Winnipeg Transit Plus:
Winter-Only Service Review
Stakeholder Engagement Summary

Winnipeg Transit Plus – Winter-Only Service Review

Stakeholder Engagement Summary

March 2021

Background

Currently, Winnipeg Transit Plus (WTP) has customers who are eligible to use the service at all times (5,992 customers as of March 10, 2021) and winter-only customers who are eligible to use the service during winter only (202 customers as of March 10, 2021). Winter-only eligibility is determined by an individualized transit functional skills assessment.

In January 2020, Council approved a change to the winter only dates, with service beginning no later than December 15, and ending no earlier than March 31 for all winter-only WTP customers. The policy also allows for WTP to launch the service ahead of December 15 or extend the service beyond March 31 based on weather conditions.

On November 10, 2020, the Winnipeg Transit Public Service was directed to report back on a policy for determining when winter Transit Plus service should be initiated based on a defined metric of "appropriate conditions of our roads and sidewalks based on ice and snow and or other conditions worthy of consideration for safety." As part of this policy development, the City asked for WTP winter-only customers and stakeholders to provide feedback.

Engagement

Engagement for this project focused on current WTP winter-only customers. The WTP Policy Advisory Committee (PAC) provided feedback on how to address the Council motion, approach to engagement. WTP winter-only customers were asked to participate by letter and could provide survey feedback online, by fax or by mail. A sample of WTP customers were also contacted by phone; their feedback was included in the survey results. Engagement details are in the table below.

Key Findings

- A majority of WTP seasonal customer survey participants (25 of 36) rated their experience with seasonal service as 'Very good' or 'Good.'
- WTP winter-only customers surveyed supported the use of a metric to determine a start date for winter-only service based on weather conditions (23 of 37), but noted that multiple factors influenced their need for the service (e.g. snow, ice, and outdoor temperature).
- The most common suggestion for improvement was to **extend the winter season** (20 of 36 respondents), while the second most frequent suggestion (6 of 36 respondents) was to eliminate winter-only service, offering WTP service to seasonal customers year-round.
- The majority of customers (25 of 37) felt that winter-only service should begin **between early October and the middle of November** (Figure 3). When asked when winter-only service should end, the majority of customers (27 of 37) suggested dates **between the end of March and the end of April**.

Date	Activity	Details
January 4, 2021	Policy Advisory Committee (PAC) Meeting	A meeting was held with the PAC to discuss WTP winter-only service engagement. Feedback was used to refine the survey approach, questions, and supporting materials. A brief update was also presented to the PAC at their meeting on February 1, 2021. Notes from the January 4 PAC meeting can be found in Appendix C.
January 18 to February 12[1], 2021	Customer surveys (31), submitted online, by mail, or by fax.	All Transit Plus seasonal customers were contacted by letter to provide feedback on their experience with seasonal service and potential changes. This letter included a 'Winter-only Service Overview,' which can be found in Appendix D. Feedback from surveys received is included in Appendix A.
January 27, 2021	One-on-one customer phone surveys (6)	A sample of WTP seasonal customers who volunteered to be contacted participated in one-on-one phone surveys regarding their experience with winter-only service. All those who responded were contacted individually for feedback using the survey questions as a template. This feedback was compiled and analyzed along with the rest of the survey responses, and can be found in Appendix B.

[1] *Mail and fax surveys were accepted until February 25, 2021

To learn more about Winnipeg Transit Plus winter-only service, please visit winnipegtransit.com

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Customer Experience with Current Service

When asked how they would rate their current experience with WTP winter-only service, the majority of customers surveyed rated their experience as 'Very Good' or 'Good' (25 of 36), as shown in Figure 1 below.

The majority of customers surveyed said that it was 'Very important' to have set start and end dates for winter-only service (25 of 37). See Figure 2 below.

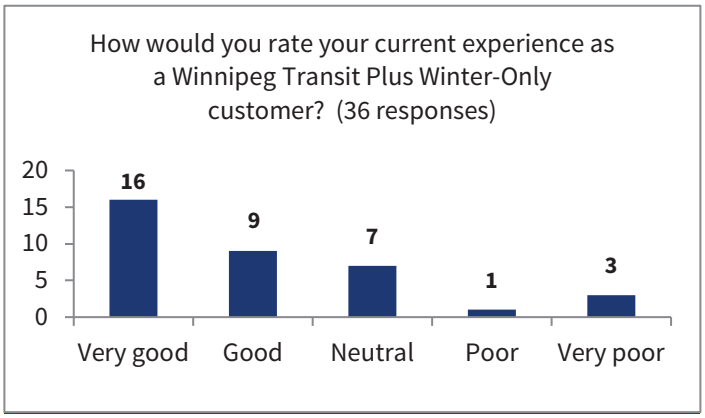

Figure 1 - *Customer experience with WTP winter-only service*

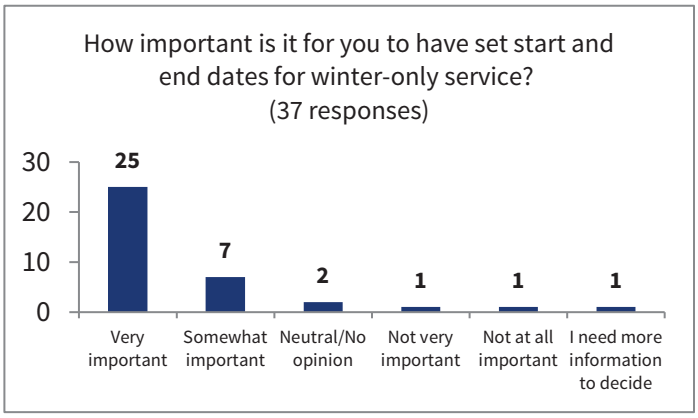

Figure 2 - Importance of set start and end dates

Most common positive feedback on winter-only service included:

- Service is timely and dependable
- Drivers are courteous and helpful
- It provides valued freedom and access to services and opportunities
- Comfort and safety provided is invaluable

Of those who expressed concerns with winter-only service, the most common frustrations were:

- Winter-only service dates are too limiting
- Unable to use the service as intended due to COVID-19

Other feedback included:

- Being picked up at home is beneficial
- Vehicles are clean and in good condition
- Some customers have experienced late or missed pickups
- More vehicles available in all areas of the city
- Greater flexibility for pick-up/drop-off times
- More reserved parking for WTP at hospitals and clinic locations
- Better communication of changes to service dates
- Getting in and out of WTP vehicles can be difficult
- Buses/vans can be uncomfortable due to hard seats and/or vibrations

To learn more about Winnipeg Transit Plus winter-only service, please visit winnipegtransit.com

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Determining Winter-only Start and End Dates

Regarding when they felt the winter-only season should start, the majority of customers (25 of 37) felt that winter-only service should begin some time **between early October and the middle of November**, (Figure 3). When asked when winter-only service should end, the majority of customers (27 of 37) suggested dates **between the end of March and the end of April** (Figure 4).

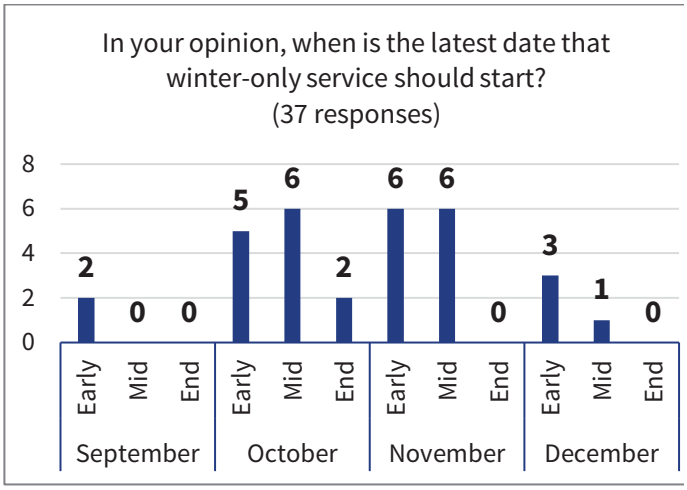

Figure 3 - When should winter-only service begin?

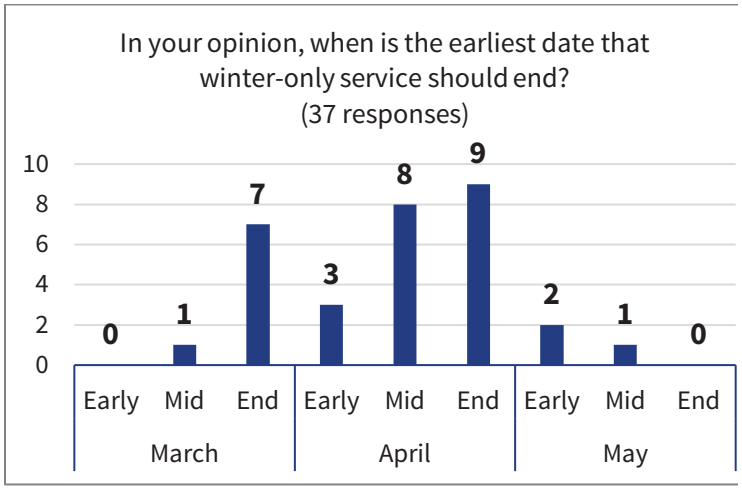

Figure 4 - When should winter-only service end?

In the survey, customers were also told that:

> "*The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on* ***snow*** *accumulation,* ***icy conditions****, temperature, or another type of measure.* "

The majority of WTP customers surveyed (23 of 37) felt that having a way to determine when winter-only service might start, based on weather conditions prior to the set start date **would improve the experience of Transit Plus winter-only customers**.

What We Heard	How It Will Be Considered
The most common suggestion for improvement to the WTP service was to have a longer winter season (23 of 36). Suggestions included reverting to the previous winter dates, or extending the season, with 6 customers specifically requesting year-round service.	Winnipeg Transit Plus is recommending to change the start date of winter-only service to better reflect the needs of WTP winter-only customers. The recommended start and end dates will be November 1 and April 15 of each year.
A majority of WTP winter-only customers surveyed (24 of 36) stated that a combination of variables, including snow, ice or outdoor temperature influenced when winter-only service should start.	Similar to the Public Works snow clearing policy, a snow accumulation of a depth of 3 centimeters or more will trigger the start of winter-only service. Additionally, if the seven-day forecast predicted by Environment Canada includes conditions such as snow fall, freezing rain, ice, or a windchill of minus 15 Celsius or colder, winter-only service will be initiated or continued.

Next Steps

Based on the feedback received from survey participants and the information gathered from a jurisdictional scan, the Winnipeg Transit Public Service will report back with a recommendation to revise the current policy to better reflect the comments from current customers. The report will be considered by the Standing Policy Committee on Infrastructure Renewal and Public Works on May 12, 2021.

The results of the WTP winter-only service engagement and a summary of winter-only paratransit practices from other Canadian jurisdictions will also be included with the report.

All current winter-only customers will be notified of the outcome of the recommendation and any changes to the winter-only service policy.

Appendices

Appendix A – Print and Online Survey Results

Appendix B – One-on-one Telephone Survey Results

Appendix C – Policy Advisory Committee (PAC) meeting notes

Appendix D – Winter-only Service Overview

To learn more about Winnipeg Transit Plus winter-only service, please visit winnipegtransit.com

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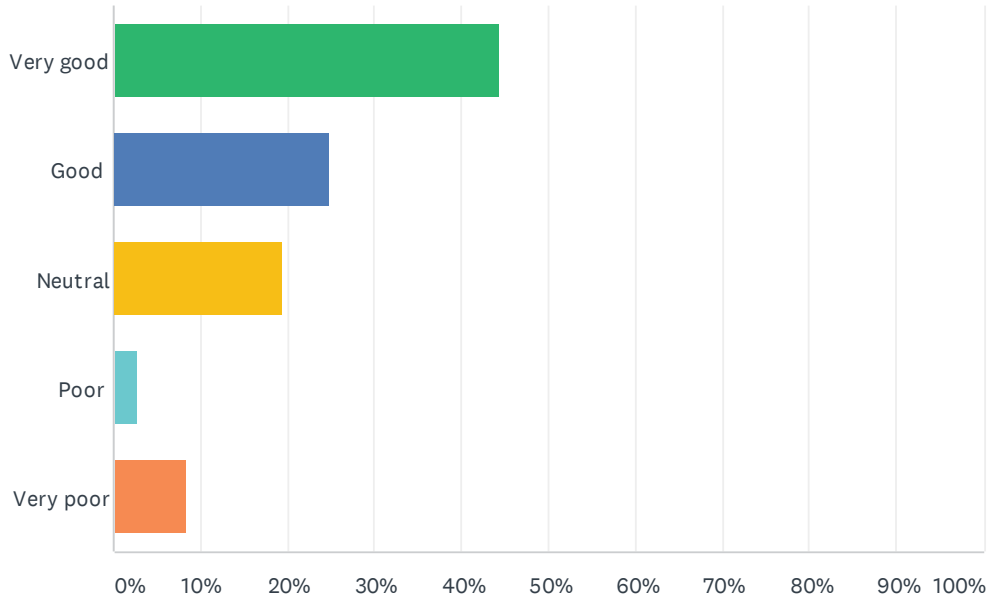
Appendix A – Print and Online Survey Results

Q1 How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer? (Please check one)

Answered: 36 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	44.44%	16
Good	25.00%	9
Neutral	19.44%	7
Poor	2.78%	1
Very poor	8.33%	3
TOTAL		36

Q2 Why did you choose this rating?

Answered: 37 Skipped: 0

#	RESPONSES	DATE
1	Glad she got a ride but the ride was very bumpy	2/24/2021 3:18 PM
2	Hasn’t used service due to COVID – first year	2/24/2021 3:15 PM
3	Getting trips, hasn’t been denied any trips, and have vehicles been on time – goes to new doctor would take two buses and has been experiencing more problems walking	2/24/2021 3:13 PM
4	Pick me up early to destination	2/24/2021 3:12 PM
5	10 years winter only service – value the service and understands the service – wish more people would understand this is not a glorified taxi service – ride sharing program -public transit	2/24/2021 3:10 PM
6	3 rd year using winter only – keeps me warm, don’t worry about slipping, takes her directly to destinations – on time and not standing at a bus stop	2/24/2021 3:08 PM
7	Because they take me when I want see doctors and other things.	2/24/2021 1:52 PM
8	The drivers are excellent. The car is clean A+. I don't feel imprisoned at home.	2/24/2021 1:28 PM
9	Good drivers, always on time	2/24/2021 1:18 PM
10	Because I just became a member before winter and at that time had no idea what it was all about. But it's been great so far.	2/24/2021 1:14 PM
11	Personally, their service is efficient and always keep to time, ready to solve any issues I have. They make my going out and coming in easier for me during winter season.	2/24/2021 1:05 PM
12	The service has been very good whenever I used Handi Transit Plus	2/24/2021 12:59 PM
13	I suppose it rates good a few times I waited a little bit but no one is always perfect.	2/24/2021 12:54 PM
14	To be picked up at your home is very very good. To be picked up at your destination is in? You need to book more time, especially at the Dr.'s office.	2/24/2021 12:36 PM
15	Reliable service, attentive drivers.	2/24/2021 12:27 PM
16	Am happy the way service is right now without shortening the season. Thank you.	2/24/2021 12:23 PM
17	Due to the pandemic lockdown, I have had limited travel this year. We have been told to stay home. I would normally be using this service more often.	2/24/2021 12:14 PM
18	Drivers are friendly and helpful (Very good) The winter-only service dates do not match the needs of a university student using a U Pass - need coverage from Sept.1 to May 30 (Poor). Have been left hanging when trying to attend final exams. There is a HUGE financial burden (on top of accessibility issues) when the two do not match. The seats in the 'new' vans do not provide the proper anthropometric measurements for an adult; seats are hard and vibration is significant; seats too high off ground; no barrier to grab in case of a sudden stop (Very poor).	2/24/2021 11:59 AM
19	Very much on time from my pick up at 411 Cumberland Ave to HSC at 700 William and return back to Cumberland on Jan. 21, 2021.	2/24/2021 11:44 AM
20	You don't feel lonely when I travel with Winnipeg Transit drivers. They help me to find the places which I intend to attend.	2/24/2021 9:54 AM
21	No use of Handi Transit due to Covid 19.	2/24/2021 9:47 AM
22	I have had rides on time, thank you! The bus/van is a hard ride on my body/back. As a Manitoba all my life, I am proud that we have wonderful services for people. I am so happy to be Canadian, all my life, and to see immigrants arrive and to experience the 'Best Country in the World.'	2/24/2021 9:46 AM
23	Getting in and out of back seat in cars are very difficult. I am still waiting for hip replacement surgery date.	2/24/2021 9:03 AM
24	Because winter service was cut (Oct/Nov) - (April). I need service for colder months. I cannot breathe in the cold and fibromyalgia and colder weather causes pain	2/24/2021 8:58 AM
25	Sometimes had to leave very early for appointments and was not picked up at time I supposed to be. One time a driver didn’t come. He supposedly went for lunch. Wa an hour and a half late. But I am thankful for the service because I can not afford a taxi	2/12/2021 6:25 PM

26	I have only had one experience	2/10/2021 10:40 AM
27	N/A	2/8/2021 11:02 AM
28	I chose this reading due to them changing the beginning date for the winter only program without any notification is disrespectful. Also expecting us to walk with our mobility aids and take the bus during the winter time while there's still ice and snow on the ground is unacceptable and is a liability for those who need to go out every single day.	1/26/2021 4:47 PM
29	IT WAS DCOSEN FOR ME BY SYSTEM	1/26/2021 1:58 PM
30	Because of COVID, I have not gone out too much.	1/25/2021 1:56 PM
31	limited use of service due to COVID restrictions /and limited to winter months	1/25/2021 9:04 AM
32	Because I feel that I can get around well enough.	1/25/2021 8:47 AM
33	All the drivers are very kind and are always willing to help if you need it and are always in a good mood	1/24/2021 12:50 PM
34	I need this service outside the dates it is available. I have severe asthma that creates breathing difficulties whenever the weather is cold or wet.	1/23/2021 1:57 PM
35	Service is good	1/22/2021 7:43 PM
36	No problems. Grateful for this service.	1/22/2021 2:59 PM
37	Helpful	1/18/2021 10:46 AM

Q3 What about winter-only service is working well for you?

Answered: 36 Skipped: 1

#	RESPONSES	DATE
1	We get rides when needed – looked after the walker	2/24/2021 3:18 PM
2	Hasn’t used service due to COVID – first year	2/24/2021 3:15 PM
3	Getting trips, hasn’t been denied any trips, and have vehicles been on time – only taking medical trips – would use it more if we didn’t have COVID	2/24/2021 3:13 PM
4	Not having to go out as often and not having to take conventional transit	2/24/2021 3:12 PM
5	Working well – however health is deterioting - now unable to drive – CPP disability – vertigo on left	2/24/2021 3:10 PM
6	Scheduling not always convenient	2/24/2021 3:08 PM
7	Yes.	2/24/2021 1:52 PM
8	Same as above - the ability to get around. I don't drive and since my ex husband passed away (Dec.2019), I no longer have access to a ride in a vehicle I can get in and out of.	2/24/2021 1:28 PM
9	It's good to have the winter service to get through the snow.	2/24/2021 1:18 PM
10	I don't have to push walker painfully through the ice and snow.	2/24/2021 1:14 PM
11	Yes, it is, because I usually fall during winter before I got to konw about this transit. Once there is snow on the ground I'm always fearful of been fall and injure myself.	2/24/2021 1:05 PM
12	I like that you only have to use it a few times a year to keep your winter service only subscription.	2/24/2021 12:59 PM
13	Well I haven't started this winter yet. As the weather has been great until these 2 brutal days and might.ve not asked for winter transit winter yet but I'm sure I will be in touch when I need.	2/24/2021 12:54 PM
14	Good for now. I am 81 years old and asthmatic. The wind and cold bothers me.	2/24/2021 12:36 PM
15	So far - yes.	2/24/2021 12:27 PM
16	Winter service is working out well right now without shortening the winter service.	2/24/2021 12:23 PM
17	I appreciate the service. In a 'normal' year I would really need full service in a typical Winnipeg winter. Winter travel on the bus is difficult if buses are peak service times. I usually have to stand. It is hard to enter and exit buses, as well. No one offers seniors seats very often these days. I now need a cane.	2/24/2021 12:14 PM
18	Drivers are friendly and helpful.	2/24/2021 11:59 AM
19	Yes, but still wishing and hopeful for all season service.	2/24/2021 11:44 AM
20	It's working well. If I am provided with this facility I will be very much thankful in the summer time too. Because I am very feeble now due to my old age.	2/24/2021 9:54 AM
21	Not at all due to Covid 19	2/24/2021 9:47 AM
22	It saves me falling on the way to a bus, and fighting the snow/ice. People are so rude in this world, so I feel safe with the service. And warm, thank you!	2/24/2021 9:46 AM
23	With original dates, October 'till Aptil 25, was very helpful with appointments.	2/24/2021 9:03 AM
24	No	2/24/2021 8:58 AM
25	I can get out for drs appts, and other medical appointments and occasional essential shopping and meetings. I have not used service yet this winter because I have dificult	2/12/2021 6:25 PM
26	N/A	2/8/2021 11:02 AM
27	Nothing at all! Why should people who are able-bodied make decisions for people who are disabled. They have never walked a day in our shoes so how are they supposed to understand our needs.	1/26/2021 4:47 PM
28	HAVEN'T USED IT BECAUSE OF COVID	1/26/2021 1:58 PM
29	When I use it, it is okay.	1/25/2021 1:56 PM

30	at least allowed to use during limited winter months	1/25/2021 9:04 AM
31	The fact that I get help when getting picked up, and dropped off.	1/25/2021 8:47 AM
32	I don't have to worry about slipping on ice on the sidewalks or freeze at the bus stop while waiting for the bus which is regularly never on time and won't have to free downtown if i had to transfer to another bus	1/24/2021 12:50 PM
33	Nothing	1/23/2021 1:57 PM
34	I get where I want when I want to	1/22/2021 7:43 PM
35	Yes. No concerns thus far.	1/22/2021 2:59 PM
36	Helps in winter	1/18/2021 10:46 AM

Q4 What about winter-only service is NOT working well for you?

Answered: 33 Skipped: 4

#	RESPONSES	DATE
1	Rather have year around service.	2/24/2021 3:18 PM
2	No answer	2/24/2021 3:15 PM
3	Nothing so far	2/24/2021 3:13 PM
4	Times aren't exactly as she would like	2/24/2021 3:12 PM
5	Shocked about the change of days – has to rely on walker and can't go on snow (no snow tires for walker)	2/24/2021 3:10 PM
6	Nothing	2/24/2021 3:08 PM
7	Again - I no longer have that extra ride. i.e. - my ex who passed - we were both living with my daughter (separately). My daughter does not drive - her husband has this huge truck which I cannot get into without a ladder.	2/24/2021 1:28 PM
8	It's in general, not enough phone operations.	2/24/2021 1:18 PM
9	When I think about spring, it's going to be hard, because my neurologist is in Winnipeg Clinic and there is no parking close by and I can't walk far.	2/24/2021 1:14 PM
10	Sometimes you have to book a week in advance and there is still no guarantee that you will get a ride to and from your destination.	2/24/2021 12:59 PM
11	As I said I haven't used it yet this winter but when I need I will call.	2/24/2021 12:54 PM
12	The day I am not able to drive then it will have to be all season.	2/24/2021 12:36 PM
13	n/a	2/24/2021 12:27 PM
14	Does no start early enough. I really need full service. Entry and exit is difficult. Standing with parcels is very hard.	2/24/2021 12:14 PM
15	There have been issues where a new/inexperienced driver has not found the pickup location (i.e.- back of Fletcher Argue; parking lot and atrium doors at Engineering) because U of M identifies are buildings and the 'new' computer system would only register street addresses. I was left stranded 2x on the same day trying to leave school last winter in brutal conditions!	2/24/2021 11:59 AM
16	It does but like I have written I am hopeful that my winter only service would extend beyond.	2/24/2021 11:44 AM
17	No comments.	2/24/2021 9:54 AM
18	Again due to Covid 19	2/24/2021 9:47 AM
19	I am thinking.	2/24/2021 9:46 AM
20	When appointments are quite a distance away, cost of taxi fare is very expensive. I have not been able to take transit bus for over 1 to 1.5 years on account of hip problems.	2/24/2021 9:03 AM
21	Answered that in No.2	2/24/2021 8:58 AM
22	Wearing a mask is difficult for me because of asthma. Therefore I am stuck at home.	2/12/2021 6:25 PM
23	N/A	2/8/2021 11:02 AM
24	I feel that there shouldn't be a winter only program there should be a program that was put there for disabled people to have it full-time so that they could have full-time employment and have a fulfilled life with the independence that they deserve. This winter program does not work. To consider your eligibility they literally get you to walk 50 m to their bus stop on the side in the summertime. How could you accurately determine someone's eligibility for a winter only program while you do it only in the summer. You should be evaluating them on their day-to-day lives so have them bring in their bag full of all the stuff that they take to work there elbow crutches their jackets there scarfs. Add all of that weight plus what they have to bear on themselves then maybe determine eligibility.	1/26/2021 4:47 PM
25	WANT YEAR ROUND SERVICE. DO NOT AGREE WITH LIMITATION. CONDITION DETERIORATING	1/26/2021 1:58 PM
26	Nothing to say.	1/25/2021 1:56 PM

27	only limited to using during these limited months. Never sure when it actually starts/ends	1/25/2021 9:04 AM
28	Sometimes when I get dropped off, I get out of the vehicle, and they drive away.	1/25/2021 8:47 AM
29	The long start date of Dec 15th and the short end date of March 31st	1/24/2021 12:50 PM
30	Not available when I need it.	1/23/2021 1:57 PM
31	Late date for starting	1/22/2021 7:43 PM
32	Nothing to report.	1/22/2021 2:59 PM
33	No date to count on, like Nov. 1st.	1/18/2021 10:46 AM

Q5 What improvements to Transit Plus winter-only service would you most like to see?

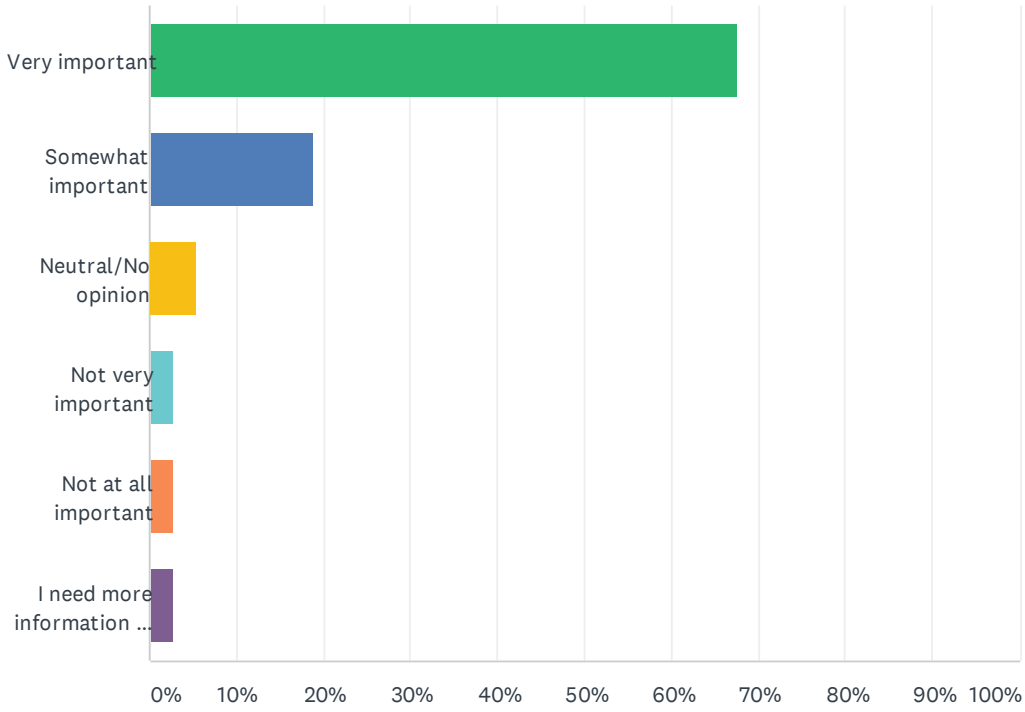
Answered: 36 Skipped: 1

#	RESPONSES	DATE
1	Not have a winter only – have year round service	2/24/2021 3:18 PM
2	Starting earlier and ending later	2/24/2021 3:15 PM
3	Only problem is that she only gets in the winter	2/24/2021 3:13 PM
4	Maybe have the time service in effect April 15	2/24/2021 3:12 PM
5	Change the start date – maybe October 15 is too early – but Dec 15 is too late – October 30 maybe be the ideal date	2/24/2021 3:10 PM
6	Longer period of use – not aware of the change in dates for 2020	2/24/2021 3:08 PM
7	I think that they should start when the snow and cold weather come, and stop when the snow is all gone.	2/24/2021 1:52 PM
8	No improvements - just an extension to summer time as well. I'm spending a lot of money on cab fare I cannot afford. Not just because of Covid 19 - I don't take city buses - # waiting for bus - crowded bus - the bus does not always put ramp down even though my walker is not heavy, my upper arm strength has diminished. After a day out even in snow lifting walker over snowy ruts leaves my body aching and legs cramping all night long.	2/24/2021 1:28 PM
9	It's going fine for me.	2/24/2021 1:18 PM
10	To extend it. But the service has been excellent for me so far.	2/24/2021 1:14 PM
11	So far so good, to me their service is okay there might be times that I have to stay longer at work before been picked up but due to this Corona virus pandemic, the service has been greatly adjusted except for a few times that no. Changes can be made but overall, the service is good and efficient.	2/24/2021 1:05 PM
12	A better coordinated effort to have more vans or cars in all areas of the city to improve the service. More flexibility for pickup and drop off times, especially for people in wheelchairs who may need more time to prepare for pickups and drop offs.	2/24/2021 12:59 PM
13	I have no complaints.	2/24/2021 12:54 PM
14	?	2/24/2021 12:36 PM
15	Can't think of any improvements.	2/24/2021 12:27 PM
16	Don't change the winter dates.	2/24/2021 12:23 PM
17	Begin Nov.11 - Weather can be inclement even though there may not be an accumulation of snow. End April 5 - There are icy patches event though snow has melted.	2/24/2021 12:14 PM
18	Get the older bus designs back into place. The new 'tighter' service dates are ridiculous! Service availability needs to be based on current weather conditions, not weather patterns! I cannot negotiate icy ground conditions (amongst other things). In Winnipeg, these conditions can happen between September and May, depending on the year.	2/24/2021 11:59 AM
19	A bigger reserved parking for Handi Transit in all hospitals and clinic locations.	2/24/2021 11:44 AM
20	To extend the time periods since Winnipeg under go long winters. Without having a separate category for winter only it is better to have a common group of people defending on their age disabilities and other ailments. Because most of the people who use this service belong to category of sick people for medical appointments.	2/24/2021 9:54 AM
21	Extend the months - Oct. 20 to March 21	2/24/2021 9:47 AM
22	Free coffee and doughnuts, or open bar, and live entertainment. HA HA!	2/24/2021 9:46 AM
23	Starting date November 1 and ending April 1.	2/24/2021 9:03 AM
24	Extend winter service to what it was previously.	2/24/2021 8:58 AM
25	Service earlier. We get ice and snow before December 15. Cannot use canes or wheelchairs to get to a bus stop	2/12/2021 6:25 PM
26	Date Changes	2/8/2021 11:02 AM

27	I would like winter only program to be changed to full-time. As a disabled Canadian I even get tired during the summer because of the heat and even the cold or icy conditions. It might be nice out when winter but there's still ice on the ground and most sidewalks are not done until 10:30 in the morning and half of them are not accessible for people who are disabled. Was so with all of this added problems busing does not work and neither does the criteria for winter only program	1/26/2021 4:47 PM
28	START EARLIER	1/26/2021 1:58 PM
29	I am okay with the winter service now being used.	1/25/2021 1:56 PM
30	extend the months - preferably eliminate the "winter months" all together	1/25/2021 9:04 AM
31	Nothing that I can see.	1/25/2021 8:47 AM
32	Over all i would love to see sooner and longer start and end dates as well as buses have better shocks so when the bus hits a hump or something the person on the bus doesn't feel it	1/24/2021 12:50 PM
33	I don't agree with having winter only service.	1/23/2021 1:57 PM
34	Early date for the start	1/22/2021 7:43 PM
35	Nothing to add.	1/22/2021 2:59 PM
36	an assigned date	1/18/2021 10:46 AM

Q6 How important is it for you to have set start and end dates for winter-only service? (Please check one)

Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very important	67.57%	25
Somewhat important	18.92%	7
Neutral/No opinion	5.41%	2
Not very important	2.70%	1
Not at all important	2.70%	1
I need more information to decide	2.70%	1
TOTAL		37

Q7 In your opinion, when is the latest date that winter-only service should start?

Answered: 37 Skipped: 0

#	RESPONSES	DATE
1	October 1	2/24/2021 3:18 PM
2	October 1	2/24/2021 3:17 PM
3	October 30	2/24/2021 3:14 PM
4	November 1	2/24/2021 3:12 PM
5	November 15	2/24/2021 3:11 PM
6	October 15	2/24/2021 3:09 PM
7	When cold weather or snow come.	2/24/2021 1:52 PM
8	Oct.1	2/24/2021 1:32 PM
9	Dec.1	2/24/2021 1:19 PM
10	Middle of October (Look at winter storm 2019)	2/24/2021 1:15 PM
11	15th of every October	2/24/2021 1:09 PM
12	Dec.20	2/24/2021 1:00 PM
13	I believe your people should know better than we should go along with your calendar	2/24/2021 12:56 PM
14	Depending on the weather conditions.	2/24/2021 12:38 PM
15	TBD by environmental data	2/24/2021 12:29 PM
16	Oct.31	2/24/2021 12:25 PM
17	Nov.11 Remembrance Day	2/24/2021 12:17 PM
18	Sept.1	2/24/2021 12:04 PM
19	No later than first week of November	2/24/2021 11:48 AM
20	I wish to have this service throughout the year since I have to attend medical appointments frequently.	2/24/2021 9:56 AM
21	October 1	2/24/2021 9:50 AM
22	Oct. 1. I was a landscaper for 50 years, and also, from conversations of others.	2/24/2021 9:46 AM
23	November 1	2/24/2021 9:04 AM
24	Mid Oct	2/24/2021 9:00 AM
25	November 1st or first icy days if sooner	2/12/2021 6:37 PM
26	November 15	2/10/2021 10:51 AM
27	October 15th	2/8/2021 11:03 AM
28	Oct 15	1/26/2021 4:49 PM
29	DECEMBER 1	1/26/2021 2:00 PM
30	mid to end November	1/25/2021 1:57 PM
31	November 1	1/25/2021 9:06 AM
32	November 1	1/25/2021 8:48 AM
33	The end of April	1/24/2021 12:53 PM
34	September 1	1/23/2021 1:59 PM
35	Nov. 15	1/22/2021 7:44 PM
36	December 1, with flexibility given changing weather patterns.	1/22/2021 3:03 PM
37	Nov 15	1/18/2021 10:48 AM

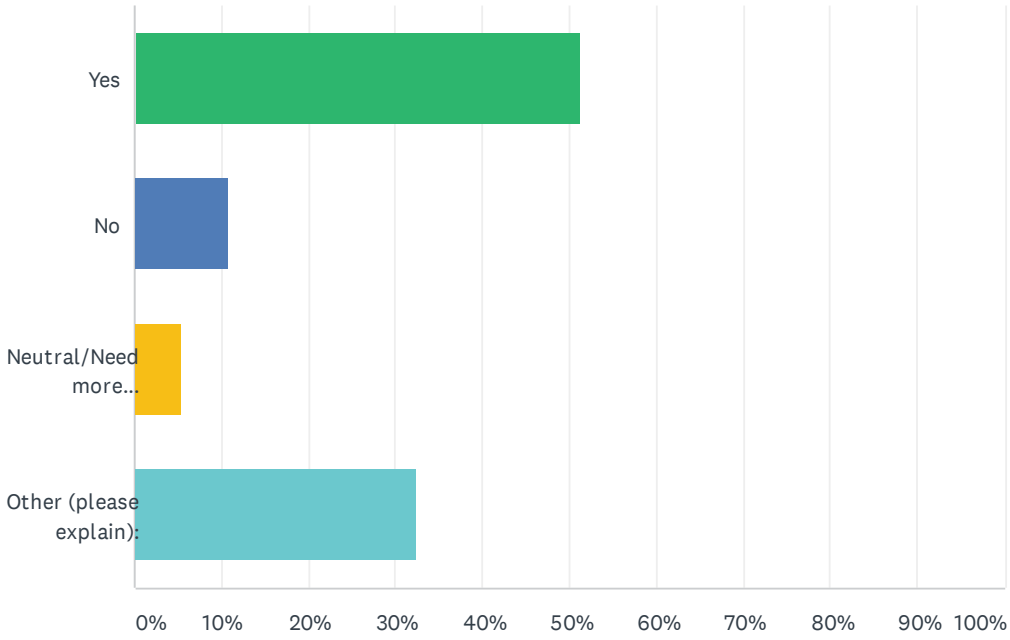
Q8 In your opinion, when is the earliest date that winter-only service should end?

Answered: 37 Skipped: 0

#	RESPONSES	DATE
1	April 30	2/24/2021 3:18 PM
2	May 1	2/24/2021 3:17 PM
3	April 15	2/24/2021 3:14 PM
4	April 15	2/24/2021 3:12 PM
5	March 30	2/24/2021 3:11 PM
6	April 30	2/24/2021 3:09 PM
7	As long as there is snow on the ground.	2/24/2021 1:52 PM
8	April 30	2/24/2021 1:32 PM
9	April 15	2/24/2021 1:19 PM
10	April 30	2/24/2021 1:15 PM
11	15th of every April	2/24/2021 1:09 PM
12	May 1	2/24/2021 1:00 PM
13	???	2/24/2021 12:56 PM
14	Also depend on the weather.	2/24/2021 12:38 PM
15	TBD by environmental data	2/24/2021 12:29 PM
16	March 31	2/24/2021 12:25 PM
17	April 5 After spring break	2/24/2021 12:17 PM
18	May 15 (These dates would also cover university needs and UPass session.	2/24/2021 12:04 PM
19	End of April of each year	2/24/2021 11:48 AM
20	I wish to have it throughout the year.	2/24/2021 9:56 AM
21	March 31	2/24/2021 9:50 AM
22	March 31	2/24/2021 9:46 AM
23	April 1	2/24/2021 9:04 AM
24	End of April	2/24/2021 9:00 AM
25	April 15	2/12/2021 6:37 PM
26	April 15	2/10/2021 10:51 AM
27	April 15th	2/8/2021 11:03 AM
28	April 15	1/26/2021 4:49 PM
29	MARCH 31	1/26/2021 2:00 PM
30	mid to end of March	1/25/2021 1:57 PM
31	April 30	1/25/2021 9:06 AM
32	April 30	1/25/2021 8:48 AM
33	Mid Oct to beginning of Nov	1/24/2021 12:53 PM
34	August 31	1/23/2021 1:59 PM
35	March 31	1/22/2021 7:44 PM
36	March 31, with flexibility given changing weather patterns.	1/22/2021 3:03 PM
37	April 1	1/18/2021 10:48 AM

Q9 Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers? (Please check one)

Answered: 37 Skipped: 0

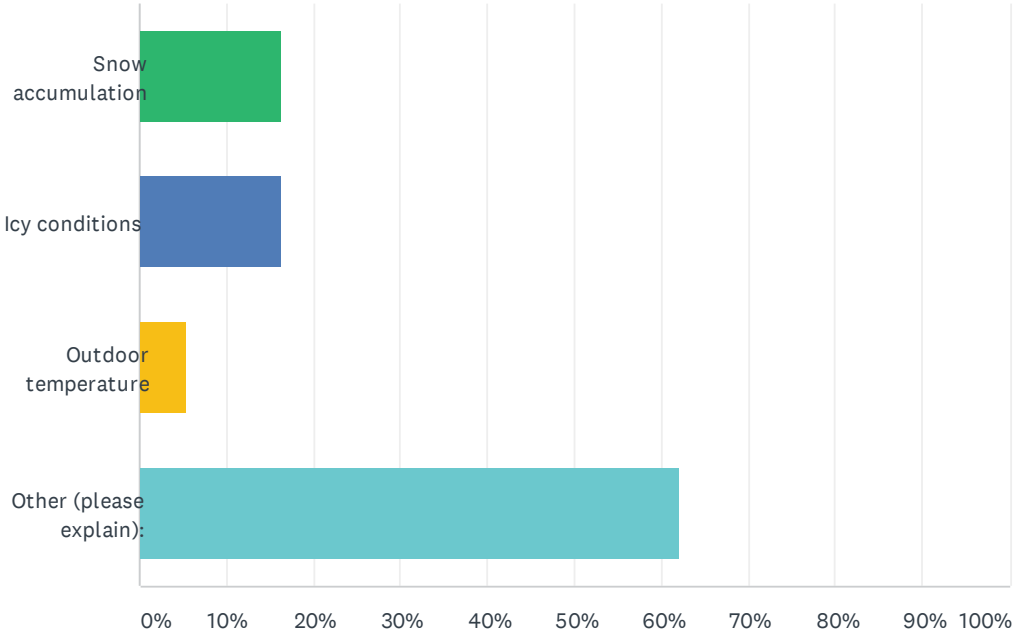


ANSWER CHOICES	RESPONSES	
Yes	51.35%	19
No	10.81%	4
Neutral/Need more information	5.41%	2
Other (please explain):	32.43%	12
TOTAL		37

#	OTHER (PLEASE EXPLAIN):	DATE
1	Year around service is better – get confused with dates right now	2/24/2021 3:17 PM
2	In Kelowna BC for those who do not drive/cannot drive get year round service. I know this for fact. The bus service is called Handy Dart. I have 2 relatives who work for this service.	2/24/2021 1:32 PM
3	Yes. I would apply for all year round Transit Plus as some doctor's appointments are not easy to get to and family is busy working.	2/24/2021 1:15 PM
4	Yes. This measure stands as a communication between us riders and the Transit Plus managements. Through this our concerns are made known and solutions are provided.	2/24/2021 1:09 PM
5	No. Customers need to know that they can accept employment because they have Transit Plus service in place. This can't happen if it isn't. Dates should not be determined by politicians nor City budgets! Transit Plus should rely on MD recommendations for a patient's needs for service. I use the service as required. Depending on my current situation in relationship to my permanent mobility issues year round service would be a better option for me.	2/24/2021 12:04 PM
6	I prefer to have this facility throughout the year.	2/24/2021 9:56 AM
7	Yes. My nearest bus stop is 3 blocks away. By the time I get there, I am exhausted. I go everywhere with a walker.	2/24/2021 9:50 AM
8	Every year is changing, so policies in place can easily/soon be inappropriate. Mother Nature controls everything.	2/24/2021 9:46 AM
9	This question makes no sense. Start the service October 15 and end it April 15. Appears older people are the last to be considered for services. Money is throw at people who shouldn't get it. Of course common sense would tell you that starting and ending the winter service is not an improvement for people using it. It will just save money for the city to give to those who don't need it. Seniors can crawl around. Who cares	2/12/2021 6:37 PM
10	I have called in multiple times when there's been 30+ centimetres on it and everyone acts like they don't care. They're not willing to help you out in anyway so why even bother determining it due to the weather when you know we live in Winnipeg and it's going to be cold starting October 1	1/26/2021 4:49 PM
11	Not likely	1/25/2021 9:06 AM
12	hard to determine	1/18/2021 10:48 AM

Q10 In your experience, what the main reason that you start using Transit Plus in the winter? (Please check one)

Answered: 37 Skipped: 0



ANSWER CHOICES	RESPONSES	
Snow accumulation	16.22%	6
Icy conditions	16.22%	6
Outdoor temperature	5.41%	2
Other (please explain):	62.16%	23
TOTAL		37

#	OTHER (PLEASE EXPLAIN):	DATE
1	Snow accumulation. Sometimes car is not working or husband does not want to drive in snow	2/24/2021 3:17 PM
2	Icy conditions. Has osteoarthritis which makes her susceptible to possible breaks if she falls.	2/24/2021 3:14 PM
3	All of the above.	2/24/2021 1:52 PM
4	All of the above. Doctor recommended.	2/24/2021 1:32 PM
5	Snow accumulation. I also consider icy conditions affect my riding.	2/24/2021 1:19 PM
6	All of the above. I have Poliomyelitis, back home since I was 2 years old. I came from a temperate region so I don't really feel but moving to a cold region like this give me pain on my knee anytime the weather is cold event though snow has not started, waiting for buses at bus-stop is not so easy for me.	2/24/2021 1:09 PM
7	All of the above	2/24/2021 12:56 PM
8	Outdoor temperature When I first apply my husband was at Misericordia hospital for 9 months, I was there every day. It was the only way to get around in winter.	2/24/2021 12:38 PM
9	Snow and ice	2/24/2021 12:29 PM
10	All of the above.	2/24/2021 12:25 PM
11	All of the above. It can be very cold around Rememberance Day without snow. Mobility issues are more complicated. Pandemic issues are serious on public buses as well now.	2/24/2021 12:17 PM
12	Snow - cannot mobilize/mobilize well thru snow in boots Icy conditions - cannot negotiate safely Decision of Transit Plus, not me or my MD! Year-round service would be best, as winter-only service restricts my ability to work, attend school, etc.	2/24/2021 12:04 PM
13	All of the above on top of the very limited parking space on the streets.	2/24/2021 11:48 AM
14	Since we are disabled and old and feeble. We cannot have our one transport also our income is very limited. We can't afford to hire vehicles.	2/24/2021 9:56 AM
15	All of the above. My husband works full time and I would like to start using it in October. Our Children live in Alberta and Ontario, so no help from my family.	2/24/2021 9:50 AM
16	(all of the above) Getting older - in my physical condition walking is tough and painful. My wheelchair is my good buddy.	2/24/2021 9:46 AM
17	Snow, ice and temperature	2/24/2021 9:04 AM
18	Fibromyalgia - osteoarthritis - respiratory conditions. Snow, ice and cold are all issues.	2/24/2021 9:00 AM
19	Snow, icy conditions, cold, sidewalks not cleared. Bus never on time, and sometimes have to jump over a pile of snow to get off or on bus. I also have difficulty walking and other medical conditions	2/12/2021 6:37 PM
20	DATE FORCED BY SYSTEM	1/26/2021 2:00 PM
21	I have arthritis and find it difficult to walk.	1/25/2021 1:57 PM
22	all of the above	1/25/2021 9:06 AM
23	Snow accumulation, Icy conditions & Outdoor temperature	1/24/2021 12:53 PM

Q11 Is there anything else you would like to add?

Answered: 33 Skipped: 4

#	RESPONSES	DATE
1	Nothing to add.	2/24/2021 3:18 PM
2	Not really -	2/24/2021 3:14 PM
3	Nothing to add.	2/24/2021 3:12 PM
4	Have a set start date but have the flexibility based on weather conditions to either start it earlier or end it later.	2/24/2021 3:11 PM
5	Need new buses the suspension on the short buses is very bumpy	2/24/2021 3:09 PM
6	Everything seems okay.	2/24/2021 1:53 PM
7	Regular bus services should be more accommodating for walker users. Use of limbs are restricted. Balance is of course no picnic. PS - I am grateful for any and all help in this department.	2/24/2021 1:33 PM
8	Things are going fine. Wish you would have more phone operators.	2/24/2021 1:20 PM
9	Service is great, but I would like it all year and not just a few months. Which was never discussed at my introduction meeting and came as a real surprise to me, considering the doctors appointments hard to get to.	2/24/2021 1:16 PM
10	Due to my own condition (poliomyelitis) I prefer the start date to October 15 because the weather is getting cold by that time even if there is now snow on the ground. Sometimes I have to call off at work if the condition of the ground is not sage for me. I limp when I walk so am been careful not fall and break any bones.	2/24/2021 1:12 PM
11	More funding is needed to improve the Transit Plus service. Also if you take the city bus and you already pay for a weekly or monthly Peggo card bus pass. If you use Transit Plus as well it should be included in the cost of renewing your Peggo pass. I think that regular transit should be amalgamated with Winnipeg Transit Plus.	2/24/2021 1:02 PM
12	No I'm quite content but I'm sure our weather will kick in then I will make the call.	2/24/2021 12:56 PM
13	No, but I was very pleased to be able to ride in Wpg Transit, it was safe and the drivers where pleasant.	2/24/2021 12:39 PM
14	Does Transit Plus offer service during non-winter months? I there a pamphlet regarding full services that you can mail to me?	2/24/2021 12:33 PM
15	Bad balance and have to use a walker and when it is very cold out it is hard waiting for a transit bus.	2/24/2021 12:26 PM
16	Thank you to OTs! Thank you to the drivers for their care. Thank you for this service. Please ask drivers to have double masks, due to the variant. Please sanitize handles inside and outside. Thank you for the survey and service. *Please include stamped envelopes in future surveys. *Committee making decisions should take a bus in winter during rush hour. To have the full experience.	2/24/2021 12:20 PM
17	Any questions, contact the clients involved. The outdoor assessment the OT's perform isn't indicative of real life situations that occur at the university. The indoor assessment isn't clinical in nature, so many important factors get missed. Let the docs who the customers have make the decision on level of service. They know the customers the best.	2/24/2021 12:08 PM
18	At 76 years old and being highly diabetic I wish I could get this Handi Transit service not just for winter but for all seasons as my doctors appointments and bloodwork increase.	2/24/2021 11:51 AM
19	Please consider extending this facility to cover the whole year.	2/24/2021 9:56 AM
20	As I sid the refular bus is 3 blocks away and I get exhaused very easily - due to a heart condition.	2/24/2021 9:50 AM
21	I am hoping more citizens will participate so we all can be pleased. Including you and your bosses. All in all, I feel [name redacted], [name redacted] and others are great. Please feel free to contact me if you need.	2/24/2021 9:15 AM
22	On account of the Covid-19 I have been staying indoors. I cannot get out without use of walker. I am still waiting for hip replacement surgery.	2/24/2021 9:05 AM

23	I notice people use this service that are able to use transit. Also they have cars but I guess it is cheaper to use service	2/12/2021 6:37 PM
24	No	2/10/2021 10:51 AM
25	Majority municipal areas are using a standard begin and end time is the best.	2/8/2021 11:06 AM
26	I feel like this program is run by able-bodied people who think they know how it feels to have a disability. I feel like the council should be three disabled people because at the end of the day they're the only ones who can step into our shoes and speak for our issues. We have a voice and we deserve to be heard and we deserve the right to a program that was put there for us not be Taken away from us because someone who is able bodied things that they have the authority to tell us how we can feel	1/26/2021 4:50 PM
27	FLEXIBLE DATES NOT PRACTICAL FOR APPOINTMENTS BOOKED MONTHS AHEAD. MAY BE LEFT TO SCRAMBLE AT LAST MOMENT	1/26/2021 2:01 PM
28	No	1/25/2021 2:07 PM
29	Eliminate "winter months" altogether or extend from Nov 1 to April 30 - to actually cover winter months. Survey info was to call 986-5722 for postage paid envelope …. called 3 times and on hold for 20 minutes plus. Finally got someone and they could not send the necessary info!!!!!	1/25/2021 9:08 AM
30	nothing that I can think of at this point, if there is anything else, I will let you know.	1/25/2021 9:08 AM
31	I am extremely grateful that Handi Transit is around to help people who can't get around otherwise as well as all the great drivers	1/24/2021 12:54 PM
32	I dont like the winter only service. It is based on mobility. My main problem is breathing. Cold, heat, and humid weather make it very difficult for me to breathe.	1/23/2021 2:01 PM
33	Nothing to add. Thank you for the opportunity.	1/22/2021 3:04 PM

Appendix B – One-on-one Telephone Survey Results

Winnipeg Transit Plus

Winter-Only Service: Customer Survey

January, 2021

The following survey questions are meant to gather your feedback on your current experience with Winnipeg Transit Plus winter-only service, your suggestions for improvement, and your thoughts on potential changes to winter-only service standards. Please refer to the information about the history of the policy provided in this package when filling out this survey.

If you want to mail back the survey please call our contact center at 204-986-5722 and Transit Plus will send you a postage-paid envelope. Please send us your survey feedback, no later than **February 12, 2020**.

If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

3 rd year using winter only – keeps me warm, don't worry about slipping, takes her directly to destinations – on time and not standing at a bus stop

3. **What about winter-only service is working well for you?**

Scheduling not always convenient -

4. **What about winter-only service is NOT working well for you?**

Nothing .

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Longer period of use – not aware of the change in dates for 2020

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. **How important is it for you to have set start and end dates for winter-only service?**
(Please check one)
   - ☐ Very important
   - ☐ Somewhat important
   - ☐ Neutral
   - ☐ Not very important
   - ☐ Not at all important
   - ☐ I need more information to decide

7. In your opinion, when is the latest date that winter-only service should start?

October 15_____

8. **When is the earliest date that winter-only service should end?**

April 30_____

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ❑ Yes
- ❑ No
- ❑ Neutral/Need more information
- ❑ Other (please explain):

_____

_____

_____

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ❑ Snow accumulation
- ❑ Icy conditions
- ❑ Outdoor temperature
- ❑ Other (please explain):

11. Is there anything else you would like to add?

Need new buses the suspension on the short buses is very bumpy .

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

If you have any further questions or concerns to share, please contact us at please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Winnipeg Transit Plus

Winter-Only Service: Customer Survey

January, 2021

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If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

10 years winter only service – value the service and understands the service – wish more people would understand this is not a glorified taxi service – ride sharing program -public transit

3. **What about winter-only service is working well for you?**

Working well – however health is deterioting - now unable to drive – CPP disability – vertigo on left

4. **What about winter-only service is NOT working well for you?**

Shocked about the change of days – has to rely on walker and can't go on snow (no snow tires for walker)

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Change the start date – maybe October 15 is too early – but Dec 15 is too late – October 30 maybe be the ideal date

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. **How important is it for you to have set start and end dates for winter-only service?**
(Please check one)

- ☑ Very important
- ☐ Somewhat important
- ☐ Neutral
- ☐ Not very important
- ☐ Not at all important
- ☐ I need more information to decide

7. **In your opinion, when is the latest date that winter-only service should start?**

___November 15_____

8. **When is the earliest date that winter-only service should end?**

_March 30_____

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ☑ Yes
- ☐ No
- ☐ Neutral/Need more information
- ☐ Other (please explain):

_____

_____

_____

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ☐ Snow accumulation
- ☐ Icy conditions
- ☐ Outdoor temperature
- ☐ Other (please explain):

11. Is there anything else you would like to add?

Have a set start date but have the flexibility based on weather conditions to either start it earlier or end it later.

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

If you have any further questions or concerns to share, please contact us at please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Winnipeg Transit Plus

Winter-Only Service: Customer Survey

January, 2021

The following survey questions are meant to gather your feedback on your current experience with Winnipeg Transit Plus winter-only service, your suggestions for improvement, and your thoughts on potential changes to winter-only service standards. Please refer to the information about the history of the policy provided in this package when filling out this survey.

If you want to mail back the survey please call our contact center at 204-986-5722 and Transit Plus will send you a postage-paid envelope. Please send us your survey feedback, no later than **February 12, 2020**.

If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

Pick me up early to destination

3. **What about winter-only service is working well for you?**

Not having to go out as often and not having to take conventional transit

4. **What about winter-only service is NOT working well for you?**

Times aren't exactly as she would like

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Maybe have the time service in effect April 15

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. **How important is it for you to have set start and end dates for winter-only service?**
   (Please check one)
   - ❑ Very important
   - ❑ Somewhat important
   - ❑ Neutral

- ❑ Not very important
- ❑ Not at all important
- ❑ I need more information to decide

7. In your opinion, when is the latest date that winter-only service should start?

___November 1_____

8. **When is the earliest date that winter-only service should end?**

_April 15_____

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ❑ Yes
- ❑ No
- ❑ Neutral/Need more information
- ❑ Other (please explain):

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ☐ Snow accumulation
- ☐ Icy conditions
- ☐ Outdoor temperature
- ☐ Other (please explain):

11. Is there anything else you would like to add?

Nothing to add.

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

If you have any further questions or concerns to share, please contact us at please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Winnipeg Transit Plus

Winter-Only Service: Customer Survey

January, 2021

The following survey questions are meant to gather your feedback on your current experience with Winnipeg Transit Plus winter-only service, your suggestions for improvement, and your thoughts on potential changes to winter-only service standards. Please refer to the information about the history of the policy provided in this package when filling out this survey.

If you want to mail back the survey please call our contact center at 204-986-5722 and Transit Plus will send you a postage-paid envelope. Please send us your survey feedback, no later than **February 12, 2020**.

If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

Getting trips, hasn't been denied any trips, and have vehicles been on time – goes to new doctor would take two buses and has been experiencing more problems walking

3. **What about winter-only service is working well for you?**

Getting trips, hasn't been denied any trips, and have vehicles been on time – only taking medical trips – would use it more if we didn't have COVID

4. **What about winter-only service is NOT working well for you?**

Nothing so far

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Only problem is that she only gets in the winter

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. How important is it for you to have set start and end dates for winter-only service?
(Please check one)

- ☐ X Very important
- ☐ Somewhat important
- ☐ Neutral
- ☐ Not very important
- ☐ Not at all important
- ☐ I need more information to decide

7. In your opinion, when is the latest date that winter-only service should start?

__October 30_____

8. **When is the earliest date that winter-only service should end?**

____April 15_____

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ☐ Yes
- ☐ No
- ☐ Neutral/Need more information
- ☐ Other (please explain):

_____

_____

_____

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ❑ Snow accumulation
- ❑ Icy conditions
- ❑ Outdoor temperature
- ❑ Other (please explain):

Has osteoarthritis which makes her susceptible to possible breaks if she falls

11. Is there anything else you would like to add?

Not really -

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

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If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

Hasn't used service due to COVID – first year

3. **What about winter-only service is working well for you?**

Hasn't used service due to COVID – first year

4. **What about winter-only service is NOT working well for you?**

No answer

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Starting earlier and ending later

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. **How important is it for you to have set start and end dates for winter-only service?**
(Please check one)
   - ❑ Very important
   - ❑ Somewhat important
   - ❑ Neutral
   - ❑ Not very important
   - ❑ Not at all important
   - ❑ I need more information to decide

7. In your opinion, when is the latest date that winter-only service should start?

___October 1 _____

8. **When is the earliest date that winter-only service should end?**

May 01

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ❑ Yes
- ❑ No
- ❑ Neutral/Need more information
- ❑ Other (please explain):

Year around service is better – get confused with dates right now

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ☐ Snow accumulation
- ☐ Icy conditions
- ☐ Outdoor temperature
- ☐ Other (please explain):

Sometimes car is not working or husband does not want to drive in snow

11. Is there anything else you would like to add?

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

If you have any further questions or concerns to share, please contact us at please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Winnipeg Transit Plus

Winter-Only Service: Customer Survey

January, 2021

The following survey questions are meant to gather your feedback on your current experience with Winnipeg Transit Plus winter-only service, your suggestions for improvement, and your thoughts on potential changes to winter-only service standards. Please refer to the information about the history of the policy provided in this package when filling out this survey.

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If you have questions, or require alternate formats, interpretation or any additional accommodations to participate please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Current Service and Experience

1. **How would you rate your current experience as a Winnipeg Transit Plus Winter-Only customer?**
   (Please check one)
   - ❑ Very good
   - ❑ Good
   - ❑ Neutral
   - ❑ Poor
   - ❑ Very poor

2. **Why did you choose this rating?**

Glad she got a ride but the ride was very bumpy

3. **What about winter-only service is working well for you?**

We get rides when needed – looked after the walker

4. **What about winter-only service is NOT working well for you?**

Rather have year around service.

5. **What improvements to Transit Plus winter-only service would you most like to see?**

Not have a winter only – have year round service

Winter-Only Service Standards

Start and End Dates

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

6. **How important is it for you to have set start and end dates for winter-only service?**
(Please check one)
   - ❑ Very important
   - ❑ Somewhat important
   - ❑ Neutral

- ❑ Not very important
- ❑ Not at all important
- ❑ I need more information to decide

7. In your opinion, when is the latest date that winter-only service should start?

October 01_____

8. **When is the earliest date that winter-only service should end?**

April 30_____

The City is currently exploring a way to determine when winter-only service might start, based on weather conditions prior to the set start date (which is currently December 15). This could be based on snow accumulation, icy conditions, temperature, or another type of measure.

9. Generally speaking, do you think that having a measure like this in place will improve the experience of Transit Plus winter-only customers?
(Please check one)

- ❑ Yes
- ❑ No
- ❑ Neutral/Need more information
- ❑ Other (please explain):

_____

_____

_____

10. In your experience, what is the main reason that you start using Transit Plus in the winter?
(Please check one)

- ❑ Snow accumulation
- ❑ Icy conditions
- ❑ Outdoor temperature
- ❑ Other (please explain):

11. Is there anything else you would like to add?

Nothing to add.

Thank you for your feedback! Your time and effort is appreciated. A summary of feedback received from Winnipeg Transit Plus winter-only customers will be included in our report to Council, including potential recommendations for changes and improvements to Winnipeg Transit Plus winter-only policies.

If you have any further questions or concerns to share, please contact us at please contact TRN-WTP-Project@winnipeg.ca or (204) 555-4243.

Appendix C – Policy Advisory Committee (PAC) meeting notes

WINNIPEG TRANSIT PLUS

POLICY ADVISORY COMMITTEE

Minutes of (Online MS Teams) Meeting – Monday, January 4, 2021

Public Engagement Office Presented Winter Only Engagement Proposal

1. Council direction was as follows:

> *That the Winnipeg Public Service be directed to report back to the Standing Committee within 180 days on a policy for determining when winter Transit Plus service should be initiated based on a defined metric of "appropriate conditions of our roads and sidewalks based on ice and snow and or other conditions worthy of consideration for safety."*

Additionally, Council required that there be public engagement during the review.

This came out of a change to the winter only policy in January of 2020 that changed the start date to no later than December 15 and to end no earlier than March 31.

2. Recommendation to the PAC is to engage current Transit Plus users and specifically target Winter Only Customers as the issue would not be relevant to citizens who do not use the service. The PAC agreed.
3. A jurisdictional scan that was recently completed was shared with the PAC.
   The scan did not provide any information on a possible metric that could be used to determine the start and end date of Winter Only. All the properties except 1 used a defined start and end date. Calgary was the only one that used weather conditions and they based it on “present or predicted weather conditions” a temperature of -15C and/or the presence of predicted accumulation of ice and snow was used for winter months and +20 C for the summer months.
4. Letters outlining the public engagement were sent to all winter only users to ask for their participation in the public engagement.
5. There are currently about 250 winter only customers, but this does not represent an additional 250 trips as some customers will take multiple trips per day/week etc. Individuals who fall into this category are ambulatory or have the capacity to use the conventional service/ambulate a certain amount of distance.
6. Discussed timeline of the report and public engagement.
7. The PAC had several questions;
   a. Why were seasonal dates needed?
      i. Winter only customers are individuals who have been determined to not be able to reasonably use the conventional service after a significant accumulation of snow. This type of categorical eligibility is in line with proposed accessibility legislation that defines temporary eligibility for paratransit service.
   b. How many jurisdictions across Canada have a similar policy?
      i. Twenty-seven Canadian paratransit service providers responded to the CUTA survey and the majority have defined start and end dates.

   ii. Of those that responded the majority have service starting on November 1 or November 15.
c. Is it common for transit services to have seasonal categories?
   i. The majority of North American paratransit properties have a seasonal category to align to the categorical eligibility defined in accessibility legislation.
d. How does the winter only season correspond to Public Works snow clearing policies[v]?
   i. Priority 1 routes: it's after an accumulation of 3 cms of snow. Icy conditions: upon inspection, they'll make a determination on whether to sand.
   ii. Priority 2 routes: they will send out the snow plows after an accumulation of 5 cms of snow.

8. PAC Comments:
   a. Have to consider long-term weather patterns if setting fixed dates.
   b. It seems that after the first snowfall customers have increased difficulty with their mobility.
   c. Categorical eligibility is about making sure that those who have no other option can have access to the service.
   d. Information related to the snow clearing policies should be considered in the development of the policy.
   e. Difficult to determine the metric or trigger for people wanting to access the service? Is it snow? Ice? Cold?
   f. Include an information sheet in the package of information about how conditional winter services are operated.
   g. Concerned about accessibility and need several methods of contact.
   h. Ensure that pre-stamped envelopes are sent for a response to the paper survey.
   i. Asking people about their experience with the service and where the bottlenecks and challenges are, is a good idea.

9. Suggested questions for the survey from the PAC:
   a. How are things working for you?
   b. What's not working for you?
   c. Is there anything else you want to tell us or that you think we should know?

Appendix D – Winter-only Service Overview

Winter-Only Service Overview

Access to Transit Plus service is based on eligibility criteria that has been approved by Council. All applicable accessibility legislation has three categories of eligibility, one of which is 'conditional eligibility.' The category of conditional eligibility is designed to accommodate individuals that can reasonably be expected to use conventional transit under some circumstances. "Winter-only" customers using Transit Plus have been assessed as being unable to use the conventional service due to accumulation of snow and/or icy conditions.

The winter-only dates have been modified since the implementation of a paratransit service for Winnipeg. Initially, winter months for Winnipeg Transit Plus service were defined as October 1 to March 31. The Manager of Client Services has always had the authority to begin or extend the winter service based on weather conditions and snow accumulations. Over time, the definition of winter months changed to start on October 15 and end on April 15 and customers with "winter-only" eligibility were restricted to using the service only during this time frame.

A 2019 review of data from Environment Canada found Winnipeg has not had a significant snowfall that has stayed on the ground longer than three consecutive days in October in the previous ten years. According to Environment Canada statistics there has not been any significant snow accumulation until approximately mid-December in the last ten years. Therefore, it was determined that it was reasonable to change the eligibility period to better coincide with the weather and snow accumulation in Winnipeg.

To better align with the onset of winter conditions, on January 30, 2020 Council approved a change to the dates for "winter-only" eligibility to start no later than December 15 and end no earlier than March 31. Recognizing that "winter conditions" or winter weather events (accumulation of snow that stays on the ground for three or more days consecutively) can occur earlier or last longer than the defined period, the Manager of Client Services would continue to have the authority

to adjust the beginning and end dates based on weather conditions, events, and snow accumulation.

There are approximately 392 customers that have eligibility for service during the winter months. The changes to the winter eligibility dates help to ensure that the resources are available to those with the highest need for door-to-door service as they are unable to use the conventional service.

On November 10, 2020 the Standing Policy Committee on Infrastructure and Public Works requested a further evaluation, passing a motion to have the department conduct a review of the winter only policy and engage the community to discuss the existing policy and possible changes. This involves reporting back on a **policy for determining when winter Transit Plus service should begin based on a measure of "appropriate conditions of our roads and sidewalks based on ice and snow and or other conditions worthy of consideration for safety.**"

When looking at what is done in other Canadian municipalities, we found a number of different approaches to providing service during the winter. The majority of municipalities we looked at tended to have pre-determined dates for the beginning and end of winter-only service, but like Winnipeg Transit, most agencies allow for flexibility in the start and end date based on environmental factors. Additionally, at least one agency determines “conditional eligibility” based on current and/or forecasted weather conditions, meaning conditional eligibility can effectively be instated or suspended as needed.