk (200 metres)	
	Stop spacing				
	Community routes	Help people travel within their neighbourhoods, to nearby services, connector routes, and the primary network	Every **30-60** minutes	Three to five minute walk (200 to 350 metres)	
	Stop spacing				
	On-Request	Available in areas that have very low demand, to help people access transit.	N/A	N/A	Lowest demand
Special	**Accessible**	Help eligible customers with mobility challenges access transit and get around the city	N/A	N/A	
	Express routes	Peak period services that only run for a limited time and have limited stops	As needed to meet demand	Three minute walk (200 metres) in suburban areas and downtown; few stops in between	
	Stop spacing				

*other than late at night

This illustration shows how the different service types will connect to help people travel around their neighbourhoods and across the city.

Rapid, frequent, and direct lines will make up the primary network of all-day, high-frequency routes on major streets. Connector and community routes will make up the feeder network that will help people move around their neighbourhoods and connect to the primary network.



1. Rapid lines run every five to 10 minutes on dedicated transit lanes to bypass congestion
2. Frequent lines run every 10 to 15 minutes along major streets to help people travel across the city
3. Direct lines run every 10 to 20 minutes along main streets to help people travel between neighbourhoods
4. Connector routes run every 15 to 30 minutes to connect people to the primary network and help them move around the city
5. Community routes run every 30 to 60 minutes and help people travel within their neighbourhoods and connect to the rest of the transit network
6. On-request services will be available in areas with very low demand to help people connect to the transit network
7. There will be four types of places where people can connect to transit: stops, junctions, stations and hubs; these are described in more detail on the next page

How people will connect to transit

In the proposed network, there will be four kinds of places where people can connect to transit: stops, junctions, stations, and hubs. These places will make it easier for people to access transit, change buses, and switch between different kinds of transportation – walking, cycling, driving (including car co-ops, ride hailing services, and taxis), and public transit.

	What are they?
Stops	Marked locations along primary network lines and feeder network routes where riders can access transit. These are used in our current transit system.
Junctions	Places where two or more routes meet. Over time, junctions will be developed to ensure they are accessible and to make it easier to change buses. Junctions will also have shelters and real-time transit information.
Stations	Places where many people are getting on and off the bus, usually with two or more connecting lines or routes (for example, a frequent line and a connector route). Stations will be developed with larger shelters, real-time transit information, and may have places to change to other kinds of transportation (for example, bike racks or drop-off zones).
Hubs	Places where you can transfer between three or more lines or routes and switch between different kinds of transportation – walking, cycling, driving, and public transit. Hubs can also include features like Wi-Fi, food service, and shops.

In the proposed network, when and where you transfer may change. For example, you may have to transfer between the feeder network and the primary network to get downtown or across town. Junctions, stations, and hubs will be designed to make changing buses more comfortable.

Frequent service on the primary network will mean that buses will arrive more often. When buses arrive often, they are less crowded and wait times are short. Short wait times make transfers quicker, more flexible and easier to plan.

What we'd like to hear from you

Do you support Winnipeg Transit moving toward this network concept?

Please answer in your survey booklet.

How transit will change

In Phase One, we heard that people want transit to be easier to use. The changes proposed in the Winnipeg Transit Master Plan will make routes simpler and easier to understand. Simpler routes also help to make transit more efficient and reliable.

Here are some of the ways that routes will change in the proposed plan compared to what we have now.

Current issue	Why this is a problem	Proposed solution	What it means for riders
Routes do not follow straight lines.	• It takes longer to reach the destination	• More routes (rapid, direct, and frequent lines, connector and express routes) will follow straight lines • Community routes will be designed to serve out-of-the-way destinations, so higher frequency routes can get people where they're going faster	• Buses will reach their destination faster • More efficient routes allow for more frequent buses • You may have to transfer between the feeder network and the primary network to get to where you want to go
Routes run between multiple points – one route has many different branches. These routes often combine rapid and frequent lines and community routes.	• Routes are hard to understand • It is hard to coordinate schedules on community routes to get consistent time between buses on the shared rapid and frequent section of the route	• Primary network lines will run between two points and will always follow the same path • Different buses will provide rapid and frequent service (major streets) and community service	• You will be able to find your way around the city more easily because routes will be easier to understand • You may have to walk further to catch a bus on the primary network • Schedules will be more reliable – primary network lines will run more often and feeder network routes will be on time more often • You may have to transfer between the feeder network and the primary network to get to where you want to go
Most routes run downtown and use the same two streets, making a lot of turns at very congested intersections.	• Buses are congested downtown and run late • The majority of trips Winnipeggers make do not go downtown	• Only rapid and frequent lines will run downtown and not all frequent lines will go downtown • Connector routes and community routes will go to other destinations • Buses that do go downtown will travel in straighter lines with fewer turns	• There will be less transit congestion downtown, while still providing good transit service • You will have more options to get across town without having to go through downtown • To get downtown, you may take a connector or community route to the primary network, or choose to walk a bit further to take a primary network line directly downtown • Each route will come more frequently and there will be fewer routes, which means that when the bus comes, there will be room for everyone and it will be easier to get on the bus
Different route numbers follow the same path at different times of day with different stops.	• Routes are hard to understand	• Each line and route will follow its own path and will stop at the same places all day	• You will be able to find your way around the city more easily because routes will be easier to understand • Over time, express routes will be replaced with all-day, frequent service on the primary network

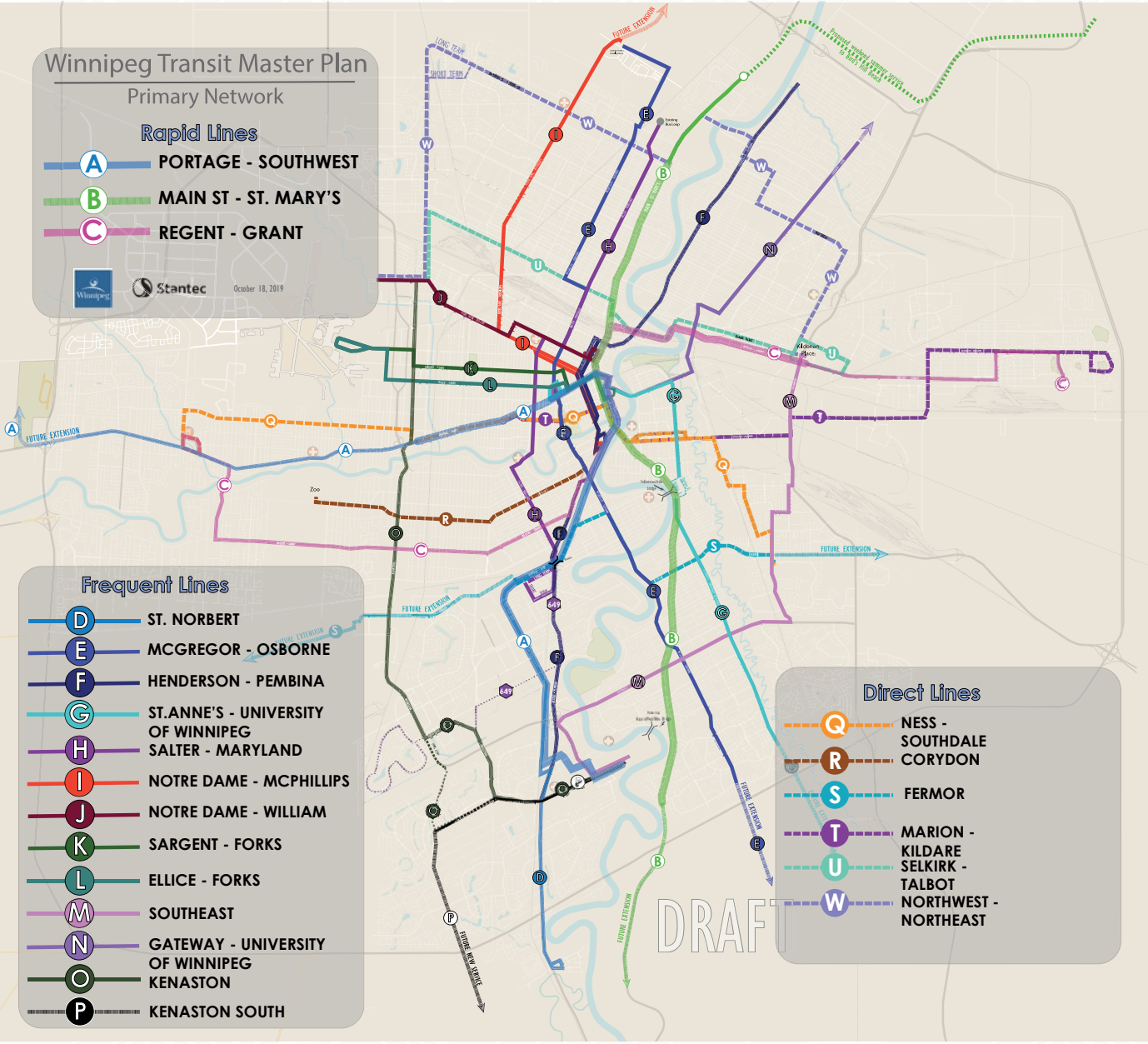
Primary network

The map below shows the proposed primary network. A larger version is available online at: winnipeg.ca/transitmasterplan

Primary network lines will run every five to 20 minutes all day, every day (except late at night), and stops will be spaced several blocks apart to let transit travel faster. Primary network lines will run often enough that you won't need to follow a schedule.

Primary network lines are simpler and straighter than many current routes. Simple, straight lines mean transit reaches its destination faster and can run more frequently.

This network can be put in place with simple, low-cost changes such as dedicated bus lanes.



RAPID: 5-10 MINUTES | FREQUENT: 10-15 MINUTES | DIRECT: 10-20 MINUTES

Primary network features	What it means for riders
• All-day, high-frequency lines on major streets • Buses will run every 5 to 20 minutes all day, every day (except late at night) • Stops will be spaced several blocks apart to allow faster travel • Primary network lines will be the only routes that go downtown • Only primary network lines will go downtown • Primary network lines will follow straighter, more direct routes • Lines won't branch off to different destinations – they will stay on the same streets on every trip • More efficient routes will allow for more frequent buses	• You won't have to wait long for a bus • Schedules will be predictable and easy to remember, making it possible to plan a trip without a schedule • You may have to walk further to catch a bus on the primary network • You may have to transfer between the feeder network and the primary network to get to where you want to go • Transferring between buses will be more reliable than today: on the primary network, buses will run more often; on the feeder network, buses will be more reliable because they avoid congested areas like downtown • You will have more options to get across town without having to go through downtown • Routes will be simpler and easier to understand, making it easier to find your way around the city on transit • Over time, express routes will be replaced with all-day, frequent service on the primary network

What we'd like to hear from you

How well do you feel this network of rapid, frequent, and direct transit lines will help you get where you need to go?

Please answer in your survey booklet.

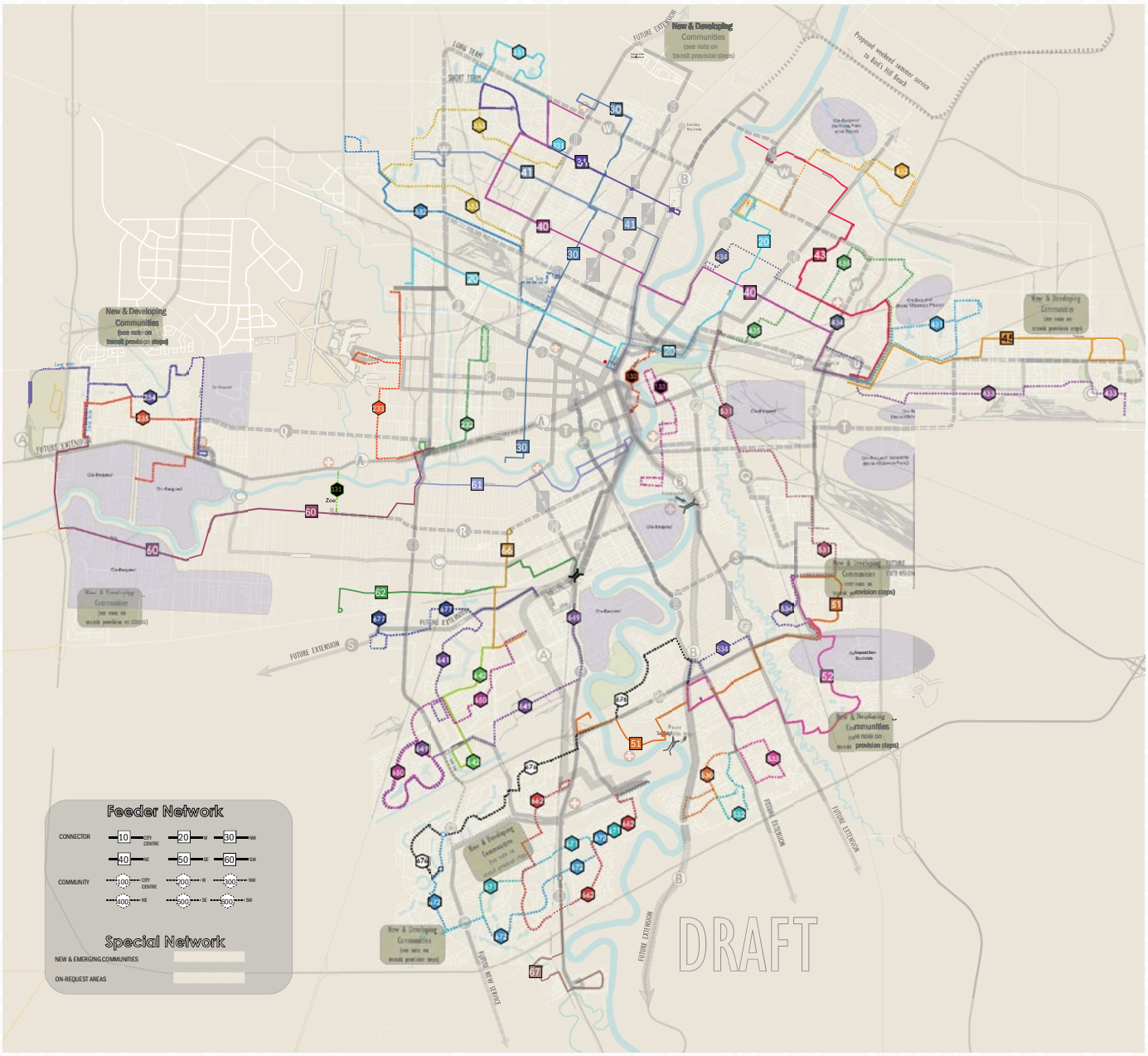
Feeder network

The map below shows the proposed feeder network. A larger version of this map is available online at: winnipeg.ca/transitmasterplan.

Connector and community routes in the feeder network will help people move around their neighbourhoods and connect to the primary network. On-request services will be available in areas with very low demand for transit to help people connect to the transit network.

Connector and community routes will avoid more congested areas, which means they will stay on time more often.

Connector and community routes will be put in place over time, and there will be more public consultations before we change these routes.



Feeder network features	What it means for riders
• The feeder network will include connector and community routes and on-request service • Connector routes will run every 10 to 30 minutes and connect people to the primary network • Community routes will run every 30 to 60 minutes and help people travel within their neighbourhoods, to nearby services, and to the primary network • Feeder network routes will help you get around your neighbourhood, including to important services like grocery stores • Feeder network routes will bring people to and from the primary network to make trips downtown and across town • Feeder network routes will not go downtown • On-request services will be available in areas with very low demand to help people connect to the transit network	• Connector routes will provide options for you to get around the city • When and where you transfer to complete a trip may change • To get downtown, you may take a connector or community route to the primary network, or choose to walk a bit further to take a primary network line directly downtown • Transferring between buses will be more reliable than today: on the primary network, buses will run more often; on the feeder network, buses will be more reliable because they avoid congested areas like downtown • By connecting to the primary network and avoiding more congested areas, feeder network routes will stay on time more often

New and Developing Communities

The Winnipeg Transit Master Plan will set criteria for providing transit service in new and developing communities. Transit service will be introduced in the following steps:

- On-request service will be provided based on the number of people living in the area
- A community route will replace on-request service based on the number of riders
- New community routes will run during peak hours at first and add service in off-peak hours and on weekends as needed to meet demand
- A connector route will replace the community route based on the number of riders

What we'd like to hear from you

How well do you feel the proposed network will help you get where you need to go?

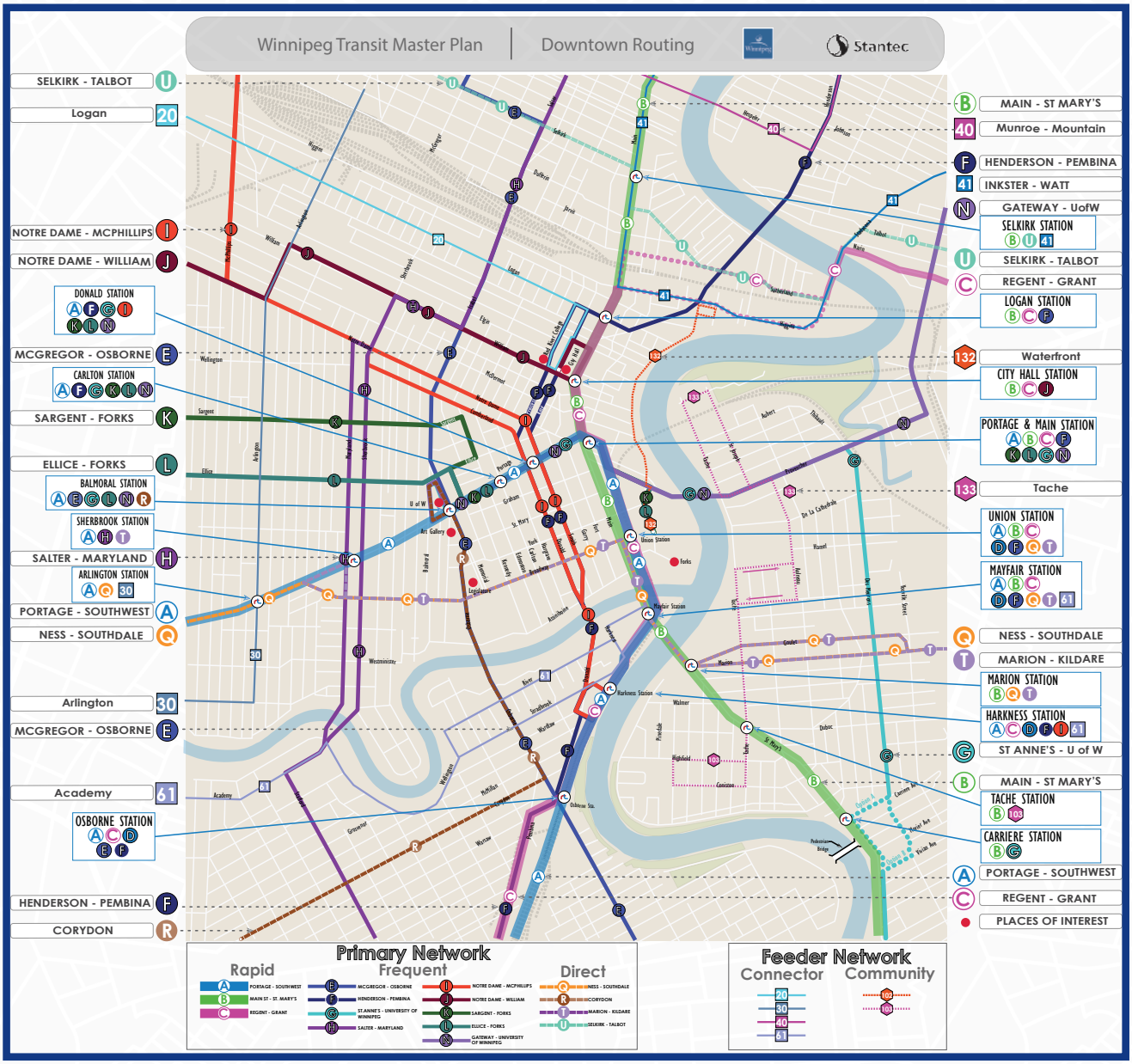
Please answer in your survey booklet.

Downtown network

The map below shows the proposed network in downtown Winnipeg.

Currently, most buses connect downtown. In Phase One, we learned from our technical research and engagement that most of the trips Winnipeggers make every day are within their neighbourhoods or across town, often without going downtown. This means that if you want to get around suburban areas of Winnipeg, you need to first travel downtown — often making trips much longer than they need to be.

In the proposed network, primary network lines will be the only ones that go through the downtown core. The feeder network will help people connect to the primary network to go downtown.



Downtown network features	What it means for riders
• Downtown routes will be simple and straight, with fewer turns • Only primary network lines will go through downtown, and every line that goes downtown will be very frequent (every 5 to 15 minutes) • Transit stations around downtown (such as Union Station and near The Bay) will allow people to connect between primary network lines • Over time, infrastructure will be built to give transit priority and speed up trips	• Transit will move faster and be more reliable • Routes will be simpler and easier to understand • The bus you want will come more often, which means shorter waits for transit downtown and buses will be less crowded • Fewer routes will mean less transit congestion downtown • Fewer routes that come more often mean transit stops will be less crowded • When and where you transfer to complete a trip may change

What we'd like to hear from you

How well do you feel the proposed network will help you get where you need to go?

Please answer in your survey booklet.

Notes

Notes

Help shape our transit system for the future

Learn about the proposed changes and share your thoughts to help shape Winnipeg's transit system for the future.

Attend one of our public events	Share your views online	Sign up for updates
Find dates, times, and locations online	From October 25 to November 24	Email transitmasterplan@winnipeg.ca

For inquiries or those who require alternate formats or interpretation to participate, please contact Maureen Krauss at **204-944-9907** or **transitmasterplan@winnipeg.ca**.

For more information, visit us online at: **winnipeg.ca/transitmasterplan**

Winnipeg Transit Master Plan Phase Three

Public Engagement Summary

December 2020

Background

Winnipeg is growing and expected to reach nearly a million people in the next 25 years. We need to invest in important infrastructure and services, like public transit, to support a growing, thriving, modern city — now and into the future. The Winnipeg Transit Master Plan will guide the development of a transit system that will meet the city's needs, connect residents and neighbourhoods, and provide practical ways to create a more sustainable city. It will cover all aspects of public transit including transit, rapid transit, and Winnipeg Transit Plus (formerly Handi-Transit) services, and will identify infrastructure to address accessibility, safety, and efficiency improvements.

Previous engagement

Phase One engagement for the Winnipeg Transit Master Plan ran from March 15 to April 20, 2019 and began to shape a vision for the city's future transit system. This phase built awareness of the project and identified what is important to Winnipeggers. The top themes that emerged from Phase One were:

- A desire for a more efficient transit system
- Improved frequency, scheduling, and reliability
- Better transit connectivity and coverage

Phase Two engagement ran from October 25, 2019 to January 30, 2020 and asked Winnipeggers to provide input on a new network design, including the proposed routes. Almost 75 percent somewhat supported or completely supported the proposed network design. Of those who did not support the network concept, the main themes that emerged were:

- Route specific input and concerns
- Lack of frequency and reliability of the current system, and doubt that the new network would improve this
- Concerns over the network concept or design, and expected challenges in accessing the new network

Phase Three engagement

Phase Three: The Future of Rapid Transit ran from October 9 to November 6, 2020 and asked Winnipeggers to provide input on plans for rapid transit as well as proposed changes to improve accessibility. The purpose of this phase was to determine the level of support for proposals for rapid transit and accessibility. Due to the COVID-19 pandemic, engagement was conducted online only. This feedback will be used by Winnipeg Transit as it proceeds with implementing the Winnipeg Transit Master Plan, if approved by Council. Details are in *Table 1* below.

Promotion

Public engagement opportunities were promoted using the following methods:

- City of Winnipeg website: Launched on October 9, 2020 and linked to the online engagement platform, project timeline, engagement updates, background information, and FAQs
- News release in English and French: "Public invited to provide feedback on Winnipeg Transit Master Plan" released on October 9, 2020
- Facebook posts: five posts each in English and French between October 9 and November 6, 2020
- Twitter posts with 100,000+ followers: five posts each in English and French between October 9 and November 6, 2020
- Facebook ad campaigns: 916,786 impressions, 317,112 people reached and 14,864 clicks to the website
- City of Winnipeg public engagement newsletter with over 2,400 recipients: two newsletters, issued on October 15 and October 29, 2020
- Newspaper ads: Canstar community newspapers (October 14), Senior Scope (October 10), and La Liberté (October 14)
- Digital display network: ads ran from October 9 to November 6, 2019 on 21 screens in 18 high-attendance city facilities
- Transit ads: ads ran in French and English in half of Winnipeg Transit's bus fleet starting October 18, 2020
- CJNU: announcer-read messages ran daily from October 15 to 21 and from October 26 to November 6.

Date	Activity	Details
October 9 to November 6, 2020	Online engagement platform	Over 1,150 participants engaged online, providing input and personal experiences on our English and French engagement platforms. The survey provided participants with background on proposals for rapid transit and accessibility improvements and asked them to share their level of support and additional comments for consideration. They also had the option of answering demographic questions to help assess how participants represented Winnipeg's population. Note: Participants self-selected to complete the survey, meaning the results are not statistically representative of Winnipeg's population. Survey responses and a map of where participants live are in Appendices B and D.
October 24 and 28, 2020	Virtual meetings	Approximately 105 people attended two Zoom meetings to learn about the proposed rapid transit service and infrastructure plans and accessibility improvements and ask questions of the project team. A summary of questions and responses is available online.

Table 1 Phase 3 engagement details

Engagement results

Overall, of the 1,150 participants who completed the survey, a strong majority of Winnipeggers expressed support for the proposed rapid transit infrastructure. This report provides a summary of engagement results. The percentages in this report are based on those who completed the online survey and have been rounded to the nearest whole number. A summary of survey questions and responses is available in Appendix B.

- Over half of respondents (about 54 percent) use public transit more than once a week: 12 percent use transit every day, 22 percent use transit at least five days per week and 21 percent use transit two to four days per week. About 15 percent do not use public transit.
- Over half of respondents (about 57 percent) were between the ages of 25 and 44 (30 percent were between 25 and 34 and 27 percent were between 35 and 44); only six percent of respondents were 65 or older.
- Over half of respondents (about 54 percent) identified as a man; only about 38 percent of respondents identified as a woman.

Rapid transit

Participants were asked about their support for focusing rapid transit investment Downtown and making Union Station the central hub of the rapid transit network. Support for these proposals was high. As seen in *Figure 2*, over 75 percent of respondents somewhat or strongly supported both proposals.

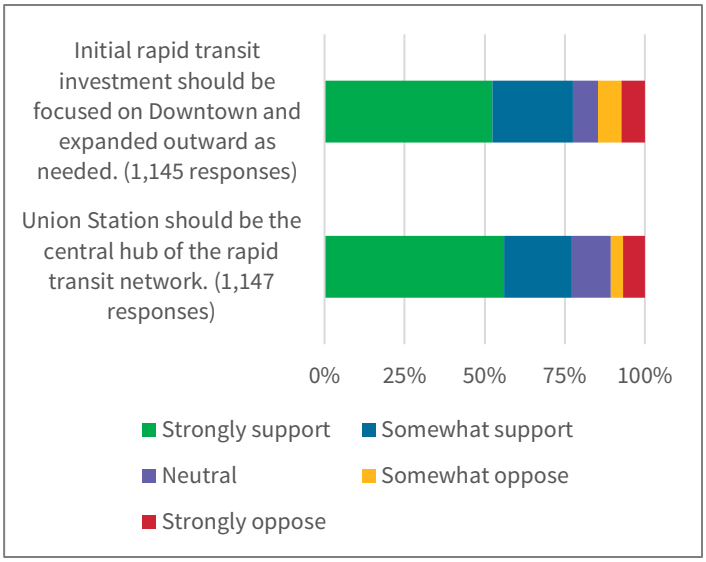


Figure 2 - Support for Downtown infrastructure priorities

Participants were asked how they thought the proposed plans for rapid transit will affect how people get around the city. As seen in *Figure 3*, nearly 80 percent of respondents saw the proposed changes as an improvement. About eight percent said there would be no change, and 12 percent said the proposals would worsen how people get around the city.

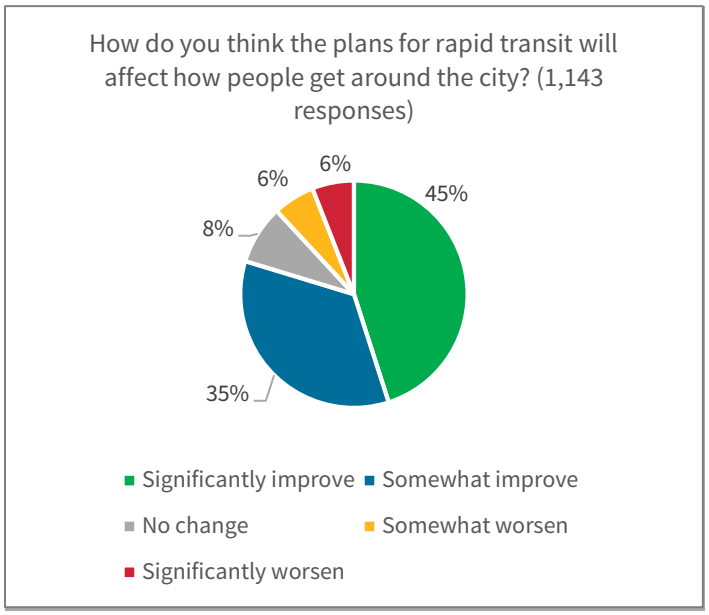


Figure 3 – Perception of rapid transit proposals

Participants could suggest additional changes to the proposed rapid transit plan to better suit the needs of Winnipeggers. Over 540 respondents provided comments. The most common themes were route-specific suggestions (36 percent of comments), and enhanced connections between routes and to different destinations (32 percent).

Other themes that arose included:

- More or different transit-oriented development near stations and stops
- Better connections to active transportation modes (for example, more bike racks on buses)
- Enhanced routing to the suburbs

Participants were also asked to rate a number of features in terms of which are most likely to encourage more people to take bus rapid transit. The results are shown in *Figure 4*; 1 means 'not likely to encourage more people to take bus rapid transit' and 5 means 'very likely to encourage more people to take bus rapid transit.'

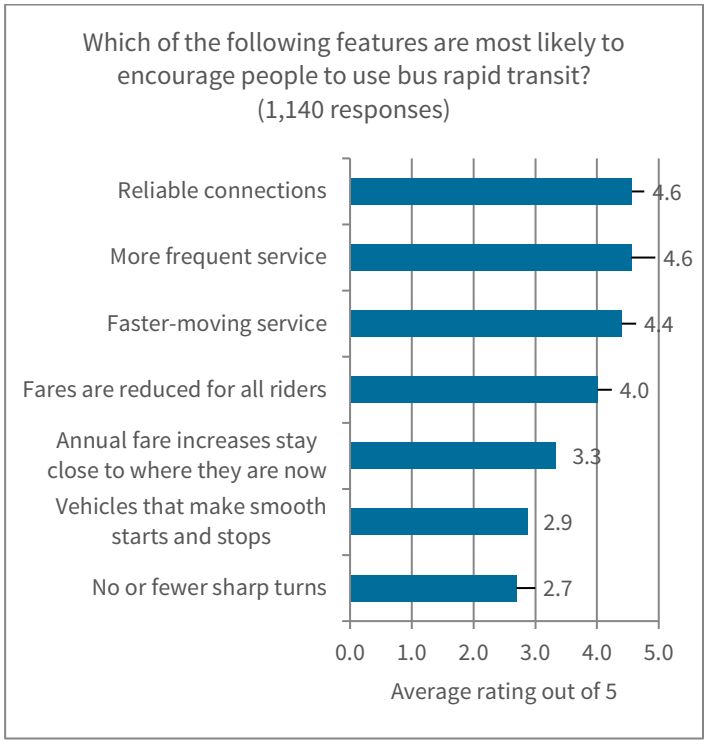


Figure 4 – Perception of features most likely to encourage people to use bus rapid transit

The features that were considered by respondents to be the most likely to encourage people to take bus rapid transit were: more frequent service, reliable connections, faster-moving service and fares reduced for all riders. All options scored high, with no option rated below 2.7 out of 5.

About 333 participants wrote in an "other" option for this question. Most of these comments repeated options given — primarily faster-moving service, predictable service and reducing fares. Outside of those themes, the next most common theme was safety at 11 percent.

Accessibility

Participants were asked to rate a number of features in terms of which are most likely to improve the experience of taking transit for travellers with accessibility needs. The results are shown in *Figure 5*; 1 means 'not likely to improve accessibility' and 5 means 'very likely to improve accessibility.'

The options that were deemed most likely to improve accessibility on transit were: snow clearing at bus stops; sidewalk connections to bus stops that are wheelchair accessible; and bus shelters with accessible seating. All options scored high, with no option rated below a 3.4 out of 5.

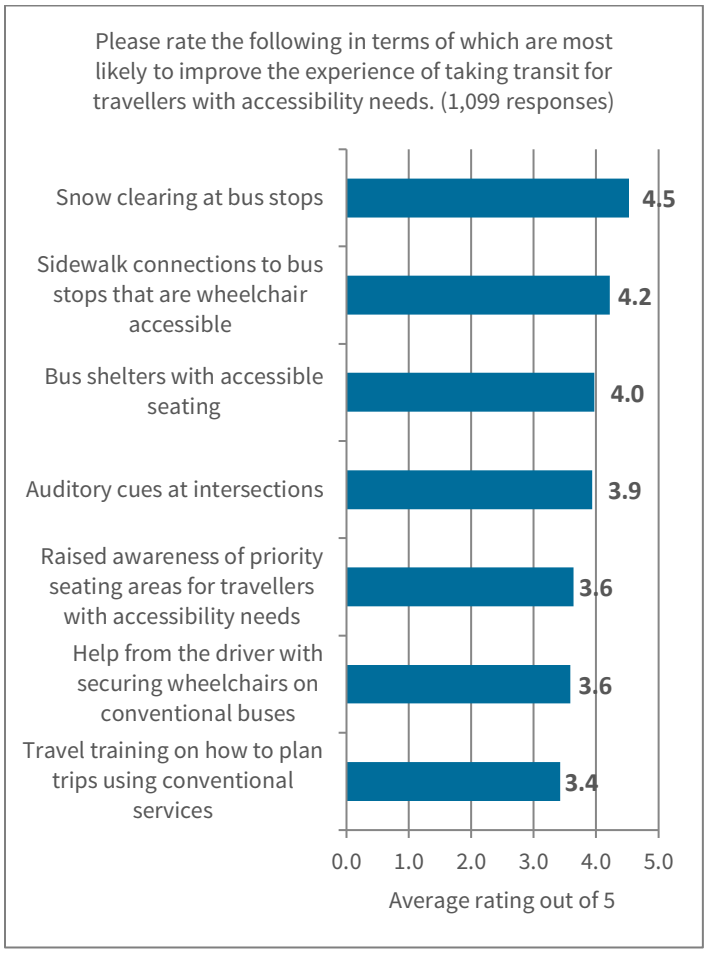


Figure 5 – Features most likely to improve the experience of taking transit for travellers with accessibility needs

Transit Plus

Approximately 23 percent of participants chose to give additional input on Winnipeg Transit Plus.

Participants were asked if they would take trips that combined conventional and Winnipeg Transit Plus services if it allowed them to book same-day service. Approximately 43 percent said yes; 16 percent said no; and 41 percent said they were unsure. Those who said no or that they were unsure were asked why they would not take combined trips. Common themes that emerged were route and bus predictability (18 percent), route efficiency (16 percent) and problems with accessibility features of conventional buses (13 percent).

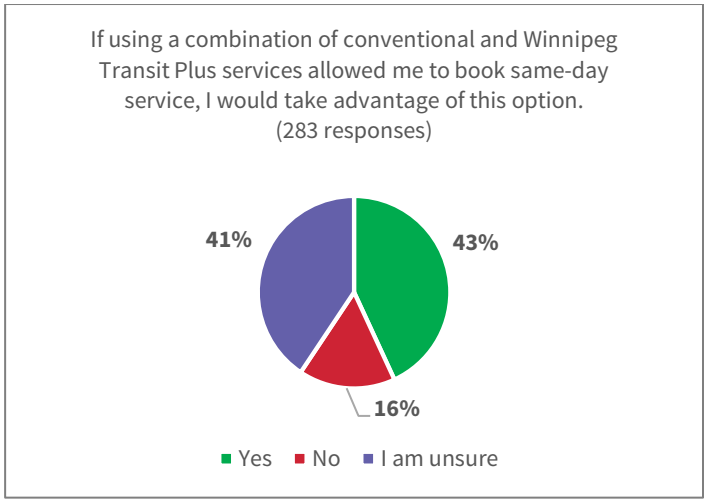


Figure 6 - Respondents who would use a combination of conventional transit and Winnipeg Transit Plus

Participants were asked to rate different options for how they would like to be notified that their Winnipeg Transit Plus vehicle is on its way. A rating of 5 meant "I would use this notification option the most" and 1 meant "I would not use this notification option." Text messages had the highest rating at 4.2, followed by a new app (3.7), phone call (3.1), and email (2.4).

The Winnipeg Transit Master Plan proposes changes to the Winnipeg Transit Plus no-show/late cancellation policy that are intended to give customers more flexibility. About 64 percent of respondents somewhat or strongly supported the proposed policy changes, while 11 percent somewhat or strongly opposed the changes, and 25 percent were unsure.

Participants were asked to rate the appropriateness of different penalties in the proposed new system, with 1 being "not appropriate at all" and 5 being "most appropriate." Fines had the highest rating at 3, followed by a combination of fines and suspensions at 2.9, and suspensions at 2.7 out of 5. About 11 percent of participants provided further feedback on their response, half of which suggested there should be no penalty.

How input is being used

What we heard	What we are doing
Route-specific comments	Route-specific comments will be used by Winnipeg Transit to inform the next iteration of route plans. Winnipeg Transit will revise the proposed feeder route network based on the feedback received and will present the revised maps to City Council in early 2021. Feeder route changes are expected in Sage Creek, Castlebury Meadows, Valley Gardens, Grant Park, and Canterbury Park, among others.
Feedback on proposed changes to Winnipeg Transit Plus	Engagement with Transit Plus customers will continue pending approval of and implementation of the Winnipeg Transit Master Plan. Winnipeg Transit Plus is in the process of developing a policy related to seasonal service, which will include conversations with Transit Plus customers regarding their experiences accessing transit in the winter. Regarding the proposed integration of conventional and Transit Plus services, survey respondents were either generally supportive of the idea, or needed more information to form their opinion.

Next steps

The Winnipeg Transit Master Plan will be presented to Council for consideration in spring 2021. Input gathered in Phase Three public engagement will inform plans as Winnipeg Transit moves toward implementation, if the Winnipeg Transit Master Plan is approved by Council.

Appendices

Appendix A – Promotional materials

Appendix B – Online survey questions and feedback

Appendix C – Survey respondent postal code map

Appendix D – News release

Winnipeg Transit Master Plan

PHASE THREE: The Future of Rapid Transit

Winnipeg

Shaping Winnipeg's transit system for the future

Winnipeg is growing and is expected to reach nearly a million people in the next 25 years. We need to invest in important services and infrastructure, like public transit, to support a growing, thriving, modern city, now and into the future.

The Winnipeg Transit Master Plan sets a 25-year vision for our transit system. It will help ensure that Transit can connect people and communities as the city grows. The Winnipeg Transit Master Plan will give Winnipeggers better transit options for getting around, make it easier for people to choose and access transit, help reduce existing and future road congestion, and position transit as an important part of a transportation system that can serve both current and future generations.

The Winnipeg Transit Master Plan is made up of a number of recommended changes related to network design, routes, and service options. These recommendations include both short and long-term recommendations. As would be expected, changes recommended in the first five years of the plan are more clearly defined, while longer-term changes are more conceptual. As specific projects and initiatives move forward under the Winnipeg Transit Master Plan, there will be additional opportunities for public input.

In Phase Two public engagement, we described the main features of the proposed transit network:

- Different types of service matched to different levels of demand for transit, including a primary network that provides frequent service along Winnipeg's major streets
- Different types of places to connect to transit that make it easier and more comfortable to change buses
- How transit will change
- The proposed routes of the new network

Over 4,000 Winnipeggers gave their input to Phase Two public engagement, with three-quarters supporting the proposed new network concept.

We also heard that Winnipeggers want more information on how we plan to ensure the new transit network, including rapid transit, is accessible to people of all ages and abilities, and how Winnipeg Transit Plus can be better integrated with the rest of the transit system.

In this booklet, you will find:

- An updated transit network, based on input from Phase Two public engagement
- Initial concepts for how rapid transit might look in Winnipeg
- Information on how we can make transit more accessible

In this phase of engagement, we are asking for your feedback on our draft plans for rapid transit and improving accessibility. Your input will be included with the Winnipeg Transit Master Plan when it is presented to City Council for consideration and will help inform plans for implementation.

Draft plan for rapid transit service and infrastructure

The Winnipeg Transit Master Plan proposes key changes to both rapid transit service and rapid transit infrastructure.

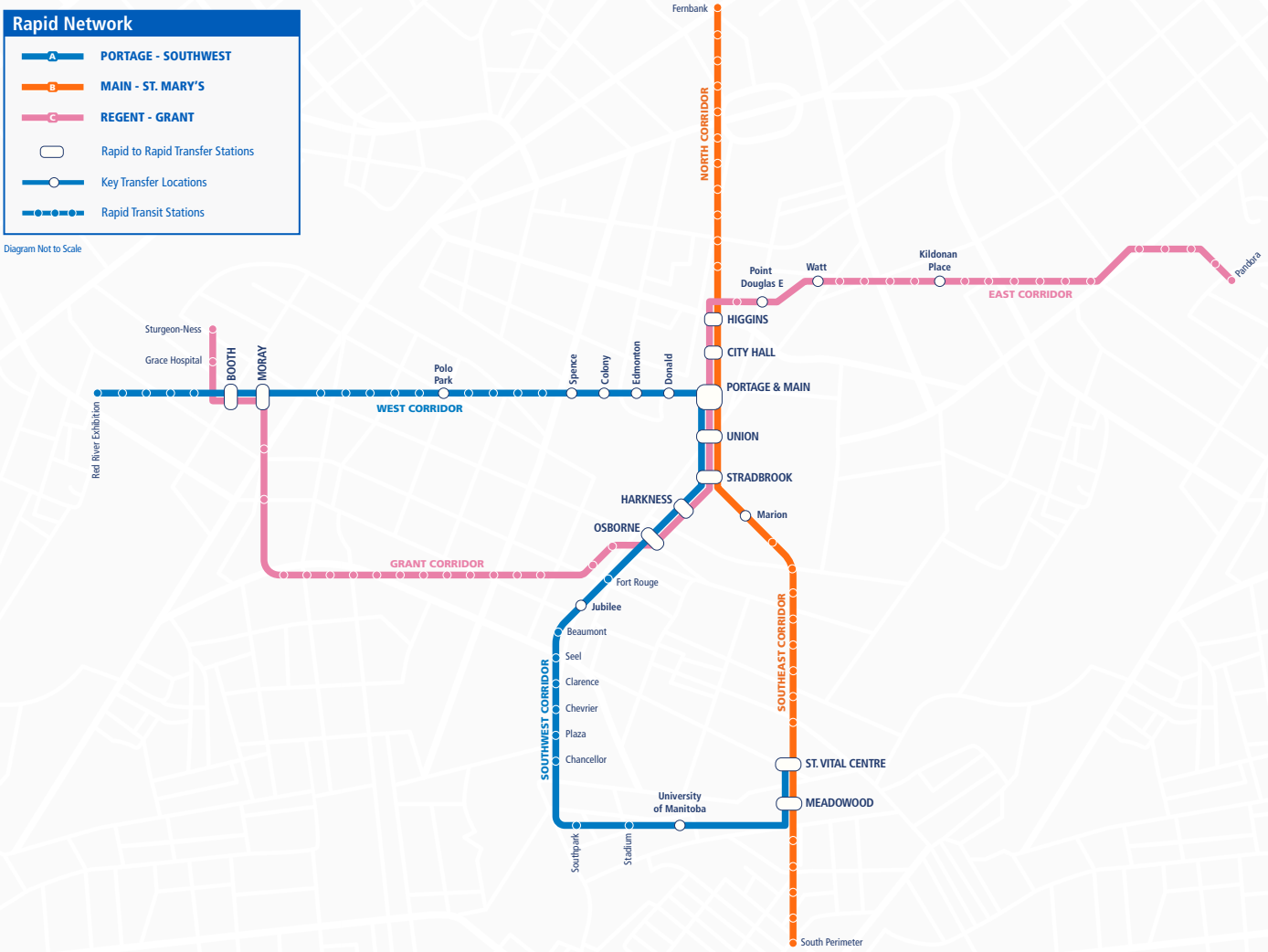
Rapid transit service is transit that has limited stops and runs very frequently, all day, every day.

Rapid transit infrastructure includes the built features that make sure rapid transit service is frequent, reliable, and efficient. Rapid transit infrastructure can range from small things like intelligent traffic signals to larger features, such as a proposed elevated transitway for Union Station.

The Winnipeg Transit Master Plan proposes three rapid transit lines that cover six corridors or major routes throughout the city. All three rapid transit lines will connect Downtown on Main Street between Portage Avenue and Stradbrook Avenue.

The diagram below shows the proposed rapid transit lines and stops to be developed over the next 25 years, including stations where you can transfer between rapid lines and between rapid transit and other routes.

Winnipeg Transit Long Term Network Plan | Rapid Transit Diagram



Rapid transit service

Rapid transit service is defined by three main factors:

- **High frequency:** Buses every five minutes in rush hour, never more than a 15-minute wait
- **Few stops:** At least a 10-minute walk (700 m) between stops outside Downtown
- **Longest operating hours:** Runs seven days a week during all hours of transit service

The newest phase of rapid transit service began in Winnipeg on April 12, 2020, with the launch of BLUE (part of Line A) on the southwest corridor, using the Southwest Transitway. The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years.

To start, rapid transit will be put in place using buses. Each line has the potential to be changed to light rail in the future based on demand. By using buses, we can begin to provide rapid transit service (frequent service with limited stops) before special infrastructure is built, and infrastructure investments can be targeted to where they are needed most to bypass congestion. This approach allows us to provide rapid transit to more people sooner and for less cost than light rail transit.

In some cases, when rapid transit service begins on a new line, every bus may not travel all the way to the end of the line. This will be based on the number of riders along the line. For example, on the proposed Line B (Main Street to St. Mary's Road), every second bus would stop and turn around at St. Vital Centre, with every other bus continuing south to the Perimeter Highway. The line south of St. Vital Centre will still have frequent service (every 10 minutes in rush hour). Once there are enough riders on this portion of the line, buses will run more frequently (every five minutes in rush hour).

As we introduce rapid transit service on a corridor, current bus routes in that area will change to connect people to the rapid transit line.

Rapid transit infrastructure

The Winnipeg Transit Master Plan proposes to build rapid transit infrastructure based on what is needed on each corridor to make sure that rapid transit is frequent, reliable, and efficient.

The most basic rapid transit infrastructure is on an existing street. In places with little congestion, there is no need to build new infrastructure for many years—rapid transit service can be provided on the existing street.

Where needed, rapid transit will use one of two types of infrastructure to improve reliability: priority infrastructure or fully separated infrastructure.

Priority infrastructure

Priority infrastructure means targeted changes we can make to existing roads that allow transit to bypass congestion and move more reliably across the city. These infrastructure changes may include:

- Diamond lanes, whether full-time or part-time, shared with taxis, vehicles making right turns, and bicycles
- Short transit-only lanes, known as queue jump lanes, at busy intersections
- Priority traffic signals
- Changes to on-street parking
- Changes to bus stop locations and configurations

Infrastructure changes will be prioritized based on where they are needed most to ensure that rapid transit is frequent, reliable, and efficient.

Fully separated infrastructure

Over time, fully separated transitways could be developed on the entire proposed rapid network. These can take many forms, but always provide space that can only be used by transit. All fully separated transitways will be designed to be able to be converted to light rail in the future.

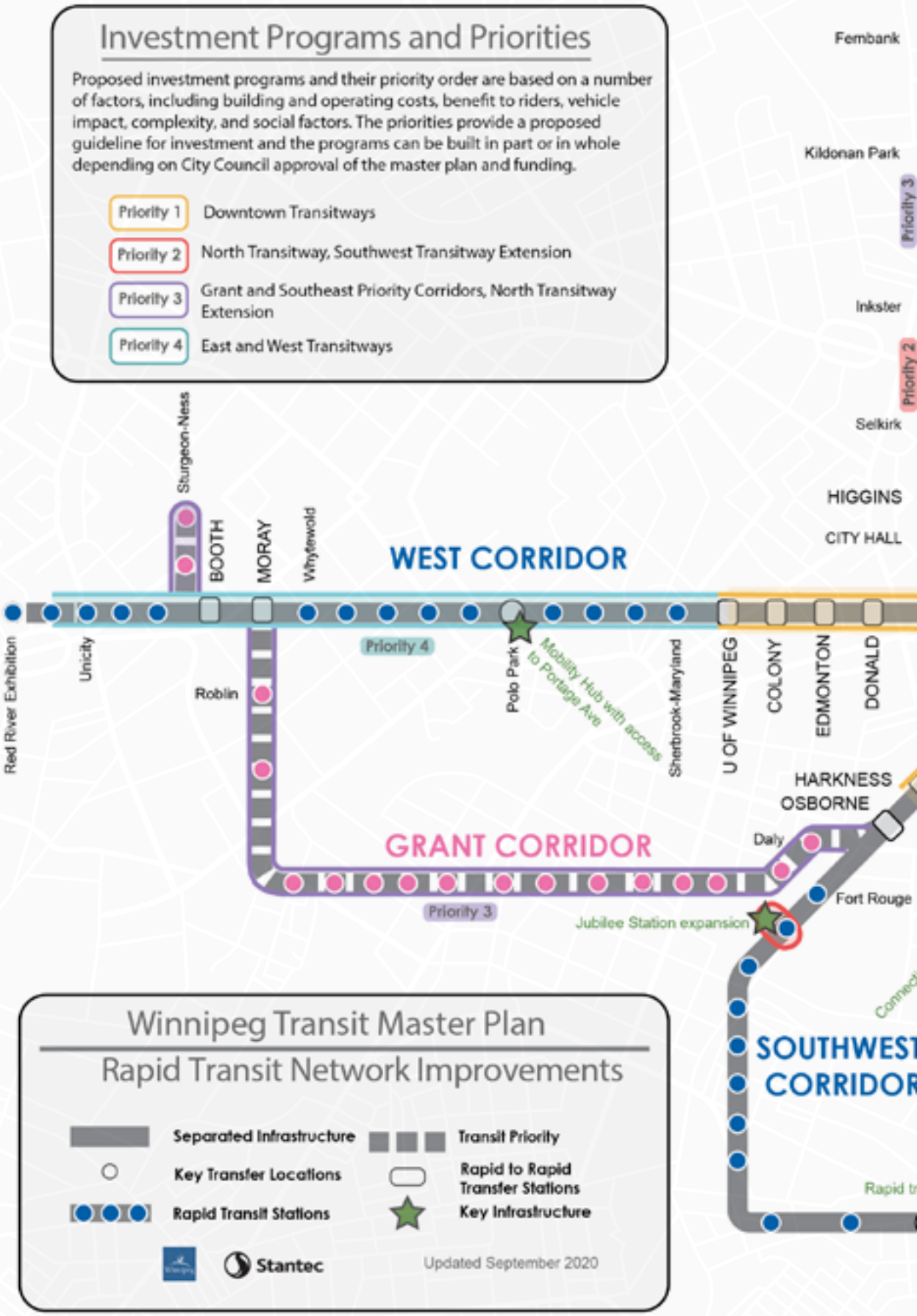
Fully separated transitways are different from diamond lanes. Taxis, bicycles, and turning vehicles share diamond lanes—they do not share fully separated transitways. Only transit vehicles are allowed on fully separated transitways.

There are a number of different options for fully separated transitways. These are shown on page 9.

Draft plan for rapid transit infrastructure

The diagram on the next page shows proposed investment programs for rapid transit infrastructure in order of priority. The programs and their priority order are based on a number of factors, including building and operating costs, benefit to riders, vehicle impact, complexity, and social factors. The priorities provide a proposed guideline for investment and the programs can be built in part or in whole depending on City Council approval of the master plan and funding.

Brief descriptions of each priority are provided on page 8.


Investment Programs and Priorities
Proposed investment programs and their priority order are based on a number of factors, including building and operating costs, benefit to riders, vehicle impact, complexity, and social factors. The priorities provide a proposed guideline for investment and the programs can be built in part or in whole depending on City Council approval of the master plan and funding.
Priority 1 Downtown Transitways
Priority 2 North Transitway, Southwest Transitway Extension
Priority 3 Grant and Southeast Priority Corridors, North Transitway Extension
Priority 4 East and West Transitways
Fernbank
Kildonan Park
Priority 3
Inkster
Priority 2
Selkirk
HIGGINS
CITY HALL
Sturgeon-Ness
BOOTH
MORAY
Whyte Ridge
WEST CORRIDOR
Red River Exhibition
Unicity
Roblin
Priority 4
Polo Park
Mobility Hub with access to Portage Ave
Sherbrook-Maryland
U OF WINNIPEG
COLONY
EDMONTON
DONALD
HARKNESS
OSBORNE
GRANT CORRIDOR
Daly
Priority 3
Jubilee Station expansion
Fort Rouge
SOUTHWEST CORRIDOR
Winnipeg Transit Master Plan
Rapid Transit Network Improvements
Separated Infrastructure
Transit Priority
Key Transfer Locations
Rapid to Rapid Transfer Stations
Rapid Transit Stations
Key Infrastructure
Stantec
Updated September 2020


NORTH CORRIDOR
Port Douglas Central
WATT
Priority 4
Kildonan Place
Plessis
Pandora
Louise bridge
Nairn over CN
Lagimodiere overpass
EAST CORRIDOR
Priority 1
PORTAGE & MAIN
Elevated from Union Station to East Portage
UNION
Stradbrook flyover
STRADBROOK
Marion
Tache
Carrière
Riverview Health Centre
SOUTHEAST CORRIDOR
Priority 3
St Vital transit exchange + Park and Ride
BISHOP GRANDIN
Priority 2
MEADOWOOD
South Perimeter

Investment Priorities

Priority 1 – Downtown Transitways

Transitways will be built along Main Street from Higgins Avenue in the north to St. Mary's Road at Taché Avenue in the southeast and along Portage Avenue from the University of Winnipeg to Westbrook Street in the east. Key infrastructure in this program includes an elevated transitway through Union Station from William Stephenson Way to Harkness Station.

Priority 2 – North Transitway, Southwest Transitway Extension

North transitway: Transitway infrastructure from Main Street at Higgins Avenue to Inkster Boulevard in the north and along Sutherland Avenue to the Louise Bridge.

Southwest transitway: Transitway infrastructure to connect St. Vital Centre to the University of Manitoba. Key infrastructure includes a rapid transit bridge across the Red River, as an extension of the Southwest Corridor, and interchange stations between the Southwest and Southeast Corridors at St. Vital Centre and Meadowood.

On the existing southwest transitway, this program also includes an expansion of Jubilee Station.

Priority 3 – Grant and Southeast Priority Corridors, North Transitway Extension

Grant corridor: Priority infrastructure on Grant Avenue from Pembina Highway to William Clement Parkway/Moray Street, on Moray Street from Grant Avenue to Portage Avenue, and on Sturgeon Road from Portage Avenue to Ness Avenue.

Southeast corridor: Priority infrastructure from Taché Avenue to St. Vital Centre. Key infrastructure includes a walking connection to Riverview Health Centre across the Red River.

North transitway: Fully separated transitway on Main Street from Inkster Boulevard to Kildonan Park and priority infrastructure on Main Street from Kildonan Park to Fernbank Avenue.

Priority 4 – East and West Transitways

East transitway: Fully separated transitways on Nairn Avenue and Regent Avenue to Kildonan Place. Priority infrastructure on Regent Avenue from Kildonan Place to Plessis Road. Key infrastructure includes:

- Nairn Avenue overpass of CP main line
- Lagimodière Boulevard overpass

West transitway: Fully separated transitways on Portage Avenue from the University of Winnipeg to Unicity. Key infrastructure includes a mobility hub at Polo Park that provides access to and from the transitway on Portage Avenue.

Transitway types

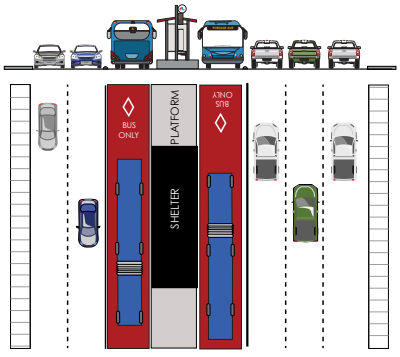
A transitway is a road that is only used by transit.

The diagram below shows three different types of fully separated transitways.

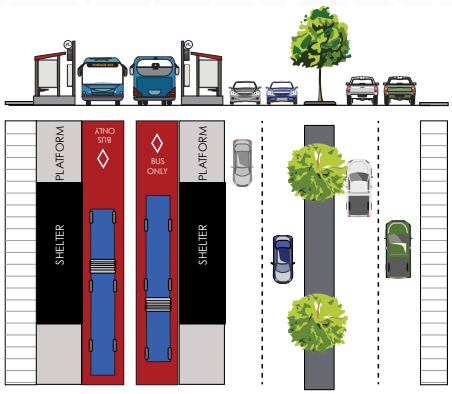
The different options for fully separated transitways will be used based on what works best for the specific area to keep transit and vehicle traffic from crossing paths too often, while providing pedestrian access to transit stops and stations.

Fully separated transitways

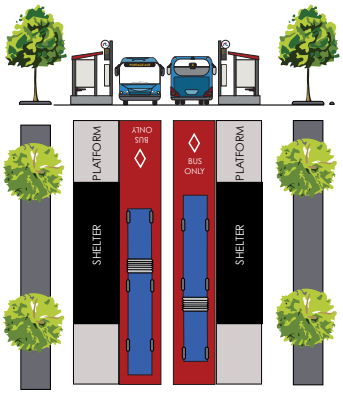
Centre-running



Same-side running



Exclusive roadway



Most fully separated transitways outside of Downtown will be centre running, including most of Portage Avenue and Main Street.

Transitways in other areas, such as Downtown, will be based on the physical constraints of the existing roadways neighbourhoods.

Rapid transit infrastructure Downtown

All three rapid transit lines will meet on Main Street between Portage Avenue and Stradbrook Avenue. The renderings on the next two pages show concepts of how this could look. These concepts will require more detailed design and study before anything is built.

All new transit stations will be built to the City of Winnipeg Accessibility Design Standards, to make transit more accessible for people of all ages and abilities.

Union Station

Union Station will be the central hub of the rapid transit network. All three rapid transit lines (A, B, and C) and five other frequent and direct lines (D, K, L, Q, and T) will meet at Union Station (a map of all rapid, frequent, and direct lines is on page 18 of this booklet). The different lines will be routed through three locations:

1. In front of Union Station at street level on Main Street (B, Q, and T)
2. Inside Union Station on an elevated transitway (A, C, and D)
3. Behind Union Station at street level on Israel Asper Way (K and L, not shown)



The proposed plans for Union Station include improvements for accessibility. The pedestrian crossing at Broadway and Main Street will be improved and there will be better pedestrian access to the Forks.

There will also be new and improved bike paths to connect Union Station to the Forks.

There will be a drop-off zone for Winnipeg Transit Plus customers and the general public.

Stradbrook Station at Norwood Bridge

Several changes are proposed at the intersection of Queen Elizabeth Way, Mayfair Avenue, and Stradbrook Avenue:

1. An elevated transitway will run from Union Station to Harkness Station (next to Stradbrook Avenue).
2. There will be a transit station on the east side of the intersection, at both street level and on the elevated transitway, with access between levels via an elevator, escalator, ramps, and stairs.
3. Stradbrook Avenue will become a one-way street (eastbound), and Mayfair Avenue will change directions to connect westbound traffic from Queen Elizabeth Way to River Avenue.
4. A bridge will carry pedestrians and bicycles across the street, to the station, and beyond.
5. The north sidewalk and bike lanes of the Norwood Bridge will be reconfigured. Bicycles and pedestrians will still have access in both directions, on both sides of the bridge.



Portage and Main

The proposed network design includes seven primary network lines that travel through Portage and Main (all three rapid transit lines and four frequent lines; see the primary network diagram and full network plan on pages 18 and 19). We have identified a need to create a transit station at Portage and Main that enables people to make connections between transit lines in a way that is universally accessible while respecting the results of the 2018 plebiscite. This station will be the subject of a separate study that will include further technical analysis and public engagement.

We have also identified alternative routing that would allow us to implement the proposed rapid transit service plan prior to building a new transit station at Portage and Main, if needed. The alternative routes would allow us to implement rapid transit service (high frequency, seven days a week, with limited stops) using existing bus stops (see the short-term network plan on page 20).

How these changes will affect traffic Downtown

Building fully separated transitways Downtown will help transit move faster, making it more efficient and reliable. With buses removed from traffic, other vehicles will move a little faster too, even with less space.

The graphic below compares estimated travel times Downtown during the afternoon rush hour in 2044 with no street changes to estimated travel times with rapid transit. With rapid transit, the average person will save three minutes travelling through Downtown by car and bus. Approximately 50,000 people will travel through Downtown each day, resulting in a total time savings of 150,000 minutes just during afternoon rush hour.



Accessibility and Winnipeg Transit Plus

In Phase One public engagement, we heard that making transit more accessible to people of all ages and abilities is important to Winnipeggers. In Phase Two public engagement, we also heard from participants who want accessibility to be improved throughout the transit system to make transit more safe and useable for people with disabilities.

Improving accessibility and integrating Winnipeg Transit Plus with conventional transit are important goals of the Winnipeg Transit Master Plan to enable people of all ages and abilities to move around the city. To understand the current issues and develop proposed changes, we:

- Reviewed the Manitoba Ombudsman's report on Winnipeg Transit Plus, the *Accessibility for Manitobans Act*, and what is being done for accessible transit in other cities
- Audited 1,112 bus stops for accessibility based on the City of Winnipeg Accessibility Design Standards
- Held two information sessions with Winnipeg Transit Plus users

Based on this information, we are proposing the following changes to Winnipeg Transit Plus and the rest of the transit system to enable people with disabilities to access and use transit with greater convenience, flexibility, and safety.

- Update Winnipeg Transit Plus policies to bring them in line with the *Accessibility for Manitobans Act* and best practices for accessible transit
- Identify places where two or more transit routes meet, and people are likely to transfer, and prioritize these for accessibility improvements to be completed with other transit infrastructure projects
- Pilot an option for some customers to use Winnipeg Transit Plus and conventional transit together—providing more freedom and flexibility to these customers, and enabling Winnipeg Transit Plus to serve more customers overall

Places where people connect within the transit network will be priorities for accessibility

One of the key steps to make our transit network more accessible is to ensure that the places where people connect to transit are accessible. In the proposed network, there will be four types of places where people can connect to transit: stops, junctions, stations, and hubs.

	What are they?
Stops	Marked locations along primary network lines and feeder network routes where riders can access transit. These are used in our current transit system.
Junctions	Places where two or more routes meet. Junctions will be developed to make it easier to change buses and will have shelters and real-time transit information.
Stations	Places where many people are getting on and off the bus, usually with two or more connecting lines or routes (for example, a frequent line and a connector route). Stations will be developed with larger shelters, real-time transit information, and may have places to change to other kinds of transportation (for example, bike racks or drop-off zones).
Hubs	Places where you can transfer between three or more lines or routes and switch between different kinds of transportation—walking, cycling, driving, and public transit. Hubs can also include features like Wi-Fi, food service, and shops.

The Winnipeg Transit Master Plan commits to making transit junctions, stations, and hubs fully accessible. This includes making sure that:

- Transit stops are near each other on opposite sides of the street—this allows you to start and end your trip near the same place
- Transit stops are near crosswalks at intersections
- Sidewalks connect to the transit stops at junctions, stations, and hubs
- Sidewalks, crosswalks, traffic lights, and curbs are universally accessible
- The distance to walk or roll between transit routes is as short as possible
- There are heated shelters and real-time transit information available
- New stations and all other infrastructure improvements follow the City of Winnipeg Accessibility Design Standards

Winnipeg Transit will work with other City Departments to make these improvements, including working with Public Works to review signal timing.

As part of the Winnipeg Transit Master Plan, 1,112 bus stops throughout the city were audited based on the City of Winnipeg Accessibility Design Standards. Every stop received a score between 0 and 100 percent. About one-third of stops (378) scored as “good,” meaning they are generally accessible to people with visual, cognitive, and physical disabilities. Ninety-six stops (about eight percent) failed, meaning they are not accessible and it is difficult to get on and off the bus safely.

The results of this audit will be used in two ways:

- Transit stops with “good” scores can be part of a pilot project for some Winnipeg Transit Plus customers to use a combination of Winnipeg Transit Plus and conventional transit to travel around the city
- Locations with a low score that will become transit junctions, stations, or hubs in the proposed network will be prioritized for accessibility improvements when other infrastructure improvements are being made (see the draft plan for rapid transit infrastructure on pages 6-7 for proposed infrastructure programs and priorities)

Integrating Winnipeg Transit Plus with the conventional network

By making conventional transit more accessible, we can provide more travel options for people with disabilities. One of these options is to combine Winnipeg Transit Plus service and conventional transit for customers whose abilities allow it, providing them more freedom and flexibility.

In this option, a Winnipeg Transit Plus vehicle brings customers from their home to an accessible transit junction, or from an accessible transit junction to their destination, or both. Winnipeg Transit Plus staff will have the information and training they need to help customers plan combined trips. Winnipeg Transit also will provide travel training to assist customers in making combined trips door to door.



Before piloting this option, we will make sure the following infrastructure and support is in place:

- **Accessible transit junctions, stations, and hubs**: Locations where customers can easily walk or roll to connect to conventional transit. See "Places where people connect within the transit network will be priorities for accessibility" for more details.
- **Accessible buses**: Currently, all of Winnipeg Transit's buses are low-floor, with audible next stop announcements and visual display of next stops. As buses are replaced, new vehicles will include updated wheelchair securement systems. Winnipeg Transit will also improve signage and public education about priority seating areas to encourage riders to make sure these areas are available for those who need them.
- **Accessible destinations**: Winnipeg Transit Plus will identify and track destinations that can be reached by an accessible path from rapid transit stations and hubs.
- **Trip planning system and eligibility criteria**: Winnipeg Transit Plus will upgrade its scheduling system to include information about accessible transit junctions, stations, and hubs and accessible destinations. The eligibility criteria for Winnipeg Transit Plus will also be updated to identify customers who are able to use both conventional transit and Winnipeg Transit Plus. Winnipeg Transit Plus staff will be able to help customers plan trips that use Winnipeg Transit Plus and the conventional system, connecting to the conventional system at accessible locations.

Here is how a trip using both Winnipeg Transit Plus and conventional transit could work:

- Winnipeg Transit Plus vehicle picks up customer at home and transports them to an accessible rapid transit station on Line A (the BLUE rapid transit line).
- Customer boards an accessible bus on Line A. The average wait time is three to five minutes during the day. Rapid transit buses run every five minutes during peak times and every 10 minutes at off-peak times.
- Customer disembarks at Union Station and proceeds to accessible pick-up/drop-off zone. (See draft concept below.)
- Winnipeg Transit Plus vehicle picks up customer to take them to their final destination Downtown.



1. Pick-up/drop-off zone
2. Transit station for lines B, Q, and T on Main Street
3. Transit station for lines A, C, and D on elevated transitway, accessible by stairs and an elevator

Proposed service types

Different areas of the city have different needs for transit service. For example, there are usually more riders along major streets and fewer riders in suburban residential areas.

The Winnipeg Transit Master Plan proposes different types of service to meet different needs and demand. The service types are connected in a network to help people get around the city.

The proposed service types were presented for input in Phase Two of public engagement. Based on what we heard in Phase Two, we have updated the service types to include accessible service as part of the feeder network, rather than a separate category.

	Service type	What does it do?	How often do buses run?*	How far apart are the stops?	
Primary Network	**Rapid lines**	Frequent service with transit-only right of way where needed to bypass congestion and move more quickly across the city	Every **5-10** minutes	At least a 10 minute walk (700 metres)	Highest demand
	Stop spacing				
	Frequent lines	Buses run along major streets to help people travel across the city	Every **10-15** minutes	At least a five minute walk (350 metres)	
	Stop spacing				
	Direct lines	Buses run along main streets to help people travel between neighbourhoods	Every **10-20** minutes	At least a three minute walk (200 metres)	
	Stop spacing				
Feeder Network	**Connector routes**	Connect people to primary network and help them move around the city	Every **15-30** minutes	At least a three minute walk (200 metres)	
	Stop spacing				
	Community routes	Help people travel within their neighbourhoods, to nearby services, connector routes, and the primary network	Every **30-60** minutes	At least a three minute walk (200 metres)	
	Stop spacing				Lowest demand
	On-request	Available in areas that have very low demand, to help people access transit	N/A	N/A	
	Accessible	Enable eligible customers to access other transit services and get around the city	N/A	N/A	

*other than late at night

Primary network

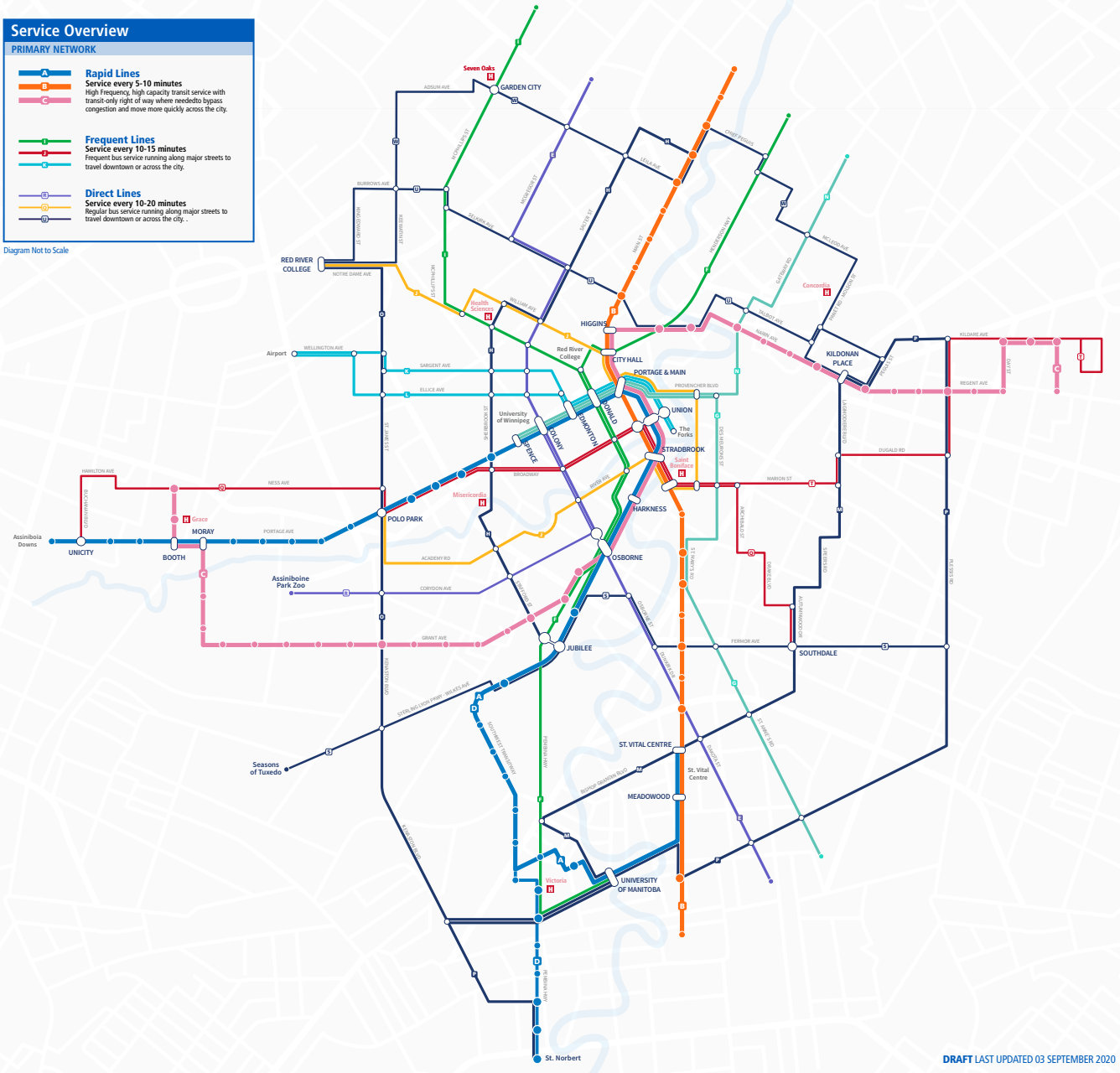
The map below shows the full primary network. A larger version of this map is available online at: winnipeg.ca/transitmasterplan.

The three rapid transit lines are part of the primary network, along with frequent and direct lines throughout the city.

Primary network lines will run every five to 20 minutes all day, every day (except late at night), and stops will be spaced several blocks apart to let transit travel faster. Primary network lines will run often enough that you won't need to follow a schedule.

Primary network lines are simpler and straighter than many current routes. Simple, straight lines mean transit reaches its destination faster and can run more frequently.

Winnipeg Transit Long Term Network Plan | Primary Network Diagram



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Full network

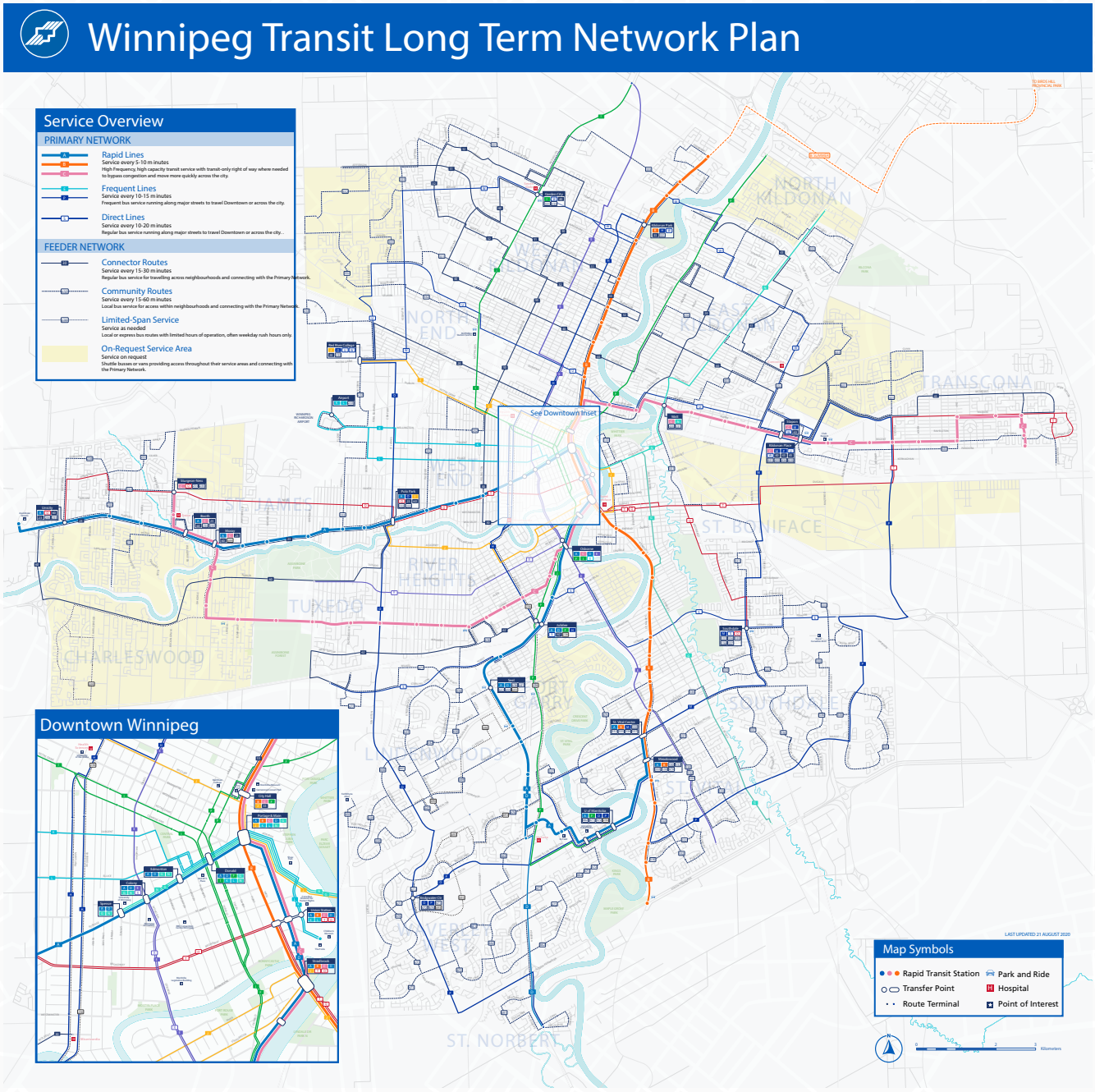
The map below shows the full transit network. A larger version of this map is available online at: winnipeg.ca/transitmasterplan.

The full network is made up of primary and feeder networks.

The feeder network is made up of community and connector routes and on-demand and accessible services to connect transit users to the primary network. Feeder network routes will avoid congested areas and stay on time more often.

Only primary network lines will run Downtown. These lines will be simple and straight with fewer turns. Every line that goes Downtown will be very frequent with buses arriving every five to 15 minutes.

Transit stations around Downtown will allow people to connect between the rapid, frequent and direct lines on the primary network. Over time, infrastructure will be built to give transit priority and speed up trips.



Full network – short-term network plan

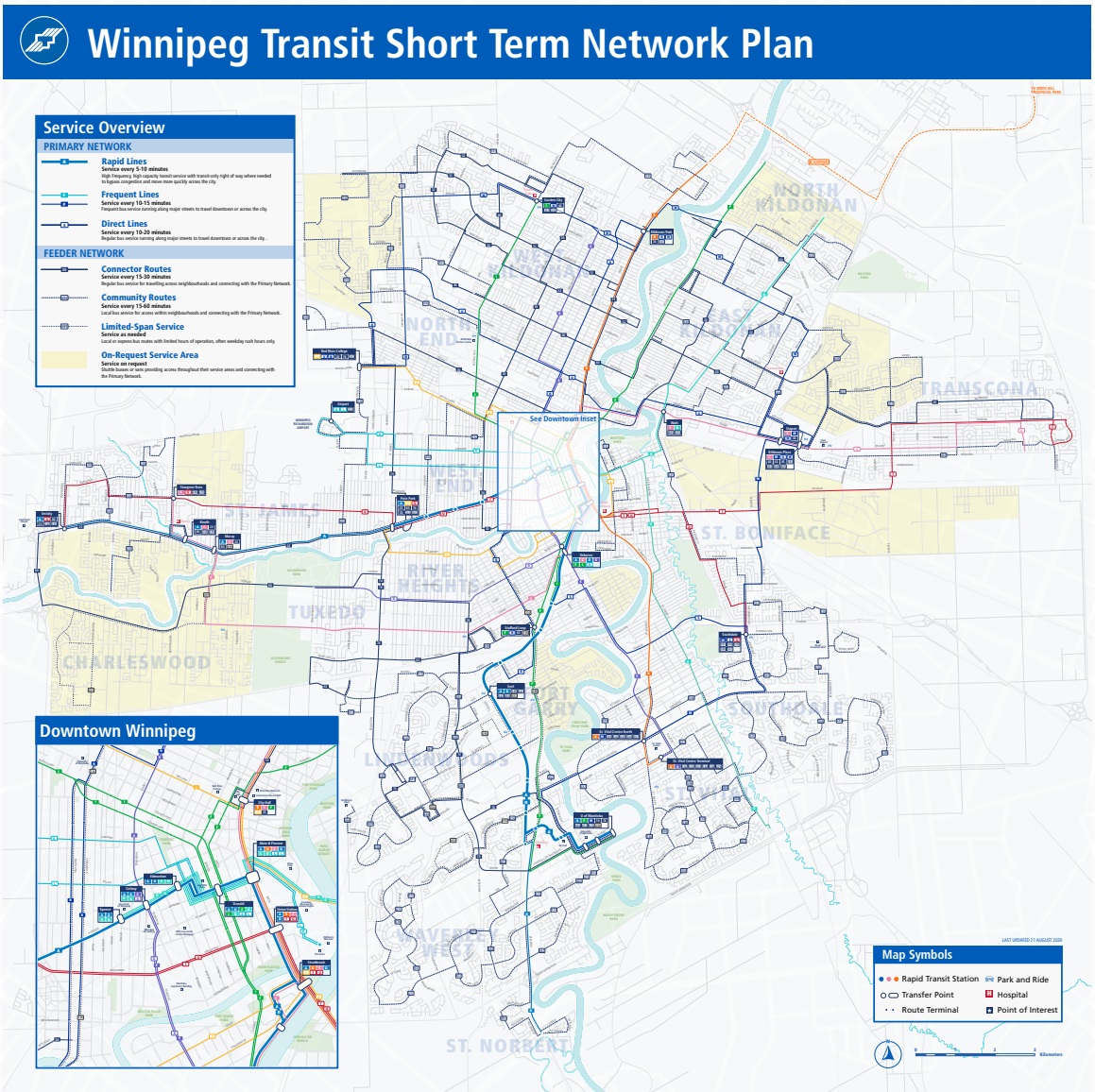
The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years. One advantage of bus rapid transit is that the service can be introduced before special infrastructure is built, and infrastructure investments can be targeted to where they are needed most to bypass congestion.

The short-term network plan shows the network of rapid transit service and other routes that will be implemented in the next three to seven years. This plan is based on existing infrastructure and expected ridership. In some cases, when rapid transit service begins on a new line, the bus may not travel to the end of the line as proposed in the long-term network plan.

For example, on Line B (Main Street to St. Mary's Road), the short-term network plan proposes that rapid transit service will end at St. Vital Centre. In the long-term network plan, Line B will go to the Perimeter Highway. Even when the long-term network plan is put in place, at first every second bus on Line B may go to the Perimeter Highway, with every other bus turning around at St. Vital Centre. Once there are enough riders on the portion of the line south of St. Vital Centre, every bus will run to the Perimeter Highway.

As we introduce rapid transit service on a corridor, current bus routes in that area will change to connect people to the rapid transit line and the rest of the primary network. There will be more opportunities for input on the feeder network before the routes change.

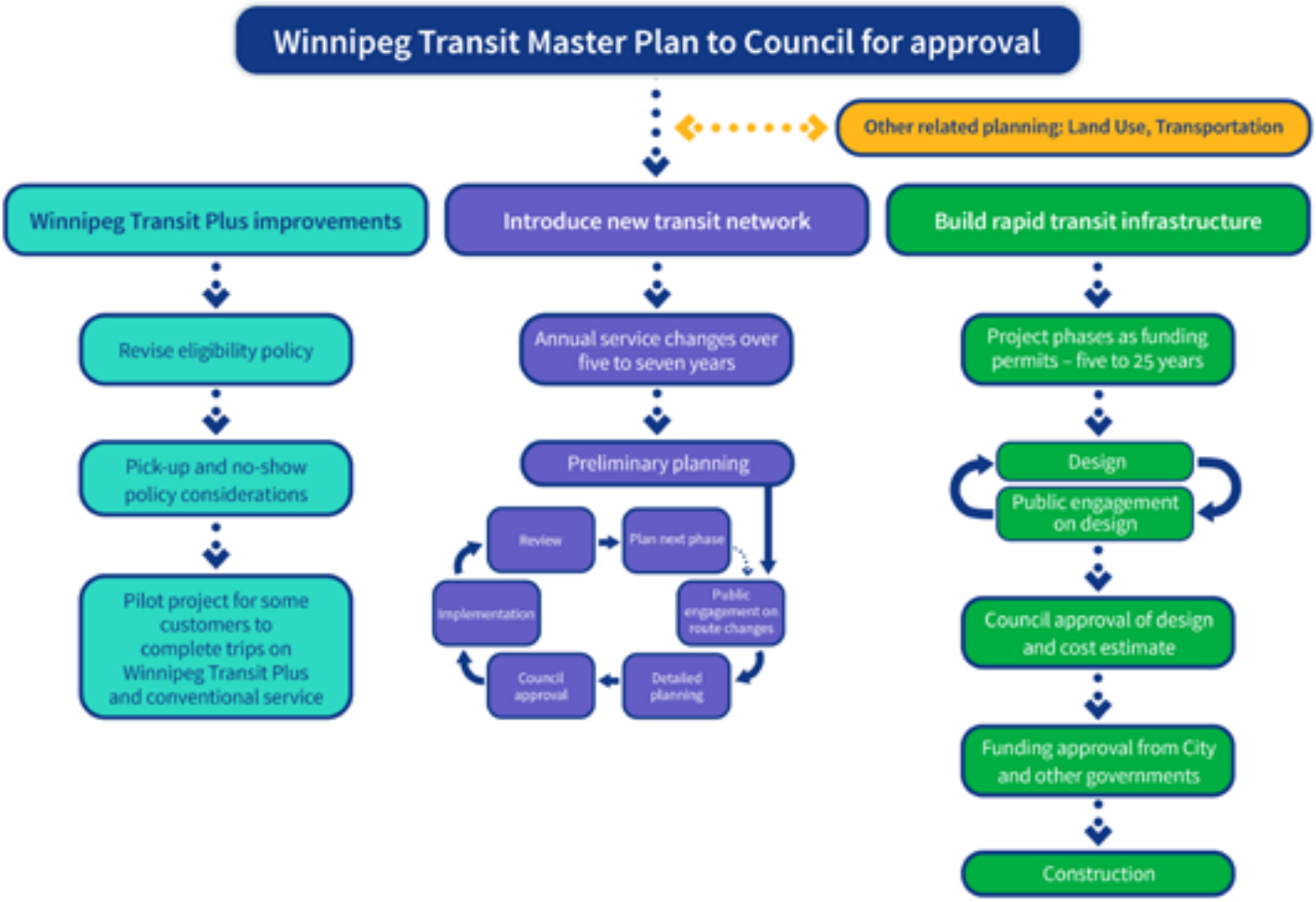
If approved by City Council, this plan will be implemented over the next three to seven years.



What happens next—implementation plan

The Winnipeg Transit Master Plan lays out a vision for the future of our transit system. It includes a number of recommended changes to network design, routes, service, and infrastructure.

Once the Winnipeg Transit Master Plan is complete, it will be presented to City Council for its consideration. Once the plan is approved by Council, work can begin to put the recommended changes in place. As these changes move forward, there will be additional opportunities for public input. The graphic below gives a snapshot of how changes will happen in three key areas: improving Winnipeg Transit Plus, introducing the new transit network (routes), and building rapid transit infrastructure.



Phase Three Survey

In this phase of engagement, we will be asking for your feedback on rapid transit service and infrastructure, transit accessibility, and the overall direction of the plan. Your feedback will help us build a transit system that connects people and communities around the city in a sustainable, efficient way.

This survey will remain open until Friday, November 6, 2020.

You can also complete this survey online at: winnipeg.ca/transitmasterplan

Part one: Rapid transit

The diagram on page 3 shows the proposed rapid transit lines and stops to be developed over the next 25 years.

Rapid transit will initially be put in place using buses; however, each line has the potential to be changed to light rail in the future based on demand and funding. By starting with buses, we can begin to provide rapid transit service before special infrastructure is built, providing rapid transit to more people sooner and for less cost than light rail transit.

Rapid transit service

The newest phase of rapid transit service began in Winnipeg on April 12, 2020, with the launch of BLUE (part of Line A). The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years.

Rapid transit infrastructure

The Winnipeg Transit Master Plan proposes building rapid transit infrastructure based on the needs of each corridor to make sure that rapid transit is frequent, reliable, and efficient.

- Priority infrastructure means targeted changes to existing roads to allow transit to bypass congestion. It can include diamond lanes, short transit-only lanes, priority traffic signals, changes to on-street parking, and changes to bus stop locations and configurations.
- Fully separated infrastructure provides space on the road that can only be used by transit, meaning vehicles like taxis, bicycles, and turning vehicles will not be allowed in these transitways. All fully separated transitways will be designed to be able to be converted light rail in the future.

Rapid transit infrastructure Downtown

Union Station will be the central hub of the rapid transit network. All three rapid transit lines and five other frequent and direct lines will meet at Union Station. (See draft concept on page 10.)

1. To what extent do you support the following proposals relating to rapid transit?

1a. Initial rapid transit investment should be focused on Downtown and expanded outward as needed

☐ Strongly support ☐ Neutral ☐ Strongly oppose
☐ Somewhat support ☐ Somewhat oppose

1b. Union Station should be the central hub of the rapid transit network

☐ Strongly support ☐ Neutral ☐ Strongly oppose
☐ Somewhat support ☐ Somewhat oppose

2. How do you think that the plans for rapid transit, including the proposed changes Downtown, will affect how people get around the city?

☐ Significantly improve ☐ No change ☐ Significantly worsen
☐ Somewhat improve ☐ Somewhat worsen

3. Do you feel additional changes could be made to the proposed rapid transit plan to better suit the needs of Winnipeg residents? If so please, please explain:

_____

_____

_____

_____

4. The cost of light rail transit (LRT) is significantly higher than bus rapid transit (BRT); however there are investments that can be made to improve the experience of BRT. With that in mind, please rate the following features in terms of which are most likely to encourage more people to take bus rapid transit.

	Not likely to encourage more people to take bus rapid transit				Very likely to encourage more people to take bus rapid transit
• Vehicles that make smooth starts and stops	1	2	3	4	5
• No or fewer sharp corners on routes	1	2	3	4	5
• Reliable connections between routes	1	2	3	4	5
• More frequent transit service on the most-used routes	1	2	3	4	5
• Faster-moving transit service on the most-used routes	1	2	3	4	5
• Annual fare increases stay close to where they are now	1	2	3	4	5
• Fares are reduced for all riders	1	2	3	4	5

• Other: _____

_____

_____

Part two: Accessibility

As part of the Winnipeg Transit Master Plan, Winnipeg Transit is placing a focus on improving the accessibility of Winnipeg's transit system. In Phase One of public engagement, we heard that making transit more accessible to people of all ages and abilities is important to Winnipeggers. In Phase Two of public engagement, we also heard from participants who want accessibility to be improved throughout the transit system to make transit more safe and useable for people with disabilities.

The following questions are about how we can improve the accessibility of Winnipeg's transit system.

5. Please rate the following features in terms of which are most likely to improve the experience of taking transit for travellers with accessibility needs.

	Not likely to improve accessibility on transit				Very likely to improve accessibility on transit
• Sidewalk connections to bus stops that are wheelchair accessible	1	2	3	4	5
• Auditory cues at intersections	1	2	3	4	5
• Bus shelters with accessible seating	1	2	3	4	5
• Help from the driver with securing wheelchairs on conventional buses	1	2	3	4	5
• Snow clearing at bus stops	1	2	3	4	5
• Travel training on how to plan trips using conventional services	1	2	3	4	5
• Raised awareness of priority seating areas for travellers with accessibility needs	1	2	3	4	5

- Other: _____

_____

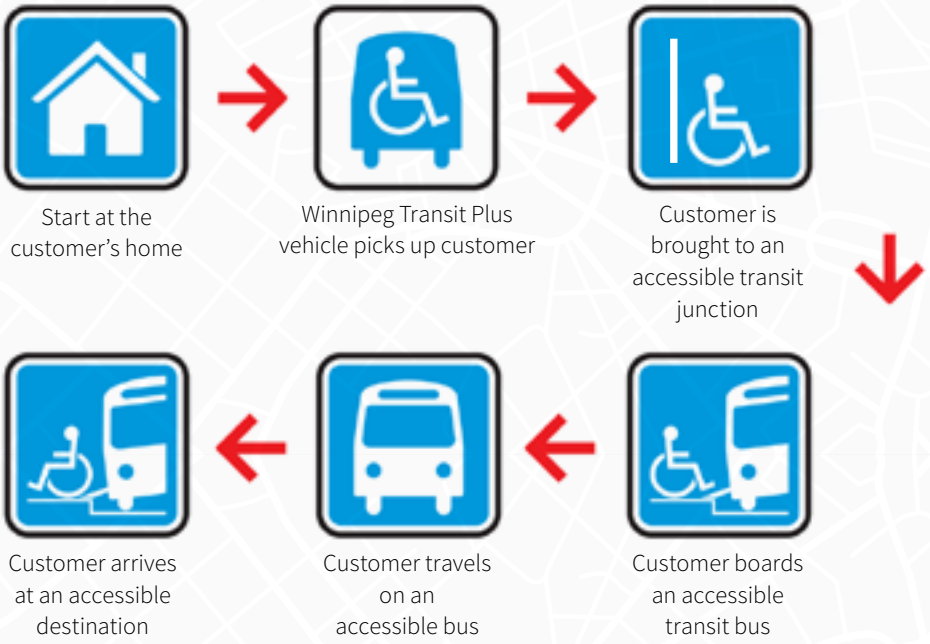
_____

3. The Winnipeg Transit Master Plan proposes changes and improvements to Winnipeg Transit Plus. Would you like to give more specific input on Winnipeg Transit Plus?

☐ Yes ☐ No **If "No," proceed to page 28.**

Integrating Winnipeg Transit Plus with the transit system

By making conventional transit more accessible, we can provide more travel options for people with disabilities. One of these options is to combine Winnipeg Transit Plus service and conventional transit for customers whose abilities allow it, providing them more freedom and flexibility.



Before piloting this option with customers, we will make sure the following infrastructure and support is in place:

- **Accessible transit junctions, stations, and hubs:** Winnipeg Transit Plus customers will only be brought to locations where they can easily walk or roll to connect to conventional transit.
- **Accessible buses:** Currently, all of Winnipeg Transit's buses are low-floor, with audible next stop announcements and a visual display of next stops. As buses are replaced or upgraded, new and retrofitted vehicles will also include improved wheelchair securement systems. Winnipeg Transit will also improve signage and public education about priority seating areas to encourage riders to make sure these areas are available for those who need them.
- **Accessible destinations:** Winnipeg Transit Plus will identify and track destinations that can be reached by an accessible path from rapid transit stations and hubs.
- **Trip planning system and eligibility criteria:** Winnipeg Transit Plus will upgrade its scheduling system to include information about accessible transit junctions, stations, and hubs and accessible destinations. Winnipeg Transit Plus staff will be able to use the system to help customers plan trips that use Winnipeg Transit Plus and the fully accessible portions of the conventional transit network. The eligibility criteria for Winnipeg Transit Plus will also be updated, to identify customers who can make these combined trips.
- **Travel training:** Winnipeg Transit Plus customers will have access to a variety of travel training resources to make combined trips

7. Assuming that all of the accessibility infrastructure and support described above is in place, if using a combination of conventional and Winnipeg Transit Plus services allowed me to book same-day service, I would take advantage of this option where possible:

☐ Yes ☐ No ☐ I am unsure

7a. If you answered "no," why would you not take trips that combine Winnipeg Transit Plus service and conventional transit?

7b. If you answered "I am unsure," what would encourage you to take trips that combine Winnipeg Transit Plus service and conventional transit?

8. When it comes to implementing combined trips, is there anything else we should consider?

Scheduling windows

Winnipeg Transit Plus is proposing to introduce new scheduling windows to improve efficiency and align with industry best practices.

Scheduling windows could work something like this:

When a customer requests a pick-up for 1:15 p.m., a window of 1 p.m. - 1:30 p.m. is provided, meaning that the Winnipeg Transit Plus vehicle will arrive anytime between 1 and 1:30 pm. A customer would receive an automated notification on the estimated time of arrival of their vehicle.

9. How would you prefer to be notified when your vehicle is on its way? Please rate the options from 1 to 5.

	I would not use this option				I would use this option the most
• Text	1	2	3	4	5
• Email	1	2	3	4	5
• Phone call	1	2	3	4	5
• (New) App	1	2	3	4	5

No-show and late cancellation policies

No-shows and late cancellations affect the number of customers Winnipeg Transit Plus is able to serve with its available resources. When a Winnipeg Transit Plus trip is cancelled on short notice, the driver and vehicle cannot be sent to another customer, but the cost of the trip must still be paid. Winnipeg Transit Plus can provide only a limited number of trips a day, and a no-show may mean that another customer did not get a trip who needed it. When several customers are sharing a Winnipeg Transit Plus vehicle, a no-show also causes them to wait and their trip to take longer. For these reasons, Winnipeg Transit Plus, like other accessible transit services, has penalties for no-shows and late cancellations.

We also understand that a no-show or late cancellation may be due to circumstances that are outside of our customers' control. We are proposing a different approach to our policies for no-shows and late cancellations for Winnipeg Transit Plus that will give customers flexibility, while also ensuring accountability and that services are available to people who depend on them.

The new approach will give each customer a certain number of no-shows/late cancellations within a set period of time with no penalty. If a customer uses all their no-shows/late cancellations within the set period of time, there will be a penalty. This approach will bring us in line with other accessible transit services across Canada.

10. To what extent would you support the proposed change to the Winnipeg Transit Plus no-show/late cancellation policy?

☐ Strongly support ☐ Neutral ☐ Strongly oppose
☐ Somewhat support ☐ Somewhat oppose

11. Currently, Winnipeg Transit Plus charges a fine for no-shows and late cancellations. The fine increases with each no-show or late cancellation. Other transit services use suspensions, where customers are not allowed to use the service for a set time. Like fines, suspensions may increase each time they are applied to a customer.

Thinking about the system described above, what penalty do you think would be most appropriate once a customer uses all their points in a set period of time? Please rate the options from 1 to 5.

	Not appropriate at all				Most appropriate
• Fines	1	2	3	4	5
• Suspensions	1	2	3	4	5
• A combination of fines and suspensions, where fines are used first, followed by suspensions	1	2	3	4	5

• Other:

_____

_____

_____

12. Please let us know if you have suggestions about how to make the proposed changes to the no-show and late cancellation policy work in Winnipeg.

_____

_____

_____

Part three: Overall plan

The Winnipeg Transit Master Plan is made up of a number of recommended changes related to network design, routes, and service options. These recommendations include both short and long-term recommendations. As specific projects and initiatives move forward, there will be additional opportunities for public input.

13. Based on your understanding of the Winnipeg Transit Master Plan, do you think we are moving in a direction that supports the needs of Winnipeg residents as the city continues to grow?

☐ Yes ☐ No ☐ I don't have enough information to decide

13a. If you answered "no," please tell us what we can change to move in a direction that does support the needs of Winnipeg residents over the next 25 years.

13b. If you answered "I am unsure," what additional information do you require to determine whether we are moving in the right direction?

Part four: Please tell us about yourself and how you use Winnipeg's transit system.

Your answers to these questions are not required, but will help us in determining which segments of Winnipeg's population we are hearing from so we can improve engagement in the future.

14. How often do you use public transit?

- ☐ Every day
- ☐ At least five days per week
- ☐ Two to four days per week
- ☐ One day per week to one day per month
- ☐ One day per month to one day per year
- ☐ I do not use public transit

15. For what purposes do you use public transit? Please select all that apply.

- ☐ Commuting to work
- ☐ Commuting to school
- ☐ Day-to-day tasks (e.g. grocery shopping, appointments)
- ☐ Recreation (e.g. visiting friends, entertainment)

16. Please provide the first three characters of your postal code. This information is used to understand the input we receive from participants in different areas of the city.

_____

17. What is your age?

- ☐ 10 to 14
- ☐ 15 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65+

18. Which of the following best describes your household income? This information helps the City understand the range of participants we are hearing from.

- ☐ Under $10,000
- ☐ $10,000 - $20,000
- ☐ $20,000 - $30,000
- ☐ $30,000 - $40,000
- ☐ $40,000 - $60,000
- ☐ $60,000 - $80,000
- ☐ $80,000 - $100,000
- ☐ Over $100,000

19. To help the City understand the views represented in this engagement program and target our outreach efforts, we ask for the following information. Please self-identify as you feel comfortable.

- ☐ A woman
- ☐ A man
- ☐ A member of the LGBTQ2S+ community
- ☐ An Indigenous person (First Nation (status or non-status), Métis, or Inuit)
- ☐ A person of colour, also referred to as a visible minority
- ☐ A recent newcomer to Winnipeg (moved from anywhere outside of the City of Winnipeg within the last two years)
- ☐ A person with physical or non-visible disabilities
- ☐ A parent, guardian, or caregiver of a dependent
- ☐ Prefer not to share
- ☐ Other—please specify: _____

Thank you!

Thank you for your feedback.

A summary of the results from this survey will be posted online and considered as part of the project deliberation processes. Your time is appreciated!

If you are interested in receiving further communications regarding this project, please sign up for updates by sending an email to: **transitmasterplan@winnipeg.ca**

For more information, please visit: **winnipeg.ca/transitmasterplan**

Please tear out the survey pages from this booklet and mail them back to the City with the postage-paid envelope included in this package.

Notes

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